



## ***Central Desert Regional Council***

### ***Quarterly Corporate Plan***

*Period:* 01/04/16 - 30/06/16

*Quarter:* June



## Quarterly Corporate Plan

**OUTCOME:** 1.1 Community services that are accessible, meet the needs of residents and promote the wellbeing of the community

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Ensure all services that are provided on community are delivered in a culturally appropriate manner</i>                              |   |                                      |               |                   |                  |
| 1.1.1.1 Continue using, updating and reporting Core Services Matrix.   | Matrix updated 6-monthly. Last update March 2016  | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |
| 1.1.1.2 Utilise Local Authority to consult on service delivery planning to ensure that plans are culturally appropriate and linked to local aspirations. | Works priorities are based on the Scoring Matrix for Core Service Deliverables. Matrix updated 6-monthly (Mar 2016).<br>Local Authorities asked to identify their Core Service priorities, and achievable actions agreed based on availability of funds, labour and resources.<br>Example: Yuendumu - currently consulting LA around CBD roads upgrade. | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Facilitate and lobby Government to ensure appropriate human services are provided to communities and homelands to meet the needs of the residents.</i> |                          |                      |               |                   |                  |

**Quarterly Corporate Plan**

**OUTCOME:** 1.1 Community services that are accessible, meet the needs of residents and promote the wellbeing of the community

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|--|---|-------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Facilitate and lobby Government to ensure appropriate human services are provided to communities and homelands to meet the needs of the residents.</i> |   |                                     |               |                   |                  |
| 1.1.2.1 Implement a Regional Minor Capital Upgrading program to improve aged care facilities   | <p>Approval has been given by DSS to spend HCP under Spends on Minor Capital upgrades. Visit to Lajamanu, Laramba, Yuelamu, Ti Tree and Engawala have been undertaken.</p> <p>Lajamanu: Replacement of roof has now been completed.</p> <p>Willowra: Tender documents Have been completed and advertised</p> <p>Engawala: Work by MS Maintenance Services has commenced -</p> <p>Nyirripi: No action on this project at this time</p> <p>Ti Tree: - approval has been given to spend surplus funds for the installation of the fire sprinkler system. Anticipated to begin work after July 2016</p> <p>Laramba: Quote received from Pedersen's - Spoke with RJCP at Laramba re undertaking replacement of rear deck and ramp as an RJCP project. Price on materials received and purchased. Awaiting return of CDP supervisor from leave in Laramba before works can begin</p> <p>Yuelamu: work completed</p> | Aged and Disability Care Management | In Progress   | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Develop mechanisms for ongoing liaison with Government agencies in key policy and service delivery areas</i> |                          |                      |               |                   |                  |

## Quarterly Corporate Plan

**OUTCOME:** 1.1 Community services that are accessible, meet the needs of residents and promote the wellbeing of the community

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i>                | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|-------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Develop mechanisms for ongoing liaison with Government agencies in key policy and service delivery areas</i>  |   |                                     |               |                   |                  |
| 1.1.3.2 Organise and/or participate in forging ongoing consultative relationships with the Public and Private sectors and build upon the relationships already established. | The organisation continues to promote constructive relationships with strategic partners such as funding agencies and key stakeholders. Meetings this period have included:<br>- continuing negotiations with Prime Minister and Cabinet regarding CDP and ongoing program delivery model;<br>- Department of Local Government and Community Services regarding funding, local government act review and other operational matters (regular meeting);<br>- CLC regarding GMAAAC funding programs as well as broader service delivery issues (meetings scheduled quarterly); and<br>- Power and Water regarding water issues on communities;<br>- Centrefarm- a new model for economic development in communities<br>- Chief Minister - Economic Development - current projects in the region. | Executive Management and Leadership | Ongoing       | 01/07/2015        | 30/06/2016       |
| 1.1.3.3 Work closely with CLC, LGANT and the other Councils to manage Section 19 leases over core local government facilities.  | Some issues that are arising currently include:<br>- tenure of roads<br>- land availability and the process for new subdivisions<br>- orphaned assets   | Executive Management and Leadership | In Progress   | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME: 1.2 A positive living environment for our youth**

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Establish and support youth initiatives</b>   |  |                      |               |                   |                  |
| 1.2.1.2 Delivery of high quality, responsive Community Safety Patrol services throughout the Central Desert Region | <p>The Community Services restructure to merge the Community Safety Patrols with the Youth Sport &amp; Recreation department has improved the quality and consistency of service delivery. CSP teams now have direct community-based supervision on 80% of our locations by a Communities Coordinator. Nyirripi and Willowra are overseen by Area Coordinator's.</p> <p>The change process has been managed rigorously and a risk management plan has been effective.</p> <p>A Lajamanu Youth Patrol Crew is being piloted in partnership with the CDP provider and requires significant focus over the next quarter. This program has been hampered by poor CDP participation, possibly due to the after hours nature of the work.</p> <p>Difficulty in recruiting Community Coordinators to permanent positions in Engawala and Atitjere has required the recruitment of short term contractors. Funding for Communities Coordinator position in Atitjere secured through Commonwealth's Stronger Communities for Children program via facilitating partner Jesuit Social Services.</p> <p>4 new vehicles have been purchased to replace ageing vehicles in the CSP fleet.</p> | Youth and Community  | Ongoing       | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Work in partnership with community based and regional service providers delivering a range of services to young Council residents</b> |                          |                      |               |                   |                  |

**Quarterly Corporate Plan**

**OUTCOME:** 1.2 A positive living environment for our youth

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Work in partnership with community based and regional service providers delivering a range of services to young Council residents</i>  |   |                      |               |                   |                  |
| 1.2.2.1 Develop strategic cross program links that Integrate Youth Sport & Recreation Services & Mediation and Justice Services with Night Patrol Services | <p>The restructure into Youth and Communities has established Communities Coordinators (formerly YSR Team Leaders) as responsible for co-facilitating YSR programs and directly supervising the CSP services. This is working well with improved service delivery and consistency.</p> <p>CSP officer's are also directly assisting the YSR programs where possible or necessary, to increase capacity and effectiveness in quality services and supervision of young people to ensure safety objectives in community.</p> <p>Mediation and Justice and CSP utilise the same facility in Yuendumu and work purposefully together to maintain the safety and wellbeing of the community.</p> <p>The restructure aligning YSR with CSP has resulted in a cohesive integration that has improved accountability, reporting, responsiveness and ultimately, service delivery across the region.</p> | Youth and Community  | Completed     | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

