

REPORTS FOR DECISION

ITEM NUMBER	5.3
TITLE	2017/2018 Draft Annual Report
REFERENCE	221749
AUTHOR	Marion Scrymgour, Chief Executive Officer



This report is for Councils decision to consider the 2017/18 Annual Report.

BACKGROUND:

Pursuant to the local government act, TIRC must submit its annual report to the department before 15 November 2018.

The 2017/18 annual report includes an assessment of TIRC performance against the service delivery objectives set out in the 2017/18 Regional council plan and budget.

Timing

After the report is approved TIRC must submit a copy to the Minister and the department of local government. TIRC is also required to publish an public notice in the Nt news. These activities must be completed by 15 November.

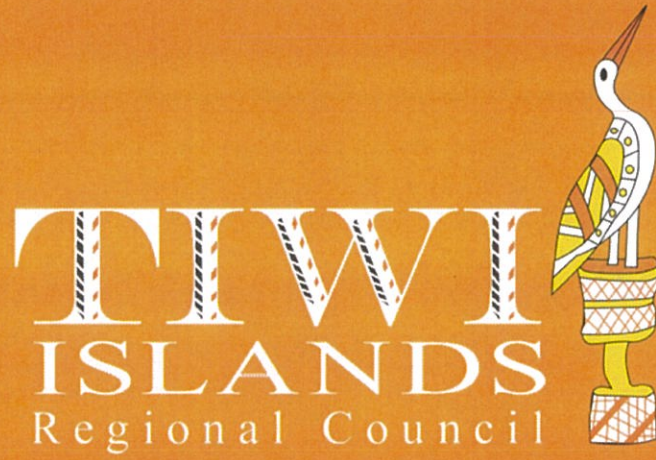
RECOMMENDATION:

1 - that Council approves the 2017/18 Annual Report and in accordance with the local government act authorises the CEO to:

**Publish the annual report
Advertise the annual report
Distribute the annual report.**

ATTACHMENTS:

1 Annual Report 17-18 DRAFT v2.pdf



DRAFT ANNUAL REPORT 2017 - 2018

“Service for a Tiwi Future”

DRAFT

DRAFT 2017-18 Annual Report of the Tiwi Islands Regional Council
ABN 61 507 431 031
Doc. Ref. 220423
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2 |
Draft Tiwi Islands Regional Council Annual Report 2017 - 2018



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ACRONYMS

ALGWA	Australian Local Government Women's Association
CEO	Chief Executive Officer
HR	Human Resources
IT	Information Technology
ICT	Information and Communications Technology
JSA	Job Safety Analysis
LGANT	Local Government Association Northern Territory
MOU	Memorandum of Understanding
NBN	National Broadband Network
RA	Risk Assessment
SLA	Service Level Agreement
TIRC	Tiwi Islands Regional Council
WHS	Workplace Health and Safety
ARMC	Audit and Risk Management Committee



Mayor's foreword



Welcome to the 2017/18 Tiwi Islands Regional Council Annual Report. This has been my first year as Mayor and I am proud to say a very busy and productive year for our Council.

We have been looking closely at how council operates and have been putting new structures in place to ensure quality service delivery and sustainable financial management.

Council has strong and positive relationships with key stakeholders on and off the Tiwi Islands. We have maintained a close relationship with our colleagues in the Northern Territory Government and our local member Lawrence Costa MLA.

We are working with local businesses and organisations to address issues that face the entire community. The community safety plan involves everyone from police and health, to local schools, Tiwi Islands Training and Education Board, Red Cross, Territory Families and other organisations. We will continue to consult and work closely with our stakeholders.

One of my top priorities has been to keep our communities clean. All Tiwi people can take pride in our beautiful communities but only if we all keep them clean and tidy. We have started community clean-ups in our public usage areas at Wurrumiyanga and will soon expand to Pirlangimpi and Milikapiti. I encourage all organisations and residents to join us and to be proud of your community.

To achieved better results across the Tiwi Islands all councillors need to be more involved in their portfolios areas. As a Council we are working towards achieving this, but there is more work to do in order to get the best outcomes for each community.

A number of elected members completed training through the Australian Institute of Company Directors. This program has given us a better understanding of finance and of best practice council operations. It is my hope that the remaining councillors will complete this training soon.

I thank the Northern Territory Government for their ongoing support of Tiwi Islands Regional Council and look forward to working with them, our local member and other organisation in the coming year.

Respectfully yours mamanta,

Gawin Tipiloura



Chief Executive Officer foreword

It is my pleasure to present the Tiwi Islands Regional Council 2017/18 Annual Report.

Our mission is to achieve Service for a Tiwi future and throughout the year we have focussed on people, projects, programs and activities to deliver this.

The election of the new Council in August was an opportunity to review our operating model and develop a new path forward towards financial stability.

Council continues to deal with a number of complex legacy financial issues that have affected our operational capacity. Council agreed and moved towards the implementation of an Organisational review that has opened up and created a more structured and workable structure and work program areas than what has been in place for many years. The review has allowed staff, Management and importantly the Council to be the driver for "change". The important Blackburn review has allowed Council and Management to work together on addressing the many structural areas, funding and resourcing deficits that have plagued the Council for many years.

While facing these challenges we have taken steps to implement all the changes necessary to moving forward. Across our organisation we have strengthened relationships with funding bodies and are now working closely, with clear communication between TIRC, the Commonwealth and Northern Territory Departments.

We continue to liaise and work with Tiwi Land Council, all our on-island businesses and non-government organisations to collaborate on a brighter future for Tiwi people. These positive relationships are a significant step in the right direction to restore trust in the Council.

This annual report also includes the audited 2017/18 financial statements. It is a significant achievement by our Finance team to compile this information as in the past there have been challenges meeting the deadline.

There is still a long way to go in our recovery however this achievement is an indication that we are heading in the right direction and we will be able to deliver on our mission for in the years to come.

Marion Scrymgour

Chief Executive Officer



Contact us

The Tiwi Islands Regional Council operates offices in the communities of Wurrumiyanga, Pirlangimpi, and Milikapiti.

Please include your relevant contact details (full name and postal or email address) when requesting a response from the Council or its representatives.

GENERAL	
Email:	info@tiwislands.nt.gov.au
Website:	www.tiwislands.org.au
Postal Address:	PMB 267, Winnellie NT 0822
Wurrumiyanga Office (Bathurst Island) Lot 834 Puti Drive	08 8970 9500
Pirlangimpi Office (Melville Island): Lot 317	08 8970 9600
Milikapiti (Melville Island): Lot 351	08 8939 4333

Copies of relevant Council documents are available on our website, www.tiwislands.org.au

This information includes but is not restricted to:

- Council Plans (current and historical)
- Annual Reports and Audited Financial Statements (current and historical)
- Budget, including Schedule of Fees and Charges (current and historical)
- Minutes of Ordinary Meetings of Council
- Council Policies.



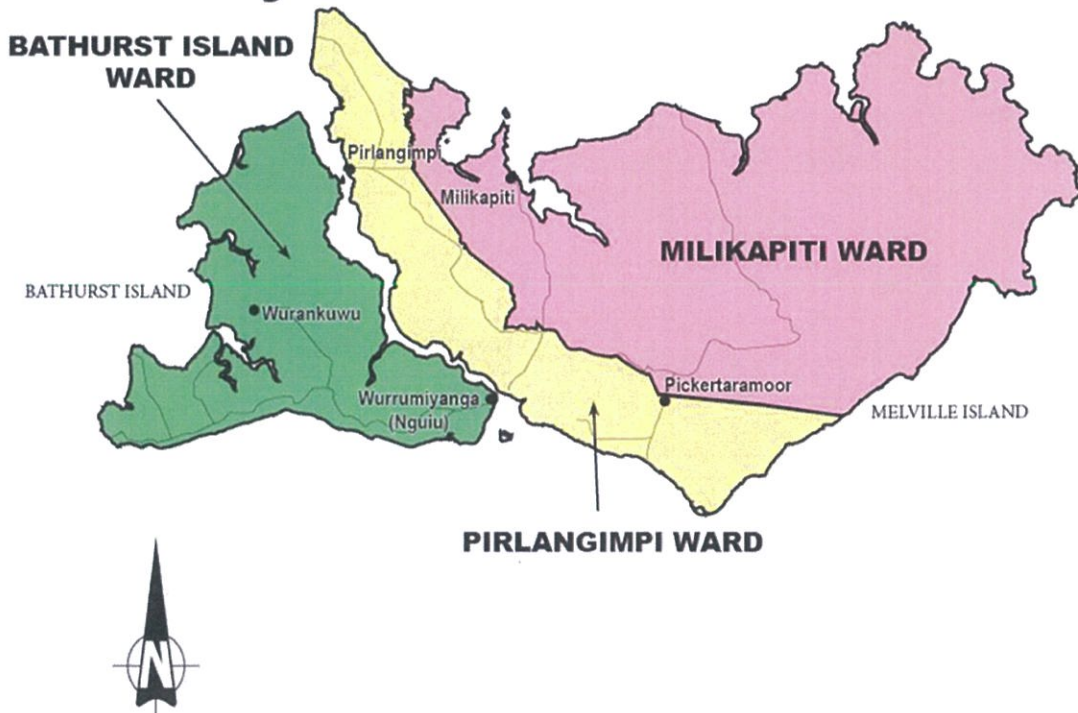
Values and Vision

“Service for a Tiwi Future” - our Values and Visions:

- Develop and retain employees and emphasize the recruitment of local people.
- Provide effective Council services to the Tiwi Communities and other stakeholders.
- Manage finances, assets and infrastructure in a responsible, accountable and transparent manner.
- Manage resources in an environmentally sustainable manner, respecting country and culture.
- Improve Council operations.
- Communicate in an open, honest and culturally appropriate way.
- Achieve best practice in compliance and governance.
- Facilitate the development of socio-economically responsible opportunities on the Tiwi Islands.

