



Winton Shire Council
OPERATIONAL PLAN

2024-2025

Creative Commons Release

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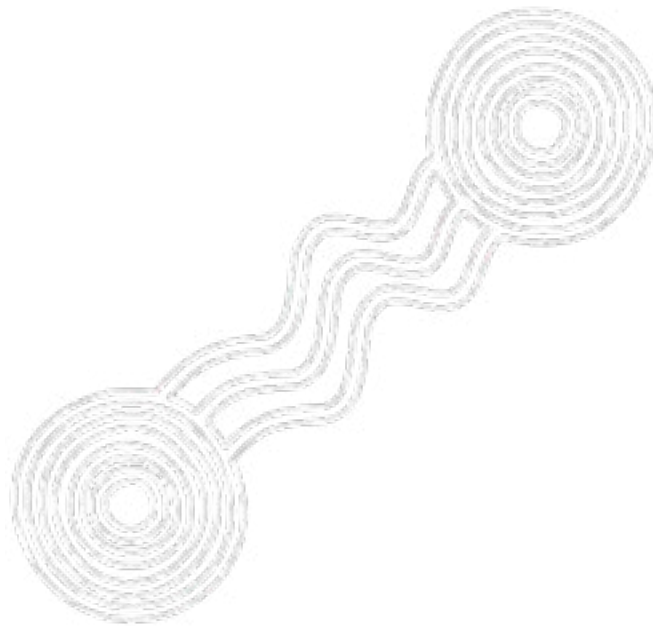
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Statement of Acknowledgement of the Aboriginal Nations

We are a Shire of Seven Nations. Council recognises the Koa, Maiwali, Karuwali, Yirendali, Wanamara, Pita Pita, and Iningai Nations that are encompassed in the Shire boundary. We wish to recognise the generations of the local Aboriginal people who have lived in and derived their physical and spiritual needs from the rugged hills and sweeping plains of the region over many thousands of years as the traditional owners and custodians of these lands.



Council's Mission Statement & Vision Statement



Our Mission (Our next 5 years)

Through meaningful engagement, implement a range of strategies that cater to people from all walks of life, our community needs and aim to enrich our lifestyle and preserve our heritage.



Our Vision (For the future)

To grow our community and explore exciting, new and innovative opportunities which will retain existing and attract new people with whom we can share our unique lifestyle and rich heritage.



Our Values

Accountability

The ethical concept associated with responsibility, enforcement, transparent process, liability and other terms associated with being answerable for the trust that is bestowed by those whom we serve.

Effectiveness

The idea of carrying out a program or process that is entirely adequate to accomplish the purpose that has been identified as a goal or aspiration.

Efficiency

The concept that in the process of pursuing or effecting any program, procedure or task where all wastage is minimised.

Sustainability

Is the capacity to maintain a certain process or state indefinitely. When applied in an economic context, a business is sustainable if it has adapted its practices for the use of renewable resources and is accountable for the environmental impacts of its activities.

Meaningful Community Engagement

Encompasses the principle of seeking the views and opinions of the Community. This is to be through an effective committee system and public consultation process as part of Council's decision-making methodology.

Good Governance

This describes the process of decision-making and the process by which decisions are implemented (or not implemented). Hereby, public institutions conduct public affairs, manage public resources, and guarantee the realisation of human rights. Good governance accomplishes this in a manner essentially free of abuse and corruption, and with due regard for the rule of law.

Ethical & Legal Behaviour

Ethical behaviour is characterized by honesty, fairness and equity in all interpersonal relationships. Ethical behaviour respects the dignity, diversity and rights of individuals and groups of people. When coupled with legal behaviour there is an expectation that there will be a penalty for conduct that breaches any law, statute or regulation.



