

2023-2024

Annual Operational Plan

ACKNOWLEDGEMENT TO COUNTRY

We acknowledge the Koinjmal, Widi, Birriah, Barada Kabalbara Yetimarala, Jangga, Barada Barna, Wirdi Peoples as the Traditional Custodians of the lands and waters throughout the Isaac region and their enduring cultural connection to country and community.

We pay our respect to the Elders past, present and emerging for they hold the stories, culture and traditions of Aboriginal and Torres Strait Islander Peoples.

Our relationship with Traditional Custodians and other First Peoples communities will shape a shared future that celebrates First Peoples history and culture as the foundation of our region's collective identity.

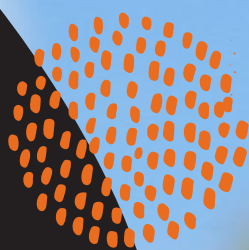
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Electronic copies of this plan are available, free of charge, on Council's website www.isaac.qld.gov.au

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Adopted by Council on Wednesday, 28 June 2023
Resolution #8381



OUR GOAL, VISION AND VALUES

GOAL

To pursue long-term sustainable futures for Isaac's communities.

VISION

Helping to energise the world.

A region that feeds, powers and builds communities, now and for the future.

VALUES

Community focus

We engage and communicate authentically with all Isaac communities to understand both their common and specific needs.

We will continuously improve how we address those needs to help future-proof our region.

Caring

We are committed to working safely and caring for the safety and wellbeing of our people and communities. We believe that people matter.

Teamwork

We expect respectful relationships in our work together, to achieve.

We cultivate commitment through shared purpose, to create value.

Positive work ethic

We do our best every day to have pride and enjoyment in our work.

We display accountability, transparency, procedural consistency and integrity.

We seek the highest possible practical outcomes in everything we do. We practice the knowledge that how we do things is just as important as what we do.

At Isaac, the how matters.

OUR CULTURE

Council have adopted a reference guide for the Intentional Culture of Isaac Regional Council which includes the following seven elements:

Our people

Living the values

Beyond the values, the how matters

How leaders lead

Great delivery and performance

Context, rather than control

Highly aligned, intentionally held



DELIVERING IN A CHANGING WORLD IS OUR FOCUS FOR OUR FUTURE

advocacy
in a changing world

securing community futures
in a changing world

ensuring sustainability
in a changing world

protecting community assets
in a changing world

Isaac Regional Council is committed to ensuring we focus on strategies to respond to the range of future facing challenges we are dealing with, in addition to the normal delivery of all Council works and services.

ADVOCACY IN A CHANGING WORLD

Local government is uniquely placed to deliver on crucial community needs; however, some critical services and facilities that make our communities thrive, require support from other levels of government.

This is where Council-led advocacy plays a vital role on behalf of residents to access and secure Queensland and Commonwealth Government funding or legislation changes to provide infrastructure, facilities, and services. Through the Advocacy and External Affairs Unit, Council will continue to actively advocate for government funding and delivery of services to meet the community's current and future needs.

We will do this by:

- Securing budgeted commitments for our community infrastructure.
- Engaging with the local State and Federal Members of Parliament on key issues, policies and challenges facing our community.
- Strategic partnerships with businesses.
- Active involvement in peak industry bodies – Australian Local Government Association and Local Government Association of Queensland.
- Participating in strategic partnerships with appropriate organisations or associations – Australian Mining Cities Alliance, Queensland Beef Corridors, Road Accident Action Group, Mackay Isaac Tourism, Greater Whitsunday Alliance and Resource Centre of Excellence.

SECURING COMMUNITY FUTURES IN A CHANGING WORLD

Local government is the closest level of government to the community.

It is also responsible for a third of all public infrastructure despite only having access to 3 per cent of the public funding.

Maintaining such an extensive portfolio poses unique challenges and requires considerable funding and resources.

Council is committed to developing, maintaining, and advocating for community assets that add to the region's liveability, social wellbeing, and economic sustainability.

To alleviate the challenges caused by industry usage of community assets, Council works with industry to ensure they financially contribute to the maintenance and repair of community assets to prevent residents from being financially burdened with covering the costs associated with industry usage.

Our community assets and infrastructure support our way of life.