Council Boundaries

Tiwi Islands Regional Council



Councillors

Milikapiti



Councillor Lynette De Santis

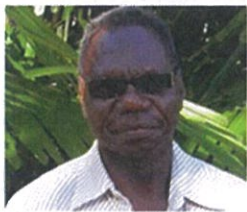


Councillor Connell Tipiloura



Councillor Pius Tipungwuti

Pirlangimpi



Councillor Marius (Pirrawayingi) Puruntatameri



Councillor Mary Dunn



Councillor Therese (Wokay) Bourke

Bathurst



Councillor Francisco Babui



Mayor Gawin Tipiloura



Councillor Kevin Doolan



Deputy Mayor Leslie Tungtalum



Councillor Jennifer Ullungura Clancy



Councillor Wesley Kerinaia

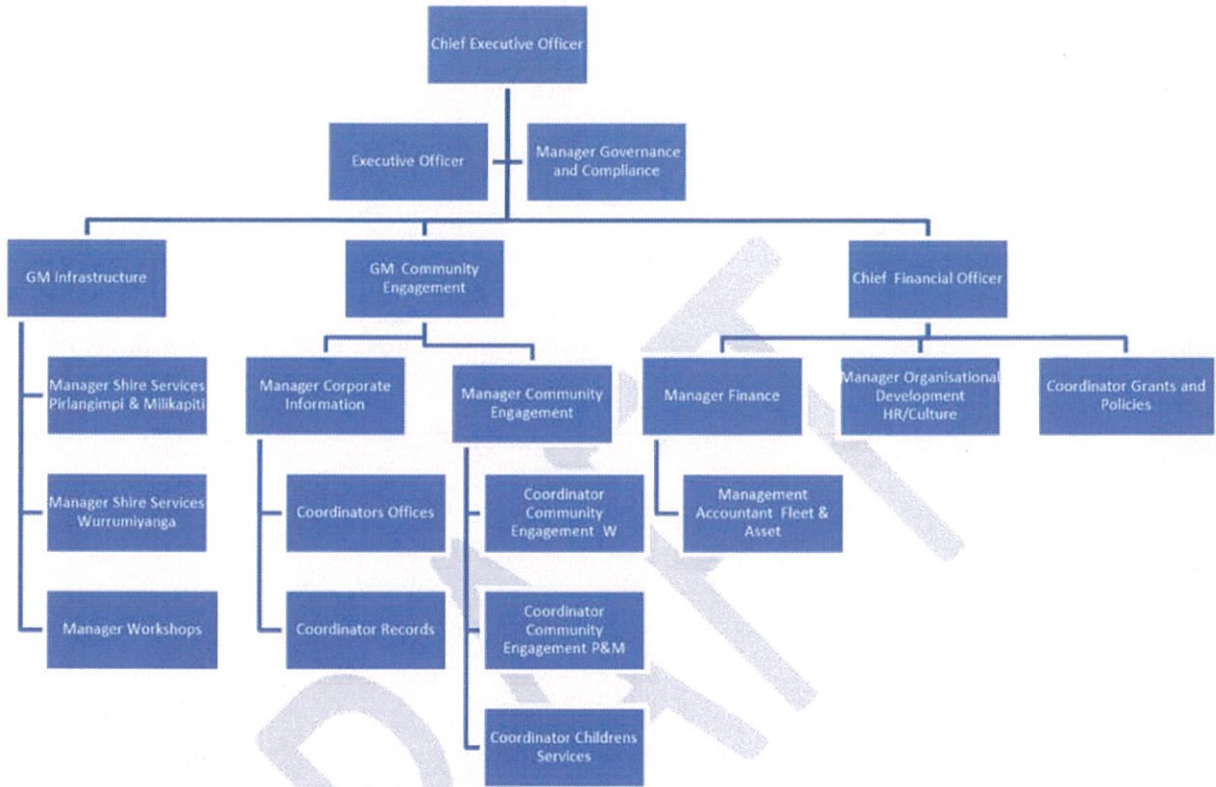


Councillors portfolios

DIRECTORATE	Wurrumiyanga	Pirlangimpi	Milikapiti
Infrastructure & Asset Services			
Fleet & Trade	Jennifer Clancy	Mary Dunn	Pius Tipungwuti
Civil Works	Jennifer Clancy	Mary Dunn	Pius Tipungwuti
Town Services & Outstations	Wesley Kerinaiaua	Mary Dunn	
Homelands	Wesley Kerinaiaua	Mary Dunn	
DIRECTORATE	Wurrumiyanga	Pirlangimpi	Milikapiti
Community Engagement			
Children's Services	Kevin Doolan Francisco Babui	Therese (Wokay) Bourke	Connell Tipiloura
Sport & Rec and Libraries	Kevin Doolan Lesley Tungutalum	Therese (Wokay) Bourke	Connell Tipiloura
Youth & Community	Kevin Doolan Lesley Tungutalum	Therese (Wokay) Bourke	Connell Tipiloura
Community Safety	Kevin Doolan Wesley Kerinaiaua	Therese (Wokay) Bourke	Connell Tipiloura
DIRECTORATE	Wurrumiyanga	Pirlangimpi	Milikapiti
Corporate and Finance Services			
ICT & Systems	Gawin Tipiloura	Pirrawayingi Puruntatameri	Lynette De Santis
Finance	Gawin Tipiloura	Pirrawayingi Puruntatameri	Lynette De Santis
Governance & Compliance	Gawin Tipiloura	Pirrawayingi Puruntatameri	Lynette De Santis
Organisational Development Human Resource & Culture	Gawin Tipiloura	Pirrawayingi Puruntatameri	Lynette De Santis



Corporate structure



Picturesque Snake Bay at Milikapiti



Service delivery

Local government services and where in the region they are to be delivered.

Services	Council actions
Maintenance and upgrade of council controlled parks, reserves and open spaces	TIRC employs a Shire Services Managers for each Island to oversee works to parks and open spaces in all communities.
Maintenance and upgrade of council controlled buildings, facilities and fixed assets	Key staff employed to identify maintenance requirements across all buildings, facilities and assets and successful funding applications. Data collection and cost recovery is assisting with our capacity to repair or replace.
Management of cemeteries	Town services teams provide this service in each community.
Lighting for public safety including street lighting	Negotiations with Power and Water and on-going.
Local road upgrading and construction	Road works program developed to ensure main roads and frequently used access roads are maintained.
Local roads maintenance	Roads are maintained by Infrastructure teams across both Islands.
Traffic management on local roads	TIRC requires traffic management plans from contractors conducting repeated heavy vehicles travel from barge landings to job sites in each community. This helps to protect young children and diver traffic away from high pedestrian areas.
Fleet, plant and equipment maintenance	All light vehicles are now included in the Council fleet with operating costs recoverable from users of fleet vehicles.
Waste management	These services are delivered as part of the works program through Town Services in all communities.
Weed control and fire hazard reduction in and around community areas	This is undertaken in conjunction with other stake holders particularly the Tiwi Land Council.
Dog control	Whilst no financial assistance is provided this is a key aspect of community safety and is effected through the regular provision of veterinarian services to all communities. TIRC now has gazetted by-laws which will begin to be enforced after significant community consultation.
Library and cultural heritage services	Council provides two Library spaces in Milikapiti and Pirlangimpi, with a part time officer at each location.



Civic events	Council employs officers who promote Council-wide events and assist external agencies when required.
Local emergency services	Council's role in this is essentially one off coordination and participation through other stakeholders, especially Northern Territory Emergency Services.
Training and employment of local people in council operations	This is an ongoing role that Council fulfils through staff development, recruitment and succession planning. TIRC has a proud record of Tiwi skill development and is the largest employer of Tiwi people across the Tiwi Islands
Administration of local laws (by-laws)	Animal management by-laws and are gazetted. TIRC will begin to enforce the by-laws following significant community consultation.
Public and corporate relations	A key priority in council's plan is its Communication Strategy, good communication and public relations with stakeholder groups and the various tiers of government.
Customer relationship management including complaints and responses	Council has implemented a complaints handling protocol to ensure both proper and appropriate responses to constituent's concerns and issues.
Governance including administration of council meetings, elections and elected member support. administration of local boards, advisory boards and management committees.	The Governance and Compliance Unit provides effective leadership in Governance activities to support the strategic direction of Tiwi Islands Regional Council. This area is responsible for overseeing the establishment and ongoing implementation of good Governance structures and processes. The Regional Council continues to work with Local Authorities in Milikapiti, Wurrumiyanga and Pirlangimpi as an integral part of our approach to community consultation and engagement.
Advocacy and representation on local and regional issues	Local Authorities exist in each Community, with Local Authority and Skin Groups representatives being sought in the coming year for representation on Council Sub-committees. Governance KPI's reflect our endeavour to ensure these core services are addressed.



Service delivery performance assessments

Chief Executive Officer

Continuous Quality Improvement

Objective

To support and mentor all staff to enable the Tiwi Islands Regional Council to meet the requirements for Best Practice as set out in the NT Local Government Act and all other relevant Legislative/Regulatory requirements.

Goals

To work with all staff to actively promote a high level of continuous quality improvement management systems across all programs and work areas within Tiwi Islands Regional Council

Key Performance Indicator	Measure of Success	Achievements
To develop, implement and review standards, systems, policies and procedures throughout the Council	Identified high-risk areas in council and develop procedures and processes to minimize risk.	Collected 87 procedures, examining same if approved, standardizing document identification
Review personnel records to ensure that mandatory licenses, trade qualifications, certification relevant to each Employee.	All staff have current licenses, certification tickets and qualifications	Employees list collated, checking currency of licenses, trade qualifications and certification
Facilitate the development and implementation of key indicators along with reportable Key Performance Indicators to ensure Government funded programs continue to be funded	Continuation of council funding to the level currently received	Engaged with Management Team at regular monthly meetings on the proposed direction of the CQI management systems
Engage and liaise with Staff, Management, Elected Members (Council) and Community through procedures such as Client Surveys and Feedback, Client Satisfaction and Client Journey Improvements (for e.g. Childcare and Community Services programs	Engagement with Community, Board and Staff to establish if process and procedures within Council are satisfying Community needs.	Established regular meetings with Council staff and board. Council and Board survey initiated.



