

AttachmentsUnder Separate Cover

Ordinary Meeting

Wednesday, 26 November 2025

Table of Contents

11.1	Operational Pl	an 2025-2026 Quarter One Report	
	Attachment 1	Quarter One Report - Operational Plan 2025-2026	4
	Attachment 2	Quarter One Report - Service Delivery 2025-2026	38



SCENIC RIM REGIONAL COUNCIL

2025-2026 OPERATIONAL PLAN

QUARTER ONE REPORT

1 July 2025—30 September 2025



Item 11.1 - Attachment 1 Page 4

Contents	Page
Executive Summary	3
Strategic Goals	
Planning and Place Making	7
Integrated Transport	9
Economic Development	12
Connected Communities	15
Environment and Waste	18
Sport and Recreation	21
FOCUS Guiding Principles	
Financial Sustainability	24
Operational Efficiency	26
Customer Responsiveness	29
United Team	32
Strategic local Partnerships	34

Acknowledgement of Country

Scenic Rim Regional Council acknowledges the traditional country of the Mununjali, Wangerriburra, Migunberri and Ugarapul Peoples of the Scenic Rim. We recognise that the Scenic Rim continues to have connections to cultural, spiritual, environmental, and economic importance and respect connection to Country. We pay our respects to Elders past, present and emerging, acknowledging the important role Aboriginal and Torres Strait Islander Peoples play in shaping the future of our Region.

2025-2026 Operational Plan Q1 Report

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 2025-2026 that contribute to the delivery of the five year Corporate Plan, as required by Section 175 of the *Local Government Regulations 2012*. The report also provides Council and the community with information on the successful delivery of services across the region. Progress within each service during the quarter is discussed, as are highlights and key output measures. Upcoming challenges and opportunities for improvement are also contained in the report.

Corporate Plan

The Operational Plan Quarterly Report is structured in a way that reflects and addresses the themes in the Corporate Plan, indicated in the diagram below.

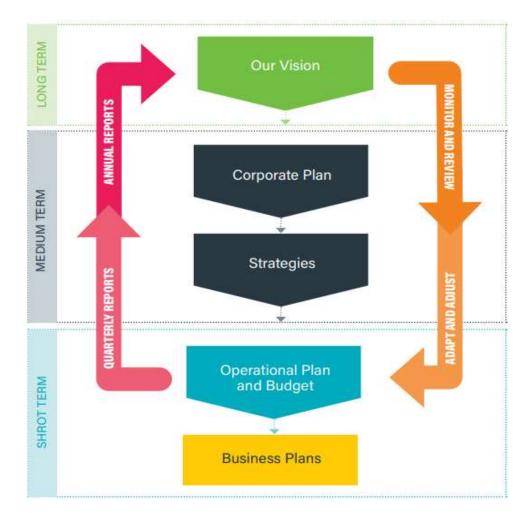


2025-2026 Operational Plan Q1 Report

- 4 -

Reporting Framework

Council has a legislative obligation to deliver several reports during the financial year, with the Quarterly Report against the Operational Plan being one of them. Information in this report provides Council with feedback on the delivery of strategic activities and services and therefore, an opportunity to make adjustments to the way in which they are delivered. This periodic monitoring of Council's progress throughout the year ensures that we are meeting the published outcomes in the Corporate Plan.



2025-2026 Operational Plan Q1 Report

- 5 -

Summary of Activity Status - Quarter One

Activity

Scenic Rim Planning Scheme	0	
Tamborine Mountain Gallery Walk	0	Planning and Place Making
Master Plan Committees	0	-
QRA Infrastructure Recovery	0	
Hinchcliffe Bridge Construction	0	
Mount Lindesay Highway Upgrades	0	
Disaster Recovery Funding Arrangement - Delivery Shelf Road	0	Integrated Transport
Realignment Project, 2022 floods Disaster Recovery Funding Arrangement - Delivery Severe Storms and Rainfall Event 2023-2024	0	
Scenic Rim Business Excellence Awards	0	
Regional Prosperity Strategy	0	
Economic Development Strategy		
Bromelton State Development Area	0	Economic Development
Industrial Land Development	0	
Water for Warrill	0	
Public Wi-Fi	0	
Reconciliation Action Plan	\supset	
City Deal Public Art Project	\supset	0
Shifting Ground Touring Exhibition	0	Connected Communities
Community Safety Partnership	0	
TC Alfred Recovery	\supset	
One Million Trees Program	0	
QRA Extraordinary Clean Up Grant	0	
Saving the Koala Funding Il-Bogan Ecological Restoration	0	
On-site Water Storage Capacity	ö	
Resilient Rivers Initiative	Ô	Environment and Waste
Flying-fox Roost Management	Ô	
Agricultural Water Security	Ô	
Environmental Levy	Ô	
Leachate Reduction Management	Ü	
Beaudesert Recreational Precinct	0	
Parks and Amenities Strategy	0	Sport and Recreation

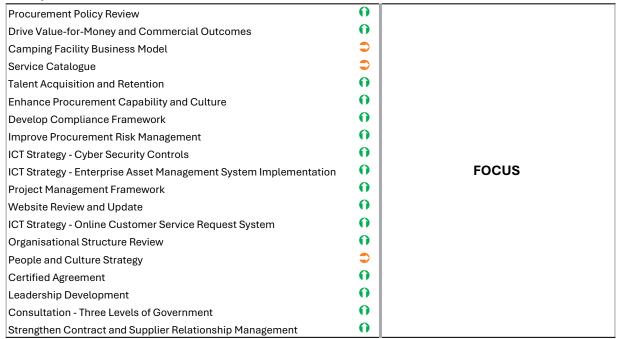
Legend: ② Completed **①** On track **②** Monitor **∪** Requires attention **○** Other

2025-2026 Operational Plan Q1 Report

- 6 -

Summary of Activity Status - Quarter One

Activity



2025-2026 Operational Plan Q1 Report

1. Planning and Place Making

Our regional growth and local community places are enhanced through thoughtful planning.

Outcomes

- 1.1 Planning for Queensland and the South East Queensland region is informed by community views, with Council actively contributing to planning policy at state and regional levels.
- 1.2 Growth and development is thoughtfully planned through the Scenic Rim Planning Scheme, which is current and aligned with both Queensland Government requirements and the Growth Management Strategy 2041.
- 1.3 Local planning and community engagement informs investment in Council-owned and controlled land in key population centres across the region, supports activation of community places and spaces, and celebrates the unique character of each place.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Scenic Rim Planning Scheme					
Complete amendments to the Scenic Rim Planning Scheme to ensure alignment to emerging issues and the Growth Management Strategy 2041.	O				
Tamborine Mountain Gallery Walk		-	•	-	
Complete the construction of the planned capital investment project at Gallery Walk, Tamborine Mountain.	0				Gallery Walk carpark construction well underway, with planned completion during 2026.
Master Plan Committees					
Finalise and implement comprehensive urban design plans for capital investment in upgrades to Council owned and controlled land in Kooralbyn, Canungra and Kalbar.	O				Plans are well underway for the three townships. Draft Plans have been distributed for review by the committees.

Legend: ② Completed **①** On track **③** Monitor **②** Requires attention **③** Other

2025-2026 Operational Plan Q1 Report

- 8 -

Contributing Services

Development Services	
What we do:	Provide development information, assessment and compliance services.
Why we do it:	To administer and uphold development and planning related functions as the local authority in accordance with legislative requirements.
Strategic and Land Use Plar	nning
What we do:	Maintain the Scenic Rim Planning Scheme and Scenic Rim Local Heritage Register and advocate for the desired planning outcomes for the region as a stakeholder in the State-led planning framework.
Why we do it:	To ensure that development activity is monitored and the Planning Scheme updated regularly to address emerging and future requirements for development.

2. Integrated Transport

Our integrated transport network is connected and accessible.

Outcomes

- 2.1 Well-planned transport infrastructure supports long-term community needs across the region and connects to key locations outside the region.
- 2.2 Council's local road network is maintained and systematically upgraded through a strategic asset management approach and the capital works program is effectively delivered.
- 2.3 The community has improved access to safe and convenient routes for walking and cycling.
- 2.4 Disruption resulting from disaster management impacts on roads is minimised through timely repairs and infrastructure is rebuilt with improved resilience.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
QRA Infrastructure Recovery	,				
Queensland Reconstruction Authority Infrastructure Recovery undertaking Reconstruction of Essential Public Assets - Shelf Road and other Landslips.	O				
Hinchcliffe Bridge Construction					
Complete construction of Hinchcliffe Bridge in Kooralbyn.	0				Project currently being delivered and on track for completion early 2026.
Mount Lindesay Highway Upgrades					
Advocate for upgrades to Mount Lindesay Highway.	0				Council continues to advocate for upgrades to the Mount Lindsay highway. Planning for safety improvements underway by Department of Transport and Main Roads.
Disaster Recovery Funding Arrangement - D	eliver	y Sheli	f Road	Reali	gnment Project, 2022 floods
Finalise delivery of Shelf Road Realignment Project under the infrastructure recovery program for 2022 floods.	O				The Shelf Road Realignment Project on track to be delivered by April/May 2026.

2025-2026 Operational Plan Q1 Report

- 10 -

Disaster Recovery Funding Arrangement - Delivery	evere Storms and Rainfall Event 2023-2024
proplement transport infrastructure recovery plans associated with Severe Storms and Rainfall event 2023-2024. Two program management consultants, Redfrost and Shepherd Services, have been engaged to assist in the delivery of the following program: \$16 Million unsealed gravel program with construction delivered by SRRC crew; \$8 Million of sealed road and landslip remediation program: construction delivered by external construction contractors.	The approved program arising out of the December 2023 and January 2024 events ar on track to be delivered by June 2026.

Legend: ② Completed **①** On track **②** Monitor **②** Requires attention **②** Other

2025-2026 Operational Plan Q1 Report

- 11 -

Contributing Services

Roads and Traffic	
What we do:	Provide for the maintenance and renewal of Council's transport associated infrastructure and drainage assets.
Why we do it:	To ensure safe access and usage of transport associated infrastructure, ensuring the road network is maintained to an agreed service standard.
Contracts and External Wor	ks
What we do:	This service is delivered in partnership with DTMR in order to maintain Council and State roads, utilising local skills and knowledge.
Why we do it:	Deliver two main roads contracts on behalf of the Department of Transport and Main Roads (DTMR). These contracts vary in nature and cover pavement maintenance or roadside vegetation maintenance or a combination of both. They are commonly referred to as the Road Maintenance Performance Contract (RMPC) and the Routine Maintenance Contract (RMC); the first is directly with DTMR and the second via a subcontract with Roadtek.

2025-2026 Operational Plan Q1 Report

3. Economic Development

Our economic growth is strong and businesses are supported.

