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Corporate Plan 2025-2029

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ACKNOWLEDGEMENT OF COUNTRY

The Barossa Council recognises and pays respect the traditional owners of the lands that The Barossa Council spans – the lands of the Ngadjuri, Peramangk and Kaurna people. The Barossa Council acknowledges that the spiritual, social, cultural and economic practices of the Ngadjuri, Peramangk and Kaurna peoples come from their traditional lands and waters. As the traditional custodians of these lands, they maintain their cultural heritage and beliefs, languages and laws which are of ongoing importance.

We acknowledge the Ngadjuri, Kaurna and Peramangk Nations have made, and continue to make, a unique and irreplaceable contribution to the Barossa region.

INTRODUCTION

The Barossa Council is pleased to present the Corporate Plan for 2025 to 2029. The Corporate Plan is reviewed annually to encompass service level changes and to update strategic actions.

The purpose of the Corporate Plan is to guide how as an administration we will conduct business, services, and activities to deliver on the long-term vision, values and aspirations as outlined in the Barossa Community Plan.

The Corporate Plan sets out Councils short to medium term objectives and connects our on-ground operations to our operational strategic directions.

The Corporate Plan primarily reflects internal responsibilities identified within the Community Plan. Initiatives arising from the Community Plan where Council has a role as an advocate or supporting stakeholder may be excluded from the Corporate Plan due to their discretionary nature.

The Corporate Plan connects to other relevant internal and external documents in a coordinated approach and delivers accountability targets for Council and the community to measure performance.

COMMUNITY PLAN

VISION

To create a vibrant and growing community where people support one another and come together to have fun and foster a sense of belonging, community spirit and connection to the Barossa.

MISSION

Our mission as shared custodians of the Barossa is to cultivate an identity that celebrates diversity, embraces inclusivity and promotes a prosperous future. We strive to be prepared and take a planned and thoughtful approach to building our future, one that is welcoming to all.



VALUES

Pride:

We take pride in building strong communities in alignment with our environmental, social and governance framework.

Courageous Leadership:

We value courageous leadership by being visionary, bold and innovative and taking proactive and positive action.

Community Spirit:

We value our people and their cultural heritage, our landscapes and vistas, our food and wine, and our unique character.

Inclusiveness:

We value diversity of people, inclusion, accessibility, and tolerance.

STAFF VISION

Our service uplifts our community.

STAFF VALUES

Inclusive:

We approach our work with a collaborative and respectful mindset.

Progressive:

We show curiosity and explore sustainable and innovative ways of working.

Resilient:

We are receptive and responsive to growth and change.



ORGANISATIONAL OVERVIEW AND PLANNING FRAMEWORK

The Barossa Council Organisation Chart

March 2026



Chief Executive Officer
Martin McCarthy

- Office of the Mayor and CEO
- Strategic Planning
- Governance



**Director Infrastructure and
Environmental Services**
Ben Clark

- Assets and Infrastructure
- Building and Facilities
- Capital Projects
- Community Wastewater Management
- Engineering Services
- Environmental Services and Land Use Management
- Growth and Strategic Planning
- Operations – Open Space, Arboriculture and Civil Infrastructure
- Maintenance
- Town Maintenance and Rapid Response



**Director Development and
Community Services**
Jake McVicar

- Community Safety Services
- Community Services – Community Development, Volunteering Services, Arts and Culture
- Development Services – Compliance and Building and Planning Assessment
- Health Services
- Library Services, Customer Relations & Community Transport and Home Assist
- Sustainability
- Town Maintenance and Rapid Response Services



**Deputy Chief Executive Officer
and
Director, Corporate Services,
Strategy and Innovation**
Joanne Brussow

- Business Transformation
- Corporate Services – Risk and Safety, Property and Procurement
- Economic Activation and Strategy
- Financial Services
- Information Services and Technology
- People and Culture



External Influences and Strategies

Includes

State and Commonwealth
Government Strategy and Policy
Settings

The 30 Year Plan for Greater
Adelaide

Regional Development Australia
Strategic Plan

Legislative Requirements

Community Plan 2024-2044

Council's Plan
for the Community

Corporate Plan 2024-2028

Council's Internal 4
Year
Action Plan

Long Term
Financial Plan

Infrastructure
Asset
Management
Plan

Regional
Public Health
Plan

Annual Business Plan and Budget

Annual Directorate Priorities and Workplans



COUNCIL SERVICES

[Animals](#)

[Arts and Culture](#)

[Assets](#)

[Caravan Parks](#)

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[Community Emergency, Hazard Planning and Management](#)

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Service Area**CS1 - ANIMALS****Service Activity**

Management of animal issues including; attacks, harassment, complaints, lost companion animals, registration, cage hire and collection, wandering animals and breeders and education.

Service Delivery

Internal, External, Contractors

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Dog and Cat Management Act 1995
Animal Welfare Act 1985
Expiation of Offences Act 1996
Local Government Act 1999
Local Nuisance and Litter Control Act 2016
Council By-law 5 – Dogs
Council By-law 6 – Cats

Strategic Action	Responsible	Due Date	Budget
CS1-7 Undertake review of Animal Management Plan	Health and Community Safety	December 2027	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Dog Control			
Undertake dog control in line with Dog and Cat Management Plan	- Investigations undertaken in line with Council's Enforcement Policy - Limit on Dog Numbers: 2 dogs in any dwelling in a township 1 dog in any small dwelling in a township 3 dogs in any dwelling outside a township - Customer Request acknowledgement within 1 business day - Dogs wandering at large investigations undertaken within 3 business days - Excessive barking investigations undertaken within 5 business days - Dog attacks and harassment investigations undertaken within 5 business days - Identified animals returned to owners within 1 day - Excess dog applications assessed within 4 weeks	Yes	Community Safety
Output 2 – Cat Control			
Undertake cat control in line with Dog and Cat Management Plan	- Investigations undertaken in line with Council's Enforcement Policy - Limit on Cat Numbers: 2 cats over 6 months in age in any premises (except within approved kennels, pet shops, veterinary practices) - Customer Request acknowledgement within 1 business day - Cat nuisance investigations undertaken within 1 week	No	Community Safety
Output 3 – Other Animal Control			
Address nuisances or hazards caused by other animals	- Customer Request acknowledgement within 1 business day - Investigations undertaken in line with Council's Enforcement Policy - Customer Request investigations undertaken to within 5 business days	No	Community Safety

Operational Plans	Action Reference
Dog and Cat Management Plan (DCMP)	All



Service Area

CS2 - ART AND CULTURE

Service Activity

Organising and facilitating the Barossa Regional Gallery, arts, culture and events

Service Delivery

Internal, Partnerships, Funding bodies

Community Plan Link – Our Environmental, Social and Governance Foundation



Our Community

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.



Our Economy

Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

Legislative Responsibility

Local Government Act 1999

Strategic Action.	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Barossa Regional Gallery</i>			
Provide opportunities to engage with arts culture heritage and music	• Open Daily 11am – 4pm • Regional Gallery Exhibition support: 6 to 10 exhibitions per year • Coordinate Exhibition Openings and promotional collateral: every 8 weeks • Adult's Creative Workshops: 2 to 3 per year • Children's Creative Workshops: 4 to 5 per year • Events, Concerts or Performances: 4 to 5 per year • Tours and school groups: 4 to 5 per year • Activities to compliment exhibitions: 2 – 3 a year • Process venue applications and approvals: decision within 8 weeks • Coordinate bookings and events via calendar: new information updated within 10 business days • Respond to customer enquires	No	Gallery and Creative Industries
Maintain and exhibit the Barossa Vintage Festival Art Collection	• Exhibit 1 per year	No	Gallery and Creative Industries
Manage finances for the Barossa Regional Gallery including the Gallery Shop outlet	• Open Daily 11am – 4pm • Monthly reporting • Six monthly stocktake undertaken • All finances are reconciled and banked weekly • Source, promote and stock local artists (65% local and 35% Australian) • Consignment paperwork completed within 5 business days	No	Gallery and Creative Industries
<i>Output 2 – Arts, Music and Cultural Capacity Building / Advocacy / Facilitation</i>			
Develop an implementation plan for the Live Music Strategy	• Action plan and associated budget endorsed by Council	No	Gallery and Creative Industries
Deliver arts projects either independently or in partnership	• 2 to 3 Projects per annum	No	Gallery and Creative Industries



Service Action	Service Standard	Critical Service	Responsible
Advocate for and encourage services and resources that build capacity of local creative industry and culturally enrich the community.	- Maintained Arts and Culture promotion / advocacy activity - Maintained Community engagement and partnership - Maintained strong relationship with state government art bodies as well as local community groups and businesses in relation to creative industries - Attendance at community network meetings - Participate in sector networking via distribution of Gallery programming to local organisations, individuals and libraries - Provide public programs and professional development centred in creativity and art.	No	Gallery and Creative Industries
Output 3 – Arts and Culture Tourism			
Promote arts and culture in the region	- Christmas Market: annually - Barossa Made Market: 4 times per year - Barossa Made Wares, Artisan goods and Food Pantry distribution outlet for local makers through VIC and Gallery Shop - Web/Social media content updated within 5 days of receipt of new information - Quarterly Gallery program and newsletters	No	Gallery and Creative Industries Tourism Services
Promotion and maintenance of the Barossa Sculpture Park	- Publicly accessible 24/7 - Produce flyer for distribution every 2 years	No	Gallery and Creative Industries
Provide advice to artists regarding artist opportunities and workshops	- Quarterly newsletter - Respond to arts and cultural enquiries	No	Gallery and Creative Industries
Advocate for and encourage services and resources that ensure an artistic and creative community	- Maintain strong relationship with state government art bodies - Provide public programs and professional development centred in creativity and art	No	Gallery and Creative Industries

Operational Plans	Action Reference
Local Economic Development Plan (LEDP)	Strategy 4, 5
Live Music Action Plan (LMAP)	All



Service Area

CS3 - ASSETS

Service Activity

Planning, construction, maintenance and operation of Council's assets (Transport, Bridges, Stormwater, Community Wastewater Management System, Community, Cultural, Recreation, Open Spaces, Trees and Vehicles)

Service Delivery

Internal, Contractors, Funding bodies

Community Plan Link – Our Environmental, Social and Governance Foundation



Our Community

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.



Our Places

Our places and spaces enhance the liveability, retain rural and regional character and diversity of our communities.



Our Economy

Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

Legislative Responsibility

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
CS3 –1 - Commence Infrastructure and Asset Management Plan review for completion in 2027-28 financial year	Infrastructure and Environmental Services	December 2027	Operational
CS3 – 2 Complete CWMS and any final asset classes integration into asset system and long-term data management into business as usual IT architecture	Infrastructure and Environmental Services	September 2026	Operational



Strategic Action	Responsible	Due Date	Budget
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Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative

Service Action	Service Standard	Critical Service	Responsible
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Output 1 – Strategic Asset Management and Planning

Design roads, drains, paths, cycle ways and associated infrastructure	- Assets are functional, safe and accessible - Planning considers current and future needs of the community and infrastructure is accessible to all, prioritisation and decisions are based on evidence and are consistent - Legislative requirements are met - Environmental considerations to reduce carbon footprint are considered	No	Engineering Services
Design buildings, recreational infrastructure, roads, drains, paths, cycle ways and associated infrastructure	In accordance with adopted master plans and budgets	No	Infrastructure and Environmental Services

Output 2 – Asset Policy Development, Technical Design and Assessment

Establish a set of guidelines for the management of Council's assets	- Council's assets are managed to meet the required service levels in the most cost-effective manner for present and future customers	No	Strategic Assets
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Output 3 – Asset Renewal, Upgrade and Disposal

Manage Street light installation requests	Requests responded to within nominated timeframe	No	Engineering Services
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Service Action	Service Standard	Critical Service	Responsible
Construct and maintain community infrastructure assets	- Condition assessment audits regularly undertaken - Intervention levels based on condition rating 3 – fair - Projects delivered to agreed budget and timeframe	No	Capital Projects Infrastructure and Environmental Operations
Construct buildings, recreational infrastructure, roads, drains, paths, cycle ways and associated infrastructure	In accordance with adopted master plans and budgets	No	Capital Projects Infrastructure and Environmental Operations
Output 4 – Asset Maintenance and Operations: Facilities			
Manage street light maintenance request	Requests responded to within nominated timeframe	Yes	Infrastructure and Environmental Operations
Street sweeping of township main/collector roads	Main/collector roads swept within nominated timeframe	No	Infrastructure and Environmental Operations
Manage defects liability periods and transition to business as usual operational maintenance	In accordance with defects liability requirements and any agreed maintenance arrangement schedules	No	Infrastructure and Environmental Operations
Output 5 – Asset Maintenance and Operations: CWMS			
Operate and maintain CWMS infrastructure, including upgrade and renewal	As per the Customer Charter – Water and Sewerage Services	Yes	Community Wastewater Management
Output 6 – Asset Maintenance and Operations: Trees			



Service Action	Service Standard	Critical Service	Responsible
Provide, enhance, maintain and manage streetscapes and street trees	- Undertake strategic tree audits and implement recommendations - Develop annual main street projects in consultation with business and community groups - Plant a minimum of 150 street and open space trees each year	No	Infrastructure and Environmental Operations
Output 7 – Asset Maintenance and Operations: Civil			
Manage and maintain all road network, footpaths and relevant work in new residential, community and industrial development	- Condition assessment audits regularly undertaken - Intervention levels based on condition rating 3 – fair	Yes	Infrastructure and Environmental Operations
Output 8 – Asset Maintenance and Operations: Open Spaces			
Provide, enhance, maintain and manage open space and playgrounds	- Playgrounds to be managed in accordance with Australian Standards - Customer requests are resolved within nominated timeframes	No	Infrastructure and Environmental Operations
Mow turf areas within Open Spaces and Recreational Grounds	- Category 1 - Irrigated lawns in regional parks, civic centres, - Approximately 37 cuts per year - Within Standard: 30mm - 75mm height (Summer) 40mm-75mm height (Winter) - Out of Standard: > 75mm height - Response time – 10 working days - Category 2 - Irrigated neighbourhood parks - Approximately 26 cuts per year - Within Standard: 30mm - 90mm height (Summer) 40mm-90mm height (Winter) - Out of Standard: > 90mm height - Response time – 15 working days - Category 3 - Non-irrigated neighbourhood reserves - Approximately 14 cuts per year when actively growing. - Within Standard: 30mm - 100mm height (Summer) 40mm-100mm height (Winter) - Out of Standard: > 100mm height - Response time – 15 working days	No	Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
	- Category 4 - Non-irrigated district parks Approximately 9 cuts per year when actively growing - Within Standard: 50 mm - 150mm height - Out of Standard: > 150mm height - Response time – 20 working days - Category 5 - Rural Reserves - Approximately 3- 4 cuts per year when actively growing - Within Standard: 150mm - 500mm height - Out of Standard: > 500mm height - Response time – 30 working days - Sports Fields (A) - Within Standard: 15mm - 20mm height (Summer) 35mm-35mm height (Winter) - Out of Standard: > when exceeds maximum height range dependant on season. - Response time – 5 working days (weather dependant) - Sports Fields (B) - Within Standard: 20mm - 25mm height (Summer) 35mm-40mm height (Winter) - Out of Standard: > when exceeds maximum height range dependant on season - Response time – 5 working days (weather dependant)		
Output 9 – Asset Maintenance and Operations: Quarry			
Raise and crush quarry rubble	Rubble meets specification and required quantities to meet annual works programs	No	Infrastructure and Environmental Operations
Output 10 – Fleet Management and Operations			
Manage Council's vehicle, plant and machinery fleet	- Asset acquisition and disposal as per policies - Schedule maintenance is undertaken at defined intervention points - Plant utilisation continually reviewed and actions implemented	No	Strategic Assets Infrastructure and Environmental Operations