Introduction

Planning and financial management in local government

The Local Government Act 2009 (QLD) states that Councils are to have a financial management system that is made up of:

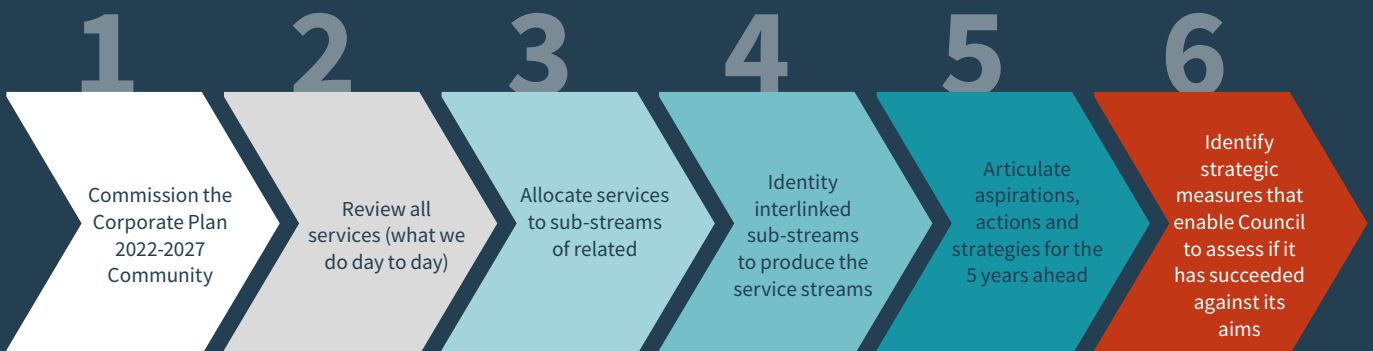
1. Corporate Plan covering a five-year period in order to plan for, and deliver on, the community needs in the future,
2. A long-term asset management plan,
3. A long-term financial forecast,
4. An annual budget including revenue statement,
5. An annual Operational Plan (this document).



Winton Shire Council undertook the development of the new Corporate Plan 2022-2027 and adopted it in July 2022. The Corporate Plan is a high-level document that outlines priorities and directions for the five-year planning horizon. The Operational Plan is a more detailed document which outlines the activities Council will undertake in a financial year to deliver on the direction set by the Corporate Plan. The Annual Operational Plan is closely linked to the annual Budget, and the two documents dictate how Council allocates its funds to deliver activities set out in the Operational Plan.

Developing the Corporate Plan

For the development of the Corporate Plan 2022-27 Council took a bottom-up approach. This process highlights the vast array of services that Council already provides as well as the hopes and goals of those that deliver them. To develop this Corporate Plan 2022-27, Council took the following steps:



Implementing the Corporate Plan 2022-2027 – The Operational Plan 2022-23

The Operational Plan 2022-2023 takes the detailed aspirations, actions and strategies identified in the Service Sub-Streams in the process of Corporate Planning and phases those activities across the five year period. Those activities to be completed in Financial Year 2022/23 are included in the Operational Plan 2022-23. These activities are projects, tasks and investigations that are to be delivered over and above the “business as usual” service delivery.

The tables below identify these activities and presents them in terms of Service Streams and Sub Streams, in line with the logic of the Corporate Plan 2022-2027.

