



George Town Council

2016-2017 Annual Plan

Adopted: 15th June 2016

Introduction

George Town Council is pleased to present its Annual Plan for 2016/17. The Annual Plan is the organisation's commitment to the community for the programs and services it intends to deliver throughout the year. These programs and services consist of a mix of new and upgraded services, replacing existing services or maintaining those that already exist.

Council is required to prepare an Annual Plan for the municipal area for each financial year under Section 71 of the Local Government Act (1993).

The Annual Plan is to –

- Be consistent with the Strategic Plan;
- Include a statement of the manner in which Council is to meet the goals and objectives of the Strategic Plan;
- Include a summary of the estimates adopted under Section 82; and
- Include a summary of the major strategies to be used in relation to Council's public health goals and objectives.

Following adoption of the Annual Plan, the General Manager shall make a copy of the Annual Plan available for public inspection at the Council offices during ordinary business hours and provide the Director of Local Government and the Director of Public Health with a copy of the Plan.

The objectives of the Annual Plan are to provide an analysis of financial resource allocation, outline strategies to be adopted to address strategic planning objectives, provide a list of operational targets to be achieved and support the budget process.

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Strategic Plan Goal 01

Foster the growth of a diverse business and industry mix and to foster population growth

Outcome

A diverse economic mix will provide employment for a diverse mix of community members. A growing population will be relying on jobs both in the George Town municipality and the wider region. Some of the indicators of success are:

- People “believing” in George Town.
- An increase in the number of businesses from a mix of industries.
- An increase in agricultural produce and providore from the region.
- A higher number of residents living in the George Town municipality.
- An increased range of employment opportunities, locally and in the region.

Key Objectives

1. Promote growth, both in population and business (particularly tourism) through advocacy, promotion, marketing and engagement.
2. Promote an increase in George Town’s workforce by engaging with employers and schools.
3. Support tourism stakeholders in the municipality to develop destination experiences, particularly targeting integration into State-wide and Regional initiatives.
4. Engage in the promotion of Regional and State economic development, thereby acknowledging George Town’s connections with the wider economy.

Key Priorities

1. Develop promotion, marketing and communication tools for George Town and the Bell Bay Industrial Precinct, including celebrating the success stories.
2. Promote the George Town municipality as affordable and accessible for home buyers.
3. Promote George Town municipality as a sea-change destination with quality health facilities.
4. Market the rural land in the region as abundant and affordable with climate and soil type and topography similar to successful European wine regions.
5. Attract investment to create a diverse mix of industry and business to promote innovation and job creation.
6. Assist industry to match the supply and demand of labour and skilled workers.
7. Advocate for continued activity and investment in Bell Bay, working with industry on targeted initiatives.

Strategic Plan Goal 01

Foster the growth of a diverse business and industry mix and to foster population growth

Key Priorities (Cont.)

8. Advocate for integrated tourist routes for George Town.
9. Advocate for the delivery of specialist education tied to local existing and emerging industries.
10. Advocate for transport, utilities and tourism infrastructure projects where applicable.
11. Identify and plan for highly desirable, sustainable settlements throughout the municipality.
12. Enable an industry development group to provide guidance on establishing and maintaining business, and a focus on ideas generation and mentoring.

Strategic Plan Goal 02

Support an active, vibrant and culturally diverse community life that enjoys liveable and amenity rich neighbourhoods

Outcome

Council will continue to engage with the community in planning and delivering its services. Council will enable and support volunteering in the community and work with clubs and organisations to do so. Council will play an active role in delivering community events. Council will assist in the coordination of information relating to the provision of health, community and education services.

Some indicators of success are:

The George Town municipality is seen as a friendly, safe and inviting place.

- A continued high level of volunteering.
- Increased participation levels in sports and community programs.
- Improved delivery of community, health and education services.
- Child, family and aged care services needs are met locally.
- An increased number of events and festivals which are well frequented by the community.
- Increased level of school retention rates.

Key Objectives

1. Support and advocate for organisations and community groups to grow community capacity.
2. Promote events and festivals that showcase George Town's community.
3. Support integrated community, health and education services.
4. Actively engage and consult with the community, notably young people and those from different cultural and economic backgrounds.
5. Support the sport and recreation, work opportunities, health and education services for young people.
6. Continue to support programs which address social disadvantage.
7. Participate in community safety initiatives.
8. Advocate for adequate, appropriate and affordable transport options between George Town and regional centres.

