

# Belyuen Service Delivery Plan 2011-2012

## Core Services

Core Service	2011-2012 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 No OHS issues. No consumer complaints.	
Maintenance & upgrade of buildings, facilities and fixed assets	<p><b>Council Office &amp; Training Centre</b> 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.</p> <p>Ongoing - Council keeps Australian Government leased premises in a clean and operational state</p> <p><b>Playground equipment</b></p>	<p>Staff &amp; users of facilities are satisfied with their work environment &amp; matters raised are addressed.</p> <p>Objective that nil OHS incidents are reported.</p> <p>Objective that nil OHS incidents are reported.</p> <p>Playground equipment placed in parks to be maintained to a safe standard. No OHS issues. No consumer complaints.</p>	



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	<p>Maintain a safe <b>Family Centre</b></p> <p>Maintain a safe <b>Women's Centre</b></p> <p>Maintain a safe <b>Community Store</b></p> <p>Maintain a safe <b>airstrip</b></p>	<p>Objectives that the Centre is safe for staff and families to participate in activities. Centre is kept clean. Grounds are maintained. There are no OHS issues</p> <p>Objectives that the Centre is safe for staff and women and children to use to undertake activities in. Centre is kept clean and the grounds are maintained. There are no OHS issues.</p> <p>Objectives that the store is safe and meets all public health and environment Legislative requirements. There are no OHS issues. Council seeks funding to replace the POS system, shelving and make changes to the lighting.</p> <p>Meet legislative requirements of providing an airstrip. No OHS issues.</p>	
<p>Management of the Community Cemetery.</p>	<p>Upgrade the cemetery. Work to include: reticulation, make the cemetery larger and replace the fence, erect seating and plant trees, conservation/ restoration of graves - work to be done as a</p>	<p>The community is satisfied with the maintenance of the cemetery. Community has participated in the upgrade and have taken responsibility for maintaining their own family graves.</p> <p>Mapping of the cemetery completed and community has access to the</p>	

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cemetery contd.	community project with Council's support. Council to seek funds to do mapping of cemetery - employ a local person to identify the graves and map on computer	information.	
Lighting for public safety, including street lighting	Ongoing- Council operates local street lighting and security lighting on council buildings.	Council undertakes the PowerWater monthly light audits. Council ensures security lighting working.	
Local roads	Entrance to the community is widened and traffic control installed. Internal roads are maintained.	Council works with NT Government and LGANT to ensure the work is done. Council uses Roads to Recovery Funding. Council maintains internal roads. There are no pot holes or serious breakages in the road.	
Waste Management	Council to contract out waste management 3 x fortnight bin pick ups.	Three times a fortnight services are maintained. Minimal wind born litter. Council to maintain the dump. No OHS issues. No consumer complaints.	
Fleet, plant & equipment	Ongoing- Council maintains the majority of its fleet plant & equipment at its workshop	Fleet plant & equipment is legally usable & minimal OHS issues arise  Equipment is available for use to deliver council services with only a	

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contd.		minimum of 28 days lost through repair/maintenance.	
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.  Vet visits a minimum of four times per annum.	
Civic Community Events	NAIDOC week IWD Children's week Centenary Celebrations Annual Youth week and Youth holiday programs NAPCAN Community Christmas Party	Council supports local activities Council seeks one off funding where possible for community events.	
Training and employment of local people in Council operations.	Council will provide staff with access to training to develop their skills in their work place. All training available to community members.	All staff are engaged in training appropriate to their work place.	
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.	

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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.	
Emergency Management Procedures	Council will have an Emergency Management Plan in the event of storms, cyclones, fires, tsunamis. Plan will be published on Council's website.	Council will maintain the Emergency Management Plan. Council will organise training required for Committee members to carry out their tasks. Plan will be updated annually.	

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## Council Agency Services

Agency Service	2011-2012 activity	Performance	Assessment
Aged Care	<p>On-going Council manages this service in the community and provides meals on wheels, house cleaning, laundry &amp; 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. Council provides brokerage service to deliver 10 CACP's.</p>	<p>The service is provided under agreement which has specific acquittal and reporting requirements.</p> <p>CACP's have specific client reporting requirements.</p> <p>No OHS issues No client complaints</p> <p>Erection of carport out the front of the Centre.</p>	
Women & Children's Program	<p>Ongoing- Council manages a Women &amp; Children's programs at the HUB. Program works together with YMCA and Sport and Recreation and Active After School Care</p>	<p>The service is provided under agreement which has specific acquittal and reporting requirements</p> <p>No OHS issues No client complaints</p>	
Alcohol Management Plan	<p>Prepare a community Alcohol Management Plan</p>	<p>Work with community alcohol reference group to produce a workable and realistic Plan for the Management of Alcohol at Belyuen.</p>	

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Agency Service	2011-2012 activity	Performance	Assessment
Australian Sports Commission	On going - Council manages Active After School Program for primary school aged children Program works out of the HUB	That the maximum number of hours for each week are delivered to the maximum number of children. Training is undertaken. Equipment is purchased.  No OHS issues No client complaints	
Power and Water Services	On- going - oversee bores and chlorination. Maintain Water storage compound. Maintain sewerage ponds. Maintain sewer pump station.	Contractual requirements are met  No OHS issues	
Airstrip	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. Council to monitor use of the airstrip by flying companies to ensure landing fees are paid.	Contractual requirements are met. Private companies using the airstrip are paying landing fees.  No OHS issues Annual Inspection results PASS	



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Centrelink	Centrelink Agency support as per Centrelink contract. Council to pursue increase in hourly rate paid to Council as a Centrelink Agent	No OHS issues No client complaints	
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. Maximum number of participants.	
Women's Centre	Manage the Women's Centre and support local art and craft activities. Ongoing	Range of activities is available for women to do either as an activity or to set up a small business in the sale of their work. Training opportunities provided and opportunities to see what other women are doing through trips to other women's centres. No OHS issues. No complaints.	
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 Assistance distributed to the maximum number of clients. No complaints.	

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Market Garden	Develop the market garden to produce fresh fruit and vegetables to be sold in the community store and the Aged Care Program	To provide a substantial amount of fresh fruit and vegetables to supply the community. To create employment opportunities and undertake training. No OHS issues.	