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Stream 1 - Natural & Resource Management								
More Town Beautification Projects								
Improve the accessibility of green spaces for all abilities								
Liveability and accessibility	Increased accessibility to green spaces (such as people with disability, wheelchair)		Council workshops leading to pedestrian and accessibility priorities. Construction of appropriate infrastructure.					Director of Works
	Create pathways to assist accessibility		Walking Network Plan completed to guide future works					Director of Works
	Walking track		Design and installation of walking track					Director of Works
	Recreational lake		Design and community consultation in relation to the siting and requirements for a recreational lake					Director of Works
Increase the number of trees planted over the 2021 baseline								
Focus on tree planning	Plan and plant additional trees		Seedlings procured, outline of planting schedule workshopped - staff and Councillors. Number of trees planted					Director of Works
	150 year project		Tree planting along McMaster Drive					Director of Works
Increase public engagement for beautification, water and waste								
Infrastructure	Install Elderslie Street infrastructure to improve amenity and safety.		Install additional barriers and other infrastructure.					Director of Works
Beautification, water & waste	Workshops created to focus on beautification, water and waste.		Workshops and/or public forums on topics for the creation of a new Economic Development Strategy.					Economic Development Manager
Waste Reduction & Recycling								
Reduction in the volume of landfill by increasing and promoting recycling and reuse								
Community clean up	Assist the community to declutter yards / improve town image		Undertake one bulky goods collection per annum.					Director of Works
Water Quality, Security & Efficiency								
Increased water efficiency								
Water Operations	Action audit outcomes		Backflow, testing and cleaning processes					Director of Works
	Implementation of Water Automation Project and SCADA		Implementation of Water Automation Project					Director of Works
	Testing of smartmeters		Pilot project to test a range of smartmeters to determine a solution appropriate to Winton					Director of Works
	Sealing of water tower		Investigate sealing options and complete works					Director of Works
Better Biosecurity & Environmental Compliance & Regulation								
Reduce populations and impacts of invasive biosecurity matter								
Wild Dog / Pig Management	Annual Aerial and ground Baiting (maintaining a supply of meat).		Complete two baitings per year. Supplies maintained.					Director of Works
Winton Common Muster	Muster, Brand and processing		Complete two musters per year					Director of Works

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Stream 2 - The Built Environment								
Increase the number of staff with multi-skills and job adaptability								
Transport, Roads & Mobility								
Maintain roads to an appropriate standard and increased services for pedestrians								
	Roads, Kerbs and Channels	Asset renewal programs to maintain and improve levels of service within funding constraints	Resealing program completed. Kerb and channel rehabilitation program completed.					Director of Works
		Restoration of essential public transport assets	Flood damage program delivered.					Director of Works
		Increased service standards for pedestrians	Footpath rehabilitation program completed and repairs completed in line with works requests approved.					Director of Works
		Remedial works for Lark Quarry Access Road	Temporary measures in place. Final measures to be completed.					Director of Works
		Bridge upgrade	One Mile Creek bridge					Director of Works
	Grids	Replace Grids that have reached their end of life	Grids replaced as required.					Director of Works
		Grids Policy	Grids Policy review by Advisory Committee incorporating legal advice adopted by Council and implemented					Director of Works
	Signage	Rural signage and creek signage (funded under Quality Rated Restoration Grants)	Completion of rural signage and creek signage projects					Director of Works
		Signage upgrades on Class 1 Roads	Completion of signage upgrades on Class 1 roads under Shire road maintenance					Director of Works
		Signage upgrades on Class 2 Roads	Completion of signage upgrades after Class 1 roads completed					Director of Works
	Flood damage	Flood damage remediation	Betterment / ROSI funded projects including Winton Jundah Road progressive Seal (Stages 1 and 2)					Director of Works
	Fleet	Plant renewal and replacement	Develop a 10 year plant replacement program and complete plant replacement as approved in Budget and in accordance with current market lead times					Director of Works
	Local Roads and Infrastructure program 4B Building Projects	Plan and deliver a range of Transport projects under the Local Roads and Infrastructure program (LRCI) Phase 4B	Determine and deliver projects					Director of Works
Building Services								
Upgrade Council's portfolio of residential and commercial properties								
	Local Roads and Infrastructure program 4 Building Projects	Showgrounds Bar / Kitchen (possible dining area)	Concept work, engage stakeholders and construct the Showgrounds Bar/ Kitchen Area					Director of Works
		Plan and deliver a range of building projects	Determine and deliver projects (\$1.66m)					Director of Works
	Building condition	Increase overall condition of existing Council housing/ accommodation	Maintain Council housing and accommodation assets in alignment with Asset Management Plan. Ensure 90% of identified items contained in the current year Budget (Maintenance) Program is complete.					Director of Works
		Increase overall condition of existing Council commercial buildings	Maintain Council facilities in alignment with Asset Management Plan. Ensure 90% of identified items contained in the current year Budget (Maintenance) Program is complete.					Director of Works
		Painting program for commercial buildings	Multi-year painting contract for Childcare, Shire Office and Lark Quarry, 60 and Better building; delivered as planned					Director of Works
		Focused upgrades on several identified Assets	Creative Arts Building restoration, new master key system (phase 2)					Director of Works
		Focused upgrades on several identified Assets	Waltzing Matilda Centre - full review of audio assets, solution for café doors and replacement of humidifier					Director of Works

