



Agenda – Late Items

Ordinary Meeting

Tuesday, 22 August 2023

Time: 9.15 am
Location: Boonah Cultural Centre
3 High Street
BOONAH QLD 4310

**Scenic Rim Regional Council
Ordinary Meeting
Tuesday, 22 August 2023
Agenda – Late Items**

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11 Consideration of Business of Meeting

Additional Items

11.5 Operational Plan 2022-2023 Quarter Four Progress Report

Executive Officer: General Manager People and Strategy

Item Author: General Manager People and Strategy

Attachments:

1. Draft Operational Plan 2022-2023 Quarter Four Progress Report [↓](#) 
2. Final Operational Plan 2022-2023 Quarter Four Progress Report [↓](#) 
3. Service Delivery Quarter Four 2022-2023 Report [↓](#) 

Councillor Portfolio

Not applicable.

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

The Draft Quarter Four Progress Report against the Operational Plan 2022-2023 is provided, reporting against the period from 1 April to 30 June 2023. A summary of Council's service delivery performance is also attached which provides information about various Council services.

There are 128 activities in the Operational Plan 2022-2023. As at 30 June 2023, 102 have been completed in line with approved targets and 18 have been identified as requiring attention. This means that as at the end of Quarter Four, 80% of activities were completed. For the activities which were not completed at the end of Quarter Four, the report provides comments about progress. The report also includes information about activities from the Operational Plan 2021-2022, which had not been completed as at the end of Quarter Three.

Recommendation

That:

1. Council adopt amendments to the Operational Plan 2022-2023 as contained and highlighted within the Draft Operational Plan 2022-2023 Quarter Four Progress Report;
2. Council endorse the Operational Plan 2022-2023 Quarter Four Progress Report;
3. Council note the Service Delivery Quarter Four 2022-2023 report; and
4. Council approve the publication of the Service Delivery Quarter Four 2022-2023 report and the Operational Plan 2022-2023 Quarter Four Progress Report on the Council website.

Previous Council Considerations / Resolutions

The Operational Plan 2022-2023 was adopted at the Special Meeting held on 11 July 2022 (Item 6.2).

Report / Background

The Progress Report has been prepared to summarise progress made towards the achievement of the Operational Plan 2022-2023, as required by section 175 of the *Local Government Act 2012*.

The Operational Plan is divided into seven themes that align to both the Community Plan and Council's Corporate Plan, Scenic Rim 2026. Furthermore, Key Performance Indicators (KPIs) or Milestones are nominated, where appropriate, against deliverables to provide a process for measuring Council's performance against the set objectives.

The Operational Plan Progress Report details quarterly targets against key milestones or KPIs, where appropriate, to facilitate quarterly progress reporting against each of the Deliverable projects.

A number of minor departures from the content of the Operational Plan 2022-2023 have been made to clarify or improve the quality of reporting or to reflect changes to deadlines or performance target phasing. These amendments are highlighted in yellow in Attachment 1.

An 'unmarked' version of the report, inclusive of proposed amendments is included as Attachment 2.

In addition, a summary of the high-level business unit achievements and statistics has been included as Attachment 3 to this report, to provide an overview of the key service delivery activities for the quarter.

Budget / Financial Implications

The activities detailed within the 2022-2023 Operational Plan are factored into Council's annual budget. Indicative budget was provided for materials and services (where applicable) within the Operational Plan, however, the adopted budget and associated reporting is the key reference for all financial matters.

Strategic Implications

Operational Plan

Theme: 3. Open and Responsive Government

Key Area of Focus: To be a high-quality customer-focused organisation that provides high-quality customer-focused services

Legal / Statutory Implications

The Chief Executive Officer is required to provide a quarterly report on the Operational Plan to the local government meeting under section 174(3) of the *Local Government Regulation 2012*.

Risks

Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR46 Inadequate or lack of Governance (including procurement) Framework (systems, policies, procedures, delegations and controls) in place to ensure compliance by Council's Councillors and Officers with all relevant State and Federal legislation and regulations.

SR52 Ineffective and/or unrealistic strategic plans which are not appropriately scoped or resourced, resulting in missed opportunities, re-work, failure to deliver objectives and loss of confidence by community.

Risk Summary

Category	Explanation
<p>Governance, Risk & Compliance</p> <p>Failure to finalise the Operational Plan Quarterly Report results in noncompliance with statutory obligations or resolution of Council.</p>	<p>Council's endorsement of the quarterly reports as recommended will mitigate risk of non-compliance with statutory reporting obligations and/or failure to delivery on a resolution of Council.</p> <p>A decision by Council not to endorse the quarterly reports (Option 2) will result in a non-compliance with statutory reporting obligations and/or failure to delivery on a resolution of Council.</p>
<p>Reputation, Community & Civic Leadership</p> <p>Failure to deliver on corporate objectives as outlined in the quarterly reports results in negative perception from community and other stakeholders.</p>	<p>Council's adoption of the amendments to the Operational Plan 2022-2023 as contained and highlighted within the Draft Operational Plan 2022-2023 Quarter Four Progress Report, and endorsement of the quarterly reports (as recommended), will result in transparency regarding reasons for extension of delivery timeframes. This transparency may mitigate the risk of negative community or stakeholder perceptions.</p> <p>A decision by Council to not endorse the quarterly reports and/or not publish the reports on Council's website (Option 2), will result in a lack of transparency regarding reasons for extension of delivery timeframes. This may heighten the risk of negative community or stakeholder perceptions.</p>

Human Rights Implications

No human rights have been impacted by any actions recommended in this report.

Consultation

All General Managers and relevant business unit leads have contributed to the development of the quarterly progress reports. The Executive Team has reviewed and endorsed the consolidated reports.

Conclusion

The quarter four progress reports demonstrate the progress made towards the implementation of the deliverables contained within the Operational Plan 2022-2023 for the period 1 April to 30 June 2023 and also provide an update about service delivery during quarter four.

OptionsOption 1

That Council:

1. Adopt amendments to the Operational Plan 2022-2023 as contained and highlighted within the Draft Operational Plan 2022-2023 Quarter Four Progress Report;
2. Endorse the Operational Plan 2022-2023 Quarter Four Progress Report;
3. Note the Service Delivery Quarter Four 2022-2023 report; and
4. Approve the publication of the Service Delivery Quarter Four 2022-2023 report and the Operational Plan 2022-2023 Quarter Four Progress Report on the Council website.

Option 2

That Council:

1. Does not adopt the amendments to the Operational Plan 2022-2023 as contained and highlighted within the Draft Operational Plan 2022-2023 Quarter Four Progress Report;
2. Does not endorse the Operational Plan 2022-2023 Quarter Four Progress Report; and
3. Does not approve the publication of the Service Delivery Quarter Four 2022-2023 report and the Operational Plan 2022-2023 Quarter Four Progress Report on the Council website.



OPERATIONAL PLAN 2022-2023
QUARTER FOUR PROGRESS REPORT
1 APRIL - 30 JUNE 2023

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Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2022-2023 that contribute to the delivery of the five year Corporate Plan (*Scenic Rim 2026*), as required by Section 175 of the *Local Government Regulations 2012*.

Due to the impacts of natural disasters, COVID-19 and other factors, a number of activities which had been planned for 2021-2022 were not completed by 30 June 2022 and extensions of time were approved by Council, for continued delivery in 2022-2023. The report provides an update of progress against those activities, based on the extensions approved by Council.

Significant progress has been made against the Operational Plan 2022-2023 during the period 1 April 2023 to 30 June 2023 (Quarter Four). Although Council continues to manage the impacts of COVID-19, and the impacts of natural disasters in recent years, our focus remains firmly on delivering the long-term community vision and the key outcomes set out in the Corporate Plan *Scenic Rim 2026* through the delivery of the activities set out in the *Operational Plan 2022-2023*.

The table below shows an overall summary of the status of the Operational Plan 2022-2023 implementation as at 30 June 2023.

		COMPLETED	ON TRACK	MONITOR	REQUIRES ATTENTION	CANCELLED / POSTPONED	TOTAL
	Spectacular Scenery and Healthy Environment	18	N/A	N/A	0	0	18
	Sustainable and Prosperous Economy	16	N/A	N/A	1	3	20
	Open and Responsive Government	12	N/A	N/A	4	1	17
	Relaxed Living and Rural Lifestyle	9	N/A	N/A	3	0	12
	Vibrant and Active Towns and Villages	10	N/A	N/A	3	0	13
	Accessible and Serviced Region	27	N/A	N/A	4	2	33
	Healthy, Engaged and Resourceful Communities	10	N/A	N/A	3	2	15
		102	N/A	N/A	18	8	128

Throughout the report, each activity has been assigned a status. *On track* means the work is progressing as planned. *Requires attention* means there is a need for a change to the original plan as adopted in the Operational Plan. For example, an extension of time is needed. *Monitor* means that there has been some issue with the delivery of the planned activity, such as a delay, and although no action is required at this time, Council is made aware that action may be required in the next reporting period.

Spectacular Scenery and Healthy Environment

- Council successfully secured funding to the value of \$111,000 through the Queensland Government's Disaster Ready Fund to establish greening targets and better understand urban heat island effect within urban areas.
- The Land for Wildlife program continued its support of member of the program with three animal scats analysed and 19 fauna cameras currently set up on properties. Three properties were inducted into 20-year membership.
- Two events were run as part of the Land for Wildlife program during the quarter, including spotlighting and frog survey.
- Council adopted two flying-fox roost management plans for the Beaudesert and Canungra flying-fox roosts for an interim period of six months to allow roost management works to commence.
- The Scenic Rim Rivers Improvement Trust successfully completed the works program for the 2022-2023 financial year with key works in the Upper Albert, Teviot and Reynolds creek.
- Resilient Rivers Program funding provided through the Council of Mayor South East Queensland enabled the delivery of key projects, including weed treatment works within in the Albert catchment, a slump stabilisation project in the Logan and an off-stream watering and stock fencing project. Other projects including eDNA surveys for platypus and hydrological assessment and prioritisation projects for the Warrill and Bremer catchments are also underway.

Sustainable and Prosperous Economy

- Council continued its engagement with local businesses, industry groups and government agencies in Quarter Four.
- 120 people attended a Council's Business Networking Breakfast, featuring economist Michael Campbell and a panel of local exporters.
- Council's ongoing support of Tamborine Mountain, Canungra and Boonah Chambers of Commerce, as well as Destination Scenic Rim enabled them to deliver events for their members during Small Business Month in May.
- 23 capability-building events for the business community were delivered as part of Small Business Month, attracting over 500 registrations.
- Increased promotion of the Shop Scenic Rim closed loop gift card program resulted in 178 cards being purchased with a total load value of \$13,081, and 38 redemptions equating to a value of \$2,743
- A suite of investment attraction materials, including videos, photographs, fact sheets and website updates, was developed in Quarter Four to promote investment and economic growth in the Scenic Rim region and will be launched as part of a proactive campaign in Quarter One of 2023/24
- Council delivered a marketing campaign to drive traffic to the Visit Scenic Rim destination website that resulted in nearly 24,000 visitors to the site. In addition, co-operative marketing for local tourism businesses reached over half a million customers and generated over 18,500 customer leads to participating businesses.
- Council delivered the highly anticipated expanded Eat Local Month (instead of Eat Local Week) incorporating a range of improvements to that resulted in positive feedback from participants.
- A total economic impact of \$2.39 million was generated in Quarter Four from Council's support of events, representing a 104:1 return on the investment.

Open and Responsive Government

- Extensive community consultation, including 'town hall' style meetings and online feedback, informed Council's delivery of its Annual Budget 2023-2024, which was adopted in Quarter Four.
- A comprehensive review of Council's Meeting Suite of Documents was undertaken to ensure ongoing legislative compliance and best practice in the delivery of Council Meetings.
- Council's Acceptable Request Policy and Procedure were also reviewed, and a new Councillor Administrative Support Policy drafted.
- Commenced work to implement a new Councillor Portfolio system. It is anticipated that, following extensive consultation with the Mayor and Councillors, formal adoption of associated policies and procedures will occur in July, with implementation to take place in the first quarter of 2023-2024.

- Council continued to demonstrate its commitment to keeping the community informed, with 44 media releases about Council business generated this quarter.

Relaxed Living and Rural Lifestyle

- Amendment No.3 to the Scenic Rim Planning Scheme was adopted by Council on 20 June 2023. The major amendment includes a number of policy improvements including facilitating craft brewing and distilling in centres and tourism zones; supporting the need for additional local water suppliers to cater for domestic water supply on Tamborine Mountain; and changes for requirements for Dual Occupancy development to ensure development contributes to the desired neighbourhood character of the residential zones.
- The Major Amendment was accompanied by an Administrative Amendment, which makes improvements to the format and consistency of the Planning Scheme and improves the user experience of the ePlan.
- The scope for the Major Amendment involving updating policy for Matters of Environmental Significance in the Scenic Rim has been determined and the preparation of draft amendment is progressing and on track to commence a State Interest Review in mid 2023.
- Council's town planning officers attended Cuppa in the Communi-tea sessions in Quarter Four to provide demonstrations of the new ePlan and assist with general town planning enquiries.

Vibrant and Active Towns and Villages

- The multi-stage revitalisation of the Beaudesert Town Centre has reached a major milestone with the completion of a new roundabout and the extension of Selwyn Street to Helen Street with new car parking on both streets. Scenic Rim residents and visitors to the town centre will also see new pedestrian crossings and new off-street car parking that provides additional spaces for cars and caravans at Davidson Park. Like many other areas across south-east Queensland, Council faced the challenge of delivering important projects for our community and maximising ratepayer dollars against the backdrop of ongoing delays and disturbance to the works schedule due to wet weather, resourcing issues and industry delays which have been beyond Councils control. These first two projects of works have improved safety for pedestrians and motorists with the inclusion of new crossings and connections, a new roundabout to help manage peak traffic flow and the addition of parking spaces to cater for residents as well as an increase in visitor numbers along the extension of Selwyn Street.
- The town centre Gateway precinct has been developed to celebrate Beaudesert and the Scenic Rim as places with strong rural hearts. The parklands are designed to create a green community meeting place that reflects our local history, stories and culture and will feature artworks on pavements and structures which tell local stories. The centrepiece of the precinct is a new events deck and stage, and grassed amphitheatre area — a multi-use space where people can meet, gather and celebrate. Other new features include picnic areas, public toilet block with disability access, and the installation of lighting to improve public safety. A key focus of this project is local stories and history woven through public artworks and a Scenic Rim Story Trail. Beaudesert is an important historical and ongoing place for the Indigenous people of the region; and the creation of yarning circles in the precinct honours this. The historical Beaudesert railway station building is a centrepiece to the project, remaining in its original location and providing a character reference for new structures; works on this are due to commence next financial year.

Accessible and Serviced Region

- Council continues to progress the restoration of essential public assets following the six separate declared disaster events. The Infrastructure Recovery projects are scheduled for completion by June 2024. As at 22 June 2023, over 30% of the reconstruction works have been completed. The majority of these works have been undertaken on Council's unsealed road network.

- Upgrade works have been completed at Lake Moogerah Caravan Park, which include a new camp kitchen, main amenities building, commission of the new water treatment and effluent system, landscaping and electrical improvements including a new main switchboard and underground power replacing overhead lines.
- Footpath upgrade works were completed this quarter on Alpine Terrace, Tamborine Mountain, and Beechmont Road, Beechmont. Both of these projects were delivered under the Australian Government Local Roads and Community Infrastructure Phase 2 funding program.
- This quarter, handsets and base-stations were procured to enable Council to connect to the Government Wireless Network (GWN). This equipment replaces Council's outdated two-way system and will enable enhanced communication within the operational area of Council.
- The Junior Chambers Park playground upgrade was completed this quarter. This has seen the construction of a three-level play space, providing exciting activities for all abilities under one shaded area.
- Council completed its annual Road Resealing Program in Quarter Four. This program ensures the Council's road network is maintained to an efficient standard.
- Council was successful in achieving funding through the Australian Governments Blackspot program, with works completed during the quarter on Ellis Jackson and Munbilla Roads; Birnam and Alice Streets; and Birnam and James Streets.
- A further 600 metre section of Kerry Road south of Spring Creek Bridge was also completed.

Healthy, Engaged and Resourceful Communities

- With the support of the Australian and Queensland governments through the Local Economic Recovery Program, Council was able to refurbish its Tamborine Mountain Library. This community hub, with a range of facilities and services catering for all ages and interests, is now housed on the site of the former IGA supermarket within the shopping centre on Main Street and provides almost a trebling in size of the former library space.
- On 4 June, Council delivered a successful community event to celebrate Queensland Day, which included a citizenship ceremony for fifteen new residents.
- *Moving Mountains - people power in action* was a new exhibition which opened to the public on Saturday 17 June 2023. The exhibition marked the first anniversary this month of Arrow Energy's withdrawal of its lease tenements over the Scenic Rim following a concerted 11-year campaign to preserve valuable farmland and the region's natural beauty.
- In May 2023, 26 grass-roots community groups received over \$90,000 of Council funding through the Round Two of the community grants. In addition, Council approved \$28,800 of Regional Arts Development Fund grants in June 2023.

Operational Plan 2021-2022 - Activities Carried Forward

As reported in Council's Quarter Four Operational Plan 2021-2022 Progress Report, a number of activities were unable to be completed by the end of 2021-2022 as planned. Therefore, extensions were approved for a number of activities. The following table provides details of the 2021-2022 activities which were incomplete at 31 March 2023 and are not already included in the Operational Plan 2022-2023. The table provides details of the carried forward activities, the extension date which enabled them to be carried across to the new financial year, and, where relevant, a new approved delivery date based on commentary provided.

ACTIVITIES	LEAD	APPROVED EXTENSIONS	Q3 STATUS	COMMENTS (BY EXCEPTION)
Review and endorse 2023 Local Disaster Management Plan	Customer, Community and Culture	30 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 December 2022 (approved at Ordinary Meeting 22 November 2022) 30 June 2023 (approved at Ordinary Meeting 23 May 2023)	Completed	Local Disaster Management Plan adopted at Ordinary Meeting on 20 June 2023.
Review the Scenic Rim Planning Scheme 2020 to ensure it aligns with community aspirations and legislative requirements.	Regional Development, Health and Biodiversity	31 December 2022 (approved at Ordinary Meeting 16 August 2022)	Completed	
Facilitate a review of the Information Services and Technology Strategic Plan to allow update and integration with the Scenic Rim Smart Region Strategy 2022-2032.	Information Services and Technology	30 June 2022 30 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 March 2023 (approved at Ordinary Meeting 22 November 2022) 30 June 20 23 (approved at Ordinary Meeting 23 May 2023) 31 December 2023 (approved at Ordinary Meeting on 22 August 2023).	Requires attention	The draft Information Services and Technology Strategic Plan 2023-2028 includes references to the Scenic Rim Smart Region Strategy 2022-2032. It is anticipated that the Information Services and Technology Strategic Plan 2023-2028 will be presented to Council for adoption in Quarter Two of 2023-2024
Establish an online platform that provides stakeholders with information regarding works on road reserves that may impact the transport network.	Maintenance and Operations	30 June 2023 (approved at Ordinary Meeting 16 August 2022)	Completed	Platform identified. Development of platform content to be undertaken during 2023/2024 financial year.
Complete review of Waste Facilities and Services.	Resources and Sustainability	31 December 2021 30 June 2022 30 June 2023 (approved at Ordinary Meeting 16 August 2022) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Review of Waste Facilities completed. Services review delayed to allow for consideration of next steps relating to the establishment of a waste circular economy. Anticipate delivery of Services Review in 2023-2024

Spectacular Scenery and Healthy Environment

Statement of Intent

The region's unique natural environment and rural landscapes are preserved and enhanced in partnership with our community.

Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver actions identified in the five-year implementation plan (2020-2025).		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Actions planned for 2022-2023 have been completed.	
Continue to deliver programs aligned with Council's biodiversity vision.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Programs planned for 2022-2023 have been delivered.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Biodiversity across the region is protected.	New properties secured under the Habitat Protection Program.	Target	7	8	8	7	30
		Actual	10	14	8	9	41
Outcomes are enhanced by productive partnerships and knowledge sharing.	Total value of grant funding allocated to the community.	Target	0	\$75,000	\$75,000	0	\$150,000
		Actual	0	\$132,802	\$21,582	0	\$154 384
	Number of environmental education events delivered.	Target	2	2	2	2	8
		Actual	4	2	6	2	14

PARTNER AND COLLABORATE WITH AGENCIES, COMMUNITY GROUPS AND PRIVATE LANDHOLDERS TO PROVIDE A COORDINATED APPROACH TO PROTECTING BIODIVERSITY WITHIN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Establish project agreements with agencies, community groups or private landholders for the delivery of biodiversity projects.		Regional Development, Health and Biodiversity	1 July 2022	31 December 2022 30 June 2023 (approved at Ordinary Meeting on 22 November 2022)	Completed		
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.	Target	0	0	1	1	2
		Actual	0	0	1	1	2
Value of support secured through biodiversity partnerships.		Target	0	0	0	\$100,000	\$100,000
		Actual	0	0	\$85,000	\$153,600	\$238,600

CONTINUE TO DELIVER, IN PARTNERSHIP WITH THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND, THE RESILIENT RIVERS PROGRAM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver actions under the Logan-Albert Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver actions under the Bremer Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as a result of planned action	Projects delivered under the Logan-Albert Catchment Action Plan.	Target	2	0	0	0	2
		Actual	2	0	2	0	4
	Projects delivered under the Bremer Catchment Action Plan.	Target	0	0	2	0	2
		Actual	0	0	3	0	3

Adaptation to changing climate and weather patterns.

DEVELOP A PROGRAM OF WORK TO FACILITATE CLIMATE ADAPTATION ACROSS THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop the Scenic Rim Climate Change Strategy and Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Completed to 75% as agreed by Council. It is anticipated that the final Climate Change Strategy and Action Plan will be presented to Council in Quarter Two of 2023-2024	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as a result of planned actions.	Scenic Rim Climate Change Strategy and Action Plan developed and adopted by Council.	Target	0%	0%	0%	75%	75%
		Actual	0	0	0	75%	75%
	Scenic Rim Climate Change Implementation Plan developed. (Deletion of KPI approved at Ordinary Meeting on 23 May 2023)	Target	0%	0%	0%	0%	0%
		Actual	0%	0%	0%	N/A	N/A

INCREASE COMMUNITY AWARENESS OF THE CAUSES AND IMPACTS OF, AND MITIGATION STRATEGIES TO MANAGE, DROUGHT AND NATURAL DISASTERS SUCH AS FIRE AND FLOOD.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop or review disaster management plans and procedures as needed by the Local Disaster Management Group.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Scenic Rim 2023 Local Disaster Management Plan was adopted at Ordinary Meeting on 20 June 2023	
Deliver annual disaster management exercises to increase local coordination capability.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Exercise DILUVIUM was delivered on 8 June 2023 for the LDMG to discuss Dam Emergency Action Plans (EAP) with Seqwater	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of local disaster management plans and procedures developed, reviewed and endorsed by the Local Disaster Management Group.	Target	0	1	1	0	2
		Actual	0	1	0	1	2
Increased community awareness of drought and natural disaster mitigation enhances resilience.	Number of disaster management exercises and training sessions facilitated for Council and stakeholders who participate in disaster response and recovery activities.	Target	0	1	0	1	2
		Actual	0	2	3	1	6

INCORPORATE NATURAL DISASTER MITIGATION IN THE DESIGN AND OPERATION OF COUNCIL'S FACILITIES AND ASSETS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Design new facilities and assets to current standards and guidelines, incorporating natural disaster mitigation.		Maintenance and Operations	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Designs for Council's new or upgraded facilities and assets incorporate natural disaster mitigation.	Target	0%	0%	75%	25%	100%
		Actual	0%	0%	75%	25%	100%

DESIGN AND DELIVER INITIATIVES TO INCREASE ENVIRONMENTAL SUSTAINABILITY ACROSS COUNCIL'S OPERATIONS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Investigate the use of energy efficient infrastructure and processes in the operation of Council's operational facilities.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Council will continue to maintain its focus on incorporating energy efficient infrastructure and processes.	
Implement energy-smart technology in Council's buildings and community facilities.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Council will continue to focus on the implementation of energy-smart technology in its buildings and Council-owned community facilities.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Number of LED lights installed in Council buildings and community facilities.	Target	25	25	25	25	100
		Actual	60	0	30	40	130
	Number of external grants secured to fund implementation of significant energy efficiency projects.	Target	0	0	0	1	1
		Actual	0	0	0	0	0

ADVOCATE FOR THE EVALUATION OF OPTIONS FOR INCREASING WATER RESILIENCE WITHIN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress Water for Warrill Project advocacy.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	In December 2022, the Queensland Government lodged a formal application on behalf of Water for Warrill Ltd, seeking support for the proposal from the Australian Government National Water Grid Authority for funding to prepare a Preliminary Business Case and Options Analysis. Application was considered in the first quarter of 2023, with an unsuccessful decision announced in May. No Advisory Group meetings were held during this time, due to the consideration of the application.	
Investigate policy options to increase domestic water supply capacity for new dwellings in the region to reduce demand on reticulated water supply.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Included in the scope of Major Amendment No.6 to the Scenic Rim Planning Scheme currently under preparation.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Water resilience across the region is increased.	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0	0	0	0
	Recommendations for policy options to increase domestic water supply capacity for new dwellings presented to Council for consideration.	Target	0%	50%	0%	50%	100%
		Actual	N/A	50%	0%	50%	100%

CONTINUE TO DELIVER ONE MILLION TREES FOR THE SCENIC RIM BY 2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver rural trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	There has been reduced planting on Council lands with prioritisation of other works, but the "One Million Trees for the Scenic Rim" program continues to track well, with 728,174 plants delivered through the program as of June 30 2023	
Deliver community trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver habitat trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver River trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as result of planned actions.	Number of trees planted annually to achieve 'One Million Trees for the Scenic Rim' target by 2025.	Target	22,500	22,500	22,500	22,500	90,000
		Actual	7,284	25,304	8,880	19,429	60,897

Sustainable and Prosperous Economy

Statement of intent

An enhanced regional brand underpins sustainable economic growth for businesses, strong local employment opportunities and high-performing primary production and tourism industries.

The current and future economic prosperity of the region.

CONTINUE TO IMPLEMENT THE SCENIC RIM REGIONAL PROSPERITY STRATEGY 2020-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver year two actions contained in the Scenic Rim Regional Prosperity Strategy 2020 – 2025.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Ongoing engagement with local businesses, industry groups and government agencies has occurred along with delivery of development programs to ensure continued sustainable economic growth. A business networking breakfast, featuring Michael Campbell from Lucid Economics and a panel of local exporters, was held in May attracting 120 attendees.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of businesses engaged annually.	Target	50	50	50	50	200
		Actual	60	142	198	428	828
	Number of developmental projects/initiatives delivered in collaboration with Chambers of Commerce, Destination Scenic Rim, and other business groups.	Target	1	2	1	1	5
		Actual	7	6	7	13	33

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Number of concept and pre-lodgement meetings attended by Regional Prosperity team members.	Target	3	2	2	3	10
		Actual	4	4	4	3	15
	Event impact and economic impact modelling - number of scenarios modelled.	Target	2	3	2	3	10
		Actual	4	4	3	3	14
Investment in the region grows.	Number of potential development applicants supported through case management.	Target	2	1	1	2	6
		Actual	2	2	6	5	15

FACILITATE AND MENTOR CONTINUED DEVELOPMENT AND SUSTAINABILITY OF DIVERSE AND HIGH-PERFORMING LOCAL BUSINESSES, WITH CAPABILITY TO ADAPT AND THRIVE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Engage with local businesses through visitation schedule, regular program of assistance and refer to opportunities through local, Queensland and Australian Government programs.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Continued to engage with local businesses and provide connection to government support and programs, also promoting support available.	
Deliver a region-relevant program of activities as part of Small Business Month.		Regional Prosperity and Communications	1 May 2023	31 May 2023	Completed	The Tamborine Mountain, Canungra and Boonah Chambers of Commerce and Destination Scenic Rim received support from Council and the Department of Employment, Small Business and Training (DESBT) to assist in delivering events during May. Council also delivered 23 events that attracted over 500 registrations, with participants attending multiple events during May.	
Conduct quarterly meetings of the Scenic Rim Regional Prosperity Leadership Alliance. (Deferral of Activity to 2023-2024 approved at Ordinary Meeting 23 May 2023)		Regional Prosperity and Communications	1 July 2022	30 June 2023	N/A		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Creation of valued employment for local residents are supported.	Number of events delivered as part of Small Business Month.	Target	0	0	0	15	15
		Actual	0	0	0	23	23
	Number of individuals registered to participate in Small Business Month activities.	Target	0	0	0	100	100
		Actual	0	0	0	500	500

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of quarterly meetings of Scenic Rim Regional Prosperity Leadership Alliance held. (approved at Ordinary Meeting 23 May 2023)	Target	1	1	1	1	4
		Actual	0	0	N/A	N/A	N/A

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to engage local businesses in exploring opportunities for increasing local economic spend.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Council's local spend was approximately \$7.96 million, equating to 35% of overall spend in this reporting period.	
Progress and promote the Shop Scenic Rim fixed loop gift card program.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Increased promotion via social media marketing and face to face visitation to businesses has increased awareness of the program. Focus this quarter was to ensure an increase in additional businesses participating in the program. This quarter, a total of 178 cards have been purchased, with a total load value of \$13,081, with 38 redemptions equating to a value of \$2,743, a significant increase from previous quarter when 12 cards were loaded with a total value of \$1,284 and only 10 redemptions, totalling \$234. This constitutes over 1000% improvement in every indicator.	
Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.		Council Sustainability	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Focus has been on developing an overall plan that addressed the findings from an external review of procurement within Council. The plan will include the drafting (and consideration) of a strategic-based procurement policy and associated procurement framework protocols. It is anticipated that this plan will be presented to Council in Quarter Two of 2023.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council continues to focus on 'buying local'.	Percentage of Council's materials and services expenses purchased from local suppliers.	Target	35%	35%	35%	35%	35%
		Actual	23%	34%	38%	35%	32.5%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of local businesses participating in Shop Scenic Rim program.	Target	65	50	15	20	150
		Actual	68	6	28	31	133
	Value of Shop Scenic Rim gift cards redeemed in participating businesses.	Target	\$2,500	\$5,000	\$5,000	\$2,500	\$35,000 \$15,000 (Amended target approved at Ordinary Meeting on 22 November 2022)
		Actual	\$234	\$2,743	\$2,590	\$2,747	\$8,314
	Value loaded on Shop Scenic Rim gift cards.	Target	\$2,500	\$12,500	\$5000	\$5,000	\$25,000
		Actual	\$1,284	\$13,081	\$800	\$1,040	\$16,205

An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.