Operational Plans	Action Reference
Community Land Management Plan (CLMP)	
o Plan 1 - Council Reserves and Gardens – Developed	
o Plan 2 - Council Reserves and Gardens – Undeveloped or with Minor Improvements	All
o Plan 3 - Recreation Reserves	
o Plan 4 - Institutes and Community Halls	
o Plan 5 - Car Park Land	
o Plan 7 - Established Trails, Bikeways and Walkways	
Infrastructure and Asset Management Plan (IAMP)	All
Local Economic Development Plan (LEDP)	Strategy 1
Regional Public Health Plan	5.1, 12.1



Service Area**CS4 - CARAVAN PARKS****Service Activity**

Management of caravan parks, including maintenance, enquiries and bookings

Service Delivery

Internal, Contractors

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**


Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

**Legislative
Responsibility**

Local Government Act 1999
Residential Parks Act 2007
Residential Tenancies Act 2010

Strategic Action	Responsible	Due Date	Budget
CS4 – 1 Undertake a review of Caravan Park service levels, policy settings and service delivery model – carried over from 2025-2026 financial year.	Office of the Mayor and CEO	June 2027	Op
CS4 – 2 Implement approved Transition Plan for NCPA into Council operations deferred until 2026-27 financial year	Office of the Mayor and CEO	June 2027	Op
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Management and Administration			
Respond to maintenance requests	Triage system as per Pathway priorities above	No	Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
Manage caravan parks complaints	1 week	No	Property and Procurement
Output 2 – Accommodation Services			
Provide Council owned caravan parks - Nuriootpa - Williamstown - Mount Pleasant - Eden Valley	Nuriootpa – - Cabins, powered sites, unpowered sites, tourist information, pool, games / meeting room 57 multi grade cabins 70 grassed caravan sites 50 all-weather caravan sites 20 grassed tent sites 10 all weather tent sites Williamstown – - Cabins, powered sites, unpowered sites (on oval), informal dump point, tourist information 4 cabins 8 powered sites - flexible unpowered sites Mount Pleasant – - Powered sites, unpowered sites, dump point - Approx. 30 mix of powered and unpowered sites for caravans and tents Eden Valley – - Cabins, powered sites, unpowered sites - Approx. 30 mix of powered and unpowered sites for caravans and tents All site – - Amenities (bathrooms, laundry), camp kitchen, BBQs, playgrounds	No	Property and Procurement
Output 3 – Management and Maintenance			
Contractor (caretaker) management - Support, guide and monitor contractor performance	- As needs support provided - Annual performance review conducted	No	Property and Procurement



Operational Plans	Action Reference
Local Economic Development Plan (LEDP)	Strategy 1, 2, 3, 4, 5



Service Area**CS5 - CEMETERIES****Service Activity**

The efficient and effective management and maintenance of Council cemeteries in a caring and equitable manner in line with community expectations

Service Delivery

Internal

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**


Our Community

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Burial and Cremation Act 2013

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Cemetery Enquiry Management</i>			
Manage cemetery/interment right enquiries	In accordance with the Act and Regulations, service levels and Cemetery Management Policy	Yes	Infrastructure and Environmental Operations
Action cemetery maintenance requests	Enter customer request and respond in nominated timeframe	Yes	Infrastructure and Environmental Directorate



Service Action	Service Standard	Critical Service	Responsible
<i>Output 2 – Burial/Interment Management</i>			
Provide cemeteries at: • Angaston • Eden Valley • Lyndoch • Mount Crawford • Mount Pleasant • Nuriootpa • Williamstown	Number and type of interment options offered and maintained: Angaston Cemetery • Grave – monument only, no lawn option • Children's Section • Niche Wall • Memorial Rose Garden (ashes) Nuriootpa Cemetery • Grave – lawn and monument • Children's Section • Niche Wall • Memory Garden (ashes) • RSL Lawn Section • RSL Niche Wall Eden Valley • Grave Lyndoch Cemetery • Grave – monument only – no lawn option • Niche Wall Mount Crawford • Grave Mount Pleasant • Grave – monument only – no lawn option • Niche Wall Williamstown • Grave – monument only – no lawn option • Niche Wall	Yes	Infrastructure and Environmental Directorate



Service Action	Service Standard	Critical Service	Responsible
Output 3 – Cemetery Maintenance			
Maintain cemeteries at appropriate amenity standards	• Maintain in accordance with Community Land Management Plan 6: • Regular maintenance and grounds work of lawned and/or garden areas as appropriate • Periodic maintenance inspections of fencing, toilets and cemetery infrastructure to be undertaken ○ Grass maintenance – monthly ○ Spraying/weed maintenance – monthly ○ Landscaping/replanting – monthly ○ Grave site top dressing – weekly	Yes	Infrastructure and Environmental Operations

Operational Plans	Action Reference
Community Land Management Plan (CLMP)	All
o Plan 6 – Cemetery Land	



Service Area**CS6 - COMMUNITY****Service Activity**

To help the prosperity and wellbeing of the community. Including; community grants programs, planning for future community needs, support for community groups, networking and advice.

Service Delivery

Internal

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Our Community

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Planning and Support (Capacity Building)			
Support the community in leveraging Council infrastructure outcomes to grow and develop their organisations, activities and events	- Regular 1:1 engagement with community groups - Provide advice and support for new sport and recreation events / initiatives - Promote funding opportunities that will improve usage of new and redeveloped facilities - Acknowledge community enquiries within 24 hours of receipt, keeping enquirer well informed until a researched response and outcome is finalised.	No	Community Development
Output 2 – Community Development Infrastructure Projects			
Implement Priority 1 Big Project work supported by community groups	Participation in project working groups	No	
Output 3 – Community Assistance Scheme – General			
Manage general grant program through Community Assistance Scheme	1 funding round per annum of grants issued - Applicants must be a resident or beneficiaries must reside within the Barossa region - Applications acknowledged within 5 business days of receipt - Feedback provided by staff within 2 weeks of request - Acquittals requested within 12 months of awarding Grant - Prepare report on grants funded under the scheme	No	Community Development
Output 4 – Community Assistance Scheme – Youth			
Manage Youth Grant program through Community Assistance Scheme	1 funding round per annum of grants issued - Applicants must be a resident or beneficiaries must reside within the Barossa region - Applications acknowledged within 5 business days of receipt - Feedback provided by staff within 2 weeks of request - Acquittals requested within 12 months of awarding Grant - Prepare report on grants funded under the scheme	No	Community Development



Output 5 – Community Assistance Scheme – Heritage

Manage Heritage Grant program through Community Assistance Scheme	• 1 funding round per annum of grants issued • Applicants must be a resident or beneficiaries must reside within the Barossa region • Applications acknowledged within 5 business days of receipt • Feedback provided by staff within 2 weeks of request • Acquittals requested within 12 months of awarding Grant • Prepare report to the CASC on grants funded under the scheme	No	Planning Services
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Operational Plans

Local Economic Development Plan (LEDP)
Regional Public Health Plan (RPHP)

Action Reference

Strategy 1, 2, 3, 4
9.2



Service Area**CS7 - COMMUNITY EMERGENCY, HAZARD PLANNING AND MANAGEMENT****Service Activity**

Response to emergency management situations, including prevention, emergency response, recovery. Building the resilience of communities to respond to emergencies. Ensuring critical Council infrastructure and public safety is maintained at an appropriate level of service, 24 hours a day. After hours management by on-call depot officers.

Service Delivery

Internal, External

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Emergency Management Act 2004
Fire and Emergency Services Act 2005
Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Community Emergency Management Planning</i>			
Maintain and champion the implementation of Council's Community Emergency Management Framework	- Documentation is reviewed and updated every 4 years - Community emergency training is delivered at reasonable intervals for staff unless mandated more frequently - New relevant staff receive induction upon commencement - Performance standards for self-insurance are met	No	Corporate Services
Provide community emergency management tools and templates	- Tools and templates are available to support Supervisors and Workers to implement policies, processes, standards and best practice approaches - Templates reviewed and updated within nominated timeframe following identification of new legislative requirement or opportunity for improvement	No	Corporate Services
<i>Output 2 – Community Emergency Incident Response Operational Support</i>			
Manage response to emergency events or public safety issues – Flood	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Install temporary flood barriers as per operating procedure - Supply plant and operators at request of incident controller (SAPOL / CFS / SES) - Minimum response time for Officer 1 to be on ground within 1 hour - Provision of engineering advice	No	Infrastructure and Environmental Operations
Manage response to emergency events or public safety issues – Fire	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Supply plant and operators at request of incident controller (SAPOL / CFS / SES) – operators will not provide frontline firefighting capacity	No	Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
	- Supply light vehicles for logistics coordination to control agency/hazard responders - Minimum response time for Officer 1 to be on ground within 1 hour		
Manage response to emergency events or public safety issues – Major Road Infrastructure Defect – traffic safety issue only	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Immediate response will involve either temporary rectification, traffic redirection/signage or road closure - Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Manage response to emergency events or public safety issues – Stormwater	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Immediate response will involve temporary or permanent rectification of causal factors - Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Manage response to emergency events or public safety issues – tree/branch obstruction – only where branch or tree obstructs Council road	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Immediate response will involve removal of branch from roadway - Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Manage reports relating to infrastructure failure/breakdown – public convenience blockage/leak/biological hazard	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Immediate response will involve rectification of biological hazards and callout of contracted plumber to rectify blockages where appropriate - Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Manage reports relating to infrastructure failure/breakdown – leaking pipes/irrigation	24 hour/7 day a week response - Two depot offers on call for base level after hours response - Immediate contact via Answering Adelaide and On-Call Officer - Immediate response will involve isolation or rectification of leak - Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
Manage reports relating to infrastructure failure/breakdown – tree/branch obstruction – only where branch or tree obstructs Council road	• 24 hour/7 day a week response • Two depot offers on call for base level after hours response • Immediate contact via Answering Adelaide and On-Call Officer • Immediate response will involve temporary or permanent rectification • Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Remove rubbish – asbestos / glass or illegally dumped refuse on Council roads	• 24 hour/7 day a week response • Two depot offers on call for base level after hours response • Immediate contact via Answering Adelaide and On-Call Officer • Immediate response will involve removal of refuse or isolation of site/engagement of contractor (asbestos) • Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Remove dead animal from Council roads – Rural	• 24 hour/7 day a week response • Two depot offers on call for base level after hours response • Immediate contact via Answering Adelaide and On-Call Officer • Immediate response will involve placement of animal on the verge • Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations
Remove dead animal from Council roads – Township	• 24 hour/7 day a week response • Two depot offers on call for base level after hours response • Immediate contact via Answering Adelaide and On-Call Officer • Immediate response will involve removal of animal and disposal • Minimum response time for Officer 1 to be on ground within 1 hour	No	Infrastructure and Environmental Operations

Operational Plans	Action Reference
GRFMA Strategic Plan	All
The Barossa Zone Emergency Management Plan	All
Council's Community Emergency Management Plan	All



Service Area**CS8 - COMPLIANCE, MONITORING AND ENFORCEMENT****Service Activity**

Monitoring and responding to non-compliance associated with planning, building, swimming pools, fire safety, public health and safety (including hoarding, unsanitary conditions, noise, mosquitos, notifiable diseases, odour, pollution and vermin), to ensure assets and community are safe and meet minimum industry standards in accordance with legislation and relevant approvals.

Service Delivery

Internal

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Food Act 2001
South Australian Public Health Act 2011
Liquor Licensing Act 1997
Local Nuisance and Litter Control Act 2016
Planning, Development and Infrastructure Act 2016
Environment, Resources and Development Court Act 1993
Expiation of Offences Act 1996
Road Traffic Act 1961
By-Law 1 – Permits and Penalties
By-Law 2 – Moveable Signs
By-Law 3 – Roads
By-Law 4 – Local Government Land
Australian Road Rules

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Monitoring and Inspection – Building and Compliance			
Inspect, investigate and enforce development compliance	- Investigations undertaken in line with Council's Enforcement Policy - Complaints acknowledged within 1 business day - Compliance investigations undertaken within 10 business days - Unauthorised swimming pools and unsafe buildings inspected within 2 business days	Yes	Compliance Services Building Services
Undertake building compliance inspections in accordance with the Building (and Swimming Pool) Inspection Policy	- Inspections undertaken in line with Council's Building Inspection Policy and Practice Directions 8 and 9 pursuant to the <i>Planning, Development and Infrastructure Act 2016</i> 66% of Class 1 buildings inspected at least once, within 2 business days from notification 90% of Class 2-9 buildings inspected at least once, within 2 business days from notification 100% of swimming pools and swimming pool safety features inspected within 2 business days of notification of commencement 100% of swimming pools and swimming pool safety features inspected within 10 business days of notification of completion.	Yes	Building Services
Output 2 – Compliance and Enforcement – Building and Planning			
Undertake compliance/appeal action, as required	- Investigations undertaken in line with Council's Enforcement Policy - Compliance actions arising in appeals successful - Assessment Manager decisions upheld - Assessment Panel decisions upheld	No	Compliance Services Planning Services



Service Action	Service Standard	Critical Service	Responsible
Output 3 – Compliance and Enforcement – Building Fire Safety			
Ensure effective building fire safety of public buildings	- Inspections carried out when: - Council requests a fire safety report on a building; - at the request of the fire authority; - when complaints are received; - an audit-based inspection is required. - Inspections prioritised as follows: - Complaints - Accommodation - no prior MFS, CFS, Committee or Council knowledge or in bushfire prone area - Vulnerable patrons - Public - prior MFS, CFS, Committee or Council knowledge - Vulnerable patrons - Public - Public Assembly Buildings - with liquor license or vulnerable patrons - other - Large Public Population / Large Fire Load - Shopping centres & large / multi-storey shops - Large warehouses & factories (i.e. >2000m²) - Aged or Disabled Independent Living - Other Commercial & Educational Premises	Yes	Building Services
Output 4 – Compliance and Enforcement – Road/Traffic			
Undertake actions associated with abandoned vehicles and road/traffic management issues	- Investigations undertaken in line with Council's Enforcement Policy - Customer Request acknowledgement within 1 business day - Parking complaint investigations undertaken within 10 business day - Abandoned vehicle investigations undertaken within 10 business day	No	Community Safety



Service Action	Service Standard	Critical Service	Responsible
<i>Output 5 – Compliance and Enforcement – By-Laws</i>			
Undertake actions in accordance with by-laws and other legislation	- Investigations undertaken in line with Council's Enforcement Policy - Customer Request acknowledgement within 1 business day - Private vegetation encroaching in a public area complaint investigations undertaken within 5 business day - Temporary event signage on public land complaint investigations undertaken within 5 business day	No	Community Safety
<i>Output 6 – Compliance and Enforcement – Permits</i>			
Undertake actions in associated with outdoor dining permits	- Customer Request acknowledgement within 1 business day - Footpath occupancy complaints investigated within 10 business day - Outdoor dining permits issued within 5 business day - Commercial use of footpath permits issued within 5 business day	No	Community Safety



Service Action	Service Standard	Critical Service	Responsible
<i>Output 7 – Compliance and Enforcement – Health</i>			
Action and investigate customer requests relating to public health standards in accordance with SA Public Health Act and associated Regulations	Complaints: • Customer Request acknowledgement within 1 business day • Notifiable diseases (not food borne) followed up within 2 days • Asbestos complaints followed up within 3 days • General health complaints followed up within 5 days Investigations: • Investigations undertaken in line with Council's Enforcement Policy • Reported hoarding investigations undertaken within 5 business days • Tattoo and body piercing investigations undertaken within 5 business days • Illegal drug manufacture investigations undertaken within 5 business days • Insanitary conditions investigations undertaken within 3 business days • Sanitary facilities investigations undertaken within 3 business days • Swimming pools – private property investigations undertaken within 5 business days • Swimming pools – community investigations undertaken within 2 business days	Yes	Health Services
Ensure registration of all high risk manufactured water systems	• Notify SA Health of high legionella count within 24 hours • Average of 2 weeks to resolve investigation	Yes	Health Services



Service Action	Service Standard	Critical Service	Responsible
Output 8 – Compliance and Enforcement – Food			
Ensure food safety and hygiene	Complaints: • Customer Request acknowledgement within 1 business day • Food complaint investigations undertaken within 2 business days Investigations: • Investigations undertaken in line with Council's Enforcement Policy • Safety drinking water – private property investigations undertaken within 2 business days • Grease trap maintenance investigations undertaken within 5 business days • Notifiable disease – food borne investigations undertaken within 2 business days	Yes	Health Services
Output 9 – Compliance and Enforcement – Local Nuisance			
Address nuisance (noise, air quality and property) complaints	• Investigations undertaken in line with Council's Enforcement Policy • Complaints acknowledged within 1 business day • Compliance investigations undertaken within 10 business days	No	Health Services Compliance Services
Output 10 – Compliance and Enforcement – Litter Control			
Address litter control complaints	• Investigations undertaken in line with Council's Enforcement Policy • Customer Request acknowledgement within 1 business day • Litter complaint investigations undertaken within 10 business day • Asbestos dumping complaint investigations undertaken within 1 day	Yes	Community Safety Health Services Infrastructure and Environmental Operations

Operational Plans	Action Reference
Regional Public Health Plan (RPHP)	9.2
Regional Waste Management Plan (RWMP)	1.21, 1.22, 1.23, 1.24, 1.25, 1.26



Service Area**CS9 - CUSTOMERS****Service Activity**

Providing a consistent customer experience through the provision of accurate and professional customer service.

