



# SERVICE DELIVERY PLAN FROM JULY 2020



**CENTRAL DESERT**  
REGIONAL COUNCIL  
two ways :: one outcome

## RELEASE NOTICE

File name: CDRC Service Delivery Plan  
 Reason for release: For feedback and comment as part of the Regional Council Plan, use in building budget and organization structure  
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 Relevant Delegations: NIL  
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## REVIEW HISTORY

| Date             | Action taken   |
|------------------|--|
| 15 November 2017 | Commenced review of service plans with pilot team  |
| 31 May 2018      | Finalised plans for publication with Draft 2018-22 Regional Plan   |
| 31 May 2019      | Reviewed and updated for 2020 Year 2 of Regional Plan  |
| 31 May 2020      | Reviewed and updated for 2020 Year 3 of Regional Plan. Set up as ongoing from 1 July 2020, continue to review each year. |

## TABLE OF CONTENTS

|   |    |
|---|----|
| PURPOSE AND TYPES OF SERVICE PLANS .....            | 4  |
| MAPPING SERVICES TO ORGANISATION STRUCTURE .....    | 5  |
| <b>OFFICE OF THE CEO – SERVICE PLANS</b> .....      | 6  |
| 01 Office of the CEO.....                           | 6  |
| 02 Human Resource Management .....                  | 7  |
| 03 Staff training and development .....             | 8  |
| 04 Work Health and Safety .....                     | 9  |
| <b>CORPORATE SERVICES – SERVICE PLANS</b> .....     | 10 |
| FINANCE.....  | 10 |
| 05 Financial Management .....                       | 10 |
| 06 Asset Management .....                           | 11 |
| ORGANISATION SUPPORT AND GOVERNANCE .....           | 12 |
| 07 Governance.....                                  | 12 |
| 08 Communications .....                             | 13 |
| 09 Business Support.....                            | 14 |
| 10 Records Management.....                          | 15 |
| 11. Information and Communications Technology ..... | 16 |
| 12 Facilities Management.....                       | 17 |
| <b>COUNCIL SERVICES</b> .....                       | 18 |
| 13.Municipal Services.....                          | 18 |
| 14 Waste management.....                            | 20 |
| 15 Outstations .....                                | 21 |
| 16 Contract services.....                           | 22 |
| 17 Capital Projects .....                           | 23 |
| 18 Fleet and plant .....                            | 24 |
| 19 Roads.....                                       | 25 |
| <b>COMMUNITY SERVICES</b> .....                     | 26 |
| 20 Aged Care Services.....                          | 26 |
| 21 Community Safety Patrol .....                    | 27 |
| 22 Children and Youth Services .....                | 28 |
| 23 Community Development Program (CDP) .....        | 29 |



## PURPOSE AND TYPES OF SERVICE PLANS

Service Plans are the “building blocks” of what the organisation does. There is one service plan, reflecting an internal or external service of Central Desert Regional Council, per functional area of Council. A service plan is a type of plan wherein the services provided are considered the benefit. Services are the outputs of Council, either to the community (external services) or to other divisions of Council (internal services). Internal services only exist to support the delivery of services to the community or for governance requirements.

Councils have a responsibility to effectively plan services over the short and long term to enable service delivery that is sustainable and is responsive to the needs of its defined population.

There needs to be a clear line of sight between the overarching strategic direction of Council (Strategic Plan), the services that Council delivers (Service Plans) and the budget and organisational structure. The service plans, budget and organisational structure are part of the Council Regional Plan (annual corporate plan) which also defines specific deliverables that will advance the desired outcomes against each of the Strategic Plan goals / objectives which will be achieved in that year.

### Types of Service Plans

Service plans can be for either internal (enabling) or external services. Internal services refer to those where the customer is another Central Desert Regional Council department, external services refer to those where the customer or end user is residents and/or rate payers.

They are also defined as:

#### 1. Mandatory / Core

These services are mandated through the Local Government Act or associated legislation / regulations. This category also includes corporate services and executive management roles which are required to enable legislated external services.