Outcomes

- 3.1 Economic growth and employment opportunities are created through promoting and developing the region's competitive strengths.
- 3.2 Industry partnerships create unique visitor experiences, helping to build a sustainable tourism industry.
- 3.3 Small businesses are recognised and supported.
- $3.4\,Planning\,and\,advocacy\,for\,digital\,and\,economic\,infrastructure\,supports\,regional\,lifestyles\,and\,economic\,opportunities.$

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Scenic Rim Business Excellence Awards					
Deliver the Business Excellence awards, to promote the success of local businesses across the region.	O				Submissions opened on 3 September 2025. Three award writing workshops have been scheduled in October, with submissions closing on 14 November 2025.
Regional Prosperity Strategy					
Analyse and report on the completed delivery of the Regional Prosperity Strategy 2020-2025 by December 2025.	0				Council continues to deliver actions outlined in the Regional Prosperity Strategy and Action Plan 2020-2025.
Economic Development Strategy					
Development of a new Economic Development strategy to identify, prioritise and assist in planning for the Prosperity of the region.	•				Council adopted the Scenic Rim Economic Development Strategy 2026-2030 at the Ordinary meeting held on 27 August 2025.
Bromelton State Development Area					
Implement Investment Attraction Action Plan to promote and advocate for Bromelton State Development Area, including SEQ City Deals.	0				Scenic RIm Strategic Coordination Group meeting held August. Officers continue to engage in the Activating Bromelton Business Case Project (SEQ City Deal initiative). Continue work with investment opportunities for the Bromelton SDA in partnership with Trade and Investment Queensland and the Department of State Development, Infrastructure and Planning.

Legend: ♀ Completed ♠ On track ➤ Monitor ♥ Requires attention ● Other

2025-2026 Operational Plan Q1 Report

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Activity	Status	Status	Status	Status	Q1 Comment
Industrial Land Development					
Work with Planning to promote existing and	0				Promoted opportunities in the Beaudesert
support the development of additional industrial					Enterprise Precinct and Bromelton SDA,
land, including Boonah Industrial Area as outlined					working with State Government Agencies.
in the Scenic Rim Economic Development					
Strategy.					
Water for Warrill					
Advocate for Water for Warrill P/L to achieve	0				Council continues to participate in Water for
milestones in projects that contribute towards	''				Warrill - Stage 1 Investigation. In June 2025,
increasing water resilience within the region.					Water for Warrill Ltd executed a grant
					agreement with the Department of Local
					Government, Water and Volunteers for the
					amount of \$1 million to develop the Water for
					Warrill Options Analysis and potential
					subsequent Detailed Business Case to progress
					assessment of the viability of a range of
					infrastructure and non-infrastructure solutions
					to deliver reliable, high priority water to the
					area. Stage 1 of this phase fo the project has
					commenced which includes stakeholder
					engagement and a review of potential
					improvements to the operations of the Warrill
					Valley Water Supply Scheme under the current
					Water Plan.

Legend: ② Completed **①** On track **②** Monitor **∪** Requires attention **○** Other

- 14 -

Contributing Services

Economic Development	
What we do:	Strengthen and grow the local economy while maintaining the character of the Scenic Rim and its culture through capacity and capability building initiatives, placemaking and advocacy.
Why we do it:	To encourage economic growth across the region and promote the Scenic Rim as a destination for tourism and business.
Regional Events	
What we do:	Develop and deliver quality regional events.
Why we do it:	To deliver and grow existing regional events (aimed chiefly at visitors) that deliver economic return and build our destination brand. To attract and develop new events that deliver economic return. To mentor community-based organisers of events to build their capability.

2025-2026 Operational Plan Q1 Report

4. Connected Communities

Our communities are connected, inclusive, resilient and healthy.

Outcomes

- 4.1 Community venues are contemporary, appropriate and support a diverse range of services and programs, and benefits from facilities are maximised through increased usage and access.
- 4.2 Residents have diverse opportunities for meeting together, learning, creating and enhancing their health and wellbeing.
- 4.3 Local community organisations and creative industries are strengthened through grants, training and advice.
- 4.4 Community has a strong sense of identity, the region's heritage is respected and partnerships with First Nation communities progress reconciliation.
- 4.5 The community is resilient and the region is well prepared to respond to and recover from disaster events, through local disaster management arrangements.
- 4.6 Council collaborates with partners to improve community safety and address complex social issues such as domestic and family violence and homelessness.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Public Wi-Fi					
Investigate business case for public Wi-Fi within Council facilities and parks.	0				Work yet to commence, pending access to resources.
Reconciliation Action Plan					
Engage with community to develop Reconciliation Action Plan.	>				Council Officers have met with staff from Department of Aboriginal and TSI Partnerships for advice.
City Deal Public Art Project					
Collaborate/liaise with selected artists to finalise the design of the City Deal funded public art play space and undertake necessary funding body approval and procurement processes in readiness for installation during 2026-2027.	•				Council is still waiting for funding confirmation.
Shifting Ground Touring Exhibition					
Launch of Shifting Ground Exhibition and development of a national touring program until 2029, funded by Visions Australia grant.	0				

Legend: ② Completed **①** On track **③** Monitor **①** Requires attention **②** Other

2025-2026 Operational Plan Q1 Report

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Community Safety Partnership					
Develop a Community Safety Partnerships to address community issues including domestic and family violence and homelessness. May involve the use of activation, lighting and CCTV.	0				Recent CCTV funding announced will assist in delivering practical solutions for two local communities.
TC Alfred Recovery		•		•	
Complete De-Brief for Ex Tropical Cyclone Alfred, finalise the Recovery Plan associated with this event and progress implementation.	9				External contractors, Capire, provided a presentation to the Executive Team in September. All related documents have since been shared for final review. A date will be confirmed to present to Council in Quarter Two. The Locla Recovery Action Plan is with Local leads for input and advice. Updated timeframes for review will be confirmed once feedback has been received. The Community Recovery and Resource Officer has commenced with sexternal funding supporting this role to enhance resileince in the long term.

Legend: ② Completed **①** On track **②** Monitor **∪** Requires attention **○** Other

Contributing Services

Arts and Culture	
What we do:	Support cultural engagement, development, and heritage recognition, and assist local creative industry through capacity building programs.
Why we do it:	To support and enable a vibrant, creative and cultural community.
Library Services	
What we do:	Deliver library services that provide access to information and resources for the purpose of leisure and learning through four branches, a mobile library and online.
Why we do it:	To foster a culture of learning, research, and community connection.
Community Development	
What we do:	We strive to strengthen the local communities to become more resilient, inclusive, welcoming, connected and healthy. We support the community through social, sport and recreation, heritage and cultural initiatives.
Why we do it:	To promote social inclusion, connectedness for communities across the region, build capacity, provide programs that target health and wellbeing for all demographic types and advocate for access to community and social services.
Disaster Management	
What we do:	We ensure that Council meets its obligations under the Disaster Management Act 2003 and Disaster Management Regulation 2014 to prepare and respond to disasters and emergencies. We also To respond to emergencies and disasters in line with responsibilities of Local Government as specified in number of State and Local policies, procedures and guides.
Why we do it:	To respond to emergencies/disasters in line with responsibilities of Local Government as specified in number of State and Local policies, procedures and guides.
Regulatory Services	
What we do:	Deliver a range of compliance, environmental health and education activities to ensure the safety of the community and visitors to the region.
Why we do it:	To ensure compliance and safety through education, inspection and enforcement of local government local laws and other regulations.

2025-2026 Operational Plan Q1 Report

5. Environment and Waste

Our natural environment is well managed, and our waste and emissions are reduced.

Outcomes

- 5.1 The region's natural environment and biodiversity is managed effectively, in partnership with the community.
- 5.2 Priority biosecurity risks and their impacts on the region are minimised.
- 5.3 Progress towards net zero emissions and greater resilience to climate change impacts are achieved.
- 5.4 Water security throughout the region is improved.
- 5.5 Waste is managed to reduce its impact in the environment, support a circular economy and build economic opportunity.
- 5.6 Council reserves and unoccupied land are managed, and acquisition of environmental land provides environmental benefits.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
One Million Trees Program					
To encourage community to plant one million plants to address issues of biodiversity loss by encouraging sustainable land practices, the restoration of waterways and bushland and beautification of the region.	0				
QRA Extraordinary Clean Up Grant					
Conduct clean-up activities in Council reserves and targeted Nature Refuges to support removal and disposal of disaster related debris.	0				
Saving the Koala Funding					
Koala Funding is a conservation and recovery effort to improve the trajectory of koalas in the Scenic Rim.	0				
Il-Bogan Ecological Restoration					
This project is to manage or mitigate the erosion occurring on Logan River at II-Bogan Park and restore riparian habitat and protect any cultural significance.	O				

Legend: **②** Completed **①** On track **②** Monitor **∪** Requires attention **⊙** Other

2025-2026 Operational Plan Q1 Report

Activity	Q1	Q2	Q3	Q4	Q1 Comment
0 11 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Status	Status	Status	Status	
On-site Water Storage Capacity					
Provide for increased on-site water storage	0				
capacity in new developments in non-reticulated					
areas . Linked to Planning Scheme Amendments.					
Resilient Rivers Initiative			l		
Deliver strategic catchment projects (listed	0				
below) and outcomes for the Resilient Rivers SEQ	``				
as part of South East Queensland City Deal:					
Mid Logan River Catchment Restoration					
Mid Albert River Catchment Restoration					
Continuation of Bremer River Catchment Rural					
Partnerships Program					
Mid Warrill Creek Bank Stabilisation					
Moogerah Cat's Claw Creeper Management					
Purga Creek Bank Stabilisation					
Fluvial Geomorphology Training					
Flying-fox Roost Management					
Deliver state government grant funding to manage	0				Canungra Grant had an approved variation to
targeted flying-fox roosts.					clear vegetation and use sprinklers.
Agricultural Water Security					
Advocate for water security for agricultural	0				Council continues to participate in Water for
purposes.					Warrill.
Environmental Levy					
Introduce an environmental Levy to fund or	0				
expand a range of initiatives, programs and					
projects that protect and maintain vital					
ecosystems and natural environmental values.					
Leachate Reduction Management					
Reduce the volumes of leachate currently stored	U				Council is currently managing excess leachate
at Bromelton Waste Facility to return site to full					at Bromelton as part of the management of the
operational capacity.					landfill. On-site operations are underway to
					evaporate stored leachate during this financial
					year. The external contratcor, BeneVap, has
					processed 2.4 million litres of Leachate in
					Quarter One which is not sufficient to resolve
					the ongoing operational issues. Therefore,
					officers are investigating options both for this
					financial year and longer term.

