



Hinchinbrook Shire Council

Operational Plan

2014-2015



HINCHINBROOK
SHIRE COUNCIL

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Introduction

The Operational Plan reflects the activities to be undertaken by the Hinchinbrook Shire Council during 2014-2015. The Operational Plan is structured to align with the strategic directions in the 2014-2019 Corporate Plan. The Operational Plan identifies those actions which Council has determined to fund in the 2014-2015 budget. The Operational Plan represents 12 months of activity that contributes to the overall delivery of the Corporate Plan strategies. In December 2014 Council adopted the 2014-2019 Corporate Plan. As such a revision of the Operational Plan has been undertaken.

Council provides a variety of services to the community. In addition to these services Council delivers on aspects of the State Government agenda, including provisions of the *Local Government Act 2009*. There are numerous other State and Federal Acts that influences the operation of Local Government.

Provision of these services on a day to day basis requires a significant amount of resources, both human and financial. Every activity that Council undertakes is not documented individually within the Operational Plan. Some activities are part of a larger project while others are part of the accepted operational environment for Local Government in Queensland.

Council's organisational structure is comprised of Corporate Services, Development and Planning, Engineering Services, Environment and Community Services, and the Office of the CEO.

Each area of operation performs day to day activities aligned with policies, procedures, activity specific plans and processes designed to ensure that services are delivered in accordance with the direction set by Councillors and in some instances governed by legislation. Quarterly activity reporting to Council is made with reference to the Operational Plan. This is presented to Councillors at an Ordinary Meeting of Council.

Strategic Direction

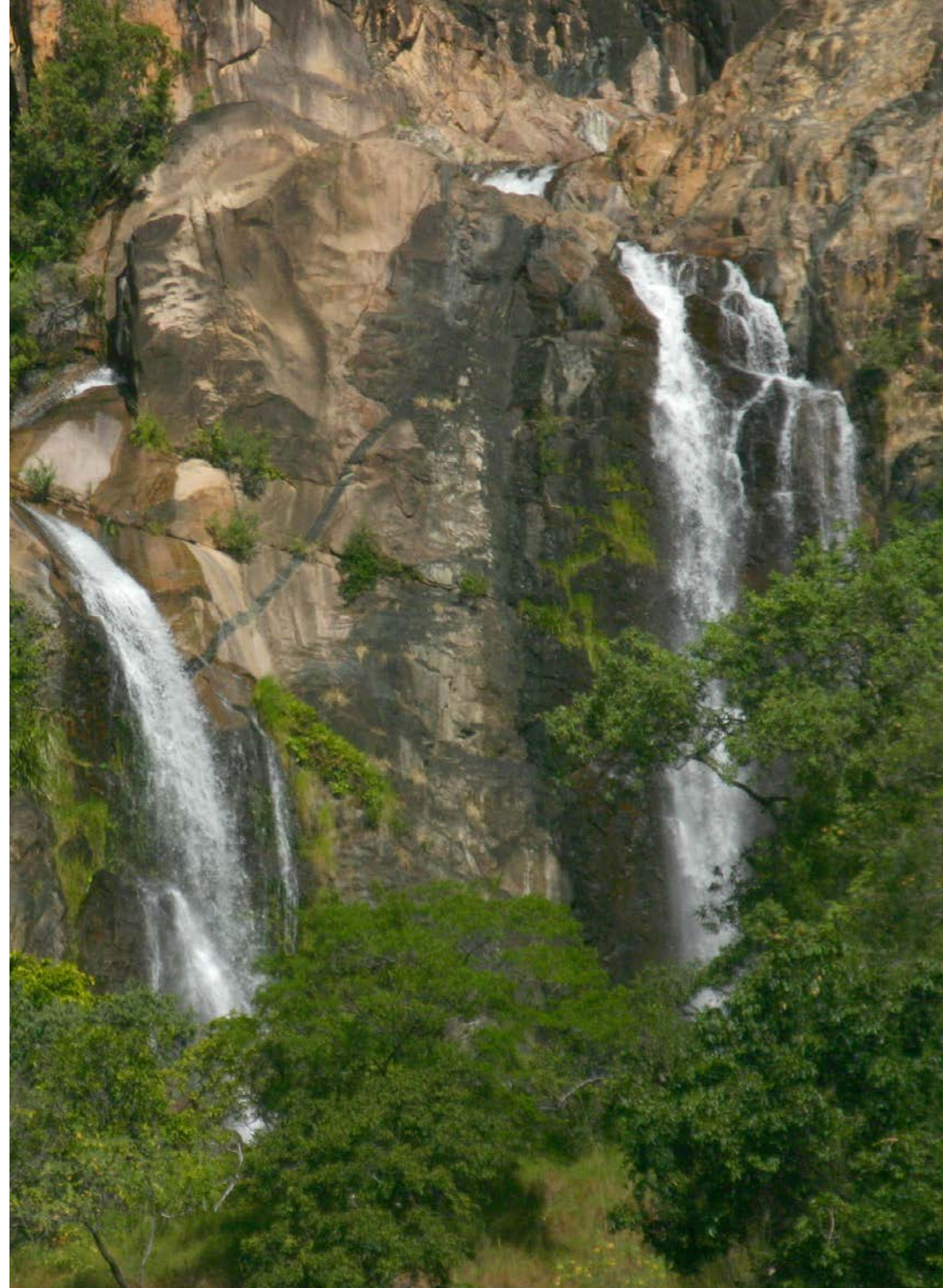
Through discussion, consultation and community engagement Council has determined a number of strategic directions that will be pursued over the next five years.