#### 2. Preferred services are those which are not core, and:

- (a) align with Council’s strategic plan; and
- (b) are fully grant funded (cost neutral) or return a profit (own-source revenue to Council (commercial services)).

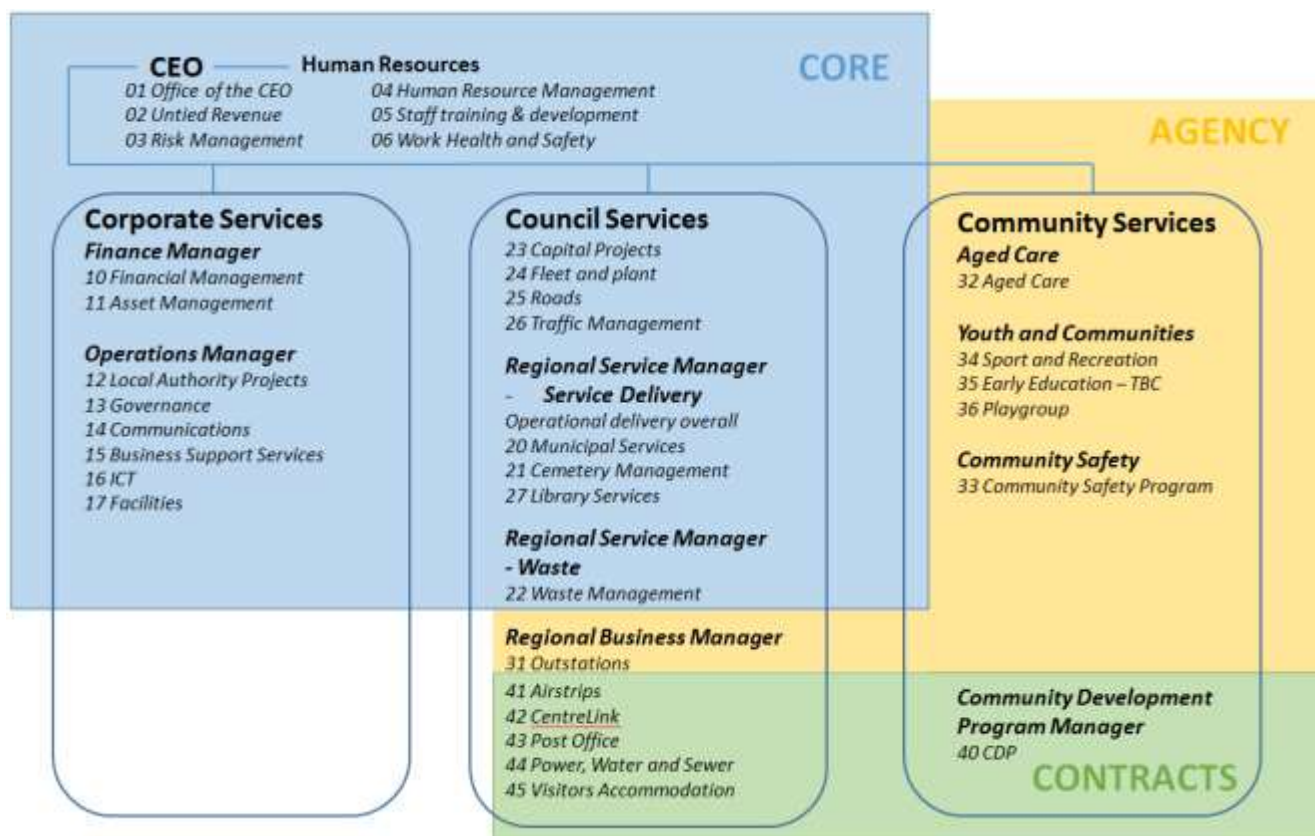
Services which meet (a) align with Council’s strategic plan, but can only be run at a cost deficit are optional.

#### 3. Optional - these services do not meet either of the definition above – these would require a rigorous business case to be put in place.

Commercial services must be profitable and return monies to Council to improved financial sustainability and subsidise core services. Council prioritises optional and commercial services that fulfil a market void (private enterprise is not meeting community needs).