Record management

Objective

Record Management is integral to efficient function of Council operations and is the discipline and organisational function of managing records to meet operational business needs, legal accountability requirements and community expectations.

Goals

To work with all staff to maintain adherence to the Records Management policy and the requirements of the Magiq Document's records management system.

Key Performance Indicator	Measure of Success	Achievements
Maintain Records Management Policy/Procedures	Council staff fully aware of records management procedures.	On going communication to council staff via meetings, emails and step by step procedural handouts.
Managing MAGIQ Documents.	Records training schedule developed for all council staff	Variety of ADHOC support provided to staff across the organisation.
Ensure that all council documents are document controlled	Begun process of standardizing document identification, beginning with 'procedures'	Staff using standardized document type forma when saving documents to Magiq. Review and administration by TIRC records manager



Governance

The Governance team provides effective leadership in governance activities to support the strategic direction of Tiwi Islands Regional Council. This area is responsible for overseeing the establishment and ongoing implementation of good governance structures and processes.

High level management advice, guidance and support are provided to the Council, Council committees, senior management and staff.

Governance support also extends to each community (Local Authority Members), and ensures ongoing compliance with NT Legislation and Regional Council policies and procedures.

Local Authorities

The Governance team also provides support to the Local Authorities on the Tiwi Islands. The Council has established three Local Authorities at Wurrumiyanga, Pirlangimpi and Milikapiti Communities. These three Local Authorities have now been operating for over three and a half years and have been well accepted as a form of Community Consultation through the Council.

Each Local Authority meets on a quarterly basis with additional meetings held during the Council Plan and Budget preparation stage (February to June each year).

Audit and Risk Committee

Council established the Audit and Risk Management Committee (ARMC) consisting of two independent members and three elected members representing each community.

ARMC meetings were held on the following dates.

- 20 October 2017 – Wurrumiyanga via teleconference
- 14 February 2018 – Wurrumiyanga via teleconference
- 4 June 2018 – Darwin



B2M perform to a huge crowd before the Tiwi Islands Football League Grand Final. Event proudly supported by TIRC and the Wurrumiyanga Local Authority



Program:	Governance and Compliance
Sub-Program:	Governance and Compliance
Aligns to Council goals:	Goal 5: Improve Council operations Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives::	Objective 5.1: Ongoing review of all Council policies and procedures Objective 7.1: Ensure compliance with the <i>Local Government Act</i> and its regulations Objective 7.3: Liaise with the Department of Local Government Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Effective Leadership in Governance and Compliance activities to support the strategic direction of the Tiwi Islands Regional Council
Service Levels :	<ol style="list-style-type: none"> a) Provide Governance and secretariat support for all Council Meetings b) Provide Governance and secretariat support for all Local Authority Meetings c) Provide management advice, guidance, and support for Council staff and Elected Members in compliance with the <i>Local Government Act</i>, Regulations, Ministerial Guidelines and General Instructions.
Assessment of performance:	<ol style="list-style-type: none"> a) Achieved b) Achieved c) Achieved
Program highlights:	<ul style="list-style-type: none"> • Manage to hold local authorities and ordinary council meetings when rescheduled to a different date within the same month due to sorry business and weather conditions within a short time frame. • No meetings were cancelled throughout the financial year. • Meeting quorum. • Inductions for new elected members. • Ongoing support for all elected and local authority members.



Program:	Council & Elected Members
Sub-Program:	Council and Elected Members Regional Council Council and Elected Members Wurrumiyanga Council and Elected Members Pirlangimpi Council and Elected Members Milikapiti
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance Goal 8: Facilitate the development of socio-economically responsible opportunities on the Tiwi Islands
Aligns to Council objectives::	Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.5: Seek regular feedback from the community on TIRC services Objective 6.2: Regularly update the council website Objective 6.5: Conduct and participate in regular stakeholder meetings Objective 8.1: Participate in the Tiwi Partners economic cooperation Objective 8.3: Assist in major events which draw tourists to the Islands Objective 8.4: Participate with other Tiwi based enterprises in major infrastructure developments
Activities:	Regional Council and Elected Member Activities
Service Levels :	a) Support the activities of the Mayor, Deputy Mayor and Ward Councillors b) Engagement with key stakeholders c) Engagement with Australian Government and Northern Territory Government Agencies.
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	<ul style="list-style-type: none"> Compliant with publishing both Local Authority and Ordinary Council meeting agenda and minutes as per legislative requirements. Updating Council website when required for meeting date changes, policies and tenders. Building relationship with the LG Compliance unit with the Department of Housing and Community Development. Maintaining internal registers



2017 – 2018 Councillor Attendance Register

COUNCILLOR		WARD	2017					2018						
			Jul 27	Sep 13	Oct 25	Nov 28	Dec 19	Jan 12	Feb 28	Mar 21	Apr 18	May 24	Jun 27	
1. Gavin Tipikoura - Mayor	Bathurst Is	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Stanley Tipikoura	Bathurst Is	A	Y	Y	A	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Leslie Tungatatum - Deputy Mayor	Bathurst Is	A	Y	Y	Y	A	Y	Y	Y	Y	Y	Y	Y	Y
4. Kevin Doolan	Bathurst Is		Y	Y	Y	Y	X	Y	Y	Y	Y	Y	Y	Y
5. Francois Babui	Bathurst Is		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Wesley Kenahua	Bathurst Is		Y	Y	Y	X	Y	Y	Y	Y	Y	Y	Y	Y
7. Barry Puruntatameri (Deceased)	Bathurst Is	Y												
8. Mary Dunn	Pirangimpi													
9. Therese (Wokay) Bourke	Pirangimpi	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
10. Marius (Pirawayngi) Puruntatameri	Pirangimpi	Y	Y	Y	A	Y	X	Y	Y	Y	Y	Y	Y	Y
11. Emmanuel Rioli (Deceased)	Pirangimpi	A												
12. Regis Pangimimi	Pirangimpi		Y	Y	X	X								
13. Lynette De Santis	Milikapiti	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
14. Plus Tipungwuti	Milikapiti		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
15. Connell Tipikoura	Milikapiti		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
16. Anita Moreen	Milikapiti	X												
17. Venard Pilakui	Bathurst Is	Y												
18. John Naden	Bathurst Is	Y												

Meeting Type
 ORD = Ordinary Meeting
 SP = Special Meeting

Attendance
 Y = Present at Meeting
 A = Apology accepted
 X = Apology not accepted
 C = Meeting cancelled
 Not elected member

Location
 W = Wurrumiyanga (Nguru)
 P = Pirangimpi
 M = Milikapiti

Notes below
 **NT LG Act - Councillor will be automatically disqualified from Council if absent (without approved apology) from two consecutive ordinary meetings.
 **August 2017 meeting deferred due to Local Government Elections



Elected members professional development and training

Course / Conference	Location	Attendees	Dates
ALGA Board Meeting	Canberra	Cr Lynette De Santis	19 – 23 September 2017
Leadership in Local Government Symposium	Darwin	Cr Lynette De Santis	4 – 7 October 2017
LGANT Mayors and President Forum	Darwin	Mayor Gawin Tipiloura Deputy Mayor Stanley Tipiloura	29 Oct – 5 Nov 2017
Governance Essentials for Local Government (AICD Course)	Darwin	Cr Marius (Pirrawayingi) Puruntatameri	19 – 22 February 2018
LGANT Mayors and President Forum	Darwin	Mayor Gawin Tipiloura Deputy Mayor Stanley Tipiloura	11 – 14 April 2018
LGANT Annual General Forum	Darwin	Mayor Gawin Tipiloura Deputy Mayor Stanley Tipiloura	11 – 14 April
Governance Essentials for Local Government (AICD Course)	Darwin	Mayor Gawin Tipiloura Deputy Mayor Leslie Tungutalum Cr Mary Dunn Cr Pius Tipungwuti Cr Kevin Doolan	29 May – 1 Jun 2018



Program:	Local Authorities
Sub-Program:	Local Authority Regional Council Local Authority Wurrumiyanga Local Authority Pirlangimpi Local Authority Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 5 Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives::	Objective 1.6: Ensure service delivery meets community expectations Objective 5.5: Seek regular feedback from the community on TIRC services Objective 6.3: Engage with community elders and skin groups Objective 7.1: Ensure compliance with the <i>Local Government Act</i> and it's regulations Objective 7.3: Liaise with the Department of Local Government
Activities:	Establish and maintain Local Authorities in each community
Service Levels :	Provide Governance and secretariat support for each Local Authority Co-ordinate up to four meetings per year of each Local Authority
Assessment of performance:	Achieved
Program highlights:	<ul style="list-style-type: none"> • By meeting quorum for the three communities. • All skin and non-skin group positions are filled.



Representatives from TIRC and the Tiwi land Council meet with Northern Territory Chief Minister Michael Gunner MLA and Member for Arafura Lawrence Costa MLA.