Key Priorities

1. Deliver recurrent community events.
2. Develop a marketing and promotion approach for events and festivals that showcase George Town's community.
3. Develop and implement a volunteering strategy.
4. Collect and distribute information on existing events and activities.
5. Liaise with young people, people from culturally and linguistically diverse backgrounds, and people from varying socio-economic backgrounds on issues and opportunities that concern the community.

Strategic Plan Goal 02

Support an active, vibrant and culturally diverse community life that enjoys liveable and amenity rich neighbourhoods

Key Priorities (Cont.)

6. Liaise with stakeholders to facilitate the integration and coordination of health and community services.
7. Advocate for a wide range of education opportunities in the municipality.
8. Advocate for aged care accommodation in the municipality.
9. Advocate for additional child care centres in the municipality.
10. Promote the health and community services within the municipality.
11. Partner with other stakeholders to implement crime prevention and community safety initiatives in consultation with the community.

Strategic Plan Goal 03

Conserve our natural environment and heritage and ensure it is enjoyed by our community, visitors and future generations.

Outcome

Council will strengthen partnerships with community groups, land owners and natural resource management bodies to maintain and conserve our foreshores and natural areas. Council will develop environmental management plans for key natural areas. Council will also improve interpretation of natural assets and cultural heritage.

Some indicators of success are:

- Improved outcomes for natural resource management.
- Continued high volunteerism for natural resource management and heritage conservation.
- Increased community awareness of our natural and heritage assets.
- Increased number of visitors seeking out our natural and heritage assets.

Key Objectives

1. Commit to enhance the conservation and protection of our natural environment.
2. Support the conservation efforts of our Aboriginal and European heritage.
3. Improve the interpretation of our natural and heritage assets.
4. Improve opportunities for passive recreation around our natural and heritage assets.
5. Closely monitor the built environment around existing heritage places.

Key Priorities

1. Strengthen partnerships with natural resource organisations and leverage from their work.
2. Facilitate the better management of Crown and Council owned land in foreshore areas.
3. Develop and implement plans for the improved protection and management of Council owned natural assets.
4. Facilitate discussions with the community to assist in the protection of private properties from natural risks such as fire and flooding.
5. Develop and implement plans for the protection and promotion of Council owned heritage assets.
6. Develop interpretation for natural assets and heritage.
7. Achieve a better understanding and communicate the implications of climate change including sea level rise, extreme flood, rain, drought, fire events.
8. Connect walking and cycling paths and trails along the coastline, and develop other trails to key attractions.
9. Ensure George Town's natural values are retained.

Strategic Plan Goal 04

Strengthen the vibrancy of our towns and enhance the benefits of living in a rural setting and living close to the river and coast.

Outcome

Council will work with the community to provide for sustainable infrastructure and facilities across the municipality. In conjunction with the community, Council will develop strategic directions to enhance the vibrancy of the towns, highlight the connection with the water and plan for future new development.

Some indicators of success are:

- Increased community satisfaction with the George Town municipality as a place to live.
- Sports and recreation facilities that meet the needs of the community.
- Increased levels of activity and use along the foreshores.
- Population growth.
- Increased satisfaction levels with Council works and services.
- Sustainable waste management.
- The development of settlement strategies and regional structure plans.
- Evidence of greater synergies between recreational groups and associations.

Key Objectives

1. To identify and respond to changing needs for infrastructure and facilities.
2. To enhance the vibrancy of places.
3. To advocate for a more streamlined planning system.

Key Priorities

1. Review and manage the assets and infrastructure Council currently owns in line with community needs.
2. Continue regular maintenance of Council infrastructure facilities.
3. Deliver vibrancy programs, such as street art and shop front activation projects.
4. Initiative projects to increase the vibrancy of and links to main streets and key places (in particular Macquarie Street, Regent Street and York Cove).
5. Prepare strategic plans for vibrant towns across the municipality.
6. Improve signage, interpretation and way finding, both within the municipality and on the transport corridors into George Town.
7. Ensure that Council's facilities meet the (access) needs of the community.
8. Ensure that planning for new areas takes into account the accessibility to water, sewage and other infrastructure.
9. Upgrade parks to include outdoor recreational facilities.

Strategic Plan Goal 04

Strengthen the vibrancy of our towns and enhance the benefits of living in a rural setting and living close to the river and coast.

Key Priorities (Cont.)

10. Identify key development sites around the George Town municipality to facilitate investment.
11. Continue to provide an efficient animal control service promoting the amenity and safety of the community and animal welfare.
12. Promote, implement and monitor public health standards.

