

Strategic Plan 2015-2020

Vision: Two Ways, One Outcome. Indigenous and non-Indigenous people working together.

Mission: To work together in one spirit, guided by strong leadership and good management to provide high quality services across the Central Desert region.

Core values: **Strong and Good Leadership** | **Teamwork** | **Accountability** | **Integrity** | **Respect**

GOAL	OUTCOME	STRATEGY	2017/18 CORPORATE PLAN	KEY PERFORMANCE INDICATORS	
1 Social and Cultural - Maintain and improve the health, culture and well being of the community	1.1 Community services that are accessible, meet the needs of residents and promote the wellbeing of the community	1.1.1 Ensure all services that are provided on community are delivered in a culturally appropriate manner.	Update and expand Aged & Disability service delivery plan to include overnight services and home support programs. Establish Aged & Disability facilities in communities where there is currently no facility	% funded Services delivered in accordance with the grant conditions Reduction in complaints related to Council service delivery Increase in overall satisfaction rating of community services	
		1.1.2 Facilitate and lobby Government to ensure appropriate human services are provided to communities and homelands to meet the needs of the residents.			
		1.1.3 Develop mechanisms for ongoing liaison with Government agencies in key policy and service delivery areas	Organise and participate in forging ongoing consultative relationships with the Public and Private sectors and build upon the relationships already established. Actively pursue and support elected member and officer participation in high level advisory bodies		
	1.2 A positive living environment for our youth	1.2.1 Establish and support youth initiatives	Develop a Service Delivery Plan based on best practice for activities provided by YS&R Provide information and education about making healthy choices and the impact of alcohol and drugs		
			1.2.2 Work in partnership with community based and regional service providers delivering a range of services to young Council residents		
	1.3 Clean, tidy and healthy communities	1.3.1 Increase community awareness of environmental health issues around untidy living areas			
		1.3.2 Promote the health benefits of domestic animal welfare programs			
		1.3.3 Develop and enforce local by-laws that protect the health and safety of the community	Work with Works & Infrastructure Directorate to finalise the animal by laws		
	1.4 Communities that are safe for residents and visitors	1.4.1 Support and facilitate the delivery of community safety programs and initiatives that promote Family Wellbeing	Assist in the development of an Inter-generational wellbeing model Support restorative justice and restitution policies that empower communities Support campaigns and strategies aimed at reducing family and domestic violence		

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			Develop a community workshop to create awareness of family and domestic violence issues amongst staff and community members		
			Support the “No More Campaign” and promote awareness of family violence in communities		
		1.4.2 Lobby Government for improvements in bush transport services	Implement Emergency Management Improvement Plan in accordance with scoring matrix		
	1.5 Better transport and access to our communities	1.5.1 Collaborate with local and regional transport providers for the delivery of transport services to Council communities			
	1.6 Appropriate services available to communities and homelands	1.6.1 Facilitate the delivery of essential and municipal services to remote communities and homelands			
		1.6.2 Facilitate the delivery of Post Office services to remote communities			
		1.6.3 Facilitate and support the delivery of appropriate human services to communities and outstations.	Implement reforms and policy changes in Aged Care and Disability Services Consultation with Engawala community - Intergenerational service delivery models and collective impact approaches with a potential trial project to start with Engawala Community Services programs Advocate for and delivery the Outstation contract for the Utopia Homelands		
	1.7 Celebration and respect for tradition and culture	1.7.1 Increase participation in celebrations and improve awareness of Indigenous culture			
		1.7.2 Ensure Council governance and service delivery practices are based on respect for different cultures			
	1.8 Community involvement in cultural, civic and sporting events	1.8.1 Promote community based civic events			
		1.8.2 Facilitate the delivery of Library and Heritage services and facilities	Investigate and scope new cost effective service delivery models for Libraries in Lajamanu and Ti Tree.		
		1.8.3 Facilitate the delivery of arts and cultural programs in accordance with the local community plans			
	2 Physical Assets - Well-managed and maintained physical infrastructure	2.1 High standard of roads and town landscapes	2.1.1 Improve local road network construction, maintenance and upgrade in the Council area		Implement Internal Road Improvement Plan in accordance with scoring matrix
Undertake Lajamanu CBD Upgrade					
Undertake Yuelamu Reseal					
Undertake Yuendumu CBD upgrade					

