



# Operational Plan 2023-24

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## Acknowledgement of Country

We acknowledge the Native Title parties across the Tablelands Regional Council area and other family groups who are the traditional custodians of this land. We recognise your continuing connection to Country and pay respect to Aboriginal and Torres Strait Islander Elders past, present and emerging including:

- Bar Barrum of the area around the Walsh River and to the west of the Wild River
- Dulabed and Malanbarra Yidinji of the Gillies Range area
- Girramay of the Kirrama area
- Gugu Badhun of the Wairuna/Lamonds Lagoon area
- Jirrbal of the Koombooloomba, Ravenshoe and Herberton areas
- Mamu of the Millaa Millaa area
- Ngadjon-Jii of the Malanda and Topaz areas
- Tableland Yidinji of the Kairi, Tolga, Tinaroo and Lake Barrine areas
- Warrungu of the Gunnawarra/Goshen area.

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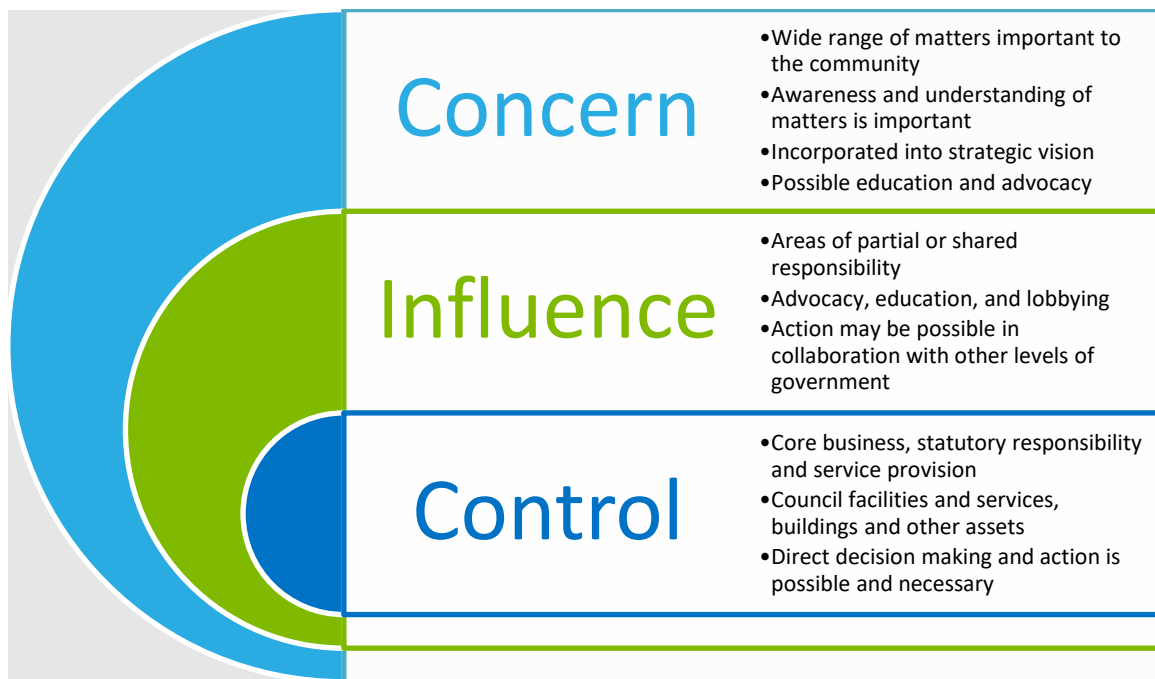
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## Introduction

TRC is committed to working in partnership with our community to plan and deliver services and outcomes that align with the future aspirations in the [Tablelands 2030+ Community Plan](#).

Council policy, strategy and major decisions are determined by the elected members. Day to day operations are largely delegated to the Chief Executive Officer as provided for by Council resolutions and delegations, and in accordance with relevant legislation. Corporate performance is monitored and reported through monthly financial reports, quarterly operational plan performance reports and annual reports to Council and the community.

Like the community plan itself, our Council is concerned with the full range of issues that affect the wellbeing of the community, however there are limits to what Council alone can control or even influence.



