



CHARTERS TOWERS
REGIONAL COUNCIL



2023 - 2024

OPERATIONAL
PLAN



ACKNOWLEDGEMENT OF COUNTRY

Charters Towers Regional Council acknowledges the Gugu Badhun, Gudjala, Jangga, Birriah and Warrgamay as the Traditional Owners of the Charters Towers Region.

We pay our respects to their elders past and present.

CONTENTS

Charters Towers Strategic Context	5
Our Organisation	7
Council	7
Directorates	8
Community Focus Areas	10
Our Community	11-14
Our Economy	15-18
Our Environment	19-20
Our Civic Leadership	22-26
Measuring Success	27

CHARTERS TOWERS STRATEGIC CONTEXT

The Operational Plan sits within and builds upon current strategic documents as well as government policy.

Introduction to the Operational Plan

Our Operational Plan sets the direction for the 2023-2024 financial year and identifies how we will measure our performance.

The Operational Plan is a one-year plan that details the operations of Council to deliver its services to the community; delivering on the Community Strategic Plan 2023-2033, Council's election commitments and funding requirements.

The development of Council's Operational Plan is a legislative requirement of the *Local Government Act 2009* and *Local Government Regulation 2012*. Legislation requires that the annual Operational Plan and Budget be consistent.

Strategic Framework

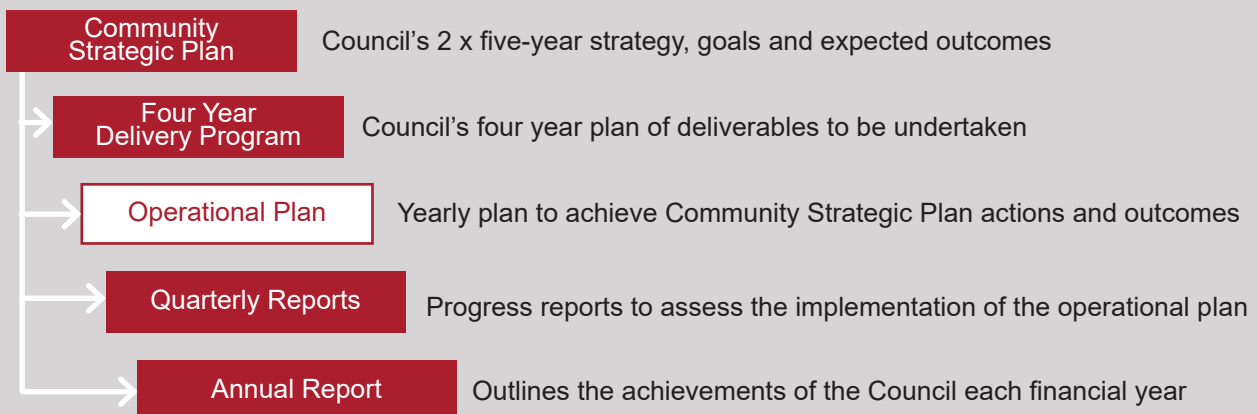
The operational planning process includes management of Council's strategic and operational risks.

Council's commitment to risk management is outlined in the Enterprise Risk Management Policy and is based on International Standard ISO31000:2018 Risk Management Guidelines.

Council will manage risk by integrating risk management practices into corporate and operational planning.

Council will assess the achievements of its Operational Plan on a quarterly basis and publish publicly-available quarterly performance reports.

Regular reporting provides Council with the opportunity to ensure programs are delivered in a timely manner, within allocated resources. It also enables Council to be more responsive to significant changes in the operating environment, whether they be social, economic, environmental, or internal changes that impact on organisational capacity to deliver our programs.



More information can be found at www.charterstowers.qld.gov.au/corporate-publications

HOW TO READ THE OPERATIONAL PLAN

Below is a guide to reading the tables which are found within the Operational Plan.