Strategic Plan Goal 05

Ensure Council listens to and understands community needs and continues to make responsible decisions on behalf of the community.

Outcome

Council will continue to work on a trusted relationship with the community. Council's decisions are to contribute to community resilience and independence. Council will continue to engage intensely with the community, remain a sustainable organisation, ensure transparency in decision making, meet or exceed its statutory obligations and minimise risk.

Some indicators of success are:

- Increased community satisfaction with Council's accountability and transparency.
- Increased community satisfaction in regards to interaction with Council.
- Regular regional cooperation between councils in regards to advocacy, economic development, strategic planning and/or resource sharing.
- Council's performance in influencing others at regional and State Government levels.
- Council actively engaging with the community through social media.
- Reduced staff turnover.
- Increased community satisfaction with George Town Council services.

Key Objectives

1. Continue to improve Council communication with the community, including celebrating the successes and achievements.
2. Consistently communicate the role of Council to the community (i.e. what Council does and does not do).
3. Strengthen working relationships and cooperation with neighbouring councils.
4. Consistently achieve a high standard of internal financial and governance arrangements.
5. Initiate a conversation with the community about any aspects of Local Government reform.
6. Attract, retain and value a highly skilled and committed workforce.

Key Priorities

1. Manage and seek to minimise risk throughout Council.
2. Build the strategic capacity of Council to effectively communicate with the community.
3. Monitor Council's performance against all objectives, including community objectives.
4. Initiate at least one regional project involving neighbouring councils.
5. Be actively involved and seek to influence decisions made at regional and State Government levels.

GOVERNANCE LEAD OFFICER – GENERAL MANAGER

2016/2017 Budget

Revenue: \$ 12,026
Operational Expenditure \$1,101,586

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
1.1.1 1.1.5 1.1.7	Promote the municipality as a place for investment through the creation and future implementation of an economic development plan.	Number, value and quality of investment and new business/s attracted to the municipality; Development and promotion of partnerships and alliances with key stakeholders; Development of an economic and social prospectus for industry, business and residents/liveability.
1.1.1 1.1.7	Work with Government, Northern Tasmania Development and Bell Bay stakeholders to upgrade Bell Bay infrastructure.	Participation in joint projects and partnership agreements with stakeholders, Northern Tasmania Development and the State Government.
1.1.1 5.1.2	Proactively liaise with the media.	Positive media releases published; Active promotion of Council's activities and achievements through the media.
1.1.5	Identify and target new activities and businesses that add value to the sustainability of local centres.	Council engagement with businesses and the provision of regular updates on emerging issues affecting the municipality's economic development. Ongoing liaison with the George Town Chamber of Commerce.
1.4.5 1.4.7	Work collaboratively with Federal and State Government departments and non government organisations to provide services to meet unmet need.	Participation in joint projects and partnership agreements with stakeholders, Bell Bay Economic Development Group, Northern Tasmania Development and the State and Federal Governments. Assist in the formation of the industry led Bell Bay Economic Development Group. Complete the Bell Bay Structure Plan with State Growth through a Steering Committee.
1.4.5 1.4.7 1.4.12	Meet with industry representatives who are in a position of influencing government policy.	Participation in local and regional initiatives with key industry representatives.
1.4.10	Work with key stakeholders to develop transport management strategy that maximises transport efficiency and minimises local impacts.	Participation in joint projects and partnership agreements with regional Councils, Northern Tasmania Development and the State Government.
2.1.5	Facilitate development of strong governance and leadership skills to build capacity in community groups.	Participation in the activities of community groups.
5.2.2	Improve community awareness of Council's strategies, decisions, facilities and services.	Council's website utilised to improve Community awareness of Council's strategies, decisions, facilities and services; Increased engagement with the community via the delivery of two externally held Council meetings within the municipality. High level of community satisfaction with the quality of information provided by the Council.
5.2.2	Increase and promote community participation in Council activities, promote business and industry associations and foster improved liaison between community groups and other relevant stakeholders.	Demonstrated involvement and participation in community group activities and liaison with other relevant stakeholders, business and industry groups.
5.3.4	Actively participate with other Councils on regional matters and support the development and implementation of regional strategies	Participation in regional activities and liaison with neighbouring Councils as required; Input into regional strategies that support the

