

# MEDIA RELEASE

## DALBY TOWN COUNCIL

25th February 2005



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### COMMUNITY COMMENT CALLED ON CORPORATE PLAN

A new corporate plan that aims to respond to the challenges facing our town over the next four years and set a clear direction forward was adopted by Council at its ordinary meeting held Tuesday 22nd February.

The draft Corporate Plan 2005 - 2009 is now available for a 30-day community consultation period.

Spokesperson for corporate services Cr David Smiles urged residents to get involved and have their say on how Council can plan for a better Dalby.

"The more community feedback we receive the more representative the corporate plan will be of our community needs."

Council's corporate plan review process began in December last year with the help of an external consultant who undertook individual consultation with councillors, council staff and community representatives involved in the 2013 Strategy.

"So far the plan addresses strategic issues facing our town and region, both now and in the future, which were identified during the initial consultation process.

"We now look forward to receiving the views of the wider community and encourage individuals to review the draft document and provide feedback on the plan," said Dalby Town Council CEO Jeff Brown.

"Council is very positive about the focus of this new plan. Community wellbeing, our organisation, built environment, utility services, planning & liveability and economic prosperity are the key result areas that will drive Council's direction and operations over the next four years."

Copies of the draft Corporate Plan 2005-2009 can be obtained from:

- Dalby Town Council, 107 Drayton Street
- Dalby Wambo Library, 1 Stuart Street
- On-line at Council's website - [www.dalby.qld.gov.au](http://www.dalby.qld.gov.au)
- Or by phoning corporate services on 4660 6109

**Contributions to be considered for inclusion in the plan must be forwarded in writing to Dalby Town Council CEO Jeff Brown by close of business Thursday 31st March 2005.**

- ENDS -

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**DRAFT DOCUMENT FOR PUBLIC REVIEW**

**DALBY TOWN COUNCIL**

Community Consultation Period 25th February to 31st March 2005



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# **CORPORATE PLAN**

## **2005 - 2009**

### **PLEASE NOTE:**

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[Our Vision Statement reflects the community's aspirations of driving towards excellence and long-term success for Dalby.]

## OUR VISION FOR DALBY

*Dalby will be a leading regional centre, valued by our community, enjoyed for our lifestyle and renowned for our business and industry.*

[Our Council's Vision Statement reflects the way Council will operate as a deliverer of services to the Community.]

## OUR VISION FOR DALBY TOWN COUNCIL

*Working together for a better Dalby*

[The Mission Statement is Council's response to the Community on how it will proceed to implement the Corporate Plan. Our Mission Statement is about what we do, and for whom.]

## OUR MISSION

*We will work in partnership with our community to enhance the quality lifestyle enjoyed now and in the future.*

*We will achieve this through:*

- *Leaders working toward a shared vision*
- *Striving for excellence in the delivery of essential community services*
- *Listening, understanding and responding to community needs*
- *Facilitating an innovative and 'can do' culture*
- *Promoting sustainable economic growth*

## MARKETING SLOGAN:

*Discover Modern Country Living*

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## THE COUNCIL'S GUIDING PRINCIPLES

Guiding Principles are the 'core values' upon which our Council will make decisions and how actions will be taken. These Principles will guide our behaviour and our decisions.

***Councillors and Staff are committed to the following principles as a guide to all decisions and actions:***

1. Listen to our customers, understand their needs, and act in the best interests of the Community.
2. Deliver exceptional levels of customer service across the Community based on fairness and equity.
3. Develop an organisational culture based on open communication centred on team-based structures.
4. Endeavour to act in an honest, impartial and trustworthy manner and to be fair and consistent in our actions.
5. Manage the Town's finances effectively and wisely and in the best interests of the Community.
6. Support Council's workforce and provide opportunities for staff to develop through on-going training and development.
7. Focus attention on strategically important issues and will lead by example.

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## KRA 1: COMMUNITY WELLBEING

### **Strategic Intent:**

Provide and maintain an environment that enhances the liveability of the community through the provision of social/ cultural/ and sporting services.

### **Objective 1.1           Community Amenities**

In consultation with the community we will maintain and further develop amenities and facilities that enhance Dalby's liveability.

#### **Strategies:**

- Facilitate the continued improvement in the quality of cultural/ community/ and recreational facilities.
- Review the use of Senior Citizens Centre.
- Enhance the Library, Aerodrome, and Saleyards facilities.
- Establish a redevelopment plan for current library services and location.
- Develop and implement a Master Plan for the redevelopment of the Show Grounds.

### **Objective 1.2:           Sporting Development**

To promote and encourage participation in sports and improved usage of facilities.