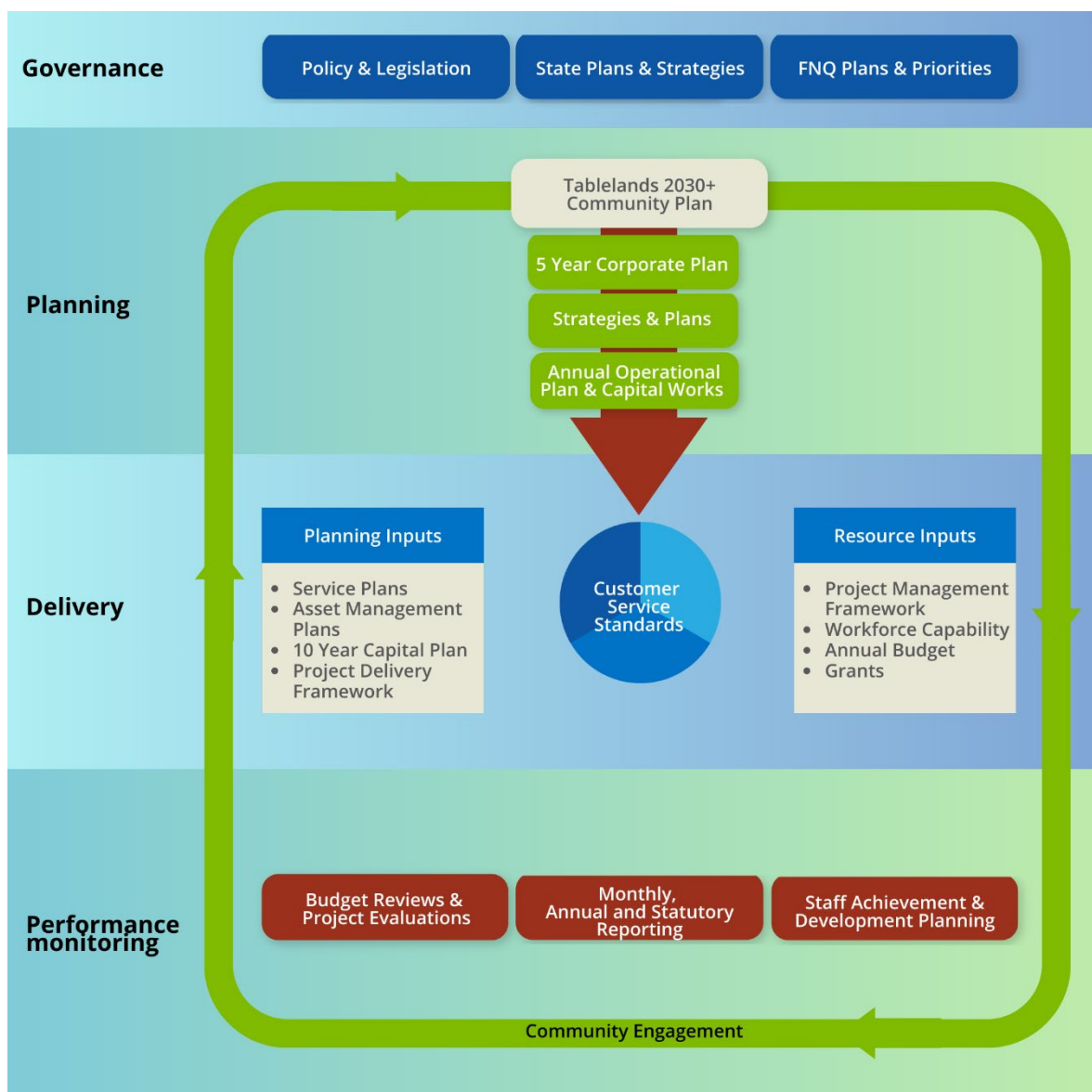
## Integrated Planning & Reporting Approach

TRC’s Integrated Planning and Reporting Framework provides the mechanism for the implementation of the [Tablelands 2030+ Community Plan](#). The Community Plan is the highest level plan within this framework.

We are also bound to operate within relevant legislation, and are guided by State Government and Far North Queensland priorities. TRC actively monitors emerging issues and changes in legislation and regularly reviews adopted policies, strategies and plans in response to any such changes.

