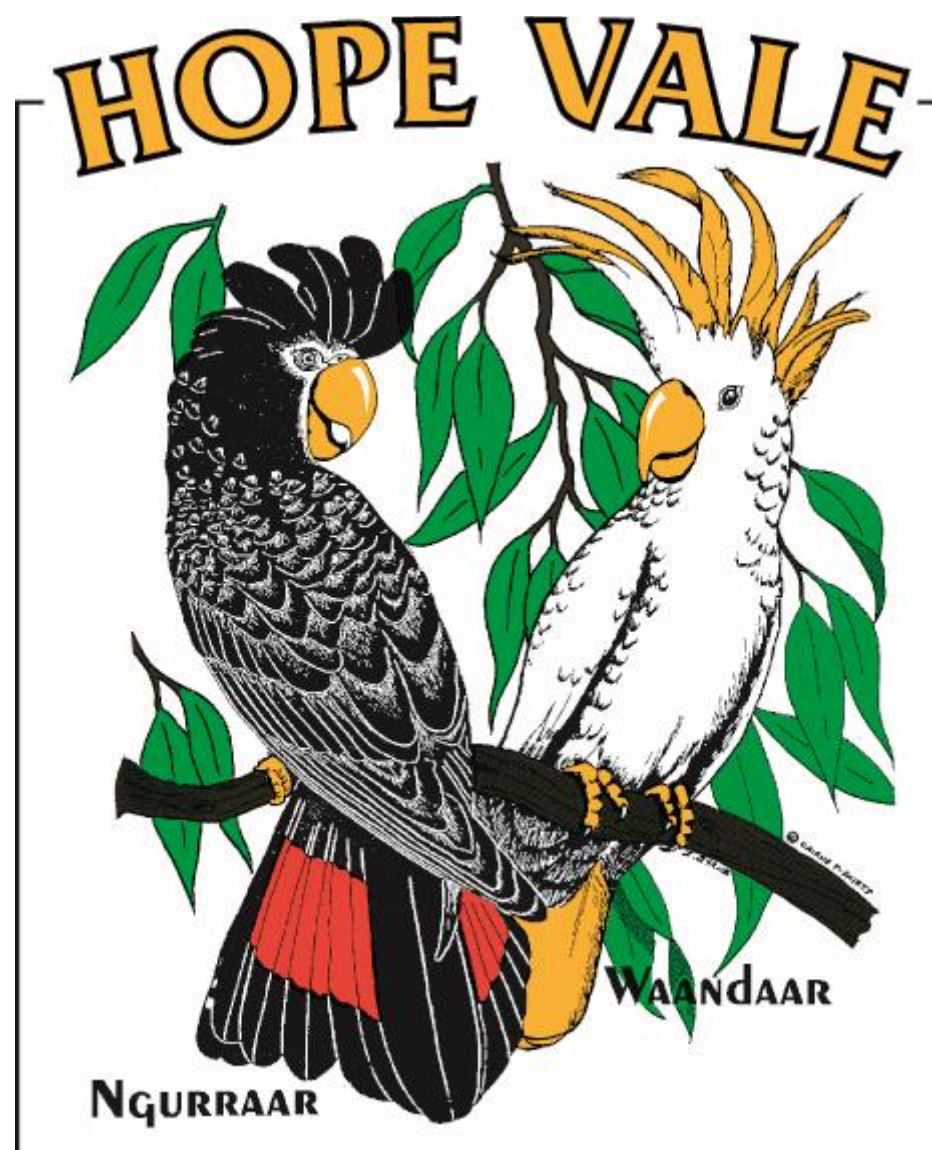
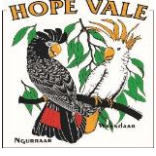


