



Late Items

Attachments – Under Separate Cover

Ordinary Meeting

Wednesday, 27 May 2026

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SCENIC RIM REGIONAL COUNCIL

2025-2026 OPERATIONAL PLAN

QUARTER THREE REPORT

1 January 2026 – 31 March 2026



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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.

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 2025-2030, as required by Section 175 of the Local Government Regulation 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 measures. Upcoming challenges and opportunities for improvement are also contained in the report.

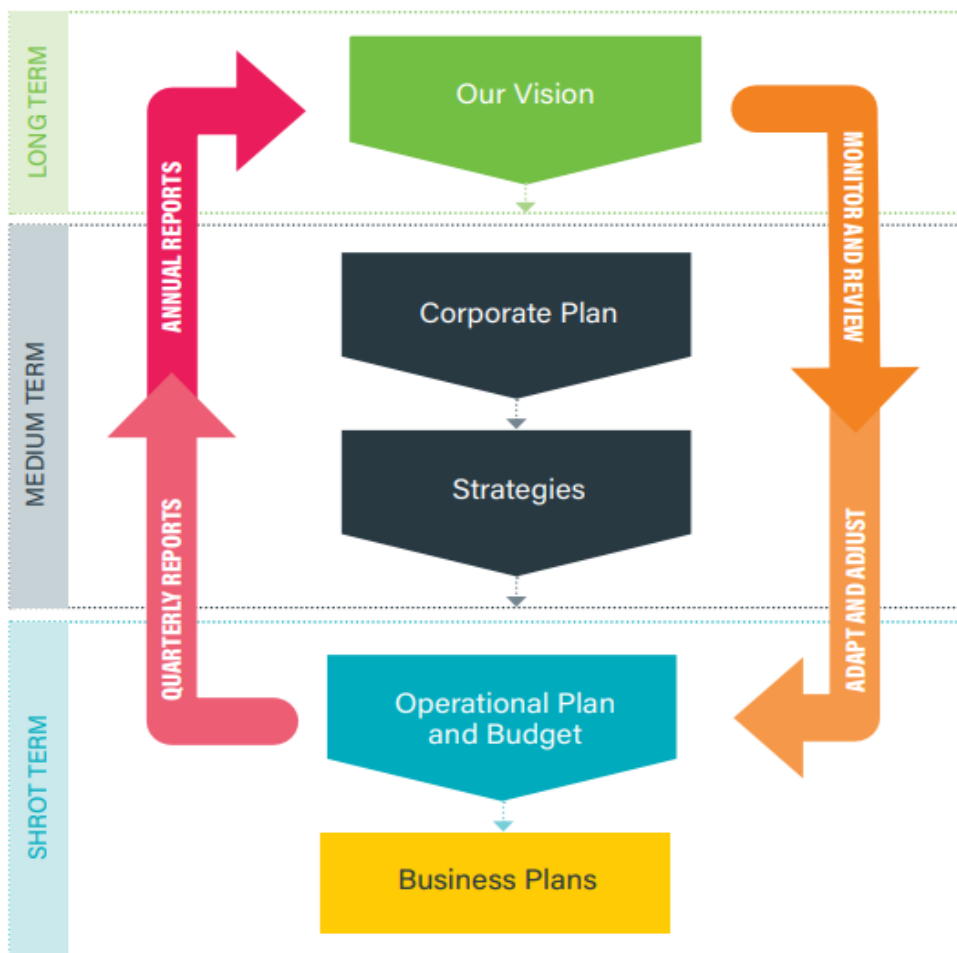
Corporate Plan

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.



Reporting Framework

Council has a legislative obligation to deliver statutory 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.



Summary of Activity Status - Quarter Three

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

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

Summary of Activity Status - Quarter Three

Activity

Procurement Policy Review	☑	FOCUS
Drive Value-for-Money and Commercial Outcomes	🟡	
Camping Facility Business Model	🟡	
Service Catalogue	🟡	
Talent Acquisition and Retention	🟡	
Enhance Procurement Capability and Culture	🟡	
Develop Compliance Framework	🟡	
Improve Procurement Risk Management	☑	
ICT Strategy - Cyber Security Controls	🟡	
ICT Strategy - Enterprise Asset Management (EAM) System Implement:	🟡	
Project Management Framework	🟡	
Website Review and Update	☑	
ICT Strategy - Online Customer Service Request System	🟡	
Organisational Structure Review	☑	
People and Culture Strategy	🟡	
Certified Agreement	🟡	
Leadership Development	🟡	
Consultation - Three Levels of Government	🟡	
Strengthen Contract and Supplier Relationship Management	🟡	

Legend: ☑ Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

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	Q3 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.	🟡	🟡	🟡		Planning Scheme Amendment No. 8 is progressing to the public consultation stage of the plan making process (subject to Council approval). Planning Scheme Amendment No. 6 is in the State interest review stage of the plan making process. Planning Scheme Amendment No.10 is progressing and will be considered by Council in April 2026.
Tamborine Mountain Gallery Walk					
Complete the construction of the planned capital investment project at Gallery Walk, Tamborine Mountain.	🟡	🟢	🟢		Actions undertaken during the previous review period, including tendering and addressing market and procurement challenges, have been undertaken. The project is now progressing in accordance with the revised delivery approach and updated project budget and timeframes.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟤 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
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.					<p>The Town Centre Master Plans were prepared in collaboration with the local communities of Kalbar, Canungra and Kooralbyn. The draft Master Plans were presented to Council and endorsed to proceed to broader community consultation.</p> <p>Public consultation for the Kalbar and Kooralbyn Master Plans was undertaken between 29 January and 5 March 2026, while consultation for the Canungra Master Plan will close on 7 April 2026.</p> <p>Feedback received through the broader community consultation process will be presented to the respective Master Plan Committees for review. Following this review, the Town Centre Master Plans will be finalised and presented to a future Council meeting for consideration and endorsement.</p>

Legend:  Completed  On track  Monitor  Requires attention

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 Planning	
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.
Infrastructure Planning 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.

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	Q3 Comment
Queensland Reconstruction Authority (QRA) Infrastructure Recovery					
Queensland Reconstruction Authority Infrastructure Recovery undertaking Reconstruction of Essential Public Assets - Shelf Road and other Landslips.	🟡	🟡	🟡		The Reconstruction of Essential Public Assets (REPA) program is tracking well with the majority of the program on track to be finished by the required completion date of 30 June 2026. A small portion of the program will require an Extension of Time (EOT) until September 2026 and this will be submitted to QRA shortly. The financial forecast is tracking slightly over budget but this will be fully reimbursed by QRA with no extra funding required by Council.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟣 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Hinchcliffe Bridge Construction					
Complete construction of Hinchcliffe Bridge in Kooralbyn.	🟡	🟡	🟡		Due to adverse weather in November and December 2025 and contractor resourcing challenges, the project is currently behind the approved program. Based on current status, completion is expected at the end of April or early May 2026, subject to prevailing weather and site conditions. Site conditions encountered during construction have been worse than anticipated at the time of commencement which has resulted in a variation of costs. This will be further progressed via the Quarter Three Budget Review 2025/2026 process to ensure project continuity and delivery in line with community and project outcomes.
Mount Lindesay Highway Upgrades					
Advocate for upgrades to Mount Lindesay Highway.	🟡	🟡	🟡		Council continues to advocate to the State Government and the Department of Transport and Main Roads (DTMR) for upgrades to the Mount Lindesay Highway and other State Controlled Roads within the region.
Disaster Recovery Funding Arrangement (DRFA) - Delivery The Shelf Road Realignment Project, 2022 floods					
Finalise delivery of The Shelf Road Realignment Project under the infrastructure recovery program for 2022 floods.	🟡	🟡	🟡		The Shelf Road is progressing well and is on track to be completed at the end of June / early July 2026. Budget is on track and the financial forecast is tracking well to bring the project in on budget. There have been some construction issues with excavation in rock with earthworks and installation of the stormwater drainage lines. There has also been some wet weather delay in Quarter Three. There is an ongoing issue with the resident regarding worsening of the stormwater runoff than pre existing construction condition but the project manager is working through this.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟤 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Disaster Recovery Funding Arrangement (DRFA) - Delivery Severe Storms and Rainfall Event 2023-2024					
Implement 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 Council's workforce; \$8 Million of sealed road and landslip remediation program: construction delivered by external construction contractors.					The 2023 - 2024 program is tracking well with the majority of the program scheduled for completion by the required 30 June 2026 deadline. The financial forecast is tracking slightly over budget but will be fully reimbursed by QRA with no extra funding required by Council and is currently being worked through with QRA. A small portion of the program will require an Extension of Time until September 2026 due to: - Wet weather delay - Delays due to the fuel crisis conflict in the Middle East - Contractor issues

Legend:  Completed  On track  Monitor  Requires attention

Contributing Services

Road Maintenance and Operations	
What we do:	Provide for the maintenance and renewal of Council’s transport associated infrastructure and drainage assets. Maintain transport related infrastructure as well as make safety improvements to infrastructure where the risk to the public is increased.
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 Works	
What we do:	This service is delivered in partnership with Department of Transport and Main Roads (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 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 sub-contract with Roadtek.

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	Q3 Comment
Scenic Rim Business Excellence Awards					
Deliver the Business Excellence awards, to promote the success of local businesses across the region.	👍	👍	🌟		Successfully delivered the 2025 Business Excellence Awards with 230 attendees at the Gala Dinner on 20 March 2026. 60 nominations were received from 54 local businesses.
Regional Prosperity Strategy					
Analyse and report on the completed delivery of the Regional Prosperity Strategy 2020-2025 by December 2025.	👍	🔄	🌟		Close out report was endorsed by Council 25 February 2026.
Economic Development Strategy					
Development of a new Economic Development strategy to identify, prioritise and assist in planning for the Prosperity of the region.	🌟	🌟	🌟		Completed Quarter Two.

Legend: 🌟 Completed 👍 On track 🔄 Monitor 🚨 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Bromelton State Development Area					
Implement Investment Attraction Action Plan to promote and advocate for Bromelton State Development Area (SDA), including SEQ City Deals.	🟡	🟡	🟡		Investment enquiries continue to be received and managed by the Economic Development team. The team are members of the Project Control Group of the SEQ City Deals Activating Bromelton project.
Industrial Land Development					
Work with Planning to promote existing industrial land and support the development of additional land, including Boonah Industrial Area, as outlined in the Scenic Rim Economic Development Strategy.	🟡	🟡	🟡		Promoted investment, infrastructure and funding opportunities in the Beaudesert Enterprise Precinct and Bromelton SDA, working with State Government Agencies. Officers to review Draft SEQ Regional Industrial Land Strategy. Council undergoing review and update of the Local Government Infrastructure Plan (LGIP).
Water for Warrill					
Advocate for the Water for Warrill project to achieve milestones in projects that contribute towards increasing water resilience within the region.	🟡	🟡	🟡		Council has committed \$35,000 to assist in the delivery of phase 2 of the Water for Warrill project.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟣 Requires attention

Contributing Services

Economic Development and Tourism	
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.