Integrated Planning and Reporting gives Council a framework for identifying the priorities of the community and creating a holistic approach to planning to achieve those goals in a sustainable way, given the resources available.

The diagram below illustrates our Integrated Planning and Reporting Framework and how the various elements are related.



The Tablelands Regional Council [Corporate Plan 2021–2026](#) sets our strategic direction and identifies the key priorities to achieving goals that meet community need. It is supported by strategies and plans that identify specific initiatives and projects to achieve the desired outcomes.



Division 4 of the *Local Government Regulation 2012* requires the preparation and adoption of an annual operational plan for each financial year and that Council provide a report on progress towards implementation of the plan's activities and projects.

The Operational Plan 2023–24 outlines the key initiatives to be delivered over the financial year to achieve the Corporate Plan strategic outcomes and allocates responsibility and resources to activities and projects, in addition to core service delivery.

The Operational Plan provides the basis for reporting to Council and the community on the progress towards achieving our strategic goals.

Quarterly reporting is provided to Council and available to the public which provides updates on the status of each initiative.

Departments maintain performance data on core service delivery and operational activities for which they have responsibility.

The delivery of the annual capital works program is monitored and reported through a monthly Capital Projects Report included in the Finance Report of each Council meeting agenda.

Our Annual Report includes an assessment of our financial performance, delivery of capital works program and achievement of Operational Plan initiatives.

## Our Organisation

### Office of the Chief Executive Officer

The Office of the CEO manages the governance aspects of Council's operations including provision of advice, assistance and support to elected Council representatives, leadership and management, advocacy, project management, emergency management, development services and economic development.

### Community & Corporate Services

The Community and Corporate Services department ensures an integrated approach to corporate and financial services across the organisation. The department is responsible for financial management, procurement, systems and information, community services, communication and engagement, corporate planning and strategy, legislative compliance and governance, and human resources.

### Infrastructure & Environment

The Infrastructure and Environment department ensures a sustainable and planned approach to asset management and environmental services across the region. The department is responsible for regulatory services, health and environmental protection, biodiversity management, strategic asset management of community and corporate facilities and fleet, and the planning, construction, maintenance and operations of all TRC's public infrastructure and associated technical services including roads, drainage, parks, gardens, water, wastewater and waste. It operates three business units providing waste, water and wastewater services.

#### Waste

The Waste section is responsible for the delivery of waste and recycling collections, waste disposal and recycling, and the day-to-day operations at landfill and transfer station sites.

#### Water

The Water section is responsible for the delivery of reticulated potable water supply, including construction, management, maintenance and operation of water storage, treatment, distribution and reticulation.

#### Wastewater

The Wastewater section is responsible for the delivery of wastewater services, including construction, management, maintenance and operation of wastewater collection and treatment, and effluent recycling and disposal.

## How the Plan is Used

Each operational activity included in this plan links with a Corporate Plan strategic goal, which also aligns with a Community Plan aspiration.

Councillors and staff take a shared responsibility to achieve these strategic outcomes.

Lead departments are responsible for:

- managing deliverables including performance reporting and adhering to allocated budget for each initiative they have assigned responsibility
- contributing to the successful delivery of the TRC Operational Plan 2023–24
- identifying, managing and monitoring operational risk.

Employee contributions to the delivery of initiatives, maintaining excellent customer service and core service delivery to the expected high standard, are detailed in individual achievement and development plans, with performance monitored on a six-monthly basis.

Acronyms	
CEO	Office of the Chief Executive Officer
IE	Infrastructure & Environment Department
CCS	Community & Corporate Services Department
KPI	Key Performance Indicator

## Risk Management

Operational risks that could adversely impact on Tablelands Regional Council's ability to achieve its strategic goals and deliver on its initiatives and services in a financially sustainable manner are monitored and managed in accordance with Council's [Enterprise Risk Management Policy](#), which is consistent with *AS/NZS ISO 31000:2009 Risk Management Standard*.

Risks are actively monitored and managed throughout the lifecycle of TRC's processes, operations and service delivery. Strategies are in place to minimise any risk that pose a threat to TRC's continued delivery of high-quality services to our community.