OUR ORGANISATION

COUNCIL



Frank Beveridge

Mayor

- > Advocacy > Regional Representation
- > Intergovernmental Relations > Investment Attraction
- > Ex-Officio Representative on all Portfolios



Graham Lohmann APM

Deputy Mayor

- > Arts & Culture > Library
- > World Theatre > Community Centres
- > Health > Disaster Management



Alan Barr

Councillor

- > Water Resources
- > Waste Management > Refuse Tips
- > Cemeteries > Land Management
- > Biosecurity Plans



Sonia Bennetto

Councillor

- > Governance > Education
- > Information & Communications Technology
- > Finance > Human Resources
- > Corporate Planning & Performance
- > Procurement > Media & Comms



Kate Hastie

Councillor

- > Pools > Water Park
- > Pump Track & Skate Park
- > Council-owned Housing
- > Facilities Maintenance and Management
- > Audit & Risk > Sport and Recreations



Julie Mathews

Councillor

- > Regional Economic Development
- > Town Planning
- > Building Control & Plumbing
- > Housing Strategy > Tourism
- > Visitor Information Centre

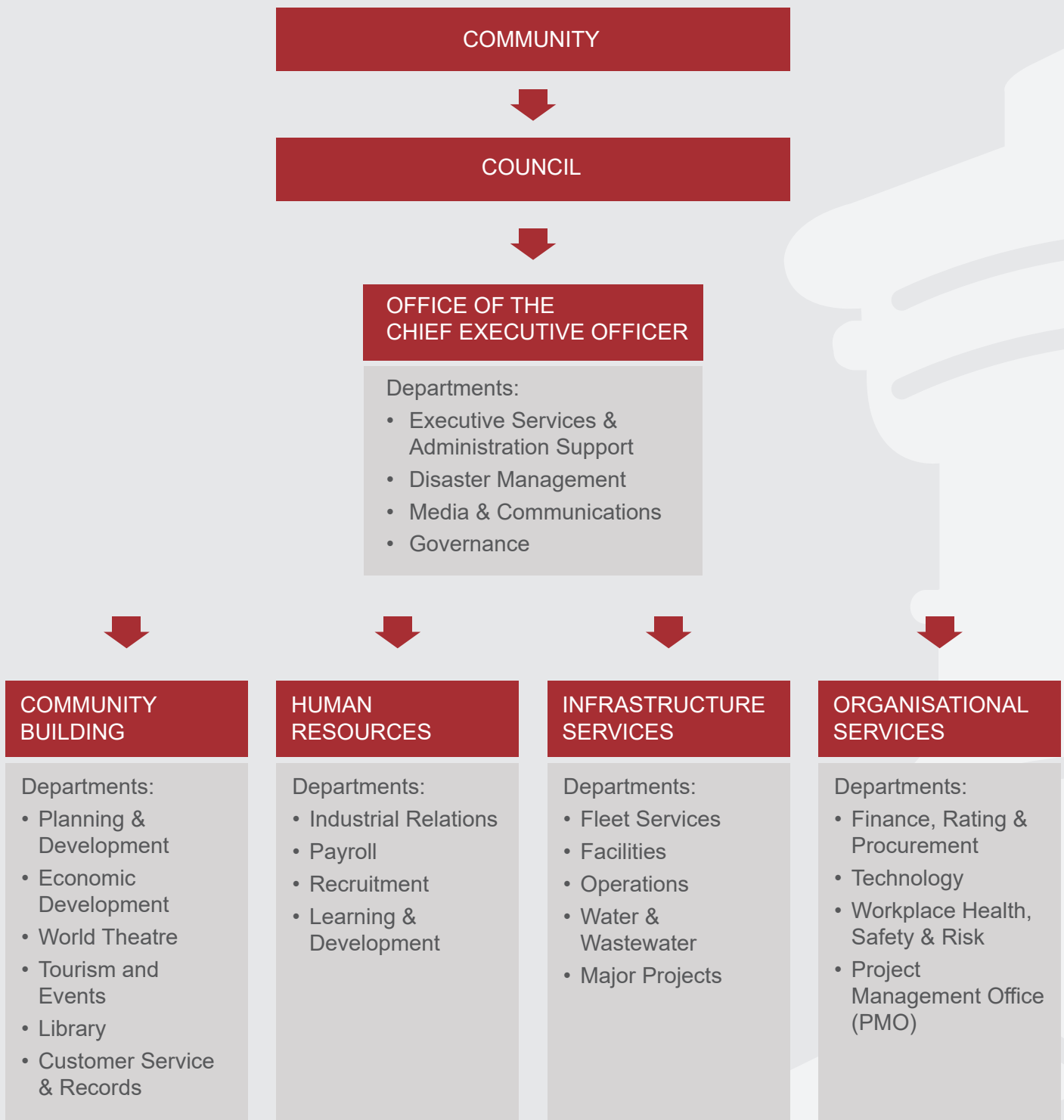


Bernie Robertson

Councillor

- > Road Safety > RMPC
- > Sealed and Unsealed Road Maintenance
- > Parks > Verge Maintenance > Saleyards
- > Equestrian Centre > Ranger Services
- > Animal Control

DIRECTORATES





“ We have so much potential here in Charters Towers - I’m really looking forward to the future. ”
Community Member

COMMUNITY FOCUS AREAS

The Charters Towers Region is at the centre of our organisation. We act in accordance with the principles of local government to deliver value and benefits to the Region. These community focus areas outline our priorities to providing services and infrastructure that meet the current and future needs of our community.



OUR COMMUNITY

A cohesive and inclusive community

Our objective is to provide services and facilities that increase liveability and enable social connection. We will prioritise fostering the health and wellbeing of our community and enhancing public spaces to encourage community connection and an active lifestyle.



OUR ECONOMY

Prosperity and continued economic development

Our objective is to develop a resilient and diversified economy that capitalises on our regional strengths and grows our visitor economy. We will have the skills and infrastructure to seize economic opportunities and adapt to future economic challenges.



OUR ENVIRONMENT