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	Q3 Comment
Public Wi-Fi					
Investigate business case for public Wi-Fi within Council facilities and parks.	🟡	🟡	🟡		Network architecture documentation being developed.
Reconciliation Action Plan (RAP)					
Engage with community to develop a Reconciliation Action Plan.	🟡	🟡	🟡		Discussions are underway with officers from the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, to progress the RAP.
City Deal Public Art Project					
Collaborate/liase 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.	🟡	🟡	🟡		Announcement of successful grants has been delayed by funding body and is expected in April 2026. Completion is still on track for March 2027.
Shifting Ground Touring Exhibition					
Launch of Shifting Ground Exhibition and development of a national touring program until 2029, funded by Visions Australia grant.	🟡	🟡	🟡		Shifting Ground touring exhibition was presented at the third venue at Dogwood Crossing, Miles 6 February - 21 March 2026.

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Community Safety Partnership					
Develop Community Safety Partnerships to address community issues including domestic and family violence and homelessness. May involve the use of activation, lighting and CCTV.	🟡	🟡	🟡		Continued involvement with the Local Government Domestic Family Violence Champions network and attendance at meetings by Officers and Councillors. Homelessness Internal and External Network Workgroups continue to meet. A letter has been drafted for the Mayor to request a meeting with the Minister to discuss the much needed Specialist Homelessness Support Service in the region.
TC Alfred Recovery					
Complete De-Brief for Ex Tropical Cyclone Alfred, finalise the Recovery Plan associated with this event and progress implementation.	🟡	🟡	🟡		Recovery Action Plan from Ex Tropical Cyclone Alfred is nearing completion.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟣 Requires attention

Contributing Services

Arts and Culture

What we do:	Support cultural engagement, development, and heritage recognition, and assist local creative industry through capacity building programs.
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Why we do it:	To support and enable a vibrant, creative and cultural community.
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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.
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Why we do it:	To foster a culture of learning, research, and community connection.
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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.
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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.
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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 respond to emergencies and disasters in line with responsibilities of Local Government as specified in a number of State and Local policies, procedures and guides.
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Why we do it:	To respond to emergencies/disasters in line with responsibilities of Local Government as specified in a number of State and Local policies, procedures and guides.
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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 on 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	Q3 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.	🟡	🟡	🟡		On target for expenditure of allocated budget with \$64,000 spent of the \$93,000 and applications yet to be finalised.
Queensland Reconstruction Authority (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.	🟡	🟡	🟡		On target for expenditure of allocated QRA funds. \$365,000 spent of the \$562,000 and procurement underway for final stage.
Saving the Koala Funding					
Koala Funding is a conservation and recovery effort to improve the trajectory of koalas in the Scenic Rim.	🟡	🟡	🟡		On target for expenditure of allocated koala conservation funds. 94% of funds allocated in the budget have been expended to date.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🟣 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Il-Bogan Ecological Restoration					
This project is to manage or mitigate the erosion occurring on Logan River at Il-Bogan Park and restore Riparian habitat and protect any cultural significance.	🟡	🟡	🟡		Behind budget scheduling, but progressing well and accepted by State Government who have provided the funds. An on-site meeting with a First Nations group has been facilitated to continue discussions and a supplier has been engaged to assess the work area and produce detailed designs prior to works being implemented next financial year.
On-site Water Storage Capacity					
Provide for increased on-site water storage capacity in new developments in non-reticulated areas. Linked to Planning Scheme Amendments.	🟡	🟡	🟡		Planning Scheme Amendment No. 6 is in the State interest review stage of the plan making process.
Resilient Rivers Initiative					
Deliver strategic catchment projects (listed 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	🟡	🟡	🟡		Mid-Logan and Albert catchments - three projects are underway with procurement and some minor on ground works have started. A new support officer has been engaged. Facilitated successful landholder engagement day. Warrill Creek/Bremar catchment - four projects are underway with some procurement including the engagement of a project manager. Successfully facilitated a two day waterway barrier workshop and field trip.
Flying-fox Roost Management					
Deliver State government grant funding to manage targeted flying-fox roosts.	🟡	🟡	🟡		Procurement underway (Request for Quotes) for Rathdowney roost vegetation management and Canungra roost expanded works area with the community updated on progress. Fund will be fully expended before grant date of December 2026.

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Agricultural Water Security					
Advocate for water security for agricultural purposes.	🟡	🟡	🟡		Council has committed \$35,000 to assist in the delivery of phase 2 of the Water for Warrill project.
Environmental Charge					
Introduce an environmental charge to fund or expand a range of initiatives, programs and projects that protect and maintain vital ecosystems and natural environmental values.	🟡	🟡	🟡		<p>The environmental separate charge was introduced as part of the 2025-2026 Budget. Council has committed \$35,000 to assist in the delivery of phase 2 of the Water for Warrill project.</p> <p>70% of environmental separate charge funds have been expended on works attributed to:</p> <ul style="list-style-type: none"> - One Million Trees - Environmental Grants - Habitat protection program through landholder conservation initiatives - Reserve management - Weed management (reserves and local roads) - Fire mitigation (fire trails and asset protection zones) - Flying-fox roost management
Leachate Reduction Management					
Reduce the volumes of leachate currently stored at Bromelton Waste Facility to return site to full operational capacity.	🔴	🟡	🟡		Investigation is underway into short and long-term leachate management, appropriate for the current and future volumes of leachate at the Bromelton Landfill site.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🔴 Requires attention

Contributing Services

Biodiversity and Climate Change	
What we do:	Preserve and enhance the region’s unique natural environment and rural landscapes, in partnership with the community. 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:	To 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 and Resource Recovery Services	
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.

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 The region hosts high quality and accessible sporting events and unique recreational opportunities.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Beaudesert Recreational Precinct					
Progress detailed design and apply for funding to support delivery of the Beaudesert Recreational Precinct.	🟡	🟡	🟡		Finalisation of Environment Protection Biodiversity Conservation (EPBC) Act referral, informed by the initial Ecological Assessment report and the findings from the proposed additional surveys, as well as other specialist studies being collated and reviewed for and submission next quarter.
Parks and Amenities Strategy					
Develop, analyse and implement strategic outcomes for Parks and Amenities across the Region.	🟡	🟡	🟡		Delayed delivery due to resourcing challenges.

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

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 Maintenance	
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 for use by visitors and to enhance the visitor opportunities within the Scenic Rim.

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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 an organisational development program, spell out the word FOCUS. This sets out the things which, over the five year period 2025-2030, 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. During the 2025-2030 period, 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

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	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Procurement Policy Review					
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.	👍	🌟	🌟		Presented and adopted by Council in January 2026. Completed in Quarter Two.
Drive Value-for-Money and Commercial Outcomes					
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.	👍	👍	👍		Requires additional engagement with the business to identify aggregated buying and demonstrate the benefits. Access to the State Government portal was achieved providing additional prequalified panels.
Camping Facility Business Model					
Undertake a feasibility assessment of the business model options available to Council (with respect to Council owned / controlled campgrounds) with the objective to ensure ongoing revenue is received by Council, and facilities are appropriately maintained.	➡	👍	➡		Requires additional research in relation to revenue and cost estimates, to undertake feasibility assessment.

Legend: 🌟 Completed 👍 On track ➡ Monitor 🚩 Requires attention

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 and Supply	
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, arrange collection of outstanding rates-related debts, and resolve 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 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Talent Acquisition and Retention					
Plan to outline Council's strategies for talent acquisition and retention that will assist in building a stronger and motivated team to deliver exceptional results for our community.	🟡	🟡	🟡		A Workforce Management Strategy will be developed incorporating strategies related to talent acquisition and retention focused on a values based organisation.
Enhance Procurement Capability and Culture					
Build procurement capability across Council through targeted training and mentoring. Foster a "commercial mindset" and value-for-money culture across departments. Establish clear roles and responsibilities between Procurement, Contract Owners, and Business Units.	🟡	🟡	🟡		Requires additional internal engagement with the business areas to develop culture and demonstrate the benefits. Training will recommence with the transition to CiA software changes where procurement best practice will be coupled with the 'how to' for CiA optimisation.
Develop Compliance Framework					
A compliance framework helps ensure Council follows all relevant laws, regulations, standards, internal policies, and ethical practices.	🟡	🟡	🟡		This body of work has not commenced due to several competing priorities and compliance timeframes. It may be completed in Quarter Four.
Improve Procurement Risk Management					
Integrate a Procurement Risk Assessment Framework into all major procurement and contracting activities. Regularly review risk profiles and update controls as part of project and contract management. Use risk-adjusted procurement planning, especially for high-risk sectors (e.g. construction).	🟡	🟡	🟡		Risk management toolsheet and risk guide are both incorporated in the Procurement and Supply sharepoint page.

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟡 Requires attention

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Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
ICT Strategy - Cyber Security Controls					
Strengthen Council's cyber security.	🟡	🟡	🟡		Network Penetration test to be completed in Quarter Four. Engaging Cyber Security consultants.
ICT Strategy - Enterprise Asset Management (EAM) System Implementation					
EAM provides Council the ability to use one holistic view of our asset base to increase asset life, reduce risk and build operational efficiency into their entire asset lifecycle.	🟡	🟡	🟡		Discovery workshops underway, and implementation planned for completion throughout 2026-2027.
Project Management Framework					
Review of Council's project management framework (Capital/Operational), Prioritisation Framework, Project Management Software.	🟡	🟡	🟡		A review of the four pilot projects is underway. The review is focused on identifying areas where the framework was not adequately applied and determining the necessary actions to strengthen governance. Improved monthly reporting has been implemented. To inform an understanding of the risk and governance profile of the current capital works program, a review was undertaken of all projects with a value of \$200,000 and above.

Legend: 🟢 Completed 🟡 On track 🟡 Monitor 🟠 Requires attention

Contributing Services	
Facilities Maintenance and Management	
What we do:	Deliver maintenance and building services for Council owned assets, other than selected leased properties.
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.
Plant and Fleet 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 an economical cost and high quality.
Governance and Internal Audit	
What we do:	Provide governance leadership and advice to support consistent, lawful and efficient Council decision-making. Maintain and improve Council’s governance framework (policies, delegations, meeting processes and reporting standards) and deliver a risk-based internal audit program to review controls, compliance and performance, and monitor implementation of agreed actions.
Why we do it:	To strengthen accountability, transparency and integrity, reduce organisational risk, and ensure Council resources are managed responsibly in a way that maintains public confidence and supports effective service delivery.
Information Services and Technology	
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.

