

Agenda – Late Items

Ordinary Meeting

Wednesday, 24 January 2024

Time: 9.00 am
Location: Council Chambers
82 Brisbane Street
BEAUDESERT QLD 4285

**Scenic Rim Regional Council
Ordinary Meeting
Wednesday, 24 January 2024
Agenda – Late Items**

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11 Consideration of Business of Meeting

Additional Items

11.4 Presentation of Council's Service Catalogue 2022-2023

Executive Officer: Manager Human Resources / Acting General Manager
People and Strategy

Item Author: Business Systems Analyst

Attachments:

1. Service Catalogue 2022-2023 [↓](#) 

Councillor Portfolio

Not applicable.

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

In the Operational Plan 2022-2023, Council committed to developing a service catalogue, that would articulate services, service levels and cost to serve. CT Management Group were engaged to work with Council employees in the development of the Service Catalogue 2022-2023 (Catalogue).

In October 2022, CT Management Group facilitated a 'kick off meeting' with key stakeholders, known as the Project Resource Group (PRG). The PRG membership consisted of Executive Team (ET) members and 'Service Managers'. CT Management Group refer to 'Service Managers' as those who are responsible for a service and who would be responsible for data collection on the project.

The initial schedule proposed by CT Management Group did not allow sufficient time or resourcing for Service Managers to populate the Service Profile templates required for input to the Catalogue.

Resources were allocated in February 2023 to coordinate the effort required within Council to develop the Catalogue. In May and June 2023 CT Management Group undertook a number of stakeholder sessions to build Council's internal capabilities, including a number of one-on-one sessions to assist in completing the individual Service Profiles. Further assistance was provided to stakeholders internally by the Project Team.

Recommendation

That:

1. Council note the Service Catalogue 2022-2023; and
2. Council endorse publication of the Service Catalogue 2022-2023.

Previous Council Considerations / Resolutions

Council's 2022-2023 Operational Plan had been adopted by Council. As part of the Corporate Plan, Scenic Rim 2026 themes and areas of focus for Accessible and Serviced Region, Council had committed to developing and maintaining a full service catalogue of Council's services, service levels and cost to serve.

Report / Background

CT Management Group undertook the final data analysis and drafting of the Catalogue throughout September and October 2023, with the Catalogue being presented to the ET in November 2023. This completed Phase 1 of the project.

The Service Catalogue 2022-2023 is attached for information and to inform the development of the draft Operational Plan 2024-2025 and the draft Operating Budget 2024-2025.

Further phases of the project to refine the detail for future versions of the Catalogue are under consideration. This includes work to clearly identify activity level expenditure, alignment between the Catalogue and Council's ledger structure as well as monitoring and reporting methodologies.

Budget / Financial Implications

The total cost to complete the work for Phase 1 was \$51,810 (GST inclusive).

Strategic Implications*Operational Plan*

Theme: 3. Open and Responsive Government

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

Legal / Statutory Implications

Not applicable.

RisksStrategic Risks

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

Not applicable. This report and the Service Catalogue 2022-2023 are for noting only.

Risk Summary

Category	Explanation
Not applicable	This report and the Service Catalogue 2022-2023 are for noting only.

Human Rights Implications

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

Consultation

Consultation has been undertaken with the ET during compilation of the Catalogue.

Consultation will be undertaken with the Communications and Marketing team upon endorsement to publish the Catalogue.

Conclusion

Council is requested to note and endorse the Service Catalogue 2022-2023.

Options

Option 1:

That:

1. Council note the Service Catalogue 2022-2023; and
2. Council endorse publication of the Service Catalogue 2022-2023.

Option 2:

That Council provide further feedback on the Service Catalogue 2022-2023.



SCENIC RIM REGIONAL COUNCIL SERVICE CATALOGUE 2022-2023

SCENIC RIM

REGIONAL COUNCIL

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CORE SERVICE ACTIVITIES 2022-2023

Core service activities are those activities undertaken by Council to meet the needs of the community.

These activities are contained within the Service Catalogue. It is important that core services reflect our strategic direction and align to our Corporate Plan commitments.

The resource data within each service category is based on full time equivalents (FTE) contained in the operating budget.

This data is based on the 2022-2023 financial year.

Our service categories are:


Biodiversity and Climate Change	Internal Audit and Improvement
Campgrounds	Library Services
Cemeteries	Park and Landscape Maintenance
Communications and Marketing	Plant Maintenance
Community Development	Private Works
Cultural Services	Property Management
Customer Service and Community Engagement	Purchasing and Stores
Design and Survey	Rates and Revenue
Development Services	Regional Events
Disaster Management	Regulatory Services
Economic Development	Roads and Traffic
Facilities Maintenance	Strategic Infrastructure Planning and Delivery
Financial Services	Strategic Planning
Fleet Management	Swimming Pools
Governance	Waste Management
Human Resources	Waste Services
Information Services and Technology	Work Health and Safety

HOURS OF OPERATION


Facility/Service	Address	Hours of Operation
Customer Service and Administration Centres	82 Brisbane Street, Beaudesert 70 High Street, Boonah 30-32 Main Street, Tamborine Mountain	8.30am to 4.30pm 8.30am to 4.30pm 9.00am to 4.30pm
Cemeteries	Corner Boundary and Tubber Street, Beaudesert Corner Elliott Road and Gorkow Road, Boonah Corner Beaudesert-Nerang Road and Beechmont Road, Canungra Boonah-Ipswich Road, Coulson (Teviotville) Corner Munbilla Road and Kulgun Road, Kalbar Corner Newman Road and Boonah-Rathdowney Road, Maroon 2588 Ipswich-Boonah Road, Milbong Main Western Road, Tamborine Mountain Corner Beaudesert-Nerang Road and Franklin Lane, Wonglepong	5.00am to 8.00pm daily
Cultural and Community Centres	The Centre Beaudesert Boonah Cultural Centre Vonda Youngman Community Centre	10.00am - 4.00pm (Tuesday to Friday) 10.00am - 2.00pm (Saturday) Opened as required Opened as required
Libraries	58 Brisbane Street, Beaudesert 3 High Street, Boonah 12 Kidston Street, Canungra Corner Main St & Yuulong Rd, Tamborine Mountain	9.00am to 5.30pm (Monday to Friday) and 9.00am to 12.00pm (Saturday) 10.00am to 4.30pm (Monday to Friday) Open to 5.30pm (Thursday) 9.00am to 5.30pm (Monday to Friday) and 9.00am to 12.00pm (Saturday)
Parks	Council maintains 129 parks across the region, refer to Council's website for specific locations and amenities.	If Council determines the opening hours of a park, under <i>Local Law 4</i> , it must place a notice (sign) in the park showing the opening hours.
Waste and Resource Recovery Facilities	43 Waste Facility Road, Bromelton 9am - 5pm Seven days a week 2036 Beaudesert-Nerang Road, Canungra 9am - 5pm Six days a week (closed Thursday) 137 Knoll Road, Tamborine Mountain 9am - 5pm Six days a week (closed Wednesday) 24 Evans Road, Dugandan (Boonah) 9am - 5pm Six days a week (closed Wednesday) 10290 Mt Lindesay Highway, Rathdowney 9am - 5pm Monday, Thursday and Saturday * 62 Faulkners Quarry Road, Harrisville (Peak Crossing) 9am - 12pm Wednesday and 1pm - 5pm Saturday and Sunday * 14 Muller Road, Fassifern (Kalbar) 1pm - 5pm Wednesday and 9am - 12pm Saturday and Sunday *	

* Waste facilities are closed all other days



BIODIVERSITY AND CLIMATE CHANGE

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	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.	
PURPOSE	To preserve and enhance the region's unique natural environment and rural landscapes, in partnership with the community. To ensure that the region is responsive to the threat of climate change and is progressing towards net zero emissions, improved resilience and adaptation to climate change impacts.	
RESOURCES	6.5 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Environmental operations (conservation, fire management, weed management) 2. Catchment management (Scenic Rim Rivers Improvement Trust and Resilient Rivers) 3. Delivery of conservation programs (conservation agreements, Land for Wildlife, One Million Trees and environmental grants) 4. Delivery of Environmental Education Program 5. Regional/conservational planning, projects and partnerships 6. Climate change and sustainability. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Council lands provide safe community and conservation outcomes		■ Council lands are managed for invasive plants and fire risk
■ Eligible landholders have the opportunity to receive tailored conservation advice for their property		■ Number of Land for Wildlife members and conservation agreements continue to increase. ■ Overall program satisfaction
■ Community and eligible landholders have access to environmental grants		■ Grants are provided in support of environmental projects
■ The community is supported and encouraged through environmental education and collaboration		■ Education events delivered in support of educating community regarding local environmental outcomes
■ Customer requests are responded to in a timely manner		■ Customer requests and enquiries are responded to
■ Community groups and eligible landholders have access to advice, support and planting stock to undertake revegetation projects		■ Plants are provided to the community and landholders in delivery of revegetation projects
■ Queensland and Commonwealth Climate change targets achieved		■ Carbon emissions reduced and climate resilience improved
■ Resilient Rivers Initiative delivers actions to improve waterway health		■ Waterway health within the Bremer/Warrill and Logan/Albert improves


CAMPGROUNDS

RESPONSIBLE PORTFOLIO	Asset and Environmental and Sustainability
SERVICE DESCRIPTION	Management and maintenance of Council controlled campgrounds to a suitable level for the attraction of guests.
PURPOSE	To ensure that Council controlled campgrounds in the region are available to for use by visitors and enhance the visitor opportunities within the Scenic Rim.
RESOURCES	Resources responsible for this service are captured in Facilities Maintenance (page 19) and Property Management (page 32)
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Amenities maintenance 2. Water supply management 3. Moogerah water treatment plant management 4. Effluent pump outs and plumbing maintenance 5. Electrical repairs and maintenance 6. Supply and maintenance of fire safety equipment for Council managed sites 7. Tree hazard management 8. Rules and safety signage 9. Lease management 10. Road maintenance 11. Asset management, renewal and upgrades.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Providing accessible and modern facilities and amenities that meet the needs of the campers and the Management Agreements	■ Audits undertaken annually
■ Providing accessible and modern facilities and amenities that meet the needs of the campers and the Management Agreements	■ Customer complaints
■ Ensuring the water supply and treatment, and effluent systems meet the needs of the campers	■ Water is available 24/7 via the bores/creel or pumps/windmills ■ The Moogerah water treatment plant is functional ■ Effluent pump outs and plumbing maintenance orders are actioned on time
■ Ensuring electrical safety of equipment and that electrical systems meet the needs of the campers	■ Conducting electrical repairs and testing programs are completed on time to ensure compliance
■ Ensuring fire equipment is maintained per legislative requirements, which ensures a safe environment for campers	■ Conducting fire safety equipment maintenance per compliance
■ Providing a safe environment	■ Prompt response to hazards identified (e.g., removal of tree hazards)
■ Safe and accessible road within the campground boundaries	■ Reactive and scheduled maintenance work orders completed on time
■ Providing a safe environment	■ Council rules and safety signage displayed


CEMETERIES

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of nine cemeteries for interments, monumental work, placement of ashes and reservations.	
PURPOSE	To provide residents with suitable locations for family members to be remembered.	
RESOURCES	Resources responsible for this service are captured in Parks and Landscape Maintenance (page 29)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
	Theme 6: Accessible and Served Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Reservations of plots 2. Funeral/service bookings 3. Grave digging 4. Placement of ashes 5. Maintenance of lawn areas and trees 6. Asset management, renewals and upgrade. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Burial/gravesite applications processed		■ Documentation reviewed and application processed
■ Gardens are maintained and well-kept in accordance with maintenance schedule		■ Community feedback
■ Burial/gravesite preparation		■ 100% of burial/gravesite preparation prior to funeral commencement


COMMUNICATIONS AND MARKETING

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Internal and external communications, social media, media monitoring, media outlet relationship management and targeted marketing campaigns.	
PURPOSE	To increase awareness and understanding of programs, services, events and decision-making processes. To inform and connect with our communities.	
RESOURCES	6 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Content creation and social media management 2. Internal communications 3. Media management (proactive and reactive) including media monitoring 4. Marketing strategy, services and support 5. Produce collateral, material and digital assets 6. Advertising including print, digital, radio and signage 7. Maintaining marketing and brand guidelines. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Media releases and media management to/with local media		■ % of responses provided to media enquiries within 24 hours of being received by Council ■ % of newsworthy initiatives communicated via media
■ Advertising in local media promoting Council services		■ % of advertisements contained within individual Communication Plans published by deadline
■ Distribution of The Bulletin as the essential tool for communicating and engaging with the workforce		■ 2 Electronic Direct Mail (EDM) (The Bulletin) distributed each week ■ Positive feedback regarding internal communication in the Employee Survey
■ Graphic design that presents Council in a professional, contemporary and engaging fashion		■ % of collateral that meets customer expectations/satisfaction
■ Build Council's reputation through information sharing on social media platform		■ Grow followership and engagement levels of Facebook page and website
■ Enhance Council's reputation through delivery of marketing campaigns for services and initiatives		■ % of positive anecdotal feedback on success of marketing activity from subject matter experts/clients
■ Ensure relevant information is incorporated into Councillor newspaper columns and speaking notes		■ % of satisfaction from Councillors regarding this service


COMMUNITY DEVELOPMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Community Development strives to strengthen the local communities to become more resilient, inclusive, welcoming, connected and healthy. It supports the community through social, sport and recreation, heritage and cultural initiatives
PURPOSE	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.
RESOURCES	9.75 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 7: Healthy Engaged and Resourceful Communities 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Manage the Community Grants Program 2. Develop, deliver and support community activities to connect residents and communities 3. Develop programs and initiatives to strengthen and increase community volunteers across the region 4. Develop and implement health and wellbeing programs that are fit for purpose and meet the needs of our diverse communities 5. Partner and participate with government agencies and peak bodies and advocate for improved access to community for social services.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Community Grants Program	<ul style="list-style-type: none"> ■ Support and build the capacity of the region's community organisations to the value of \$400,000 ■ Number of programs delivered per round (two yearly)
■ Health and wellbeing programs	<ul style="list-style-type: none"> ■ Health and Wellbeing Measurement Framework is delivered ■ Participant satisfaction survey for Be Healthy and Active
■ Advocacy on key issues	<ul style="list-style-type: none"> ■ Partnerships achieved, increased funding from other levels of government (e.g., Headspace, responses to relevant consultation)
■ Community grants	<ul style="list-style-type: none"> ■ Applications, expenditure of grants program, acquittal of grants and effective delivery of projects
■ Community events	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships
■ Community development programs	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships ■ Participant satisfaction survey for Cuppa in the Community programs
■ Youth Leadership Program and other youth engagement programs	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships


CULTURAL SERVICES

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Support cultural engagement, development, and heritage recognition, and assist local creative industry through capacity building programs.	
PURPOSE	Support and enable a vibrant, creative and cultural community.	
RESOURCES	10.3 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Manage operations of three cultural and community centres 2. Deliver art and cultural programs including exhibitions, concerts, performances, workshops, and school holiday activities 3. Manage and administer the Regional Arts Development Fund grant program 4. Manage and deliver Council's Public Art initiatives and Placemaking projects 5. Manage the Boonah Cinema and deliver a weekly film program 6. Deliver networking events, industry website, newsletters, and promotion for creative sector 7. Support the local heritage network of museums. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Promote the role of arts, culture and heritage as key drivers of diverse and inclusive communities	■ Delivery of the Arts Queensland Towards 2032 Strategy (Regional Arts Development Fund program)	
■ Provide modern, fit for purpose, cultural venues available for hire	■ Strong venue bookings and repeat bookings ■ Attendance at venues	
■ Deliver a range of diverse, locally relevant exhibitions that meet the various ethnic and cultural needs of the community, minimising social isolation, and improving connectedness and mental health	■ Successful delivery of the schedule for exhibitions in the Beaudesert Centre ■ Feedback from visitors in the visitor book	
■ Deliver a range of diverse, locally relevant community programs to connect individuals and groups to participate in community life in accordance with Council's Community and Culture Strategy	■ Successful delivery of the scheduled programs in all three centres ■ Attendance numbers at movie sessions ■ Attendance numbers at workshops	
■ Deliver networking events, industry website, newsletters and promotion for creative sector	■ Increase in newsletter subscribers ■ Attendance number at networking events	
■ Deliver Public Art Program which aligns with Council's Capital Program and local priorities to provide an inspired environment for community members and visitors alike	■ Funds are appointed and projects delivered within agreed timeframes	








CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Provide excellent customer service in accordance with the Customer Charter via a multi-channel service delivery model and undertake meaningful community engagement in accordance with the International Association for Public Participation (IAP2) framework.
PURPOSE	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.
RESOURCES	15.1 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provide a customer service function for the majority of services 2. Face to face and telephone enquires 8.30am to 4.30pm Monday to Friday (excluding public holidays) 2. Afterhours telephone service for emergencies 3. Provide suite of services for QGAP at the Boonah Administration Centre 4. Undertake a range of administrative activities such as lodging customer requests, receipting and application creation 5. Coordinate Council's community engagement programs 6. Facilitate continuous improvement initiatives to improve the overall experience of Council's customers.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Scenic Rim Customer Charter	■ No performance indicator
■ Customers calls are answered promptly	■ Calls are answered inside of 30 seconds
■ Customers provided with a first point of contact for information on a range of Council services	■ Accurate information is provided or request lodged
■ Provide a full Suite of QGAP services	■ Customers can access QGAP services at Boonah during business hours
■ Customer Contact and Administration Centres operate effectively	■ Customer Care and Engagement Officers are available during business hours for face to face and telephone enquiries
■ Creating majority of Council applications/requests	■ Applications/requests created same business day ■ Applications/requests created accurately
■ Community engagement	■ Community is engaged on Council Projects with outcomes that affect the community and/or local businesses and/or attract high levels of community sentiment

