

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
4.4.4	Operational Plan	Infrastructure Services	Investigate funding opportunities to upgrade the Hope Vale Football Oval	Investigate funding sources	OPS	30/06/2022	Completed	
4.4.5	Operational Plan	Infrastructure Services	Finalise the Installation of backup generators at Council Admin, Child Care and Aged Care	Works Completed	OPS	30/10/2021	Completed	
4.4.6	Operational Plan	Infrastructure Services	Commence upgrade works to Hope Vale Business Precinct	Works undertaken	OPS	30/06/2023	Underway	
4.4.7	Operational Plan	Infrastructure Services	Finalise the upgrade at the Hope Vale Art Centre Building Entrance	Works Completed	OPS	30/12/2021	Completed	
4.4.8	Operational Plan	Infrastructure Services	Finalise the upgrade at the Information Knowledge Centre Building Entrance	Works Completed	OPS	30/09/2021	Completed	
4.4.9	Operational Plan	Infrastructure Services	Finalise upgrade of the Old Justice Building	Works Completed	OPS	30/09/2021	Completed	
4.4.10	Operational Plan	Infrastructure Services	Upgrade and undertake Preventative Maintenance at the Aged Care Hostel	Works Completed	OPS	30/05/2022	Completed	
4.4.11	Operational Plan	Infrastructure Services	Finalise the upgrade of the Kindergarten Fence Line	Works Completed	OPS	31/10/2022	Completed	
5.1.1	Operational Plan	Organisational Excellence and Governance	Prepare Annual Operational Plan	Preparation of Report	CEO	30/06/2022	Ongoing	
5.1.2	Operational Plan	Organisational Excellence and Governance	Present quarterly, the annual operational plan and provide status to the Council of the deliverable outcomes	Reports to Council on a quarterly basis, as completed/and or the progression of the outcomes as advised by CEO, Operations Manager, Director of Finance, Director of Social Services and Human Resources Manager	CEO	Quarterly	Ongoing	
5.1.3	Operational Plan	Organisational Excellence and Governance	Conduct monthly Ordinary Council Meeting and ensure reports are available to Councillors at least two days prior to the Ordinary Council Meeting	Number of meetings held and that reports are made available to Councillors prior to the meeting date	CEO	Monthly	Ongoing	Monthly meetings being held and agendas provided to councillors in accordance with legislative requirements

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.1.4	Operational Plan	Organisational Excellence and Governance	Conduct monthly Ordinary Council Meeting and ensure reports are available on Councils website at least two days prior to the Ordinary Council Meeting	Number of meetings held and that reports are made available on the website prior to the meeting date	CEO	Monthly	Ongoing	Council meeting papers are placed on Council website by 5.00pm on day following provision of agendas to councillors
5.1.5	Operational Plan	Organisational Excellence and Governance	Council minutes prepared and placed onto Council website. Unconfirmed minutes placed onto website with 10 days of the Councils Ordinary Meeting	Minutes on website and unconfirmed minutes on website within 10 days of meeting	CEO	Monthly	Ongoing	
5.1.6	Operational Plan	Organisational Excellence and Governance	Community engagement and awareness of Councils decisions and operations	Number of engagements - Rollover as was not fulfilled in last years Annual Operational Plan Level of feedback from community - Rollover as was not fulfilled in last years Annual Operational Plan	CEO	Ongoing	Ongoing	Council minutes placed on website. Monthly newsletter released. Facebook and website updates on council activities.
5.1.7	Operational Plan	Organisational Excellence and Governance	Maintain membership and attendance at LGAQ, ILF, FNQROC, TCICA and LGMA forums, deputations and meetings	Positive feedback to Council Meetings attended	CEO	Ongoing	Ongoing	Memberships maintained and meetings attended as required
5.1.8	Operational Plan	Organisational Excellence and Governance	Identification and attendance at training and self development for councillors and senior staff	Number of training workshops attended	CEO	Ongoing	Ongoing	Social Media training, Conflict of Interest Training, Policies workshop undertaken
5.1.9	Operational Plan	Organisational Excellence and Governance	Undertake annual review of Council's governance policies. Ensure that when there has been a change in legislation, that the existing policies are updated if required and that new policies are created to reflect the change in legislation if required	Review undertaken and existing policies as applicable are amended and new policies created where required if legislation dictates the implementation of such	FIN	31/03/2022	Completed	Policies reviewed and updated where applicable, and were endorsed by Council at the May 2022 Meeting.

