SCENIC RIM
REGIONAL COUNCIL

Attachments
Under Separate Cover

Ordinary Meeting

Wednesday, 28 February 2024

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OPERATIONAL PLAN 2023-2024

QUARTER TWO PROGRESS REPORT

1 OCTOBER 2023 - 31 DECEMBER 2023

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Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2023-2024 that contribute to the delivery of the five year Corporate Plan *(Scenic Rim 2026)*, as required by Section 175 of the *Local Government Regulations 2012.*

Due to the impacts of natural disasters, market conditions, resourcing challenges and other factors, a number of activities which had been planned for 2022-2023 were not completed by 30 June 2023 and extensions of time were approved by Council, for continued delivery in 2023-2024. The report provides an update of progress against those activities, based on the extensions approved by Council.

Good progress has been made against the Operational Plan 2023-2024 during the period 1 October 2023 to 31 December 2023 (Quarter Two). Although Council continues to manage the impacts of natural disasters in recent years and challenging market conditions, our focus remains firmly on delivering the long-term community vision and the key outcomes set out in the Corporate Plan *Scenic Rim 2026* through the delivery of the activities set out in the *Operational Plan 2023-2024*.

The table below shows an overall summary of the status of the Operational Plan 2023-2024 implementation as at 31 December 2023.

	COMPLETED	ON TRACK	MONITOR	REQUIRES ATTENTION	CANCELLED / POSTPONED	TOTAL
Spectacular Scenery and Healthy Environment		18	2			20
Sustainable and Prosperous Economy	1	15	5			21
Open and Responsive Government	8	8	4	1		21
Relaxed Living and Rural Lifestyle	1	6	4			11
Vibrant and Active Towns and Villages		13	1	1		15
Accessible and Serviced Region		20	4	3		27
Healthy, Engaged and Resourceful Communities	1	9	1		2	13
	11	**89**	**21**	**5**	**2**	**128**

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

Spectacular Scenery and Healthy Environment

- Council supported Queensland Fire and Emergency Services in responding to several fire events, establishing Places of Refuge. Council promoted Get Ready Week with a range of communication and promotional activities to promote disaster resilience and preparedness in the lead up to the bushfire season.
- At five Nature Refuge properties across the region mini-bioblitzes identified multiple threatened and interesting species, for example brush-tailed rock wallabies and an entirely new plant species, increasing the biodiversity data available for high conservation value sites.
- The Flying Fox Management Strategy and two Roost Management Plans were adopted by Council, concluding a large body of work and community consultation.
- The Biodiversity and Climate Change team signed a grant agreement with the Federal Government for a koala conservation project funded to the amount of $179,450. The purpose of the project is to improve the extent, quality and connectivity of koala habitat and increase community engagement in koala conservation through community action, applied research and ecological restoration.
- The Resilient Rivers Initiative benefited from the release of the South East Queensland (SEQ) Waterways and Wetlands Investment Strategy, which will result in a $40 million investment to improve health and resilience of waterways and wetlands in South East Queensland (SEQ) over the next five years.
- Cat's claw creeper and other invasive vine weeds treated at various locations across region, protecting important habitat trees.
- Council managed the disaster response for fast moving vegetation fires and the Christmas and New Year storm event.

Sustainable and Prosperous Economy

- The spirit of entrepreneurship and the rising stars of the region's business community were celebrated at the 2023 Scenic Rim Business Excellence Awards on Friday 10 November 2023. Almost 200 guests gathered at The Centre Beaudesert where veterinary pharmaceuticals enterprise Plasvacc Pty Ltd received the highest accolade, the Regional Prosperity Award, after also winning the Excellence in Business Award as an employer of more than 20 staff. Competition was keen with 43 businesses and four individuals competing for awards in 11 categories.
- The final business breakfast for 2023 was held on 5 December 2023, at the Cultural Centre in Boonah. Attendees heard from Queensland Small Business Commissioner Dominique Lamb about the State support and services available to small businesses, and Committee of Brisbane CEO Barton Green on the economic opportunities provided by the 2032 Olympic and Paralympic Games.
- Audience reach generated through destination marketing activities was 1,478,062. This indicates significant 'flow-on' opportunities for local tourism providers and potential economic benefits for businesses across the Scenic Rim Region.
- The Beaudesert Enterprise precinct Launch event was held on 30 November 2023. The launch of the Beaudesert Enterprise Precinct represents a landmark in the Scenic Rim's economic development with the 11-hectare site set to create a wealth of business and employment opportunities for the region. The expansion of the industrial area at Enterprise Drive at Beaudesert is the culmination of four years of planning and construction to create 30 additional lots now available by tender for small to medium-sized businesses.

Open and Responsive Government

- Council launched community consultation on the use of the site of the former Beaudesert Pig and Calf Saleyards. With the saleyards no longer operational, Council asked for community feedback on a draft concept design which aims to create a sense of place for the community. Consultation was also completed on the draft Land Management Plan at Dick Westerman Park.