## Our organisation is progressive, efficient, transparent and collaborative

### 1.1 Model leadership and good governance

INITIATIVE		KPI	Department
1.1.1	Corporate reporting and compliance	Information easily accessible on Council decisions, services, strategic approach and progress towards achieving outcomes in the Corporate and Operational Plans	CCS
1.1.2	Manage financial position and performance in accordance with budget	Maintain operational expense and revenue within 5% of budget each quarter	CCS
1.1.3	Improve ICT Disaster Recovery/Redundancy	Develop Disaster Recovery/Redundancy Plan and upgrade backup software including replication to cloud	CCS
1.1.4	Develop budget and complete budget reviews	2024/25 budget ready for adoption by June 2024 and 2023/24 budget reviews completed in line with the budget project plan	CCS
1.1.5	Issue timely and accurate rate notices	Rate data reviews complete and rate notices issued twice per year	CCS
1.1.6	Review financial and operational assets	Data cleansing of consolidated asset register	CCS
1.1.7	Review and implement local laws	Local laws updated, forms, precedents and management developed for most common local law applications	CCS
1.1.8	Facilitate Audit Risk and Improvement Committee	Scheduled audit projects and committee meetings complete	CCS
1.1.9	Review Corporate Risk Framework	Corporate risk register reviewed, and risk treatments implemented, and Operational Risk Registers established	CCS
1.1.10	Implement Local Government Sustainability Framework	Coordinate the measure of operating, financial, assets, governance and compliance ratios with management team	CCS

INITIATIVE		KPI	Department
1.1.11	Implement Communication and Engagement Strategy	Multiple communication platforms available, style guide training provided to staff and a positive image of ourselves and our region promoted	CCS
1.1.12	Review Information Management Strategy	Information Management Strategy reviewed and endorsed, and annual initiatives implemented	CCS
1.1.13	Review ICT Strategy	ICT Strategy reviewed and endorsed, system support service catalogue created and implemented, and Telecommunications Provision and Usage Policy reviewed	CCS
1.1.14	Improve Cyber Security posture	Critical infrastructure security requirements reviewed and plan developed to address gaps, Ransomware Policy and Incident Response Plan endorsed, External Vulnerability Test undertaken and security gaps rectified, plan to achieve Essential 8 Security Level 2 developed and single sign on for Guardian IMS implemented	CCS
1.1.15	Deliver records and information responsibilities	Records and information policies reviewed and aligned with <i>Information Privacy and Public Records Acts</i> , and Right to Information and Privacy applications completed within legislative timeframes	CCS
1.1.16	Business continuity management	Framework, Business Impact Analysis, Corporate BCP and Pandemic Plan updated and business continuity exercises facilitated	CEO
1.1.17	Disaster management stakeholder engagement and training	Facilitate four Local Disaster Management Group meetings, training and one exercise	CEO
1.1.18	Develop Queensland Emergency Risk Management Framework (subject to funding)	QERMF developed and adopted for the Tablelands region aligned to TRC Planning Scheme	CEO
1.1.19	Update local disaster management documents	Plans reviewed, updated and endorsed by LDMG and Council	CEO

INITIATIVE		KPI	Department
1.1.20	Embed and progress Tablelands 2030+ Community Plan	Stakeholder engagement with partners and progress captured on achieving desired community outcomes included in Annual Report	CCS
1.1.21	Maintain positive and productive relationships with grant funding bodies	Funding applications, deeds, variations, reporting and acquittals delivered within agreed timeframes	CCS
1.1.22	Implement Inclusion Action Plan	Deliver Making Business Better funded project KPIs and accessibility and inclusion improvements	CCS
1.1.23	Review delegations	Delegations to the CEO reviewed and endorsed	CCS
1.1.24	Review insurance	Insurance reviewed and updated	CCS
1.1.25	Quality and Environment Management Systems: Roads and Construction Compliance	Internal and external audits of roads (maintenance and construction) conducted in accordance with audit schedules and audit action items completed, and retain recertification for Quality and Environment Systems	CCS
1.1.26	Implement Youth Strategic Plan	Deliver youth forum and initiatives in partnership with youth service organisations and schools	CCS
1.1.27	Review and update business continuity plan	BCP updated and tested	CEO
1.1.28	Council 2024 election	ECQ partnership for election process, Caretaker Policy updated and onboarding plan implemented	CEO
1.1.29	Trademark logos	Primary and secondary logos trademarked	CCS

