



OPERATIONAL PLAN 2021-2022





OPERATIONAL PLAN 2021 - 2022

CONTENTS

ABOUT THE OPERATIONAL PLAN	3
OUR VISION, MISSION AND VALUES	4
UNDERSTANDING THE OPERATIONAL PLAN	5
KEY COUNCIL PRIORTIES	6
BUILT ENVIRONMENT	7
PROSPERITY	8
LIFESTYLE	10
NATURAL ENVIRONMENT	11
ORGANISATIONAL SUSTAINABILITY	12

HINCHINBROOK
SHIRE COUNCIL



ABOUT THE OPERATIONAL PLAN

PURPOSE

The Hinchinbrook Shire Council Operational Plan 2021-2022 is the major planning document within Council's corporate planning framework and outlines the significant activities and key operational activities that Council will deliver in 2021-2022.

The Plan complies with the *Local Government Regulation 2012* which requires councils to prepare and adopt an Operational Plan for each financial year, which must:

1. Be consistent with the annual budget; and
2. State how Council will:
 - Progress the implementation of the five (5) year Corporate Plan during the period of the annual Operational Plan; and
 - Manage operational risk.

Each area of operation performs day to day activities aligned with policies, procedures, activity specific plans and processes designed to ensure that services are delivered in accordance with the direction set by Councillors and in some instances governed by legislation.

Quarterly activity reporting to Council is made with reference to the Operational Plan.



ACKNOWLEDGEMENT OF COUNTRY

Council acknowledges the Traditional Owners and custodians of the land whom include the Warrgamay, Nywaigi and Bandjin people.

Council pays its respect to their Elders past, present and emerging.

Front Cover Image: Forrest Beach, Ingham



OUR VISION, MISSION AND VALUES

Mission

To provide leadership in making locally responsive and informed decisions, delivering quality services and facilities to the Hinchinbrook community.

Vision

To strengthen our vibrant regional lifestyle and prosperous economy by growing the population and opportunities for the Hinchinbrook Shire.

Values

INTEGRITY – We will lead our community with integrity and vision. We will embrace change, foster innovation, and be honest and transparent at all times.

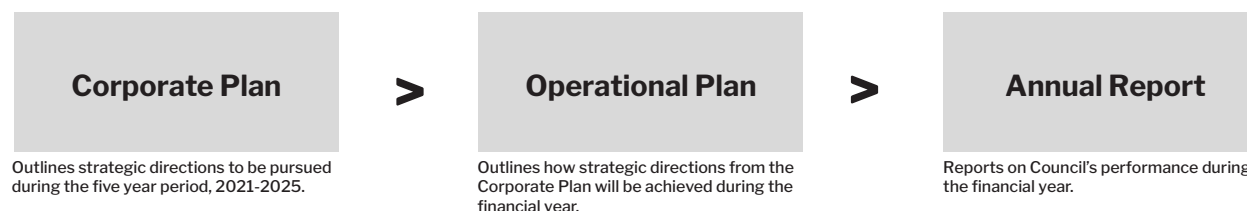
PEOPLE FOCUSED – We value our community, our stakeholders and our employees. We will treat all persons with fairness and respect. Council will implement services from a customer perspective.

EXCELLENCE – We will always strive to do our best, to be industry leaders and to look for opportunities in pursuit of continuous improvement.

SUSTAINABILITY – We will be practical, focused, and effective in our delivery of services and programs for the community.



UNDERSTANDING THE OPERATION PLAN



How to read the Operational Plan

Council's Operational Plan outlines the actions and activities that will be undertaken during the fiscal year in order to achieve Council's strategic goals and objectives as outlined in the Corporate Plan. Below is a guide to reading the tables which are found within the Operational Plan.

This number relates to the strategic direction within the Corporate Plan.

This is the strategic direction as outlined in the Corporate Plan.

These numbers relate to the actions that will be undertaken in order to achieve each strategic direction.

This is the proposed action to be undertaken as outlined in the Corporate Plan.

This is the action that will be undertaken in the 2021-2022 financial year in order to achieve each strategic direction.

This is the Responsible Officer that will manage the action and/or activity.

This is the Quarter that the Success Measure will be delivered.

Strategy	Key Activity	Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
1.1 Provide infrastructure for the future needs of the Community	1.1.1 Delivery of the Capital Works Program	Completion of 85% of projects	IAM				•
1.2 Manage and Maintain Community Assets	1.2.1 Delivery of the DRFA Programme of works	Completion of 100% of works	IAM				•
	1.2.2 Delivery of Service Level Standards for the maintenance of infrastructure assets	Adoption of Service Level Standards	DIUS				•
1.3 Deliver a safe and Effective Transport Network	1.3.1 Implementation of Road Management Policy	GIS Road Register is published	IAM		•		

Responsible Officer Abbreviations listed below.

Responsible Officer Abbreviations

CEO	Chief Executive Officer
DCDS	Director Community and Development Services
DCFS	Director Corporate and Financial Services
DIUS	Director Infrastructure and Utility Services
FM	Finance Manager
IAM	Infrastructure Assets Manager
ISM	Information Services Manager
HRM	Human Resources Manager
PSBM	Public Spaces and Biosecurity Manager
RSM	Regulatory Services Manager
USM	Utilities Services Manager



KEY COUNCIL PRIORITIES

Corporate Direction

Key Council Priorities

Council's five key priorities are based on the following identified community priorities.