Service Delivery

Internal, External (after hours service)

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Our Community

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Customer Request Management			
Provide face to face customer service	Percentage of time Customer Support available during nominated opening hours	Yes	Customer Experience Library Services Barossa VIC
Provide telephone customer service channel	- Call answered within 3 rings. Voicemail after 40 seconds during business hours - After hours call to live service - Answering Adelaide 5pm – 9am unless otherwise arranged	Yes	Customer Experience Barossa VIC
Provide electronic customer service channel (email / social media)	- Percentage of data entered within nominated timeframe - Reply/acknowledgement within two business days	No	Customer Experience Barossa VIC
Request entry - customer Request Management (CRM) System	Percentage of data entered within nominated timeframe	No	Customer Experience
Request follow up and advice to Customer	Percentage of customers with an unresolved customer request contacted regarding the status of their request	Yes	Customer Experience
Output 2 – Customer Relationship Management - External			
Acknowledgement of customers	Guest greeted and Officer contacted within 3 minutes of presentation at counter when no line-up	No	Customer Experience
Coordinate public information - registers, agendas, minutes, plans, consultations, tender responses etc.	Daily update of information as required	No	Customer Experience
Process deliveries	Deliveries processed within 15 minutes of receipt when no line up	No	Customer Experience



Service Action	Service Standard	Critical Service	Responsible
Maintain fact sheets and brochures	Information updated bi-weekly in conjunction with other business units within the organisation	No	Customer Experience Barossa VIC
Dispatch new residents' letters	Information collated and emailed to Customer Support from Rates on a monthly cycle	No	Customer Experience
Output 3 – Customer Relationship Management – Internal			
Purchase stationery - all of Council, printing envelopes	Stationery orders processed fortnightly or when required. Printing orders bi-annually	No	Customer Experience
Manage staff uniform purchasing	Annual purchase	No	Customer Experience

Operational Plans	Action Reference
Nil	



Service Area**CS10 - ECONOMIC DEVELOPMENT****Service Activity**

Facilitating the economic well-being and quality of life of local businesses and the community.

Service Delivery

Internal, Partnerships, Funding bodies

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

**Legislative
Responsibility**

Nil

Strategic Action	Responsible	Due Date	Budget
CS10-1 Progress six priority recommendations endorsed from the Affordable Housing Recommendations Report, positioning Council as an advocate and partner in delivering long-term improvements to regional housing supply and diversity.	Directorate of Corporate Services, Strategy and Innovation	June 2027	Op
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Economic Development			
Maximise local, regional and state employment and economic benefits through utilisation of industry participation and evaluation initiatives aimed at benefiting our suppliers	Standard templates include industry participation assessment criteria	No	Procurement



Service Action	Service Standard	Critical Service	Responsible
Develop and implement long term The Big Project to grow existing and new opportunities in sport and recreation tourism, arts and culture industry and tourism generally	- Masterplans developed for each in-scope project - Implementation plans agreed and implemented from 2018 -2033	No	Community Development Strategic Assets Capital Projects Corporate Services
Pursue and support projects and events either directly or indirectly that build economic outcome and are consistent with the principles of Brand Barossa	- Projects assessed on a case by case basis - Senior Officer support provided based on economic growth to community	No	Economic Activation and Events
Output 2 – Strategy, Industry Support and Advice			
Provide advice and support for small business in competing for local government contracts	- Tendering guide available via website - Supplier information sessions held prior to release of panel tenders	No	Procurement RDA Barossa Funding Agreement
Establish and maintain standing offer supplier panels for key categories of outsourced Council services	Three panels maintained either through LG Procurement or other mechanisms	No	Procurement RDA Barossa Funding Agreement
Support industry accreditation and reward programs	- Annual funding provided to RDA Barossa - In-kind and advocacy support provided to industry groups	No	RDA Barossa Funding Agreement
Maintain ongoing sister city relationships and associated program with partner cities	Develop annual program of activities and commitments with each formal sister city	No	Office of the Mayor and CEO



Operational Plans	Action Reference
Local Economic Development Plan	Strategies -All
Regional Public Health Plan	11.1, 11.2, 11.3,



Service Area

CS11 – EVENTS

Service Activity

Management of internal and external events, including planning and execution. Supporting community and economic development focused events throughout the region.

Service Delivery

Internal, Partnerships

Community Plan Link – Our Environmental, Social and Governance Foundation



Creating a safe and connected community where people have access to reasonable services and infrastructure they need and feel a sense of belonging.



Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

Legislative Responsibility

Local Government Act 1999
Work Health Safety Act 2012
Major Events Act

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Events delivery – External</i>			
Provide ongoing event management support and activation for community partners	- Major events run by external organisations and supported by Council: - Tour Down Under (annually) - Vintage Festival (biannually) - Barossa Made Markets (quarterly) - Support Gather Round 2026 subject to continuation of event in Barossa.	No	Office of the Mayor and CEO Customer Experience Tourism Services
Provide ad hoc event management	As required	No	All
Processing of applications for external event management support	Assessed with 5 business days of receiving the application	No	Events Team
Facilitate traffic management arrangements and advise affected stakeholders	Assessed with 5 business days of receiving the application	No	Infrastructure and Environmental Operations Customer Experience Events Team
Coordinate provision of required waste management assets (bins/toilets) for community events	As required	No	Infrastructure and Environmental Operations
Implement traffic management / road closure arrangements	- As required - Road closure applications to be received 3 months prior to the event - Traffic management applications assessed based on individual requirements	No	Infrastructure and Environmental Operations
Provide planning activities and approval guidance/advice	- Requests for support acknowledged within 10 days - Advice turnaround within 10 days - Approval turnaround post 100% information provided within 5 days	No	Events Team



Service Action	Service Standard	Critical Service	Responsible
Carry out statutory inspections (health, traffic, by-laws, parking, safe work)	- Random events inspected - Investigations undertaken in line with Council's Enforcement Policy	No	Community Safety Community Safety
Output 2 – Events delivery – Internal			
Provide support for major/regional community, heritage and tourism events	- Barossa Bushgardens Open Day (annually) - Reconciliation Week (annually) - NAIDOC Week (annually) - Australia Day Breakfast (annually) - Adornment (annually) - Barossa History Fair (annually) - National Volunteers Week (annually) - Citizenship Ceremonies (as required)	No	Customer Experience Community Development Infrastructure and Environmental Operations Library Services Tourism Services Office of the Mayor and CEO

Operational Plans	Action Reference
Local Economic Development Plan	Strategies – Competitive, Partnerships, Set up for Growth, New Economic Opportunities



Service Area

CS12 - FACILITY AND COMMUNITY LAND

Service Activity

The management of Council buildings and property, including; facilities maintenance and occupancy (users and hirers) agreements or permits to ensure we have safe, accessible, fit for purpose and well managed community facilities, office spaces and community land.

Service Delivery

Internal, Contractors

Community Plan Link – Our Environmental, Social and Governance Foundation



Creating a safe and connected community where people have access to reasonable services and infrastructure they need and feel a sense of belonging.



Our places and spaces enhance the liveability, unique character and diversity of our communities.

Legislative Responsibility

Crown Land Management Act 2009
Native Vegetation Act 1991
Local Government Act 1999
Liquor Licensing Act 1997
Food Act 2001
Land and Business (Sale and Conveyancing) 1994
Community Titles Act 1996
Planning, Development and Infrastructure Act 2016
Disability Discrimination Act 1992
South Australian Public Health Act 2011
Building Code of Australia



Strategic Action	Responsible	Due Date	Budget
CS12-1 Commence complete review of community land management plans and systems and processes including identifying land and properly surplus to future needs.	Office of the Mayor and CEO	December 2027	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Management: Community Land Register</i>			
Develop and review Community Facility Masterplans	Plans reviewed every 4 years where required	No	Community Development
Maintain Community Land Register	- Register updated quarterly - New parcels added to register as required	No	Corporate Governance and Information Services Property and Procurement Financial Services Strategic Assets
Provide guidance on the classification of community land as part of land division proposals	New land parcels appropriate classified, as required	No	Development Services



Output 2 – Management: Lease and Licenses

Negotiate, determine shared or exclusive usage, document and manage	Lease and licenses executed to define usage, requirements and obligations	No	Property
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Output 3 – Management: Service Agreements

Negotiate, determine shared or exclusive usage, document and manage	Service agreements executed to define usage, requirements and obligations	No	Property
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Output 4 – Facility Availability and Bookings

Activate the use of Council facilities, parks, gardens and sporting fields for ad hoc hiring (permit).	Promote the availability of Council facilities, parks, gardens and sporting fields for ad hoc hiring	No	Customer Experience
Coordinate bookings of Council facilities, parks, gardens and sporting fields for ad hoc hiring (permit).	- Manage enquiries - Liaise with external stakeholders	No	Customer Experience
Process Permit requests for ad hoc hiring	- Applications assessed within 5 business days - Notify applicants of outcome of application - Update Pathway Bookings Module - Coordinate payment - Contact key stakeholders regarding set up of facility as required - Post inspections as required	No	Customer Experience



Output 5 – Management and Maintenance: Sports Fields

Coordinate planned buildings and structure maintenance	Planned maintenance carried out per Asset Management Plans and 10-year maintenance plan	No	Strategic Assets Infrastructure and Environmental Operations
Conduct periodic condition assessment to determine 10-year maintenance plan	Periodic condition assessment completed every 4 years	No	Strategic Assets Infrastructure and Environmental Operations
Conduct scheduled site visits to identify reactive maintenance requirements	- Quarterly site visits conducted or as issues reported - Triage system as per Pathway priorities above	No	Strategic Assets Infrastructure and Environmental Operations
Actively engage community committee, volunteer groups and volunteers to provide advice on repair and maintenance, associated budgets, new initiative requests and facility occupancy	Proactive and as per Request for Service Policy	No	Strategic Assets Infrastructure and Environmental Operations Property Community Development Customer Experience



Service Action	Service Standard	Critical Service	Responsible
Facilitate New Asset Proposals through New Initiative process	Generally assessed during budget process and ad hoc during year	No	Strategic Assets Infrastructure and Environmental Operations Property
Facilitate upgrades/new facilities assets	Renewal and upgrade / new asset projects identified via New Initiative or Asset Management Plans	No	Strategic Assets Infrastructure and Environmental Operations
Renew existing assets at an optimum time in their lifecycle	- Accurate budgeting and full expenditure of allocated budgets - Community satisfaction	No	Strategic Assets Infrastructure and Environmental Operations
Identify planned works that require replacement as part of periodic inspection	Planned renewal works	No	Strategic Assets Infrastructure and Environmental Operations
Output 6 – Management and Maintenance: Indoor Facility			
Coordinate planned buildings and structure maintenance	Planned maintenance carried out per Asset Management Plans and 10-year maintenance plan	No	Strategic Assets Infrastructure and Environmental Operations
Conduct periodic condition assessment to determine 10-year maintenance plan	Periodic condition assessment completed every 4 years	No	Strategic Assets Infrastructure and Environmental Operations
Conduct scheduled site visits to identify reactive maintenance requirements	- Quarterly site visits conducted or as issues reported - Triage system as per Pathway priorities above	No	Strategic Assets Infrastructure and Environmental Operations
Actively engage community committees, volunteer groups and volunteers to identify future use requirements of the facility.	Proactive and as per Request for Service Policy	No	Strategic Assets Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
			Property Community Development
Facilitate New Asset Proposal through New Initiative process	Generally assessed during budget process and ad hoc during year	No	Strategic Assets Infrastructure and Environmental Operations
Facilitate upgrades/new facilities assets	Renewal and upgrade / new asset projects identified via New Initiative or Asset Management Plans	No	Property Strategic Assets Infrastructure and Environmental Operations
Renew existing assets at an optimum time in their lifecycle	- Accurate budgeting and full expenditure of allocated budgets- - Community satisfaction	No	Strategic Assets Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
Identify planned works that require replacement as part of periodic inspection	Planned renewal works	No	Strategic Assets Infrastructure and Environmental Operations
Output 7 – Management and Maintenance: Aquatic Facility			
Coordinate planned buildings and structure maintenance	Planned maintenance carried out per Asset Management Plans and 10-year maintenance plan	No	Strategic Assets Infrastructure and Environmental Operations
Conduct periodic condition assessment to determine 10-year maintenance plan	Periodic condition assessment completed every 4 years	No	Strategic Assets Infrastructure and Environmental Operations
Conduct scheduled site visits to identify reactive maintenance requirements	- Quarterly site visits conducted or as issues reported - Triage system as per Pathway priorities above	No	Strategic Assets Infrastructure and Environmental Operations
Actively engage community committees, volunteer groups and volunteers to identify future use requirements	Proactive and as per Request for Service Policy	No	Strategic Assets Infrastructure and Environmental Operations Property Community Development
Facilitate New Asset Proposal through New Initiative process	Generally assessed during budget process and ad hoc during year	No	Strategic Assets Infrastructure and Environmental Operations Property and Procurement



Service Action	Service Standard	Critical Service	Responsible
Facilitate upgrades/new facilities assets	Renewal and upgrade / new asset projects identified via New Initiative or Asset Management Plans	No	Strategic Assets Infrastructure and Environmental Operations
Renew existing assets at an optimum time in their lifecycle	- Accurate budgeting and full expenditure of allocated budgets - Community satisfaction	No	Strategic Assets Infrastructure and Environmental Operations
Identify planned works that require replacement as part of periodic inspection	Planned renewal works	No	Strategic Assets Infrastructure and Environmental Operations

Operational Plans	Action Reference
Community Land Management Plan (CLMP)	
o Plan 4 - Institutes and Community Halls	All
o Plan 5 - Car Park Land	
o Plan 8 - Talunga Village	
Regional Public Health Plan (RPHP)	7.1



Service Area**CS13 - FIRE PREVENTION****Service Activity**

Fire prevention activities including; issuing fire prevention notices and working with fire agencies to reduce fire risks.