Environmental sustainability and protection of local and regional natural assets

Our objective is to manage our natural assets sustainably. We will conserve and leverage these assets in a way that protects them against future challenges such as drought, bushfire and flood.



OUR CIVIC LEADERSHIP

Fostering regional identity and celebrating the diversity of our communities

Our objective is to appreciate and foster Charters Towers' unique heritage and culture. We will protect our history while nurturing the welcoming and friendly culture of the region.

FOCUS 1: Our Community



1.1 High quality health services

To ensure the Charters Towers Region continues to be a liveable and desirable location, we need contemporary health and aged care services.

OUTCOME	ACTION	DELIVERABLE	LEAD
1.1.1 Delivery of critical additional health services: obstetrics, gynecology, renal medicine, radiology and ultrasound	Advocate for provision of essential local health services	Develop a Hospital Advocacy Plan	Chief Executive Officer



1.2 Celebrate our Unique Character, Identity and History

Once known as “The World” during its boom years in the late 19th century, Charters Towers and surrounding communities have played a rich contribution to Australia’s development with much to celebrate.

OUTCOME	ACTION	DELIVERABLE	LEAD
1.2.1 Opportunities for community participation and connection to enable quality social cohesion	Deliver and support major community events	Community Grants and RADF Grants to prioritise community events. Deliver the Rush Festival.	Executive Manager Community Building
1.2.2 Friends, family and visitors alike enjoy coming to and exploring the Charters Towers Region	Promote the region’s unique identity and its distinctive visitor experience	Develop Local History Collection Standard. Revitalise interpretive & directional signage.	Executive Manager Community Building
1.2.3 The Charters Towers Region becomes a destination of choice for internal and international migration	Promote the lifestyle opportunities within the Charters Towers Region, including job opportunities for partners, schooling and recreational opportunities for children	Continue to promote the liveability of the Charters Towers Region.	Executive Manager Community Building



1.3 Deliver High Quality Community Facilities

To attract new residents to the region, the Charters Towers Region needs to continually improve community facilities and services.