Wurrumiyanga Local Authority Attendance Register
OFFICIAL ATTENDANCE REGISTER

MEMBER NAME	COUNCILLOR / ORDINARY	Rep Group	Date Appointed by Council	2017		2018	
				Jul 24	Oct 24	Jan 15	Apr 17
				ORD	ORD	ORD	ORD
				W	W	W	W
Gavin Tipioura	Bathurst Island Ward	Council Rep	Automatic Member	Y	Y	Y	Y
Stanley Tipioura	Bathurst Island Ward	Council Rep	Automatic Member	A	Y	Y	X
Leslie Tungatulum	Bathurst Island Ward	Council Rep	Automatic Member	A	A	A	A
Kevin Doolan	Bathurst Island Ward	Council Rep	Automatic Member	Y	Y	Y	Y
Francisco Babul	Bathurst Island Ward	Council Rep	Automatic Member	Y	Y	Y	Y
Wesley Kenraua	Bathurst Island Ward	Council Rep	Automatic Member	Y	A	Y	A
Nilus Kenraua	Ordinary Member	Warrantingumi (Sun)	Automatic Member			Y	Y
Maitie Francis Tipioura	Ordinary Member	Warrantingumi (Sun)	Automatic Member	Y	A	Y	Y
John Ross Piliaku	Ordinary Member	Miyarumi (Pandosus)	Automatic Member	A	Y	Y	Y
Richard Tungatulum (Chairperson Appointed 23-12-16)	Ordinary Member	Miyarumi (Pandosus)	Automatic Member	Y	Y	Y	Y
Ronald Joseph Tipungwuli	Ordinary Member	Lorrula (Rook)	Automatic Member	Y	Y	Y	Y
Jane Marie Puaujini	Ordinary Member	Lorrula (Rook)	Automatic Member	Y	A	Y	Y
Bonaventure Timaspatua	Ordinary Member	Takarungumi (Mullet)	Automatic Member	X	A	Y	Y
Mavis Lear Kenraua	Ordinary Member	Takarungumi (Mullet)	Automatic Member	Y	Y	A	Y
Richard Tipumantumi	Ordinary Member	Wurankumu	Automatic Member	Y	Y	A	A
Miriam Agatha Tipungwuli	Ordinary Member	Wurankumu	Automatic Member	Y	Y	A	A
Ebony Williams-Costa	Ordinary Member	Non-Skin	Automatic Member	A	Y	A	Y

EX COUNCILLORS AS OF AUGUST 2017 ELECTION

Bamy Purnataimer (Deceased)	Ngulu Ward Councillor	Council Rep	Automatic Member	A	
John Naben	Ngulu Ward Councillor	Council Rep	Automatic Member	A	
Venard Piliaku	Wurankumu Ward Councillor	Council Rep	Automatic Member	A	

LEGEND

Meeting Type
LA - Local Authority Meeting (Ordinary)
SP - Local Authority Meeting (Special)

Location
W - Wurrumiyanga
D - Darwin

Attendance
Y - Present at Meeting
A - Apology accepted
X - Apology not accepted
C - Meeting cancelled
N/A - Not a member at time of meeting

Note 1: Councillors attendance at Local Authority Meetings is only mandatory for their own Ward.
Note 2: Ordinary Meetings are held every three months, with 2 additional (Special Meetings) held between Feb to June each year for input into TfRC Strategic Planning / Budgets.



Pirlangimpi Local Authority Attendance Register
OFFICIAL ATTENDANCE REGISTER

MEMBER NAME	COUNCILLOR / ORDIN	Rep Group	Date Appointed by Council	2017		2018	
				Aug 30	Nov 22	May 23	Aug 21
Marius (Parawayingi) Puruntakamen	Pirlangimpi Ward Councillor	Council Rep	Automatic Member	Y	Y	Y	A
Mary Dunn	Pirlangimpi Ward Councillor	Council Rep	Automatic Member	Y	Y	A	A
Therese (Wokay) Bourke	Pirlangimpi Ward Councillor	Council Rep	Automatic Member	Y	Y	Y	Y
Francesca Puruntakamen	Ordinary Member	Warrarringui	27-May-15	Y	Y	Y	A
Mark Babui	Ordinary Member	Warrarringui	28-Feb-17	Y	Y	Y	Y
Simona Jane Woneamini	Ordinary Member	Miyartuwi	25-Feb-15	Y	A	A	A
Carol Maria Puruntakamen	Ordinary Member	Miyartuwi	11-Mar-14	Y	Y	Y	Y
Miriam Stassi	Ordinary Member	Lornula	25-Nov-15	A	Y	Y	A
Henry Dunn	Ordinary Member	Lornula	11-Mar-14	A	A	X	Y
VACANT							
Patrick Gerard Puruntakamen	Ordinary Member	Takarringui	11-Mar-14	Y	Y	Y	Y
Emmanuel Rioli (Deceased)	Ordinary Member	Takarringui		A			
Andrew Warnor	Ordinary Member	Non-Skin				Y	Y
Irene Mungatopi - Resigned on 27-12-2014	Ordinary Member	Warrarringui	11-Mar-14				
Bernard Pangramini - Resigned on 06-03-2015	Ordinary Member	Lornula	11-Mar-14				
Anne Marie Puruntakamen Resigned 22-11-2016	Ordinary Member	Warrarringui	11-Mar-14				
Regis Pangarainini Automatic Dismissal 28-11-2017	Pirlangimpi Ward Councillor	Council Rep	11-Mar-14	Y			
Ebony Williams-Costa Relocated to Bathurst	Ordinary Member	Non-Skin	24-Sep-14	Y			

LEGEND

Meeting Type	Location
LA = Local Authority Meeting (Ordinary)	P = Pirlangimpi
SP = Local Authority Meeting (Special)	D = Darwin
Attendance	Note 1: Councillors attendance at Local Authority Meetings is only mandatory for their own Ward.
Y = Present at Meeting	Note 2: Ordinary Meetings are held every three months, with 2 additional (Special Meetings) held between Feb to June each year for input into TIRRC Strategic Planning / Budgets.
A = Apology accepted	
X = Apology not accepted	
C = Meeting cancelled	
Not a member at the time	



Milikapiti Local Authority Attendance Register
OFFICIAL ATTENDANCE REGISTER

MEMBER NAME	COUNCILLOR / ORDINARY MEMBER	Rep Group	Date Appointed by Council	2017		2018	
				Sept 12	Dec 18	Mar 20	Jun 26
				ORD	M	ORD	M
Lynette De Santis	Milikapiti Ward Councillor	Council Rep	Automatic Member	Y	Y	Y	A
Pius Tipoungaiti	Milikapiti Ward Councillor	Council Rep	Automatic Member	Y	Y	Y	Y
Connell Tipouira	Milikapiti Ward Councillor	Council Rep	Automatic Member	Y	Y	X	A
Trevor Wilson	Ordinary Member	Wairangiwhi (Sun)	16-Dec-15	Y	Y	Y	Y
Mary E. Moreen	Ordinary Member	Wairangiwhi (Sun)	11-Mar-14	Y	Y	Y	A
Thomas Punaatameri	Ordinary Member	Miyaruiwi (Pandanus)	11-Mar-14	Y	Y	Y	Y
Patrick Freddy Punaatameri (Appointed on 19/11/2017)	Ordinary Member	Miyaruiwi (Pandanus)	11-Mar-14			Y	Y
Roy Farmer (Appointed on 19/12/2017)	Ordinary Member	Lornia (Rook)	11-Mar-14	A	X	X	Y
Loretta Cook	Ordinary Member	Takarangiwhi (Mullet)	24-Jun-15	Y	Y	Y	Y
Maieloin Wilson (Chairperson)	Ordinary Member	Takarangiwhi (Mullet)	11-Mar-14	Y	Y	Y	Y
Christine Jordan	Ordinary Member	Takarangiwhi (Mullet)	11-Mar-14	Y	Y	Y	Y
Andrew Lyons (Resigned on 26/6/2018 and left at 10.28)	Ordinary Member	Non-Slim	29-Jun-16	Y	Y	Y	Y
Adrian McCann - Resigned 9-5-16	Ordinary Member	Non-Slim	24-Jun-15				
Anita Moreen	Milikapiti Ward Councillor	Council Rep	Automatic Member	Y			
Irene Tipouira (Automatically dismissed as of 18/6/17)	Milikapiti Ward Councillor	Council Rep	Automatic Member	X			

LEGEND

Meeting Type
 LA - Local Authority Meeting (Ordinary)
 SP - Local Authority Meeting (Special)

Attendance
 Y - Present at Meeting
 A - Apology accepted
 X - Apology not accepted
 C - Meeting cancelled
 Not a member at this time

Location
 M - Milikapiti
 D - Darwin

Note 1: Councillors attendance at Local Authority Meetings is only mandatory for their own Ward.
 Note 2: Ordinary Meetings are held every three months, with 2 additional (Special Meetings) held between Feb to June each year for input into TRC Strategic Planning / Budgets.



Program:	Local Authority Funding
Sub-Program:	Local Authority Project Funding Wurrumiyanga Local Authority Project Funding Pirlangimpi Local Authority Project Funding Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 6: Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance Goal 8: Facilitate the development of socio-economically responsible opportunities on the Tiwi Islands
Aligns to Council objectives::	Objective 1.6: Ensure service delivery meets community expectations Objective 3.1: Manage and improve council infrastructure Objective 3.3: Ensure responsible management of all council finances Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings. Objective 7.1: Ensure compliance with the <i>Local Government Act</i> and it's regulations Objective 8.2: Support local businesses and service providers where possible Objective 8.3: Assist in major events which draw tourists to the Islands
Activities:	Continued development of Local Authorities and their respective community through the provision of annual project funding to undertake priority community projects.
Service Levels :	Individual local community projects to be developed for each community per NTG Local Government funding guidelines Annual allocation per the NT Grants Commission methodology
Assessment of performance:	A number of community projects were recommended by Local Authorities to the council. A list of completed projects is included in the highlights below
Program highlights:	Projects completed during 2017/18 are listed below: Community vet visits (all communities) Wurrumiyanga Purchasing of grandstands for Stanley Tipiloura Oval Beautification project (community clean ups) Tiwi Day and new year's eve celebrations Community vet visits Pirlangimpi Rebuild and refurbish bbq picnic areas Replace Pirlangimpi pool shade cloth Community vet visits Milikapiti Karslake bores and tank repairs Community vet visits



DRAFT



Infrastructure

The Regional Council's Infrastructure Department provides a variety of services across the Tiwi Islands and is led by the General Manager of Infrastructure. After an internal restructure in the first half of 2018, there were a number of changes made to this department.