### OUTCOME: 1.3 Clean, tidy and healthy communities

| Actions   | Progress Comments  | Business Unit                        | Status  | Start Date | Comp Date  |
|---|--|--------------------------------------|---------|------------|------------|
| <b>STRATEGY: Increase community awareness of environmental health issues around untidy living spaces</b>  |  |                                      |         |            |            |
| 1.3.1.1 Actively promote Tidy Town campaign as part of the overall waste management approach  | Council did not enter Tidy Towns awards in 2015. This will be reinvigorated in 2016.<br>NT EPA funding was received for Litter Hotspot program in Yuendumu, with public bins installed in Feb-Mar 2016.  | Council Municipal Service Management | Ongoing | 11/05/2015 | 30/06/2016 |
| 1.3.1.2 Build and maintain relationships with other stakeholders who work in the communities in the field of environmental health, such as NT Health. | Council's Works team works closely with Environmental Health Officers (EHOs) from the NT Department of Health.<br>Aged Care, School Nutrition and Children Services also work closely with EHOs to ensure facilities and food handling practices meet the current standards.<br>The Regional Waste Management program has received ongoing funding by Dept Health for 2016/17 and 2017/18. | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |

| Actions  | Progress Comments   | Business Unit              | Status      | Start Date | Comp Date  |
|--|---|----------------------------|-------------|------------|------------|
| <b>STRATEGY: Promote the health benefits of domestic animal welfare programs</b> |   |                            |             |            |            |
| 1.3.2.1 Deliver animal management programs including community education.        | Vet visits were completed to all communities in March 2016. Vets report the percentage of desexed dogs is now high and increasing.                                | Animal Welfare and Control | Ongoing     | 01/07/2015 | 30/06/2016 |
| 1.3.2.2 Progress the Animal Management By-Law project in conjunction with LGANT  | NT Govt provided draft by-laws to Council in July 2015 for review. Council provided latest response in Dec 2015. Project stalled but re-invigorated in July 2016. | Animal Welfare and Control | In Progress | 01/01/2015 | 30/09/2016 |

| Actions  | Progress Comments | Business Unit | Status | Start Date | Comp Date |
|--|-------------------|---------------|--------|------------|-----------|
| <b>STRATEGY: Develop and enforce local by-laws that protect the health and safety of the community</b> |                   |               |        |            |           |

**Quarterly Corporate Plan**

**OUTCOME:** 1.3 Clean, tidy and healthy communities

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i>             | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|----------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Develop and enforce local by-laws that protect the health and safety of the community</i> |   |                                  |               |                   |                  |
| 1.3.3.1 Monitor the need for local by-laws and provide advice to Council as required.                         | <p>Council is working with LGANT and Parliamentary Counsel. The most recent discussions were held in Mid September. The draft received deviates substantially from the original version presented to Council and officers are working through the changes to determine whether the new version is acceptable.</p> <p>Unfortunately our contact at the office of Parliamentary Council has resigned and we have been unable to secure time with the replacement resource. As we are approaching the next NT election, access to their resources will continue to be problematic.</p> | Governance and Corporate Support | In Progress   | 01/07/2015        | 30/06/2016       |



## Quarterly Corporate Plan

### OUTCOME: 1.4 Communities that are safe for residents and visitors

| Actions  | Progress Comments   | Business Unit       | Status      | Start Date | Comp Date  |
|--|---|---------------------|-------------|------------|------------|
| <b>STRATEGY: Support and facilitate the delivery of community safety programs and initiatives such as night patrol</b>                           |   |                     |             |            |            |
| 1.4.1.3 Develop a strong working partnership with Police in each CDRC Community  | <p>An overarching MOU was signed by Council and Police on 24th March 2014, which clearly defines roles and responsibilities of Night Patrol and Police for improving community safety. All communities also have local MOU's with Police, however some are yet to be signed .</p> <p>Partnerships with Police in the region continue to be developed. For example, Youth &amp; Communities CSP crews from Willowra and Atitjere directly supported Alice Springs police and Tangentyere Night Patrol during the Port Adelaide V Melbourne AFL match on May 28.</p> <p>Youth &amp; Communities continue to work with regional and Yuendumu police to develop a draft council policy for 'Community-based Solutions to the Repair of Damage to Council Property' and this process was trialled in Yuendumu in mid may.</p> <p>Youth and Communities Coordinators and CSPs are actively involved in each Community's Safety Meetings, chaired by Police.</p> <p>MOU's between CSP and Police for each community will being reviewed and updated.</p> | Youth and Community | Ongoing     | 01/07/2015 | 30/06/2016 |
| 1.4.1.4 Establish a working partnership with Youth Services and the CDP Work for the Dole Program through the creation of Youth Patrol Services. | <p>The pilot Youth Patrol service has been established in Lajamanu with somewhat limited success to date. Major issue appears to be the availability of consistent CDP participants through the VD Regional Council / IS Australia run CDP. Focus will be given to this program by the Community Coordinator and Area Coordinator over the next quarter.</p> <p>Programs will also be trialled in Yuendumu and Ti Tree in 2016/17.</p>  | Youth and Community | In Progress | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

### OUTCOME: 1.4 Communities that are safe for residents and visitors

| Actions  | Progress Comments   | Business Unit       | Status  | Start Date | Comp Date  |
|--|---|---------------------|---------|------------|------------|
| <b>STRATEGY: Support and facilitate the delivery of community safety programs and initiatives such as night patrol</b> |   |                     |         |            |            |
| <p>1.4.1.5 Support the operations of the Family Justice and Mediation program in Yuendumu &amp; Willowra,</p>          | <p>The Yuendumu Mediation and Justice Committee (YMJC) has now successfully worked across a long period of peace in Yuendumu. The next stage of development which has commenced, involves a shift towards the committee moving to independence from the Council. This involves a comprehensive overhaul of systems and procedures, with governance mechanisms also being established to create the platform for this to be possible. Concurrently the YMJC continues to use a community development approach to deliver objectives to maintain peace, conduct prison visits and work collaboratively with other stakeholders with common goals, such as the school, police, women's safe house, WYDAC and Dept. of Justice. .</p> <p>The Willowra Peace process is also progress reasonably well.</p> <p>Following the last AGM held in September 2015, the group has changed its name to Southern Tanami Kurdiji Indigenous Corporation.</p> <p>Funding has been secured for a further two years with an increase in the total enabling the recruitment of a Mentor to work across Yuendumu and Willowra while the Coordinator focuses on operations. The Mentor recently resigned and has left and a recruitment process to replace her has commenced.</p> <p>The program is working closely with corrections to improve the effectiveness of the Elders Visitor Program and is also undertaking work in the Yuendumu School through a funding arrangement struck with Charles Darwin University.</p> <p>Funding has also been secured to contract an independent consultant to assist the Southern</p> | Youth and Community | Ongoing | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