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
	Building condition continued	Residential building works	101 Cork Street - house renovation, 57 Dagworth Street - Bathroom renovation, 92a Vindex Street - bathroom renovation and restump, 79 Manuka Street - external paint					Director of Works
		Accessible entry for Winton Shire Council building in Vindex Street	Single ramp hall entry completed to the Winton Shire Council building.					Director of Works
	Childcare & Early Childhood built environment	Maintain building safety standards for Little Swaggies	New floor coverings in complex and bathroom upgrade					Director of Works
	Electrical	Electrical upgrades at Diamantina Gardens	Complete rewiring, new main switch board and individual metering					Director of Works
	Solar	Solar Projects for Council buildings	Design and implement a solar project for the Winton Shire Council buildings					Director of Works
	Staff housing	Provision of staff housing	Development plans for housing / units for staff					Director of Works
Airport								
Continual airport upgrades								
	Airport improvement planning	Upgrade planning to continue.	Concrete path upgrade and floor covering					Director of Works
Pool and Showgrounds								
Aim to satisfy community service expectations								
	Contract arrangements	Ongoing pool operations and maintenance achieved to a high standard	Secure contractor arrangement for pool in both open and closed season delivering excellent customer experiences.					Director of Works
	Accessibility	Increase accessibility at the pool for increased participation	Install a chair lift					Director of Works
	Carpark	Increased amenity for accessing the Showgrounds	Installation of fencing and sealing of car park					Director of Works
	Showground access	Walkway access	Cork Street extension of footpath to Showgrounds					Director of Works

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Stream 3 - Securing Our Future								
Engineering Services								
Improve master planning for public spaces and a continued focus on quality technical advice								
Planning		Cemetery Master Plan	Completion of Cemetery Master Plan with relevant stakeholder communication					Director of Works
		Strategic Design - Get Shovel Ready Projects	Advance a range of projects through selection to design in preparation for future funding (\$100,000)					Director of Works
Master plans		Master plans completed to guide future projects	Create Master Plans for Hollow Log Park and review Recreation Grounds and Showgrounds Masterplans.					Director of Works
		Walzing Matilda Centre building	Complete review of the Walzing Matilda Centre building.					Director of Works
Project management / technical advice		Implement a Project Control Group (PCG)	Identify appropriate structure, personnel, processes and procedures.					Chief Executive Officer
Business & Tourism								
Support and promote current and future local businesses								
Economic Development		Create Economic Development Strategy through extensive engagement with community and other stakeholders including local businesses	Economic Development Strategy to be created					Economic Development Manager
Tourism signage		Undertake tourism signage upgrades and maintenance	Corfield and Middleton Road					Economic Development Manager
			Longreach to Winton Road					Economic Development Manager
Saleyards		Upgrade to loading ramp with elevated walkway to assist in loading and unloading cattle	Installation of overhead walkway					Director of Works
		Upgrade to facility	Additional concrete at scale and crush pen					Director of Works
Business billboards		Business billboards policy and process implementation	Kynuna Road billboard rollout in conjunction with business engagement					Economic Development Manager
Flood recognition		2019 flood recognition	Plaque and artwork design and implementation to recognise the 2019 flood event					Director of Works
Small Business Friendly Council Program		Small business engagement	Align with the Small Business Friendly Council Program charter					Economic Development Manager
Tourism industry support and investment attraction								
Destination marketing		Advertise and promote Winton	Number of publications, radio interview, social media increased					Economic Development Manager
Supporting events		Support major and minor events and festivals	Funding provided pursuant to Council's Donation Policy and Council delivers events as required					Economic Development Manager
Winton representation at events		Event representation to promote Winton	Attend a minimum of two events per year outside of Winton					Economic Development Manager
Accommodation options		New accommodation estate at Winton Sign	Progress of the sale of the property with accommodation options developed and development application process					Economic Development Manager
Educational tourism		Explore educational tourism opportunities as part of the development of the Economic Development Strategy.	Educational opportunities identified and integrated into final Economic Development Strategy					Economic Development Manager
Winton Business & Tourism Association (WBTA)		Develop relationship with the WBTA and support its growth and engagement aspirations	Relationship established and business involvement increased.					Economic Development Manager
Land use planning		Full Review of land opportunities and zoning in the Winton Shire	Ongoing review of land opportunities					Director of Works