The General Manager role provides executive leadership within the department and oversees the activities of the key business units through their corresponding managers. The General Manager position oversees a management team comprising a Works Centre Manager covering fleet and workshops in each community and two Shire Services Managers, one for Melville Island and one for Bathurst Island, who oversee Town Services, Civil and Outstations.



The sun rises over the Aspley Strait and the Tiwi Islands Regional Council inter-island ferry service



Infrastructure service delivery plans – performance assessment

Program:	Fleet Services
Sub-Program:	Fleet Administration – Regional Fleet Administration - Wurrumiyanga
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner
Aligns to Council objectives:	Objective 3.1: Manage and improve council infrastructure Objective 3.2: Develop an asset management plan to protect the value and integrity of council assets Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government
Service Levels:	Registrations are renewed on time Plant and vehicles that are purchased are fit for purpose Obsolete plant is disposed of in a timely and cost effective manner Management of tenders for Fleet and Plant
Activities	a) Registration of all plant and vehicles b) Purchase and disposal of plant and vehicles
Assessment of performance:	a) All registrations processed on time b) Obsolete plant and equipment disposed by auction
Program highlights:	N/A



Program:	Town Services
Sub-Program:	Town Services Town Services Wurrumiyanga Town Services Pirlangimpi Town Services Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.3: Maintain community infrastructure such as sporting ovals and swimming pools Objective 1.4: Maintain and clean public spaces Objective 1.6: Ensure service delivery meets community expectations Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Maintenance of public open spaces. Maintenance of drainage culverts and open drains
Service Levels	a) Grass is kept low throughout the year. b) Weeds controlled and kept low around kerbing, poles, etc. c) Open drains maintained in good condition so water drains away freely. d) Roadside table drains and open areas graded so water drains away freely.
Assessment of performance:	a) Achieved b) Achieved c) Achieved d) Achieved
Program highlights:	Town services teams across all communities delivered a variety of essential services to keep communities safe and clean.



Program:	Rubbish, tips and bins
Sub-Program:	Waste management Wurrumiyanga Waste management Pirlangimpi Waste management Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.2: Provide regular waste collection and responsible tip management Objective 3.1: Manage and improve council infrastructure Objective 4.2: Implement best practice waste disposal and management Objective 4.3: Promote best practice disposal of e-waste and recycling Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Maintain dumps and manage the different types of rubbish left at the dumps
Service Levels:	a) Dumps are safe for the general public to move around in when leaving rubbish b) Dumps comply with Environment Protection Authority (EPA) guidelines and requirements c) There are clearly marked areas for different types of rubbish
Assessment performance:	of a) Partially achieved b) Partially achieved c) Not achieved
Program highlights:	Council management of waste disposal requires significant improvement. In the future we will be closing the existing tip at Wurrumiyanga and opening a new one. This will be licenced with the EPA.



Program:	Civil Works
Sub-Program:	Civil Works Regional Civil Works Wurrumiyanga Civil Works Pirlangimpi Civil Works Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.6: Ensure service delivery meets community expectations Objective 3.1: Manage and improve Council infrastructure Objective 4.1: Seek approval of the Aboriginal Land Trust for environmental matters beyond township boundaries and regarding sacred sites Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Maintain all connector (main) roads bush (minor) roads Maintain all culverts, table drains and drain runoffs on connector roads Maintain road shoulders and table drains within all communities
Service Levels:	a) Connector roads to be accessible and trafficable at least 95% of the year b) Min average travel speed 40 kmph in wet season, 70 kmph in dry season c) No long term ponding of water in table drains No significant corrugations at end of dry season
Assessment of performance:	a) Achieved b) Achieved c) Not achieved
Program highlights:	Condition of civil equipment is a major impediment to managing our extensive gravel and formed roads network. Reseal of the asphalt roads in Wurrumiyanga completed.



Program:	Airport Maintenance
Sub-Program:	Airport Maintenance Regional Airport Maintenance Wurrumiyanga Airport Maintenance Pirlangimpi Airport Maintenance Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 3.1: Manage and improve council infrastructure
Activities:	Safety markings and equipment (eg windsock) maintained and kept in operating condition Runway surrounds regularly maintained Perimeter fencing regularly maintained and kept in sound condition
Service Levels:	a) Safety markers and equipment to be operational and clearly visible b) Grass within airfield to be kept well maintained c) Perimeter fencing to be maintained in good condition
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	All aerodromes remained open throughout the year.



Program:	Airport Inspection
Sub-Program:	Airport Inspection Regional Airport Inspection Wurrumiyanga Airport Inspection Pirlangimpi Airport Inspection Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 3.1: Manage and improve council infrastructure
Activities:	Daily inspection of airport incl runway, grassed areas around runway, safety markings and fixtures, fencing and trees and other obstacles
Service Levels :	a) Record of daily inspection stored at office/workshop b) Notams (notice to airmen) is issued immediately an issue is identified c) Any issues are promptly identified and recorded, with follow through to ensure remedial action is satisfactorily completed
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	All aerodromes were inspected by Air Management Services and subsequent compliance issues addressed. Inspections conducted every day on all aerodromes.



Program:	Mechanical Workshops
Sub-Program:	Mechanical Workshops Regional Mechanical Workshops Wurrumiyanga Mechanical Workshops Pirlangimpi Mechanical Workshops Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink and community safety Objective 3.1: Manage and improve council infrastructure Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	a) Undertake repairs to all Council plant, vehicles and small equipment (hand mowers, whipper snippers, etc) b) Undertake scheduled servicing and maintenance of all Council plant and vehicles c) Undertake private mechanical repairs and servicing when resources are available
Service Levels :	a) Repairs to Council plant, vehicles and equipment is undertaken in a timely manner b) Scheduled servicing of Council plant and vehicles occurs when due
Assessment of performance:	a) Partially achieved b) Partially achieved
Program highlights:	There is a high demand on all workshops for heavy plant, light vehicle, small motor and marine motor repairs. Essential services and emergency repairs take precedence over routine maintenance and servicing. We struggle to retain mechanics and are operating in a highly competitive market in the Northern Territory.



Program:	Staff Housing R&M
Sub-Program:	Staff Housing Regional Staff Housing Wurrumiyanga Staff Housing Pirlangimpi Staff Housing Milikapiti
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 3.1: Manage and improve council infrastructure Objective 3.2: Develop an asset management plan to protect the value and integrity of council assets Objective 5.4: Manage our budgets to work more efficiently and reduce overheads
Activities:	Provision of appropriate housing, including furnishings, to approved staff Maintenance of houses Emergency repairs in response to break ins or vandalism
Service Levels :	a) Houses are available in clean and sound condition for staff b) Regular inspections of structural integrity and standards of furnishings are undertaken, with replacement assets to be added to asset register c) Repairs undertaken in a timely manner
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	A number of staff houses have been repainted in all communities and some staff housing have had new fencing and replacement furnishings and air conditioners.



Program:	Outstations Housing
Sub-Program:	Outstations Housing Maintenance Outstations Housing Maintenance Wurankuwu Outstations Other
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.6: Ensure service delivery meets community expectations Objective 4.1: Seek approval of the Aboriginal Land Trust for environmental matters beyond township boundaries and regarding sacred sites Objective 4.2: Implement best practice waste disposal and management
Activities:	Maintenance works undertaken as required Regular inspections of condition of available housing
Service Levels :	a) Maintenance works undertaken within timely manner, subject to site access b) Annual inspections are documented and issues identified
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	Council manages six outstations across both islands. Significant works were undertaken to improve water supply and quality at Paru. Roads were kept open to all outstations.



Program:	Council Recreational Facilities
Sub-Program:	Recreation Hall Wurrumiyanga Recreation Hall Milikapiti Recreation Hall Pirlangimpi
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.4: Maintain and clean public spaces Objective 1.6: Ensure service delivery meets community expectations Objective 3.1: Manage and improve council infrastructure
Activities:	Providing halls for indoor sport and recreation purposes
Service Levels :	a) Buildings maintained in sound condition b) Availability of utilities (power and water) c) Maintain toilets
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	Infrastructure has monitored the condition of recreational facilities assets providing maintenance as requested when issues identified.



Program:	Parks and Gardens
Sub-Program:	Parks & Gardens Regional Oval Wurrumiyanga Oval Pirlangimpi Oval Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.3: Maintain community infrastructure such as sporting ovals and swimming pools Objective 1.4: Maintain and clean public spaces Objective 1.6: Ensure service delivery meets community expectations Objective 3.1: Manage and improve council infrastructure Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Maintenance of all ovals, parks, gardens. Maintenance of playgrounds and playground equipment
Service Levels :	a) Grass is kept low throughout the year and kept green through dry season b) Weeds controlled and kept low around fences, playground equipment etc c) Playgrounds & play equipment well maintained
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	Funding acquired for major revamp of Milikapiti Oval. Significant work done on pumping station for Pirlangimpi oval irrigation. Funding acquired for build of change rooms at Wurrumiyanga Oval. All ovals mowed throughout the wet season, Pirlangimpi, and Wurrumiyanga ovals made available for Tiwi Islands Football League and for Tiwi Bombers home games. All ovals cleaned post football games.



