

CORPORATE PLAN

— 2021/2026 —

Adopted 23 June 2021



Banana
SHIRE
SHIRE OF OPPORTUNITY



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I am proud to present our Corporate Plan for the next five financial years ending on 30 June 2026.

Council recognises that there are a range of social, technological, environmental and legislative changes that present both challenges and opportunities for our respective communities over the next five years.

This corporate plan seeks to deliver strategies that will build sustainability into our communities, manage key challenges such as the impact of climate change and respective government policy and legislative response to climate change.

Our economy and community need to adapt and transition as digitisation changes both our workplace and our community.

This corporate plan also seeks to respond to the changes in our society as it becomes more transitory, more culturally and ethnically diverse and older.

Council's response will be guided by our vision for the community and our corporate values.

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council's operations
- Work constructively together in the spirit of teamwork
- Sustainable growth and development

Council aims to develop an exciting and dynamic future for the Banana Shire and this corporate plan will assist in directing Council in the ongoing –

- Engagement of the community
- Bringing communities together and establishing common goals
- Responsive financial management
- Continuous improvement
- Sustainable development

Cr Nev Ferrier
MAYOR OF BANANA SHIRE

CHIEF EXECUTIVE OFFICER'S MESSAGE



Council has developed its five year corporate plan for the period 1 July 2021 to 30 June 2026 to guide Council priorities and service delivery throughout this period.

The corporate plan has developed strategies round five key themes:-

1. Community
2. Environment
3. Economy
4. Infrastructure
5. Organisational Performance and Customer Service

Council has sought advice from communities across the Shire on their priorities over the next five years and these are reflected in this corporate plan.

Council will adopt an Operational Plan for each of the next five years which will provide an annual strategy for the implementation of the strategies outlined in the corporate plan.

The corporate plan acts as the umbrella document linking a variety of strategic plans including:-

1. Local Community Place Based Plans
2. Long-term Asset Management Plan
3. Long-term Financial Plan
4. Economic Development Plan

Council will implement this corporate plan in line with budgeted resources in the context of Council's vision for the community and consistent with its corporate values and the local government principles.

Thomas Upton
CHIEF EXECUTIVE OFFICER

Our Vision

“Shire of Opportunity”

To improve the quality of life for our communities through the delivery of efficient, effective and sustainable services and facilities.

Our Mission Statement

Our Council is committed to promoting and striving for continuous improvement and innovation in all that we do, for the benefit and growth of the whole of our Shire growing existing strengths and identifying and developing new opportunities.

Our Values

- Advocacy for our people
- Effective and responsive leadership
- Integrity and mutual respect
- Honesty, equity and consistency in all aspects of Council’s operations
- Quality of service to our citizens
- Work constructively together, in the spirit of teamwork
- Sustainable growth and development



PROFILE OF THE BANANA SHIRE

Banana Shire has a rich history and a strong future built on the back of grazing and cropping agricultural enterprises and the continuing expansion and development of mining, gas and manufacturing industries.

The region opened up in 1853 when sheep stations were established in the region and the township of Banana appeared in 1881 with a population of 122 people.

Today sheep have been replaced by a wide variety of beef cattle breeds, open country has been cultivated for the production of wheat, sorghum and legume crops while the flood plains along the Dawson River produce fertile ground and easy access to irrigation for cotton.

The key to Banana Shire's economic success has been its diversity.

Coal was first discovered in 1860, but not mined until the 1920s when the underground mine at Baralaba opened. Coal deposits in the Callide Basin near Biloela were opened up in 1945 and in the Bowen Basin near Moura in 1950. Over the years gold was discovered and mined at Cracow, coal seam gas wells put down in the Dawson Valley, meat processing facilities and power generating plants established at Biloela - all diluting the region's reliance on the agricultural sector.

A number of speciality agricultural enterprises have also prospered in recent years including herbs and spices and squab (meat pigeon) processing all selling to southern markets.

Banana Shire is located in Central Queensland, Australia and covers 28,577 square kilometres with a sparsely spread population of 14,319 people.

The majority of these people live within the mix of larger towns and rural villages that service the agricultural and resource sectors.

Biloela is the largest community, with a population of 5,758 and is home to the Shire's administration centre. It is the dormitory town for the Callide Power Stations, Callide Coal Mine and Teys Bros Meatworks and is the main service centre for the Callide Valley boasting a number of retail and service businesses.

Moura has a population of 1,786 and serves the mining and rural industries of the area. It is the home of the Dawson Coal Mine and also the second largest grain depot in Queensland. Also located adjacent to Moura is the Queensland Cotton processing gin, Queensland Nitrates ammonium nitrate manufacturing plant and significant gas resources.



Taroom has a population of 869 and is richly endowed with natural attractions, a thriving rural sector and a range of quality community and business facilities.

Theodore, with a population of 438, supports a diverse rural community with its main industries being cotton growing and saw milling.