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.1.10	Operational Plan	Organisational Excellence and Governance	Undertake annual review of Council's finance policies. Ensure that when there has been a change in legislation, that the existing policies are updated if required and that new policies are created to reflect the change in legislation if required	Review undertaken and existing policies as applicable are amended and new policies created where required if legislation dictates the implementation of such	FIN	31/03/2022	Completed	Policies reviewed and updated where applicable, and were endorsed by Council at the May 2022 Meeting.
5.1.11	Operational Plan	Organisational Excellence and Governance	Meet Qld Audit Office requirements in relation to internal controls and financial reporting	Satisfactory Audit Reports	FIN	Ongoing	Completed	The QAO Closing Report dated 30 July 2021 identified no deficiencies in either Internal Controls or Financial Reporting
5.1.12	Operational Plan	Organisational Excellence and Governance	Effective Policy Implementation	Legislative Compliance	CEO	Ongoing	Ongoing	Council policies are followed
5.2.1	Operational Plan	Organisational Excellence and Governance	Development and implementation of a Community Engagement Framework and supporting strategies.	Framework endorsed.	DSS	30/10/2022	Not started	
5.2.2	Operational Plan	Organisational Excellence and Governance	Maintain Council website and Facebook page.	Meeting legislative requirements and community expectations.	CEO	Ongoing	Completed	Council website compliant and up-dated as required.
5.2.3	Operational Plan	Organisational Excellence and Governance	Provide information to community through regular radio sessions	Regular spot identified in radio broadcast schedule	DSS	Ongoing	Ongoing	
5.2.4	Operational Plan	Organisational Excellence and Governance	Enhance Council's communication and decision making through appropriate public relations and community consultation processes	Level of feedback from the community	CEO	Monthly or as required	Ongoing	
5.3.1	Operational Plan	Organisational Excellence and Governance	Review, up-date and amend where required, customer service standards and procedures	Review undertaken and amendments identified and implemented	HRM	Ongoing	Not started	

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.3.2	Operational Plan	Organisational Excellence and Governance	Up-date all Council staff on Finance policies through meetings and workshops	Number of meetings/workshops undertaken and feedback from workforce	FIN	Ongoing	Underway	On 30 August 2021, the first round of 20 Council employees have been emailed and advised that they are required to complete the Fraud Awareness mandatory training delivered through E-Learning (web based) within 2 weeks. The courses Council purchased include: Fraud Awareness, Public Interest Disclosure for Governance Staff, Code of Conduct, Reporting Corrupt Conduct, Mental health in The Workplace.
5.3.3	Operational Plan	Organisational Excellence and Governance	Up-date all Council staff on Governance policies through meetings and workshops	Number of meetings/workshops undertaken and feedback from workforce	CEO	Ongoing	Ongoing	Online training programs being undertaken by staff
5.4.1	Operational Plan	Organisational Excellence and Governance	Undertake an audit of all Council planning documents required by legislation and up-date where necessary.	Meeting legislative requirements	FIN	Ongoing	Completed	Internal Audit completed in May 2022.
5.4.2	Operational Plan	Organisational Excellence and Governance	Assessment of Development Applications when received	Applications finalised	CEO	Ongoing	Ongoing	Assessments undertaken as required
5.4.3	Operational Plan	Organisational Excellence and Governance	Implement through the Shire planning schemes, appropriate controls over development to foster land uses and attitudes that enhance the quality of the natural and built environment	Departmental reporting	CEO	Ongoing	Ongoing	

