



OPERATIONAL PLAN

2017 / 2018



Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
------	------------	--------	-------------------------------	----------------------

1. Community and Lifestyle

Corporate Plan Strategy – Providing a strong self-reliant community with access to opportunities for participation in community life

Outcome 1 - Accessible health, family support services which meet community needs

1.1.1	Participate in Interagency meetings to support and advocate local service providers in provision of their services to Hope Vale	Monthly or as required	Councillors, Chief Executive Officer and Social Services Director	- Number of meetings attended -Identification of any duplication between services -Positive recommendations from meetings
1.1.2	a) Provision of the following services to identified clients - Thawuun Disability Program, Community Home Support Program (CHSP), HV Aged Care Facility, Indigenous Knowledge Centre, Kindergarten and Child Care Service, and HV Radio Station b) Provide reports on each Service to Council c) Quarterly reporting to ensure meeting regulatory standards	Daily Monthly Quarterly	Social Services Director & Coordinator Co-ordinator Social Services Director	Level of complaints/compliments from clients Increased client satisfaction Monthly reports submitted Compliance with legislative requirements

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018				
Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
1.1.3	Review Council requirements through Thawuun Disability Program in relation to transitioning to National Disability Insurance Scheme (NDIS)	1/11/2017	Social Services Director & Coordinator	A report finalised that identifies impact of the transition process to allow changes to be implemented.
Outcome 2 - Promote, enforce public, environmental health legislation				
1.2.1	Development of an Animal Management and Environmental Health Annual Work Plan	1/09/2017	Operations Manager in conjunction with AMW	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	Operations Manager	Reports submitted to Operations Manager
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	Council, Chief Executive Officer & Social Services Director	Increased activities for youth Reduction in youth vandalism

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
1.3.2	Support activities and events aimed at youth in Hope Vale being coordinated by Youth Committee and/or PCYC.	Ongoing	Social Services Director	Number of activities and events held
1.3.3	Support Education and Jobs Expo for Hope Vale	1/12/2017	Social Services Director	Investigation 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 & Education and Youth Liaison Officer	Improved education outcomes Improved school attendance Increased activities for youth
Outcome 4 – Recreation, sporting, 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 Reduction in youth vandalism
1.4.2	Support PCYC in developing a calendar of events for the Multi Purpose Centre and promotion of facility	31/11/2017	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	Chief Executive Officer Social Services Director	Number of submissions made

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
1.4.4	Construction of a water park at the Hope Vale Pool for the enjoyment of smaller children	30/11/2017	Operations Manager	Facility completed and in use
Outcome 5 – Quality of life				
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
Outcome 6 – Cultural, arts and learning opportunities for community vibrancy, diversity				
1.6.1	a) Coordinate and support cultural activities in Hope Vale such as NAIDOC and Culture Week	Ongoing	Council & Social Services Director	Successful completion of events
	b) Support appropriate events in Hope Vale through information being placed on Council’s website and Facebook page	Ongoing	Chief Executive Officer	Positive feedback from all stakeholders Website and Facebook page updated

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
------	------------	--------	-------------------------------	----------------------

Outcome 7 – A safe Hope Vale				
1.7.1	Attend and participate in community meetings such as Interagency meeting and Community Safety Committee meeting	Monthly or as required	Councillors Chief Executive Officer Social Services Director	Number of positive recommendations from meetings Number of meetings attended Improved collaboration between agencies /community
1.7.2	Review the present level of street lighting to identify any required upgrades	31/12/2017	Operations Manager	Review undertaken
1.7.3	Participate in discussions on the future of Alcohol Management Plan with State Government with view to agreement of recommendation in HVASC submission	1/12/2017	Chief Executive Officer	Legislation amended
1.7.4	a) Review of Disaster Management Plan	1/12/2017	Chief Executive Officer	Report endorsed by EMQ & Queensland Police Service
	b) Coordinate Local Disaster Management Group meetings	Ongoing	Chief Executive Officer	Number of meetings held
1.7.5	Assist Hope Vale SES Unit with financial and administration support	Ongoing	Chief Executive Officer & Finance Director	Positive feedback from SES Group

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

2. Economic Development

Corporate Plan Strategy – Support and invest in sustainable business development and local employment opportunities

