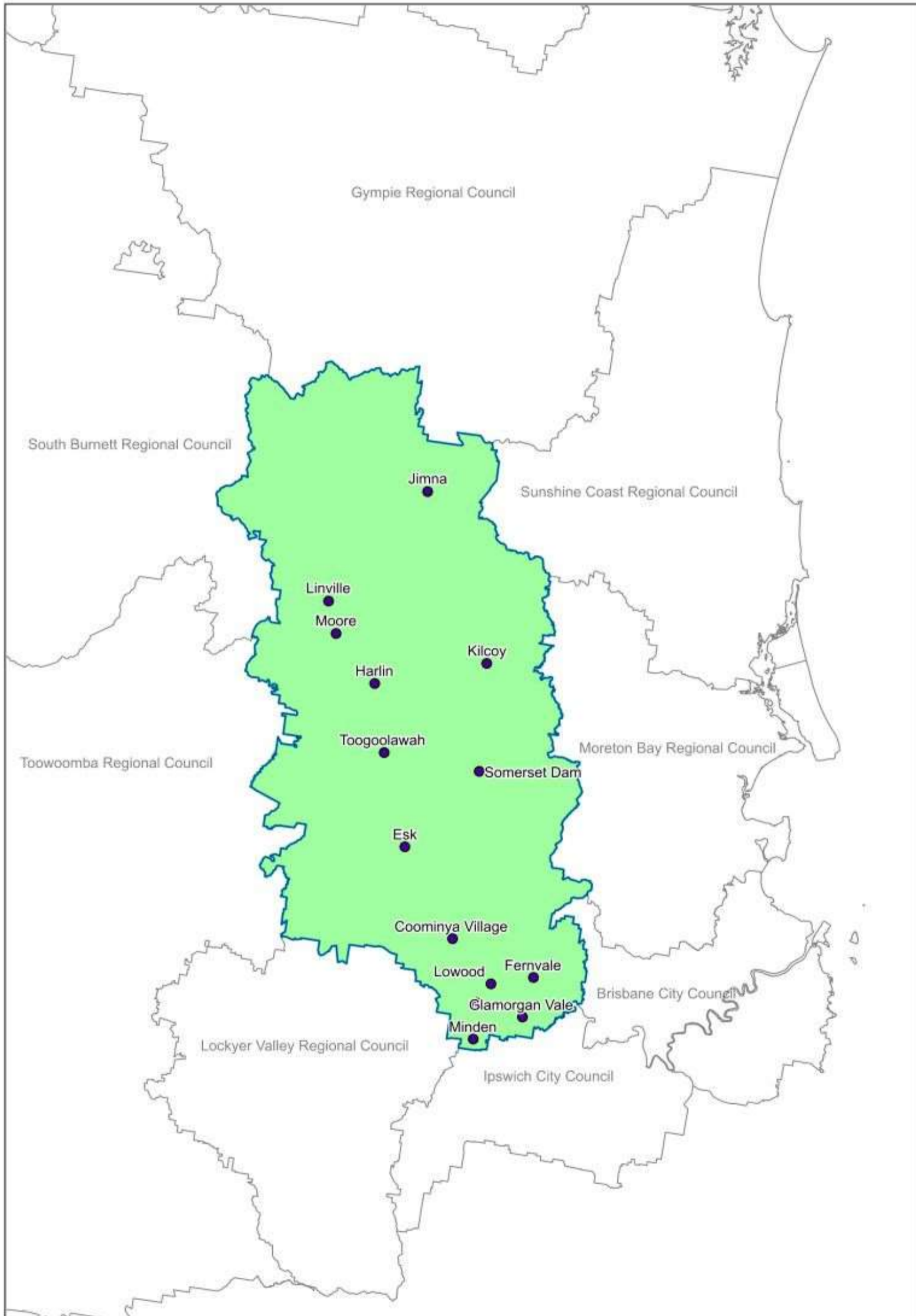




Somerset
REGIONAL COUNCIL

OPERATIONAL PLAN 2024 – 2025





Introduction

The 2024-25 Operational Plan outlines the activities and services that as an organisation Council will deliver this year towards implementing the objectives of the Corporate Plan 2021-2026.

Somerset Regional Council's Operational Plan is an integral cog in the wheel that drives our Corporate Planning and the organisations performance. The Operational Plan is funded through Council's annual budget and sets the years direction for each of Council's Departments. The Operational Plan articulates Council's commitment to key projects, services, activities and measures the success and areas of responsibility for 2024-25. Council is required to report quarterly on the progress of all operational plan.

The Operational Plan is aligned with other key documents to detail the implementation of strategies which are used to assist Council and the community to plan for a sustainable future. This approach ensures that efficiencies are achieved through coordinated planning and budgeting and to ensure that management is undertaken in an integrated manner.

The alignment of the Corporate Plan 2021-2026 and the Operational Plan for 2024-25 is centred on the key themes of Natural Somerset, Vibrant Somerset, Prosperous Somerset, Well Planned Somerset and United Somerset. These five themes guide Council's focus over the next five years and have a number of outcomes and strategies. The Corporate Plan assists in the identification of priorities, and is used to balance the delivery of services and projects within available resources.

Our Vision

The Somerset region, with its unique identity and proud heritage, is vibrant, cohesive and connected, providing the foundations for a prosperous rural lifestyle.

Our Mission Statement

To provide leadership in making locally-responsive and informed decisions, focussing on our customer's needs to deliver the highest-quality efficient services and facilities to all communities of the Somerset region.

Our Five Core Values

Our values govern Council's actions and how we serve the communities of the Somerset region. Our five core values are:

1. Positive Interactions

We encourage positive interactions within the organisation and externally, and our relationships are based on integrity, honesty, openness, accountability and equity.

2. Community Champions

As community champions we will provide a foundation for long-term growth and prosperity while providing flexibility to respond to the changing needs of our community.

3. Empowered Workforce

As an organisation, we aim to provide a safe environment for our employees to further develop their productive capacity through the acquisition of skills, teamwork, empowerment and participation in the decision-making process.

4. Safety STAR (Stop, Think, Act, Review)

We recognise that to function efficiently and effectively our organisation and community must feel safe. In doing so, we will take the necessary time to stop and think, take appropriate action to protect our people, and review our processes in the spirit of continuous improvement.

5. Excellence

We encourage our elected representatives, employees, our community champions and our customers to be actively involved in our quest for excellence – meeting or exceeding our community's needs and expectations at the lowest cost possible.