FACILITATE THE RETENTION, EXPANSION, AND ATTRACTION OF INDUSTRIAL BUSINESSES, CONTINGENT ON MARKET DEMAND.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Develop a suite of investment attraction marketing materials and tactics, targeted at potential investors.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Investment attraction materials that include videography, photography, fact sheets and website updates have been produced. Final review underway and will be fully delivered by mid-July 2023.		
Continue to facilitate Scenic Rim Strategic Coordination Group meetings (with Office of the Coordinator-General, Department of State Development, Infrastructure, Local Government and Planning, Department of Transport and Main Roads and other relevant agencies), actions and outcomes.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	The Scenic Rim Strategic Coordination Group met on 8 May 2023.		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Number of engagements with medium-to-large industrial businesses to support retention, expansion, or attraction to the region.	Target	1	1	1	1	4
		Actual	2	1	2	8	13
	Number of Scenic Rim Strategic Co-ordination Group meetings held.	Target	1	1	1	1	4
		Actual	1	1	1	1	4

CHAMPION THE BROMELTON STATE DEVELOPMENT AREA (SDA) PARTNERSHIP.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure efficient delivery of the grant-funded Scenic Rim Inland Rail Interface Improvement project (subject to it passing 'gate' hurdles as determined by funding body).		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	This project was discontinued by the funding body.	
Include comprehensive information for Bromelton State Development Area (SDA) opportunity in broader investment attraction material and marketing.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Bromelton SDA information has been incorporated in the content being developed as part of the Scenic Rim Investment Attraction project.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Investment attraction collateral for Bromelton produced (in conjunction with Department of State Development, Infrastructure, Local Government and Planning) and disseminated through hard copy channels and online.	Target	10%	30%	35%	25%	100%
		Actual	10%	20%	50%	20%	100%

ADVOCATE FOR AGRICULTURE-BASED FUTURE INDUSTRY OPPORTUNITIES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Work with agri-sector to facilitate growth and capitalise on opportunities in agri-business and agri-tourism.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Progress on the Year one actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap is tracking behind schedule due to availability and prioritisation of resourcing. However, ongoing prioritisation of the program deliverables has ensured that appropriate outcomes have still been achieved.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Year one actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap are delivered.	Target	10%	30%	35%	25%	100%
		Actual	10%	5%	35%	25%	75%

Sustainable value captured from tourism in the region with regional capability to drive prosperity.

BUILD ON THE SCENIC RIM DESTINATION MARKETING BRANDS, SUCH AS “THE RICHEST PLACE ON EARTH, IN AUSTRALIA,” TO DRIVE AWARENESS, VISITATION AND TOURISM INVESTMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver tactical destination marketing campaign in conjunction with industry.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	A marketing campaign was delivered to drive traffic to the new Visit Scenic Rim website resulting in nearly 24,000 visitors to the website. A co-operative marketing opportunity was provided for local tourism businesses, reaching over half a million customers and generating over 18,500 customer leads to their business.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of leads to Visit Scenic Rim website from campaign activity.	Target	12,500	12,500	12,500	12,500	50,000
		Actual	31,117	64,574	54,763	57,279	207,733
	Number of leads to tourism operators from website or digital campaigns.	Target	25,000	25,000	25,000	25,000	100,000
		Actual	30,500	20,705	2,572	5,907	59,684
	Audience reach through campaign activity (views).	Target	1,250,000	1,250,000	1,250,000	1,250,000	5,000,000
		Actual	339,411	1,489,644	474,762	469,086	2,772,903
	Campaign value generated above paid media spend.	Target	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
		Actual	\$0	\$49,870	\$0	0	\$49,870
	Editorial/media value generated by PR.	Target	\$250,000	\$250,000	\$250,000	\$250,000	\$1 million
		Actual	\$7,355,969	\$4,336,735	\$4,474,195	\$4,812,328	\$20,979,227

FACILITATE GROWTH OF QUALITY REGIONAL EVENTS AND EXPERIENCES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Plan and deliver Scenic Rim Eat Local Week 2023, including lead up marketing.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Expanded Eat Local Week to Eat Local Month and delivered successfully in June 2023 with a range of improvements as identified in a strategic review.	
Attract, expand, and develop new events in the region.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Events delivered included The Long Sunset, the Escape Raid, and the Clydesdale Spectacular	
Mentor community-based organisers of regional events to build their capability.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Support provided but more is possible in future years.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Total value of economic impact generated by support of events.	Target	\$500,000	\$750,000	\$750,000	\$2 million	\$4 million
		Actual	\$1,028,172	\$470,674	\$1,791,135	\$2,390,141	\$5,680,122
	Ratio of benefit to dollars invested.	Target	10:1	10:1	10:1	10:1	10:1
		Actual	137:1	188:1	210:1	104:1	160:1 (av)
	Engagements with event organisers.	Target	12	12	12	12	12 per Quarter
		Actual	13	38	31	137	219 (Av 55 per Quarter)

PARTNER WITH THE UNIFIED LOCAL TOURISM ORGANISATION, DESTINATION SCENIC RIM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Jointly deliver a range of destination marketing and industry development activities.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Supported the delivery of Scenic Rim Farm Gate Trail April 2023. Helped to progress the concept of a Wedding Expo as an initiative. Destination Scenic Rim is due to provide a report to Council detailing progress against their Business Plan in Quarter One, 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of financial members of Destination Scenic Rim.	Target	100	100	100	100	100
		Actual	112	130	150	156	156
	Number of collaborative initiatives delivered for the tourism industry.	Target	1	1	1	1	4
		Actual	2	3	1	2	8
	Timely reports submitted to Council with details of activities planned and delivered by Destination Scenic Rim.	Target	0	1	0	1	2
		Actual	0	0	1	0	1

DEFINE OPPORTUNITIES TO MITIGATE THE IMPACT OF GROWTH DERIVED FROM TOURISM.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Conduct review of environmental and amenity impacts from visitation growth.	Capital Works and Asset Management	1 July 2022	31 March 2023 30 June 2023 (Approved in Ordinary Meeting on 23 May 2023)	Completed	This review has been completed to 25% as approved by Council. A draft list of sites identified for review has been prepared however progression of the project has been delayed due to resourcing constraints. It is anticipated that this review will be completed in Quarter Two of 2023-2024		
Identify and investigate potential initiatives to mitigate environmental and amenity impacts from visitation growth. (Deferral of Activity to 2023-2024 approved in Ordinary Meeting on 23 May 2023)	Capital Works and Asset Management	1 April 2023	30 June 2023	N/A			
Identify and investigate potential funding streams to support asset renewal in high visitation areas in line with requirements. (Deferral of Activity to 2023-2024 approved in Ordinary Meeting on 23 May 2023)	Financial Management	1 April 2023	30 June 2023	N/A			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Renewal of Council's assets, including facilities and infrastructure, is partially offset through value captured from tourism and other activities.	Review of environmental and amenity impacts from visitation growth completed by 31 March 2023.	Target	10%	15%	0%	0%	25% (Amendment from 100% approved in Ordinary Meeting on 23 May 2023)
		Actual	10%	15%	0%	0%	25%
	Report provided to Council identifying environmental and amenity impacts from visitation growth and evaluating potential funding streams to support asset renewal. (Deferral of KPI approved at Ordinary Meeting on 23 May 2023)	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%		

Open and Responsive Government

Statement of Intent

Ethical and transparent leadership supports the diverse needs of our community via a high-performing and financially sustainable organisation.

To be a high-quality customer-focused organisation that provides high-quality customer-focused services.

ENHANCE THE CUSTOMER EXPERIENCE THROUGH THE DELIVERY OF PLANNED ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL CUSTOMER EXPERIENCE STRATEGY 2021-2023.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Facilitate and support activities within the Customer Experience Strategy.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Implementation of the strategy is progressing. While some key initiatives within the strategy have not commenced, it is anticipated that these will be prioritised and in 2023-2024 and a comprehensive report presented to Council	
Conduct Customer Effort Score Survey in accordance with the customer survey framework.		Customer, Community and Culture	1 July 2022	30 June 2023 31 July 2023 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Survey was launched 1 June 2023, with the submission period being extended to 17 July 2023 to allow time for additional responses.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Customer Effort Score Survey is completed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	25%	50%	75%
	Annual report card for implementation outcomes of the Scenic Rim Regional Council Customer Experience Strategy 2021-2023 is published.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	0%	0%

IMPROVE SYSTEMS AND DIGITAL CAPACITY TO ENABLE ENHANCED CUSTOMER ACCESS TO COUNCIL'S SERVICES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Publish Scenic Rim Planning Scheme 2020 in an e-planning format to enhance user experience and assist with self-servicing of town planning enquiries.		Information Services and Technology Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	<p>The ePlan has not reduced the number of enquires received and this is due to a range of factors, including changes in Queensland Government legislation for secondary dwellings, which has generated additional enquiries and strong development interest in the region.</p> <p>Other indicators demonstrate that the ePlan is assisting with the self-servicing of town planning enquiries, including the number of site visits for Q4 being 4,223 and increasing every month since April.</p> <p>When making enquiries, customers have often already looked at the ePlan and are seeking more complex advice.</p>	
Create digital capability to facilitate online customer interactions for a range of Council services.		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023 30 June 2024 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Project is on hold pending the progression of Council's Information Communication Technology Strategic Plan.. It is anticipated that this project will be delivered in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Software provider engaged to migrate the planning scheme to an e-plan format by 31 August 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Migration of Scenic Rim Planning Scheme 2020 to new e-plan format completed and accessible on Council's website by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	50%	25%	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Engagement with online planning scheme compared to previous format of planning searches and telephone enquiries.	Target	N/A	N/A	25% reduction in town planning enquiries based on quarterly average	25% reduction in town planning enquiries based on quarterly average	25% reduction in town planning enquiries based on quarterly average for Q3 and Q4.
		Actual	N/A	N/A	Reduction not noted due to limited operational period. 3,957 site visits were recorded for the period of February 24 - March 31 inclusive.	Nil reduction. The average number of town planning enquiries for Q4 was 175, versus the Q3 average of 176.	Nil reduction. The average number of town planning enquiries for Q4 was 175, versus the Q3 average of 176.
	Website enhancements 'go live' to facilitate online customer requests for a range of high demand Council services by 30 September 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Implementation Plan for the roll out of the Customer Request module and applications in Council's Enterprise Resource Planning system approved by Executive Leadership Team by 31 December 2022. (Deferral of KPI approved at Ordinary Meeting on 22 August 2023)	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	25%	N/A	N/A	N/A

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Implementation of the Customer Request module and application suite in Council's Enterprise Resource Planning system is complete.	Target	N/A	N/A	25%	25%	50%
	(Deferral of KPI approved at Ordinary Meeting on 22 August 2023)	Actual	N/A	N/A	N/A	N/A	N/A

IMPROVE CAPABILITY TO MANAGE INTERACTIONS WITH OUR CUSTOMERS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Investigate and implement a Customer Relationship Management system. (Deferral of Activity to 2023-2024 approved at Ordinary Meeting on 23 May 2023.)		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023	N/A		
Streamline the way customers make and submit applications to Council.		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023 30 June 2024 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Project is on hold pending the progression of Council's Information Communication Technology Strategic Plan. It is anticipated that this project will be delivered in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has the systems and digital capability to improve customer experience.	Selection and procurement of Customer Relationship System complete by 31 March 2023.	Target	N/A	50%	50%	0%	100% (Deferral of KPI approved at Ordinary Meeting on 23 May 2023.)
		Actual	N/A	0%	N/A	N/A	N/A
	Implementation of Customer Relationship System.	Target	N/A	N/A	10%	15%	25% (Deferral of KPI approved at Ordinary Meeting on 23 May 2023.)
		Actual	N/A	N/A	N/A	N/A	N/A
	Council's customer forms updated to allow online completion.	Target	15%	0%	0%	0%	15% (Amendment from 60% approved at Ordinary Meeting on 23 May 2023.)
		Actual	15% (7 forms completed)	0%	0%	0%	15%

ENHANCE COMMUNICATION WITH OUR CUSTOMERS AND OTHER STAKEHOLDERS THROUGH THE EXECUTION OF THE SCENIC RIM REGIONAL COUNCIL COMMUNICATION STRATEGY 2020-2023.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Deliver year two activities as outlined in the Scenic Rim Regional Council Communications Strategy 2020-2023.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Activities planned for 2022-2023 have been completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Responses provided to media enquiries within 24 hours of being received by Council.	Target	75%	75%	75%	75%	75%
		Actual	100%	75%	100%	100%	93%
	Media releases distributed annually about Council business.	Target	25	25	25	25	100
		Actual	33	42	30	44	149
	Number of CEO Updates issued annually to improve internal communication.	Target	3	3	3	3	12
		Actual	6	9	19	26	60
	Number of advertisements published in local newspapers annually to keep the community informed.	Target	20	20	20	20	80
		Actual	57	45	42	64	208
	Forward facing social media content schedules developed to increase followers on Council's Facebook and LinkedIn pages.	Target	3	3	3	3	12
		Actual	3	3	3	3	12

BUILD AND MAINTAIN THE COMMUNITY'S AWARENESS AND UNDERSTANDING OF COUNCIL'S PROGRAMS, SERVICES, AND DECISION-MAKING PROCESSES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure that meeting practices of Council are contemporary and in line with legislative requirements.		Office of the CEO Governance and Assurance	1 July 2022	30 June 2023 31 October 2023 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Actions underway to streamline meeting practices of Council. It is scheduled that that the revised meeting suite documentation will be tabled for consideration in July 2023, with the trial of the new meeting platforms commencing in Quarter Two of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	All Ordinary and Special meeting agendas and minutes are facilitated in accordance with what is prescribed in Council's Standing Orders.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Public participation in all Ordinary and Special Meetings is enabled through the Live Meeting Broadcast and Public Gallery and is maintained in accordance with Council's Standing Orders and legislative requirements.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%

Strengthened community engagement and partnerships that improve shared expectation and commitment

DEVELOP WAYS OF INTERACTING WITH THE COMMUNITY THAT FACILITATE TWO-WAY COMMUNICATION AND STRENGTHEN RELATIONSHIPS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver activities with a completion date of 30 June 2023, as contained within the <i>Scenic Rim Regional Council Community Engagement Strategy 2021-2025</i> .		Customer Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Let's Talk Scenic Rim online community engagement hub fully operational, featuring key Council projects.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Number of participants registered on Let's Talk Scenic Rim.	Target	600	800	1,000	1,200	1,200
		Actual	550	626	659	705	705

Strengthened relationships with other levels of government and statutory organisations to secure their commitment to a shared community vision.

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND (LGAQ) AND THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND (COMSEQ).							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Provide support to elected representatives for their participation in strategic discussions with LGAQ and COMSEQ.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Identified motions for the LGAQ Annual Conference submitted.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

Ongoing integrity of Council’s practice and processes

ENSURE COUNCIL’S POLICIES AND PRACTICES REMAIN IN LINE WITH CHANGING STATUTORY REQUIREMENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver training and other activities to ensure awareness of Council’s Policy Review Framework and promote best practice for corporate governance.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
Monitor and provide assistance in the review of policies and procedures to ensure legislative obligations are maintained.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of governance activities scheduled that raise awareness and promote best practice around the Policy Review Framework.	Target	0	1	2	1	4
		Actual	0	1	2	3	6
	Biannual audit on Council Policies and Procedures undertaken to identify current status and facilitate appropriate reporting.	Target	0	1	0	1	2
		Actual	0	1	0	1	2

MAINTAIN AN EMBEDDED CULTURE AND PRACTICE OF TRANSPARENCY AND ETHICAL CONDUCT, WHILE ADHERING TO CONFIDENTIALITY AND PRIVACY REQUIREMENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to maintain high standards when facilitating matters and processing applications from public and external agencies.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
Partner with external agencies to promote awareness of good decision making and ethical conduct including privacy and confidentiality requirements.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Internal training on processing of Information Privacy and Right to Information applications delivered.	Target	0	0	1	1	2
		Actual	0	0	0	1	1
	All Right to Information applications processed within the legislative or required timeframes.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Number of training and awareness programs delivered to Councillors in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	1	1	1	5	8
	Number of training and awareness programs delivered to Council employees in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	1	1	0	1	3

ENSURE COUNCIL'S ONGOING COMPLIANCE THROUGH ROBUST AUDIT, RISK MANAGEMENT AND ASSURANCE FRAMEWORKS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver the Annual Audit Plan.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
Provide advice about controls and business improvements, as required.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
Collaborate with, and provide assurance services to, project teams in the delivery of key projects.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	Annual Audit Plan endorsed by the Audit and Risk Committee and approved by the Chief Executive Officer by 31 August 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Number of Audit and Risk Committee meetings facilitated.	Target	1	1	1	1	4
		Actual	2	1	1	1	5

Relaxed Living and Rural Lifestyle

Statement of intent

Future growth opportunities, development and innovation enhance our lifestyle and preserve our natural assets and prime agricultural land.

Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.

IMPLEMENT AN ADVOCACY STRATEGY TO INFLUENCE THE DEVELOPMENT OF POLICY BY OTHER LEVELS OF GOVERNMENT THAT BETTER SUPPORTS THE ECONOMIC, SOCIAL, AND ENVIRONMENTAL PRIORITIES FOR THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Represent Scenic Rim Regional Council on Council of Mayors South-East Queensland (COMSEQ) Leveraging 2032 Working Group.		Office of the Mayor and CEO	1 July 2022	30 June 2023	Completed		
Deliver regular updates to local Queensland and Australian Government representatives.		Office of the Mayor and CEO	1 July 2022	30 June 2023	Completed		
Continue representation on COMSEQ and quarterly meetings with the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.		Regional Development, Health, and Biodiversity	1 July 2022	30 June 2023	Completed		
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.		Regional Development, Health, and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Percentage of meetings of the COMSEQ Leveraging 2032 Working Group attended.	Target	0	100%	0	100%	100%
		Actual	0	100%	100%	100%	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of meetings of the SEQ Local Government Working Group attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.	Target	1	1	1	1	4
		Actual	1	2	2	2	7
	Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.	Target	1	0	1	0	2
		Actual	1	0	0	0	1
	SEQ Regional Planning Committee Meetings attended by the mayor or his delegate and Senior Executive.	Target	1	1	1	1	100%
		Actual	0	1	1	1	100%

COMPLETE MAJOR AMENDMENTS TO THE SCENIC RIM PLANNING SCHEME 2020.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Prepare amendments to the <i>Scenic Rim Planning Scheme 2020</i> to implement the priorities of the Growth Management Strategy.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	The adopted Strategic Planning Program 2022-2027 identified the priority amendments arising from the Growth Management Strategy that will be included in the next Major Amendment to the Planning Scheme. The amendments will need to progress through the amendment process under the Planning Act, which include a State Interest Review and public consultation. According to the adopted Strategic Planning Program 2022-2027, the Major Amendment is scheduled to be completed by December 2024.	
Progress a Major Amendment to the <i>Scenic Rim Planning Scheme 2020</i> to update environmental policy relating to Matters of Local Environmental Significance.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	According to the adopted Strategic Planning Program 2022-2027 the Major Amendment is expected to be completed by December 2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Growth in the region is supported by a clear and evidence-based planning vision.	Priority planning scheme amendments to implement the Growth Management Strategy identified in the adopted five-year Strategic Land Use Planning Program are submitted to the Queensland Government for a State Interest Review.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	N/A	N/A

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	The scope and key deliverables for a Major Amendment updating policy for Matters of Local Environmental Significance are identified.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	100%	100%

REVIEW COUNCIL'S RELEVANT PROGRAMS AND PLANS IN CONTEXT OF THE GROWTH MANAGEMENT STRATEGY.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Identify priority actions of the Growth Management Strategy and prepare an implementation plan, in collaboration with internal project teams.	Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our Growth Management Strategy ensures preservation of prescribed natural assets and prime agricultural land.	A five-year Strategic Land Use Planning Program is adopted by 31 December 2022 that schedules the Planning Scheme amendments for the implementation of the Growth Management Strategy five-year Strategic Land Use Planning Program.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	100%	N/A	100%
	Growth strategies are quantified by 31 December 2022 in a format to allow for the commencement of the review of the Local Government Infrastructure Plan.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	100%	N/A	N/A	100%

A successful transition to a smart and innovative region.

EXPLORE OPTIONS, AND ADVOCATE FOR STABLE, RELIABLE, AND RELEVANT DIGITAL CONNECTIVITY ACROSS THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Work with internal and external stakeholders to promote Scenic Rim as a priority region.		Information Services and Technology	1 July 2022	30 June 2023	Completed	There were no Scenic Rim locations targeted by the Australian Government in the "Improving Mobile Coverage Round".	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Mobile and data services connectivity across the region is enhanced.	Number of engagements with decision makers and policy influencers regarding digital connectivity.	Target	N/A	1	N/A	1	2
		Actual	N/A	0	1	1	2
	Prioritised mobile blackspots submitted to the Australian Government's Mobile Black Spot Funding Program.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	0%	0

IMPLEMENT THE SCENIC RIM SMART REGION STRATEGY 2022-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement the Scenic Rim Smart Region Strategy 2022-2032.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	The Scenic Rim Smart Region Strategy 2022-2032 was adopted by Council in Quarter Four of 2021-2022, with budget allocated in 2022-2023 to support delivery of Year 1 actions. Year 1 actions have been implemented, with some actions completed as part of Queensland Small Business Month.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Year 1 actions of the <i>Scenic Rim Smart Region Strategy 2022-2025</i> implemented.	Target	10%	30%	30%	20%	90%
		Actual	10%	10%	50%	20%	90%

INTEGRATE SMART TECHNOLOGY AND THE INTERNET OF THINGS (IOT) INTO COUNCIL OPERATIONS AND COMMUNITY PROGRAMS.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Information Services and Technology	1 July 2022	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Continuing discussions with smart infrastructure vendors to understand possible use cases for the Scenic Rim region. Reports will be provided to Council in the 2023-2024 period.		
Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities.	Information Services and Technology	1 July 2022	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Obtaining indicative quotations from Public Wi-fi vendors. Once quotations are received and a list of possible locations confirmed, business case to be presented to Council.		
Promote Library Digital Days Program to increase participation and involve community groups in presenting online learning sessions.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Promotion of Digital Days is an ongoing part of the What's On publication, and is promoted in the Libraries Programming Calendar.		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Report presented to Council on options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Target	0	0	1	1	2
		Actual	0	0	0	0	0
Business case presented to Council for inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities by 31 March 2023.		Target	0%	50%	50%	0%	100%
		Actual	0%	0% Anticipated completion by 31 March 2023	50%	0%	50%
Number of sessions delivered as part of Library Digital Days program.		Target	2	1	1	2	6
		Actual	3	1	10	64	78

Vibrant and Active Towns and Villages

Statement of intent

Our vibrant towns and villages embrace their uniqueness, heritage values and sense of place.

Re-invigoration of town and village centres through significant vibrancy projects.

ENSURE THAT 'VIBRANT AND ACTIVE TOWNS AND VILLAGES' PROJECTS PRESERVE LOCATION-BASED CULTURAL AND HERITAGE ELEMENTS AS IDENTIFIED IN THE SCENIC RIM COMMUNITY AND CULTURE STRATEGY 2022-2027.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement Story Trails, Markers and Boards, and include heritage and public art in all Vibrant and Active Towns and Villages.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Encourage community participation in governance and decision making relating to cultural outcomes.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	Story Markers/boards installed across the region.	Target	1	1	1	1	4
		Actual	4	3	0	1	8
	Community engagement meetings or events held annually with local stakeholders to facilitate the development of Vibrant and Active Towns and Villages projects or events.	Target	4	4	3	3	14
		Actual	3	4	4	3	14

Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages

ENGAGE WITH THE COMMUNITY TO DEFINE THE UNIQUE CHARACTER, VALUES, AND SENSE OF PLACE OF THE REGION'S TOWNS AND VILLAGES.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.	Capital Works and Asset Management	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Delivery of this activity has been delayed due to availability and prioritisation of skilled resources. It is anticipated that the guidelines will be finalised in Quarter Two of 2023-2024		
Ten-year capital Vibrant and Active Towns and Villages (VATV) and strategic projects delivered and reviewed.	Capital Works and Asset Management	1 July 2022	30 June 2023	Completed			
Actively seek alternate funding streams through application to external grant sources.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed			
Deliver revitalisation projects incorporating community input into public art to celebrate local stories.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	VATV and strategic projects delivered within scheduled timeframe as per the approved 10-year capital works program.	Target	25%	25%	25%	25%	100%
		Actual	25%	15%	35%	25%	100%
	Funding opportunities secured.	Target	0	0	0	1	1
		Actual	0	1	0	0	1
	Public domain and open space electrical infrastructure guidelines developed.	Target	10%	25%	25%	40%	100%
		Actual	10%	5%	5%	40%	60%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of public art installations and events delivered that reflect the heritage, interests and culture of our region.	Target	1	0	1	0	2
		Actual	1	1	3	0	5
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of Scenic Rim Arts Reference Group meetings held to assess public art and Regional Arts Development Fund applications.	Target	0	2	1	1	4
		Actual	0	2	1	1	4

SUPPORT COMMUNITY INITIATIVES THAT DRIVE VIBRANT AND ACTIVE TOWNS AND VILLAGES THROUGH COUNCIL'S REGIONAL ARTS DEVELOPMENT PROGRAM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement a Regional Arts Development Fund program that supports the community to deliver a variety of projects across the region.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Support Scenic Rim writers and artists to tell local stories.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Number of applications received for funding under the Regional Arts Development Fund that meet criteria.	Target	0	6	0	6	12
		Actual	0	20	15	4	39
	Number of locations for which stories are documented that reflect the heritage, interests, and culture of our region.	Target	1	0	1	1	3
		Actual	3	2	4	2	11

ENCOURAGE THE COMMUNITY'S ENGAGEMENT WITH ACTIVITIES THAT CELEBRATE THE REGION'S HERITAGE AND IDENTITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Prepare scope for a review of the Scenic Rim Local Heritage Register.		Regional Development, Health, and Biodiversity	1 July 2022	31 December 2022	Completed		
Prepare scope for the identification and protection of precincts that protect the character of significant areas or streetscapes in the region.		Regional Development, Health, and Biodiversity	1 July 2022	31 December 2022	Completed		
Develop Story Trails, Markers and Boards for public spaces that incorporate community input and celebrate local stories.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Storyboards are on track overall, although Davidson Park installation will take place in line with the relevant capital project delivery A new suite of designs has been created and final prototypes are being created prior to fabrication.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Scope and costing for a review of the Scenic Rim Local Heritage Register is completed by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	50%	N/A	100%
	Scope and costing for the identification and protection of character precincts for future inclusion in the Scenic Rim Planning Scheme 2020 is completed by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	50%	N/A	100%
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Story Markers/boards installed across the region as part of Scenic Rim Story Trails	Target	5	5	5	5	20
		Actual	4	3	0	1	8

DESIGN AND DELIVER AN ARTS AND CULTURAL PROGRAM THAT FACILITATES PARTNERSHIPS WITH COMMUNITY TO ENHANCE SENSE OF PLACE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop Scenic Rim Mural Implementation Plan 2022. Review Public Art Policy and Guidelines, to include information about murals and placemaking. (amended Activity approved at Ordinary Meeting 23 May 2023)		Customer, Community and Culture	1 July 2022	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	This activity is expected to be finalised in Quarter One of 2023-2024.	
Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).		Customer, Community and Culture	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Public art projects have been planned for delivery in line with the capital works program, which is anticipated for delivery in the first half of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	Review of public art policy and guidelines completed	Target	N/A	100%	N/A	N/A	100%
		Actual	0	75%	N/A	15%	90%
	Number of artist designed public artworks fabricated and installed as part of revitalisation of Davidson Park.	Target	0	0	0	23	23
		Actual	0	0	0	0	0

Accessible and Serviced Region

Statement of intent

Infrastructure and services support the prioritised needs of our growing community.

The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.

DEVELOP AND MAINTAIN A FULL CATALOGUE OF COUNCIL'S SERVICES SERVICE LEVELS AND COST TO SERVE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake a review of key operational areas of the business to enable the identification of service standards.		Financial Management	1 July 2022	30 June 2023	Completed	Services have been mapped to the general ledger to enable the development of Council's service catalogue.	
Progress documentation of current service levels and cost metrics.		Financial Management People and Strategy (approved at Ordinary Meeting 23 May 2023)	1 July 2022	30 June 2023	Completed	Progression of project to develop a comprehensive Service Catalogue detailing the full list of Council's services and cost to serve has met the target for 2022-2023. It is anticipated that this project will be completed in Quarter Three of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Council's Service Level Catalogue includes services delivered by the Customer and Regional Prosperity, People and Strategy and Council Sustainability Portfolios.	Target	10%	10%	5%	5%	30% (change from 100% target approved at Ordinary Meeting 23 May 2023)
		Actual	10%	10%	5%	5%	30%

DEVELOP AND MAINTAIN A CONSTRUCTIVE DIALOGUE WITH THE COMMUNITY ABOUT SERVICE EXPECTATIONS AND AFFORDABILITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Engage with the community and highlight the successes and challenges faced by Scenic Rim Regional Council in maintaining financial sustainability.		Financial Management Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	'Let's Talk Scenic Rim' community engagement platform is used to inform the 2023-24 annual budget development process.	Target	0%	25%	50%	25%	100%
		Actual	10%	25%	40%	25%	100%
	Fact Sheets relating to Council's financial sustainability journey published on Council's website.	Target	1	1	1	1	4
		Actual	1	0	1	1	3
	Community engagement on Council's service catalogue undertaken by 31 March 2023 to raise awareness of the services and metrics around the delivery. (Deferral of KPI approved at Ordinary Meeting 23 May 2023)	Target	0%	50%	50%	0%	100%
		Actual	0%	0%	N/A	N/A	N/A

ENSURE THAT THE INSTALLATION OF PRIVATE AND UTILITY INFRASTRUCTURE IN COUNCIL-CONTROLLED RESERVES DOES NOT COMPROMISE THE FUNCTION AND SAFETY OF COUNCIL'S INFRASTRUCTURE, OR THE VISUAL AMENITY OF THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.		Maintenance and Operations	1 July 2022	30 June 2023	Completed	Platform identified. Development of platform content to be undertaken during 2023/2024 financial year.	
Ensure appropriate controls and standards for the installation of private and utility infrastructure in Council controlled reserves.		Maintenance and Operations	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	A review of Council's Policies and Guidelines regarding the road network is currently underway. It is anticipated that controls will be updated by the end of Quarter Two in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community safety and visual amenity is preserved in Council controlled reserves.	Identification of a suitable online platform to facilitate stakeholder visibility of works on road reserves is provided.	Target	10%	20%	20%	50%	100%
		Actual	0%	25%	25%	50%	100%

The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.