### OUTCOME: 1.4 Communities that are safe for residents and visitors

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Support and facilitate the delivery of community safety programs and initiatives such as night patrol</b> |  |                      |               |                   |                  |
|  | <p>Tanami Kurdiji position itself for independence from July 2018.</p> <p>Lajamanu community is seeking funding for the operation of its Kurdiji law and justice group - at a meeting in May with Minister Scullion, he suggested to a Lajamanu Kurdiji representative that they should consider becoming part of a broader Kurdiji across the Warlpiri communities within CDRC - this would require agreement from each of the respective communities and the Southern Tanami Kurdiji IC.</p> |                      |               |                   |                  |

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Ensure Local Emergency Services are accessible to remote communities, residents and ratepayers</b>        |   |                                      |               |                   |                  |
| 1.4.2.1 Actively participate in Local Counter Disaster Planning regarding road accident, fire, flooding and high wind. | <p>NT Emergency Services with CDRC as a stakeholder have updated Local Counter Disaster Plans for the four regions of CDRC being Ti Tree, Atitjere, Yuendumu and Lajamanu.</p> <p>All CDRC communities have completed Recovery Plans.</p> | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

### OUTCOME: 1.6 Appropriate services available to communities and homelands

| Actions  | Progress Comments   | Business Unit        | Status  | Start Date | Comp Date  |
|--|---|----------------------|---------|------------|------------|
| <b>STRATEGY: Facilitate the delivery of essential and municipal services to remote communities and homelands</b>                     |   |                      |         |            |            |
| 1.6.1.1 Coordinate the provision of essential services to defined communities as per contract conditions                             | Essential Services are provided under a contract with Power Water to seven communities. Atitjere, Engawala, Ti Tree, Willowra, Yuelamu, Yuendumu and Nyirripi.<br>The Industry Standard is defined in the PWC Operations Manual which forms part of the contract.<br>Contract deliverables were met for the Feb 2016 to May 2016 period with moderate deductions for non compliance. Deductions continue to be highest at Yuendumu. Recruitment of extra labour to assist at Yuendumu and provide relief coverage is being concluded. | Contracts Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 1.6.1.2 Ensure essential services are delivered effectively to outstations and homelands.  | Services continue to be delivered in line with funding agreement.<br>New generators were fully commissioned at Adelaide Bore and Mt Eaglebeak in May 2016.  | Contracts Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 1.6.1.3 Improve homeland infrastructure through construction and upgrade.  | New generators have been installed at Mt Eaglebeak and Adelaide Bore outstations.<br>Housing upgrades at all serviced outstations was completed in April-May 2016 using Homelands Extra Allowance funding.<br>A full update of projects is included in the Project Status list in the Director Works & Infrastructure Council report.   | Contracts Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 1.6.1.4 Maintain, upgrade and replace infrastructure that improves sustainability of power and water supplies to homeland residents. | New generators at Mt Eaglebeak and Adelaide Bore were installed in March 2016, with final commissioning due May 2016.<br>Plumbing to the header tank at Ten Mile outstation was upgraded in March 2016.<br>Power and water supplies remain operational at all outstations.  | Contracts Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 1.6.1.5 Manage homeland housing, assets and services.  | Council continues to deliver scheduled maintenance to outstations in accordance with service delivery plans and various NTG funding agreements.<br>A Housing Maintenance crew did upgrade works to all houses in April-May 2016 using Homelands Extra Allowance funds.  | Contracts Management | Ongoing | 01/07/2015 | 30/06/2016 |

**Quarterly Corporate Plan**

**OUTCOME:** 1.6 Appropriate services available to communities and homelands

## Quarterly Corporate Plan

### OUTCOME: 1.7 Celebration and respect for tradition and culture

| <i>Actions</i>  | <i>Progress Comments</i>   | <i>Business Unit</i>             | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--|----------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Increase participation in celebrations and improve awareness of Indigenous culture</b> |  |                                  |               |                   |                  |
| 1.7.1.1 Develop and help promote significant local and cultural events.                             | Central Desert sponsored / supported significant community and regional events throughout the year. There were: Aileron Bush Weekend, Harts Range Bush Weekend, Community Sports Weekends, Night Patrol Assisted with sport events in cooperation with Alice Springs Police, Imparja Cup competition. The Council is currently supporting the NOMORE campaign. | Governance and Corporate Support | Ongoing       | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Ensure Council governance and service delivery practices are based on respect for different cultures</b>  |   |                      |               |                   |                  |
| 1.7.2.1 All new employees to have completed a formal cross-cultural awareness session within 3 months of commencement. | Scheduled cross cultural training did not occur due to the non availability of the trainer. A date has been agreed upon and all new staff will be informed. | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME:** 1.8 Community involvement in cultural, civic and sporting events

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i>       | <i>Status</i>  | <i>Start Date</i> | <i>Comp Date</i>  |
|---|---|----------------------------|----------------|-------------------|-------------------|
| <b>STRATEGY:</b> <i>Facilitate the delivery of Library and Heritage services and facilities</i>                           |   |                            |                |                   |                   |
| <p>1.8.2.1 Provide culturally appropriate library services that integrate with Youth Sport and Recreation activities.</p> | <p>Library services have continued to be delivered at Ti Tree and Lajamanu. A Library Assistant is employed at each site for 25 hours per week.</p> <p>The position of a Communities Coordinator based in Lajamanu oversees the Library, the Youth Patrol and the CSP service. There were no applicants for the local position of Assistant Communities Coordinator. the position was designed to enhance and develop the cultural appropriateness and direction of the service delivery.</p> <p>New Library Officers were recruited to both services in Ti Tree and Lajamanu where they were operating well. Unfortunately, both positions recently became vacant.</p> <p>A new local Indigenous library officer has been recruited in Ti Tree and Lajamanu. With direct supervision from the Communities Coordinator and NT libraries recent support to conduct a systems update, the libraries are making progress towards becoming a more contemporary facilities. Lajamanu library will be relocating within the existing building as a result of a BIITE refit. The cost of rent for the Lajamanu library is still very high relative to our operational grant and alternatives to this site will need to be considered in the long run.</p> <p>Children's Services Ti Tree Playgroup is operating out of library space at least one day per week which is improving the relevance and access to library resources.</p> | <p>Youth and Community</p> | <p>Ongoing</p> | <p>01/07/2015</p> | <p>30/06/2016</p> |

