

# Aurukun Shire Council: Operational Plan 2017-2018

## Economic Issues

Ref	Key Economic Goal 1 – Maximising Opportunities from Mining	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Form a Management committee with NAK council and Rio Tinto which meets Bi-monthly</li> <li>Regular meetings with mining companies</li> <li>Negotiate financial package from mining companies to support development in Aurukun</li> </ul>	<ul style="list-style-type: none"> <li>Mayor/Management Team</li> </ul> <p>Done</p>	Budget GL \$ 2737-\$2,891,084 Road User Road Contribution from Rio Tinto for 2017-18
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"> <li>Ensure light industrial precinct is contained in planning scheme to ensure that there is no conflict with existing residential areas</li> <li>Plan development through development of a concept plan for light industrial precinct</li> </ul>	<ul style="list-style-type: none"> <li>Management Team</li> <li>BDGO</li> </ul> <p>WOC 10 year Planning Review funded by DATSIP</p>	
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"> <li>Plan for runway extension</li> <li>Source funding for runway extension including contribution from mining company and other stakeholders</li> <li>Development of plan for terminal</li> </ul>	<ul style="list-style-type: none"> <li>Director of Technical Services</li> <li>BDGO</li> <li>External Consultant</li> </ul>	

			upgrade including small shop		
EC1.4	Maximise Council revenue from future mining opportunities	Position the Council's current businesses such as accommodation services to take commercial advantage of future mining activity	<ul style="list-style-type: none"> <li>• Include requirement to use Council businesses in any MOU with mining company</li> <li>• Pursue business plan for Council's accommodation business to reflect likely future usage</li> </ul>	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• BDGO</li> <li>• External Consultant</li> <li>• Done</li> </ul>	Budget GL:

Ref	Key Economic Goal 2 – Employment and Training	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>• Council apprenticeship scheme established</li> <li>• Work with schools to establish a school based training / apprenticeship schemes</li> <li>• Establish mentor relationships for apprentices to link with good Council workers</li> <li>• Work with school to identify the best students and encourage the best students to undertake work experience with Council and/or school-based traineeships</li> <li>• Pursue with Laurie Lindner and other council contractors maximisation of apprenticeship and trainees.</li> </ul>	<ul style="list-style-type: none"> <li>• WHS/Training Officer</li> <li>• Human Resource Manager</li> <li>• DTS/Building Supervisor</li> </ul>	1210-1620 \$60,000 Employment incentives revenue  2110-2000 (\$213,414)

EC2.2	A co-ordinated approach is taken to training programs	Facilitate the co-ordination of training programs to ensure that future training is focused on real job opportunities	<ul style="list-style-type: none"> <li>• Develop and coordinate a funded yearly training program for council</li> <li>• Council conjointly operate training centre with CYE</li> <li>• Council to partner with CYE to encourage better focus on training leading to real jobs</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• WHS/Training Officer</li> <li>• Human Resource Manager</li> <li>• Management Team</li> </ul>	1310-2070 - \$55,000 from Council Revenue; sourcing other funding from LGAQ
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Ref	Key Economic Goal 3 – Locally Owned Businesses	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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 and council to encourage support of local businesses	<ul style="list-style-type: none"> <li>• Identify Likely local business needs</li> <li>• Identify Internal council businesses that can be outsourced to local indigenous business. (ie cleaning, lawn mowing, freight agency, aircraft refuelling, car and boat mechanic</li> <li>• Seek support from mining company to source a set percentage of their supplies and services from local businesses</li> </ul>	<ul style="list-style-type: none"> <li>• BDGO</li> <li>• CEO</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Work with IBA and Business Mapping Solutions to identify potential businesses opportunities including revegetation, landscaping, plant and machinery, laundry, catering</li> </ul>	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• BDGO</li> </ul>	