1. BUILT ENVIRONMENT



2. PROSPERITY



3. LIFESTYLE



4. NATURAL ENVIRONMENT



5. ORGANISATIONAL SUSTAINABILITY



Built Environment

Deliver resilient regional infrastructure that will support and cater for present and future growth.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
1.1	Provide infrastructure for the future needs of the Community	1.1.1	Delivery of the Capital Works Program	Completion of 85% of projects	IAM				•
1.2	Manage and Maintain Community Assets	1.2.1	Delivery of the DRFA Programme of works	Completion of 100% of works	IAM				•
		1.2.2	Delivery of Service Level Standards for the maintenance of infrastructure assets	Adoption of Service Level Standards	DIUS				•
1.3	Deliver a safe and Effective Transport Network	1.3.1	Implementation of the Road Management Policy	GIS Road Register is published	IAM		•		



Prosperity

Plan a strong, diversified and durable economy that supports economic growth and long term employment.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
2.1	Empower the Community	2.1.1	Undertake a review and refresh of the Hinchinbrook Shire Community Plan	Adoption of Plan	CEO			.	
2.2	Encourage Innovation and Attract New Investment to the Hinchinbrook Shire	2.2.1	Development of Project Plans for economic based growth projects	Project Plans Developed	DCDS			.	
		2.2.2	Finalise the business case and obtain all approvals for the dredging of the Dungeness Channel	Development Approval	DIUS				.
		2.2.3	Review and refresh the Economic Development Strategy 2021-2025	Adoption of Strategy	DCDS				.
		2.2.4	Review and refresh the Business Innovation Scheme	Adoption of Scheme	DCDS			.	



Prosperity

Plan a strong, diversified and durable economy that supports economic growth and long term employment.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
2.3	Strengthen Networks	2.3.1	Development and adoption of a Reconciliation Action Plan (RAP)	Adoption of the RAP	CEO				•
2.4	Develop Town and Community Planning	2.4.1	Development of a Land Activation Strategy	Adoption of Strategy	RSM			•	
		2.4.2	Review and refresh the Hinchinbrook Planning Scheme	Adoption of revised Scheme	RSM		•		
		2.4.3	Development of a Rural Living Strategy	Adoption of Strategy	RSM			•	



Lifestyle

Advocate the relaxed and friendly lifestyle of a safe and vibrant community that promotes a preferred place to live.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
3.1	Promote Safe, Healthy, Inclusive and Socially Engaged Communities	3.1.1	Development of a Youth Development Strategy	Adoption of Strategy	DCDS			.	
		3.1.2	Review and Refresh the Ageing In Place Strategy	Adoption of Strategy	DCDS		.		
		3.1.3	Review and Refresh the Health and Wellbeing Program	Refreshed program is ready for delivery from 1 January 2022	DCDS		.		
3.2	Empower and Encourage Strong Community Organisations	3.2.1	Develop a new grants program to support the sponsorship for significant regional events	Adoption of new Policy	DCDS		.		
3.3	Create Places of Community Identity	3.3.1	Finalise development of the Hinchinbrook Cemeteries Masterplan	Adoption of Masterplan	DCDS			.	



Natural Environment

Minimise environmental impacts by preserving the unique natural environment the Hinchinbrook Shire has to offer.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
4.1	Balance the Needs of the Community and Environment	4.1.1	Promote improvements to sustainable and efficient waste management and resource recovery practices by Council and the Community	Provide a Report to Council defining the outcomes	USM				•
4.2	Promote a Sustainable Environment	4.2.1	Promote and support Reef Guardian initiatives and strategies	Provide a Report to Council defining the outcomes	PSBSM				•
		4.2.2	Review and implement the Hinchinbrook Local Government Area Biosecurity Plan (HLGABP)	Provide a Report to Council defining the outcomes	PSBSM				•



Organisational Sustainability

Administer a successful organisation that delivers excellent service through good leadership, democratic principles, efficient management of staff, assets and finances.



Strategy		Key Activity		Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
5.2	Foster an Organisational Culture that Embraces our Values	5.2.1	Development of a Strategic Workforce Plan	Adoption of the Plan by Executive Management Team	HRM			.	
5.3	Commit to Continuous Improvement, Customer Service and Accountability	5.3.1	Implementation of Technology One's Strategic Asset Management (SAM) System	Modeling for all asset classes and asset revaluations are performed using SAM	ISM				.
		5.3.2	Development and implementation of a Policy and Procedure Framework	Adoption of Framework by Executive Management Team	DCFS		.		
		5.3.3	Delivery of Phase Two actions of the of the Budgeting for Sustainability Strategy	Budget includes Phase Two actions	FM				.
		5.3.4	Development of Organisational Efficiency Targets	Adoption of Efficiency Targets by Executive Management Team	DCFS		.		



Organisational Sustainability

Administer a successful organisation that delivers excellent service through good leadership, democratic principles, efficient management of staff, assets and finances.



Strategy		Key Activity	Success Measure	Responsible Officer	Q1	Q2	Q3	Q4
5.3	Commit to Continuous Improvement, Customer Service and Accountability	5.3.5	Undertake a review and refresh of all Local Laws	RSM			.	
		5.3.6	Undertake a review and refresh of the Customer Service Charter	DCFS			.	
		5.3.7	Undertake a business continuity and disaster recovery planning exercise	CEO		.		
		5.3.8	Review and refresh the Strategic Risk Register	DCFS		.		



25 Lannercost Street, INGHAM QLD 4850

PO Box 366 INGHAM QLD 4850

(4776 4600

✉ council@hinchinbrook.qld.gov.au

📘 HinchinbrookShireCouncil

Leading the way