## 1.2 Collaborate and build partnerships to plan and deliver quality services

INITIATIVE		KPI	Department
1.2.1	Create and implement communication and engagement plans	Communication and engagement plans developed for change initiatives, new programs and projects	CCS
1.2.2	Develop advocacy approach which highlights regional priorities and catalytic infrastructure	Advocacy plan and timetable in place to secure meetings with Government stakeholders to progress key initiatives	CEO
1.2.3	Facilitate Inclusion Advisory Committee	Host four meetings and facilitate Committee actions	CCS
1.2.4	Facilitate Traffic Advisory Committee	Host four meetings and facilitate Committee actions	IE
1.2.5	Facilitate Rocky Creek War Memorial Park Advisory Committee	Host four meetings and facilitate Committee actions	CCS
1.2.5	Facilitate Gift Fund Advisory Committees	Meeting schedule for Atherton Chinatown, Herberton Mining Centre, Malanda Falls Centre, Ravenshoe Visitor Centre and Tableland Regional Gallery Gift Fund Advisory Committees delivered and actions implemented	CCS
1.2.6	Progress Service Planning and program for Service Reviews	Review and update service planning data and integrate into the annual planning process; complete all scheduled service reviews and present recommendations to Council.	CCS

### 1.3 Deliver customer focussed systems and processes

INITIATIVE		KPI	Department
1.3.1	Deliver accessible and all-abilities STEM literacy activities	240 all-abilities attendees at 24 activities	CCS
1.3.2	Deliver Digital Support program at Tablelands Libraries (grant funded)	Projects delivered aligned to funding agreement supporting 1200 attendees	CCS
1.3.3	Inventory process for critical supplies and spares	Record of all existing critical supplies and spares across all depots developed	CCS
1.3.4	Deliver corporate induction program	Induction content updated and delivered effectively, including biennial refresher	CCS
1.3.5	Deliver First Five Forever program (grant funded)	Projects delivered aligned to funding agreement supporting 5000 attendees	CCS
1.3.6	Review Graphical Information Systems	GIS system requirements reviewed and upgrade project plan developed	CCS
1.3.7	Deliver ICT system improvements	Review microwave network requirements, connectivity improved at Tolga Depot, CIA payroll processing, CIA Training, Talent & Succession and WHS system phase 1 implemented, asset management improvements, CRM upgrade preparation and cleansing activities complete	CCS
1.3.8	Implement Business Process Framework	Process Manager implemented, Business Process Review plan developed and action items commenced	CCS
1.3.9	Deliver animal management program	Microchipping and registration approved inspection program implemented	CCS
1.3.10	Provide face-to-face, online and telephone customer services	80% customer satisfaction and 80% achievement of target response timeframes for customer requests	CCS

INITIATIVE		KPI	Department
1.3.11	Upgrade website	Content and functionality updated to meet customer needs	CCS
1.3.12	Deliver workforce training	Analysis of training needs completed and annual training plan implemented	CCS
1.3.13	Talent acquisition and retention	80% Achievement and Development Plans including review of position descriptions and professional development aspirations, and KPIs for retention developed	CCS
1.3.14	Implement Tablelands Libraries Strategy 2023-2028	Deliver annual activities and actions	CCS
1.3.15	Provide an accessible library service	50% of program activities cater for all-abilities (people with disabilities) and alternatives to traditional library facilities provided	CCS
1.3.16	Review abandoned vehicle process	Cost effective practices recommended and implemented	CCS
1.3.17	Review community project request process	Simplified procedure meets customer expectations, and number of requests received and progressed	CCS