DESIGN AND SURVEY


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Design and survey services to support the delivery of internally delivered capital works projects for roads and traffic.	
PURPOSE	To ensure infrastructure activities undertaken by Council comply with legislative, statutory, and regulatory requirements as well as to ensure a safe environment for the community.	
RESOURCES	10 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. 3D design models for construction of roads, footpaths, stormwater drainage, carparks, landfill and traffic safety projects 2. Certification of internal designs by a Registered Professional Engineer of Queensland, in accordance with applicable standards 3. Undertake engineering surveys for internal designs, in accordance with applicable standards 4. Review external designs associated with roads, footpaths, stormwater drainage, carparks, landfill and traffic safety projects to ensure compliance with relevant standards 5. Expert technical design advice provided to internal teams, responsible for delivering capital works projects 6. Monthly survey of Bromelton Landfill volumes 7. Conduct traffic count surveys to support asset management and design functions 8. Work closely with other infrastructure owners to improve design standards and specifications. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Surveys undertaken are completed per applicable standards		■ Surveys undertaken comply with relevant standards
■ Provision of timely and compliant advice to the community and internal business units in accordance with the relevant acts and regulations, to ensure safe and compliant design.		■ Advice provided in a timely manner and compliant to relevant acts and regulations
■ 3D design models completed		■ 3D model designs reflect design plans
■ Designs certified internal		■ Designs certified to applicable standards
■ External designs reviewed		■ Designs reviewed to check compliance with applicable standards
■ Landfill survey completed		■ Survey results delivered monthly
■ Traffic count surveys completed		■ Traffic surveys completed as required by asset custodians

DEVELOPMENT SERVICES

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Provision of development information, assessment and compliance services.
PURPOSE	To administer and uphold development and planning related functions as the local authority in accordance with legislative requirements.
RESOURCES	24 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 
	Theme 2: Sustainable and Prosperous Economy 
	Theme 3: Open and Responsive Government 
	Theme 4: Relaxed Living and Rural Lifestyle 
	Theme 5: Vibrant Towns and Villages 
	Theme 6: Accessible and Serviced Regions 
	Theme 7: Healthy, Engaged and Resourceful Communities 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provision of information, assessment and decision making related to development applications.. 2. Audit and compliance on development related matters 3. Operating as a model litigant on development appeals.. 4. Recovery of levied infrastructure charges and to facilitate trunk infrastructure provision 5. Advocacy on development related matters and reforms 6. Acceptance of infrastructure which will become a public asset 7. Administration of plumbing applications, assessments and inspections 8. Administration of building applications.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Development applications are administered in accordance with legislative timeframes	■ Development applications are decided within the decision making period in accordance with the development assessment rules
■ Provision of a compliant planning enforcement service in accordance with the legislation	■ Inspection of development application sites to ensure compliance, issuing notices per legislation ■ Customers advised of request outcomes in accordance with the <i>Privacy Act 1988</i> . ■ Issue of Show Cause and Enforcement Notices
■ Provision of planning advice in response to planning enquires and pre-lodgement meeting requests	■ Planning enquiries ■ Pre-lodgement requests


<ul style="list-style-type: none"> ■ Infrastructure charges are levied and recovered on all leviable development 	<ul style="list-style-type: none"> ■ Infrastructure charges notices issued for building and planning approvals ■ Infrastructure charges recovery pursued on commenced development (quarterly audit)
<ul style="list-style-type: none"> ■ Provision of timely and compliant advice to the community; building and plumbing applications are undertaken in accordance with acts and legislation to ensure safe and compliant design and construction of buildings within the municipality 	<ul style="list-style-type: none"> ■ Plumbing assessment approvals are per legislation ■ Building related assessments are per legislation ■ Plumbing compliance assessments and enforcement actions when required are issued per legislation
<ul style="list-style-type: none"> ■ Infrastructure being transferred to Council is at acceptable standards to minimise liability and ongoing maintenance costs 	<ul style="list-style-type: none"> ■ Bonding of maintenance and uncompleted works for operational works ■ Confirming infrastructure meets applicable standards and without defects through On and Off-Maintenance inspections

DISASTER MANAGEMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Minimise the impact of emergencies and disaster on the community through effective coordination of activation systems and strategies to deal with Prevention, Preparedness, Response and Recovery (PPRR) as required by the <i>Disaster Management Act 2003</i> and additional Australian and Queensland Government policies and guidelines.
PURPOSE	To ensure that Council meets its obligations under the <i>Disaster Management Act 2003</i> and <i>Disaster Management Regulation 2014</i> to prepare and respond to disasters and emergencies. To respond to emergencies/disasters in line with responsibilities of Local Government as specified in number of State and Local policies, procedures and guides.
RESOURCES	1 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Coordinate the preparation and review of the Local Disaster Management Plan and associated documents in consultation with key partners and in accordance with legislation 2. Conduct disaster exercises with community groups, disaster management agencies and Council 3. Manage Local Disaster Management Group (LDMG) which is a multi-agency group which responds to emergency and disaster management situations within the Scenic Rim region 4. Manage Disaster Management Steering Committee (DMSC) which is an internal group which coordinates Council's responsibilities within the LDMG 5. Manage the Incident Management Team (IMT) which is an internal group of Council volunteer officers who participate in the Local Disaster Coordination Centre (LDCC) when activated 6. Manage, in collaboration with Community Development, the Shelter Management Team (SMT) which is an internal group of Council volunteer officers who participate in Places of Refuge or Evacuation Centres when a Shelter is required to be opened 7. Assist in the management with Community Development the Community Disaster Volunteers (CDVs) that are community members who have volunteered to assist Council in disaster education and response.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Disaster Management plans, policies and procedures are current.. 	<ul style="list-style-type: none"> ■ Revision dates document ■ Delivery of Councils document control program ■ Delivery of Local Disaster Management Plan review cycle


<ul style="list-style-type: none"> ■ Council fulfills the obligated disaster management roles and responsibilities 	<ul style="list-style-type: none"> ■ Roles and responsibilities listed in Council Disaster Management Policy ■ Position Statements have been developed for staff files and recognised by Council's Human Resources business unit ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Council engages with government agencies, emergency services and non-for-profit organisations for disaster capability 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Council engages with its community to better prepare and build resilience against disasters 	<ul style="list-style-type: none"> ■ Get Ready Grant and additional funding provides disaster community education materials and engagement activities
<ul style="list-style-type: none"> ■ Customer requests are responded to in a timely manner 	<ul style="list-style-type: none"> ■ Customer requests and enquiries are responded to
<ul style="list-style-type: none"> ■ Disaster Management software and hardware is maintained 	
<ul style="list-style-type: none"> ■ Disaster Management exercises and training are developed and delivered. 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i> ■ Queensland Fire and Emergency Service (QFES) - Queensland Disaster Management Training Framework (QDMTF) modules - Training Needs Analysis
<ul style="list-style-type: none"> ■ Annual assessment of the Disaster Management program is completed 	<ul style="list-style-type: none"> ■ Inspector-General Emergency Management (IGEM) - The Emergency Management Assurance Framework (EMAF) and Disaster Management in Queensland standards
<ul style="list-style-type: none"> ■ Council's capacity to respond to and recover from disaster events is maintained 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy, LDMP and ToR. ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Disaster risk management is maintained 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i> ■ Queensland Fire and Emergency Service (QFES) - Queensland Emergency Risk Management Framework (QERMF) ■ Councils internal risk register

ECONOMIC DEVELOPMENT


RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	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.
PURPOSE	To encourage economic growth across the region and promote the Scenic Rim as a destination for tourism and business.
RESOURCES	7 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 2: Sustainable and Prosperous Economy 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Deliver programs (e.g. workshops and mentoring) aimed at specific sectors such as agribusiness, manufacturing, education, tourism and industry 2. Network and advocate with key business sector stakeholders and relevant government agencies to pursue a development agenda that will benefit local economy and businesses to help them grow and prosper, and create new jobs for the region 3. Continue to develop Visit Scenic Rim (tourism) brand to be positive and inclusive for visitors 4. Market the region as a place to live and visit to attract new investment 5. Develop local skills for jobs of the future.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ To deliver economic development services in accordance with Council's economic development and tourism plans and strategies 	<ul style="list-style-type: none"> ■ Number of business development programs delivered in collaboration with Chambers of Commerce, Destination Scenic Rim and other business groups ■ Number of business events, and number of participants delivered as part of Queensland Small Business Month - targets
<ul style="list-style-type: none"> ■ To attract investment for future economic development and prosperity across the region 	<ul style="list-style-type: none"> ■ Number of concept and pre-lodgement meetings attended by Regional Prosperity team members ■ Number of engagements with medium to large industrial businesses to support retention, expansion or attraction to the region ■ Number of scenarios modelled to calculate economic return by business developments ■ Number of potential development applicants supported through case management
<ul style="list-style-type: none"> ■ To market and promote the region as a great place to live, work and play 	<ul style="list-style-type: none"> ■ Number of leads to Visit Scenic Rim website from campaign activities ■ Editorial/media value generated by public relations activity
<ul style="list-style-type: none"> ■ To provide opportunities for local businesses to grow and increase expenditure in the region 	<ul style="list-style-type: none"> ■ Number of businesses engaged annually ■ Number of businesses participating in Shop Scenic Rim program

<ul style="list-style-type: none"> ■ To work with State and Federal government bodies to help navigate obstacles; and to expedite economic development that enables our business community to grow and prosper; and also enhances the liveability of our communities 	<ul style="list-style-type: none"> ■ % of scheduled Strategic Coordination Group meetings held with key government agency partners
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FACILITIES MAINTENANCE

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Delivery of maintenance and building services for Council owned assets, other than selected leased properties.
PURPOSE	To maintain Council owned buildings to acceptable standards, fit for purpose and compliant with regulations, in a cost-effective manner.
RESOURCES	9 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Delivery of Capital Works Program 2. Delivery of repairs and maintenance per the Asset Management Plan 3. Delivery of building services for Council buildings 4. Maintain public halls and some sporting grounds 5. Installation and maintenance of flood alert systems.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To ensure safe serviceable buildings and respond to issues in a timely matter	■ Reactive activities for make safe, minor repairs, major repairs are actioned according to response times
■ To monitor the condition and performance of buildings and facilities over time	■ Percentage of buildings and facilities assessed every five years
■ To ensure the safety and legislative compliance of all facilities, buildings, and associated assets and to identify issues or works needed	■ Percentage completed per the Inspection Program
■ Assisting in the implementation of the 10 Year Capital Works Program	■ Percentage delivery of the Capital Works Program
■ To ensure the safety and legislative compliance of all facilities, buildings, and associated assets through testing and servicing programs	■ Percentage completed per testing and servicing programs
■ To maintain serviceable and fit for purpose buildings	■ Average building condition over time
■ To ensure the management of the building security is in line with best practice	■ Consistent testing and monitoring
■ To ensure the management of pests is in line with best practice	■ Consistent testing and monitoring
■ To encourage the community to experience the festive atmosphere of Christmas	■ Installation of Christmas decorations at Central Place Beaudesert, DJ Smith Park Canungra, Main Street Tamborine Mountain and Mt Carmel Boonah; and the installation of Christmas lighting at the Beaudesert Administration Building


FINANCIAL SERVICES

RESPONSIBLE PORTFOLIO	Council Sustainability and People and Strategy
SERVICE DESCRIPTION	Provision of financial management, treasury management, statutory financial compliance and reporting, budgeting, asset accounting, creditor payment services and payroll services.
PURPOSE	To ensure good financial management and financial sustainability.
RESOURCES	12.75 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Financial accounting 2. Treasury and investment services 3. Budget preparation 4. Asset accounting 5. Accounts payable services 6. Corporate card management 7. Payroll processing 8. Taxation reporting and submissions.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To report on Council's Financial Performance	■ Report presented to Council on monthly performance
■ To ensure an annual budget and long term financial forecast is prepared each financial year	■ Annual budget and long term financial forecast adopted by Council each financial year by 31 July
■ To publish an audited set of financial statements each financial year	■ Audited Financial Statements published each financial year in Annual Report by 31 October
■ To ensure Council can meet its cash payment requirements	■ Sufficient funds to make necessary payments
■ To ensure efficient and effective financial management	■ Monthly ledger reconciliations prepared and reviewed
■ To ensure accurate maintenance of Councils Fixed Asset Register (FAR)	■ Accurate FAR
■ To ensure Council complies with all GST and FBT taxation requirements	■ Business Activity Statements submitted each month ■ FBT Return submitted annually
■ To ensure suppliers are paid accurately and within Councils payment terms	■ Suppliers paid within payment terms where payment of invoice has been authorised on a timely basis
■ To ensure Purchasing Cards are managed efficiently and effectively	■ Purchasing Cards are reconciled regularly
■ To ensure employees of Council are paid accurately with respect to awards and legislation and that all taxation and superannuation requirements are met.	■ SRRC Workers are paid on time and accurately.

FLEET MANAGEMENT


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Coordinate the tender, procurement, management, compliance and replacement of fleet assets, including plant and associated services.
PURPOSE	To ensure fleet assets are maintained per legislative, statutory, regulatory and scheduled servicing requirements for optimal use.
RESOURCES	2 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development of 10 Year Plant Replacement Program 2. Procurement of fleet assets and development of specifications 3. Develop service schedule for fleet assets 4. Develop induction and pre-start material for new fleet assets 5. Coordination of fleet asset maintenance and management of service records 6. Delivery of fleet vehicle induction 7. Coordinate fuel usage for fleet assets 8. Coordinate calibration for fleet related systems (e.g. fuel system and scales) 9. Navigation system installation, monitoring, reporting and investigations 7. Coordinate Tyre Replacement Program 8. Coordinate compliance inspections for Certificates of Inspection 9. Participate in National Heavy Vehicle Regulator requirements 10. Plant performance and utilisation reporting and monitoring 11. Coordinate disposal of fleet assets 12. Coordinate annual fleet audit 13. Coordinate insurance repairs, warranty claims and recall repairs 14. Coordinate pool vehicle allocation.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To manage an efficient and cost-effective fleet and plant maintenance service to meet the needs of the business	■ Fleet maintained in accordance with contracted requirements
■ Procurement of fleet assets	■ Fleet assets meet design specifications when delivered ■ Fleet vehicles changed over within required timeframes
■ To ensure the 10 Year Plant Replacement Program is delivered in a cost effective manner	■ Optimum replacement report

GOVERNANCE


RESPONSIBLE PORTFOLIO	Council Sustainability
SERVICE DESCRIPTION	To enhance governance practices, streamline decision making processes, promote transparency, accountability and efficiency in Council operations. The governance service is designed to assist Council in enhancing its governance practices, streamlining decision-making processes, and promoting transparency, accountability, and efficiency in its operations.
PURPOSE	To ensure effective oversight, accountability, transparent and responsible decision-making.
RESOURCES	23.6 FTE (includes the Executive Team and direct reports of executive members)
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Policy review 2. Management of Financial, Risk and Compliance Registers 2. Complaint management including Public Interest Disclosures (PID), Councillor Conduct and Administrative Action Complaints 4. Information Management, including Right to Information and Intellectual Property (RTI and IP) applications 5. Risk management 6. Business continuity planning 7. Governance and legal advice 8. Insurance and claims management 9. Council meeting management 10. Privacy advice, education and management 11. Authority and financial delegations.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To provide timely and accurate advice regarding the protection of personal information in accordance with the Information Privacy Principles	■ Council does not collect, use, store or disclose personal information outside of these Principles 100% of the time
■ To monitor and advise on a suite of corporate documents that enable the organisation to effectively deliver services to the community	■ Corporate documents are current and within their relevant review dates pursuant to the Corporate Document Framework Corporate Procedure
■ To maintain the relevant governance registers on behalf of Council	■ All Governance maintained registers are maintained within the legislative timeframes including Delegations, Authorised Person, and Councillor Conduct
■ To provide timely and efficient complaints management services	■ Complaints responded to within procedure (45 days) ■ All PIDs are investigated in a timely and accurate manner and entered into RaPID
■ To provide a pro-disclosure document release service to the community that considers all relevant legislative obligations	■ Measured on the number of IP and RTI applications completed within the required timeframes as set by legislation

<ul style="list-style-type: none"> ■ To provide timely and effective risk management throughout the organisation including the maintenance of the risk registers. 	<ul style="list-style-type: none"> ■ Strategic and operational risks must be reviewed within designated time frames as defined in each risk
<ul style="list-style-type: none"> ■ To provide timely and effective Business Continuity Planning (BCP) throughout the organisation, including regular monitoring and training 	<ul style="list-style-type: none"> ■ Legislative requirement to have a current BCP
<ul style="list-style-type: none"> ■ To provide timely and accurate governance and legal advice 	<ul style="list-style-type: none"> ■ Provided in a timely fashion
<ul style="list-style-type: none"> ■ To provide timely and accurate insurance assessments regarding claims against Council 	<ul style="list-style-type: none"> ■ Respond to claims in a stipulated time frame as per procedure ■ Claim response timeframes stipulated in Insurance Policies and Claims Administrative Procedure
<ul style="list-style-type: none"> ■ To provide accurate and timely Council Meeting Management 	<ul style="list-style-type: none"> ■ Agendas published two days prior to the Ordinary Meetings ■ Meeting minutes published ten days after the meeting is held


