

Weipa Town Authority

OPERATIONAL PLAN 2023-2024

PILLAR 1:
Service excellence

Positive experiences for our customers and great services to our community.



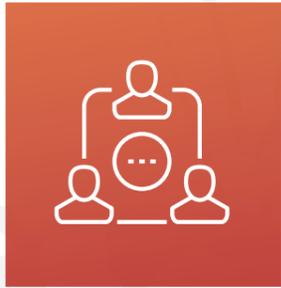
Key Actions	Outcomes	Responsibility
WTA Members more visible and communicative in and to community	Regular community engagement to promote and seek feedback on projects and services delivered by WTA.	Superintendent Communities Corporate (data / metrics)
Responding to customer requests	Happy satisfied customers and Weipa community. Timely response to emergency situations (i.e. Water / sewer / animal attack / disaster response).	Superintendent
Responding to customer requests	Mitigation and management strategies in response to recurring customer requests.	Communities
Responding to customer requests	Streamline WTA website and simplify customer applications and interface.	All
WTA staff development	Appropriately trained staff in safety, leadership and local government and operational practices. Staff retention and attraction.	Supervisors
Records Management	Effective and efficient document and records management to enhance productivity and consistent customer service delivery.	Corporate
Software system review	Fit for purpose technology for data / financial management. Improved document control and records management.	Corporate Superintendent
SMS Strategy	Implement fit for purpose Safety Management System (SMS) to effectively manage HSE risks. Maintain compliance to Legislative / RT obligations.	Superintendent
Ensuring compliance with Local Government Act, State Legislative requirements and RT obligations	Compliance with regulatory requirements for a local government.	All
Implementation of PerfectMind Software	Develop and implement a user-friendly software at the WASP to enhance customer experience and reduce inefficiencies with current administrative practices.	WASP Corporate



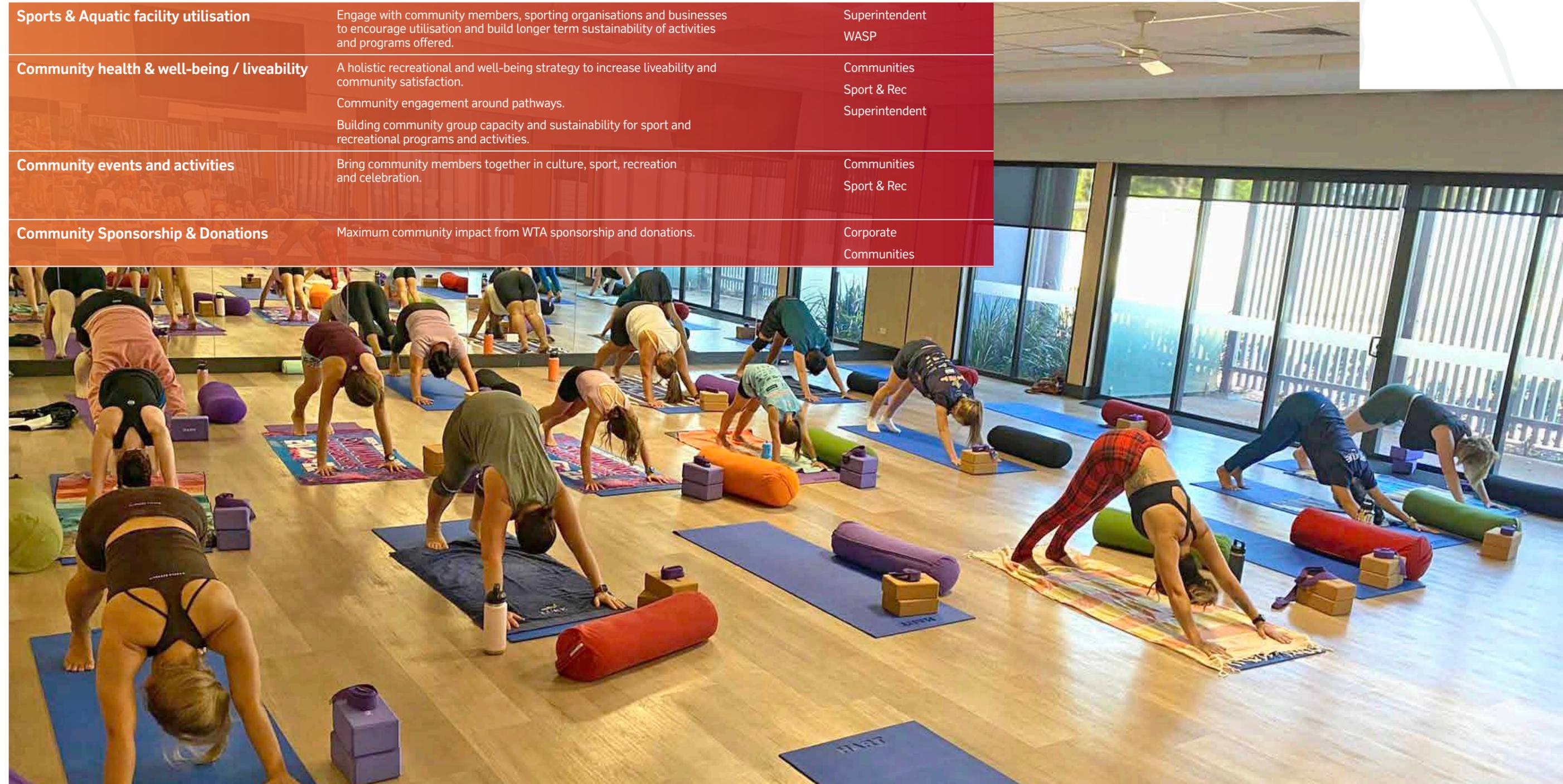
PILLAR 2:

A vibrant, connected and resilient community

A community working together to develop and maintain a unique Weipa spirit.



Key Actions	Outcomes	Responsibility
Sports & Aquatic facility utilisation	Engage with community members, sporting organisations and businesses to encourage utilisation and build longer term sustainability of activities and programs offered.	Superintendent WASP
Community health & well-being / liveability	A holistic recreational and well-being strategy to increase liveability and community satisfaction. Community engagement around pathways. Building community group capacity and sustainability for sport and recreational programs and activities.	Communities Sport & Rec Superintendent
Community events and activities	Bring community members together in culture, sport, recreation and celebration.	Communities Sport & Rec
Community Sponsorship & Donations	Maximum community impact from WTA sponsorship and donations.	Corporate Communities



PILLAR 3:

Partnerships and collaboration

Partnerships and strategy to support the development and growth of the region.



Key Actions	Outcomes	Responsibility
Normalisation – Weipa Transition to a Local Government	Continued advocacy.	Superintendent
WTA Representation at all relevant forums and meetings (TCICA, WCCT, DM, Water, Chamber of Commerce)	Continued representation and advocacy.	Superintendent
Disaster management education for the community	Engage more frequently with other LDMG's, i.e. Napranum and Mapoon and community.	DMO Superintendent
Local Government Elections	Ensuring governance requirements met for 2024 LG Election.	Corporate Superintendent
Improved and more frequent collaboration with community and education partners	Improved relationship with community and education partners.	Superintendent
Cape York Collection	Partnerships with State agencies / private enterprise to preserve and promote collection.	Communities Superintendent