Service Delivery

Internal, Contractors

**Community Plan Link
– Our Environmental,
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Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Native Vegetation Act 1991
Fire and Emergency Services Act 2005

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Management and assessment of fuel loads on private land</i>			
Undertake actions in reducing fuel loads on private land	- Audit of townships and identified areas for excessive fuel loads prior to, and during Fire Danger Season - Reports of excessive vegetation investigations undertaken within 10 business day - Notices followed up within 4 weeks of issue	Yes	Community Safety



Service Action	Service Standard	Critical Service	Responsible
Output 2 – Management of use of fire and high-risk activities			
Assess requests for permits for high-risk activities during the fire danger season.	- Permit applications assessed within 10 business day - Permits issued in accordance with Fire and Emergency Services Act 2025 and CFS Policy and guidelines	Yes	Community Safety
Output 3 – Information and advice: Property preparedness			
Provide information and advice to property owners and agencies	- Provide information, advice and educational material, including signage, electronic and printed media - Provide information and advice to property owners in identified risk areas - Undertake fuel curing and loading reporting to CFS	Yes	Community Safety

Operational Plans	Action Reference
Community Land Management Plan (CLMP)	All
o Plan 7 - Established Trails, Bikeways and Walkways	All
Roadside Vegetation Management Plan (RVMP)	All
Regional Public Health Plan (RPHP)	7.2



Service Area**CS14 - HERITAGE****Service Activity**

Ensuring the heritage of the Barossa is recorded and available to the community to access. Support of the heritage network (museums, historical societies).

Service Delivery

Internal, Volunteers

**Community Plan Link
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Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Aboriginal Heritage Act 1988
Heritage Places Act 1993
Character Preservation (Barossa Valley) Act 2012

Strategic Action	Responsible	Due Date	Budget
CS14-2 Development of Disaster Management Plan for Library and Gallery collections	Community Services Library Services	July 2025	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Heritage Strategy			
Support the history and culture of the Barossa and its people	Implementation of the <i>Barossa Regional Heritage Strategy 2021-2025</i> actions within agreed timeframes (subject to resourcing)	No	Library Services
Output 2 – Heritage Advice and Promotion			
Raise awareness and encourage involvement in the preservation of local heritage	- Promote and celebrate <i>Barossa Heritage</i> through: Heritage Map, Barossa Heritage Facebook Page, and event participation. - Facilitate community access to historical records, archives and online databases and resources - Advice and support for local heritage groups, including membership and provision of secretary support for the Barossa Regional Heritage Network and coordination of educational workshops - Provide local and family history reference services including two history help 1:1 sessions available per week: Requests responded within 14 days - Develop and deliver quarterly local or family history educational workshops	No	Library Services
Output 3 – Historical Records Management			
Preservation of historical artefacts	- Manage Gallery and Tanunda Soldier Memorial archives - Manage Local History collection - Manage Barossa Vintage Festival Archive - Ongoing digitising of records, photographs etc	No	Gallery and Creative Industries Library Services
Operational Plans		Action Reference	
Community Land Management Plan (CLMP)		All	
o Plan 4 - Institutes and Community Halls			



Service Area

CS15 - LAND USE AND DEVELOPMENT

Service Activity

Assessment of development applications for construction, alteration or demolition of buildings, and the division of land and changes in land use. Undertaking strategic land use planning and policy amendments that enable sustainable development and the optimal use of available resources.

Service Delivery

Internal, External, Contractors

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Foundation**



Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.



Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.



Supporting a sustainable Barossa.



Our places and spaces enhance the liveability, unique character and diversity of our communities.

**Legislative
Responsibility**

Character Preservation (Barossa Valley) Act 2012
Community Titles Act 1996

Environment Protection Act 1993
Heritage Places Act 1993
Housing Improvement Act 2016
Planning, Development and Infrastructure Act 2016
Urban Renewal Act 1995

Strategic Action	Responsible	Due Date	Budget
CS15-1 - Complete Character Area review an present agreed findings and policy and code suggestions to the Minister for Planning	Planning Services	April 2027	Operating
CS15-2 - Complete identified employment lands investigations and policy and zoning changes to support future needs of the Barossa	Planning Services	June 2027	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Advice and Assessment: Planning, Building and Heritage			
Provide advice and undertake efficient and effective planning, building and heritage assessment in line with Planning, Development and Infrastructure Act	Verification: - all applications – 5 days Planning Consent: - Deemed to satisfy – 5 days - Performance assessed – 20 days + 20-30 days if referral + 15 days if public notification + 15 days applicant response + 20 days for commission/panel decision - Land division – 60 days Building Consent: - Class 1 or 10 – 30 days + 10 days when referred to commission - Classes 2-9 – 60 days + 10 days when referred to commission Development Approval: - All applications – 5 days	Yes	Development Services
Output 2 – Advice and Assessment: Liquor License			
Undertake actions in accordance with liquor license applications	- Assess general liquor license applications within 5 days - Assess limited license applications issued within 2 weeks	Yes	Community Safety Planning Services
Output 3 – Zone/Code Amendment/Reviews			
Provide advice and advocate for Council's policy position for land use planning	As required	No	Planning Services



Operational Plans	Action Reference
Disability Access and Inclusion Plan (DAIP)	Theme 1 and 3
Local Economic Development Plan (LEDP)	Strategies 2
Regional Public Health Plan (RPHP)	5.2, 5.3, 7.1, 7.2



Service Area**CS16 – LIBRARIES****Service Activity**

Provision of public library services across multiple physical branches, online and via outreach programs. This includes providing access to a physical and online collection (including speciality collections and the OneCard network); children's programs and groups; adult programs, workshops and activity groups; information and reference services; community spaces; and access to, and education in digital technology.

Service Delivery

Internal and outreach delivery, Volunteers

**Community Plan Link
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Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Libraries Act 1982
Copyright Act 1878

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Library Services and Spaces</i>			
Provide inviting, inclusive public library spaces	• Provide access to library services as per nominated open hours Nuriootpa Open Mon, Tue, Thur, Fri 9-5, Wed 9-5, Sat 9.30-12.30, Closed Sun; first Wed of month open to 8pm Tanunda Open Mon, Tue, Wed, Thur, Fri 9-5, Sat 9-12 Closed Sun Mt Pleasant Open Mon, Tue, Wed, Thur, Fri 9-5 Closed 12.30-1.30 daily and Sat and Sun Lyndoch Open Mon, Tue, Wed, Thur, Fri 9-5, Sat 9-12 Closed 12.30-1.30 daily, and Sun • Provision of free library membership • Loan Time - 14, 28 Days, renewal x2 • Total Loans 100 Books, 20 DVDs, 30 Holds • Provision of E-Resources - 24 hours access online • Provision of access to PCs, Internet and Wi-Fi • Provision of photocopying, printing and laminating services for a fee • Provision of Council customer services at Mount Pleasant and Lyndoch libraries • Promote and market library services e.g. social media, physical collateral, speaking to community groups, maintenance of email list and media releases •	No	Library Services
<i>Output 2 – Collections</i>			
Maintain Library collection	• Manage and maintain collections , including responding to collection reports and performance data • Collection purchase requests processed monthly • Fulfill ongoing requirements of the Libraries SA OneCard Network • Provision of E-Resources via central Libraries SA subscriptions - 24 hours access online •	No	Library Services



Service Action	Service Standard	Critical Service	Responsible
Output 3 – Information and Reference Services			
Undertake enquiries and research for customers	Requests for research responded to within 5 business days	No	Library Services
Provide access to online resources (e.g. research databases for children and adults)	24 hours access online via the Libraries SA network or Barossa specific subscriptions.	No	Library Services
Output 4 – Programs			
Provide early childhood programs	- Regular (four per week) in the library during school terms - Occasional (up to three per school term) in house and outreach programs as requested by the community, including to early childhood settings and groups - One early years expo (or similar) per year - Representation on the Enhance Barossa Mental Health 0-12 group	No	Library Services
Provide school aged programs	- Regular (two per week) school term program, and two per term at Mt Pleasant Library - Occasional (one to two per school term) outreach to schools and home-schooling groups as requested by the community - Workshops and events during school holidays (four to six per holiday block) - Facilitate virtual author visits (one per year) for schools, home school groups and in the library - Provide one or more Libraries SA Festival events targeted at school age children	No	Library Services
Provide home library services	Monthly deliveries to ≤40 clients at home and in residential care or hospital facilities	No	Library Services
Provide digital inclusion programs	- Weekly one to one help appointments (four per week, subject to volunteer availability) - Weekly group programs delivered in library or as outreach subject to volunteer availability and customer demand	No	Library Services



Service Action	Service Standard	Critical Service	Responsible
Provide adult programs, workshops and groups	• One literature experience (e.g. author event) per quarter • One or more educational/purposeful workshops per month • Facilitate the formation of community run library groups based on customer interest and requests. • Facilitate up to ten book clubs of up to ten members each • Provide virtual access to Adelaide Writers Week in each library • Provide one or more Libraries SA Firstival events targeted at adults • Hold an annual community exhibition in the library during SALA	No	Library Services

Operational Plans	Action Reference



Service Area**CS17 - NATURAL RESOURCES****Service Activity**

Regional development and management of the environment (including natural resource management) to ensure the region is managed sustainably and the environment is protected and enhanced.

Service Delivery

Internal, Contractors, Volunteers, Partnerships

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Supporting a sustainable Barossa.

**Legislative
Responsibility**

Crown Land Management Act 2009
Landscape South Australia Act 2019
Local Government Act 1999
National Parks and Wildlife Act 1972
Native Vegetation Act 1991

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Sustainability			
Support sustainability initiatives and programs within the region	Delivery of agreed programs	No	Sustainability
Reduce Council operations carbon footprint	Set and achieve target carbon management reductions	No	Sustainability
Output 2 – Land, Water and Biodiversity			
Support land, water and biodiversity initiatives and programs within the region	Delivery of agreed programs (minimum 3)	No	Infrastructure and Environmental Operations
Output 3 – Environmental Education and Awareness			
Administer/conduct environmental education and awareness programs	Delivery of annual work plan	No	Infrastructure and Environmental Operations
Output 4 – Bushgardens Nursery			
Provide nursery for the production and sale of native plants	- Minimum 10,000 plants and seeds propagated each season - Minimum 50% of indigenous plants provided from local seed - Seasonal collection and propagation of seeds/plants	No	Infrastructure and Environmental Operations



Operational Plans	Action Reference
Barossa Bushgardens Strategic Plan (BBSP)	Key Result Areas 1, 2
Community Land Management Plan (CLMP)	
o Plan 2 - Council Reserves and Gardens – Undeveloped or with Minor Improvements	All
o Plan 3 - Recreation Reserves	
Regional Public Health Plan (RPHP)	8.1, 8.2, 10.1
Roadside Vegetation Management Plan (RVMP)	All



Service Area**CS18 - PUBLIC HEALTH****Service Activity**

Public health services seek to provide for the protection of the health of the public including; routine inspections, awareness events, subsidising online food handler training, immunisation, pests and vermin, and wastewater applications.

Service Delivery

Internal, Partnerships.

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Environment Protection Act 1993
Food Act 2001
Housing Improvement Act 1940
Local Government Act 1999
Local Nuisance and Litter Control Act 2016
SA Public Health Act 2011
Safe Drinking Water Act 2011
National Food Safety Standards

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Immunisation Management			
Conduct Immunisation Clinics in accordance with service agreement with SA Health	- Scheduled immunisation clinics conducted - Students fully immunised - Immunisation queries followed up within 3 days - Immunisation register updated within 3 months of receipt of data	Yes	Health Services
Output 2 – Sharps Management			
Deliver and promote health and community services and facilities (i.e. sharps)	Sharps container disposed of within 2 weeks	Yes	Health Services
Output 3 – Pest Control			
Address nuisance and environmental risk associated with animals, vermin and pest control	Complaints: - Vermin - private property investigations undertaken within 5 business days - Insects (not bees or wasps) investigations undertaken within 5 business days - Bees on Council land investigations undertaken within 3 business days - Wasp investigations undertaken within 1 business days - Wasp nests to be destroyed within two working days. - Mosquitos fo investigations undertaken within 5 business days Control: - Destruction/ removal of wasp nest undertaken within 1 business day	No	Health Services
Output 4 – Waste Water Systems			
Provide effective assessment processes and regulatory activities of wastewater applications	- Customer Request acknowledgement within 1 business day - Complaint investigations undertaken within 2 business days - Applications completed within 10 business days - Failing wastewater systems investigations undertaken within 10 business days	Yes	Health Services



Service Action	Service Standard	Critical Service	Responsible
<i>Output 5 – Assessment and Advice: Health</i>			
Provide public health assessment and advice to customers / small business to enable compliance with accepted public health standards, relevant legislation and practices	Customer requests acknowledged within 1 business day	No	Health Services

Operational Plans	Action Reference
Regional Public Health Plan (RPHP)	9.1



Service Area**CS19 - SOCIAL INCLUSION****Service Activity**

Advocate and work in collaboration with core service providers to ensure vulnerable people have increased access and inclusion, are connected with their community and have access to facilities and opportunities to improve their lives. Aboriginal Reconciliation support. Youth Development. Social Planning. Support for older people. Providing a broad range of sporting, recreational and leisure facilities/ services/programs at a range of facilities, parks and open space areas.

Service Delivery

Internal, Partnerships

**Community Plan Link –
Our Environmental,
Social and Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Disability Inclusion Act 2018
Disability Discrimination Act 1992

Strategic Action	Responsible	Due Date	Budget
CS19-1 Continue to develop ongoing relationships with Ngadjuri, Peramangk and Kaurna Nations and potential pathways for reconciliation and recognition and work towards RAP	Community Development	Ongoing	Op
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Home Assistance</i>			
Manage consumer requirements of the Home Assist program	• Service provided within The Barossa Council and Light Regional Council areas • Open for calls 9.00am to 5.00pm Monday to Friday • Missed calls returned within 1 business day • Process consumer referrals and registration within 5 working days of receipt • Within the guidelines of Council's Customer Service charter and the requirements of funding bodies: ○ Carry out consumer service reviews for Commonwealth Home Support Program consumers annually ○ Provide funded services to Consumers - Domestic Assistance - Social support – individual - Social support – group - Home maintenance - Home modification Serious Incident Response Scheme reporting to the Aged Care Quality and Safety Commission	Yes	Community Transport and Home Assist
Manage the contractor requirements	• Within the guidelines of Council's Contractor policies and the requirements of funding bodies: ○ Register, screen and induct new contractors ○ Review and keep updated the required screenings and licences ○ Process contractor payments ○ Carry out ongoing quality checks to the agreed timeframe ○ System updated within 5 days of receipt of new information	No	Community Transport and Home Assist
Manage promotion and awareness	• Within the guidelines of Council's communication policies and the requirements of funding bodies: ○ Create accurate and up to date promotional materials • Network and liaise with other stakeholders	No	Community Transport and Home Assist



Service Action	Service Standard	Critical Service	Responsible
Output 2 – Community Transport			
Manage the consumer requirements of the Community Transport program	• Service provided within The Barossa Council and Light Regional Council areas • Open for calls 9.00am to 5.00pm Monday to Friday • Missed calls returned within 1 business day • Service available Monday to Friday and Saturday to Sunday on a case-by-case basis • Process consumer referrals and registration within 5 working days of receipt • Access limited to number of seats and volunteer driver availability • Bookings confirmed at time of booking or within 24 hours • Consumers given 24-hour notice of booking changes • Fleet: ◦ Vehicle Provision: 8 ◦ Wheelchair Accessible Vehicle Hire: 1 ◦ Bus Hire: 2 – 18 seater and 11 seater • Volunteer drivers accredited (5-year renewal) • Within the guidelines of Council's Customer Service charter and the requirements of funding bodies- ◦ Carry out consumer service reviews for Commonwealth Home Support Program consumers annually • Serious Incident Response Scheme reporting to the Aged Care Quality and Safety Commission • Vehicles maintained and replaced (cars every four years and buses as scheduled) as per Council's replacement guidelines and schedules	Yes	Community Transport and Home Assist
Manage promotion and awareness of the Community Transport program	• Within the guidelines of Council's communication policies and the requirements of funding bodies: ◦ Create accurate and up to date promotional materials • Network and liaise with other stakeholders	No	Community Transport and Home Assist
Contribute to the delivery of Regional 'lighthouse' project 1 - Community transport	• Participate in regional working group to develop actions	No	Community Transport and Home Assist
Output 3 – Social Planning and Advocacy			
Advocating to Commonwealth Government on impact of aged care reform policies on SA sector and providing support to home aged care sector	• As per Activity Work Plan approved by the funding body	No	Collaborative Projects