OUTCOME	ACTION	DELIVERABLE	LEAD
1.3.1 Investment in quality play and active recreation opportunities for an active lifestyle	Seek government funding to invest in community facilities, such as a new multi-sport facility, Mosman Creek Recreation Corridor upgrade, and relocation of the Equestrian Centre	Develop 'shovel ready' facility projects for submission to funding bodies as grant opportunities arise.	Manager Major Projects
		Concept analysis for multi-sport complex completed and adopted	Executive Manager Community Building
	Seek government funding to invest in improving existing public spaces	Develop 'shovel ready' public space projects for submission to funding bodies as grant opportunities arise.	Manager Operations
1.3.2 Visually appealing, inviting, and accessible public spaces	Maintain existing public spaces to a high and accessible standard	Deliver scheduled maintenance of open spaces as per plans and in accordance with agreed levels of service.	Manager Operations
		Implement safe, modern and accessible upgrades to public transport infrastructure to meet the needs of our communities.	Manager Facilities

A vibrant rainbow arches across a dramatic, cloudy sky, casting light over a suburban town. The rainbow's colors are bright and distinct, contrasting with the dark, moody clouds. The town below is densely packed with houses and trees, appearing in silhouette against the bright light of the rainbow. The overall scene conveys a sense of hope and renewal.

“ Charters Towers Regional Council seeks to be a strong and respected voice to promote and facilitate growth on behalf of our community ”



1.4 Strengthen partnerships and relationships within our community

We will respectfully strengthen partnerships and relationships with organisations and groups within our community to improve cultural, social, environmental, and economic aspirations of elderly, youth and indigenous members of the community

OUTCOME	ACTION	DELIVERABLE	LEAD
1.4.1 Community engagement will be inclusive and designed to reach diverse communities	Facilitate meaningful and effective community engagement in everything we do	Hold regular meetings with Traditional Owner Groups to discuss ILUA obligations and further develop relationships.	Chief Executive Officer
		Identify other hard to reach groups and establish regular meetings to develop relationships.	Chief Executive Officer
		Review of all digital platforms across the organisation, including websites and social media, and ensure all platforms meet the needs and expectations of the community.	Executive Services Manager
		Implementation of the LGAQ Service Desk.	Executive Services Manager
1.4.3 Young people are supported to develop as future civic leaders	Facilitate the Charters Towers Youth Council	Implement learnings from the IAP2 model and ensure engagement is consistent with Council's Community Engagement Strategy.	Executive Services Manager
		Develop and hold regular Youth Council Meetings.	Executive Manager Community Building
1.4.4 Everyone can participate, prosper and have access to opportunities that facilitate more equitable economic participation	Identify and remove barriers to economic, social, and cultural participation and inclusion	Continue to offer a range of events and programs at The World Theatre for all demographics.	Executive Manager Community Building

FOCUS 2: Our Economy



2.1 Support Existing Industries

Our existing agricultural industries have supported the growth of the Charters Towers Region for over 150 years. Supporting future growth and development will ensure their continued success.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.1.1 Growth in pastoral industries through improved supply chain efficiency	Invest in enabling infrastructure, such as the Dalrymple Saleyards and Big Rocks Weir	Seek grant funding to deliver priority projects detailed in the Dalrymple Saleyards Master Plan.	Manager Council Facilities
2.1.3 Existing industry activity is supplied locally	Advocate for local content in major project approvals and delivery	Undertake Supplier Information sessions to assist local businesses in understanding how to do business with Council.	Executive Manager Organisational Services
	Identify opportunities to bring existing supply chains to the Charters Towers Region	Work with stakeholders to promote innovation and growth for regional businesses.	Executive Manager Community Building