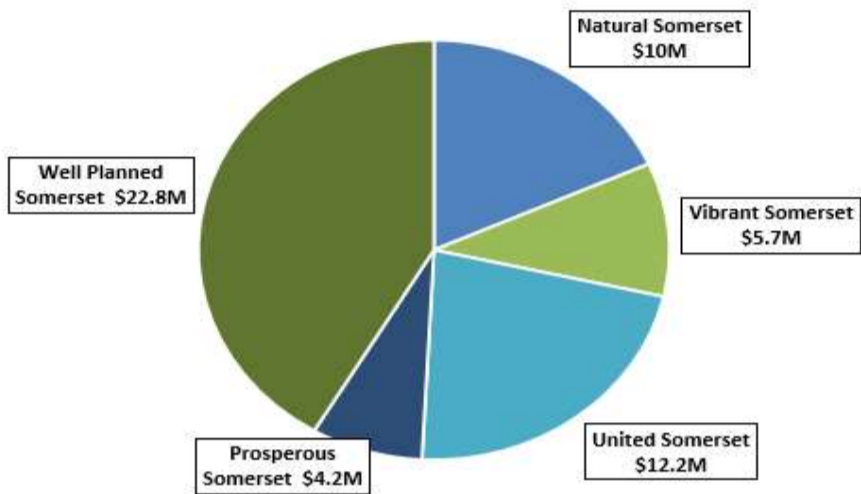
Managing Risks

Somerset Regional Council recognises that risk management is an integral part of good governance and management practice. Accordingly, Council has an active system in place to manage and treat risks. This system is supported and managed by Council's CEO and Directors. Risk management principles and processes with the organisation's overall governance, strategy and planning, management, reporting processes, policies, values and culture are managed on a day to day basis.

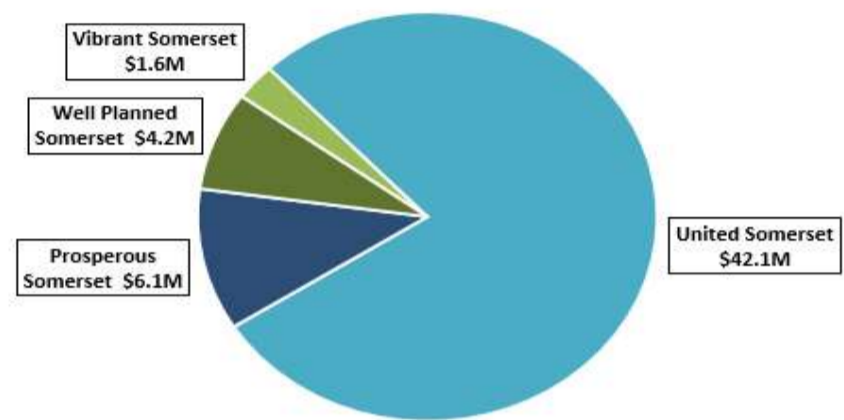
Linking the Operational Plan to the budget

The Operational Plan is financed through the 2024-25 Financial Year Budget to achieve the strategies and activities contained within the key Corporate Themes. The Operational Plan and Budget commit Council to the allocation of resources to ensure service delivery is undertaken and completed within the year. Financial performance is monitored throughout the year with monthly reports to Council and periodic budget review undertaken to account for new information as it comes to hand. The graphs below illustrate the alignment of Council's budget to the Operational Plan.

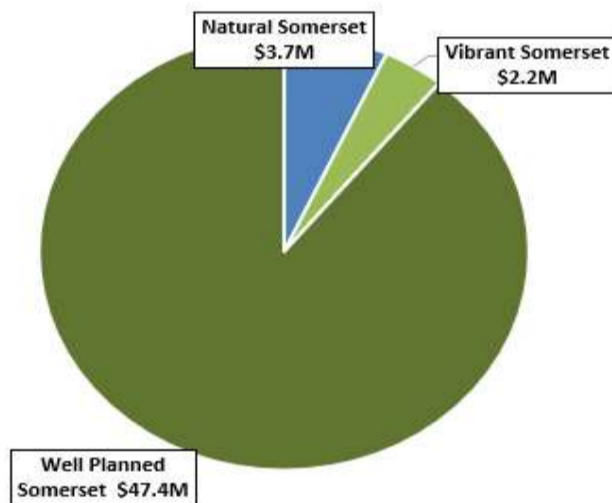
Operating expenditure - budget FY2025



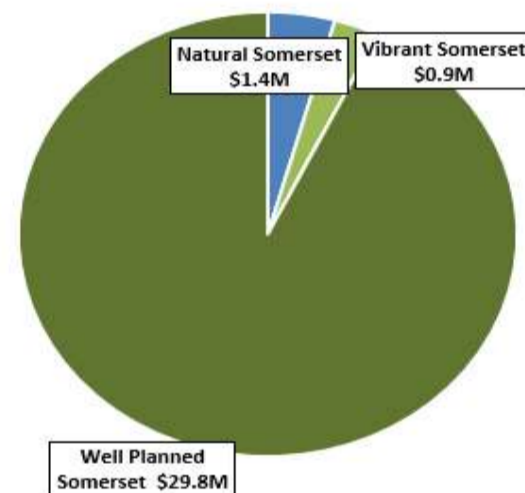
Operating revenue - budget FY2025



Capital expenditure - budget FY2025



Capital revenue - budget FY2025



2024-25 Operational Plan

The focus for the Operational Plan is on planning, delivery and monitoring the relevant services and projects that will translate the strategic themes into actions. Included within the following tables are specific activities, performance measures, targets and responsibilities for each of the Corporate Plan Themes.