**HOPE VALE ABORIGINAL SHIRE
COUNCIL ANNUAL
OPERATIONAL PLAN 2020-2021**





**Hope Vale Aboriginal Shire Council
Operational Plan – 2020/2021**

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
1. Community and Lifestyle				
Corporate Plan Strategy – To build a strong self-reliant community with access to a diverse range of community services and facilities aimed at providing opportunities for participation in community life				
Outcome 1 - Accessible health and family support services meeting community needs				
1.1.1	Advocate for medical, family and child health support and services within Hope Vale and the region	Monthly or as required	Social Services Director	Council will meet quarterly with health services
1.1.2	Provision of the following services to identified clients - Disability Program, Community Home Support Program (CHSP), HV Aged Care Facility, Indigenous Knowledge Centre, Kindergarten and Child Care Service, HV Radio Station, and Youth Program	Daily	Social Services Director	Level of complaints/compliments from clients
1.1.3	Provide reports on each Social Service to Council	Monthly	Social Services Director	Monthly reports submitted
1.1.4	Quarterly reporting on applicable Services to ensure meeting regulatory standards	Quarterly	Social Services Director	Compliance with legislative requirements
1.1.5	Investigate alternate fee structure for the Child Care Service	30/12/2020	Social Services Director	Investigation results considered by Council
1.1.6	Investigate alternate management and operation models for the Hope Vale Aged Care Facility	30/03/2021	Social Services Director	Investigation results considered by Council
Outcome 2 – Promote and enforce public health legislation				
1.2.1	Implementation of the Animal Management and Environmental Health Annual Work Plan	Ongoing	Operations Manager	Plan completed and referred to Qld Health
1.2.2	Review of all Food premises to ensure a permit exists and appropriate procedures are in place	Ongoing	Social Services Director	Reports submitted by Social Services Director
1.2.3	Ensuring the public health safety of the town	Ongoing	Operations Manager	Bi-monthly meetings with Qld Health to ensure compliance on regulatory issues and legislation.
1.2.4	React to emerging health threats promptly and as required	Ongoing	Operations Manager	Bi-monthly meetings with Qld Health to ensure compliance on regulatory issues and legislation.
Outcome 3 – A cohesive, supportive community with opportunities for youth participation				
1.3.1	Advocating with State and Federal Government Agencies to ensure organisations funded for youth issues/activities meet their objectives and outcomes	Ongoing	Social Services Director	Increased activities for youth
1.3.2	Council will work in collaboration with existing local youth service providers to ensure equitable access to facilities and activities	Ongoing	Social Services Director	Number of activities and events held
1.3.3	Support Education and Jobs Expo for Hope Vale	Annually	Social Services Director	Jobs Expo undertaken
1.3.4	Promote education for the continuous improvement in outcomes for children/parents and community members through the Education and Youth Support program	Ongoing	Social Services Director	Improved education outcomes

1.3.5	School holiday programs developed	Ongoing	Social Services Director	Programs developed
1.3.6	Liaise with PCYC to review schedules so that they align with the Youth Support Program	Ongoing	Social Services Director	Schedules developed
1.3.7	Council will collaborate to deliver innovative IT/Digital programs through the IKC	Ongoing	Social Services Director	Program delivered
Outcome 4 – Recreation, sporting and leisure facilities for community wellbeing				
1.4.1	Support the Sporting Reference Group to ensure activities provided by PCYC are appropriate and in accordance with community wishes	Ongoing	Social Services Director	Level of community participation
1.4.2	Support PCYC in developing a calendar of events for the Multi Purpose Centre and promotion of facility	31/12/2020	Social Services Director	Calendar developed and all events recorded
1.4.3	Identify grants programs to provide additional sport and recreation facilities in Hope Vale	Ongoing	Social Services Director	Number of submissions made
1.4.4	Maintain a safe pool facility and enhance aquatic programs to encourage increased patronage	Ongoing	Social Services Director	Pool Facility complies with standards
Outcome 5 – Quality of life for all residents				
1.5.1	Regular liaison with Queensland Health, and its Service Providers, about provision of services in Hope Vale.	Monthly	Social Services Director	Feedback through reports to Council
1.5.2	Provide delivery of care services (aged care, CHSP, Qld Community Support Scheme) to the people of Hope Vale	Ongoing	Social Services Director	Delivery of compliant services
1.5.3	Facilitate, support and assist to maintain a full range of appropriate facilities and services for the aged care residents	31/03/2021	Social Services Director	Provision of activities
Outcome 6 – Learning Opportunities for community vibrancy and diversity				
1.6.1	Facilitate and promote services and programs that help improve literacy, including digital literacy	Ongoing	Social Services Director	Provision of Services
1.6.2	Support provision of appropriate, accessible arts activities to encourage artistic and cultural expression	Ongoing	Social Services Director	Activities undertaken
1.6.3	Recognise and publicly display Hope Vale's history through streetscape design	30/06/2021	Operations Manager	Applicable streetscape in place
1.6.4	Support appropriate events in Hope Vale through information being placed on Council's website and Facebook page	Ongoing	Social Services Director	Website and Facebook page up-dated
Outcome 7 – A healthy and safe Hope Vale				
1.7.1	Attend and participate in community meetings such as Interagency meeting.	Monthly or as required	Social Services Director	Improved collaboration between agencies /community
1.7.2	Streetlighting upgrade to be undertaken	30/06/2021	Operations Manager	Upgrade undertaken

