

Aurukun Shire Council Operational Plan Review 31 March 2015

Economic Issues

Ref	Key Economic Goal 1 - Maximising opportunities from mining	Focus	Operational Plan focus	Responsibility	Status
EC1.1	Establish a good working relationship with companies undertaking mining in our region	Enter a Memorandum of Understanding between the Council and the mining company to create positive ongoing working relationships	<ul style="list-style-type: none"> Form a Management committee with NAK council and Rio Tinto which meets Bi-monthly Regular meetings with mining company Negotiate financial package from mining company to support development in Aurukun 	<ul style="list-style-type: none"> Mayor/Management Team 	<p>Meetings occur regularly</p> <p>Job Expo, MiHaven Contract extended to provide ongoing apprenticeship</p>
EC1.2	Establish a light industrial precinct at Aurukun	Establish a light industrial precinct in the Aurukun Planning Scheme which can service future business needs to support mining related services	<ul style="list-style-type: none"> Ensure light industrial precinct is contained in planning scheme to ensure that there is no conflict with existing residential areas Plan development through development of a concept plan for light industrial precinct 	<ul style="list-style-type: none"> Management Team BDGO 	R & R Grant rejected. Advised to wait until Mining Development picks up.
EC1.3	Upgrade to airport to improve transport linkages	Secure funding to upgrade the airport including a runway extension and terminal upgrade	<ul style="list-style-type: none"> Plan for runway extension Source funding for runway extension including contribution from mining company and other stakeholders Development of plan for terminal upgrade including small shop 	<ul style="list-style-type: none"> Director of Technical Services BDGO External Consultant 	On hold until interests advance.

Ref	Key Economic Goal 2 - Employment and training	Focus	Operational Plan focus	Responsibility	Status
EC2.1	Apprenticeship schemes are operating in town	Council operates an apprenticeship scheme focusing on local staff to develop skills in the local workforce	<ul style="list-style-type: none"> · Council apprenticeship scheme established · Work with schools to establish a school based training / apprenticeship schemes · Establish mentor relationships for apprentices to link with good Council workers · Work with school to identify the best students and encourage the best students to undertake work experience with Council and/or school-based traineeships 	<ul style="list-style-type: none"> · WHS/Training Officer · Human Resource Manager 	<p>Job expo held. Currently reassessing council strategy</p> <p>Other than work experience - little progress</p> <p>Re-evaluate council trainee /apprenticeship plan</p>
EC2.2	A Coordinated approach is taken to training programs	Facilitate the coordination of training programs to ensure that future training is focused on real job opportunities	<ul style="list-style-type: none"> · Develop and coordinate a funded yearly training program for council · Council conjointly operate training centre with CYE · Council to partner with CYE to encourage better focus on training leading to real jobs · Identify existing RTOs in town and consider whether or not Council should seek RTO status 	<ul style="list-style-type: none"> · WHS/Training Officer · WHS/Training Officer · Human Resource Manager 	<p>Training Plan developed.</p> <p>Ongoing No progress - Do not agree that ASC considers RTO status. There are stringent</p>

Ref	Key Economic Goal 3 – Locally owned businesses	Focus	Operational Plan focus	Responsibility	Status
EC3.1	More local residents own and operate their own local businesses	Identification of opportunities for local residents to own and operate local businesses and work with the new mine to encourage support of local businesses	<ul style="list-style-type: none"> Identify Likely local business needs Seek support from mining company to source a set percentage of their supplies and services from local businesses Seek outside business partners to work with local residents. 	<ul style="list-style-type: none"> BDGO/CEO BDGO 	Ongoing. No mining project underway at this time.
EC3.2	Support programs for local residents as they start and operate their local business	Work in partnership with IBA and other business service deployment programs to target business opportunities for local residents associated with the new mine	<ul style="list-style-type: none"> Work with IBA and relevant business consultants to identify potential businesses opportunities including revegetation, landscaping, plant and machinery, laundry, catering etc. 	<ul style="list-style-type: none"> Management Team BDGO 	<p>Studies done on Batching Plant and Tourism</p> <p>Discussing opportunity with mining proponent/Bruce Martin.</p>