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Contributing Services (continued)	
Infrastructure Planning 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.

FOCUS: Customer Responsiveness

Outcomes

Clear standards for customer service are established and communicated through an updated Customer Service 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 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Website Review and Update					
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.	👍	🌟	🌟		Completed in Quarter Two. The migration of the website to a new platform is complete. Staff training is currently being undertaken across the organisation to enable subject matter experts in departments to have greater flexibility in regard to content updates. A strategic and consistent review of information architecture (IA) and digital journeys is being carried out to assist customer-focused website interaction and use.
ICT Strategy - Online Customer Service Request System					
Implementation of online Customer Service Request system.	👍	👍	👍		Data cleansing underway. Implementation planned for 2026-2027.

Legend: 🌟 Completed 👍 On track 🔄 Monitor 🚨 Requires attention

Contributing Services	
Communications and Marketing	
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 Community Engagement	
What we do:	Provide excellent customer service in accordance with the Customer Service 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.

Council uses innovative approaches to attract and retain talent.

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q3 Comment
Organisational Structure Review					
Implement and embed Council's organisational structure to enable delivery of services and strategic goals.	🟢	🟢	🟢		Completed in Quarter Two.
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.	🟡	🔴	🟡		A Workforce Management Strategy will be developed incorporating strategies related to improving workplace culture, and employee engagement.
Certified Agreement					
Negotiation of new certified agreement for the next three years.	🟢	🟡	🟡		Certified Agreement negotiations are continuing with an aim to complete by 30 June 2026.
Leadership Development					
Delivery of Emerging Leaders Program and delivery of senior leadership development.	🟢	🔴	🟢		A leadership development framework has been developed with the first cohort of training to roll-out in Quarter Four.

Legend: 🟢 Completed 🟢 On track 🟡 Monitor 🔴 Requires attention

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 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 Wellbeing	
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

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	Q3 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.	🟡	🔴	🟡		Meeting held on 17 March 2026.
Strengthen Contract and Supplier Relationship Management					
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.	🟡	🟡	🟡		Requires additional engagement with the organisation to demonstrate the benefits of consistency and contract performance elements built into contracts.

Legend: 🟢 Completed 🟡 On track 🟠 Monitor 🔴 Requires attention



SCENIC RIM REGIONAL COUNCIL
SERVICE DELIVERY REPORT
QUARTER THREE 2025-2026



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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. 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 Three.

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 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 Service Charter. The vast majority of the services outlined in the report directly benefit the community. The Customer Service 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

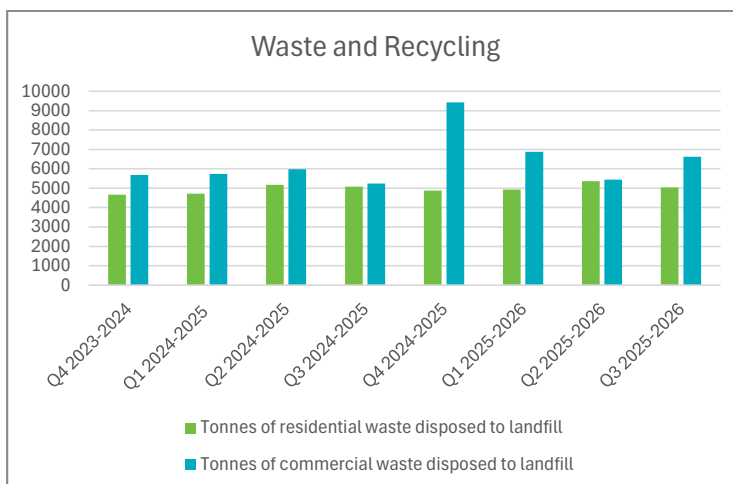
Highlights

- Installation of Container Exchange baskets in the parks area.
- In-house delivery of Waste Education initiatives.

Performance Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	4,930	5,361	5,041	
Tonnes of commercial waste disposed to landfill	6,881*	5,447	6,620	
Tonnes of general waste from kerbside collection	2,782	2,986	3,001	
Tonnes of general waste from transfer stations	2,147	2,456	2,181	
Tonnes of household recycling recovered	528	595	584	
Tonnes of green waste recovered and mulched	1,753	1,473	2,131	
New domestic waste collection services established	213	62	192	
New commercial waste collection services established	7	11	13	
Waste customer requests received	658	653	737	
Waste customer requests resolved	646	651	724	
Students engaged in waste education sessions	0	92	103	
Bin health checks	4,042	Project Complete		

* Tonnes of commercial waste disposed to landfill was incorrectly reported in Quarter One as 3,071 but has been corrected to 6,881 in the above table.



Upcoming Activity

- Updates to Waste Collection Policy.
- Introduction of household battery collection service.
- Expansion of Containers for Change basket installations.
- Development of guidelines for public place litter collection infrastructure installations.
- Review of waste collection service expansion.
- Waste audits (including kerbside collections and transfer stations) to be undertaken.
- Delivery of various waste education initiatives such as school education programs, community engagement workshops etc.
- Investigate short and long-term leachate management systems for Bromelton Landfill.

Facilities

Highlights

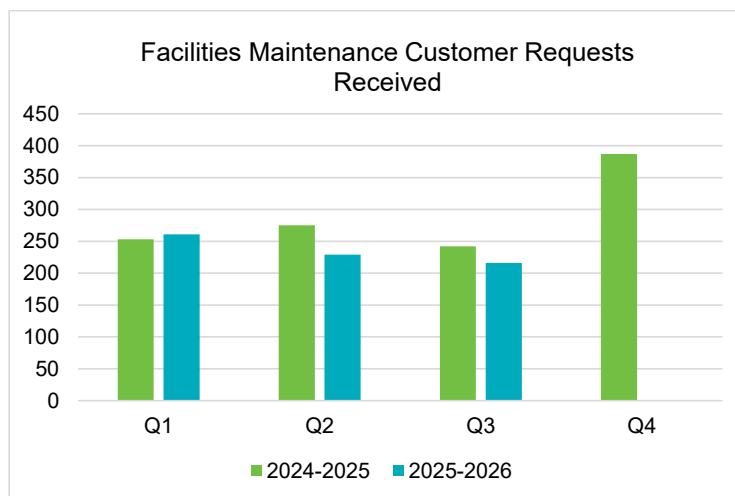
- New public toilet block commenced construction at Dapsang Drive, Tamborine Mountain.
- Successful trial of new technology; use of a drone for solar panel cleaning.

Performance Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	261	229	216	
SWIMMING POOL ATTENDANCE FIGURES				
Beaudesert	1,868**	20,853	15,602	
Boonah	382**	5,744	3,728	
Canungra	786**	8,028	5,549	
Rathdowney*	N/A	N/A	N/A	N/A
Scenic Rim Aqua Fitness	3,808	3,268	2,084	
Tamborine Mountain	767**	9,654	5,108	

* Rathdowney has remained closed due to maintenance.

** Quarter One figures are for September 2025 only (first month of open pool season)



Upcoming Activity

- Joint City Venues and Beaudesert Swimming Club presentation to Council on future possible development of the Beaudesert pool site.
- Ongoing maintenance service contract renewals (Council and community facility maintenance).

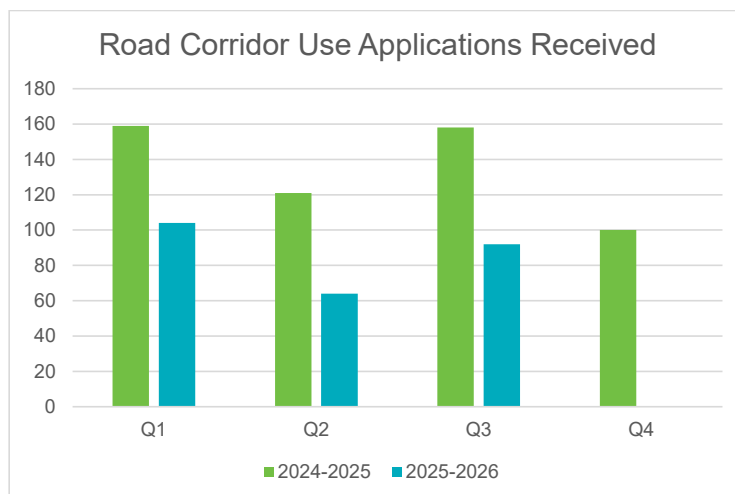
Transport Applications

Highlights

- N/A

Performance Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	104	64	92	
Road corridor use approvals issued	108	77	78	
Heavy vehicle access applications received	103	78	117	
Heavy vehicle access approvals issued	76	46	65	
Property access requests received	76	61	76	
Property access approvals issued (including initial and final approval)	75	63	58	
Rural road numbering requests received	11	21	13	
Rural road numbering approvals issued	13	17	9	
Street applications received (abandoned vehicles, land activity notices and Gate & Grid)	92	54	42	
Street applications approved (abandoned vehicles and land activity notices and Gate & Grid)	34	27	39	
Road maintenance customer requests received	660	720	800	



Upcoming Activity

- Business as usual.

Road Maintenance

Highlights

- Maintenance activities and Reconstruction of Essential Public Assets (REPA) works continue to be delivered.
- Construction of footpaths at Aratula and Church Street Boonah finalised.
- Road works on Undullah Road, Kagaru completed.

Performance Statistics

ROAD MAINTENANCE	Q1	Q2	Q3	Q4
Bridges	0	3	2	
Drainage	39	48	52	
Footpaths	32	40	43	
Road Corridor Management Activities	51	69	56	
Road Requests - Sealed	114	97	122	
Road Requests - Unsealed	163	117	157	
Road Requests - Vegetation Management	60	81	94	
Road Requests - Other	170	205	227	
Structures	10	6	14	
Traffic Management	21	54	33	
Total	660	720	800	

Upcoming Activity

- Standard maintenance activities to continue.

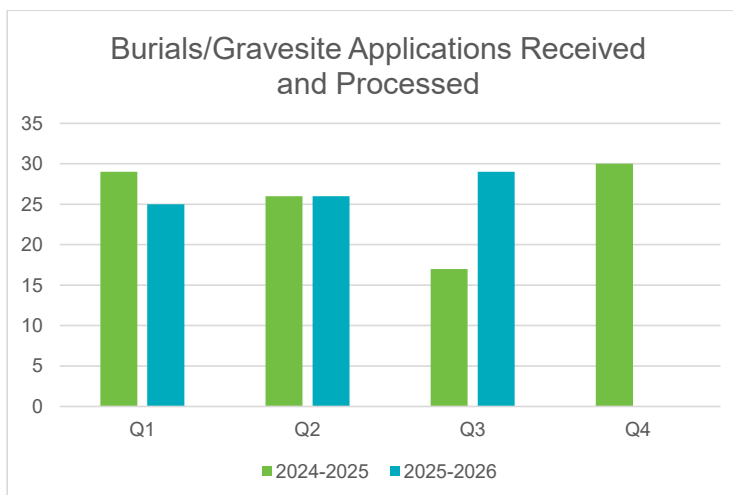
Cemeteries

Highlights

- N/A

Performance Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	25	26	29	
Ash placement applications received and processed	13	11	6	
Applications for reservation received and processed	34	24	19	
Applications for monumental work received and processed	18	20	13	
Plaque placement applications received and processed	16	26	4	



Upcoming Activity

- Boonah Cemetery internal road refurbishment will be completed in the 2025-2026 Financial Year.