Corporate Plan Theme		NATURAL SOMERSET						
Corporate Plan Theme Description		A place where the natural environment, scenic beauty and rural lifestyle are valued and protected						
ID	Corporate Plan Strategy	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
1	Promote the lakes, valleys, mountains, rivers and natural heritage in the Somerset region's branding, marketing and development.	Engage with Seqwater to address water, landcare, river care and related issues	Active advocacy through relevant SEQ Water representatives and the Board.	Inform	Positive engagement with SEQ water that results in promoting our region natural assets in a sustainable manner.	Office of the Mayor and CEO	CEO	Ongoing
2	Protect and utilise our economic assets including our agricultural land, forests and other natural resources.	Engage with agricultural and forestry sectors via Council Advisory Committees to protect and enhance economic opportunities.	Participation via these sectors in Council Advisory committees, such as the EDTAC and LDMG. Further, actively work with Resilient Rivers	Inform	Positive Interactions with sectors in protecting and utilising agricultural, forests and natural assets	Office of the Mayor and CEO	CEO	Ongoing
		Work with Council of Mayors to address forestry, landcare, rivercare and related issues, including resilient rivers	Active advocacy through Council, regional organisations and Associations. Attract maximum funds via Resilient Rivers	Inform	Participation in South East Queensland (SEQ) Council of Mayors according to resources and priorities	Office of the Mayor and CEO	CEO	Ongoing
		Engage with the State Environment and Water Ministers to address forestry, landcare, rivercare and related issues	Where appropriate, advocacy through relevant State Government Departments and Ministers	Inform	Positive Interactions with State Departments and Ministers	Office of the Mayor and CEO	CEO	Ongoing
		Engage with Commonwealth Environment Minister to address forestry, landcare, rivercare and related issues	Where appropriate, advocacy through relevant Commonwealth Government Departments and Ministers	Inform	Positive Interactions with Commonwealth Departments Agencies and Ministers	Office of the Mayor and CEO	CEO	Ongoing
3	Implement contemporary and practical strategies to minimise the environmental impact of Council's operations and facilities.	Offset the environmental impacts of Council's Capital Works Program.	Deliver proportionate offsets as per Council's Offset Policy OP019.	Inform	Offsets are delivered in alignment with Council's strategic environmental priorities.	Planning and Development	NRMO	Ongoing
4	Encourage the State and Federal Governments to support a range of natural resource enhancement activities including re-forestation, land care, riparian restoration and carbon reduction initiatives.	Maintain an Environmental Levy in the Budget	Adopt an Environmental levy during the 2024/25 Budget process	Inform	Adoption of an environmental levy	Finance	DFIN	Jul-24
5	Take an active role in the maintenance and enhancement of the region's natural resources through targeted expenditure of the environment levy and other resources	Facilitate collaborative investment with key internal and external partners	Deliver projects under the Resilient Rivers initiative and disaster recovery funding arrangements.	Involve	Program delivery in alignment with Project Plan deliverables.	Planning and Development	NRMO	Ongoing
		Promote and deliver community engagement activities.	Deliver: • Free Tree Program • National Tree Day • Land for Wildlife Program.	Inform	Delivery of Free Tree days; National Tree Day; Increase community participation in Land for Wildlife	Planning and Development	NRMO	Ongoing
		Deliver direct investment opportunities for homeowners in partnership with Seqwater.	Deliver the On-site Wastewater Mitigation Program.	Inform	Program delivery in alignment with Project Plan deliverables.	Planning and Development	NRMO / DCC	Ongoing
6	Support educational programs which promote the importance of preserving the region's natural features and opportunities for carbon reduction initiatives.	Coordinate and support regionally significant initiatives, including: • Land for Wildlife • South East Queensland Fire and Biodiversity Consortium • Healthy Land and Water (regional NRM) • Council of Mayors (SEQ) – Resilient Rivers.	Active participation in relevant forums.	Inform	Maintain membership and delivery of: • Land for Wildlife • SEQ Fire and Biodiversity Consortium • Healthy Land and Water (regional NRM) • Council of Mayors (SEQ) – Resilient Rivers.	Planning and Development	NRMO	Ongoing
7	Support long-term financial planning, asset management, strategic planning, emergency management and other Council processes through a considered understanding of regional conditions, including bushfire risk, flooding, and climatic change.	Implement and report on the progress of the outcomes of the Local Floodplain Management Plans and Overland Flow Assessment Report.	Progression of action items identified in the flood studies.	Inform	Annual progress report.	Operations	DOPER	Ongoing
8	Protect and maintain the natural assets and community amenity through the implementation of Local Laws and environment legislation.	Investigate and take necessary actions on environmental protection complaints.	Environmental Health compliance services are provided.	Inform	All complaints investigated within specified time frames.	Planning and Development	ESM	Ongoing
9	Reduce the impacts of invasive plants and animals through Council's Biosecurity Plan – Invasive Plants and Animals.	Implement Council's Biosecurity Plan for invasive plants and animals, including implementation of Council's Fire Ant Self Management Plan (within the Suppression Area).	Implementation of the strategic actions in Biosecurity Plan.	Inform	Successful delivery of the Biosecurity Plan strategic actions. Amendment of Council's Biosecurity Plan to refer to Council's Fire Ant Self Management Plan.	Planning and Development	ESM	Ongoing
10	Take a long-term view of waste management issues to ensure the best outcomes for the Somerset Region.	Seek funding to implement waste transfer stations master plans to improve recycling opportunities, diverting more waste streams from general landfill.	Submit grant applications for suitable and eligible funding opportunities.	Inform	Grants submitted	Operations	MES	Jun-24
		Continue to operate the existing waste cell at Esk Landfill with the procedures and site based management plan	Maximise the utilisation of cell space to extend the life of the cell	Inform	Operation in accordance with Environmental Protection Agency (EPA) Licence	Operations	DOPER	Ongoing
		Communicate with neighbouring Councils on the progress of waste management issues	Continue to seek opportunities with neighbouring Councils to improve waste management practices	Inform	Participation with key agencies such as SEQ Council of Mayors Waste Working Group.	Operations	DOPER	Ongoing
11	Make parks and gardens an integral part of future growth management plans.	Develop a vision for regional, neighbourhood and local parks and gardens	Update of LGIP to inform future growth for parks and gardens.	Consult	LGIP progressed and presented to Council for adoption.	Operations	MES	Apr-25

Corporate Plan Theme		VIBRANT SOMERSET						
Corporate Plan Theme Description		An integrated and welcoming place with something for everyone						
ID	Corporate Plan Strategy	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
12	Facilitate well-planned and aesthetically-pleasing town and village gateways that enhance the look, feel and appeal of our individual communities.	Oversight of the Somerset tourism strategy with direct themes to link to this Corporate Plan strategy.	Referring to Tourism Strategy - Progress the preparation of a town centre enhancement and wayfinding strategy.	Inform	Prepare a strategy which identifies streetscaping and place-making initiatives to enhance the entrance to Somerset's towns and villages and support with consistent branded town entry statement signage and clear and simple directional signage at strategic junctures throughout the region.	Office of the Mayor and CEO	CEO	Jun-25
13	Identify, deliver and grow opportunities for arts, cultural expression and the development of creative industries.	Investigate regional opportunities for public art with a focus on the BVRT	Engage consultants to undertake community consultation and research into public art options and opportunities.	Engage	Public art strategy developed and adopted by Council to provide direction to placemaking and tourism opportunities.	Corporate and Community Services	ACM	Jun-25
		Establish a biannual art exhibition supported by a program that attracts artists and supports the making of works that showcase the region's natural environment.	Commission bespoke branding, artist development program and community engagement workshops.	Engage	Number of professional development workshops held, % of local artists engaged and exhibition attendance figures.	Corporate and Community Services	GC	Jun-25
		Connect the community and Somerset Civic Centre through presentation of one professional community theatre project per year.	Source funding, engage practitioner and community members	Engage	1 community theatre project delivered.	Corporate and Community Services	VC	Jun-25
		Position region and venues for investment from state and federal government and grow private support	Identify potential funding streams and sponsorship opportunities to activate cultural facilities and community events.	Inform/consult	Grant funding applications submitted and sponsorship opportunities developed.	Corporate and Community Services	ACM	Jun-25
14	Embrace and promote the Somerset region's heritage, to incorporate both Indigenous and European cultural heritage.	Work in partnership with Multicultural and First Nations communities to promote, protect and preserve their stories and heritage	In consultation, facilitate and deliver a program of cultural stories and activities.	Engage	Exhibitions, programming and performances that demonstrate our local connections to First Nation People and other cultures.	Corporate and Community Services	GC/LTL/EO	Jun-25
		Advocate and support heritage programs, projects, plans and events, which create a positive identity for the region.	Increase in Council led historical events and activities.	Engage	Implementation and percentage uptake of local history app - Recollect and delivery of annual local history forum	Corporate and Community Services	EO/ACM/LTL	Jun-25
15	Develop and deliver contemporary library spaces, services and resources which facilitate leisure, connection and learning assisting in meeting the recreational, information and cultural needs of the Somerset region's residents.	Ensure that library services and resources continue to maximise responsiveness to client needs.	Undertake library services review to incorporate opening hours, facilities and forward planning	Engage	Report to Council	Corporate and Community Services	ACM	Jun-25
		Renew and implement strategic plan for Somerset Libraries	Adoption and implementation of plan by Council and State Library of Queensland	Inform	Implementation and report of progress to Council in Corporate Services report	Corporate and Community Services	LTL	Jun-25
16	Develop and implement an Arts, Culture and Heritage Plan/Strategy incorporating all communities to enhance outcomes for the collaboration of visual art, architecture and design	Implement adopted Arts, Culture and Heritage Plan including five year action plan	Progression and reporting of priorities and actions to Council	Inform	Biannual report on progress of action plan to Council	Corporate and Community Services	ACM	Jun-25
17	Facilitate community access to the wide range of sport and recreational pursuits available in the Somerset region.	Provide the highest quality recreational sports and aquatic facilities based on the resources available	Plant upgrade works undertaken at Aquatic Facilities to ensure compliance and water quality, and improve efficiency	Inform	Number of complaints about the swimming pools availability and service	Corporate and Community Services	CTM / SRO	Jun-25
		Provide for the sporting and recreational needs of the local communities through indoor sports centres, outdoor recreation facilities and swimming pools	Undertake an assessment of all Council owned Sports and Recreation Facilities owned by Council for the prioritised development of Council facilities	Consult	Report to Council	Corporate and Community Services	CTM / SRO	Aug-24
		Undertake surveying of Mount Glen Rock	Undertake cultural surveying of the Mount Glen Rock project area	Engage	Report to Council	Corporate and Community Services	TO	Jun-25
		Establish community recreational and cultural assets on Mount Glen Rock	Seek grant funding opportunities to undertake work to establish hiking recreational facilities on Mount Glen Rock, including hiking trails, interpretive and wayfinding signage, and trailhead facilities.	Consult	Grant funding applications submitted	Corporate and Community Services	TO	Jun-25
		Undertake an assessment of outdoor recreation trails within the Region	Undertake a desktop analysis of recreational options for potential development to stimulate community health and well-being and economic development	Consult	Report to Council	Corporate and Community Services	TO	Jun-25
18	Make efficient use of existing infrastructure by encouraging connections to services with ample capacity and carry out any works as are necessary to provide the required services to the community.	Review Somerset's Local Government Infrastructure Plan (LGIP) incorporating outcomes of infrastructure service standard reviews and strategic network planning.	Amended Local Government Infrastructure Plan.	Inform	Undertake major amendment to the Local Government Infrastructure Plan that will guide the delivery of trunk infrastructure across the region in accordance with statutory guidelines.	Planning and Development	DPAD / SPO	Jun-25
19	Increase the range of recreational opportunities by encouraging the construction and operation of regional facilities for regional visitors.	Enhanced capacity and long-term asset management of the Toogoolawah Swimming Pool	Seek grant funding opportunities for the long-term development of the Toogoolawah Swimming Pool	Inform	Grant funding applications submitted	Corporate and Community Services	CTM / SRO	Ongoing