Ref	Key Economic Goal 4 – Council business growth	Focus	Operational Plan focus	Responsibility	Status
EC4.1	Grow revenue from accommodation services	Maximise revenue from accommodation services at the Wuungkam Lodge and Guest House facilities	<ul style="list-style-type: none"> Complete redevelopment of Wuungkam Lodge Undertake targeted hospitality training for staff working in this business 	<ul style="list-style-type: none"> BDGO External Consultants WHS/Training Officer with CYP 	<p>Underway, restaurant to be completed 30/9/15.</p> <p>Local staff need to be identified.</p>

EC4.2	Batching Plant opportunity	Undertake a business plan to examine the feasibility of re-establishing a batching plant in Aurukun based on construction opportunities	<ul style="list-style-type: none"> • Prepare business plan to examine feasibility • Identify any potential grant funding to re-establish this business 	<ul style="list-style-type: none"> • BDGO • External Consultants 	Completed. Batching Plant not economically viable at this time but will need reassessment when mining commences. new tenancy for Govt Hub
EC4.3	Finalise establishment of Aurukun Business Precinct	Complete the leasing of the Aurukun Business Precinct and maximise the use of existing floor space	<ul style="list-style-type: none"> • Use of common area to determine if better utilisation can be achieved • Continue Liaison with Business Precinct tenants 	<ul style="list-style-type: none"> • BDGO • Director of Corporate Services 	Govt Hub negotiations underway Renew expired leases and develop new ones. Underway
EC4.4	Grow revenue from the landing facility	Be ready to gain a revenue stream from third party use of the barge landing facility	<ul style="list-style-type: none"> • Confirm that harbours local law allows landing fees to be charged • Calculate an appropriate landing fee if the barge landing is to be used by non ASC operators 	<ul style="list-style-type: none"> • CEO • Chief Accountant 	Confirmed. Investigating infrastructure charges Awaiting valuation and depreciation calculation. Consultant reviewing all Local laws
EC4.5	Secure revenue from the furniture factory	Maximise revenue from accommodation services at the Wuungkam Lodge and Guest House facilities	<ul style="list-style-type: none"> • Determine how furniture factory is best owned by Council 	<ul style="list-style-type: none"> • BDGO 	Furniture factory now operational. To be utilised for BAS

			<ul style="list-style-type: none">• Establish flat pack furniture assembly.	<ul style="list-style-type: none">• DTS	May be able to intergrate use of Funiture Factory equipment with landscaping project if funded. Would use local timber for landscaping; logs, fences, etc. (see EV 2.2)
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Ref	Key Economic Goal 5 - Diversified Economy	Focus	Operational Plan focus	Responsibility	Status
EC5.1	Mining operations are established in the region	Work with the State Government and other stakeholders to establish mining in the region	<ul style="list-style-type: none"> Lobby to ensure that mining is established in the region in the future Identify to the government at every opportunity that Council supports mining 	<ul style="list-style-type: none"> CEO BDGO 	<p>Numerous meetings but not finalised</p> <p>Ongoing</p>
EC5.2	Aurukun is recognised as a source of world class art	Implementation of the Aurukun Arts Centre Business Plan	<ul style="list-style-type: none"> Adopt business plan for the art centre Implement a business plan for the art centre Promote Aurukun arts as world-class art 	<ul style="list-style-type: none"> Art Centre Manager BDGO Director of Corporate Services 	<p>Complete</p> <p>Complete</p> <p>In progress</p>
EC5.3	Tourism visitation is increasing	Promote Aurukun as a unique fishing and cultural destination	<ul style="list-style-type: none"> Update Council website with photos of fishing and culture Promote Aurukun to tour companies as a place to visit to purchase art and experience unique fishing opportunities Establish a Tourism Steering Committee comprising Council, NAK and others to meet at least bi-monthly to establish viable tourism opportunities on the homelands 	<ul style="list-style-type: none"> BDGO with Webmaster CEO/BDGO/Mayor 	<p>Ongoing upgrades.</p> <p>Ongoing</p> <p>First ATAG meeting held. Next meeting in July.</p> <p>Established</p>