HUMAN RESOURCES

RESPONSIBLE PORTFOLIO	People and Strategy
SERVICE DESCRIPTION	Provision of talent sourcing, employee onboarding, performance management, learning and development, industrial relations, legislative compliance, advice and guidance on any workforce-related matters.
PURPOSE	Human Resources provides the services to support the overall effectiveness and efficiency of the workforce, through developing and implementing effective tools, systems, frameworks, and methodologies for sourcing and managing the workforce.
RESOURCES	9 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Industrial and employee relations 2. Organisational performance, learning and development 3. Leadership and professional development 4. Organisation culture and engagement 5. Talent attraction, retention and branding 6. Workforce planning, reporting and analytics 7. Organisational structure and establishment management 8. Employee experience data collection and analysis 9. Workforce benefits, rewards and recognition 10. Employment services and administration 11. Change management.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Our people are valued, engaged, supported and empowered to deliver at their best	■ Employee culture and engagement surveys undertaken on a regular basis
■ Employees are successfully onboarded	■ Face-to-face and on-line Inductions completed
■ Industrial and employee relations complaints and/or grievance management cases are completed in an effective and sensitive manner	■ Complaints are managed in accordance with relevant policy and procedure
■ Recruitment is managed efficiently	<ul style="list-style-type: none"> ■ Positions are advertised within five days of approval ■ Letter of offer drafted for approval within five days of candidate selection ■ Pre-employment checks arranged within five days
■ Learning and development activities are relevant and support employee performance and development	■ Employee satisfaction with learning and development activity as captured within a Learning and Development Evaluations



INFORMATION SERVICES AND TECHNOLOGY

RESPONSIBLE PORTFOLIO	Council Sustainability
SERVICE DESCRIPTION	Provision of a range of information systems, information services and technology to Council.
PURPOSE	To create and maintain an efficient, effective and secure environment to support Council business operations through the provision of information and technology services.
RESOURCES	15.5 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Information and Communications Technology (ICT) strategic planning 2. ICT service requests, incidents and disruptions 3. Business systems support and maintenance 4. Cyber security 5. ICT project delivery 6. Managing network, server and cloud infrastructure 7. Telephony services 8. Records management advice, guidance and support 9. Management of physical records 10. Processing inbound mail and email to corporate email address 11. Technology asset management 13. ICT disaster recovery.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Maintain and provide a compliant records and information management service to the Council, staff of Council and community 	<ul style="list-style-type: none"> ■ Register email within 24 hours of receipt ■ Undertake records disposal in accordance with the relevant disposal schedule in the <i>Public Records Act 1973</i>
<ul style="list-style-type: none"> ■ To provide and manage hardware, software and cloud infrastructure with minimal unplanned downtime during normal business hours in any financial year 	<ul style="list-style-type: none"> ■ Response time for Service Desk Tickets
<ul style="list-style-type: none"> ■ To provide an efficient and effective support service to end users 	<ul style="list-style-type: none"> ■ Response time for Service Desk Tickets

INTERNAL AUDIT AND IMPROVEMENT



RESPONSIBLE PORTFOLIO	Council Sustainability
SERVICE DESCRIPTION	Provision of internal audit, assurance and advisory services, including operation of the Audit and Risk Committee (ARC) and coordination of the external audit function.
PURPOSE	Ensuring the organisation appropriately manages risks and controls, complies with legislation, manages fraud risk and has integrity in financial statement reporting.
RESOURCES	1 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Internal audit functions; including structure reviews, advisory services, project assurance and continuous assurance 2. ARC meeting oversight; including agenda and report preparation and recommendations 3. Coordination of external audit function; including oversight of process and distribution of reports.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Internal audit structured reviews are completed, as identified in the Annual Internal Audit Plan	■ Percentage of planned reviews completed
■ Internal audit advisory and assurance services are offered, including responsive advice, review of specific activities, data analysis and investigation	■ No current measure
■ ARC meetings conducted, where reports are reviewed, meet the Terms of Reference (ToR) and provide assurance	■ Coverage of responsibilities in ToR
■ External audits are completed per legislative requirements ■ Completion of an independent examination of Council's key controls, transactions and financial statements producing	■ Timeliness of audit completion meets legislative timeframes

LIBRARY SERVICES


RESPONSIBLE PORTFOLIO	Customer & Regional Prosperity
SERVICE DESCRIPTION	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.
PURPOSE	These services foster a culture of learning, research, and community connection. Libraries support the changing needs of their users in an increasingly digital and interconnected world. By providing these services, Council is investing in the educational, cultural, and social well-being of residents, fostering a more informed, connected, and enriched community.
RESOURCES	20.4 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 
	Theme 7: Healthy, Engaged and Resourceful Communities 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development and management of physical and digital library collections and resources 2. Development and delivery of programs and events that support literacy and lifelong learning for all ages 3. Circulation services 4. Reference and information services 5. Digital services and technology support 6. Interlibrary loans 7. Outreach and community engagement 8. Information literacy instruction 9. Archiving and preservation 10. Readers advisory 11. Accessibility services 12. Community information services 13. Provision of library services across four locations including Beaudesert, Boonah, Tamborine Mountain and Canungra.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ High performing collections	<ul style="list-style-type: none"> ■ Stock turn over ■ Total collection items ■ Total loans per year
■ Access to digital resources	<ul style="list-style-type: none"> ■ Reliability (i.e., uptime) ■ Number of titles available ■ Digital loans per year ■ Web visits
■ WiFi and public computers available, secure and reliable	<ul style="list-style-type: none"> ■ Reliability of services available ■ Cyber security arrangements in place
■ Access to programs which deliver benefits to individuals and wider community	<ul style="list-style-type: none"> ■ Number of programs delivered ■ Program attendance

<ul style="list-style-type: none"> ■ Significant level of community use of library services and facilities 	<ul style="list-style-type: none"> ■ Total members ■ Members as a percentage of population ■ New members per year ■ Visitor numbers
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PARK AND LANDSCAPE MAINTENANCE

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Maintenance of parks and open spaces, including mowing, landscaping and tree maintenance.	
PURPOSE	To provide the community with safe, public open spaces for recreation, social gatherings, exercise, and relaxation.	
RESOURCES	26 FTE (includes resources responsible for Cemeteries - page 7)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Horticulture within Council owned parks and open spaces (includes mowing, landscaping, and tree maintenance) 2. Free Tree Program for residents 3. Indoor plant maintenance for Council facilities 4. Bin emptying and litter collection within public parks and open spaces 5. Condition inspections of parks and open spaces 6. Coordination and delivery of capital works programs within parks and open spaces. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Parks and open space maintenance		■ Provide the opportunity for community recreation, social gatherings, active exercise, and passive relaxation.
■ High quality parks, reserves and streetscape that meet community needs and aspirations		■ Customer satisfaction
■ Indoor plants are maintained within Council buildings		■ Plants are watered and pruned weekly
■ Free tree program is delivered for residents		■ Availability of plants


PLANT MAINTENANCE

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	To 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.
PURPOSE	To ensure that all of 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.
RESOURCES	14 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Scheduled services as per Original Equipment Manufacturer (OEM) and technical recommendations 2. Preventative maintenance 3. Pre-inspections for Certificate of Inspections (COI) 4. Repairs and maintenance of fleet assets 5. Machining and fabrication of componentry and designed structures for assets and equipment 6. Modification, rework, and repairs on new and existing fleet assets 7. Manufacture, assembly, maintenance, and repairs of facilities when required 8. Reporting on plant condition, performance, reliability, and availability.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Maintain a safe and serviceable plant and fleet portfolio	■ Percentage of plant and fleet maintained per OEM, including condition reports conducted per OEM schedule
■ Meet with legislative requirements to ensure fleet is roadworthy per regulations	■ Percentage of COI pre-inspections conducted per legislated timeframes
■ To ensure plant and fleet assets availability	■ Percentage of plant and fleet faults reported via the Fault Report System are actioned within 24 hours
■ To meet customer expectations for reliability and performance of plant and fleet	■ Number of breakdowns and fails
■ Provide after-hour on-call support for plant and fleet to ensure continuity of the service delivery	■ Percentage of after-hours plant and fleet faults actioned within 24 hours
■ To operate efficient Workshops	■ Results from audits


PRIVATE WORKS

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Council currently delivers two main roads contracts on behalf of the Department of Transport and Main Roads (DTMR). These contracts vary in nature and cover pavement maintenance or roadside vegetation maintenance or a combination of both. They are commonly referred to as the Road Maintenance Performance Contract (RMPC) and the Routine Maintenance Contract (RMC); the first is directly with DTMR and the second via a sub-contract with Roadtek.
PURPOSE	This service is delivered in partnership with DTMR in order to maintain Council and State roads, utilising local skills and knowledge.
RESOURCES	7 FTE (operational resources responsible for this service are captured in Roads and Traffic - page 38)
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Region 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. The RMC comprises slashing, mowing, hand mowing, litter collection, herbicide spraying, incident response, signage and guideposts, which is set by DTMR 2. The RMPC comprises potholing, minor patching, edge repairs, grading gravel roads, shoulder repairs, drainage cleaning, slashing, mowing, boom mowing, hand mowing, litter collection, herbicide spraying, incident response, signage, guideposts and guard rail repairs 3. Emergency response to incidents.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ To renew and maintain a main road network that is safe and serviceable to all users based on contract obligations 	<ul style="list-style-type: none"> ■ RMPC and RMC contract obligations are met ■ Intervention levels are managed within specified timeframe


PROPERTY MANAGEMENT

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Property management of Council owned land and related advice, project oversight, land sales, land acquisitions, and compliance to relevant legislation.
PURPOSE	To manage Council's land portfolio, and ensure there is strategic direction for Council land assets.
RESOURCES	3 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Region 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Leasing and other agreements of Council owned properties 2. Land acquisitions, property purchases, resumptions and disposals 3. Contract management for Council owned properties 4. Oversight of cultural heritage for proposed developments on Council owned properties 5. Native title claim coordination 6. Internal coordination of land owner permits to occupy state owned reserve land 7. Processing road opening / closing requests 8. Land owner consent for provision of Office of Liquor and Gaming Regulation (OLGR) licence on Council owned land 9. Issuing and management of grazing licenses and agistment permits 10. Coordinate land development projects and other special projects as they relate to Real Property 11. Manage the maintenance of other vacant Council properties as required.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To ensure compliance in property management for community, State, utilities, telecommunications, commercial properties and vacant land	■ Legislative compliance
■ To ensure a consistent approach in the management of Council leases, agreements and licences	■ Terms and conditions are adhered to
■ Land acquisitions, property purchases, resumptions and disposals are managed in accordance with relevant legislation	■ Legislative compliance
■ Customer requests responded to in a timely manner	■ Requests are responded to, ensuring accurate information is captured and provided
■ Permits and requests (new and renewals) assessed and decided	■ Documentation reviewed and permit issued or refused


PURCHASING AND STORES

RESPONSIBLE PORTFOLIO	Council Sustainability
SERVICE DESCRIPTION	Deliver a procurement and supply service that supports the operations of Council.
PURPOSE	To provide strategic sourcing and fit for purpose goods and services from local and other markets to Council by delivering value for money solutions.
RESOURCES	3.8 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Ensure good governance relating to procurement practices, in line with relevant legislation, policies and procedures 2. Provide purchasing and procurement advice and purchasing system support to users of the service 3. Coordination of procurement activities for tender, request for quote, panel arrangements and expressions of interest processes across Council 4. Warehouse management (including goods receipting, stock distribution and stock control).
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Provision of a procurement service compliant with the <i>Local Government Regulation 2012</i> that achieves value for money and continuous improvement in service provision for the community	■ Meeting all requirements under the regulation
■ Advertisement of tenders in accordance with policy	■ Tenders are advertised per policy
■ Process purchase requisitions in a timely manner	■ Purchase requisitions released within 24 hours of submission








RATES AND REVENUE

RESPONSIBLE PORTFOLIO	Council Sustainability
SERVICE DESCRIPTION	This service processes rates and charges levied, arranges collection of outstanding rates-related debts, and resolves external customer enquiries, while providing exceptional customer service to the community.
PURPOSE	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.
RESOURCES	4 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Levying and receiving rates and charges 2. Property data maintenance 3. Debt recovery 4. Property valuation maintenance 5. Pension application processing and data verification 6. Financial rate searches for property settlements 7. Sundry debtor invoicing 8. Customer enquiries.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ To deliver a customer focused rates service to the community	■ Provision of bi-annual rates notice ■ Notices issued in a timely manner ■ Provision of monthly supplementary rates notice
■ To develop a rating and revenue policy in accordance with the <i>Local Government Act 2009</i> and <i>Local Government Regulations 2012</i>	■ Annual budget process is completed
■ Customer requests are responded to in a timely manner	■ Requests are responded to, ensuring accurate information is captured and provided
■ To ensure property maintenance is processed in a timely manner	■ Rates cycle is not impacted ■ Rebates processed per relevant timelines ■ State Government levy processed per relevant timelines
■ To ensure sundry debtors invoices are raised in a timely manner	■ Invoices raised weekly
■ To ensure debt recovery is managed in accordance with legislation and policy	■ Reminders issued within relevant timelines

REGIONAL EVENTS



RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Develop and deliver quality regional events.
PURPOSE	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.
RESOURCES	2 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 2: Sustainable and Prosperous Economy 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Develop and deliver regional events aimed at visitors 2. Provide financial and other support to events conducted by third parties 3. Plan and deliver Scenic Rim Eat Local Month, including marketing.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Delivering signature destination events for the region that are aligned with Council's strategic direction and support economic return, visitors, and positive perception of the region 	<ul style="list-style-type: none"> ■ Increase in economic return of Scenic Rim Eat Local Month ■ Increase in average daily spend of overnight visitors who come to the region for Scenic Rim Eat Local Month ■ Increase in average daily spend of day trippers who come to the region for Scenic Rim Eat Local Month ■ Increase in value of positive media coverage earned ■ % of visitors whose experience of Eat Local Month made them want to come back and see more of the region
<ul style="list-style-type: none"> ■ Targeted support of, and attraction of, events that are aligned with Council's strategic direction, support economic return, generate visitation and create positive perception of the region 	<ul style="list-style-type: none"> ■ Economic impact generated ■ Ratio of quantified economic benefit to dollars invested meets or exceeds target
<ul style="list-style-type: none"> ■ To support and build the capacity of local event operators to showcase the region's unique offerings and drive economic return 	<ul style="list-style-type: none"> ■ Events held of high quality and meet targets for attendance and exposure ■ Growth of event and operator capacity

REGULATORY SERVICES


RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity
SERVICE DESCRIPTION	Deliver a range of compliance, environmental health and education activities to ensure the safety of the community and visitors to the region.
PURPOSE	To ensure compliance and safety through education, inspection and enforcement of local government local laws and other regulations.
RESOURCES	22.5 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 
	Theme 2: Sustainable and Prosperous Economy 
	Theme 3: Open and Responsive Government 
	Theme 4: Relaxed Living and Rural Lifestyle 
	Theme 5: Vibrant Towns and Villages 
	Theme 6: Accessible and Serviced Regions 
	Theme 7: Healthy, Engaged and Resourceful Communities 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Compliance and assessment in relation to the <i>Building Act 1975</i>, Queensland Development Code, pool safety and general advice 2. Environmental protection programs that are aimed at reducing risks to the environment from contaminants such as hazardous materials, wastes, fuels, and oils 3. Ensuring local government regulations and local laws are applied to achieve compliance throughout the region 4. Monitor standards for food service, caterer and related retail businesses to ensure food safety 5. Promote and protect the health of all people and their communities 6. Animals are managed by applying various programs, regulations and legislation 7. Environmental health activities and biosecurity compliance 8. Process applications and issue permits and licences per local laws.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Customer requests responded to in an appropriate manner based on the request type	■ Initial action response timelines are met
■ The community is supported and encouraged to participate in education and collaborated programs	■ Taking up opportunities to engage when it is a value fit and can be resourced

<ul style="list-style-type: none"> ■ Compliance investigations undertaken to ensure a safe and compliant region 	<p>Investigations in accordance to:</p> <ul style="list-style-type: none"> ■ Building work ■ Swimming pools ■ Unlawful land uses ■ Breach of development permits ■ Unapproved operational work ■ Erosion and sediment control ■ Local Law breaches ■ Licensable premises ■ Animal relative activities ■ Environmental health activities ■ Biosecurity <p>Investigations are all responded to in a timely manner to ensure compliance and reduced risk to the community and environment</p>
<ul style="list-style-type: none"> ■ Delivery of and attendance at networking and industry events 	<ul style="list-style-type: none"> ■ All staff are given the opportunity to attend events related to their positions as identified by the sections Team Leaders
<ul style="list-style-type: none"> ■ Permits and licences, new and renewals assessed and decided 	<ul style="list-style-type: none"> ■ Documentation reviewed and Permit/Licence issued ■ Annually per review times set by legislation
<ul style="list-style-type: none"> ■ To appropriately manage domestic and feral animals and livestock in accordance with state legislation and local laws 	<ul style="list-style-type: none"> ■ Number of days between receipt and first response for all animal management requests meets target timeframe
<ul style="list-style-type: none"> ■ To provide a range of public health services to ensure the health and safety of the community is maintained and improved and Council complies with all regulatory public health obligations 	<ul style="list-style-type: none"> ■ Food Safety and Personal Appearance Services Inspections are performed on an annual basis as per schedule ■ Local law applications for camping grounds, shared facilities, caravan parks, temporary events and accommodation, domestic animal, catteries and kennels are in accordance with legislation


