


Operational plan 2023 to 2024

Our Community

An accessible and welcoming community respecting diversity, heritage and culture



Key Direction | C1 Community Wellbeing
Improved wellbeing for our diverse community supported by services and facilities


Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
C1.1 Support wellbeing, inclusivity, accessibility and making all feel welcome	C1.1.1 Develop and implement the Community Wellbeing Strategy (CWS) to provide services and support for a diverse community	DSG	C1.1.1.1 Develop and commence implementation of the Community Wellbeing Strategy	Communications and Customer Experience –Vibrant Places
	C1.1.2 Implement and develop the Disability Inclusion Action Plan (DIAP) to encourage Port Stephens to be inclusive and access friendly	DSG	Refer to C1.1.1	
C1.2 Provide facilities and learning options for children and families	C1.2.1 Provide a program of education and care services for families and carers of children	FSG	C1.2.1.1 Deliver early education and care for children	Community Services –Children's Services
C1.3 Provide equitable and safe access to sports, recreational, cultural and leisure activities	C1.3.1 Provide a program of recreational, leisure and community services	FSG	C1.3.1.1 Initiate and manage contracts with recreational, leisure and community services	Community Services –Community Contracts
C1.4 Support volunteers to deliver appropriate community services	Refer to C2.4.1 and E1.1.1	-	-	-

Key Direction | C2 Recognised traditions and lifestyle
Our community supports the richness of its heritage and culture

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
C2.1 Recognise and support local Aboriginal and Torres Strait Islander People	C2.1.1 Implement the Yabang Gumba-Gu Agreement to recognise and support local Aboriginal and Torres Strait Islander people	DSG	C2.1.1.1 Implement initiatives and projects to promote Aboriginal Culture and protect Aboriginal places.	Communications and Customer Experience –Vibrant Places
C2.2 Support and promote local cultural activities	C2.2.1 Implement Our Incredible Place Strategy	DSG	C2.2.1.1 Implement actions of Our Incredible Place Strategy	Communications and Customer Experience –Vibrant Places
C2.3 Recognise and support the heritage of Port Stephens	C2.3.1 Support the preservation of Port Stephens heritage	DSG	C2.3.1.1 Provide support for the preservation of Port Stephens heritage	Strategy & Environment –Strategic Planning
C2.4 Provide vibrant and inclusive community spaces to support lifelong learning	C2.4.1 Provide a program for public libraries as contemporary, accessible, vibrant and welcoming community spaces	FSG	C2.4.1.1 Deliver public library services, programs and resources	Community Services –Library Services

Our Place

A livable and connected place supporting community wellbeing and local economic growth



Key Direction | P1 Strong economy, vibrant local businesses, active investment
Our community has an adaptable, sustainable and diverse economy

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
P1.1 Support sustainable local business development, visitation and events	P1.1.1 Implement the Economic Development Strategy	DSG	P1.1.1.1 Deliver Economic Development Strategy actions	Communications and Customer Experience –Vibrant Places
	P1.1.2 Support Destination Port Stephens to attract sustainable visitation to Port Stephens	DSG	P1.1.2.1 Provide strategic and financial support to Destination Port Stephens	Communications and Customer Experience –Vibrant Places

Key Direction | P2 Infrastructure and facilities
Our community's infrastructure and facilities are safe, convenient, reliable and environmentally sustainable


Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
P2.1 Deliver and maintain sustainable community infrastructure	P2.1.1 Provide, manage and maintain community assets in accordance with the SAMP 2023-2033	FSG	P2.1.1.1 Provide, manage and maintain community assets	Assets –Civil Assets, Community Assets, Civil Projects
	P2.1.2 Provide asset and engineering services to meet customer demand	FSG	P2.1.2.1 Provide asset and engineering services	Assets –Asset Systems, Engineering Services, Civil Assets (Fleet)
	P2.1.3 Deliver the 4 year Public Infrastructure Program	FSG	P2.1.3.1 Implement Council's adopted annual capital works program	Capital Works –Construction, Community Infrastructure, Civil Infrastructure
	P2.1.4 Deliver the program for maintenance of Council's assets	FSG	P2.1.4.1 Maintain Council's civil and community infrastructure	Public Domain & Services –Roads, Roadside & Drainage, Parks, Building Trades, Mechanical Maintenance and Cleaning