Some of our community's assets include:

- 19 community facilities (civic centres, recreation centres, museums, galleries, halls and showgrounds)
- 8 aquatic facilities
- 99 parks and open spaces
- 4,500km of sealed and unsealed roads





ENSURING SUSTAINABILITY IN A CHANGING WORLD

At Isaac Regional Council, we are changing how we do business by applying the principles of social sustainability to all of our decision-making with the aim to building a thriving region that offers a bright future for our residents.

We are focusing on making strategic social investments, promoting public policies that support social sustainability and partnering with other businesses and levels of government to improve the lives of our community members.

Practically we will deliver this by:

- Prioritising measures which address barriers that impact genuine choice for people to permanently reside in the Isaac region.
- Supporting measures which add value or expand existing local collaborative programs improving social sustainability within the Isaac region in preference to multiple in-silo initiatives.
- Enhancing planning approaches based on demographics and population projections.
- Council encourages social investment models which deliver social value beyond compliance and contribute to a positive and socially sustainable future for Isaac communities.

PROTECTING COMMUNITY ASSETS IN A CHANGING WORLD

Whether it is the impacts created by mine closures, industry downturns or changing community needs, our goal is to secure a prosperous future for all towns across the Isaac.

Through partnerships with community, business, industry and all levels of government, Isaac Regional Council is working hard to preserve the Isaac way of life and respond to the emerging and rapidly changing world.

In order to give our communities the best chance at a sustainable future we are supporting local economic development, seeking additional industries, encouraging place-based community programs and implementing innovative strategies for dealing with our changing world.

Council will continue to look for opportunities and deliver projects, policies and initiatives designed to help give our 17 Isaac communities every opportunity for a thriving future.

Key focus areas include:

- Legislated change such as the Strong and Sustainable Resource Communities.
- Agreements with industry – Infrastructure Access Agreements.
- Projects that support innovation and future industry – Isaac Resource Excellence Hub (Subject to executing a Federal Funding Agreement. Construct utility services to prepare the site for development).
- Community engagement to drive sustainable futures – Glenden Futures.
- Funding to support our region – Resource Communities Infrastructure Fund.



Under the *Local Government Act 2009*, Isaac Regional Council (Council) is required to produce an Annual Operational Plan.

This Annual Operational Plan details how Council will deliver on the priorities identified in Council's five-year Corporate Plan, in the current financial year.

Each year, Council undertakes an important business planning process to fine-tune annual work commitments, ensuring there

is a right mix of enhancements with ongoing maintenance requirements region-wide. The Annual Operational Plan is the foundation of Council's 2023-2024 annual budget which provides resourcing for the identified programs and activities.

A quarterly performance report and an annual report is presented to Council and the community. These are our report cards which inform how we deliver the Annual Operational Plan.





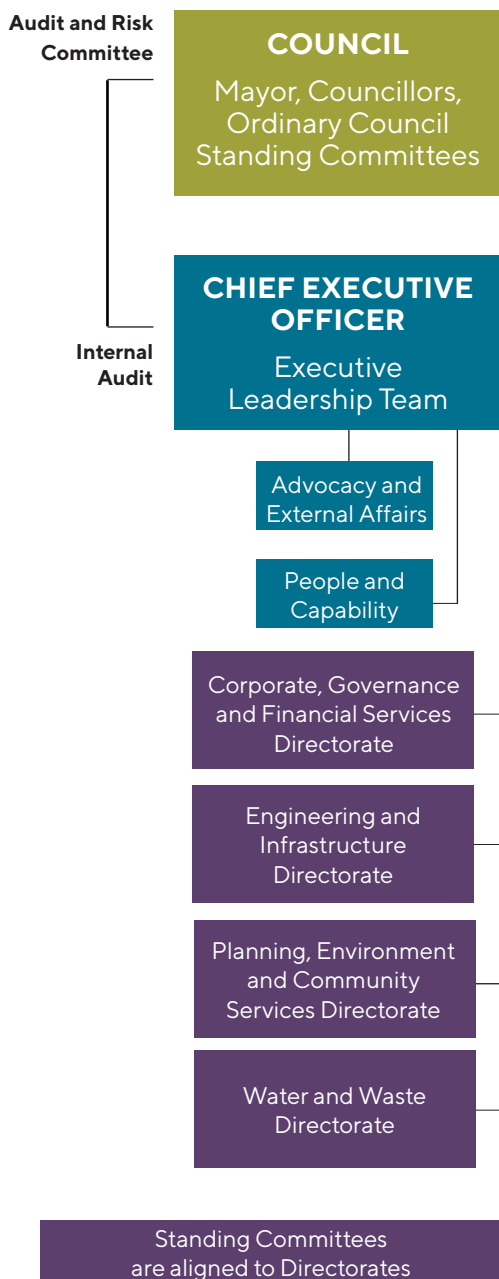
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QUEEN

STRUCTURE

Council has knowledgeable and experienced elected members who work closely with the Executive Leadership Team.