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
	between the Northern Tasmania Councils.	development within the George Town municipal area; Participation with Northern Tasmania Development.
5.3.4 5.3.5 5.5.4	Explore opportunities for common service provision with other Councils and relevant organisations.	Opportunities for resource sharing and shared services with other Councils.
5.3.4 5.3.5 5.5.4	Participate in a benchmarking/shared services review with Northern Councils and the State Government as part of State Government Local Government Reform.	Review completed.
5.4.1	Maintain Council's responsibility for community recovery.	The George Town Municipal Emergency Management Plan implemented and the development of Council's business continuity plan.
5.4.1	Compliance with the requirements of relevant Acts and Regulations in implementing Council's business activities.	General Manager and Officers fulfil their duties in accordance with legislative requirements.
5.4.2	Provide sound strategic decision-making, governance, leadership and professional management.	High level of community satisfaction with the performance of the Mayor and Councillors.
5.4.2	Promote a positive image for Council and provide excellent customer service.	A high level of customer service satisfaction; Review of Council's Customer Service Charter.
5.4.3	Implement Council's Strategic Plan.	Annual Plan 2016-2017 outcomes achieved and reported to Council during the year.
5.4.3	Provide an ongoing program of professional development for Councillors.	Ongoing professional development undertaken by Councillors.
5.4.3	Continue to review processes for Councillor support, including the provision of professional and timely advice.	Information and advice provided to Councillors (within legal constraints) as soon as possible.
5.4.3	Facilitate continuous improvement in Council operations and service delivery.	Council operations and services delivered in accordance with community expectations.
5.4.3	Review and develop Council policies and ensure that policies, procedures and practices are effective, open and transparent.	All Council policies, strategies and procedures reviewed by July 2017; New Council policies developed as required.
5.4.5	Meet with relevant State and Federal Government Ministers and Departments.	Meetings held.
5.4.5	Development of Council's Strategic Priority Projects.	Continue to promote and seek funding for George Town Council Strategic Priorities Projects.
5.4.5	Support and participate in activities of the Local Government Association of Tasmania.	Membership and participation in the Local Government Association of Tasmania's activities.
5.6.3	Enhance and promote employee satisfaction, health, safety and wellbeing.	WHS Policies, Practices, Procedures and legislative requirements reviewed and adhered to.
5.6.3	Ensure adequate resourcing to meet the changing needs of Council and the community.	Resourcing requirements reviewed in accordance with Council's budget.
5.6.3	Encourage a professional, innovative, responsible harmonious and effective working relationship within Council.	Demonstrated effective organisational outcomes; Retention of staff.

**CORPORATE/ADMINISTRATION
LEAD OFFICER - DIRECTOR CORPORATE SERVICES**

2016/2017

Revenue: \$8,425,685

Operational Expenditure: \$2,007,668

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
1.1.5	Contribute to the economic development activities adopted by Council.	Economic development opportunities are further developed and implemented subject to the legislative, resource and funding constraints.
4.1.1	Review and make recommendations on plant and equipment usage, economic justifications and financing options, including whole of life cost analysis.	Plant inventory supports the activities of Council at best value for money.
4.1.1	Manage the financial modelling and data collection process required to support the development of the long term asset management plan/s, and long term financial plan.	Plans updated as required.
5.1.2	Provide reception services for the organisation in accordance with the Customer Charter and council policies and procedures generally.	Enquiries and queries received and customers to Council are efficiently and professionally managed to receive a response to their concerns from the identified responsible officer.
5.4.1	Facilitate maintenance of the risk register and progress risk assessments and risk mitigation control strategies as required.	Risks identified, ongoing risk assessments performed, risk outcomes minimised.
5.4.1	Prepare reporting and updates on risk matters for the General Manager, Audit Panel and Council as required.	Parties updated on risk matters and able to make informed decisions.
5.4.3	Coordinate the provision of advice and reporting to the Audit Panel.	Agenda and reports prepared and provided to the Audit Panel in accordance with the regulations and the Panel's activities.
5.4.3	Further develop a long term financial plan supported by a financial strategy to sustain Council's financial position.	Long term financial plan reviewed, updated, adopted and implemented. Financial sustainability improved.
5.4.3	Manage and implement a borrowing strategy that supports Council's strategic goals that meets accepted sustainability measures.	Sustainable debt levels that support the delivery of Council's strategic goals.
5.4.3	Collate and record fees and charges for the full range of Council services, based on the user pays principle and community service obligations.	Council's fees and charges reviewed annually and adopted by Council.
5.4.3	Review banking and investment products regularly.	Banking and investment products reviewed, products selected to provide the best value for money.
5.4.3	Develop and facilitate the use of purchasing and supply practices that maximise value for money.	Council's Code for Tenders and Contracts reviewed, updated as required and implemented. Value for money achieved .
5.4.3	Ensure that Council's business information systems are maintained, secure and meet Council's service needs.	Maintained, secure business systems that respond to Council's service delivery requirements.
5.4.3	Coordinate the installation of upgraded software and associated procedures for the Authority finance software/ the ECM Data Works records management software/and the Microsoft Office upgrade to 2010.	Application software installed to support the business needs of the organisation.
5.4.3	Coordinate the installation of replacement servers and back up hardware.	Council's network hardware is capable of meeting its service delivery requirements and data backup is assured and available.
5.4.3	Apply and review Council resolutions, rating policy and Local Government Act requirements to rating administration. .	Rate administration complies with Council resolutions, policy and Legislation.

