



SERVICE DELIVERY PLAN 2017/2018



CENTRAL DESERT
REGIONAL COUNCIL

two ways :: one outcome

RELEASE NOTICE

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 Contact information: For further information please contact:

Cathryn Hutton
Chief Executive Officer

Central Desert Regional Council
 PO Box 2257, Alice Springs, NT 0871
 1 Bagot Street, Alice Springs, NT, 0870
 Tel: (08) 8958 9500 | Fax: (08) 8958 9501
info@centraldesert.nt.gov.au

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TABLE OF CONTENTS

Community Services	5
Aged & Disability Services	5
Early Education	6
School Nutrition	6
Community Development Program (CDP)	7
Community Safety	7
Domestic Violence and Mediation	8
Economic Development and Tourism	8
Library Services	9
Youth, Sport and Recreation	9
Corporate Services	11
Governance Support	11
Administration of Local Laws	11
Community Planning	11
Council, Local Authority and Members Support	12
Financial Management and Reporting	12
Human Resource Management	13
Information and Communication Technology Support	13
Public and Corporate Relations and Civic Events	14
Records Management	14
Revenue Growth	15
Risk Management	15
Work Health and Safety	15
CEO and Executive Management	17
Advocacy and Representation on Local and Regional Issues	17
Quality Assurance and Quality Improvement	17
Municipal Services	18
Animal Management	18
Airstrips	18
Cemetery Management	19
Council Service Management	19
Centrelink	20
Environmental Health	20
Essential Services Contract	20
Homeland and Outstations Services Management	21
Internal Road Maintenance	22
Local Emergency Services	22
Maintenance Parks and Open Spaces	22
Post Office Agency	23
Street Lighting	23
Vegetation and Fire Hazard Reduction	23
Waste Management	24
Waste Management (Central Australian Waste Management Program)	24
Infrastructure Services	25
Asset Management and Planning	25

Facility Management	25
Fleet and Plant Management	25
Infrastructure Projects.....	26
Local Road Network Upgrade and Construction	26
Traffic Management on Local Roads	27
Visitors Accommodation	27



COMMUNITY SERVICES

Aged & Disability Services

Description:

Aged & Disability Services aims to provide a range of high quality services that support older adults, people with disabilities and their carers to live in their own home environment and community. Our services will be culturally appropriate and promote capacity with a whole of community focus.

Four programs are delivered by Aged & Disability Services:

- Home Care Packages (HCP): Individualised package of aged care services for clients with medium to high care needs. All packages operate on a consumer directed care (CDC) basis. This ensures people have more involvement in the care they are receiving and includes providing individualised budgets for each person.
- Commonwealth Home Support Program (CHSP): aged care services for clients with low care needs or those with higher needs waiting for a home care package.
- National Aboriginal and Torres Strait Islander Flexible Aged Care Service (Flexible Care): a service that provides care for clients of all levels in a flexible and culturally appropriate manner. Only available in Ti Tree.
- Disability In-home Support DIHS): services with clients with a disability.

Outputs:

- referral and eligibility assessment
- domestic assistance
- personal care
- laundry
- transport
- Meals
- Day respite
- Activities
- advocacy
- case management and coordination
- carer support respite
- medication prompts

Business Unit:	Aged and Disability Care Management
Funding:	Agency

Early Education

Description:

Long Day Care - The delivery of Long Day Care services to offer quality Early Childhood educational programs to encourage parent participation in the workforce and general family wellbeing.

Playgroup - To introduce and engage young families into early education programs, offering links to family support systems and positive parenting activities.

Outputs:

- Yuendumu Early Childhood Service operate Long Day Care service 5 days a week (unless closures are authorized)
- Yuendumu Early Childhood Service operates an outreach mobile play group service 4 days a week during school terms
- Anmatjere Playgroup operates an outreach mobile play group service 3 hours a day 1 day per week in Ti Tree, Nturyia, Pmara Jutunta and Wilora (total 4 days a week during school terms)

Business Unit	Children's Services
Funding	Agency

School Nutrition

Description:

Long Day Care - The delivery of Long Day Care services to offer quality Early Childhood educational programs to encourage parent participation in the workforce and general family wellbeing.

Playgroup - To introduce and engage young families into early education programs, offering links to family support systems and positive parenting activities.

Outputs:

Long Day Care centres, and the Playgroup operate with sound practices and are supported by communities, focussing on early childhood development and family wellbeing.