**Quarterly Corporate Plan**

**OUTCOME:** 1.8 Community involvement in cultural, civic and sporting events

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Facilitate the delivery of Library and Heritage services and facilities</i> |   |                      |               |                   |                  |
| 1.8.2.2 Relocate the Lajamanu Library subject to building availability.                         | <p>Currently CDRC pays \$19,000 a year to lease the Lajamanu library space from the Bachelor Institute and discussions are underway in seeking a new space to relocate the library.</p> <p>There has been no progress on this item as capacity to relocate was subject to funds being secured through PM&amp;C for a new CSP Base allowing the library to occupy the current CSP base. This request was declined by PM&amp;C.</p> <p>The Library continues to operate in a building leased through Batchelor.</p> | Youth and Community  | In Progress   | 01/07/2015        | 30/06/2016       |



## Quarterly Corporate Plan

### OUTCOME: 2.1 High standard of roads and town landscapes

| Actions   | Progress Comments   | Business Unit                        | Status  | Start Date | Comp Date  |
|---|---|--------------------------------------|---------|------------|------------|
| <b>STRATEGY: Improve local road network construction, maintenance and upgrade in the Council area</b> |   |                                      |         |            |            |
| 2.1.1.3 Improvement of floodways, drainage and water course crossovers.                               | NDRRA works to repair Irrelirre creek crossing was completed in March 2016. Engawala crossing repair planned for Sep 2016.  | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 2.1.1.4 Repair and maintain road pavements.   | Reseals of Wilora and Willowra completed April 2016. Atitjere and Engawala reseals planned for early 2017, shoulder upgrades commencing Aug 2016.                   | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 2.1.1.5 Scheduled maintenance grading of local road network.  | Western Road Crew continues its routine maintenance grading of Council-managed roads. The last run was completed March 2016 and the next scheduled run is Aug 2016. | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |

| Actions   | Progress Comments   | Business Unit                        | Status  | Start Date | Comp Date  |
|---|---|--------------------------------------|---------|------------|------------|
| <b>STRATEGY: Initiate improvements to town appearance and public safety, including street lighting.</b> |   |                                      |         |            |            |
| 2.1.2.1 Maintain street lighting and pursue improvements.   | Maintenance works are done by the same contractor as Power Water Corporation uses for their powerline maintenance, to minimise travel costs. This is done on an 'as-needs' basis. Ongoing discussions continue around streetlight R&M payments by Councils in gazetted towns, being Ti Tree in CDRC's region. | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |

| Actions   | Progress Comments   | Business Unit                        | Status  | Start Date | Comp Date  |
|---|---|--------------------------------------|---------|------------|------------|
| <b>STRATEGY: Provide community amenity through aesthetically pleasing parks, gardens and open spaces.</b> |   |                                      |         |            |            |
| 2.1.3.1 Maintain parks, reserves and public open space.   | Ongoing maintenance is provided to parks and open spaces, as per SDC workplans and Council policy. Playground upgrades funded by 2014/15 LA Project funds are now complete, and additional works are underway using 2015/16 LA Project funds. Three new parks in Yuendumu have been delayed whilst land tenure issues are resolved. | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |

**Quarterly Corporate Plan**

**OUTCOME:** 2.1 High standard of roads and town landscapes

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Improve traffic management and safety in Service Centres</b>                            |   |                                      |               |                   |                  |
| 2.1.4.1 Implement Traffic Management Plan in all communities in consultation with Local Authorities. | Traffic Management Plans for each community are progressing, with Laramba and Wilora plans complete. Installation of curbing, bollards and signs in all communities is progressing. | Council Municipal Service Management | In Progress   | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

### OUTCOME: 2.2 Effective management of Council infrastructure, facilities, plant and equipment

| Actions   | Progress Comments   | Business Unit              | Status      | Start Date | Comp Date  |
|---|---|----------------------------|-------------|------------|------------|
| <b>STRATEGY: Council Assets (including infrastructure, facilities, and plant and equipment) are managed in a cost effective and sustainable manner.</b> |   |                            |             |            |            |
| 2.2.1.2 Develop Asset Management plans for Council's key assets (Roads, Buildings and facilities, Fleet & Plant & others).                              | When final values received this will be inputted into new software programs . This will enable staff to finalise an Asset plan. | Assets and Infrastructure  | In Progress | 01/07/2015 | 30/06/2016 |
| 2.2.1.3 Implement an integrated Asset Management approach within available resource.  | This will be achieved as stated in 2.2.1.2  | Assets and Infrastructure  | In Progress | 01/07/2015 | 30/06/2016 |
| 2.2.1.4 Construct Engawala staff house  | House constructed ,fencing required also tidy of yard.  | Facilities and Housing     | In Progress | 01/07/2015 | 30/06/2016 |
| 2.2.1.6 Procure and dispose of vehicles, plant and equipment in accordance with operational requirements.   | Council are purchasing6 new vehicles this financial year.<br>Budget has been submitted for next financial years replacements.   | Fleet and Plant Management | Ongoing     | 01/07/2015 | 30/06/2016 |

| Actions  | Progress Comments  | Business Unit                        | Status      | Start Date | Comp Date  |
|--|--|--------------------------------------|-------------|------------|------------|
| <b>STRATEGY: Community cemeteries and morgues are managed in a sustainable manner in partnership with local community and other key stakeholders</b>           |  |                                      |             |            |            |
| 2.2.3.1 Develop cemetery management plans and establish local cemetery boards guided by revised Cemeteries Act .   | The revised NT Cemeteries Act is not yet passed as legislation. Council will continue to monitor requirements. A Cemetery Register exists for all sites, and is on InfoXpert. Atitjere burial register completed April 2016. | Council Municipal Service Management | In Progress | 01/07/2015 | 30/06/2016 |
| 2.2.3.2 Partner with NT Health Department and local stakeholders, develop long term sustainable approach to management and maintenance of mortuary facilities. | Council is no longer managing any aspects of morgues. In July 2016, TOs agreed the S19 lease for Yuendumu morgue can be transferred to the NT Government.  | Council Municipal Service Management | Ongoing     | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