Service Action	Service Standard	Critical Service	Responsible
Advocate and collaborate with services and networks to provide resources promoting equity, access and inclusion initiatives for our community.	• Provide strategic direction and governance support in: ○ Reconciliation Barossa ○ Disability Access and Inclusion Advisory Group ○ Barossa Community Services NetworkZS ○ Local Government Access and Inclusion Netwk ○ Local Government Professionals Community Development NetMid NO ○ Gawler and Districts Community Services Forum ○ Legatus	No	Community Development
Contribute to the delivery of Regional 'lighthouse' project 1 - Community Transport	• Participate in regional working group to develop actions	No	Community Development
Lead delivery for Regional 'lighthouse' project 2 - Mental health and suicide prevention	• Lead the regional working group to develop actions	No	Community Development
Contribute to the delivery of Regional 'lighthouse' project 3 - Community participation	• Participate in regional working group to develop actions	No	Community Development
Ensure Council's plans and projects incorporate social inclusion considerations via the Disability Access and Inclusion Advisory Group	• All new project scopes will consider Social Inclusion requirements • Utilisation of the expertise of the Disability Access and Inclusion Advisory Group	No	Community Development
Work collaboratively with service providers, community groups and community members to identify gaps in assets and service provision to increase community capacity and connectedness	• Data collection and analysis to inform gaps and future needs and funding opportunities	No	Community Development
Output 4 – Social Support Groups			
Manage the funding agreement and budgetary requirements of the Social Support Groups program	• Within the guidelines of Council's financial policies and the requirements of funding bodies: ○ Create and manage income and expenditure budgets ○ Manage the funding contracts and liaison with funding bodies • Manage the financial acquittals and statistical requirements of the funding contracts to the specified timeframes and schedule	No	Community Transport and Home Assist



Service Action	Service Standard	Critical Service	Responsible
Manage the asset requirements of the Social Support program	Within the guidelines of Council's asset management policies and the requirements of funding bodies	No	Community Transport and Home Assist
Manage promotion and awareness of the Social Support Group Programs (Out and About and Men's Shed)	- Men's Shed: open Mon and Tues 9am-12 and Thurs 9am - 2 pm - Network and liaise with other stakeholders on a regular basis - Within the guidelines of Council's communication policies and the requirements of funding bodies: - Create accurate and up to date promotional materials for varying formats and audiences	No	Community Transport and Home Assist
Manage and facilitate the Bushgardens Disability Support program	Weekly, subject to Service Agreement	No	Infrastructure and Environmental Operations
Output 5 – Regional Aged Care Sector Support and Development			
Support the development of the in-home aged care sector to enable Commonwealth Home Support Programme (CHSP) service providers to operate effectively in line with the objectives of the aged care reform	As per Activity Work Plan approved by the funding body	No	Collaborative Projects
Deliver activities and events that promote wellbeing opportunities for older Australians	As per Activity Work Plan approved by the funding body	No	Collaborative Projects
Output 6 – Aboriginal Reconciliation			
Continue support and facilitation of Reconciliation Barossa	- Regular meetings and reporting on activities - Delivery of NAIDOC Week and Reconciliation Week	No	Community Development
Output 7 – Youth Development			
Advocacy and advice for the rights and needs of young people in the community	- Support Drive My Future Program run by Youth Barossa - Provide financial support that allows fees to be subsidised - Young people provided a voice on Council projects and programs - Work with Wellbeing SA to identify information packs that can be distributed to youth to inform of services and support. - Develop a Youth (12-25) Roadmap - Investigate options to provide a Safe Spaces for youth within the region - Facilitate 'Be the Mayor for a Day'	No	Community Development



Service Action	Service Standard	Critical Service	Responsible
	- Develop and deliver Work Experience program in collaboration with the Secondary Schools within the region - Investigate option to reintroduce career expo in the region		
Output 8 – Sport and Recreation			
Undertake Recreation and Sport Future Needs Analysis.	- Audit of recreation and sport facilities, organisations and programs - Maintain a register of organisations and programs	No	Community Development

Operational Plans	Action Reference
Disability Access and Inclusion Plan	All
Regional Public Health Plan	6.1, 6.2, 13.1
Barossa Bushgardens Strategic Plan	KRA2 - Strategy 2, 4



Service Area**CS21 - TOURISM****Service Activity**

Provision of a range of tourism services, including; managing the nationally accredited Barossa Visitor Centre, development and maintenance of tourism resources both digital and printed, customer service delivery encouraging longer stays, dispersal throughout the region, and maximising visitor yield and investment in our region, Tourism Business Support, capacity building, training, product development, marketing and events.

Service Delivery

Internal, Volunteers, Partnerships

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.

**Legislative
Responsibility**

Nil

Strategic Action	Responsible	Due Date	Budget
C21 -1 – Investigate and engage with industry in collaboration with Barossa Australia to determine long term strategic approach, streamline of service provision and set pathway to broad based tourism in the Barossa.	Economic Development and Strategy	June 2027	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Visitor Information and Resource Management			
Maintain operator database/register	- Returned Participation Agreements acknowledged and added to register - Number of active participation agreements	No	Barossa VIC
Create content and monitor various social media platforms	- Number of posts per week - Response times - Post engagement and reach	No	Barossa VIC
Maintain and develop information on designated Barossa.com and council website pages	- Up-to-date information - Customer satisfaction rating	No	Barossa VIC
Maintain Bookeasy system backend to ensure external facing booking facility is current and correct representation of the product/offer	- Number of operators - Information and images in operator consoles are current - Quarterly eNewsletter to Bookeasy operators	No	Barossa VIC
Produce electronic and printed collateral to enhance visitor experience	- Fact Sheets reviewed and updated monthly - Annual updates to Barossa Touring Map and town maps - Customer satisfaction rating	No	Barossa VIC
Maintain Brochure/information displays and events board (checking currency, ordering, restocking)	- Brochures ordered twice weekly or as required - Event posters and resources displayed are current	No	Barossa VIC
Support and co-ordinate privately operated Visitor Information Outlets - Nuriootpa, Angaston and Williamstown	Outlets audited and formally contacted quarterly	No	Barossa VIC
Output 2 – Visitor Experience - Enquiries/Customer Service			
Provide accommodation, tour experience and ticket bookings	- Booking confirmation sent immediately upon payment - Refund available in accordance with each operator's cancellation policy - Number of bookings	No	Barossa VIC



Service Action	Service Standard	Critical Service	Responsible
Respond to general enquiries - face to face, telephone, email and live webchat	- Open Mon-Fri 9am-5pm, 9am-4pm Sat 10am-4pm Sun. - Number of enquiries – face to face, telephone, email and live webchat - Customer satisfaction rating 4.5 or higher	No	Barossa VIC
Oversee Customer Experience in the centre, engagement with staff, length of time spent in the centre browsing signage and displays and discovering	- Open: Mon-Fri 9am-5pm, Sat 9am-4pm, Sun: 10am-4pm - Customer satisfaction rating/Google/Trip Advisor Rating 4.5 or higher - Greater length of time spent in centre (Adequate staffing and volunteer resources to meet visitation demands)	No	Barossa VIC
Provide Barossa destination product and experience knowledge and storytelling	6-weekly family program - Keeping up to date with industry news and changes and sharing of information	No	Barossa VIC
Manage feedback/complaint handling - Barossa region (operators, signage etc) and Visitor Experience in the VIC.	- Complaints responded to within 24 hours - Customer satisfaction rating/Google/Trip Advisor Rating	No	Barossa VIC
Output 3 – Barossa Makers - Retail Sales			
Facilitate sales transactions and product information discussions with visitors	- Open Mon-Sun 9am-5pm, 9am-4pm Sat 10am-4pm Sun. - Sales Revenue	No	Barossa VIC
Provide authentic Barossa gift shop showcasing local artists, makers and craftspeople, meeting visitor expectations and providing local suppliers with a sales outlet	Products sold must meet retail guidelines and have Barossa connection (local made) or be branded with official Barossa Brand	No	Barossa VIC
Coordinate stock control, merchandise displays and meet the maker instore popups	Professional well-presented displays and stocked gift shop with diverse and quality range of products	No	Barossa VIC
Facilitate Product Knowledge and Training for staff and volunteers	Quarterly training nights and 6-weekly famil program for staff and volunteers	No	Barossa VIC



Service Action	Service Standard	Critical Service	Responsible
Output 4 – Cycle Hub Management			
Provide cycle facilities and services including bike hire, change rooms, showers, bike accessories, storage/lock-up, public toilets	Facilities open 6am-10pm except Cycle Hire - 9am-5pm (Mon-Fri) 9am-4pm (Saturday) 10am- 5pm (Sundays)	No	Barossa VIC
Provide cycle information and maps - face to face service and brochure display in Cycle Hub	Open Mon-Sun 9am-5pm, 9am-4pm Sat 10am-4pm Sun.	No	Barossa VIC
Output 5 – Tourism Development and capacity building			
Support and encourage new tourism experiences and product development	- One to one meeting with investors and operators - New start up Tourism businesses - Referrals to other support agencies	No	Tourism Services
Identify opportunities to encourage visitor dispersal across the Barossa region keeping visitors here longer and increased tourism spend and yield.	Projects assessed case by case basis	No	Tourism Services
Capacity building - Provide advice and support to Tourism businesses and referrals for further expert advice	- Referrals to other support agencies - Tourism Services manager - One to one meetings with tourism operators	No	Tourism Services
Provision of Enews - industry updates, stats, trends, opportunities to all Tourism Industry Operators via enewsletter, network nights and Facebook tourism forum/group	- E-news sent fortnightly to Tourism operators - Updates posted to private industry facebook group - Bookeasy enews sent quarterly	No	Tourism Services
Develop operator relationships and product knowledge	- Familiarisation Visits conducted 6 weekly - Industry workshops/ networking nights hosted annually	No	Tourism Services
Collaborate with industry stakeholders – South Australia Tourism Commission, Tourism Industry Council of SA, Barossa Australia and RDA Barossa to maximise tourism and economic benefit for the region	- Membership to TicSA - Funding agreement with Barossa Australia - Attendance at industry workshops, meetings - Participate in consultation of various projects and strategies	No	Tourism Services

Operational Plans	Action Reference
Local Economic Development Plan	Strategies – Competitive, Partnerships, Set up for Growth, New Economic Opportunities



Service Area**CS22 - VOLUNTEERS****Service Activity**

Support of community volunteering through provision of the Volunteer Resource Centre. Provision of volunteer opportunities and engagement of volunteers in Council programs.

Service Delivery

Internal, External

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Creating a safe and connected community where people have access to sustainable services and service levels and infrastructure they need and feel a sense of belonging.

**Legislative
Responsibility**

Volunteers Protection Act 2001

Strategic Action	Responsible	Due Date	Budget
Nil			

Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative

Service Action	Service Standard	Critical Service	Responsible
Output 1 – External Community Volunteer Support			
Support volunteers and prospective volunteers within the community via the Volunteer Resource Centre	- Variable open times - Monday to Friday, 9am-4pm. Appointments available. - Offer information about volunteer positions available within Council and the community in a variety of formats - Support volunteers and prospective volunteers to identify potential volunteer opportunities that match their interests and needs.	No	Volunteer Services



Service Action	Service Standard	Critical Service	Responsible
Support community organisations who engage volunteers via the Volunteer Resource Centre in conjunction with the shared services agreement with Light Regional Council	- Create and maintain promotional materials for advertising community volunteer positions - Refer prospective volunteers to opportunities - Offer advice to organisations about all aspects of engaging volunteers and running proactive volunteering programs - Facilitate networking and training on volunteering	No	Volunteer Services
Output 2 – Internal Volunteer support			
Support registered Council volunteers and Council volunteer supervisors	- Provide service in accordance with national standards for volunteering - Within the guidelines of Council's Volunteer policies and the requirements of funding bodies: - Recruit, register, screen and induct new volunteers - Review and keep updated the required screenings and licences - Support and provide Council volunteer celebrations and recognition - Offer advice and support to Council volunteers and supervisors - Write and review Council volunteer process and policy - Facilitate networking and training for volunteer supervisors	No	Volunteer Services
Output 3 - Volunteering Promotion and Advocacy			
Promote and advocate for volunteering	- Promote volunteering throughout the region e.g. newspaper volunteer column - Liaise with organisations including schools and employment agencies to promote volunteering and the services of the Volunteer Resource Centre	No	Volunteer Services

Operational Plans	Action Reference
Barossa Bushgardens Strategic Plan (BBSP)	Key Result Area 3



Service Area**CS23 - WASTE AND RESOURCE RECOVERY****Service Activity**

Effective recovery of materials for recycling and diversion of waste from landfill. Includes the management of the waste contract (ensuring appropriate waste collection and disposal) and operation of waste transfer station.

Service Delivery

Contractors, Internal

**Community Plan Link
– Our Environmental,
Social and
Governance
Foundation**

Supporting a sustainable Barossa.

**Legislative
Responsibility**

Green Industries SA Act 2004
Local Government Act 1999
By-Law 7 – Waste Management

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Waste Collection/Disposal			
Provide a waste collection/disposal service across council	Township service • Mandatory • Weekly 140L Bin - General Waste • Fortnightly 240L Bin – Recycling • Fortnightly 240L Bin – Green Organic	Yes	Sustainability



Service Action	Service Standard	Critical Service	Responsible
	Rural service • Mandatory • Weekly 140L Bin - General Waste • Fortnightly 240L Bin – Recycling Commercial service • Optional • Weekly 140L Bin - General Waste • Fortnightly 240L Bin – Recycling • Fortnightly 240L Bin – Green Organic (townships only) Street and Reserve Litter services: • Weekly 140L Bin – General Waste • Customer request investigations undertaken within 5 business days		
Provide a residential hard program (kerbside and voucher)	• Up to 2 campaigns per annum, 600 kerbside collections and 500 vouchers per campaign for eligible residential properties, subject to budget.	No	Sustainability
Undertake a review of the Right of Renewal within the contract for Waste Management Service	• As required	Yes	Sustainability
Output 2 – Waste Education			
Provide ongoing waste education and awareness to service users	• As required	No	Sustainability
Output 3 – Waste Transfer Station Operation – Springton			
Provide domestic hard waste and green waste deposit facility	• 9am-3pm, second Saturday of each month	No	Infrastructure and Environmental Operations

Operational Plans	Action Reference
Regional Waste Management Strategy (RWMS)	All



BUSINESS SERVICES

[Business Technology](#)

[Business Improvement](#)

[Communications and Marketing](#)

[Council and Committees](#)

[Risk and Safety](#)

[Finance](#)

[Governance](#)

[Grants](#)

[Information](#)

[People and Culture](#)

[Procurement](#)

[Property and Rates](#)

[Strategic/Legislative Planning and Reporting](#)



Service Area**BS1 - BUSINESS TECHNOLOGY****Service Activity**

IT Service Management, including Operations (infrastructure, assets, applications, service desk, vendor management, security) and Business services (business analytics, Project Management Office, data analytics, dashboards)

Service Delivery

Internal

**Community Plan Link –
Our Environmental,
Social and
Governance
Foundation**



We strive to be a leader in regional Local Government and are committed to delivering effective, efficient, and valued services to the community.