		with the new mine	etc.		
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Ref	Key Economic Goal 4 – Council Business Growth	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Complete redevelopment of Wuungkam Lodge</li> <li>Undertake targeted hospitality training for staff working in this business in partnership with Sodexo and Kondo Korp</li> </ul>	<ul style="list-style-type: none"> <li>BDGO</li> <li>External Consultants</li> <li>WHS/Training Officer with CYP</li> </ul>	Budget: GL 7110 – \$139,947; 7120 - \$610,00; 6210 - \$373,616 7110-(\$132,920) 7120 -(\$469,185) 6210– (\$326,663) Capital Works: (\$2,670,760)
EC4.2	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"> <li>Continue Liaison with Business Precinct tenants</li> </ul>	<ul style="list-style-type: none"> <li>Director of Corporate Services</li> </ul>	Budget GL\$ 7250 - \$284,055 7250 -(203,460)
EC4.3	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"> <li>Calculate an appropriate landing fee if the barge landing is to be used by non ASC operators</li> </ul>	<ul style="list-style-type: none"> <li>Chief Accountant Done</li> </ul>	Budget GL \$ 5600- \$7,000 5600-(\$3,600)

EC4.4	Secure revenue from the furniture factory	Identify how Council can maximise its revenue from the furniture factory	<ul style="list-style-type: none"> <li>Determine how furniture factory is best owned by Council</li> <li>Establish flat pack furniture assembly.</li> <li>Produce kitchens for housing refurbishments</li> </ul>	<ul style="list-style-type: none"> <li>BDGO</li> <li>Building Manager</li> <li>Building Manager</li> </ul>	
<b>Ref</b>	<b>Key Economic Goal</b> <b>5 – Diversified Economy</b>	<b>Focus</b>	<b>Operational Plan Focus</b>	<b>Responsibility</b>	<b>Budget / General Ledger Code</b>
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"> <li>Lobby to ensure that mining is established in the region in the future</li> <li>Identify to the government at every opportunity that Council supports mining</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> <li>BDGO</li> </ul>	
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"> <li>Continue implementation of the business plan for the art centre</li> <li>Promote Aurukun arts as world-class art</li> </ul>	<ul style="list-style-type: none"> <li>Art Centre Manager</li> <li>BDGO</li> <li>Director of Corporate Services</li> </ul>	Budget GL \$ 8580- \$205,000 8580-(\$289,191) 8583-\$200,000 8583-(\$200,000) 4041- \$60,000 4041- (\$60,000) Capital Works: (\$77,727)
EC5.3	Tourism visitation is increasing	Promote Aurukun as a unique fishing and cultural	<ul style="list-style-type: none"> <li>Update Council website with photos of fishing and culture</li> </ul>	<ul style="list-style-type: none"> <li>BDGO with Webmaster</li> </ul>	Budget \$ GL:

		destination	<ul style="list-style-type: none"> <li>Promote Aurukun to tour companies as a place to visit to purchase art and experience unique fishing opportunities</li> <li>Establish the eco heli-tour market for the wetlands and fishing</li> <li>Continue the Tourism Steering Committee comprising Council, NAK to meet at least bi-monthly to establish viable tourism opportunities on the homelands</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> <li>Mayor</li> </ul>	
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## Community Issues

Ref	Key Community Goal 1 – BetterCommunity Facilities	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
C1.1	More housing for the community	<p>Continue to grow the housing stock in the community to reduce overcrowding</p> <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</p>	<ul style="list-style-type: none"> <li>Work with state government to plan additional housing</li> <li>Continue to create subdivisions to open new land for housing</li> <li>Lobby to ensure that the housing designs are suitable to local residents</li> <li>Council to undertake maintenance work on houses to develop local skills. Alternatively, develop local skills in carpentry, electrical and plumbing and encourage local people to</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> <li>Director of Technical Services</li> </ul>	(External to Council)