## 1.4 Grow a high performance culture that delivers excellent outcomes and financial stability

INITIATIVE		KPI	Department
1.4.1	Industrial relations	Systems, processes and frameworks align with industrial relations and risks are effectively managed	CCS
1.4.2	Review and implement Project Management Framework	Capacity improvements achieved including collaboration, planning, change management and resourcing of projects	CEO
1.4.3	Service reviews	Reviews undertaken for roads, waste, water, wastewater, tourism and visitor information centres	CEO
1.4.4	Implement Customer Experience Strategy	CRM system reviewed, streamlined and cleansed in preparation for upgrade and annual training for frontline staff delivered	CCS
1.4.5	Secure grant funding for projects	Grant applications align with projects endorsed under Project Decision Framework, Operational Plan and TRC strategies	CCS
1.4.6	Implement WHS electronic system	System implemented and staff trained	CCS
1.4.7	Organisational design	Organisational design/structure aligned with business strategy and with appropriate resources	CCS
1.4.8	Supervisor and leadership development	Program established for coordinators, supervisors and team leaders to meet regularly, discuss opportunities and collaborate	CCS
1.4.9	Review Workforce Strategy	Strategy aligned to current and future needs which includes culture development initiatives	CCS
1.4.10	Work Health & Safety improvements	Improvements implemented for organisational WHS framework, supporting documentation and processes, and WHS Dashboard data	CCS
1.4.11	Deliver training and recruitment system	Training and recruitment module implemented with staff trained and onboarded to new process	CCS

## Our community is active, inclusive, connected and empowered

### 2.1 Support healthy, active and safe lifestyles

INITIATIVE		KPI	Department
2.1.1	Provide environmental health compliance services	Response to environmental and public health nuisance, incidents and emergencies aligned to customer experience standards	IE
2.1.2	Develop Cycling Strategy 2023-33	Strategy endorsed	CCS
2.1.3	Deliver Get Ready Queensland activities (grant funded)	Get Ready Action Plan developed and disaster preparedness activities delivered at locations across the region	CEO
2.1.4	Healthy lifestyles	Deliver and support platforms and programs for community interaction and physical activity	CCS
2.1.5	Implement Age-friendly Strategy 2022-27	Support provided to community groups and organisations to offer age-friendly activities	CCS
2.1.6	Support improved health outcomes	Number of programs promoted, supported and advocated for, to improve health outcomes	CCS



## 2.2 Grow partnerships to improve community services

INITIATIVE		KPI	Department
2.2.1	Deliver grants program	Grants support community capacity building and acquittal requirements met	CCS
2.2.2	Facilitate Tablelands Interagency Group	Number of meetings hosted, partnerships maintained and collaborative initiatives implemented	CCS
2.2.3	Implement Volunteer Management Plan	Volunteer training and volunteer hours delivered and recognition provided	CCS

## 2.3 Recognise and respect opportunity for our First Nations Peoples and celebrate diversity

INITIATIVE		KPI	Department
2.3.1	Facilitate Reconciliation Action Advisory Committee	Host four meetings and facilitate Committee actions	CCS
2.3.2	Progress Reconciliation Action Plan	Deliver Innovate Reconciliation Action Plan annual action items	CCS
2.3.3	Reconciliation advocacy	Partnerships formed and initiatives supported to enhance reconciliation	CCS
2.3.4	Review Aboriginal and Torres Strait Islander recognition and understanding	Review and develop First Nations interpretive displays at VICs and provide cultural heritage training for volunteers	CCS
2.3.5	Support indigenous exhibitions and cultural events	At least one indigenous exhibition held and number of events supported	CCS
2.3.6	Implement Tourism and Community Signage Strategy	Welcome to Country and Town Entry signs installed	CCS

## 2.4 Preserve and support local culture and heritage

	INITIATIVE	KPI	Department
2.4.1	Deliver Regional Arts Development Fund	Host four RADF information sessions, facilitate RADF Advisory Committee and grant program fully subscribed	CCS
2.4.2	Implement Cultural Plan 2022-26	Assessment and maintenance of public art, and decommissioning public art at Hallorans Hill and Tinaroo	CCS
2.4.3	Implement Great Northern Mine Site Remediation and Interpretation Plan	Works delivered to increase safety of the site and improved interpretive material	CCS
2.4.4	Implement Herberton Mining Centre Preservation Needs Assessment (subject to funding)	Implementation plan developed for key recommendations and urgent works commenced	CCS
2.4.5	Implement Herberton Mining Centre Strategy	Skills development and training for volunteers, procedures developed for collection management, and entry space reviewed and plan developed to meet operational needs	CCS
2.4.6	Implement Tableland Regional Gallery Strategic Plan	Deliver two touring exhibitions and four art and craft workshops with professional local artists	CCS