Legend: $oldsymbol{\Theta}$ Completed $oldsymbol{\Omega}$ On track $oldsymbol{\Theta}$ Monitor $oldsymbol{\Theta}$ Requires attention $oldsymbol{\Theta}$ Other

2025-2026 Operational Plan Q1 Report

- 20 -

Contributing Services

Biodiversity and Climate Cha	ange
What we do:	To preserve and enhance the region's unique natural environment and rural landscapes, in partnership with the community. To ensure that the region is responsive to the threat of climate change and is progressing towards net zero emissions, improved resilience and adaptation to climate change impacts.
Why we do it:	Deliver a range of biodiversity, waterway and climate change outcomes through planning, project development and programs to ensure the region's unique natural environment is recognised, preserved and enhanced in partnership with the community for future generations.
Waste Management	
What we do:	Provision of waste services, including the operation of waste facilities, asset projects, repairs and maintenance as well as management of open and closed landfills. Provision of waste collection services, contract management, strategic asset management, waste education, strategy development and implementation, commercial business development, policy development and liaison, planning and development and customer request management.
Why we do it:	To provide safe, tidy and healthy waste environments for the residential and business community. To provide waste services that meet the needs of the community and local, state and federal government, with a focus on reducing waste to landfill.

2025-2026 Operational Plan Q1 Report

6. Sport and Recreation

Our sport and recreation opportunities meet the needs of our residents and visitors.

Outcomes

- $6.1\,Sport\,and\,recreational\,infrastructure\,in\,the\,region\,is\,well\,maintained\,and\,fit\,for\,purpose.$
- 6.2 Stronger partnerships with sporting organisations drive increased participation.
- $6.3\, \hbox{The region hosts high quality and accessible sporting events and unique recreational opportunities}.$

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Beaudesert Recreational Precinct					
Progress detailed design and apply for funding to support delivery of Beaudesert Recreational Precinct.	0				Initial planning phase still currently underway for regional sports facility.
Parks and Amenities Strategy					
Develop, analyse and implement strategic outcomes for Parks and Amenities across the Region.	0				Community engagegment on draft strategy is planned for Quarter Two and Quarter Three.

2025-2026 Operational Plan Q1 Report

Contributing Services

Swimming Pools	
What we do:	Provide five seasonal public swimming pools, and one aqua fitness centre, for water sport, health and fitness, physical therapy, recreation and water safety education.
Why we do it:	To provide residents and visitors the opportunity to learn to swim, participate in physical activity, exercise and socialise with friends and family in a safe aquatic setting.
Park and Landscape Mainten	ance
What we do:	Maintain parks and open spaces, including mowing, landscaping and tree maintenance.
Why we do it:	To provide the community with safe, public open spaces for recreation, social gatherings, exercise, and relaxation.
Campgrounds	
What we do:	Manage and maintain Council controlled campgrounds to a suitable level for the attraction of guests.
Why we do it:	To ensure that Council controlled campgrounds in the region are available to for use by visitors and enhance the visitor opportunities within the Scenic Rim.

2025-2026 Operational Plan Q1 Report

FOCUS

Council's guiding principles underpin everything it does. These principles represent how the organisation operates and makes decisions. They apply to both day-to-day service delivery and the delivery of the strategic goals in this Plan.

Council identifies and manages strategic risks as part of the risk management framework. The FOCUS guiding principles will help to address identified risks facing the organisation.

Five guiding principles, which together will shape a new organisational development program, spell out the word FOCUS. This sets out the things which, over the next five years, will be a focus for Council to develop and improve the way the organisation operates.

A FOCUS on financial sustainability will deliver value for money. This will be achieved through responsible management of resources, robust budget processes, asset management planning that supports effective maintenance and renewal of assets, and a strategic approach to procurement.

A FOCUS on operational efficiency will help to streamline Council's systems and processes. Over the next five years, Council needs to update IT systems and undertake a program of continuous improvement activities to drive efficiency and effectiveness. Operational effectiveness also depends on robust governance processes that include policy, audit and risk management. A FOCUS on customer responsiveness continues to be a top priority for Council. Council wants to make sure that doing business with the organisation is as easy as possible and that customers find Council to be responsive. It is important to provide accurate information at the appropriate time and ensure engagement is inclusive and accessible.

A FOCUS on supporting a united team will provide impact across all aspects of the Corporate Plan. It will create a safe and positive workplace culture for the team at Council. Developing leaders and listening to employees will create the foundation for a strong culture. Attracting and retaining talent and valuing the contribution employees make to the region is an ongoing priority for Council.

A FOCUS on strategic local partnerships will allow Council to deliver on a challenging and ambitious program. Strategic goals will require support from other organisations and new partnerships will be needed to enable Council to work collaboratively with others for the benefit of the region.

2025-2026 Operational Plan Q1 Report

FOCUS: Financial Sustainability

Outcomes

Budget planning is responsible, complies with the Queensland Financial Sustainability Framework, and ensures funds are appropriately allocated for services and strategic priorities.

Revenue streams are maximised and new revenue options explored.

Expenditure controls prevent waste and support informed decisions about how resources are allocated.

Asset management practices are mature and provide quality data to support planning and maintenance.

Strategic procurement ensures value for money and supports delivery of services.

Property acquisition, disposal and management are strategic and support Council's long-term goals.

Activity Procurement Policy Review	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
The review and development of contemporary procurement policies, procedures, guidelines and manuals that will provide the necessary assistance to Council buyers in their procurement requirements. Drive Value-for-Money and Commercial Out	1	s			Annual Procurement Policy is underway, supported by necessary manuals to guide Council buyers. This will be supported by a Procurement AI Bot and Training to be roled out in Quarter Two.
Embed whole-of-life costing, sustainability, and social value considerations into procurement decisions. Increase use of aggregated buying, prequalified supplier panels, and innovative procurement methods. Conduct market sounding and sourcing strategy development for high-value and complex procurements.	O				Service and works requirements currently under review to establish best strategic approach for prequalified supplier panels (SOA) and preferred supplier arrangements to maximise aggregated buying.
Camping Facility Business Model					
Undertake a feasibility assessment of the business model options available to council with the objective to ensure ongoing revenue is received by council, and facilities are appropriately maintained.	•				Partially commenced. Expect to re-commence in Quarter Two.

Legend: ♦ Completed ↑ On track ♦ Monitor ♥ Requires attention ● Other

2025-2026 Operational Plan Q1 Report

Contributing Services	
Financial Services	
What we do:	Provide financial management, treasury management, statutory financial compliance and reporting, budgeting, asset accounting, creditor payment services and payroll services.
Why we do it:	To ensure good financial management and financial sustainability.
Procurement	
What we do:	Deliver a procurement and supply service that supports the operations of Council.
Why we do it:	To provide strategic sourcing and fit for purpose goods and services from local and other markets to Council by delivering value for money solutions.
Property Management	
What we do:	Manage Council owned land, provide related advice, project oversight, land sales, land acquisitions, and ensure compliance with relevant legislation.
Why we do it:	To manage Council's land portfolio, and ensure there is strategic direction for Council land assets.
Rates and Revenue	
What we do:	Process rates and charges levied, arranges collection of outstanding rates- related debts, and resolves external customer enquiries, while providing exceptional customer service to the community.
Why we do it:	It is a legislative requirement to levy rates and charges, as the main revenue source for Council to perform and deliver essential services to the ratepayers and community.

FOCUS: Operational Efficiency

Outcomes

Council's Service Catalogue includes clear service standards, performance information and costings.

Modern and effective technology systems support service delivery.

A corporate improvement program drives efficiency and improves services.

Performance reporting is clear, timely and supports decision-making, and benchmarking allows comparison with similar councils.

Council projects are well coordinated and managed.

Decision-making processes are robust, transparent and supported by relevant information.

Audit provides assurance and identifies opportunities for improvement, with risk management being embedded in operational planning.

Activity	Q1	Q2	Q3 Status	Q4	Q1 Comment
Talent Acquisition and Retention	Status	Status	Status	Status	
		ı	1	1	
Plan to outline Council's strategies for talent	0				
acquisition and retention that will assist in					
building stronger and motivated team to deliver					
exceptional results for our community.					
Enhance Procurement Capability and Cultu	re				
Build procurement capability across Council	0				Extensive Procurement Manual and Supplier
through targeted training and mentoring.	''				Performance and Contract Management
Foster a "commercial mindset" and value-for-					Manuals have been developed, supported by Al
money culture across departments.					Bot which identified the clear roles and
Establish clear roles and responsibilities between					responsibilities within Council. Further Training
Procurement, Contract Owners, and Business					will support in Quarter Three for Supplier
Units.					Performance and Contract Management.
Develop Compliance Framework	-		-		
A compliance framework helps ensure Council	0				This work is yet to commence, with an
follows all relevant laws, regulations, standards,	''				understanding of existing frameworks to be
internal policies, and ethical practices.					considered in the first instance.
Improve Procurement Risk Management					
Integrate a Procurement Risk Assessment	O				Extensive Procurement Manual and Supplier
Framework into all major procurement and	''				Performance and Contract Management
contracting activities. Regularly review risk					Manuals have been developed, supported by AI
profiles and update controls as part of project					Bot which identified the clear roles and
and contract management. Use risk-adjusted					responsibilities within Council. Training will be
procurement planning, especially for high-risk					provided in Quarter Two.
sectors (e.g., construction).					

2025-2026 Operational Plan Q1 Report

- 27 -

Q1	Q2	Qз	Q4	Q1 Comment
Status	Status	Status	Status	
				Council has approached the market for a
0				suitablly qualified cyber security partner and is
				assessing responses.
Syste	m lm	pleme	ntatio	on
O				Evaluating readiness to initialate the project
1,				and organising internal stakeholder
				demonstrations.
		-		
0				
	Status	Status Status System Im	Status Status Status System Impleme	Status Status Status Status System Implementation

Contributing Services	
Facilities Maintenance and N	1anagement
What we do:	Process rates and charges levied, arranges collection of outstanding rates- related debts, and resolves external customer enquiries, while providing exceptional customer service to the community.
Why we do it:	To maintain Council owned buildings to acceptable standards, fit for purpose and compliant with regulations, in a cost-effective manner.
Fleet Management	
What we do:	Coordinate the tender, procurement, management, compliance and replacement of fleet assets, including plant and associated services.
Why we do it:	To ensure fleet assets are maintained per legislative, statutory, regulatory and scheduled servicing requirements for optimal use.
Fleet and Plant Maintenance	•
What we do:	Provide dependable and fit-for-purpose fleet, assets and equipment through high quality scheduled maintenance, preventative maintenance, repairs, and where possible fabricate, modify, and repair assets and equipment in Council workshops for facilities.
Why we do it:	To ensure that Council fleet assets are fabricated, maintained, and repaired to meet legislative and regulatory requirements, whilst also meeting internal customer demands at economical cost and high quality.
Governance and Internal Au	dit
What we do:	Enhance governance practices, streamline decision making processes, promote transparency, accountability and efficiency in Council operations. Also assist Council in enhancing its governance practices, streamlining decision-making processes, and promoting transparency, accountability, and efficiency in its operations.
Why we do it:	Enhance governance practices, streamline decision making processes, promote transparency, accountability and efficiency in Council operations. Also assist Council in enhancing its governance practices, streamlining decision-making processes, and promoting transparency, accountability, and efficiency in its operations.
Information Services and Te	
What we do:	Provide a range of information systems, information services and technology to Council.
Why we do it:	To create and maintain an efficient, effective and secure environment to support Council business operations through the provision of information and technology services.