Other centres besides these four significant urban centres include Thangool, population 264 and Baralaba population 240, Banana, Dululu, Goovigen, Jambin, Wowan and Cracow.

The Shire supports more than 2500 registered businesses, nine public primary schools, three public P10 schools, two state high schools, two private primary schools and one private P-12 school, most mainstream Christian churches and their associated groups, five public hospitals and community health services, and a number of popular sports. Biloela also has a high standard PCYC complex.

Banana Shire provides a variety of recreation, employment, education and lifestyle options. Sport and recreation play a major role in the lifestyle of Banana Shire residents with over 390 community and sporting groups to choose from. See Councils website www.banana.qld.gov.au

Numerous natural and man-made attractions make Banana Shire region an ideal tourist destination.

The magnificent gorges and sandstone vistas of the Isla Gorge and Expedition National Park, beautifully carved by wind and water are a must see. There is something serenely special about sitting among the palms that line sections of the Dawson River, watching as the water slowly flows north. You cannot surpass the magically enchanting Mt Scoria or the breathtaking scenery from up on Kroombit Tops National Park. For fishing enthusiasts there is nothing better than hooking a large barramundi in Lake Callide and topping off a day on the water with a feed of redclaw crayfish.

For everything there is to do in the Banana Shire visit our Sandstone Wonders website provides the full picture, www.sandstonewonders.com Here you can download our detailed self-drive trails and town maps.



ELECTED MEMBERS



Cr Nev Ferrier (Mayor)

Elected to Council at 27/03/2004 election and as Mayor at the 19/03/2016, 28/03/20 and 16/03/2024 elections

- Nev resides in Dululu

Represents: Whole of Shire

Portfolio: Executive Management, Economic Development, Media/PR, LDMG, Assists all Portfolio Councillors

Phone (w) 07 4992 7303 **(h)** 07 4937 1717 **(m)** 0448 011 814

Email: mayor@banana.qld.gov.au



Cr Adam Burling

Elected to Council at the 16/03/2024 election

- Adam resides in Biloela

Represents: Division 1

Portfolio: Corporate & Community includes Libraries, Community Resource Centre, Halls, Biloela Civic Centre, Community Development, Community Engagement & Consultation, Sister Cities.

Phone (m) 0407 153 452

Email: adam.burling@banana.qld.gov.au



Cr Ashley Jensen

Elected to Council at the 16/03/2024 election

- Ashley resides in Biloela

Represents: Division 2

Portfolio: Water, Sewerage, Public Swimming Pools, Trade Waste, Solid Waste, Land Tenure & Land Development, Public Conveniences, Native Title & Home and Community Care.

Phone (m) 0418 772 357

Email: ashley.jensen@banana.qld.gov.au



Cr Phillip Casey

Elected to Council at the 28/03/2020 election

- Phillip resides in the Thangool Area

Represents: Division 3

Portfolio: Development Services – Planning & Environment includes Planning, Plumbing, Building, Built Environment, Animal Control, Cemeteries, Funerals and Compliance Enforcement.

Phone (m) 0499 043 719

Email: phillip.casey@banana.qld.gov.au



Cr Kerrith Bailey

Elected to Council at the 16/03/2024 election

- Kerrith resides in the Biloela area

Represents: Division 4

Portfolio: Governance includes Policy & Procedures, Risk Management, Customer Service, Records Management, Quality Assurance, and Process & Performance; Human Resources, Learning & Development, Work Health & Safety.

Phone (m) 0461 286 506

Email: kerrith.bailey@banana.qld.gov.au



Cr Brooke Leo

Elected to Council at the 19/03/16 election

- Brooke resides in the Moura area

Represents: Division 5

Portfolio: Corporate & Community includes Finance, Information Technology, Purchasing/Stores, Rates, Asset Management, GIS, Tourism/Promotion, Arts, and Culture.

Phone (m) 0438 110 325

Email: brooke.leo@banana.qld.gov.au



Cr Terri Boyce (Deputy Mayor)