Relaxed Living and Rural Lifestyle

- Council continued to participate in the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.
- Council's submission to the ShapingSEQ advocated for a practical framework that supports the sustainable growth and prosperity of the region's towns and villages. ShapingSEQ, released in December 2023, contains provisions to allow Councils to progress with plans to allow for considered growth of selected towns.
- A Major Amendment addressing a range of policy updates, including the Growth management Strategy and ShapingSEQ, has commenced.

Vibrant and Active Towns and Villages

- Launched in October 2023, Council's Gift wrapped exhibition at The Centre in Beaudesert showcased works by artists, artisans and authors from the region and beyond.
- A Consultant has been engaged to undertake a study to identify character precincts and built form requirements that aim to protect and enhance the unique character and built form of valued historic streetscapes for implementation in the Planning Scheme.

Accessible and Serviced Region

- Physical inspection of the condition of Transport Assets was completed in the quarter. Further work will be undertaken to collate this information which will then be used to inform the prioritisation of investment through the 10 year Capital Works program.
- The review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy is progressing to program. Noting that this amendment and review will take approximately two years to complete.

Healthy, Engaged and Resourceful Communities

- In December 2023, Council celebrated the completion of the Tamborine Mountain library, which was transformed into a vibrant community hub with funding the Local Economic Recovery Program.
- Nominations for Australia Day Awards were received an assessed during Quarter Two, ahead of Australia Day events in Quarter Three.
- Council reviewed expressions of interest for the Be Healthy and Active Program which is due to commence in Quarter Three. The program includes a range of activities for all ages across the region, aimed at enhancing health and wellbeing.

Operational Plan 2022-2023 - Activities Carried Forward

As reported in Council's Quarter Four Operational Plan 2022-2023 Progress Report, a number of activities were unable to be completed by the end of 2022-2023 as planned. Therefore, extensions were approved for a number of activities. The following table provides details of the 2022-2023 activities which were incomplete at 30 June 2023 and are not already included in the Operational Plan 2023-2024. The table provides details of the carried forward activities, the extension date which enabled them to be carried across to the new financial year, and, where relevant, a new approved delivery date based on commentary provided.

	ACTIVITIES	LEAD	APPROVED EXTENSION	Q2 STATUS	COMMENTS (BY EXCEPTION)
	Develop the Scenic Rim Climate Change Strategy and Action Plan	Regional Development, Health and Biodiversity	30 June 2023 31 December 2023 (approved at Ordinary Meeting 23 May 2023)	On track	
	Conduct quarterly meetings of the Scenic Rim Regional Prosperity Leadership Alliance.	Regional Prosperity and Communications	30 June 2023 30 June 2024 (approved at Ordinary Meeting 23 May 2023)	Monitor	Formation of this group has not progressed.
	Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.	Council Sustainability	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 31 March 2024 (approved at Ordinary Meeting on 22 November 2023)	Monitor	Currently being reviewed with finalisation of the Plan dependent on the recruitment of the vacant Coordinator Procurement position.
	Create digital capability to facilitate online customer interactions for a range of Council services.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Investigate and implement a Customer Relationship Management system.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a Customer Request Management (CRM) system.
	Streamline the way customers make and submit applications to Council.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a CRM.
	Ensure that meeting practices of Council are contemporary and in line with legislative requirements.	Office of the CEO Governance and Assurance	30 June 2023 31 October 2023 (approved at Ordinary Meeting on 22 August 2023)	Completed	Suite of amended Meeting standing orders adopted by Council. All meetings conducted in line with regulatory requirements.

	ACTIVITIES	LEAD	APPROVED EXTENSION	Q2 STATUS	COMMENTS (BY EXCEPTION)
	Facilitate a review of the Information Communication and Technology Strategic Plan to allow update and integration with the Scenic Rim Smart Region Strategy 2022-2032.	Information Services and Technology	30 June 2022 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 March 2023 (approved at Ordinary Meeting 22 November 2022) 30 June 20 23 (approved at Ordinary Meeting 23 May 2023) 31 December 2023 (approved at Ordinary Meeting on 22 August 2023.)	Monitor	Options are being considered to progress the approval of the ICT Strategic Plan through Council.
	Progress a Major Amendment to the *Scenic Rim Planning Scheme 2020* to update environmental policy relating to Matters of Local Environmental Significance.	Regional Development, Health and Biodiversity	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 22 November 2023)	On track	
	Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.	Capital Works and Asset Management	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Review Public Art Policy and Guidelines, to include information about murals and placemaking.	Customer, Community and Culture	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023) ~~31 December 2023 (approved at Ordinary Meeting on 22 November 2023~~ 30 March 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Review has been completed. Updated policy has been approved and Guidelines in final stages of review and expected to be finalised early in Quarter Three.

	Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).	Customer, Community and Culture	30 June 2023 ~~31 December 2023 (approved at Ordinary Meeting on 22 August 2023)~~ 30 June 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Public art components are on track and completion is dependent on the wider program of work.
	Complete review of Waste Facilities and Services.	Resources and Sustainability	31 December 2021 30 June 2022 30 June 2023 (approved at Ordinary Meeting 16 August 2022) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Progress documentation of current service levels and cost metrics.	People and Strategy	30 June 2023 31 March 2024 (approved at Ordinary Meeting on 23 May 2023)	Completed	
	Ensure appropriate controls and standards for the installation of private and utility infrastructure in Council controlled reserves.	Maintenance and Operations	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Review of Council policies in regard to the road reserve underway.
	Establish standardised leasing documentation.	Resources and Sustainability	31 December 2022 30 June 2023 (approved at Ordinary Meeting 21 February 2023) 31 December 2023 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Leasing documentation to be now finalised given council adoption of policy - Community Tenure of Council Property.
	Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Council's Camping Facilities.	Resources and Sustainability	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	On track	
	Complete review of Council land holdings, including recommendations for future use and potential land acquisition requirements.	Resources and Sustainability	31 March 2023 30 June 2023 (approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Trial improvements in Council event waste reduction.	Resources and Sustainability	30 June 2023	On track	

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			31 December 2023 (approved at Ordinary Meeting on 22 August 2023)		
	Provide outreach locations access to resources and devices by implementing the new Mobile Library service.	Customer, Community and Culture	30 June 2023 31 August 2023 (approved at Ordinary Meeting on 22 August 2023) 31 October 2023 (approved at Ordinary Meeting on 22 November 2023)	Completed	

Spectacular Scenery and Healthy Environment

Statement of Intent

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

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

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver actions identified in the five-year Biodiversity Strategy implementation plan (2020-2025).		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Continue to deliver programs aligned with Council's biodiversity vision.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Biodiversity across the region is protected.	Number of new properties secured under the Habitat Protection Program.	Target	8	7	7	8	30
		Actual	14	7			
Natural environment and rural landscapes are enhanced as a result of planned actions.	Total value of Environmental Grant Program funding allocated to the community.	Target	$153,000	$0	$0	$0	$153,000
		Actual	$155,326	$0			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of education events delivered.	Target	2	2	2	2	8
		Actual	3	2			

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.*							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver Year One Strategic Priorities of Council's Biosecurity Plan 2023-2028.		Regional Development, Health and Biodiversity	1 January 2024	30 June 2024	Monitor	Initial recruitment did not secure a person for the Senior Biosecurity Officer. The position is being readvertised and strategies for securing a high-quality applicant are being engaged.	
Support landholders in the control of invasive animals.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced by productive partnerships and knowledge sharing.	Year One Strategic Priorities of the Biosecurity Plan 2023-2028 are delivered as scheduled.	Target	N/A	N/A	30%	70%	100%
		Actual	N/A	N/A			
	Number of formal training and awareness activities delivered to build community knowledge of the collective General Biosecurity Obligation.	Target	0	0	1	2	3
		Actual	0	3			
Biodiversity across the region is protected.	Number of regional baiting programs delivered.	Target	1	0	1	0	2
		Actual	1	0			

PARTNER AND COLLABORATE WITH AGENCIES, COMMUNITY GROUPS AND PRIVATE LANDHOLDERS TO PROVIDE A COORDINATED APPROACH TO PROTECTING BIODIVERSITY WITHIN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Establish project agreements with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2023	31 December 2023	On track		
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Biodiversity across the region is protected.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.	Target	0	1	1	0	2
		Actual	1	0			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Value of support secured through biodiversity partnerships.	Target	$0	$100,000	$0	$0	$100,000
		Actual	$0	$179,450			

CONTINUE TO DELIVER, IN PARTNERSHIP WITH THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND, THE RESILIENT RIVERS PROGRAM.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver actions under the Logan-Albert Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Deliver actions under the Bremer Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Natural environment and rural landscapes are enhanced as a result of planned actions.	Number of waterway improvement projects delivered.	Target	1	3	4	4	12
		Actual	1	1			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of engagement activities delivered.	Target	1	1	1	1	4
		Actual	2	1			

Adaptation to changing climate and weather patterns.