Community Issues

Ref	Key Community Goal 1 – Better community facilities	Focus	Operational Plan focus	Responsibility	Status
C1.1	More housing for the community.	Continue to grow the housing stock in the community to reduce overcrowding.	<ul style="list-style-type: none"> • Work with state government to plan additional housing • Continue to create subdivisions to open new land for housing • Lobby to ensure that the housing designs are suitable to local residents • Investigate whether or not the Council can undertake maintenance work on houses to develop local skills. Alternatively, develop local skills in carpentry, electrical and plumbing and encourage local people to develop their own businesses to undertake maintenance work on houses 	<ul style="list-style-type: none"> • CEO • Director Technical Services 	<p>MiHaven Contract extended.</p> <p>Grant applied for Royalties for Regions</p> <p>Ongoing</p>
				<ul style="list-style-type: none"> • DCOM 	Completed - For review 2015-16
			<ul style="list-style-type: none"> • Continue with the model of council undertaking Principal contractor role for housing construction and partnering with private sector contractors such as MiHaven 		Completed three houses with two underway and five more allocated to 30 June 2014

C1.2	Better sport and recreation facilities.	<p>Ensure that the type of housing that is built is suitable for Aurukun.</p> <p>Council plays a role in housing maintenance to develop trade skills and encourage locally owned businesses.</p> <p>Undertake planning for open spaces to compliment the Aurukun Lifestyle</p>	<ul style="list-style-type: none"> • Investigate whether the current pool can be fixed or whether it would be cheaper to build a new pool • Can funding for a new pool be sourced • Review options for the current indoor sports and 3RCC facilities. Can PCYC manage the facility or a management committee including council? • Review the Sport and recreation master plan for the sporting complex and widen the brief to the whole town area • Continuation of Community events such as Aurukun Day 	<ul style="list-style-type: none"> • Director of Technical Services • Director of Community Services • External Consultant • Director of Community Services/BDGO 	<p>Recommendation pool to be closed</p> <p>Swimming pool taskforce developed and concluded that it was not viable to have pool facility Community notice circulated requesting community feedback on the future purpose of this space Worked collaborately with PCYC on the progress for the Aurukun Sports Stadium to be fitted out for PCYC programs.</p> <p>Complete - sports Centre to be revamped</p> <p>A comprhensive events schedule has been developed inclusive of an annual Aurukun Day</p>
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Ref	Key Community Goal 2 - Better community services	Focus	Operational Plan focus	Responsibility	Status
C2.1	Better pathways for our young people.	Implement the Aurukun Youth Strategy.	<ul style="list-style-type: none"> Implement the existing strategy Source funding for implementation from government agencies or alternatively, request current government agencies in Aurukun to undertake implementation 	<ul style="list-style-type: none"> Council Management Team 	<p>Council resolution to not fix and fill in.</p> <p>Still being reviewed. Improved Aurukun Day List of 2015 events prepared</p>
C2.2	Focus our young people on getting a better education.	Work in partnership with the school to mentor future community leaders to ensure that they receive a good education.	<ul style="list-style-type: none"> Meet with school principal on a quarterly basis to build partnership Identify potential community leaders based on their performance at school Identify potential mentors within current traditional owners and link those mentors and potential community leaders 	<ul style="list-style-type: none"> CEO Director of Community Services Council 	<p>Regular meetings held.</p> <p>Proposal to form Youth Council. Nil progress.</p>
C2.3	Our culture continues to be strong in our community.	Work in partnership with the school to teach our culture at school using traditional owners.	Investigate whether the school would be happy to invite traditional owners to teach local culture as part of the school curriculum	<ul style="list-style-type: none"> Director of Community Services 	New Art Centre Manager has to approach school