Outcome 1 – Diverse, profitable and sustainable local business

2.1.1	Minimise vacant retail spaces in Retail Precinct	Ongoing	Chief Executive Officer	Businesses operating
2.1.2	Development of local business links on HVASC website	Ongoing	Council/CEO Personal Assistant in conjunction with Chief Executive Officer	Website up-dated
2.1.3	Attendance at Far North Queensland Regional Organisation of Councils (FNQROC) meetings	Ongoing	Mayor & Chief Executive Officer	Meetings attended and reports to Council

Outcome 2 – A strong and diverse economic base

2.2.1	Investigate possible uses of vacant land at Millers Block for future sustainable economic opportunities	30/04/2018	Chief Executive Officer	Report provided to Council
-------	---	------------	-------------------------	----------------------------

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
Outcome 3 – A 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	Mayor and/or Chief Executive Officer	Number of meetings attended
2.3.2	Maintain membership of peak regional business and tourism organisations and attend meetings and events	Ongoing	Mayor and/or Chief Executive Officer	Number of organisations with membership
Outcome 4 – Working collaboratively towards a strong tourism region				
2.4.1	Investigate improved visitor signage within the Shire	31/03/2018	Operations Manager	Investigation completed
2.4.2	Promote major and local events on Council website	Ongoing	Council/CEO Personal Assistant in conjunction with Chief Executive Officer	Website up-dated
Outcome 5 – Appropriate infrastructure that supports sustainable economic development				
2.5.1	Identification and development of initial stage of an area to be used for horse sports/rodeo activities, outdoor functions and overnight camping for visitors to events.	31/01/2018	Chief Executive Officer & Operations Manager	Site identified and approved by Council Initial works completed

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018				
Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
2.5.2	Seek grant funding for by-pass road for heavy vehicles via Millers Block and Airport Road	Ongoing	Chief Executive Officer & Operations Manager	Applications submitted
2.5.3	Sealing of final section of Endeavour Valley Road in conjunction with TMR and Road Tek	30/06/2018	Operations Manager	Works completed
Outcome 6 – Sustainable population growth				
2.6.1	a) Develop plan and business case for the establishment of a new industrial area. b) Identify possible funding opportunities to allow project to proceed	28/02/2018 On-going as grants become available	Chief Executive Officer & Operations Manager Chief Executive Officer	Plan completed Applications submitted
3. Environmental Sustainability				
Corporate Plan Strategy – To promote the preservation of the natural environment for future generations				
Outcome 1 – Awareness of and appropriate response to effects of climate variation				
3.1.1	Review of Biosecurity Management Plan	31/12/2017	Chief Executive Officer & Operations Manager	Plan reviewed
3.1.2	Liaison with Hope Vale Rangers and other block holder lessee's on their obligations relating to pest and weed management in conjunction with the Biosecurity Plan	Ongoing	Chief Executive Officer & Operations Manager	An agreement between both parties of individual responsibilities

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
3.1.4	In conjunction with Hope Vale Rangers, implement the Hope Vale Shire Fire Management Plan.	Ongoing	Operations Manager	Plan implemented.
3.1.5	Undertake solar power project at Aquatic Centre	30/09/2017	Operations Manager	Project completed
3.1.6	Undertake solar power project at Aged Care Facility	30/09/2017	Operations Manager	Project completed
Outcome 2 - Integrated waste management				
3.2.1	On-going review of Site Management Plans for the Hope Vale Landfill and sewerage lagoons.	30-Sep-17	Chief Executive Officer & Operations Manager	Review completed and amendments made as required.
3.2.2	Finalise negotiation in relation to increasing proposed lease area for expansion of landfill	30/09/2017	Chief Executive Officer	Lease finalised
3.2.3	Undertake regular maintenance at landfill in accordance with EHP guidelines	Weekly	Operations Manager & EHW	Site maintained and no adverse reports received.