- Wilora School Nutrition Program is open 80% of the operational days
- Willowra School Nutrition Program is open 80% of the operational days
- Engawala School Nutrition Program is open 80% of the operational days
- Laramba School Nutrition Program is open 80% of the operational days
- Yuelamu School Nutrition Program is open 80% of the operational days
- Nyirripi School Nutrition Program is open 80% of the operational days
- 90% of meals prepared and provided to all school children on school days

Business Unit	Children's Services
Funding	Agency

Community Development Program (CDP)

Description:

Assist Job Seekers secure employment and create education & training opportunities to improve work readiness.

Outputs:

- Case manage Jobseekers living in communities of Yuendumu, Yuelamu, Laramba, Ti Tree and Willowra
- Develop Individual Partnership Plans with each Jobseeker capturing employment & training aspirations
- Consult with community regarding development of community development plan (CAP) and review plan annually
- Create training and education activities in keeping with Jobseeker profile and Community aspirations as detailed in Community Action Plan.
- Source potential employment and match jobseekers with vacancies.
- Foster enterprise in the region.

Business Unit	Community Development Program (CDP) Management
Funding	Commercial

Community Safety

Description:

Provision of Community Safety Patrol services in all communities to:

- Contribute to the safety and wellbeing of individuals and families
- Support the Council's School Attendance Strategy by assisting youth to return home at night and get to school in the morning
- Increase personal and community safety
- Assist people at risk to return home or receive care including intoxicated people, juveniles, victims of violence and the homeless.

Outputs:

- CSP's operating in Indigenous communities within the region with a focus on children, child safety and school attendance
- Work within communities to support safer communities.
- Identify and provide assistance to people at risk.
- Patrol the community at least 5 times per week at times identified by communities.
- Assist people at risk to access safe places.
- Provide advice, information and assistance that may help prevent further repeat behaviours.
- CSP staff receives extensive training to perform duties.

Business Unit	Youth and Communities
Funding	Agency

Domestic Violence and Mediation

Description:

The Mediation and Justice program aims to:

- Promote and support family safety and community harmony in Yuendumu and Willowra;
- Support the functions of the Yuendumu Mediation and Justice Committee in Yuendumu; and
- Deliver the Willowra Mediation Peace Project

The program is funded by Prime Minister and Cabinet IAS program and funding is committed until 30 June 2018. A one year allocation to 30 June 2018 from GMAAAC funds has been received to develop the mediation program in Willowra.

Outputs:

Deliver programs and plans for reduction of family violence and provide access to mediation services in Yuendumu and Willowra..

Partnerships with community agencies to promote family safety and provide awareness and training to community members.

Build and support networks to support victims, clients and family members.

Business Unit	Youth and Communities
Funding	Agency

Economic Development and Tourism

Description:

- Support of economic development initiatives within the Regional Council area.
- Representation of Council's interests on relevant economic development boards and committees.

Benefits:

- To advocate & support economic development opportunities.
- To support options for jobs & income generation in the community.

Business Unit	Economic Development and Tourism
Funding	Core Local Government

Library Services

Description:

Provision of library and information services to the Lajamanu and Ti-Tree communities, including:

- Development and organisation of collections and systems
- Maintenance of the library collection
- Provision of the Remote Indigenous Public Internet Access (RIPIA) service in Lajamanu, Atitjere and Ti-Tree

Outputs:

Library information resources managed, including a loan service to community members

Library users recorded and data submitted to NT Libraries

Facilitate the Our Stories database program in partnership with NT Libraries

Provision of the Remote Indigenous Public Internet Access (RIPIA) facilities in Lajamanu, Atitjere and Ti-Tree communities

Business Unit	Children's Services
Funding	Agency

Youth, Sport and Recreation

Description:

The Youth, Sport and Recreation Program delivers a combination of after school, vacation care, youth, sport, recreation, art and cultural activities in partnership with other agencies, organisations and service providers in the communities of Atitjere Engawala, Anmatjere, Laramba and Yuelamu.

The CDRC Youth, Sport and Recreation Program is primarily a youth diversion program that offers targeted activities for the youth demographic and as per the actions listed in this profile, further opportunities are being developed.

CDRC has partnered with Central Australian Youth Link Up Service (CAYLUS), known leaders and advocates in youth and diversionary programs. A MOU has been developed and CDRC receives funding, resources and infrastructure support from CAYLUS to implement a 'Youth, Sport and Recreation' program in Atitjere and Laramba.