Elected to Council at the 25/02/2017 by-election and 16/03/2024 election

- Terri resides in Taroom

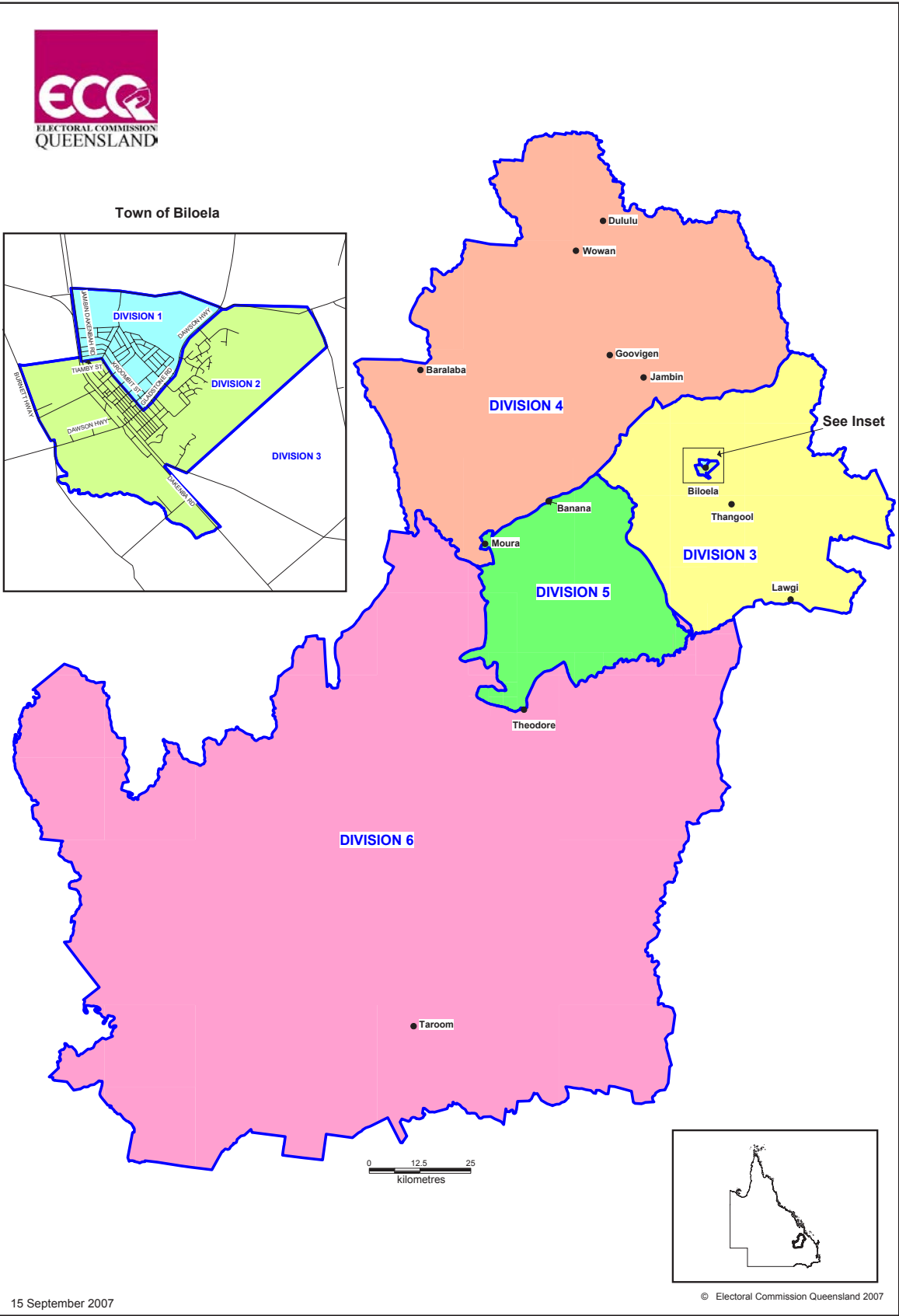
Represents: Division 6

Portfolio: Infrastructure Services includes Roads, Streets, Drainage, Parks, Recreation, Reserves, Contract/Private Works, Street Lighting, Design Survey, Airports, Land Protection, Washdown Facilities, Saleyards, Clearance Dip at Taroom, Operational Works, Quarries and Fleet.

Phone (m) 0427 283 202

Email: terri.boyce@banana.qld.gov.au

Shire Divisional Area Map



15 September 2007

© Electoral Commission Queensland 2007

Councillor Portfolios



Council Structure & Leadership Group

Residents of Banana

Council

Chief Executive Officer
TOM UPTON



Executive Management

Sister Cities
Media / PR
Major Projects

Disaster Management

Human Resources

Learning & Development
Work Health & Safety

Governance & Risk

Customer Service
Records Management
Internal Audit
Process & Performance
Quality Assurance

Director Corporate & Community Services
VENKAT PETETI



Director Council Services
CHRIS WELCH



Director Infrastructure Services

Financial Services

Financial Management
Purchasing / Stores
Rates
Asset Management

Community Services

Community Development
Community
Engagement/Consultation
Libraries
Community Resource Centre
Arts / Culture
Tourism/Promotion
HACC

Administration

Information Technology
GIS

Fleet / Airports

Development

Planning
Building Certification
Plumbing Certification
Built Environment

Environment / Health

Land Protection
Animal Control
Cemeteries / Funerals
Wash Down Facilities
Clearance Dip (Taroom)
Saleyards
Compliance/Enforcement
Public Swimming Pools
Biloela Civic Centre & Halls
Land Tenure/
Leases/Development
Native Title

Water Services

Water
Sewerage
Trade Waste

Solid Waste

Economic Development

Technical Services

Design
Survey
Operational Works
Street Lighting

Works

Roads/Streets
Drainage
Parks
Recreation
Reserves
Contract/Private Works
Quarries
Public Conveniences



COUNCIL PLANNING PROCESS

Purpose

The purpose of the Council's Corporate Plan is to set strategic direction and performance expectations. The document will be used to develop the operational plan and budget for each year.