The organisational structure has five functional areas that work together to deliver the Annual Operational Plan.

Council has a strong Governance focus that supports its decision-making and risk management. This is supported by a robust and effective committee structure, including an Audit and Risk Committee.



RISK MANAGEMENT

Embedding a risk management approach, as well as good project management and business principles, is supported and driven by Council and the Executive Leadership Team.

Council has strong External and Internal Audit Programs, with oversight by the Queensland Audit Office. These ensure that Council's systems, processes and operations are effective and transparent in delivering its commitments under the Annual Operational Plan and Corporate Plan.

Through the development of Departmental Business Plans, staff can identify, assess and manage risks linked to their activities with a view to mitigate risks to within acceptable levels.

ASSET MANAGEMENT

The effective and sustainable management of Council's assets is achieved through the Strategic Asset Management Framework.

This provides the structure, parameters and line of sight between strategic and operational asset management.

Council is committed to enhancing its Strategic Asset Management Plan (SAMP) and Framework, with the aim of ensuring asset sustainability.

Further practical application is progressing through the development of Asset Class Asset Management Plans.

Our Asset Management Framework ensures a combination of management, financial, economic, engineering, and other practices are applied to assets to provide the required level of service in the most cost-



effective manner. This ethos informs how we manage our community's assets in our care and ownership. This includes the following policies:

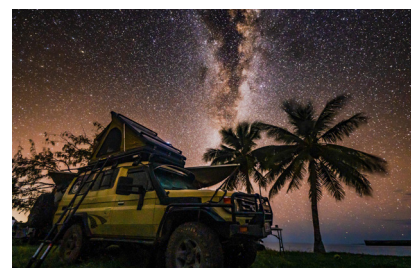
ASSET MANAGEMENT POLICY

ASSET MANAGEMENT STRATEGY/Framework

STRATEGIC ASSET MANAGEMENT PLANS (SAMP)/ASSET MANAGEMENT PLANS

Services and service levels to be provided, funds required to provide services

DELIVERING IN A CHANGING WORLD



MAJOR INITIATIVES FOR 2023-2024

- Completion of flood studies and amendments to the Isaac Regional Planning Scheme
- Completion of revocation process for the Moranbah Priority Development Area
- Deliver Stage 2 review of the Clermont Saleyards and Showgrounds revitalisation project
- Design planning for new Community Hubs in Dysart and St Lawrence
- Implementation of renewed Illegal Dumping Framework
- Isaac Regional Council Emissions Reduction Framework
- Enterprise Risk Management Framework
- Isaac Regional Council Digital Strategy

- Infrastructure works planning and delivery of Isaac Resources Excellence Hub
- Isaac Region Youth Unmet Needs Snapshot implementation action plan
- Moranbah Community Centre Revitalisation
- Nebo Showgrounds Revitalisation Stage 1 (subject to finalisation of funding agreements with the Australian Government)
- 2023-2028 Community-Corporate Plan
- Reconciliation Action Plan
- Strategic Asset Management Plan
- St Lawrence Wetlands Weekend June 2024 event
- Theresa Creek Dam Catchment Management Plan

OUR KEY THEMES

The Annual Operational Plan

is divided into five Key Priority Areas (themes) and reflects the objectives of the Community-Corporate Plan 2023-2028 and Council's long-term vision for the region.

communities
economy
infrastructure
environment
governance

The plan provides an overview of how Council intends to deliver on the objectives of the Corporate Plan.

Not all of the plans, activities, services and projects are listed, however a robust performance report will be provided to the community each quarter providing an update on how we are meeting our commitments against the Community-Corporate Plan for 2023-2028.