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			Manage NDRRA Program	community townscapes and facilities
		2.1.2 Initiate improvements to town appearance and public safety, including street lighting.		
		2.1.3 Provide community amenity through aesthetically pleasing parks, gardens and open spaces.	Implement Parks and Open Spaces Improvement Plan in accordance with scoring matrix	
			Implement Sports Facilities Improvement Plan in accordance with scoring matrix	
	Reach agreement with CLC as to Council's R&M works on vacant Land Trust land within and around communities			
	2.1.4 Improve traffic management and safety in Service Centres			
	2.2 Effective management of Council infrastructure, facilities, plant and equipment	2.2.1 Council Assets (including infrastructure, facilities, and plant and equipment) are managed in a cost effective and sustainable manner.	Develop an Strategic Asset Management Plan for Council's key assets (Roads, Buildings and facilities, Fleet & Plant & others) in accordance with AM4SRRC framework	
			Undertake Nyirripi facility upgrades	
		2.2.2 Community cemeteries and morgues are managed in a sustainable manner in partnership with local community and other key stakeholders	Implement Cemetery Improvement Plan in accordance with core services matrix	
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	2.3 Improve standard of Council staff housing, visitor accommodation and community housing	2.3.1 Undertake repairs and maintenance to community housing on behalf of the Northern Territory Government		
			2.3.2 Advocate for improved housing outcomes for residents living on communities	
			Work with CLC and other appropriate agencies to review appropriate affordable housing options and community housing delivery models	
			Work with NTG to ensure Remote Housing Strategy is implemented appropriately within CDRC region	
		Develop Staff Accommodation Needs Analysis identifying short, medium and long term requirements		
2.3.3 Ensure Council staff housing and visitor accommodation is maintained and repaired				
3 Economy - A dynamic and growing	3.1 Education and learning that leads to long	3.1.1 Establish apprenticeships and	Promote and develop	% Indigenous Employment

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economy with strong local employment	term employment	traineeships that are linked to the Regional Council operations	apprentices/traineeships/work experience programs in all Service Delivery Centres to establish pool of suitable job ready candidates	
		3.1.2 Establish programs in partnership with relevant agencies to maximise education and training outcomes and provide pathways into employment	Develop a Quality Improvement Plan Develop a Communication Strategy	
	3.2 Improved outcomes for local employment	3.2.1 Continuously improve the capacity of local staff by providing appropriate training and career development opportunities		
	3.3 Improved partnerships with business and industry to promote viable and growing local business enterprise	3.3.1 Work in partnership with local and regional industries and service providers to facilitate job creation and to support the development of local business and employment	Develop Economic Development and Tourism Plan to capture emerging regional industries	
			Partner with Tourism Central Australia in the development of a Plenty Tourism Master Plan	
			Migrate Southern Tanami Kurdiji Indigenous Corporation to independence by 30 June 2018.	
		3.3.2 Work with Government and industry bodies in the development of regional business and industry plans		
		3.3.3 Proactively support new industry and business opportunities that are complementary to community lifestyles		
3.4 Proactively seek commercial opportunities so as to maximise return to Council and local employment opportunities	3.4.1 Undertake commercial activities on behalf of other agencies on a cost recovery basis	Develop and Implement a Business Plan and Strategy for the development of a commercial Roads Crew.		
4 Environment - A region that respects, protects and looks after its natural and built environment	4.1 Innovative management of the natural environment	4.1.1 Assist with the control of fires near communities and implement fire management around communities.	Update Fire Preparation Plans including improved coordination of plant	Compliance with waste management strategies % Firebreaks maintained
			Implement Fire Management Improvement plan in accordance with scoring matrix	
		4.1.2 Implement a planned approach to weeds, vegetation and pests in communities.		
		4.1.3 Work in partnership with health agencies and local providers to achieve improved environmental health outcomes		
		4.1.4 Assist the delivery of environmental and natural resource management programs in partnership with landowners, leaseholders and their representatives.		
	4.2 Innovative waste management strategies that emphasise waste reduction, reuse and	4.2.1 Lead and promote the Central Australian Regional Waste Management Program		