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.4.4	Operational Plan	Organisational Excellence and Governance	Facilitate in conjunction with partners, the development of a Hope Vale Preferred Town Use Plan	Departmental reporting	CEO	Ongoing	Not started	
5.5.1	Operational Plan	Organisational Excellence and Governance	Development of a training plan for each Council Department	Training Plan developed	HRM	30/06/2022	Not started	
5.5.2	Operational Plan	Organisational Excellence and Governance	Ensure safe work practices through implementation of appropriate Work, Health and Safety practices, policies and procedures	Departmental reporting	HRM	Ongoing	Ongoing	
5.5.3	Operational Plan	Organisational Excellence and Governance	Review current staff performance appraisal and development systems for each Council Department	% of appraisals completed	HRM	1/04/2022	Underway	
5.5.4	Operational Plan	Organisational Excellence and Governance	Review and develop where necessary, human resource management policies, procedures and systems for current and future workforce needs	Policy and procedures reviewed	HRM	Ongoing	Underway	
5.5.5	Operational Plan	Organisational Excellence and Governance	Information sessions for all Council staff on workplace health and safety policy and procedures	Information Sessions attended & staff aware of their obligations	HRM	Ongoing	Ongoing	On 30 August 2022, the first round of 20 Council employees have been emailed and advised that they are required to complete the Fraud Awareness mandatory training delivered through E-Learning (web based) within 2 weeks.
5.5.6	Operational Plan	Organisational Excellence and Governance	Attend departmental Toolbox meetings to conduct a HR Policy overview	Number of Toolbox meetings attended	HRM	Fortnightly	Ongoing	
5.6.1	Operational Plan	Organisational Excellence and Governance	Maximise revenues in accordance with Council's Revenue Policy	Report to Council for endorsement Recorded increase in Council income shown in financial statements	FIN	Ongoing	Compliant	

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.6.2	Operational Plan	Organisational Excellence and Governance	Meet QAO requirements in relation to internal controls and financial reporting	Satisfactory Audit Report and key milestone dates agreed with QAO are met	FIN	Ongoing	Completed	2022-2023 External Audit Plan finalised 14 March 2022.
5.6.3	Operational Plan	Organisational Excellence and Governance	Effective and efficient management of all financial matters	Report to Council meeting	FIN	Monthly	Compliant	Monthly Council meeting finance and operational reports submitted each month.
5.6.4	Operational Plan	Organisational Excellence and Governance	Preparation of Annual Budget	Endorsement and resolution to be made by Council	FIN	30/07/2021	Completed	Annual Budget presented to council and adopted in July 2021
5.6.5	Operational Plan	Organisational Excellence and Governance	Preparation of Annual Financial Statements	Statements available for audit	FIN	1/08/2021	Completed	Annual Financial Statements finalised and signed off by QAO 30 July 2021
5.6.6	Operational Plan	Organisational Excellence and Governance	Preparation of Community Financial Report	Inclusion in annual report	FIN	29/08/2021	Completed	Community Financial Report completed and presented to Council in August 2021
5.6.7	Operational Plan	Organisational Excellence and Governance	Effective Grants Management	No breach notices from funding bodies and Investigate funding opportunities that align with Council's EDS and Corporate Plan	FIN	Ongoing	Ongoing	Acquittals completed.
5.6.8	Operational Plan	Organisational Excellence and Governance	Ongoing financial, corporate, social services and operational support to meet the needs of the Council and clients	Reports to CEO & Council and level of satisfaction of clients.	FIN	Daily	Compliant	Actively involved all in all aspects of Councils operations and support the directors and supervisors of the services on a daily basis. A Social Services and Operations Department analysis is completed and included in the monthly Finance Report to Council.

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.6.9	Operational Plan	Organisational Excellence and Governance	Preparation of Annual Schedule of Fees and Charges	Inclusion in Annual Budget	FIN	29/08/2021	Completed	Schedule of Fees and Charges have been finalised and will be adopted in the July 2022 Special Council meeting as they form part of the 2022-2023 annual budget.
5.6.10	Operational Plan	Organisational Excellence and Governance	Develop Skills Register and identify training gaps	Skills Register developed	HRM	Ongoing	Underway	
5.6.11	Operational Plan	Organisational Excellence and Governance	Review and maintain Master Employee Register	Register reviewed	HRM	Ongoing	Ongoing	
5.6.12	Operational Plan	Organisational Excellence and Governance	Review appointment contracts for new employees and amend if necessary when legislation is amended	Contracts reviewed and amended if necessary	HRM	Ongoing	Ongoing	
5.6.13	Operational Plan	Organisational Excellence and Governance	Develop and implement a training needs analysis across all Council Departments	Training Needs developed	HRM	17/01/2022	Not started	
5.6.14	Operational Plan	Organisational Excellence and Governance	Review of existing hosting service for Council's computer information and financial services and reporting of issues	Review undertaken once Fibre Optic operational	FIN	30/11/2021	Underway	CITEC contractual agreement finalised. Negotiations with Fourrier as Council's third party service provider to be finalised in June 2022.