Isaac will have resilient, connected and diverse communities whose lifestyles and wellbeing are supported and whose regional identity is cherished

key strategy	2023-2024 operational plan activities
<p>C1 Provide, operate and maintain venues and community facilities to deliver, safe, efficient and cost-effective services</p>	<ul style="list-style-type: none"> • Moranbah Community Centre Revitalisation* • Provide a modern and engaged library service, including program delivery • Provide access to community facilities throughout the Isaac region, including centres and halls, that are safe, efficient and cost effective • Provide access to well-maintained recreational facilities • Continue to deliver capital and operational programs, renewal and compliance activities on our parks, open spaces, recreational facilities etc • MiWater system and Taggle enquiries investigated and responded to in a timely manner • Site-based management plan to comply with the environmental authority requirements across treatment plants • Operations and maintenance manuals for sewerage treatment plants • Water fund price path continuation
<p>C2 Facilitate a focused range of social, cultural, sporting, recreational, health and education services and programs to build thriving, connected and resilient communities</p>	<ul style="list-style-type: none"> • Facilitate and deliver a calendar of events and programs which celebrate the Isaac region, its diverse communities and interests • Provide culturally supportive and historically relevant museum and gallery services at regional venues • Collaborate on cultural development through initiatives such as the Regional Arts Development Fund • Implement a Community Education and Compliance regime, with the aim to promote voluntary compliance • Identify priorities from the Youth Unmet Needs Snapshot*
<p>C3 Facilitate and encourage strategic partnerships that enable self-sustainable community associations and volunteer groups to pursue their diverse aspirations yet come together to tackle common opportunities and challenges</p>	<ul style="list-style-type: none"> • Deliver best practice community engagement initiatives • Administer annual Community and Cultural Grants Program
<p>C4 Undertake programs to promote liveability (including urban design and affordable housing), health and wellbeing and community safety across the region</p>	<ul style="list-style-type: none"> • Embed Council's Social Policy in all decision-making and strategies • Adopt a Social Infrastructure Strategy • Review and adopt a new Arts and Culture Action Plan
<p>C5 Promote programs that celebrate the uniqueness and diversity of our communities including appropriate recognition of our First Nations communities</p>	<ul style="list-style-type: none"> • Develop and deliver programs, events and projects supported by external organisations, groups that celebrate all of our community • Develop and implement Council's Reconciliation Action Plan*

*refers to activities that are carried over from 2022-2023

A large crowd of people is gathered outdoors on a grassy area, likely at a community event or festival. In the foreground, a black double stroller is visible. People are sitting on the grass, some on blankets, and others on folding chairs. A large tree provides shade on the left. In the background, there are various structures, including a building with a sign that says "THE PIMS BAR" and a covered walkway. The scene is bright and sunny.

RELATED STRATEGIES AND PLANS

Recreation and Open Space Strategy
Customer Service Strategy
2018-2022 Arts and Culture Action Plan
Community Engagement Framework

Isaac will continue to be Queensland's number one performing regional economy based on a thriving, diverse and resilient mix of industry sectors

key strategy	2023-2024 operational plan activities
EC1 Plan, design and provide sustainable infrastructure, facilities and services that encourage and support economic growth and development	<ul style="list-style-type: none"> • Develop the master plan for Theresa Creek Dam • Deliver Stage 1 works of the Nebo Showgrounds Master Plan (subject to the execution of an Australian Government funding agreement) • Deliver Stage 2 review of the Clermont Saleyards and Showgrounds Revitalisation Project*
EC2 Proactively engage with and support all industry sectors, commerce and government to foster constructive partnerships to support and promote ongoing economic vitality	<ul style="list-style-type: none"> • Continue to participate with Greater Whitsunday (GW3) and deliver the Isaac Region Transformational Project • Develop, through engagement, the Isaac Region Business Alliance Network • Review and refresh the panels of preferred and pre-qualified suppliers
EC3 Identify opportunities for economic development through strategic analysis of regional resources and the provision of planning and policies that support sustainable economic development	<ul style="list-style-type: none"> • Implement the Economic Development Strategy actions and priorities • Deliver Small Business Month program • Implementation of Investment Attraction Framework
EC4 Undertake Council's commercial businesses with appropriate business and entrepreneurial acumen, as effective participants in the region's economic activity	<ul style="list-style-type: none"> • Engage in business development planning for the Clermont Saleyards • Develop land sale strategy for Isaac Regional Council residential land developments
EC5 Promote and advocate for the region and our diverse range of industries, to attract people to live, invest in and visit the region	<ul style="list-style-type: none"> • Implement the Tourism Development Strategy • Raise the Isaac region's tourism profile • Town entry signage • Tourism signage program • Tourism Trail initiative • Develop an Isaac Region Business Alliance Plan*
EC6 Proactively promote and support local businesses within the region	<ul style="list-style-type: none"> • Implementation of Local Business Support Strategy • Continue promotion of Isaac businesses through the Shop Isaac, Buy Local Program • Support through Council's Local Preference Policy