Key Direction | P3 Thriving and safe place to live
Our community supports a healthy, happy and safe place

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
P3.1 Provide land use plans, tools and advice that sustainably support the community	P3.1.1 Program to develop and implement Council's key planning documents	DSG	P3.1.1.1 Develop, implement and monitor land use plans and strategies	Strategy & Environment –Strategic Planning
			P3.2.1.1 Provide development services	Development & Compliance –Development Planning, Building and Certification Services
			P3.2.1.2 Provide compliance & ranger services	Development & Compliance –Compliance
P3.2 Enhance public safety, health and liveability through the use of Council's regulatory controls and services	P3.2.1 Deliver an annual program for Council to provide development services to enhance public safety, health and liveability	DSG	P3.2.1.3 Provide environmental health services	Development & Compliance –Compliance
			P3.3.1 Implement the actions within Place Plans across centres and coordinate place management and activation programs	Communications and Customer Experience –Vibrant Places
P3.3 Create, advocate and support connected vibrant places	P3.3.1 Develop a strategic program for Place Plans	DSG	P3.3.1.1 Implement the actions within Place Plans across centres and coordinate place management and activation programs	Communications and Customer Experience –Vibrant Places
	P3.3.2 Provide the Community Financial Assistance Program	DSG, GMO	P3.3.2.1 Provide financial assistance for the community	Office of the General Manager, Communications and Customer Experience –Executive Administration, Vibrant Places
P3.4 Support emergency services, community resilience and protection of community assets from natural disasters	P3.4.1 Provide an emergency management framework that supports emergency services, other agencies and our community	FSG	P3.4.1.1 Deliver emergency management services, programs and resources	Community Services –Emergency Management

Our Environment

Port Stephens' environment is clean, green, protected and enhanced



Key Direction | E1 Ecosystem function
Our community has healthy and dynamic environmental systems that support biodiversity conservation

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
E1.1 Protect and enhance our local natural and built environment	E1.1.1 Develop and deliver a program for Council to implement environmental strategies and policies	DSG	E1.1.1.1 Develop and monitor environmental policies and strategies	Strategy & Environment –Natural Systems
			E1.1.1.2 Provide environmental impact assessment services and a range of nature conservation, biosecurity and rehabilitation programs	Strategy & Environment –Natural Systems
E1.2 Provide environmental education programs about our local natural environment	Refer to E1.1.1	DSG	-	-

Key Direction | E2 Environmental sustainability
Our community uses resources sustainably, efficiently and equitably


Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
E2.1 Support renewable energy and alternative fuel use	E2.1.1 Develop and deliver a program for Council leading the way to a sustainable and climate positive future.	DSG	E2.1.1.1 Develop and implement a Carbon Neutral Action Plan	Strategy & Environment –Natural Systems
			E2.2 Support resource recycling and reduction of waste	Community Services –Waste Management
E2.3 Support urban greening initiatives	Refer to P2.1.4 and E1.1.1	DSG	-	-

Key Direction | E3 Environmental resilience
Our community is resilient to environmental risks, natural hazards and climate change

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
E3.1 Support community resilience to climate change including coastal and waterway hazards	E3.1.1 Develop and deliver a program for Council to mitigate environmental risks associated with climate change and natural hazards	DSG	E3.1.1.1 Develop and implement the Coastal Management Program (CMP) incorporating climate change risks	Strategy & Environment –Natural Systems

Our Council

Port Stephens Council leads, manages and delivers valued community services in a responsible way