ADOPT A SUSTAINABLE AND EQUITABLE APPROACH TO THE PROVISION AND MAINTENANCE OF COMMUNITY FACILITIES AND COMMUNITY SPORTING INFRASTRUCTURE THAT MEETS CURRENT AND FUTURE COMMUNITY NEEDS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Establish standardised leasing documentation.		Resources and Sustainability	1 July 2022	31 December 2022 30 June 2023 (Extended date approved at Ordinary Meeting 21 February 2023)	Completed	Progress to establish the standardised leasing documentation has met the 50% target for 2022-2023. It is anticipated that this activity, and the development of the Lease Maintenance Plan, will be completed by end of December 2023.	
Develop service level catalogue content for community facilities and sporting infrastructure to align with leasing documentation.		Resources and Sustainability	1 January 2023	30 June 2023	Completed	Progression of project to develop a comprehensive Service Catalogue detailing the full list of Council's services and cost to serve has met the target for 2022-2023. It is anticipated that this project will be completed in Quarter Three of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Community leasing standardisation documentation presented to Council by 30 June 2023	Target	50%	0%	0%	0%	50% (Amendment from 100% approved at Ordinary Meeting on 23 May 2023)
		Actual	50%	0%	0%	5%	55%
	Lease maintenance plan developed and presented to Council by 30 June 2023.	Target	25%	25%	50%	0%	100%
		Actual	25%	0%	0%	0%	25%

DEVELOP AND IMPLEMENT A STRATEGY FOR THE PROVISION AND OVERSIGHT OF A BROAD RANGE OF QUALITY CAMPING FACILITIES ON COUNCIL-CONTROLLED LAND ACROSS THE REGION THAT MEETS CURRENT AND FUTURE NEEDS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Councils Camping Facilities. (Deferral of Activity approved at Ordinary Meeting on 23 May 2023)		Resources and Sustainability	1 July 2022	30 June 2023	N/A		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Camping Management Strategy is developed and adopted by Council.	Target	25%	25%	25%	25%	100%
		Actual	0%	0%	0%	N/A	N/A

MAINTAIN OVERSIGHT OF COUNCIL'S BUILDING AND FACILITIES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND CONDITION ASSESSMENT MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's Buildings and Facilities.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	0%	0%	100%
		Actual	25%	75%	N/A	N/A	100%
	Building and facilities assets capital investment requirements are reviewed, updated and presented to Council.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	50%	50%	100%

Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.

MAINTAIN OVERSIGHT OF COUNCIL-CONTROLLED TRANSPORT AND URBAN DRAINAGE INFRASTRUCTURE, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's transport and urban drainage assets.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Continue implementation of the Enterprise Asset Management system solution. (Deletion of activity approved at Ordinary Meeting 23 May 2023)		Capital Works and Asset Management People and Strategy	1 July 2022	30 June 2023	N/A		
Restore transport assets, to a more resilient standard where possible, following natural disaster events, through delivery of Infrastructure Recovery Program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Transport and urban drainage asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Transport and urban drainage assets capital renewal investment requirements are reviewed and presented to Council by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%
	Enterprise Asset Management Operations and Maintenance modules for transport structures assets (e.g., bridges, major culverts) implementation plan delivered with key dates met. (Deletion of KPI approved at Ordinary Meeting 23 May 2023)	Target	10%	10%	30%	50%	100%
		Actual	10%	0%	N/A	N/A	N/A
	Infrastructure Recovery Program developed by 30 September 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Infrastructure Recovery Program delivered in line with planned timelines.	Target	100%	100%	100%	100%	100%
		Actual	100%	93%	95%	100%	100%

INCORPORATE RESILIENCE AND SERVICE LEVEL CRITERIA INTO ASSET DESIGN STANDARDS AND SPECIFICATIONS FOR INFRASTRUCTURE UPGRADES, REHABILITATIONS, AND RENEWALS, TO ENSURE ASSET RELIABILITY DURING AND FOLLOWING NATURAL DISASTER EVENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Update the Asset Management Plans to include infrastructure renewal, rehabilitation and upgrade treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.		Capital Works and Asset Management	1 July 2022	30 June 2023 31 December 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	The update of Asset Management Plans is on hold due to the availability of skilled resources. It is anticipated that this activity will be completed in Quarter Two of 2023-2024..	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Critical infrastructure assets are identified and documented in Council's Asset Management Plans.	Target	10%	10%	30%	50%	100%
		Actual	10%	10%	0%	0%	20%

The provision of open spaces that meet current and long-term (20 year) needs of the Scenic Rim community.

MAINTAIN OVERSIGHT OF COUNCIL'S OPEN SPACES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's open spaces.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%
	Open spaces and parks assets capital renewal investment requirement are reviewed and presented to Council by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%

A sustainable program of local, higher order infrastructure delivery necessary to support population and economic growth.

REVIEW AND UPDATE COUNCIL'S LOCAL GOVERNMENT INFRASTRUCTURE PLAN.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress the review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed	A brief on the LGIP Review was presented to Council this quarter. The LGIP amendment will be progressed in 2023-2024 in line with the proposed LGIP Amendment Project Schedule and Timeline.	
Monitor the delivery of the current LGIP projects through the capital works program and development contribution.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Baseline assumptions for the LGIP amendment are fully documented and are in line with the Growth Management Strategy.	Target	0%	25%	25%	50%	100%
		Actual	0%	25%	25%	30%	80%

DEVELOP AND REVIEW A 10-YEAR CAPITAL WORKS PROGRAM ANNUALLY, WITH A 20-YEAR HORIZON FORECAST.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop Council's 10-year capital works program in line with Council's long term financial plan.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	10-year capital works program adopted by Council	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	100%	100%

REVIEW AND MAINTAIN COUNCIL'S LAND AND INFRASTRUCTURE HOLDINGS TO ENSURE RELEVANCE FOR LONG-TERM STRATEGIC NEEDS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Complete review of Council land holdings, including recommendations for future use and potential land acquisition requirements.		Resources and Sustainability	1 July 2022	31 March 2023 30 June 2023 (Approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	This work has been delayed as the result of prioritisation of skilled resources. It is anticipated that the activity will be completed in 2023-2024. Noting 30% of the region has been reviewed and substantial work gathering data for the remaining 70% has been undertaken. It is anticipated that the Addendum to Council's Depot Strategy will be presented to Council in Quarter One of 2023-2024.	
Divest identified properties as approved by Council.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Property divestment will continue to be managed as required.	
Pursue land and infrastructure acquisition to support Council's strategic needs.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Land acquisitions will continue to be managed as required.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Report of Council land holdings with recommendations for future use (including Divestment Plan) adopted by Council by 31 March 2023.	Target	50%	25%	25%	0%	100%
		Actual	50%	25%	10%	0	85%
Disposal of property as per Council's approved Divestment Plan.		Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	0%	0%
Addendum to Council's Depot Strategy developed and approved by Council by 31 March 2023.		Target	50%	25%	25%	0%	100%
		Actual	50%	20%	10%	10%	90%

Advocacy for forward planning and delivery of State and statutory entity-controlled infrastructure and services to support population and economic growth.

DEVELOP AND MAINTAIN A REGISTER OF THE STATE AND STATUTORY ENTITY-CONTROLLED INFRASTRUCTURE AND SERVICES CONSIDERED CRITICAL TO SUPPORT POPULATION AND ECONOMIC GROWTH IN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.		Capital Works and Asset Management	1 July 2022	31 March 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Infrastructure critical to support population and economic growth in the region informs the development of Council's Advocacy Strategy.	Target	N/A	N/A	N/A	N/A	100%
		Actual	Ongoing	Ongoing	Ongoing	Ongoing	100%

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE QUEENSLAND GOVERNMENT AND PRIVATE SECTOR TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO PUBLIC TRANSPORT SERVICES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure infrastructure provided facilitates improved access to public transport services.		Capital Works and Asset Management	1 July 2022	31 December 2022	Completed		
Advocate for Queensland Government funded solutions to facilitate improved access to public transport services.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Advocate for alternative local private sector and community-based solutions to facilitate improved access to public transport services.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	List of existing roadside public transport infrastructure (e.g., bus stops, set downs) is reviewed and updated by 30 September 2022 to support improved public transport services.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Gap analysis is conducted to inform future roadside public transport infrastructure investment requirements.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of meetings held with Queensland Government, private sector, and community-based organisations to advocate for improved access to public transport services and community-based solutions.	Target	1	N/A	1	N/A	2
		Actual	1	1	1	3	6

Progression towards 'zero avoidable waste to landfill' as an economically viable operation, through collaboration and innovation.

IMPLEMENT THE SCENIC RIM REGIONAL COUNCIL WASTE MANAGEMENT AND RESOURCES RECOVERY STRATEGY 2021-26.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress the development of a Disaster Waste Management Plan.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Trial improvements in Council event waste reduction.		Resources and Sustainability	1 February 2023	30 June 2023 31 December 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	This project has been postponed due to availability of resourcing. It is anticipated that improvements in Council event waste reduction will be trialed in 2023-2024.	
Deliver the Waste Education Program.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Fit for purpose and consistently identifiable public place waste infrastructure installed.	Target	0%	0%	0%	25%	25%
		Actual	0%	0%	0%	0%	0%
Number of waste education events held.		Target	0	2	4	4	10
		Actual	0	4	4	14	22
Development of consultation draft Disaster Waste Management Plan completed.		Target	5%	35%	35%	25%	100%
		Actual	5%	35%	35%	25%	100%
Reduction in waste to landfill* (measured annually). *not including commercial landfill		Target	N/A	N/A	N/A	N/A	2%
		Actual	N/A	NA	NA	NA	5%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Zero waste event trial completed.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	0%	10%	10%
	Recycled material in roads trial progressed.	Target	0%	5%	10%	10%	25%
		Actual	0%	5%	5%	5%	15%

COLLABORATE WITH OTHER COUNCILS (COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND) AND THE RELEVANT QUEENSLAND GOVERNMENT DEPARTMENTS TO PROGRESS STRUCTURAL CHANGE FOR WASTE MANAGEMENT WITHIN SOUTH-EAST QUEENSLAND, INCLUDING INFRASTRUCTURE AND LEVY MANAGEMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Participate in COMSEQ Waste Working Group Meetings.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Plan and implement relevant actions from the COMSEQ Regional Waste Management Plan.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Participate in relevant State, Federal and industry body consultation processes.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Significant and ongoing reform is occurring in industry and throughout State and Federal government, Council's involvement is selective.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Funding secured from State or Federal government to support implementation of landfill diversion options.	Target	\$0	\$0	\$0	\$50,000	\$50,000
		Actual	\$0	\$0	\$0	\$0	\$0

Healthy, Engaged and Resourceful Communities

Statement of intent

The social fabric of our growing region is friendly, active, healthy and inclusive.

Enduring social connectedness that drives positive community participation and contribution.

IDENTIFY, DELIVER, AND SUPPORT COMMUNITY ACTIVITIES THAT CONNECT RESIDENTS OF THE SCENIC RIM.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Provide outreach locations access to resources and devices by implementing the new Mobile Library service.	Customer, Community and Culture	1 July 2022	30 June 2023 31 August 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	The new mobile library vehicle has been procured but it is not yet in service due to some implementation delays, expected to be commissioned into service in late August 2023.		
Deliver library programs and events that actively target youth involvement and participation.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed	The schedule of programs to support youth engagement and promote participation have been delivered as planned.		
Partner with indigenous groups to deliver programs to promote literacy.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience	Mobile library van fully operational by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	75%	75%	95	95
	The number of community, outreach and library programs delivered annually is increased, with a particular emphasis on providing activities in partnership with community groups.	Target	2	2	2	2	8 activities
		Actual	17	21	25	26	89

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience	The number of library-facilitated youth (13–18-year-olds) events is increased.	Target	2	2	1	1	6 events
		Actual	9	4	1	2	16

LEAD OR PARTNER IN THE DELIVERY OF INITIATIVES THAT DRIVE SOCIAL CHANGE, CULTURAL DIVERSITY, AND CONNECTEDNESS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Partner with key stakeholders to deliver youth-oriented events and activities that celebrate our young people.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Tamborine Mountain Library refurbishment is completed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	50%	25%	95	95
	New programs are introduced at the Tamborine Mountain Library within the Makerspace area, Local History area and meeting rooms.	Target	N/A	N/A	N/A	10	10
		Actual	N/A	N/A	N/A	0	0
	Stakeholder partnerships achieved for community events and activities.	Target	1	1	1	1	4
		Actual	1	1	1	2	5
	Number of youth-oriented events and activities is increased.	Target	1	1	1	1	4
		Actual	1	1	1	2	4

DEVELOP AND IMPLEMENT THE SCENIC RIM RECONCILIATION ACTION PLAN.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Finalise and adopt the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan. Progress development of the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan. (Amendment to Activity approved at Ordinary Meeting 23 May 2023)		Customer, Community and Culture	1 July 2022	31 December 2022 30 June 2023 (Extended date approved at Ordinary Meeting on 22 November 2022)	Completed	Progress on this program has met the targets for 2022-2023. The Steering Group was established in Quarter Four. It is anticipated that this project will progress to delivery in 2023-2024.	
Commence delivery of year one actions of the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan.		Customer, Community and Culture	1 July 2022	30 June 2023 (Postponement approved at Ordinary Meeting on 22 November 2022)			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Scenic Rim Reconciliation Action Plan is developed and adopted by Council.	Target	N/A	N/A	5%	5%	10% (amendment from 100% approved at Ordinary Meeting on 23 May 2023)
		Actual	N/A	N/A	5%	5%	10%
	High priority (year one) actions from the adopted plan are implemented. (Deletion approved at Ordinary Meeting on 22 November 2022)	Target					30 June 2023
		Actual					

Enhanced community involvement that increases resilience, capability and resourcefulness.

DESIGN, DEVELOP AND DELIVER RESOURCES TO EDUCATE, BUILD AWARENESS AND INCREASE CAPACITY AND RESILIENCE IN THE COMMUNITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Update Council resources to increase the capacity of the community and build more resilience.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience.	Number of resilience resources updated and distributed across the community.	Target	1	N/A	1	N/A	2
		Actual	1	1	1	1	4

STRENGTHEN COMMUNITY VOLUNTEERISM THROUGH TARGETED INITIATIVES AND PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Attract, manage, and retain volunteers through targeted initiatives and programs that are purposeful and meaningful.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new, and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Volunteer recognition events and activities delivered.	Target	1	1	N/A	N/A	2
		Actual	1	2	1	1	5
	Volunteering resources are updated and distributed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	100%	100%
	Number of training and engagement sessions held with Community Disaster Volunteers.	Target	1	1	1	1	4
		Actual	1	1	1	4	7

Increased capacity and community aspiration for improved health and wellbeing.

DEVELOP A STRATEGIC UNDERSTANDING OF HEALTHY COMMUNITY INDICATORS AND ENABLERS TO FACILITATE PLANNING FOR THE DELIVERY OF COMMUNITY INFRASTRUCTURE AND PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Explore funding opportunities and strategic partnerships to improve health and wellbeing outcomes through built and social infrastructure.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Number of partnerships to improve walk and cycle infrastructure developed.	Target	1	N/A	1	N/A	2
		Actual	1	N/A	1	1	3

PLAN AND PROVIDE AN ENVIRONMENT AND OPPORTUNITIES THAT ENTICE THE COMMUNITY TO PARTICIPATE IN AN ACTIVE LIFESTYLE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Explore funding opportunities and strategic partnerships to build sustainability of health and wellbeing programs.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Evaluate the Health and Wellbeing Programs to ensure that Council's investment in health and wellbeing is fit for purpose, delivers value for money, and continues to meet the needs of a diverse and growing population.		Customer, Community and Culture	1 July 2022	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	The review of the Health and Wellbeing program is complete and a report will be presented to Council in Quarter One of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased capacity and resilience.	Funding and partnerships successful.	Target	1	N/A	1	N/A	1
		Actual	1	N/A	1	1	3
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Report detailing Health and Wellbeing Programs completed and presented to Council.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	15%	90%

DEVELOP AND DELIVER A RANGE OF PROGRAMS TO PROMOTE AND FACILITATE COMMUNITY HEALTH AND WELLNESS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Build the capacity of the community to participate in health and wellbeing programs.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Number of health and wellbeing programs delivered.	Target	3	2	2	3	10
		Actual	3	2	2	3	10

Advocacy and partnerships that ensure the community's access to essential social services and infrastructure.

PARTICIPATE IN STRATEGIC DISCUSSIONS AND/OR PARTNERSHIPS WITH ALL LEVELS OF GOVERNMENT AND COMMUNITY AGENCIES TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO COMMUNITY AND SOCIAL SERVICES.					
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Finalise the Scenic Rim Community and Culture Strategy 2022-2032 for adoption by Council.	Customer, Community and Culture	1 July 2022	30 September 2022 31 March 2023 (Extended date approved at Ordinary Meeting on 22 November 2022) 30 June 2023 (Extended date approved at Ordinary Meeting on 21 February 2023) 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Delivery of the Community and Culture Strategy is now planned for delivery in 2023-2024
Deliver year one actions outlined in the Scenic Rim Community and Culture Strategy 2022-2027 (Deletion approved at Ordinary Meeting on 21 February 2023)	Customer, Community and Culture	1 October 2022 1 April 2022 (Extended date approved at Ordinary Meeting on 22 November 2022)			

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Productive discussions with government and agency partners to facilitate the community's access to required human and social services.	Community engagement on draft Community and Culture Strategy has commenced.	Target	0%	0%	0%	75%	75% (Amendment from 100% approved at Ordinary Meeting on 23 May 2023.)
		Actual	0%	0%	0%	0%	0%
Productive discussions with government and agency partners to facilitate the community's access to required human and social services.	Scenic Rim Community and Culture Strategy 2022-2027 developed and adopted by Council by 31 March 2023. (Deletion approved at Ordinary Meeting on 21 February 2023)	Target					100%
		Actual					
	Deliver year one actions included in the Scenic Rim Community and Culture Strategy 2022-2027 (Deletion approved at Ordinary Meeting on 21 February 2023)	Target					25%
		Actual					
	Annual Report Card tracking progress against the adopted Community and Culture Strategy 2022-2027 presented to Council. (Deletion approved at Ordinary Meeting on 22 November 2022)	Target					100%
		Actual					



OPERATIONAL PLAN 2022-2023
QUARTER FOUR PROGRESS REPORT
1 APRIL - 30 JUNE 2023

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Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2022-2023 that contribute to the delivery of the five year Corporate Plan (*Scenic Rim 2026*), as required by Section 175 of the *Local Government Regulations 2012*.

Due to the impacts of natural disasters, COVID-19 and other factors, a number of activities which had been planned for 2021-2022 were not completed by 30 June 2022 and extensions of time were approved by Council, for continued delivery in 2022-2023. The report provides an update of progress against those activities, based on the extensions approved by Council.

Significant progress has been made against the Operational Plan 2022-2023 during the period 1 April 2023 to 30 June 2023 (Quarter Four). Although Council continues to manage the impacts of COVID-19, and the impacts of natural disasters in recent years, our focus remains firmly on delivering the long-term community vision and the key outcomes set out in the Corporate Plan *Scenic Rim 2026* through the delivery of the activities set out in the *Operational Plan 2022-2023*.

The table below shows an overall summary of the status of the Operational Plan 2022-2023 implementation as at 30 June 2023.

		COMPLETED	ON TRACK	MONITOR	REQUIRES ATTENTION	CANCELLED / POSTPONED	TOTAL
	Spectacular Scenery and Healthy Environment	18	N/A	N/A	0	0	18
	Sustainable and Prosperous Economy	16	N/A	N/A	1	3	20
	Open and Responsive Government	12	N/A	N/A	4	1	17
	Relaxed Living and Rural Lifestyle	9	N/A	N/A	3	0	12
	Vibrant and Active Towns and Villages	10	N/A	N/A	3	0	13
	Accessible and Serviced Region	27	N/A	N/A	4	2	33
	Healthy, Engaged and Resourceful Communities	10	N/A	N/A	3	2	15
		102	N/A	N/A	18	8	128

Throughout the report, each activity has been assigned a status. *On track* means the work is progressing as planned. *Requires attention* means there is a need for a change to the original plan as adopted in the Operational Plan. For example, an extension of time is needed. *Monitor* means that there has been some issue with the delivery of the planned activity, such as a delay, and although no action is required at this time, Council is made aware that action may be required in the next reporting period.

Spectacular Scenery and Healthy Environment

- Council successfully secured funding to the value of \$111,000 through the Queensland Government's Disaster Ready Fund to establish greening targets and better understand urban heat island effect within urban areas.
- The Land for Wildlife program continued its support of member of the program with three animal scats analysed and 19 fauna cameras currently set up on properties. Three properties were inducted into 20-year membership.
- Two events were run as part of the Land for Wildlife program during the quarter, including spotlighting and frog survey.
- Council adopted two flying-fox roost management plans for the Beaudesert and Canungra flying-fox roosts for an interim period of six months to allow roost management works to commence.
- The Scenic Rim Rivers Improvement Trust successfully completed the works program for the 2022-2023 financial year with key works in the Upper Albert, Teviot and Reynolds creek.
- Resilient Rivers Program funding provided through the Council of Mayor South East Queensland enabled the delivery of key projects, including weed treatment works within in the Albert catchment, a slump stabilisation project in the Logan and an off-stream watering and stock fencing project. Other projects including eDNA surveys for platypus and hydrological assessment and prioritisation projects for the Warrill and Bremer catchments are also underway.

Sustainable and Prosperous Economy

- Council continued its engagement with local businesses, industry groups and government agencies in Quarter Four.
- 120 people attended a Council's Business Networking Breakfast, featuring economist Michael Campbell and a panel of local exporters.
- Council's ongoing support of Tamborine Mountain, Canungra and Boonah Chambers of Commerce, as well as Destination Scenic Rim enabled them to deliver events for their members during Small Business Month in May.
- 23 capability-building events for the business community were delivered as part of Small Business Month, attracting over 500 registrations.
- Increased promotion of the Shop Scenic Rim closed loop gift card program resulted in 178 cards being purchased with a total load value of \$13,081, and 38 redemptions equating to a value of \$2,743
- A suite of investment attraction materials, including videos, photographs, fact sheets and website updates, was developed in Quarter Four to promote investment and economic growth in the Scenic Rim region and will be launched as part of a proactive campaign in Quarter One of 2023/24
- Council delivered a marketing campaign to drive traffic to the Visit Scenic Rim destination website that resulted in nearly 24,000 visitors to the site. In addition, co-operative marketing for local tourism businesses reached over half a million customers and generated over 18,500 customer leads to participating businesses.
- Council delivered the highly anticipated expanded Eat Local Month (instead of Eat Local Week) incorporating a range of improvements to that resulted in positive feedback from participants.
- A total economic impact of \$2.39 million was generated in Quarter Four from Council's support of events, representing a 104:1 return on the investment.

Open and Responsive Government

- Extensive community consultation, including 'town hall' style meetings and online feedback, informed Council's delivery of its Annual Budget 2023-2024, which was adopted in Quarter Four.
- A comprehensive review of Council's Meeting Suite of Documents was undertaken to ensure ongoing legislative compliance and best practice in the delivery of Council Meetings.
- Council's Acceptable Request Policy and Procedure were also reviewed, and a new Councillor Administrative Support Policy drafted.
- Commenced work to implement a new Councillor Portfolio system. It is anticipated that, following extensive consultation with the Mayor and Councillors, formal adoption of associated policies and procedures will occur in July, with implementation to take place in the first quarter of 2023-2024.

- Council continued to demonstrate its commitment to keeping the community informed, with 44 media releases about Council business generated this quarter.

Relaxed Living and Rural Lifestyle

- Amendment No.3 to the Scenic Rim Planning Scheme was adopted by Council on 20 June 2023. The major amendment includes a number of policy improvements including facilitating craft brewing and distilling in centres and tourism zones; supporting the need for additional local water suppliers to cater for domestic water supply on Tamborine Mountain; and changes for requirements for Dual Occupancy development to ensure development contributes to the desired neighbourhood character of the residential zones.
- The Major Amendment was accompanied by an Administrative Amendment, which makes improvements to the format and consistency of the Planning Scheme and improves the user experience of the ePlan.
- The scope for the Major Amendment involving updating policy for Matters of Environmental Significance in the Scenic Rim has been determined and the preparation of draft amendment is progressing and on track to commence a State Interest Review in mid 2023.
- Council's town planning officers attended Cuppa in the Communi-tea sessions in Quarter Four to provide demonstrations of the new ePlan and assist with general town planning enquiries.

Vibrant and Active Towns and Villages

- The multi-stage revitalisation of the Beaudesert Town Centre has reached a major milestone with the completion of a new roundabout and the extension of Selwyn Street to Helen Street with new car parking on both streets. Scenic Rim residents and visitors to the town centre will also see new pedestrian crossings and new off-street car parking that provides additional spaces for cars and caravans at Davidson Park. Like many other areas across south-east Queensland, Council faced the challenge of delivering important projects for our community and maximising ratepayer dollars against the backdrop of ongoing delays and disturbance to the works schedule due to wet weather, resourcing issues and industry delays which have been beyond Councils control. These first two projects of works have improved safety for pedestrians and motorists with the inclusion of new crossings and connections, a new roundabout to help manage peak traffic flow and the addition of parking spaces to cater for residents as well as an increase in visitor numbers along the extension of Selwyn Street.
- The town centre Gateway precinct has been developed to celebrate Beaudesert and the Scenic Rim as places with strong rural hearts. The parklands are designed to create a green community meeting place that reflects our local history, stories and culture and will feature artworks on pavements and structures which tell local stories. The centrepiece of the precinct is a new events deck and stage, and grassed amphitheatre area — a multi-use space where people can meet, gather and celebrate. Other new features include picnic areas, public toilet block with disability access, and the installation of lighting to improve public safety. A key focus of this project is local stories and history woven through public artworks and a Scenic Rim Story Trail. Beaudesert is an important historical and ongoing place for the Indigenous people of the region; and the creation of yarning circles in the precinct honours this. The historical Beaudesert railway station building is a centrepiece to the project, remaining in its original location and providing a character reference for new structures; works on this are due to commence next financial year.

Accessible and Serviced Region

- Council continues to progress the restoration of essential public assets following the six separate declared disaster events. The Infrastructure Recovery projects are scheduled for completion by June 2024. As at 22 June 2023, over 30% of the reconstruction works have been completed. The majority of these works have been undertaken on Council's unsealed road network.

- Upgrade works have been completed at Lake Moogerah Caravan Park, which include a new camp kitchen, main amenities building, commission of the new water treatment and effluent system, landscaping and electrical improvements including a new main switchboard and underground power replacing overhead lines.
- Footpath upgrade works were completed this quarter on Alpine Terrace, Tamborine Mountain, and Beechmont Road, Beechmont. Both of these projects were delivered under the Australian Government Local Roads and Community Infrastructure Phase 2 funding program.
- This quarter, handsets and base-stations were procured to enable Council to connect to the Government Wireless Network (GWN). This equipment replaces Council's outdated two-way system and will enable enhanced communication within the operational area of Council.
- The Junior Chambers Park playground upgrade was completed this quarter. This has seen the construction of a three-level play space, providing exciting activities for all abilities under one shaded area.
- Council completed its annual Road Resealing Program in Quarter Four. This program ensures the Council's road network is maintained to an efficient standard.
- Council was successful in achieving funding through the Australian Governments Blackspot program, with works completed during the quarter on Ellis Jackson and Munbilla Roads; Birnam and Alice Streets; and Birnam and James Streets.
- A further 600 metre section of Kerry Road south of Spring Creek Bridge was also completed.

Healthy, Engaged and Resourceful Communities

- With the support of the Australian and Queensland governments through the Local Economic Recovery Program, Council was able to refurbish its Tamborine Mountain Library. This community hub, with a range of facilities and services catering for all ages and interests, is now housed on the site of the former IGA supermarket within the shopping centre on Main Street and provides almost a trebling in size of the former library space.
- On 4 June, Council delivered a successful community event to celebrate Queensland Day, which included a citizenship ceremony for fifteen new residents.
- *Moving Mountains - people power in action* was a new exhibition which opened to the public on Saturday 17 June 2023. The exhibition marked the first anniversary this month of Arrow Energy's withdrawal of its lease tenements over the Scenic Rim following a concerted 11-year campaign to preserve valuable farmland and the region's natural beauty.
- In May 2023, 26 grass-roots community groups received over \$90,000 of Council funding through the Round Two of the community grants. In addition, Council approved \$28,800 of Regional Arts Development Fund grants in June 2023.

Operational Plan 2021-2022 - Activities Carried Forward

As reported in Council's Quarter Four Operational Plan 2021-2022 Progress Report, a number of activities were unable to be completed by the end of 2021-2022 as planned. Therefore, extensions were approved for a number of activities. The following table provides details of the 2021-2022 activities which were incomplete at 31 March 2023 and are not already included in the Operational Plan 2022-2023. The table provides details of the carried forward activities, the extension date which enabled them to be carried across to the new financial year, and, where relevant, a new approved delivery date based on commentary provided.

ACTIVITIES	LEAD	APPROVED EXTENSIONS	Q3 STATUS	COMMENTS (BY EXCEPTION)
Review and endorse 2023 Local Disaster Management Plan	Customer, Community and Culture	30 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 December 2022 (approved at Ordinary Meeting 22 November 2022) 30 June 2023 (approved at Ordinary Meeting 23 May 2023)	Completed	Local Disaster Management Plan adopted at Ordinary Meeting on 20 June 2023.
Review the Scenic Rim Planning Scheme 2020 to ensure it aligns with community aspirations and legislative requirements.	Regional Development, Health and Biodiversity	31 December 2022 (approved at Ordinary Meeting 16 August 2022)	Completed	
Facilitate a review of the Information Services and Technology Strategic Plan to allow update and integration with the Scenic Rim Smart Region Strategy 2022-2032.	Information Services and Technology	30 June 2022 30 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 March 2023 (approved at Ordinary Meeting 22 November 2022) 30 June 20 23 (approved at Ordinary Meeting 23 May 2023) 31 December 2023 (approved at Ordinary Meeting on 22 August 2023).	Requires attention	The draft Information Services and Technology Strategic Plan 2023-2028 includes references to the Scenic Rim Smart Region Strategy 2022-2032. It is anticipated that the Information Services and Technology Strategic Plan 2023-2028 will be presented to Council for adoption in Quarter Two of 2023-2024
Establish an online platform that provides stakeholders with information regarding works on road reserves that may impact the transport network.	Maintenance and Operations	30 June 2023 (approved at Ordinary Meeting 16 August 2022)	Completed	Platform identified. Development of platform content to be undertaken during 2023/2024 financial year.
Complete review of Waste Facilities and Services.	Resources and Sustainability	31 December 2021 30 June 2022 30 June 2023 (approved at Ordinary Meeting 16 August 2022) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Review of Waste Facilities completed. Services review delayed to allow for consideration of next steps relating to the establishment of a waste circular economy. Anticipate delivery of Services Review in 2023-2024

Spectacular Scenery and Healthy Environment

Statement of Intent

The region's unique natural environment and rural landscapes are preserved and enhanced in partnership with our community.

Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver actions identified in the five-year implementation plan (2020-2025).		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Actions planned for 2022-2023 have been completed.	
Continue to deliver programs aligned with Council's biodiversity vision.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Programs planned for 2022-2023 have been delivered.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Biodiversity across the region is protected.	New properties secured under the Habitat Protection Program.	Target	7	8	8	7	30
		Actual	10	14	8	9	41
Outcomes are enhanced by productive partnerships and knowledge sharing.	Total value of grant funding allocated to the community.	Target	0	\$75,000	\$75,000	0	\$150,000
		Actual	0	\$132,802	\$21,582	0	\$154 384
	Number of environmental education events delivered.	Target	2	2	2	2	8
		Actual	4	2	6	2	14

PARTNER AND COLLABORATE WITH AGENCIES, COMMUNITY GROUPS AND PRIVATE LANDHOLDERS TO PROVIDE A COORDINATED APPROACH TO PROTECTING BIODIVERSITY WITHIN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Establish project agreements with agencies, community groups or private landholders for the delivery of biodiversity projects.		Regional Development, Health and Biodiversity	1 July 2022	31 December 2022 30 June 2023 (approved at Ordinary Meeting on 22 November 2022)	Completed		
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.	Target	0	0	1	1	2
		Actual	0	0	1	1	2
Value of support secured through biodiversity partnerships.		Target	0	0	0	\$100,000	\$100,000
		Actual	0	0	\$85,000	\$153,600	\$238,600

CONTINUE TO DELIVER, IN PARTNERSHIP WITH THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND, THE RESILIENT RIVERS PROGRAM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver actions under the Logan-Albert Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver actions under the Bremer Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as a result of planned action	Projects delivered under the Logan-Albert Catchment Action Plan.	Target	2	0	0	0	2
		Actual	2	0	2	0	4
	Projects delivered under the Bremer Catchment Action Plan.	Target	0	0	2	0	2
		Actual	0	0	3	0	3

Adaptation to changing climate and weather patterns.

DEVELOP A PROGRAM OF WORK TO FACILITATE CLIMATE ADAPTATION ACROSS THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop the Scenic Rim Climate Change Strategy and Action Plan.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Completed to 75% as agreed by Council. It is anticipated that the final Climate Change Strategy and Action Plan will be presented to Council in Quarter Two of 2023-2024	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as a result of planned actions.	Scenic Rim Climate Change Strategy and Action Plan developed and adopted by Council.	Target	0%	0%	0%	75%	75%
		Actual	0	0	0	75%	75%
	Scenic Rim Climate Change Implementation Plan developed. (Deletion of KPI approved at Ordinary Meeting on 23 May 2023)	Target	0%	0%	0%	0%	0%
		Actual	0%	0%	0%	N/A	N/A

INCREASE COMMUNITY AWARENESS OF THE CAUSES AND IMPACTS OF, AND MITIGATION STRATEGIES TO MANAGE, DROUGHT AND NATURAL DISASTERS SUCH AS FIRE AND FLOOD.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop or review disaster management plans and procedures as needed by the Local Disaster Management Group.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Scenic Rim 2023 Local Disaster Management Plan was adopted at Ordinary Meeting on 20 June 2023	
Deliver annual disaster management exercises to increase local coordination capability.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Exercise DILUVIUM was delivered on 8 June 2023 for the LDMG to discuss Dam Emergency Action Plans (EAP) with Seqwater	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of local disaster management plans and procedures developed, reviewed and endorsed by the Local Disaster Management Group.	Target	0	1	1	0	2
		Actual	0	1	0	1	2
Increased community awareness of drought and natural disaster mitigation enhances resilience.	Number of disaster management exercises and training sessions facilitated for Council and stakeholders who participate in disaster response and recovery activities.	Target	0	1	0	1	2
		Actual	0	2	3	1	6

INCORPORATE NATURAL DISASTER MITIGATION IN THE DESIGN AND OPERATION OF COUNCIL'S FACILITIES AND ASSETS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Design new facilities and assets to current standards and guidelines, incorporating natural disaster mitigation.		Maintenance and Operations	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Designs for Council's new or upgraded facilities and assets incorporate natural disaster mitigation.	Target	0%	0%	75%	25%	100%
		Actual	0%	0%	75%	25%	100%

DESIGN AND DELIVER INITIATIVES TO INCREASE ENVIRONMENTAL SUSTAINABILITY ACROSS COUNCIL'S OPERATIONS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Investigate the use of energy efficient infrastructure and processes in the operation of Council's operational facilities.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Council will continue to maintain its focus on incorporating energy efficient infrastructure and processes.	
Implement energy-smart technology in Council's buildings and community facilities.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Council will continue to focus on the implementation of energy-smart technology in its buildings and Council-owned community facilities.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Number of LED lights installed in Council buildings and community facilities.	Target	25	25	25	25	100
		Actual	60	0	30	40	130
	Number of external grants secured to fund implementation of significant energy efficiency projects.	Target	0	0	0	1	1
		Actual	0	0	0	0	0

ADVOCATE FOR THE EVALUATION OF OPTIONS FOR INCREASING WATER RESILIENCE WITHIN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress Water for Warrill Project advocacy.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	In December 2022, the Queensland Government lodged a formal application on behalf of Water for Warrill Ltd, seeking support for the proposal from the Australian Government National Water Grid Authority for funding to prepare a Preliminary Business Case and Options Analysis. Application was considered in the first quarter of 2023, with an unsuccessful decision announced in May. No Advisory Group meetings were held during this time, due to the consideration of the application.	
Investigate policy options to increase domestic water supply capacity for new dwellings in the region to reduce demand on reticulated water supply.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	Included in the scope of Major Amendment No.6 to the Scenic Rim Planning Scheme currently under preparation.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Water resilience across the region is increased.	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0	0	0	0
	Recommendations for policy options to increase domestic water supply capacity for new dwellings presented to Council for consideration.	Target	0%	50%	0%	50%	100%
		Actual	N/A	50%	0%	50%	100%

CONTINUE TO DELIVER ONE MILLION TREES FOR THE SCENIC RIM BY 2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver rural trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	There has been reduced planting on Council lands with prioritisation of other works, but the "One Million Trees for the Scenic Rim" program continues to track well, with 728,174 plants delivered through the program as of June 30 2023	
Deliver community trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver habitat trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
Deliver River trees initiative.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as result of planned actions.	Number of trees planted annually to achieve 'One Million Trees for the Scenic Rim' target by 2025.	Target	22,500	22,500	22,500	22,500	90,000
		Actual	7,284	25,304	8,880	19,429	60,897

Sustainable and Prosperous Economy

Statement of intent

An enhanced regional brand underpins sustainable economic growth for businesses, strong local employment opportunities and high-performing primary production and tourism industries.

The current and future economic prosperity of the region.

CONTINUE TO IMPLEMENT THE SCENIC RIM REGIONAL PROSPERITY STRATEGY 2020-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver year two actions contained in the Scenic Rim Regional Prosperity Strategy 2020 – 2025.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Ongoing engagement with local businesses, industry groups and government agencies has occurred along with delivery of development programs to ensure continued sustainable economic growth. A business networking breakfast, featuring Michael Campbell from Lucid Economics and a panel of local exporters, was held in May attracting 120 attendees.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of businesses engaged annually.	Target	50	50	50	50	200
		Actual	60	142	198	428	828
	Number of developmental projects/initiatives delivered in collaboration with Chambers of Commerce, Destination Scenic Rim, and other business groups.	Target	1	2	1	1	5
		Actual	7	6	7	13	33

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Number of concept and pre-lodgement meetings attended by Regional Prosperity team members.	Target	3	2	2	3	10
		Actual	4	4	4	3	15
	Event impact and economic impact modelling - number of scenarios modelled.	Target	2	3	2	3	10
		Actual	4	4	3	3	14
Investment in the region grows.	Number of potential development applicants supported through case management.	Target	2	1	1	2	6
		Actual	2	2	6	5	15

FACILITATE AND MENTOR CONTINUED DEVELOPMENT AND SUSTAINABILITY OF DIVERSE AND HIGH-PERFORMING LOCAL BUSINESSES, WITH CAPABILITY TO ADAPT AND THRIVE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Engage with local businesses through visitation schedule, regular program of assistance and refer to opportunities through local, Queensland and Australian Government programs.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Continued to engage with local businesses and provide connection to government support and programs, also promoting support available.	
Deliver a region-relevant program of activities as part of Small Business Month.		Regional Prosperity and Communications	1 May 2023	31 May 2023	Completed	The Tamborine Mountain, Canungra and Boonah Chambers of Commerce and Destination Scenic Rim received support from Council and the Department of Employment, Small Business and Training (DESBT) to assist in delivering events during May. Council also delivered 23 events that attracted over 500 registrations, with participants attending multiple events during May.	
Conduct quarterly meetings of the Scenic Rim Regional Prosperity Leadership Alliance. (Deferral of Activity to 2023-2024 approved at Ordinary Meeting 23 May 2023)		Regional Prosperity and Communications	1 July 2022	30 June 2023	N/A		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Creation of valued employment for local residents are supported.	Number of events delivered as part of Small Business Month.	Target	0	0	0	15	15
		Actual	0	0	0	23	23
	Number of individuals registered to participate in Small Business Month activities.	Target	0	0	0	100	100
		Actual	0	0	0	500	500

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of quarterly meetings of Scenic Rim Regional Prosperity Leadership Alliance held. (approved at Ordinary Meeting 23 May 2023)	Target	1	1	1	1	4
		Actual	0	0	N/A	N/A	N/A

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to engage local businesses in exploring opportunities for increasing local economic spend.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Council's local spend was approximately \$7.96 million, equating to 35% of overall spend in this reporting period.	
Progress and promote the Shop Scenic Rim fixed loop gift card program.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Increased promotion via social media marketing and face to face visitation to businesses has increased awareness of the program. Focus this quarter was to ensure an increase in additional businesses participating in the program. This quarter, a total of 178 cards have been purchased, with a total load value of \$13,081, with 38 redemptions equating to a value of \$2,743, a significant increase from previous quarter when 12 cards were loaded with a total value of \$1,284 and only 10 redemptions, totalling \$234. This constitutes over 1000% improvement in every indicator.	
Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.		Council Sustainability	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Focus has been on developing an overall plan that addressed the findings from an external review of procurement within Council. The plan will include the drafting (and consideration) of a strategic-based procurement policy and associated procurement framework protocols. It is anticipated that this plan will be presented to Council in Quarter Two of 2023.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council continues to focus on 'buying local'.	Percentage of Council's materials and services expenses purchased from local suppliers.	Target	35%	35%	35%	35%	35%
		Actual	23%	34%	38%	35%	32.5%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of local businesses participating in Shop Scenic Rim program.	Target	65	50	15	20	150
		Actual	68	6	28	31	133
	Value of Shop Scenic Rim gift cards redeemed in participating businesses.	Target	\$2,500	\$5,000	\$5,000	\$2,500	\$35,000 \$15,000 (Amended target approved at Ordinary Meeting on 22 November 2022)
		Actual	\$234	\$2,743	\$2,590	\$2,747	\$8,314
	Value loaded on Shop Scenic Rim gift cards.	Target	\$2,500	\$12,500	\$5000	\$5,000	\$25,000
		Actual	\$1,284	\$13,081	\$800	\$1,040	\$16,205

An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.

FACILITATE THE RETENTION, EXPANSION, AND ATTRACTION OF INDUSTRIAL BUSINESSES, CONTINGENT ON MARKET DEMAND.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Develop a suite of investment attraction marketing materials and tactics, targeted at potential investors.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Investment attraction materials that include videography, photography, fact sheets and website updates have been produced. Final review underway and will be fully delivered by mid-July 2023.		
Continue to facilitate Scenic Rim Strategic Coordination Group meetings (with Office of the Coordinator-General, Department of State Development, Infrastructure, Local Government and Planning, Department of Transport and Main Roads and other relevant agencies), actions and outcomes.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	The Scenic Rim Strategic Coordination Group met on 8 May 2023.		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Number of engagements with medium-to-large industrial businesses to support retention, expansion, or attraction to the region.	Target	1	1	1	1	4
		Actual	2	1	2	8	13
	Number of Scenic Rim Strategic Co-ordination Group meetings held.	Target	1	1	1	1	4
		Actual	1	1	1	1	4

CHAMPION THE BROMELTON STATE DEVELOPMENT AREA (SDA) PARTNERSHIP.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure efficient delivery of the grant-funded Scenic Rim Inland Rail Interface Improvement project (subject to it passing 'gate' hurdles as determined by funding body).		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	This project was discontinued by the funding body.	
Include comprehensive information for Bromelton State Development Area (SDA) opportunity in broader investment attraction material and marketing.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Bromelton SDA information has been incorporated in the content being developed as part of the Scenic Rim Investment Attraction project.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Investment attraction collateral for Bromelton produced (in conjunction with Department of State Development, Infrastructure, Local Government and Planning) and disseminated through hard copy channels and online.	Target	10%	30%	35%	25%	100%
		Actual	10%	20%	50%	20%	100%

ADVOCATE FOR AGRICULTURE-BASED FUTURE INDUSTRY OPPORTUNITIES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Work with agri-sector to facilitate growth and capitalise on opportunities in agri-business and agri-tourism.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Progress on the Year one actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap is tracking behind schedule due to availability and prioritisation of resourcing. However, ongoing prioritisation of the program deliverables has ensured that appropriate outcomes have still been achieved.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Year one actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap are delivered.	Target	10%	30%	35%	25%	100%
		Actual	10%	5%	35%	25%	75%

Sustainable value captured from tourism in the region with regional capability to drive prosperity.

BUILD ON THE SCENIC RIM DESTINATION MARKETING BRANDS, SUCH AS “THE RICHEST PLACE ON EARTH, IN AUSTRALIA,” TO DRIVE AWARENESS, VISITATION AND TOURISM INVESTMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver tactical destination marketing campaign in conjunction with industry.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	A marketing campaign was delivered to drive traffic to the new Visit Scenic Rim website resulting in nearly 24,000 visitors to the website. A co-operative marketing opportunity was provided for local tourism businesses, reaching over half a million customers and generating over 18,500 customer leads to their business.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of leads to Visit Scenic Rim website from campaign activity.	Target	12,500	12,500	12,500	12,500	50,000
		Actual	31,117	64,574	54,763	57,279	207,733
	Number of leads to tourism operators from website or digital campaigns.	Target	25,000	25,000	25,000	25,000	100,000
		Actual	30,500	20,705	2,572	5,907	59,684
	Audience reach through campaign activity (views).	Target	1,250,000	1,250,000	1,250,000	1,250,000	5,000,000
		Actual	339,411	1,489,644	474,762	469,086	2,772,903
	Campaign value generated above paid media spend.	Target	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
		Actual	\$0	\$49,870	\$0	0	\$49,870
	Editorial/media value generated by PR.	Target	\$250,000	\$250,000	\$250,000	\$250,000	\$1 million
		Actual	\$7,355,969	\$4,336,735	\$4,474,195	\$4,812,328	\$20,979,227

FACILITATE GROWTH OF QUALITY REGIONAL EVENTS AND EXPERIENCES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Plan and deliver Scenic Rim Eat Local Week 2023, including lead up marketing.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Expanded Eat Local Week to Eat Local Month and delivered successfully in June 2023 with a range of improvements as identified in a strategic review.	
Attract, expand, and develop new events in the region.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Events delivered included The Long Sunset, the Escape Raid, and the Clydesdale Spectacular	
Mentor community-based organisers of regional events to build their capability.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Support provided but more is possible in future years.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Total value of economic impact generated by support of events.	Target	\$500,000	\$750,000	\$750,000	\$2 million	\$4 million
		Actual	\$1,028,172	\$470,674	\$1,791,135	\$2,390,141	\$5,680,122
	Ratio of benefit to dollars invested.	Target	10:1	10:1	10:1	10:1	10:1
		Actual	137:1	188:1	210:1	104:1	160:1 (av)
	Engagements with event organisers.	Target	12	12	12	12	12 per Quarter
		Actual	13	38	31	137	219 (Av 55 per Quarter)

PARTNER WITH THE UNIFIED LOCAL TOURISM ORGANISATION, DESTINATION SCENIC RIM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Jointly deliver a range of destination marketing and industry development activities.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Supported the delivery of Scenic Rim Farm Gate Trail April 2023. Helped to progress the concept of a Wedding Expo as an initiative. Destination Scenic Rim is due to provide a report to Council detailing progress against their Business Plan in Quarter One, 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of financial members of Destination Scenic Rim.	Target	100	100	100	100	100
		Actual	112	130	150	156	156
	Number of collaborative initiatives delivered for the tourism industry.	Target	1	1	1	1	4
		Actual	2	3	1	2	8
	Timely reports submitted to Council with details of activities planned and delivered by Destination Scenic Rim.	Target	0	1	0	1	2
		Actual	0	0	1	0	1

DEFINE OPPORTUNITIES TO MITIGATE THE IMPACT OF GROWTH DERIVED FROM TOURISM.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Conduct review of environmental and amenity impacts from visitation growth.	Capital Works and Asset Management	1 July 2022	31 March 2023 30 June 2023 (Approved in Ordinary Meeting on 23 May 2023)	Completed	This review has been completed to 25% as approved by Council. A draft list of sites identified for review has been prepared however progression of the project has been delayed due to resourcing constraints. It is anticipated that this review will be completed in Quarter Two of 2023-2024		
Identify and investigate potential initiatives to mitigate environmental and amenity impacts from visitation growth. (Deferral of Activity to 2023-2024 approved in Ordinary Meeting on 23 May 2023)	Capital Works and Asset Management	1 April 2023	30 June 2023	N/A			
Identify and investigate potential funding streams to support asset renewal in high visitation areas in line with requirements. (Deferral of Activity to 2023-2024 approved in Ordinary Meeting on 23 May 2023)	Financial Management	1 April 2023	30 June 2023	N/A			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Renewal of Council's assets, including facilities and infrastructure, is partially offset through value captured from tourism and other activities.	Review of environmental and amenity impacts from visitation growth completed by 31 March 2023.	Target	10%	15%	0%	0%	25% (Amendment from 100% approved in Ordinary Meeting on 23 May 2023)
		Actual	10%	15%	0%	0%	25%
	Report provided to Council identifying environmental and amenity impacts from visitation growth and evaluating potential funding streams to support asset renewal. (Deferral of KPI approved at Ordinary Meeting on 23 May 2023)	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%		

Open and Responsive Government

Statement of Intent

Ethical and transparent leadership supports the diverse needs of our community via a high-performing and financially sustainable organisation.

To be a high-quality customer-focused organisation that provides high-quality customer-focused services.

ENHANCE THE CUSTOMER EXPERIENCE THROUGH THE DELIVERY OF PLANNED ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL CUSTOMER EXPERIENCE STRATEGY 2021-2023.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Facilitate and support activities within the Customer Experience Strategy.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Implementation of the strategy is progressing. While some key initiatives within the strategy have not commenced, it is anticipated that these will be prioritised and in 2023-2024 and a comprehensive report presented to Council	
Conduct Customer Effort Score Survey in accordance with the customer survey framework.		Customer, Community and Culture	1 July 2022	30 June 2023 31 July 2023 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Survey was launched 1 June 2023, with the submission period being extended to 17 July 2023 to allow time for additional responses.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Customer Effort Score Survey is completed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	25%	50%	75%
	Annual report card for implementation outcomes of the Scenic Rim Regional Council Customer Experience Strategy 2021-2023 is published.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	0%	0%

IMPROVE SYSTEMS AND DIGITAL CAPACITY TO ENABLE ENHANCED CUSTOMER ACCESS TO COUNCIL'S SERVICES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Publish Scenic Rim Planning Scheme 2020 in an e-planning format to enhance user experience and assist with self-servicing of town planning enquiries.		Information Services and Technology Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	<p>The ePlan has not reduced the number of enquires received and this is due to a range of factors, including changes in Queensland Government legislation for secondary dwellings, which has generated additional enquiries and strong development interest in the region.</p> <p>Other indicators demonstrate that the ePlan is assisting with the self-servicing of town planning enquiries, including the number of site visits for Q4 being 4,223 and increasing every month since April.</p> <p>When making enquiries, customers have often already looked at the ePlan and are seeking more complex advice.</p>	
Create digital capability to facilitate online customer interactions for a range of Council services.		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023 30 June 2024 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Project is on hold pending the progression of Council's Information Communication Technology Strategic Plan.. It is anticipated that this project will be delivered in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Software provider engaged to migrate the planning scheme to an e-plan format by 31 August 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Migration of Scenic Rim Planning Scheme 2020 to new e-plan format completed and accessible on Council's website by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	50%	25%	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Engagement with online planning scheme compared to previous format of planning searches and telephone enquiries.	Target	N/A	N/A	25% reduction in town planning enquiries based on quarterly average	25% reduction in town planning enquiries based on quarterly average	25% reduction in town planning enquiries based on quarterly average for Q3 and Q4.
		Actual	N/A	N/A	Reduction not noted due to limited operational period. 3,957 site visits were recorded for the period of February 24 - March 31 inclusive.	Nil reduction. The average number of town planning enquiries for Q4 was 175, versus the Q3 average of 176.	Nil reduction. The average number of town planning enquiries for Q4 was 175, versus the Q3 average of 176.
	Website enhancements 'go live' to facilitate online customer requests for a range of high demand Council services by 30 September 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Implementation Plan for the roll out of the Customer Request module and applications in Council's Enterprise Resource Planning system approved by Executive Leadership Team by 31 December 2022. (Deferral of KPI approved at Ordinary Meeting on 22 August 2023)	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	25%	N/A	N/A	N/A

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Implementation of the Customer Request module and application suite in Council's Enterprise Resource Planning system is complete. (Deferral of KPI approved at Ordinary Meeting on 22 August 2023)	Target	N/A	N/A	25%	25%	50%
		Actual	N/A	N/A	N/A	N/A	N/A

IMPROVE CAPABILITY TO MANAGE INTERACTIONS WITH OUR CUSTOMERS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Investigate and implement a Customer Relationship Management system. (Deferral of Activity to 2023-2024 approved at Ordinary Meeting on 23 May 2023.)		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023	N/A		
Streamline the way customers make and submit applications to Council.		Information Services and Technology Customer, Community and Culture	1 July 2022	30 June 2023 30 June 2024 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Project is on hold pending the progression of Council's Information Communication Technology Strategic Plan. It is anticipated that this project will be delivered in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has the systems and digital capability to improve customer experience.	Selection and procurement of Customer Relationship System complete by 31 March 2023.	Target	N/A	50%	50%	0%	100% (Deferral of KPI approved at Ordinary Meeting on 23 May 2023.)
		Actual	N/A	0%	N/A	N/A	N/A
	Implementation of Customer Relationship System.	Target	N/A	N/A	10%	15%	25% (Deferral of KPI approved at Ordinary Meeting on 23 May 2023.)
		Actual	N/A	N/A	N/A	N/A	N/A
	Council's customer forms updated to allow online completion.	Target	15%	0%	0%	0%	15% (Amendment from 60% approved at Ordinary Meeting on 23 May 2023.)
		Actual	15% (7 forms completed)	0%	0%	0%	15%

ENHANCE COMMUNICATION WITH OUR CUSTOMERS AND OTHER STAKEHOLDERS THROUGH THE EXECUTION OF THE SCENIC RIM REGIONAL COUNCIL COMMUNICATION STRATEGY 2020-2023.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Deliver year two activities as outlined in the Scenic Rim Regional Council Communications Strategy 2020-2023.	Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	Activities planned for 2022-2023 have been completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Responses provided to media enquiries within 24 hours of being received by Council.	Target	75%	75%	75%	75%	75%
		Actual	100%	75%	100%	100%	93%
	Media releases distributed annually about Council business.	Target	25	25	25	25	100
		Actual	33	42	30	44	149
	Number of CEO Updates issued annually to improve internal communication.	Target	3	3	3	3	12
		Actual	6	9	19	26	60
	Number of advertisements published in local newspapers annually to keep the community informed.	Target	20	20	20	20	80
		Actual	57	45	42	64	208
	Forward facing social media content schedules developed to increase followers on Council's Facebook and LinkedIn pages.	Target	3	3	3	3	12
		Actual	3	3	3	3	12

BUILD AND MAINTAIN THE COMMUNITY'S AWARENESS AND UNDERSTANDING OF COUNCIL'S PROGRAMS, SERVICES, AND DECISION-MAKING PROCESSES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure that meeting practices of Council are contemporary and in line with legislative requirements.		Office of the CEO Governance and Assurance	1 July 2022	30 June 2023 31 October 2023 (Approved in Ordinary Meeting on 22 August 2023)	Requires attention	Actions underway to streamline meeting practices of Council. It is scheduled that that the revised meeting suite documentation will be tabled for consideration in July 2023, with the trial of the new meeting platforms commencing in Quarter Two of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	All Ordinary and Special meeting agendas and minutes are facilitated in accordance with what is prescribed in Council's Standing Orders.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Public participation in all Ordinary and Special Meetings is enabled through the Live Meeting Broadcast and Public Gallery and is maintained in accordance with Council's Standing Orders and legislative requirements.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%

Strengthened community engagement and partnerships that improve shared expectation and commitment

DEVELOP WAYS OF INTERACTING WITH THE COMMUNITY THAT FACILITATE TWO-WAY COMMUNICATION AND STRENGTHEN RELATIONSHIPS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver activities with a completion date of 30 June 2023, as contained within the <i>Scenic Rim Regional Council Community Engagement Strategy 2021-2025</i> .		Customer Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Let's Talk Scenic Rim online community engagement hub fully operational, featuring key Council projects.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Number of participants registered on Let's Talk Scenic Rim.	Target	600	800	1,000	1,200	1,200
		Actual	550	626	659	705	705

Strengthened relationships with other levels of government and statutory organisations to secure their commitment to a shared community vision.

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND (LGAQ) AND THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND (COMSEQ).							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Provide support to elected representatives for their participation in strategic discussions with LGAQ and COMSEQ.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Identified motions for the LGAQ Annual Conference submitted.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

Ongoing integrity of Council’s practice and processes

ENSURE COUNCIL’S POLICIES AND PRACTICES REMAIN IN LINE WITH CHANGING STATUTORY REQUIREMENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver training and other activities to ensure awareness of Council’s Policy Review Framework and promote best practice for corporate governance.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
Monitor and provide assistance in the review of policies and procedures to ensure legislative obligations are maintained.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of governance activities scheduled that raise awareness and promote best practice around the Policy Review Framework.	Target	0	1	2	1	4
		Actual	0	1	2	3	6
	Biannual audit on Council Policies and Procedures undertaken to identify current status and facilitate appropriate reporting.	Target	0	1	0	1	2
		Actual	0	1	0	1	2

MAINTAIN AN EMBEDDED CULTURE AND PRACTICE OF TRANSPARENCY AND ETHICAL CONDUCT, WHILE ADHERING TO CONFIDENTIALITY AND PRIVACY REQUIREMENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to maintain high standards when facilitating matters and processing applications from public and external agencies.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
Partner with external agencies to promote awareness of good decision making and ethical conduct including privacy and confidentiality requirements.		Governance and Assurance	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Internal training on processing of Information Privacy and Right to Information applications delivered.	Target	0	0	1	1	2
		Actual	0	0	0	1	1
	All Right to Information applications processed within the legislative or required timeframes.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Number of training and awareness programs delivered to Councillors in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	1	1	1	5	8
	Number of training and awareness programs delivered to Council employees in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	1	1	0	1	3

ENSURE COUNCIL'S ONGOING COMPLIANCE THROUGH ROBUST AUDIT, RISK MANAGEMENT AND ASSURANCE FRAMEWORKS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Deliver the Annual Audit Plan.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
Provide advice about controls and business improvements, as required.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
Collaborate with, and provide assurance services to, project teams in the delivery of key projects.		Internal Audit and Improvement	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	Annual Audit Plan endorsed by the Audit and Risk Committee and approved by the Chief Executive Officer by 31 August 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Number of Audit and Risk Committee meetings facilitated.	Target	1	1	1	1	4
		Actual	2	1	1	1	5

Relaxed Living and Rural Lifestyle

Statement of intent

Future growth opportunities, development and innovation enhance our lifestyle and preserve our natural assets and prime agricultural land.

Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.