*refers to activities that are carried over from 2022-2023



RELATED STRATEGIES AND PLANS

Economic Development Framework and Strategy
Tourism Development Strategy
Business Support Strategy
GW3 Diversify the Regional Economy
GW3 Workforces for the Future
Mackay Isaac Destination Tourism Plan

Isaac will have effective and sustainable infrastructure that supports the needs of the region's communities and economic sectors

key strategy	2023-2024 operational plan activities
I1 Plan, provide and maintain effective and sustainable road infrastructure to meet the needs of key economic and community activities	<ul style="list-style-type: none"> Continue to deliver the capital program, including maintenance on our transport infrastructure <p>Key Projects</p> <ul style="list-style-type: none"> Saraji/Peak Downs Mine Road intersection (partnership)* Regional Rural Re-seal Program Construction of floodways through the Queensland Government's Transport Infrastructure Development Scheme Golden Mile Road pavement rehabilitation through the Australian Government's Heavy Vehicle Safety and Productivity Program and Queensland Government's Transport Infrastructure Development Scheme Regional Rural Roads Re-sheeting Program Phillips Creek Bridge – subject to finalisation of Australian and Queensland Government funding
I2 Provide effective and sustainable water supply, wastewater and waste management infrastructure while progressively achieving environmental compliance	<ul style="list-style-type: none"> Ensure safe asset management of project works and the safety of our customers and residents A Sewerage Strategy is to be developed Moranbah Water Treatment Plant Sludge Management Plan to meet environment, safety and community exposure compliance obligation CCTV recording of remaining sewerage areas of Moranbah, Dysart and Glenden (excluding plastic pipes) A Waste Compositional Analysis is to take place Supply of safe and reliable recycled water Maintain water supply arrangements with third parties Implementation of System Leakage Management Plan A System Leakage Plan/Strategy for each town is to be developed <p>Key Projects</p> <ul style="list-style-type: none"> Region-wide Water and Wastewater Preventative Maintenance Program Moranbah Landfill Cell (Phase 2 Stage 2) – Construction Clermont Landfill Weighbridge Installation Corporate SCADA upgrades – Nebo and Glenden St Lawrence Water Storage and Raw Water Main Water fund review Moranbah Water Treatment Plant filter valve replacement
I3 Provide and maintain a network of parks, open spaces and natural features to support the community's quality of life	<ul style="list-style-type: none"> Staged implementation of the Recreation and Open Space Strategy* Lighting upgrades to regional parks, sport fields and precincts
I4 Maintain high preparedness and capability to respond to natural disasters that impact on regional communities and infrastructure	<ul style="list-style-type: none"> Continue to liaise, consult and strengthen relationships with all key stakeholders for emergency management (State Government agencies, QFES, SES, QPS, key community groups, etc) Continue new and replacement/maintenance program of flood monitoring cameras Roll out satellite communications to key emergency response teams Continue to actively review Local Disaster Management Plan and sub-plans

*refers to activities that are carried over from 2022-2023.



RELATED STRATEGIES AND PLANS

- Infrastructure Renewal Strategy
- Resilience Network Strategy
- Roads Upgrade Prospectus
- Roads Services Delivery Strategy
- Recreation and Open Space Strategy
- Transport Business Process Model
- Pit Remediation Strategy
- Disaster Management Strategy
- Roadside Vegetation Management Strategy
- Integrated Water Cycle Management Strategy
- Water and Wastewater Demand Management Strategy
- System Leakage Management Plan and Strategy
- Recycled Water Management Plan
- Water Meter Reading Strategic Plan
- GW3 Mackay, Isaac and Whitsunday Regional Water Strategy