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

Outcome 3 – Efficient use and management of water resources

3.3.1	a) Checking and maintenance of Water Treatment Plant	Daily	Operations Manager & Essential Services Officer	Records checked
	b) Checking and maintenance of water reticulation system	Daily	Essential Services Officer	Records checked
	c) Provision of water samples for testing	Weekly	Essential Services Officer	Positive results of testing
	d) Training and development for water officers	Ongoing	Operations Manager	Increased skills of workers
	e) Ensuring legislative reporting requirements relating to water are met.	Ongoing	Operations Manager & Essential Services Officer	Positive feedback from relevant Government agencies
3.3.2	a) Checking and maintenance of Sewerage Treatment Plant	Daily	Operations Manager & Essential Services Officer	Records checked
	b) Checking and maintenance of sewerage reticulation system	Daily	Essential Services Officer	Records checked
	c) Testing of sewerage out flows	Weekly	Essential Services Officer	Positive results of testing
	d) Training and development for sewerage officers	Ongoing	Operations Manager	Increased skills of workers
	e) Ensuring legislative reporting requirements relating to sewerage reporting are met.	Ongoing	Operations Manager & Essential Services Officer	Positive feedback from relevant Government agencies

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018				
Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
3.3.3	Participate in Cape York Water Resource Plan consultation group.	Ongoing	Mayor and/or Chief Executive Officer	Report on outcome where applicable
3.3.4	Investigate tenure issues and installation of solar power at Water Treatment Plant and prepare project plan to seek grant funding	30/06/2018	Operations Manager & Chief Executive Officer	Grant approved System installed.
4. Infrastructure Services				
Corporate Plan Strategy – To take an active approach to integrated planning, physical services and infrastructure networks				
Outcome 1 – Long term planning development guided by legislation				
4.1.1	Finalisation of Community Survey Project to provide property descriptions for all individual house and building allotments in Hope Vale township.	31/10/2017	Chief Executive Officer	Titles registered.
4.1.2	Liaise with Department of Infrastructure, Local Government and Planning on review of Hope Vale Planning Scheme due to changes in Sustainable Planning Act.	30/06/2018	Chief Executive Officer	Amendments (if required) to Hope Vale Planning Scheme finalised
4.1.3	Meet with relevant State Government Departments to identify the potential impacts on revised Vegetation Management legislation	30/06/2018	Mayor & Chief Executive Officer	Report to Council
4.1.4	Liaise with DATSIP on potential roll out of “Shared Planning operations” for Indigenous Councils.	Ongoing	Chief Executive Officer	Meetings attended and outcomes reported to Council
4.1.5	Finalise project for gazettal of recognised roads within Shire and up-date Roads Register	3/04/2018	Chief Executive Officer	Project completed and roads gazetted

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
4.1.6	Develop a master plan, in conjunction with DATSIP, to enable the planned expansion of Hope Vale.	31/12/2017	Chief Executive Officer	Master Plan completed
Outcome 2 – Appropriate development which is diverse in nature and protects local (cultural) heritage				
4.2.1	Assist community residents to achieve home ownership through: a) On-going availability of land in Hope Valley Estate and supporting Indigenous Business Australia to assist prospective land purchasers b) Develop information package on Hope Valley Estate including available land and undertake a marketing program to sell more allotments	Ongoing 31/10/2017	Chief Executive Officer Chief Executive Officer & Admin Officer (O&SS)	Number of private houses constructed in Hope Valley Estate Material completed Information/brochures provided to Hope Vale residents
4.2.2	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	Council & Chief Executive Officer	Advice received from DNRM
Outcome 3 – Pleasant streetscapes, open spaces, parks and gardens				
4.3.1	a) Undertake a parks and open space maintenance program.	30/09/2017	Operations Manager	Plan completed and endorsed by Council

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
	b) Undertake a road maintenance program identifying issues such as pavement repairs, signage requirements, pedestrian crossings, roundabout repairs etc	30/09/2017	Operations Manager	Program submitted to CEO for endorsement
4.3.2	Construct new road from Palm Close to Thiele Street and include new car park at cemetery	30/06/2018	Operations Manager	All works completed
Outcome 4 – Safe and reliable transport infrastructure				
4.4.1	a) Restoration of damaged roads approved for repair under NDRRA	Ongoing	Operations Manager	Road works completed, QRA sign off and funds reimbursed to Council
	b) Ongoing maintenance of Council's road network.	31/08/2017	Operations Manager	Roads maintained to agreed standard
4.4.2	a) Participate in project meetings between HVASC, TMR and Road Tek	Ongoing	Chief Executive Officer & Operations Manager	Sealing of agreed section of road completed and requirements of TMR & Road Tek met
	b) Undertake works associated with Endeavour Valley Road project as agreed and in conjunction with Transport & Main Roads and Road Tek.	30/06/2018	Operations Manager	Sealing of agreed section of road completed and requirements of TMR & Road Tek met
4.4.3	Investigate funding options for the replacement of the Everlina Bridge	30/11/2017	Operations Manager	Investigations completed
4.4.3	Inspections and maintenance of bridges to ensure continued access to all parts of Shire	30/11/2017	Operations Manager	Inspections and report provided