2.2 Attract New Industries

To capture the next phase of our growth, we need to actively pursue new industries to the Charters Towers Region.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.2.1 Establishment of new industrial activity in the Charters Towers Region	Develop council-owned land to provide turn-key opportunities for new major industry (Charters Towers Industrial Precinct)	Undertake Planning Scheme amendments to enable new industrial precincts in accordance with the Strategic Land Use Study.	Manager Planning and Development
2.2.2 Establishment of tertiary education and training providers in the Charters Towers Region	Advocate for the establishment of a Satellite University Study Campus in Charters Towers	Continue to advocate for a study campus in Charters Towers.	Chief Executive Officer
2.2.4 Attraction of a major industrial project to Charters Towers	Advocate for funding to support the development of the Charters Towers Industrial Precinct	Continue to advocate for funding and identify potential proponents for the Industrial Precinct.	Executive Manager Community Building
2.2.5 Permanent Australian Defence Force presence established in Charters Towers	Advocate to the Australian Government for a permanent ADF presence in Charters Towers	Lobby ADF for investment and permanent siting of staff in Charters Towers.	Chief Executive Officer



2.3 Plan for Future Growth

Long-term plans for the future of each locality to overcome specific challenges and maximise the benefits from local opportunities.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.3.1 Long-term plans for the future of each locality to overcome specific challenges and maximise the benefits from local opportunities	Deliver masterplans for community localities, including: Ravenswood and Greenvale	Develop Master Plans for Ravenswood and Greenvale.	Executive Manager Community Building
2.3.2 The Charters Towers CBD is vibrant and provides a unique offering	Deliver a new vision for the future of the Charters Towers CBD, focused on high value, boutique retail and hospitality offerings for locals and visitors alike	Develop Charters Towers CBD Master Plan.	Director Infrastructure Services
2.3.3 A planning scheme that identifies and supports future development opportunities	Update the Planning Scheme to identify and support future development opportunities	Undertake Planning Scheme amendments to support future development opportunities in accordance with the Strategic Land Use Study	Manager Planning & Development



2.4 Deliver Essential Services for Economic Growth

For the Charters Towers Region to grow, essential services such as water and sewerage, roads and telecommunications are needed to support private investment and business activity.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.4.1 Reliable water and sewerage services that can support future growth	Plan for and invest in required water, sewer, local road and waste infrastructure upgrades across the Charters Towers Region	Undertake planning and design initiatives, to continue to provide value added water & wastewater services, in accordance with strategic planning and development requirements.	Manager Water and Wastewater
2.4.2 Reliable telecommunications across the region	Advocate for funding to remove known mobile blackspots	Blackspot application/Advocacy Plan.	Chief Executive Officer
2.4.3 Safe and efficient freight networks	Advocate for improvements to the Gregory Developmental Road and Flinders Hwy	Hold regular meetings with State Government to advocate for improvements.	Director Infrastructure Services
2.4.4 Sufficient land is developed to meet housing and industrial growth needs	Plan for sufficient land development to match future residential and industrial land demand	Undertake Planning Scheme amendments to plan for sufficient land development to provide for future residential and industrial land demand in accordance with the Strategic Land Use Study.	Manager Planning and Development



2.5 Tourism and Major Events

Leveraging the region's history, culture, venues and natural assets to increase visitation supports growth in the regional economy.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.5.1 Development of a regional master brand	Implement regional master brand	Continue to implement regional master brand.	Executive Manager Community Building
		Corporate Branding Guidelines to be reviewed and include all branding across the organisation.	Executive Services Manager
2.5.2 Continued development of new tourism experiences	Deliver Scenic Picture Frame Trail	Frames installed at Greenvale, Ravenswood, Pentland and Hervey Range.	Executive Manager Community Building
	Deliver Miners Memorial and Mine Shaft Project	Completion of project and open to the public.	Manager Major Projects
2.5.3 Ongoing industry skill development and growth	Promote investment and growth opportunities to local businesses	Work with stakeholders to promote innovation and growth for regional businesses.	Executive Manager Community Building
	Support the Business Excellence Awards	Support the Business Excellence Awards.	Executive Manager Community Building
2.5.4 Destination sustainability objectives achieved	Continue to support and deliver regional events	Deliver a diverse range of events.	Executive Manager Community Building
2.5.5 High quality venues are used to attract and facilitate more events	Promote regional venues to maximise use, draw new/ additional events, visitors and economic stimulus	Continue to offer a range of events and programs at The World Theatre for all demographics.	Executive Manager Community Building