## MAPPING SERVICES TO ORGANISATION STRUCTURE

Council has three directorates, and an office of the CEO. Each of the service plans (numbered below) are owned by a directorate. The links between the service plans and the organisation structure are shown here.



## OFFICE OF THE CEO – SERVICE PLANS

The office of the CEO is responsible for the overall management of the organisation. There are several statutory roles that are delegated to the CEO by Council and under the Local Government Act. In addition to the CEO role, the office is also directly responsible for Advocacy, Economic Development and Tourism.

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### 01 Office of the CEO

#### Description:

Responsible for all duties of the CEO under the Local Government Act and as per the delegations from Council. This includes the key function of Advocacy on behalf of Council, with a focus on economic development and tourism and of the Council goals in its' Regional Plan: Deliver of corporate and strategic plans.

The Office of the CEO service plan also includes:

- Management of untied revenue. Decisions around apportionment to Core services.
- Monitor, measure (through all departments) and report on key performance indicators. Ownership of risk management and planning

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:**

Office of the CEO

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#### Outputs:

- Council Regional Plan
- Advocacy Plan, including key messages
- Stakeholder map and communications plan
- Progress reports to Council and Local Authorities against Regional Plan
- Strategic Risk Plan (Operational Risks included in Director Reports)

#### Performance Indicators:

1. Progress against Regional Plan goals
2. Regional Plan KPIs

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## 02 Human Resource Management

### Description:

Provision of strategic advice on human resource and industrial relations issues. Provision of HR services including recruitment, advice to managers and employees, development of retention strategies, employee recognition programs, annual performance review process. HR policy development , monitoring and reporting. Ensuring enforcement of employment related laws. Management of employee related disputes and grievances, and the performance management process; including supporting management to implement and conducting investigations as required.

**Service Type:** INTERNAL Core

**Alignment to Organisation Structure:** Office of the CEO – Human Resources

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### Outputs:

- HR Policies and procedures
- Monthly HR report, including HR trends
- HR Handbook
- Investigative reports
- HR Forms (e.g. annual performance appraisal)
- HR strategies – e.g. indigenous employment
- Organisational Structure document
- Position Descriptions

### Performance Indicators:

1. Indigenous employment greater than 70% (satisfactory);  $\geq 75\%$  (high performance);  $\geq 80\%$  (exceptional)
2. Voluntary staff turnover less than 15%
3. 90% of positions filled on a merit basis within 6 weeks of being vacant.



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### 03 Staff training and development

**Description:**

Develop staff training and development policies and procedures.  
Develop and deliver annual, organisation wide, training needs program.  
Develop and deliver induction program to new employees.  
Develop and deliver mentoring program for employees in need.

**Service Type:** INTERNAL Mandatory

**Alignment to Organisation Structure:** Office of the CEO – Human Resources

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**Outputs:**

- Policies and procedures
- Annual (organisational) training and development plan
- Organisation wide training program
- Induction program
- Mentoring program

**Performance Indicators:**

1. Organisation training and development plan updated by July 30<sup>th</sup> each year.
2. All newly hired indigenous employees to have a mentor / buddy during their first week of employment.
3. All new employees inducted during first ten days of starting work.



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## 04 Work Health and Safety

### Description:

Driving and monitoring the implementation of a Systematic Work Health and Safety Management System so as to have an Injury Free Work Environment. Monitor, advice and drive compliance with the NT Work Health and Safety Act and NT Workers Rehabilitation and Compensation Act.