Ref	Key Community Goal 3 – A healthy and safe community	Focus	Operational Plan focus	Responsibility	Status
C3.1	Improve education about health within our community.	Partner with the Apunipima Health Council to promote more education about healthy choices including nutrition and lifestyle.	<ul style="list-style-type: none">• Meet with the Apunipima Health Council to identify how we can work together to promote better health outcomes for our community• Work with the Local Store and two takeaway shops to encourage healthy choices for nutrition• Finalise market garden refurbishment	<ul style="list-style-type: none">• Director of Community Services	<p>Worked collaboratively with Apunipima health council to launch the Deadly Choices day, promoting healthier lifestyles</p> <p>Formally entered into a memorandum of understanding with Apunipima to increase outcomes around health promotion at the Koolkan Childcare and have established a consistent working relationship between the ASC, HACC and Apunipima</p> <p>Complete</p>
C3.2	More residents are involved in the outstation movement.	Lobby the outstation movement to encourage more people to work with traditional owners and reside in outstations.	<ul style="list-style-type: none">• Raise this issue at regular liaison meetings with NAK and APN	<ul style="list-style-type: none">• Council	

C3.3	Town safety improves with lower crime rates.	<p>Advocate for more Community Police Officers to work with the local community to reduce crime.</p> <p>Partner with local police to reduce the incidence of drug and alcohol related crime in the community.</p>	<ul style="list-style-type: none"> Lobby the State government to fund existing CPOs and encourage further funding Quarterly meeting with local police to take a coordinated approach to crime prevention including better use of surveillance monitoring. 	<ul style="list-style-type: none"> CEO Director of Community Services 	<p>Lobbying - Ongoing targeted lobbying through both state and federal government avenues to improve the resources around community safety and security</p> <p>IAS funding submission was successful but very little was funded. Continue to work with PM&C to finalise funding agreement.</p> <p>Safer Streets Initiative - Ongoing involvement in the Aurukun Safer Streets Strategic Plan</p> <p>Community Police and Security program overhauled and reinvigorated</p>
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Ref	Key Community Goal 4 – Our culture and arts	Focus	Operational Plan focus	Responsibility	Status
C4.1	Grow our arts community.	Encourage more residents to become involved in the Aurukun Arts Centre to gain skills and sell their arts.	<ul style="list-style-type: none"> • Successfully implement the Aurukun Arts Centre business plan to demonstrate to the community that a career in the arts can be financially rewarding • Implement a controlled system of cash receipting managed by the Arts Centre Manager • Establish a written strategy for encouraging all artists to use the arts centre • Implement a system of stock control over the art works • Work with the school to identify young artists who can be invited to assist at the Aurukun Arts Centre and develop their skills 	<ul style="list-style-type: none"> • Art Centre Manager • Director of Corporate Services • Chief Accountant • BDGO 	<p>Underway</p> <p>Completed</p> <p>Underway</p> <p>SAMS system in place with stock control system started Underway, regular meetings held.</p>
C4.2	Focus on our young people as our next generation of leaders.	Identify our next generation of future leaders and develop formal mentoring programs linking them with current traditional owners and community leaders.	<ul style="list-style-type: none"> • Source funding to assist in training for potential mentors • Assist in matching future leaders with potential mentors as part of a formal mentoring program 	<ul style="list-style-type: none"> • Council • Director of Community Services • BDGO • WHS/Training Officer 	
C4.3	Maintain our cultural practices.	Ensure that our traditional cultural practices are maintained.	Work with traditional owners and Elders to make sure that our traditional cultural practices and language are maintained.	<ul style="list-style-type: none"> • Council • Art Centre Manager • Director of Community Services 	Elders invited to weekly artist meetings and plan to return artefacts to country underway.