DEVELOP A PROGRAM OF WORK TO FACILITATE CLIMATE ADAPTATION ACROSS THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop carbon footprint for Council operations for the 2022-2023 financial year.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Progress Amendments to the Scenic Rim Planning Scheme 2020 that increase domestic water storage capacity requirements for new dwellings to a State Interest Review.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Carbon footprint for Council Operations developed for the 2022-2023 financial year.	Target	10%	20%	55%	15%	100%
		Actual	10%	30%			
Water resilience across the region is increased.	Preferred policy option for increasing domestic water supply capacity for new dwellings to reduce demand on reticulated water supply included in a proposed Major Amendment to the Scenic Rim Planning Scheme 2020.	Target	0%	0%	0%	100%	100%
		Actual	0%	15%			

INCREASE COMMUNITY AWARENESS OF THE CAUSES AND IMPACTS OF, AND MITIGATION STRATEGIES TO MANAGE, DROUGHT AND NATURAL DISASTERS SUCH AS FIRE AND FLOOD.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop or review disaster management plans and procedures as required by the Local Disaster Management Group.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver annual disaster management exercises to increase local coordination capability.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver the annual Get Ready campaign.		Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Campaign progressing with annual Get Ready campaign delivered. However, further activities to be delivered in Quarter Three and Quarter Four to fully expend funding. During Quarter Two, data was collected to assist in the effective delivery of approved Get Ready projects to raise awareness of disaster preparedness.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of local disaster management plans and procedures developed and/or reviewed and endorsed by the Local Disaster Management Group.	Target	0	1	0	1	2
		Actual	2	1			
	Number of disaster management exercises and training sessions facilitated for Council and stakeholders who participate in local disaster response and recovery activities.	Target	2	0	0	0	2
		Actual	2	3			

Increased community awareness of drought and natural disaster mitigation enhances resilience.	Design and deliver disaster preparedness Get Ready campaign with Queensland Reconstruction Authority Get Ready funding.	Target	50%	50%	0%	0%	100%
		Actual	50%	10%			

INCORPORATE NATURAL DISASTER MITIGATION IN THE DESIGN AND OPERATION OF COUNCIL'S FACILITIES AND ASSETS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Install improved flood signage for category 4A and 4B roads which are impacted by flooding, to provide improved information and warnings for road users.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
Complete a review to identify category 5A and 5B local roads which are impacted by flooding and explore options for improved signage to provide information and warning to road users.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Flood warning signage installed on all category 4A and 4B local roads across the region.	Target	0%	25%	25%	50%	100%
		Actual	50%	0%			
	Review of 5A and 5B local roads completed to identify opportunities for improved flood warning signage.	Target	10%	20%	20%	50%	100%
		Actual	10%	20%			

DESIGN AND DELIVER INITIATIVES TO INCREASE ENVIRONMENTAL SUSTAINABILITY ACROSS COUNCIL'S OPERATIONS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver a program of lighting replacement within Council buildings to improve energy efficiency.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Investigate options for the inclusion of alternative power solutions for Council's administrative buildings, cultural centres, and libraries.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Value of investment in replacement of existing lights with LEDs within Council sites.	Target	$0	$4,000	$4,000	$4,000	$12,000
		Actual	$0	$5,000			
	Analysis of costs and benefits of alternative power solutions for Council facilities is conducted.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

ADVOCATE FOR THE EVALUATION OF OPTIONS FOR INCREASING WATER RESILIENCE WITHIN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to monitor progress of Water for Warrill project with Queensland and Australian Governments and provide in-kind support, where appropriate		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Water resilience across the region is increased.	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0			

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CONTINUE TO DELIVER ONE MILLION TREES FOR THE SCENIC RIM BY 2025.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver rural, community habitat and river trees initiatives.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Deliver planting projects on Council lands.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Natural environment and rural landscapes are enhanced as result of planned actions.	Number of trees planted and provided annually to achieve 'One Million Trees for the Scenic Rim' target by 2025.	Target	22,500	22,500	22,500	22,500	90,000
		Actual	5,552	8,102			
	Number of applications received for the One Million Trees Program.	Target	25	25	25	25	100
		Actual	35	25			

Sustainable and Prosperous Economy

Statement of intent

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

The current and future economic prosperity of the region.

CONTINUE TO IMPLEMENT THE *SCENIC RIM REGIONAL PROSPERITY STRATEGY 2020-2025.*					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver Year Three actions contained within the Scenic Rim Regional Prosperity Strategy 2020-2025.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Market and promote the region to attract investment and new jobs, making the process as efficient as possible for potential investors.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Engage with local businesses through visitation schedule, regular program of assistance and referral to opportunities through local, Queensland and Australian Government programs.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Deliver a region-relevant program of activities as part of Small Business Month including partnering on initiatives with four Chambers of Commerce.	Regional Prosperity and Communications	1 May 2024	31 May 2024	On track	
Plan and deliver the 2023 Scenic Rim Business Excellence Awards.	Regional Prosperity and Communications	1 November 2023	30 November 2023	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of developmental projects/initiatives including those delivered in collaboration with Chambers of Commerce, Brisbane Economic Development Agency, Tourism and Events Queensland and other business groups and government agencies.	Target	2	3	2	3	10
		Actual	6	9			
	Number of concept and pre-lodgement meetings attended by Regional Prosperity team members.	Target	4	4	4	4	16
		Actual	9	6			
Investment in the region grows.	Event impact and economic impact modelling - number of scenarios modelled.	Target	4	4	4	4	16
		Actual	10	4			
	Number of potential development applicants supported through case management.	Target	2	1	1	2	6
		Actual	7	4			
	Number of events delivered as part of Small Business Month.	Target	N/A	N/A	N/A	15	15
		Actual	N/A	N/A			
Creation of valued employment for local residents is supported.	Number of individuals registered to participate in Small Business Month activities.	Target	N/A	N/A	0	100	100
		Actual	N/A	N/A			
	Number of attendees at the Business Excellence Awards event.	Target	0	100	0	0	100
		Actual	0	195			
	Number of Scenic Rim Strategic Coordination meetings held.	Target	1	1	1	1	4
		Actual	1	1			