The 2014-2019 Strategic Directions as established by Council and documented in the 2014-2019 Corporate Plan are:

1. Fiscally responsive and responsible management of public infrastructure and assets
2. Responsive and responsible management of land
3. Responsive and responsible local representation
4. Council's role in creating an enviable lifestyle and contribution to the whole of life livability of our Shire
5. Council's role in creating and supporting the economic prosperity of our Shire

With a genuine desire to deliver on these strategic directions, to essentially turn words into actions, Council has determined an appropriate level of involvement for Council, how Council will be involved and what will be seen as the measure of success.

The Operational Plan now details specific actions and activities that will be undertaken in 2014-2015 to address the strategic priorities as set by Council.



Overview of Organisational Services

Corporate Services

Services provided include:

- Accounts Payable and Receivable Services
- Administration Support to Council Operations
- Corporate Governance
- Administrative Customer Services
- Financial Accounting
- Information Technology and Telecommunications
- Insurance Management
- Investment and Banking
- Management Accounting
- Payroll Services
- Rating
- Records Management
- Security Systems
- Treasury

Development and Planning

Services provided include:

- Art and Cultural Services
- Building Regulatory Services
- Economic Development
- Library Services
- Planning and Development
- Support for Festivals and Events
- Tourism
- TYTO Precinct Management
- Visitor Information Services

Engineering Services

Services provided include:

- Asset Management
- Civil Construction and Maintenance
- Engineering Survey and Design
- GIS Services
- Marine Infrastructure Management
- Plant Fleet Management
- Water and Sewerage Management

Environment and Community Services

Services provided include:

- Animal Control
- Business Licensing
- Building Maintenance
- Cemeteries
- Community Support
- Facility Hire
- Local Disaster Management
- Local Laws
- Natural Resource and Environmental Management
- Pest Management and Revegetation
- Public Amenities
- Public Health
- Public Open Space Maintenance and Management
- Recycling and Waste Management
- Regulatory Enforcement
- Vector Control

Office of the CEO

Services provided include:

- Employee Relations
- Enterprise Bargaining
- Governance
- Health and Wellbeing Program
- Human Resources
- Industrial Relations
- Learning and Development
- Media and Communications
- Performance Management
- Regional Engagement
- Strategic Planning
- Support to Elected Members
- Workers Compensation and Rehabilitation
- Workplace Health and Safety Management
- Workplace Health and Safety Training

Key Activities in 2014-2015

The 2014-2015 key activities and their fit within and influence on the Strategic Directions as established by Council are summarised as follows:

K E Y A C T I V I T I E S	Strategic Directions As detailed in the 2014-2019 Corporate Plan	One Fiscally responsive and responsible management of public infrastructure and assets	Two Responsive and responsible management of land	Three Responsive and responsible local representation	Four Council's role in creating an enviable lifestyle and contribution to the whole of life livability of our Shire	Five Council's role in creating and supporting the economic prosperity of our Shire
	Water to Forrest Beach Reticulated water supply to Forrest Beach – two year project	✓	✓		✓	✓
	CBD Revitalisation Project CBD Revitalisation Project in conjunction with James Cook University	✓	✓	✓	✓	✓
	Economic Development and Tourism Officer Position established			✓	✓	✓
	Community Shed Meetings Community meetings with Councillors and senior officers			✓	✓	✓
	Local Buy Preference Policy Procurement policy with a local buy bias implemented			✓	✓	✓
	Fresh Water Recreational Facility Feasibility study funded and conducted	✓	✓	✓	✓	✓
	Planning Scheme Development of new scheme	✓	✓	✓	✓	✓
	Taylor's Beach Boat Ramp Access improved at Taylor's Beach Boat Ramp	✓	✓	✓	✓	✓
	Dungeness Fishing Platform Reinstated	✓	✓	✓	✓	✓