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
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	Winton & District Historical Society & Museum	Waltzing Matilda Centre - Qantilda Museum	Support the Winton & District Historical Society & Museum with grant funding application					Director of Works
	Industrial Estate	Provide additional capacity for industry in Winton	Development of industrial estate for sale of lots					Director of Works
	150 year celebration	150 year project	Plan and deliver the 150th year celebration					Economic Development Manager
Liveability								
Complete a review of Disaster Management arrangements by 2027								
	Disaster Management	Construction of Youth Centre / Disaster Recovery Centre	Disaster management components built into Youth Centre (larger kitchen, ablutions and laundry).					Director of Works
	Consider Shire preparedness for disaster events	Upgrades of Supper room to provide Disaster Management coordination centre	Purchase and upgrades					Chief Executive Officer
	Recovery and resilience	Continuity and recovery	Installation of generators at Shire Office, Supper Room, Sewer Pump Station 2 and Youth Centre					Director of Works
	Main line repair / replacement	Replacement of degraded water main lines	Replace main line on Cork Street and Colston Road					Director of Works
Identify opportunities to increase the liveability of current and future residents								
	Aged Care	Create an Aged Care Strategy through extensive engagement with community and other stakeholders including local businesses	Aged Care Strategy created					Economic Development Manager
	Men's Shed	Provide better amenity and opportunities for participation	Deliver a multi purpose shed for Men's Shed and other community organisations					Director of Works
	Ray Hermann recognition	Use of Diamantina Rodeo and Campdraft Association funding	Design and installation of Ray Hermann statue					Economic Development Manager
Marketing & Promotion								
Increase the amount of digital engagement with Council content from 2021 levels								
	Newsletter	Create and distribute Winton Council Newsletter	New newsletter delivered monthly					Economic Development Manager
Explore opportunities to attract new investment								
	Economic Development	Create Economic Development Strategy through extensive engagement with community and other stakeholders including local businesses	Economic Development Strategy created					Economic Development Manager
	Dark Sky Community	Investigate and work with Australian Age of Dinosaurs to determine requirements	Investigations complete, Council to work with Australian Age of Dinosaurs to deliver project and obtain accreditation					Economic Development Manager