Key Direction | L1 Governance
Our Council's leadership is based on trust and values of Respect, Integrity, Teamwork, Excellence and Safety (RITES)

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
L1.1 Develop and encourage the capabilities and aspirations of Council's workforce	L1.1.1 Deliver the 4-year Workforce Management Strategy	CSG	L1.1.1.1 Implement the Workforce Management Strategy	Organisation Support –Human Resources, Workplace Development
			L1.2.1.1 Coordinate and deliver Councillor and executive support services	Office of the GM –Executive Administration
L1.2 Provide strong leadership, advocacy role and government relations	L1.2.1 Provide and implement strategic direction and governance of Council	GMO	L1.2.1.2 Conduct citizenship ceremonies	Office of the GM –Executive Administration
			L1.2.1.3 Advocate for community priorities and work with other levels of government and stakeholders	Office of the GM –Office of the GM
L1.3 Provide a strong ethical governance structure and systems for Council	L1.3.1 Deliver governance services and internal audit program	GMO	L1.3.1.1 Deliver governance and legal services and enterprise risk management	Governance –Office of Section Manager Governance, Legal Services, Enterprise Risk Management
			L1.3.1.2 Coordinate and report on the internal audit process	Governance –Office of Section Manager Governance, Legal Services
L1.3.2 Deliver the Integrated Planning and Excellence program	L1.3.2.1 Undertake a community satisfaction survey	CSG	L1.3.2.2 Implement the legislative requirements of the Integrated Planning and Reporting Framework	Office of the Corporate Services Group Manager –Integrated Planning and Excellence
			L1.3.2.3 Deliver the Business Excellence workplan	Office of the Corporate Services Group Manager –Integrated Planning and Excellence
L1.3.3 Deliver the 4-year program for Service Reviews	L1.3.3.1 Implement the annual service review program	CSG	L1.3.3.1 Implement the annual service review program	Office of the Corporate Services Group Manager –Integrated Planning and Excellence
L1.3.4 Deliver the 4-year program for Corporate Systems and Data Management Strategy	L1.3.4.1 Implement annual actions of the Corporate Systems and Data Management Strategy	CSG	L1.3.4.1 Implement annual actions of the Corporate Systems and Data Management Strategy	Organisation Support –Digital Transformation –Corporate Applications, ICT Maintenance & Support

Key Direction | L2 Financial Management
Our Council is financially sustainable to meet community needs

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
L2.1 Maintain financial sustainability	L2.1.1 Manage implementation of the Long Term Financial Plan 2023 to 2033	CSG	L2.1.1.1 Manage Council's financial resources in accordance with the Financial Services Work plan	Finance –Finance Revenue, Finance Reporting, Finance Acquisition
			L2.1.2 Manage the property portfolio in accordance with the Strategic Property work plan	Office of the Corporate Services Group Manager –Strategic Property
			L2.1.3 Implement the 2022 to 2025 Delivery Plans for Beachside Holiday Parks and Koala Sanctuary	Holiday Parks –Holiday Parks, Business Development and Marketing, Commercial Business, Koala Sanctuary

Key Direction | L3 Communication and engagement
Our Council is committed to enabling an engaged and informed community

Community Strategic Plan Strategy	Delivery Program Activity	Responsibility Group	Operational Plan Action	Responsibility Section / Service Package
L3.1 Provide a customer-first organisation	L3.1.1 Deliver the 4-year Customer Experience Roadmap and action plan	DSG	L3.1.1.1 Develop, implement and monitor Council's Customer Experience Roadmap and Action Plan	Communications and Customer Experience –Customer Experience
L3.2 Engage with the community and key stakeholders	L3.2.1 Deliver the 4-year program for the Communication and Engagement Strategy	DSG	L3.2.1.1 Manage Council's communications and community engagement activities	Communications and Customer Experience –Communications and Engagement

* Critical to delivering the Operational Plan actions is support from the respective Business Administration team, Office of the Section Manager and Office of the Group Manager.