1.7.3	Continue to participate in discussions on the future of Alcohol Management Plan with State Government with view to agreement of recommendation in HVASC submission	30/12/2020	Chief Executive Officer	Legislation amended
1.7.4	Review of Disaster Management Plan	Ongoing	Chief Executive Officer	Report endorsed by EMQ & Queensland Police Service
1.7.5	Coordinate Local Disaster Management Group meetings	Ongoing	Chief Executive Officer	Number of meetings held
1.7.6	Continue to support Hope Vale SES in accordance with MOU with Dept of Emergency Services	Ongoing	Operations Manager	Effective SES Group
1.7.7	Provide animal control in accordance with legislative requirements	Ongoing	Operations Manager	Compliance with requirements of Aboriginal & Torres Strait Islander Public Health Program
1.7.8	Undertake installation of a community awareness digital signage installation	30/06/2021	Operations Manager	Works Undertaken
1.7.9	Council will advocate to Governments on crime prevention programs and solutions	Ongoing	Social Services Director	Participation in Police Commissioner's/Mayors meetings
1.7.10	Work with partners to ensure that adequate health programs, inspections and education are focused on lifting overall community health standards	Ongoing	Social Services Director	Departmental reporting

2. Economic Development

Corporate Plan Strategy – To promote a strong, competitive and diverse economy throughout Hope Vale by investing in, supporting and promoting sustainable economic and business development and local employment opportunities

Outcome 1 – Diverse, profitable and sustainable local business

2.1.1	Promote Hope Vale by hosting an annual business expo which supports and promotes intending and local business and connects Hope Vale with regional opportunities	30/06/2021	Chief Executive Officer	Undertake Expo
2.1.2	Development of local business links on HVASC website	Ongoing	Chief Executive Officer	Website up-dated
2.1.3	Attendance and participation in Far North Queensland Regional Organisation of Councils (FNQROC) and Torres Cape Indigenous Council Alliance (TCICA) meetings	Ongoing	Chief Executive Officer	Meetings attended and reports to Council

Outcome 2 – A strong and diverse economic base underpinned by a skilled and diverse workforce

2.2.1	Develop and review a policy to support business and economic development which links to Council, State, Federal and regional strategies	30/04/2021	Chief Executive Officer	Report provided to Council
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Outcome 3 – Well developed relationship with industry, commerce and government

2.3.1	Attendance at external Economic Development Conference/ workshops to promote HVASC and build relationships and networks	Ongoing	Chief Executive Officer	Number of meetings attended
2.3.2	Council will become a member of a peak business body and connect with peak regional organisations quarterly for cross collaboration and opportunity seeking	Ongoing	Chief Executive Officer	Membership of peak business body

Outcome 4 – Working collaboratively towards a strong tourism region

2.4.1	Implement improved visitor signage within the Shire	30/06/2021	Operations Manager	Works Undertaken
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2.4.2	Promote major and local events on Council website	Ongoing	Chief Executive Officer	Website up-dated
2.4.3	Facilitate the preparation of a scoping study for the Shire Tourism Development and Promotion Plan	30/03/2021	Chief Executive Officer	Scoping Study endorsed

Outcome 5 – Appropriate infrastructure that supports sustainable economic development