K E Y A C T I V I T I E S	Strategic Directions As detailed in the 2014-2019 Corporate Plan	One Fiscally responsive and responsible management of public infrastructure and assets	Two Responsive and responsible management of land	Three Responsive and responsible local representation	Four Council's role in creating an enviable lifestyle and contribution to the whole of life livability of our Shire	Five Council's role in creating and supporting the economic prosperity of our Shire
	Dungeness Boat Parking Extension to the parking area	✓	✓	✓	✓	✓
	TYTO Precinct Events Establish a visitor attraction event program for the TYTO Precinct	✓			✓	✓
	Conference and Events Employment of a dedicated officer			✓	✓	✓
	Shire Branding Project Establishment of a shire wide branding position			✓	✓	✓
	Rotary Park Amenities New, modern toilet block built	✓		✓	✓	✓
	Lannercost Street Amenities New, modern toilet block built	✓		✓	✓	✓
	Pest Management Plan Delivery of key pest management activities including management of feral pigs		✓		✓	✓
	Communication Delivery of timely and informative information to ratepayers and residents via a variety of means			✓	✓	

Strategic Direction One

Fiscally Responsive and Responsible Management of Public Infrastructure and Assets

Hinchinbrook Shire Council builds, owns and funds the maintenance of infrastructure that it sees as a benefit to the community. In some areas Council is the only entity that will perform the function of providing public infrastructure. Council provides public infrastructure on the basis that it is an asset to the community, that the community values the provision of this infrastructure and that the infrastructure provides a contribution to the community that is tangible, vital and essential.

Council is committed to supplying infrastructure in an efficient and coordinated manner that provides consistent delivery of services and is seen as value for money by the users of such infrastructure. Further, Council considers infrastructure provision with regard to the impacts on the natural environment, the value add of the amenity to existing infrastructure, and health and safety of the community.

Council will ensure a coordinated and integrated approach to infrastructure planning, implementation, maintenance and renewal. Public infrastructure and assets provided by Council can include:

- Road and drainage network
- Water and sewerage network
- Waste management and transfer station facilities
- Hinchinbrook Aquatic Centre
- TYTO Precinct
- Parks, gardens and reserves with pathways, structures, playgrounds, fitness equipment and picnic facilities
- Marine recreational infrastructure - boat ramps, jetties and fishing platforms
- Buildings, like the Shire Hall, smaller community halls and the Kelly Theatre