Corporate Plan Theme		VIBRANT SOMERSET						
Corporate Plan Theme Description		An integrated and welcoming place with something for everyone						
ID	Corporate Plan Strategy	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
		Enhanced capacity of the Toogoolawah Community Gym	Seek grant funding opportunities to extend the Toogoolawah Community Gym and construct additional carparks that compliment the overall precinct including the Swimming Pool, Community Gym, Brisbane Valley Rail Trail and the Condensery	Inform	Grant funding applications submitted	Corporate and Community Services	CTM / SRO	Ongoing
		Investigate and implement strategies to improve the sustainability of recreational facilities	Complete works to improve the safety, performance and sustainability of the Fernvale Sports Park and Lowood Recreational Complex	Inform	Works completed to extend the Brisbane Valley Soccer Clubhouse at the Lowood Recreational Complex, and field refurbishment and irrigation system installed at the Fernvale Sports Park	Corporate and Community Services	CTM / SRO	Sep-24
		Enhance the recreation capacity of the Kilcoy Indoor Sports Centre to allow for increased capacity, increased gymnastics floorspace and other sporting opportunities	Progress plans for the redevelopment of the Kilcoy Indoor Sports Centre to shovel-ready status	Inform	Approved development applications	Corporate and Community Services	CTM / SRO	Dec-24
		Undertake a review of recreational grounds to determine long-term facility development priorities	Comprehensive report outlining the recreational grounds of somerset (showgrounds and racecourses), their positioning within the SEQ equine facilities network, review of facility master plans, long-term regional development priorities and facility gap analysis.	Consult	Report received and adopted by Council	Corporate and Community Services	DCORP	Dec-24
20	Promote and maintain a high standard of public health in the community through monitoring of food handling, public health risks and the increased awareness of good hygiene practices.	Undertake annual food business inspection program.	Yearly inspections conducted.	Involve	Inspections completed.	Planning and Development	ESM	Ongoing
		Food business, community groups and the general public are better informed about food safety.	Conduct a community awareness programs to promote food safety and hygiene practices for: <ul style="list-style-type: none"> • Food businesses • Community Groups • Schools and the general public. Provide free online 'I'm ALERT' food safety training.	Inform	Number of users who complete the online 'I'm ALERT' food safety training.	Planning and Development	ESM	Ongoing
		Progress Mosquito Monitoring Program	Conduct yearly surveys in line with Queensland Health Plans.	Consult	Survey completed. Reports submitted to Queensland Health.	Planning and Development	ESM	Ongoing
		Investigate and take necessary actions on public health complaints.	Environmental Health compliance services are provided.	Inform	All complaints investigated within specified time frames	Planning and Development	ESM	Ongoing
		Progress Greening Lowood Project	Progress Greening Lowood project to increase sustainability of recreation facilities in Lowood.	Engage	Actions as agreed by Greening Lowood Advisory Committee	Office of the Mayor and CEO	CEO	Jun-25