**Legislative
Responsibility**

Nil

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – ICT Service Operations</i>			
Provide event management	Ensure technology services are monitored, and filter/categorise events to decide on appropriate actions. Appropriate action is taken in accordance with agreed service standards	Yes	Enterprise Technology and Innovation
Provide incident management	Manage the lifecycle of all incidents in accordance with service standards, returning IT services back to users as quickly as possible	Yes	Enterprise Technology and Innovation



Service Action	Service Standard	Critical Service	Responsible
Facilitate problem management	Determine root cause of incidents, taking proactive measures to mitigate and reduce the likelihood of future occurrence. Problems are managed in accordance with agreed service standards	Yes	Enterprise Technology and Innovation
Fulfil requests	Manage and fulfil "standard/BAU changes" or requests in accordance with agreed service standards (>90%)	Yes	Enterprise Technology and Innovation
Manage access	Managing and maintaining access in accordance with defined policies and service standards	Yes	Enterprise Technology and Innovation
Provide technical management	Ensuring the provision of resources and skills necessary to support continuing operations of IT services. Staff skills and position descriptions are regularly reviewed, and training provided in alignment with changing needs of the business	Yes	Enterprise Technology and Innovation
Provide operations control	Execution of day-to-day and routine tasks related to the operation and security of infrastructure components and applications, including reporting, job scheduling, backup and restore activities, print and output management and routine maintenance. Operational tasks are completed in accordance with agreed policy, process and service standards	Yes	Enterprise Technology and Innovation
Provide asset management	Managing the lifecycle of IT assets in accordance with relevant policies (Procurement, ICT Asset Management)	No	Enterprise Technology and Innovation
Manage applications	Managing the lifecycle of IT applications and associated vendor relationships in accordance with agreed service standards	Yes	Enterprise Technology and Innovation
Provide facilities management	Manage the physical environment where IT infrastructure is located e.g. power, cooling, building access management and environmental monitoring) in accordance with relevant policies and service standards	Yes	Enterprise Technology and Innovation
Output 2 – ICT Business Services			
Provide IT project management	Provision of Project Management Office (PMO) capability, providing direction and oversight of IT projects. Projects delivered in line with stakeholder expectations and in	No	Enterprise Technology and Innovation



Service Action	Service Standard	Critical Service	Responsible
	accordance with relevant processes, policies and service standards		
Provide business analysis	Provision of Business Analysis (BA) capability, translating business requirements into tangible technical outcomes, exploring opportunities for service and process improvement, and ensuring services are fit for purpose. BA delivered in line with stakeholder expectations and in accordance with relevant processes, policies and service standards	No	Enterprise Technology and Innovation
Provide data analysis	Provision of Data Analysis (DA) capability, translating data into knowledge, building and providing data lakes, and dashboarding, and assisting with legislated reporting and audit requirements. DA delivered in line with stakeholder expectations and in accordance with relevant processes, policies and service standards	No	Enterprise Technology and Innovation

Operational Plans	Action Reference
ICT Strategy (ICTS)	All
Local Economic Development Plan (LEDP)	Strategy 1



Service Area**BS2 - BUSINESS IMPROVEMENT****Service Activity**

Growing the efficiency of the processes and systems we use to deliver services and outcomes through innovation and continuous improvement

Service Delivery

Internal

**Community Plan Link –
Our Environmental,
Social and
Governance
Foundation**



We strive to be a leader in regional Local Government and are committed to delivering effective, efficient, and valued services to the community.

**Legislative
Responsibility**

Nil

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Continuous Improvement Framework Management</i>			
Manage the implementation of the Continuous Improvement Framework	Framework is reviewed and updated every 3 years	No	Business Improvement
Provide Continuous Improvement Framework tools and templates	Tools and templates are available to support business unit process and system refinement and implementation of broader continuous improvement projects	No	Business Improvement



Service Action	Service Standard	Critical Service	Responsible
<i>Output 2 – Continuous Improvement Project Management</i>			
Facilitate the implementation of Continuous Improvement projects	Projects completed within agreed milestones, budgets and outcomes	No	Business Improvement
Facilitate the implementation of Business Unit Refinement activities	Activities completed within agreed milestones, budgets and outcomes	No	All

Operational Plans	Action Reference



Service Area

BS3 - COMMUNICATIONS AND MARKETING

Service Activity

Management of media, social media, digital communications, branding and strategy, special projects, research, corporate publications, community engagement and events. Providing advice and direction in the areas of marketing, creative and media relations to achieve an integrated approach to all internal and external communications in alignment with the strategic objectives of Council.

Community Plan Link – Our Environmental, Social and Governance Foundation



Creating a safe and connected community where people have access to reasonable services and infrastructure they need and feel a sense of belonging.



We strive to be a leader in regional Local Government and are committed to delivering effective, efficient, and valued services to the community.

Legislative Responsibility

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
BS 3 - Facilitate Phase 1-3 of a four-phase corporate brand refresh with a focus on evolving existing brand elements to achieve contemporary standards whilst retaining the essence of the existing logo.	Communications and Marketing	June 2027	Operating
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – External Communication Framework Management			
Maintain, champion and moderate implementation of communication, branding, design and website policies, processes and guidelines	- Communication outputs are delivered in accordance with agreed standards - Website is maintained in accordance with agreed standards - Corporate content is branded in alignment with approved branding strategy	No	Communications and Marketing
Provide communication, branding, design and website tools and templates	Tools and templates are available to support business unit implementation of corporate standards and best practice approaches	No	Communications and Marketing
Output 2 – Internal Communication Framework Management			
Maintain, champion and moderate the implementation of internal communication framework	- Communication outputs are delivered in accordance with agreed standards - Intranet is maintained in accordance with agreed standards - Corporate content is branded in alignment with approved internal branding strategy	No	Communications and Marketing
Provide internal communication tools and templates	Tools and templates are available to support business unit implementation of corporate standards and best practice approaches	No	Communication and Marketing
Output 3 – Communication Coordination			
Draft and moderate internal digital communications, corporate and community publications, marketing collateral (creative and design) and Council advertising	Content produced on demand and in accordance with agreed planned activity	Yes	Communications and Marketing
Coordinate social media content development and deployment	Curate planned and reactive content for Council's social media platforms	Yes	Communications and Marketing
Coordinate media relations	Develop media releases, facilitate all media enquiries centrally and coordinate media responses in accordance with Council policy	Yes	Communications and Marketing



Service Action	Service Standard	Critical Service	Responsible
Output 4 – Community Engagement			
Implement community engagement strategies for key projects and service delivery	As specified by Business Unit requirements	No	Communications and Marketing
Provide quality information and educational materials about Council services and functions, programs and decision making	Customers have access to current, accurate and informative information regarding Council services in a range of formats including website, social media, digital communication, physical signage and print materials	Yes	All
Output 5 – Online / Website support			
Coordinate maintenance and continuous improvement of website platform	Website platform is stable, software is up to date and continuously refined and developed to offer a quality, customer centric digital experience	Yes	Communications and Marketing Enterprise Technology and Innovation
Implement Search Engine Optimisation strategy	Web content is visually accessible through search and delivers informative and keyword rich content, providing best user experience	No	Communications and Marketing
Coordinate content development and curation for website	Curate planned and reactive content for Council's website	Yes	Communications and Marketing
Coordinate maintenance and continuous improvement of internal communication digital platform – staff intranet	Intranet platform is stable, software is up to date and continuously refined and developed to offer a quality, employee centric digital experience	No	Communications and Marketing Enterprise Technology and Innovation
Coordinate content development and curation for intranet	- Curate planned and reactive content for Council's intranet - Editors and Publishers meet agreed organisational and accessibility standards using Monsido and other supporting tools and platforms	No	Communications and Marketing
Operational Plans		Action Reference	
Communication Strategy		All	



Service Area**BS4 - COUNCIL AND COMMITTEES****Service Activity**

Provision of required information, agendas, and minutes. Ensuring Council and Committees are provided with support to enable informed decisions.

Service Delivery

Internal

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**Legislative
Responsibility**

Local Government Act 1999
Code of Conduct for Council Members
Planning, Development and Infrastructure Act 2016
Assessment Panel Members – Code of Conduct

Strategic Action	Responsible	Due Date	Budget
BS4-1 Conduct November 2026 Local Government Elections and undertake induction and preliminary strategic planning with the new council.	Office of the Mayor and CEO	April 2027	Op
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Coordination: Council Meetings/Workshops</i>			
Ensure the effective operation of the Council in accordance with the Local Government Act, Codes, and Meeting Procedures	12 meetings held per annum - Agenda and minutes delivered on time at least 3 clear days before an ordinary meeting - Special meetings agenda and minute delivered on time at least 4 hours before a special meeting. - Programmed workshop agendas delivered by Friday proceeding the scheduled workshop.	Yes	Office of the Mayor and CEO Corporate Governance and Information Services
<i>Output 2 – Coordination: Council Committees and Working Groups</i>			
Ensure the effective operation of the Committees/Working Groups in accordance with the Local Government Act, Codes, and Meeting Procedures	CEO Performance Review Committee - Review to be completed within designated time frames following correct policy and procedures Community Assistance Scheme Committee - At least Three (3) meetings held per year. - Agenda and minutes delivered on time as required by legislation Barossa Assessment Panel - Meetings held as required based on items being presented - Agenda and minutes delivered on time as required by legislation Building Fire Safety Committee - A minimum of two (2) ordinary meetings in each year - Agenda and minutes delivered on time as required by legislation Barossa Bushgardens Committee - A minimum of four (4) meetings held per annum - Agenda and minutes delivered on time as required by legislation Barossa Regional Gallery Advisory Group - A minimum of six (6) meetings per annum Audit Committee	Yes	Office of the Mayor and CEO Corporate Governance and Information Services Development Services Infrastructure and Environmental Services Community Development Gallery and Creative Industries Financial Services Risk and Safety Health Services



Service Action	Service Standard	Critical Service	Responsible
	- A minimum of 4 meetings held per annum or at other times as determined by the Committee - Agenda and minutes delivered on time as required by legislation WHS Committees - A minimum of 4 meetings held per annum - WHS Committee and sub-committee meetings held in accordance with WHS legislation and standards Disability Access and Inclusion Advisory Group - A minimum of six (6) meetings held per annum Regional Public Health Plan Advisory Group - A minimum of four (4) meetings per annum Reconciliation Barossa Advisory Group - A minimum of four (4) meetings per annum		
Output 3 – Committee Governance			
Review the activities and plans of any subsidiary of the council	Annually, as part of the review of the Corporate Plan	No	Office of the Mayor and CEO Corporate Governance and Information Services
Review the Terms of Reference, Codes, and Meeting Procedures of any committee/working group of the council	As required by legislative requirements once in each term of Council.	No	Office of the Mayor and CEO Corporate Governance and Information Services



Service Action	Service Standard	Critical Service	Responsible
Output 4 – Member Representation and Elections			
Undertake Elector Representation Review	- Commence next review by April 2024 - Electoral Commissioner certifies final report by prescribed date	Yes	Office of the Mayor and CEO Corporate Governance and Information Services
Undertake Local Government Election	- Every 4 years - Electoral Commissioner certifies final results by prescribed date	Yes	Office of the Mayor and CEO Corporate Governance and Information Services
Undertake Supplementary Local Government Election	- As required - Electoral Commissioner certifies final results by prescribed date	Yes	Office of the Mayor and CEO Corporate Governance and Information Services
Output 5 – Member Support and Registers			
Maintain Register of Interest	- Quarterly updates undertaken and published as required by legislation	No	Office of the Mayor and CEO
Member support and Registers	- As required - Quarterly updates undertaken and published as required by legislation	No	Office of the Mayor and CEO
Manage invitations for the Mayor and Elected Members to civic events and community functions	- As required - All invitations, registered and replied	No	Office of the Mayor and CEO
Provide strategic, policy and operational support and advice to Elected Members	- As required - Responses are provided within 5 days as per Customer Service Policy	No	All





Service Area**BS5 - ENTERPRISE RISK AND SAFETY****Service Activity**

The management of Council's Enterprise Risk profile including strategic and operational risk assessment, control and monitoring; internal control and audit; business continuity and disaster recovery planning; organisational emergency management; insurance portfolio management; and Work Health Safety system coordination.

Service Delivery

Internal, Contractors

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**Legislative
Responsibility**

Local Government Act 1999
Work Health Safety Act 2012
Return to Work Act 2014

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Risk Framework Management			
Maintain and champion the implementation of the Enterprise Risk Management Policy and Framework	- Documentation is reviewed and updated every 4 years - Risk management considerations are embedded in all strategic and operational activities - Risk awareness training is delivered at reasonable intervals for existing staff - All new staff receive a risk management induction upon commencement	No	Risk and Safety
Provide Risk tools, templates and checklists	Tools and templates are available to support business unit implementation of corporate standards and best practice approaches	No	Risk and Safety
Maintain organisational Risk Registers	Organisational Risk Registers are maintained for strategic, operations, compliance risks	No	Risk and Safety
Prepare Risk Activity and Performance Reports	Reports are prepared at regular intervals in accordance with Council, Executive Leadership Team, Audit Committee and Legislative requirements	No	Risk and Safety
Manage organisational risk in the delivery of core Council services	- Performance standards for self-insurance are met - Risk consequences are minimised in terms of reputational damage, monetary losses, damage to property, injuries, organisational culture, service delivery interruptions, sustainability and the environment	Yes	All
Output 2 – Internal Audit			
Prepare Audit Committee Risk Reports	Reports prepared quarterly	No	Risk and Safety
Ensure that identified Internal Financial Controls are effectively monitored and maintained	- As required - Internal Financial Controls reviewed and updated in line with Council policy	No	All



Service Action	Service Standard	Critical Service	Responsible
Output 3 – Insurance and Claims Management			
Maintain and facilitate the implementation of the insurance and claims management policies and processes	- Claims are lodged for all insured expenses - Documents reviewed every 4 years - Register of insurance claims is monitored and maintained	No	Risk and Safety
Maintain current Asset and Motor Vehicle Insurance Schedules	- All current Council assets are appropriately reflected in insurance schedules - Insured values are reliable and appropriate to facilitate replacement in the event of an adverse event - Schedules reviewed and updated upon purchase, upgrade or disposal of assets or at least every 4 years	No	Risk and Safety
Review customer request notifications of injuries or property damage to assist Mutual Liability claims management	- Requests are monitored and responded to on a reactive on demand basis - All potential claims are identified, and the insurance scheme identified	No	Risk and Safety
Provide LGA Mutual Liability Scheme, LGA Workers Compensation Scheme, LGA Asset Mutual Fund Confirmation of Membership to external bodies	As required to meet compliance requirements	No	Risk and Safety
Output 4 – Disaster Recovery and Business Continuity			
Maintain and facilitate the implementation of the ICT Disaster Recovery Plan	ICT operations are maintained during business interruption events	Yes	Risk and Safety Enterprise Technology and Innovation
Maintain and facilitate the ongoing testing and development of Council's Business Continuity Plan and associated Sub-Plans	Continuity plans are in place to ensure rapid reinstatement or continuance of essential services during business interruption events	Yes	All



Service Action	Service Standard	Critical Service	Responsible
<i>Output 5 – WHS System Management</i>			
Maintain and champion the implementation of Council's WHS System	- Documentation is reviewed and updated every 4 years - WHS considerations are embedded in all strategic and operational activities - WHS training is delivered at reasonable intervals for existing staff unless mandated more frequently - All new staff receive a WHS induction upon commencement - Contractor WHS induction is provided online at minimum - Performance standards for self-insurance are met	Yes	All
Provide WHS tools and templates	- Tools and templates are available to support Supervisors and Workers to implement WHS policies, processes, standards and best practice approaches - Templates reviewed and updated within nominated timeframe following identification of new legislative requirement or opportunity for improvement	Yes	Risk and Safety
Coordinate the delivery of WHS training	- Routine training is conducted in accordance with legislative requirements: - Wardens – every 2 years - Workplace First Aiders – every 3 years - First Aid refresher – every 3 years - CPR Refresher Training – on demand - Asbestos awareness training – on demand - Health and Safety Representative – Annual - General WHS training as identified in Training Needs Analysis – within 12 months of TNA sign off - Training Needs Analyses identify minimum WHS training requirements and staff currency of training is maintained or addressed as required	No	Risk and Safety
Undertake WHS compliance inspections	- Inspections carried out in accordance with agreed schedule and legislative requirements - Buildings – annually - Operational vehicles - daily - Plant – annually - Equipment – 6 monthly - Slings/gantries - annually - Playgrounds – fortnightly - CWMS – 6 monthly - Recreation parks/halls – annually	No	All



