

Weipa Town Authority

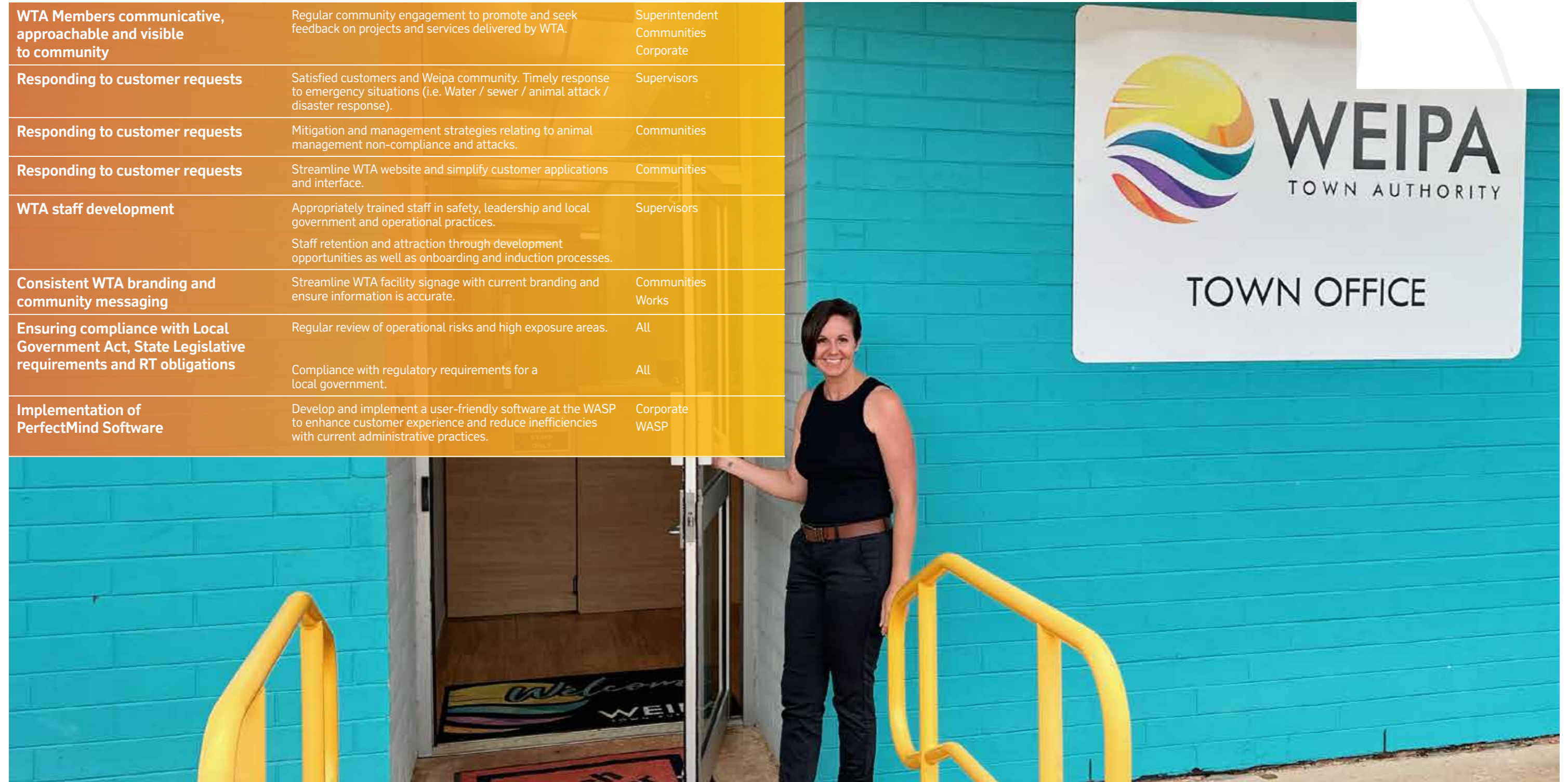
OPERATIONAL PLAN 2024-2025

PILLAR 1:
Service excellence

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



Key Actions	Outcomes	Responsibility
WTA Members communicative, approachable and visible to community	Regular community engagement to promote and seek feedback on projects and services delivered by WTA.	Superintendent Communities Corporate
Responding to customer requests	Satisfied customers and Weipa community. Timely response to emergency situations (i.e. Water / sewer / animal attack / disaster response).	Supervisors
Responding to customer requests	Mitigation and management strategies relating to animal management non-compliance and attacks.	Communities
Responding to customer requests	Streamline WTA website and simplify customer applications and interface.	Communities