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
4.4.4	Re-align roundabouts on corner of Thiele & Muni Streets and revamp intersection to Aerodrome Road, and Muni and Kellor Streets	28/02/2018	Operations Manager	Works completed
Outcome 5 – Council buildings, facilities that meet community needs				
4.5.1	Review of Asset Management Plans	31/03/2018	Finance Director	Plans up-dated as required
4.5.2	Participate in Technical Working Group meetings to ensure coordinated approach to infrastructure activities	Bi - monthly	Council, CEO, Operations Manager	Number of meetings attended Outcomes presented to Council
4.5.3	Install solar power at Aged Care Facility	30/09/2017	Operations Manager	Solar system installed.
4.5.4	Ensure compliance with Building Code for fire management at Aged Care Facility and obtain certification report	31/08/2017	Operations Manager & Social Services Director	Works undertaken and report provided
4.5.5	Attend meetings with Cook Shire Council, Wujal Wujal Aboriginal Shire Council, and other Regional bodies to identify collaborative partnerships	Ongoing	Mayor & Chief Executive Officer	Report to Council Improved services to community
4.5.6	Improve security and fence replacement at Aged Care Facility	30/09/2017	Operations Manager	Works undertaken

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
4.5.7	Fence replacement at Cemetery	30/09/2017	Operations Manager	Works undertaken
4.5.8	Installation of Cricket Pitch and Cricket Nets	30/09/2017	Operations Manager	Works undertaken
4.5.9	Installation of floodlighting at MPC field	30/09/2017	Operations Manager	Works undertaken
4.5.10	Undertake refurbishment of Aquatic Centre	30/09/2017	Operations Manager	Works undertaken
4.5.11	Installation of shade structures at Aquatic Centre	30/09/2017	Operations Manager	Works undertaken
4.5.12	Installation of culvert at Bulls Crossing	30/09/2017	Operations Manager	Works undertaken
4.5.13	Upgrade of Everlina Plaza	30/09/2017	Operations Manager	Works undertaken
4.5.14	Upgrade of old PCYC Building	30/09/2017	Operations Manager	Works undertaken
4.5.14	Construction of pathway to Hope Valley Estate	30/06/2018	Operations Manager	Works undertaken
4.5.15	Continue to lobby for an extension of optic fibre to Hope Vale	30/06/2018	Chief Executive Officer	Project approved

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
------	------------	--------	-------------------------------	----------------------

Outcome 6 – Assets, infrastructure managed over the long term to meet current and future needs

4.6.1	Support Hope Vale Rangers to support land management and feral animal management	Ongoing	Chief Executive Officer Operations Manager	MOU developed
4.6.2	Finalisation of surveys to allow Council infrastructure on Hope Vale Congress land to be transferred to Council	30/04/2018	Chief Executive Officer	Formal arrangements for lease finalised
4.6.3	Continuation of building projects a) Twenty (20) new houses under contract with Department of Public Works and Housing under NPARIH program b) Upgrade housing program under contract with Department of Public Works and Housing under NPARIH program c) Ongoing maintenance of 40 year lease dwellings as required by the Department of Housing	30/06/2018 30/06/2018 Ongoing	Operations Manager Operations Manager Operations Manager	Completed Completed Works completed

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

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.