		businesses	develop their own businesses to undertake maintenance work on houses <ul style="list-style-type: none"><li>• Identify ways to return to the model of council undertaking Principal contractor role for housing construction and partnering with private sector contractors.</li></ul>		
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C1.2	Better sport and recreation facilities	<p>Investigate opportunities for water amusements</p> <p>Investigate opportunities to upgrade and manage the indoor sports facility and 3 Rivers Community Centre including options to work with PCYC on program management</p> <p>Undertake planning for open spaces to compliment the Aurukun Lifestyle</p>	<ul style="list-style-type: none"> <li>Review the Sport and recreation master plan for the sporting complex and widen the brief to the whole town area</li> <li>Continuation of Community events, such as Aurukun Day</li> </ul>	<p>Director of Community Services</p> <ul style="list-style-type: none"> <li>External Consultant</li> <li>BDGO</li> </ul>	<p>Budget \$ (external to council)</p> <p>Capital Works: \$2.1Million</p> <p>Operating Exp: 7510-(\$162,000)</p>
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Ref	Key Community Goal 2 – Better community services	Focus	Operational Plan focus	Responsibility	Budget / General Ledger Code
C2.1	Better pathways for our young people	Implement the Aurukun Youth Strategy	<ul style="list-style-type: none"> <li>Implement the existing strategy</li> <li>Source funding for implementation from government agencies or alternatively, request current government agencies in Aurukun to undertake implementation</li> </ul>	<ul style="list-style-type: none"> <li>Council</li> <li>Management Team</li> </ul>	



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"> <li>Meet with school principal on a quarterly basis to build partnership</li> <li>Identify potential community leaders based on their performance at school</li> <li>Identify potential mentors within current traditional owners and link those mentors and potential community leaders</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> <li>Director of Community Services</li> <li>Council</li> </ul>	
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	Continue the process of the school visits by traditional owners to teach local culture as part of the school curriculum	<ul style="list-style-type: none"> <li>Director of Community Services</li> <li>Arts Centre Manager</li> </ul>	Indigenous Knowledge Centre 4810-\$22,640 4810-(\$141,108)

Ref	Key Community Goal 3 – A Healthy and Safe Community	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Meet with the Apunipima Health Council to identify how we can work together to promote better health outcomes including events for our community</li> <li>Work with the Local Store and two takeaway shops to encourage healthy choices for nutrition</li> <li>Finalise market garden refurbishment with Mens' Shed and CYE</li> </ul>	<ul style="list-style-type: none"> <li>Director of Community Services</li> </ul>	

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"> <li>Raise this issue at regular liaison meetings with NAK and APN</li> </ul>	<ul style="list-style-type: none"> <li>Council</li> </ul>	
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"> <li>Lobby the State government to fund existing CPOs and encourage further funding</li> <li>Quarterly meeting with local police to take a coordinated approach to crime prevention including better use of surveillance monitoring</li> <li>Continue regular meetings with the state police regarding town CCTV and ensure it is maintained</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> <li>Director of Community Services</li> </ul> <p>DTS/Director of Community Services</p> <p>Director of Community Services</p>	<p>Community Police (\$729,873)</p> <p>Security (\$315,000)</p>

Ref	Key Community Goal 4 – Our Culture and Arts	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Successfully implement the Aurukun Arts Centre business plan to demonstrate to the community that a career in the arts can be financially rewarding</li> <li>Continue the controlled system of cash receipting managed by</li> </ul>	<ul style="list-style-type: none"> <li>Art Centre Manager</li> <li>Director of Corporate Services</li> <li>Chief Accountant</li> </ul>	<p>Budget GL \$</p> <p>8580- \$205,000</p> <p>8580-(\$289,191)</p> <p>8583-\$200,000</p> <p>8583-(\$200,000)</p> <p>4041- \$60,000</p> <p>4041- (\$60,000)</p>

			<p>the Arts Centre Manager</p> <ul style="list-style-type: none"> <li>• Negotiate a mutually beneficial formal hosting agreement between council and CYE for the Womens Arts Centre participants.</li> <li>• Implement a system of stock control over the art works</li> <li>• Work with the school to identify young artists who can be invited to assist at the Aurukun Arts Centre and develop their skills</li> </ul>	<ul style="list-style-type: none"> <li>• BDGO</li> <li>• Arts Centre Manager/Director of Corporate Services</li> <li>• Arts Centre Manager</li> <li>• Arts Centre Manager</li> </ul>	
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"> <li>• Source funding to assist in training for potential mentors</li> <li>• Assist in matching future leaders with potential mentors as part of a formal mentoring program</li> </ul>	<ul style="list-style-type: none"> <li>• Council</li> <li>• Director of Community Services</li> <li>• BDGO</li> <li>• WHS/Training Officer</li> </ul>	
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"> <li>• Council</li> <li>• Art Centre Manager</li> <li>• Director of Community Services</li> </ul>	<p>Community Events</p> <p>4100- \$7,500</p> <p>4110 – (42,650)</p>