Walpiri Youth Development Aboriginal Corporation (WYDAC) deliver youth, sport and rec services in the Walpiri communities of Yuendumu, Nyirripi and Willowra.

Jesuit Social Services provide Strong Communities for Children funding to support the program in Atitjere.

Outputs:

- Community support & participation - participation data recorded across funded sites
- Provide opportunities for structured sport and recreational activities
- Deliver after school and vacation care services in funded communities
- Youth engaged in diversionary and positive learning activities

- Appropriate facilities maintained and developed in line with Council's Youth, Sport and Rec Facilities Plan
- Work in partnership with other agencies to ensure appropriate levels of services are available

Business Unit	Youth and Communities
Funding	Agency



CORPORATE SERVICES

Governance Support

Description:

Support the operations of the Council to ensure effective decision making and to facilitate statutory compliance and transparency.

Outputs:

- Compliance with *Local Government Act*
- Production of corporate documents including:
 - Regional Council Plan complied and produced
 - Annual Report produced once a year
- Integrated planning framework including performance framework is maintained
- Reporting against Corporate Plan provided to Council bi-monthly
- Website is fully compliant

Business Unit	Governance
Funding	Core Local Government

Administration of Local Laws

Description:

The unit is responsible for the drafting, monitoring of by-laws.

Outputs:

- Issues investigated and Local Authorities consulted.
- Council and Local Authorities informed about by law processes.

Business Unit	Governance
Funding	Core Local Government
KPIs	(1) Monitor the need for by-laws in association with Directors (2) Facilitate the adoption of by-laws as required

Community Planning

Description:

Community Plans reflect the aspirations of each of CDRC's nine communities. At the commencement of each Council term, extensive community planning is undertaken. Following consultation with the Council, priorities are set for each community as well as for the whole of the region. Local Authorities use these

plans to guide their spending and planning for the coming years. In the 'off years', each community plan is revised by the Local Authority for relevance and adjusted accordingly.

Outputs:

One major community engagement per three years. Two revisions of the community plan between major consultation periods.

Business Unit	Governance
Funding	Core Local Government

Council, Local Authority and Members Support

Description:

Support the governance operations of Council and Elected Members to ensure effective decision making and to facilitate statutory compliance and transparency.

Support the operations of Local Authorities and Council supported Committees to ensure effective decision making and to facilitate statutory compliance and transparency.

Outputs:

- Legislatively compliant Council Meetings
- Efficient and effective decision making by the Elected Members
- Elected member training and professional development
- General and by-elections
- Support up to 71 Local Authority member positions
- 45 Local Authority meetings held per year (5 x 9 communities).
- Up to 11 Council committee meetings held & minutes published.

Business Unit	Governance
Funding	Core Local Government

Financial Management and Reporting

Description:

The unit is responsible for the management of the finances of Council in order to achieve financial objectives. The main focus of the service is:

- Financial Planning
- Financial Controls and Management
- Financial Reporting at both legislative and management level

Outputs:

- Internal compliance with appropriate financial controls.
- Compliance with relevant legislation and accounting standards.

- Long term financial plans which support business objectives.
- Management of Finance and Audit and Risk Committees
- Production of Annual Financial Statements and other financial and statutory reporting.

Business Unit	Finance Management
Funding	Core Local Government

Human Resource Management

Description:

Provision of Strategic HR Support, advice, service which adds value, is aligned and supportive of CDRC's Vision, Mission, Goals and Annual Operational Plans. Broadly this involves:

- Development of human resources policies and procedures
- Industrial relations (including award interpretation and Australian Workplace Agreements)
- Employee recruitment, induction, probation review and follow up
- Employee training and development
- Employee performance review
- Employee counselling and Dispute/Grievance resolution
- Work Health and Safety compliance
- Training and development

Outputs:

- % of Indigenous staff employed : 70%
- Voluntary staff turnover to be: 35%
- Services delivered to the Regional Council's customers effectively and efficiently as a result of good people management practices and a disciplined workforce.
- At least one Trainee/Apprentice in all the Service Delivery Centres
- Cross Cultural Training provided to staff within 1 month of commencement

Business Unit	Human Resources
Funding	Core Local Government

Information and Communication Technology Support

Description:

Manage Information and Communication Technology support services related to the operations, management and development of the Council's information technology, hardware, software, network and communications systems. Provide level 1 user support, manage the escalation process and improvement projects.