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	Maintain good governance practices at council level through:			
	a) Council meetings	Monthly	Council & Chief Executive Officer	Number of meetings held
	b) Council minutes prepared and placed onto Council website	Monthly	Chief Executive Officer	Minutes on website
	c) Community engagement and awareness of Councils decisions and operations	Ongoing	Council & Chief Executive Officer	Level of feedback from community
5.1.3	Maintain membership and attendance at LGAQ, ILF, LGMA forums and meetings	Ongoing	Mayor & Chief Executive Officer	Positive feedback to Council Meetings attended
5.1.4	Identification and attendance at training and self development for councillors and senior staff	Ongoing	Mayor & Chief Executive Officer	Number of training workshops attended

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

Outcome 2 – Effective engagement with the community and stakeholders

5.2.1	Maintenance of Council website and Facebook page	Ongoing	Council/CEO Executive Assistant)	Meeting legislative requirements Positive feedback from community and other stakeholders
5.2.2	Provide information to community through regular radio sessions	Monthly or as required	Radio Station Coordinator	Regular spot identified in radio broadcast schedule

Outcome 3 – Innovative and accessible customer services and information system

5.3.1	Review and up-date customer service standards and procedures	31/03/2018	Chief Executive Officer HR Manager	Document provided to Council
5.3.2	Up-date all Council staff on policies through meetings and workshops	31/12/2017	Chief Executive Officer & HR Manager	Number of meetings/workshops undertaken and feedback from workforce

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

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.	31/12/2017	Chief Executive Officer & HR Manager	Report provided to Council
5.4.2	Assessment of Development Applications when received	Ongoing	Chief Executive Officer	Applications finalised
5.4.3	Undertake a review of Council’s performance management policy and procedures and up-date and implement as required.	30/09/2017	HR Manager	Policy up-dated and approved

Outcome 5 – Skilled, committed and professional staff in a supportive environment

5.5.1	Identify and support training opportunities for all Council workforce to ensure all staff have an opportunity for personal development	Ongoing	Executive Management Team	Qualifications of Council workforce
5.5.2	Ongoing implementation of workplace, health & safety policy and procedures.	Ongoing	Operations Manager	Policy and procedures complied with
5.5.3	Workshops for all Council staff on workplace, health & safety policy and procedures.	31/03/2018	Operations Manager & HR Manager	Workshops completed & staff aware of their obligations

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
-------------	-------------------	---------------	--------------------------------------	-----------------------------

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	30/09/2017	Chief Executive Officer & Finance Director	Report to Council for endorsement Recorded increase in Council income shown in financial statements
5.6.2	Provision of financial services that meet legislative and good practice requirements a) Financial reports to Council b) Preparation and review of budget c) Preparation of annual financial statements d) Community financial report e) Acquittal of grants d) Day to day financial and administrative operations to meet the needs of the organisation and clients	Monthly 31/07/2017 1/08/2017 31/08/2017 Ongoing Daily	Finance Director Mayor, CEO & Finance Director Finance Director Finance Director Finance Director Finance Director	Report to Council meeting Endorsement by Council Report to Council as required Statements available for audit Inclusion in annual report No breach notices from funding bodies Reports to CEO & Council and level of satisfaction of clients.
5.6.3	Review of HR processes as follows: a) Review HR Manual and amend where necessary b) Review and maintain Master Employee Register c) Review appointment contracts for new employees	31/12/2017 Ongoing 31/12/2017	HR Manager HR Manager HR Manager	All completed and report to Chief Executive Officer

Hope Vale Aboriginal Shire Council – Operational Plan – 2017/2018

Ref.	Activities	Timing	Organisational Responsibility	Performance Measures
	d) Develop checklist to ensure new employees are set up in system correctly	31/12/2017	HR Manager	All completed and report to Chief Executive Officer
5.6.4	Review of new hosting service for Council's computer information and financial services and reporting of issues	Ongoing	Executive Management Team	Reduction in complaints by staff and system working effectively
5.6.5	Provision of internal audit visits to review and support Council's financial processes and risk assessments	Bi - annually	Chief Executive Officer & Finance Director	Reports completed and issues identified
5.6.6	Meetings of Audit Committee	4 times per year	Council, Chief Executive Officer & Finance Director	Committee reports provided to Council
5.6.7	a) Up-date records/systems for recording of information.	31/03/2018	HR Manager	Policy and system in place
	b) Review and up-date systems for keeping and destruction of records	31/03/2018	HR Manager	Policy and system in place
	c) Review and up-date Rights to Information and Privacy systems	31/03/2018	HR Manager	Policy and system in place