## Environmental Issues

Ref	Key Environment Goal 1 – Clean Water and Efficient Sewerage Services	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>• Adopt the draft Asset Management Plan</li> <li>• Review and update asset management plans</li> <li>• Prepare standard maintenance schedules for water &amp; sewerage</li> <li>• Undertake training for staff on preventive maintenance with a focus on local staff</li> <li>• Check of inventory ensure that key spare parts are on hand (e.g. sewerage pumps)</li> </ul>	<ul style="list-style-type: none"> <li>• Director of Technical Services</li> <li>• Done</li> <li>• WHS/Training Officer</li> <li>• Water/Sewerage Supervisor</li> </ul>	Budget GL \$ 5310- \$282,000 5310-(\$251,215) 5410 - \$197,000 5410-(\$419,714) Capital works: (\$560,000) – Sewerage Pump Stations
EV1.2	Ensure that water and sewerage infrastructure can cater for growth	Review water and sewerage infrastructure capacity and plan for future growth	<ul style="list-style-type: none"> <li>• Review and update asset management plans based on recent housing growth and future housing plans</li> <li>• Plans for any new infrastructure associated with the new mine takes into account current water and sewerage capacity</li> </ul>	<ul style="list-style-type: none"> <li>• Management Team</li> <li>• Director of Technical Services</li> <li>• External Consultant - Town Planner</li> </ul>	
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"> <li>• External Consultant - Town Planner</li> </ul>	

Ref	Key Environmental Goal 2 – A Cleaner Town	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
EV2.1	Improved waste dump facility	Improve waste dump operations	<ul style="list-style-type: none"> <li>Fencing current waste facility</li> <li>Review number of waste pickup services per week</li> <li>Undertake once a year free kerbside pickup of unwanted rubbish (car bodies etc)</li> </ul>	<ul style="list-style-type: none"> <li>Director of Technical Services</li> <li>Workshop Supervisor</li> <li>Aboriginal Environmental Health Officer</li> </ul>	Budget GL \$ 5210- \$130,000 5210-(\$134,968)
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"> <li>Tidy house competition / best garden competition</li> <li>Adopt a street program with local families undertaking to clean up their own street</li> <li>Enter Tidy Towns Competition</li> <li>Consider wash down bay facility (business opportunity) and improve cleanliness of cars</li> <li>Introduce footpaths (McKenzie Drive and Kang Road) and speed Bumps(Kang Kang and McKenzie roads)</li> </ul>	<ul style="list-style-type: none"> <li>Director of Technical Services</li> <li>BDGO</li> <li>Community Services Director</li> <li>Director of Technical Services</li> </ul>	Budget GL \$ 4755- (\$333,160)
EV2.3	Improve household pride	Encourage residents to improve and maintain their household properties	<ul style="list-style-type: none"> <li>Establish a quarterly garden competition with prizes</li> <li>Require Nature Strips to be cut by householder</li> <li>Annual Review of street lighting completed</li> </ul>	<ul style="list-style-type: none"> <li>Director of Community Services</li> <li>Director of Technical Services</li> </ul>	Budget \$ GL:

Ref	Key Environment Goal	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
	<b>3 – Managing the Impact of Future Mining on Our Environment</b>				
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		Director of Technical Services	
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	Formalise infrastructure agreement with Rio for use of council barge facility, laydown area.	DTS/CEO	

Ref	Key Environment Goal	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
	<b>4 – Improved Community Health and Animal Control</b>				
EV4.1	Improve community health services to our community	Advocate to increase the level of community health specialists visitation to our community	<ul style="list-style-type: none"> <li>Lobbying Queensland Health for more specialist visits (dentists, eyes etc)</li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Director of Community Services</li> </ul>	Budget \$ GL:

		Advocate to improve the health centre with a wide range of services being provided from the health centre	<ul style="list-style-type: none"> <li>Lobbying Queensland health and Apunipimato focus on specific chronic health issues in the community (e.g. diabetes) and to provide more on site service</li> </ul>		
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, Apunipima) to promote more education campaigns within the community to improve community health – diet, check-upsetc.	<ul style="list-style-type: none"> <li>Director of Community Services</li> <li>Mayor</li> </ul>	
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"> <li>Explore shared services with other councils to share and animal control officer</li> <li>Review and upgrade pound facility</li> <li>Promote more responsible animal ownership</li> <li>More de-sexing and vet visits</li> <li>Consider identification tags program to help identify stray dogs</li> <li>Undertake Survey and registration Process</li> </ul>	<ul style="list-style-type: none"> <li>Director of Community Services</li> <li>Animal Control Officer</li> <li>ACO</li> <li>Done</li> </ul>	Budget \$ GL: 3110-1102 \$160,386 3110-2200 (\$160,303)

## Governance Issues

Ref	Key Governance Goal  1 – Our Leadership Role for Our Community	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Promote this process through interagency Management Team and other meetings</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	
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"> <li>Continue to ensure monthly interagency meetings are attended by Senior Staff and Council has input into agenda preparation</li> <li>Council sets the agenda</li> <li>At least two roundtable meetings with the Government Champion held per year</li> <li>ASC Planning Scheme used for future developments</li> </ul>	<ul style="list-style-type: none"> <li>Council</li> <li>CEO</li> <li>Community Services Director</li> <li>Mayor</li> </ul>	
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"> <li>Top 3 or 4 priorities each year are provided to government agencies co-ordinated approach</li> </ul>	<ul style="list-style-type: none"> <li>Council</li> <li>CEO</li> <li>Management Team</li> </ul>	Budget GL \$ 1210 – (\$254,250)



G1.4	Consistent messages are provided about Aurukun	Proactive messages about Aurukun are provided to external agencies on a regular basis via newsletters, minutes meetings	<ul style="list-style-type: none"> <li>Continue to circulate minutes etc more widely to keep people informed</li> <li>Monthly electronic newsletter about progress</li> <li>Professional Media Releases</li> </ul>	<ul style="list-style-type: none"> <li>CEO Done</li> <li>Webmaster</li> <li>Media Consultant</li> <li>BDGO</li> </ul>	1210- (\$19,800)
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"> <li>Mayor</li> </ul>	

Ref	Key Governance Goal 2 – Better Communication	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Monthly town meetings</li> <li>More use of town noticeboards to keep community informed</li> <li>Email minutes, etc. to Aurukun-based government agencies, use of face book page</li> <li>Continuation of management team meetings, joint staff meetings and departmental meetings</li> </ul>	<ul style="list-style-type: none"> <li>Council</li> <li>CEO</li> <li>Personal Assistant</li> <li>Management Team</li> </ul>	
G2.2	Improve communication with external agencies and	Providing regular newsletters to stakeholders	<ul style="list-style-type: none"> <li>Bi monthly newsletter about Council / use photos and tell stories about Aurukun success</li> </ul>	<ul style="list-style-type: none"> <li>CEO</li> </ul>	Budget \$ 1210- (\$5,000)

	external media	about Aurukun  Promoting Aurukun and its Council by accessing mainstream media to improve the image of Aurukun.	<ul style="list-style-type: none"> <li>Sent to all Aurukun based contacts and external government agencies</li> <li>Undertake more interviews with media agencies – consider monthly spot for Mayor on ABC radio or similar</li> </ul>	<ul style="list-style-type: none"> <li>Mayor</li> <li>Media Consultant</li> <li>Mayor</li> </ul>	
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Ref	Key Governance Goal  3 – Improve Customer Service	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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  Improve Telecommunications	<ul style="list-style-type: none"> <li>Annual customer specific training</li> <li>Requirement for all staff to wear uniform to improve image of Council</li> </ul>	<ul style="list-style-type: none"> <li>Office Manager</li> <li>WHS/Training Officer</li> </ul>	Budget \$  GL Training:   GL Uniforms: (\$5,000)
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"> <li>Specific training focused on Council commercial business</li> <li>Improve commercial business performance</li> <li>Training focused on hospitality etc.</li> </ul>	<ul style="list-style-type: none"> <li>Office and Accommodation Managers Building Manager</li> <li>WHS/Training Officer</li> <li>BDGO</li> </ul>	