### OUTCOME: 2.3 Improve standard of Council staff housing, visitor accommodation and community housing

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i>                | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|-------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Undertake repairs and maintenance to community housing on behalf of the Northern Territory Government</b> |  |                                     |               |                   |                  |
| 2.3.1.1 Advocate for improved standards for community housing provided by Territory Housing.                           | SFNT upgrades are scheduled for completion 1st week in June 2016. Tender for Wilora upgrades awarded.<br>Council have submitted Tenders for Willowra, Laramba and Atitjere . | Executive Management and Leadership | Deferred      | 01/07/2015        | 30/06/2016       |
| 2.3.1.2 Advocate to Territory Housing for more fencing for community housing.  | Lajamanu tender has been revalidated several times. The tender for Yuendumu has not been awarded.  | Executive Management and Leadership | Ongoing       | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i>   | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Ensure Council staff housing and visitor accommodation is maintained and repaired</b> |  |                        |               |                   |                  |
| 2.3.3.1 Ensure staff housing is properly maintained and agreements in place.                       | The new SDM facilities software has been implemented. Staff are waiting for supplier to upload basic information and will then complete a full audit of assets.  | Facilities and Housing | Ongoing       | 01/07/2015        | 30/06/2016       |
| 2.3.3.2 Maintain visitor accommodation and facilities at acceptable standard.                      | Visitor accommodation is managed at Yuendumu, Lajamanu, Nyirripi and Atitjere.<br>All are in appropriate condition at present.<br>Installation of contractor accommodation is underway at Laramba, to be completed early Aug.<br>Willowra contractor accommodation has also been secured at Lot xx and is now operational. | Facilities and Housing | Ongoing       | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME:** 3.1 Education and learning that leads to long term employment

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Establish apprenticeships and traineeships that are linked to the Regional Council operations</i> |   |                      |               |                   |                  |
| 3.1.1.1 Promote and Develop apprentices/traineeships/work experience programs in all Service Delivery Centres         | A lot of headway was made in the area of employee training and development during the 2015-16 financial year with around 156 employees taking part in job related training and development. | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME:** 3.3 Improved partnerships with business and industry to promote viable and growing local business enterprise

|                  | <i>Actions</i>   | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|------------------|--|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> | <i>Work in partnership with local and regional industries and service providers to facilitate job creation and to support the development of local business and employment</i> |                          |                      |               |                   |                  |

## Quarterly Corporate Plan

**OUTCOME:** 3.3 Improved partnerships with business and industry to promote viable and growing local business enterprise

| Actions   | Progress Comments   | Business Unit                       | Status  | Start Date | Comp Date  |
|---|---|-------------------------------------|---------|------------|------------|
| <b>STRATEGY:</b> <i>Work in partnership with local and regional industries and service providers to facilitate job creation and to support the development of local business and employment</i> |   |                                     |         |            |            |
| 3.3.1.1 Implement actions of Economic Development and Tourism Plan as opportunities arise   | <p>Consultation with stakeholders, including Local Authorities in each community is ongoing.</p> <p>A submission for funding to investigate the viability of a tourism project centred on the Alcoota Fossil Site has been lodged with the NT Government but has been declined as the NTG has determined that they will undertake this project themselves.</p> <p>Funding for the Yuendumu CBD upgrade has been approved and this will be linked to a broader economic development project in Yuendumu.</p> <p>Meeting attended with Central Australian Tourism Industry Association (CATIA) Tourism NT and other Government stakeholders in September with view to establishing a regional tourism reference group. CATIA to take lead agency role to develop this group. No further action to date.</p> <p>A SPG funding application for the rerouting of Atitjere's main street to improve tourism traffic flow was declined.</p> <p>An invitation to the Chief Executive Officer of Tourism NT has been extended to present to the Council at the June meeting.</p> <p>In May the NTG announced 3.97M to improve facilities for scientists, volunteers and visitors at the Alcoota Fossil Beds Field Station. CDRC has written to the NTG requesting to be included in the planning for the development of the Alcoota site.</p> <p>Due to unavailability, an invitation will be extended to the CEO of Tourism NT in October - after the August NT Election.</p> <p>DCOMM also met with the Minister, Commissioner and Deputy Commissioner of Correctional</p> | Executive Management and Leadership | Ongoing | 01/07/2015 | 30/06/2016 |

**Quarterly Corporate Plan**

**OUTCOME:** 3.3 Improved partnerships with business and industry to promote viable and growing local business enterprise

| <i>Actions</i>  | <i>Progress Comments</i>   | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Work in partnership with local and regional industries and service providers to facilitate job creation and to support the development of local business and employment</i> |  |                      |               |                   |                  |
|   | <p>Services in June to discuss possibilities for the development and management of a work camp in the Tanami region. This matter will be progressed through the commissioning of a cost benefit analysis to investigate the viability of a "camp-based" alternative sentencing option for Govt and CDRC involvement.</p> <p>Meeting in July held with CEO of Tourism CA to discuss potential regional tourism ventures. Agreement to discuss opportunities further.</p> <p>Presentation from CEO Centrefarm on July 21 regarding economic development on ALRA land</p> |                      |               |                   |                  |

| <i>Actions</i>  | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Work with Government and industry bodies in the development of regional business and industry plans</i> |                          |                      |               |                   |                  |



## Quarterly Corporate Plan

**OUTCOME:** 3.3 Improved partnerships with business and industry to promote viable and growing local business enterprise

| Actions   | Progress Comments   | Business Unit                       | Status  | Start Date | Comp Date  |
|---|---|-------------------------------------|---------|------------|------------|
| <b>STRATEGY:</b> Work with Government and industry bodies in the development of regional business and industry plans              |   |                                     |         |            |            |
| <p>3.3.2.2 Monitor major developments in the region to ensure that Council benefits from any potential economic developments.</p> | <p>Development of the planning process around the Nolan's Bore Project is being monitored on an ongoing basis and will be positively supported by Council where appropriate. A final investment decision is expected towards the end of 2015. Other mining projects at Jervois, Atitjere, Mt Peake and in the Tanami region are also in various stages of evaluation and approval.</p> <p>Arafura resource recently briefed council on expected development of their mine. Good prospect but still in planning and testing stage, No likely mine development for at least 5 years.</p> <p>New Garnet mine near Atitjere may produce employment opportunity for local people including existing CDRC field staff. Update July: Training for local Atitjere residents continues however local residents appear somewhat disillusioned at slow pace of employment opportunities.</p> <p>KGL Resources have recently met with CDRC to detail planned copper mine development at Jervois. KGL required to raise in excess of \$200 million to develop mine. If achieved, mine construction would commence late 2016 with up to 200 jobs in construction phase and 250 jobs in operational phase. Onsite accommodation for 200 employees being planned. July 2016 update - KGL Resources have reverted from Development to exploration phase. Seeking to expand the potential ore body to improve investor interest.</p> <p>CEO has written to NTG requesting a seat at the table for planning the Alcoota Mega Fauna Dig.</p> <p>Meetings held with Dept of Corrections about the establishment of work camps in the region.</p> | Executive Management and Leadership | Ongoing | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