Environmental Issues

Ref	Key Environment Goal 1 – Clean water and efficient sewerage services	Focus	Operational Plan focus	Responsibility	Status
EV1.1	Maintain existing water and sewerage infrastructure	Ensure that adopted Asset Management Plan are followed particularly in relation to maintenance standards	<ul style="list-style-type: none"> • Adopt the draft Asset Management Plan • Review and update asset management plans • Prepare standard maintenance schedules for water and sewerage • Undertake training for staff on preventive maintenance with a focus on local staff • Check of inventory ensure that key spare parts are on hand (e.g. sewerage pumps) 	<ul style="list-style-type: none"> • Director of Technical Services • External Consultant • WHS/Training Officer • Water/Sewerage Supervisor 	<p>ISIP contract completed</p> <p>Drinking water quality management plan to be revised</p>
EV1.2	Ensure that water and sewerage infrastructure can cater for growth	Review water and sewerage infrastructure capacity and plan for future growth	<p>Review and update asset management plans based on recent housing growth and future housing plans</p> <p>Plans for any new infrastructure associated with the new mine takes into account current water and sewerage capacity</p>	<ul style="list-style-type: none"> • Management Team • Director of Technical Services • External Consultant - Town Planner 	Effects of population increase due to mine activity to be investigated.
EV1.3	Ensure that existing water supply sources are protected	Protect the water supply source from any potential impact of future development including mining	Planning for the new mine protects town water supply	<ul style="list-style-type: none"> • External Consultant - Town Planner 	

Ref	Key Environmental Goal 2 - A cleaner town	Focus	Operational Plan focus	Responsibility	Status
EV2.1	Improved waste dump facility	Improve waste dump operations	<ul style="list-style-type: none"> Fencing current waste facility Maintenance program for waste removal truck Review number of waste pickup services per week Undertake once a year free kerbside pickup of unwanted rubbish (car bodies etc) 	<ul style="list-style-type: none"> Director of Technical Services Workshop Supervisor Environmental Health Officer 	<p>New waste removal truck to be recommended in 2015/16 Budget review</p> <p>Refurbished front end loader to be utilised.</p>
EV2.2	Improved town streetscapes	Undertake a series of community promotions to improve the look and feel of the town streetscapes	<ul style="list-style-type: none"> Tidy house competition / Best Garden competition Adopt a street program with local families undertaking to clean up their own street Enter Tidy Towns Competition Consider wash down bay facility (business opportunity) and improve cleanliness of cars 	<ul style="list-style-type: none"> Director of Technical Services BDGO Community Services Director <p>Director of Technical Services</p>	<p>Progressive landscaping of Kang Kang Road</p> <p>BDGO seeking funding to green the new houses under programme "Skilling Best Garden - Continue to support Cape York Partnerships with promotion of the Best Garden in the Village Competition and Pride and Place Project</p> <p>Tidy Town - ASC officially entered into "Clean up Australia Day" and has included this event on the annual schedule of events</p>

			<ul style="list-style-type: none">• Introduce footpaths (McKenzie Drive and Kang Road) and speed Bumps(Kang Kang and McKenzie)	BDGO for funding applications	Revisit rammed Earth Program and Healthy Communities.
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EV2.3	Improve Household Pride	Encourage residents to improve and maintain their household properties	<ul style="list-style-type: none"> Establish a quarterly garden competition with prizes Require Nature Strips to be cut by householder Upgrade of street lighting completed Refurbishment of Market garden 	<ul style="list-style-type: none"> Director of Community Services DTS Director of Community Services 	<p>Undertake audit of street lighting in 2015</p> <p>Discussion with CYE on maintaining</p>
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Ref	Key Environmental Goal 3 – A cleaner town	Focus	Operational Plan focus	Responsibility	Status
EV3.1	Ensure that proposed mining does not impact on our local environment	Undertake planning to minimise the impact of mining on our land and waterways and its continued use for traditional purposes			
EV3.2	Ensure that the operation of any future mine is well planned in relation to its impact on our community	Undertake planning to minimise the impact of mine operations associated with the transport of staff and equipment			