2025-2026 Operational Plan Q1 Report

- 29 -

Contributing Services (continued)			
Strategic Infrastructure Pla	nning and Delivery		
What we do:	Provide asset information services, development of the Capital Works Program, coordination of capital works, asset management and infrastructure planning services.		
Why we do it:	To preserve and extend the service life of long-term infrastructure assets while achieving the required level of service. To support council in a value for money investment in infrastructure in operational, maintenance and capital. To deliver strategic projects which support the growth in the region.		

2025-2026 Operational Plan Q1 Report

FOCUS: Customer Responsiveness

Outcomes

Clear standards for customer service are established and communicated through an updated Customer Charter.

Customer processes are made easier, and customers are informed about progress with their requests.

Customers receive prompt and appropriate responses to complaints.

Customer feedback guides Council's service planning and drives improvements to overall customer experience.

Accurate, clear and timely communication, online and through individual communication channels, is consistently provided.

Inclusive and accessible engagement opportunities inform Council decisions.

Activity	Q1	Q2	Q3	` `	Q1 Comment
Website Review and Update	Status	Status	Status	Status	
Update website with increased customer information and online channels. Project includes migration of current site to an entirely new content management system, new service provider and new platform.	O				User Acceptance Testing is expected to be finalised by 3 October 2025, with go live scheduled for 13 October 2025.
ICT Strategy - Online Customer Service Req	uest S	ystem			
Implementation of online Customer Service Request system.	0				Internal Customer Request Working Group established.

Legend: ♦ Completed ↑ On track ♦ Monitor ♥ Requires attention ● Other

2025-2026 Operational Plan Q1 Report

Contributing Services	
Communications and Marke	eting
What we do:	Deliver internal and external communications, social media, media monitoring, media outlet relationship management and targeted marketing campaigns.
Why we do it:	To increase awareness and understanding of programs, services, events and decision-making processes and inform and connect with our communities.
Customer Contact and Com	nmunity Engagement
What we do:	Provide excellent customer service in accordance with the Customer Charter via a multi-channel service delivery model and undertake meaningful community engagement in accordance with the International Association for Public Participation (IAP2) framework.
Why we do it:	To provide the community with a frontline customer service function, improve customer experience and provide meaningful community consultation for a range of projects. To provide the community access to Queensland Government Agency Program (QGAP) services.

FOCUS: United Team

Outcomes

The safety and wellbeing of workers is consistently supported as a top priority.

A positive, values-driven culture is evident across the whole organisation.

Council invests in learning and development, with a focus on leadership skills.

Legend: ♦ Completed ↑ On track ♦ Monitor ♥ Requires attention ● Other

Council uses innovative approaches to attract and retain talent.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Organisational Structure Review	Status	Status	Status	Status	
Implement and embed Council's organisational structure to enable delivery services and the strategic goals.	O				Data being confirmed and will be provided to Working Group for implementation.
People and Culture Strategy					
Develop and implement a People and Culture Strategy and associated plans and programs to support improved workplace culture. Align Council's Values and Culture with Council's strategic goals, employee engagement and service delivery.	•				People and Culture Strategy to be developed, including the development of programs that can support improvements to workplace culture.
Certified Agreement					
Negotiation of new certified agreement for the next 3-4 years.	0				Council reached agreement in principle in September 2025. Certified Agreement draft will be prepared during Quarter Two.
Leadership Development					
Delivery of Emerging Leaders Program and delivery of senior leadership development.	0				Program parameters being explored and a project plan in development.

2025-2026 Operational Plan Q1 Report

Contributing Services	
Human Resources	
What we do:	Provide talent sourcing, employee onboarding, performance management, learning and development, industrial relations, legislative compliance, advice and guidance on any workforce-related matters.
Why we do it:	Human Resources provides the services to support the overall effectiveness and efficiency of the workforce, through developing and implementing effective tools, systems, frameworks, and methodologies for sourcing and managing the workforce.
Work Health, Safety and We	llbeing
What we do:	Provide systems and services to ensure the health, safety and wellbeing of workers, contractors, employees of contractors and sub-contractors and visitors.
Why we do it:	To ensure the health, safety and wellbeing of all workers through the provision and maintenance of a safe work environment, safe systems of work, safe plant and structures and the prevention and/or management of illness or injury arising from the operations of Council.

FOCUS: Strategic Local Partnerships

Outcomes

 $\label{thm:effective} \textbf{Effective advocacy supports external investment in regional priorities.}$

External funding is secured to support delivery of priorities.

Partnerships have clear purposes and robust governance processes.

Scenic Rim is represented at key local government industry events and forums.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q1 Comment
Consultation - Three Levels of Government					
Coordinate bi-annual meetings involving the Mayor and Councillors, Federal Member for Wright and State Member for Scenic Rim.	0				First bi-annual meeting has been scheduled for 1 December 2025.
Strengthen Contract and Supplier Relations	hip M	anage	ment		
Implement consistent contract management frameworks across Council. Develop supplier performance monitoring processes including KPIs, scorecards, and formal reviews. Enhance management of risks, variations, disputes, and renewals/extensions.	O				A detailed Suppler Performance and Contract Management Manual has been established, together with templates and checklists to assist the wider business. Training will be rolled out in Quarter Two. AI Bot is also being developed to assist with guidance.

2025-2026 Operational Plan Q1 Report

12/11/2025

SCENIC RIM REGIONAL COUNCIL **SERVICE DELIVERY REPORT QUARTER ONE 2025-2026**



Contents

Introduction	3
Infrastructure Services	4
Waste and Recycling	4
Facilities	6
Road Maintenance	7
Cemeteries	g
Parks and Landscape Maintenance	
Fleet Management and Servicing	11
Corporate and Community Services	13
Internal Audit, Risk and Improvement	13
Governance	14
Financial Management	15
Revenue	
Purchasing and Supply	18
Records	
Information Technology	20
Libraries	21
Community Development	23
Cultural Services	25
Customer Care and Engagement	27
Planning, Development and Environment	30
Biodiversity and Climate Change	30
Regional Prosperity and Communications	
Development Assessment and Engineering	
Infrastructure Charges	35
Strategic Planning	
Regulatory Services	
People and Performance	39
Human Resources	39
Payroll	40
Corporate Strategy and Performance	40
Work Health and Safety	41

Introduction

Scenic Rim Regional Council's Corporate Plan 2025-2030 and the Operational Plan 2025-2026 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.

The purpose of this report is to provide information about the delivery of services during Quarter One. The report includes key achievements across Council and key performance statistics which demonstrate the breadth and quantum of work undertaken by Council on a daily basis.

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 in relation to service delivery. Council remains committed to a positive customer experience, as outlined in Council's Customer Charter. The vast majority of the services outlined in the report directly benefit the community. 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, showing the work which is being undertaken for the region. It highlights achievements, challenges and opportunities for improvement as well as providing visibility of upcoming key service activities for the next quarter.

Infrastructure Services

Waste and Recycling

Highlights

- · Completed the bin health check inspections.
- · Completed the annual waste audit.
- Completed Container Exchange (COEX) basket installations in public places.

Performance Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	4,930			
Tonnes of commercial waste disposed to landfill	3,071			
Tonnes of general waste from kerbside collection	2,782			
Tonnes of general waste from transfer stations	2,147			
Tonnes of household recycling recovered	528			
Tonnes of green waste recovered and mulched	1,753			
New domestic waste collection services established	213			
New commercial waste collection services established	7			
Waste customer requests received	658			
Waste customer requests resolved	646			
Students engaged in waste education sessions	0			
Bin health checks	4,042			



- Expand COEX baskets installation program to general waste bin enclosures across the region. Obtain approval for introduction of organics collection service project.
- Introduce household battery collection and recycling.

Facilities

Highlights

• Contract meeting with new pool operator.

Performance Statistics

	Q1	Q2	Q3	Q4	
Facilities maintenance customer requests received	261				
SWIMMING POOL ATTENDANCE FIGURES					
Beaudesert					
Boonah					
Canungra	Pool attendance figures not available until Q4.				
Rathdowney*					
Scenic Rim Aqua Fitness	1				
Tamborine Mountain					

^{*} Rathdowney only open during December / January school holidays

Upcoming activity

• Business as usual activities for Quarter Two.

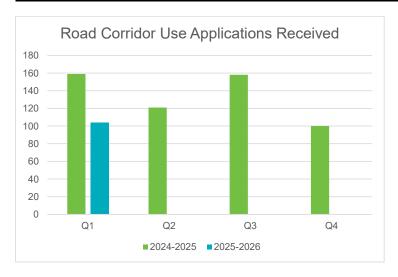
Road Maintenance

Highlights

- Long term bitumen seal contract released for tender. It is anticipated the panel be finalised by December 2025
- Reseal program recommenced to finalise the 2024-2025 reseal program. Works were delayed due to cold temperatures.
- Council road maintenance crews and contractors completing unsealed works under Queensland Reconstruction Authority (QRA) program and complementary works. These works include reshaping of gravel roads, drainage works and top up of gravel, where applicable.

Performance Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	104			
Road corridor use approvals issued	108			
Heavy vehicle access applications received	103			
Heavy vehicle access approvals issued	76			
Property access requests received	76			
Property access approvals issued (including initial and final approval)	75			
Rural road numbering requests received	11			
Rural road numbering approvals issued	13			
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	92			
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	34			
Road maintenance customer requests received	660			



- Preparation works and sealing to commence for 2025-2026 reseal program
 QRA unsealed road maintenance works to continue. These works include reshaping of gravel roads, drainage works and top up of gravel where applicable.
- Finalise panel contract for bituminous surfacing and associated services (reseal).

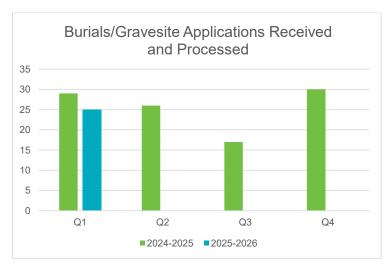
Cemeteries

Highlights

• Business as usual in Quarter One.

Performance Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	25			
Ash placement applications received and processed	13			
Applications for reservation received and processed	34			
Applications for monumental work received and processed	18			
Plaque placement applications received and processed	16			



Upcoming activity

• Boonah Cemetery internal road upgrade is scheduled to commence in Quarter Two. Project will be delivered across two stages. Estimated project completion in Quarter Four.

Parks and Landscape Maintenance

Highlights

- The first Free Tree Distribution Event for the year was held at Geissmann Oval, Tamborine Mountain on 6 September 2025 with 425 trees were distributed.
- Council has updated the Free Trees image and branding, including new signage and logos, gazebos, flags and uniforms.