IMPLEMENT AN ADVOCACY STRATEGY TO INFLUENCE THE DEVELOPMENT OF POLICY BY OTHER LEVELS OF GOVERNMENT THAT BETTER SUPPORTS THE ECONOMIC, SOCIAL, AND ENVIRONMENTAL PRIORITIES FOR THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Represent Scenic Rim Regional Council on Council of Mayors South-East Queensland (COMSEQ) Leveraging 2032 Working Group.		Office of the Mayor and CEO	1 July 2022	30 June 2023	Completed		
Deliver regular updates to local Queensland and Australian Government representatives.		Office of the Mayor and CEO	1 July 2022	30 June 2023	Completed		
Continue representation on COMSEQ and quarterly meetings with the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.		Regional Development, Health, and Biodiversity	1 July 2022	30 June 2023	Completed		
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.		Regional Development, Health, and Biodiversity	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Percentage of meetings of the COMSEQ Leveraging 2032 Working Group attended.	Target	0	100%	0	100%	100%
		Actual	0	100%	100%	100%	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of meetings of the SEQ Local Government Working Group attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.	Target	1	1	1	1	4
		Actual	1	2	2	2	7
	Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.	Target	1	0	1	0	2
		Actual	1	0	0	0	1
	SEQ Regional Planning Committee Meetings attended by the mayor or his delegate and Senior Executive.	Target	1	1	1	1	100%
		Actual	0	1	1	1	100%

COMPLETE MAJOR AMENDMENTS TO THE SCENIC RIM PLANNING SCHEME 2020.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Prepare amendments to the <i>Scenic Rim Planning Scheme 2020</i> to implement the priorities of the Growth Management Strategy.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed	The adopted Strategic Planning Program 2022-2027 identified the priority amendments arising from the Growth Management Strategy that will be included in the next Major Amendment to the Planning Scheme. The amendments will need to progress through the amendment process under the Planning Act, which include a State Interest Review and public consultation. According to the adopted Strategic Planning Program 2022-2027, the Major Amendment is scheduled to be completed by December 2024.	
Progress a Major Amendment to the <i>Scenic Rim Planning Scheme 2020</i> to update environmental policy relating to Matters of Local Environmental Significance.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	According to the adopted Strategic Planning Program 2022-2027 the Major Amendment is expected to be completed by December 2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Growth in the region is supported by a clear and evidence-based planning vision.	Priority planning scheme amendments to implement the Growth Management Strategy identified in the adopted five-year Strategic Land Use Planning Program are submitted to the Queensland Government for a State Interest Review.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	N/A	N/A

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	The scope and key deliverables for a Major Amendment updating policy for Matters of Local Environmental Significance are identified.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	100%	100%

REVIEW COUNCIL'S RELEVANT PROGRAMS AND PLANS IN CONTEXT OF THE GROWTH MANAGEMENT STRATEGY.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Identify priority actions of the Growth Management Strategy and prepare an implementation plan, in collaboration with internal project teams.	Regional Development, Health and Biodiversity	1 July 2022	30 June 2023	Completed			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our Growth Management Strategy ensures preservation of prescribed natural assets and prime agricultural land.	A five-year Strategic Land Use Planning Program is adopted by 31 December 2022 that schedules the Planning Scheme amendments for the implementation of the Growth Management Strategy five-year Strategic Land Use Planning Program.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	100%	N/A	100%
	Growth strategies are quantified by 31 December 2022 in a format to allow for the commencement of the review of the Local Government Infrastructure Plan.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	100%	N/A	N/A	100%

A successful transition to a smart and innovative region.

EXPLORE OPTIONS, AND ADVOCATE FOR STABLE, RELIABLE, AND RELEVANT DIGITAL CONNECTIVITY ACROSS THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Work with internal and external stakeholders to promote Scenic Rim as a priority region.		Information Services and Technology	1 July 2022	30 June 2023	Completed	There were no Scenic Rim locations targeted by the Australian Government in the "Improving Mobile Coverage Round".	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Mobile and data services connectivity across the region is enhanced.	Number of engagements with decision makers and policy influencers regarding digital connectivity.	Target	N/A	1	N/A	1	2
		Actual	N/A	0	1	1	2
	Prioritised mobile blackspots submitted to the Australian Government's Mobile Black Spot Funding Program.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	0%	0

IMPLEMENT THE SCENIC RIM SMART REGION STRATEGY 2022-2025.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement the Scenic Rim Smart Region Strategy 2022-2032.		Regional Prosperity and Communications	1 July 2022	30 June 2023	Completed	The Scenic Rim Smart Region Strategy 2022-2032 was adopted by Council in Quarter Four of 2021-2022, with budget allocated in 2022-2023 to support delivery of Year 1 actions. Year 1 actions have been implemented, with some actions completed as part of Queensland Small Business Month.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Year 1 actions of the <i>Scenic Rim Smart Region Strategy 2022-2025</i> implemented.	Target	10%	30%	30%	20%	90%
		Actual	10%	10%	50%	20%	90%

INTEGRATE SMART TECHNOLOGY AND THE INTERNET OF THINGS (IOT) INTO COUNCIL OPERATIONS AND COMMUNITY PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.		Information Services and Technology	1 July 2022	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Continuing discussions with smart infrastructure vendors to understand possible use cases for the Scenic Rim region. Reports will be provided to Council in the 2023-2024 period.	
Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities.		Information Services and Technology	1 July 2022	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Obtaining indicative quotations from Public Wi-fi vendors. Once quotations are received and a list of possible locations confirmed, business case to be presented to Council.	
Promote Library Digital Days Program to increase participation and involve community groups in presenting online learning sessions.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Promotion of Digital Days is an ongoing part of the What's On publication, and is promoted in the Libraries Programming Calendar.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Report presented to Council on options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Target	0	0	1	1	2
		Actual	0	0	0	0	0
Business case presented to Council for inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities by 31 March 2023.		Target	0%	50%	50%	0%	100%
		Actual	0%	0% Anticipated completion by 31 March 2023	50%	0%	50%
Number of sessions delivered as part of Library Digital Days program.		Target	2	1	1	2	6
		Actual	3	1	10	64	78

Vibrant and Active Towns and Villages

Statement of intent

Our vibrant towns and villages embrace their uniqueness, heritage values and sense of place.

Re-invigoration of town and village centres through significant vibrancy projects.

ENSURE THAT 'VIBRANT AND ACTIVE TOWNS AND VILLAGES' PROJECTS PRESERVE LOCATION-BASED CULTURAL AND HERITAGE ELEMENTS AS IDENTIFIED IN THE SCENIC RIM COMMUNITY AND CULTURE STRATEGY 2022-2027.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement Story Trails, Markers and Boards, and include heritage and public art in all Vibrant and Active Towns and Villages.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Encourage community participation in governance and decision making relating to cultural outcomes.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	Story Markers/boards installed across the region.	Target	1	1	1	1	4
		Actual	4	3	0	1	8
	Community engagement meetings or events held annually with local stakeholders to facilitate the development of Vibrant and Active Towns and Villages projects or events.	Target	4	4	3	3	14
		Actual	3	4	4	3	14

Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages

ENGAGE WITH THE COMMUNITY TO DEFINE THE UNIQUE CHARACTER, VALUES, AND SENSE OF PLACE OF THE REGION'S TOWNS AND VILLAGES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.		Capital Works and Asset Management	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Delivery of this activity has been delayed due to availability and prioritisation of skilled resources. It is anticipated that the guidelines will be finalised in Quarter Two of 2023-2024	
Ten-year capital Vibrant and Active Towns and Villages (VATV) and strategic projects delivered and reviewed.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Actively seek alternate funding streams through application to external grant sources.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Deliver revitalisation projects incorporating community input into public art to celebrate local stories.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	VATV and strategic projects delivered within scheduled timeframe as per the approved 10-year capital works program.	Target	25%	25%	25%	25%	100%
		Actual	25%	15%	35%	25%	100%
	Funding opportunities secured.	Target	0	0	0	1	1
		Actual	0	1	0	0	1
	Public domain and open space electrical infrastructure guidelines developed.	Target	10%	25%	25%	40%	100%
		Actual	10%	5%	5%	40%	60%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	Number of public art installations and events delivered that reflect the heritage, interests and culture of our region.	Target	1	0	1	0	2
		Actual	1	1	3	0	5
	Number of Scenic Rim Arts Reference Group meetings held to assess public art and Regional Arts Development Fund applications.	Target	0	2	1	1	4
		Actual	0	2	1	1	4

SUPPORT COMMUNITY INITIATIVES THAT DRIVE VIBRANT AND ACTIVE TOWNS AND VILLAGES THROUGH COUNCIL'S REGIONAL ARTS DEVELOPMENT PROGRAM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Implement a Regional Arts Development Fund program that supports the community to deliver a variety of projects across the region.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Support Scenic Rim writers and artists to tell local stories.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Number of applications received for funding under the Regional Arts Development Fund that meet criteria.	Target	0	6	0	6	12
		Actual	0	20	15	4	39
	Number of locations for which stories are documented that reflect the heritage, interests, and culture of our region.	Target	1	0	1	1	3
		Actual	3	2	4	2	11

ENCOURAGE THE COMMUNITY'S ENGAGEMENT WITH ACTIVITIES THAT CELEBRATE THE REGION'S HERITAGE AND IDENTITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Prepare scope for a review of the Scenic Rim Local Heritage Register.		Regional Development, Health, and Biodiversity	1 July 2022	31 December 2022	Completed		
Prepare scope for the identification and protection of precincts that protect the character of significant areas or streetscapes in the region.		Regional Development, Health, and Biodiversity	1 July 2022	31 December 2022	Completed		
Develop Story Trails, Markers and Boards for public spaces that incorporate community input and celebrate local stories.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed	Storyboards are on track overall, although Davidson Park installation will take place in line with the relevant capital project delivery A new suite of designs has been created and final prototypes are being created prior to fabrication.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Scope and costing for a review of the Scenic Rim Local Heritage Register is completed by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	50%	N/A	100%
	Scope and costing for the identification and protection of character precincts for future inclusion in the Scenic Rim Planning Scheme 2020 is completed by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	50%	50%	N/A	100%
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Story Markers/boards installed across the region as part of Scenic Rim Story Trails	Target	5	5	5	5	20
		Actual	4	3	0	1	8

DESIGN AND DELIVER AN ARTS AND CULTURAL PROGRAM THAT FACILITATES PARTNERSHIPS WITH COMMUNITY TO ENHANCE SENSE OF PLACE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop Scenic Rim Mural Implementation Plan 2022. Review Public Art Policy and Guidelines, to include information about murals and placemaking. (amended Activity approved at Ordinary Meeting 23 May 2023)		Customer, Community and Culture	1 July 2022	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	This activity is expected to be finalised in Quarter One of 2023-2024.	
Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).		Customer, Community and Culture	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Public art projects have been planned for delivery in line with the capital works program, which is anticipated for delivery in the first half of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art, and community events.	Review of public art policy and guidelines completed	Target	N/A	100%	N/A	N/A	100%
		Actual	0	75%	N/A	15%	90%
	Number of artist designed public artworks fabricated and installed as part of revitalisation of Davidson Park.	Target	0	0	0	23	23
		Actual	0	0	0	0	0

Accessible and Serviced Region

Statement of intent

Infrastructure and services support the prioritised needs of our growing community.

The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.

DEVELOP AND MAINTAIN A FULL CATALOGUE OF COUNCIL'S SERVICES SERVICE LEVELS AND COST TO SERVE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake a review of key operational areas of the business to enable the identification of service standards.		Financial Management	1 July 2022	30 June 2023	Completed	Services have been mapped to the general ledger to enable the development of Council's service catalogue.	
Progress documentation of current service levels and cost metrics.		Financial Management People and Strategy (approved at Ordinary Meeting 23 May 2023)	1 July 2022	30 June 2023	Completed	Progression of project to develop a comprehensive Service Catalogue detailing the full list of Council's services and cost to serve has met the target for 2022-2023. It is anticipated that this project will be completed in Quarter Three of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Council's Service Level Catalogue includes services delivered by the Customer and Regional Prosperity, People and Strategy and Council Sustainability Portfolios.	Target	10%	10%	5%	5%	30% (change from 100% target approved at Ordinary Meeting 23 May 2023)
		Actual	10%	10%	5%	5%	30%

DEVELOP AND MAINTAIN A CONSTRUCTIVE DIALOGUE WITH THE COMMUNITY ABOUT SERVICE EXPECTATIONS AND AFFORDABILITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Engage with the community and highlight the successes and challenges faced by Scenic Rim Regional Council in maintaining financial sustainability.		Financial Management Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	'Let's Talk Scenic Rim' community engagement platform is used to inform the 2023-24 annual budget development process.	Target	0%	25%	50%	25%	100%
		Actual	10%	25%	40%	25%	100%
	Fact Sheets relating to Council's financial sustainability journey published on Council's website.	Target	1	1	1	1	4
		Actual	1	0	1	1	3
	Community engagement on Council's service catalogue undertaken by 31 March 2023 to raise awareness of the services and metrics around the delivery. (Deferral of KPI approved at Ordinary Meeting 23 May 2023)	Target	0%	50%	50%	0%	100%
		Actual	0%	0%	N/A	N/A	N/A

ENSURE THAT THE INSTALLATION OF PRIVATE AND UTILITY INFRASTRUCTURE IN COUNCIL-CONTROLLED RESERVES DOES NOT COMPROMISE THE FUNCTION AND SAFETY OF COUNCIL'S INFRASTRUCTURE, OR THE VISUAL AMENITY OF THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.		Maintenance and Operations	1 July 2022	30 June 2023	Completed	Platform identified. Development of platform content to be undertaken during 2023/2024 financial year.	
Ensure appropriate controls and standards for the installation of private and utility infrastructure in Council controlled reserves.		Maintenance and Operations	1 July 2022	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	A review of Council's Policies and Guidelines regarding the road network is currently underway. It is anticipated that controls will be updated by the end of Quarter Two in 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community safety and visual amenity is preserved in Council controlled reserves.	Identification of a suitable online platform to facilitate stakeholder visibility of works on road reserves is provided.	Target	10%	20%	20%	50%	100%
		Actual	0%	25%	25%	50%	100%

The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.

ADOPT A SUSTAINABLE AND EQUITABLE APPROACH TO THE PROVISION AND MAINTENANCE OF COMMUNITY FACILITIES AND COMMUNITY SPORTING INFRASTRUCTURE THAT MEETS CURRENT AND FUTURE COMMUNITY NEEDS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Establish standardised leasing documentation.	Resources and Sustainability	1 July 2022	31 December 2022 30 June 2023 (Extended date approved at Ordinary Meeting 21 February 2023)	Completed	Progress to establish the standardised leasing documentation has met the 50% target for 2022-2023. It is anticipated that this activity, and the development of the Lease Maintenance Plan, will be completed by end of December 2023.		
Develop service level catalogue content for community facilities and sporting infrastructure to align with leasing documentation.	Resources and Sustainability	1 January 2023	30 June 2023	Completed	Progression of project to develop a comprehensive Service Catalogue detailing the full list of Council's services and cost to serve has met the target for 2022-2023. It is anticipated that this project will be completed in Quarter Three of 2023-2024.		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Community leasing standardisation documentation presented to Council by 30 June 2023	Target	50%	0%	0%	0%	50% (Amendment from 100% approved at Ordinary Meeting on 23 May 2023)
		Actual	50%	0%	0%	5%	55%
	Lease maintenance plan developed and presented to Council by 30 June 2023.	Target	25%	25%	50%	0%	100%
		Actual	25%	0%	0%	0%	25%

DEVELOP AND IMPLEMENT A STRATEGY FOR THE PROVISION AND OVERSIGHT OF A BROAD RANGE OF QUALITY CAMPING FACILITIES ON COUNCIL-CONTROLLED LAND ACROSS THE REGION THAT MEETS CURRENT AND FUTURE NEEDS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Councils Camping Facilities. (Deferral of Activity approved at Ordinary Meeting on 23 May 2023)		Resources and Sustainability	1 July 2022	30 June 2023	N/A		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Camping Management Strategy is developed and adopted by Council.	Target	25%	25%	25%	25%	100%
		Actual	0%	0%	0%	N/A	N/A

MAINTAIN OVERSIGHT OF COUNCIL'S BUILDING AND FACILITIES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND CONDITION ASSESSMENT MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's Buildings and Facilities.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	0%	0%	100%
		Actual	25%	75%	N/A	N/A	100%
	Building and facilities assets capital investment requirements are reviewed, updated and presented to Council.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	50%	50%	100%

Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.

MAINTAIN OVERSIGHT OF COUNCIL-CONTROLLED TRANSPORT AND URBAN DRAINAGE INFRASTRUCTURE, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's transport and urban drainage assets.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Continue implementation of the Enterprise Asset Management system solution. (Deletion of activity approved at Ordinary Meeting 23 May 2023)		Capital Works and Asset Management People and Strategy	1 July 2022	30 June 2023	N/A		
Restore transport assets, to a more resilient standard where possible, following natural disaster events, through delivery of Infrastructure Recovery Program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Transport and urban drainage asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Transport and urban drainage assets capital renewal investment requirements are reviewed and presented to Council by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%
	Enterprise Asset Management Operations and Maintenance modules for transport structures assets (e.g., bridges, major culverts) implementation plan delivered with key dates met. (Deletion of KPI approved at Ordinary Meeting 23 May 2023)	Target	10%	10%	30%	50%	100%
		Actual	10%	0%	N/A	N/A	N/A
	Infrastructure Recovery Program developed by 30 September 2022.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Infrastructure Recovery Program delivered in line with planned timelines.	Target	100%	100%	100%	100%	100%
		Actual	100%	93%	95%	100%	100%

INCORPORATE RESILIENCE AND SERVICE LEVEL CRITERIA INTO ASSET DESIGN STANDARDS AND SPECIFICATIONS FOR INFRASTRUCTURE UPGRADES, REHABILITATIONS, AND RENEWALS, TO ENSURE ASSET RELIABILITY DURING AND FOLLOWING NATURAL DISASTER EVENTS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Update the Asset Management Plans to include infrastructure renewal, rehabilitation and upgrade treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.		Capital Works and Asset Management	1 July 2022	30 June 2023 31 December 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	The update of Asset Management Plans is on hold due to the availability of skilled resources. It is anticipated that this activity will be completed in Quarter Two of 2023-2024..	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Critical infrastructure assets are identified and documented in Council's Asset Management Plans.	Target	10%	10%	30%	50%	100%
		Actual	10%	10%	0%	0%	20%

The provision of open spaces that meet current and long-term (20 year) needs of the Scenic Rim community.

MAINTAIN OVERSIGHT OF COUNCIL'S OPEN SPACES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Implement the Asset Information Strategy elements relevant to Council's open spaces.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 31 December 2022 to ensure its adequacy to provide appropriate management of this asset class.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%
	Open spaces and parks assets capital renewal investment requirement are reviewed and presented to Council by 31 December 2022.	Target	25%	75%	N/A	N/A	100%
		Actual	25%	75%	N/A	N/A	100%

A sustainable program of local, higher order infrastructure delivery necessary to support population and economic growth.

REVIEW AND UPDATE COUNCIL'S LOCAL GOVERNMENT INFRASTRUCTURE PLAN.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress the review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed	A brief on the LGIP Review was presented to Council this quarter. The LGIP amendment will be progressed in 2023-2024 in line with the proposed LGIP Amendment Project Schedule and Timeline.	
Monitor the delivery of the current LGIP projects through the capital works program and development contribution.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Baseline assumptions for the LGIP amendment are fully documented and are in line with the Growth Management Strategy.	Target	0%	25%	25%	50%	100%
		Actual	0%	25%	25%	30%	80%

DEVELOP AND REVIEW A 10-YEAR CAPITAL WORKS PROGRAM ANNUALLY, WITH A 20-YEAR HORIZON FORECAST.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop Council's 10-year capital works program in line with Council's long term financial plan.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	10-year capital works program adopted by Council	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	100%	100%

REVIEW AND MAINTAIN COUNCIL'S LAND AND INFRASTRUCTURE HOLDINGS TO ENSURE RELEVANCE FOR LONG-TERM STRATEGIC NEEDS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Complete review of Council land holdings, including recommendations for future use and potential land acquisition requirements.		Resources and Sustainability	1 July 2022	31 March 2023 30 June 2023 (Approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	This work has been delayed as the result of prioritisation of skilled resources. It is anticipated that the activity will be completed in 2023-2024. Noting 30% of the region has been reviewed and substantial work gathering data for the remaining 70% has been undertaken. It is anticipated that the Addendum to Council's Depot Strategy will be presented to Council in Quarter One of 2023-2024.	
Divest identified properties as approved by Council.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Property divestment will continue to be managed as required.	
Pursue land and infrastructure acquisition to support Council's strategic needs.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Land acquisitions will continue to be managed as required.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Report of Council land holdings with recommendations for future use (including Divestment Plan) adopted by Council by 31 March 2023.	Target	50%	25%	25%	0%	100%
		Actual	50%	25%	10%	0	85%
Disposal of property as per Council's approved Divestment Plan.		Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	0%	0%
Addendum to Council's Depot Strategy developed and approved by Council by 31 March 2023.		Target	50%	25%	25%	0%	100%
		Actual	50%	20%	10%	10%	90%

Advocacy for forward planning and delivery of State and statutory entity-controlled infrastructure and services to support population and economic growth.

DEVELOP AND MAINTAIN A REGISTER OF THE STATE AND STATUTORY ENTITY-CONTROLLED INFRASTRUCTURE AND SERVICES CONSIDERED CRITICAL TO SUPPORT POPULATION AND ECONOMIC GROWTH IN THE REGION.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.		Capital Works and Asset Management	1 July 2022	31 March 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Infrastructure critical to support population and economic growth in the region informs the development of Council's Advocacy Strategy.	Target	N/A	N/A	N/A	N/A	100%
		Actual	Ongoing	Ongoing	Ongoing	Ongoing	100%

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE QUEENSLAND GOVERNMENT AND PRIVATE SECTOR TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO PUBLIC TRANSPORT SERVICES.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Ensure infrastructure provided facilitates improved access to public transport services.		Capital Works and Asset Management	1 July 2022	31 December 2022	Completed		
Advocate for Queensland Government funded solutions to facilitate improved access to public transport services.		Capital Works and Asset Management	1 July 2022	30 June 2023	Completed		
Advocate for alternative local private sector and community-based solutions to facilitate improved access to public transport services.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	List of existing roadside public transport infrastructure (e.g., bus stops, set downs) is reviewed and updated by 30 September 2022 to support improved public transport services.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%
	Gap analysis is conducted to inform future roadside public transport infrastructure investment requirements.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
	Number of meetings held with Queensland Government, private sector, and community-based organisations to advocate for improved access to public transport services and community-based solutions.	Target	1	N/A	1	N/A	2
		Actual	1	1	1	3	6

Progression towards 'zero avoidable waste to landfill' as an economically viable operation, through collaboration and innovation.

IMPLEMENT THE SCENIC RIM REGIONAL COUNCIL WASTE MANAGEMENT AND RESOURCES RECOVERY STRATEGY 2021-26.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Progress the development of a Disaster Waste Management Plan.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Trial improvements in Council event waste reduction.		Resources and Sustainability	1 February 2023	30 June 2023 31 December 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	This project has been postponed due to availability of resourcing. It is anticipated that improvements in Council event waste reduction will be trialled in 2023-2024.	
Deliver the Waste Education Program.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Fit for purpose and consistently identifiable public place waste infrastructure installed.	Target	0%	0%	0%	25%	25%
		Actual	0%	0%	0%	0%	0%
Number of waste education events held.		Target	0	2	4	4	10
		Actual	0	4	4	14	22
Development of consultation draft Disaster Waste Management Plan completed.		Target	5%	35%	35%	25%	100%
		Actual	5%	35%	35%	25%	100%
Reduction in waste to landfill* (measured annually). *not including commercial landfill		Target	N/A	N/A	N/A	N/A	2%
		Actual	N/A	NA	NA	NA	5%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Zero waste event trial completed.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	0%	10%	10%
	Recycled material in roads trial progressed.	Target	0%	5%	10%	10%	25%
		Actual	0%	5%	5%	5%	15%

COLLABORATE WITH OTHER COUNCILS (COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND) AND THE RELEVANT QUEENSLAND GOVERNMENT DEPARTMENTS TO PROGRESS STRUCTURAL CHANGE FOR WASTE MANAGEMENT WITHIN SOUTH-EAST QUEENSLAND, INCLUDING INFRASTRUCTURE AND LEVY MANAGEMENT.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Participate in COMSEQ Waste Working Group Meetings.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Plan and implement relevant actions from the COMSEQ Regional Waste Management Plan.		Resources and Sustainability	1 July 2022	30 June 2023	Completed		
Participate in relevant State, Federal and industry body consultation processes.		Resources and Sustainability	1 July 2022	30 June 2023	Completed	Significant and ongoing reform is occurring in industry and throughout State and Federal government, Council's involvement is selective.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Funding secured from State or Federal government to support implementation of landfill diversion options.	Target	\$0	\$0	\$0	\$50,000	\$50,000
		Actual	\$0	\$0	\$0	\$0	\$0

Healthy, Engaged and Resourceful Communities

Statement of intent

The social fabric of our growing region is friendly, active, healthy and inclusive.

Enduring social connectedness that drives positive community participation and contribution.

IDENTIFY, DELIVER, AND SUPPORT COMMUNITY ACTIVITIES THAT CONNECT RESIDENTS OF THE SCENIC RIM.							
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)		
Provide outreach locations access to resources and devices by implementing the new Mobile Library service.	Customer, Community and Culture	1 July 2022	30 June 2023 31 August 2023 (approved in Ordinary Meeting on 22 August 2023)	Requires attention	The new mobile library vehicle has been procured but it is not yet in service due to some implementation delays, expected to be commissioned into service in late August 2023.		
Deliver library programs and events that actively target youth involvement and participation.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed	The schedule of programs to support youth engagement and promote participation have been delivered as planned.		
Partner with indigenous groups to deliver programs to promote literacy.	Customer, Community and Culture	1 July 2022	30 June 2023	Completed			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience	Mobile library van fully operational by 31 December 2022.	Target	N/A	100%	N/A	N/A	100%
		Actual	N/A	75%	75%	95	95
	The number of community, outreach and library programs delivered annually is increased, with a particular emphasis on providing activities in partnership with community groups.	Target	2	2	2	2	8 activities
		Actual	17	21	25	26	89

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience	The number of library-facilitated youth (13–18-year-olds) events is increased.	Target	2	2	1	1	6 events
		Actual	9	4	1	2	16

LEAD OR PARTNER IN THE DELIVERY OF INITIATIVES THAT DRIVE SOCIAL CHANGE, CULTURAL DIVERSITY, AND CONNECTEDNESS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Partner with key stakeholders to deliver youth-oriented events and activities that celebrate our young people.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Tamborine Mountain Library refurbishment is completed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	50%	25%	95	95
	New programs are introduced at the Tamborine Mountain Library within the Makerspace area, Local History area and meeting rooms.	Target	N/A	N/A	N/A	10	10
		Actual	N/A	N/A	N/A	0	0
	Stakeholder partnerships achieved for community events and activities.	Target	1	1	1	1	4
		Actual	1	1	1	2	5
	Number of youth-oriented events and activities is increased.	Target	1	1	1	1	4
		Actual	1	1	1	2	4

DEVELOP AND IMPLEMENT THE SCENIC RIM RECONCILIATION ACTION PLAN.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Finalise and adopt the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan. Progress development of the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan. (Amendment to Activity approved at Ordinary Meeting 23 May 2023)		Customer, Community and Culture	1 July 2022	31 December 2022 30 June 2023 (Extended date approved at Ordinary Meeting on 22 November 2022)	Completed	Progress on this program has met the targets for 2022-2023. The Steering Group was established in Quarter Four. It is anticipated that this project will progress to delivery in 2023-2024.	
Commence delivery of year one actions of the Scenic Rim Regional Council 'Innovate' Reconciliation Action Plan.		Customer, Community and Culture	1 July 2022	30 June 2023 (Postponement approved at Ordinary Meeting on 22 November 2022)			
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Scenic Rim Reconciliation Action Plan is developed and adopted by Council.	Target	N/A	N/A	5%	5%	10% (amendment from 100% approved at Ordinary Meeting on 23 May 2023)
		Actual	N/A	N/A	5%	5%	10%
	High priority (year one) actions from the adopted plan are implemented. (Deletion approved at Ordinary Meeting on 22 November 2022)	Target					30 June 2023
		Actual					

Enhanced community involvement that increases resilience, capability and resourcefulness.

DESIGN, DEVELOP AND DELIVER RESOURCES TO EDUCATE, BUILD AWARENESS AND INCREASE CAPACITY AND RESILIENCE IN THE COMMUNITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Update Council resources to increase the capacity of the community and build more resilience.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience.	Number of resilience resources updated and distributed across the community.	Target	1	N/A	1	N/A	2
		Actual	1	1	1	1	4

STRENGTHEN COMMUNITY VOLUNTEERISM THROUGH TARGETED INITIATIVES AND PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Attract, manage, and retain volunteers through targeted initiatives and programs that are purposeful and meaningful.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new, and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Volunteer recognition events and activities delivered.	Target	1	1	N/A	N/A	2
		Actual	1	2	1	1	5
	Volunteering resources are updated and distributed.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	100%	100%
	Number of training and engagement sessions held with Community Disaster Volunteers.	Target	1	1	1	1	4
		Actual	1	1	1	4	7

Increased capacity and community aspiration for improved health and wellbeing.

DEVELOP A STRATEGIC UNDERSTANDING OF HEALTHY COMMUNITY INDICATORS AND ENABLERS TO FACILITATE PLANNING FOR THE DELIVERY OF COMMUNITY INFRASTRUCTURE AND PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Explore funding opportunities and strategic partnerships to improve health and wellbeing outcomes through built and social infrastructure.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Number of partnerships to improve walk and cycle infrastructure developed.	Target	1	N/A	1	N/A	2
		Actual	1	N/A	1	1	3

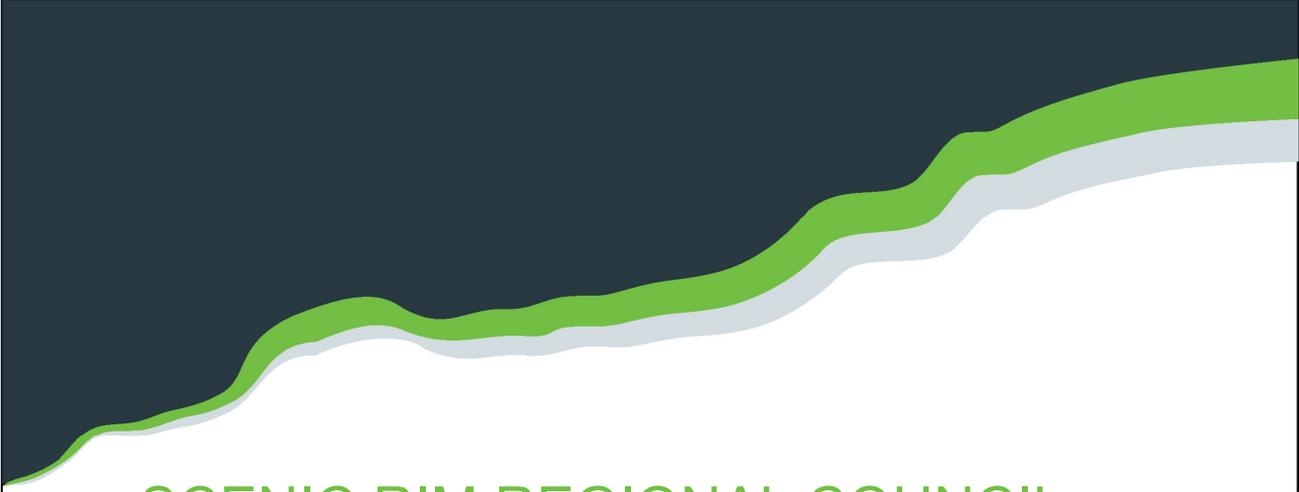
PLAN AND PROVIDE AN ENVIRONMENT AND OPPORTUNITIES THAT ENTICE THE COMMUNITY TO PARTICIPATE IN AN ACTIVE LIFESTYLE.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Explore funding opportunities and strategic partnerships to build sustainability of health and wellbeing programs.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
Evaluate the Health and Wellbeing Programs to ensure that Council's investment in health and wellbeing is fit for purpose, delivers value for money, and continues to meet the needs of a diverse and growing population.		Customer, Community and Culture	1 July 2022	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	The review of the Health and Wellbeing program is complete and a report will be presented to Council in Quarter One of 2023-2024.	
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased capacity and resilience.	Funding and partnerships successful.	Target	1	N/A	1	N/A	1
		Actual	1	N/A	1	1	3
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Report detailing Health and Wellbeing Programs completed and presented to Council.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	15%	90%

DEVELOP AND DELIVER A RANGE OF PROGRAMS TO PROMOTE AND FACILITATE COMMUNITY HEALTH AND WELLNESS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)	
Build the capacity of the community to participate in health and wellbeing programs.		Customer, Community and Culture	1 July 2022	30 June 2023	Completed		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Number of health and wellbeing programs delivered.	Target	3	2	2	3	10
		Actual	3	2	2	3	10

Advocacy and partnerships that ensure the community's access to essential social services and infrastructure.