Outputs:

- Ready access for all staff to updated information technology systems.
- Ensure all ICT user issues are immediately logged and tracked to a timely and effective resolution.
- Provision of a helpdesk support system for internal ICT issues.
- Provision of desktop computer, laptops, landline phones, mobile devices and satellite phones to users.

Business Unit	Business Services
Funding	Core Local Government

Public and Corporate Relations and Civic Events

Description:

The unit manages the dissemination of clear and concise information to, and engagement with residents, government and non government bodies, media and the general public including council services, plans and strategic direction.

It supports and promotes a strong culture and community through the endorsement of civic events.

Outputs:

- Central Desert News produced and distributed quarterly.
- Annual Report produced to legislative requirements.
- Communications Action Plan developed and implemented.
- Civic events supported within capacity.

Business Unit	Governance
Funding	Core Local Government

Records Management

Description:

Manage Information and Communication Technology support services related to the operations, management and development of the Council's information technology, hardware, software, network and communications systems. Provide level 1 user support, manage the escalation process and improvement projects .

Outputs:

- Ready access for all staff to updated information technology systems.
- Ensure all ICT user issues are immediately logged and tracked to a timely and effective resolution.
- Provision of a helpdesk support system for internal ICT issues.
- Provision of desktop computer, laptops, landline phones, mobile devices and satellite phones to users.

Business Unit	Business Services
Funding	Core Local Government

Revenue Growth

Description:

Revenue growth is part of the overall financial management of the Council. The primary objective is to maximize revenue opportunities and manage the compliance aspect of revenue obtained.

Outputs:

- Council rating is undertaken in accordance with Council and legislative requirements.
- Grant opportunities are maximised.
- Compliance with grant conditions.

Business Unit	Finance Management
Funding	Core Local Government

Risk Management

Description:

Risk management is the identification, analysis and management of risks and opportunities to Council. The Council has adopted a Risk Management Strategy and this unit is responsible for the implementation and monitoring of the strategy.

Outputs:

- Risk management plan reviewed and updated as necessary
- Appropriate insurance coverage

Business Unit	Finance Management
Funding	Core Local Government

Work Health and Safety

Description:

This area is responsible for the management of Work Health and Safety within the workplace so as to eliminate workplace hazards and ensure compliance with the NT Work Health and Safety Act and Regulations.

Outputs:

- Lost time injury rate of 0%.
- All planned for Safety Management Tasks systematically achieved during set timelines and by the end of the year.

Business Unit	Human Resources
Funding	Core Local Government



CEO AND EXECUTIVE MANAGEMENT

Advocacy and Representation on Local and Regional Issues

Description:

Lobbying Territory and Federal Ministers and Government Departments and participation in whole of government meetings and other relevant forums

Outputs:

Regional issues are identified and appropriate level of advocacy undertaken.

Business Unit	Executive Management and Leadership
Funding	Core Local Government

Quality Assurance and Quality Improvement

Description:

Quality Assurance services to ensure compliance with legislative obligations, internal procedures and promotes continuous improvement of processes.

Benefits:

- Compliance with legislative obligations
- Efficient and effective internal processes
- Minimise opportunities for fraud

Outputs:

- Support of Audit and Risk Committee
- Annual quality plan developed and implemented.
- *Local Government Act* compliance review outcomes undertaken by Department of Local Government and Community Services.
- Measures undertaken to address issues identified while performing continuous improvement activities and projects.
- Formal community feedback undertaken and reported.

Business Unit	Executive Management and Leadership
Funding	Core Local Government

MUNICIPAL SERVICES

Animal Management

Description:

Implementation of a Dog Management Program for the care and management of dogs to protect the health, safety, and environment of the community.

Outputs:

- Healthier companion animals (mostly dogs) with flow on to healthier families and cleaner environment.
- Continuing veterinary program including desexing with owners consent, to sustainably manage dog numbers.
- Reduction of aggressive dog behaviour through desexing and improved animal care.
- Education for community residents to enable better understanding of animal care and welfare as well as benefits of desexing and vet care.
- Large animals better-managed to reduce damage to infrastructure, and improve health of those animals.

Business Unit	Animal Management
Funding	Core Local Government

Airstrips

Description:

Central Desert Regional Council does not own airstrips within the Council area. Maintenance work is undertaken on a fee for service basis.