2.5.1	Investigate funding opportunities for the implementation of the Hope Vale Master Plan for the release of serviced industrial, commercial and residential land for the area	Ongoing	Operations Manager	Applications submitted
2.5.2	Advocate for improved provision of utility and telecommunication services across the region	Ongoing	Chief Executive Officer	Improved telecommunications
2.5.3	Continue support for the HV Foundation to ensure viability, success and a self-sustaining model	30/12/2021	Chief Executive Officer	Ongoing support
2.5.4	Complete Stage 1 of the sealing of the Hope Vale Airport Road (Banana Farm Road)	30/06/2021	Operations Manager	Stage 1 completed
2.5.5	Commence construction of Hope Vale Parkland Performance Space and Public Toilets	30/06/2021	Operations Manager	Works underway
2.5.6	Extension of bitumen seal on Elim Beach Rd	30/06/2021	Operations Manager	Project completed
2.5.7	Commence investigation and design for a possible public boat ramp and trailer parking facility in the Hope Vale Shire	30/06/2021	Operations Manager	Investigation and design completed.

Outcome 6 – Sustainable growth

2.6.1	Encourage private enterprise development to maximise employment opportunities and development in the Shire	30/06/2021	Chief Executive Officer	External opportunities capitalised
2.6.2	Review the communication strategy to promote Hope vale	30/11/2021	Chief Executive Officer	Strategy reviewed

3. Environmental Sustainability

Corporate Plan Strategy – To enrich the environmental assets within the Shire boundary, ensuring a well-managed and preserved natural environment for future generations

Outcome 1 – Awareness of and appropriate response to effects of climate variation

3.1.1	Liaison with Hope Vale Rangers and land owners on their obligations relating to pest and weed management in conjunction with the Biosecurity Plan	Ongoing	Operations Manager	An agreement between parties of individual responsibilities
3.1.2	In conjunction with QFES, HV Rural Fire Brigade and land owners implement the Hope Vale Shire Fire Management Plan	Ongoing	Operations Manager	Plan implemented.

Outcome 2 - Integrated waste management

3.2.1	Undertake and complete seal of Dump Road	30/06/2021	Operations Manager	Works completed
3.2.2	Finalise negotiation in relation to increasing proposed lease area for expansion of landfill	30/04/2021	Chief Executive Officer	Lease finalised
3.2.3	Undertake regular maintenance at landfill in accordance with EHP guidelines	Weekly	Operations Manager	Site maintained and no adverse reports received.

3.2.4	Implement Site Management Plan incorporating ICCIP scope	30/06/2021	Operations Manager	In compliance with license requirements
Outcome 3 – Efficient use and management of water resources				
3.3.1	Installation of generators to water bores and treatment plant for backup power supply	30/06/2021	Operations Manager	Works Completed
3.3.2	Checking and maintenance of Water Treatment Plant	Daily	Operations Manager	Records checked
3.3.3	Checking and maintenance of water reticulation system	Daily	Operations Manager	Records checked
3.3.4	Provision of water samples for testing	Weekly	Operations Manager	Positive results of testing
3.3.5	Training and development for water officers	Ongoing	Operations Manager	Increased skills of workers
3.3.6	Ensuring legislative reporting requirements relating to water are met.	Ongoing	Operations Manager	Positive feedback from relevant Government agencies
3.3.7	Checking and maintenance of Sewerage Treatment Plant	Daily	Operations Manager	Records checked
3.3.8	Checking and maintenance of sewerage reticulation system	Daily	Operations Manager	Records checked
3.3.9	Testing of sewerage out flows	Weekly	Operations Manager	Positive results of testing
3.3.10	Training and development for sewerage officers	Ongoing	Operations Manager	Increased skills of workers
3.3.11	Ensuring legislative reporting requirements relating to sewerage reporting are met.	Ongoing	Operations Manager	Positive feedback from relevant Government agencies
4. Infrastructure Services				
Corporate Plan Strategy – To effectively plan deliver and maintain physical services and infrastructure networks for our community's current and future needs				
Outcome 1 – Appropriate planning and management of infrastructure that meets current and future needs				
4.1.1	Develop and implement Asset Management Plans for all asset classes	Ongoing	Finance Director	Plans developed and implemented
4.1.2	Facilitate the development of flood mitigation plans and the provision and maintenance of necessary flood mitigation works	28/02/2021	Chief Executive Officer	Flood mitigation plan endorsed
4.1.3	Consider cultural, heritage and local character in implementation of the Hope Vale Master Plan	Ongoing	Operations Manager	Endorsement of concept plans
4.1.4	Finalisation of surveys to allow Council infrastructure on Hope Vale Congress land to be transferred to Council	30/06/2021	Chief Executive Officer	Formal lease arrangements for finalisation
4.1.5	Construction of new houses under contract with Dept of Public Works and Housing	Ongoing	Operations Manager	Planned constructions completed
4.1.6	Upgrade housing program under contract with Dept of Public Works and Housing	Ongoing	Operations Manager	Planned upgrades completed
4.1.7	Ongoing maintenance of 40 year lease dwellings as required by the Dept of Housing	Ongoing	Operations Manager	Works completed
4.1.8	Commence construction of Interim Housing Program	30/06/2021	Operations Manager	Works completed