FACILITATE AND MENTOR CONTINUED DEVELOPMENT AND SUSTAINABILITY OF DIVERSE AND HIGH-PERFORMING LOCAL BUSINESSES, WITH CAPABILITY TO ADAPT AND THRIVE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver capability development workshops and initiatives catering to identified needs of the business community.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of capability development and knowledge sharing initiatives delivered for the business community.	Target	1	1	0	1	3
		Actual	2	3			
	Number of businesses participating in Council's capability development and knowledge sharing initiatives.	Target	5	5	5	5	20
		Actual	5	33			

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to engage local businesses in exploring opportunities for increasing local economic spend.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Progress and promote the Shop Scenic Rim fixed gift card program.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Resourcing and priorities within the Regional Prosperity team, has not allowed significant focus on this program. Total load value for this period was $3,475.	
Public rollout of Council's Local Preference Policy and raising awareness promotion of Council's procurement tools including VendorPanel and MarketPlace	Council Sustainability	1 July 2023	31 March 2024	Monitor	Initial work has been undertaken including the review of Councils Procurement Policy subsequent updates and/or incorporation of Local Preference metrics will be ongoing. Continued raising of public awareness of VendorPanel and MarketPlace to be scheduled in with Councils Communications Team.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council continues to focus on 'buying local'.	Percentage of Council's materials and services expenses purchased from local suppliers.	Target	35%	35%	35%	35%	35%
		Actual	27%	39%			
	Number of local businesses participating in Shop Scenic Rim program.	Target	100	125	150	200	200
		Actual	109	110			
	Value of Shop Scenic Rim gift cards redeemed in participating businesses.	Target	$2,500	$2,500	$2,500	$2,500	$10,000
		Actual	$925	$1,575			

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

FACILITATE THE RETENTION, EXPANSION, AND ATTRACTION OF INDUSTRIAL BUSINESSES, CONTINGENT ON MARKET DEMAND.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Promote Beaudesert Enterprise Precinct opportunities in broader investment attraction through increased marketing and promotion.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Shadow and support the progression of the Scenic Rim Agricultural Industrial Precinct.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of promotional activities delivered through various channels to increase investment attraction opportunities for Beaudesert Enterprise Precinct.	Target	0	1	0	1	2
		Actual	0	1			

CHAMPION THE BROMELTON STATE DEVELOPMENT AREA (SDA) PARTNERSHIP.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Promote Bromelton SDA opportunity in broader investment attraction activity through increased marketing and promotion and advocacy.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Investment attraction opportunities for Bromelton SDA increased by delivering promotional activities (in conjunction with Department of State Development, Infrastructure, Local Government and Planning) through various channels.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Influence the scope of the SEQ City Deals project that includes a business case for Bromelton State Development Area.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Number of potential investment enquiries generated for the Bromelton SDA.	Target	1	1	1	1	4
		Actual	3	4			

CONTINUE TO IMPLEMENT THE YEAR TWO ACTIONS OF THE THREE-YEAR ACTION PLAN OF THE AGRI-BUSINESS AND AGRI-TOURISM INDUSTRY DEVELOPMENT PROGRAM 10-YEAR ROADMAP.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Work with agri-sector to facilitate growth and capitalise on opportunities in agri-business and agri-tourism.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Resourcing and priorities within the Regional Prosperity team has impacted on this activity. Additional resourcing has now been secured to assist in the progression of this. The Water for Warrill Advisory Group has not been initiated due to delays with State and Federal funding opportunities.
Provide support and advocacy to assist progression of the Water for Warrill Project.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Year two actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap are implemented.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Number of engagement and collaboration opportunities between all three levels of government, industry groups and the agricultural industry.	Target	15	10	10	15	50
		Actual	20	5			
	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0			

Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Number of targeted Businesses assisted with improving capability and capacity, through diversification and implementation of innovative agricultural technologies.	Target	1	2	1	1	5
		Actual	0	0			

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

DELIVER SCENIC RIM DESTINATION MARKETING TO DRIVE AWARENESS, VISITATION AND TOURISM INVESTMENT.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver tactical destination marketing activities and campaigns in conjunction with industry partners.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of leads to Visit Scenic Rim website from destination marketing activities.	Target	5,000	5,000	5,000	5,000	20,000
		Actual	5,154	5,172			
	Number of leads to tourism operators from website or destination marketing.	Target	25,000	25,000	25,000	25,000	100,000
		Actual	4,798	3,019			
	Audience reach through destination marketing activities.	Target	1,250,000	1,250,000	1,250,000	1,250,000	5,000,000
		Actual	1,348,390	1,478,062			