Ref	Key Environment Goal 4 – Improved community health and animal control	Focus	Operational Plan focus	Responsibility	Status
EV4.1	Improve community health services to our community	<p>Advocate to increase the level of community health specialists visitation to our community</p> <p>Advocate to improve the health centre with a wide range of services being provided from the health centre</p>	<ul style="list-style-type: none"> Lobbying Queensland Health for more specialist visits (dentists, eyes etc) Lobbying Queensland health to focus on specific chronic health issues in the community (e.g. diabetes) and to provide more on site service 	<ul style="list-style-type: none"> Director of Community Services 	No progress

EV4.2	Improve community health standards in our community	Partner with other government agencies to undertake community education campaigns focused on improving community health	Establish a partnership within the community (Queensland health, Queensland education and Council) to promote more education campaigns within the community to improve community health – diet, check-ups etc.	<ul style="list-style-type: none"> Director of Community Services 	No progress.
EV4.3	Improve animal control in our community	Improve the management of the animal control local law and reduce the number of unwanted dogs	<ul style="list-style-type: none"> Explore shared services with other councils to share and animal control officer Review and upgrade pound facility Promote more responsible animal ownership More de-sexing and vet visits Consider identification tags program to help identify stray dogs Undertake Survey and registration Process 	<ul style="list-style-type: none"> Director of Technical Services Animal Control Officer 	<p>Undertake quarterly animal control programs</p> <p>New Animal Controller to be appointed.</p>

Governance Issues

Ref	Key Governance Goal 1 – Our leadership role for our community	Focus	Operational Plan focus	Responsibility	Status
G1.1	This Corporate Plan becomes the focus for all future planning in our town.	All government agencies and other organisations undertaking program work in Aurukun focus on the key goals in this Corporate Plan.	<ul style="list-style-type: none"> Promote this process through interagency Management Team and other meetings 	<ul style="list-style-type: none"> CEO 	Corporate Plan needs review before 30/6/2015.
G1.2	The Council takes a stronger leadership role in the community.	The Council facilitates regular meetings of all stakeholders in the community to provide direction and ensure consistency in program delivery.	<ul style="list-style-type: none"> Quarterly meetings of government agencies in town Interagency meetings are attended by Senior Staff and Council has input into agenda preparation 	<ul style="list-style-type: none"> Council CEO 	<p>GCO is doing this task</p> <p>Council Senior Staff attend these meetings and has major input for agenda. Also, reps of ASC participation on working groups.</p>

			<ul style="list-style-type: none">• Councils sets the agenda• At least two roundtable meetings with the Government Champion held per year• ASC Planning Scheme Finalised	<ul style="list-style-type: none">• Community Services Director CEO/ Mayor <ul style="list-style-type: none">• External Consultant	Two meetings are held p/a, await Govt Champion decision Adopted July 2014
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G1.3	Council setting the agenda.	Each year, the Council identifies the top 3 or 4 priorities based on its community needs and communicates those priorities to all stakeholders.	<ul style="list-style-type: none"> • Top 3 or 4 priorities each year are provided to government agencies co-ordinated approach 	<ul style="list-style-type: none"> • Council • CEO • Director of Community Services 	
G1.4	Consistent messages are provided about Aurukun.	Proactive messages about Aurukun are provided to external agencies on a regular basis via newsletters, minutes of meetings.	<ul style="list-style-type: none"> • Circulate minutes etc more widely to keep people informed • Monthly electronic newsletter about progress • Professional Media Releases 	<ul style="list-style-type: none"> • CEO • Webmaster • Media Consultant • ASC social Media Site 	<p>Minutes are circulated widely.</p> <p>Commenced - 2 issues.</p> <p>Media Consultant has been appointed and working well.</p> <p>Facebook providing four items per week.</p>
G1.5	Establishing the role of Town Spokesperson	Establishing a protocol to ensure that there is one spokesperson for the town with the mayor undertaking that role.	Get the Council to put forward a protocol to the government agencies making the Mayor the Spokesperson	<ul style="list-style-type: none"> • Mayor 	Mayor provides a strong spokesperson role for the town and Shire