4.1.9	Delivery of Roads to Recovery 2019 - 2024 program, including development and delivery of council endorsed projects	Ongoing	Operations Manager	Works completed
4.1.10	Investigate QRA Betterment Projects opportunities.	Ongoing	Operations Manager	Works completed
Outcome 2 – Safe and reliable infrastructure				
4.2.1	Ensure on-going availability of land in Hope Valley Estate and supporting Indigenous Business Australia to assist prospective land purchasers	Ongoing	Chief Executive Officer	Number of private houses constructed in Hope Valley Estate
4.2.2	Develop and implement a Biosecurity Plan	31/03/2021	Chief Executive Officer	Plan endorsed
4.2.3	On-going liaison with Department of Natural Resources and Mines seeking decision on request from Cape York Land Council to transfer town area DOGIT to Dhuppi Warra Aboriginal Corporation	Ongoing	Chief Executive Officer	Advice received from DNRM
4.2.4	Restoration of damaged roads approved for repair under NDRRA	Ongoing	Operations Manager	Road works completed, QRA sign off and funds reimbursed to Council
4.2.5	Ongoing maintenance of Council's road network.	Ongoing	Operations Manager	Roads maintained to agreed standard
4.2.6	Investigate funding options for the replacement of the Everlina Bridge	Ongoing	Operations Manager	Investigations completed
4.2.7	Inspections and maintenance of bridges to ensure continued access to all parts of Shire	Ongoing	Operations Manager	Compliance with bridge AMP
4.2.8	Undertake line marking from Shire boundary along primary access road into Hope Vale	30/06/2021	Operations Manager	Works completed
Outcome 3 – Pleasant streetscapes, open spaces, park and gardens				
4.3.1	Undertake construction components inside the endorsed streetscaping masterplan	30/06/2021	Operations Manager	Works undertaken
4.3.2	Implement parks and open space maintenance program	Ongoing	Operations Manager	Plan completed and endorsed by Council
4.3.3	Implement the road maintenance program identifying issues such as pavement repairs, signage requirements, pedestrian crossings, roundabout repairs etc	Ongoing	Operations Manager	Program submitted to CEO for endorsement
4.3.4	Develop and implement a Biosecurity Plan	30/06/2021	Chief Executive Officer	Plan endorsed
4.3.5	Develop and implement street numbering and rural addresses	31/01/2021	Chief Executive Officer	Street numbering implemented
Outcome 4 – Council buildings and facilities that meet community needs				
4.4.1	Develop and implement Asset Management Plans for all Asset classes	Ongoing	Finance Director	Plans up-dated as required
4.4.2	Participate in Technical Working Group meetings to ensure coordinated approach to infrastructure activities	Bi - monthly	Operations Manager	Number of meetings attended Outcomes presented to Council