Performance Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1,638			
Parks and landscape maintenance customer requests actioned	12			
Park use applications received and processed	21			
Applications for tree work / removal on Council managed land received	23			

- Our new branding will be on display at our second Free Tree Distribution Event, which will be held at DJ Smith Park, Canungra on 4 October 2025
- The third Free Tree Distribution Event for the year will be held at the Birnam St Council Nursery, Beaudesert on 1 November 2025

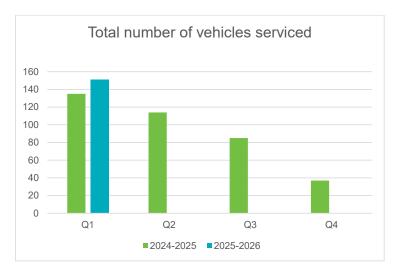
Fleet Management and Servicing

Highlights

- · Registrations reviewed and payment made for all Council's registerable fleet.
- Certificate of Inspection (COI) inspections for Council's heavy truck fleet payment and bookings undertaken with work orders generated for pre-inspections.
- · Crane inspections completed.
- · Five-year major inspections for Council's scissor lifts.
- Delivery of four Capital Works vehicles eliminated the requirement for hire vehicles within the section.
- Reallocation of vehicles to Parks and Landscape Maintenance to eliminate the requirements of hire vehicles within the section

Performance Statistics

	Q1	Q2	Q3	Q4
SERVICES				
Heavy plant	35			
Light motor vehicles	65			
Small plant	17			
Trucks	34			
Total Vehicles Serviced	151			
FLEET PURCHASES (ORDERED)				
Light Motor Vehicles	7			
Plant	0			
Small Plant	4			
Trailers	0			
Trucks	0			
Other	0			
FLEET DELIVERIES				
Light motor vehicles	0			
Plant	0			
Small Plant	4			
Trucks	1			
Other	0			
FLEET DISPOSALS				
Light motor vehicles	6			
Small plant	0			
Plant	0			
Other	1			
Trucks	0			



- Complete the installation of driver identification devices to Council's fleet assets.
- Review the possibility of implementing electronic pre-starts for Council's trucks through existing programs.
- Engage contractors to commence risk management reporting for relevant fleet assets, once procurement process is complete.

Corporate and Community Services

Internal Audit, Risk and Improvement

Highlights

- · An Audit and Risk Committee Meeting was held on 21 August 2025.
- The first Audit and Risk Committee Meeting to discuss the financial statements was also held on 25 September 2025.
- The Annual Internal Audit Plan for 2025-2026 was endorsed by the Audit and Risk Committee and approved by Council.
- A review of fuel card management was completed.
- · Continuous Assurance Testing on Procurement and Accounts Payable was completed.
- · Advice and assistance was provided regarding risk management and procurement improvements.
- · Support was provided to the project management framework training.

Performance Statistics

STATUS OF AGREED AUDIT ACTIONS	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low Risk	23	0	0	23
Medium Risk	43	3	0	40
High Risk	28	1	0	27
Total	94	4	0	90

- The second Audit and Risk Committee to discuss financial statements will be held 9 October 2025.
- A regular Audit and Risk Committee Meeting is scheduled for 20 November 2025.
- Reports on Regulatory Compliance and Parks Management to be completed.
- · Several other reviews will be in progress.
- · Continuous Assurance Testing on corporate cards to be completed.

Governance

Highlights

- Developed the Olympic, Sports and Recreation Advisory Committee, which was approved by Council.
 Reviewed Council to CEO delegations register and adopted by Council.

Performance Statistics

	Q1	Q2	Q3	Q4			
INSURANCE AND LIABILITY REPORTING							
Balance carried forward	4						
Received	21						
Items referred to insurer	5						
Items assessed by Council	16						
Claims approved	1						
Claims denied	2						
Notification only	0						
Still under review (carry forward)	0						
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS							
Right to information and privacy applications received	6						

Upcoming activity

• Review CEO to Officer delegations.

Financial Management

Highlights

- · Financial Statement preparation and management of external audit process.
- · End of financial year accruals, accounting adjustments and system rollover adjustments.
- · Carry Forward Process Management.
- Set up of 2025-2026 Budgets in Reporting System and Financial Reporting Process.
- · Processing of Accounts Payable.
- · Implementation of Ok2Pay to replace eftsure for Bank Account verification.
- Monthly Business Activity Statements and Taxable Payments Annual Report.
- Monthly Financial Performance Reports presented to Council.
- · Monthly balance sheet and subsidiary system reconciliations.
- Commence transition to new Corporate Card system.
- · Implementation of credit card surcharge system.

Performance statistics

INVOICE PROCESSING	
Jul 2025	1,825
Aug 2025	1,621
Sep 2025	2,015



Upcoming activity

- · Commence the September budget review process.
- Compile the departmental consolidated data return.
- Carry forward process management.
- Monthly financial performance reports presented to Council.
- · Monthly balance sheet and subsidiary system reconciliations.
- · Process Accounts Payable.
- Monthly Business Activity Statements.
- 2025-2026 budget planning commencement and TechnologyOne system build.
- Fixed Asset Register maintenance.
- · Transition to new corporate credit card system.

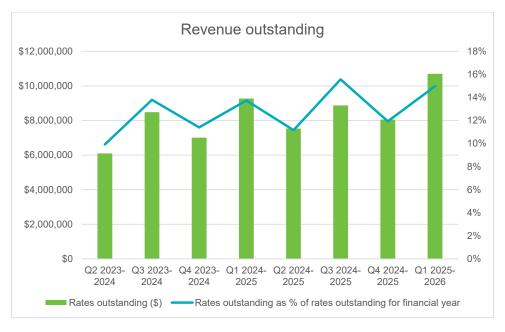
Revenue

Highlights

- Prepared Council's database for first half yearly rate notice issue 2025-2026.
 Successfully levied and issued first half yearly rate notices.

Performance Statistics

	Q1	Q2	Q3	Q4
Total 2025-26 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services, Environment and Rural Fire Special Charge)	\$41,352,852.34			
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$26,834,462.54			
Total discount applied to half rates levy	\$1,099,988			
Number of rate reminder notices issued	4,212			
Total rates outstanding (excluding prepayments) at end of quarter	\$10,696,502.53			
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2024-25 financial year (including arrears)	14.96			
Number of Supplementary Notices issued	323			
Number of change of ownerships processed	469			
Number of Urgent rate search certificates issued	17			
Number of rate search certificates issued	416			



- Work with external recovery agent engaged to undertake and commence recovery action for overdue rate accounts.
- Prepare list of properties eligible for sale of land action for Council consideration.

Purchasing and Supply

Highlights

- Finalised Procurement Manual, developed training documents and established training dates.
- Finalised insurance process from November 2024 flood and redesigned the supply receiving area.

Performance Statistics

	Q1	Q2	Q3	Q4
Purchases with local suppliers	\$9,873,255			
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	30%			
Local suppliers with over \$200,000 spend for the quarter:				
GWT Earthmoving Zurvas Earthmoving Pty Ltd T/as	\$2,329,672			
Kalbar Bobcat Hire	\$1,735,052			
Redfrost Pty Ltd ATF The Lawson Family Trust	\$1,132,446			
Neilsens Quality Gravels	\$1,109,894			
Lahey & Walker	\$432,939			
Bellrise Investments Pty Ltd	\$399,619			
Scenic Ford/Scenic Motors/Scenic Hyundai Beaudesert Motors Pty Ltd T/as	\$245,545			

- · Annual Procurement Policy consultation and approval.
- Procurement manual and supplier performance and contract management manual roll-out including for procurement training.
- Preparation for purchase requisition / order training, including roll out of quick reference guides.
- Preparation for supplier performance and contract management training.
- Stock review and stock-turnover to identify critical stock vs consumables.

Records

Highlights

• Business as usual recordkeeping and registration activities.

Performance 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.	17,527			
Number of helpdesk requests received	335			
Percentage of helpdesk requests completed by end of each business working day	90%			

- Business as usual recordkeeping and registration activities.
- Recruitment for vacancies and review of work processes for efficiency gains...

Information Technology

Highlights

• TechnologyOne financials upgrade training and testing were completed during Quarter One.

Performance Statistics

EMAILS								
	Q1 2025-2026		Q2 2025-2026		Q3 2025-2026		Q4 2025-2026	
	Total	Average per day						
Emails sent	215,680	2,396						
Emails received	624,768	6,942						

PRINTING				
	Q1 2025-2026	Q2 2025-2026	Q3 2025- 2026	Q4 2025- 2026
Colour	157,208			
Black and White	138,933			
Total Prints	296,141			

HELP DESK		
MONTH	JOBS CI 2024-:	
July	59	90 428
August	49	93 395
September	41	16 396

MEETINGS			
MEETING TYPE	DATE	PEAK VIEWS	TOTAL VIEWS
Special Meeting	9 July 2025	6	79
Ordinary Meeting	23 July 2025	6	140
Ordinary Meeting	27 August 2025	6	95
Ordinary Meeting	24 September 2025	12	288

Upcoming activity

- Initiate Enterprise Asset Management Project
- Re-schedule TechnologyOne financials and supply chain upgrade.
- Establish an ICT Governance framework and Steering Committee for program of works oversight
- Continue to review and implement actions from the ICT Strategic Plan

Libraries

Highlights

- Quarter One was a vibrant and busy period for libraries, with a full calendar of engaging programs
 and community events. The July and September school holiday programs brought families together
 with immersive themes, including Through the Looking Glass celebrating 150 years of Alice's
 Adventures in Wonderland and Jurassic Jamboree, which offered children a fun, prehistoric learning
 experience.
- National celebrations featured prominently in our programming:
 - Library and Information Week explored reading habits and practices, showcasing initiatives such as Freedom to Read and our commitment to standing against censorship, under the theme To Read or Not to Read.
 - NAIDOC Week featured children's programs reflecting on culture, resilience, and future leadership through The Next Generation: Strength, Vision and Legacy.
 - National Science Week included Buzz into Science Week with Urban Bee Education, delivering programs for all ages.
 - Children's Book Week encouraged young readers to Book an Adventure, with reading passports and \$200 in children's books generously donated by Good Reading Magazine.
 - Adult Learner's Week marked 30 years in Australia, with a range of events including Book Clubs, craft activities, a trivia competition, and an author talk.
- The Author Talk series continued to thrive, combining in-person and online sessions to reach a wider audience. In-person sessions featured Angie Faye Martin, Janet Gover, and Renae Black, while online patrons enjoyed interactive talks with Dervla McTiernan and Kate Atkinson via BorrowBox.
- In addition, Beaudesert Library launched Aged Care Reform Hubs in partnership with the Department
 of Health, Disability and Ageing and ALIA. These hubs provide community members with information
 about upcoming aged care reforms, supporting awareness and engagement with important national
 initiatives.
- These highlights demonstrate the diversity of programs and the strong community engagement across library branches during Quarter One.