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	recycling	4.2.2 Provide efficient and effective waste collection, disposal and recycling services	Implement Waste Management Improvement Plan in accordance with scoring matrix Undertake Litter Awareness and Education Program across all communities	
	4.3 Efficient use of energy and water resources	4.3.1 Assist delivery of programs that promote the efficient use of energy and water resources		
		4.3.2 Establish partnerships with organisations working in the sustainable technologies sector to increase the use of alternative energy technologies in the Council area		
5 Management and Governance - Good leadership, effective advocacy and high quality services supported by good management practices	5.1 Effective and efficient Council operations	5.1.1 Utilise modern information and communications technology to maximise Council efficiencies and service delivery	Upgrade Council wide Network and Communication systems in order to bring all the system users under Citrix environment.	% Achievement of Corporate Plan priorities for current year. Operating Deficit Interest Coverage Sustainability Ratio Current Ratio Rate Coverage Number of Local Authority Meetings conducted % Performance Management Reviews are undertaken in a timely manner Staff turnover Lost time injury (WHS) Compliance with Statutory and legislative requirements Vacancies filled within 8 weeks of being position becoming vacant
			Investigate and implement WIFI hot spots in CDRC	
			Sign MOU with local tech support service providers to get best, prompt economical service and products in keeping with Council's policies.	
			Recruit second Business Services Support Officer	
			Purchase ticketing system software	
			Implement Record Keeping Plan	
			Complete rollout of improved internet connectivity in communities.	
		5.1.2 Implement a robust Governance Framework that promotes strong accountability within internal leadership team		
5.1.3 Maximise the level of external funding available to deliver Local Government services				
5.1.4 Develop and implement an integrated planning framework that provides long term integration of high level plans				
5.1.5 Prioritise core service delivery in accordance with local community expectations				
5.1.6 Implement continuous improvement program to ensure the efficiency and effectiveness of Council operations and the highest standards of administrative, financial		Update Quality Improvement Plan for Aged & Disability Services to more accurately capture statistically data on service provision		

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		planning, processes and controls	Position the Children's Services and Budget Based Funded programs to meet the objectives of the National Quality Improvement Framework. Implement the Risk management Strategy and Policy Embed risk management within project and program assessments Formalise risk management committee and ensure that risk reviews are presented to Audit and Risk Committee Finalise implementation of risk management (CAMMS) system Develop Internal Compliance process that reports to the Audit Committee. Undertake internal compliance review and also periodic audits in head office and communities to ensure compliance with internal procedures and LG legislation.	
	5.2 High standards of communication, transparency and openness	5.2.1 Ensure communication and interaction with Council ratepayers and residents on a regular basis 5.2.2 Build effective relationships through engagement of the public	Review and reinvigorate Customer Service Charter	
	5.3 Proactive partnerships with government agencies and the private sector	5.3.1 Lobby Government and advocate on behalf of Council residents to advance local and regional priorities	Monitor emerging issues and provide appropriate advocacy Continue to progress the hand over of NTG roads to CDRC where doing so is sustainable and provides ongoing value to the Council	
	5.4 Increased community capacity and empowerment	5.4.1 Implement a capacity building program for current and future community leaders	Undertake LA elections and induction program for new LA members	
	5.5 Continual improvement in the governance capacity of elected members	5.5.1 Implement an ongoing capacity building and professional development program for councillors and local authority members 5.5.2 Ensure the efficiency and effectiveness of Council's governance processes including administrative and other support to elected members, local authorities and committees	Ensure that Integrated Planning Framework (including performance reporting) is included within the Councillors induction program Facilitate the 2017 Local Government General Election Implement new Councillor Induction training Re-elect Committees as required by LG Act	
	5.6 Excellence in Human Resource management	5.6.1 Implement modern Human Resource practices that support to excellent performance and efficiencies within the organisation	Develop a new employee Career Pathways and Succession Plan to establish a system of internal promotion and more focused staff training and development. Conduct one comprehensive Industrial	

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		5.6.2 Implement WH & S requirements to promote safe working conditions, equipment is available and "safe" workplace culture developed	Relations Workshop across all the Regions covering relevant topics Implement the Recruitment and Attraction Strategies from the Indigenous Workforce Development Strategy Implement the Retention Strategies from the Indigenous Workforce Development strategy	