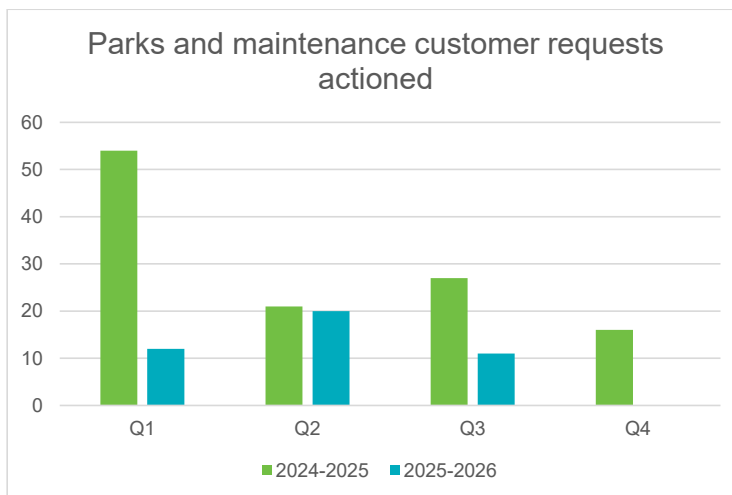
Parks

Highlights

- Free Tree Distribution event held in Harrisville on Saturday, 7 February 2026. 277 plants distributed.
- Free Tree Distribution event held in Boonah on Saturday, 7 March 2026. 254 plants distributed.

Performance Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1,638	1,911	1,021	
Parks and landscape maintenance customer requests actioned	12	20	11	
Park use applications received and processed	21	27	18	
Applications for tree work / removal on Council managed land received	23	27	25	



Upcoming Activity

- All preparations for ANZAC Day have been completed. Annual garden bed displays have been planted with sufficient time to allow plantings to be in full bloom by 25 April 2026. Formal garden bed hedges have been pruned. Lawns will be mowed the week of ANZAC Day.
- Council's final Free Tree Distribution event for the year will be held in Beaudesert on Saturday, 2 May 2026.

Disaster Management

Highlights

- Exercise Flipper was held over three days as a training exercise for the activation of the Local Disaster Management Group, Local Disaster Coordination Centre, and evacuation function. This exercise series was well attended by council officers, Council's executive team, representatives from partnering agencies Queensland Police Service, Queensland Fire Department, Queensland Ambulance Service, State Emergency Service as well as observers from neighbouring Local Government Area, City of Gold Coast. Our Community Disaster Volunteers also provided valuable participation in the exercise to facilitate activation of a mock Place of Refuge.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of Community Disaster Volunteers	69	73	74	
Number of people engaged through Recovery and Resilience community activities (in addition to the Cuppa's)	45	210	360	
Building Inclusive Disaster Resilient Communities Forums and Workshops	440	0	0	
Community Disaster Exercises	2	0	1	
Number of Local Disaster Management Group (LDMG) meetings	1	1	1	
Number of LDMG exercises	0	1	1	
Number of Local Recovery and Resilience Group (LRRG) meetings	1	0	1	
Number of LRRG exercises	0	0	0	
Number of training and development sessions delivered	3	10	1	
Council's Disaster Management Facebook followers	14,000	14,020	14,085	

Upcoming Activity

- Undertake review of Disaster Management Plans and Subplans.
- Review Memorandum of Understanding with partnering agencies.
- Review action items, lessons identified and improvement actions arising from previous events, exercises and debriefs.

Corporate and Community Services

Internal Audit, Risk and Improvement

Highlights

- A regular Audit and Risk Committee Meeting was held on 19 March 2026.
- The Internal Audit Policy and Procedure were updated and approved by Council.
- Reports on Continuous Assurance testing on Accounts Payable, Procurement and Corporate Cards were completed.
- Advice and assistance was provided regarding the draft Code of Conduct, procurement training, Ex-gratia Payment Policy and risk management activities.

Performance Statistics

STATUS OF AGREED AUDIT ACTIONS	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low Risk	23	6	0	17
Medium Risk	55	4	0	51
High Risk	33	2	0	31
Total	111	12	0	99

Upcoming Activity

- The next Audit and Risk Committee Meeting is scheduled for 18 June 2026.
- Work will progress on regular reviews including Regulatory Compliance, Regional Events, Records Management, Payroll and the CiA Upgrade Project.
- Developing the Annual Internal Audit Plan for 2026 - 2027.
- Continuous Assurance testing on overtime payments.

Governance

Highlights

- Continual increase in Right to Information Applications and Administrative Action complaints, is impacting resources with compliance timeframes to be met.

Performance Statistics

	Q1	Q2	Q3	Q4
INSURANCE AND LIABILITY REPORTING				
Balance carried forward	4	0	3	
Received	21	26	34	
Items referred to insurer	5	14	4	
Items assessed by Council	16	11	30	
Claims approved	1	2	1	
Claims denied	2	8	3	
Notification only	0	3	8	
Still under review (carry forward)	0	1	8	
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS				
Right to information and privacy applications received	6	8	11	

Upcoming Activity

- Drafting of a Compliance Framework.
- Implementation of amendments to the Local Government Act.
- Information Privacy and Other Legislation (IPOLA) reform changes and implementation.

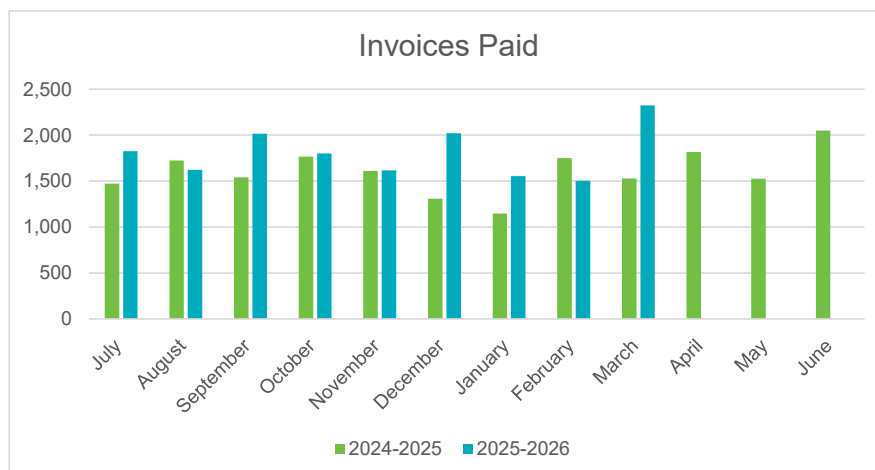
Financial Management

Highlights

- December Budget Review process management.
- 2026-2027 draft Budget development.
- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet and subsidiary system reconciliations.
- Processing of Accounts Payable.
- Monthly Business Activity Statements.
- Fixed Asset Register maintenance including managing a revaluation of Council land and reviewing and processing the revaluation for buildings.
- TechnologyOne Ci to CiA testing.
- Implementation of new Fees and Charges solution.
- Development of Fuel Price adjustment tool for use when suppliers are presenting cases for price increases.

Performance Statistics

INVOICE PROCESSING	
July 2025	1,825
August 2025	1,621
September 2025	2,015
October 2025	1,800
November 2025	1,615
December 2025	2,022
January 2026	1,555
February 2026	1,503
March 2026	2,323



Upcoming Activity

- Monthly Financial Performance Reports presented to Council.
- March Budget Review process managed and completed.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts Payable.
- Interim audit visit and report activity.
- Monthly Business Activity Statements.
- Fringe Benefits Tax Return completed and submitted.
- Capitalisation of completed capital projects.
- 2026-2027 Budget process completed.
- Management of and completion of external audit visit.
- End of Financial Year Planning.
- TechnologyOne Ci to CiA continued testing and implementation with go-live on 18 May 2026.

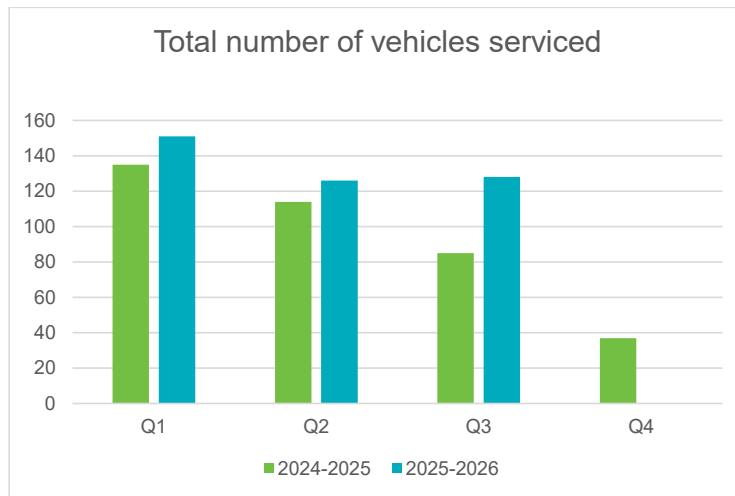
Fleet Management and Servicing

Highlights

- Further development of reporting functions within Geotab GPS software.
- Installation of system into fleet for driver identification, nearing completion.

Performance Statistics

	Q1	Q2	Q3	Q4
SERVICES				
Heavy Plant	35	35	28	
Light Motor Vehicles	65	26	42	
Small Plant	17	43	38	
Trucks	34	22	20	
Total Vehicles Serviced	151	126	128	
FLEET PURCHASES (ORDERED)				
Light Motor Vehicles	7	2	4	
Plant	0	0	0	
Small Plant	4	13	11	
Trailers	0	0	0	
Trucks	0	0	0	
Other	0	1	0	
FLEET DELIVERIES				
Light Motor Vehicles	0	5	1	
Plant	0	0	0	
Small Plant	4	6	15	
Trucks	1	2	0	
Other	0	0	1	
FLEET DISPOSALS				
Light Motor Vehicles	6	5	3	
Small Plant	0	0	0	
Plant	0	0	0	
Other	1	0	0	
Trucks	0	0	0	



Upcoming Activity

- Undertaking the Certificate of Inspection inspections on Council’s medium truck fleet.
- Roll out of driver identification tags (fobs) to drivers of Council’s fleet assets to complete project.
- Finalise review of fleet management and roadmap of actions for improvement and begin implementation.