FACILITATE GROWTH OF QUALITY REGIONAL EVENTS AND EXPERIENCES.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Plan and deliver Scenic Rim Eat Local Month 2024, including delivery of strategic recommendations for improvement relevant to 2023-2024		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Attract, expand, and develop new and existing events in the region that align with tourism strategies and drive yield and increase length of stay.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Mentor organisers of regional events to build their capability to deliver economic return.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Investment in the region grows.	Total value of economic impact generated by delivery and support of events.	Target	$2 million	$0 Million	$ 0 million	$3 million	$5 million
		Actual	$2,280,000	$0 Million			
	Ratio of economic benefit received to dollars invested.	Target	20:1	20:1	20:1	20:1	20:1
		Actual	10:1	20:1			
	Number of actions from the Eat Local Month strategic recommendations for improvement actioned (noting some are multi-year and were also delivered in 2022-2023)	Target	15	15	15	14	59
		Actual	20	7			

PARTNER WITH THE UNIFIED LOCAL TOURISM ORGANISATION, DESTINATION SCENIC RIM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)	
Jointly deliver a range of destination marketing and industry development activities agreed within the Destination Scenic Rim Business Plan and Partnership Agreement.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of financial members of Destination Scenic Rim.	Target	150	150	150	150	150
		Actual	160	153			
	Number of collaborative initiatives delivered for Destination Scenic Rim members.	Target	1	1	1	1	4
		Actual	3	1			
	Number of timely reports submitted to Council with details of activities planned and delivered by Destination Scenic Rim.	Target	1	0	0	1	2
		Actual	1	0			

DEFINE OPPORTUNITIES TO MITIGATE THE IMPACT OF GROWTH DERIVED FROM TOURISM.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Conduct review of environmental and amenity impacts from visitation growth.		Capital Works and Asset Management	1 July 2023	31 March 2024	Monitor	Activity yet to commence due to resource availability. It is likely this review will not be completed by 31 March 2024.	
Identify and investigate potential initiatives to mitigate environmental and amenity impacts from visitation growth.		Capital Works and Asset Management	1 April 2024	30 June 2024	Monitor	Activity yet to commence due to resource availability.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Renewal of Council's assets, including facilities and infrastructure, is partially offset through value captured from tourism and other activities.	Review of environmental and amenity impacts from visitation growth completed by 31 March 2024.	Target	0%	0%	100%	0%	100%
		Actual	0%	0%			
	Report provided to Council by 30 June 2024 identifying environmental and amenity impacts from visitation growth and evaluating potential funding streams to support asset renewal.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Open and Responsive Government

Statement of Intent

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

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

ENHANCE THE CUSTOMER EXPERIENCE THROUGH THE DELIVERY OF PLANNED ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL CUSTOMER EXPERIENCE STRATEGY 2021-2023*.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Complete key projects identified in the Customer Experience Strategy 2021-2023.	Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Review of Customer Experience Strategy will need to align to with new Corporate Values and the update of Customer Charter.
Deliver customer-focussed projects that are aligned with the intent and vision of the Customer Charter.	Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Community provided feedback between 1 June and 17 July 2023 as part of the Customer Effort Score Survey. Analysis and reporting was completed and presented at Executive Team Meeting on 18 December 2023 to inform an action plan to enhance customer experience. Customer Effort Score survey analysis to be considered by Council in Quarter Three, which is slightly later than the original target.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Relationships with customers are improved.	Analysis of Customer Effort Score Survey is completed and reported to Council by 31 December 2023	Target	25%	75%	0%	0%	100%
		Actual	25%	50%			
	Quality Assurance program for Customer Care and Engagement developed and implemented by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			

IMPROVE CAPABILITY TO MANAGE INTERACTIONS WITH OUR CUSTOMERS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Adopt and implement an updated Complaints Management Framework.		Governance and Assurance	1 July 2023	30 June 2024	On track		
Create and implement a user-friendly online form for reporting administrative action complaints, fraud and corruption.		Information Services and Technology	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's practice is consistent, accurate, open and honest.	Number of workshops and/or training sessions or communications delivered to raise internal awareness of Council's Complaint Management Framework	Target	1	1	1	1	4
		Actual	0	0			
	Fully functional online complaints reporting platform in operation on Council's website by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	100%	0%			

ENHANCE COMMUNICATION WITH OUR CUSTOMERS AND OTHER STAKEHOLDERS THROUGH THE EXECUTION OF THE *SCENIC RIM REGIONAL COUNCIL COMMUNICATION STRATEGY 2020-2023.*