key strategy	2023-2024 operational plan activities
<p>I5</p> <p>Strategically operate, maintain and utilise and review the delivery of Council assets to ensure the efficient and cost-effective services to the community are met and continuously improved</p>	<ul style="list-style-type: none"> • Continue to enhance the capital works program development process • Project Accountability Gateway • Maintain the Asset Management Framework and Asset Registers • Implement the Strategic Asset Management Plan and supporting Asset Class Asset Management Plans • Ensure safety management of water and waste sites and observation of workplace health and safety procedures • Implement risk assessment training • Ensure appropriate compliance and maintain the implementation of the Integrated Management System for Water and Waste • Provision of reliable water supply and wastewater services • Ensure proactive asset management of water, wastewater and waste assets
<p>I6</p> <p>Ensure that the assets maintained and constructed are appropriate to the current and future needs of the region's industries</p>	<ul style="list-style-type: none"> • Deliver capital works programs • Develop a TV/Radio Service Transition Strategy (coastal regions)* • Maintain the long-term capital replacement program (facilities, fleet and plant) • Maintain strong relationships with industry and ensure appropriate agreements and approvals are met for the security and support of the community (i.e. compensation agreements, road infrastructure agreements) • Maintain the 5-10 year Residential and Facility Upgrade and Renewal Program • Maintain strong relationships with First Nations people and work together in the development of Indigenous Land Use Agreements and maintaining cultural heritage • Theresa Creek Dam vegetation control from dam to Clermont along pipe line • Stage 2 of the development for investment strategy for Moranbah Access Road. Multi-year operational project funded by the Queensland Government's Local Government Grants and Subsidies Program • Effective and efficient capital works delivery • Effective asset management with the implementation of programmed (preventative) maintenance across all key assets - water treatment plants, wastewater treatment plants and sewerage pump stations • Effective stormwater management • Transfer station asset management and maintenance • Delivery of actions of the Waste Management Strategy

Isaac will have an appropriate and sustainable balance between environment, economy and community to ensure our natural resources are sustainably managed and protected

key strategy	2023-2024 operational plan activities
EN1 Adopt responsible strategic land use planning to balance community, environmental and development outcomes	<ul style="list-style-type: none"> Isaac Regional Council Planning Scheme implementation and review (amendments, mapping, etc.) Align infrastructure with revised Local Government Infrastructure Plan Completion of revocation process for the Moranbah Priority Development Area Implement actions of the Social Infrastructure Framework and Social Sustainability Action Plan
EN2 Manage and promote natural resources, including culturally significant sites and coastal environments in a responsible and sustainable manner	<ul style="list-style-type: none"> Undertake detailed flood hazard studies for coastal and inland communities
EN3 Minimise Council's impact on the natural environment through effective waste management, recycling and environmental management policies and programs	<ul style="list-style-type: none"> Implementation of Illegal Dumping Management Program Development of an emissions reduction framework and implementation plan Ensure there is appropriate safety and environmental interactions and management, including reporting environmental incidents Recycled Water Strategy Environmental Authority review Effective environmental management including observance of environmental procedures and field audits Ensure effective waste management operations and maintenance Effective management of landfills and transfer stations, ensuring compliance with Environmental Authority Effective management of customer complaints
EN4 Advocate to all forms of government on matters which impact on the health, wellbeing and sustainability of our region's natural environment	<ul style="list-style-type: none"> Continue strong advocacy activities with Queensland and Commonwealth Governments Maintain strong working and collaborative relationships with regional bodies
EN5 Partner with industry and community to minimise environmental harm through appropriate education and regulation	<ul style="list-style-type: none"> Develop and implement a Community Education and Compliance Program Implement a reduction of illegal dumping campaign Develop and implement an Illegal Dumping Management and Intervention Plan* <p>*refers to activities that are carried over from 2022-2023</p>
EN6 Through proactive communication and partnering, increase community awareness of the benefits of having a healthy and diverse environment	<ul style="list-style-type: none"> Develop and implement an engaging education and awareness program to ensure the community is aware of both the rules that apply throughout the region and for which Council has a regulatory or enforcement function and the reasons for them