## Our infrastructure is well planned, integrated and fit-for-purpose

### 3.1 Plan and deliver contemporary infrastructure and spaces for community need

INITIATIVE		KPI	Department
3.1.1	Develop Asset Management Plans	Asset Management Plans for precincts and facilities, water, wastewater and public art adopted	IE
3.1.2	Develop Rail Trail Strategy	Rail Trail Strategy developed in collaboration with Rail Trail Advisory Committee and adopted by Council	IE
3.1.3	Develop Active Transport Network Plan (grant funded)	Walking network plans for Atherton and Malanda completed	IE
3.1.4	Develop stormwater Maintenance Management Plan	Plan developed in accordance with agreed service standards (response times)	IE
3.1.5	Implement Bridges and Major Culverts Asset Management Plan	Bridge and major culvert condition assessments delivered in accordance with program, plan updated in accordance with agreed service standards, future renewals and maintenance prioritised, and improvement plan implemented	IE
3.1.6	Implement Priors Creek Development	Detailed design complete, construction commenced, sale of freehold lots and advocacy undertaken	CEO
3.1.7	Implement improvement plan of Transport Asset Management Plan	Annual action items achieved and new improvements developed	IE
3.1.8	Develop Aerodrome Business Plan	Business plan for TRC Aerodromes developed and endorsed	IE
3.1.9	Develop Caravan Park Business Plan	Business plan for TRC Caravan Parks developed and endorsed	IE

### 3.2 Maintain and improve road network

INITIATIVE		KPI	Department
3.2.1	Review Roads Maintenance Management Plan	Plan updated in accordance with agreed service standards (response times)	IE
3.2.2	Deliver Road Maintenance Performance Contract	Department of Transport and Main Roads contract specification and conditions met	IE
3.2.3	Develop minor culverts asset register	Minor asset register developed	IE
3.2.4	Implement Transport Strategy	Provide road management and maintenance services in accordance with agreed service standards	IE

### 3.3 Manage waste and recycling

INITIATIVE		KPI	Department
3.3.1	Construct weighbridge at Alcatraz (Innot Hot Springs) landfill	Weighbridge operational and meets compliance requirements	IE
3.3.2	Upgrade Atherton Waste Transfer Station (grant funded)	New bailer installed and works completed in accordance with funding agreement	IE
3.3.3	Implement Waste Business Strategy	Progress improvements to waste collection and recycling	IE

### 3.4 Effective water and wastewater planning and management

INITIATIVE		KPI	Department
3.4.1	Implement Atherton Sewage Treatment Plant Project Plan	Project plan milestones met	IE
3.4.2	Implement Ravenshoe Water Quality Improvement Project Stage 2	New water treatment plant and pipelines constructed to Millstream, and treated drinking water delivered to connected customers in Ravenshoe and Millstream	IE
3.4.3	Create options analysis for back-sewering Tolga CBD	Options analysis completed and presented to Council	IE
3.4.4	Implement Water Strategy / Infrastructure Development Plan	Project plan developed for Atherton water supply scheme upgrades and Yungaburra infrastructure construction started	IE

## Our environment is valued, managed and healthy

### 4.1 Protect, manage and promote our natural environment and biodiversity

INITIATIVE		KPI	Department
4.1.1	Implement Reef Guardian Action Plan	Deliver annual action items including Wet Tropics Waterways Partnership, respond to water pollution incidents, and participate in Mabi forest management	IE
4.1.2	Facilitate Natural Asset Management Advisory Committee	Host four meetings and facilitate Committee actions	IE
4.1.3	Implement Community Revegetation Nursery Business Plan	Review pricing and operational procedures, and increase internal supply	IE
4.1.4	Deliver hazard reduction burns	Deliver annual fire operations as part of Multi-Agency Bush Fire Risk Mitigation Plan	IE