#### **Strategies:**

- Develop an overall plan for improved utilisation and possible centralisation of Dalby's sporting facilities.
- Facilitate joint uses of sporting facilities to centralise use of facilities.
- Provide support for the continued improvement in the quality of sporting facilities.

### **Objective 1.3           Cultural & Social Services**

Council will work with relevant agencies and the community to facilitate the delivery of cultural and social services.

#### **Strategies:**

- Develop a better understanding of the needs of our community.
- Facilitate the building and maintenance of a positive community spirit.
- Help facilitate better-targeted programs for specific groups within our community.
- Recognise the special needs of our multicultural community and create an inclusive cultural environment.
- Work with our community to maintain a safe town environment and low levels of crime.
- Facilitate the development of new aged care facilities and hospices for the residents of Dalby and surrounding regions.

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- Facilitate improved levels of access to educational facilities (pre–school through to tertiary levels) for our younger residents.
- Promote and encourage continued developments in both arts and cultural activities within the community.
- Work closely with key agencies to increase both access and affordability of housing.

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## KRA 2: OUR ORGANISATION

### **Strategic Intent:**

Deliver positive strategic outcomes that reflect our organisational values and Guiding Principles to achieve effective Corporate Governance.

### **Objective 2.1: Organisational Leadership**

Be seen and highly regarded as an open and accountable organisation that responds to the needs and aspirations of our community.

#### **Strategies:**

- Establish a Code of Conduct for Councillors.
- Achieve a clear and common focus shared by Councillors, Management and Staff.
- Formalise clear Councillor-Staff interaction protocols.
- Review and implement an organisational structure consistent with Council's corporate direction.
- Ensure clear, honest and inclusive communication throughout Council.
- Investigate amalgamation with surrounding Councils.

### **Objective 2.2: Business Performance**

Operate Council in a way that balances our commitment of community service and customer focus with financial accountability.

#### **Strategies:**

- Achieve a sustainable financial position that supports the Key Result Areas as well as delivering excellent standards of community services.
- Develop and implement plans and procedures for asset creation, operation, maintenance, replacement, disposal and performance monitoring.
- Maintain effective financial systems to monitor and control the viability of the Town's operations.
- Undertake regular assessments of the community's perceptions of Council's levels of service delivery.
- Review and improve key business processes and procedures against recognised industry standards.
- Investigate and broaden Council's alternative revenue streams.

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## **Objective 2.3: Our People**

Develop a skilled, motivated and respected workforce who will work in partnership with the community for a better Dalby.

### **Strategies:**

- Develop an organisational culture based on shared beliefs, values and practices underpinned by our Guiding Principles.
- Continually improve customer service experiences.
- Develop a Human Resources Management Plan that will include the following:
  - A workplace centred around team-based structures
  - An effective training and development program
  - Communication strategies that result in highly effective internal communications
  - Manage Council's corporate knowledge
- Develop a Performance Management framework that links individual performance and capabilities with current and future organisational needs.
- Foster a results-focused and flexible organisation with the right people in the right positions at the right time.

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## KRA 3 BUILT ENVIRONMENT

### **Strategic Intent :**

Provide infrastructure that creates a safe, functional and aesthetically pleasing urban environment.

### **Objective 3.1 Street Networks**

Provide well-planned, safe and functional road, footpath, and bikeway networks.

#### **Strategies:**

- Construct kerbing and channelling roadworks in accordance with Council's Five Year Roadworks Plan.
- Maintain street networks in accordance with budget allocations.
- Provide a safe and well-planned footpath and bikeway network to serve our community.

### **Objective 3.2 Urban Environment**

Enhance the visual appeal of our urban environment and provide facilities that will increase levels of community safety.

#### **Strategies:**

- Provide and maintain Parks and Gardens for the enjoyment of the community
- Complete the CBD Revitalisation Plan by 2007
- Maintain an appropriate level of street lighting
- Implement Stage Two of the CBD Security Surveillance Network

### **Objective 3.3 Drainage Management**

Upgrade and maintain an effective stormwater drainage system and implement appropriate flood mitigation techniques

#### **Strategies:**

- Maintain an appropriate level of stormwater construction
- Ensure that the existing stormwater drainage system is properly maintained
- Develop a Stormwater Quality Management Plan
- Maintain an appropriate flood warning system

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## KRA 4: UTILITY SERVICES

### **Strategic Intent:**

Provide and maintain reliable, cost efficient services in the areas of water, wastewater, and gas.

### **Objective 4.1: Water**

Provide and maintain a reliable, potable water supply in acceptable quality and quantity for our customers.