Performance Statistics

	Q1	Q2	Q3	Q4
Library visits	42,354			
Library members	20,253			
New library members	653			
Story time sessions	127			
Story time participants	1,887			
School holiday sessions	20			
School holiday participants at events	771			
Story time packs handed out	200			
Youth event sessions (13-18 years old)	1			
Youth event participants	5			
Adult activity sessions	42			
Adult activity participants	325			
PC bookings	4,257			
PC booking hours	2,011			
Physical book issues	49,510			

	Q1	Q2	Q3	Q4
Digital issues	15,593			
Total item issues	65,103			
Inter-library loans	301			
Housebound book loans	576			
Reservations Allocated	4,746			



- Quarter Two promises an exciting mix of digital literacy, lifelong learning, and seasonal celebrations across our libraries.
- Get Online Week, in October, will see the launch of Brews and Browsers, a senior-friendly technology program supported by a grant, offering accessible tech sessions at all Scenic Rim libraries.
- Digital Drop-In sessions return in November, providing convenient, drop-in technology support at
 every branch. Promoted in partnership with Council's Customer Care and Engagement team, these
 sessions aim to reach residents who may not yet be library members.
- In December, libraries will celebrate the 250th birthday of Jane Austen with engaging workshops highlighting her literary legacy.
- The festive season brings fun for all ages: Messy Play Christmas sessions for children aged 0–5 and Festive Fun Factory craft activities for older children.
- With a focus on digital inclusion, literacy, and seasonal festivities, Quarter Two continues to offer enriching experiences for the community and strengthened connections across our library network.

Community Development

Highlights

- Cuppas in the Communi-Tea at Roadvale, Beaudesert, Kooralbyn and Rathdowney were well attended.
- Community Disaster Volunteers (CDVs) had get togethers to discuss preparedness for the upcoming season.
- · Citizenship ceremony saw 27 new citizens sworn in.
- Be Healthy and Active (BHA) delivered 69 regular activities held across the region with over 1,000 participants.
- Disaster preparedness was exercised by community members at Beechmont (collaboration with City
 of Gold Coast event) and a community led event on Tamborine Mountain.
- Community Grants Round One for both Minor and Major was delivered and over \$157,000 was provided to local organisations to support with projects to help build community resources.
- Council hosted the Local Government Association of Queensland (LGAQ) Council to Council Tour
 pilot which showcased the disaster impacted areas of the region, as well as having great
 conversations with other councils about best practice and sharing stories of good news and how we
 can work better together.
- Council hosted the South East Queensland Active and Healthy Network Meeting on 18 September 2025 with eight councils represented and Healthy and Active Queensland (Queensland State Government) presenting to the group. It was a great day to highlight Scenic Rim's unique landscape and diverse geography that impacts BHA planning, a local provider shared good news stories and how the program has supported the community..
- The Principal Specialist Community Development is covering the vacant role of Interim Disaster Management Coordinator on a temporary basis. The season has begun with a fire ban in place during Quarter One. The long weekend in August 2025 required staff to be on-call monitoring Queensland Fire Department alerts and sharing on social media. The Local Recovery Action Plan is required to be moved to its new template and closely monitored by Recovery Leads and the Local Recovery Coordinator (LRC) to ensure funding is not missed. The Debriefs and Recovery Action are behind schedule but are progressing.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	24			
Number of Community Grants	36			
Total value of Community Grants	\$157,873			
Number of attendees at Australia Day Ceremony	N/A			
Number of new Citizens sworn in at Citizenship Ceremony	27			
Number of attendees at Queensland Day	N/A			
Be Healthy and Active participant numbers	1,035			
Volunteer Newsletters	N/A			
Youth Leaders	N/A			
Number of attendees at Cuppa in the Communi-Tea events	226			
Number of attendees at the Community Hall Roadshows	N/A			

	Q1	Q2	Q3	Q4
Interagency and Mental Health Network meetings	5			
Number of people engaged through Recovery and Resilience community activities (in addition to Cuppa's)	45			
Building Inclusive Disaster Resilient Communities Forums and Workshops	440			
Community Disaster Exercises	2			
Number of Pocket Books Distributed	40			
Number of Living in Scenic Rim Kids Activity Books Distributed	310			
Number of Living in Scenic Rim booklets Distributed	295			
Number of attendees at the International Men's Day Dinner	N/A			
Number of attendees at the International Women's Day Breakfast	N/A			
Number of attendees at the Free Movies in the Park	N/A			
Number of attendees at the Free Inflatable Event in the Park	N/A			
Number of attendees at the Volunteer Thank You Events and Programs	N/A			

- Get Ready Qld WeekCommunity Development Queensland Conference
- Volunteer First Aid Courses
- Youth Life Skills Sessions at State Schools
- Mental Health Expos at High Schools Cuppas in the Communi-Tea
- Movies in the Park
- Volunteer Thank You Events
- · Multiple community recovery and resilience events

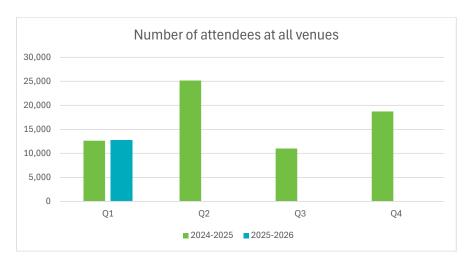
Cultural Services

Highlights

- Bullock wagon Storyboard installed at Rathdowney Museum and Visitor Information Centre.
- Pathway of the Pioneers (Potters Mural), storyboard installed in Short Street, Beaudesert and lighting plan approved.
- Community consultation undertaken for the Boonah Cultural Centre mural.
- · Tamborine Public Artwork installed, with the title still to be installed.
- School Holiday programs for July and September in all three venues
- Boonah Cultural Centre activities included:
 - Food4Heroes Traineeship Program
 - Ritchies Boonah Arts Festival Art exhibition and competition, 6 Performances, Workshops and filming screening - 1,355 attendees across events
 - Harvest Point Church Tent of Promise
 - Performances by the Aurora Guitar Ensemble
- · The Centre Beaudesert activities included:
 - NAIDOC Gala 157 attendees
 - Delivery of a series of art and professional development workshops delivered by Fleur Wade, Deb Mostet, Julie Whitehead and Larissa Warren
 - Shifting Ground exhibition launch 92 attendees
 - Presentation of the Ian Currie Lecture in partnership with Ceramics Arts Queensland
 - Performances by Daniel Champagne, Magic Men and Normie Rowe
 - Citizenship Ceremony
 - Scenic Rim Regional Council's Resilience Project
- · Vonda Youngman Community Centre activities included:
 - Psychic and Wellness Fair 160 attendees
 - Historical Fencing Competition
 - Tamborine Mountain Lions Mates Bush Dance 160 attendees
 - Australian School of Meditation

Performance Statistics

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	149			
Number of attendees at The Centre, Beaudesert	3,292			
Number of events at Boonah Cultural Centre	110			
Number of attendees at Boonah Cultural Centre	2,876			
Number of events at Vonda Youngman Community Centre	419			
Number of attendees at Vonda Youngman Community Centre	6,636			
Number of attendees All Venues	12,804			
Number of Regional Arts Development Fund applications	16			
Value of Regional Arts Development Fund grant approvals	\$4,500			
Value of Regional Arts Development Fund projects	\$12,494			



- Regional Arts Development (RADF) 2025-2026 Big Idea Grants will be assessed in October 2025 and recommendations made for funding.
- · South East Queensland City Deal Public Art funding decision expected.
- Boonah Mural artwork to be selected by Arts Reference Group and Boonah Cultural Centre refresh project commenced.
- Kooralbyn community consultation to commence for Public Art and Storyboards aligning with the Masterplan.
- Boonah Cultural Centre:
 - Food4Heroes Traineeship Program next intake
 - AM Performance of Wonder
 - PM Performance of The Great British Songbook
 - 2005 Bookfest and Cloths Swap
- The Centre Beaudesert:
 - Hills College Theatre Production
 - Launch of 2025 Gift Wrapped exhibition
 - Scenic Rim Seniors Expo
 - Akmal Saleh Live On Stage
 - Two Day Life Writing Retreat
- Vonda Youngman Community Centre:
 - Tamborine Mountain Community Kindergarten Disco
 - The Perennial Poppies General Meeting and Morning Tea
 - Tamborine Mountain State High School Leadership Training

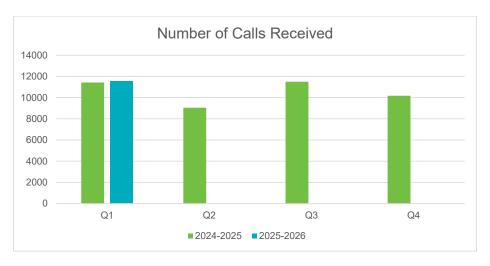
Customer Care and Engagement

Highlights

- During Quarter One, the Customer Contact team continued to provide frontline service to the community across phone, online, and counter transactions.
- Council experienced a 13% increase in call volumes compared to Quarter Four with the Customer Care and Engagement team effectively managing peak periods and experienced a slight decrease in the longest wait time. Increased call volumes combined with an increase unplanned leave (some days with less than 50% of the team available), contributing to higher average call wait times. The Customer Care and Engagement team successfully processed 4,325 Local Government transactions, an 84% increase from Quarter Four, reflecting strong capability to adapt to a changing service profile in response to experiencing a growth in transactions. Over 3,300 service requests were created reflecting consistent request handling.
- More than 1,400 applications were created, showing a 4 per cent increase on Quarter Four, confirming reliable processing capacity and processing efficiently within the team. While Council received various compliments, there was a slight decline in the total compliments for the organisation compared to Quarter Four.
- Significant increase in Local Government transactions, almost doubled compared to Quarter Four, and a slight increase in QGAP transactions.
- Online requests dipped by 13% compared to Quarter Four, highlighting an opportunity to further promote digital service channels.
- A total of four community consultation projects were delivered during Quarter One, covering both strategic planning initiatives and placed-based community projects.
- Two major consultations were finalised in the early stages of the quarter:
 - Draft Scenic Rim Economic Development Strategy 2026–2030 (Stage 2) Opened late in Quarter Four and closed early in Quarter One. Received 37 survey responses.
 - Draft Scenic Rim Integrated Transport Plan (Stage 2) Closed early Quarter One and received 50 survey responses.
- Both projects had already achieved strong participation in Stage 1, with over 550 combined responses. Feedback indicated that the majority of respondents were supportive with the final plans during the confirmation stage.
- Across the quarter, a diverse program of in-person engagement was delivered to support project consultations and strengthen connections with community, businesses, and stakeholders.
- Master Plan Committees Ongoing committee meetings were held for Canungra, Kalbar, and Kooralbyn, with six meetings in total. These provided opportunities for ongoing dialogue and collaboration with community representatives.
- Draft Land Management Plan Dick Westerman Park Targeted stakeholder meetings were conducted with Beaudesert State High School, Queensland Police Service, Wongaburra Home Care, and the Beaudesert Potters. Broader community awareness was raised through a community booth at the Beaudesert Markets on 2 August 2025.
- The Boonah Cultural Centre Mural Project included drop-in sessions at Ritchies Art Festival (targeting festival participants), First 5 Forever Story Time at Boonah Library (targeting children aged 0–5 and their families), Lego Artist Workshop at Boonah Cultural Centre (targeting children aged 6+). Voting boxes were placed in four community locations for the month of September (Customer Contact Centres, Boonah Library, Boonah Cultural Centre, and Arthur Clive Bakery).
- Gallery Walk Carpark Construction project A business walk around at Gallery Walk on 18 July 2025 enabled direct engagement with local traders to provide direct updates.