The Corporate Plan provides information to the community, business and government on the strategic direction and priorities of Council over the 5 year period.

Community Engagement

Council engaged with the community utilising the strategy outlined in its Community Engagement Plan prepared by Economic Development Services-Central Queensland to plan and develop its Community Plan.

Extensive community engagement encompassed the whole of the shire including all 12 towns and villages. From this engagement, Council developed 'Place Based' community plans for each of the 12 towns / villages and a whole of shire Community Plan for the period 2011-2021.

This process was again undertaken in 2017, and the 'Place Based' community plans for each of the 12 towns / villages were updated, together with the whole of shire Community Plan "Looking To The Future" Banana Shire 10 year Community Plan and are in place for the period 2017-2027.

This Corporate Plan was based on the needs and priorities of the shire residents outlined in the Community Plan.

Four Pillar Economy

In developing this Corporate Plan, Council prioritised development strategies to focus on tourism, agriculture, resources and construction.

Reporting and Review

The Chief Executive Officer must facilitate a range of reporting on the corporate and operational plans and the budget.

CORPORATE PLAN

Report on progress in the Annual Report

Accessible on the Council website

Review annually

OPERATIONAL PLAN

Report on progress by CEO to Council quarterly

Accessible on the Council website

Renew annually

BUDGET

Report on progress to Council on a monthly basis

Accessible on the Council website

Review periodically if needed

Renew annually

These reporting requirements are a key part of the engagement of the community. The information can be provided to the community in a number of ways. It must be available at the Council Office and also on the Council's website.

Reporting of the implementation of the Corporate and Operational Plans is a key response to performance managing the operations of the Council.

This information is also useful for government in understanding the direction of the Council over the next one, five and 10 year periods.





COUNCIL PLANS





COUNCIL WORKFORCE

Council's workforce currently consists of 318 positions including full time, part time, fixed term (includes trainees and apprentices), and casual roles. The following tables provide further information on the composition of Council's current workforce and the number of employees in each Department.

Employment Status	Male	Female	Sub Total
Full Time	149	82	230
Part Time	3	23	26
Fixed Term, Max Term & Trainee/ Apprentices	15	13	28
Casual	6	27	33
Total (excludes vacancies)	173	145	318

Department	Number of Employees
Executive Services	35
Corporate & Community Services	82
Council Services	87
Infrastructure Services	114
Total	318



Administration Centres	Biloela, Moura, Taroom	
Road Network	State	833 km
	Council	
	– Sealed	1,121 km
	– Unsealed	2,664 km
	– Unformed	62 km
	TOTAL	3,847 km
Aerodromes	Registered & Certified: Thangool, Taroom Certified only: Moura, Theodore, Baralaba Other: Taroom Landing Strip	
Water Treatment Plants	Biloela, Moura, Theodore, Baralaba & Taroom	
Sewerage Treatment Plants	Biloela, Moura, Theodore & Taroom	
Art Gallery	Biloela	
Libraries	Biloela, Moura, Theodore & Taroom	
Mobile Library	Visits Banana, Baralaba, Cracow, Dululu, Goovigen, Jambin & Wowan	
Community Resource Centre	Biloela	
Civic Centre	Biloela	
Community Centres / Halls	Moura, Theodore, Taroom, Baralaba & Wowan	
Public Swimming Pools	Biloela, Moura & Taroom	
Shire Statistics	Area	28,557km ²
	Total Population	Total Population
	Town Population	
	Biloela	5,758
	Moura	1,786
	Taroom	869
	Theodore	438
	Banana	356
	Thangool	264
	Baralaba	240
	Wowan	216
	Goovigen	215
	Jambin	179
	Dululu	126
	Cracow	89

*2016 census data

BENEFICIAL ENTERPRISES

Local Government Act 2009 Section 41

Council did not conduct any Beneficial Enterprises during the Financial Year.

BUSINESS ACTIVITIES

Local Government Act 2009 Section 45 (a) to (d)

Schedule of business activities conducted during the financial year -

45 (a) List of Business Activities	Scope	45 (b) Significant Business Activity (Sect 43)	45 (c) ** Competitive Neutrality Principle Applied (Sect 43)	Code of Competitive Conduct Applied (Sect 47)
Building Certification	This activity competes with private sector providers and undertakes building approval and certification services within Banana Shire	No	No	Yes
Roads *	Council competes with the private sector on Main Roads Construction and applies Competitive Neutrality Principles to these operations	No	Yes	Yes
Sewerage	Council Sewerage service is classified as a Significant Business Activity and the Code of Competitive Conduct is applied. This activity provides Sewerage Services to towns across the Shire	Yes	Yes	Yes
Water	Council Water Service is classified as a Significant Business Activity and the Code of Competitive Conduct is applied. This activity provides Water Services to towns across the Shire	Yes	Yes	Yes

* Constructing or maintaining State roads or other roads that are put out to competitive tender

** Reason must be supplied if Competitive Neutrality Principle is not applied to a Significant Business Activity

Goals, Strategies, Action and Performance Measures





THEME 1 COMMUNITIES

GOAL: To develop strong and vibrant communities across Banana Shire with equitable access to services and a strong sense of place.