Corporate Plan Theme		PROSPEROUS SOMERSET						
Corporate Plan Theme Description		A place that embraces economic opportunities						
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
21	Implement the Somerset Tourism Strategy 2021-2025 with a focus on short-term priorities for supporting visitor attraction and destination management.	Build Local Tourism Partnerships	Increase operator engagement with Council and the industry as a whole through mentoring and tourism development programs	Engage	Establishing informal networking opportunities for Somerset tourism operators (one event per quarter) Improve tourism operator capability Conduct one mentoring program in the financial year	Corporate and Community Services	TDO	Jun-25
		Investigate Visitor Accommodation options for the region	Undertake a comprehensive visitor accommodation study of current accommodation offerings and opportunities available in the region	Engage	Report to Council outlining current situation, market needs and opportunities for accommodation providers in the region	Corporate and Community Services	TDO	Nov-24
		Create a Compelling Vision and Identity for Agritourism in Somerset	Engage and develop relationships with emerging agritourism operators	Engage	Number of Agritourism operators to engage with Council	Corporate and Community Services	TDO	Jun-25
		Investigate opportunities to tap into large tour group market	Develop comprehensive list of large tour group operators in Southeast Queensland	Engage	Comprehensive list to market the Experience Somerset brand to	Corporate and Community Services	TDO	Mar-25
		Implement adopted Tourism Strategy including themes and twelve strategies.	Progression and reporting of the priority strategies contained within the Tourism Strategy.	Involve	Report on progress of strategies reported quarterly to the EDTAC and Council	Corporate and Community Services	DCORP / CTM	Ongoing
		Define Experience Somerset brand	Refine the Experience Somerset brand through a series of marketing campaigns and promotional activities	Inform	- Implement a series of seasonal and evergreen marketing campaigns to promote Experience - Leverage promotional advertising opportunities that align with the Experience Somerset market - Source promotional opportunities through industry that align with the Experience Somerset brand	Corporate and Community Services	PO	Jun-25
		Public Relations and Media Engagement	Develop a heightened approach to PR and media engagement for the Experience Somerset.	Engage	- Develop an evergreen media kit and resources for visiting journalists or influencers - Engage influencers or journalists to positively promote the Experience Somerset offering - Leverage public relations opportunities to enhance the Experience Somerset profile	Corporate and Community Services	PO	Jun-25
		Annual Event Calendar	Conduct a review of annual events in Somerset	Inform	Conduct a review of annual events in Somerset and provide recommendations on a sustainable approach to event attraction and retention	Corporate and Community Services	PO	Jun-25
22	Delivery of the Somerset Economic Development Strategy action plan that focus on three key strategies to grow the economy: Marketing and promotion; Planning for the future; and Facilitating change.	Undertake an annual scorecard review of the Economic Development Strategy actions (with a major review being undertaken after 5 years).	Annual scorecard of actions in the Somerset Economic Development Strategy.	Consult	Delivery of annual scorecard in December 2024.	Planning and Development	DPAD / BRO	Dec-24
		Engage with local businesses regarding future growth plans.	1. Conduct an annual business visitation program, facilitating business initiatives and promoting regional development and investment opportunities. 2. Conduct annual Somerset business forums (based around agriculture, tourism and business development). 3. Deliver workshops to build local business capacity and capability.	Engage	52 businesses visited per year. 4 forums per year. 6 workshops per year.	Planning and Development	BRO	Ongoing
		Conduct business development activities to attract investment.	1. Meet with potential investors and conduits. 2. Attend industry events in targeted sectors. 3. Undertake Council business investment initiatives to encourage business investment opportunities and ensure businesses are provided with an efficient, customer focused experience regarding necessary approvals.	Engage	20 meetings per year with potential investors. Attend 4 industry events. Complete 4 business improvement initiatives.	Planning and Development	DPAD / BRO / SPO	Ongoing
		Facilitate business investment into the region.	1. Provide information to prospective investors. 2. Provide a case manager to prospective investors. 3. Investigate delivery models of a planning concierge planning service. 4. Active participation in the Queensland Small Business Friendly Councils initiative.	Engage	Provide at least 20 information packs per year. Provide a case manager to at least 20 projects per year. Investigate options for the implementation of a planning concierge service. Maintain accreditation with the Queensland Small Business Friendly Councils initiative.	Planning and Development	DPAD / BRO / SPO	Jun-25
23	Continue to operate Council's Visitor Information Centres (VICs) to the highest possible standards.	Maintain the highest standard of Visitor Information Centres based on resources available	Undertake feasibility research to create an engaging and interactive experience at the Kilcoy Visitor Information Centre	Consult	Report to Council	Corporate and Community Services	TDO	Aug-24

Corporate Plan Theme		PROSPEROUS SOMERSET						
Corporate Plan Theme Description		A place that embraces economic opportunities						
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
24	Collaborate with regional and State tourism bodies on tourism promotion and destination management.	Create and promote effective economic and tourism opportunities through the Economic Development and Tourism Committee	Promotion of the Somerset throughout greater SEQ in a co-ordinated and considered way	Involve	Effective Operation of the Economic Development and Tourism Advisory Committee	Office of the Mayor and CEO	CEO / CMM	Ongoing
		Establish access to new data mobile data platform through Queensland Country Tourism	Obtain access to new mobile data platform and integrate data into tourism promotions digital campaigns	Engage	Report to Council	Corporate and Community Services	DCORP / CTM	Jun-25
25	Continue to engage and collaborate with regional, State and national stakeholders on strategies to support the development of a diverse, strong and resilient regional economy.	Utilise opportunities arising from Council business to engage and collaborate with regional, State and national stakeholders	Council take local opportunities up directly with stakeholders as appropriate. Council continues to advocate via key bodies such as the COMSEQ, LGAQ, ALGA and other forums as presented.	Inform	Liaising with in key bodies such as COMSEQ, LGAQ and ALGA about local matters to assist with advocating to government stakeholders. Direct engagement with relevant government stakeholders according to resources and priorities.	Office of the Mayor and CEO	CEO	Ongoing
26	Continue to develop infrastructure plans, taking into consideration potential urban growth and opportunities for economic development.	Review, improve and amend the Somerset Region Planning Scheme, with a focus on economic development and business facilitation.	Somerset Region Planning Scheme Version 5.	Engage	Conclude drafting and commence State Interest Review and public consultation stages to allow adoption of the amended planning scheme.	Planning and Development	SPO	Jun-25
		Commence background studies for new Somerset Region Planning Scheme that will guide the future growth within the region.	A Somerset Growth Management Strategy, including industrial land availability review, that will inform future strategic projects including the new Somerset Region Planning Scheme.	Inform	Preparation of a new Somerset Growth Management Strategy.	Planning and Development	SPO	Jun-25
		Develop centre improvement strategies for each of Somerset's major towns complementary to the unique character of the town.	1. Commenced delivery of a Kilcoy Streetscape Revitalisation Project. 2. Commenced delivery of the Lowood Futures Strategy.	Involve	Commence Stages of the Kilcoy Streetscape Revitalisation Project collaboratively with the community and local business. Commence stages of the Lowood Futures Strategy and engage with the Lowood community on implementation of the stages in the Strategy.	Planning and Development	DPAD / PPM	Ongoing
27	Identify the region's catalyst enabling infrastructure needs and priorities and prepare business cases to support project funding applications to State and Federal Government funding bodies.	Identify and make application for external funding/subsidy	External funding /subsidy for capital works are maximised.	Inform	Percentage of capital works funded externally	Finance	DFIN	Oct-24
28	Pro-actively develop Council partnerships with local industry, community and government agency stakeholders to provide a unifying voice for the Somerset region when lobbying State and Federal Governments on key economic or infrastructure issues.	Create and promote effective economic and tourism opportunities with reference to Economic and Tourism Strategies	Promotion of the Somerset throughout greater SEQ in a co-ordinated and considered way that is reflective of strategies and monitored via EDTAC.	Involve	Strategies actions reported on to the Economic Development and Tourism Advisory Committee (EDTAC)	Office of the Mayor and CEO	CEO	Ongoing