**Service Type:** INTERNAL Mandatory

**Alignment to Organisation Structure:** Office of the CEO – Human Resources

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### Outputs:

- Council WH&S Plan; including clear and measurable safety management tasks
- WH&S policy, procedures and forms; training in relation to WH&S
- SOPs / safe work method statements
- WH&S reporting
- PCBU's / HSRs and other required positions in place, with required training of Toolbox Talks/information to *cover all* reasonably foreseeable WH&S risks to employees working in a business unit.
- Consultation between management and employee occurs at least every two months at the Community level with the Regional Council Wide Strategic W&HS Committee Meeting held every three months – minutes published on Noticeboards and MAGIQ.
- Effectiveness of the CDRC WH&S Management System Implementation audited every six months with formal reports presented to the WH&S Safety Committee and the Chief Executive officer about areas requiring improvement

### Performance Indicators:

1. WH&S hazard identification inspections conducted every three months in all work places.
2. Consultative meetings with HSRs held every two months in all work places.
3. Evacuation and emergency procedure rehearsals – every six months for each work place.
4. Required registers and incident reporting up to date and systemic issues identified quarterly.
5. (goal) Lost time injury rate to be equal to or better than Local Government industry average.
6. Tool box talks take place for all external service workers.

## CORPORATE SERVICES – SERVICE PLANS

### FINANCE

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#### 05 Financial Management

**Description:**

All financial services required by Council, including: accountancy, management reports, accounts payable, accounts receivable, rates and payroll. Management of Council funds in accordance with Council strategic objectives and Local Government regulation.

**Service Type:** INTERNAL Core

**Alignment to Organisation Structure:** Corporate Services - Finance

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**Outputs:**

- Annual budget
- Audited financial report
- Fringe Benefit Tax (FBT) Return, Business Activity Statement (BAS)
- NT Grant Commission return, other grant acquittals
- Remittance advices and payslips for supplier of goods and services
- Interest revenue from investment activities as per Local Government regulation
- Long term Financial Plans (LTFP)
- Investment policy, Procurement policy
- Payroll
- Accounts Payable and Accounts Receivable
- Management reports including income and expenditure by service.

**Performance Indicators:**

1. Finance reports and processing within procedural deadlines
2. Current ratio (assets/liabilities) is greater than or equal to \$2 by 30 June 2022.
3. Depreciation ratio is greater than or equal to 1.3 by 30 June 2022.
4. Chart of accounts, reporting, acquittals actively managed.

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## 06 Asset Management

### Description:

Ensure asset registers are in place; assets and depreciation is managed in accordance with Council strategic objectives and Local Government regulation.

Facilitate strategic asset management plans (department own aligned assets) to show whole of life management.

**Service Type:** INTERNAL Mandatory / Core

**Alignment to Organisation Structure:** Corporate Services - Finance

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### Outputs:

- Asset Register
- Depreciation
- Asset reserves
- Strategic asset management plan for each class of asset
- Integration of strategic asset plans into long term financial plan

### Performance Indicators:

1. 100% of major assets have an asset management plan
2. LTFP includes costs for asset maintenance and replacement

## ORGANISATION SUPPORT AND GOVERNANCE

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### 07 Governance

#### Description:

Ownership of governance and compliance requirements of Council, including: drafting and monitoring of by-laws; ownership of compliance calendar and ensuring all mandated activities are completed according to legislation or Council agreed review dates; up-to-date Council Policies and Council adherence to relevant Acts, Regulations and Policies.

Management of Council meeting procedures and requirements, provide secretariat for Council meetings (agendas and minutes), payment and management of Councillors allowances and fees, scheduling, and general support services to elected members and its committees.

Local Authority Administration - provide secretariat, payment and management of allowances and fees, scheduling, LA project and general support services to elected members , committees and Local Authority members.

**Service Type:** INTERNAL Core

**Alignment to Organisation Structure:** Corporate Services – Organisation Support and Governance

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#### Outputs:

- Council bye-laws, developed when resolved by Council
- CDRC planner, compliance calendar
- Training and support to elected and appointed members as well as related employees
- Compliant agendas, minutes and reports relating to Council and associated committees
- Logistics and entitlements for elected and appointed members
- (Internal) Coordination of local government and Council elections (e.g. President)
- Up to date policy documents, policy template
- Complaint management processes and guidelines

#### Performance Indicators:

1. All outputs within procedural and statutory deadlines
2. Community involvement in local decision making and local leadership increasing – LA meetings (with quorum) held at least four times a year in each of the nine communities.