Corporate Plan Strategies	Proposed Actions over 2014 - 2019	2014 - 2015 Action and Measure		Lead	Associated
1.1 Plan and execute timely preventative maintenance regimes that extend the useful life of roads, water and sewerage network infrastructure in a cost effective manner	Continued refinement of long term asset management plans	1.1.1	Integration of asset management activities into the Council Integrated Systems project by June 2015	Engineering Services	Corporate Services
		1.1.2	Commence development of sewerage and water asset maintenance manuals, including asset inspection regimes and intervention levels based on agreed levels of service		
	Development of a roads hierarchy and associated service levels	1.1.3	Adoption by Council of a roads hierarchy and service level guidelines by June 2015	Engineering Services	Corporate Services
	Planned preventative maintenance regimes are comprehensive in nature and costed for inclusion in ten year forward budgets	1.1.4	Sewerage and water ten year preventative maintenance regimes are documented and included in ten year budgets 2015-2025	Engineering Services	Corporate Services
1.2 Plan and execute timely preventative maintenance regimes for building assets that extend the useful life in a cost effective manner	Development of preventive maintenance plans for all building assets, including exit strategies for assets deemed surplus to needs	1.2.1	Implementation of public amenities review outcomes by June 2015	Environment and Community Services	Corporate Services
		1.2.2	Preventative maintenance plan documented and included in ten year budgets 2015-2025 for the Lannercost Street building		
1.3 Ensure that proposed extensions to road, water or sewerage networks have a demonstrated social and economic imperative	Extension of the reticulated water supply to Forrest Beach	1.3.1	Year one activities for reticulated water supply to Forrest Beach completed by 30 June 2015	Engineering Services	Corporate Services
	Investigation of access to identified cane expansion areas in collaboration with industry stakeholders	1.3.2	Business case and funding models explored on a case by case basis	Development and Planning	Engineering Services
1.4 Be open to innovative and alternate solutions for the provision of ongoing public infrastructure needs	Prior to the end of useful life of current assets review innovative and alternate solutions	1.4.1	Make appropriate funding submissions for the Ingham and Beaches sewerage upgrade project	Engineering Services	Environment and Community Services
1.5 Ensure that public infrastructure contributes to lifestyle aspirations of current residents, underpins population attraction and acts as an enabler for economic growth in tourism in particular	Maintain access to and improve recreational boating and fishing facilities	1.5.1	Access management activities at Taylor's Beach Boat Ramp completed by June 2015	Engineering Services	Development and Planning
		1.5.2	Repair of the Dungeness Fishing Platform by June 2015		
		1.5.3	Extension to the Dungeness parking area completed by June 2015		
	Development of a parks and reserves hierarchy and associated service levels	1.5.4	Complete development of a parks and reserves hierarchy by June 2015	Environment and Community Services	Corporate Services
	Refurbishment of CBD public toilets	1.5.5	New toilet block established in Rotary Park by June 2015	Environment and Community Services	Engineering Services
		1.5.6	New unisex toilet facility established in Lannercost Street by June 2015		