PARTICIPATE IN STRATEGIC DISCUSSIONS AND/OR PARTNERSHIPS WITH ALL LEVELS OF GOVERNMENT AND COMMUNITY AGENCIES TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO COMMUNITY AND SOCIAL SERVICES.					
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Finalise the Scenic Rim Community and Culture Strategy 2022-2032 for adoption by Council.	Customer, Community and Culture	1 July 2022	30 September 2022 31 March 2023 (Extended date approved at Ordinary Meeting on 22 November 2022) 30 June 2023 (Extended date approved at Ordinary Meeting on 21 February 2023) 30 September 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Delivery of the Community and Culture Strategy is now planned for delivery in 2023-2024
Deliver year one actions outlined in the Scenic Rim Community and Culture Strategy 2022-2027 (Deletion approved at Ordinary Meeting on 21 February 2023)	Customer, Community and Culture	1 October 2022 1 April 2022 (Extended date approved at Ordinary Meeting on 22 November 2022)			

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Productive discussions with government and agency partners to facilitate the community's access to required human and social services.	Community engagement on draft Community and Culture Strategy has commenced.	Target	0%	0%	0%	75%	75% (Amendment from 100% approved at Ordinary Meeting on 23 May 2023.)
		Actual	0%	0%	0%	0%	0%
Productive discussions with government and agency partners to facilitate the community's access to required human and social services.	Scenic Rim Community and Culture Strategy 2022-2027 developed and adopted by Council by 31 March 2023. (Deletion approved at Ordinary Meeting on 21 February 2023)	Target					100%
		Actual					
	Deliver year one actions included in the Scenic Rim Community and Culture Strategy 2022-2027 (Deletion approved at Ordinary Meeting on 21 February 2023)	Target					25%
		Actual					
	Annual Report Card tracking progress against the adopted Community and Culture Strategy 2022-2027 presented to Council. (Deletion approved at Ordinary Meeting on 22 November 2022)	Target					100%
		Actual					



SCENIC RIM REGIONAL COUNCIL
SERVICE DELIVERY
QUARTER FOUR 2022-2023



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Introduction

Council's Corporate Plan, *Scenic Rim 2026*, and the *Operational Plan 2022-2023* provide an overview of the project-based activities Council is progressing in order to deliver against some of the specific priorities set out in the Community Plan. Although these actions are a vital part of Council's work, Council also delivers a wide range of services which are essential to the region and which also contribute to the outcomes within the Community Plan.

The purpose of this report is to provide information about the delivery of services during Quarter Four 2022-2023. The report includes key achievements across Council, some key statistics which demonstrate the level of demand, the volume of work undertaken and the outcomes achieved. The report includes some charts which show historical data. The report also provides a high-level overview of issues and priorities which are expected to be addressed in Quarter One of 2023-2024.

The report is not intended to represent every single transaction with Council, but it does provide, in a transparent way, a snapshot of Council's operational performance. Council remains committed to a positive customer experience, as outlined in Council's Customer Charter. Many of the services outlined in the report directly benefit our customers. The Customer Charter sets out our vision, to be proud of the Scenic Rim region and work together for the common good.

The report provides information for Councillors and the community which shows the work which is being undertaken for the region. It seeks to highlight achievements, challenges and opportunities for improvement as well as providing visibility for what is coming up in the next three months.

Asset and Environmental Sustainability

Waste and Recycling

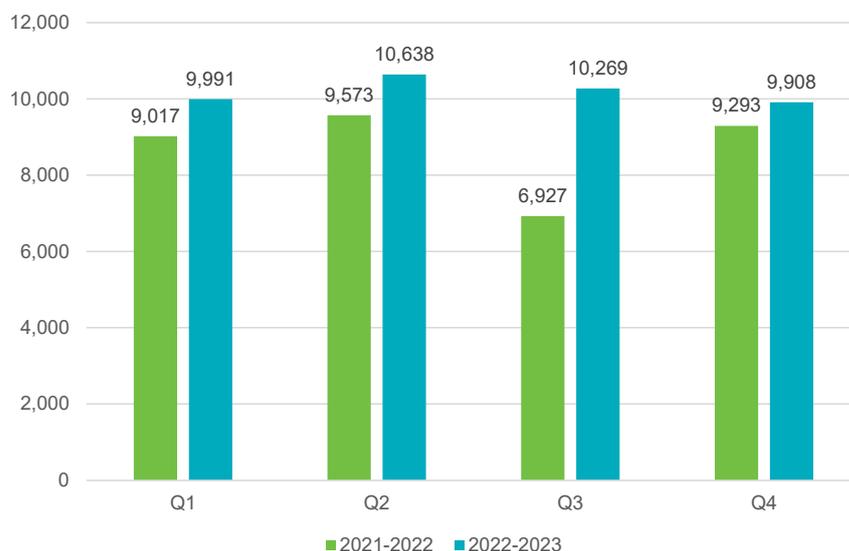
Highlights and achievements

- Disaster waste management project completed. Funded by the Australian Government, this project enabled the development of the Waste Services Resilience Road Map and the Disaster Waste Management Plan, which are designed to support the implementation of Council's Waste Management and Resource Recovery Strategy.
- Expression of interest for waste asset development, operation and services closed and evaluation of responses underway
- Public place waste infrastructure review commenced
- Waste facilities plan drafted for internal review

Service Statistics

	Q1	Q2	Q3	Q4
Tonnes of waste disposed to landfill	9,991	10,638	10,269	9,908
Tonnes of general waste from kerbside collection	2,644	2,698	2,667	2,510
Tonnes of general waste from transfer stations	1,944	2,015	1,976	1,786
Tonnes of household recycling recovered	608	634	632	574
Tonnes of green waste recovered and mulched	0	2,556	513	1,615
New domestic waste collection services established	82	30	99	90
New commercial waste collection services established	1	0	13	1
Waste customer requests received	457	349	522	418
Waste customer requests resolved	446	349	507	414

Tonnes of waste to landfill



Upcoming activities

- New green waste services contract to be negotiated, with commencement planned for end September 2023;
- Implementation of a facility visitor data tracking dashboard;
- Completion of public place waste infrastructure review;
- Implementation of a bin inspection program to drive behavioural change and reduction of waste to landfill; and
- National recycling week program

Facilities

Highlights and achievements

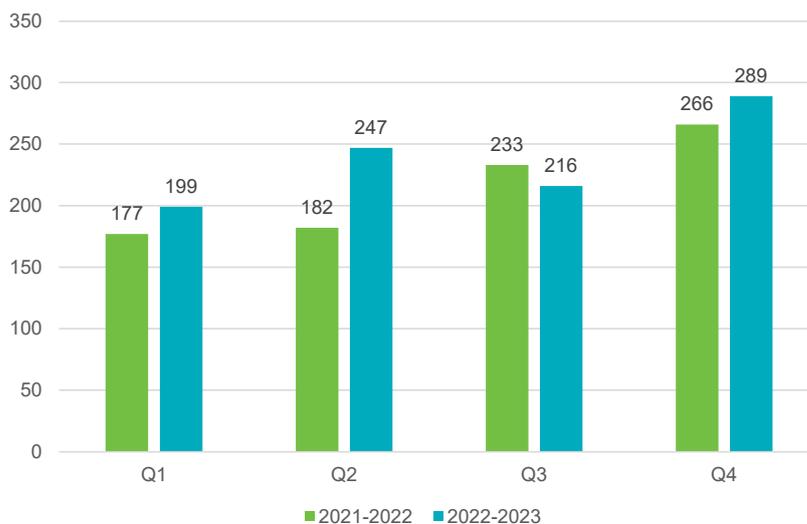
- Tamborine Mountain Library Refurbishment completed;
- Vonda Youngman Community Centre - improvements to pedestrian access; and
- Junior Chambers Park Playground Upgrade completed.

Service Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	199	247	216	289
SWIMMING POOL ATTENDANCE FIGURES				
Beaudesert	1,414	20,070	16,601	0
Boonah	326	4,091	4,167	0
Canungra	350	7,207	5744	0
Rathdowney (only open during December / January school holidays)	0	198*	0	0
Scenic Rim Aqua Fitness	2,055	3,797	1,820	2606
Tamborine Mountain	604	11,079	8124	0

* Rathdowney pool open from 10 December 2022.

Facilities maintenance customer requests received



Upcoming activities

- Boonah Cultural Centre Air Conditioning upgrade;
- Selwyn Park Car Park construction; and
- Coronation Park Car Park construction.

Road Maintenance and Corridor Management

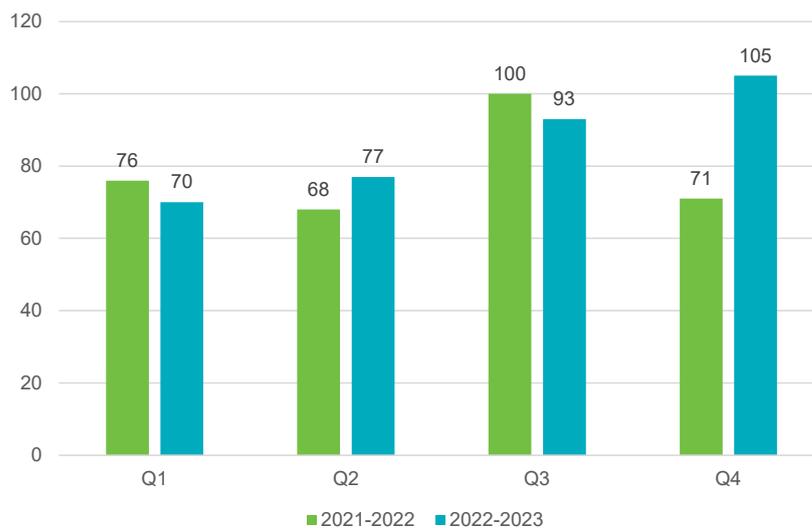
Highlights and achievements

- Teviotville Road Betterment and Reconstruction of Essential Public Assets (REPA) works commenced; and
- Completion of Council's 2022-2023 Road Reseal program.

Service Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	70	77	93	105
Road corridor use approvals issued	52	77	92	96
Heavy vehicle access applications received	37	43	56	40
Heavy vehicle access approvals issued	31	0	0	62
Property access requests received	59	58	44	63
Property access approvals issued (including initial and final approval)	213	140	280	140
Rural road numbering requests received	20	22	17	22
Rural road numbering approvals issued	18	29	16	10
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	33	36	44	41
Street applications approved (abandoned vehicles and land activity notices)	82	45	37	47
Road maintenance customer requests received	831	963	699	567

Road corridor use applications received



Upcoming activities

- Ongoing delivery of the Flood Recovery Program (Betterment and REPA)

Cemeteries

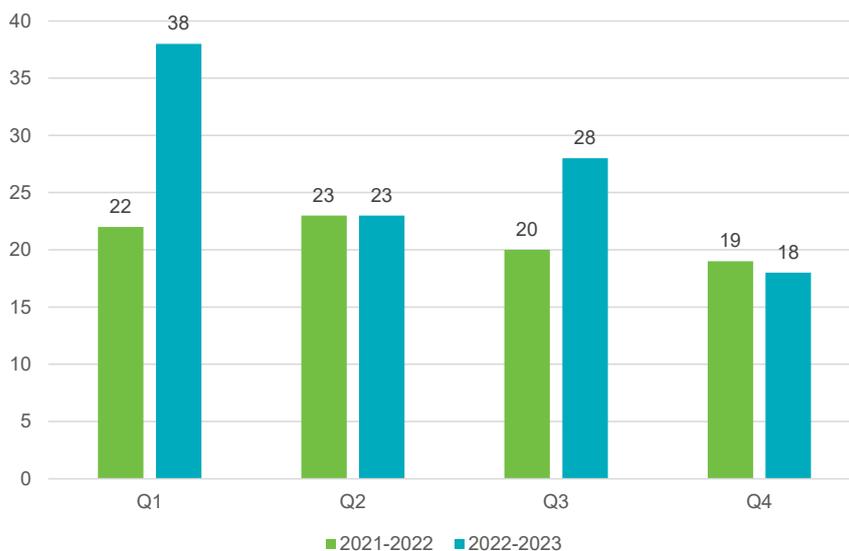
Highlights and achievements

- New Gravedigging Contract commencing on 1 July 2023

Service Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	38	23	28	18
Ash placement applications received and processed	11	6	5	8
Applications for reservation received and processed	31	14	14	25
Applications for monumental work received and processed	38	21	31	20
Plaque placement applications received and processed	5	1	6	5

Burial / grave site applications received and processed



Upcoming activities

- New Boonah Cemetery operations shed to be completed

Parks and Landscape Maintenance

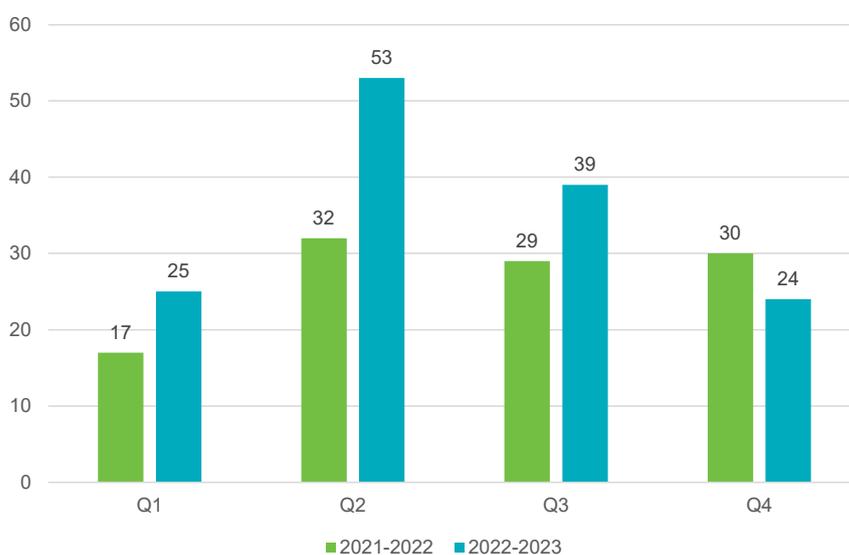
Highlights and achievements

- One free tree day event held at the Council Nursery, Birnam Street, Beaudesert on Saturday 6 May 2023

Service Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1,937	2,274	1124	788
Parks and landscape maintenance customer requests actioned	25	53	39	24
Park use applications received and processed	10	12	11	10
Applications for tree work / removal on Council managed land received	19	13	38	44

Parks and landscape maintenance customer requests actioned



Upcoming activities

- One free tree day event scheduled for Saturday 2 September 2023 at Geissman Oval, Geissman Road, Tamborine Mountain; and
- Desilting of ponds at the Tamborine Mountain Regional Botanic Gardens in the Scenic Rim.

Fleet Management and Servicing

Highlights and achievements

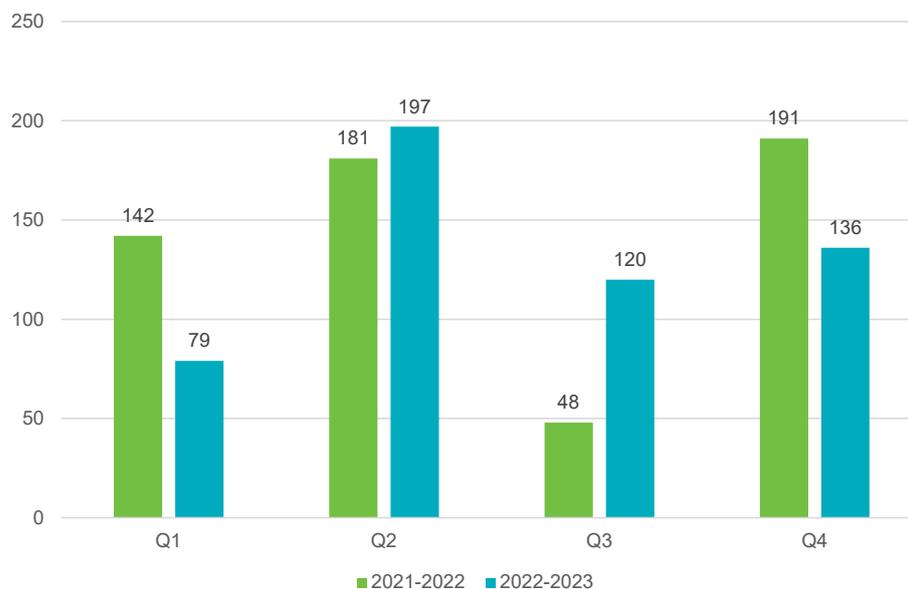
- Development of the Fleet and workshop business plan

Service Statistics

	Q1	Q2	Q3	Q4
SERVICES				
Heavy plant	13	43	30	39
Light motor vehicles	17	49	24	42 *
Small plant	43	83	42	30
Trucks	6	22	24	25
FLEET PURCHASES (ORDERED)				
Light Motor Vehicles	-	11	5	7
Plant	-	0	2	4
Small Plant	-	0	6	15
Trailers	-	1	1	1
Trucks	1	3	1	5
Other	-	1	0	4
FLEET DELIVERIES				
Light motor vehicles	3	2	7	4
Plant	-	0	1	1
Small Plant	-	9	0	15
Trucks	-	0	0	1
Other	-	2	1	2
FLEET DISPOSALS				
Light motor vehicles	4	-	2	3
Small plant	1	-	1	
Plant				1
Other				1

* Light motor vehicle servicing undertaken by contractors due to vehicle hoist not being operational.

Fleet services



Upcoming activities

- Global Position System (GPS) migration from 3G to 4G
- Electronic Prestart Checklist for truck fleet

People and Strategy

Human Resources

Highlights and achievements

- Progressed development of Council's Attraction and Retention Strategy;
- Roll out of Employee Culture and Engagement Survey and focus groups;
- Commenced redesign of Organisational Values;
- Continuous improvement of recruitment process;
- Processes established to implement 'Casual for a Cause' employee fund raising for local charities; and
- Recommended face-to-face inductions.

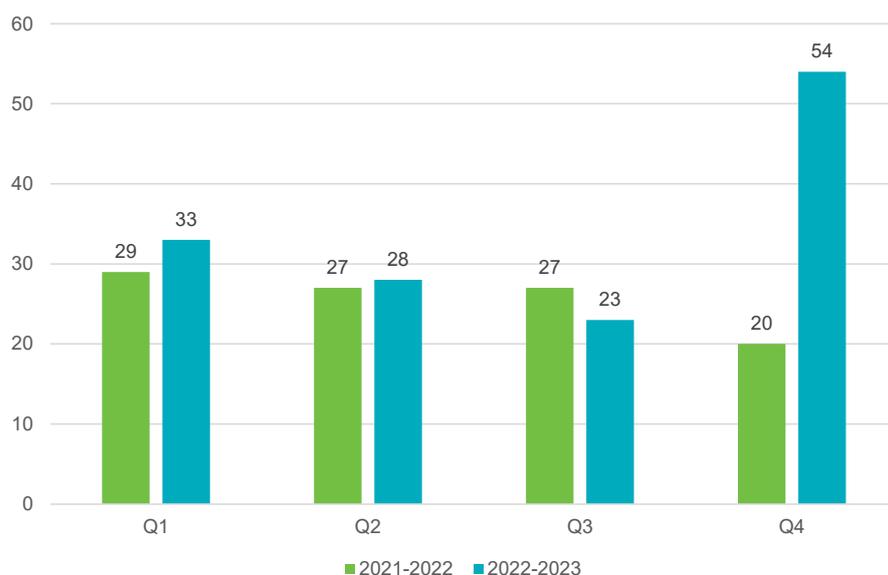
Service Statistics

	Q1	Q2	Q3	Q4
RECRUITMENT				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	13	8	7	30
Vacancy advertisements posted as open merit-based processes internal and external to Council	16	39	20	36
Appointments confirmed through a meritorious recruitment process	33	28	23	55
Terminations (including permanent, temporary, casual and end-of-contract employees)	17	24	27	20
LONG SERVICE AWARDS				
Number of employees who became eligible for long service milestones	6	13	9	5
LEARNING AND DEVELOPMENT				
Learning and development opportunities approved in Quarter (individual only)	71	73	117	77
Fraud Awareness training	211	-	-	-
Working in Proximity to Traffic – Parts 1 and 2	10	-	-	-
Traffic Management Implementation	11	-	-	1
First Aid (full)	10	-	13	21
CPR only	9	-	2	17
Queensland Local Government Building and Development Forum	2	-	-	-
National Sports and Physical Activity Convention - Australian Sport, Recreation and Play Awards	2	-	-	-
Queensland Local Govt Building and Development Forum	2	-	-	-
Impacts of floods on fluvial geomorphology and stream management	2	-	-	-
Civil 3D - Technical Workshop for Surveyors	2	-	-	-
Temporary Traffic Management Industry Briefing	2	-	-	-
Coordinating Teams Operating in Disaster Masterclass	2	-	-	-
Local Government Managers Australia Annual Conference	2	-	-	-
Number of new starters who have (fully) completed all (seven) online modules during Quarter	23	18	-	-
Number of trainees and apprentices	8	8	-	-
National Economic Development	-	2	-	-
Practical Erosion and Sediment Control for the Workforce	-	13	-	-

	Q1	Q2	Q3	Q4
Disaster Coordination Centre Training	-	8	-	-
Prepare and Apply Chemicals AHCCM311	-	5	-	-
Time Management - practical	-	10	-	-
IPWEAQ Annual State Conference	-	5	-	-
Overall Fuel Hazard Assessment	-	2	-	-
Working Sm@rt with Outlook	-	6	-	-
DestinationQ Forum	-	2	-	-
Health Safety Representative Training	-	1	-	1
LGFP Annual Conference and Masterclass	-	2	-	-
Western Pacific Mass Gathering Events and Health Symposium	-	2	-	-
Good Decision Making (Full day course)	-	75	-	-
Are You Bugged Mate? Mental Health Information Session	-	45	-	-
Operate 4WD on Unsealed Roads			9	-
Maintain Chainsaws Level 1			4	-
Fell Trees Manually Level 2			4	-
Quantified Tree Risk Assessment			11	-
Traffic Control training			16	-
ACDC training			16	-
Authorised Persons/ Local Government Worker			17	5
Domestic Wastewater Environmental Plumbing Licence to Service and Licence to Design			1	1
Ratees User Group Forum			2	-
CEO Forum			1	-
TechOne Training (Assorted)			4	-
Due Diligence			30	-
Federally Funded Digital Foundation skills – Level 1			6	-
Local Government 2023 Roadshow				2
IPWEA-QNT 2023 SEQ Branch Conference and Inaugural Bridge Management Symposium				7
Linksafe – Contractor Safety				14
Bridge Management Symposium				3
IPWEAQNT 2023 SEQ Conference				6
Chemwatch Training				4
Fire Ant Awareness				1
Dealing with Hostile and Violent People				23
Certificate III in Civil Construction (commenced only)				12
Certificate IV in Civil Construction (commenced only)				2
Traffic Control (new)				17
Managing Unreasonable Complainant Conduct				2
Turn the Tide				3
LGMA Awards for Excellence 2023 Event				6
2023 Procurement summit				5
Microsoft – Assorted Word, Excel and PowerPoint				18
InfoCouncil Administrative System training				12
Fire Ant Awareness				1
LGX Conference 2023				2
TIPT + Roadshow 2023				2

	Q1	Q2	Q3	Q4
2023 LGMA Mentoring Programme (selected)				3
Erosion and Sediment Control Workshop				2
11067NAT Swimming Pool Safety Inspections/Pool Safety Inspector Course				1
Impact Environmental Conference				1
National Planning Congress and Awards				1
2023 Australasian Fleet Conference				1
2023 Queensland Disaster Management Conference				1
2023 Service Planning Courses				1
Flood Warning Infrastructure Maintenance Training				1
Lessons Management Forum 2023				1
Australian Landfill and Transfer Station Conference				1
RMPC Workshop				3
Queensland Road Manager Forum				1
Australian Landfill and Transfer Station Conference				1
Evacuation Centre Management Training - Australian Red Cross				1
Road Safety starts with us: identifying opportunities for collaboration with TMR				1
Southern Cross Impact Forum: Circular Economy				1
High Potential Professionals				1
Pest Technician Licence Renewal				1
2023 IPWEA-QNT SWQ Brance Conference Dalby				1
Certificate III in Business (trainees) Commenced				5
Certificate IV in Library and Information Services (trainee) Commenced				1

Recruitment - number of appointments



Upcoming activities

- Organisational roll out of Culture and Engagement Survey Results;
- Culture Development Action Plan to be drafted;
- Finalisation of Attraction and Retention Strategy and Action Plan;
- Adoption of new Corporate Values;
- Policy suite review;
- Implementation of Purchased Leave; and
- Commence work on Employee Value Proposition.

Payroll

Highlights and achievements

- Systems configuration in preparation for roll out of purchased leave for employees from July 2023;
- Preparations of payroll for end of year data transmission to the ATO – scheduled for early July 2023;
- Preparation of end of year payment summary transmission to the ATO – end of June 2023;
- Preparation of statement of earnings for Councillors – end of June 2023;
- Update the superannuation guarantee contribution and re-set concessional cap for super contribution purposes;
- Update wages table for the new EBA pay rates - effective from July 2023; and
- Update allowances for the new EBA rates - effective from July 2023.

Upcoming activities

- End of year data payment summary transmission to the ATO;
- Preparation of statement of earnings for Councillors – end of June 2023;
- Update the superannuation guarantee contribution and re-set concessional cap for super contribution purposes;
- Implementation of updated wages, allowances and superannuation as per Certified Agreement 2022 and other industrial instruments Implementation of purchased leave; and
- Commence process improvement project to optimise record keeping in line with legislative requirements.

Work Health and Safety

Highlights and achievements

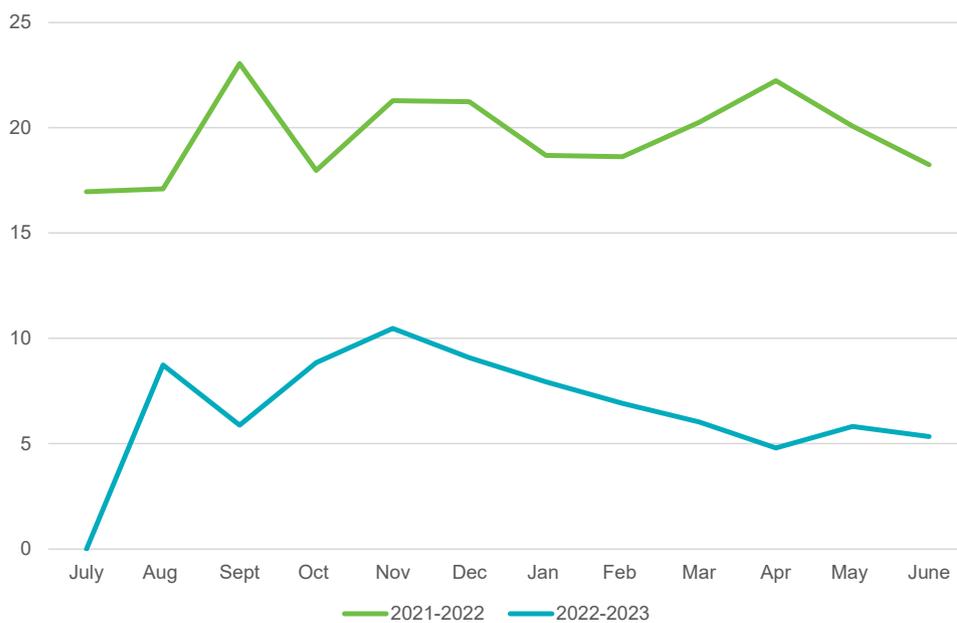
- Onboarding of new Work Health and Safety Officer;
- Onboarding of new Coordinator WHS;
- Review of Safety Management System Plan;
- Review of 2022 LGW WHS Audit Action Plan; and
- Employee Health and Wellbeing Program for 23/34 approved.

Service Statistics

MONTH	NUMBER LOST TIME INJURIES	LOST TIME INJURY FREQUENCY RATE (YTD)	NUMBER LOST TIME DAYS	LOST TIME DURATION RATE YTD
July 2022	0	0	0	0
August 2022	1	8.73	5*	5
September 2022	0	5.88	0	5
October 2022	1*	8.85	16*	7
November 2022	1*	10.48	23*	21
December 2022	0*	9.08*	18*	20.67*
January 2023	0	7.93	21	28
February 2023	0	6.91	5	28
March 2023	0	6.03	0	42
April 2023	0	4.8	0	46
May 2023	1*	5.82	10*	37
June 2023	0	5.33	0	37.5

*Amended from previously reported figures.

Lost time injury frequency rate (year to date) *



* Chart updated to reflect updated figures in table above.

Upcoming activities

- 2022-2023 Management Review;
- WHS Management System Plan 2021 – 2024 review;
- Self-Insurers Audit Action Plan close out actions as required;
- Mates in Construction general awareness training in Quarter One of 2023-2024;
- Recruitment of Work Health and Safety Officer; and
- Ongoing policy review.

Corporate Strategy and Performance

Highlights and achievements

- Operational Plan 2023-2024 adopted by Council; and
- Operational Plan Progress Report and Service Delivery Report for Quarter Three approved by Council.