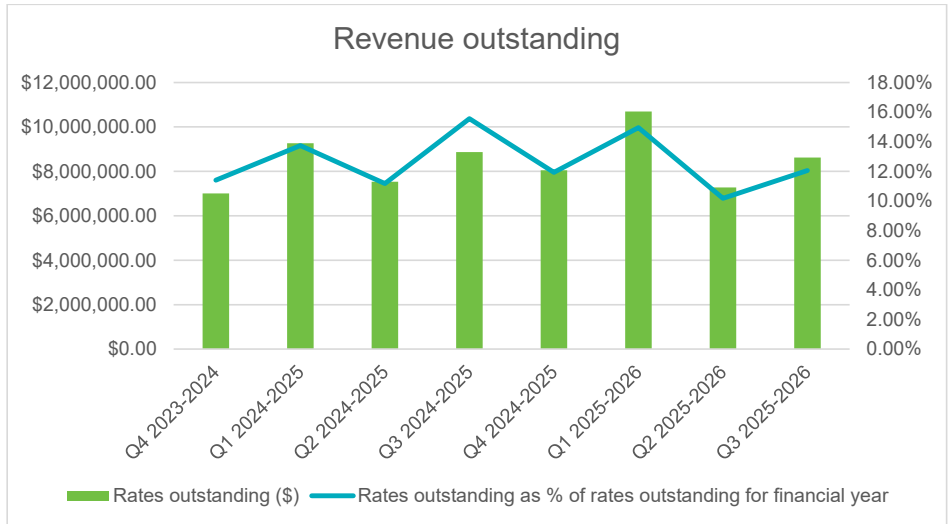
Revenue

Highlights

- Successfully levied and issued second half yearly rate notices for 2025-2026.
- Commenced recovery action for those accounts with overdue rates and charges.

Performance Statistics

	Q1	Q2	Q3	Q4
Total 2025-2026 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services, Environment and Rural Fire Special Charge)	\$41,352,852.34	N/A	\$41,531,626.52	
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$26,834,462.54	N/A	\$26,904,355.52	
Total discount applied to half rates levy	\$1,099,988	N/A	\$1,093,844.92	
Number of rate reminder notices issued	4,212	N/A	3,938	
Total rates outstanding (excluding prepayments) at end of quarter	\$10,696,502.53	\$7,279,703.50	\$8,624,267.40	
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2025-2026 financial year (including arrears)	14.96	10.18	12.06	
Number of Supplementary Notices issued	323	502	589	
Number of change of ownerships processed	469	280	461	
Number of urgent rate search certificates issued	17	29	19	
Number of rate search certificates issued	416	342	337	



Upcoming Activity

- Preparation of database for first half yearly rate notice issue 2026-2027.
- Assist with the 2026-2027 budget process and adoption.
- Continue with recovery process for outstanding rates and charges.
- TechnologyOne Ci to CiA continued testing and implementation with go live on 18 May 2026.

Purchasing and Supply

Highlights

- Access to State Government procurement portal increasing the pre-approved panel numbers.
- Rapid engagement with the organisation to develop strategy for fuel price increases in contracts and purchasing to get ahead of the anticipated requests for variations or levies.

Performance Statistics

	Q1	Q2	Q3	Q4
Purchases with local suppliers	\$9,873,255	\$7,398,354	\$7,822,226	
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	30%	28%	28%	
Local suppliers with over \$200,000 spend for the quarter:				
• GWT Earthmoving Zurvas Earthmoving Pty Ltd T/as	\$2,329,672	\$1,941,137	\$3,122,838	
• Kalbar Bobcat Hire	\$1,735,052	\$1,321,999	\$1,454,261	
• Redfrost Pty Ltd ATF The Lawson Family Trust	\$1,132,446	\$805,819	\$859,961	
• Neilsens Quality Gravels	\$1,109,894	\$390,204	\$179,557	
• Lahey & Walker	\$432,939	\$416,686	\$383,285	
• Bellrise Investments Pty Ltd	\$399,619			
• Beadesert Motors Pty Ltd T/as Scenic Ford/Scenic Motors/Scenic Hyundai	\$245,545	\$224,298	\$2,274	

Upcoming Activity

- Technology One Ci to CiA continued testing and implementation with go live date of 18 May 2026.
- Refine the procurement process with a user friendly SharePoint page, and simplified suite of procurement documentation.

Records

Highlights

- Development of storage review and action plan.
- Ongoing management of Boonah office mould affected records.

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	16,874	18,925	
Number of helpdesk requests received	335	429	383	
Percentage of helpdesk requests completed by end of each business working day	90%	90%	90%	

Upcoming Activity

- Management and remediation of Boonah office mould affected records.
- Update of the Disposal and Digitisation of Records Plan, including Template Forms and supporting documentation.
- Update of Standing Endorsements and associated forms.
- Update of Digitisation Suitability and Disposal assessment forms.
- Storage review project and action plan implementation.
- Ongoing compliance towards the Public Records Act 2023.

Information Technology

Highlights

- Resumed testing for TechnologyOne Financials and Supply Chain upgrade.
- Initiated project to enable online lodgement of development applications.
- Closed Multifunction Print Device request for quotation.
- Purchased and installed Bluebeam Revu Design software.
- Obtained quotations for meeting room technology upgrades.

Performance Statistics

EMAILS								
	Q1		Q2		Q3		Q4	
	Total	Average per day	Total	Average per day	Total	Average per day	Total	Average per day
Emails sent	215,680	2,396	185,941	2,021	200,601	2,229		
Emails received	624,768	6,942	570,926	6,205	545,680	6,063		

PRINTING				
	Q1	Q2	Q3	Q4
Colour	157,208	120,093	152,062	
Black and White	138,933	129,166	120,210	
Total Prints	296,141	249,259	272,272	

HELPDESK		
MONTH	JOBS CLOSED 2024-2025	JOBS CLOSED 2025-2026
July	590	428
August	493	395
September	416	396
October	494	419
November	423	407
December	409	339
January	523	360
February	451	374
March	396	497
April	401	
May	534	
June	473	

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
Ordinary Meeting	29 October 2025	21	315
Special Meeting	12 November 2025	7	116
Ordinary Meeting	26 November 2025	24	191
Ordinary Meeting	10 December 2025	33	224
Ordinary Meeting	28 January 2026	26	266
Special Meeting	4 February 2026	30	101
Ordinary Meeting	25 February 2026	33	187
Ordinary Meeting	31 March 2026	27	77

Upcoming Activity

- Implement TechnologyOne Upgrade for Financials and Supply Chain.
- Resume Enterprise Asset Management project discovery.
- Undertake cyber security network penetration test.
- Investigate solutions for meeting rooms technology upgrades.

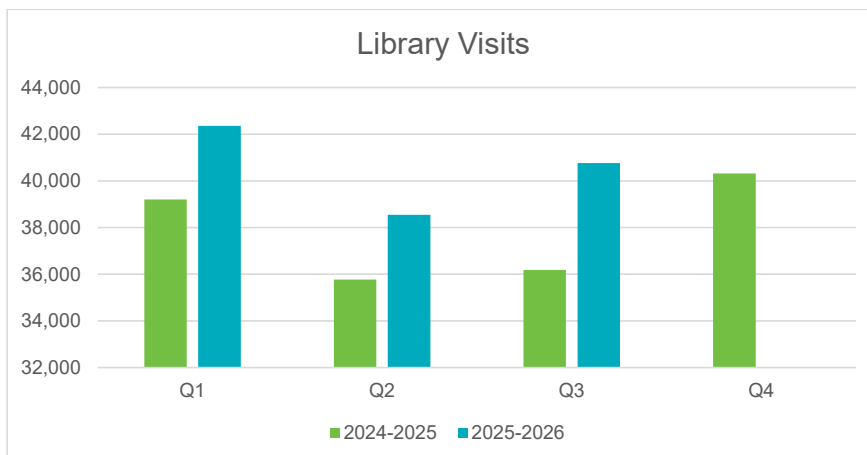
Libraries

Highlights

- The Together Project successfully brought together community members of all ages through an engaging series of workshops and events. Highlights included a four-part writing program delivered by the Queensland Writers Centre, practical sessions focused on personal and small business skills such as budgeting and promotion, as well as innovative and inclusive offerings like virtual reality experiences, a Hip-Hop workshop, and Auslan Story Times. All sessions experienced strong attendance, reflecting the community’s enthusiasm for accessible and creative learning opportunities.
- Digital inclusion remained a key priority, with Digital Drop-In sessions becoming a permanent fixture at Beaudesert Library. These one-on-one sessions have been warmly embraced by the community, supporting individuals to build confidence, develop digital skills, and navigate everyday technology.
- The library also hosted the Queensland Government’s digital licence initiative, helping community members transition to digital licensing, alongside a collaborative community event led by the Disaster Management Team, which featured local vendors and a community sausage sizzle.
- Programs and events continued to attract strong community engagement, including a fully booked *Stories and Songs* event featuring acclaimed artist Troy Cassar-Daley, and popular author talks at Tamborine Mountain Library with Australian authors Hazel Barker and Cathryn deVries in conversation with Kylie Chan.
- Behind the scenes, significant progress was made in strengthening library systems, with the successful completion of the Library Management System Separation from Consortia Project. This milestone resolves longstanding data integrity and management challenges, positioning the service for improved efficiency and future growth.