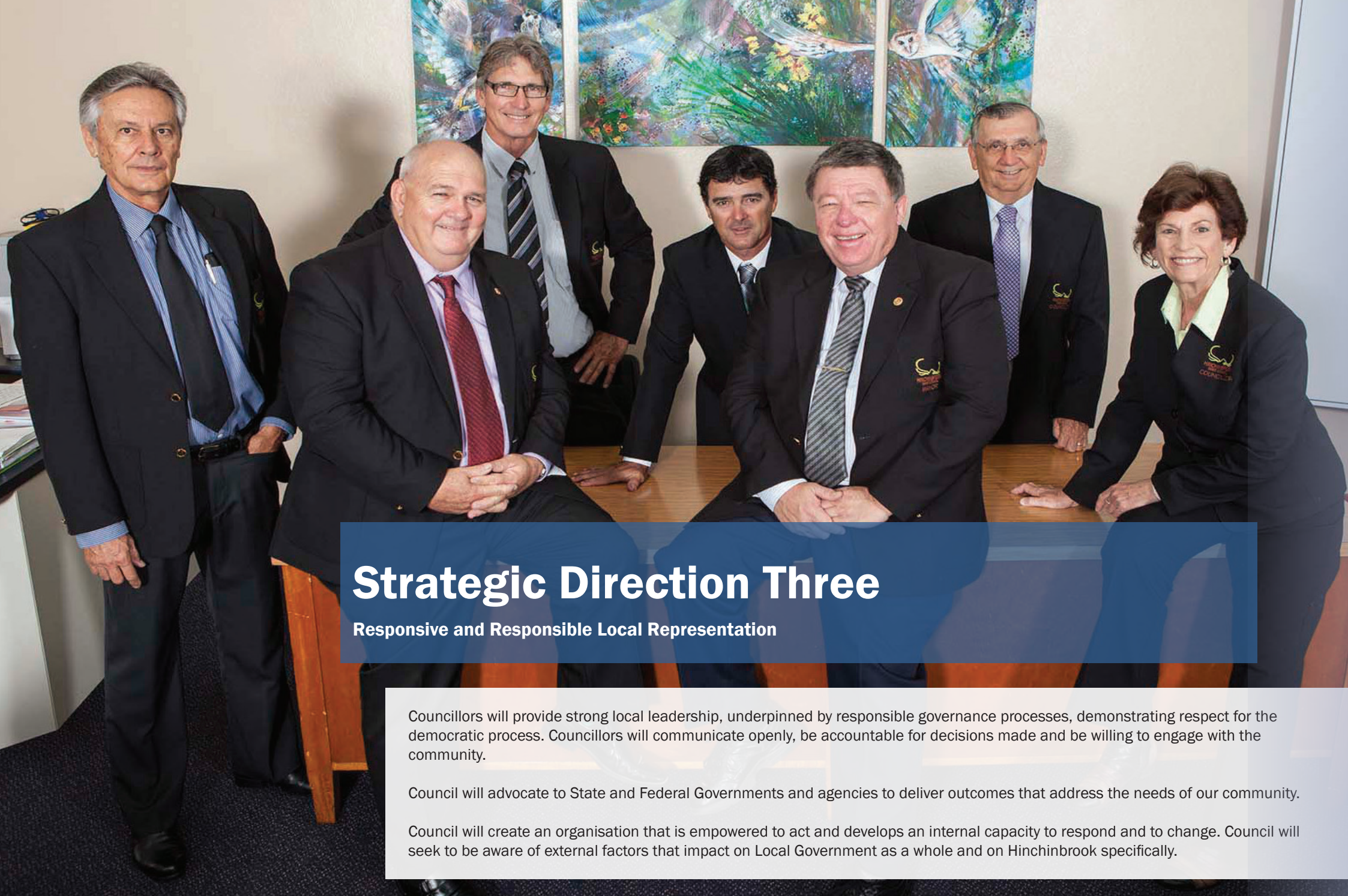
Strategic Direction Two

Responsive and Responsible Management of Land

Hinchinbrook Shire Council seeks to achieve a sustainable, well managed and enviable natural and built environment. That is a Shire that provides a balance between the development of built infrastructure, demonstrating sound land use principles, while valuing the conservation of our diverse natural resources for the enjoyment of all. This will be achieved by delivering an enabling Town Planning Scheme, by the development of natural resource management plans, and increasing community awareness of associated issues.



Corporate Plan Strategies	Proposed Actions over 2014 - 2019	2014 - 2015 Action and Measure		Lead	Associated
2.1 Delivery of a robust and meaningful Town Planning Scheme	Consultation for and development of a new Town Planning Scheme that acts as an enabler for lifestyle aspirations, supports population growth and the realisation of opportunities	2.1.1	Draft strategic framework completed by December 2014	Development and Planning	Engineering Services
		2.1.2	Commencement of drafting of planning scheme codes by June 2015		
	Regularisation of levies	2.1.3	Criteria developed to regulate levy construction by June 2015	Development and Planning	Engineering Services
2.2 Provision of reliable flood data and intelligence	Revision of the existing flood study	2.2.1	Revised flood study developed by June 2015 to inform the development of the Town Planning Scheme	Development and Planning	Engineering Services
2.3 Riverine and riparian environment management	Funding of the Herbert River Improvement Trust	2.3.1	Funds allocated and payment made by October 2014	Office of the CEO	Corporate Services
2.4 Natural resource management	Pest and weed management activities	2.4.1	Continuous monitoring and improvement of vector control practices and public education delivered by June 2015	Environment and Community Services	Engineering Services
		2.4.2	Implement the Hinchinbrook Pest Management Plan in co-operation with primary producers and other key stakeholders by June 2015		
		2.4.3	Continue the Hinchinbrook Community Feral Pig Management Program – implement all activities by June 2015		
	Involvement in catchment management activities	2.4.4	Develop, assist with and carry out revegetation projects including promotion of National Tree Day by June 2015	Environment and Community Services	External agencies
	Stewardship of the Great Barrier Reef	2.4.5	Implement agreed activities from the Reef Guardian Action Plan by June 2015	Environment and Community Services	External agencies



Strategic Direction Three

Responsive and Responsible Local Representation

Councillors will provide strong local leadership, underpinned by responsible governance processes, demonstrating respect for the democratic process. Councillors will communicate openly, be accountable for decisions made and be willing to engage with the community.

Council will advocate to State and Federal Governments and agencies to deliver outcomes that address the needs of our community.

Council will create an organisation that is empowered to act and develops an internal capacity to respond and to change. Council will seek to be aware of external factors that impact on Local Government as a whole and on Hinchinbrook specifically.