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
5.4.3	Process business transactions for accounts payable and accounts receivable in a timely and accurate manner.	Accounts payable and receivable records and reporting are accurate and updated, agreed terms complied with, cash flow managed. Supplier and debtors complaints minimised. Materials and services are supplied as needed.
5.4.3	Process and record payroll transactions that reflect the terms agreed with employees and in accordance with legislative requirements.	Employees financially rewarded in accordance with the agreed terms and legislative compliance achieved.
5.4.3	Provide administrative and strategic human resources support to the organisation that complies with legislative requirements and supports the achievement of Council's goals.	Human resource practices and procedures that support Council's goals promote work place harmony and comply with legislation.
5.4.3	Budgets developed and implemented in accordance with Council decisions and the long term financial plan, and the annual plan.	Financial resources provided to support the approved activities of Council within the constraints of the Long Term Financial Plan.
5.4.3	Process business transactions in accordance with taxation legislation, administrative requirements and timeframes.	Tax compliance is achieved, no fines for non-compliance.
5.4.3	Manage cash flow so that Council's funds are invested and released to meet Council's financial commitments.	Investment into supplier payment terms avoided.
5.4.3	Manage the insurance renewal and claims process.	Council's assets and activities insured and claims processed as required.
5.4.3	Financial reporting regularly provided including key performance indicators against targets, variance analysis and recommended actions.	Council and responsible officers informed as to the financial status of their programs against budget and performance targets, recommended corrective actions considered by Council and responsible officers.
5.4.3	Contribute to the development of the annual plan, strategies and review Council policies.	Plans, strategies, policies further developed, reviewed and adopted by Council where necessary.
5.4.3	Provide administrative and technical support to the records management process and systems. Further develop records management procedures in accordance with business needs.	Council records maintained so that they can be quickly and easily retrieved to support business needs. Compliance with legislative requirements for records management.
5.4.6	Allocate budget expenditure for staff professional development and training.	Training budget approved, officers demonstrate skills and knowledge to successfully undertake their duties in a professional manner in accordance with legislative requirements.
5.4.6	Undertake all necessary HR processes for the Corporate Services Department and assist the General Manager with the HR systems and processes of the organisation.	HR organisational systems and processes reviewed and implemented throughout the Corporate Services Department and the organisation.
5.4.6	Encourage the service delivery and development potential of the corporate services team.	Enhanced ability of the team to support each other, greater professional capabilities and reduction in the need for casual or 4agency support staff and consultants.