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Deliver year three (and any other outstanding) actions from the Scenic Rim Communication Strategy 2020-2023.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Increase Council's digital footprint by increasing engagement rates across digital platforms, increasing traffic to Council's website, and developing a Search Engine Optimisation (SEO) strategy.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Develop an internal communications plan that aims to strengthen engagement and communication with employees.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Formal report developed and presented to Council by 30 June 2024 to mark completion of Scenic Rim Communications Strategy 2020-2023	Target	25%	25%	25%	25%	100%
		Actual	75%	25%			
Council has the systems and digital capability to improve customer experience.	Increase in engagement rates across Council's digital platforms.	Target	2.5%	2.5.%	2.5%	2.5%	10%
		Actual	2.85%	2.92%			
Relationships with customers are improved.	Percentage of employees who agree (slightly agree, agree, or strongly agree) that internal communication at Council is clear and effective (as part of Employee Culture and Engagement Survey).	Target	65%	N/A	N/A	N/A	65%
		Actual	65%	N/A	N/A	N/A	65%

BUILD AND MAINTAIN THE COMMUNITY'S AWARENESS AND UNDERSTANDING OF COUNCIL'S PROGRAMS, SERVICES, AND DECISION-MAKING PROCESSES.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Review and update standard development conditions in line with Scenic Rim Planning Scheme 2020, policies and best practice.	Regional Development, Health and Biodiversity	1 July 2023	31 March 2024	Monitor	Resourcing implications for this project has caused some unexpected delays in the timeline.	
Make Council's suite of standard development conditions readily available to the public.	Regional Development, Health and Biodiversity	1 October 2023	~~31 December 2023~~ 30 June 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Resourcing implications for this project has caused some unexpected delays in the timeline. Revision to end date for finalisation and adoption of the suite of standard development conditions.	
Finalise the review of Council's meeting structures and associated policies and procedures.	Governance and Assurance	1 July 2023	30 September 2023	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's practice is consistent, accurate, open and honest.	The suite of standard development conditions is developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	25%	25%			
Clear and relevant information is delivered proactively and in a timely manner.	The suite of standard development conditions is developed and published on Council's website by 31 December 2023.	Target	50%	95%	N/A	N/A	100%
		Actual	0%	0%			

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Clear and relevant information is delivered proactively and in a timely manner.	Recommendations of the review of Council's meeting structures have been fully implemented by 30 September 2023.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A			

Strengthened community engagement and partnerships that improve shared expectation and commitment

DEVELOP WAYS OF INTERACTING WITH THE COMMUNITY THAT FACILITATE TWO-WAY COMMUNICATION AND STRENGTHEN RELATIONSHIPS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Become more accessible and inclusive by diversifying Council's engagement activities to include more face-to-face sessions to build transparency and trust with communities across the region.		Customer Community and Culture	1 July 2023	30 June 2024	On track		
Implement the adopted community engagement framework to ensure Council delivers best practice standards.		Customer Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Clear and relevant information is delivered proactively and in a timely manner.	Number of face-to-face community engagement sessions held in addition to online content on Let's Talk Scenic Rim to better inform and consult with the community.	Target	1	1	0	4	6
		Actual	4	0			
Council's practice is consistent, accurate, open and honest.	Number of informed participants for Council projects on Let's Talk Scenic Rim online platform.	Target	450	450	450	450	1,800
		Actual	1,683	1,431			
	Number of engaged participants for Council projects on Let's Talk Scenic Rim online platform.	Target	50	50	50	50	200
		Actual	144	108			

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

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND (LGAQ) AND THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND (COMSEQ).							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Provide support to elected representatives for their participation in strategic discussions with LGAQ and COMSEQ.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Identified motions for the LGAQ Annual Conference submitted.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A			

Ongoing integrity of Council's practice and processes

ENSURE COUNCIL'S POLICIES AND PRACTICES REMAIN IN LINE WITH CHANGING STATUTORY REQUIREMENTS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver training and other activities to ensure awareness of Council's Policy Review Framework and promote best practice for corporate governance.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
Monitor and provide assistance in the review of policies and procedures to ensure legislative obligations are maintained.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council has ethical and transparent governance.	Number of governance activities scheduled that raise awareness and promote best practice around the Policy Review Framework.	Target	1	1	1	1	4
		Actual	1	1			
	Biannual audit on Council Policies and Procedures undertaken to identify current status and facilitate appropriate reporting.	Target	1	0	1	0	2
		Actual	1	1			

MAINTAIN AN EMBEDDED CULTURE AND PRACTICE OF TRANSPARENCY AND ETHICAL CONDUCT, WHILE ADHERING TO CONFIDENTIALITY AND PRIVACY REQUIREMENTS.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to maintain high standards when facilitating matters and processing applications from public and external agencies.	Governance and Assurance	1 July 2023	30 June 2024	Completed		
Partner with external agencies to promote awareness of good decision making and ethical conduct including privacy and confidentiality requirements.	Governance and Assurance	1 July 2023	30 June 2024	On track	Senior Governance Officer and Governance and Risk Officer to attend in person training for Good Decision making. Material to be provided to organisation upon completion.	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of internal training sessions on processing of Information Privacy and Right to Information applications delivered.	Target	0	1	0	1	2
		Actual	0	1			
	Percentage of Right to Information applications processed within the legislative or required timeframes.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of training and awareness programs delivered in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	2	0			