4.4.3	Attend meetings with Cook Shire Council, Wujal Wujal Aboriginal Shire Council, and other Regional bodies to identify collaborative partnerships	Ongoing	Chief Executive Officer	Report to Council
4.4.4	Investigate funding opportunities for the construction of a cemetery shelter, including pedestrian paths and bench seating	30/06/2021	Operations Manager	Works undertaken
4.4.5	Upgrade Hope Vale IKC Entrance	30/06/2021	Operations Manager	Works undertaken
4.4.6	Install backup generators for water treatment plant	30/06/2021	Operations Manager	Works undertaken
4.4.7	Commence upgrade works to Hope Vale Supermarket	30/06/2021	Operations Manager	Works undertaken
4.4.8	Demolition of 3B Flierl Street	30/06/2021	Operations	Works undertaken
4.4.9	Investigate funding opportunities to upgrade the Radio Station	30/06/2021	Operations Manager	Works undertaken
4.4.10	Investigate funding opportunities to upgrade the 1 Muni Street	30/06/2021	Operations Manager	Works undertaken
4.4.11	Complete extension of the George Bowen Memorial	30/06/2021	Operations Manager	Works undertaken
4.4.12	Investigate funding opportunities to upgrade the Arts & Culture Centre	30/06/2021	Operations Manager	Works undertaken
4.4.13	Commence construction of Kindergarten Front Fence	30/06/2021	Operations Manager	Works undertaken

5. Organisational Excellence and Governance

Corporate Plan Strategy - To pursue excellence as an organisation that embraces exceptional customer service, values its staff and promotes ethical standards of practice. This will be supported by clear policies and strategies responsive to the needs of the

Outcome 1 – Effective governance and leadership

5.1.1	Review of operational plan and provide advice to Council on status	Quarterly	Chief Executive Officer	Reports to Council
5.1.2	Conduct monthly Council meetings	Monthly	Chief Executive Officer	Number of meetings held
5.1.3	Council minutes prepared and placed onto Council website	Monthly	Chief Executive Officer	Minutes on website Draft minutes on website within 10 days of meeting
5.1.4	Community engagement and awareness of Council's decisions and operations	Ongoing	Chief Executive Officer	Level of feedback from community
5.1.5	Maintain membership and attendance at LGAQ, ILF, FNQROC, TCICA and LGMA forums, deputations and meetings	Ongoing	Chief Executive Officer	Positive feedback to Council Meetings attended
5.1.6	Identification and attendance at training and self development for councillors and senior staff	Ongoing	Chief Executive Officer	Number of training workshops attended
5.1.7	Undertake annual review of Council's governance and finance policies	31/03/2021	Chief Executive Officer/Finance Director	Review undertaken
5.1.8	Meet Qld Audit Office requirements in relation to internal controls and financial reporting	Ongoing	Finance Director	Satisfactory Audit Reports

Outcome 2 – Effective engagement with the community and stakeholders

5.2.1	Development and implementation of a Community Engagement Framework and supporting strategies	30/10/2020	Chief Executive Officer	Framework endorsed
5.2.2	Maintain Council website and Facebook page	Ongoing	Chief Executive Officer	Meeting legislative requirements and community expectations
5.2.3	Provide information to community through regular radio sessions	Monthly or as required	Social Services Director	Regular spot identified in radio broadcast schedule