Performance Statistics

	Q1	Q2	Q3	Q4
Library visits	42,354	38,545	40,769	
Library members	20,253	20,888	21,473	
New library members	653	604	802	
Story time sessions	127	107	108	
Story time participants	1,887	1,598	1,822	
School holiday sessions	20	10	8	
School holiday participants at events	771	216	136	
Story time packs handed out	200	0	0	
Youth event sessions (13-18 years old)	1	2	1	
Youth event participants	5	12	5	
Adult activity sessions	42	59	62	
Adult activity participants	325	365	513	
PC bookings	4,257	4,010	3,288	
PC booking hours	2,011	1,977	2,096	
Physical resource issues	49,510	43,571	46,216	
Digital issues	15,593	15,136	13,191	
Total item issues	65,103	58,707	59,407	
Inter-library loans	301	261	355	
Housebound book loans	576	492	474	
Reservations Allocated	4,746	4,681	5,011	



Upcoming Activity

- Continued enhancement of customer experience through expanded digital access, and delivery of high-quality literary and community programming.
- At Beaudesert Library, new smart lockers and return shelves will be introduced, further leveraging existing RFID technology to deliver a more seamless and efficient borrowing experience. This enhanced use of RFID increases return on investment by enabling greater automation, reducing the need for multiple staff handling points, and ensuring items are made available to the public more quickly. The result is improved customer convenience, streamlined access to collections, and increased staff capacity to focus on high-value, customer-facing services.
- A significant Spydus 11 upgrade will modernise core library systems and digital services. Transitioning to a new cloud-based environment will replace the existing on-premise infrastructure, improving system reliability and scalability. The introduction of API integrations will strengthen data security and modernise authentication protocols, ensuring safer and more efficient access to services. Customers will also benefit from a new and enhanced catalogue (OPAC) and website, offering a more intuitive user experience alongside richer content discovery features.
- This will be complemented by API integration with BorrowBox, further improving access to digital collections and creating a more seamless experience for customers borrowing eBooks and eAudiobooks.
- Programming will continue to connect the community with leading voices and ideas. Highlights include an upcoming Matter of Facts workshop in partnership with the ABC, supporting media literacy and informed engagement. Customers will also have the opportunity to participate in a live online discussion and Q&A with acclaimed author Trent Dalton on his latest novel *Gravity Let Me Go*, followed by livestreamed sessions from the Sydney Writers' Festival, featuring prominent speakers including Yann Martel, Stephanie Alexander, Tony Abbott and Trent Dalton.
- The library will once again proudly participate in National Simultaneous Storytime, sharing this year's featured story *Luna the Roo – The Kangaroo Ballerina* with families across the region, fostering early literacy and a lifelong love of reading.

Community Development

Highlights

- Successfully held the Region's largest ever Australia Day Awards and Citizenship Ceremony.
- Collaborative work with Libraries undertaken showcasing Disaster Preparedness displays including disaster dashboard displays installed across Scenic Rim Libraries throughout March 2026, including Tamborine Mountain, Boonah, Canungra and Beaudesert. These displays extended access to preparedness, response and recovery information beyond the event.
- A Community BBQ was held at Tamborine Mountain Library. Delivered in partnership between Council's Libraries and the Community Development, Recovery and Resilience team, focused on disaster preparedness and supporting the Queensland Government Digital Access Mobile Service to engage with the community. Approximately 80 attendees engaged with a range of organisations.
- Peak Crossing Roadshow set a new high with 84 attendees (up from an average of 12). This was a great opportunity for old and new residents to come together and meet their neighbours.
- Evacuation Centre (Place of Refuge) training was conducted for staff and Community Disaster Volunteers.
- 23 local communities awarded with Minor Community Grant funding.
- Pocket Book currently being reviewed and updated.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	24	N/A	35	
Number of Community Grants	36	N/A	23	
Total value of Community Grants	\$157,873	N/A	\$92,267.10	
Number of attendees at Australia Day Ceremony	N/A	N/A	335	
Number of new Citizens sworn in at Citizenship Ceremony	27	N/A	71	
Number of attendees at Queensland Day	N/A	N/A	N/A	
Be Healthy and Active participant numbers	1,035	825	792	
Volunteer Newsletters	N/A	N/A	N/A	
Youth Leaders	N/A	163	N/A	
Number of attendees at Cuppa in the Communi-Tea events	226	357	345	
Number of attendees at the Community Hall Roadshows	N/A	N/A	283	
Interagency and Mental Health Network meetings	5	6	5	
Number of Pocket Books distributed	40	60	N/A	
Number of Living in Scenic Rim Kids Activity Books distributed	310	460	535	
Number of Living in Scenic Rim booklets distributed	295	249	245	
Number of attendees at the International Men's Day Dinner	N/A	110	N/A	
Number of attendees at the International Women's Day Breakfast	N/A	N/A	140	
Number of attendees at the Free Movies in the Park	N/A	150	N/A	

	Q1	Q2	Q3	Q4
Number of attendees at the Free Inflatable Event in the Park	N/A	N/A	N/A	
Number of attendees at the Volunteer Thank You Events and Programs	N/A	17	N/A	

Upcoming Activity

- Citizenship Ceremony in April 2026 (now being held quarterly due to high numbers).
- ANZAC Day ceremonies across 12 locations in the region.
- Boonah Cuppa in the Communi-tea - always very well attended and largest Cuppa in the region.
- Homelessness advocacy continues. Internal and External Network meetings continue. Mayor has requested a meeting with the Minister to discuss considerations for specialist housing service in region.
- Dinner in the Dark Events kick off in May 2026, marketing and tickets live soon.

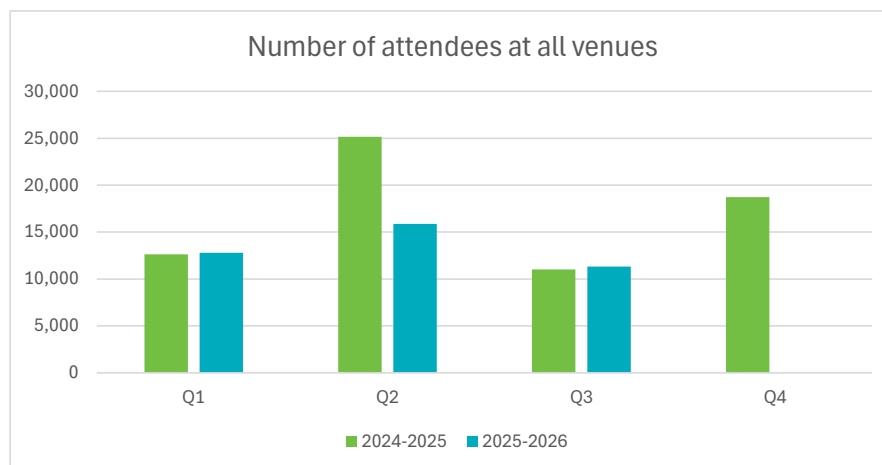
Cultural Services

Highlights

- Opening of Mr Chippa the Woodblock Carver of Bagru exhibition at The Centre, Beaudesert.
- Tour of Kingston Butter Factory Living Museum with Scenic Rim Heritage Network.
- Completion of mural on Beaudesert Administration building.
- Completion of Tamborine Village Sculpture.
- Shifting Ground touring exhibition opened at Dogwood Crossing Miles.
- Boonah Guides Quilt and Craft Show.
- Scenic Rim Business Excellence Awards.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	110	121	68*	
Number of attendees at The Centre, Beaudesert	2,876	7,096	2,230	
Number of events at Boonah Cultural Centre	149	123	112	
Number of attendees at Boonah Cultural Centre	3,292	3,166	2,453	
Number of events at Vonda Youngman Community Centre	419	298	556	
Number of attendees at Vonda Youngman Community Centre	6,636	5,603	6,641	
Number of attendees All Venues	12,804	15,865	11,324	
Number of Regional Arts Development Fund applications	16	N/A	4	
Value of Regional Arts Development Fund grant approvals	\$4,500	N/A	\$3,000	
Value of Regional Arts Development Fund projects	\$12,494	N/A	\$6,968	



Upcoming Activity

- April School Holiday programming including QAGOMA Kids on Tour, A Bee Story family performance by Arc Circus, Brickmasters LEGO ® workshops, Flipside Circus and Kids Flicks.
- The Australian Army Band AM concert.
- Ross Noble Cranium of Curiosities.
- Adam Harvey Tour.
- Scenic Rim Sustainable Fashion Designer Showcase.
- Enchanted Worlds Exhibition opening.
- Tamborine Mountain Arts Trail.

Customer Service and Engagement

Highlights

Customer Service

- Call volumes increased by 11% compared to Quarter Two.
- The rise in call volumes, combined with unplanned leave and existing vacancies, contributed to higher than average call wait times and an increase in the longest wait time.
- More than 3,100 requests were created, representing a 13% increase compared to Quarter Two.
- 3,126 Local Government transactions were processed, a 40% increase on Quarter Two.
- Online requests continue to rise, increasing by 15% compared to Quarter Two.
- Over 3,000 Queensland Government Agent Program (QGAP) transactions were processed during this quarter.

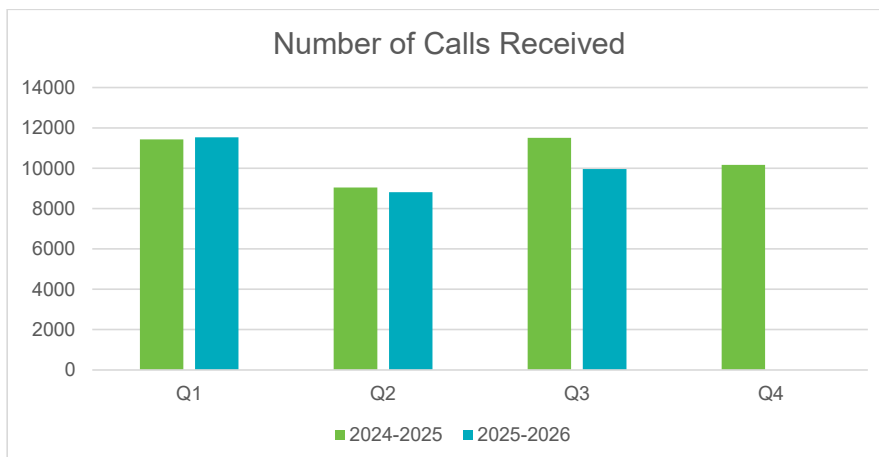
Community Engagement

- During Quarter Three, the Community Engagement Officer maintained strong face-to-face engagement and effective stakeholder management, while continuing to invest significant time supporting projects with high community engagement involvement.
- Digital participation increased significantly, driven by a high volume of community consultations, including:
 - Launch of Town Centre Master Plan community engagement for Canungra, Kalbar and Kooralbyn.
 - Closing out of consultation activity from the previous quarter.
 - Increased involvement by the Community Engagement Officer in Council community events such as the Free Tree Days to proactively promote the Let's Talk Scenic Rim platform and community consultations for the Town Centre Master Plans.
- A total of 15 face-to-face engagement activities were delivered across the quarter, reflecting continued investment in high-value, place-based engagement:
 - January: four engagements
 - February: four engagements
 - March: seven engagements
- Key Construction and Council projects supported included:
 - Beaudesert Town Centre Revitalisation
 - Gallery Walk Precinct Project
 - Hinchcliffe Bridge
 - The Shelf Road
 - Aratula footpath works
- Engagement activities focused on providing community program updates, proactive face-to-face engagement with local businesses, and closing feedback loops with the community.
- The Let's Talk Scenic Rim platform recorded 9,953 total visits this quarter, with 268 new participants registered. Increased digital engagement is attributed to the high volume of community engagement activities undertaken this quarter and delivered across both in person and online channels.