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Stream 4 - Thriving Together								
Historical Sites								
Building presence for First Nations culture in the Shire								
	First Nations engagement	Close liaison with traditional owners, community, and other stakeholders	Continue to liaise with Koa over land parcels subject to Native Title					Chief Executive Officer
	NAIDOC Week	Partner with stakeholders to deliver celebrations	Event week completed.					Chief Executive Officer
Identification and preservation of sites of cultural and historical significance								
	Cemetery	Develop a Master Plan.	Master Plan developed					Director of Works
Arts & Culture								
Acknowledge our community's diversity and broad range of art, music, sculpture and writing								
	Waltzing Matilda Centre	Develop a business plan for the centre	Consultant to be engaged to complete a full business plan					Economic Development Manager
		Renewal of main exhibition	Scoping exercise completed in consultation with Waltzing Matilda Centre Board Ltd and other stakeholders.					Economic Development Manager
	Art collection	Enhance current Council Art Collection	Additional art pieces acquired.					Economic Development Manager
	John Villiers Trust	Retention of John Villiers Trust to 2026 at minimum	Partnership program in place until 2026.					Economic Development Manager
		Distribution of the Regional Arts Development Fund	Hold at least 2 Regional Arts Development Fund Rounds per year					Executive Manager Community Services
Community Services								
Making the community more aware of the range of valuable services provided - particularly programs aimed at youth, the elderly and families - and ensure their engagement with and input towards Council decision-making								
	Youth Centre	Construction of Youth Centre / Disaster Recovery Centre	Youth Centre constructed, funded by Works for Queensland					Director of Works
	Library Services	Literacy and life long learning	Facilitate at least 1 online class per quarter					Executive Manager Community Services
		Support a stronger and more creative community	Obtain 1 new historical and cultural collection per quarter					Executive Manager Community Services
		Informed and connected citizens	Connect with at least 1 community group per quarter					Executive Manager Community Services
		Economic and workforce development	Provide at least 1 personal development opportunity for staff					Executive Manager Community Services
		Family history services	Record the number of Family History Services provided with a view to expand the program through other funding / resourcing opportunities					Executive Manager Community Services
	Childcare Services	Maintain building safety standards for Little Swaggies	Maintain Standards to retain Childcare accreditation in accordance with National Quality Framework.					Executive Manager Community Services
		Develop Business Plan for Little Swaggies Childcare Centre	Business plan to be completed by June 2025					Executive Manager Community Services
		Provide quality care for all children whilst ensuring safety and standards are met	Compliance with relevant legislation and learning frameworks. Including retention of appropriate qualified staff numbers to retain Childcare accreditation in accordance with National Quality Framework					Executive Manager Community Services

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person	
				Q1	Q2	Q3	Q4		
	Calendar of Events	Annual calendar of Events	Calendar created by end of financial year 2024/5					Executive Manager Community Services	
	Community Grants	Delivery of the Community Grants program	Review of policies and procedures supporting Community Grants					Executive Manager Community Services	
	60's & Better Program	Increased range of physical activities for older people	Provide one physical activity for older people per week					Executive Manager Community Services	
		Delivery of program focusing on those groups of older people who are particularly vulnerable to social isolation	Deliver one meeting per quarter focusing on services available to aged care and provide 1 subsidised lunch per quarter					Executive Manager Community Services	
	Family Support Service	Community Welfare Case Management Model developed	Developed and implemented by June 2025					Executive Manager Community Services	
		A family skills prevention program for families living in stressful and challenged settings.	Develop and implement a Stronger Families Program by June 2025					Executive Manager Community Services	
	Youth Sport & Recreation	Youth Sport and Recreation Strategy	Review the Action Plan in the Youth, Sports and Recreation Strategy including consultation with stakeholders, by December 2025					Executive Manager Community Services	
		Operating model for a Youth Council	Develop a Youth Council operating model					Executive Manager Community Services	
		Annual survey to track youth, health and wellbeing within the community	Develop an annual survey by December 2024					Executive Manager Community Services	
		Support youth self-reliance and independence	Provide one program per quarter for youth, to increase self-reliance and independence, such as Resume Writing, Healthy Eating and Shopping on a Budget					Executive Manager Community Services	
	Ancillary Services	Support Community Groups	Attend at least 5 Community Group Annual General Meeting					Executive Manager Community Services	
		Facilitate access to formal and informal support	Ancillary Service Framework to be developed by 2025 to include Aged Care, Family Support, allied health and disability support					Executive Manager Community Services	
	Skill development for community members	Investing in skill development for local community members in welfare / support services	Bring one human service training opportunity to Winton community each year					Executive Manager Community Services	
	Health Services Quality Framework (HSQF) Compliance	HSQF Accreditation and maintenance	Completed the Continuous Improvement Plan and maintain accreditation					Executive Manager Community Services	
	Risk Management	Improved risk management practices	Policies and practices to be updated					Executive Manager Community Services	
	Neighbourhood Centre	Provide quality care for community whilst ensuring safety and standards are met	Compliance with relevant legislation and standards in accordance with accreditation in Human Services Quality Framework.					Executive Manager Community Services	
		Connect and support people experiencing social isolation and loneliness through activities and events	Offer 1 activity or event that responds to the needs and priorities of the community per quarter					Executive Manager Community Services	
	Improvement on satisfaction with community involvement in decision making by 2027								
		Community Engagement	Delivery of the Community Engagement Policy	Engage with the community in alignment with the Policy					Governance Coordinator