#### **Strategies:**

- Maintain high levels of education and awareness programs for the community in relation to reducing overall levels of water consumption in households and business.
- Develop strategies to identify and utilise alternative water resources.
- Investigate increased usage levels of recycled water to maximise the availability of potable water.
- Continue to upgrade water reticulation mains.
- Investigate ways to increase levels of customer satisfaction with regard to water quality.

### **Objective 4.2: Gas**

Provide and maintain a reliable gas supply for our customers.

#### **Strategies:**

- Continue on-going maintenance program for the system.
- Review and update the Council's Marketing Plan to increase usage of gas.
- Minimise leakages and losses throughout the network.
- Investigate future options of the gas network.

### **Objective 4.3: Wastewater**

Provide and maintain environmentally sensitive wastewater services for our customers.

#### **Strategies:**

- Continue program of sewer line rehabilitation across the Network.
- Monitor and maintain on-going performance levels of the Plant.
- Further implementation of on-going performance enhancement for the Plant.
- Investigate alternative sewerage collection systems.

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## KRA 5: PLANNING & LIVEABILITY

### **Strategic Intent:**

Maintain Dalby's quality of lifestyle through appropriate planning activities and effective handling of community concerns.

### **Objective 5.1: Environmental Health Services**

Respond to those issues that impact on the quality of health and lifestyle for our residents.

#### **Strategies:**

- Ensure compliance with regulatory requirements including both Local and State Government Statutes.
- Actively promote and engage the community in reducing potential health risks.
- Ensure timely and effective response to emerging environmental health issues within the community.

### **Objective 5.2: Natural Environment**

Undertake activities to promote and protect the character of the natural environment.

#### **Strategies:**

- Develop and implement plans that lead to responsible and capable ecological management of natural assets within the Town and surrounding region.
- Support community environmental initiatives and encourage community involvement.
- Demonstrate environmentally sound practices across Council's activities.
- Develop plans in conjunction with Condamine Alliance Regional Investment Strategy.

### **Objective 5.3: Development Management**

Ensure development occurs in a logical, safe and controlled manner in accordance to our Town Planning Scheme and Codes.

#### **Strategies:**

- Develop clearly defined land use allocations appropriate to community expectations.
- Manage population growth within the parameters of Councils Strategic Town Planning Scheme.
- Investigate ways of improving the assessment and approval process of development applications.
- Ensure residential, commercial, and industrial developments occur in a way that contributes positively to the Town's liveability.

### **Objective 5.4: Solid Waste Management**

Provide and maintain reliable, cost efficient solid waste collection and disposal services for our customers.

#### **Strategies:**

- Continue providing waste collection services that reflect community and environmental demands for recycling and waste minimisation.
- Develop a waste transfer facility that is patron friendly, and environmentally responsible.

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## KRA 6 ECONOMIC PROSPERITY

### **Strategic Priority:**

To provide opportunities that facilitates sustainable economic growth.

### **Objective 6.1 Business Growth**

Strengthen our business community by providing relevant assistance and attracting complimentary new businesses.

#### **Strategies:**

- Create a positive environment for established businesses and industries.
- Promote and encourage sustainable business opportunities that will help create new employment opportunities.
- Harness the benefits of economic development for the betterment of the Town.
- Promote an appropriate level of infrastructure to encourage residential, commercial, and industrial development.
- Support supply chain relationships of industry sectors within the Town and surrounding Shires and beyond.
- Streamline Council systems and procedures for potential and existing investors.

### **Objective 6.2 Tourism**

Develop and promote a tourism industry that provides employment opportunities and reflects the community's preferred lifestyle.

#### **Strategies:**

- Promote and encourage tourism diversity in Dalby and its environs.
- Develop strategies, in partnership with local tourism groups, to promote Dalby to the local region, and both short stay and long stay visitors.
- Facilitate the development of a plan whereby the community welcomes visitors.
- Review the role and management of the Dalby & Wambo Tourist Information Centre.
- Support and encourage the promotion and development of local events.
- Work in partnership with State Government agencies and surrounding Shire agencies to identify, plan and develop key infrastructure and transport requirements to support tourism within the region.

### **Objective 6.3 Transport Linkages**

Promote and advance quality transport linkages for the community

#### **Strategies:**

- Develop road transport strategies.
- Manage Airport facilities for passenger freight and recreational air pursuits
- Open communication with rail transport futures.

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## **Objective 6.4      Government Assistance**

Obtain access to State and Federal Government funding and services.

### ***Strategies:***

- Develop close working relationships with Federal and State Government agencies to maximise opportunities for services and funding
- Develop an understanding and awareness of what Government funding options are available to Council and/ or community groups.
- Develop an appreciation and understanding of what is required to gain access to various funding options.
- Investigate what funding options may be available to regional areas from private sector organisations and educational institutions such as universities.