ROADS AND TRAFFIC

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	To provide for the maintenance and renewal of Council's transport associated infrastructure and drainage assets. Council has a responsibility to maintain transport related infrastructure as well as make safety improvements to infrastructure where the risk to the public is increased.	
PURPOSE	To ensure safe access and usage of transport associated infrastructure, ensuring the road network is maintained to an agreed service standard.	
RESOURCES	143 FTE (includes operational resources from Private Works - page 31)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Sealed road and unsealed road maintenance 2. Formed and unformed road maintenance 3. Footpath maintenance 4. Urban drainage maintenance 5. Planning, operation, maintenance and improvement of roads and highway corridors (i.e., road corridor management) 6. Maintenance, renewal and upgrade of roads, bridges, major culverts and floodways. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ To renew and maintain a road network that is safe and serviceable to all users in a cost effective manner 		<ul style="list-style-type: none"> ■ User satisfaction and safe accessibility to community amenities ■ Ability to travel on sealed and unsealed roads for majority of the year ■ Ensure a fit for purpose footpath network that ensures safe access to users
<ul style="list-style-type: none"> ■ Permits (new and renewals) assessed and decided 		<ul style="list-style-type: none"> ■ Documentation reviewed and permit issued
<ul style="list-style-type: none"> ■ Customer requests responded to in a timely manner 		<ul style="list-style-type: none"> ■ Requests are responded to, ensuring accurate information is captured


STRATEGIC INFRASTRUCTURE PLANNING AND DELIVERY

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Provision of asset information services, development of the Capital Works Program, coordination of capital works, asset management and infrastructure planning services.
PURPOSE	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.
RESOURCES	14.75 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development and delivery of the 10 Year Capital Works Program 2. Development and delivery of Asset Management Plans 3. Delivery of strategic infrastructure projects 4. Planning of strategic infrastructure, including forecasting asset demand 5. Coordination of the Local Government Infrastructure Plan 6. Provision of asset information services 7. Coordination and management of infrastructure condition assessments 8. Develop new flood studies, plans, and maintain the currency of Council's repository of flood studies, stormwater models and associated plans as well as prioritise flood mitigation projects.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Asset management planning and direction to enable Council to manage community infrastructure assets which underpin service delivery to the community 	<ul style="list-style-type: none"> ■ Actioned as part of annual budget ■ Assessments conducted per standards ■ Asset Management Plans are current
<ul style="list-style-type: none"> ■ Provision of prioritised and costed strategic planning program of works to Council 	<ul style="list-style-type: none"> ■ Timely review and update of Council's suite of strategic infrastructure strategies


STRATEGIC PLANNING

RESPONSIBLE PORTFOLIO	Customer & Regional Prosperity
SERVICE DESCRIPTION	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.
PURPOSE	To ensure that development activity is monitored and the Planning Scheme updated regularly to address emerging and future requirements for development.
RESOURCES	4 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 4: Relaxed Living and Rural Lifestyle 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Maintain the Scenic Rim Planning Scheme using the statutory process prescribed under the <i>Planning Act 2016</i> 2. Monitor development activity in the region and make evidence-based recommendations to support the sustainable growth of the region 3. Maintain the Scenic Rim Local Heritage Register 4. Using data, advocate for policy and infrastructure implemented by other levels of government that better supports the economic, social and environmental priorities for the region 5. Engage in stakeholder consultation for planning projects and policy led by other government agencies 6. Respond to general Strategic Planning enquiries from a range of stakeholders.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Updates to Scenic Rim Planning Scheme made in accordance with Ministers Guidelines and Rules for making and amending planning schemes	■ Mandatory process and consultation timeframes outlined in the Ministers Guidelines and Rules
■ Community has the ability to engage easily with Scenic Rim Planning Scheme	■ Self-servicing of town planning enquiries increases with use of the ePlan and usage of the ePlan increases
■ Consultation timeframes of other agencies are met	■ Consultation feedback is provided within the timeframe requested by agencies
■ Strategic Planning Program 2022-2027 is delivered	■ Amendments to the Scenic Rim Planning Scheme are made to reflect the Growth Management Strategy 2041 and other priority amendments in accordance with the Strategic Planning Program 2022-2027




SWIMMING POOLS

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of five seasonal public swimming pools, and one aqua fitness centre, for water sport, health and fitness, physical therapy, recreation and water safety education.	
PURPOSE	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.	
RESOURCES	Resources responsible for this service are captured in Facilities Maintenance (page 19)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Recreational swimming 2. Lap swimming 3. Swimming programs 4. Carnivals 5. Learn to swim lessons 6. Hydrotherapy 7. Aqua fitness. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
■ Maintain access to six swimming pools for recreational swimmers, schools, and sporting/ community groups		■ Pools are open and service is provided consistent with scheduled opening times
■ Safe, affordable and accessible swimming and water-based recreation with separate areas for toddlers and young children at Beaudesert and Canungra		■ Visitor satisfaction with the various aspects of the pools and amenities ■ Water quality
■ Comfortable water temperature and pleasant pool surrounds, such as shade, grass or kiosk		■ Water temperature is maintained to the satisfaction of the pool users

WASTE MANAGEMENT


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	Provision of waste services, including the operation of waste facilities, asset projects, repairs and maintenance as well as management of open and closed landfills.
PURPOSE	To provide safe, tidy and healthy waste environments for the residential and business community.
RESOURCES	19.3 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Operation of Council's landfill and waste transfer stations 2. Ensuring compliance to the legislation through environmental protection, including litter control and stormwater management 3. Delivery of infrastructure and capital projects within waste facilities 4. Repairs and maintenance of waste assets 5. Management of resources offsite through external providers to ensure delivery of agreed terms.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Provision of a safe, easy, and environmentally friendly disposal option of rubbish for residents, business owners, visitors and Council contractors that is available seven days a week 	<ul style="list-style-type: none"> ■ Efficient compaction of waste via onsite machinery to achieve maximum density rate to maximise airspace ■ Incoming waste managed by landfill operators ■ Customer service education interactions to ensure responsible handling and disposal of waste materials ■ Targets set in Waste Management and Resource Recovery Strategy 2021-2026 to reduce waste going to landfill ■ Targets set in Waste Management and Resource Recovery Strategy 2021-2026 to increase recycling rates
<ul style="list-style-type: none"> ■ To provide accessible transfer stations and landfills to residents 	<ul style="list-style-type: none"> ■ Network of seven transfer stations accessible within 20 minutes travel time
<ul style="list-style-type: none"> ■ To minimise the impact to the environment by meeting environmental compliance in accordance with relevant legislation 	<ul style="list-style-type: none"> ■ Environmental monitoring of potential pollutants at landfill sites for reporting to the state regulator
<ul style="list-style-type: none"> ■ To renew, upgrade and install new assets to improve operations whilst ensuring the capitalisation of the assets through innovation and technology 	<ul style="list-style-type: none"> ■ Management of projects in the 10 Year Capital Works Plan
<ul style="list-style-type: none"> ■ To ensure a convenient and satisfying experience for customers by providing safe and serviceable waste facilities. 	<ul style="list-style-type: none"> ■ Repairs and maintenance of waste assets undertaken as needed
<ul style="list-style-type: none"> ■ Management of contracted services to ensure the waste is managed to the social expectation of the public and the fiscal expectations of Council 	<ul style="list-style-type: none"> ■ Annual audits of processed materials

WASTE SERVICES

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability
SERVICE DESCRIPTION	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.
PURPOSE	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.
RESOURCES	5.6 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Natural Environment 
	Theme 2: Sustainable and Prosperous Economy 
	Theme 6: Accessible and Serviced Regions 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Contract management for supply of waste services and processing 2. Management of kerbside bin collection services for residents, small commercial and other local organisations 3. Strategic asset management for waste assets 4. Development and delivery of waste education and awareness programs 5. Administer compost rebate program 6. Implement the Waste Management and Resource Recovery Strategy 2021-2026 7. Bromelton Waste Facility business development 8. Represent Council's interests in relation to waste policy, engaging internally and with all levels of government, stewardship programs and other relevant industry bodies 9. Manage customer enquiries, complaints and requests in relation to existing and desired waste services 10. Identify and apply for grants and partnership opportunities to progress waste reduction initiatives.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
■ Waste collected on scheduled day	■ Number of missed collections
■ Replacement of damaged bins to ensure continued regular collection	■ Time to replace damaged/stolen bin
■ Waste collection available to residents within the waste collection area	■ Time to issue new service bins ■ % of residents within waste collection area receiving a service
■ Contracts in place to support provision of current waste services	■ % of services with formal agreements
■ Bins in public places support clean parks and town centres	■ Customer survey feedback/user satisfaction
■ Contracts managed for safe, efficient performance of waste services	■ % of contracts that have active management

■ Provide waste education to school aged children	■ Customer survey feedback/user satisfaction
■ Provide waste education to community members	■ Customer survey feedback ■ Annual waste audit contamination levels reduced ■ Annual waste produced by community reduced

WORK HEALTH AND SAFETY

RESPONSIBLE PORTFOLIO	People and Strategy
SERVICE DESCRIPTION	Provision of systems and services to ensure the health, safety and wellbeing of workers, contractors, employees of contractors and sub-contractors and visitors.
PURPOSE	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.
RESOURCES	3.2 FTE
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provision of Safety Management System 2. Legislative compliance monitoring to Heavy Vehicle National Law, <i>Work Health and Safety Act 2011</i> and <i>Work Health and Safety Regulation 2011</i>, <i>Workers Compensation and Rehabilitation Act 2003</i> and <i>Workers Compensation and Rehabilitation Regulation 2014</i> 3. Work Health and Safety (WHS) hazard identification and risk management 4. Workers compensation and injury case management (work related and non-work related) 5. WHS incident investigation and management (including oversight of corrective actions) 6. Emergency preparedness 7. WHS induction and training 8. First Aid management 9. Health and Wellbeing program 10. Participation in Local Government Workcare (LGW) mutual obligations self-insurance scheme 11. Monitoring drug and alcohol procedure implementation 12. Immunisation of Workers.
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational incident and injury management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Workcover claims to be submitted to LGW within 10 days ■ Incidents investigations commenced within 14 days of occurrence of incident ■ Lost Time Injury Frequency Rate (LTIFR)
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational hazard management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Hazard inspections completed per schedule
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational risk management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Mutual obligations audit results meet benchmark requirements ■ Ensuring Council is appropriately resourced with Emergency Control Organisation, Fire Wardens and First Aid trained members to respond to emergency situations

11.5 Financial Hardship - Rates Assistance

Executive Officer: General Manager Council Sustainability

Item Author: Team Leader Revenue

Attachments: Nil

Councillor Portfolio

Economic Development and Prosperity - Cr Greg Christensen

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

This report seeks consideration from Council as to the provision of financial relief support measures to all ratepayers or eligible owners of property situated within the Scenic Rim region that may have been directly impacted by the recent Christmas Night South East Queensland Severe Storms, 25 December 2023 event.

Recommendation

That:

1. Council create a class of ratepayers under section 122(1)(b) of the *Local Government Regulation 2012*, for the purpose of enabling a concession to defer the payment of rates for residents and local businesses that were directly impacted as a result of the following Natural Disaster event:

- Christmas Night South East Queensland Severe Storm, 25 December 2023.

The conditions of the concession are:

- a) the ratepayer must apply in writing for the concession;
 - b) the ratepayer must satisfy the authorised person assessing the application that physical damage caused by the applicable event has:
 - i. impacted the liveability of their residences; or
 - ii. seen the commercial operations directly affected due to physical assets being severely damaged and/or lost; or
 - iii. impacted the capability of the land to garner revenue-making opportunities generally associated with the prescribed description that the land is rated for;
 - c) the ratepayer must provide the authorised person with particular information or documents, as requested, as evidence to support the claim; and
 - d) the class of ratepayers and the concession is a temporary arrangement available only up to 28 June 2024; or
2. Council delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the rates and charges concessions.

Previous Council Considerations / Resolutions

Not applicable.

Report / Background

Following the recent Christmas Night South East Queensland Severe Storm, 25 December 2023 event that wreaked substantial damage in some parts of the Scenic Rim region, possible assistance to directly affected residents and local businesses in respect to the 2023-2024 second-half rates payment are being put forward for potential consideration. Noting similar provisions were considered and approved by Council as a result of the Black Summer Bushfire events of 2019 and South East Queensland Flooding 22 February to 7 March 2022.

Whilst recovery is underway and as families and businesses try and return to normality, Council could consider providing some form of additional financial assistance. This would be in addition to existing financial assistance from the Queensland and Australian Governments, which includes the programs made available through Commonwealth-State Disaster Recovery Funding Arrangements (DRFA) to eligible residents within the announced eligible localities.

The recommendation seeks consideration from Council to allow a financial assistance concession to either be:

- applicable via an application basis; or
- offer the concession to all eligible ratepayers.

For the consideration of an application-based concession, the requirement would be to create a class of ratepayers to provide a concession for the deferment of the payment of rates (the second-half levy of the 2023-2024 financial year). Eligible ratepayers would then be open to apply under the Financial Hardship application protocols.

Alternatively, Council could consider the granting of a concession to all eligible ratepayers and do away with an application requirement. This is on the basis that Council is satisfied that all eligible ratepayers are able to be considered for the concession.

In both instances, granting of a concession is proposed to effectively extend the discount period until 28 June 2024 for residential and businesses, meaning that eligible ratepayers:

- can avail of the prompt payment discount through until 28 June 2024; and
- with arrears will have a suspension of interest being applied (also through until 28 June 2024 or date determined by Council).

Budget / Financial Implications

Financial implications would be the impact of granting the concession to eligible applicants that results in the foregoing of potential interest on those accounts with overdue arrears along with the cashflow impacts with the deferred due date. Both of which are manageable from a financial sustainability perspective.

Strategic Implications*Operational Plan*

Theme: 2. Sustainable and Prosperous Economy

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

*Legal / Statutory Implications**Local Government Regulation 2012 Part 10 Concessions*

Part 10 of the *Local Government Regulation 2012* outlines statutory requirements for local government concessions. The following sections are relevant to Council's consideration:

120 Criteria for granting concession

1. *The local government may grant the concession only if it is satisfied:*
 - (c) *the payment of the rates or charges will cause hardship to the land owner;*

121 Types of concession

The concession may only be of the following types:

- (a) *a rebate of all or part of the rates or charges;*
- (b) *an agreement to defer payment of the rates or charges;*
- (c) *an agreement to accept a transfer of unencumbered land in full or part payment of the rates or charges.*

122 Resolutions for granting concession

1. *The local government may grant the concession only by:*
 - (a) *a resolution granting the concession to a stated ratepayer; or*
 - (b) *if the concession is of a type mentioned in section 121(a) or (b) - a resolution granting the concession to a ratepayer who is a member of a stated class of ratepayers.*
2. *(4) If the local government grants a concession by making a resolution under subsection(1)(b), the concession may be granted only to the ratepayers whom the local government is satisfied are eligible for the concession.*
3. *(5) The resolution may include conditions for granting the concession to the ratepayer.*

Local Government Regulation 2012 Part 11 Paying Rates and Charges

Part 11 of the *Local Government Regulation 2012* outlines statutory requirements for local government on Discount for prompt payment of rates or charges. The following sections are relevant to Council's consideration:

- (7) *The local government may, by resolution, change the discount period to end on a later day (the new discount day).*
- (8) *However, if the discount period is changed under subsection (7), the local government must also, by resolution, change the due date for payment to a later day that is no earlier than the new discount day.*
- (9) *If the local government decides to allow a discount for a discount period, it must allow the discount to all ratepayers who pay the rates or charges before the end of the discount period.*

RisksStrategic Risks

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

SR47 Inadequate or lack of an appropriate Financial Management Framework (including systems, policies, procedures and controls) in place to adequately minimise risk of fraudulent action and to maximise financial sustainability.

SR51 Ineffective, inaccurate and/or inappropriate communication and relationship/stakeholder management impacting Council's ability to fulfil its strategic objectives.

Risk Summary

Category	Explanation
Reputation, Community & Civic Leadership Reputational damage in failure to recognise the impact to community of the recent event.	Council should consider the negative impact on the community and imposing further hardship on ratepayers should no financial rate assistance be provided to either eligible ratepayers or the whole of the region.

Human Rights Implications

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

Consultation

General Management Council Sustainability

Conclusion

Provisions under the *Local Government Regulation 2012* allow Council to consider the granting of concessions to rates and charges levied as well as outline the type of concession and eligibility for the concession. Application of these provisions could be considered by Council to afford those directly affected by the Christmas Night South East Queensland Severe Storm, 25 December 2023 event. The concession proposed in the report effectively extends the payment due date of the rates and charges issued on 22 January 2024 (levied for the period 1 January to 30 June 2024) to allow applicability (where eligible) of the prompt payment discount and the suspension of accruing further interest charges on accounts with overdue rates and charges.

A similar concession was considered (and approved) by Council as a result of the Black Summer Bushfires of 2019 and the South East Queensland Flooding 22 February to 7 March 2022.

OptionsOption 1

Either:

1. Create a class of ratepayers under section 122(1)(b) of the *Local Government Regulation 2012*, for the purpose of enabling a concession to defer the payment of rates for residents and local businesses that were directly impacted as a result of the following Natural Disaster event:
 - Christmas Night South East Queensland Severe Storm, 25 December 2023.

The conditions of the concession are:

- a) the ratepayer must apply in writing for the concession;
- b) the ratepayer must satisfy the authorised person assessing the application that physical damage caused by the applicable event has:
 - i. impacted the liveability of their residences; or

- ii. seen the commercial operations directly affected due to physical assets being severely damaged and/or lost; or
 - iii. impacted the capability of the land to garner revenue-making opportunities generally associated with the prescribed description that the land is rated for;
 - c) the ratepayer must provide the authorised person with particular information or documents, as requested, as evidence to support the claim; and
 - d) the class of ratepayers and the concession is a temporary arrangement available only up to 28 June 2024;
2. Council delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the rates and charges concessions.

Or:

1. As per Council's Financial Hardship Policy, Council delegate authority to the Chief Executive Officer to activate under the extraordinary circumstances measures the following concessions:
- the suspension of charging interest on overdue rates and charges;
 - that the suspension of charging interest is applied through until 30 June 2024 (inclusive);
 - that the above concessions are extended to all rateable properties within the Scenic Rim;
2. Council delegate authority to the Chief Executive Officer to undertake any actions required to give effect to the rates and charges concessions.