Corporate Plan Strategies		Proposed Actions over 2014 - 2019	2014 - 2015 Action and Measure		Lead	Associated
3.1	Councillor two way engagement with our community	Community Shed Meetings	3.1.1	Hold annual community shed meetings	Office of the CEO	All
		Provide Councillor representation at recognised community group meetings	3.1.2	Facilitate an annual review of Councillor nominations for representational roles	Office of the CEO	All
3.2	Communication with the community	Communications Plan developed and executed	3.2.1	Annual communication plan developed and presented to Council by September 2014	Office of the CEO	All
			3.2.2	Activity and outcome report presented twice a year to Councillors		
		Further development of online content	3.2.3	Facebook pages for Council, TYTO and Hinchinbrook Disaster Management further developed	Office of the CEO	All
		Continued publication of a ratepayers newsletter	3.2.4	Three ratepayer newsletters published by June 2015	Office of the CEO	All
3.3	Influencing other levels of Government	Advocate for the provision of youth social services delivered locally	3.3.1	Support for local not for profit providers by way of the rates relief policy	Office of the CEO	Corporate Services
			3.3.2	Review the grant funding service as provided by the Hinchinbrook Community Support Centre by June 2015	Environment and Community Services	Nil
			3.3.3	On an as identified basis an advocacy role with other levels of government and service providers of youth social services	Office of the CEO	Environment and Community Services
		Support for community health service providers to address the needs of at risk community members	3.3.4	On an as identified basis an advocacy role with other levels of government and service providers of programs to address the needs of at risk community members	Office of the CEO	Environment and Community Services
		Advocate for the delivery of the State's regionalisation agenda specifically as it relates to population growth and regional investment	3.3.5	Participate in State government forums to influence the regional agenda	Office of the CEO	Development and Planning
		Membership of LGAQ and participation in relevant discussions and agendas	3.3.6	State and Regional LGAQ conferences and meetings attendance	Office of the CEO	Nil
3.4	Policy and Procedure	Local buy first preference policy development	3.4.1	Development and adoption of a procurement policy that features a local preference mechanism, adoption by June 2015	Corporate Services	All
3.5	Organisational Capacity	Review of the organisational structure and resourcing in response to our strategic direction	3.5.1	Ongoing and in response to changed circumstances	Office of the CEO	All
		Development of our human resources	3.5.2	Continuation of the new employee induction program	Office of the CEO	All
			3.5.3	Ensure all staff have an opportunity to attend an ordinary meeting of Council within their first 12 months of employment		
			3.5.4	Annual delivery of the Code of Conduct training to all employees		
			3.5.5	Workplace specific training identified and delivered on an as needs basis		

Strategic Direction Four

Council's Role in Creating an Envable Lifestyle and Contribution to the Whole of Life Liveability of our Shire

Notwithstanding the delivery of roads, water and sewerage networks, Council makes many other contributions to our community to endeavor to create a highly desirable environment, where lifestyle, liveability and prosperity are key outcomes. Our community values our relaxed lifestyle and seeks to preserve this in tandem with creating a healthy, vibrant and inclusive place to live.

Arts and culture are an integral part of life for our communities. Council recognises the importance arts and culture plays in our region and is committed to developing and expanding arts and cultural activities that have the capacity to enrich the lives of our residents. Council actively supports arts and cultural groups through its ongoing support for the Regional Arts Development Fund, together with its community donations program.

Community partnerships are about Council working with residents, community groups and other government agencies to improve the social well-being of the community, making our community a more desirable place to live. It is about partnerships, building capacity, listening to and learning from the community and building the future together.

Council acknowledges the issues of our ageing population and will work to identify strategies to support the needs of older people. We want to recognise the skills and experience of older people to ensure they feel valued and supported in our community. Council sees direct employment opportunities and support service provision for older people as a way to diversify our employment base and assist in the attraction of new residents to Hinchinbrook.