Corporate Plan Theme		WELL PLANNED SOMERSET						
Corporate Plan Theme Description		A place where planning and design look to the future						
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
31	Apply a planned approach to roadworks and drainage to ensure all roads in the Somerset region receive appropriate maintenance in a structured, timely and efficient way.	Develop a five (5) year road reseal program for the sealed road network based on age, condition and demand.	Multi year reseal program.	Inform	Percentage of network resealed per year •Program completed on time.	Operations	MES	Jun-25
		Document and report on maintenance performance against funded levels of service	Operations monthly report updated to provide performance information.	Inform	Monthly Operations report submitted	Operations	WM	Ongoing
		Develop a fit for purpose community engagement framework.	Fit for purpose community engagement document for projects.	inform	Adoption by Council	Operations	WM	Dec-24
		Develop designs and costings suitable for future budget consideration and grant funding opportunities	Designs and costings prepared	Inform	Future designs prepared to Council	Operations	MES	Ongoing
32	Match closely the pricing and provisions of Council services to the costs of providing those services, particularly the costs of maintaining and constructing infrastructure.	Program various phases of the projects and achieve completion on time,	Undertake capital works program for roadworks and drainage projects	Inform	Completion of time and budget within resource and weather limitations.	Operations	WM	Jun-25
		Deliver RMPC contract to achieve agreed outcomes as determined by the State, provide feedback to Department of Transport and Main Roads Programs and Plans.	Reports and recommendations are provided to Department Main Roads in accordance with Council's stewardship role	Inform	Successful negotiation and delivery of the RMPC. Feedback to DTMR strategic plans and programs as required.	Operations	WM	Ongoing
		Develop and maintain a four year works program for the Northern South East Queensland Regional Road Transport Group (NSEQ RRTG) and implementation of the program as approved by the NSEQ RRTG	Active participation in the NSEQ RRTG	Collaborate	Delivery of Transport Infrastructure Development Scheme (TIDS) program	Operations	MES	Jun-24
33	Maintain a regional approach to planning and deliver regionally significant infrastructure in a coordinated manner with other local government authorities and State Government agencies.	Progress planning for the development of a Private School Facility in Fernvale	Undertake a tender process with pre-selected panel of providers to enter into agreements to develop a private school in Fernvale.	Inform	Preferred education provider selected and concept planning for the development of the site completed.	Corporate and Community Services	DCORP	Apr-25
		Assist community to participate in road and traffic management and community /road safety initiatives	Facilitative process through Traffic and Safety Advisory Committee meetings	Inform	Level of participation of Traffic and Safety Advisory Committee(TSAC) and outcomes implemented	Operations	DOPER	Ongoing
		Continue to work collaboratively with the Department of Transport and Main Roads to influence further City Deals investment onto the BVH	Active participation in the SEQ City Deals	Inform	Delivery of SEQ City Deals projects on the TMR network awarded to Council.	Operations	DOPER	Ongoing
		Identify the region's catalyst enabling infrastructure priorities and prepare business cases to support project funding applications to State and Federal Government funding bodies.	External funding /subsidy for capital works are maximised.	Inform	Number of business cases per year. Percentage of capital works funded externally.	Office of the CEO and the Mayor	CEO / DFIN / DOPER / DPAD	Ongoing
		Continued participation in the Somerset Lockyer Water Collaborative to progress and influence a water security project for farmers, enabling and sustaining food production.	Progress the water security project via the Somerset Lockyer Water collaborative, taking the next steps to influence governments to capital fund this vital project.	Inform	Participation in Lockyer Somerset Water Collaborative according to resources and priorities	Office of the CEO and the Mayor	CEO	Jun-25
		Inform Council and the community about elements of regional state and national land use and development plans and strategies which are relevant to the Somerset Region	Council and the Community are informed about regional, state and national land use and development plans and strategies which are relevant to the Somerset Region	Inform	Participation in Council of Mayors and LGAQ according to resources and priorities	Office of the CEO and the Mayor	CEO	Jun-25
		Participation in local and regional forums and strategies	Participation in relevant local and regional forums	Collaborate	Council is represented on appropriate groups including: Council of Mayors	Office of the CEO and the Mayor	CEO	Jun-25
		Attend local meetings of business community and government organisations	Participation in relevant business community and government organisations	Inform	Attend meetings for key issues and updates; support local business; Streamline arrangements by using inter-agency groups and forums	Office of the CEO and the Mayor	CEO	Jun-25
34	Utilise all available funding and revenue raising mechanisms as appropriate to maintain assets and deliver Council services.	Draft budget resolutions that meet legal and other requirements	Sustainable budget to be adopted by Council by 31 July each year	Consult	Sustainable budget to be adopted by Council by 31 July 2024	Finance	DFIN	Jul-24
		Draft budget resolutions that meet legal and other requirements for relevant rate or charge	A differential rating system favouring certain classes of land will be maintained	Inform	Sustainable budget to be adopted by Council by 31 July 2024	Finance	DFIN	Jul-24

Corporate Plan Theme		WELL PLANNED SOMERSET						
Corporate Plan Theme Description		A place where planning and design look to the future						
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
		Draft budget resolutions that meet legal and other requirements for relevant rate or charge	Special charges are included in the draft budget to recover relevant costs from specified land owners.	Inform	Sustainable budget to be adopted by Council by 31 July 2024	Finance	DFIN	Jul-24
35	Develop a rolling ten-year financial plan incorporating forecast rates and charges requirements, debt levels, grants and subsidies, and current and proposed capital and operating costs.	Review and update asset management plans.	Review and update the Road asset management plan.	Inform	Adoption by Council	Operations	MES	Jun-25
		Ten year financial plan prepared by 31 July each year to enable approval of any new loans if required	Ten (10) year financial plan	Inform	Ten year financial plan prepared by 31 July 2024 to enable approval of any new loans if required	Finance	DFIN	Jul-24
36	Provide an active and responsive suite of development management services to ensure that Council's Planning Scheme remains contemporary and relevant to the communities it serves, and development applications are determined in a timely manner.	Continue to participate in the program for electronic development application tracking	Development application tracking system available to users on line	Inform	Software system installed and maintained	Corporate and Community Services	ICTTL	Jun-25
		Maintain development services and applications are processed in a timely manner.	Development applications processed within statutory timeframes.	Inform	Application processing reported to Council on a monthly basis. Positive community feedback.	Planning and Development	SPO	Ongoing
		Proactive development assessment compliance programs for poultry farms and extractive industry.	Inspection programs undertaken in accordance with agreed timeframes.	Engage	Improved regulatory compliance of all approved poultry farms and extractive industries.	Planning and Development	SPO	Ongoing
		Investigate and take action on complaints related to planning, building and plumbing matters.	Planning, building and plumbing services are provided.	Inform	All complaints investigated within specified timeframes.	Planning and Development	DCC	Ongoing
		Maintain building and plumbing services and application processing in a timely manner.	Building and plumbing applications processed within statutory timeframes.	Inform	Application processing reported to Council on a monthly basis.	Planning and Development	DCC	Ongoing
37	Provide all towns with open space areas and access to recreational facilities that are safe and meet the needs of residents and visitors to the region.	Develop a long term capital work improvement plan for the open space, based on the Desired Service standard (DSS) audit gaps.	Inform long term capital works program.	Inform	Adoption by Council of long term capital works improvement plan.	Operations	MES	Mar-25
38	Develop flood mitigation plans to enable improved forecasting, immunity and development control.	Prepare designs and seek grant funding for capital works program based on recommendations of various flood and overland flow studies.	Designs prepared	Inform	Designs prepared	Operations	MES	Ongoing
39	Provide an efficient and effective response to disasters and major emergencies in the region, incorporating resilience, where possible, to mitigate ongoing effects.	Conduct disaster exercises to review and improve LDMG functions and communication with MESH	Act as control authority for threat of flood, cyclone, storm and earthquake as per Disaster Management Plan.	Involve	A minimum of 1 mock exercise performed.	Operations	DMO	Ongoing
		Provide support to control authority for disaster events.	Matters discussed at Local Disaster Management Group (LDMG) meetings	Involve	Quarterly LDMG meetings are held	Operations	DMO	Ongoing
		Ensure Incident Management Team numbers are maintained and suitably trained	Numbers of staff are reviewed and training provided as per the Qld Disaster Management Training Framework (QDMTF)	Inform	Numbers above 20 are maintained at all times, and no training gaps as per the QDMTF	Operations	DMO	Ongoing