Service Action	Service Standard	Critical Service	Responsible
Coordinate implementation of WHS Committee actions and broader consultation requirements	- WHS Committee actions are facilitated, monitored and reported on at scheduled meetings on a quarterly basis - WHS consultation requirements are met in accordance with legislative obligations	No	Risk and Safety
Implement, review and maintain Work Health Safety Improvement/Action Plan	- Plan renewed every 4 years and reviewed annually - Plan drives strategic agenda for continuous improvement - WHS Improvement Plan actions are implemented in line with agreed milestones - Action Plan progress reports are prepared quarterly and monitored by the Executive Leadership Team	No	All
Participate in mandatory external WHS audits	- Every 2 years - WHS audit actions closed out by due date	No	All
Coordinate scheduling, implementation and reporting on internal audits	- In accordance with audit schedule - Audits on schedule completed	No	Risk and Safety
Coordinate Return to Work SA injury management reporting	Reports provided on time and in accordance with Local Government Association Workers Compensation Scheme standards	No	Risk and Safety
Maintain WHS registers	- Registers maintained in accordance with legislative/LGRS requirements: - Corrective and Preventative Action Register - Hazard Register - Register of all Task Risk Assessments/Safe Work Instructions/Static Risk Assessments and Safe Operating Processes for all of Council - Register of signed Safe Work Instructions - Risk/WHS document development and Review Schedule Register - Hazardous Task Register - Asbestos Register	No	Risk and Safety
Manage chemicals	- Chemalert database maintained for all Council sites where chemicals used and reviewed annually or each time a new chemical is introduced to a workplace or site - Chemical stocktakes undertaken every 4 years at minimum - Purchasers must undertake a chemical risk assessment at time of purchase	No	Risk and Safety Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
	Allocated Officers must ensure that all relevant Chemicals have an associated risk assessment		
Manage safety incidents	- Incidents are reported via Council's incident reporting tool within two business days - Incident site secured within nominated timeframe following the site being 'made safe' - Notifiable incidents reported to relevant bodies within 24 hours - The Office of the Technical Regulator advised of Electricity or Electric Shock Incident as follows: - Death – immediately - Medical Assistance - within 24 hours - All other cases -Within 10 Working Days - Investigations commenced within 24 hours of notification - Corrective actions or lessons learned from incident to relevant stakeholders communicated within 5 days of signoff	Yes	Risk and Safety
Review and maintain Emergency Management Plans	- Emergency Management Plans reviewed every 4 years - Emergency evacuation diagrams reviewed every 4 years - Emergency evacuation drills tested annually - Emergency Control Organisation reviewed annually - New ECO members trained within 2 months of appointment	Yes	Risk and Safety

Operational Plans	Action Reference
WHS, Risk and IM Action Plan (WHSRIMAP)	All
Business Continuity Plan (BCP)	All



Service Area**BS6 - FINANCE****Service Activity**

Provision of financial and budgetary accounting services, treasury and investment services, management reporting, reconciliation and taxation services, asset accounting, internal control, accounts payable and receivable services.

Service Delivery

Internal

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**Legislative
Responsibility**

Environment Protection Act 1993
Food Act 2001
Housing Improvement Act 2016
Liquor Licensing Act 1997
Local Government Act 1999
Planning, Development and Infrastructure Act 2016
Safe Drinking Water Act 2011
South Australian Public Health Act 2011

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Financial Advice			
Provide budget manager support	Requests for advice provided initially within 5 days as per Customer Service Policy	No	Financial Services
Provide asset accounting advice	Requests for advice provided initially within 5 days as per Customer Service Policy	No	Financial Services
Provide general finance advice	Requests for advice provided initially within 5 days as per Customer Service Policy	No	Financial Services
Output 2 – Budget Management and Financial Accounting			
Coordinate Annual Budget and Business Plan preparation and reporting	- Annually - Within consultation and statutory timeframes	No	Financial Services
Coordinate financial statements preparation for Council adoption	- Annually - Within consultation and statutory timeframes	No	Financial Services
Conduct analysis of budget variance, adjustments, forecast and prepare quarterly budget review reports to Council	- Quarterly - Produce organisational performance and activity report	No	Financial Services
Ensure effective budget performance	- Quarterly - Achieve quarterly reviews - budget results to be on budget or variations no greater or less than 2.5% every quarter	No	All
Output 3 – Treasury Management			
Prepare reporting regarding treasury management performance relative to the loan portfolio	- Report submitted to Audit Committee annually within nominated timeframe - Net Financial Liabilities (NFL) Ratio shall not exceed 100% in the Long Term Financial Plan.	No	Financial Services



Service Action	Service Standard	Critical Service	Responsible
Prepare loan applications collating financial information/data/assessing impact for Council and/or community needs	As needed	No	Financial Services
Output 4 – Financial Control and Audit			
Coordinate report preparation for the Audit Committee	Report submitted within nominated timeframe	No	Financial Services
Review and update Finance policies and processes	As required, within nominated timeframe	No	Financial Services
Output 5 – Banking and Investment Services			
Coordinate banking and investment reconciliation and control	- Monthly - Community Loans reconciled to control accounts within nominated timeframe - Repayments processed within nominated timeframe	No	Financial Services
Management of the loan portfolio, coordination of investments through bank	- Monthly and annually - Affordability of specific project proposals having regard to Council's long-term financial sustainability	No	Financial Services
Output 6 – Taxation and Levy Management			
Facilitate provision of information and data to ATO (including Contractor GST compliance) and other Government bodies	Monthly and annually completed in statutory timeframe	No	Financial Services
Output 7 – Asset Accounting			
Coordinate asset policy, accounting requirements and reconciliations	- Quarterly and annually - Maintenance of finance policies and processes; accounting, taxation, finance, reporting and administration services for Council, staff, external parties and reporting bodies	No	Financial Services



Service Action	Service Standard	Critical Service	Responsible
Output 8 – Accounts Payable and Receivable			
Invoice matching to orders and batch process; seeking payment approval; and reconciliation of accounts payable	- Process run within nominated timeframes, 2 days, weekly and monthly - Expenditure and payments are accurate, timely and reconciled; compliance with legislation including accounting, Local Government Act and taxation	No	Financial Services
Invoice raising, organisation of inter-charges between subsidiaries, and debt collection	- Process run within nominated timeframes, 3 days, monthly and as required - Revenue generation and receipting is controlled and received; compliance with legislation including accounting, Local Government Act and taxation	No	Financial Services

Operational Plans	Action Reference
Infrastructure Asset Management Plan (IAMP)	All
Annual Budget and Business Plan (ABBP)	All
Long Term Financial Plan (LTFP)	All



Service Area**BS7 - GOVERNANCE****Service Activity**

Provision of governance advice and support in the discharge of legislative responsibilities for policy development, delegations and authorisations, internal review of Council decisions, Native Title claims.

Service Delivery

Internal, External (Legal)

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**Legislative
Responsibility**

Independent Commissioner Against Corruption Act 2012
Local Government Act 1999
Ombudsman Act 1972
Public Interest Disclosure Act 2018
Code of Conduct for Council Employees
Code of Conduct for Council Members

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
Output 1 – Governance and Policy Advice			
Provide governance advice – Local Government Act	As required	No	Corporate Governance and Information Services Office of the Mayor and CEO
Output 2 – Delegations and Authorisations Management			
Update Sub Delegations in accordance with staff changes	- As required - All appropriate sub-delegations have been issued	Yes	Corporate Governance and Information Services
Undertake Delegations and Sub- delegations Review	Review completed within 1 year of periodic elections and more regularly as required	Yes	Corporate Governance and Information Services
Update Authorisations as needed, update Authorisations Register and issue officer identity card	- As required - Authorisations are made and recorded to appropriate staff	Yes	Corporate Governance and Information Services
Output 3 – Native Title Management			
Monitor and respond to case management requests from Council's legal representatives regarding Native Title claims	- As required - Requests processed within nominated timeframe	No	Office of the Mayor and CEO
Output 4 – Legislative Reform			
Implement legislative reform	Reform is implemented within nominated timeframe	Yes	All



Service Action	Service Standard	Critical Service	Responsible
Output 5 – Complaints Management			
Process applications under the Internal Review of Council Decisions Policy – Section 270 of the Local Government Act	- As required - Confirm receipt within 1 week - Conduct review within 21 days where possible	Yes	Corporate Governance Office of the Mayor and CEO
Process complaints under the legislated Behaviour Standards for Elected Members	Reports processed within nominated timeframe	Yes	Mayor or Other Elected Member if about the Mayor supported by Office of the Mayor and CEO
Process enquiries or investigation complaint from the Ombudsman, ICAC or other oversight agency	All enquiries are completed as required under relevant legislation. Confidentiality and appropriate record management is maintained	Yes	Corporate Governance Office of the Mayor and CEO
Manage complaints about an Elected Member	- As required - Complaints against Members acknowledged to within 1 week	Yes	Mayor or Other Elected Member if about the Mayor supported by Office of the Mayor and CEO
Manage incidents reported under the Public Interest Disclosure Act	Reports processed within nominated timeframe as set out in Public Interest Disclosure Act	Yes	Corporate Governance
Output 6 – Policy Framework Management			
Maintain and champion the review and implementation of Council's Policy and Process Framework – Council and Administration	- Documentation is reviewed and updated every 4 years or as required by specific Policy and Process requirements - Governance and policy considerations are embedded in all strategic and operational activities	No	Corporate Governance
Maintain and champion the review and implementation of Council's Policy and Process Framework – Elected Members	- Documentation is reviewed and updated every 4 years or as required by specific Policy and Process requirements - Governance and policy considerations are embedded in all strategic and operational activities	No	Office of the Mayor and CEO



Operational Plans	Action Reference
Barossa Bushgardens Strategic Plan (BBSP)	Key Result Area 4



Service Area**BS8 - GRANTS****Service Activity**

Support and lead grant applications through research, grant writing and letters of support.

Service Delivery

Internal

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**Legislative
Responsibility**

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Nil			

Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Grant Sourcing			
Identify funding opportunities to assist in delivery of projects and programs across council service areas	- Grant funding recommendations referred to ELT for consideration - Actively pursue external grants in line with prioritised projects and budget allocations	No	All



Service Action	Service Standard	Critical Service	Responsible
<i>Output 2 – Grant Management</i>			
Monitor and report on grant status and prepare acquittal reports	- Grant status and acquittal reports completed as per grant funding deeds/agreements - Grant status and acquittal reports completed	No	All
Maintain Grant Register	- All grants maintained in register with status updated within 2 business days of change - Grants and status recorded in register	No	Financial Services
Facilitate grant reconciliation, validation, reporting and audit	Annual in conjunction with financial statements; finalised for EOFY	No	Financial Services

Operational Plans	Action Reference



Service Area

BS9 - INFORMATION

Service Activity

Management and maintenance of corporate records (both physical and electronic) held by Council. Providing support to the organisation to ensure organisational compliance with record keeping obligations under the *State Records Act* and other relevant legislation. Providing support in the discharge of legislative responsibilities for Freedom of Information applications, and organisational functions such as mail processing. Council's record keeping obligations are carried out in accordance with appropriate guidelines and standards and policy and projects are successfully implemented to ensure organisational effectiveness and compliance.

Service Delivery

Internal, Contractors

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Legislative Responsibility

Copyright Act 1968
Freedom of Information Act 1991
Local Government Act 1999
State Records Act 1997
Planning, Development and Infrastructure Act 2016

Dog and Cat Management Act 1995

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			



Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Access to Council Information</i>			
Process applications under the Freedom of Information Act	- As required - Requests processed within the statutory timeframe	Yes	Corporate Governance and Information Services
Provide members of the public with access to plans and drawings	- Acknowledge receipt of requests for drawings and plans within 1 business day. - Requests for drawings and plans are completed within 5 business days.	No	Corporate Governance and Information Services Development Services
<i>Output 2 – Management of Records</i>			
Provide physical storage and management of hard copy records	Retention period managed in accordance with State Records Act	Yes	Corporate Governance and Information Services
Provide appropriate Disposal programs	- Annual review of disposal program Directorate provided draft disposal schedule for approval of destruction (where required) - Implementation of Disposal program (twice a year) - Monthly destruction of temporary records (GDS21)	No	Corporate Governance and Information Services
Provide administration of EDRMS system	- Ongoing - EDRMS daily audit completed every business day - Requests responded to within nominated timeframe - Monitoring Helpdesk for Information Services related tasks	Yes	Corporate Governance and Information Services
Maintain records appropriately	Record keeping is managed in accordance with legislative and policy obligations	No	All



Service Action	Service Standard	Critical Service	Responsible
<i>Output 3 – Mail Processing</i>			
Process incoming and outgoing mail including emails	• Ongoing • Incoming mail is processed and forwarded/registered to relevant staff on the same business day that it is received • Outgoing mail is processed after 2.30pm each business day for pick up the following business day • Emails are forwarded/registered to relevant business unit on the same business day or next business day if received after staffed hours	Yes	Corporate Governance and Information Services
Undertake reconciliation of mail	• Within 1 week at the end of every month	No	Corporate Governance and Information Services

Operational Plans	Action Reference



Service Area**BS10 - PEOPLE AND CULTURE****Service Activity**

Support to Managers and employees across the full employee lifecycle, including attraction, recruitment and selection, induction and on-boarding, training and performance development, performance management and offboarding. Providing advice and strategic direction to ensure that Council's employee management obligations are met and that skilled and high performing employees are attracted and retained in line with Council's strategic people objectives and its industrial obligations to optimally deliver Council services to the community.