	Q1	Q2	Q3	Q4
Number of calls	11,529			
Average call wait time	0:00:37			
Longest call wait time	0:11:06			
Applications created	1,407			
Requests created	3,338			
Online requests	214			
Local Government transactions (excluding enquiries)	4,325			
QGAP transactions	3,096			
COMPLIMENTS RECEIVED *				
Asset and Environmental Sustainability	12			
Council Sustainability	0			
Customer and Regional Prosperity	7			
People and Strategy	0			
Executive Office Mayor and Councillors	0			
LET'S TALK SCENIC RIM		<u>'</u>	'	
New participants registered on Let's Talk Scenic Rim	129			
Total number of registered participants on Let's Talk Scenic Rim	1,556			
Total visits to Let's Talk Scenic Rim	7,296			

^{*} Compliment categories will be updated to new organisational structure in subsequent reports.



- A focus on improving digital engagement will be important moving forward. The decrease in online
 requests highlights the need to continue promote, educate customers and simplifying digital channels
 as part of the new website roll-out.
- The team will continue to deliver strong frontline outcomes, maintain stable request volumes, and actively support organisational priorities such as the website migration project.
- A continued focus on digital adoption, workforce planning, and call flow management will strengthen service delivery in the coming quarters.
- The team will continue to advocate for early engagement in the planning stages of customer-facing
 initiatives to enable the provision of timely expert customer service advice that supports positive
 outcomes and continuous improvements to service delivery.
- Council is planning to engage with our community through two projects: the Boonah Mural, where
 feedback will be gathered on three concepts via a community poll in early September, and the
 Coronation Park Draft Masterplan, inviting input on a draft concept plan aimed at fulfilling the longterm development needs of local sporting clubs in Boonah, aligned to the Sport and Recreation Plan
 2024-2034.
- During the December period, the Council will not conduct community engagement activities. Instead, this time will be dedicated to strategic planning in preparation for the next phase of engagement.
- A key focus during this time, will also be the enhancement of the community engagement platform Let's Talk Scenic Rim, including its integration with the Scenic Rim Regional Council website. This integration aims to deliver a more seamless, accessible, and user-friendly experience for residents and stakeholders, strengthening the Council's commitment to transparent and inclusive communication.
- · Commence drafting a simplified customer charter to enhance customer service and performance.

Planning, Development and Environment

Biodiversity and Climate Change

· Biosecurity:

- 441 baits we provided amongst 26 landholders over three days across the region.
- 878 kilometres of local roads were treated for fire ants through partnership between Council and the Fire Ant Suppression Taskforce
- Surveyed Canungra Creek for senagal tea, a priority local semi-aquatic weed.
- Council Biosecurity Officers collaborated through stakeholder working groups on feral deer, fire ants and tropical soda apple.

· Conservation Partnerships:

- 14 new landholder participants signed up to Land for Wildlife or a new Voluntary Conservation Agreement.
- Council assisted with the Tamborine Mountain Landcare National Tree Day Planting held on 27 July 2025 with 25 participants.
- Council officers were part of the National Environmental Science Program, including using special trained tracker dogs and a spotlight held on 20 September 2025 with 20 participants to help locate greater gliders, an endangered species, and other significant species such as koala.
- Council assisted the Boonah and District Landcare with the Keep Calm Grow Trees event on 31 August 2025 with 30 participants.
- Six social media posts on the Land for Wildlife SEQ Facebook page, 28 social media posts on Scenic Rim Land for Wildlife Facebook page and 1 social media post on Council Facebook page.
- Officers attended the National Flying-fox Forum on 6 August 2025
- Council officers collaborated with various community groups included Biddaddaba Action Group, Tamborine Mountain Landcare, Kooralbyn Action Group, Beaudesert Landcare and Logan and Albert Conservation Association.

· Natural Environment:

- Performed vegetation modification works at the Hillview, Canungra and Rathdowney flying-fox roosts.
- Council officers collaborated through stakeholder working groups on koalas, black plum, Bioregional Plan SEQ, locally significant species, Regional Fauna infrastructure.
- Undertook field visits for development of Council's urban greening planting palettes.
- Partner with Communify Qld to support young and disadvantaged people to obtain skills in Certificate I - Conservation and Land Management.
- Council Facebook three social media posts on I Heart Koala, Koala awareness campaign.
- Beginning work on \$550,000 Extraordinary Clean Up Grant to repair damage in Council reserves following recent storm and rain events.
- Priority weed control on local roads is underway.
- Fire trail and asset protection zones maintenance completed for this quarter. Western Escarpment, Boyland and Kooralbyn fire trails slashed and widened.
- Partner with other SEQ Councils through the SEQ Climate Resilient Association on climate resilient projects.
- Promoted energy efficiency grants, Agriculture and Environment Landcare workshops through Council social media channels.

· Catchments:

- Partner with the Scenic Rim Rivers Improvement Trust in planning to deliver riparian restoration works across including field visits the region.
- Performed waterway barrier assessments within the Warrill Creek catchment.

- 13 active Resilient Rivers restoration sites within the Logan and Bremer catchments
- Albert River landholder weed management workshop 12 July, 22 participants.
- Resilient Rivers Logan-Albert Catchment Action Plan in development with key stakeholders in the region, 27 August 2025.
- Resilient Rivers Bremer Catchment Action Plan in development with key stakeholders in the region.
- Funding for \$2.6 million in Resilient Rivers projects over two years, with agreements now signed and planning underway.
- Council officers attended and engaged in the International River Symposium.
- Collaboration with Oxley Creek Catchment Association in establishing a cats claw creeper biocontrol facility.
- Council officers continued to collaborate and explore new opportunities with key stakeholders in catchment management.

Performance statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	33			
Fire Ant Requests	19			
One million tree program applications received	35			
Land for wildlife property inspections	87			
Number of trees supplied (not including Council's Nursery)	0			
1080 BAITING PROGRAM				
Landholders	26			
Dog baits supplied	415			
Pig baits supplied	26			

- · Lantana Control Workshop for Land for Wildlife participants in October 2025.
- Property Fire Management Community Workshop for Kooralbyn in October 2025.
- Planning for ecological burns within the western escarpment reserve.
- Continuation and expansion of fire ant and weed control treatment along local roads.
- · Giant Ratstail Grass community workshop (date and location to be confirmed).

Regional Prosperity and Communications

Highlights

- Scenic Rim Business Excellence Awards Local businesses and organisations across the Scenic Rim are being encouraged to put their best foot forward, with submissions opening for the 2025 Scenic Rim Business Excellence Awards from 3 September 2025 and closing 14 November 2025. Hosted by Council, the biennial awards program shines a spotlight on local businesses that are setting benchmarks in innovation, customer service, productivity and community contribution. Council has updated the award categories for 2025 to reflect the growth and diversity of the region's business landscape with the inclusion of new categories including Excellence in Health and Wellbeing, Excellence in Education, and Excellence in Innovation and Sustainability, as well as an additional tourism category for Excellence in Accommodation. These awards provide a platform to acknowledge the outstanding effort and achievement that happens across the region.
- The Scenic Rim Economic Development Strategy 2026–2030 was endorsed at the Ordinary Council Meeting on 27 August 2025 and outlines 32 targeted actions to drive sustainable growth, support local businesses, attract investment and enhance the region's liveability and visitor appeal. The new five-year strategy that sets a clear direction for the region's growth, sustainability and prosperity through to 2030. Prepared by SC Lennon and Associates, the strategy was informed by comprehensive research and stakeholder engagement. The strategy focuses on workforce development, agricultural innovation, tourism growth, and infrastructure planning, and aims to support strong local employment, sustainable industry, and a strong economy. It is a guiding document that reflects Council's long-term commitment to unlocking new opportunities and ensuring the region remains a great place to live, learn, work, visit and invest.
- Council is proud to advise the Scenic Rim Regional Council Eat Local Movement was nominated for the Queensland Tourism Awards - RACQ People's Choice Award.
- Scenic Rim Visitor Guide Advertising Opportunities. Council has partnered with Destination Scenic Rim to deliver a combined tourist visitor guide which will feature destinations and experiences across the region. The advertising prospectus for the region's premier tourism guide is now accessible on Council's website.

Performance statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	16,000			
LinkedIn followers	7,000			
Council's Disaster Management Facebook followers	14,000			
Visit Scenic Rim Facebook followers	25,617			
Visit Scenic Rim Instagram followers	39,301			
Scenic Rim Eat Local Month Facebook followers	17,593			
Scenic Rim Eat Local Month Instagram followers	13,282			

Upcoming activity

 Three award writing workshops scheduled in October to assist in preparing Business Excellence Award submission. Continued promotion of the initiative, with submissions closing 14 November 2025.

- Scenic Rim Business Breakfast to be held 29 October 2025. The event will feature guest speaker
 Tracy Sheen, one of Australia's top digital and AI experts for business. Tracy will be sharing her
 insights on the latest AI trends. Catered by local operators and producers, this an opportunity to
 network and connect with like-minded business owners and access Council representatives.
- Queensland Tourism Awards Scenic Rim Regional Council Eat Local Movement Eat Local Movement is nominated for the Queensland Tourism Awards - RACQ People's Choice Award.
- Council has partnered with Destination Scenic Rim to deliver a combined tourist visitor guide which will feature destinations and experiences across the region.
- Continue to inform business and industry via a monthly EDM 'Business Link'.
- Involvement in various working groups and engagement activities relating to Water for Warrill and Activating Bromelton.

Development Assessment and Engineering

Highlights

- Successfully mediated four planning appeals through the Planning and Environment Court through the alternative dispute resolution process.
- The team continues to assess and decide a high volume of development applications.
- The number of applications determined is 43% high, as compared to the same quarter last year.