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## 08 Communications

### Description:

Strategic management of the organisation's public image and its relationship with its stakeholders.

Management of the media, releases and stories in relation to Council.

Council support of community events through financial or in-kind support.

**Service Type:** INTERNAL Core

**Alignment to Organisation Structure:** Corporate Services – Organisation Support and Governance

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### Outputs:

- Annual Report
- Media Releases
- Central Desert website – [www.centraldesert.nt.gov.au](http://www.centraldesert.nt.gov.au)
- Newsletters (internal and external)
- Presentations (good news stories)
- Central Desert News
- Style guide, corporate look and feel
- Support of community events – CDRC Event Calendar

### Performance Indicators:

1. All outputs within procedural and statutory deadlines
2. Minimum of five press releases per quarter; 12 good news stories published per year
3. Website keep up to date with new material published within 48 hours of availability
4. Minimum of one NAIDOC event per annum
5. Sponsorship of at least two community events per annum

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## 09 Business Support

### Description:

Reception services, management of office supplies and kitchen maintenance. Manage booking of Council wide resources – town pool car, VMS, phone system, meeting rooms.

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:**

Corporate Services - Organisation Support and Governance

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### Outputs:

- Receptionist on duty
- Office Supplies in order and available
- Manage bookings and booking records for shared resources
- Clean and tidy kitchens
- Management of info@ email and distribution
- Management of outgoing mail and filing / distribution of incoming mail

### Performance Indicators

1. Mail dealt with according to procedure same business day as received
2. Office supplies management within budget and needs.
3. Kitchen maintained in clean and tidy manner

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## 10 Records Management

### Description:

Maintenance of Council's corporate records from the creation of the record until the record is archived or destroyed. Provision of corporate record management systems, end user training and support to meet business requirements. Development and deployment of policies and procedures. Management reporting.

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:** Corporate Services - Organisation Support and Governance

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### Outputs:

- Business classification system
- Organisational compliance process with record keeping legislative requirements, policies and procedures
- Archive and dispose corporate records in accordance with territory legislative requirements.
- Retention schedules
- Security
- Files appropriately stored in correct folders
- Mail registered into records system and action given to relevant employee

### Performance Indicators

1. 100% of staff in administration roles (level 3 and above) to be trained in required record management practices and use of CDRC EDRMS – MAGIQ.
2. Monitoring of security and access to unrestricted corporate documents – quarterly audit.
3. 25% reduction in purchase of office equipment for storage of paper records.
4. 100% reduction in storage facility cost

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## 11. Information and Communications Technology

### Description:

Maintain and support Council's information and communication infrastructure - providing Level 1 technical support; assistance to users of computer and telecommunication devices; undertaking diagnosis and resolution of technical problems; configuring devices; secure services; repairing hardware; ensuring business capable speeds and availability; procuring and installing new hardware and training employees on how to use the ICT systems. Manage operations of Councils ICT hardware, software, network and communications systems. Monitor Level 2 helpdesk, technical support escalation process with CouncilBiz. Manage projects to improve business systems performance, speed, and compatibility.

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:** Corporate Services – Organisation Support and Governance

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### Outputs:

- Well functioning and effectively managed business systems (hardware, software, licensing)
- Quick resolution of ICT issues, as per priority chart
- Up to date portable asset register
- Telecommunications network – mobile and fixed.
- ICT policies and procedures
- All employees have the ability to communicate through the internet and company intranet
- Training materials

### Performance Indicators:

1. ICT issues investigated and resolved within 2 hours if impacting business; or 3 days maximum if workaround in place
2. 99% availability of the ICT services during core working hours.
3. Training conducted quarterly for staff on major systems.
4. Clear and published roles and responsibilities, differentiating CouncilBiz and in-house roles.



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## 12 Facilities Management

### Description:

Management, repairs and maintenance of council leased and owned facilities ranging from sports ovals, staff housing, offices, recreation halls, community service centres and visitor accommodation. Includes oversight of S19 leases with CLC.