Option 2

That Council note the report (and not consider further any concessions).

11.6 Council Monthly Financial Report for December 2023

Executive Officer: General Manager Council Sustainability

Item Author: Coordinator Financial Management

Attachments:

1. Monthly Financial Report December 2023 [↓](#) 

Councillor Portfolio

Economic Development and Prosperity - Cr Greg Christensen

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

This report seeks Council's endorsement of the monthly financial report for December 2023.

Recommendation

That Council receive the unaudited financial statements for the period ended 31 December 2023 for the Financial Year 2023-2024.

Previous Council Considerations / Resolutions

Not applicable.

Report / Background

The Council monthly financial report provides information on Council's actual to budget performance. The graphical representation of key performance indicators provides key summary financial information.

Budget / Financial Implications

The budget/financial implications are reflected within Attachment 1.

Strategic Implications

Operational Plan

Theme: 3. Open and Responsive Government

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

Legal / Statutory Implications

Section 204 of the *Local Government Regulation 2012* requires the Chief Executive Officer to present a financial report to Council on a monthly basis.

Risks

Strategic Risks

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

SR47 Inadequate or lack of an appropriate Financial Management Framework (including systems, policies, procedures and controls) in place to adequately minimise risk of fraudulent action and to maximise financial sustainability.

Risk Summary

Category	Explanation
Financial/Economic Inaccurate or untimely management reporting	Actual performance is reported against budget on a monthly basis to the Executive Team and Council.
Financial/Economic Failure to develop and implement procedures to manage cash and investments	Monthly investment report is provided to the Executive Team and Council that reports actual performance against investment limits.
Financial/Economic Failure to manage outstanding debtors	Monthly debtors report is provided to the Executive Team and Council including chart showing total outstanding debtors and debtors greater than 90 days overdue .

Human Rights Implications

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

Consultation

The Chief Executive Officer, General Managers and Managers have reviewed the actual to budget performance for their relevant portfolios.

Conclusion

The monthly financial report provides information on the actual to budget position at financial statement level.

OptionsOption 1

That Council receive the unaudited financial statements for the period ended 31 December 2023 for the Financial Year 2023-2024.

Option 2

That Council request further information or an amendment to this report.

Option 3

That Council does not receive the unaudited financial statements for the period ended 31 December 2023 for the Financial Year 2023-2024.



FINANCIAL PERFORMANCE AND POSITION PROGRESS REPORT DECEMBER 2023

SCENIC RIM

REGIONAL COUNCIL

PO Box 25 | 82 Brisbane Street, Beaudesert QLD 4285 | Telephone 07 5540 5111



scenicrim.qld.gov.au

Executive Summary

Summary of the December 2023 Monthly Financial Report:

Net operating surplus: **\$1.550 million above budgeted expectations**

- Operating Revenue \$1.029 million higher than budgeted forecast.
- Operating expenditure \$0.521 million lower than budgeted forecast.

Operating Revenue: **\$1.029 million 2.3% higher than budgeted expectations**

- Fees and charges are \$0.756 million above budgeted expectations due largely to higher fees for development assessment \$0.260 million, plumbing certification \$0.211 million and Moogerah Caravan Park \$0.174 million.
- Interest received on investments is \$0.277 million higher than anticipated due to higher levels of cash.

Operating expenditure: **\$0.521 million 1.1% lower than budgeted expectations**

- Employee expenses are \$0.808 million 3.7% less than budgeted levels largely due to net staff vacancies. Vacancies are principally in the areas of Resources and Sustainability, Design and Survey, 3 grant funded positions in the process of appointment, Asset Management, and Information and Services Technology.
- Employee expenses allocated to capital are \$1.177 million 28.4% less than the forecasted budget. Variances are principally in the areas of Resources and Sustainability, Design and Survey, and Structures and Drainage.
- Materials and services are \$0.983 million 5.6% lower than budget expectations due to various individually minor variances. Refer Note 4 (Page 6 of 11) for more detail.

Capital expenditure: **\$6.482 million 20.2% lower than budgeted expectations**

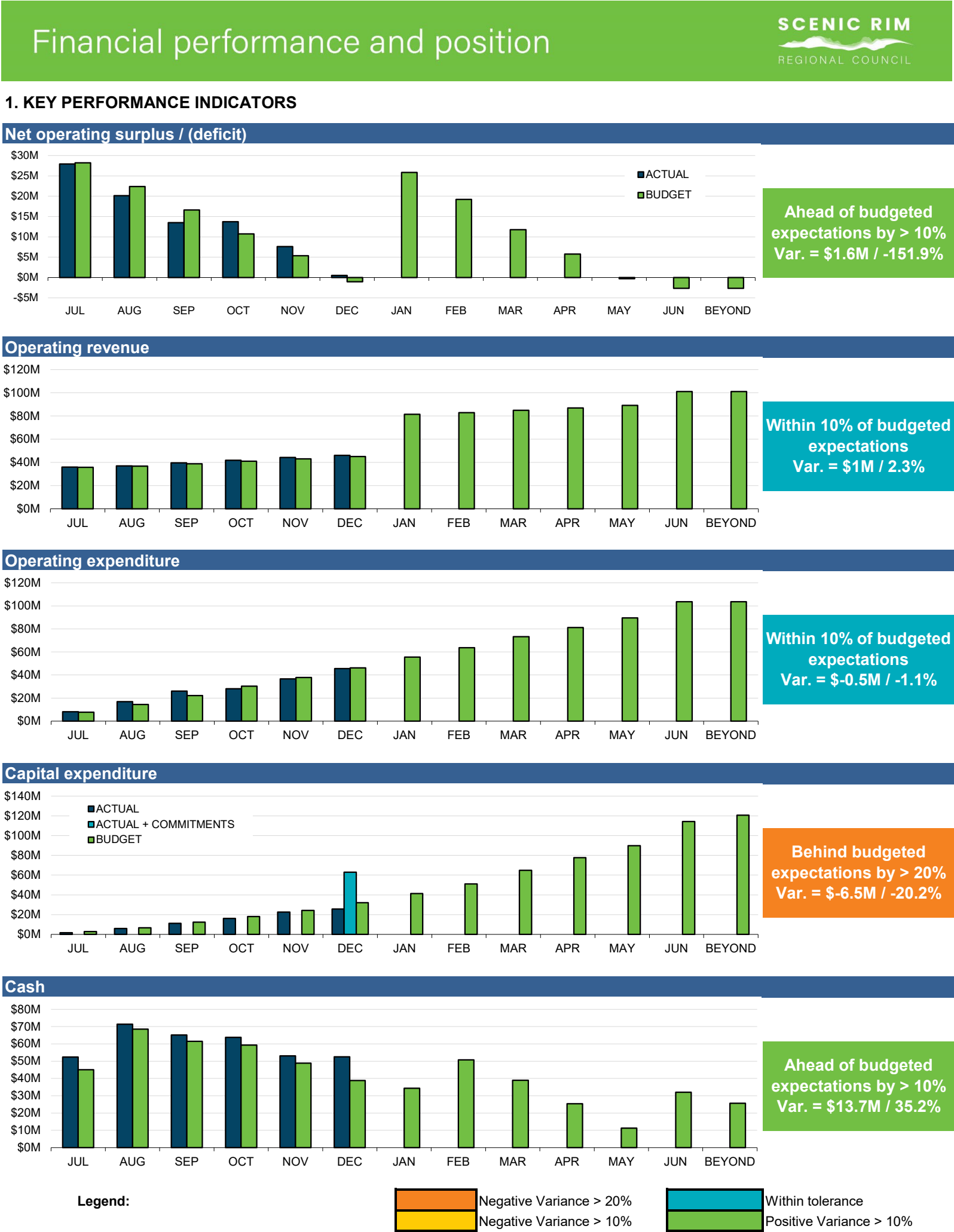
- Refer to Note 5 (Page 7 of 11) for more detail.

Capital revenue: **\$3.718 million 22% higher than budgeted expectations**

- Infrastructure charges \$2.260 million higher than anticipated.
- Refer to Note 5 (Page 8 of 11) for more detail.

Statement of financial position

- Cash and investments: \$13.654 million 35.2% higher than budgeted expectations largely due to higher than anticipated operating surplus, lower capital expenditure, higher capital revenue and movements in receivables and payables.
- Other Current Liabilities: \$0.325 million higher than budget due largely to timing with payment of the Queensland Emergency Management Levy.



Financial performance and position



2. STATEMENT OF COMPREHENSIVE INCOME

STATEMENT OF COMPREHENSIVE INCOME For the Period Ending 31-Dec-2023

		Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Operating revenue						
Rates and utility charges	Note 1	\$69,880	\$69,705	\$34,636	\$34,594	(\$43)
Discounts and pensioner remissions		(\$2,024)	(\$2,024)	(\$1,008)	(\$1,036)	(\$28)
Fees and charges	Note 2	\$7,148	\$7,148	\$3,448	\$4,204	\$756
Interest received		\$3,199	\$3,539	\$1,817	\$2,094	\$277
Recoverable works		\$6,340	\$6,402	\$2,501	\$2,843	\$342
Grants, subsidies, contributions and donations		\$5,843	\$8,677	\$1,268	\$1,097	(\$171)
Share of profit from associates		\$2,510	\$2,510	\$0	\$0	\$0
Other revenues	Note 3	\$5,102	\$5,092	\$2,492	\$2,388	(\$104)
Total Operating revenue		\$97,997	\$101,048	\$45,155	\$46,184	\$1,029
Operating expenditure						
Employee expenses		\$45,534	\$46,564	\$22,037	\$21,229	\$808
Employee expenses allocated to capital		(\$7,454)	(\$7,546)	(\$4,142)	(\$2,966)	(\$1,177)
Net operating employee expenses		\$38,080	\$39,018	\$17,895	\$18,264	(\$369)
Materials and services	Note 4	\$37,984	\$43,139	\$17,468	\$16,485	\$983
Finance costs		\$1,356	\$1,356	\$678	\$672	\$6
Depreciation and amortisation		\$20,161	\$20,161	\$10,136	\$10,235	(\$99)
Total Operating expenditure		\$97,581	\$103,674	\$46,176	\$45,655	\$521
NET OPERATING SURPLUS / (DEFICIT)		\$416	(\$2,626)	(\$1,022)	\$528	\$1,550
Capital revenue						
Capital grants and subsidies		\$11,533	\$63,791	\$8,171	\$9,629	\$1,458
Infrastructure charges		\$2,485	\$2,485	\$2,485	\$4,745	\$2,260
Total capital revenue		\$14,018	\$66,276	\$10,656	\$14,373	\$3,718
NET SURPLUS / (DEFICIT)		\$14,434	\$63,650	\$9,634	\$14,902	\$5,268

Financial performance and position



3. STATEMENT OF FINANCIAL POSITION

STATEMENT OF FINANCIAL POSITION

As at 31-Dec-2023

	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Current assets					
Cash and Investments	\$22,684	\$25,673	\$38,844	\$52,498	\$13,654
Receivables	\$8,100	\$8,100	\$7,423	\$6,038	(\$1,385)
Inventories	\$900	\$900	\$900	\$1,265	\$365
Other Current Assets	\$670	\$1,000	\$0	\$0	\$0
Total current assets	\$32,354	\$35,673	\$47,166	\$59,801	\$12,635
Non-current assets					
Receivables	\$14,676	\$14,676	\$14,676	\$14,676	\$0
Other Financial Assets	\$40,552	\$40,055	\$38,795	\$38,795	\$0
Property, Plant and Equipment and Intangibles	\$1,070,387	\$1,154,944	\$1,066,014	\$1,059,632	(\$6,382)
Total non-current assets	\$1,125,615	\$1,209,675	\$1,119,485	\$1,113,103	(\$6,382)
TOTAL ASSETS	\$1,157,969	\$1,245,347	\$1,166,651	\$1,172,904	\$6,253
Current liability					
Trade and Other Payables	\$7,000	\$7,000	\$2,000	\$3,040	(\$1,040)
Borrowings	\$3,976	\$3,976	\$0	\$0	\$0
Provisions	\$10,400	\$10,400	\$10,881	\$10,903	(\$22)
Other Current Liabilities	\$1,683	\$1,683	\$0	\$325	(\$325)
Total current liability	\$23,059	\$23,059	\$12,881	\$14,268	\$1,387
Non-current liability					
Borrowings	\$39,306	\$39,320	\$45,372	\$45,392	(\$20)
Provisions	\$4,219	\$4,219	\$2,818	\$2,818	\$0
Other Non-Current Liabilities	\$1,507	\$2,878	\$4,561	\$4,561	\$0
Total non-current liability	\$45,032	\$46,417	\$52,751	\$52,771	\$20
TOTAL LIABILITIES	\$68,091	\$69,476	\$65,632	\$67,039	\$1,407
NET ASSETS	\$1,089,878	\$1,175,871	\$1,101,019	\$1,105,865	\$4,846

Financial performance and position



4. NOTES TO FINANCIAL STATEMENTS

NOTE 1 - RATES AND UTILITY CHARGES ANALYSIS For the Period Ending 31-Dec-2023

	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Rates and utility charges					
General Rates	\$49,750	\$49,575	\$24,607	\$24,556	(\$52)
Separate Charge Community Infrastructure	\$10,832	\$10,832	\$5,396	\$5,389	(\$8)
Waste Disposal Charge	\$614	\$614	\$307	\$296	(\$11)
Waste Collection Charge	\$8,684	\$8,684	\$4,326	\$4,353	\$27
Total rates and utility charges	\$69,880	\$69,705	\$34,636	\$34,594	(\$43)

NOTE 2 - FEES AND CHARGES ANALYSIS For the Period Ending 31-Dec-2023

	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Fees and charges					
Development Assessment	\$1,228	\$1,228	\$614	\$874	\$260
Plumbing Certification	\$1,034	\$1,034	\$480	\$691	\$211
Building Certification	\$441	\$441	\$174	\$214	\$40
Other Building and Property Related Revenue	\$933	\$933	\$464	\$504	\$41
Refuse Tipping Fees	\$1,710	\$1,710	\$758	\$693	(\$65)
Animal Management Licences	\$248	\$248	\$217	\$254	\$37
Food Licences	\$207	\$207	\$181	\$204	\$24
Cemetery Fees	\$400	\$400	\$200	\$210	\$10
Moogerah Caravan Park Fees	\$803	\$803	\$298	\$472	\$174
Other Fees and Charges	\$143	\$143	\$64	\$87	\$24
Total fees and charges	\$7,148	\$7,148	\$3,448	\$4,204	\$756

NOTE 3 - OTHER REVENUES ANALYSIS For the Period Ending 31-Dec-2023

	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Other revenues					
Waste Charges for LCC Tipping at Central Landfill	\$2,911	\$2,911	\$1,456	\$1,482	\$26
Tax Equivalents - Urban Utilities	\$1,076	\$1,076	\$447	\$370	(\$77)
Fuel Rebate Scheme	\$256	\$256	\$126	\$120	(\$6)
Other	\$859	\$849	\$463	\$416	(\$46)
Total other revenues	\$5,102	\$5,092	\$2,492	\$2,388	(\$104)