Strategy 1

Council will advocate for fair access to a range of services across the whole of the Shire.



Activity

- 1.1.1 Undertake needs-based assessments to determine appropriate levels of service for the community
- 1.1.2 Advocate for identified service gaps with other levels of government and NGO's
- 1.1.3 Council to deliver services in such a manner that they promote well-being within the community
- 1.1.4 Council will advocate for the maintenance of health and education services across the Shire



KPI

- 1.1.1 Needs assessments completed and endorsed by council
- 1.1.2 Strategy for human service delivery completed
- 1.1.3 Needs assessments completed and endorsed by Council
- 1.1.4 No loss of service over life of plan



Strategy 2 Work with local communities to identify local priorities and develop a clear sense of place.



Activity

- 1.2.1 Council to review its Placed Based Plans in conjunction with the respective communities
- 1.2.2 Council to continue to host civic events across the shire to facilitate both local identity and cross shire linkages
- 1.2.3 Streetscape and public area masterplans to be developed for each community
- 1.2.4 Advocacy for our communities throughout the REZ readiness assessment process



KPI

- 1.2.1 New Placed Based Plans in place
- 1.2.2 Events developed to assist in achieving the objective
- 1.2.3 Streetscape master plans completed and implemented
- 1.2.4 Develop and implement an advocacy strategy for the REZ readiness process



Strategy 3 Develop a range of facilities to improve the livability of the region and ensure equitable access to those facilities.



Activity

- 1.3.1 Council to develop or facilitate the development of cultural and recreational facilities appropriate to the needs of each community
- 1.3.2 Council to develop a strategy for open space and surplus land across the shire
- 1.3.3 Council to undertake accessibility audit for all public buildings and spaces across the shire
- 1.3.4 Advocate to major industries to promote the livability of the region to encourage local domestic workforce



KPI

- 1.3.1 Maintain community services delivery across shire
- 1.3.2 Open space plan accepted by Council
- 1.3.3 Access and equity audit adopted by Council and implementation plan approved
- 1.3.4 Cross marketing opportunities are pursued



Strategy 4

Council to promote a high level of safety in Banana Shire through increased community engagement and participation.



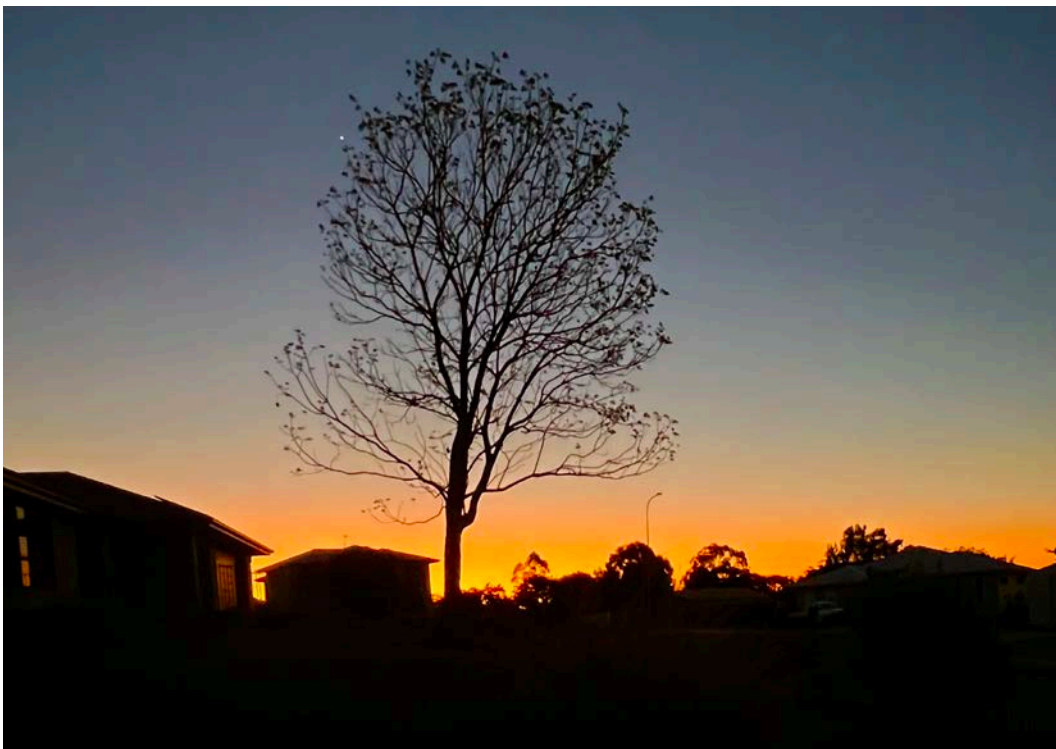
Activity

- 1.4.1 Council will investigate strategies to improve community participation across the shire
- 1.4.2 Lobby State and Commonwealth Government for viable internet and phone services across the shire
- 1.4.3 Manage disaster management and emergency preparedness
- 1.4.4 Council apply CPTED principles to public spaces