COMMUNITY DEVELOPMENT SERVICES LEAD OFFICER - MANAGER COMMUNITY DEVELOPMENT

2016/2017

Revenue: \$ 47,873

Operational Expenditure: \$636,108

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
1.1.1	Monitor and manage the Visitor Information Centre and oversee development, business plan and strategic direction to maintain Industry accreditation and alignment with Council's strategic plan, TVIN accreditation and strategy and Tourism Industry Council Tasmania accreditations.	Industry accreditation maintained business plan and strategic direction aligned with Council's strategic plan and Industry standards.
1.1.5	Engage in marketing and promotion of the George Town municipality to visitors through marketing strategies and campaigns within budget constraints.	Identified digital and print marketing opportunities in line with Tourism Tasmania's tourism strategy and visitor statistics including focus on the Asian market; continue to support the Destination Action Plan facilitated through TNT.
1.1.5 1.3.5	Manage Council's tourism website Provincial Tamar to ensure currency of information and optimisation to current trends.	Increased page visits and hits to the website. Updated search engine optimisation cues and links to deliver increased visitor numbers to Provincial Tamar website.
1.3.6 1.3.10	Work collaboratively with the George Town Chamber of Commerce to increase the knowledge and understanding of current tourism trends, opportunities and benefits.	Active participation in appropriate Chamber of Commerce activities; promotion of tourism opportunities and benefits through the Provincial Tamar website and other forums.
1.3.8 1.3.10 3.4.8	Actively engage with Tourism Northern Tasmania and develop strategy in line with regional project opportunities identified by TNT; liaise with regional and sub regional tourism organisations to maximise cooperative marketing and industry development activities.	Regular meetings with industry stakeholders and regional tourism organisations. Participation with Tourism Northern Tasmania projects.
1.3.10 3.3.5 3.3.8	Coordinate destination development opportunities within the municipal area including the Watch House, trails, private investment, and include associated interpretive signage opportunities	Ongoing oversight of the Watch House; Interpretive signage opportunities reviewed; industry operators engaged in developing destination experiences.
2.1 5.1	Review, revise where necessary, and implement Council's community grants and sponsorship policy and guidelines and administrative processes to deliver best outcomes for community in line with Strategic Plan.	Policies reviewed. Grants and sponsorships awarded by Council in accordance with policy and budget.
2.1.1 2.2.1	Support community groups when planning and organising events in the municipality to develop community organisation capacity.	Community organisations from within George Town and elsewhere deliver successful events in George Town LGA.
2.1.3	Review volunteer protocols, processes and performance measures including induction and training; maintain a Council volunteer recognition program; promote volunteering and opportunities for community members to volunteer.	Review completed; Events hosted by Council to recognise and acknowledge volunteer contribution publicly including Australia Day Awards, Volunteer of the Year Awards and Service Acknowledgement events; Continuous liaison with community groups regarding volunteering opportunities within the community.
2.1.5	Support youth leadership programs; facilitate participation in Council auspiced activities and services.	Youth leadership program continued and leadership demonstrated in community activities.
2.1.5 5.4.3	Review Council Youth Strategy.	Strategy reviewed and reported to Council.
2.2.1 2.2.2	Manage Council events in line with the Events Calendar to deliver vibrant, inclusive events according to financial accountability and risk	Events delivered within budget to meet standards including vibrancy, inclusiveness, financial and risk management.

Strategic Plan Goal Key Objective & Key Priority	Actions	Outcomes
	management principles.	
2.2.2 2.2.4 5.1.2 5.1.2	Maintain, and where possible, improve communication opportunities to share community information, by working with other community organisations	Currency of community contacts; improved co-ordination between community organisations in the dissemination of information
2.3.6	Facilitate provision of health, education and allied services to the George Town municipality specifically addressing the needs of the George Town community including children and young people.	Satisfactory access to services for community members facilitated.
2.3.6 2.5.6	Work with George Town Strategic Action group to identify health needs of the George Town community; promote healthy lifestyle and engage in preventative health initiatives.	Initiatives of the George Town Strategic Action Group supported by Council.
2.3.6 2.3.7	Engage with regional, state and federal representatives and departments in relation to assistance in the delivery of Council endorsed projects and programs.	Successful partnerships negotiated between Council and other jurisdictions to deliver projects and/or programs.
2.4.5 2.4.6	Work with the George Town community to support family friendly initiatives, programs and environment.	Increased community awareness and participation in family friendly initiatives.
2.5.6 4.1.1 4.1.2	Liaise with user groups to identify best community use of sporting facilities; facilitate implementation of facilities review as per Budget.	Increased community use of facilities; initiatives to improve sporting facilities implemented.
2.6.6 2.6.5 2.6.10	Facilitate and support the delivery of community identified collaborative partnerships, particularly where those initiatives address social issues which impact on economic development.	Number of service providers working together to achieve more effective and targeted outcomes for the George Town community.
2.6.7 2.6.8	Participate in forums and discussions to progress opportunities to meet the needs of children, families and the aged	The needs of these groups are understood by state and federal governments
2.7.11	Facilitate and support Council's Community Safety Committee; work with community and agencies responsible for crime prevention, antisocial behaviour deterrence and emergency situations as determined by the Community Safety Committee.	Administrative support provided in accordance with committee requirements; Continued support and discussions with relevant agencies.
4.1.1 4.1.2 4.1.7	Manage community facilities, including maintaining to appropriate standard and make available to the community through an efficient booking and fee payment process.	Facilities maintained to safe and user appropriate standard; Annual maintenance inspections undertaken; Reports to Council on state of facilities as required; Booking processes continuously reviewed for efficiency and accuracy.
5.4.1	Maintain Council's responsibility for community recovery including Tasmania Visitor Information Network (TVIN) Tourist Recovery strategy.	Participation in Emergency Management Recovery Coordination, Northern Regional Social Recovery Coordination, TVIN and Council's Community Recovery Plan.
5.4.3	Review and report on Council's Tourism Strategy in line with Federal, State and Regional policies and strategies.	Review completed and report to Council.