Ref	Key Governance Goal 2 - Better Communication	Focus	Operational Plan focus	Responsibility	Status
G2.1	Improve internal communication within our town.	<p>Keeping our community informed about what is happening in our town.</p> <p>Undertaking regular town meetings so residents can speak on issues affecting our community.</p>	<ul style="list-style-type: none"> Monthly town meetings More use of town noticeboards to keep community informed Email minutes etc to Aurukun based government agencies Continuation of Management team meetings, Joint Staff meetings and departmental Meetings 	<ul style="list-style-type: none"> Council CEO Personal Assistant Management Team 	<p>11 Meetings per year - Ongoing, maybe review format</p> <p>Good use of Noticeboards</p> <p>Emailed minutes to Government Agencies</p> <p>All of Management meetings are conducted monthly. Joint Staff meetings held bi-monthly. Yes, interviews occurring regularly. Email distribution list continues to develop.</p>
G2.2	Improve communication with external agencies and external media.	<p>Providing regular newsletters to stakeholders about Aurukun.</p> <p>Promoting Aurukun and its Council by accessing mainstream media to improve the image of Aurukun.</p>	<ul style="list-style-type: none"> Bi monthly newsletter about Council / use photos and tell stories about Aurukun success Sent to all Aurukun based contacts and external government agencies Undertake more interviews with media agencies – consider monthly spot for Mayor on ABC radio or similar Develop and implement E-mail distribution system 	<ul style="list-style-type: none"> CEO Mayor Media Consultant Director Community Services BDGO 	<p>Second issue of Wik Kath provided to Aurukun community and external stakeholders.</p> <p>Working well</p> <p>Establishment and launch of ASC YouTube channel</p>

Ref	Key Governance Goal 3 – Improve Customer Service	Focus	Operational Plan focus	Responsibility	Status
G3.1	Improve the quality of customer service provided by Council to the community.	Provision of regular customer service training to all Council staff to improve the quality of service to the community.	<ul style="list-style-type: none"> • Annual customer specific training • Requirement for all staff to wear uniform to improve image of Council 	<ul style="list-style-type: none"> • Administration Manager • WHS/Training Officer • External Consultant • Management Team 	<p>Training in Bank and Post Office has occurred.</p> <p>Training has occurred. Post Office training in June.</p> <p>Uniform wearing has improved</p>
G3.2	Develop a more business focused customer service.	Undertake focused customer service training on specific Council business activities such as accommodation and hospitality to improve those Council businesses.	<ul style="list-style-type: none"> • Specific training focused on Council commercial business • Improve commercial business performance • Training focused on hospitality etc. 	<ul style="list-style-type: none"> • Administration Manager • WHS/Training Officer • BDGO 	<p>Accommodation is a good example of how this service has improved.</p> <p>Appointment of experienced Postal Manager</p>