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:** Corporate Services – Organisation Support and Governance

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### Outputs:

- Well maintained and suitable housing, offices and accommodation fit for purpose
- Maintenance schedule
- Up to date asset register
- S19 Leases
- Managed security system, keys and fobs
- Exception reporting to CEO on issues
- Well maintained ablution blocks, sporting facilities, recreation halls and service centres

### Performance Indicators:

1. Annual maintenance plan developed by 15 July each year and met during year.
2. Monthly management reporting.

## COUNCIL SERVICES

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### 13. Municipal Services

#### Description:

Core council services delivered on remote communities. This includes:

- Management of Council offices in remote communities, customer service to community for Council services, administration and management of remote procurement and community meetings
- Dog Management Program for the care and management of dogs to protect the health, safety, and environment of the community;
- Local emergency (response) – recovery after emergency
- Identification, development and maintenance of Council controlled parks and sporting ovals, public open spaces and other recreation spaces;
- Identify (in conjunction with the community) dark spots and develop strategies to address, including solar lighting
- Liaison with Power and Water in relation to street lights
- Vegetation and fire hazard reduction – ensure fire breaks around each community, manage vegetation and slashing of grass on road verges and Council controlled spaces
- Management of local cemeteries, maintenance of cemetery surrounds including fencing, preparation of burial plots and maintenance of cemetery burial details.
- Litter cleanup, bin collection
- Provision of visitor accommodation under Council Fees and Charges where facilities exist.
- Libraries offering public access where funded (Ti Tree, Lajamanu)
- Service Delivery as needed for contracts on community (preferred).

**Service Type:** EXTERNAL

Core

**Alignment to Organisation Structure:**

Council Services – Municipal Works

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#### Outputs:

- Vet visits to each community, at least twice a year including delivery of education.
- Established parks and open spaces, sporting areas in each community
- Fencing / bollards
- Solar lights. Street lighting
- Management of noxious weeds, grass slashed, firebreaks established
- Service delivery as per procedures
- Well maintained cemetery for each community with cemetery register
- Bin pickup, skip bins for public use
- Clean and provisioned visitors accommodation
- Public access to a wide range of library resources
- Free public Wi-Fi and access to computers

### Performance Indicators:

1. Reduction year on year of dog related injuries to people (baseline to be established 18/19)
2. Dog numbers on community declining year on year (baseline to be established 18/19)
3. Education sessions / vet visits reach 10% + of community population each visit.
4. Emergency recovery plans in place for each community
5. All parks to have playground equipment, shelter, seating, soft fall areas and to be sign-posted / named
6. Ongoing elimination of dark spots around community
7. Firebreaks in place for each community
8. Cemetery plan per community finalised and published by December 2020.
9. Reduction in litter – clean communities
10. Cemetery register in place for each community.
11. Customer satisfaction – visitors accommodation.
12. Funded libraries open and accessible to the public for 90% of advertised opening days.

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## 14 Waste management

### Description:

Management of landfills, including implementation of re-cycling. Waste management processes, ensuring adherence to EPA requirements. Provision of processes and expert guidance to communities.

**Service Type:** EXTERNAL Core

**Alignment to Organisation Structure:** Council Services – Waste Management

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### Outputs:

- Landfills on each community , landfill audits (monthly)
- EPA documentation
- Policy and process

### Performance Indicators:

1. Recycling bins / cages / bags
2. Monthly landfill audits – successful
3. Monthly recycling report
4. EPA requirements are met.



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## 15 Outstations

### Description:

Deliver municipal, home maintenance and housing extra allowance services to CDRC approved outstations. Ensure contract conditions and deliverables are met.

**Service Type:** EXTERNAL

Preferred

**Alignment to Organisation Structure:**

Council Services - Contracts and Projects

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### Outputs:

- List of approved outstations
- Work schedule, Service Plans
- Municipal and maintenance services
- Management reports

### Performance Indicators:

1. Improved customer satisfaction – to be benchmarked
2. Monthly report providing outstation improvements

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## 16 Contract services

### Description:

Negotiation and delivery of contracted service(s) to meet contractual terms and deliverables. Reporting as required under the contract.