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.6.15	Operational Plan	Organisational Excellence and Governance	Provision of internal audit visits to review and support Council's strategic objectives, financial processes and risk assessments	Reports completed and recommendations considered	FIN	Bi-annually	Completed	Review of Corporate and Finance documents completed in May 2022. Review of Water & Sewerage Asset Revaluation and Indexation of other asset classes completed in June 2022. Review of Kindergarten Operations deferred until 2022-2023
5.6.16	Operational Plan	Organisational Excellence and Governance	Compile documents required for Audit Committee meetings	Audit Committee reports provided to Council in the next months Ordinary Council meeting	FIN	Minimum 3 times per year	Ongoing	As required
5.6.17	Operational Plan	Organisational Excellence and Governance	Ensure that no new employee or Labour Hire staff, begins work with Council until all requirements are met	Policy and system in place	HRM	Ongoing	Ongoing	
5.6.18	Operational Plan	Organisational Excellence and Governance	Review and up-date systems for keeping and destruction of records	Record keeping for statutory 7 years	FIN	Ongoing	Completed	Finance and Governance Records archived in accordance within statutory guidelines. All archived documents are held with Grace document management in Cairns
5.6.19	Operational Plan	Organisational Excellence and Governance	Implement Rights to Information and Privacy systems	Meeting legislative requirements	CEO	Ongoing	Ongoing	Information available and implemented as required
5.6.20	Operational Plan	Organisational Excellence and Governance	Review Enterprise Risk Management System	System reviewed	CEO	Ongoing	Ongoing	Risk Management Committee meets on a quarterly basis

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
5.6.21	Operational Plan	Organisational Excellence and Governance	Ensure that all inductions include mandatory training on the e-licences purchased: Reporting Corrupt Conduct, Public Interest Disclosure Reporting, Fraud Awareness, Code of Code and Mental Health Awareness	Inductions include online e-licence training	HRM	Ongoing	Not started	
6.1.1	Operational Plan	Strategic Planning	Development and implementation of a Disaster Resilience Plan	Framework endorsed	CEO	31/01/2022	Underway	
6.1.2	Operational Plan	Strategic Planning	Prioritise and implement the endorsed Economic Development Strategy and Hope Vale 2023 objectives	Status reports of the implementation of the EDS included in the operational plan quarterly review	FIN	Quarterly	Completed	Councils is legislatively required to be provided with a quarterly report on the adopted Annual Operational Plan which the CEO presents in the Ordinary Council meeting. Our Council Strategic Planning spreadsheet includes the Annual Operational Plan, Risk Management Action Plan, Economic Development Strategy and statutory compliance requirements. Finance and Governance actions are actioned monthly.
6.1.3	Operational Plan	Strategic Planning	Review Council's policies and procedures and ensure they meet community expectations and legislative requirements	Policies and procedures reviewed	FIN	Quarterly	Completed	Completed and Council adopted the policies and procedures in May 2022.
6.2.1	Operational Plan	Strategic Planning	Collaborate and network with key agencies with a view to promoting an innovative organisation culture	Meetings attended	CEO	Ongoing	Underway	Land use mapping with DATSIP and LGAQ with Rates and Charges schedules

Operational Plan - Quarterly Report April 2022 to June 2022

Item No.	Source	Strategy/Asset Class	Activities	Performance Measure (Action Required)	By Whom	Timing	Status	Comments
6.3.1	Operational Plan	Strategic Planning	Council's planning documentation will be prepared and implemented, subject to Council maintaining it's existing financial sustainability rating	Monthly reports	FIN	Ongoing	Completed	Council planning requirements are incorporated into each monthly Finance Council report. Identified planning opportunities are presented by way of infrastructure programs available, and like wise the report contains a business unit analysis for the Operations and Soical Services Departments. Full consideration is given prior to applying for funding in the development of infrastructure that will facilitate Councils opportunities for generating own source revenue which by default will assist Council in maintaining our existing financial sustainability rating.