Performance statistics

	Q1	Q2	Q3	Q4
APPLICATIONS RECEIVED				
Material change of use (MCU) including currency extensions and change applications	53			
Reconfiguring a lot (RAL) including currency extensions and change applications	18			
Operational works including currency extensions and change applications	21			
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	43			
Applications determined	118			
Plan of surveys finalised	13			
Flood certificates issued	36			
Planning certificates issued	7			
Superseded planning scheme requests received	0			
Pre-lodgement meetings conducted	0			
Concept meetings conducted	0			
Lots approved as part of reconfiguration application approvals	19			
CUSTOMER REQUESTS RECEIVED (CRMS)				
Customer initial planning enquiries (telephone)	540			
Customer callback enquiries related to existing application	222			
ECM TASKS RECEIVED				
DA planners	277			
DA submission	661			
Planning and development	2,047			

- Continual processing of a high volume of development applications
- Ongoing Planning and Environment Court actions for the current seven appeal matters.

Infrastructure Charges

Highlights

- Commencement of new Charges Resolution (version 16).
- New discount for secondary dwellings took effect.

Performance statistics

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION 30 SEPTEMBER 2025			COMMENT
Total Current ICN Brought Forward from 30 June 2025		\$44,130,487.17	
New Infrastructure Charge Notice issued (1 July 2025 to 30 September 2025)	+	\$4,321,480.97	
Infrastructure Charge Notice Paid (as issued) (1 July 2025 to 30 September 2025)	-	\$542,766.22	
Infrastructure Charge Notice Paid (Indexation) (1 July 2025 to 30 September 2025)	-	\$79,061.51	
Infrastructure Charge Notice (development) Lapsed	-	\$248,897.46	Appeal of RAL24/029
Development Offsets applied (1 July 2025 to 30 September 2025)	-	\$0.00	
Development Refunds Paid (1 July 2025 to 30 September 2025)	-	\$0.00	
Infrastructure Charge Notice amended (1 July 2025 to 30 September 2025)	-	\$2,753,413.10	MCU21/023; RAL18/050; MCU24/016
Discounts (as per charges resolution)	-	\$0.00	
Infrastructure Charges waived		\$0.00	
ICN referred for Rate Recovery Process	-	\$0.00	
New Current Total		\$44,906,891.36	

Upcoming activity

 Recovery process is continuing with some charges expected to be transferred to rates in the January 2026 period.

Strategic Planning

Highlights

- Draft Amendment No. 6 to the Scenic Rim Planning Scheme (Matters of Environmental Significance and Water Resource Catchments) was reviewed in response to informal comments received from the State Government.
- Assessment of State Government informal information request as part of the State Interest Review
 Process and formulation of proposed changes in response to Draft Amendment No. 8 to the Scenic
 Rim Planning Scheme (Planning Scheme Update and Growth Management Strategy implementation).
- · Continuation of work towards amendments to Council's Local Government Infrastructure Plan (LGIP).
- Preparation of Planning Scheme Amendment No.10 (Planning Scheme Policy No. 5 Ecological Assessments).
- Advocacy for the Scenic Rim Region during the state government's preparation of a new regional plan for South East Queensland (anticipated to commence in the latter part of 2025).

Performance statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	10			
Exemption certificates issued under section 71 of the Queensland Heritage Act 1992	0			

- Subject to Council endorsement, Draft Amendment No. 8 (Planning Scheme Update and Growth Management Strategy implementation) will be forwarded back to the state government for completion of the first state interest review and requesting approval to commence public consultation.
- Subject to Council endorsement, Draft Amendment 6 (Matters of Environmental Significance and Water Resource Catchments) will be forwarded to the state government to commence the formal first state interest review process.
- Council consideration of Planning Scheme Amendment No.10 (Planning Scheme Policy No. 5 -Ecological Assessments).
- Continuation of advocacy for the Scenic Rim Region during preparation of a new regional plan for South East Queensland (anticipated to commence in the latter part of 2025).
- Subject to Council endorsement, Local Government Infrastructure Plan update is to be forwarded to the state government for first state interest review and following, public consultation.

Regulatory Services

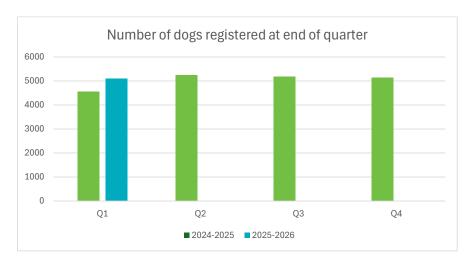
Highlights

- Regulatory services has just completed its annual renewal period for a number of approvals including dog registrations, food licenses, local law permits and public appearance services approvals.
- Council Rangers attended Beaudesert Show and Dogs Day Out in Boonah, providing education and friendly advice to the community.
- Regulatory Services conducted a reactive compliance inspection program, which resulted in 41
 Penalty Infringement Notices (PIN) being issued to building sites found to have inadequate erosion
 and sediment control measures.

Performance statistics

	Q1	Q2	Q3	Q4		
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED						
Food	25					
Personal appearance services	0					
Local law	15					
CUSTOMER REQUESTS RECEI	VED (CRMS)					
Health services	652					
Reported dog attacks (captured within health services CRMS)	43					
Compliance services	250					
COMPLIANCE SERVICES NOTI	CES ISSUED					
Show Cause	32					
Enforcement	9					
Compliance	1					
Direction	0					
Penalty infringements	44					
Compliance Notice	1					
DOGS						
Registered at end of period	5,100					
New registration applications	317					
Impounded *(Q4 1 dog held at end of quarter)	35					
Impounded and returned to owner	18					
Impounded and rehomed	6					
Impounded and euthanised	10					
CATS						
Impounded	55					
Impounded and returned to owner	14					
Impounded and re-homed	5					
Impounded and euthanised	35					
ANIMALS REPORTED LOST/FO	OUND BY THE PUBLIC					
Animals reported lost	32					
Animals reported found	1					
BUILDING						

	Q1	Q2	Q3	Q4
Applications received (council-certified)	4			
Inspections performed	0			
Applications received (privately certified)	335			
PLUMBING				
Applications received	206			
Inspections performed	1,213			
Approvals issued	177			
NEW FACILITIES REGISTERED	UNDER PLUMBING A	AND DRAINAGE ACT		
Backflow prevention devices	21			
On-site sewerage facilities	52			
CUSTOMER REQUESTS RECE	VED (CRMS)			
Plumbing services	14			
PLUMBING SERVICES NOTICE	S ISSUED			
Show Cause	2			
Enforcement	0			
Penalty infringement	0			



• Scenic Rim Officers will chair the last Environmental Health Steering Committee meeting, a collaboration of lead health officers from Queensland local governments to help predict and mitigate emerging health issues in the region.

People and Performance

Human Resources

Highlights

- · Valued Employee of the Quarter.
- Roll out of online induction refresher modules Code of Conduct, Fraud Awareness, Work Health and Safety, Understanding Local Government.
- · Roll out of new induction module Workplace Mental Health and Wellbeing.
- Hosted Propellor Program Networking Event 2025.
- Interview Skills and Resume Writing Workshop for First Start Trainee Program.
- · Completion of Development Appraisals across the organisation.

Performance Statistics

	Q1	Q2	Q3	Q4
RECRUITMENT				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	16			
Vacancy advertisements posted as open merit-based processes internal and external to Council	68			
Appointments confirmed through a meritorious recruitment process	37			
Terminations (including permanent, temporary, casual and end-of-contract employees)	30			
LONG SERVICE AWARDS				
Number of employees who became eligible for long service milestones	1 - 35 years 1 - 25 years 4 - 20 years 1 - 15 years			
LEARNING AND DEVELOPMENT				
Qualifications (level 3 or higher)	3			
Professional Development	53			
New Starter Induction	46			
Tickets/ Licences (Accredited Courses)	7			
WHS Training	83			
Verification of Competency	0			
Apprentices/Trainees - First Start	7			
Apprentice/Trainees - Existing workers	21			

Upcoming activities

- Recruitment of traineeship positions for 2026 commencement.
- Staff Survey undertaken across the organisation.
- · Valued Employee of Year.

Payroll

Highlights

- · Completion of Payroll Performance Reviews.
- · Completion of end of financial year 2024-2025.

Upcoming activities

- Preparing for Award Allowance changes and applicable backpays (if required) effective 1 September 2025 once award updates have been released.
- Preparing for Apprentice/Trainee rate changes and applicable backpays (if required) effective 1 September 2025, once Order updates have been released.
- · Check for Superannuation Changes which may have come into effect 1 July 2025
- Prepare pay schedule for End of Year Shutdown
- · Prepare for TechOne update release.

Corporate Strategy and Performance

Highlights

- · Preparation of Annual Report 2024-2025.
- Finalised reporting for Quarter Four 2024-2025.
- Internal promotion of new Corporate Plan.
- · Review of strategies with a view to aligning to new Corporate Plan.

Upcoming activities

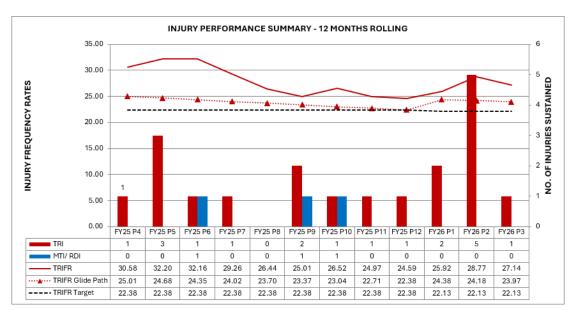
- Adoption Annual Report 2024-2025.
- · Adoption of Quarter One reporting.
- · Review service delivery reporting.

Work Health and Safety

Highlights

- Total Recordable Injury Frequency Rate (TRIFR) performance is 27.14 which is adverse to end of Q1 target of 23.97 due to a challenging start to the financial year with three trips, slips and falls, three musculoskeletal, one minor contusion, one worker assaulted by member of public injuries.
- LGW Self Insurance Licence Work Health and Safety Audit commenced at end of Quarter One with the report expected in Quarter Two.
- · Approximately 130 Contractors are registered in Cm3 contractor WHS pre-qualification platform.
- · Mental Health awareness training module launched to all staff.
- The Resilience Project Authentic connection program delivered on R U Okay day to approximately 140 Council staff.
- Work Health and Safety Management Review 2024-2025 drafted, for Executive Team review in Quarter Two.
- · Confined space risk assessment and register finalised.
- Air quality testing for silica dust and welding fumes complete, with action planning in Quarter Two.

Performance Statistics



Upcoming activities

- LGW Self Insurance Licence Work Health and Safety Audit action plan to be developed and endorsed.
- Launch of Five Ways to Wellbeing campaign internally (Get Active, Stay Connected, Keep Learning, Be Present, Give Back).
- · Manual handling training module to be finalised and launched to staff.
- Confined space line marking/signage to be complete in Quarter Two as well as awareness and permit
 to work training for relevant business units.
- Air quality testing for silica dust and welding fumes action plan to be developed.
- · Movember Men's health awareness campaign.
- · Continued implementation of 2025-2028 Safety Plan.