Current contracts include Airstrips, CentreLink, Post Office, Power and Water (ESO)

**Service Type:**      EXTERNAL      Preferred

**Alignment to Organisation Structure:**      Council Services - Contracts and Projects

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### Outputs:

- Contract deliverables; or
- Deliverables defined in approved business plan for approved service

### Performance Indicators:

1. Positive net dollar contribution to the gross regional product
2. Provides local jobs, percentage of indigenous staff employed 65%+
3. Net surplus provided to Central Desert Regional Council, with profit  $\geq 15\%$

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## 17 Capital Projects

### Description:

Development and management of capital projects review process and budgeting. Management of tender processes. Seek grants for new developments. Delivery of all major capital projects within CDRC.

**Service Type:** INTERNAL Mandatory / Core

**Alignment to Organisation Structure:** Council Services - Infrastructure

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### Outputs:

- Capital projects plan and budget
- Required tender documentation, Council reports as required
- Design of capital projects, Implemented capital projects

### Performance Indicators:

1. Published capital projects plan – Bi-monthly
2. Customer satisfaction – business owners are informed and accept project outcomes

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## 18 Fleet and plant

### Description:

Manage the procurement of all fleet vehicles, plant and equipment. Manage CDRC Depot, Alice Springs and community depots. Includes management of vehicle policy and procedures.

**Service Type:** INTERNAL

Core

**Alignment to Organisation Structure:**

Council Services - Infrastructure

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### Outputs:

- Fit for purpose fleet and plant
- Fleet register and asset management plans for fleet and plant, including maintenance schedules
- Vehicle and Plan policies and procedures
- Maintained and updated preferred contractors list, in accordance with procurement policy
- Audit reports or pre-start checklists

### Performance Indicators:

1. Incident reports actioned within 2 days
2. Servicing of vehicles and plant – 100% in accordance with manufacturers specifications
3. Policies and procedures reviewed and updated on schedule
4. 80% or better result on pre-start checklists being completed.



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## 19 Roads

### Description:

Construction, maintenance and upgrade of all council road network system (internal community roads and funded connectors roads); including road surfaces, drains, verges, flood ways, and causeways. Provision of road traffic management plans, furniture and signage for all CDRC communities and connector roads.

**Service Type:** EXTERNAL

Core

**Alignment to Organisation Structure:**

Council Services - Infrastructure

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### Outputs:

- Internal community roads and funded connector roads, maintained in accordance with Australian standards
- Asset Management Plans
- Road shoulders and verges in place
- Grading and re-sheeting of unsealed roads as per Asset Management Plan
- Repair of pot holes and cracks
- Traffic management plan for each community
- Traffic management manual
- Pedestrian and vehicle movement furniture, street signage, traffic control devices, road furniture

### Performance Indicators:

1. Roads accessible and safe for travel
2. Regional Plan actions / objectives
3. Road equipment well maintained and serviced to manufacturer requirements
4. Connector roads and river/creek crossings trafficable 99% of time, outside of weather events.

## COMMUNITY SERVICES

### 20 Aged Care Services

#### Description:

Support for older adults, people with disabilities and their carers to live in their own home environment and community. Respite services in Anmatjere

Programs delivered by Aged Care:

- Home Care Packages (HCP): Individualised package of aged care services for clients with medium to high care needs.
- Commonwealth Home Support Program (CHSP): aged care services for clients with low care needs or those with higher needs waiting for a home care package.
- National Aboriginal and Torres Strait Islander Flexible Aged Care Service (Flexible Care): provides care for clients of all levels in a flexible and culturally appropriate manner. Only available in Anmatjere.
- Respite Service at Ti Tree.

**Service Type:** EXTERNAL

Optional

**Alignment to Organisation Structure:**

Community Services

#### Outputs:

- Meals, transport, personal care, domestic assistance, centre based respite and social support to eligible aged and disability clients in Anmatjere, Atitjere, Engawala, Lajamanu, Laramba, Nyirripi, Willowra and Yuelamu
- Client support to access registration and assessment services for program eligibility.
- Agreed care plans for all aged care clients that meet client needs and goals and outlines level, frequency and type of services to be delivered.
- Client support to access to clinic services, allied health professionals, respite services and advocacy services.