Financial performance and position



4. NOTES TO FINANCIAL STATEMENTS CONTINUED

NOTE 4 - MATERIALS AND SERVICES ANALYSIS For the Period Ending 31-Dec-2023

	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000
Materials and services					
Subscriptions	\$411	\$452	\$345	\$267	(\$78)
IT Systems Maintenance	\$2,847	\$3,051	\$1,917	\$1,964	\$46
Office Expenditure	\$680	\$727	\$342	\$255	(\$86)
Recoverable Works	\$3,396	\$3,402	\$1,323	\$1,528	\$206
Fleet IPH Recoveries	(\$11,149)	(\$11,149)	(\$5,553)	(\$5,620)	(\$67)
Grants	\$470	\$473	\$361	\$308	(\$52)
Legal Expenses	\$1,082	\$1,182	\$468	\$641	\$172
Waste Collection Contract	\$2,947	\$2,947	\$1,247	\$1,085	(\$162)
Insurance	\$652	\$652	\$672	\$661	(\$11)
Economic Development	\$1,414	\$1,640	\$665	\$579	(\$86)
Maintenance and Operations	\$23,267	\$23,485	\$9,199	\$9,557	\$359
721600 - Road Maintenance	\$4,690	\$4,690	\$1,777	\$1,764	(\$13)
721601 - Bridge Maintenance	\$476	\$476	\$228	\$219	(\$9)
721611 - Urban Approaches and Town Centres Maintenance	\$480	\$480	\$206	\$224	\$17
721612 - Road Furniture Projects	\$124	\$124	\$34	\$34	(\$0)
721613 - Resheeting	\$1,633	\$1,633	\$384	\$499	\$115
721614 - Shoulder Resheeting	\$547	\$547	\$208	\$331	\$124
729283 - Weed Treatment Council Roadsides	\$9	\$9	\$8	\$7	(\$1)
729316 - Road Corridor Management	\$87	\$87	\$40	\$23	(\$17)
EXP20112-M&O-Parks, Gardens, Cemeteries	\$2,129	\$2,129	\$1,076	\$987	(\$89)
EXP20113-M&O-Fleet	\$3,811	\$3,811	\$2,122	\$2,217	\$94
EXP20114-M&O-Waste Disposal	\$3,765	\$3,783	\$315	\$518	\$203
EXP20125-M&O-Facility Operations	\$4,098	\$4,298	\$2,086	\$2,116	\$30
EXP20126-M&O-Facility Maintenance	\$1,250	\$1,250	\$630	\$580	(\$49)
EXP20127-M&O-Facility Maintenance Scheduled	\$169	\$169	\$83	\$38	(\$46)
Transfer Station Operations	\$864	\$864	\$419	\$367	(\$52)
Grant Funded Expenditure	\$682	\$3,396	\$793	\$479	(\$313)
Other Material and Services	\$10,421	\$12,015	\$5,272	\$4,413	(\$859)
721052 - Consultant Town Planning	\$25	\$75	\$5	\$36	\$31
721069 - Consultant Other	\$393	\$487	\$150	\$112	(\$38)
729148 - Asset Condition Assessments	\$380	\$416	\$236	\$185	(\$51)
729269 - Promotion and Program Development	\$36	\$54	\$48	\$9	(\$39)
722309 - Contribution Visitor Information Centres	\$121	\$121	\$110	\$0	(\$110)
729200 - Internal Charge - Vehicle Allocation	\$1,950	\$1,903	\$951	\$893	(\$59)
729103 - Surveying Expenses	\$100	\$100	\$51	\$17	(\$34)
729157 - Contract Staff	\$64	\$223	\$166	\$235	\$69
729296 - Native Animal Management	\$44	\$57	\$47	\$22	(\$25)
729297 - Vibrant and Active Towns and Villages Project	\$340	\$340	\$88	\$24	(\$64)
729300 - Mobile Devices	\$70	\$70	\$35	\$0	(\$35)
729320 - Sport & Recreation Capital Works Study	\$0	\$73	\$73	\$0	(\$73)
729330 - Recyclables Cartage to MRF Contract	\$409	\$409	\$205	\$139	(\$66)
729354 - Priority Project Pipeline Consultancies	\$105	\$105	\$60	\$5	(\$55)
729357 - Regional Partnership Projects	\$52	\$56	\$38	\$4	(\$34)
729437 - Flood & Stormwater Modelling Phase 1 (Flash Flooding)	\$100	\$190	\$125	\$20	(\$105)
729445 - Waste Trials & Investigations	\$45	\$45	\$30	\$2	(\$28)
729457 - Enter and clear - Performance of Works	\$66	\$66	\$33	\$0	(\$33)
729474 - Cultural Improvements Program	\$23	\$23	\$0	\$92	\$92
729496 - Guardian IMS Flood Intelligence Module	\$0	\$0	\$0	\$75	\$75
729497 - Smartcrete CRC Recycled Material Project	\$0	\$60	\$0	\$29	\$29
729503 - Stormwater Detention Basin Maintenance	\$90	\$90	\$45	\$0	(\$45)
729510 - Shelf Road Affected Households	\$0	\$0	\$0	\$61	\$61
Miscellaneous	\$6,009	\$7,053	\$2,776	\$2,452	(\$324)
Total materials and services	\$37,984	\$43,139	\$17,468	\$16,485	(\$983)

Financial performance and position

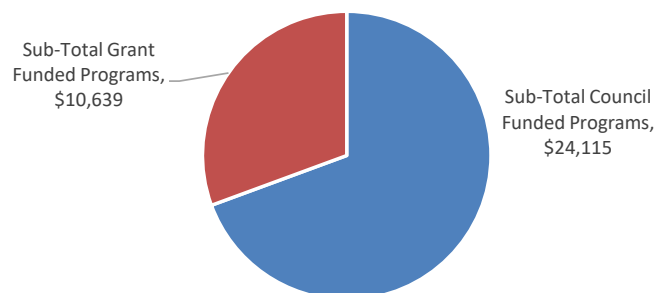


5. CAPITAL EXPENDITURE

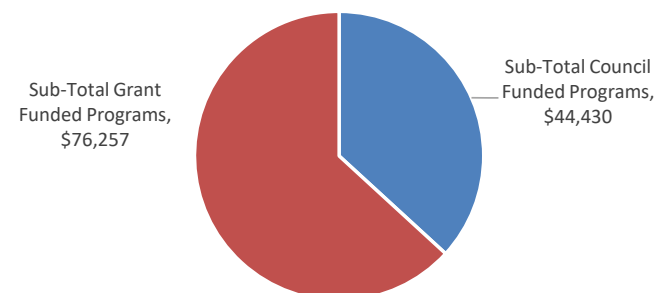
For the Period Ending 31-Dec-2023

	Commitments \$000	Annual Original Budget \$000	Annual Revised Budget \$000	YTD Revised Budget \$000	YTD Actual \$000	YTD Variance \$000	Beyond June 2023 Revised Budget \$000
Council Wide Transactions	\$0	\$0	\$5,833	\$0	\$0	\$0	\$0
Library Services	\$250	\$279	\$379	\$124	\$30	(\$94)	\$0
Cultural Services	\$149	\$110	\$281	\$87	\$36	(\$51)	\$0
Facilities Maintenance	\$250	\$1,062	\$1,518	\$688	\$686	(\$2)	\$0
Parks and Landscape Maintenance	\$99	\$482	\$751	\$300	\$133	(\$168)	\$0
Waste Services	\$0	\$81	\$183	\$127	\$134	\$7	\$0
Waste Landfill - Central	\$3	\$1,130	\$2,038	\$174	\$281	\$107	\$0
Property Management	\$395	\$804	\$1,983	\$174	\$414	\$240	\$0
Waste Transfer Stations	\$2	\$424	\$564	\$271	\$87	(\$184)	\$0
Vibrant and Active Towns and Villages	\$6,778	\$0	\$7,124	\$1,047	\$915	(\$132)	\$4,387
Road Maintenance	\$62	\$0	\$95	\$95	\$7	(\$88)	\$0
Workshop	\$11	\$0	\$146	\$146	\$229	\$83	\$0
Capital Works	\$438	\$10,018	\$5,521	\$1,430	\$673	(\$757)	\$0
Structures and Drainage	\$23	\$1,650	\$3,383	\$977	\$891	(\$86)	\$0
Fleet Management	\$5,922	\$4,475	\$10,731	\$4,446	\$1,452	(\$2,994)	\$0
General Manager Council Sustainability	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Reseals	\$1,254	\$3,600	\$3,901	\$2,030	\$1,366	(\$664)	\$0
Sub-Total Council Funded Programs	\$15,634	\$24,115	\$44,430	\$12,115	\$7,334	(\$4,781)	\$4,387
Grant Funded Programs							
Grant-Bushfire Recovery Exceptional Assistance Pa	\$34	\$0	\$0	\$0	\$0	\$0	\$0
Declared Event - Southern Qld Severe Weather 20-	\$1,290	\$0	\$347	\$50	\$469	\$419	\$0
Declared Event - November 2021	\$84	\$0	\$369	\$160	\$247	\$87	\$0
REPA - SEQ Rainfall and Flooding, 22-28 Feb 2022	\$2,234	\$0	\$23,221	\$11,610	\$6,470	(\$5,140)	\$0
REPA - 13 May 2022 Heavy Rainfall Event	\$1,357	\$0	\$7,294	\$3,763	\$8,909	\$5,146	\$2,000
QRA Community and Recreational Assets Rec and I	\$622	\$0	\$4,212	\$0	\$45	\$45	\$0
Grant Funded-Beaudesert Town Centre Redevlopme	\$7,941	\$0	\$7,781	\$1,994	\$547	(\$1,447)	\$0
Grant Funded-Bridge Renewal Program	\$311	\$8,672	\$15,817	\$356	\$57	(\$299)	\$0
Grant Funded-Black Spot Program	\$227	\$0	\$1,572	\$181	\$132	(\$49)	\$0
Grant Funded-Emergency Response Fund	\$247	\$0	\$3,133	\$0	\$4	\$4	\$0
Grant Funded-Growing Regions Program	\$234	\$250	\$250	\$100	\$0	(\$100)	\$0
Grant Funded-Local Govt Grants and Subsidies Prog	\$308	\$0	\$1,884	\$136	\$60	(\$77)	\$0
Grant Funded-Local Roads and Community Infrastru	\$4,409	\$1,717	\$6,999	\$628	\$834	\$206	\$0
Grant Funded-Qld Bushfires Local Economic Recov	\$419	\$0	\$462	\$347	\$319	(\$28)	\$0
Grant Funded-Flexible Funding Grant	\$0	\$0	\$87	\$42	\$58	\$16	\$0
Grant Funded-SEQ Community Stimulus Program	\$1,976	\$0	\$2,671	\$557	\$47	(\$510)	\$0
Grant Funded-School Transport Infrastructure Porgra	\$18	\$0	\$158	\$0	\$24	\$24	\$0
Grant Funded-Unite and Recover Community Stimul	\$1	\$0	\$0	\$0	\$3	\$3	\$0
Grant Funded-COVID W4Q Works For Queensland	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Sub-Total Grant Funded Programs	\$21,712	\$10,639	\$76,257	\$19,924	\$18,223	(\$1,701)	\$2,000
Total capital expenditure	\$37,347	\$34,754	\$120,686	\$32,039	\$25,557	(\$6,482)	\$6,387

Capital Program - Council v Grant Funded
Annual Original Budget



Capital Program - Council v Grant Funded
Annual Revised Budget



Financial performance and position



6. PROCEEDS FROM ASSET SALES

For the Period Ending 31-Dec-2023

	Annual	Annual	YTD	YTD	YTD	Beyond
	Original	Revised	Revised	Actual \$000	Variance	Beyond
	Budget	Budget	Budget		\$000	June 2023
	\$000	\$000	\$000			Revised
						Budget
						\$000
Property Management	\$5,822	\$9,173	\$0	(\$92)	(\$92)	\$0
Fleet Management	\$1,084	\$2,111	\$755	\$155	(\$600)	\$0
Total proceeds from asset sales	\$6,906	\$11,284	\$755	\$63	(\$692)	\$0

7. CAPITAL REVENUE - CAPITAL GRANTS, SUBSIDIES, CONTRIBUTIONS AND DONATIONS

For the Period Ending 31-Dec-2023

	Annual	Annual	YTD	YTD	YTD
	Original	Revised	Revised	Actual \$000	Variance
	Budget	Budget	Budget		\$000
	\$000	\$000	\$000		
621003 - State Library Grant	\$208	\$201	\$100	\$101	\$1
621005 - Transport Infrastructure Development Scheme (TIDS)	\$744	\$763	\$0	\$0	\$0
621006 - Roads to Recovery	\$1,089	\$1,089	\$0	\$0	\$0
621032 - Grant-Blackspot Funding	\$0	\$751	\$0	\$90	\$90
621038 - Bridge Renewal Program	\$7,333	\$9,705	\$0	\$0	\$0
621040 - Flood Damage Subsidies 2017 Betterment	\$0	\$0	\$0	\$463	\$463
621041 - Building Better Regions Grant Funding	\$0	\$3,102	\$0	\$0	\$0
621044 - Building Our Regions	\$0	\$2,675	\$800	\$800	\$0
621049 - Local Roads and Community Infrastructure Program Funding	\$1,717	\$3,845	\$0	\$0	\$0
621054 - Grant-Drought Communities Programme DCP000598	\$0	\$385	\$0	\$0	\$0
621055 - Heavy Vehicle Safety and Productivity Program (HVSP)	\$0	\$3,600	\$0	\$0	\$0
621056 - Grant-Qld Bushfires LER - Vonda Youngman Community	\$0	\$105	\$0	\$0	\$0
621057 - Grant-Qld Bushfires LER-Refurbish Tamborine Mountain	\$0	\$1,499	\$0	\$0	\$0
621058 - Grant-2021-2024 SEQ Community Stimulus Program	\$0	\$1,995	\$0	\$0	\$0
621059 - DRFA - REPA Southern Qld Severe Weather, 20-31 May	\$0	\$845	\$330	\$315	(\$15)
621060 - DRFA - REPA SEQ Coastal Trough 12-15 December 2021	\$0	\$99	\$0	\$0	\$0
621061 - DRFA - REPA Subsidy November 2021	\$0	\$434	\$62	\$179	\$117
621063 - DRFA - REPA SEQ Rainfall and Flooding, 22-28 February	\$0	\$24,070	\$7,645	\$7,112	(\$533)
621064 - DRFA - REPA Southern Qld Flooding Event, 6-20 May	\$0	\$7,403	\$4,485	\$5,806	\$1,321
621065 - LGGSP-Safety Upgrades on Tarome Road	\$0	\$842	\$0	\$0	\$0
621066 - STIP - School Transport Infrastructure Program	\$0	\$41	\$0	\$0	\$0
621068 - GRP-Growing Regions Program	\$125	\$125	\$0	\$0	\$0
621071 - ERF-Emergency Response Fund	\$0	\$3,177	\$940	\$953	\$13
621072 - CRARRP-Community and Recreational Asset Recovery	\$0	\$2,906	\$0	\$0	\$0
621073 - QFFFGR1-Flexible Funding Grant	\$0	\$87	\$78	\$78	\$0
621098 - Capital Grants AASB1058 Accrual Adjustment	\$0	(\$6,270)	(\$6,270)	(\$6,270)	\$0
621099 - Other Capital Grants and Subsidies	\$317	\$317	\$0	\$0	\$0
621101 - Infrastructure Charges	\$2,485	\$2,485	\$2,485	\$4,745	\$2,260
621104 - Contributions Tied to Specific Projects	\$0	\$0	\$0	\$3	\$3
Total Capital Revenue - Capital Grants, Subsidies, Contributions and Donations	\$14,018	\$66,276	\$10,656	\$14,373	\$3,718

Financial performance and position

SCENIC RIM
REGIONAL COUNCIL

8. INVESTMENTS

INVESTMENTS

As at 31-Dec-2023

INVESTMENTS HELD BY COUNCIL

Financial Institution	Type	Principal \$'000	Interest Rate	Maturity Date	Days to Maturity	S&P Short Term Rating
Queensland Treasury Corporation	On Call	\$32,210	4.90%	31/12/2023	0	A1+
Bendigo & Adelaide Bank - Canungra	Term Depo	\$1,000	4.98%	6/06/2024	74	A2
Bendigo & Adelaide Bank - Kalbar	Term Depo	\$1,000	5.20%	12/02/2024	88	A2
Bendigo & Adelaide Bank - Beaudesert	Term Depo	\$1,000	5.03%	6/05/2024	88	A2
Suncorp Metway Limited-Corporate	Term Depo	\$3,000	5.22%	11/06/2024	88	A1
Suncorp Metway Limited-Corporate	Term Depo	\$3,000	5.32%	1/05/2024	88	A1
Suncorp Metway Limited-Corporate	Term Depo	\$5,000	5.28%	3/06/2024	88	A1
National Australia Bank- Corporate	Term Depo	\$1,000	5.20%	12/02/2024	88	A1+
National Australia Bank- Corporate	Term Depo	\$5,000	5.13%	25/03/2024	169	A1+
AMP Bank - Corporate	Term Depo	\$2,000	5.15%	20/06/2024	183	A2
AMP Bank - Corporate	Term Depo	\$1,000	5.60%	22/01/2024	197	A2

Total investments		\$55,210				
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Cash in bank accounts	On Call	\$1,440	4.35%	31/12/2023	0	A1+
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Total cash		\$1,440				
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TOTAL CASH AND INVESTMENTS		\$56,651	Varies from Statement of Financial Position due to cash in Trust and reconciling items.			
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INVESTMENT INTEREST RATE PERFORMANCE	
Weighted Average Interest Rate	5.01%
Target Interest Rate (RBA cash rate)	4.35%
Investment Policy Adhered to?	Yes

ESTIMATE OF RESTRICTED CASH

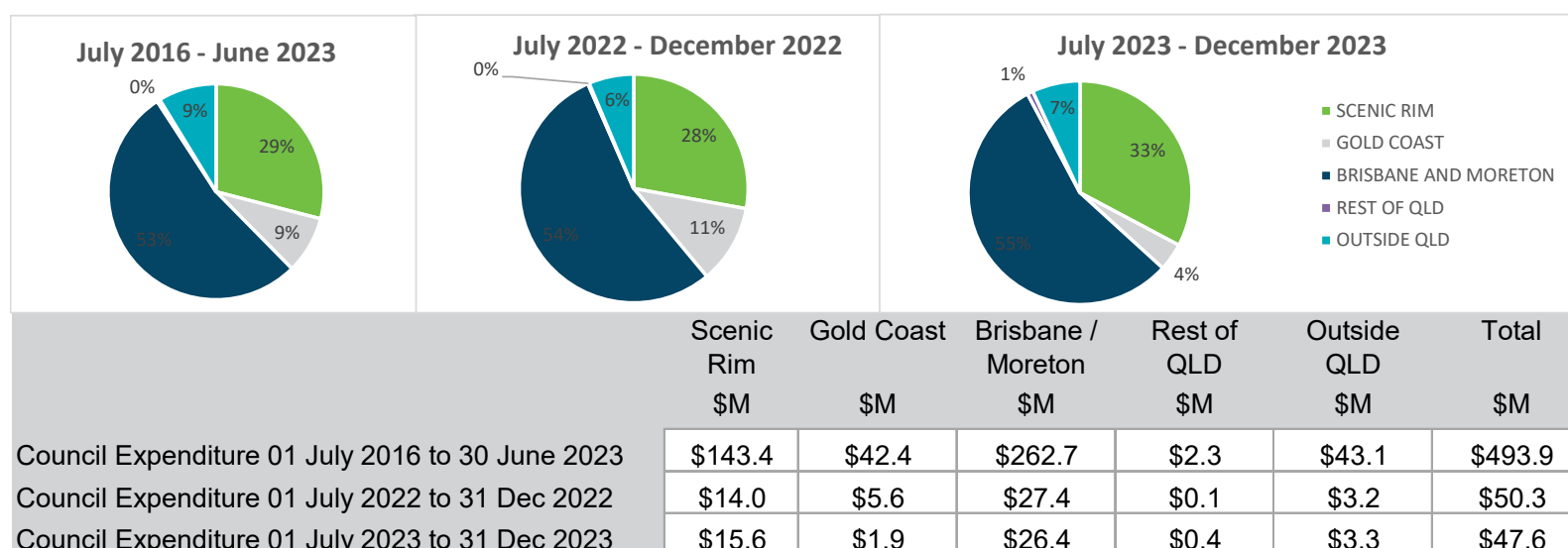
EXTERNAL RESTRICTIONS	\$'000
Loan draw down but not yet expended	\$11,614
Operating grant funding received but not yet expended	\$2,799
Capital grant funding received but not yet expended	\$0
Domestic waste levy refund received in advance	\$4,561
Cash held in trust account	\$4,227
Total estimated restricted cash	\$23,201