DEVELOPMENT & REGULATORY SERVICES LEAD OFFICER - MANAGER DEVELOPMENT SERVICES

2016/2017 Budget

Revenue: \$215,745

Operational Expenditure: \$702,587

Strategic Plan Goal Key Objective & Key Priority	Key Actions	Outcomes
1.4.7 4.1.10	Maximise opportunities for new business and industry development.	Where required assist businesses and industry within the municipality; Relevant officers provide accurate advice, ensuring all opportunities are maximised for new and existing businesses.
2. 4.1.12	Take action to control the risks to the safety of drinking water; Take action to protect human health by preventing transfer of pathogenic organisms during contact with recreational water.	Compliance with all legislative and statutory requirements through the planning, building, plumbing and environmental health assessment processes; Best practice and risk management processes observed through regular water sampling in accordance with legislated and statutory requirements.
2.2	Ensure that places of assembly do not pose a threat to the health and safety of the public.	Best practice and risk management processes observed in line with Environmental guidelines.
2.3.1 2.7.1	Provide appropriate opportunities to ensure that all school-age children are vaccinated.	Work with parents and schools in order to run the vaccination program in a manner that is accessible by the majority of the community.
2.7	Regulate and monitor the preparation and sale of food to the public. Ensure best practice and risk management processes are observed.	100% of Food preparation businesses within the Municipality regularly inspected, and where required, education provided, in order to ensure best practice principles are upheld.
3.1 4.1.12	Ensure domestic wastewater is managed safely.	Compliance with all legislative and statutory requirements; Best practice and risk management processes are observed; Policies and procedures developed to support and environmentally sustainable principles adopted whilst undertaking Council activities.
3.1 4.1.12	Minimise the risk of airborne threats to human health.	Support provided to the George Town Air Monitoring System (GAMS) both financially and through committee attendance.
3.1.1 3.2.3 3.5.9	Support local community environmental initiatives; Develop partnerships with environmental agencies and the community in the conservation and protection of our beaches and waterways; Continue to promote and support the initiatives and recommendations of coastal management plans; Encourage catchment management and support Natural Resource Management groups.	Facilitation of partnerships with environmental agencies such as Tamar NRM and Community Land Care groups in the conservation and protection of our Coastal regions, beaches and waterways; Policies and procedures developed to support and adopt environmentally sustainable principles whilst undertaking Council activities; Facilitation of a 26 week round of Green Army Land Care program in partnership with Tamar NRM and Conservation Volunteers Australia.
3.1.6 3.1.9	Continue to identify the Town's heritage assets in consultation with the Tasmania Heritage Council.	Compliance with all legislative and statutory requirements; Policies developed and implemented to improve the identification and retention of heritage areas and collections; Municipal signage audited and historical sites promoted.
3.1.7 4.1.11 4.1.12	Maintain Animal Management procedures and practices in accordance with Council's Policy; Raise awareness of environmental health services including animal management, noise abatement and fire abatement.	Council Officers are trained and competent in all legislative and statutory requirements; Establishment of a Responsible Dog Management education program through local Schools; Council's Environmental Health Services promoted through the development of a range of information pamphlets including noise abatement, fire abatement and responsible animal ownership.