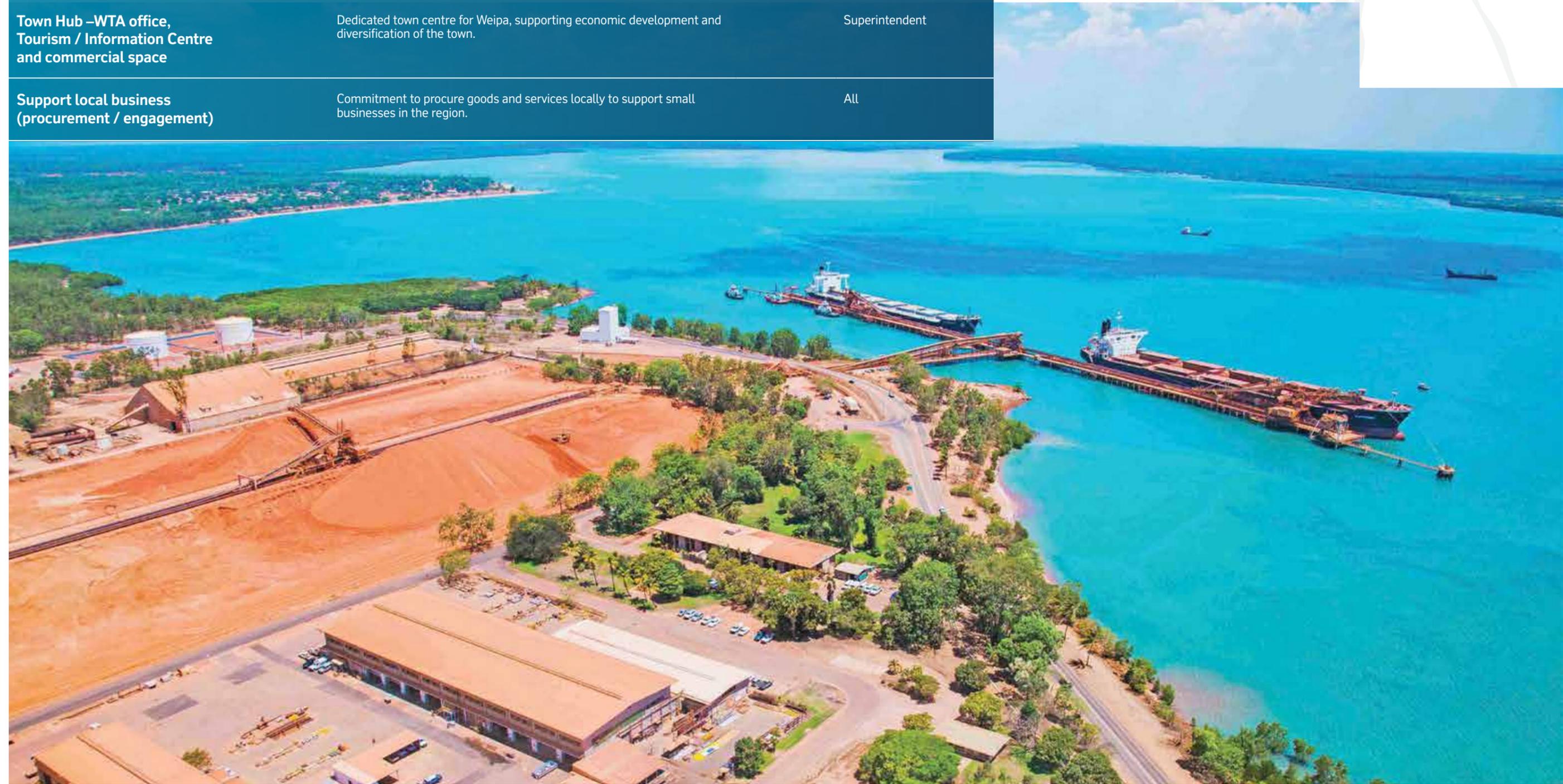
PILLAR 4:

Thriving diverse economy

A diverse and prosperous economy offering employment, training and lifestyle options.



Key Actions	Outcomes	Responsibility
Town Hub –WTA office, Tourism / Information Centre and commercial space	Dedicated town centre for Weipa, supporting economic development and diversification of the town.	Superintendent
Support local business (procurement / engagement)	Commitment to procure goods and services locally to support small businesses in the region.	All



PILLAR 5:

Community infrastructure

Quality community infrastructure that supports a liveable and sustainable community.



Key Actions	Outcomes	Responsibility
Improved Road Network	Safer roads.	Works Superintendent
Utilising solar energy / energy efficient facilities	Reduced electricity costs and more environmentally friendly.	WASP Works
Improved parks and community facilities	Promote outside activity and Community engagement.	Works
Tree planting in accordance with the WTA tree planting strategy	Cooler, shady open spaces for the Weipa community.	Works Superintendent
Water Infrastructure Compliance	Support local business need to access bulk water and ensure compliance to Legislation to ensure adequate backflow prevention is implemented. Promote sustainable water consumption practices and reduce administrative costs associated with billing process.	Communities Works
Review Asset Management Plan	Annual review assets.	Superintendent Works Corporate
Long Term financial Plan	10-year financial plan with asset data.	Corporate Superintendent