**OUTCOME:** 3.4 Proactively seek commercial opportunities so as to maximise return to Council and local employment opportunities

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> Undertake commercial activities on behalf of other agencies on a cost recovery basis.                                |   |                                      |               |                   |                  |
| 3.4.2.2 Undertake project management of a range of externally funded projects.  | CURRENT PROJECTS<br>Council currently manages around 180 projects from large funded grants (e.g. NDRRA road repairs \$5M) to small LA projects. A project status update is provided to each Council meeting in the Director Works & Infrastructure report.            | Civil Project Management             | Ongoing       | 01/07/2015        | 30/06/2016       |
| 3.4.2.3 Undertake Airstrip Maintenance contract - inspection and maintenance of airstrips at seven locations within the Council area. | Monthly inspection and maintenance tasks are undertaken at seven locations.<br>All airstrips are in operational condition with no significant issues reported through the April-May period.<br>A proposal to upgrade fencing at Willowra is currently being explored. | Contracts Management                 | Ongoing       | 01/07/2015        | 30/06/2016       |
| 3.4.2.5 Negotiate contract and coordinate community postal agencies for specific communities.   | Agency post office services are operating as per current contract with Australia Post.  | Council Municipal Service Management | Ongoing       | 01/07/2014        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME:** 4.1 Innovative management of the natural environment

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> Assist with the control of fires near communities and implement fire management around communities. |  |                                      |               |                   |                  |
| 4.1.1.1 Assist with the prevention of fires around communities through proactive vegetation management.              | All communities have graded fire breaks and vegetation control areas to minimise fire risk. Each community has completed a Fire Preparedness Management Plan. Regular rains from Dec 2015 to June 2016 has resulted in vigorous grass growth, and Works staff are busy slashing and managing this. | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

**OUTCOME: 4.2 Innovative waste management strategies that emphasise waste reduction, reuse and recycling**

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Lead and promote the Central Australian Regional Waste Management Program</b>   |   |                                      |               |                   |                  |
| 4.2.1.1 Participate in Central Australian Regional Waste Management program to improve the waste management and environmental health practices of the Council and region | The CARWMP coordinator was hosted by Council until April 2016 when they moved over to MacDonnell Regional Council due to lack of time for Council to manage the role. The program will continue into 2016/17, with funding secured in July from the NT Dept Health for 2016/17 and 2017/18. | Council Municipal Service Management | Ongoing       | 01/06/2014        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i>  | <i>Business Unit</i>                 | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|---|--------------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Provide efficient and effective waste collection, disposal and recycling services</b> |   |                                      |               |                   |                  |
| 4.2.2.1 Enable segregation of waste for re-use and recycling                                       | All communities effectively separate waste in specified bays. Waste oil bunded containers have recently been purchased for all communities.   | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |
| 4.2.2.2 Manage local landfill and waste disposal sites   | All local landfills are managed according to Council's Waste Management Strategy. Engawala is scheduled to have a new pit excavated in 2016/17.   | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |
| 4.2.2.3 Provide roadside waste collection service  | This is a core deliverable for Council, where minimum weekly wheelie bin pick-ups are provided at all communities. Rubbish trailers are ageing in some communities and becoming unreliable, a replacement program is being developed. | Council Municipal Service Management | Ongoing       | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

### OUTCOME: 5.1 Effective and efficient Council Management

| Actions   | Progress Comments   | Business Unit        | Status      | Start Date | Comp Date  |
|---|---|----------------------|-------------|------------|------------|
| <b>STRATEGY: Utilise modern information and communications technology to maximise Council efficiencies and service delivery</b> |   |                      |             |            |            |
| 5.1.1.1 Continue to develop records management systems and processes to improve operation and compliance.                       | <p>InfoXpert Library Migration to new structure completed by end of June 2016. InfoXpert version upgrade and connectors installed. Staff training on new version and connectors is scheduled for 11th &amp; 12th Aug 2016. Close to 60 staff scheduled to attend the training on the new system.</p> <p>All nine Remote Council Offices and the Bagot Office now have new TOSHIBA printer (except Works &amp; CDP). All the TOSHIBA printers now have text searchable scanning option and converting files to word, pdf and excel option. This is to ensure all scanned documents saved on InfoXpert are text searchable.</p> <p>Basic Records Management training continues to be rolled out across the organisation at the time of staff induction - both Records Management Responsibilities and InfoXpert user training is progressing.</p> | Information Services | In Progress | 01/07/2015 | 30/06/2016 |
| 5.1.1.3 Review ICT delivery and telecommunications in all SDC's to improve performance and reliability.                         | <p>A trial of an alternative solution to satellites for Atitjere and Engawala communities to commence on 25th July 2016. The project to upgrade Atitjere and Engawala sites network connectivity to microwave technology. This project is expected to commence on 25th July and should be completed by September, 2016</p> <p>Plan of action will be put in place for ongoing management of the new services.</p> <p>A revised funding proposal has been approved for all NT regional councils to improve satellite services and options are currently being explored. A grant application is still pending to secure funding for four satellite sites (Laramba, Nyirripi, Willowra and Yuelamu) and project plans to upgrade the satellite services at these sites have been requested from both Telstra and Distant Curve.</p>                | Information Services | In Progress | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

### OUTCOME: 5.1 Effective and efficient Council Management

| Actions   | Progress Comments                                   | Business Unit                       | Status      | Start Date | Comp Date  |
|---|---|-------------------------------------|-------------|------------|------------|
| <b>STRATEGY: Implement a robust Governance Framework that promotes strong accountability within internal leadership team</b>                        |   |                                     |             |            |            |
| 5.1.2.1 Continuous Improvement - Continually monitor policies for current relevance and ensure additional policies are established where necessary. | HR policies were monitored regularly for relevance. | Executive Management and Leadership | In Progress | 01/07/2015 | 30/06/2016 |