Financial performance and position



9. ADDITIONAL INFORMATION

COUNCIL EXPENDITURE BY LOCATION

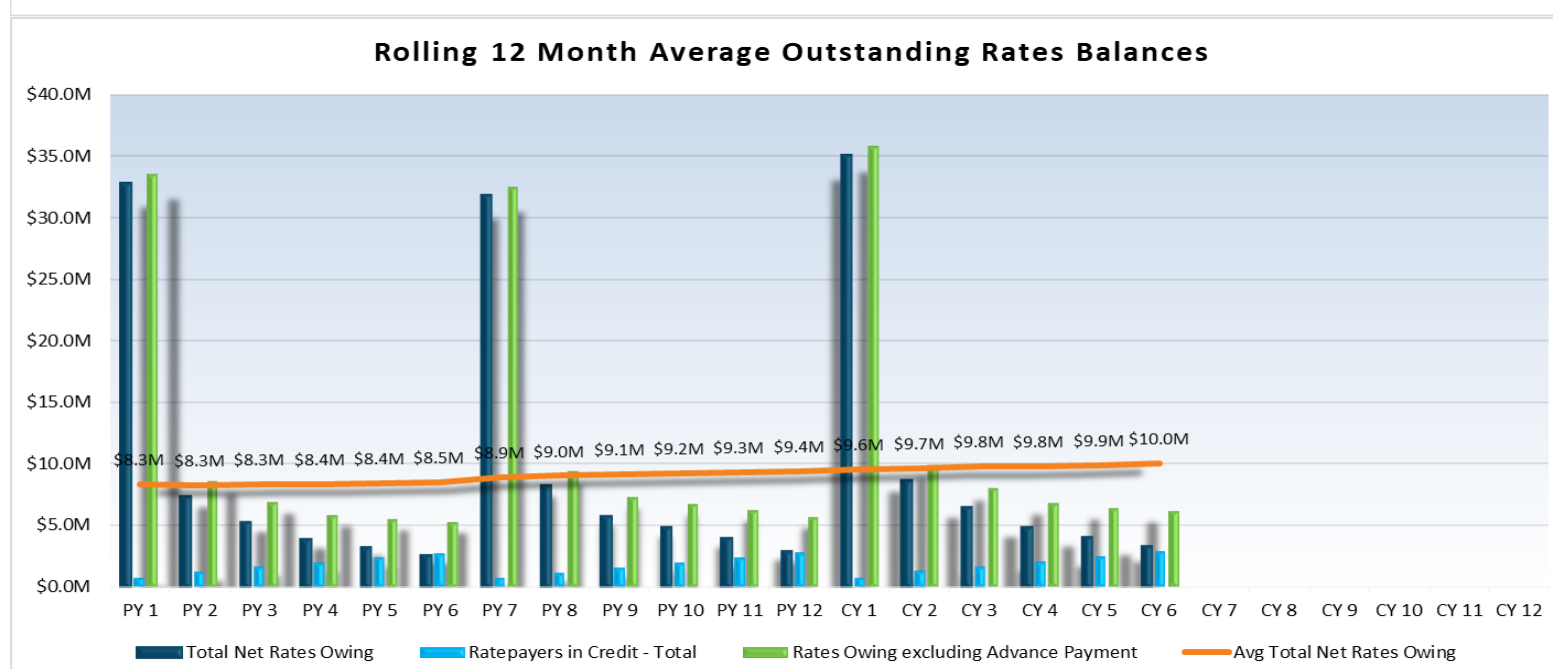
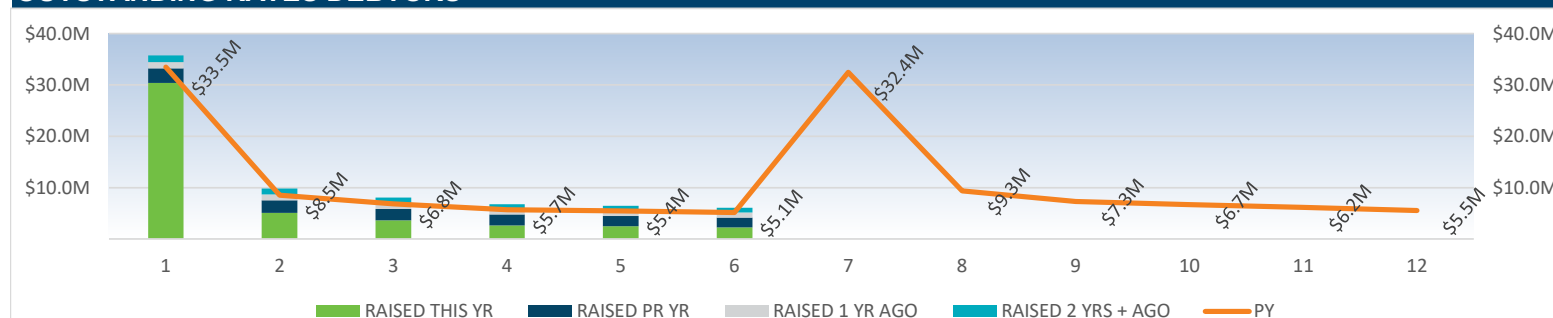


HARDSHIP APPLICATIONS

	Financial	COVID	Drought	Bushfires	Flood
2022-2023 Applications Approved	3	0	0	0	0
2023-2024 Current Month					
Applications Sent (excludes direct download from website)	1	0	0	0	0
Applications Received	0	0	0	0	0
Applications Approved	0	0	0	0	0
Applications Currently Under Review	0	0	0	0	0
Applications Ineligible / Withdrawn	0	0	0	0	0

10. DEBTORS

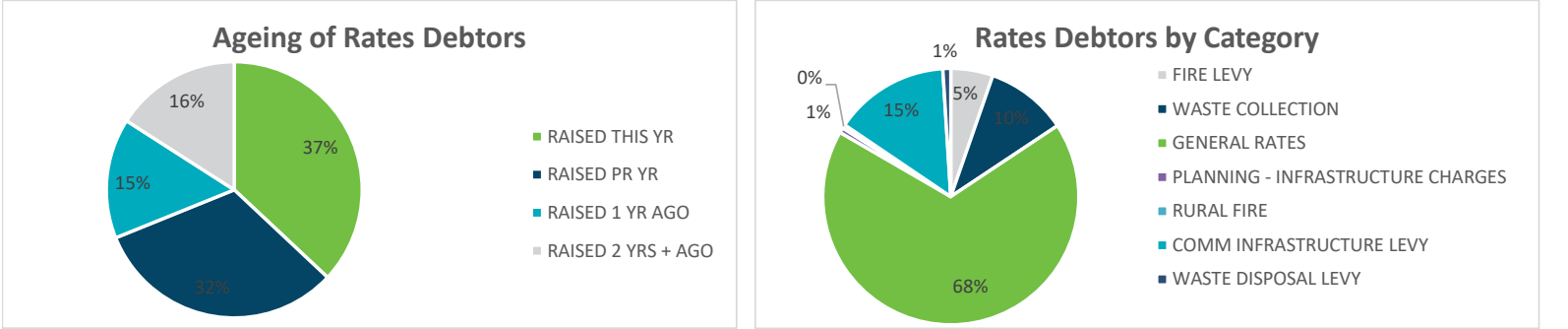
OUTSTANDING RATES DEBTORS



Financial performance and position

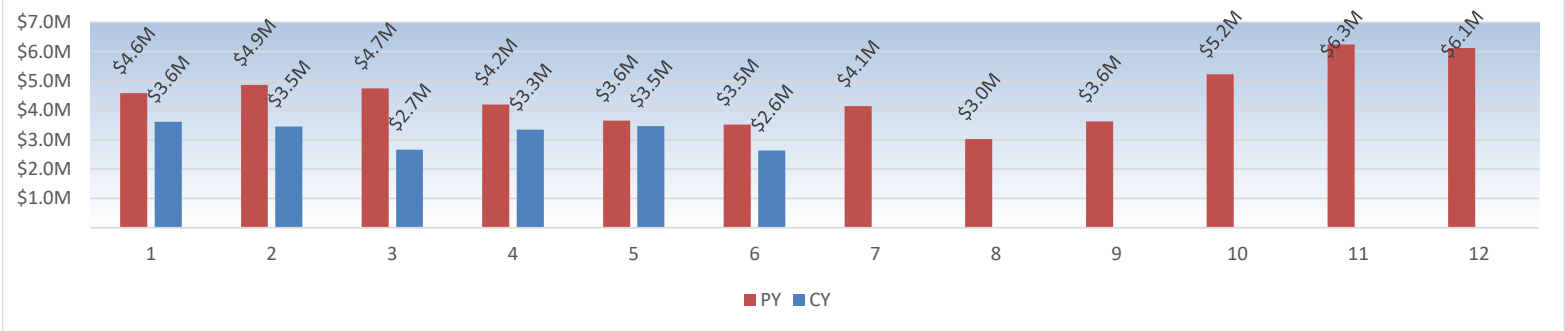
SCENIC RIM
REGIONAL COUNCIL

OUTSTANDING RATES DEBTORS CONTINUED

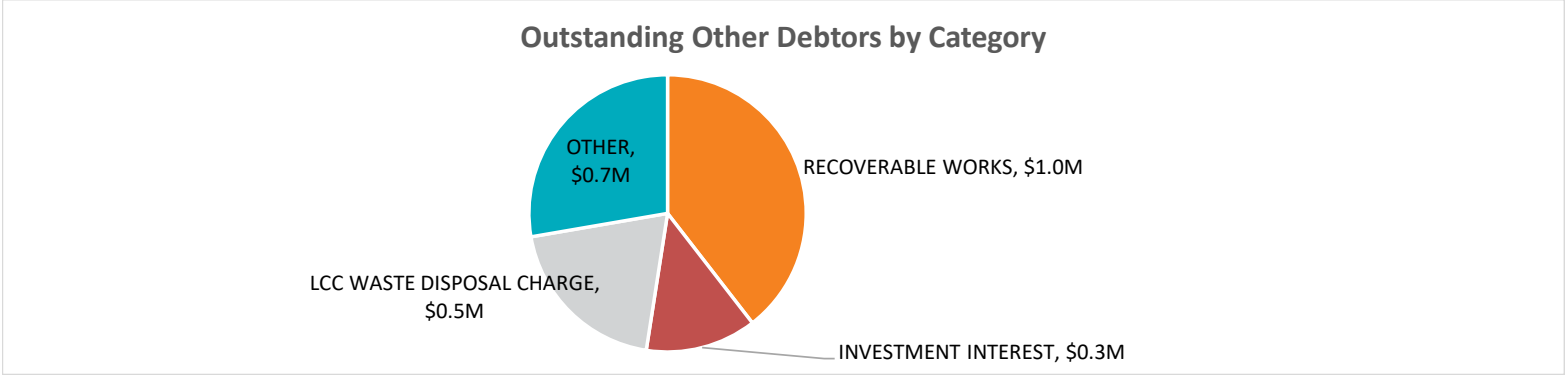


Outstanding Rates Debtors by Category	As at 31-Dec-2023		As at 31-Dec-2022	
	Total Levy \$'000	Current Levy \$'000	Total Levy \$'000	Current Levy \$'000
Fire Levy	\$325	\$128	\$284	\$114
Waste Collection	\$630	\$236	\$537	\$209
General Rates	\$4,127	\$1,505	\$3,598	\$1,362
Planning - Infrastructure Charges	\$39	\$0	\$41	\$0
Rural Fire	\$28	\$11	\$23	\$10
Community Infrastructure Levy	\$887	\$351	\$710	\$286
Waste Disposal Levy	\$61	\$24	\$49	\$21
Total rates debtors outstanding	\$6,097	\$2,255	\$5,241	\$2,002

OUTSTANDING OTHER DEBTORS



Example: Recoverable Works, Interest Receivable, Tipping Fees, etc.



11.7 Audit and Risk Committee Meeting 29 November 2023

Executive Officer: General Manager Council Sustainability

Item Author: Principal Specialist Internal Audit and Improvement

Attachments:

1. Report to Council - Audit and Risk Committee - 29 November 2023 [↓](#) 

Councillor Portfolio

Economic Development and Prosperity - Cr Greg Christensen

Local Government Area Division

This report relates to the whole Scenic Rim region.

Executive Summary

The Audit and Risk Committee (ARC) meets regularly in accordance with the established Annual Meeting Planner. As per the *Local Government Regulation 2012*, there is a requirement for the Chief Executive Officer (CEO) to provide a report to Council following each ARC meeting. This report provides the report to Council of the ARC Meeting held on 29 November 2023.

Recommendation

That Council note the Report to Council on the Audit and Risk Committee Meeting held on 29 November 2023.

Previous Council Considerations / Resolutions

Not applicable. The Report to Council of each Audit and Risk Committee meeting is considered independently of any previous Report to Council.

Report / Background

The ARC operates in accordance with the Audit and Risk Committee Terms of Reference. The Terms of Reference outlines the key objectives of the ARC along with details on membership, meeting processes, and detailed responsibilities. The Audit and Risk Committee Annual Meeting Planner outlines the intended agenda topics for each meeting to help ensure that the ARC addresses its objectives and responsibilities.

The ARC has been established to support good governance of Council, and provide advice to Council on the matters within its responsibilities. The ARC is not a decision-making body. Any recommendation by the ARC that requires a decision will be presented separately to an Ordinary Meeting for consideration and resolution.

The Report to Council contains an executive summary of each matter considered by the ARC, a summary of the discussion on the matter and the ARC Recommendation. This structure is intended to comprehensively address the legislative requirements and should provide sufficient assurance to the community on the effective operation of the ARC.

The Report to Council of the ARC Meeting held on 29 November 2023 is provided as Attachment 1.

Budget / Financial Implications

There are no budget implications associated with this report.

Strategic Implications

Operational Plan

Theme: 3. Open and Responsive Government

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

Legal / Statutory Implications

Section 221 of *Local Government Regulation 2012* requires a report to Council after each meeting of the audit committee. Specifically:

- (1)(c) as soon as practicable after a meeting of the committee, give the local government a written report about the matters reviewed at the meeting and the committee's recommendations about the matters.
- (4) The chief executive officer must present the report mentioned in subsection (1)(c) at the next meeting of the local government.

Risks

Strategic Risks

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

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

Risk Summary

Category	Explanation
Governance, Risk & Compliance If this report is not presented to Council, there will be non-compliance with the relevant regulations.	The Report to Council is presented to Council as soon as practicable in accordance with the relevant requirements in the Local Government 2012. If this report was not presented, or was not accepted on the basis of errors or inaccuracies, Council would be non-compliant until it was presented and accepted. There are no specific penalties identified for non-compliance; however, all employees are required to act in accordance with the legislation or face potential disciplinary consequences.

Human Rights Implications

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

The ARC maintains a degree of confidentiality that is suited to the purpose of the meeting and the at times commercially sensitive or personal content of the reports presented and discussions. The right to "Take Part in Public Life" is somewhat limited by the meetings not being open to the public, however, appropriate information is made public, including this Report to Council of the ARC meeting. It is not considered that any human rights are unduly impacted by the approach to operation of the ARC.

Consultation

All relevant stakeholders were present at the meeting.

The report of the ARC Meeting has been confirmed as acceptable by the ARC Chair.

Conclusion

This report is provided in accordance with the requirements of Section 221 of the *Local Government Regulation 2012*.

The ARC meeting agendas are established based on an agreed Annual Meeting Planner, which provides assurance and coverage of all items required for review by the ARC. This report provides information on the matters reviewed, a summary of the discussion and the Committee's recommendations from the ARC Meeting held on 29 November 2023.

OptionsOption 1

That Council note the Report to Council on the Audit and Risk Committee Meeting held on 29 November 2023.

Option 2

That Council request further information or an amendment to this report.

Option 3

That Council not note the Report to Council of the Audit and Risk Committee Meeting held on 29 November 2023 at this time and provide feedback regarding changes that would then enable the report to be acceptable.

REPORT TO COUNCIL



Audit and Risk Committee Meeting

Date	Wednesday, 29 November 2023	commencing at 10:00 am
Chair	Stephen Coates	
Committee Members in Attendance	Melissa Jacobs, External Member Mayor Greg Christensen Cr Jeff McConnell, Deputy Mayor	
Apologies	Nil	
Other Attendees	Representatives of External Audit The Acting Chief Executive Officer, members of the Executive Team and other staff	

Matters reviewed at the Meeting, summary of discussion and the Committee's recommendations:

5.1 Audit and Risk Committee Report to Council of Previous Meetings

Executive Summary:

The report provided the Report to Council of the Audit and Risk Committee Meeting for the meetings on 24 August 2023 and 28 September 2023.

Summary of Discussion:

The reports were noted after a brief discussion to confirm which reports had been reviewed previously and the process being followed.

Recommendation:

The Audit and Risk Committee note the Report to Council on the Audit and Risk Committee meetings held on 24 August 2023 and 28 September 2023.

5.2 Action List Status Update

Executive Summary:

The report provided an update on the status of actions requested by the Committee.