Upcoming activities

- Development of Annual Report 2022-2023; and
- Develop template for quarterly reporting against the Operational Plan 2023-2024.

Business Analytics

Highlights and achievements

- Finalisation of Human Resources and Payroll systems implementation project closeout report;
- Coordination of service planning activities to inform development of Council's Service Catalogue;
- Systems configuration and business process design to support implementation of purchased leave; and
- Commenced process mapping and costing project for Human Resources (Recruitment).

Upcoming activities

- Delivery of Council's Service Catalogue - Stage 1; and
- Commencement of Stage 2 of the Service Catalogue project.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- Audit and Risk Committee Meeting scheduled and held on 1 June 2023;
- Finalise reports for reviews including: Payment Card Data Security; Capital Works Program Management; Project Management Health Check; HRP Project and Continuous Assurance;
- Completed fieldwork for other reviews including: QAO recommendations, Business Continuity Planning and Parks Maintenance; and
- Prepare the draft Annual Internal Audit Plan for 2023-2024.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	10	2	0	8
Medium	56	13	0	43
High	17	1	0	16
Total	83	16	0	67

Upcoming activities

- Audit and Risk Committee Meeting scheduled for 24 August 2023;
- Reports expected to be completed for formal reviews: QAO recommendations, Business Continuity Planning, Continuous Assurance 2022 and Management of Parks Maintenance;
- Progress fieldwork for other reviews including: Grant Management; Operational Procurement and Credit Card Management;
- Finalise the Audit and Risk Committee Annual Report; and
- Finalise the Annual Internal Audit Plan for 2023-2024..

Governance

Highlights and achievements

- Privacy Awareness Week 1-7 May 2023;
- Finalisation of recruitment of new Senior Governance Officer;
- Progression of Policy Review;
- Further workshop in relation Strategic Risk Review; and
- Business Continuity Plan final review, training and exercise.

Service Statistics

INSURANCE AND LIABILITY REPORTING				
	Q1	Q2	Q3	Q4
Balance carried forward	5	6	2	13
Received	48	42	32	29
Items referred to insurer	12	5	7	1
Items assessed by Council	35	37	20	28
Claims approved *	1	1	1	4
Claims denied*	12	11	1	5
Notification only *	22	23	10	10
Still under review (carry forward)	6	2	13	9
* included in total for items assessed by Council				
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED				
Right to information and privacy applications received	1	1	4	8

Upcoming activities

- Public Interest Disclosure Training – Organisation wide training;
- Right to Information Training – Organisation wide training;
- Training packages delivered to outdoor workers;
- Completion of Policy Review Project; and
- Infocouncil Training - Meeting Report writing.

Revenue

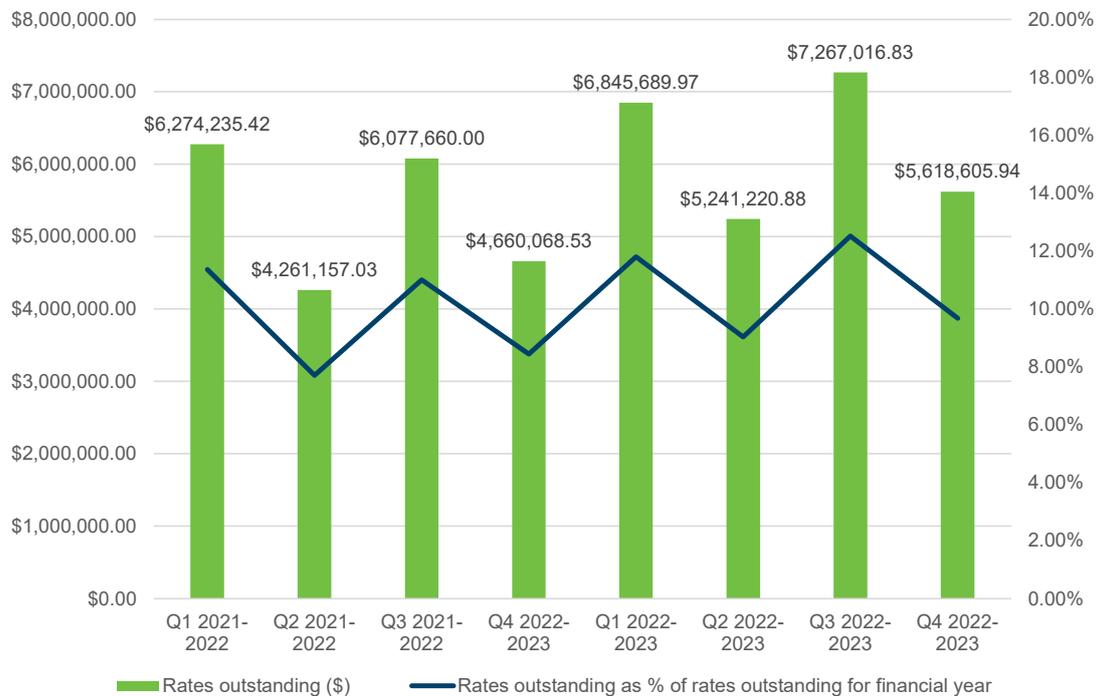
Highlights and achievements

- Assist with 2023-2024 budget process and adoption.

Service Statistics

	Q1	Q2	Q3	Q4
Total 2022-2023 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	\$33,132,453	N/A	\$33,309,005	N/A
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	22,572,094.25	N/A	\$22,697,543	N/A
Total discount applied to half rates levy	\$936,318.85	N/A	\$960,438	N/A
Number of rate reminder notices issued	3,100	N/A	3,198	N/A
Total rates outstanding (excluding prepayments) at end of quarter	\$6,845,689.97	\$5,241,220.88	\$7,267,016.83	\$5,618,605.94
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2022-2023 financial year (including arrears)	11.8%	9.03%	12.52%	9.68%
Number of Supplementary Notices issued	513	430	401	537
Number of change of ownerships processed	384	295	330	307
Number of rate search certificates issued	333	253	267	314

Revenue outstanding



Upcoming activities

- Preparation of database for first half yearly rate notice issue 2023-2024; and
- Continuing with review and process for recovery of overdue rates.

Purchasing and Supply

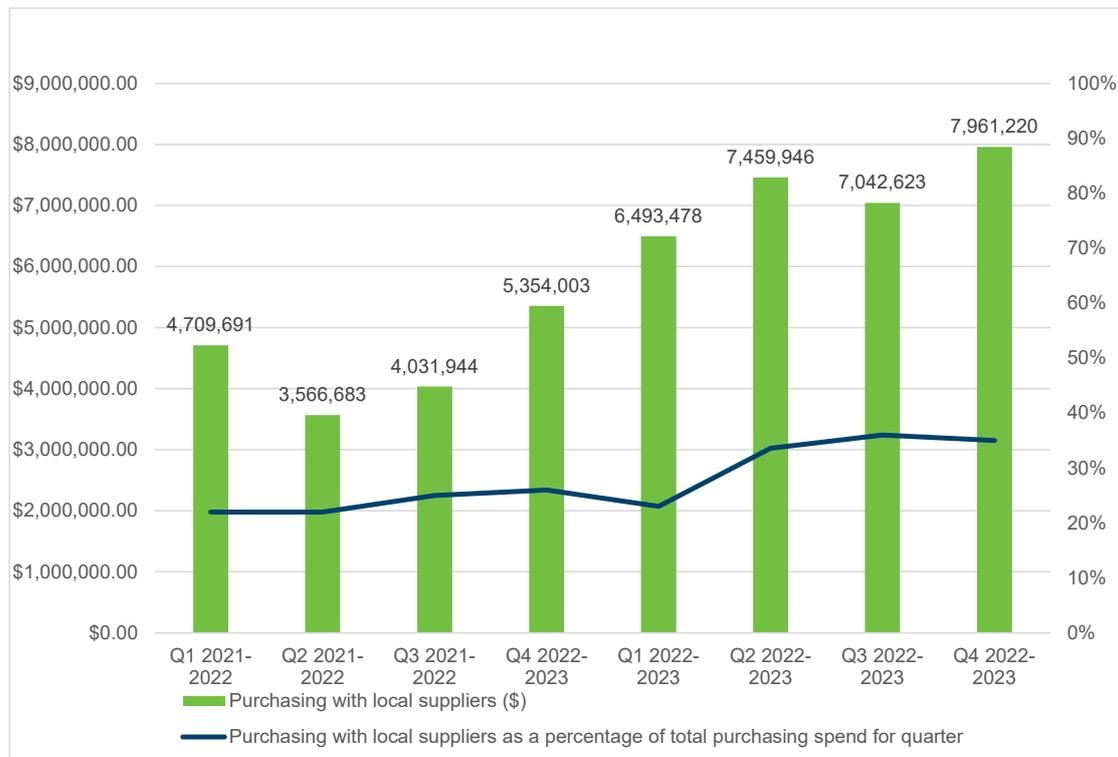
Highlights and achievements

- Stocktake completed for Beaudesert, Boonah and Canungra depots;
- Finalisation of review of Procurement Policy and commencement of development of supporting suite of documents;
- Work Health and Safety site inspection; and
- Review of daily activities of the Purchasing and Supply business unit.

Service Statistics

	Q1	Q2	Q3	Q4
Purchases with local suppliers	\$6,493,478	\$7,459,946	\$7,042,623	\$7,961,220
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	23.4%	33.6%	36%	35%
Local suppliers with over \$200,000 spend for the quarter:				
<ul style="list-style-type: none"> • Redfrost • GWT Earthmoving Shaping Australia • Kalbar Bobcat Hire • Lahey & Walker • Scenic Motors • Bromelton Quarry 				

Purchasing with local suppliers



Upcoming activities

- Roll-out of Casual for a Cause operational shirts;
- Pallet racking audit for Beaudesert, Boonah and Canungra depots scheduled for July;
- Council's adoption of revised Procurement Policy;
- Tender preparation for Community and Recreational Assets Recovery and Resilience Program Project Management; and
- Tender preparation for Short St/ Brisbane St Road Infrastructure.

Financial Management

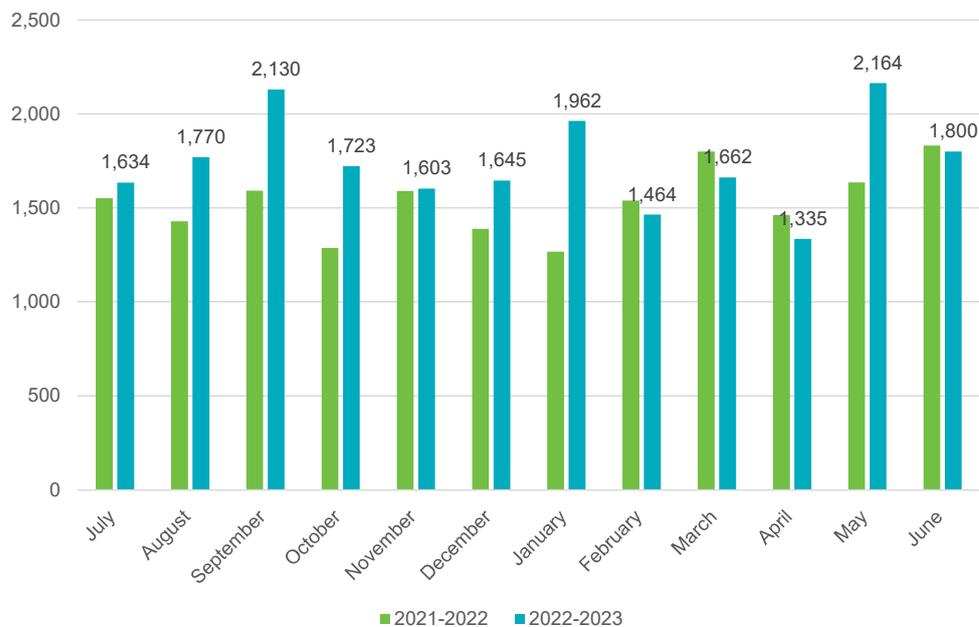
Highlights and achievements

- March Budget review endorsed by Council;
- March, April and May Monthly Financial Reports populated and tabled to Council;
- 2024 Budget engagement feedback to be reviewed and presented;
- Further 2024 budget discussions and adoption;
- Asset revaluation finalised;
- Commencement of Financial Statement preparation planning;
- Land and Buildings valuation to be finalised;
- Fringe Benefits Tax Return to be prepared and submitted; and
- 2022-2023 Loan Borrowings to be drawn down.

Service Statistics

INVOICE PROCESSING	
July 2022	1,634
August 2022	1,770
September 2022	2,130
October 2022	1,723
November 2022	1,603
December 2022	1,645
January 2023	1,962
February 2023	1,464
March 2023	1,662
April 2023	1,335
May 2023	2,164
June 2023	1,800

Invoice processing



Upcoming activities

- Financial Statement Preparation;
- Carry Forward Process Management;
- Set up of 2024 Budgets in Reporting System;
- Set up of 2024 Financial Reporting Process;
- Monthly Financial Performance Reports to be presented to Council; and
- Launch of Eftsure payee software solution scheduled for 15 August 2023.

Records

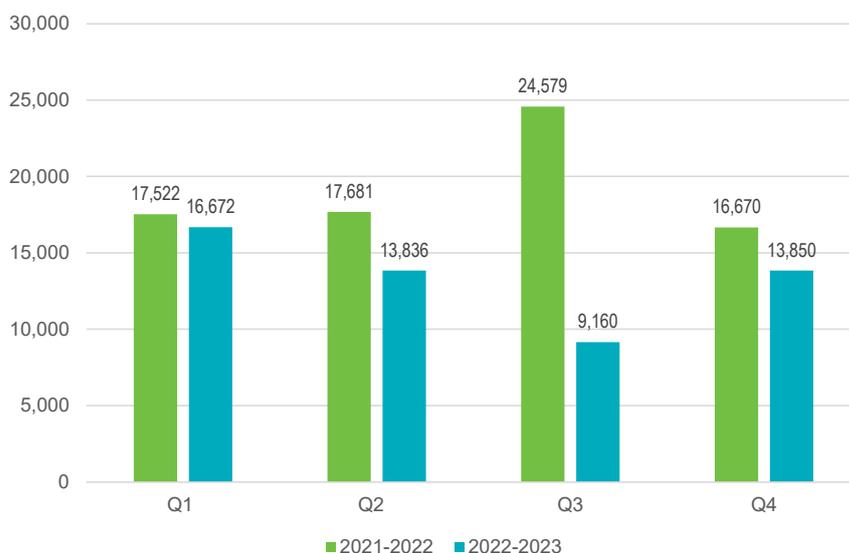
Highlights and achievements

- Completed catalogue of Legal Document Register (LDR) Boxes;
- Issued correspondence to Logan City Council, SEQ Water and Urban Utilities regarding transfer or disposal of pre-amalgamation physical records based on catalogue;
- New enhanced document approval workflow implemented; and
- Microsoft Office integration to TechnologyOne (RedOffice) implemented.

Service Statistics

	Q1	Q2	Q3	Q4
Number of incoming and outward mail received (including emails, faxes, post, internal documents) Aim to process documents (electronic and hardcopy) on same day as received.	16,672	13,836	9,160	13,850
Number of helpdesk requests received	422	430	492	419
Percentage of helpdesk requests completed by end of each business working day	90%	90%	90%	90%

Number of documents received



Upcoming activities

- Testing "ECM Next Search" in TechnologyOne Enterprise Content Management (ECM);
- Designing and building a new document management structure in ECM for contracts and tenders;
- Review of shared mailbox rules and responsibilities; and
- Arrange for disposal of eligible physical records from Boonah Office.

Information Services and Technology

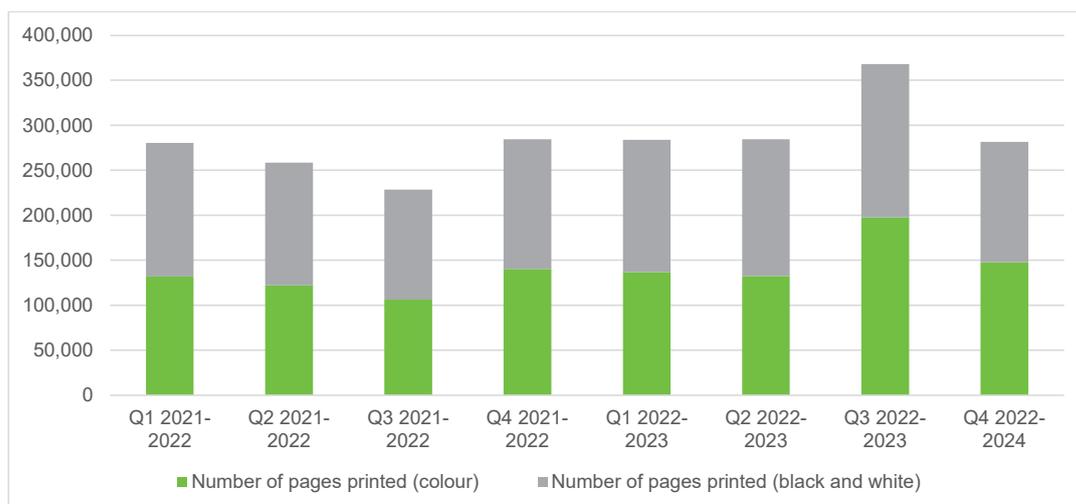
Highlights and achievements

- Completed procurement for the replacement of Skype for Business and Contact Centre telephony solution;
- Performed cybersecurity awareness phishing exercise;
- Continued development of draft Information and Communication Technology (ICT) Strategy; and
- Upgraded network connectivity at Vonda Youngman Community Centre.

EMAILS				
Q4	ORGANISATION METRICS Q4 2021-2022		ORGANISATION METRICS Q4 2022-2023	
	90 days	Average per day	90	Average per day
Emails sent	213,824	2,324	212,274	2,333
Emails received	601,426	6,537	633,202	6,958

PRINTING		
Q4	2021-2022	2022-2023
Colour	130,228	147,788
B&W	164,279	133,587
Total prints	249,507	281,375

Number of pages printed (colour / back and white)



HELP DESK		
MONTH	JOBS CLOSED BY MONTH 2021-2022	JOBS CLOSED BY MONTH 2022-2023
July	470	485
August	881	399
September	454	428
October	365	399
November	398	379
December	263	287
January	417	351
February	477	492
March	463	439
April	367	275
May	362	538
June	440	396

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Ordinary Meeting	4 April 2023	12	62
Ordinary Meeting	18 April 2023	29	94
Ordinary Meeting	9 May 2023	24	52
Ordinary Meeting	23 May 2023	17	54
Ordinary Meeting	6 June 2023	13	31
Special Meeting	19 June 2023	13	30
Ordinary Meeting	20 June 2023	19	41

Upcoming activities

- Deliver technology requirements for the Tamborine Mountain Library Expansion;
- Planning for the replacement of Skype for Business with Microsoft Teams;
- Updating all desktop and laptop computers with the latest Windows Feature and Security Updates;
- Include video for the Council Ordinary Meeting live stream; and
- Finalise Information and Communication Technology (ICT) Strategy, ICT Policies and Strategic Management Framework.

Customer and Regional Prosperity

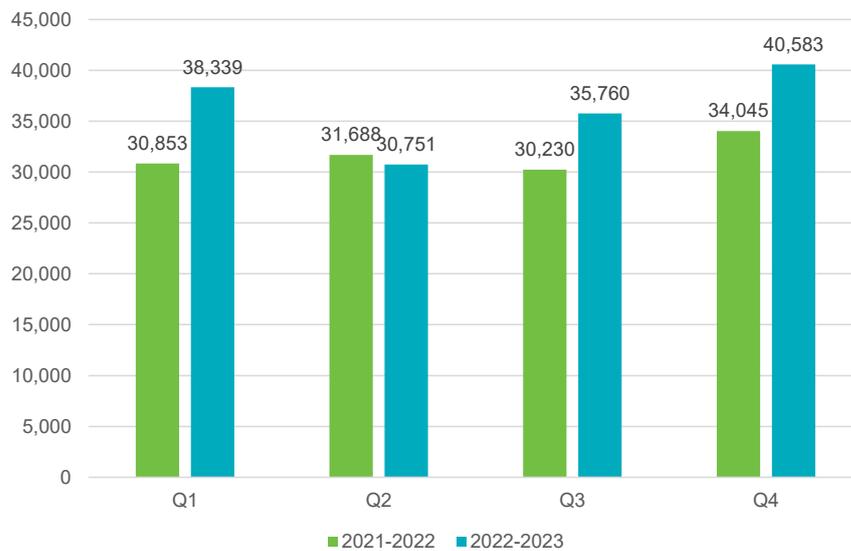
Libraries

Highlights and achievements

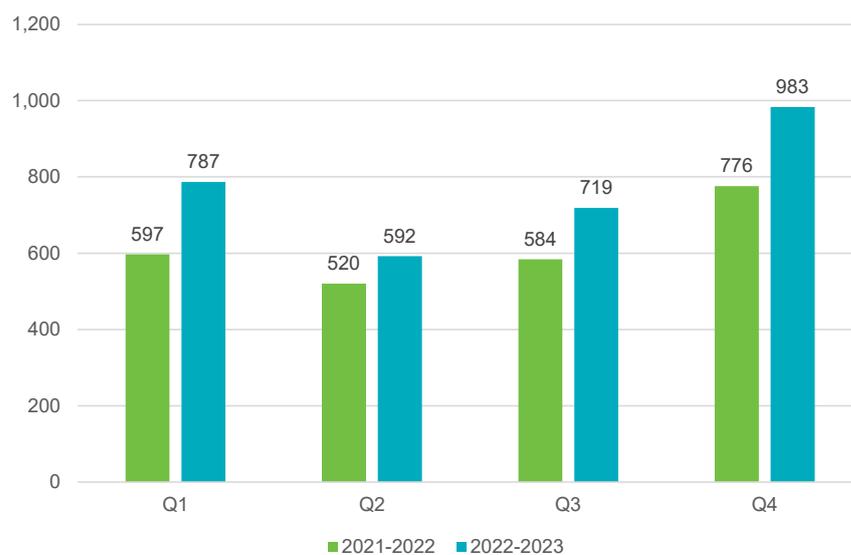
- Preparation for the opening of the new Tamborine Mountain Library, including collection design, programs, public orientation and functional fit out of the library;
- 11 school holiday events delivered across four locations, with participation of 172 young people;
- National Simultaneous Story Time held in Jubilee Park in Beaudesert, with 45 participants;
- The Stardust Club held four sessions during Quarter Four, which has a focus on neurodivergent program design and engagement; and
- In partnership with Urban Utilities, Water Warrior visited Beaudesert and Boonah Libraries highlighting sustainability and applied conservation, with 56 participants.

	Q1	Q2	Q3	Q4
Library visits	38,339	30,751	35,760	40,583
Library members	31,670	31,838	32,878	31,507
New library members	787	592	719	963
Story time sessions	91	72	82	95
Story time participants	1,354	1,349	1,504	1,694
School holiday sessions	33	11	14	16
School holiday participants at events	471	90	199	247
School holiday packs handed out	320	70	209	161
Youth event sessions (13-18 years old)	9	4	1	5
Youth event participants	47	18	0	9
Adult activity sessions	81	77	110	320
Adult activity participants	582	641	951	1,033
PC bookings	2,506	1,835	2,050	2,476
PC booking hours	1,278	1086	1,426	1,757
Physical book issues	36,579	28,531	33,635	34,079
Inter-library loans	506	352	324	406
Housebound book loans	281	284	481	463
Library App downloads	306	192	182	670
Library App interactions with library management system	19,346	23,312	29,195	27,724
Library App new library memberships	149	93	86	190
Library App bookings for events	108	187	291	365

Library visits



New library members



Upcoming activities

- Soft public launch of refurbished Tamborine Mountain Library;
- Activation of the STEAM (Science, Technology, Engineering, Arts and Mathematics) space at the Tamborine Mountain Library will include ‘maker’ activities with a creative learning and development focus; and
- Consideration of additional youth programming with the potential for cross generational learning and peer to peer opportunities will be supported by a new role that was created to drive the success, high usage and functionality of this new creative space.

Community Development

Highlights and achievements

- Twenty-six grassroots organisations and sporting clubs across the Scenic Rim shared in more than \$90,000 in Round 2 of Council’s Minor Community Grants Program. The grants supported a number of projects including the staging of community events, training for volunteers, equipment purchases and minor upgrades to community facilities.
- Council supported RSL Sub Branches and Committees to deliver ANZAC Day Services across the Scenic Rim region in April 2023
- Fifteen Scenic Rim residents from nine countries were welcomed as the region’s newest Australians at a citizenship ceremony during Queensland Day celebrations and free family fun day in Beaudesert on Sunday 4 June 2023. The free family fun day was a celebration of all things Queensland and included games, face painting, live music, animal displays, jumping castles, food, stalls and giveaways. Live entertainment featured performances by the Mununjali Ngari dancers and students from Beaudesert State High School.

Service Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	31	0	46	0
Number of Community Grants	NA	42	NA	26
Total value of Community Grants	-	\$236,467.22	-	\$90,264.86
EmpowHER Hiking Program participants <i>(Note: this program ended in July 2022)</i>	100	-	-	-
Number of attendees at Australia Day Ceremony			274	
Number of new Citizens sworn in at Citizenship Ceremony	13	-	23	15
Number of attendees at Queensland Day				2,000
Be Healthy and Active participant numbers	741	978	377	1,053
Volunteer Newsletters	1	1	1	1
Youth Leaders	17	111	10	-
Cuppa in the Communi-Tea	302	485	379	881
Online Back on Track Workshops	0	0	0	0
Interagency and Mental Health Network meetings	64	37	32	40
Youth activity events	120	270	-	-
Recovery and Resilience community engagement (in addition to the Cuppa's)			124	644
Building Inclusive Disaster Resilient Communities Forums and Workshops			61	54
Community Disaster Exercise at Kooralbyn Community Centre			57	
Pocket Books	70	300	200	320
Living in Scenic Rim Kids Activity Books	340	860	480	950
Living in Scenic Rim booklets	40	90	50	30
International Men’s Day Dinner	NA	110	NA	NA
International Women’s Day Breakfast	NA	NA	155	NA
Free Movies in the Park	-	570	170	-
Volunteer Thank You Events and Programs	-	20	7	25

Upcoming activities

- Council to host a series of Grant Workshops to promote Round 1 of the Community Grants Program. Grant outcomes will be presented to Council in September/October 2023;
- The Youth Leadership Program to commence in the second half of 2023;
- A report on Health and Wellbeing Program Review to be presented in September 2023; and
- Expressions of Interest for 2023-2024 Be Healthy and Active Program to be released in September/October 2023.

Regional Prosperity and Communications

Highlights and achievements

- Held a successful Business Networking Breakfast, featuring economist Michael Campbell and a panel of local exporters, that attracted 120 attendees;
- Delivered 23 capability-building events for the business community for Small Business Month, that attracted over 500 registrations. Also provided support to Tamborine Mountain, Canungra and Boonah Chambers of Commerce, as well as Destination Scenic Rim, that enabled them to deliver events for their members during Small Business Month in May;
- Delivered the final events in a series of six agriculture workshops for the sector, which were held in Harrisville, Rathdowney, Aratula, Kerry and Kalbar. The workshops attracted more than 170 participant across the region, including landholders and producers, and resulted in excellent feedback;
- Delivered a marketing campaign aimed at driving traffic to the Visit Scenic Rim destination website that resulted in nearly 24,000 visitors to the site. Also delivered a co-operative marketing opportunity for local tourism businesses that reached over half a million customers and generated over 18,500 customer leads to their businesses;
- Delivered an expanded Eat Local Month (instead of Eat Local Week) with a range of improvements as identified in a Strategic Review of the event. Also delivered The Long Sunset music event in partnership with Queensland Music Festival and supported the Scenic Rim Clydesdale Spectacular;
- Generated a total economic impact of \$2.39 million from Council's support of events, representing a 104:1 return on the investment provided; and
- Delivered Council's budget documentation.

Service Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	11,093	12,000	12,074	12,211
LinkedIn followers	4,737	5,060	5,329	5,653
Council's Disaster Management Facebook followers	12,107	12,189	12,171	12,198
Visit Scenic Rim Facebook followers	20,362	20,877	21,092	24,000
Visit Scenic Rim Instagram followers	30,697	31,000	31,700	32,700
Scenic Rim Eat Local Month Facebook followers	11,395	11,450	11,581	14,000
Scenic Rim Eat Local Month Instagram followers	6,828	6,890	7,041	8,395

Upcoming activities

- Producing Council's 2022-23 Annual Report;
- Supporting delivery of the Scenic Rim Agricultural Expo, at Harrisville;
- Preparing entry in the Queensland Tourism Awards (excellence in food tourism category);
- 2023 Business Excellence Awards call for nominations and planning of gala dinner;
- Delivery of Investment Attraction strategy and deployment of collateral/materials;

- Planning and delivery of a Business Networking Breakfast to be held at Boonah in December 2023;
and
- Deliver a launch event for the Beaudesert Enterprise Precinct.

Cultural Services

Highlights and achievements

- School holiday program delivered in April and June across two culture centres and one community centre venues;
- Completion of the grant funded upgrades to the Vonda Youngman Community Centre, Tamborine Mountain;
- Delivery of 54 new folding tables to upgrade facilities at Boonah Cultural Centre;
- 140 people attended the launch of the Moving Mountains exhibition in June 2023;
- Two art masterclasses were delivered at Boonah Cultural Centre and The Centre Beaudesert in May and June 2023;
- 279 people attended The Kransky Sisters at Boonah Cultural Centre;
- Performances of Wind In The Willows at The Centre Beaudesert in June school holidays;
- The Anzac Day Gunfire Breakfast was held at Boonah Cultural Centre with 130 attendees;
- The Seniors Expo was held at The Centre Beaudesert in May with 190 attendees;
- Loyalty Dance performances were held in June at The Centre Beaudesert with 634 people attendees;
- Regional Arts Development Fund (RADF) Round Two Big Idea grants are were assessed. In stage one, the Scenic Rim Arts Reference Group assessed 13 applications requesting \$80,109 in grants and shortlisted six to move to full applications. Four of these applications were successful;
- Five youth grants have been awarded to local students and five professional development grants have been awarded to local artists An additional three professional development grants were awarded with funds remaining after Round two assessment. All RADF funds were expended in 2022-23;
- A youth music development program funded through RADF Strategic Initiative was completed with very positive outcome for the students;
- Review of RADF is underway with Arts Queensland. After feedback from Councils they are moving to multi-year funding in 2024-25 and will review the application process. After a review of the Story Markers a new suite of markers have been designed and are in the final stages of prototypes before fabrication begins;
- Harrisville museum have written stories for a storyboard in Lions Park, Harrisville;
- Beaudesert mural for William Street has been awarded to Ash Taylor;
- The Beaudesert museum “Bee” artwork is in final stages of fabrication;
- An audit of all public art, including current professional valuations, has been completed;
- Maintenance and cleaning of the Boonah wayfinders, Kooralbyn mural and sculpture, Beaudesert sculptures and the ASSI wayfinder restoration has been completed; and
- An expression of interest process is currently underway for membership to the Arts Reference Group.