Service Delivery

Internal

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**Legislative
Responsibility**

Local Government Act 1999
Return to Work Act 2014
Work Health Safety Act 2012
Work Health Safety Regulations 2012
Fair Work Act (SA) 1994

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Organisational Continuous Improvement			
Support and drive a culture of continuous improvement and modernisation across Council with frameworks, processes, systems and tools in place to achieve organisational culture improvements and efficiencies in People and Culture TeamPeople and Culture Team service delivery	People and Culture TeamPeople and Culture Team representation, contribution and participation on the Organisational Development Team (ODT) and key continuous improvement projects	No	People and Culture Team
Output 2 – People and Culture Framework Management			
Maintain corporate People and Culture policy and process as aligned to the employee lifecycle	Corporate People and Culture policy and process supports Council's strategic people objectives and enables Managers to implement employee management activity appropriately	No	People and Culture Team
Provide forms, tools and templates that support the facilitation of employee management activity	Current forms, tools and templates are available to support departmental and business unit best practice approaches and ease of day to day management activity	No	People and Culture Team
Output 3 – Talent Management			
Fulfil vacancies and new positions	The Recruitment and Selection Process is applied in response to and in support of organisational needs	No	People and Culture Team
Monitor and review the employee experience across the recruitment and onboarding process	All new staff to Council are surveyed to assess their experience and to inform service continuous improvements	No	People and Culture Team
Ensure employee success from the commencement of their employment with Council	The Induction Process is applied to ensure staff are provided with the essential, skills, knowledge and tools to commence their employment with Council	No	People and Culture Team



Service Action	Service Standard	Critical Service	Responsible
Coordinate probation meetings	• Probation meetings are coordinated in accordance with the Award and Council process • Probation meeting records are maintained within the Record Management System • The probationary period is a valuable tool that is utilised maximally through the facilitation of two-way feedback between manager and employee	No	People and Culture Team
Coordinate the offboarding process	• Employees are offboarded within defined timeframes and in accordance with the Offboarding process • Exit surveys are issued; results are disseminated to ELT and evaluated to inform culture improvements as required • Termination data is recorded and reported on	No	People and Culture Team
Output 4 – Employee Experience Management			
Monitor and evaluate monthly PeopleQ (Teamgage) results	• Staff and team data is kept up to date and accurate • Monthly surveys are distributed to organisational leaders • Monthly team meetings are held to disseminate and analyse results and define remediating actions	No	Organisational Culture and People
Reward and recognise staff and provide opportunities to connect and learn cross-departmentally	• Two staff events are coordinated per annum • The Service Recognition Policy is applied	No	People and Culture Team
Provide mental wellbeing support to employees of Council	• An Employee Assistance Program is made available to employees of Council • Onsite counselling services are provided in reactive response to organisational needs	Yes	People and Culture Team
Provide access to flexible working conditions	• Employees are enabled avenues to request flexible work arrangements through the development and implementation of a Flexible Work Arrangement Policy • Training is provided to Managers and Employees on managing and requesting flexible working conditions	No	All



Service Action	Service Standard	Critical Service	Responsible
<i>Output 5 – Industrial Compliance</i>			
Provide employees with a safe work environment free from bullying, discrimination and harassment	- The Equal Opportunity, Equality, Diversity and Inclusion policy is applied - Bullying and harassment training is regularly delivered - Employees are provided with a process to address grievances and disputes - Instances of bullying and harassment are investigated in a fair and equitable manner in accordance with defined processes	Yes	All
Provide employees with correct entitlements	- Employees are paid in accordance with contractual agreements and the defined pay schedule within Council's industrial instruments - Maximum weekly working hours, annual leave, public holidays, personal leave, parental leave and all other documented leave is defined and paid in accordance with the relevant Award and Council's Enterprise Agreement(s) and supporting policies - Long service leave is paid in accordance with the Long Service Leave Act 1987 - Termination payment is made in accordance with the relevant Award(s) and Council's Enterprise Agreement(s) and supporting policies	Yes	People and Culture Team Financial Services
Address and manage performance and disciplinary management matters	- Council policy and process as it relates to performance management and disciplinary management is aligned to industrial obligations and best practice - Performance or disciplinary management process is applied and facilitated consistently and in a fair, reasonable and equitable manner	No	All
Manage complaints about the CEO	- As required - Complaints against CEO acknowledge within 1 week	Yes	Mayor supported by OCP
Maintain registers	Registers as defined within the Local Government Act are maintained accurately and made publicly available	No	People and Culture Team Communications and Marketing



Service Action	Service Standard	Critical Service	Responsible
Output 6 – Payroll			
Facilitate payment of salaries and wages to staff	- Fortnightly - Payments processed - No. of payments made - Payroll payments that correctly match hours worked - Disbursement checks for compliance with Awards, Enterprise Bargaining Agreements, relevant legislation and taxation - Fortnightly - compliance, deductions, allocations, reporting and payments for superannuation	Yes	Financial Services
Output 7 – Staff Professional Development			
Coordinate annual Performance Partnering meetings and ensure all documentation is completed and submitted	- Annual Performance Partnering meetings occur with all employees of Council by March 31 each year - All employees of Council have defined and documented professional and performance development goals - A register is maintained measuring Performance Partnering completion rates	No	All
Enable professional development of staff in accordance with Industry accreditation, Performance Partnering and Training Needs Analysis	- Council's annual Training Needs Analysis Process is applied - All employees have current licences, tickets and accreditations - All employees have role and expectation clarity	No	All
Provide the necessary training, resources and mentoring needed to work safely and efficiently in the workplace	- Managers regularly work to improve their leadership skills - Employees are afforded opportunities to train and develop internally and externally - Training and development is approved in accordance with relevant policy and process	No	People and Culture Team
Output 8 – Return to Work/Injury Management			
Review and update Return to Work Policy and associated Processes	Every 4 years Policy and processes reviewed within nominated timeframe	No	Corporate Services
Submit Return to Work Claims to LGWCS	24 hours 100% of claims submitted within 24 hours of receipt	Yes	Corporate Services



Service Action	Service Standard	Critical Service	Responsible
Coordinate Return to Work Claims administration	As required Return to Work Claim documentation regularly updated, invoices etc. submitted to scheme within 3 working days	Yes	Corporate Services
Coordinate Recovery and Return to Work Plans	As required 100% of Recovery and Return to Work Plans in date and current	Yes	Corporate Services
Provide training to supervisors on Return to Work	As required 90% of Supervisors complete training	No	Corporate Services
Submit Income Protection Claims to Echelon	As required 80% of claims submitted within 24 hours of receipt	Yes	People and Culture Team
Coordination of Income Protection Claims administration	As required Income Protection Claim documentation regularly updated, medical certificates etc. submitted to scheme within 3 working days	Yes	People and Culture Team
Coordination of Internal Return to Work Plans	As required 100% of Recovery and Return to Work Plans in date and current	Yes	People and Culture Team

Operational Plans	Action Reference



Service Area**BS11 - PROCUREMENT****Service Activity**

Management of the acquisition of goods and services in accordance with legislative requirements and Council's procurement principles to deliver value for money outcomes for the community.

Service Delivery

Internal

**Community Plan Link –
Our Environmental,
Social and Governance
Foundation**

Our Council

We strive to be a leader in regional Local Government and are committed to delivering effective, efficient, and valued services to the community.

**Legislative
Responsibility**

Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
Output 1 – Procurement Framework Management			
Maintain and champion the implementation of Council's Procurement Framework	- Documentation is reviewed and updated every 4 years - Procurement training is delivered at reasonable intervals for existing staff unless mandated more frequently - All new staff receive a procurement induction upon commencement - Contractor WHS induction is provided online at minimum - Performance standards for self-insurance are met - Council procurement decision making is based on value for money outcomes	No	Procurement
Provide Procurement tools and templates	- Tools and templates are available to support Supervisors and Workers to implement procurement policies, processes, standards and best practice approaches - Templates reviewed and updated within nominated timeframe following identification of new legislative requirement or opportunity for improvement	No	Procurement
Output 2 – Contract Management			
Maintain Contract Register	All formal contracts are registered within Council's contract register	No	All
Monitor contracts	- Contracts are monitored and formally reviewed/assessed at least quarterly to ensure appropriate delivery of contracted goods, works or services - Contract monitoring activity is recorded in formal contract monitoring tools	No	All
Output 3 – Contractor Management			
Maintain Contractor Register	All contractors with a formal contract in place are registered within Council's contractor register	No	All



Service Action	Service Standard	Critical Service	Responsible
Monitor contractors	- Contractors are monitored and formally reviewed/assessed at least quarterly to ensure appropriate performance in delivery of goods, works or services - Contractor monitoring activity is recorded in formal contract monitoring tools	No	All
Facilitate contractor inductions	- All Council contractors must complete an online general induction - All contractors attending a Council site who are not under the supervision or escort of a Council Officer must receive a site induction	Yes	All

Operational Plans	Action Reference
Local Economic Development Plan (LEDP)	Strategy 3



Service Area**BS12 - PROPERTY AND RATES****Service Activity**

Rates, revaluation and forecasting for revenue purposes, collection, and recovery of rates (including payment arrangements and negotiation parameters, hardship arrangement negotiations, property and assessment management) to ensure Council's long term financial sustainability.

Service Delivery

Internal

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**Legislative
Responsibility**

Land and Business (Sale and Conveyancing) Act 1994
Local Government Act 1999

Strategic Action	Responsible	Due Date	Budget
Nil			
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 – Rates Management</i>			
Facilitate annual revaluation and forecasting	Annual Process Report to Council	No	Financial Services



Service Action	Service Standard	Critical Service	Responsible
Produce Rate notices	- Quarterly production - Notices provided 30 days prior to payment due date - Mail or email delivery options available to customers - Delivery dates met	No	Financial Services
Produce overdue and final notices	- Quarterly - Delivery dates met	No	Financial Services
Process receipt transfers for Rates	Completed within 1 day	No	Financial Services
Process Name and Address Register change / update	Completed within 3 days	No	Financial Services
Process Requests for Rates Arrangement to Pay	Completed within 3 days	No	Financial Services
Conduct Rates Update before property settlement	Completed within 3 days	No	Financial Services
Process Valuer General new tenancy application	Completed within 1 month	No	Financial Services
Process Rates fine waivers	Completed within 3 days	No	Financial Services
Facilitate administration and raising of Rates and charges	- Annual process completed by 31 July - Rates raised each year within nominated timeframe	No	Financial Services
Facilitate application of fines and interest in accordance with the Local Government Act	- Monthly - Fines and interest applied within nominated timeframe	No	Financial Services



Service Action	Service Standard	Critical Service	Responsible
Coordinate rates forecasting and review valuation and rating processes, methods and fairness	- Annual process completed by 30 June - Forecasting completed within nominated timeframe	No	Financial Services
Output 2 – Debt Recovery			
Manage debt recovery procedure	- Quarterly process - Debt collection commences for debts of \$500 or more - Process run in accordance with nominated timeframe	No	Financial Services
Facilitate regular collection of overdue rates and monitoring of special arrangements	Weekly collections processed within nominated timeframe	No	Financial Services
Facilitate Section 184 processes - Sale of property for non-payment of rates	- As required - Outstanding balance paid in full	No	Financial Services
Output 3 – Property Database Management			
Undertake property database maintenance - general	As required	No	Financial Services
Undertake property database maintenance - sub-divisions	- Weekly - Database up to date by March each financial year	No	Financial Services
Respond to street maintenance, rural property addressing and numbering enquiries	Completed within 2 business days	No	Financial Services
Output 4 – Electoral Roll			
Maintain the electoral roll used for the Council election process	Ongoing	No	Financial Services



Service Action	Service Standard	Critical Service	Responsible
<i>Output 5 – Property searches</i>			
Provide property and land information as requested	Property Searches completed within 8 days	Yes	Development Services Customer Services Community Safety Community Safety Corporate Governance and Information Services Financial Services

Operational Plans	Action Reference
Local Economic Development Plan (LEDP)	Strategy 3



Service Area

BS13 - STRATEGIC/LEGISLATIVE PLANNING AND REPORTING

Service Activity

Provision of organisational performance report (outcomes), activity report (outputs), a range of statutory reporting (e.g. public health, tax, superannuation) and financial reporting.

Service Delivery

Internal, External

**Community Plan Link –
Our Environmental,
Social and Governance
Foundation**



Creating a safe and connected community where people have access to reasonable services and infrastructure they need and feel a sense of belonging.



Implementing economic development strategies to support future growth opportunities and a diversified and resilient economy showcasing the Barossa rural and regional character.



Supporting a sustainable Barossa.



Our places and spaces enhance the liveability, unique character and diversity of our communities.



Our Council

We strive to be a leader in regional Local Government and are committed to delivering effective, efficient, and valued services to the community.

Legislative Responsibility

Development Regulations 2008
Environment Protection Act 1993
Food Act 2001
Housing Improvement Act 1940
Liquor Licensing Act 1997
Local Government Act 1999
Native Vegetation Act 1991
Safe Drinking Water Act 2011
South Australian Public Health Act 2011

Strategic Action	Responsible	Due Date	Budget
BS13-1 – Commence legislative reviews of Community Plan and supporting Corporate Plan	Office of the Mayor and CEO	December 2027	Op
BS13-2 – Undertake review of The Big Project, its governance and positioning and future target work with new Council	Office of the Mayor and CEO	June 2027	Op
B13-3 – Undertaken next phase of workforce planning and development new Executive Leadership Team 3 year roadmap	Office of the Mayor and CEO and People and Culture Team	October 2026	Op
Op = Operational, Cap = Capital, Ext = External Funding, NI = New Initiative			

Service Action	Service Standard	Critical Service	Responsible
<i>Output 1 - Strategic and Legislative Planning</i>			



Service Action	Service Standard	Critical Service	Responsible
Review and update Strategic and Service Actions within the Corporate Plan	- Annually - Plan reviewed and adopted as soon as practicable after adopting the council's annual business plan for a particular financial year	No	All
Review and update the Community Plan	Every 4 years	Yes	Office of Mayor and CEO
Review and update of the Long-Term Financial Plan	- Annually - Completed within nominated timeframe	Yes	Financial Services
Coordinate, review and prepare Annual Business Plan and Budget and associated summary document	- Annually - Public consultation period (at least 21 days) - Adoption (with or without amendment) after 31 May for the ensuing financial year and before 15 August for the financial year	Yes	Financial Services Communications and Marketing
Review and update the Infrastructure Asset Management Plans	Every 4 years	Yes	Infrastructure and Environmental Services
Review and update the Dog and Cat Management Plan	Every 5 years	Yes	Community Safety
Review and update the Community Land Management Plans - Plan 1 - Council Reserves and Gardens – Developed - Plan 2 - Council Reserves and Gardens – Undeveloped or with Minor Improvements - Plan 3 - Recreation Reserves - Plan 4 - Institutes and Community Halls - Plan 5 - Car Park Land - Plan 6 - Cemetery Land - Plan 7 - Established Trails, Bikeways and Walkways - Plan 8 - Talunga Village	As required	Yes	Property and Procurement Development Services Infrastructure and Environmental Operations



Service Action	Service Standard	Critical Service	Responsible
Review and update the Disability Access and Inclusion Plan	Every 4 years, or following update of State level plan	Yes	Community Services
Review and update the Regional Public Health Plan	Every 4 years	Yes	Community Services
Review and update the Roadside Vegetation Management Plan	Every 4 years	Yes	Infrastructure and Environmental Operations
Review and update Councils non-statutory strategic and operational plans	Plans are reviewed and updated as required: - Barossa Bushgardens Strategic Plan - Business Continuity Plan - Communications Strategy - ICT Strategy - Live Music Action Plan - Local Economic Development Plan - Regional Waste Management Strategy - Risk Management Plan - WHS, Risk and IM Action Plan - Community Development Strategy – Action Plan	No	Infrastructure and Environmental Operations Risk and Safety Communications and Marketing Community Development Enterprise Technology and Innovation Office of the Mayor and CEO Sustainability People and Culture TeamPeople and Culture Team



Service Action	Service Standard	Critical Service	Responsible
<i>Output 2 – Strategic and Legislative Reporting</i>			
Produce performance reports	Completed within nominated timeframe for inclusion into Council Report	No	Corporate Services Business Improvement
Produce legislated reporting requirements	- Reporting to relevant stakeholders within statutory timeframe Communications and Marketing - Annual Report – annually Finance Services - Grants Commission Report – annually - Financial Statements – annually - Finance Report – monthly - Budget Update Report – quarterly Community DevelopmentRegional Public Health Plan: Chief Public Health Officer Report – biennially Community Wellbeing - Disability Access and Inclusion Plan – Annually - Collaborative Project – six monthly Community Safety - Dog and Cat Management Board – annually Development Services - Planning Portal Performance Report – monthly	Yes	Communications and Marketing Finance Services Community Safety Community Safety Development Services Community Wellbeing



Operational Plans	Action Reference
Dog and Cat Management Plan (DCMP)	All
Infrastructure Asset Management Plan (IAMP)	All
Barossa Bushgardens Strategic Plan (BBSP)	All
Communications Strategy (CS)	All
Community Land Management Plan (CLMP)	All
Disability Access and Inclusion Plan (DAIP)	All
Long Term Financial Plan (LTFP)	All
Regional Public Health Plan (RPHP)	All
Regional Waste Management Strategy (RWMS)	All
WHS, Risk and IM Action Plan (WHSRIMAP)	All
Roadside Vegetation Management Plan (RVMP)	All

REVISION REGISTER

Revision	Description	Authorised	Date
1.0	Draft for Staff Consultation	Executive Leadership Team	18 February 2022
1.1	Post Staff Consultation Draft	Executive Leadership Team	24 March 2022
1.2	Council Endorsement	Council	19 April 2022
1.3	Minor edits and grammar	Executive Leadership Team	8 September 2022
2.1	Annual review, updated; formatting, strategic actions, and service areas	Council	20 June 2023
3.1	Rewrite and align with new Community Plan. 2024-25 Annual review and update.	Council	20 August 2024
3.2	2025-26 Annual review and update	Executive Leadership Team Council	5 May 2025 17 June 2025
3.3	2026-27 Annual review and update	TBC	TBC

Document Reference Number

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