| Actions  | Progress Comments  | Business Unit      | Status  | Start Date | Comp Date  |
|--|--|--------------------|---------|------------|------------|
| <b>STRATEGY: Maximise the level of external funding available to deliver Local Government services</b> |  |                    |         |            |            |
| 5.1.3.1 Maximising attainment of grants consistent with Council's strategic direction.                 | New grants are reported at each Council meeting. CDRC will continue to actively seek funding as grants become available.<br>The Council received \$5.5 million funding for Natural Disaster Relief and Recovery Assistance (NDRRA) to repair the damage caused by the Central Australian floods in January 2015. | Finance Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 5.1.3.2 Research and explore alternative avenues for revenue raising.                                  | Council will continue to explore all options to ensure financial sustainability for the communities and look for new funding opportunities. Primary focus is ensuring that agencies are contributing appropriately to the Council through payment of all costs attributable to them.                             | Finance Management | Ongoing | 01/07/2015 | 30/06/2016 |

| Actions   | Progress Comments  | Business Unit                       | Status      | Start Date | Comp Date  |
|---|--|-------------------------------------|-------------|------------|------------|
| <b>STRATEGY: Develop and implement an integrated planning framework that provides long term integration of high level plans</b> |  |                                     |             |            |            |
| 5.1.4.1 Monitor and review Community Plans in nine communities.   | CDRC has developed Community Plans that have been approved by Local Authorities. Updated Community Plans are to be presented to Local Authorities that will incorporate Local Authority projects and to utilise the Interplan system. Community Plans for 16/17 will commence consultation in February 2016. | Executive Management and Leadership | Not Started | 01/07/2015 | 30/06/2016 |

## Quarterly Corporate Plan

### OUTCOME: 5.1 Effective and efficient Council Management

| Actions   | Progress Comments   | Business Unit                       | Status      | Start Date | Comp Date  |
|---|---|-------------------------------------|-------------|------------|------------|
| <b>STRATEGY: Develop and implement an integrated planning framework that provides long term integration of high level plans</b> |   |                                     |             |            |            |
| 5.1.4.2 Review Strategic Planning processes to better integrate community planning.   | Community Plans will be reflected in the 2015-16 Council Plan. A review of Council planning processes to facilitate a more integrated approach to planning and reporting has been commenced. This will include Community and Risk Management Plans with a view to optimising features of interplan to reduce duplication and simplify reporting to Council. | Executive Management and Leadership | In Progress | 01/07/2015 | 30/06/2016 |
| 5.1.4.3 Update & monitor 10 Year Financial Plan.  | The Asset Management program is progressing and information from this report has been integrated into the budget process for 2015-16. Further long term strategies are under development and will be used in the 2016/17 budget process.  | Executive Management and Leadership | In Progress | 01/07/2015 | 30/06/2016 |

| Actions  | Progress Comments  | Business Unit                        | Status  | Start Date | Comp Date  |
|--|--|--------------------------------------|---------|------------|------------|
| <b>STRATEGY: Prioritise core service delivery in accordance with local community expectations</b>          |  |                                      |         |            |            |
| 5.1.5.1 Liaise with external stakeholders to maintain sound relationships and promote Council's interests. | The Works & Infrastructure team including Council Service Managers collaborates regularly with various external stakeholders to achieve Council aims.  | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 5.1.5.2 Respond to service delivery requests and complaints and provide service delivery progress reports. | A Customer Complaints Register is used at each site. Council Service Managers provide Monthly Work Reports to the Director of Works, who uses this information in bi-monthly Works Reports to Council. The Service Delivery Matrix also provides a summary of works progress, updated 6-monthly. | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |
| 5.1.5.3 Support operation of Local Authorities and their meetings.   | Council Service Managers continue to assist the organisation and running of Local Authority meetings. Improvements to LA running orders are being developed through 2016.  | Council Municipal Service Management | Ongoing | 01/07/2015 | 30/06/2016 |

| Actions | Progress Comments | Business Unit | Status | Start Date | Comp Date |
|---------|-------------------|---------------|--------|------------|-----------|
|---------|-------------------|---------------|--------|------------|-----------|

## Quarterly Corporate Plan

### OUTCOME: 5.1 Effective and efficient Council Management

**STRATEGY:** *Implement continuous improvement program to ensure the efficiency and effectiveness of Council operations and the highest standards of administrative, financial planning, processes and controls*

|  |   |                                      |             |            |            |
|--|---|--------------------------------------|-------------|------------|------------|
| 5.1.6.2 Develop Council Services Procedural Handbook for each community.   | Documents and Work Method Statements that underpin a CSM Handbook are in progress. Key documents are complete including the Core Services Scoring Matrix, Project Tracker and Monthly SDS Work Reports. It remains to bring them together as one document.  | Council Municipal Service Management | In Progress | 01/07/2015 | 30/06/2016 |
| 5.1.6.3 Development of Quality Assurance (Internal Audit) Framework with appropriate annual Quality Assurance Plan.  | Priorities for the internal audit have been established by Audit and Risk Committee. Internal audit plan is being developed.  | Executive Management and Leadership  | In Progress | 01/07/2015 | 30/06/2016 |
| 5.1.6.4 Undertake internal compliance review and also periodic audits in head office and communities to ensure compliance with internal procedures and LG legislation. | Systems are cyclically reviewed and major focus has been on WHS and Local Authority meeting management processes. Major focus in first quarter is preparation for Financial audit and Department of Local Government compliance audit. Two desk top audits have been conducted by the Department on Procurement and Audit Committees. | Executive Management and Leadership  | Ongoing     | 01/07/2015 | 30/06/2016 |
| 5.1.6.9 Implement the Risk Management Strategy and Policy - Audit & Risk Committee to oversee.   | The Audit and Risk Committee last met on Thursday 3 September 2015. Council is currently implementing the IRM module of interplan to assist in risk management. Implementation of this module has taken longer than anticipated due to technical issues with the program.   | Governance and Corporate Support     | In Progress | 01/07/2015 | 30/06/2016 |



**Quarterly Corporate Plan**

**OUTCOME:** 5.2 High standards of communication, transparency and openness

| <i>Actions</i>  | <i>Progress Comments</i>   | <i>Business Unit</i>             | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--|----------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Ensure communication and interaction with Council ratepayers and residents on a regular basis</i> |  |                                  |               |                   |                  |
| 5.2.1.1 Refine Customer Service Strategy and Action Plan.   | Work on the draft Customer Service Policy has been finalised. Future efforts will be focused on training employees and managers about the Customer Service Charter | Governance and Corporate Support | Ongoing       | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**OUTCOME: 5.3 Proactive partnerships with government agencies and the private sector**