## 4.2 Promote sustainable practices and respond to climate change

INITIATIVE		KPI	Department
4.2.1	Implement Climate Risk Management Strategy	Sustainable energy business case (solar, power purchase agreements, efficiency improvements) developed and greenhouse gas inventory complete	IE
4.2.2	Climate Risk Management Framework Phase 2: Detailed Climate Risk Planning - Queensland Climate Resilient Councils program (subject to funding)	Detailed risk assessment, setting of response parameters and action planning complete	IE
4.2.3	Rivers to Reef Climate Resilient Alliance	Implement priority actions including emissions monitoring and sharing information to accelerate strategic use of solar PV on Council facilities	IE

## 4.3 Ensure responsible resource management

INITIATIVE		KPI	Department
4.3.1	Develop Natural Asset Management Strategy	Strategy developed and adopted	IE

## 4.4 Support biosecurity measures

INITIATIVE		KPI	Department
4.4.1	Facilitate Pest Management Advisory Committee	Host four meetings and facilitate Committee actions	IE
4.4.2	Implement Biosecurity Plan	Deliver annual action items including TMR weed control contract, DAF strategic invasive grass control, Terrain Stevia project and feral pig program	IE

## Our economy is growing, diverse, resilient and agile

### 5.1 Support economic and business development

INITIATIVE		KPI	Department
5.1.1	Implement Economic Development Strategy	Small Business Friendly Council improvements, engagement with industry and business stakeholders, and deliver Business Excellence Awards	CEO
5.1.2	Deliver business licensing program	Annual licence renewals and new licence requests processed within agreed timeframes and 90% of licensed businesses inspected within compliance monitoring timeframes	IE

### 5.2 Assist in developing business capacity, growth, diversification and resilience

INITIATIVE		KPI	Department
5.2.1	Facilitate Agriculture Advisory Committee	Host four meetings and facilitate Committee actions	CEO
5.2.2	Facilitate partnerships for improved in-region educational outcomes	Engagement and collaboration with tertiary sector, RTOs, TAFE and VPG/TUC	CEO
5.2.3	Promote access to business and industry support, programs, training, funding and resources	Business Matters published monthly, local buy promoted and business resources available through Tablelands Libraries	CCS
5.2.4	Strategic industries support	Engagement activities undertaken, partnership opportunities and advocacy	CEO
5.2.5	Advocate for Atherton Forest MTB Park	Support provided to expand park including working with Traditional Owners and sourcing external funding	CEO



### 5.3 Facilitate sustainable planning and development

	INITIATIVE	KPI	Department
5.3.1	Implement Land Use and Tenure Policy	Agreements relating to use of Council land and facilities align with the policy and Community Facility Strategy	CCS
5.3.2	Deliver investment incentive program	Investment incentive program implemented and reviewed	CEO
5.3.3	10-year Planning Scheme and Local Government Infrastructure Plan Review	LGIP updated and aligned to 10-year capital plan, and engagement for TRC Planning Scheme 2025 commenced	CEO
5.3.4	Provide development assessment services	Development assessment levels of service met or exceeded	CEO
5.3.5	Develop Structure Plan for Atherton-Tolga commercial precinct	Plan developed and endorsed	CEO
5.3.6	Review Commercial Bulk Goods Policy and Infrastructure Charges Deferral Policy	Policies reviewed and presented to Council	CEO

## 5.4 Promote the region and local businesses

	INITIATIVE	KPI	Department
5.4.1	Implement Destination Marketing Plan	Destination marketing tools developed, famils hosted, audit of TRC print products and 3-year contract awarded for destination marketing services	CCS
5.4.2	Update New Residents Guide	Guide updated and reprinted	CCS
5.4.3	Locally produced goods for sale at Visitor Information Centres, Museums and Galleries	Workshop with local artisans and suppliers, increased local merchandise available for resale and reduction in out-of-region products	CCS
5.4.4	Provide visitor experience services	Visitor numbers at Visitor Information Centres, museums and galleries	CCS
5.4.5	Update and implement Events Strategy	Deliver event organisers training, support for in-region events, attract a new event and review of strategy presented for adoption	CCS



*Live, discover and invest in a Tablelands community*



Tablelands Regional Council

[trc.qld.gov.au](http://trc.qld.gov.au)  
[info@trc.qld.gov.au](mailto:info@trc.qld.gov.au)  
1300 362 242



45 Mabel Street, Atherton Qld 4883  
PO Box 573, Atherton Qld 4883