Corporate Plan Theme		UNITED SOMERSET								
		An active place which values participation								
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion		
40	Deliver efficient and effective customer services to all communities of the Somerset Region.	Records system is maintained in accordance with legislative requirements and Council's Records Strategic Plan	Capture and maintain appropriate Corporate memory	Inform	Records are maintained reliably and securely.	Corporate and Community Services	RTL	Ongoing		
		Maintain a reporting system to ensure Council maintains responses to community requests within applicable timeframes	Increase in percentage of response to correspondence within set timeframes	Inform	Management reports on correspondence activity are produced fortnightly	Corporate and Community Services	RTL	Ongoing		
		Delegations register is maintained in accordance with legislative requirements.	Capture and maintain delegated authorities	Inform	Decisions made at a level below Council have the requisite authority.	Corporate and Community Services	GBIO	Ongoing		
		Policy framework developed to support the regular review of Council's policies and procedures.	Identify the process for development and review of Council policies and procedures.	Inform	Policy framework adopted by Council	Corporate and Community Services	GBIO	Jun-25		
		Council's policies and procedures reviewed on a regular basis in accordance with Council's policy framework	Capture and maintain policies and procedures.	Inform	Policies and procedures are maintained reliably	Corporate and Community Services	GBIO	Ongoing		
		Continue to provide online eServices including property information and mapping	eServices property information and mapping available to users on line	Inform	eServices available and maintained	Corporate and Community Services	ICTTL	Ongoing		
41	Provide appropriate opportunities for community involvement, participation and input to Council planning and decision-making.	Progress selected short term actions from the Social Plan subject to priorities determined by the Advisory Committee	Selected short term actions are identified and these are progressed through a consultation process	Consult	Actions are progressed and annual review report is submitted to Council	Corporate and Community Services	CDC and YCDO	Ongoing		
		Work with Reconciliation Australia to develop a Reconciliation Action Plan to formalise Council's role in reconciliation	Draft Reconciliation Action Plan is progressed towards accreditation status with Reconciliation Australia	Consult	Reconciliation Action Plan progressed with Reconciliation Australia, noting that full accreditation may not be achieved this year.	Corporate and Community Services	CDC	Jun-25		
		Promote youth involvement in community activities and regularly consult youth to monitor wellbeing and understand their priorities	Regular engagement with high schools through school support meetings and other activities	Involve	Officers attend two meetings per high school and Council is made aware of the needs of youth in Somerset	Corporate and Community Services	YCDO	Ongoing		
		Work towards making Somerset dementia friendly	Review the Dementia Friendly toolkit and consider how these can be integrated into Council's systems and processes to improve the environment for people living with dementia	Consult	Actions are implemented to help develop dementia friendly communities	Corporate and Community Services	CDC	Ongoing		
		Work towards making Somerset dementia friendly	Deliver information sessions and community education campaigns to raise awareness and understanding of dementia	Inform	Two information sessions conducted and one education campaign delivered	Corporate and Community Services	CDC	Jun-25		
		Continue to provide online community engagement via Have Your Say	Community engagement available online via Have Your Say	Inform	Have Your Say available and maintained	Corporate and Community Services	ICTTL	Ongoing		
		Alongside specific consultation for projects etc (have your say) utilise existing advisory committees to engage with key community representation.	Council Advisory Committees to be utilised as an opportunity to engage and seek feedback from key stakeholders as Council business as appropriate to the committee	Engage	Opportunities to be provided in Council Advisory Committees to seek feedback from members	Office of the Mayor and CEO	CEO	Ongoing		
		Councillors directly engage with community via Council Ordinary meetings as appropriate	Council Community Meetings developed to enhance community participation	Engage	Develop framework and deliver agreed number of Council Community Meetings	Office of the CEO and Mayor	CEO	Ongoing		
		42	Raise awareness within the community of the range of Council services available, encouraging positive interactions for community members when accessing services.	Raise awareness of Council services via website	Review and improve information provided via Council website	Inform	Council website updated and structure refined based on analytics	Corporate and Community Services	ISM	Ongoing
				Conduct an ongoing compliance program for dogs and kennels across the region.	Delivery of a proactive compliance program for dog kennels is provided.	Inform	Inspection program is delivered in line with specified timeframes. Compliance with conditions of approval.	Planning and Development	ESM	Ongoing
Investigate and take action on animal control complaints and regulatory compliance matters.	Animal monitoring and regulatory services are provided.			Inform	All complaints investigated within specified timeframes.	Planning and Development	ESM	Ongoing		
Encourage responsible pet ownership by providing: • accurate and timely responses to all queries concerning animal ownership • relevant information on Council's website, social media and administration facilities.	Effective animal monitoring and control services are provided.			Inform	All enquiries are responded to within specified time frames. Number of articles published. Website information is relevant and up to date. Community feedback.	Planning and Development	ESM	Ongoing		
Produce contemporary development assessment and planning scheme information incorporating relevant legislation and policy.	Accessible and contemporary information on Council's website and other mediums as required.			Inform	Well informed customers. Community feedback. Numbers of counter and telephone enquiries.	Planning and Development	SPO	Ongoing		
43	Manage Council's financial resources effectively and efficiently, in order to meet the service level obligations to the community.	Investigate the use of technology to enhance Council processes	Technology solutions performing efficiently and effectively.	Inform	Installation completed of computer hardware and software as defined in the budget	Corporate and Community Services	ISM	Jun-25		