Corporate Plan Strategies		Proposed Actions over 2014 - 2019		2014 - 2015 Action and Measure		Lead	Associated
4.1	Arts and Cultural Investment	Maximise the use of the TYTO Precinct for the delivery of arts and cultural programs	4.1.1	Employ TYTO events and conference officer by December 2014	Development and Planning	Environment and Community Services	
			4.1.2	Establishment of a signature event for TYTO by June 2015			
		Continued funding of the Regional Arts Development Fund program	4.1.3	Focus the Regional Arts Development Fund program on public art installations for the beautification of Ingham	Development and Planning	Environment and Community Services	
4.2	Provision of Recreation Opportunities	Exploration of a fresh water recreational facility	4.2.1	Apply for external funding to assist in feasibility study	Engineering Services	Environment and Community Services	
			4.2.2	Conclude the feasibility study by June 2015			
		Continued community partnerships for the delivery of services at the Kelly Theatre and Hinchinbrook Aquatic Centre	4.2.3	Review of arrangements and equipment provision for live theatre with the lessees of the Kelly Theatre by June 2015	Environment and Community Services	Development and Planning	
			4.2.4	Engage with the lessees of the Hinchinbrook Aquatic Centre		Engineering Services	
		School holidays program featuring children/ youth activities	4.2.5	Delivery of a TYTO based school holiday program during the September, January and April school holiday periods	Development and Planning	Environment and Community Services	
		Continued support for Hinchinbrook based events that provide both economic returns by way of visitation and opportunities for participation by the community	4.2.6	Budget provision made to support a mix of Hinchinbrook based events	Development and Planning	Environment and Community Services	
4.3	Community Partnership Support	Continue to provide funding for community groups to deliver on the wider social welfare agenda	4.3.1	Establish a policy and procedure for donations and present to Council by June 2015	Environment and Community Services	Corporate Services	
4.4	Living well over 60 with a highly desirable lifestyle	Advocate for adequate local facilities and services to support older residents, particularly those that allow them to live longer in their own homes	4.4.1	Progress the handover of ownership of Forrest Glen Retirement Village to the Hinchinbrook Community Support Centre	Environment and Community Services	Office of the CEO	
			4.4.2	On an as identified basis an advocacy role with other levels of government and service providers of programs to address the needs of older residents	Office of the CEO	Environment and Community Services	
		Self assess Hinchinbrook against the World Heath Organisation Checklist of Essential Features of Age Friendly Cities	4.4.3	To be completed as part of the work done in support of the new planning scheme by June 2015	Development and Planning	Environment and Community Services	
		Plan to address shortcomings	4.4.4	Report prepared for Council with budget items for consideration in 2015-16			
4.5	Regulatory Functions that underpin liveability	Provide meaningful Animal Control Services	4.5.1	Respond to complaints in a timely manner and execute appropriate actions	Environment and Community Services	External Agencies	
			4.5.2	Continue to partner with animal welfare organisations to attempt to re-home unwanted animals			
		Provide meaningful business licensing activities	4.5.3	Respond to complaints in a timely manner and execute appropriate actions	Environment and Community Services	External Agencies	
			4.5.4	Continue to provide opportunities for business owners to meet their compliance responsibilities			
		Provide timely building regulatory functions and enforcement action as necessary	4.5.5	Respond to complaints in a timely manner and execute appropriate actions that safe guard the public interest	Development and Planning	Engineering Services	
4.6	Educational Opportunities that support population attraction	Foster partnership opportunities with vocational and tertiary educational service providers	4.6.1	Develop and deliver the CBD Revitalization Project in conjunction with James Cook University by June 2015	Development and Planning	Environment and Community Services	

Strategic Direction Five

Council's Role in Creating and Supporting the Economic Prosperity of our Shire

The identification of opportunities to enhance the economic viability of our community is a key priority for Council. To this end we will implement strategies to achieve a strong and sustainable local economy that supports the growth of new and existing industry and business activities and provide long term employment opportunities for all age groups.

The focus of Council's Disaster Management Program is on minimising the affects of natural disasters on our community, both from an individual harm prevention minimisation perspective and more widely from an economic loss perspective. Council will continue to liaise with emergency service providers and will strive to build resilience and capacity in our communities to survive natural disaster events, to manage the immediate outcomes of such events and to thrive afterwards.