Program:	Pool Management
Sub-Program:	Pool Wurrumiyanga Pool Pirlangimpi
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.3: Maintain community infrastructure such as sporting ovals and swimming pools Objective 3.1: Manage and improve council infrastructure Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Pool equipment (pumps, filters, etc) and water quality maintained to allow safe use of pools throughout year Pool surrounds and change rooms kept in a clean and well maintained condition Pool fencing maintained in a sound and secure condition
Service Levels :	a) Water quality is within acceptable limits b) All safety equipment, facilities (eg shade structures, seating) change room fixtures are in a sound operating condition c) Grass within pool surrounds is kept low and is green throughout dry season.
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	Pool equipment maintenance done daily and water quality tested. Grass kept mowed at all pools. Change rooms prepared before Tiwi Bombers home games.



Program:	Inter Island Ferry Service
Sub-Program:	Inter Island Ferry Service
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 3.1: Manage and improve council infrastructure Objective 5.4: Manage our budgets to work more efficiently and reduce overheads
Activities:	Vehicle and passenger ferry operates weekdays throughout the year Ferries operate on weekends during football season on match days when teams need to travel between islands.
Service Levels :	a) Ferries operate during scheduled hours > 95% of the year b) All ferries maintained in a safe operating condition c) All safety equipment is readily accessible and is in good and operable condition
Assessment performance:	of a) Achieved b) Partially achieved c) Partially achieved
Program highlights:	The ferry has transported over 2400 vehicles throughout the year and was critical during major events such as the Tiwi Islands Football League Grand Final and on ceremony days. The ferry also assisted Sealink NT when their main ferry was unable to drop passengers on the beach. Routine maintenance was not conducted which lead to issues with engine performance and required emergency repairs to be completed. Due to the conditions on the strait (heavy tides and muddy landing at low tide) there were many issues with the ferry door and engines. All issues were addressed with minimal inconvenience to the community.



Program:	Outstations Essential Services
Sub-Program:	Outstations Essential Services Outstations Essential Wurankuwu Outstations Essential Other
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 1.6: Ensure service delivery meets community expectations Objective 4.1: Seek approval of the Aboriginal Land Trust for environmental matters beyond township boundaries and regarding sacred sites Objective 4.2: Implement best practice waste disposal and management
Activities:	Maintenance of Outstation municipal services such as power, water and waste disposal.
Service Levels :	a) Reliable availability of water, sewer and electricity b) Any utility outages repaired within 2 days during dry season and within 1 week during wet season, subject to vehicular access.
Assessment of performance:	a) Partially achieved b) Partially achieved
Program highlights:	Over 60 trips to outstations across both islands, and many trips to Ranku and Paru to attend to bore pumps and generators. New water tanks installed at Paru, new bore pumps installed at Paru, new battery banks at Paru, trees cut at Paru. New gen set lights and barge landing lights installed at Ranku.



Program:	Commercial Building Services
Sub-Program:	Commercial Building Services Regional Commercial Building Services Wurrumiyanga Commercial Building Services Pirlangimpi Commercial Building Services Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.1: Maintain roads, infrastructure, assets and inter island ferry Objective 3.1: Manage and improve council infrastructure Objective 3.2: Develop an asset management plan to protect the value and integrity of council assets
Activities:	Maintenance of Council buildings rented/leased to others for commercial activities.
Service Levels :	a) Emergency repairs undertaken within 1 day of notification b) Minor or general maintenance undertaken within 1 week of notification c) Annual inspection of building
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	N/A



Program:	Funeral Services
Sub-Program:	Funeral Services Wurrumiyanga Funeral Services Pirlangimpi Funeral Services Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture
Aligns to Council objectives:	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink and community safety Objective 3.1: Manage and improve council infrastructure Objective 4.1: Seek approval of the Aboriginal Land Trust for environmental matters beyond township boundaries and regarding sacred sites
Activities:	Graves are dug the day before a burial and backfilled on the day of the burial Cemeteries maintained in good condition and grass is kept low Weeds controlled and kept low around burial sites and headstones Hearse is made available in Wurrumiyanga on day of burial
Service Levels :	a) Excavation of graves and backfilling of graves undertaken on time b) Cemeteries look well maintained and cared for
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	All undertaker services completed in a timely manner, significant support provided by TIRC for families and community for all funerals through the year in each community.



Program:	Waste collection and disposal
Sub-Program:	Waste collection and disposal Waste collection and disposal Wurrumiyanga Waste collection and disposal Pirlangimpi Waste collection and disposal Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to the Tiwi Communities and other stakeholders Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture Goal 5: Improve Council operations
Aligns to Council objectives:	Objective 1.2: Provide regular waste collection and responsible tip management Objective 3.1: Manage and improve council infrastructure Objective 4.2: Implement best practice waste disposal and management Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Rubbish collection from commercial and residential properties Establishment and maintenance of recycling system
Service Levels :	a) Rubbish collected twice weekly, with collections done on scheduled day b) Weekly rubbish collection to include additional rubbish piled up next to rubbish bins
Assessment performance:	of a) Partially achieved b) Achieved



Community Engagement

The Community Support directorate is responsible for the provision of services through business units including

- Broadcasting,
- Office Administration (including Post Offices),
- Sports, Recreation and Libraries,
- Children's Services (including Families as First Teachers and School Meals Program),
- Youth Diversion,
- Community Safety
- Centrelink agencies (in Pirlangimpi and Milikapiti)



Santa visits children at the community Christmas event 2017



Community Engagement service delivery plans – performance assessment

Program:	Post Office Services
Sub-Program: (if applicable)	Post Office at Wurrumiyanga, Pirlangimpi and Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 7: Achieve best practice in compliance and governance
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Postal services in Wurrumiyanga, Pirlangimpi and Milikapiti.
Service Levels (including any Mandatory Service Levels):	a) Wurrumiyanga - Provision of postal service Monday to Friday between 9:30 am - 12:00 pm and 1:00 - 4:00 p.m., inclusive of residential and business mailboxes. b) Pirlangimpi and Milikapiti - Operating from the administration building, the mail will be collected and sent on a daily basis, Monday to Friday.
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	Program delivered and met expectations of the community.



Program:	Centrelink (Australian Government – Department Human Services)
Sub-Program: (if applicable)	Centrelink Pirlangimpi and Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 7: Achieve best practice in compliance and governance
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.2: Encourage best practice management of staff Objective 2.3: Pay all staff according to appropriate Local Government Industry awards and conditions Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Provide Centrelink Support services to Pirlangimpi and Milikapiti Communities
Service Levels (including any Mandatory Service Levels):	a) Open Monday to Friday 6.5 hour per day in Pirlangimpi, and 7.5 hrs per day in Milikapiti
Assessment of performance:	a) Achieved
Program highlights:	This program operated in accordance with our service level requirements.



Program:	Outside School Hours Care (Australian Government – Department of Education)
Sub-Program: (if applicable)	Outside School Hours Care (OSHC) Regional, OSHC Wurrumiyanga, OSHC Pirlangimpi and OSHC Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	We provide activities for school aged children and positive learning experience with active minds and active bodies during afterschool care and holiday programs.
Service Levels (including any Mandatory Service Levels):	a) Operating times, Monday to Friday, 2:00 pm to 6:00 pm. Program targets children from 5 to 12 years.
Assessment of performance:	a) Achieved at Milikapiti and Pirlangimpi however partially achieved at Wurrumiyanga.
Program highlights:	The high attendance numbers with collaboration with Sport & recreation in our holiday program during the pool days and at Milikapiti collaboration with Sport & recreation with good attendance at the Recreation Hall activities.



Program:	Children Services (Australian Government – Department of Education / Prime Minister and Cabinet)
Sub-Program: (if applicable)	Jirnani Day Care Centre, Child Services Pirlangimpi, Crèche Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	Jirnani Childcare Centre is a Multifunctional Aboriginal Children's Service (MACS) providing long day care and afterschool care and a holiday program with early childhood development. Pirlangimpi and Milikapiti Crèches provide a flexible child care with early childhood development.
Service Levels (including any Mandatory Service Levels):	a) Jirnani operating times, Monday to Friday, 7:30 am to 4:00 pm. Early Childhood Program for children from 6 months to 12 years b) Pirlangimpi and Milikapiti Crèches operating times, Monday to Friday, 8:00 am to 4:30 pm. c) Early Childhood Program for children from six months to eight years.
Assessment of performance:	a) Achieved b) Partially achieved c) Achieved
Program highlights:	TIRC crèches were operated across all three communities with some service gaps due to limited staff shortages in Milikapiti.



Program:	Family as First Teachers (NTG – Department of Education)
Sub-Program: (if applicable)	Nil
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	The FaFT Program is a mobile early learning transition and parent educational program. Support to families with children prior to school entry. Parent early childhood development activities & education. Home visits & nutritional education. Literacy & Numeracy education – Books in Homes. Transition assistance for parents to supporting agencies
Service Levels (including any Mandatory Service Levels):	a) Operating times: 9:00 am to 12:00 pm. Target children from birth to 3 years.
Assessment of performance:	a) Partially achieved.
Program highlights:	This program was in operated successfully in 2017, however we in 2018 TIRC was searching for a suitable replacement FAFT educator. This specialised position required careful consideration before appointment.



Program:	School Meals Program (Australian Government – Prime Minister and Cabinet)
Sub-Program: (if applicable)	Pirlangimpi School Meals Program
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	Pirlangimpi School Meals Program will provide nutritional meals for school aged children at Pularumpi school.
Service Levels (including any Mandatory Service Levels):	a) Operating times, Monday to Friday, 8:00 am to 12:00 pm Nutritional Program for children from five years to 12 years. b) Nutritional meals per day provided to student at Pularumpi School.
Assessment of performance:	a) Achieved b) Achieved
Program highlights:	This was successfully achieved our Meals program assisted with the provisions of nutritious meals during the schools special held events Turtle Dreaming Day, end of term BBQ's.