KPI

- 1.4.1 Active programs to support umbrella groups
- 1.4.2 Access to black spots funding
- 1.4.3 Implement the Disaster Management Plan and maintain active SES groups across the shire
- 1.4.4 Safety audit of public spaces completed





THEME 2 ENVIRONMENT

GOAL: To manage operations in a way that maintains the quality of our local environment for future generations.



Strategy 1

Council will seek to promote and manage the unique natural resources of the Shire to ensure a healthy, sustainable environment for future generations.



Activity

- 2.1.1 Adoption of a robust environment & sustainability framework
- 2.1.2 Council will undertake a regular environmental assessment of services to ensure they meet performance requirements
- 2.1.3 Council will ensure that compliance with the objectives of the Environmental Management Plan is implemented throughout the projects planning process



KPI

- 2.1.1 Framework is developed and adopted
- 2.1.2 Council to undertake environmental sustainability audit for the shire
- 2.1.3 Include environmental assessment in planning process



Strategy 2

Develop strategies for the effective recycling and reuse of waste materials and minimise waste to landfill.



Activity

- 2.2.1 Implement plans to minimise waste to landfill
- 2.2.2 Develop a new landfill facility with a focus on recycling and reuse
- 2.2.3 Review Boundary Hill East as a possible location for a regional waste management facility
- 2.2.4 Maintain access to existing waste transfer stations and accessibility to local communities
- 2.2.5 Explore increasing the number of facilities that accept commercial waste



KPI

- 2.2.1 Investigate additional recycling opportunities.
- 2.2.2 Completion of the design and development of new landfill
- 2.2.3 Review completed
- 2.2.4 Implementing Mandalay Technologies across shire
- 2.2.5 Strategy for commercial waste collection at Moura and Taroom complete



Strategy 3

Council will develop strategies to effectively control pest plant and animal species across the Shire.



Activity

- 2.3.1 Implement Council's Pest Management Strategy
- 2.3.2 Manage movements on stock routes to minimise the risk of introduction of pest weeds
- 2.3.3 Investigate opportunities to work with other stakeholders to develop pest control strategies
- 2.3.4 Develop a strategy to minimise the risk of infection from vectors



KPI

- 2.3.1 Reduction in pest weeds and animals across shire
- 2.3.2 Implement Stock Route Management Plan
- 2.3.3 Work with stakeholders to implement regional pest management activities
- 2.3.4 Vector control strategy



Strategy 4

Advocate for the protection of waterways within the Shire.



Activity

- 2.4.1 Advocate for additional storage options on the Dawson River
- 2.4.2 Develop strategy to ensure development projects and Council infrastructure projects do not adversely impact on waterways



KPI

- 2.4.1 Nathan Dam and Paranui Weir improvements
- 2.4.2 Implement Environmental Management Plan



Strategy 5

Local businesses have secured water storage, where appropriate.



Activity

- 2.5.1 Investigate the feasibility of a pipeline, above and below the Glebe Weir
- 2.5.2 Develop a strategy to capture overland flow



KPI

- 2.5.1 Feasibility study is completed
- 2.5.2 Strategy is developed and endorsed by Council



Strategy 6

Effectively manage the built environment.



Activity

2.6.1 Ensure that town planning and development aligns with the priorities of the respective communities in the shire

2.6.2 Develop strategies to ensure that town and community planning and development properly equips communities to deal with natural disasters

2.6.3 Undertake integrated planning and assessment of infrastructure needs to align with land use demands and expansion



KPI

2.6.1 New Town Plan adopted

2.6.2 Review of Flood Model completed

2.6.3 New Infrastructure Charges Schedule is developed.



THEME 3 ECONOMY

GOAL: To develop a diverse and sustainable environment that provides a secure future for all members of our community.



Strategy 1

Develop a strong and sustainable economy for the region.



Activity

- 3.1.1 Develop council's Economic Development Plan for the period 2024-2027
- 3.1.2 Review community Place Based Plans
- 3.1.3 Advocate for new business opportunities across the region and promote the Shire as a place to do business



KPI

- 3.1.1 Adopted by Council
- 3.1.2 Place Based Plans reviewed by Council, every 2-years
- 3.1.3 Employment and population numbers maintained in the Shire over the life of the plan



Strategy 2

Advocate for improved telecommunications infrastructure across the Shire.