2.6 Additional Housing to Support Regional Migration

To realise the economic opportunities in the region, a skilled and ready workforce is required. To grow this workforce, additional housing is needed to support migration of skilled and ready workers to our region.

OUTCOME	ACTION	DELIVERABLE	LEAD
2.6.2 Construction of new houses to meet demand	Identify and implement strategies that stimulate additional housing development, including fee and red tape reduction, expedited approvals and development incentives	Undertake Planning Scheme amendments to plan for sufficient land development to provide for future residential and industrial land demand in accordance with the Strategic Land Use Study.	Manager Planning and Development
2.6.3 More Council-provided housing for eligible employees reduces pressures on the private market	Advocate for funding to build four additional houses for Council employees	A greenfield site and master plan for housing is developed and funding opportunities are pursued.	Manager Facilities
2.6.4 Increase in net migration (skilled labour)	Promote lifestyle opportunities within the Charters Towers Region, including job opportunities, schooling, and recreational opportunities for children	Continue to promote the liveability of the Charters Towers region.	Executive Manager Community Building

FOCUS 3: Our Environment



3.1 Sustainably Develop Natural Resources

The Charters Towers Region is home to considerable natural resources that can be sustainably developed.

OUTCOME	ACTION	DELIVERABLE	LEAD
3.1.1 Additional water allocation from the Burdekin River	Advocate for the release of additional water allocation from the Burdekin River	Delivery of an Environmental Impact Statement for Big Rocks Weir for decision to progress to construction.	Manager Major Projects



3.2 Protecting Native Flora and Fauna

Environmental stewardship ensures our natural environment can be preserved for generations to come.

OUTCOME	ACTION	DELIVERABLE	LEAD
3.2.1 Flying Fox roosts remain away from urban environments	Implement a Flying Fox Relocation Strategy, ensuring migration to the new roost site	Community Consultation and Flying Fox Statement of Management Intent.	Manager Operations/ Executive Services Manager
3.2.2 Invasive pests and weeds are appropriately managed and eradicated where possible	Lead local (community and industry) pest and weed control efforts	Undertake collaborative environmental and pest management activities with community stakeholders.	Manager Operations
	Advocate for funding to amplify local pest and weed control efforts	Continue to advocate the State Government to allocate more funding for pest and weed management in regional areas where funding is often undelivered to cover the vast area.	Chief Executive Officer



3.3 Maximizing Renewable Energy Opportunities

The Charters Towers Region is home to considerable high quality renewable energy opportunities, including solar, wind and pumped hydro.

OUTCOME	ACTION	DELIVERABLE	LEAD
3.3.1 Charters Towers Regional Council operations generate energy from renewable sources	Investigate the feasibility of installing renewable energy on existing facilities and install where feasible	Pursue funding opportunities to facilitate renewable energy installation initiatives.	Manager Facilities
3.3.2 Pumped hydro scheme established	Advocate to the Queensland Government for the development of a pumped hydro system	Continue to advocate the State Government to allocate more funding for pumped hydro schemes and incorporate in planned pipework designs.	Manager Water and Wastewater
3.3.5 Major energy projects benefit the region's economy through buying and hiring locally	Advocate for large-scale energy projects to procure materials and skills locally (where possible)	Continue to work with the business community to attract and retain business opportunities in the region.	Executive Manager Community Building



3.4 Effective Waste Management

As we move to become a zero-waste society, coordination and investment is required to realise more sustainable waste management practices, such as recycling and resource recovery.