Program:	Youth Diversion Program (NTG – Territory Families)
Sub-Program: (if applicable)	Nil
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.2: Encourage best practice management of staff Objective 2.3: Pay all staff according to appropriate Local Government Industry awards and conditions Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 2.6: Meet standard recruitment practices in a timely manner Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	The Youth and Community Service team, based in Wurrumiyanga, provides Youth pre-court diversion, case management and reintegration of youth in all three communities.
Service Levels (including any Mandatory Service Levels):	a) Monday to Friday across three communities
Assessment of performance:	a) Achieved
Program highlights:	Over the past 12 months a total of 15 young people were referred to the TIRC as part of the youth diversion program. TIRC Youth and Community Services team have provided case management to young people across all three communities.



Directorate:	Community Engagement
Program:	Community Safety (Australian Government – Prime Minister and Cabinet)
Sub-Program: (if applicable)	Community Safety Regional, Wurrumiyanga, Pirlangimpi, Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 5: Improve Council operations Goal 6: Communicate in an open and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.2: Encourage best practice management of staff Objective 2.3: Pay all staff according to appropriate Local Government Industry awards and conditions Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 2.6: Meet standard recruitment practices in a timely manner Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings
Activities:	Provide assistance to people at risk of either causing or becoming victims of harm. Ensure that at 9.00 pm children are at home or in a safe location with a parent or carer.
Service Levels (including any Mandatory Service Levels):	a) Regular Patrols 11:00 am to 11:00 pm Monday to Saturday. b) Provide Information, Support and Referral
Assessment of performance:	a) Mostly achieved b) Achieved
Program highlights:	TIRC provided community safety and night patrols in all three communities across most coverage time periods throughout the year. Across our region for the year 3186 children were taken home by community safety patrols. Community Safety provided assistance to another 1604 people over the reporting period. Community safety has worked closely with NT Police on a range of routine activities and for special events such as the Tiwi Islands Football League grand final and evening concerts. The community safety team has provided referrals to mental health programs as well



as alcohol and other drugs programs supported Department of health NTG.



Big crowds enjoyed the 2018 Tiwi Islands Football League Grand final



Program:	Remote Sports Program (NTG – Department of Tourism and Culture)
Sub-Program: (if applicable)	Remote Sports Program Regional, Wurrumiyanga, Pirlangimpi, and Milikapiti
Aligns to Council goals:	<p>Goal 1: Provide effective Council services to Tiwi communities and other stakeholders</p> <p>Goal 2: Develop and retain employees and emphasise the recruitment of local people</p> <p>Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner</p> <p>Goal 5: Improve Council operations</p> <p>Goal 6: Communicate in an open, honest and culturally appropriate way</p> <p>Goal 8: Facilitate the development of socio-economically responsible</p>
Objectives	<p>Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries</p> <p>Objective 1.6: Ensure service delivery meets community expectations</p> <p>Objective 1.8: Promote healthy communities and healthy living</p> <p>Objective 2.1: Develop and implement work health safety and our risk management capacity</p> <p>Objective 2.2: Encourage best practice management of staff</p> <p>Objective 2.4: Provide a safe and respectful workplace for all employees</p> <p>Objective 2.5: Promote professional development through training and mentoring opportunities for employees</p> <p>Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government</p> <p>Objective 5.4: Manage our budgets to work more efficiently and reduce overheads</p> <p>Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings</p> <p>Objective 6.5: Conduct and participate in regular stakeholder meetings</p> <p>Objective 8.3: Assist in major events which draw tourists to the Islands</p>
Activities:	Deliver regular sporting comps & activities across Tiwi Islands
Service Levels (including any Mandatory Service Levels):	a) Operational Monday to Friday
Assessment of performance:	a) Achieved
Program highlights:	TIRC Sport and Recreation team ran a number of programs across all three communities. These programs involved close liaison with community organisations and local schools. TIRC coordinated sports competitions, mainly for juniors, across touch footy, AFL, basketball and cricket.



Directorate:	Community Development and Services
Program:	Library (NTG – Department of Tourism and Culture)
Sub-Program: (if applicable)	Library Pirlangimpi and Library Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.4: Provide a safe and respectful workplace for all employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.5: Seek regular feedback from the community on TIRC services
Activities:	Provide library services to Pirlangimpi and Milikapiti communities
Service Levels (including any Mandatory Service Levels):	a) Open four hrs per day Monday to Friday.
Assessment of performance:	a) Achieved
Program highlights:	The library service was provided in the communities of Pirlangimpi and Milikapiti with participation from adults and young people.



Program:	Indigenous Sport & Recreation Program (Australian Government -Prime Minister and Cabinet)
Sub-Program: (if applicable)	Indigenous Sport & Recreation Program Regional, Wurrumiyanga, Pirlangimpi and Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finance, assets, infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way Goal 8: Facilitate the development of socio-economically responsible
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 1.8: Promote healthy communities and healthy living Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 2.5: Promote professional development through training and mentoring opportunities for employees Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 6.5: Conduct and participate in regular stakeholder meetings Objective 8.3: Assist in major events which draw tourists to the Islands
Activities:	Deliver regular sporting competitions & activities across Tiwi Islands
Service Levels (including any Mandatory Service Levels):	a) Operational 8:00 am to 6:00 pm Monday to Saturday
Assessment of performance:	a) Achieved
Program highlights:	TIRC provided Sports for life activities at specific times within the allotted hours. Activities delivered by the TIRC sport and rec team include organised activities for young people, regular school holiday programs and activities particularly operating the swimming pool, sports programs and others.



Program:	Administration service
Sub-Program: (if applicable)	Administration service Wurrumiyanga, Pirlangimpi and Milikapiti
Aligns to Council goals:	Goal 1: Provide effective Council services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasis the recruitment of local people Goal 6: Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance
Objectives	Objective 1.5: Provide essential community services and infrastructure. Services include; libraries, post offices, administration offices, child care, sports and recreation, youth diversion, Centrelink, community safety, funerals and cemeteries Objective 1.6: Ensure service delivery meets community expectations Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 6.1: Contribute regularly to community noticeboards and social media Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Provide office and customer services in Darwin and three communities on the Islands
Service Levels (including any Mandatory Service Levels):	a) Open 8:00 am 4:36 pm Monday to Friday
Assessment of performance:	a) Achieved
Program highlights:	Ferry tickets, mail, fuel distribution and sales, gym memberships, facility hire and bookings, other corporate business services.



Program:	ICT Solutions Corporate
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 4: Manage resources in an environmentally sustainable manner, respecting country and culture Goal 5: Improve Council operations Goal 6 Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives::	Objective 3.1: Manage and improve council infrastructure Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 4.3: Promote best practice disposal of e-waste and recycling Objective 5.2: Decentralise Council operations across our three communities Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 6.2: Regularly update the council website Objective 6.3: Engage with community elders and skin groups including two way conversations at Local Authority meetings Objective 7.2: Ensure compliance with the Northern Territory Information Act Objective 7.4: Ensure compliance with electronic document records management Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	General Information Communication Technology (ICT) technical support, level 1 and 2 Liaise with service providers such as Telstra, CouncilBIZ, Magiq Docs etc Advise Council on ICT issues as required Manage all Council ICT assets
Service Levels :	Reduce overall Communications costs without reducing services Maintain, upgrade and manage the replacement of all Council ICT equipment Improve Council communications Provide communications 365 days a year Ensure monthly reconciliation of Council ICT equipment Regularly review ICT expenses against budget projections Reconcile monthly ICT items on the portable and attractive register.
Assessment of performance	a) Achieved b) Achieved c) Achieved d) Partially Achieved e) Achieved f) Achieved g) Achieved
Program highlights:	Due to major Telstra outages communications failed across Council offices at times, particularly during the wet. Most workshops and crèches moved to NBN Satellite services. All mobile phone replacements paid by staff. Purchase and install of new 'dumb terminal' devices in each office, with significant reduction in cost, bandwidth and maintenance and servicing.



Finance

Finance is responsible for the smooth operation of the Regional Council through direction, control and administration of the financial activities of the Tiwi Islands Regional Council. Our team provides the Council and senior management accurate financial assessments to inform better strategic planning and budgeting.

The finance section functions can be divided into two main areas;

- 1) Financial accounting (accounts payable, accounts receivable, property and rating, managing the external audit)
- 2) Management accounting/grants and contracts

Over the past year our team has continued to resolve previous legacy issues in order to establish a financial position of stability for the Council. This has involved rectifying previous audit issues and processing overdue financial grant acquittals.

A major achievement for the team has been delivering this annual report along with the 2018 Audited Financial Statements to the Department before the deadline. This has taken significant work from the Chief Executive, senior managers and the entire Finance team but we are proud to deliver the end of year financials on time.

Finance will continue to work closely with Council, the Senior Executive and the Northern Territory Government to create a more financially sustainable Council into the future.



The sun rises over Melville Island and the Aspley Strait



Finance service delivery plans – performance assessment

Program:	Financial management
Sub-Program:	Financial management service
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives:	Objective 3.3: Ensure responsible management of all council finances Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 3.5: Meet regulatory requirements to respond to audits in a timely manner Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 7.1: Ensure compliance with the <i>Local Government Act</i> and it's regulations Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Running of the Finance activities for the Council including accounting, rates, grant acquittals, accounts payable and accounts receivable. 5.8 FTE's.
Service Levels :	Timely completion of monthly financial reports for presentation to the Council members, completion of annual financial statements and returns in accordance with accounting standards and Local Government regulations, co-ordination of the annual financial audit, collection of accounts receivable within trading terms and payment of accounts payable within trading terms
Assessment of performance:	a) Achieved b) Partially achieved
Program highlights:	Finance team has provided monthly financial reports to all monthly ordinary council meetings. Finance has provided advice as requested to special council meetings and to all local authority meetings held each month across three communities. The finance team has streamlined Annual Financial Statements preparation and expects to receive the audited financial statements before the legislative deadline for the 2017/18 Annual Report.