Corporate Plan Theme		UNITED SOMERSET						
		An active place which values participation						
ID	Corporate Plan Strategies	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
		Maintain and update Council's fleet in accordance with budgeting limits.	Efficient and effective Fleet Management	Inform	Extent of plant usage. Cost of maintenance per plant item.	Operations	WM	Ongoing
		Maintain systems and prepare reports that meet the legal and accounting requirements in full	Achieve unqualified audit certificate for annual financial statements	Inform	Obtain unqualified audit certificate by 31 October each year.	Finance	DFIN	Oct-24
		Demonstrate to external auditors that a risk management framework and risk register is in place prior to audit certification.	A risk management framework and risk register are maintained.	Inform	No audit comment received in relation to non-maintenance of a risk management framework and risk register	Finance	DFIN	Oct-24
44	Commit to education, continuous learning and skills development for Councillors and employees to keep pace with changes and current issues.	Commit to WHS education, continuous learning and skills development for employees.	WHS training and induction needs determined for all employees / roles to meet WHS compliance requirements.	Consult	Proactive planning of WHS specific training needs at every annual performance appraisal.	Human Resources and Customer Service	WHS	Ongoing
		Provide considered, professional guidance and training to assist Councillors in performing their duties	Increased knowledge on relevant issues and legislative changes. Enable effective streamlined decision-making	Inform	Number of workshops, seminars and conferences attended.	Office of the CEO and Mayor	CEO	Ongoing
		Provide Councillors with sufficient resources to perform their role.	Councillors equipped to perform role effectively.	Involve	Councillors satisfaction with resource provisions	Office of the CEO and Mayor	CEO	Ongoing
		Provide a long term view on workforce planning to meet the needs of Council in serving the community	Prepare a workforce plan to strategically guide the organisational structure	Inform	Develop a workforce plan	Office of the CEO and Mayor	CEO	Jun-25
45	Develop an empowered workforce to maximise workplace productivity and efficiency supported by sound human resource management practices.	Implementation of strategic initiatives and key projects to support safety performance improvements across the organisation.	Safety Management System that aligns with the requirements of Occupational Health and Safety Management Systems AS/NZS 4801 and ISO 45001, complies to legislation and Local Government Workcare	Involve	Satisfactory results of external WHS audits completed on Councils Safety Management System	Human Resources and Customer Service	WHS	Ongoing
		Continued improvement and development of WHS system through provision of efficient and effective access to all employees.	WHS system that improves efficiency, simplicity, involvement and understanding.	Inform	Improved WHS Management system that is more efficient for the end user to find WHS information and forms.	Human Resources and Customer Service	WHS	Ongoing
		Provision of employee access to relevant WHS policies, current reporting and other relevant WHS Documentation	Reviewed WHS Policy and documentation content, with approved and current versions available on the WHS System.	Inform	WHS document review is scheduled, measured to AS/NZS 4801, ISO 45001 and legislation. Latest versions of WHS documents are available on the WHS system.	Human Resources and Customer Service	WHS	Ongoing
		Employees are consulted and have opportunity to express views and contribute on WHS processes and tasks that affect their Health and Safety	Review the established consultation processes to ensure they are embedded, consistent and reasonable to capture a suitable cross-section of employees.	Consult	Evidence of consultation available and stored within document management system	Human Resources and Customer Service	WHS	Ongoing
		Development and Implementation of WHS and Environmental Operational Plan 2024/2025.	During the 2024/2025 financial year to progress commitments made in the Work Health and Safety & Environment Strategic Plan 2022-2026.	Involve	Monthly WHS Reporting to Management and WHS Committee Meetings as required.	Human Resources and Customer Service	WHS	Jun-25
		Promote the core team values contained within the Corporate Plan to enable a unified productive organisation	Employees embracing the team values	Involve	Active engagement and messaging with staff. Included in onboarding of new staff. Undertake staff survey.	Office of the CEO and Mayor	CEO	Ongoing
46	Advocate to all levels of government and relevant industry leaders for the provision and enhancement of appropriate services and infrastructure, in the best interests of the communities of the Somerset region.	Progress options for an alternative to Cormorant Bay Café, dam access for sporting activities and mid-Brisbane River public use areas, and other relevant matters with Seqwater.	Engage with Seqwater and look for solutions for the betterment of the community	Engage	Positive interactions with Seqwater and the community.	Office of the CEO and Mayor	CEO / DPAD /CTM	Ongoing
		Advance legacy opportunities for the Somerset region from the 2032 Olympic and Paralympic Games.	Proactive participation and engagement in the CoMSEQ and other legacy forums.	Engage	Opportunities for Somerset clearly articulated and defined.	Office of the CEO and Mayor	CEO / DPAD	Ongoing
		Advocate for improved telecommunications, digital and NBN services to Somerset's townships and along major transport networks.	Collaborate with relevant agencies on funding and infrastructure delivery opportunities for the Somerset region.	Engage	Positive interactions with relevant agencies and projects delivered.	Office of the CEO and Mayor	CEO / DPAD / DCORP / MIS	Ongoing
		Engage with various government and industry groups and leaders to enhance services and infrastructure representative of community needs	Active involvement in State and Local Government working groups such as the COMSEQ activated projects and LGAQ supported initiatives. Engage with heads of State Departments to enable local matters to be heard.	Inform	Participation in COMSEQ working groups and special projects. Meetings held with department heads about local matters	Office of the CEO and Mayor	CEO	Ongoing
47	Maintain collaborative partnerships with the Somerset region's business, non-government and community-based organisations to ensure a unified approach to national, state and regional advocacy.	Promote Community assistance grants to community organisations for projects events and services that benefit the community	Small projects are completed which provide a benefit or service to the local community	Inform	Number of community groups supported	Human Resources and Customer Service	DHRCS	Ongoing

Corporate Plan Theme		UNITED SOMERSET					
Corporate Plan Strategies		An active place which values participation					
ID	Activity Required	Output	Community Consultation	Measure	Department	Responsible Officer	Due for Completion
	Positively promote customer service activities based on Council's commitment for continuous and sustainable improvement	Promote a customer focused team where positive interactions are recognised and valued while treating requests for service fairly in an accountable manner to improve service delivery.	Consult	Monthly Customer Service report.	Human Resources and Customer Service	EA to Mayor and CEO	Ongoing
	Promote the Queensland Government Agency Program (QGAP) services available at the Lowood Customer Service Centre	Continued provision of services provided at Lowood QGAP agency.	Inform	Continuation of funding to maintain QGAP services to the Somerset community.	Human Resources and Customer Service	CSC	Ongoing
	Ensure efficiencies within customer service processes and systems.	Review systems and processes to ensure the needs of our customers are being met.	Inform	Continuous review and improvement of processes, procedures, policies and systems	Human Resources and Customer Service	CSC	Ongoing
	Growth and development of online customer experience capability.	Development and implementation of online services including a customer service request system function.	Inform	Measured development of online data content across departments and implementation of online self service portals.	Human Resources and Customer Service	CSC	Ongoing
	Implement and maintain corporate communications with all employees and Councillors.	Communication with employees and Councillors on relevant issues delivered through various means with a view to add improvements through technological advances.	Inform	Number of formal communications issued.	Human Resources and Customer Service	DHRCS	Ongoing
	Provide training for all new employees upon commencement to enhance Council's commitment to continuous learning and skills development opportunities.	Provide all new employees with formal induction training covering Council procedures, policies and legislative requirements.	Involve	All mandatory on-line pre-employment and commencement inductions completed; and formal on-boarding procedures conducted as required.	Human Resources and Customer Service	DHRCS	Ongoing
	Promote study assistance policy and encourage staff team members to embrace continued learning and development opportunities through approved formal studies.	Enhanced employee professional development and career progression opportunities within the organisation.	Involve	Number of study assistance applications submitted / approved.	Human Resources and Customer Service	DHRCS	Ongoing
	Continued review, improvement and development of standardised Human Resources policies and procedures	Policies and procedures reviewed, developed and presented to Council for adoption.	Involve	Policies and procedures accepted by Council.	Human Resources and Customer Service	DHRCS	Ongoing
	Enhance recruitment practices with an aim to maximise organisational productivity and efficiency.	Continual review and improvement of recruitment, onboarding and retention practices.	Involve	Measured and improved recruitment and retention rates.	Human Resources and Customer Service	DHRCS	Ongoing
	Continued advocacy for external government funding for relevant labour market programs	Opportunities sourced and applications submitted for traineeship, apprenticeship and other relevant labour market programs.	Inform	Number of successful applications	Human Resources and Customer Service	DHRCS	Ongoing
	Enhance and enable Council's performance development system.	Development of automated performance development process; and coordination of annual performance appraisal process for all employees.	Involve	Automated process developed; Performance appraisals conducted annually.	Human Resources and Customer Service	DHRCS	Ongoing
	Utilise Council Advisory Committees to work in partnership with the region's business, non-government and community based organisations	Encourage participation of the region's business, non-government and community based organisations in Council Advisory committees	Involve	Matters raised, discussed and action as appropriate, via business and community representatives	Office of the CEO and Mayor	CEO	Ongoing