OUTCOME	ACTION	DELIVERABLE	LEAD
3.4.1 Landfills operated by CTRC are environmentally compliant	Invest in landfill operations to ensure future environmental and financial sustainability	Investigate new opportunities to improve operations in compliance with current license conditions.	Manager Operations
3.4.2 Increase in recycling activity and less waste to landfill	Introduce a curbside recycling service Advocate for funding to implement waste management initiatives	Develop kerbside recycling strategy to set direction. Work with North Queensland Regional Organisation of Councils (NQROC) and State Government to develop waste management strategies and actions.	Manager Operations
3.4.3 No more illegal dumping	Advocate for removal of Waste Levy to prevent illegal dumping	Continue to advocate for removal of the Waste Levy.	Chief Executive Officer
3.4.4 New state-of-the-art landfill and recycling centre is delivered	Identify site for new facility Design new facility	Develop Waste Management Master Plan.	Manager Operations



FOCUS 4: Our Civic Leadership



4.1 Transparent and Accountable Processes and Decision-making

Transparency, accountability and confidence in Council’s decision making is central to building and maintaining our social license with our community.

OUTCOME	ACTION	DELIVERABLE	LEAD
4.1.1 High community and external stakeholder awareness of Council’s priorities and strategies	Explore ways to seek and incorporate community feedback in Council decision-making	Review and update the Community Engagement Strategy.	Executive Services Manager
4.1.2 Our decision-making, asset management and service delivery structures are understandable and accessible to all members of the community	Continually improve administrative release of information on day-to-day Council activities and achievements, and strategic and operational goals and progress	Development of publicly accessible Service Catalogue on Council’s website.	Executive Services Manager
4.1.3 The community is empowered to approach Council to discuss emerging and known issues	Continually improve internal and external accessibility to Council information	Development of the ‘Have Your Say’ platform.	Executive Services Manager





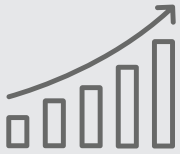
4.2 People First Customer Service

Putting the needs of our customers at the forefront of our service delivery will ensure community satisfaction.

OUTCOME	ACTION	DELIVERABLE	LEAD
4.2.1 The community is empowered to approach Council to discuss emerging and known issues	Continually improve internal and external accessibility to Council information	Training of staff for management and handling of complaints.	Executive Services Manager
4.2.2 Customer satisfaction with their interactions with Council	Build our internal structures to enable our community to communicate their needs with our staff to enable them to deliver excellent service	Respond to 80% of Customer Requests within Customer Service Charter timeframes.	Executive Leadership Team
		Increase availability of online forms.	Executive Manager Community Building
		Implementation of the Administration Framework.	Executive Services Manager
		Implementation of the Policy Framework to include a full review of all corporate policies, procedures and corporate publications.	Executive Services Manager



OUTCOME	ACTION	DELIVERABLE	LEAD
<p>4.2.3 Charters Towers Regional Council has the right people, with the right skills, doing the right jobs at the right time, to deliver the services expected by the community</p>	<p>Implement the Charters Towers Regional Council's Workforce Strategy Plan (WSP).</p>	<p>Delivery of all year 2 action items as prescribed by Council's Workforce Strategy Action Plan:</p> <ul style="list-style-type: none"> • Attraction and Retention Pillar. • Leadership Pillar. • Learning and Development Pillar. • Health and Wellbeing Pillar. • Reward and Recognition Pillar. • Culture Pillar. 	<p>Executive Manager Human Resources</p>
		<p>Conduct a training needs analysis of Council's workforce to inform future workforce planning.</p>	<p>Executive Manager Human Resources</p>
		<p>Continue with investigating and reporting on a targeted approach to trial electronic time sheeting, electronic leave processing and activating an employee self-service portal.</p>	<p>Executive Manager Human Resources</p>
		<p>Encourage a supportive and consistent workplace culture that prioritises and upholds Council's values whilst promoting collaboration and upskilling.</p>	<p>Executive Manager Human Resources/Chief Executive Officer</p>
		<p>Continue to embed and support the Safety Management System.</p>	<p>Manager Work Health, Safety & Risk</p>
		<p>Enhance safety culture through education, support and initiatives to develop ownership of personal safety.</p>	<p>Manager Work Health, Safety & Risk</p>
		<p>Improve knowledge and support of risk across operational areas.</p>	<p>Manager Work Health, Safety & Risk</p>



4.3 Long-term Financial Sustainability

Council needs to ensure its long-term financial sustainability to provide the services our community expects both now and into the future.

