

Service Delivery Plan 2010-2011

Core Services

Core Service	2010-2011 activity	Performance	Assessment
Parks, reserves, open spaces & weeds control & fire hazard reduction in and around community areas	Ongoing mowing and removing foliage debris from community spaces	Community is visually tidy and minimal long grass/weeds evident. No serious community space fire outbreaks during the period	

Maintenance & upgrade of buildings, facilities and fixed assets	Council Office and Training Centre be maintained to provide a clean and safe working environment. Use of the Training Centre be charged out to non Council Service Providers to cover costs of power and cleaning.	Staff & users of facilities are satisfied with their work environment & matters raised are addressed Objective that nil OHS incidents are reported	
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Core Service	2010-2011 activity	Performance	Assessment
Maintenance & upgrade contd.	Ongoing - Council keeps Australian Government leased premises in a clean and operational state	Objective that nil OHS incidents are reported	
	Playground equipment	Playground equipment placed in parks to be maintained to a safe standard.	
	Community house fences	Fences to be erected on all community housing Lots that do not have a fence. Fences to be repaired on all community housing Lots that have fences.	
	Community oval	Irrigation of the oval to be fixed up.	
	Recreation Hall	Stage 1 of the hall repairs to make the hall 'safe'	
	Maintain a safe operable workshop.	Objective that nil OHS incidents are reported. Safe work environment. Staff are satisfied with appropriate facilities.	

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Management of the Community Cemetery.	Council to seek funding to upgrade the cemetery. Work to include: reticulation, enlarge cemetery area, fence in area, seating/shade trees, conservation/restoration of graves	The community is satisfied with maintaining culture and environment at the cemetery. Works are completed	
Lighting for public safety, including street lighting	Ongoing- Council operates local lighting	All street lighting is operable.	
Local roads	Entrance to the community is widened and traffic control installed	Completion of project	
Waste Management	Council to contract out waste management 2 x weekly bin pick ups. Council to provide wheelie bins.	Twice a week services are maintained. Minimal wind born litter.	

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Fleet, plant & equipment	Ongoing- Council maintains the majority of its fleet plant & equipment at its workshop	<p>Fleet plant & equipment is legally usable & minimal OHS issues arise</p> <p>Equipment is available for use to deliver council services with only a minimum of 28 days lost through repair/maintenance</p>	
Companion animal welfare and control	Council to engage a Vet clinic to look after health of community pets on a regular (quarterly) visit basis.	Pets are healthy and decrease in the number of pets in the community.	
Civic Community Events	NAIDOC week - Children's week Annual Youth week and Youth holiday programs Community Christmas Party	Council supports local activities	

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Training and employment of local people in Council operations continued	Council will provide staff with access to training to develop their skills in their work place	All staff have access to training in their workplace.	
Community Engagement	Council will continue to hold community workshops and community meetings to engage the community in decision making.	Workshops and community meetings will be recorded and outcomes of decisions made placed on Council notice board and distributed around community service providers and workplaces.	
Local Government Administration	On - going - Council operate a sound and legal administration in accordance with the Local Government ACT and other Legislation	Nil Breaches of legislation. Council is viewed by stakeholders and funding agencies as operating satisfactorily and complying with acquittal requirements - nil breaches	
Set Rates and Charges and Environment Fees	Council will declare and collect Rates and Waste Management Charges and Environment Fees	All Rates and Charges and Environment Fees will be collected.	

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Council Agency Services

Agency Service	2010-2011 activity	Performance	Assessment
Aged Care	On-going Council manages this service in the community and provides meals on wheels, house cleaning laundry & assists with personal shopping, medical appointments, going on outings. The service operates from the Imabulk Centre which also provides accommodation for single homeless men. Council to seek increase Government funding to cover real program costs.	The service is provided under agreement which has specific acquittal and reporting requirements.	
Women & Children's Program	Ongoing- Council manages a Women & Children's Family Centre. The Centre is based on the 'play group' concept. Council to seek increase Government funding to cover real program costs. Council to pursue a HUB model to incorporate this program and Sport and Recreation and YMCA activities.	The service is provided under agreement which has specific acquittal and reporting requirements	

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Australian Sports Commission	<p>On going - Council manages Active After School Program for primary school aged children</p> <p>Council to pursue incorporating this program into the HUB model with Women and Children's Program, Sport and recreation and YMCA activities.</p>	<p>Active After school care provides activities for three hours a week seven weeks out of the school term. Program also provides some equipment and training.</p>	
Power and Water Services	<p>On- going - oversee bores and chlorination</p> <p>Maintain Water storage compound</p> <p>Maintain sewerage ponds</p> <p>Maintain sewer pump station</p>	<p>Contractual requirements are met</p>	
Airstrip	<p>Ongoing- maintain airstrip under contract with DPI and oversee landings and take offs. Council to pursue increase in funding to cover real costs to maintain the airstrip.</p> <p>Council to monitor use of the airstrip by flying companies</p>	<p>Contractual requirements are met and private companies using the airstrip are paying landing fees.</p>	

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Airstrip contd.	to ensure landing fees are paid.		
Centrelink	Ongoing- provide Centrelink Agency support as per Centrelink contract Council to pursue increase in hourly rate paid to Council as a Centrelink Agent	Contractual arrangements are met.	
NTG Sport & Recreation	On going - support staff funded through the sport and recreation program. Council to pursue increase in funding for the program. Program to be part of the HUB concept.	Objective that nil OHS incidents are reported. Safe work environment Staff are satisfied with appropriate facilities. Programs are being delivered within the community.	
Women's Centre	Manage the Women's Centre and support local art and craft activities. Ongoing	Local women's needs for activities are addressed. No OHS incidents reported.	
Emergency Relief Program	Provide assistance to families in need	Assistance in the way of food or power ticket vouchers, clothing, emergency transport is provided on a needs basis	