RELATED STRATEGIES AND PLANS

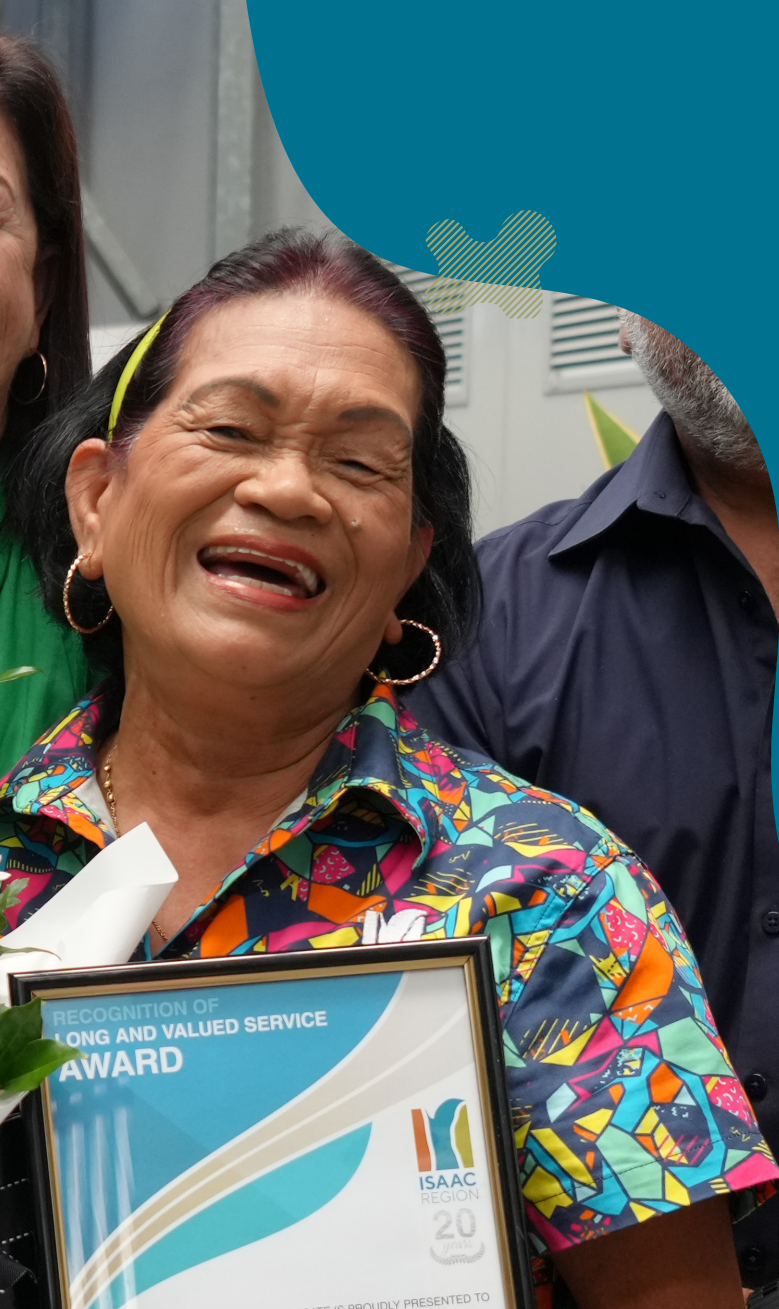
Isaac Regional Planning Scheme 2021 and Local Government Infrastructure Plan
Moranbah Priority Development Area Development Scheme
Urban Design Frameworks
Our Resilient Coast: Isaac Coastal Hazard Adaptation Strategy



Council will be a strong, ethical and effective advocate for the Isaac region, providing transparent and quality decision-making, and efficient and cost effective service delivery

key strategy	2023-2024 operational plan activities
G1 Inform, collaborate with and facilitate the empowerment of the community and community groups to make local decisions through effective promotion, communication and engagement	<ul style="list-style-type: none"> • Effective and regular media and communication activities • Maintain effective relationships with media outlets • Respond to and implement opportunities for improvement from Community Satisfaction Survey findings • Continue to deliver organisational and community publications to inform our stakeholders • Indigenous Land Use Agreement development and implementation with First Nations people
G2 Develop policies, strategic plans and processes to address local and regional issues, guide service provision and ensure operational effectiveness	<ul style="list-style-type: none"> • Maintain and implement Workplace Health and Safety programs and activities as a priority – Safety First • Continue advocacy program across all areas of Council, the community and for the local industries • Oversight of controlled entities • Systematic review of local laws • Continue to develop and implement key organisational policies and frameworks to support one our people • Development of Climate Change Policy and implement framework • Review innovative customer service opportunities and develop a Customer Experience Strategy* • Implement Social Investment Prospectus • Draft and implement Social Investment Guideline* • Implement Social Impact Assessment procedure* • Review, update and maintain the Water and Wastewater Five-Year Price Plan • Finalise the Housing Strategy – possible additional cost to complete final Housing Strategy
G3 Pursue financial sustainability through effective use of Council's resources and assets and prudent management of risk	<ul style="list-style-type: none"> • ICT, Digital and Data Strategy – corporate-wide review and upgrade of Council's IT infrastructure • Ongoing enhancement of a corporate-wide Business Continuity Plan, including ICT Business Continuity Plan • Maintenance and monitoring of Strategic and Operational Risk Registers • Contract and tender management • Fleet operations • Financial asset management • Upgrade information technology and data centres security and monitoring • Continue to enhance the Enterprise Risk Management Framework • Implement software and hardware for Digital Key Management System • Delivery of Water and Waste Capital Development Program • Reduce disruptions due to capital works projects on essential services to a minimum