#### Performance Indicators:

1. 100% of clients have an agreed care plan
2. 100% of clients receive services in accordance with their care plan.
3. 100% compliance with all aged care funding agreements
4. 100% compliance with all relevant aged care and disability legislation and quality standards

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## 21 Community Safety Patrol

### Description:

Support for communities to help keep them safe for families, individuals and visitors. Community Safety Patrols operate in 7 of the 9 Central Desert Regional Council communities: Engawala, Atitjere, Anmatjere (Ti Tree), Nyirripi, Yuelamu, Laramba, and Lajamanu. There are 3 patrols in Anmatjere (Pmara Jutunta (6 Mile), Wilora, Nturiya (Station) and 2 operating in Lajamanu (women and men's).

**Service Type:** EXTERNAL

Optional

**Alignment to Organisation Structure:**

Community Services

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### Outputs:

- Children returned home at night, assisting school readiness
- Assistance to people at risk, including providing transport and access to safe places
- Patrol the community at least 5 times per week at times identified by communities.

### Performance Indicators

1. 100% of funded communities have patrols operating at least 5 times per week.
2. Provide assistance to all clients identified as in need or at risk.
3. 100% compliance with funding agreement and CSP Operating Framework

## 22 Children and Youth Services

### Description:

1. Early Childhood services cater for children under 5 years old and their families to improve developmental, health and wellbeing outcomes for individual children. Childcare services are delivered 6 hours a day, 4 days a week offering quality Early Childhood educational programs for families in Nyirripi, Laramba and Yuelamu.
2. Youth, Sport and Recreation - A combination of after school, vacation care, youth, sport, recreation, art and cultural activities in partnership with other agencies, organisations and service providers in the communities of Atitjere, Engawala, Anmatjere, Laramba and Yuelamu. The program is primarily a youth diversion platform that offers targeted activities for the youth cohort to make positive decisions with regard to anti-social behaviours and drug and alcohol use.
3. Playgroup offers parental support programs that focus on child and family health and wellbeing. Playgroup targets young parents and potentially vulnerable families. Services are run in the Ti Tree Region as a mobile outreach with one playgroup per week, for 3 hours per day, being delivered in each of the Ti Tree communities of Wilora, Pmara Jutunta, Nturiya and Ti Tree township.

|   |          |                    |
|---|----------|--------------------|
| <b>Service Type:</b>                        | EXTERNAL | Optional           |
| <b>Alignment to Organisation Structure:</b> |          | Community Services |

### Outputs:

- Childcare services – early childhood
- Structured after school, holiday, sport and recreational activities
- Funding agreement objectives
- Play programs

### Performance Indicators

1. 100% of supported communities have youth, sport and recreation programs operating 5 times per week.
2. 50% of enrolled children attended Early Childhood programs in the last 2 months
3. 100% of QECNT Quality Improvements Plans updated and improvements implemented
4. 100% of potential 'at risk' children referred to family support programs



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## 23 Community Development Program (CDP)

### Description:

Assist Job Seekers secure employment and create education & training opportunities to improve work readiness and outcomes .

**Service Type:** EXTERNAL Preferred

**Alignment to Organisation Structure:** Community Services – Contracts

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### Outputs:

- Job Seeker Skills Audit, Employment Counselling, Job Plans, Resumes, Job Matching, Placement Support
- Job seeker assistance to meet requirements outlined in Job Plans.
- Activities that are work-like, reflect local labour market, relevant to community aspirations, meet community needs and enable job seekers to meet their mutual obligations.
- On-the-job training, mentoring and post placement support.
- Support Aboriginal enterprise development.
- Business incubation and support

### Performance Indicators:

1. 100% of CDP clients have an agreed and compliant Job Plan.
2. 100% of WftD activities suit labour market conditions and Job seeker needs.
3. 75% WftD participation
4. Regional Employment Target achieved.