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Aged Care								
Letting people stay in their own homes longer as well as a range of preventative health strategies								
Risk management and safety		Improve in-home safety for staff	Review the risk assessment processes and documentation; for example, Home and Environment Risk Assessment and Consumer Risk Management Plan					Executive Manager Community Services
		Train staff in new processes and how to complete reviewed documentation	Conduct training session for all staff					Executive Manager Community Services
Aged Care and NDIS Audit		Sustain provider accreditation	Complete mid-term National Disability Insurance Scheme Audit					Executive Manager Community Services
			Compliance with relevant legislation and standards in accordance with accreditation in Aged cAre and NDIS.					Executive Manager Community Services
Promotion / advertising		Promoting Community Care Services in our community	Conduct at least 1 annual information session or distribute information to the community on services available.					Executive Manager Community Services
Client safety / welfare checks		Enable more staff to undertake safety checking of clients	Train staff on how to follow Consumer Welfare Check Care Plans for individual client and how to respond appropriately.					Executive Manager Community Services
			Review all current welfare care plans.					Executive Manager Community Services
Cross training of staff		Cross training staff to ensure business as usual continues if a staff member is away for an extended period	Review office manual that includes instructions on how to complete office tasks to ensure staff can take leave					Executive Manager Community Services
Policy review		Review and update current policies and create new policies to meet legislated requirements	Commit to having policies ready for each Council meeting for review					Executive Manager Community Services