Summary of Discussion:

The External Member put forward that based on the commentary and status that there only needed to be three actions remaining open after this meeting. The reasons for closure were reviewed for each and the overall status agreed.

Recommendation:

The Audit and Risk Committee note the update on the status of actions requested by the Committee.

5.3 Employee Culture Survey and Values Redesign

Executive Summary:

The report provided an overview of the progress to date on the Employee Culture Survey and Values Redesign. High level results were provided along with recommended actions and the next steps being taken.

Summary of Discussion:

The Chair highlighted a number of key findings from the survey and asked what is going to be done to turn the culture around.

The General Manager People and Strategy (GMPS) spoke about a strategy that is being developed that contains a three year action plan. Some aspects will require a financial investment, which will require discussion between the Executive and Council as part of budget development.

Cr McConnell queried the outcomes of the Refresh and Refocus project. The GMPS explained that project had a focus on achieving alignment between the organisation and service delivery.

An action was recorded for the GMPS to present a report on progress in the first meeting after June 2024.

The Mayor noted that he was aware of progress on the process of refreshing Council's organisational values and that there was a draft of updated values. It was agreed that this would be distributed out of session.

Recommendation:

That the Audit and Risk Committee note the process undertaken to design and administer the employee culture survey, and to analyse and communicate results, along with planned actions to address recommendations.

6.1 Disaster Management Prevention, Preparedness, Response and Recovery

Executive Summary:

The report provides a comprehensive summary of the current disaster management arrangements and preparations. Details on updates to the Local Disaster Management Plan and sub-plans were provided along with information on other projects and initiatives, training, exercises, activations, the Get Ready program and other community engagement activities.

Summary of Discussion:

The Chair noted that this is a comprehensive summary and that it did lead him to be comfortable with the overall readiness of Council.

The External Member agreed, with her only specific question relating to how the Scenic Rim Evacuation Working Group fits into the overall Governance structure. The Mayor answered through commentary on the structures established by the State for the different levels including local government.

The Chair queried the connection between these plans and Council's Business Continuity Plan (BCP), e.g. if there was a disruption to Council at the same time as a disaster how would this be managed. The Acting CEO (A/CEO) spoke to the status of Council's BCP including the redundant capacity for the Local Disaster Coordination Centre. There is a risk around fatigue due to the limited number of staff available for key roles. The roles are documented and understood and will be managed as best as possible at the time.

AUDIT AND RISK COMMITTEE MEETING REPORT TO COUNCIL

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The Acting General Manager Asset and Environmental Sustainability (A/GMAES) drew attention to the Disaster Waste Management Strategy which was developed this year and won an award recently at the Waste Management Resource Recovery Awards. The Chair requested that Strategy be distributed to the Committee.

Recommendation:

That the Audit and Risk Committee are assured by the activities undertaken by Council, and through the management of the Local Disaster Management Group, of continually managing realistic natural and man-made risks to the Scenic Rim region, organisation and community by delivering its well established and fully functioning disaster management program.

6.2 Audit and Risk Committee Annual Work Plan

Executive Summary:

The report presents an acquittal of the items planned for the meeting in the Audit and Risk Committee Annual Meeting Planner against the items included in the Agenda.

Summary of Discussion:

The Chair noted that two items were unable to be included in the Agenda and have been deferred.

Recommendation:

That the Audit and Risk Committee note the information on the status of agenda items.

6.3 Review of Audit and Risk Committee Terms of Reference and Annual Meeting Planner

Executive Summary:

On an annual basis a review is performed on the Audit and Risk Committee Policy and the Audit and Risk Committee Terms of Reference. In parallel the ARC Annual Meeting Planner is also reviewed to ensure ongoing alignment with the Terms of Reference and to address any improvement opportunities identified during the year.

Summary of Discussion:

The External Member queried the changes to the wording that removed the section on access for the Committee to resources in Council and the addition of a delegation of authority component. Prior to the meeting suggested wording had been sent through to the Principal Specialist Internal Audit and Improvement that would clarify the role of the Committee and its ability to have access to information to fulfil its duties.

It was agreed that the overall changes were supported with inclusion of the feedback from the External Member. It was requested that the alternate wording on those sections be distributed out of session before it is presented to Council for their consideration.

Recommendation:

That the Audit and Risk Committee:

1. Endorse the changes, for consideration by Council, to the Audit and Risk Committee Policy and the Audit and Risk Committee Terms of Reference (subject to considering the out of session comments); and

2. Endorse the changes to the Audit and Risk Committee Annual Meeting Planner.

6.4 Governance Update

Executive Summary:

The update provides high level comments on various governance matters under the following headings: Fraud and Corruption Update, Councillor Conduct Matters, Self Risk Assessment, Training and Awareness, Risk Reference Group, Business Continuity Planning, Policy Review Project and Annual Governance Plan Update.

Summary of Discussion:

The Acting Principal Specialist Governance and Assurance (A/PSGA) provided an overview of the reporting including highlighting

- that the *Local Government Amendment Bill* has passed which will require a number of changes to existing policies and procedures;
- Risk management will be an area of focus for 2024; and
- the Policy Review Projects is now around 60% complete.

The Chair queried whether all of the policies are required to be presented to Council, eg Cyber Security Policy. It was confirmed that if they are to be Council policies, they must be endorsed by Council.

There was discussion on the status of the Strategic Risk Register and its review. Several officers provided comments to correct and clarify the actual status and how that status had been captured in the minutes of the Risk Reference Group meeting.

In regards to the fraud and corruption update the Chair advised that he will contact the officers outside the meeting to discuss options on how the Committee can be informed appropriately around those. The External Member also offered to share some generalised examples from other organisations that may assist in adjusting the current approach.

The Chair queried what organisational risk is associated with the remaining 40% of policies that still need to be updated. It was agreed that there is some increased risk; however, the risks associated with the current policies haven't been assessed in detail. That will be performed and presented to a future meeting.

Recommendation:

That the Audit and Risk Committee note the information contained in the governance update.

6.5 Fraud and Corruption Risk Management

Executive Summary:

The report provided the current draft updates to the fraud and corruption management policy and procedure and an overview of related risk management activities.

Summary of Discussion:

The Chair emphasised the importance of training and rollout of these procedures once approved. It was also suggested to look at inclusion of case studies of anonymised Council examples, or at least other local government examples to help ensure the effectiveness of the training.

AUDIT AND RISK COMMITTEE MEETING REPORT TO COUNCIL

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The Acting General Manager Council Sustainability (A/GMCS) explained that Council has committed to annual refresher training on Fraud and Corruption management, with in person training that was done around 18 months ago and an online refresher provided during 2023.

The External Member noted the biggest risk in other Councils is that such training is not incorporated into organisational training with individual areas doing their own thing. The GMPS advised that Scenic Rim has centralised the training program including tracking of attendance.

Further advice was provided around the potential value of a whistleblower hotline amongst the controls, the value in getting this completed and then maintaining it as opposed to more time on polishing and the importance of recognising council's risk appetite in the policy and procedure.

Recommendation:

That the Audit and Risk Committee:

- note the progress on the development of the Fraud Risk Register;
- note the draft Fraud and Corruption Management Council Policy; and
- note the draft Fraud and Corruption Management Corporate Procedure.

6.6 Capital Works and Program Outcomes

Executive Summary:

The report provides an overview of the delivery of the Capital Works Program and includes attachments providing recent examples of reporting provided to Councillors.

Summary of Discussion:

The Manager Capital Works and Asset Management (MCWAM) joined the meeting to help present this report. The MCWAM explained to the Committee some of the recent improvements to the reporting and other changes that are planned. Work that is underway with Queensland Treasury Corporation (QTC) regarding project planning and staging was also explained.

The Chair referred to the backlog, i.e. \$100 million to spend and only spent \$50 million, and queried what Council is doing to get things moving in that respect. The MCWAM spoke to the number of projects funded under DRFA and how this can impact the timing of delivery. Also noted the difficulties in sourcing contractors.

The Mayor outlined that the conversation was started with Councillors in previous years regarding moving to stage gate management for projects. This year is the first year, that the Councillors have been prepared to put money into the earlier engineering for projects.

The Chair advised he would like to see a table about what Council would like to deliver in the next 12 months; then review what has been delivered compared to what it was thought could be delivered. The A/CEO explained how some of the current reporting addresses that view. It was agreed that the A/GMAES would present the requested view to the ARC in a future meeting. The A/GMAES estimated that Council delivered in excess of 90% of the capital program of what was thought would be delivered.

Recommendation:

That the Audit and Risk Committee note the information provided in relation to the reporting of capital project delivery.

6.7 Physical Building Security

Executive Summary:

The report provided information on the continuing work to review security and control measures across the various facilities spread throughout the region and the improvements to physical security implemented during 2023 and currently underway.

Summary of Discussion:

The Chair queried whether Council has a policy re retention, viewing and management of CCTV footage. The A/PSGA advised there is a policy in place, however, it is not up to date, and is currently being reviewed and updated. Advice was provided on potential ways to structure the policy and procedure to accommodate the scope of current systems and changing technologies in this area.

There was discussion on the two key actions that are not yet underway and the probable timing for those.

The A/GMCS provided some information on recent security incidents in Council's Libraries and how Council has responded to those. The Committee requested future updates on those types of incidents and how the risks are being managed.

Recommendation:

That the Audit and Risk Committee note for information the report regarding building security.

6.8 External Audit Update

Executive Summary:

At each meeting, the Queensland Audit Office and the contracted audit providers present on the status of the external audit and other relevant reports and activities.

Summary of Discussion:

The QAO Representative noted that the new contracted auditors, Thomas Noble & Russell (TNR) were unable to attend today due to scheduling conflicts. However, arrangements for the handover have been made at that will occur in January 2024 along with introductions to the key Council officers.

The Chair queried three of the findings included in the Management Letter. Clarifications were provided by the QAO representative and other Council officers.

It was also highlighted that the QAO is:

- Finalising a report on recovering from cyber attacks which will be relevant to Council; and
- Working to bring forward the presentation of results of the local government audits for 2023 to release it prior to the elections.

The Mayor queried the extent to which the QAO has examined the emerging risks posed by artificial intelligence and whether there were any plans to provide guidance on managing these risks. The QAO Representative offered some perspectives, along with commentary from other Committee members.

Recommendation:

That the Audit and Risk Committee note for information the External Audit update.

6.9 External Audit Feedback

Executive Summary:

One of the responsibilities of the ARC is to monitor the performance of External Audit and provide appropriate feedback. This report facilitates a discussion and provision of feedback.

Summary of Discussion:

The Chair provided his views against the suggested questions drawn from the QTC guidance. It was noted that it is important to formalise the approach to in-camera sessions with the external auditors and ensure that happens consistently.

The External Member noted that the ARC has previously encouraged the external auditors to make a comment on things that were not strictly audit related and that it was appropriate to recognise this again.

Recommendation:

That the Audit and Risk Committee provide feedback on the External Audit process.

6.10 Council Monthly Financial Report for September 2023

Executive Summary:

The report provided the Financial Performance and Position Progress Report September 2023.

Summary of Discussion:

The Chair commented that we are only three months into the financial year and this is standard information. The monthly financial report was noted without further discussion.

Recommendation:

That the Audit and Risk Committee note, for information, the Council Monthly Financial Report for September 2023.

6.11 2023-2024 Carry Forward Budget Review

Executive Summary:

The report provides the Financial Performance and Position Carry Forward Review Budget 2023-2024 that was approved in the Ordinary Meeting held on 19 September 2023.

Summary of Discussion:

The Chair recognised that this is somewhat linked to the earlier discussion on the capital works program.

The Committee didn't have any questions and the report was noted.

Recommendation:

That the Audit and Risk Committee note, for information, the report Financial Performance and Position Carry Forward Review Budget 2023-2024.

6.12 Asset Management Plan Updates

Executive Summary:

On an annual basis the Committee receives a report on the status of Council's asset management plans, work performed on them in the last year and initiatives planned for the coming year.

Summary of Discussion:

The Chair asked for confirmation of what asset management plans are complete and up to date. The A/CEO advised they are all complete, currently in place, and continually reviewed. The focused review currently occurring will consider overall strategies, renewal and upgrade strategies and the impacts of valuations and depreciation changes.

The External Member requested that once the asset management plans are updated they be presented to a future meeting so the Committee can understand the changes and outcomes.

Recommendation:

That the Audit and Risk Committee note the overview of the continued refinement of Council's Asset Management Plans.

6.13 Internal Audit Update

Executive Summary:

This report outlines the status of the Annual Internal Audit Plan and other activities of Internal Audit.

Summary of Discussion:

The Chair indicated that the work on the Contract Management Example appears important and requested that the report from that be distributed out of session once it is available.

The A/CEO provided context around the resignation of the Procurement Coordinator and how Internal Audit has been assisting to fill that gap in an advisory capacity. The Committee further discussed those circumstances and the organisation's plans to address the risks in procurement and the outstanding audit findings and agreed actions. The Chair requested that the procurement related actions and the plan to address them be presented to the next meeting.

The slippage in delivery of the Audit Plan was noted, with further discussion deferred until the Internal Auditor is available.

Recommendation:

That the Audit and Risk Committee note and acknowledge the Internal Audit update, raising any concerns.

6.14 Internal Audit Self-Assessment

Executive Summary:

It is good practice for internal audit functions to at least annually perform a self-assessment of their operation and compliance with the standards of the Institute of Internal Auditors (IIA). This report provides a summary of the results of the completed self-assessment.

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Summary of Discussion:

The Chair noted there is a basic internal audit function and that the self-assessment appears fair. It was also noted that the Internal Auditor has signed the annual independence declaration.

The Chair recognised that there are also proposed changes to the Internal Audit Policy and Charter attached and commented that he was happy for these to proceed for Council consideration.

Recommendation:

That the Audit and Risk Committee:

1. Receive the results of the annual Internal Audit Self-Assessment; and
2. Endorse the proposed changes to the Internal Audit Policy and the Internal Audit Charter Corporate Procedure.

6.15 Continuous Assurance Update

Executive Summary:

This report provided the report on the Continuous Assurance testing covering the period January to December 2022 which had also been distributed out of session following the last meeting.

Summary of Discussion:

The Chair noted this was concerning. In particular the key findings:

- Undisclosed conflicts of interest in procurement transactions; and
- Procurement without adequate quotes not covered by other exceptions.

The Chair commented that there were recommendations made and agreed actions that are now being followed in the tracker.

The A/CEO advised that there has been progress on these issues by the Procurement Coordinator with a conflict of interest declaration form established.

Recommendation:

That the Audit and Risk Committee receive this update on the progress of continuous assurance testing.

6.16 Implementation of Audit Recommendations

Executive Summary:

The ARC receives a report at each full meeting on the status of all agreed audit recommendations.

Summary of Discussion:

The Chair noted that there had been 16 actions completed, however, there were some where the Internal Auditor had concerns and had noted these in the report. This report would be best discussed when the Internal Auditor is available, particularly in relation to where he had disagreed with management.

The Chair and External Member briefly touched on their areas of concern including the action requiring development of reports within the Technology One system. The Manager Information Services and Technology (MIST) had just joined the meeting and provided an update on further progress on those items.

The action to address issues in the Information Security Management Framework was also discussed with clarification provided by the MIST regarding the approval process for the policies being developed.

Recommendation:

That the Audit and Risk Committee note the update on the implementation of audit recommendations and provide feedback as appropriate.

6.17 Information Services and Technology Update

Executive Summary:

This report provides an update to the draft Information Communication and Technology (ICT) Strategic Plan 2024-2029, supporting policies and other significant ICT activities undertaken.

Summary of Discussion:

The MIST provided a walkthrough of the report covering the key points including:

- The ICT Strategic Plan including its structure from vision to mission to principles to goals;
- The ICT Strategic Management Framework that will be established;
- The ICT Roadmap and its phases;
- ICT Policy development; and
- Cyber Security initiatives.

The Chair described the ICT Steering Committee at another Council he works with that has an external advisor and an external provider on their Committee which is working well. The MIST responded that this hadn't been considered to date, but the suggestion will now be included for the Executive Team consideration.

The Chair observed that there are a number of cyber security initiatives for the windows environment and asked what was being done around the SCADA network or IOT devices. The MIST advised that the IST is working with facilities management re the CCTV network to consolidate and ensuring it can be accessed and managed through the network leveraging the enhanced SDWAN that has been implemented.

The External Member recognised the significant amount of work that has been done and the actual level of effort involved in some seemingly simple items in the list. Then queried the plans to repeat the phishing testing exercise and plans for awareness training. The MIST explained the planned stages for this over the coming months.

The Chair queried when Council was planning to test Disaster Recovery practices. The MIST advised that Microsoft Teams has just replaced Skype, which significantly changed Council's ICT infrastructure. This necessitates an update to the current draft Disaster Recovery Plan and testing can occur after that, hopefully late in Quarter 1 in 2024.

The Chair then asked about several other items within the plan and their timing.

Recommendation:

That the Audit and Risk Committee note for information the External Audit update.

7 Other Business

Educational Articles

The Committee expressed their appreciation of the educational articles provided.

Meeting Dates for 2024

The Committee discussed options around the timing for meetings during 2024.

Audit Executives Research: Expected Risk Level Change

The Chair provided a handout containing the results of a survey of other a thousand Chief Audit Executives around the world and their views on key risks now and in the future. Discussion focused on two key risks that the results show are likely to increase in importance in the future: Digital Disruption (and resilience as a key control) and Climate Change. Another section in the report compared how time is spent by audit functions against their rating of risks. The Chair suggested this is something to consider in Council's risk assessment and particularly in audit planning for future years.

8 Committee Members' Business

A closed session of the Committee members occurred prior to the meeting. No Committee Member's business was raised at the end of the meeting.