Strategic Plan Goal Key Objective & Key Priority	Key Actions	Outcomes
3.3.4	Increase the community's awareness of environmental practices through media.	Council's website and newsletters utilised to share relevant environmental information with the community.
4.1.1 4.1.5 4.2.4 4.2.5	Improved streetscape amenity.	Municipal signage audited and historical sites promoted; Opportunities identified and prioritised to revitalise existing neighbourhoods to meet the changing needs of the community; Promotion of urban design that creates attractive, distinctive and sustainable amenity.
4.1.4 4.1.5 4.2.5	Consider the development of an overall plan to make the municipality more attractive including developing streetscapes, street dining and lighting; enhancing community safety; appropriately managing buildings, infrastructure and spaces.	Development of information on the establishment of a suite of strategic documents to form the George Town Municipality Settlement Strategy.
4.1.8	Promote economic sustainability and attractive features, strengths and opportunities for business in local centres.	Encouragement of sound sustainable developments which result in economic benefits to the community; Regular interaction with business owners to ensure an understanding of the regulatory process required for economic growth; Council recognition that attractive features are an asset to the municipality and built upon existing strengths, in creating vibrant centres for local business.
4.1.8 4.2.1 4.2.5 4.2.8	Promote urban design that creates attractive, distinctive and sustainable amenity.	Encouragement of sound urban design, whilst ensuring the municipality retains its distinctive and attractive features; Regular review of the planning scheme to ensure developments have improved amenity, in order to achieve a distinctive and attractive community; Provision of regular and accurate advice, assisting members of the community in achieving sustainable results.
4.2.4 4.2.5 4.2.11 4.2.12	Positively influence attitudes associated with living and doing business in the municipality.	Undertake all regulatory operations in a transparent manner; Provide customers with a high level of guidance and assistance through the planning, building, plumbing, environmental health and animal control application processes.
4.3	Continue to finalise the George Town Interim Planning Scheme.	Participation in Northern Regional Interim Planning Scheme finalisation processes including hearings and peer meetings in order to finalise the Interim Planning Scheme.
4.3	Provide feedback on the implementation of the State Planning Scheme which seeks to achieve State uniformity.	Provision of feedback to the Tasmanian State Planning Taskforce on sections of the Single State Scheme as they are released for comment by the Technical reference group.

INFRASTRUCTURE & ENGINEERING LEAD OFFICER - MANAGER INFRASTRUCTURE & ENGINEERING

2016/2017 Budget

Revenue: \$2,050,773

Operational Expenditure: \$6,996,220

Strategic Plan Goal Key Objective & Key Priority	Key Actions	Outcomes
4.1	Manage and implement adopted infrastructure projects and programmes.	Project and programme objectives achieved within set parameters of safety, time, quality and cost.
4.1	Develop and promote procedures to involve the community in recycling.	Enhanced community awareness and participation in recycling best practice principles and actions.
4.1.1	Planning and upgrade of the Waste Transfer Station at the existing George Town site.	Improved opportunity for community participation in recycling, waste minimisation and responsible waste disposal.
4.1.1 5.4.1	Renewal and maintenance of Works Department plant and equipment.	Plant and equipment renewed and maintained to required operational and safety standards; Achievement of asset longevity and minimisation of life-cycle cost. Maintain levels of service, meeting customer expectations.
4.1.2 5.4	Coordinate and maintain our asset management system through routine inspection and reporting processes.	Assets managed and maintained to required quality and safety benchmarks via prompt identification and rectification of infrastructure defects; Achievement of asset longevity and minimisation of life-cycle cost; Increased satisfaction of ratepayers.
4.1.6	Create, maintain and improve appropriate signage.	Increased regulatory, directional and interpretative signage providing information to the community and visitors.
4.1.7 3.4.8	Undertake Council's maintenance of footpath and trail programme.	Provision of pedestrian and cycling linkages for residents and tourists with proactive identification and rectification of hazards ensuring the safety of users.
4.1.8	Implement stormwater drainage upgrade and maintenance programme.	Improved facilities and increased efficiency of stormwater management; Improved level of service for ratepayers.
4.1.12	Manage kerbside waste collection and recycling.	Provision of waste services to reduce waste volumes, increase recycling rates and maintain public health standards.
4.2.4	Maintain public amenity and enhance community safety through the development of streetscapes and lighting.	Pedestrian friendly environment maintained and provision of safety and security of public places. Reduction of accidents and incidents.
4.2.9	Develop and implement a programme for the renewal and maintenance of parks infrastructure and areas.	Areas maintained to acceptable standards creating attractive areas for the public to congregate and enjoy; Increased opportunity for recreation and development of skills and fitness of users.
5.4.3	Develop specific long term asset management plans for infrastructure to ensure long term asset sustainability.	Projects developed and prioritised ensuring continued viability and enhancing asset service potential in the long-term; Maintained levels of service, meeting customer expectations.
5.4.3	Undertake road maintenance and construction programme (sealed and unsealed roads).	Required standards maintained preserving the value of road assets. Construction undertaken increasing functionality, performance and improving safety for road users.
5.4.5	Pursue State and Federal Government grants.	Funds sourced from Roads to Recovery, Black Spot etc; Achievement of project goals via funding partnerships.