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i>                       | <i>Status</i>  | <i>Start Date</i> | <i>Comp Date</i>  |
|--|--|--|----------------|-------------------|-------------------|
| <b>STRATEGY: Lobby Government and advocate on behalf of Council residents to advance local and regional priorities</b>       |  |  |                |                   |                   |
| <p>5.3.1.1 Continue to advocate for improved internet services and mobile coverage throughout the Central Desert region.</p> | <p>The Council is now involved in initiatives to advocate broadband coverage in remote communities, both driven by local businesses and the Arid Zone Research Centre. Council is engaged in a trial RDA program with Engawala and will monitor changes in service delivery for 12 months.</p> <p>Recently the Desert Knowledge Centre has started a project called "Broadband for the Bush" - Council has participated in this initiative.</p> <p>The Collective Procurement Tender submissions for commercial grade connectivity at satellite sites have been received and evaluated with a recommendation to be considered by the Committee on Friday 27 November.</p> <p>The trial for Atitjere and Engawala satellite replacement is commencing on 25th July 2016. The project is expected to be completed by end of September 2016</p> | <p>Executive Management and Leadership</p> | <p>Ongoing</p> | <p>01/07/2015</p> | <p>30/06/2016</p> |

## Quarterly Corporate Plan

**OUTCOME:** 5.5 Continual improvement in the governance capacity of elected members

| <i>Actions</i>  | <i>Progress Comments</i>   | <i>Business Unit</i>             | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--|----------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Implement an ongoing capacity building and professional development program for councillors and local authority members</i> |  |                                  |               |                   |                  |
| 5.5.1.1 Implement Elected Member and Local Authority Member Professional Development Plan   | Elected and Appointed Member Professional Development plan will incorporate on-going training for Councillors and Local Authority members. Councillors receive training on Professional Development days incorporated into Council meetings. Local Authority Chair and Deputy Chairs have workshops two times per year, Local Authority members receive training during Local Authority meetings when requested.<br><br>An action plan has been developed for the Professional Development Plan based on training in preceding meetings to-date. | Governance and Corporate Support | In Progress   | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>  | <i>Progress Comments</i>  | <i>Business Unit</i>             | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|---|----------------------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Ensure the efficiency and effectiveness of Council's governance processes including administrative and other support to elected members, local authorities and committees</i> |   |                                  |               |                   |                  |
| 5.5.2.1 Build the capacity of CSMs and Local Authority champions to support Local Authorities.  | Local Authorities operating in most communities. Training to be delivered to CSM's / RSM's for ongoing Local Authority support. Council is developing a process to incorporate community members into the Local Authority meetings. | Governance and Corporate Support | Ongoing       | 01/07/2015        | 30/06/2016       |

## Quarterly Corporate Plan

### OUTCOME: 5.6 Excellence in Human Resource management

| <i>Actions</i>   | <i>Progress Comments</i>   | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Implement modern Human Resource practices that support to excellent performance and efficiencies within the organisation</b>  |  |                      |               |                   |                  |
| 5.6.1.3 Foster Employee Commitment, Recognition and Feedback through a Systematic Performance Review System (90% of the performance reviews conducted within 30 days of being due).  | During the course of the year, HR actively promoted performance reviews and supported line management. Current method of conducting performance reviews is being reviewed as part of continuous improvement      | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |
| 5.6.1.4 Promote better employee engagement by implementing the Indigenous Employment Strategy for 2015-18. Quarterly reviews of the strategy to be made.   | The Indigenous Employment Strategy was promoted by a suite of HR activities across all sections of Council during the course of the year. HR Management is being delivered in a cross cultural sensitive manner. | Human Resources      | In Progress   | 01/07/2015        | 30/06/2018       |
| 5.6.1.5 Review and Update Council's employment Policies three months before expiry and ensure that managers and employees are given information and training in key policies during their first week of commencement and thereafter at reasonable intervals. | HR Policy formulation and benchmarking was done in line with organisational requirements during the course of the year.  | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |
| 5.6.1.6 Train and develop staff in line with the Strategic Training and Development Plan ensuring that individual training is linked to organizational requirements and personal professional development plan.  | Council has excelled in this area. Employees from all departments underwent training and development which was very meaning. In total 156 employees got trained and developed in job specific courses.           | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |

| <i>Actions</i>   | <i>Progress Comments</i> | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|--|--------------------------|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY: Implement WH &amp; S requirements to promote safe working conditions, equipment is available and "safe" workplace culture developed</b> |                          |                      |               |                   |                  |

**Quarterly Corporate Plan**

**OUTCOME:** 5.6 Excellence in Human Resource management

| <i>Actions</i>  | <i>Progress Comments</i>   | <i>Business Unit</i> | <i>Status</i> | <i>Start Date</i> | <i>Comp Date</i> |
|---|--|----------------------|---------------|-------------------|------------------|
| <b>STRATEGY:</b> <i>Implement WH &amp; S requirements to promote safe working conditions, equipment is available and "safe" workplace culture developed</i> |  |                      |               |                   |                  |
| 5.6.2.1 Fully implement a best practice Systematic WH&S for CDRC Targeting an injury free work environment with quarterly formal audits                     | The Work Health and Safety Plan of the Regional was actively catalyzed during the course of 2015-16. A positive safety culture appears to be in existence across all Service Delivery Centres of the Regional Council. Active promotion, monitoring and review of the implementation of the safety management tasks contained in the WH&S monthly and yearly schedules will continue. Streamlining of WH&S systems and processes is currently underway.<br>Lost Time Hours as paid for by Workers Compensation:<br>There were no lost time hours (Workers Compensation) for the April-June Quarter 2016.<br>Lost Time Hours 2015 – 2016 year:<br>The Lost Time Hours, as paid for by Workers Compensation, for the 2015 – 2016 Financial Year was 0.08% (of all hours worked by CDRC staff).<br>May - June Incident Reports.<br>There were no serious injuries over this time. 10 Incident reports were received the majority being acts of vandalism and minor vehicle incidents. | Human Resources      | In Progress   | 01/07/2015        | 30/06/2016       |

**Quarterly Corporate Plan**

**BUDGET SUMMARY:**

| <i>BUDGET TYPE</i>                  | <i>15/16</i>  |            |               |
|-------------------------------------|---------------|------------|---------------|
|                                     | <i>BUDGET</i> | <i>YTD</i> | <i>ACTUAL</i> |
| New Initiatives - Operating one-off | \$0           | \$0        | \$0           |
| Capital                             | \$0           | \$0        | \$0           |
| Operating (recurrent)               | \$0           | \$0        | \$0           |
| Grant funded                        | \$0           | \$0        | \$0           |
| <b>Total:</b>                       | <b>\$0</b>    | <b>\$0</b> | <b>\$0</b>    |