*refers to activities that are carried over from 2022-2023



RELATED STRATEGIES AND PLANS

Community-Corporate Plan
 Attraction and Retention Strategy
 Diversity and Inclusion Strategic Plan
 Learning and Development Strategy
 Leadership Strategy
 People and Performance 3 Year Strategy
 Return to Work Strategy
 Long-term Financial Forecast
 Long-term Asset Management Plan
 Web Strategy
 Social Media Strategy
 Advocacy Strategy
 Fraud & Corruption Control Plan
 Enterprise Risk Management Framework
 Fleet and Plant 10 Year Replacement Plan and Strategy
 Customer Service Strategy
 Community Engagement Framework
 Local Disaster Management Plan
 Strategic Asset Management Plan
 ICT Strategy

key strategy

2023-2024 operational plan activities

<p>G4 Deliver unique customer focused and responsive services that are based upon a program of continuous improvement</p>	<ul style="list-style-type: none"> • Frontline customer service delivery and effective relationship management • Enhance corporate website and expand social media presence* • Continue to improve how we do business internally and with our customers using best practice and new technology
<p>G5 Provide transparent and accountable planning, decision-making, performance monitoring and reporting to the community in order to continuously improve</p>	<ul style="list-style-type: none"> • Transparent and timely reporting • Facilitation of an internal audit program • Production of appropriate legislative and statutory documentation and reporting (annual budget and long-term financial forecast, operational plan performance reports, annual report) • Establish an Integrated Planning Framework* • Meet performance targets as laid out in the Annual Performance Plan (available on Council's website) • Manage safety incidents and ensure appropriate training is programmed • IMS surveillance audits

*refers to activities that are carried over from 2022-2023.

OFFICE OF THE CEO

- Organisational leadership, administration and strategic management
- Mayor and CEO support
- Elected member support
- Council meeting management and administration
- People, capability and organisational development
- Advocacy
- External affairs
- Media and communication
- First Nations
- Corporate sustainability and regional resilience
- Business improvement and change management
- Cultural leadership
- Sustainable futures for the Isaac Community

BOARD MANAGEMENT

- Council
- Standing Committees
- Advisory Committees

CORPORATE GOVERNANCE AND FINANCIAL SERVICES

- Financial services
- Legal and insurance administration
- Information technology and GIS

- Asset management
- Records
- Governance
- Internal audit
- Strategic, corporate and business continuity planning
- Risk management
- Disaster management
- Safety and resilience
- Procurement
- Stores management
- Emergency committee management
- Audit and Risk Committee
- Local Disaster Coordination
- Advisory Committees (Asset Management, ICT)

PLANNING, ENVIRONMENT AND COMMUNITY SERVICES

- Economic development
- Community facilities
- Customer service
- Place management
- Community relations
- Youth programs
- Community grants administration
- Environmental services
- Local law enforcement
- Stock route management
- Regulatory and building compliance

- Planning and land development
- Native Title
- Arts and library services
- Community leasing
- Commercial operations
- Committee management
- Community-orientated Advisory Committees

ENGINEERING AND INFRASTRUCTURE

- Parks and gardens
- Engineering design and projects
- Roads and drainage service
- Plant and fleet management
- Depot management
- Infrastructure planning
- Roads construction and maintenance
- Corporate properties and tenancy
- Council housing

WATER AND WASTE

- Water and wastewater network
- Water supply operations
- Wastewater treatment operations
- Recycled water services
- Water and wastewater infrastructure design, construction and maintenance
- Water product quality management
- Waste management





ISAAC
REGION