Corporate Plan Strategies	Proposed Actions over 2014 - 2019	2014 - 2015 Action and Measure		Lead	Associated
5.1 Our Ingham CBD is attractive, alive and diverse	CBD refresh and associated actions	5.1.1	Develop and deliver the CBD Revitalization Project in conjunction with James Cook University by June 2015	Development and Planning	Engineering Services
		5.1.2	Deliver the associated on-ground works by June 2015		
	Refurbishment of CBD public toilets	5.1.3	Establish new public toilet facilities in Rotary Park by June 2015	Environment and Community Services	Engineering Services
		5.1.4	Establish new unisex public toilet facility in Lannercost Street by June 2015		
5.2 Support for business diversity and employment growth	Local buy first preference policy development	5.2.1	Development and adoption of a procurement policy that features a local preference mechanism, adoption by June 2015	Corporate Services	All
	Employment of a dedicated Economic Development and Tourism Officer	5.2.2	Position filled by December 2014	Development and Planning	Office of the CEO
	Funding of the Herbert Resource Information Centre	5.2.3	Budget allocation made and funds transferred by December 2014	Development and Planning	External Agencies
	Funding of the Hinchinbrook Chamber of Commerce, Industry and Tourism	5.2.4	Budget allocation made and funds transferred by December 2014	Development and Planning	External Agency
5.3 Tourism development	Employment of a Conference and Events Officer	5.3.1	Position filled by December 2014	Development and Planning	Office of the CEO
	Event activity at the TYTO Precinct	5.3.2	Yearly activity plan formulated prior to the commencement of the year	Development and Planning	Environment and Community Services
		5.3.3	Activity and outcomes report presented twice a year to Councillors		
	Event funding support program	5.3.4	Budget provision made to support a mix of Hinchinbrook based events	Development and Planning	Corporate Services
	Ongoing membership of Townsville Enterprise Limited	5.3.5	Budget allocation made, service levels agreed and funds transferred by December 2014	Development and Planning	External Agency
5.4 Natural Disaster Management	Local Disaster Management coordination, awareness raising, planning, service provision and recovery activities	5.4.1	Local Disaster Management plan in place, reviewed annually and adopted by Council prior to December 2014	Office of the CEO	All
5.5 Shire wide branding	Develop and finalise shire wide branding project	5.5.1	Briefing document scoped and finalised. Final concepts submitted to Council for consideration prior to June 2015	Development and Planning	External Agencies
	Development of the new shire flag based on the shire wide branding project	5.5.2	Design elements scoped and finalised by June 2015. Budget allocation in 2015-2016 required to progress	Development and Planning	Nil

Our Partners

As a Council our reach and influence is substantial in some areas, less so in other areas. As such we want to acknowledge the many partnering organisations that we collaborate with on an almost daily basis. We know, that without goodwill, common agendas and an ability to co-operate our collective efforts would suffer. In alphabetical order some of our partners include:

<ul style="list-style-type: none"> • Angel Paws • Barrier Reef Institute of TAFE • Blue Nursing Service • Canegrowers Herbert River • Catholic Education • Coastcare • Coast Guard • Country Womens Associations • Endeavour Foundation • Ethnic Community Care Links • Events and Festivals • Forrest Beach Progress Association • Halifax Progress Association • Herbert Resource Information Centre • Herbert River Catchment Group • Herbert River Express • Herbert River Improvement Trust • Herbert River Mens Shed • Herbert River Museum 	<ul style="list-style-type: none"> • Herbert River Pastoral and Agricultural Show Association • Herbert River RSL • Hinchinbrook Chamber of Commerce, Industry and Tourism • Hinchinbrook Community Support Centre • Hinchinbrook Landcare • Ingham Arts Festival • Ingham Arts Society • Ingham Disability Support Services • James Cook University • Local Government Association of Queensland • Lower Herbert Water Management Authority • Lucinda Progress Association • Meals on Wheels • Mount Fox Community Group • NQ Employment • Our churches and religious organisations • Our local schools, kindergartens and child care centres • Private sector entities 	<ul style="list-style-type: none"> • Queensland Blue Light Association • Recreation Associations and Clubs • Regional Development Australia • RSPCA • Senior Citizen Groups • Service Clubs – Apex, Lions, Rotary • Sporting and recreational clubs • Surf Lifesaving Queensland • TAFE • Taylors Beach Progress Association • Terrain Natural Resource Management • The State Government and its departments and agencies • The Federal Government and its departments and agencies • Tourism and Events Queensland • Townsville Enterprise Limited • Townsville - Mackay Medicare Local • Trebonne Action Group including Upper Stone
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Thanks to Our Volunteers

A special thanks to the volunteers who work tirelessly throughout our organisation, in partnership with Council to deliver services to our community and visitors.



1. Please indicate the main reason you obtained a copy of this Operational Plan.

- 2. Did you find the Operational Plan useful?** (Please circle one)

Not at All Average Absolutely

3. What suggestions would you make to improve this plan?

4. Do you live in Hinchinbrook?

- ☐ Yes ☐ No

5. My main interest in this Operational Plan is as a:

- ☐ Student
 ☐ Resident
 ☐ Community organisation
- ☐ Business organisation
 ☐ Government organisation
 ☐ Other (please specify):

Please return to Hinchinbrook Shire Council

council@hinchinbrook.qld.gov.au

P0 Box 366

Ingham Qld 4850

Dear Mayor Rodger Bow

Having read the Hinchinbrook Shire Council Operational Plan I would like to submit the following comments for your consideration:

[illegible]

Regards

Name

Postal Address/Email



HINCHINBROOK
SHIRE COUNCIL

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