Ref	Key Governance Goal 4 - Our staff	Focus	Operational Plan focus	Responsibility	Status
G4.1	Improve attraction and retention of staff.		<ul style="list-style-type: none"> • Adopt an attraction and retention strategy (Australian Centre of excellence for local government is working on this for remote and indigenous communities) • Review of Councils Recruitment and Retention strategy • Continue redevelopment of council offices, depot and Arts centre 	<ul style="list-style-type: none"> • Human Resource Manager • Director of Corporate Services Director of Technical Services Building Supervisor 	<p>Depot office upgraded</p> <p>Council office in progress. New policy developed.</p> <p>Arts Centre redevelopment plan commenced</p> <p>Office improvements are occurring</p>
G4.2	Develop more local staff in technical and supervisory roles.	Dedicate more senior staff time on developing local staff in both technical and supervisory roles.	<ul style="list-style-type: none"> • Identify current staff who could be further developed and establish one-to-one mentor relationship with a senior staff member • Identify a bank of training providers 	<ul style="list-style-type: none"> • Human Resource Manager • WHS/Training Officer • Director of Technical Services • Director of Corporate Services 	<p>Better training is offered. Ongoing.</p> <p>One local connection</p> <p>Needs development</p>
G4.3	One workforce providing services for the town.	Over time, move to Council have control of one workforce that provides services to the town.	<ul style="list-style-type: none"> • Commence by achieving better coordination between different work teams operating in town • Identify whether it is possible to gradually move some of these staff to Council operations 	<ul style="list-style-type: none"> • Management Team 	Organisational review has combined three lawn mowing teams into one.

Ref	Key Governance Goal 5 – Financial sustainability	Focus	Operational Plan focus	Responsibility	Status
G5.1	We have a financially viable community and Council	We work towards ensuring that the town is financially sustainable in the long term with income from grants and other sources being able to meet the reasonable needs of our community.	<ul style="list-style-type: none"> Continue to pass annual audits Budgets are adopted and monthly reports on progress against budget provided the Council Achieve an operating surplus <ul style="list-style-type: none"> Have 3 comprehensive budget reviews presented Continue to achieve statutory compliance with financial regulations 	<ul style="list-style-type: none"> Director of Corporate Chief Accountant CEO Chief Accountant 	<p>Ongoing</p> <p>This years budget creates a surplus before depreciation</p> <p>Two completed this year. Ongoing</p>
G5.2	Council diversifies its revenue stream.	Council focuses on developing revenue streams from its business operations and continues to source funding from grants for community projects.	<ul style="list-style-type: none"> Each Council business has a business plan Each Council businesses is monitored for financial performance <ul style="list-style-type: none"> Continue to attract grant funding and comply with acquittal requirements Council have a written revenue improvement strategy Council continue to maximise revenue from existing streams such as leasing and landing fees Wuungkam Lodge and Kooth Pach Lodge are tendered to external business providers ensuring a new source of lease income to council 	<ul style="list-style-type: none"> BDGO Chief Accountant Director of Corporate Services CEO Director of Corporate Services and BDGO 	<p>Completed</p> <p>Ten year financial plan in place for accommodation. Art Centre to commence Ongoing</p> <p>Ongoing</p> <p>Completed - Resident Managers in place</p>

Ref	Key Governance Goal 6 – Relationships with other governments	Focus	Operational Plan focus	Responsibility	Status
G6.1	Council is an active member of regional Local Government bodies.	Co-operating on regional local government issues to identify opportunities and improve our efficiency.	<ul style="list-style-type: none"> • Actively participate in CIMA,LGAQ,ILF • Identify regional projects for Cape York Torres Councils (formerly ROCCY) 	<ul style="list-style-type: none"> • Mayor • CEO 	Yes, CIMA, LGAQ, LGMA and ILF are regular attendees. CYTC not operating.
G6.2	Council builds better relationships with State and Commonwealth governments and agencies.	Create better working relationships by meeting frequently with key government stakeholders to keep them informed about Aurukun issues.	<ul style="list-style-type: none"> • Meet with key government agencies on a quarterly basis to brief them on Council activities • Meet with state and Commonwealth politicians as available to brief them on Council activities 	<ul style="list-style-type: none"> • Mayor • CEO 	<p>Meets with government agencies regularly.</p> <p>This occurs. ASC written to Premier, Deputy Premier, Treasurer, Local MP on their recent election.</p>