Maintenance of sealed and unsealed Registered Aerodromes and Aeroplane Landing Areas (ALA) including:

- Slashing grass, weeds and suckers
- Spraying vegetation around markers and fences
- Removing trees and other obstacles penetrating the Obstacle Limitation Surface (OLS)
- Dragging unsealed areas to maintain a smooth surface including ant hills.
- Repairing scour damaged pavements and graded areas.
- Sealed surfaces and line marking
- Lights including stored emergency lights.
- Fences and firebreaks.
- Wind indicator, signal areas and markers.
- Drainage.
- Infrastructure including terminal buildings, ablution blocks, fuel storage and parking areas.

Outputs:

- Smooth surfaces on aerodrome movement and graded areas.

- Visible and functional lights, wind indicator, signal areas and markers
- Obstacle free runway strips and approach/departure zones. Integrity of pavements, seals, graded areas and drainage.
- Animal prevention through secure fencing.
- Functional landside infrastructure.

Business Unit	Essential Services
Funding	Commercial

Cemetery Management

Description:

- Management of local cemeteries including:
- Maintenance of cemetery surrounds including fencing.
- Preparation of burial plots.
- Maintenance of cemetery burial details.

Outputs:

- Cemeteries maintained.
- Burial plots prepared.
- Burial details maintained.

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Council Service Management

Description:

- Management of Local Council Service includes:
- Delivering core services
- Deliver Council administrative functions
- Support the delivery of agency services
- Liaising with government and NGO stakeholders
- Support local advisory boards and community development activities
- Responding to service delivery requests and complaints
- Support Council staff and enhance retention and job satisfaction.

Outputs:

- Core Services Matrix
- Service delivery monthly reports

- Bi-monthly Local Authority meetings held

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Centrelink

Description:

This funding is provided to enable Centrelink customers resident in remote Indigenous communities to access Centrelink services.

Outputs:

Access to Centrelink programs and services by community residents - daily and monthly data collected and submitted.

Business Unit	Council Service Management
Funding	Commercial

Environmental Health

Description:

Support to other agencies involved in health initiatives and management of environmental issues associated with waste management.

Outputs:

- Environmental Health Education
- Healthier Communities

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Essential Services Contract

Description:

The delivery of the Essential Services Contract in accordance with contract conditions, including:

- Operation and maintenance of essential service infrastructure.
- Power station mechanical asset including fuel and lubricant management

- Power station generation and control system asset including renewable energy system if applicable
- Electrical distribution system asset
- Potable water supply to prescribed standards including system disinfection
- Sewerage system (if applicable)
- All asset security compounds
- Respond to unforeseen repairs to all essential services infrastructure
- Revenue collection through meter reading

Outputs:

- Power station generating set engines serviced at prescribed intervals
- Fuel and lubricant stocks maintained to prescribed levels
- Twice daily monitoring of power station assets recording and lodging prescribed data
- Regular maintenance of all infrastructure compounds keeping free of rubbish and vegetation
- Daily monitoring of potable water supply assets recording and lodging prescribed data
- Daily monitoring of sewerage assets recording prescribed data (if applicable)
- Monthly sampling of potable water supply and submitting for laboratory testing
- Attend to unforeseen minor infrastructure repairs (if technical expertise and resources exist)
- Undertake specified PAWC work on demand
- Chlorination of supply (where applicable)
- Maintenance and operation of sewerage facilities

Business Unit	Commercial Contracts Management
Funding	Commercial

Homeland and Outstations Services Management

Description:

- Homeland Services Management seeks to improve access for Indigenous Australians living on eligible
- homeland to adequate housing related
- Infrastructure, essential services and unemployment opportunities. This is resourced by Australian Government.
- Northern Territory Government funding and repairs and maintenance contributions from occupants.

Outputs:

- Maintenance and repair of Homeland Housing and Municipal and Essential Services.
- Employ Homeland Services Staff.

Business Unit	Commercial Contracts Management
Funding	Agency

Internal Road Maintenance

Description:

Maintenance of internal sealed and unsealed roads including:

- Repairing potholes
- Shoulder repairs
- Grading unsealed roads

Upgrading of local roads is undertaken by the Local Road Network Upgrade and Construction team.

Outputs:

- Potholes filled
- Roads re-sealed
- Traffic signs and traffic management in place
- Road kerbs

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Local Emergency Services

Description:

Develop and maintain community recovery plans following disasters or emergencies for each community.