Ref	Key Governance Goal 4 – Our Staff	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
G4.1	Improve attraction and retention of staff	Council has an effective attraction and retention strategy for staff	<ul style="list-style-type: none"> <li>Adopt an attraction and retention strategy (Australian Centre of excellence for local government is working on this for remote and indigenous communities)</li> <li>Review of Councils Recruitment and Retention strategy</li> <li>Continue redevelopment of council offices, depot and Arts centre</li> </ul>	<ul style="list-style-type: none"> <li>Human Resource Manager</li> <li>Director of Corporate Services</li> <li>Building Supervisor</li> </ul>	Budget GL \$ Staff Housing Capital works: (\$820,000)
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"> <li>Identify current staff who could be further developed and establish one-to-one mentor relationship with a senior staff member</li> <li>Identify a bank of training providers</li> </ul>	<ul style="list-style-type: none"> <li>Human Resource Manager</li> <li>WHS/Training Officer</li> <li>Management Team</li> </ul>	
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"> <li>Commence by achieving better coordination between different work teams operating in town</li> <li>Identify whether it is possible to gradually move some of these staff to Council operations</li> </ul>	<ul style="list-style-type: none"> <li>Management Team</li> <li>Director of Technical Services/HR Manager</li> </ul>	
G4.4	Fraud	Create an increased organisation awareness of	<ul style="list-style-type: none"> <li>Provision of training organisation wide.</li> <li>Include in corporate documents</li> </ul>	<ul style="list-style-type: none"> <li>Director Of Corporate Services/Training</li> </ul>	Fraud Management

		fraud responsibility	and team meetings	Officer	Training (\$5,000)
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Ref	Key Governance Goal 5 – Financial Sustainability	Focus	Operational Plan Focus	Responsibility	Budget / General Ledger Code
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"> <li>Continue to pass annual audits</li> <li>Budgets are adopted and monthly reports on progress against budget provided the Council</li> <li>Strive to achieve an operating surplus after depreciation</li> <li>Have 3 comprehensive budget reviews presented</li> <li>Continue to achieve statutory compliance with financial regulations</li> </ul>	<ul style="list-style-type: none"> <li>Director of Corporate Services</li> <li>CA/Director of Corporate Services</li> <li>Chief Accountant/Dir Corp</li> <li>Chief Accountant</li> <li>Director of Corporate Services</li> </ul>	Budget : \$ Upgrade Business Information & ITC Systems (\$509,000)
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"> <li>Each Council business including BAS works has a business plan</li> <li>Each Council businesses is monitored for financial performance</li> <li>Continue to attract grant funding and comply with acquittal requirements</li> <li>Council have a written revenue improvement strategy</li> <li>Council continue to maximise</li> </ul>	<ul style="list-style-type: none"> <li>BDGO</li> <li>Chief Accountant</li> <li>Director of Corporate Services</li> <li>CEO</li> <li>CA/Director of Corporate Services</li> </ul>	

			revenue from existing streams such as leasing, landing and dumping fees	<ul style="list-style-type: none"> <li>Director of Corporate Services</li> </ul>	
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Ref	Key Governance Goal 6 – Relationships with Other Governments	Focus	Operational Plan focus	Responsibility	Budget / General Ledger Code
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"> <li>Actively participate in CIMA,LGAQ,ILF</li> <li>Identify regional projects for Cape York Torres Councils (formerly ROCCY)</li> </ul>	<ul style="list-style-type: none"> <li>Mayor</li> <li>CEO</li> </ul>	Membership fees (\$46,050)
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"> <li>Meet with key government agencies on a quarterly basis to brief them on Council activities</li> <li>Meet with state and Commonwealth politicians as available to brief them on Council activities</li> </ul>	<ul style="list-style-type: none"> <li>Mayor</li> <li>CEO</li> </ul>	