Performance Statistics

	Q1	Q2	Q3	Q4
Number of calls	11,529	8,817	9,961	
Average call wait time	0:00:37	0:00:28	0:00:35	
Longest call wait time	0:11:06	0:11:58	0:14:30	
Applications created	1,407	1,231	1,183	
Requests created	3,338	2,768	3,125	
Online requests	214	263	303	
Local Government transactions (excluding enquiries)	4,325	2,232	3,126	
QGAP transactions	3,096	3,040	3,040	
COMPLIMENTS RECEIVED *				
Asset and Environmental Sustainability	12	8		
Infrastructure Services		7	10	
Council Sustainability	0	1		
Corporate and Community Services		1	5	
Customer and Regional Prosperity	7	3		
Planning, Development and Environment		0	0	
People and Strategy / People and Performance	0	0	0	
Executive Office Mayor and Councillors	0	0	0	
LET'S TALK SCENIC RIM				
New participants registered on Let's Talk Scenic Rim	129	4	268	
Total number of registered participants on Let's Talk Scenic Rim	1,556	1,560	1,828	
Total visits to Let's Talk Scenic Rim	7,296	4,438	9,953	

* Compliment categories have been updated to new organisational structure from Quarter Two. New organisational structure was implemented from 24 November 2025.



Upcoming Activity

- Recruitment and workforce stabilisation will remain a key focus in the next quarter, to ensure frontline service capacity is maintained while continuing to support staff development.
- The Customer Service and Engagement team will maintain a strong focus on achieving target customer call wait times, while closely monitoring trends in online service usage.
- In Quarter Four, the Community Engagement Officer will focus on:
 - Supporting the Town Centre Master Plans (Kooralbyn, Kalbar and Canungra) with continued stakeholder management
 - 2026-2027 Draft Budget
 - Planning Scheme Major Amendment No.8.
- Continued stakeholder management, construction project support and promotion of community engagement will be a continued focus for the next quarter.

Planning, Development and Environment

Environmental Planning and Biodiversity

Highlights

- Two day waterway barrier workshop held on 26 and 27 March 2026 with 110 attendees.
- Organised, promoted and attended climate resilience webinars and online workshop series facilitated by the SEQ Climate Resilience Taskforce (SEQCRA) for which Council is a member. 1,092 officers across SEQ attended webinars and online workshops.
- Assisted Boonah and District Landcare (BaDL) to deliver a Cane Toad Bust at Boonah Golf Club on 21 January 2026.
- Presented at the Boonah and District Landcare (BaDL) Yarn on the Farm event on 18 January 2026.
- Produced two Council social media posts, 32 Scenic Rim Land for Wildlife social media posts and six Land for Wildlife SEQ social media posts.
- Attended Dry Rainforest and Black Plum Conference and provided input into a draft recovery plan for the black plum.
- Tropical soda apple targeted letters of advice were sent to 38 properties in high risk biosecurity zones as part of Council surveillance for this prohibited biosecurity matter.
- Received, and attended to, 10 biosecurity orders for fire ant nests across the region.
- Approximately 671km of roads in the Scenic Rim were treated for fire ant nests in February 2026.
- Council treated 107 fire ant nests and treated 39 areas for fire ants across the suppression zone in the region.
- Council applied for State Government Biosecurity Grant to produce a Scenic Rim pest plant and animal guide.
- Council helped organise and facilitate a Property Fire Management Planning Workshop with Queensland Fire and Biodiversity Consortium at Kooralbyn on 28 February 2026.
- 11 new properties signed up to Council's Habitat Protection Programs.
- Conducted three ecological burns for koala habitat enhancement and assisted with fire risk mitigation in the western escarpment of Tamborine Mount. This forms part of the koala conservation funds provided by State Government in partnership with Healthy Land and Water.
- Continued to deliver works to clean up storm damage in Council reserves under the Queensland Reconstruction Authority (QRA) Extraordinary Clean Up funds.

Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	33	32	67	
Fire Ant requests	19	21	36	
One million tree program applications received	35	37	32	
Land for wildlife property inspections	87	42	85	
Number of trees supplied (not including Council's Nursery)	1,750	6,904	7,615	
1080 BAITING PROGRAM				
Landholders	26	0	0	
Dog baits supplied*	415	0	0	

	Q1	Q2	Q3	Q4
Pig baits supplied*	26	0	0	

*Seasonal activity

Upcoming Activity

- Baiting program for wild dogs, foxes and wild pigs scheduled for the week of 27 April 2026.
- Fire ant treatment of target local and main roads in May 2026.
- Resilient Rivers targeted landholder information events to be held in April 2026.
- Fluvial Geomorphology workshop facilitated by Council and Resilient Rivers SEQ aimed at professionals and government scheduled for May 2026.
- Great Glossy Count organised by Birdlife Australia, and supported by Council, scheduled for 16 to 17 May 2026.
- A partnership research project on the endangered Southern Pink Underwing Moth.

Economic Development and Tourism

Highlights

- Successfully delivered the 2025 Business Excellence Awards with 230 attendees at the Gala Dinner on 20 March 2026. 60 nominations were received from 54 local businesses.

Performance Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	16,000	16,870	17,122	
LinkedIn followers	7,000	8,000	7,643	
Visit Scenic Rim Facebook followers @Visit Scenic Rim Visit Scenic Rim Facebook	25,617	25,622	25,758	
Visit Scenic Rim Instagram followers @visitscenicrim Visit Scenic Rim Instagram	39,301	39,302	39,400	
Scenic Rim Eat Local Month Facebook followers @Eat Local Month Scenic Rim Eat Local Month Facebook	17,593	17,593	17,657	
Scenic Rim Eat Local Month Instagram followers @eatlocalmonthscenicrim Eat Local Month Instagram	13,282	13,226	13,300	

Upcoming Activity

- Delivery of Scenic Rim Small Business Month and Business Breakfast.
- Delivery of Scenic Rim Eat Local Month.
- Continued advocacy for the Brisbane 2032 Olympic and Paralympic Games.

Development Assessment and Engineering

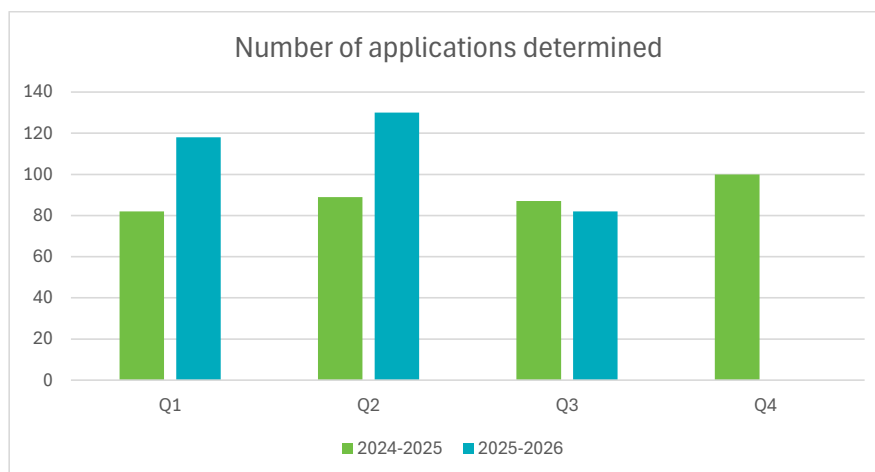
Highlights

- Successfully mediated two planning appeals through the Planning and Environment Court through the alternative dispute resolution process.
- The team continued to assess and decide a high volume of development applications.
- The team recorded the second highest Quarter Three for decisions issued, behind only the Quarter Three of the 2024-2025 financial year.
- Facilitated the successful implementation of Bluebeam, a program designed to scale, measure and amend plans. This will reduce reliance on applicants for plan amendment and allow officers to corroborate plan data quickly.

Performance Statistics

	Q1	Q2	Q3	Q4
APPLICATIONS RECEIVED				
Material change of use (MCU) including currency extensions and change applications	53	62	28	
Reconfiguring a lot (RAL) including currency extensions and change applications	18	20	15	
Operational works including currency extensions and change applications	21	24	17	
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	43	35	31	
Applications determined	118	130	82	
Plan of surveys finalised	13	7	18	
Flood certificates issued	36	33	23	
Planning certificates issued	7	5	17	
Superseded planning scheme requests received	0	0	0	
Pre-lodgement meetings conducted	0	0	0	
Concept meetings conducted	0	0	0	
Lots approved as part of reconfiguration application approvals	19	33	53	
CUSTOMER REQUESTS RECEIVED (CRMS)				
Customer initial planning enquiries (telephone)	540	356	225	
Customer callback enquiries related to existing application	222	198	385	
ECM TASKS RECEIVED				
DA planners	277	248	230	
DA submission	661	44	26	
Planning and development	2,047	1,818	1,368	

	Q1	Q2	Q3	Q4
BUILDING				
Applications received (council-certified)	4	2	3	
Inspections performed	0	0	0	
Applications received (privately certified)	335	320	311	
PLUMBING				
Applications received	206	141	139	
Inspections performed	1,213	1,152	894	
Approvals issued	177	145	121	
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT				
Backflow prevention devices	21	25	12	
On-site sewerage facilities	52	79	63	
CUSTOMER REQUESTS RECEIVED (CRMS)				
Plumbing services	14	16	15	
PLUMBING SERVICES NOTICES ISSUED				
Show Cause	2	0	0	
Enforcement	0	0	0	
Penalty infringement	0	0	0	



Upcoming Activity

- Internal process review to streamline tasks and work responsibilities, with specific focus on areas in Plumbing and Drainage.
- Implementation of new Plan Sealing process, including material to be included on DAP Online.
- Recruitment of key planning and plumbing roles.
- DAP online under review in consultation with Corporate and Community Services (Information Technology area).

Infrastructure Charges

Highlights

- Lower than expected quarterly amount. This is due in part to:
 - This quarter has not seen any larger plan of survey applications be lodged; and
 - Limited ongoing recovery action due to staff resourcing.
- Team is continuing to explore implementation of NovoPlan.

Performance Statistics

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION 31 MARCH 2026			COMMENT
Total Current ICN Brought Forward from 30 December 2025		\$46,538,238.99	
New Infrastructure Charge Notice issued (1 Jan to 31 Mar 2026)	+	\$378,362.74	
Infrastructure Charge Notice Paid (as issued) (1 Jan to 31 Mar 2026)	-	\$312,968.23	
Infrastructure Charge Notice Paid (Indexation) (1 Jan to 31 Mar 2026)		\$3,888.97	
Infrastructure Charge Notice (development) Lapsed	-	\$83,126.95	MCU19/064
Development Offsets applied (1 Jan to 31 Mar 2026)	-	\$0.00	
Development Refunds Paid (1 Jan to 31 Mar 2026)	-	\$0.00	
Infrastructure Charge Notice amended (1 Jan to 31 Mar 2026)	-	\$0.00	
Discounts (as per charges resolution)	-	\$0.00	
Infrastructure Charges waived	-	\$1,702.75	Part indexation waived following administrative action complaint - BPCR16/00290
ICN referred for Rate Recovery Process	-	\$0.00	
New Current Total		\$46,518,803.80	

Upcoming Activity

- Review of Council's Charges Resolution is required to ensure compliance with recent amendments of the Planning Act 2016. Review will also be presented to a future Council Strategy meeting to work through potential changes for calculating relevant network charges (such as stormwater in rural areas).