WTA staff development	Appropriately trained staff in safety, leadership and local government and operational practices. Staff retention and attraction through development opportunities as well as onboarding and induction processes.	Supervisors
Consistent WTA branding and community messaging	Streamline WTA facility signage with current branding and ensure information is accurate.	Communities Works
Ensuring compliance with Local Government Act, State Legislative requirements and RT obligations	Regular review of operational risks and high exposure areas. Compliance with regulatory requirements for a local government.	All All
Implementation of PerfectMind Software	Develop and implement a user-friendly software at the WASP to enhance customer experience and reduce inefficiencies with current administrative practices.	Corporate WASP



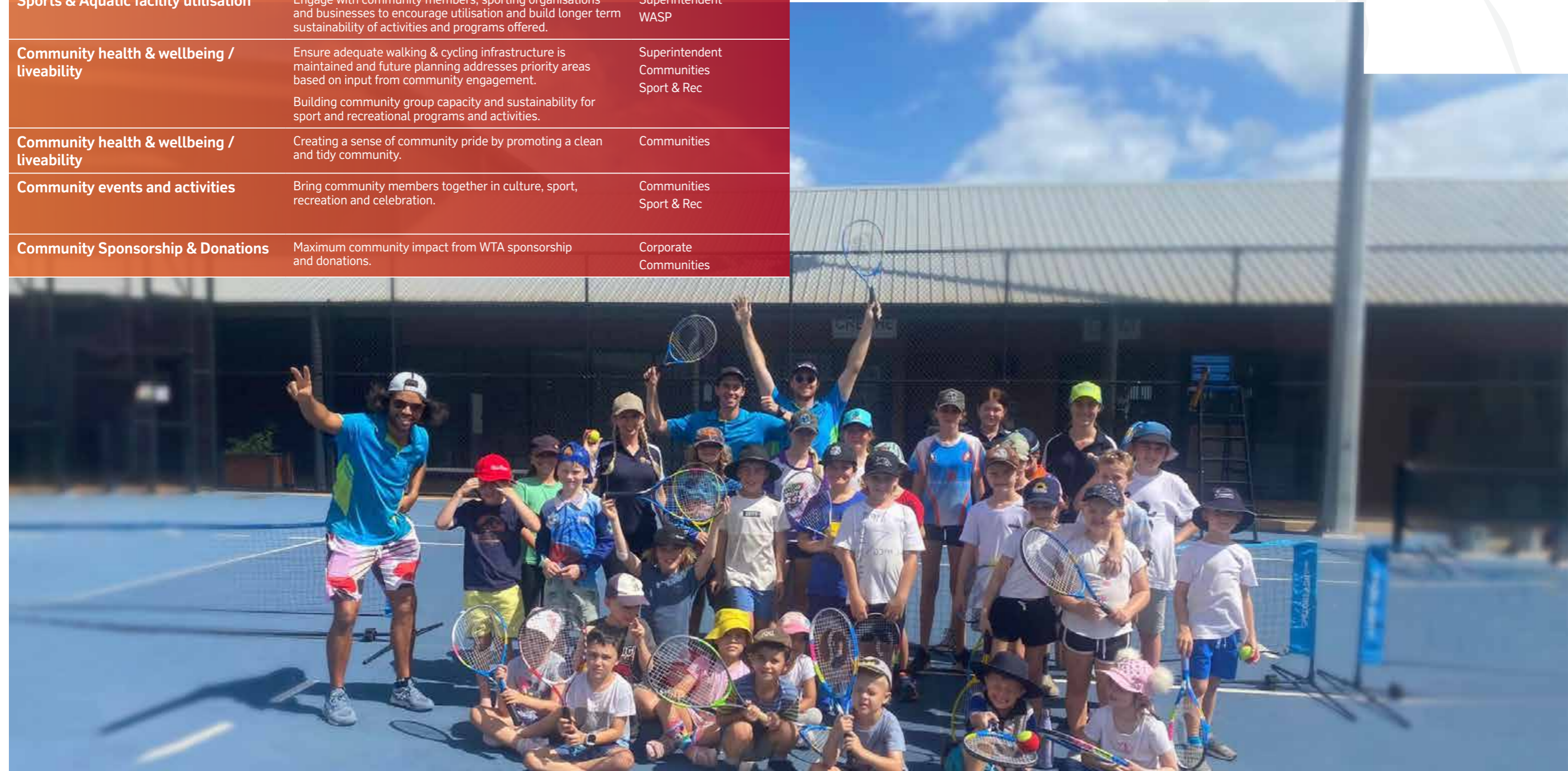
PILLAR 2:

A vibrant, connected and resilient community

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



Key Actions	Outcomes	Responsibility
Sports & Aquatic facility utilisation	Engage with community members, sporting organisations and businesses to encourage utilisation and build longer term sustainability of activities and programs offered.	Superintendent WASP
Community health & wellbeing / liveability	Ensure adequate walking & cycling infrastructure is maintained and future planning addresses priority areas based on input from community engagement. Building community group capacity and sustainability for sport and recreational programs and activities.	Superintendent Communities Sport & Rec
Community health & wellbeing / liveability	Creating a sense of community pride by promoting a clean and tidy community.	Communities
Community events and activities	Bring community members together in culture, sport, recreation and celebration.	Communities Sport & Rec
Community Sponsorship & Donations	Maximum community impact from WTA sponsorship and donations.	Corporate Communities



PILLAR 3:

Partnerships and collaboration

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



Key Actions	Outcomes	Responsibility
WTA representation at all relevant forums and meetings	Continued representation and advocacy (TCICA, WCCT, DM, Federal and State Government, LGAQ, LGMA).	Superintendent
Disaster management education for the community	Engage more frequently with other LDMG's, i.e. Napranum and Mapoon and community.	Superintendent Works
Improved and more frequent collaboration with community and education partners	Improved relationship with community and education partners.	Superintendent
Cape York Collection	Partnerships with State agencies / private enterprise to preserve and promote collection.	Superintendent Communities



PILLAR 4:

Thriving diverse economy

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



Key Actions	Outcomes	Responsibility
Research & Innovation Hub (Town Centre) Project	Dedicated town centre for Weipa, supporting economic development and diversification of the town.	Superintendent
Economic Diversification Strategy	Securing the economic future of Weipa and surrounding region post mining, positioning Weipa as the regional hub for the Western Cape.	Superintendent
Regional Arts / Tourism Centre	Feasibility study for the establishment of an arts centre and tourism hub to support local and surrounding regional artists.	Superintendent Corporate
Facility upgrades and capital projects	Investment into community assets.	Works
Health check of WTA IT infrastructure & cybersecurity	Investing in IT system infrastructure to ensure cybersecurity risks are mitigated. Building business resilience due to network and power outages.	All
Weipa Tree Planting Strategy	Cooler, shady open spaces for the Weipa community.	Superintendent Works
Water Infrastructure Compliance	Support local business need to access bulk water and ensure compliance to Legislation to ensure adequate backflow prevention is implemented. Promote sustainable water consumption practices and reduce administrative costs associated with billing process.	Communities Works Corporate
Long Term Financial Plan	Ensuring WTA has a long term (10-year) focus on financial sustainability.	Superintendent Corporate