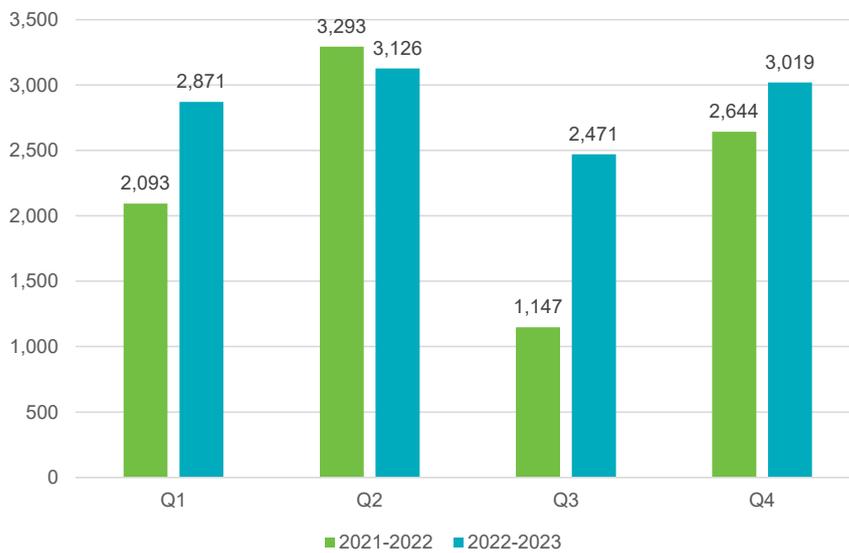
Service Statistics

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	129	82	78	106
Number of attendees at The Centre, Beaudesert	2,871	3,126	2,471	3,019
Number of events at Boonah Cultural Centre	114	68	66	95
Number of attendees at Boonah Cultural Centre	2,895	2103	1,262	1,899
Number of events at Vonda Youngman Community Centre	211	236	276	294
Number of attendees at Vonda Youngman Community Centre	2,751	3366	3,769	3,703
Number of Regional Arts Development Fund applications	9	11	15	4
Value of Regional Arts Development Fund grant approvals	N/A	\$28,000	\$2,000	34800
Value of Regional Arts Development Fund projects	N/A	\$306927	\$3,749	120375

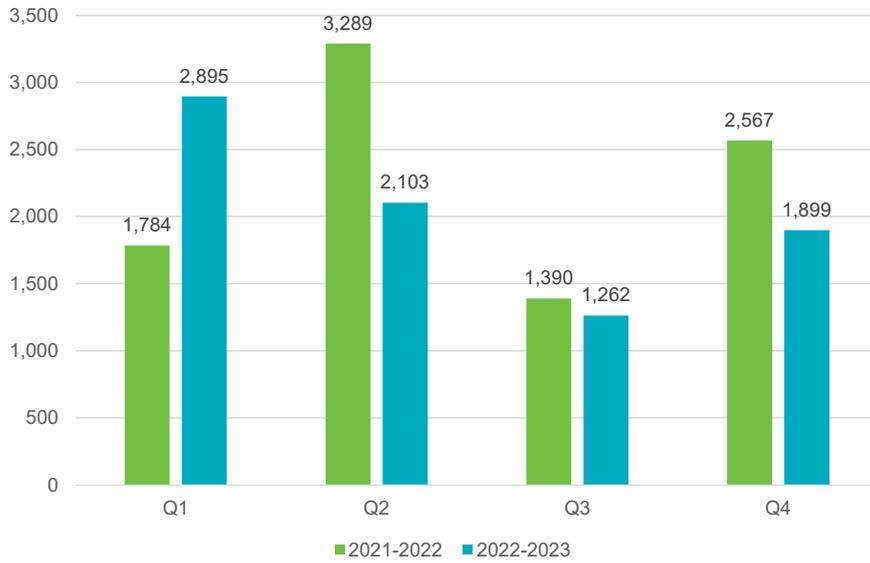
Upcoming activities

- 1954: Ella Etta Eartha concert at The Centre Beaudesert;
- Those Folk concert at Vonda Youngman Community Centre;
- Special events program for Moving Mountains exhibition including documentaries and workshops;
- September School Holiday program including Twinkle and the Moon family performance at Boonah Cultural Centre;
- Launch of Gondwanan Plants exhibition by Dr Renata Buziak;
- Selection and training for new Arts Reference Group members;
- Scenic Rim Wedding Expo at the Vonda Youngman Community Centre;
- Celebration Dinner – 50 Years of Wongaburra at The Centre Beaudesert;
- 2023 Ritchies Boonah Arts Festival at the Boonah Cultural Centre;
- Women's Adventure Film Tour screenings at the Boonah Cultural Centre; and
- Scarecrow Festival Arts Showcase at the Vonda Youngman Community Centre.

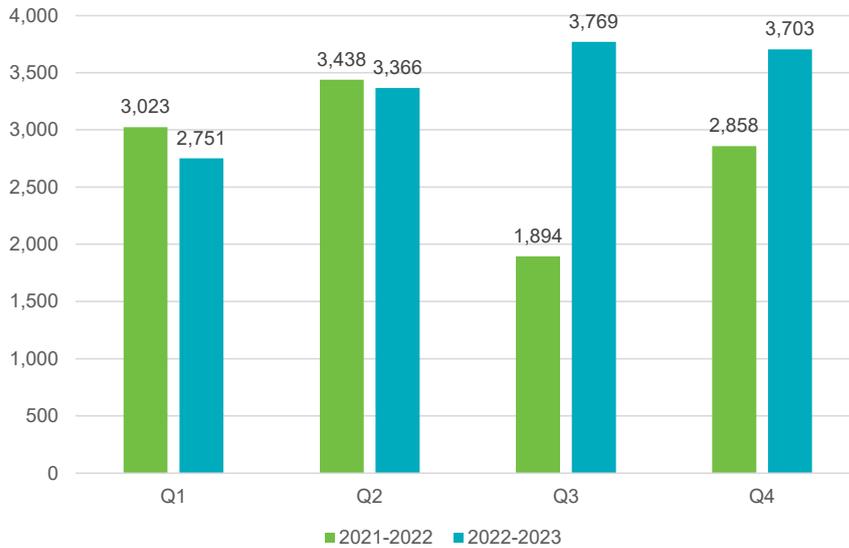
Number of attendees at The Centre, Beaudesert



Number of attendees at Boonah Cultural Centre



Number of attendees at Vonda Youngman Community Centre



Customer Care and Engagement

Highlights and achievements

- Engagement activities successfully completed in quarter four include Council's budget 2023-2024, Disaster Waste Management Plan and the Health and Well Being Program Review;
- Customer Effort Score Survey launched via the 'Let's talk Scenic Rim' platform, to measure how much effort was required for a customer to complete a specific action;
- Progressed initiatives outlined in the Customer Experience Strategy 2021-2023 including: Customer Focused Induction Training commenced, which will improve customer and employee relations and raise awareness of the customers' perspective to employees and draft version of Plain English Guidelines created and under review.
- The team trialled a new process for two consultations (Health and Wellbeing Program Review Survey and the Customer Effort Score Survey) which enabled both surveys to be completed online without having to register first on Let's Talk Scenic Rim, although demographic questions were still required to be answered. The results showed this approach was well received by the community, increased the volume of participation by 22% from the Customer Satisfaction Survey conducted at the same time last year.

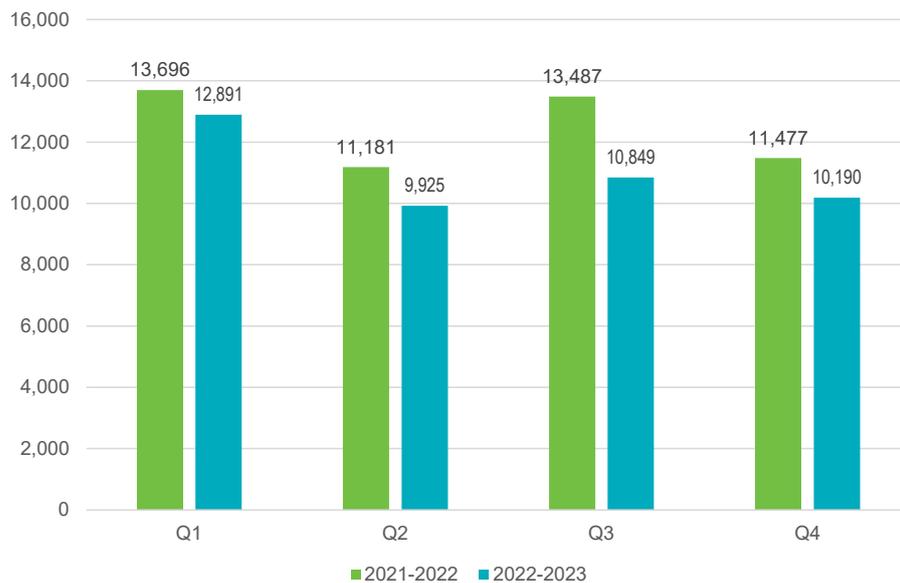
Service Statistics

	Q1	Q2	Q3	Q4
Number of calls	12,891	9,925	10,849	10,190
Average call wait time	00:36	00:33	00:28	00:37*
Longest call wait time	08:02	10:56	10:20	24:14*
Applications created	1,104	998	1,054	1,245
Requests created	3,607	2,956	3,061	3,015
Online requests	49	63	103	115
Local Government transactions (excluding enquiries)	4,255	2,193	3,559	2,335
QGAP transactions	2,718	2,667	2,888	2,755
COMPLIMENTS RECEIVED	40	39	26	31
Asset and Environmental Sustainability	20	18	17	17
Council Sustainability	1	0	2	1
Customer and Regional Prosperity	17	19	6	11
Executive Office Mayor and Councillors	2	2	1	2
LET'S TALK SCENIC RIM				
Registered participants on Let's Talk Scenic Rim *			659	705
Total visits to Let's Talk Scenic Rim **			12,401	15,427

* The longest wait time and average call wait time were impacted by a technical issue during Quarter Four when there was a system outage caused by a break in Telstra's fibre cable between the Gold Coast and Beaudesert. This caused intermittent outages in the contact centre system over a 48 hour period.

** Let's Talk Scenic Rim data added to table for regular reporting

Number of customer telephone calls



Upcoming activities

- Results of Customer Effort Score Survey to be analysed and reported;
- Progress initiatives outlined in the Customer Experience Strategy 2021-2023 including: continuing work on the Customer Care and Engagement Quality Assurance Program and finalising the Plain English Guidelines project; and
- Engagement activities planned in quarter one 2023-2024 include, Draft Scenic Rim Region Bio Security Plan 2023-2028 and the combined consultation for Flying-Fox Management Strategy and Roost Management Planning.

Development Assessment and Engineering

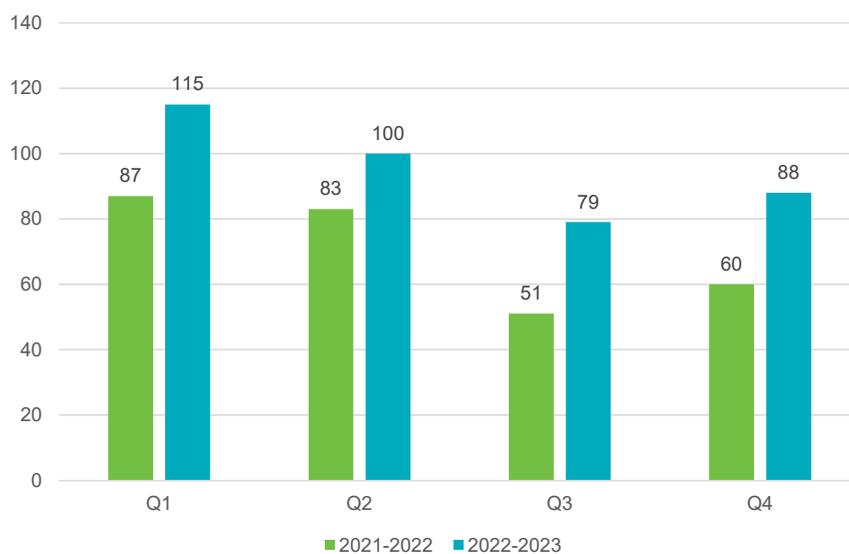
Highlights and achievements

- Revised policies were adopted by Council for:
 - Naming of Roads and Places and
 - Providing Draft Conditions for Development
- The Development Assessment team attended a number of Short-term Accommodation Information Sessions being hosted by the Regional Prosperity team. These sessions provided the community an opportunity to discuss with officers any existing or proposed short-term accommodation developments.
- Engagement of external professionals has commenced to develop standard conditions suite released with two responses received. Completion of the conditions suite is scheduled for the next quarter.
- Application and enquiry numbers remain high which continues to be a challenge given the reduced assessment resources. Use of external development assessment officers has assisted in achieving reasonable assessment time frames and customer service expectations.

Service Statistics

	Q1	Q2	Q3	Q4
Applications received	97	83	105	101
Applications determined	115	100	79	88
Applications in decision stage	106	99	120	133
Plan of surveys finalised	7	10	10	13
Flood certificates issued	33	38	28	48
Planning certificates issued	7	9	10	11
Concurrence Agency Referral Applications	22	21	25	29
Initial planning enquiries (telephone)	572	451	529	526
Call back enquiries related to application	235	119	160	197
Pre-lodgement meetings conducted	15	11	4	14
Concept meetings conducted	12	9	14	12
Lots approved as part of reconfiguration application approvals	5	59	77	47

Number of planning applications determined



Upcoming activities

- Appointment of the successful respondent for consultancy work to commence developing the standard conditions suite. This will provide readily accessible, consistent and legally defensible draft conditions for assessment officers. The suite will identify the conditions package that would normally apply to specific development types. It does not limit the assessing officers imposing site specific conditions where appropriate.

Regulatory Services

- Regulatory Services participated in the short term accommodation information sessions for property owners, organised by Council’s Regional Prosperity team which was well attended.
- 70 tourist accommodation and safety compliance program information letters were sent to landholders and business operators, with 15 requests from respondents requiring additional information.
- Health Services 2023-2024 dog registration renewals will be sent to dog owners on 10 July 23.
- Business support have welcomed 2 new trainees to the team, these trainees are undertaking traineeships that will at the end of their term provide them with a Certificate III in Business.

Service Statistics

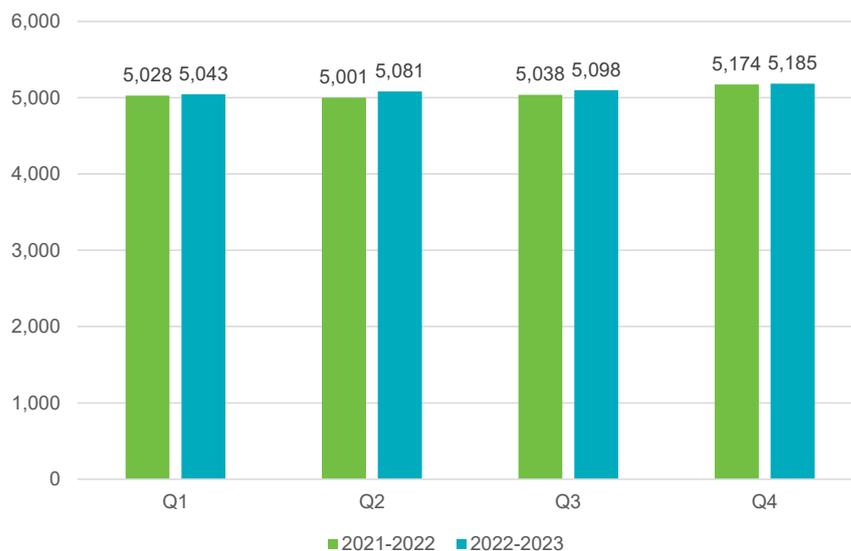
	Q1	Q2	Q3	Q4
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED				
Food	19	19	12	30
Personal appearance services	0	0	3	1
All local law licences (advertisements, animal keeping, events, accommodation)	23*	20	23	20
CUSTOMER REQUESTS RECEIVED (CRMS)				
Health Services	505	412	417	519
Compliance Services	194	181	166	291
Biodiversity and Climate Change	13	17	27	23
NOTICES ISSUED				
Show cause	34	55	25	39
Enforcement	12	20	26	25
Compliance	24	14	6	10
DOGS				
Registered at end of period	5,043	5,081	5,098	5,185
New dog registration applications	303	207	248	183
Impounded	29	35	28	38
Impounded and returned to owner	16	14	7	16
Impounded and rehomed	10	17	15	20
Impounded and euthanised	3	2	6	2
CATS				
Impounded	74	61	54	81
Impounded and returned to owner	7	6	3	6
Impounded and re-homed	14	7	12	15
Impounded and euthanised	53	48	39	60
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC				
Animals reported lost	40	27	21	15
Animals reported found	0	2	4	2
1080 BAITING PROGRAM				
Landholders	28**	2	0	38
Dog baits supplied	496	4	0	703
Pig baits supplied	98	12	0	40
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT				
Backflow prevention devices	9	18	11	10
On-site sewerage facilities	75	57	58	62
BUILDING APPROVALS				

	Q1	Q2	Q3	Q4
Inspections performed	10	20	25	25
Council-certified applications lodged	7	7	6	12
Privately certified applications lodged	224	251	243	305
PLUMBING APPROVALS				
Inspections performed	752	717	754	772
Applications lodged	99	103	133	168
SERVICE REQUESTS				
Plumbing compliance requests (CRMS)	29	14	10	14
NOTICES ISSUED				
Plumbing Show Cause Notice	0	0	1	0
Plumbing Enforcement Notice	0	0	0	0
Notifiable works compliance inspection	0	0	0	0

* All local law licences were reported as 27 in Quarter One report, since updated to 23

** Number of landholders under the 1080 baiting program were reported as 23 in Quarter One report, since updated to 28.

Dogs registered at end of quarter



Upcoming activities

- The next biannual 1080 baiting program for landholders throughout the Scenic Rim will take place during September and October 2023;
- Food licence renewals will be issued to licence holders in late July 2023;
- Short term accommodation/tourist accommodation review to continue during 2023-2024;
- The Draft Scenic Rim Region Biosecurity Plan 2023-2028 community consultation dates are 28 July 2023 to 25 August 2023; and
- Food licence premise inspections will increase during Q1 and Q2 of 2023-2024.

11.6 Notice of Motion by Councillor Christensen re Item 10.14, Ordinary Meeting held on 23 May 2023 - Request for Legal Assistance**Executive Officer:** General Manager Council Sustainability**Item Author:** Principal Specialist Governance and Assurance**Attachments:** Nil

Councillor Portfolio

Not applicable.

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

On 23 May 2023, Council passed a resolution granting the provision of legal assistance to Councillor McConnell for inappropriate conduct matter C-23-0041, conditional upon the amount provided being reimbursed to Council within 28 days of a finding of inappropriate conduct.

Due to the administrative processes beyond the control of the subject Councillor, it became evident that it would not be possible to meet the 28 day timeframe for reimbursement. As such, a Notice of Motion has been provided to address the anomaly by amending the wording of the resolution. The proposed change to the resolution is to require the subject Councillor, upon a finding of inappropriate conduct, to repay the legal costs within 28 days of receiving an invoice from Council.

Recommendation

That Council consider Councillor Christensen's proposed amendment to the resolution of Council, as follows:

That for item 3 of the resolution adopted under Late Item 10.14 at the Ordinary Meeting held on 23 May 2023, Council amend the resolution by deleting the words:

"Require Councillor McConnell to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00041."

and replacing with the words:

"Require Councillor McConnell, that upon a finding of inappropriate conduct for matter C-23-00041, repay to Council all legal costs up to the total amount provided within 28 days of receiving the invoice from Council."

Previous Council Considerations / Resolutions

At the Ordinary Meeting held on 23 May 2023, it was resolved:

"That Council, in accordance with the Legal Assistance Policy and Guideline:

- 1. Approve the provision of legal assistance to Councillor McConnell for inappropriate conduct matter C-23-00041; and*
- 2. Limit the amount of legal assistance provided to a maximum cost of \$15,000; and*
- 3. Require Councillor McConnell to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00041."*

Report / Background

An application for legal assistance was determined at the Ordinary Meeting held on 23 May 2023. The application was made by Councillor McConnell with regard to inappropriate conduct matter C-23-0041. Council passed a resolution granting the provision of legal assistance conditional upon the amount provided being reimbursed to Council within 28 days of a finding of inappropriate conduct for the matter in question.

On 18 July 2023, the inappropriate conduct matter C-23-0041 was determined by Council. The subject Councillor was found to have engaged in inappropriate conduct which then triggered the reimbursement condition of the legal assistance provided. Shortly after that finding, Governance officers became aware that, in order for the subject Councillor to make a payment to Council for the legal assistance, he would need to be issued an invoice from Council.

The administrative process for payment involves the Council's insurer, who is responsible in the first instance for making the payment for legal assistance to the subject Councillor's legal firm once the legal firm has invoiced the insurer. The insurer would then invoice Council for those legal costs that the insurer has paid. When Council receives the invoice from the insurer, an invoice is then raised and sent to the subject Councillor in order to facilitate payment. The subject Councillor is then able to pay the invoice for the legal costs satisfying the requirements of Council's legal assistance policy and the resolution to grant legal assistance made on 23 May 2023.

Due to the complexities of the provision of legal assistance and the subsequent invoicing by the insurer, the subject Councillor is faced with the possibility of not being able to comply with the resolution of Council. To address the uncertainty as a result of the administrative process, a Notice of Motion has been received by the CEO from Mayor Christensen to amend the 23 May 2023 resolution of Council. The proposed amendment provides for the repayment terms to be within 28 days of receiving an invoice from Council and not 28 days from the finding of inappropriate conduct.

Budget / Financial Implications

There is no financial implication with the proposed amendment to the resolution.

Strategic Implications

Operational Plan

Theme: 3. Open and Responsive Government

Key Area of Focus: Ongoing integrity of Council’s practice and processes

Legal / Statutory Implications

Section 262 of the *Local Government Regulation 2012* (LGR) allows for a local government to repeal or amend a previous resolution. A Notice of Intention to propose the repeal or amendment must be provided to Councillors at least 5 days before the meeting at which the proposal is to be made. On 16 August 2023, the Councillors were provided with the Notice of Intention to amend the 23 May 2023 resolution. The notice has been provided in compliance with section 262 of the LGR.

Risks

Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR46 Inadequate or lack of Governance (including procurement) Framework (systems, policies, procedures, delegations and controls) in place to ensure compliance by Council's Councillors and Officers with all relevant State and Federal legislation and regulations.

Risk Summary

Category	Explanation
Governance, Risk & Compliance Failure to comply with legislative compliance with the Local Government Regulation 2021.	The proposed amendment is in compliance with section 262 LGR. It has been proposed to address a situation where a Councillor may not be able to comply with a resolution of Council which would be a breach of the Councillor Code of Conduct. The amendment will address an administrative anomaly which is preventing the Councillor from making the timely reimbursement of legal costs as per a resolution. If Council do not amend the resolution, the Councillor will be placed in a position where he is unable to facilitate payment and possibly forced into a code of conduct breach through no fault of the Councillor.

Human Rights Implications

No human rights have been impacted by any actions recommended in this report.

Consultation

Council's insurer, JLT Risk Solutions Pty Ltd.

Conclusion

The amended wording to the repayment terms will provide for more certainty with regards to the repayment timeframe rather than placing a subject Councillor in a position where the requirement under the resolution is not able to be complied with through no fault of the subject Councillor.

Options

1. That for item 3 of the resolution adopted under Late Item 10.14 at the Ordinary Meeting held on 23 May 2023, Council amend the resolution by deleting the words:

"Require Councillor McConnell to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00041."

and replace with the words:

"Require Councillor McConnell, that upon a finding of inappropriate conduct for matter C-23-00041, repay to Council all legal costs up to the total amount provided within 28 days of receiving the invoice from Council."

2. That Council does not adopt the proposed amendment to item 3 of the resolution adopted under Late Item 10.14 at the Ordinary Meeting held on 23 May 2023.

11.7 Notice of Motion by Councillor McConnell re Item 10.9, Ordinary Meeting held on 4 July 2023 - Request for Legal Assistance**Executive Officer:** General Manager Council Sustainability**Item Author:** Principal Specialist Governance and Assurance**Attachments:** Nil

Councillor Portfolio

Not applicable.

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

On 4 July 2023, Council passed a resolution granting the provision of legal assistance to Councillor Christensen for inappropriate conduct matter C-23-00238, conditional upon the amount provided being reimbursed to Council within 28 days of a finding of inappropriate conduct.

Due to the administrative processes beyond the control of the subject Councillor, it became evident that it may not be possible to meet the 28 day timeframe for reimbursement. As such, a Notice of Motion has been provided to address the anomaly by amending the wording of the resolution. The proposed change to the resolution is to require the subject Councillor, upon a finding of inappropriate conduct, to repay the legal costs within 28 days of receiving an invoice from Council.

Recommendation

That Council consider Councillor McConnell's proposed amendment to the resolution of Council, as follows:

That for item 3 of the resolution adopted under Item 10.9 at the Ordinary Meeting held on 4 July 2023, Council amend the resolution by deleting the words:

"Require Councillor Christensen to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00238."

and replacing with the words:

"Require Councillor Christensen, that upon a finding of inappropriate conduct for matter C-23-00238, repay to Council all legal costs up to the total amount provided within 28 days of receiving the invoice from Council."

Previous Council Considerations / Resolutions

At the Ordinary Meeting held on 4 July 2023, it was resolved:

"That Council, in accordance with the Legal Assistance Policy and Guideline:

- 1. Approve the provision of legal assistance to Councillor Christensen for inappropriate conduct matter C-23-00238; and*
- 2. Limit the amount of legal assistance provided to a maximum cost of \$15,000; and*
- 3. Require Councillor McConnell to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00238."*

Report / Background

An application for legal assistance was determined at the Ordinary Meeting held on 4 July 2023. The application was made by Councillor Christensen with regard to inappropriate conduct matter C-23-0238. Council passed a resolution granting the provision of legal assistance conditional upon the amount provided being reimbursed to Council within 28 days of a finding of inappropriate conduct for the matter in question.

Subsequent to the resolution regarding the repayment of legal costs, Governance officers became aware that, if the subject Councillor was required to reimburse Council for the legal assistance, he would need to be issued with an invoice from Council.

The administrative process for the payment involves the Council's insurer, who is responsible in the first instance for making any payment for legal assistance to the subject Councillor's legal firm once the legal firm has invoiced the insurer. The insurer would then invoice Council for those legal costs that the insurer has paid. When Council receives the invoice from the insurer, an invoice is then able to be raised and sent to the subject Councillor in order to facilitate payment. The subject Councillor would then be able to pay the invoice for the legal costs satisfying the requirements of Council's legal assistance policy and the resolution to grant legal assistance subject to reimbursement if the subject Councillor was found to have engaged in inappropriate conduct.

Due to the complexities of the provision of legal assistance and the subsequent invoicing by the insurer, the subject Councillor is faced with the possibility of not being able to comply with the resolution of Council should a finding of inappropriate conduct be made. To address the uncertainty as a result of the administrative process, a Notice of Motion has been received by the CEO from Councillor McConnell to amend the 4 July 2023 resolution of Council. The proposed amendment provides for the repayment terms to be within 28 days of receiving an invoice from Council and not 28 days from the finding of inappropriate conduct.

Budget / Financial Implications

There is no financial implication with the proposed amendment to the resolution.

Strategic Implications

Operational Plan

Theme: 3. Open and Responsive Government

Key Area of Focus: Ongoing integrity of Council’s practice and processes

Legal / Statutory Implications

Section 262 of the *Local Government Regulation 2012* (LGR) allows for a local government to repeal or amend a previous resolution. A Notice of Intention to propose the repeal or amendment must be provided to Councillors at least 5 days before the meeting at which the proposal is to be made. On 16 August 2023, the Councillors were provided with the Notice of Intention to amend the 4 July 2023 resolution. The notice has been provided in compliance with section 262 of the LGR.

Risks

Strategic Risks

The following Level 1 and Level 2 (strategic) risks are relevant to the matters considered in this report:

SR46 Inadequate or lack of Governance (including procurement) Framework (systems, policies, procedures, delegations and controls) in place to ensure compliance by Council's Councillors and Officers with all relevant State and Federal legislation and regulations.

Risk Summary

Category	Explanation
Governance, Risk & Compliance Failure to comply with legislative compliance with the Local Government Regulation 2021.	The proposed amendment is in compliance with section 262 LGR. It has been proposed to address a situation where a Councillor may not be able to comply with a resolution of Council which would be a breach of the Councillor Code of Conduct. The amendment will address an administrative anomaly which is preventing the Councillor from making the timely reimbursement of legal costs as per a resolution. If Council do not amend the resolution, the Councillor will be placed in a position where he is unable to facilitate payment and possibly forced into a code of conduct breach through no fault of the Councillor.

Human Rights Implications

No human rights have been impacted by any actions recommended in this report.

Consultation

Council's insurer, JLT Risk Solutions Pty Ltd.

Conclusion

The amended wording to the repayment terms will provide for more certainty with regards to the repayment timeframe rather than placing a subject Councillor in a position where the requirement under the resolution is not able to be complied with through no fault of the subject Councillor.

Options

That Council consider Councillor McConnell's proposed amendment to the resolution of Council, as follows:

That for item 3 of the resolution adopted under Item 10.9 at the Ordinary Meeting held on 4 July 2023, Council amend the resolution by deleting the words:

"Require Councillor Christensen to repay to Council all legal costs within 28 days, up to the total amount provided, upon a finding of inappropriate conduct for matter C-23-00238."

and replacing with the words:

"Require Councillor Christensen, that upon a finding of inappropriate conduct for matter C-23-00238, repay to Council all legal costs up to the total amount provided within 28 days of receiving the invoice from Council."

2. That Council does not adopt the proposed amendment to item 3 of the resolution adopted under Item 10.9 at the Ordinary Meeting held on 4 July 2023.