Program:	Corporate Management
Sub-Program:	Corporate Management
Aligns to Council goals:	Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives:.	Objective 3.3: Ensure responsible management of all council finances Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 3.5: Meet regulatory requirements to respond to audits in a timely manner Objective 5.4: Manage our budgets to work more efficiently and reduce overheads Objective 7.1: Ensure compliance with the <i>Local Government Act 2008</i> and it's regulations
Activities:	Running of Corporate Services including income for grant administration fees charged to grant program
Service Levels :	Not applicable
Assessment of performance:	Not applicable
Program highlights:	Not applicable



Program:	Executive Leadership
Aligns to Council goals:	Goal 1: Provide effective services to Tiwi communities and other stakeholders Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 3: Manage finances, assets and infrastructure in a responsible, accountable and transparent manner Goal 5: Improve Council operations Goal 6: Communicate in an open, honest and culturally appropriate way Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives:	Objective 1.6: Ensure service delivery meets community expectations Objective 2.4: Provide a safe and respectful workplace for all employees Objective 3.3: Ensure responsible management of all council finances Objective 3.4: Regular reporting to Council, Local Authorities and Northern Territory Government Objective 6.5: Conduct and participate in regular stakeholder meetings. Objective 7.1: Ensure compliance with the <i>Local Government Act</i> and it's regulations Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Provide Leadership Support to CEO, including Financial management, Supervision of Management Teams, Strategic Planning and Reporting.
Service Levels :	08:00 am to 4:36 pm Monday to Friday Darwin, Wurrumiyanga, Pirlangimpi and Milikapiti
Assessment of performance:	Service levels achieved.
Program highlights:	Leadership provided across all communities by TIRC executive and finance teams.



Organisational Development and Change

Human Resources provide strategic leadership to encourage best practice in the management of the staff of the Tiwi Islands Regional Council. It supports a distributed environment through leadership, policy development, operational services, consultancy and advice.

Areas covered include – recruitment and appointment, payroll functions, training and staff development, Workplace Health and Safety and mentoring.

Program:	Work Health Safety
Sub-Program:	Work Health Safety
Aligns to Council goals:	Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives::	Objective 2.1: Develop and implement work health safety and our risk management capacity Objective 2.2: Encourage best practice management of staff Objective 2.4: Provide a safe and respectful workplace for all employees Objective 7.5: Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Work health safety and attendant records
Service Levels :	a) Ten Work Health Safety Committee meetings per year b) Implementation of the Risk Management Policy, Risk Management Framework and ongoing development of the Risk Register.
Assessment of performance:	a) Partially achieved b) Partially achieved
Program highlights:	Four Work Health and Safety Committee meetings were held. The meetings are scheduled to recommence in 2018/19 financial year. The Risk Management Policy was adopted by Council in March 2018. Risk management related activities identified in the policy are under development and will be discussed through the Work Health and Safety Committee meetings.



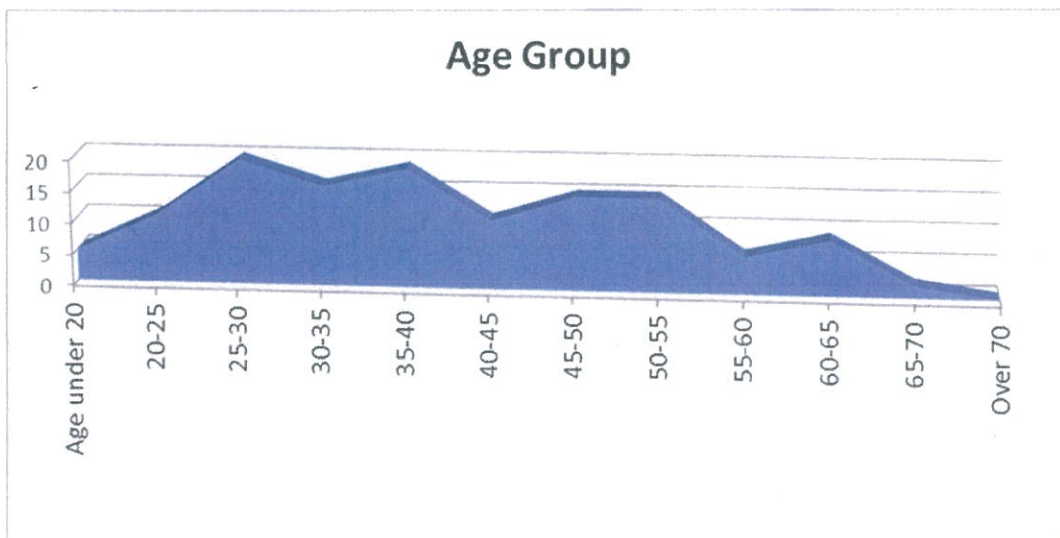
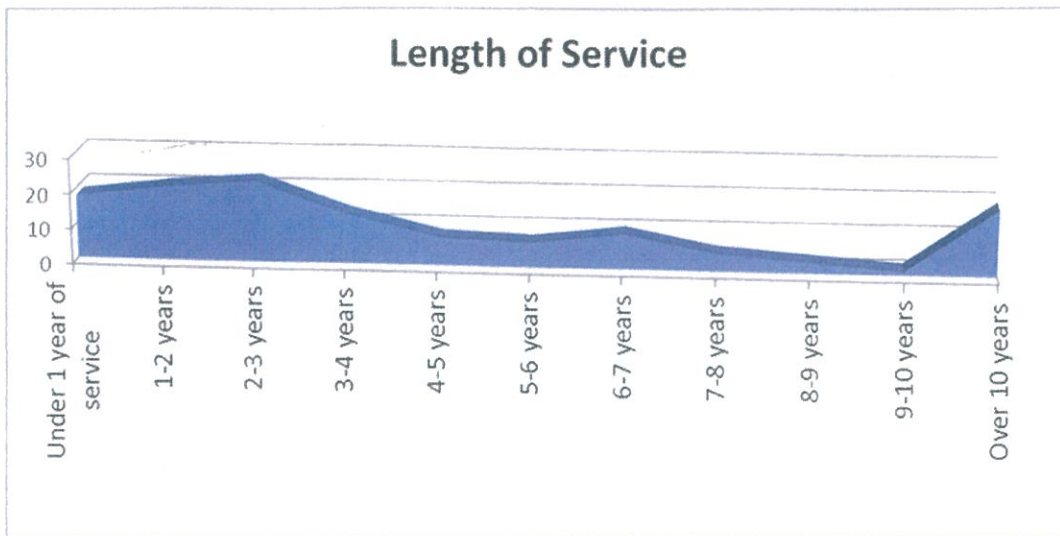
Program:	Organisational Development
Sub-Program:	Organisational development
Aligns to Council goals:	Goal 2: Develop and retain employees and emphasise the recruitment of local people Goal 7: Achieve best practice in compliance and governance
Aligns to Council objectives:::	Objective 2.1 Develop and implement work health safety and our risk management capacity Objective 2.2 Encourage best practice management of staff Objective 2.3 Pay all staff according to appropriate LGIA awards and conditions Objective 2.4 Provide a safe and respectful workplace for all employees Objective 2.5 Promote professional development through training and mentoring opportunities for employees Objective 2.6 Meet standard recruitment practices in a timely manner Objective 7.1 Ensure compliance with the <i>Local Government Act</i> and it's regulations Objective 7.4 Ensure compliance with electronic document records management Objective 7.5 Ensure business units comply with relevant internal and/or external procedures, policies and guidelines
Activities:	Human resources support including award & conditions of employment, recruitment, training, payroll, attendance & records management for services delivered.
Service Levels :	a) Point in time update of the organisation structure as changes occur during the year b) Monthly report on new staff, terminations, and recruitment status for vacancies, and demographics by gender, age and Tiwi Staff c) 100% of timesheets submitted by deadline are processed.
Assessment of performance:	a) Achieved b) Achieved c) Achieved
Program highlights:	The monthly report to Council was revised in January 2018 with a more comprehensive analysis of HR metrics. This included a monthly snapshot of leave usage / absenteeism and hours worked. Additionally, raw hours worked for each of the two pay periods within the month were compared to highlight percentage differences. A wider selection of demographics was added including: length of service and age distribution.



TIRC workforce demographic information as at 30 June 2018

Description	Wurr.	Pirl.	Mili.	Dar.	Total	%
Male	49	11	16	4	80	62%
Female	24	16	9	0	49	38%
ATSI	61	25	24	0	110	85%
NON-ATSI	12	2	1	4	19	15%
Full Time	47	13	13	2	75	58%
Part Time	10	8	7	1	26	20%
Casual	16	6	5	1	28	22%
Age under 20	1	2	2	0	5	4%
20-25	5	2	4	0	11	9%
25-30	11	2	6	1	20	16%
30-35	11	3	2	0	16	12%
35-40	10	5	3	1	19	15%
40-45	8	2	1	0	11	9%
45-50	9	3	2	1	15	12%
50-55	6	6	3	0	15	12%
55-60	5	0	0	1	6	5%
60-65	6	1	2	0	9	7%
65-70	1	1	0	0	2	2%
Under 1 year of service	10	3	3	2	18	14%
1-2 years	12	5	4	0	21	16%
2-3 years	17	4	1	1	23	18%
3-4 years	4	2	7	1	14	11%
4-5 years	4	2	2	0	8	6%
5-6 years	3	2	2	0	7	5%
6-7 years	8	1	1	0	10	8%
7-8 years	3	2	0	0	5	4%
8-9 years	2	0	1	0	3	2%
9-10 years	0	0	1	0	1	1%
Over 10 years	10	6	3	0	19	15%
Total Employees	73	27	25	4	129	100%





These tables reflect workforce demographic information at 30 June 2018.