Activity

- 3.2.1 Investigate strategies to reduce mobile blackspots within the shire
- 3.2.2 Investigate strategies to improve internet access in the shire



KPI

- 3.2.1 Reduction in blackspots for mobile coverage
- 3.2.2 Advocate for improved internet coverage and speed across shire



Strategy 3

Advocate for the development of local industries building on existing successes and developing new opportunities.



Activity

- 3.3.1 Work with legacy industries to retain operations before, during and after transition to renewable focused industries
- 3.3.2 Investigate new industry opportunities including renewables, resource recovery and defence
- 3.3.3 Work with local business to develop marketable tourism product
- 3.3.4 Investigate an events-based tourism strategy for the region
- 3.3.5 Advocate for new industrial development following closure of Callide B Power Station to ensure that high end industrial employment and skills are maintained in the Shire



KPI

- 3.3.1 Facilitated agricultural processing in Shire
- 3.3.2 Council adoption of future economic plan
- 3.3.3 Market ready products established
- 3.3.4 Implement Banana Passport Initiative. Events based tourism opportunities developed
- 3.3.5 Strategy for industry to replace closure of Callide B Power Station



THEME 4 INFRASTRUCTURE

GOAL: To provide a suite of infrastructure that meets the needs of the community and is sustainable.



Strategy 1

Transport Infrastructure that meets the needs of the community and is affordable.



Activity

- 4.1.1 Undertake progressive upgrade / maintenance of the Council road network
- 4.1.2 Investigate new technologies to extend the life of existing roads
- 4.1.3 Update Asset Management Plans
- 4.1.4 Review depreciation calculations for key infrastructure



KPI

- 4.1.1 Road management system fully implemented
- 4.1.2 Undertake assessment into the impact of automation and AI on road and infrastructure management
- 4.1.3 Adopted by Council
- 4.1.4 Review findings accepted by Council



Strategy 2

Lobby the State for improved transport access through the Shire to the Port of Gladstone.



Activity

- 4.2.1 Support feasibility studies for Inland Rail extension to Gladstone
- 4.2.2 Advocate for improved road train access through Banana Shire to Gladstone
- 4.2.3 Advocate for funding to improve transport links to support local industry



KPI

- 4.2.1 Feasibility study completed
- 4.2.2 Funded project completed
- 4.2.3 Strategy approved by Council



Strategy 3

Develop a comprehensive asset planning regime to drive asset maintenance and replacement programs.



Activity

- 4.3.1 Update Council Asset Management Plan and refocus business processes to facilitate maintenance planning being driven by the plan
- 4.3.2 Review service levels on roads and facilities
- 4.3.3 Review parks & open spaces strategies and masterplans



KPI

- 4.3.1 Plan endorsed by Council
- 4.3.2 Strategy adopted by Council
- 4.3.3 Strategies and masterplans adopted and implemented



Strategy 4 Ensure water and sewerage infrastructure meets the needs of the community and is affordable.



Activity

- 4.4.1 Develop a strategy for water security for each town and village
- 4.4.2 Programmed upgrades to water and sewerage infrastructure treatment plants
- 4.4.3 Review water storage and pumping capacity across each community
- 4.4.4 Delivery of water that meets our water quality plan



KPI

- 4.4.1 Strategic assessment of water pipeline from Dawson River to Biloela is completed
- 4.4.2 Water & sewerage strategic asset management plans are updated
- 4.4.3 Identified improvements are implemented across Council's storage and pumping facilities
- 4.4.4 Key water quality parameters are met 100% of the time



Strategy 5 Plan for the protection of key infrastructure in the event of natural disasters.



Activity

- 4.5.1 Implement actions from the Asset Management Plan
- 4.5.2 Review operation of flood gauges and warning system
- 4.5.3 Strategy for continued operations in emergency events is developed for all key infrastructure



KPI

- 4.5.1 High compliance achieved in audit
- 4.5.2 Flood gauge strategy endorsed by Council
- 4.5.3 Business continuity plans for all key assets completed



THEME 5 ORGANISATION AND CUSTOMER SERVICE

GOAL: To strive for continuous improvement in all that we do, and deliver efficient, effective and financially stable council operations that improve the quality of life for our communities.



Strategy 1

Council operations to be conducted efficiently and effectively.



Activity

- 5.1.1 Review of 10-year Financial Plan
- 5.1.2 Benchmark Council's operational performance against similar types of councils
- 5.1.3 Review opportunities for improvements to Council operations



KPI

- 5.1.1 Review completed and endorsed by Council
- 5.1.2 Completion of internal review of Council operations
- 5.1.3 Improvement review recommendations



Strategy 2

Council to be managed in a financially sustainable way.