Outputs:

Local community recovery plans

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Maintenance Parks and Open Spaces

Description:

Identification, development and maintenance of Council:

- Parks and sporting ovals
- Public open space
- Other recreation spaces

Outputs:

- Parks and ovals maintained
- Public open space maintained

- Enhanced visual amenity & community accessibility including disabled access

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Post Office Agency

Description:

The delivery of postal services in accordance with the Australia Post servicing agreement.

Outputs:

Mail delivery service.

Business Unit	Council Municipal Service Management
Funding	Agency

Street Lighting

Description:

Facilitation of lighting in streets and other public places to ensure community safety.

Outputs:

- Lights installed
- Lights maintained

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Vegetation and Fire Hazard Reduction

Description:

Control of vegetation and weeds around council controlled roads and facilities, including the maintenance of fire breaks

Outputs:

- Vegetation control
- Fire breaks maintained

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Waste Management

Description:

Collection and disposal of domestic, commercial and industrial waste in communities and outstations
 Management of landfill, waste transfer (including car bodies) and other waste related facilities and programs

Outputs:

- Litter minimised.
- Domestic waste collected
- Commercial and industrial waste collected
- Waste disposed of to landfill
- Landfills managed to appropriate standards
- Waste recycled
- Car bodies disposed of
- Legacy waste issues addressed

Business Unit	Council Municipal Service Management
Funding	Core Local Government

Waste Management (Central Australian Waste Management Program)

Description:

The development of a waste management program based on best practice principles for regional and report indigenous communities.

Outputs:

- Waste management standards and procedures
- Waste management training

Business Unit	Waste Management (Central Australian Waste Management Program)
Funding	Core Local Government

INFRASTRUCTURE SERVICES

Asset Management and Planning

Description:

The asset management and planning area is responsible for the development and maintenance of the strategic asset management plans.

Outputs:

- Strategic Asset Management Plans for each class of asset
- Integration of strategic asset management plan into long term finance plan
- Service level standards for assets and sub-classes within assets

Business Unit	Assets and Infrastructure
Funding	Core Local Government

Facility Management

Description:

Manage all Council owned or operated facilities including Offices, staff accommodation, agency facilities, depots, sport & recreation and other facilities.

Outputs:

- Target 2017/2018 Continue to bring units up to standard.
- 205 properties
- Formalise the tenancy procedure and facilities documents such as property condition reports and residential tenancy agreement for employees.
- SPM asset management system to be populated.

Business Unit	Facilities and Housing
Funding	Core Local Government

Fleet and Plant Management

Description:

Development of long term asset management plans for all Council owned or controlled assets.

Key activities include:

- Preparation of an asset inventory for all categories of assets.
- Valuation of assets.

- Development of long term maintenance and replacement programs.

Outputs:

- Preparation of an asset inventory for all categories of assets.
- Valuation of assets.
- Development of long term maintenance and replacement programs.

Business Unit	Fleet and Plant Management
Funding	Core Local Government

Infrastructure Projects

Description:

Seek funding to upgrade community facilities in CDRC Service Delivery Centers and manage any construction projects within the Council.

Outputs:

Construct new facilities in CDRC Service Delivery Centers.

Business Unit	Infrastructure upgrades and construction
Funding	Core Local Government (self funding)

Local Road Network Upgrade and Construction

Description:

Identify and upgrade sections of Council managed road network that require upgrade for safety and access reasons, subject to adequate funding.

Maintenance of internal sealed and unsealed roads including:

- Repairing potholes
- Shoulder repairs
- Resealing of bitumen roads
- Grading unsealed roads
- Re-sheeting of unsealed roads
- Sealing key unsealed roads if funds permit
- Traffic Management, Reinstatement of flood damages, Road upgrades

Outputs:

- Roads made safe for travel
- Roads made accessible for travel

Business Unit	Infrastructure upgrades and construction
Funding	Core Local Government

Traffic Management on Local Roads

Description:

Provision of adequate street signage and traffic control devices to increase the safety of users of the road network

Outputs:

Street signage
Traffic control devices

Business Unit	Infrastructure upgrades and construction
Funding	Core Local Government

Visitors Accommodation

Description:

Promotion and encouragement of economic development and local businesses through proactive tourist attraction

Outputs:

- Management and co ordination of Economic Development projects
- Preparation and facilitation of Regional and Local Tourism Plans
- Support for local businesses
- Provision of tourist information

Business Unit	Facilities and Housing
Funding	Core Local Government