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
Stream 5 - Making It Happen								
Governance								
Utilise risk management to inform decision making, strategic planning and drive continuous improvement								
	Policies & Procedures	Documents are up to date, controlled and appropriately published	All policies and procedures determined and a schedule in place for continuous review - percentage reviewed within timeframes.					Governance Coordinator
	Local Laws & Legislation	Update Policies, Procedures and Processes to align with Local Laws and Legislation by working across whole of Council.	Policies completed and adopted. New processes and procedures in place.					Governance Coordinator
	Application and Permit	Application and Permit process that aligns with Legislation	Complete a robust Application and Permit process that is transparent and accountable for all permit types					Governance Coordinator
	Document control	Document management, naming conventions, storage and archiving is aligned across the organisation	Matrix completed and embedded					Manager Corporate Services
	Risk Management Corporate	Corporate risk assessment for all business units	Combined Risk Register in place covering all areas by 2025					Governance Coordinator
	Authorised Officers	Internal Authorised Officers and Animal Control capability	All trained officers have appropriate authorisation in place - Plumbing, Rural Services, Animal Control, Works Operations					Governance Coordinator
Lay a solid foundation for management and oversight of Council assets and resources which ensures their resilience, adequacy and efficiency								
	Multit - Cultural awareness	Multi - Cultural Awareness programs for staff, including children services	Run Multi - cultural awareness programs for staff					Manager Corporate Services
	Mental Health and Stress	Specific strategies for mental health and stress support created	Strategy created by 2025					Manager Corporate Services
	Maintain Human Resource Compliance	Update all HR Policy's, procedures and forms	Policies completed and adopted. New processes and procedures in place.					Manager Corporate Services
	Conflict Resolution Training	Training in conflict resolution - all staff	Conflict Resolution Training conducted annually					Manager Corporate Services
	Authorised Officer Training	Appropriate staff suitably trained to provide internal expertise to manage regulatory compliance and enforcement	Staff trained in compliance and enforcement, including animal control					Manager Corporate Services
	Leadership Training	Leadership training for all Supervisors/Managers/Directors	Training Program Sourced and will be introduced by December 2024					Manager Corporate Services
Safety								
Council are committed to continual improvement and raising the profile of safety within the organisation and, by extension, the								
	Maintain WHS Systems	Maintain WHS System	Update system to new documents by 2025					Manager Corporate Services
	Safe Work Methods	Streamline Safe Work Method Statements to high risk activities	Reduce overall number of Safe Work Method Statements to 1:1 alignment with high risk activities only by 2025					Manager Corporate Services
	Hazards	Hazard Inspection improvement project	Managers and supervisors completing hazard inspection matrix and ensuring that all rectification action plans have been actioned.					Manager Corporate Services
	Equipment Controls	Improvement project on equipment controls	Improved procedures for equipment checking (1st aid), maintaining (fire extinguishers) or calibration (gas detectors)					Manager Corporate Services
	Audit compliance	Compliance with audit requirements	Outstanding audit items addressed.					Manager Corporate Services
	Online Contractor Inductions	Introduce an online safety induction program for all contractors	All contractors will be inducted online before when attending sites.					Manager Corporate Services

Corporate Plan	Projects	Activities	Measures / Indicators / Outcomes	Quarter				Responsible person
				Q1	Q2	Q3	Q4	
IT & Technology								
Continue to invest in IT infrastructure								
	Multi Factor Authentication	Multi Factor Authentication	Implement Multi Factor Authentication					Manager Corporate Services
	CCTV	Close Circuit TV - Waltzing Matilda Centre	Replace and expand the current system to allow for automated customer counting and enhanced security					Manager Corporate Services
	POS System - Waltzing Matilda Centre	Upgrade of POS systems to support online booking and shopping in line with current technology/software standards	Investigate an online shop by 2024/25					Manager Corporate Services
	Standard Operating Environment	Standard Operating Environment Policy	Update group policy					Manager Corporate Services
	Network switching	Outlying network switches installed and operational	Install network switches at the Waltzing Matilda Centre, Library and Little Swaggies Child Care					Manager Corporate Services
	Future Proofing Records Management Services	InfoXpert update and renewal	Installation complete					Manager Corporate Services
Finance								
Meet legislative and Queensland Audit Office requirements while seeking opportunities for business improvements and increased								
	External audit	Liaise with external auditors and complete annual audit processes	Liaison completed, audit presented to Council as required.					Interim Finance Manager
	Internal audit	Auditors appointed and active engagement practiced	At least one Internal Audit project is completed in accordance with the Internal Audit Plan 2024 - 2026					Interim Finance Manager
	Finance system improvement	Investigate opportunities for deployment of a modern Enterprise Resource Planning (ERP) software package	Project scoped and presented to Council for consideration during 2025					Interim Finance Manager

Risk Management - System Overview

In the delivery of the Annual Operational Plan, Council considers the risk of projects and business services in its governance processes. Winton Shire Council's Risk Management System adheres to the requirements of the *Australian Standard ISO 31000:2018 Risk Management Principles and Guidelines*.

This approach allows the examination of external, internal and risk management environments in which the risk identification, analysis and treatment options are considered.

The external environment includes factors such as legal, regulatory, political, economic, social, cultural, technological and external stakeholders.

The internal context includes factors such as Council's organisational structure, governance, culture, policies, goals and objectives, capabilities and internal stakeholders.



Winton Shire Council
OPERATIONAL PLAN
2024-2025