Activity

5.2.1 Address Council's operating deficit

5.2.2 Review Council corporate policies to ensure they promote the efficient operation of Council

5.2.3 Review Risk Management Plan



KPI

5.2.1 Achieve balance of operating budget 2023/2024

5.2.2 Streamline Council's business processes

5.2.3 Risk Management Plan adopted by Council



Strategy 3

The community is to contribute to the decision making process at Council.



Activity

5.3.1 Commence regular Community Engagement Program

5.3.2 Communications Strategy to be implemented

5.3.3 Improved digitization to support community engagement



KPI

5.3.1 Community Engagement Program delivered

5.3.2 Increase profile of Shire and improve communication performance

5.3.3 Website updated and enhanced to enable customer self-service portals



Strategy 4

Council will have a clear focus on continuous improvement.



Activity

- 5.4.1 Implement training program that upskills workforce
- 5.4.2 Review road construction and maintenance methodologies
- 5.4.3 Undertake succession planning for critical service delivery roles



KPI

- 5.4.1 Finalise Council leadership program
- 5.4.2 Establish standardized work practices for road construction and maintenance throughout the shire
- 5.4.3 Skilled replacement workers available to fill critical roles



Strategy 5

Council will maintain a safe and healthy workplace.



Activity

- 5.5.1 Implement Workplace Health and Safety National Audit Tool across Council
- 5.5.2 Continue to implement Quality Management System
- 5.5.3 Implement framework for psychosocial code



KPI

- 5.5.1 Council maintains high levels of WHS compliance
- 5.5.2 Quality Management System to be expanded across all Councils operations
- 5.5.3 Framework adopted and implemented



Strategy 6

Integrity and respect will be at the center of how the organisation conducts itself.



Activity

5.6.1 Council decision processes are to be transparent and accountable

5.6.2 Council to work with community stakeholders to ensure confidence in Council's procurement process and integrity operations



KPI

5.6.1 Published Council business papers and retain after meetings

5.6.2 Redesign procurement processes to ensure greater separation of responsibilities



COUNCIL CONTACTS

Email:

enquiries@banana.qld.gov.au

Web Page:

www.banana.qld.gov.au

Administration Centre

62 Valentine Plains Road
Biloela Qld 4715

Telephone: 4992 9500

Fax: 4992 3493

Hours of Operation

8.00 am – 5.00 pm
Monday to Friday

ON CALL - (After Hours Only)

Works
0408 067 196

WATER & SEWERAGE

Maintenance:

All reticulated sites excl Taroom,
Theodore & Cracow
0417 641 994

Water Quality:

Biloela, Callide Dam, Thangool,
Goovigen, Baralaba & Wowan
0418 787 033

Water Quality:

Banana & Moura
0419 021 584

Water Quality & Maintenance:

Taroom
0409 376 344

Water Quality & Maintenance:

Cracow & Theodore
0418 986 107

Sewer Maintenance:

Biloela & Moura
0417 641 994

Dog Attacks
0448 701 140

Stock Routes
0427 148 783

OTHER CENTRES

Taroom Office

ph: 4992 9500

8.00 am – 5.00 pm
Monday to Friday

18 Yaldwyn Street
Taroom Qld 4420

Moura Office

ph: 4992 9500

8.30 am – 12.00 noon
1.00 pm – 4.30 pm
Monday to Friday

34 Gillespie Street
Moura Qld 4718

Community Resource Centre

ph: 4992 7360

fax: 4992 9502

9.00 am – 5.00 pm
Monday to Friday

102 Rainbow Street
Biloela Qld 4715

Biloela Library

ph: 4992 7362

fax: 4992 4725

9.00 am – 5.30 pm
Monday to Wednesday

9.00 am – 7.00 pm Thursday

9.00 am – 5.30 pm Friday

9.15 am – 1.00 pm Saturday

Cnr Melton & Grevillea Streets
Biloela Qld 4715

Moura Library

ph/fax: 4997 3197

9.30 am – 5.30 pm
(Closed 12 pm to 1 pm)
Tuesday to Thursday

9.30 am – 12.30 pm Saturday

McArthur Street
Moura Qld 4718

Taroom Library

ph/fax: 4627 3355

9.30 am – 5.00 pm
(Closed 1 pm to 2 pm)
Tuesday, Thursday & Friday

24 Yaldwyn Street
Taroom Qld 4420

Theodore Library

ph/fax: 4993 1229

2.00 pm – 5.00 pm Tuesday
9.00 am – 5.00 pm Thursday
(Closed 12 pm to 1 pm)

The Boulevard
Theodore Qld 4719

Mobile Library

The Banana Shire Mobile Library visits the townships of Banana, Baralaba, Cracow, Dululu, Goovigen, Jambin, & Wowan.

It also visits several schools in the Banana Shire. The timetable is on a fortnightly basis. Copies are available at all Shire Libraries and on Council's website.



Banana
SHIRE
SHIRE OF OPPORTUNITY

PO Box 412, Biloela QLD 4715

Ph. 07 4992 9500

Email. enquiries@banana.qld.gov.au

www.banana.qld.gov.au