Strategic Planning

Highlights

- Draft Amendment No.6 to the Scenic Rim Planning Scheme 2020 (Matters of Environmental Significance and Water Resource Catchments) finalising review in response to informal comments received from the State Government.
- Draft Amendment No. 8 (Planning Scheme Update and Growth Management Strategy implementation) - completed first state interest review and received State Government approval to commence public consultation.
- Continuation of work towards amendments to Council's Local Government Infrastructure Plan (LGIP).
- Progression of 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.
- Councillor sessions discussing strategic changes in the Scenic Rim associated with land use and anticipated growth trajectory.

Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	10	11	8	
Exemption certificates issued under section 71 of the <i>Queensland Heritage Act 1992</i>	0	0	0	

Upcoming Activity

- Continuation of advocacy for the Scenic Rim region during preparation of a new regional plan for South East Queensland.
- 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.
- Progression of Draft Amendment No. 8 (Planning Scheme Update and Growth Management Strategy implementation) to public consultation.
- Subject to Council endorsement, progression of Draft Amendment No.6 to the State Government for first state interest review.

Regulatory Services

Highlights

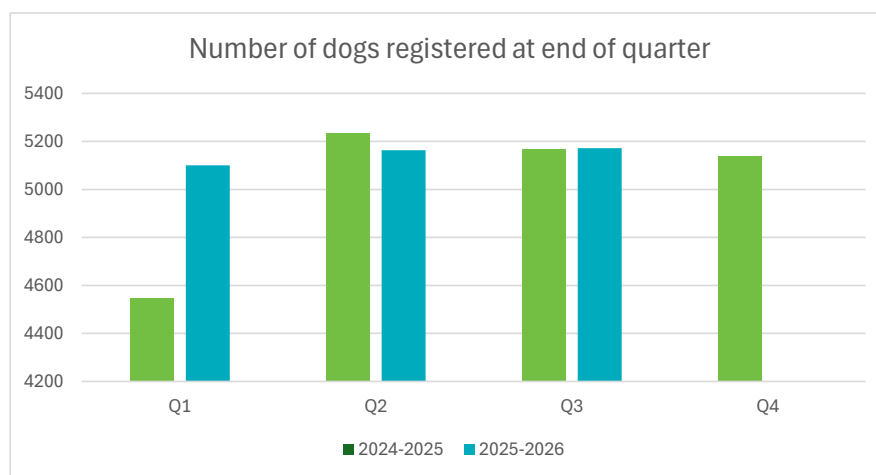
- A notable increase in Penalty Infringement Notices (PINs) was recorded this quarter, reflecting increased enforcement activity and improved detection of non-compliance.

Performance Statistics

	Q1	Q2	Q3	Q4
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED				
Food	25	17	22	
Personal appearance services	0	0	2	
Local law	15	18	17	
CUSTOMER REQUESTS RECEIVED (CRMS)				
Health Services	652*	69	83	
Regulatory Services (Rangers)		468	603	
Reported dog attacks (captured within health services CRMS)	43	29	29	
Development Compliance	250	158	148	
REGULATORY SERVICES NOTICES ISSUED				
Show Cause	32	15	28	
Enforcement	9	8	10	
Compliance Notices	1	0	0	
Direction	0	0	0	
Penalty infringements	44	1	64	
Compliance Notices (Animals & Nuisance)	1	7	11	
DOGS				
Registered at end of period	5,100	5,163	5,172	
New registration applications	317	202	193	
Impounded *(Q4 1 dog held at end of quarter)	35	33	41	
Impounded and returned to owner	18	13	17	
Impounded and rehomed	6	8	8	
Impounded and euthanised	10	6	5	

CATS				
Impounded	55	69	43	
Impounded and returned to owner	14	6	2	
Impounded and re-homed	5	28	7	
Impounded and euthanised	35	21	16	
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC				
Animals reported lost	32	19	14	
Animals reported found	1	1	4	

* Health Services and Regulatory Services (Rangers) were reported as one category in Quarter One. However, from Quarter Two onwards these figures are reported separately.



Upcoming Activity

- Planned food safety inspections at upcoming local shows, including Boonah and Beaudesert, will support compliance with food safety standards and help ensure community safety.

People and Performance

Human Resources

Highlights

- Staff survey results communicated across the organisation. CEO providing feedback at Depot BBQs at Boonah, Beaudesert and Canungra along with two live streamed administration meetings.
- Five new trainees commenced in the areas of Regional Events, Regulatory Services, Records Management, Libraries and Civil Operations.
- Five other trainees completed their traineeships and secured employment within Council.

Performance Statistics

	Q1	Q2	Q3	Q4
RECRUITMENT				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employee's career opportunities	16	7	10	
Vacancy advertisements posted as open merit-based processes internal and external to Council	68	33	35	
Appointments confirmed through a meritorious recruitment process	37	21	13	
Terminations (including permanent, temporary, casual and end-of-contract employees)	30	20	25	
LONG SERVICE AWARDS				
Number of employees who became eligible for long service milestones				
40 years	0	1	1	
35 years	1	1	1	
30 years	0	0	0	
25 years	1	1	2	
20 years	4	6	1	
15 years	1	1	1	
LEARNING AND DEVELOPMENT				
Qualifications (level 3 or higher)	3	3	3	
Professional Development	53	21	10	
New Starter Induction	46	12	26	
Tickets/ Licences (Accredited Courses)	7	4	18	
WHS Training	83	17	24	
Verification of Competency	0	0	27	
Apprentices/Trainees - First Start	7	6	1	
Apprentice/Trainees - Existing workers	21	6	18	

Upcoming Activities

- Commencement of Leadership Development Program for leaders across the organisation.
- Roll-out of Manual Handling and Chain of Responsibility training.
- Expressions of Interest for Rural Management Challenge.
- Working groups commencing for Culture Engagement and Transition to Retirement.

Payroll

Highlights

- Completion of Administrative Payment in line with Certified Agreement negotiations.
- Refining of Leave Procedures.

Upcoming Activities

- Preparing for Easter pay runs.
- Commence preparations for End of Financial Year checks within TechnologyOne.
- Auditors commence Payroll reviews April 2026.
- Finalisation of draft Certified Agreement.
- Financial of historical review backpays.
- Continued streamlining of processes and reconfiguration of TechnologyOne payroll module.

Corporate Performance

Highlights

- Quarter Two report was approved by Council in February 2026.
- Draft Operational Plan 2026-2027 developed.
- Planning for the development of the Annual Report 2025-2026 commenced in Quarter Three.
- Service Catalogue has been updated to include the current 2025-2026 budget information. Work has commenced in the background to separate the internal support services and remove the overall costs of government. More work is planned to update and refine the service catalogue as part of 2026-2027 Budget.

Upcoming Activities

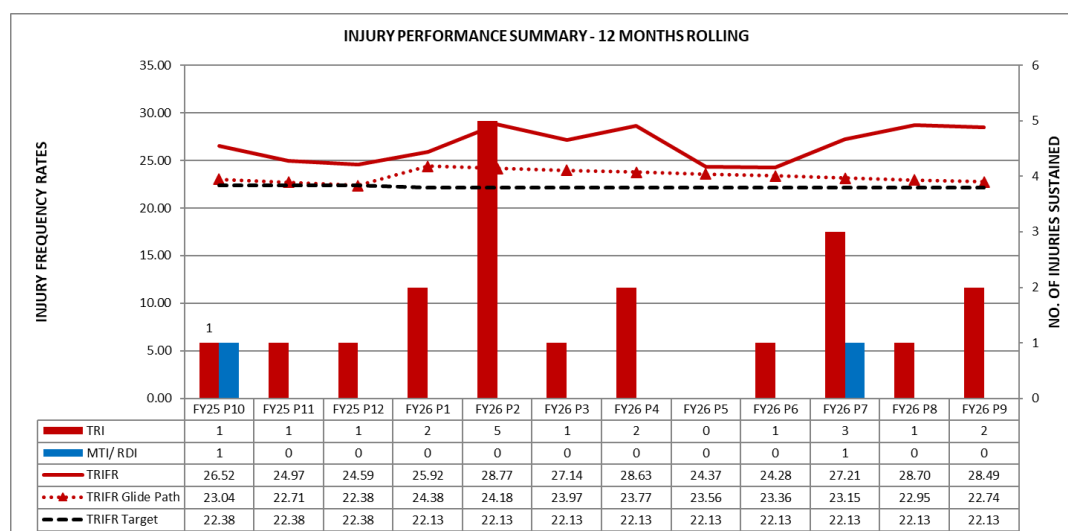
- Quarter Four performance reports to be prepared.
- Operational Plan 2026-2027 to be finalised for adoption.
- Service Catalogue update and refine for 2026-2027
- Preparation of the Annual Report 2025-2026 to be finalised.

Work Health and Safety

Highlights

- Self-Insurance audit action plan implementation continued with 31 actions out of 35 complete.
- Confined space awareness and permit to work training delivered to relevant business units.
- Plant risk management program implementation commenced with over 50 of 130 pieces of mobile plant being assessed.
- Trial of electronic mobile plant pre-start checks commenced in Waste stream.
- Safe Driver Training pilot occurred with Canungra and Tamborine Works team members.
- Emergency Grab folders implemented for all Council fixed locations.
- Continued implementation of 2025-2028 Safety Plan activities.
- Flu vaccination offered for all staff and facilitated on-site at end of Quarter Three.
- In line with Get Active and Stay Connected wellbeing pillars, staff participated in the 10,000 Steps challenge with over 24 million steps logged.

Performance Statistics



- Council rolling 12 month TRIFR (Total Recordable Injury Frequency Rate) of 28.49 (excluding journey claims) as at end of March 2026 which is adverse to 2025-2026 period nine target of 22.74
- Seven Total Recordable Injuries (TRIs) occurred in Quarter Three.

Upcoming Activities

- Safe Work Method Statement (SWMS) education sessions for frontline and senior supervisors.
- Launch of online Manual Handling and Chain of Responsibility eLearning modules.
- Continued implementation of 2025-2028 Safety Plan activities.
- Expand the trial of electronic mobile plant electronic pre-starts to other operational areas.
- Next round of mobile plant risk assessments scheduled for May 2026.
- Review safe driver training pilot with the view to extend to other operational areas.