Outcome 3 – Innovative and accessible customer services and information system				
5.3.1	Continue to advocate for telecommunication capacity to enable equitable access to online services, including information services, for Hope Vale	Ongoing	Chief Executive Officer	Improved telecommunication connectivity
5.3.2	Review and up-date customer service standards and procedures	Ongoing	HR Manager	Review undertaken
5.3.3	Up-date all Council staff on policies through meetings and workshops	Ongoing	HR Manager	Number of meetings/workshops undertaken and feedback from workforce
Outcome 4 – Implementation of effective integrated planning and reporting processes				
5.4.1	Undertake an audit of all Council planning documents required by legislation and up-date where necessary.	Ongoing	Chief Executive Officer	Meeting legislative requirements
5.4.2	Assessment of Development Applications when received	Ongoing	Chief Executive Officer	Applications finalised
Outcome 5 – Skilled, committed and professional staff in a supportive environment				
5.5.1	Development and implementation of a Workforce Development Plan	30/06/2021	HR Manager	Plan endorsed
5.5.2	Ensure safe work practices through implementation of appropriate Work, Health and Safety practices, policies and procedures	Ongoing	HR Manager	Departmental reporting
5.5.3	Implement an appropriate staff performance appraisal and development system linked to strategic and business plans	Ongoing	HR Manager	% of appraisals completed
5.5.4	Maintain and develop human resource management policies, procedures and systems for current and future workforce needs	31/03/2021	HR Manager	Policy and procedures reviewed
5.5.5	Information sessions for all Council staff on workplace, health & safety policy and procedures.	Ongoing	HR Manager	Workshops completed & staff aware of their obligations
5.5.6	Investigate and promote succession planning for career progression and organisational sustainability	31/03/2021	HR Manager	Investigation undertaken
Outcome 6 – Effective and efficient corporate and administrative services				
5.6.1	Maximise Council's revenue by reviewing all opportunities and capacity to increase own source revenue and identifying operational areas where efficiencies can be addressed	Ongoing	Finance Director	Report to Council for endorsement Recorded increase in Council income shown in financial statements
5.6.2	Provide a full range of financial services to support Council's operations and to meet planning, reporting and accountability requirements	Ongoing	Finance Director	Meet Qld Audit Office requirements in relation to internal controls and financial reporting
5.6.3	Submission of financial reports to Council	Monthly	Finance Director	Report to Council meeting
5.6.4	Preparation and review of annual budget	30/07/2021	Finance Director	Endorsement by Council
5.6.5	Preparation of annual financial statements	1/08/2020	Finance Director	Statements available for audit

5.6.6	Preparation of community financial report	31/08/2020	Finance Director	Inclusion in annual report
5.6.7	Acquittal of grants to Council	Ongoing	Finance Director	No breach notices from funding bodies
5.6.8	Ongoing financial and corporate support operations to meet the needs of the organisation and clients	Daily	Finance Director	Reports to CEO & Council and level of satisfaction of clients.
5.6.9	Review HR Manual and amend where necessary	Ongoing	HR Manager	Endorsed Manual
5.6.10	Review and maintain Master Employee Register	Ongoing	HR Manager	Register reviewed
5.6.11	Review appointment contracts for new employees	Ongoing	HR Manager	Contracts reviewed
5.6.12	Develop and implement an employee Information Technology checklist and process for all new employees	31/12/2020	HR Manager	Induction checklist developed
5.6.13	Review of existing hosting service for Council's computer information and financial services and reporting of issues	Ongoing	Finance Director	Review undertaken
5.6.14	Provision of internal audit visits to review and support Council's financial processes and risk assessments	Bi - annually	Finance Director	Reports completed and issues identified
5.6.15	Meetings of Audit Committee	3 times per year	Finance Director	Committee reports provided to Council
5.6.16	Up-date records/systems for recording of information.	Ongoing	HR Manager	Policy and system in place
5.6.17	Review and up-date systems for keeping and destruction of records	Ongoing	Finance Director	Policy and system in place
5.6.18	Implement Rights to Information and Privacy systems	Ongoing	Chief Executive Officer	Meeting legislative requirements
5.6.19	Review Enterprise Risk Management System	Ongoing	Chief Executive Officer	System reviewed

6. Strategic Planning

Corporate Plan Strategy – To take a proactive approach to strategic and integrated planning for Hope Vale that reflects the aspirations and lifestyle of our community.

Outcome 1 – Planning linked to community need

6.1.1	Development and implementation of a Disaster Resilience Plan	30/06/2021	Chief Executive Officer	Framework endorsed
6.1.2	Prioritise and implement the endorsed Economic Development Strategy and Hope Vale 2023 objectives	Ongoing	Finance Director	Status reports to Council

Outcome 2 -Innovative planning preformed by local, regional and national priorities

6.2.1	Collaborate and network with key agencies with a view to promoting an innovative organisation culture	Ongoing	Chief Executive Officer	Meetings attended
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Outcome 3 – Planning will consider legislation and budget constraints

6.3.1	Council's planning documentation will be prepared and implemented, subject to Council maintaining it's existing financial sustainability rating	Ongoing	Finance Director	Monthly reports
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