OUTCOME	ACTION	DELIVERABLE	LEAD
4.3.1 Adequate, secure funding from the Queensland and Australian Governments to deliver needed community services	Advocate for appropriate funding support from the Queensland and Australian Governments (such as restoring Financial Assistance Grants to 1% of Commonwealth taxation revenue)	Continue to work with Local Government Association of Queensland (LGAQ) to advocate for additional funding for local government.	Chief Executive Officer
4.3.3 Growth in the region's rate base to support additional service delivery	Focus on keeping rates at affordable levels for residents, business and industry	Increase uptake of Mi-Water use with Ratepayers.	Executive Manager Organisational Services
		Improve the integration of asset management planning into long-term financial planning processes.	Executive Manager Organisational Services/Chief Financial Officer
		Preparation of Annual Budget and updating of long-term financial sustainability.	Chief Financial Officer





4.4 Innovation in Service Delivery

Innovation is more than just implementing new ideas, it's about how we can improve efficiency and quality of service delivery to our local community.

OUTCOME	ACTION	DELIVERABLE	LEAD
4.4.1 Improved data collection for decision making	Invest in systems to digitise the collection of data across all Council services	Develop and trial Information Management (IM) data dashboards to inform decision-making.	Executive Manager Organisational Services
		Review and update/archive all Council shared folders and shared files.	Executive Services Manager/Chief Information Officer
		Investigate automating certain Project Management Office (PMO) processes.	Executive Manager Organisational Services
4.4.2 New technologies change the way Council does its business, increasing productivity	Identify and implement existing and new technology opportunities such as smart meters, asset management tracking, and smart lighting	Implement the RelianSys platform for Delegations, Internal Audit & Risk Management. Implementation to include training of staff.	Executive Services Manager/Manager Work Health, Safety & Risk
		Develop roadmap for transition from Ci to CiAnywhere.	Executive Manager Organisational Services
		Software Rationalisation across whole of Council to increase utilisation of current software & reduce duplicative capabilities.	Executive Manager Organisational Services/Chief Information Officer
		Council's Information Technology (IT) Steering Committee to monitor the IT Strategy and implementation plan.	Chief Information Officer
		Upgrading of CCTV Trailer and Centenary Park CCTV reconnection.	Chief Information Officer
4.4.3 Residents can access Council services in more convenient ways, improving service delivery	Identify and implement existing and new technology opportunities such as online booking and payment systems and community engagement tools	Investigate new technology for online bookings.	Executive Manager Community Building

MEASURING SUCCESS

Maintaining Accountability



HOW PERFORMANCE IS MEASURED

Charters Towers Regional Council's performance will be measured through the on time satisfactory completion of the actions.



HOW EFFECTIVENESS IS MEASURED

Charters Towers Regional Council's effectiveness will be measured through the achievement of the stated outcomes sought.



HOW IMPACT IS MEASURED

Measured through a change in

- Growth in Estimated Resident Population (ERP)
- Growth in Total Gross Regional Product (GRP)





CHARTERS TOWERS
REGIONAL COUNCIL

PO Box 189 Charters Towers Qld 4820
ADMINISTRATION: 12 Mosman Street
Charters Towers QLD 4820
PH: 07 4761 5300 | **F:** (07) 4761 5344
E: mail@charterstowers.qld.gov.au
ABN: 67 731 313 583

www.charterstowers.qld.gov.au