ENSURE COUNCIL'S ONGOING COMPLIANCE THROUGH ROBUST AUDIT, RISK MANAGEMENT AND ASSURANCE FRAMEWORKS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Review the current approach to the development compliance management and complaint-based investigations.		Regional Development, Health and Biodiversity	1 July 2023	30 September 2023	Completed		
Develop a risk-based compliance and enforcement strategy.		Regional Development, Health and Biodiversity	1 October 2023	31 January 2024	On track		
Develop and implement the Annual Audit Plan incorporating a range of internal audit services.		Internal Audit and Improvement	1 July 2023	30 June 2024	Monitor	Annual Audit Plan developed and endorsed by the Audit and Risk Committee. Delivery of audits scheduled and ongoing - expanded scope and additional effort on current reviews has resulted in the audit plan continuing to run behind schedule. Audit and Risk Committee made aware of status and understanding of the circumstances.	
Facilitate the ongoing operation of the Audit and Risk Committee.		Internal Audit and Improvement	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's practice is consistent, accurate, open and honest.	Risk-based compliance and enforcement strategy is adopted by 31 January 2024.	Target	50%	40%	10%	N/A	100%
		Actual	60%	30%			
	Percentage of internal audit activities on the Annual Audit Plan delivered in the year.	Target	20%	20%	20%	20%	80%
		Actual	15%	17%			
	Agenda delivered as per the approved Audit and Risk Committee Annual Meeting Planner.	Target	90%	90%	90%	90%	90%
		Actual	56%	83%			

Relaxed Living and Rural Lifestyle

Statement of intent

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

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

IMPLEMENT AN ADVOCACY STRATEGY TO INFLUENCE THE DEVELOPMENT OF POLICY BY OTHER LEVELS OF GOVERNMENT THAT BETTER SUPPORTS THE ECONOMIC, SOCIAL, AND ENVIRONMENTAL PRIORITIES FOR THE REGION.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Represent Scenic Rim Regional Council on Council of Mayors South-East Queensland (COMSEQ) 2032 Regional Legacy Working Group.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Deliver regular updates to local Queensland and Australian Government representatives.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	On track	
Continue representation on COMSEQ and quarterly meetings with the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track	
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	On track	
Facilitate meetings between Council, and the Federal and State Members, to discuss priority projects and key advocacy topics for the region.	Office of the Mayor and CEO	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social and environmental priorities across the region.	Percentage of meetings of the COMSEQ 2032 Regional Legacy Working Group attended.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of meetings of the SEQ Local Government Working Group attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.	Target	0	1	0	1	2
		Actual	0	2			
	SEQ Regional Planning Committee Meetings attended by the Mayor or his delegate and Senior Executive.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of meetings held between the three levels of government	Target	0	1	1	1	3
		Actual	0	1			

COMPLETE MAJOR AMENDMENTS TO THE SCENIC RIM PLANNING SCHEME 2020.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Prepare a major amendment to update the Planning Scheme in response to emerging issues and matters identified through its implementation.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Monitor	Council adoption to commence amendment on 22 August 2023. Internal meeting with stakeholders held. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Work on amendments to commence Quarter Three.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Legislation and regional planning instruments facilitate Scenic Rim's strategic framework for growth.	A Major Amendment addressing a range of policy updates is prepared and submitted to the Minister for a state interest review by 30 June 2024.	Target	10%	25%	25%	40%	100%
		Actual	10%	10%			

REVIEW COUNCIL'S RELEVANT PROGRAMS AND PLANS IN CONTEXT OF THE GROWTH MANAGEMENT STRATEGY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Amendments to the Scenic Rim Planning Scheme 2020 are made to implement the Growth Management Strategy.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Monitor	A meeting was held with relevant stakeholders to discuss the amendment. Meeting with Logan City Council to discuss cross border matters. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Tender to deliver a component of project (review of Planning Scheme Policy 5) has not been successful. Work to be progressed in Quarter Three.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Growth in the region is supported by a clear and evidence-based planning vision.	The first phase of planning scheme amendments to implement the Growth Management Strategy identified in the Strategic Planning Program 2022 -2027 is prepared and submitted to the Minister by 30 June 2024 for a state interest review.	Target	10%	30%	50%	10%	100%
		Actual	10%	10%			

SUBJECT TO ENABLING AMENDMENTS TO THE QUEENSLAND GOVERNMENT REGIONAL PLANNING POLICY, COMMENCE THE DEVELOPMENT OF SPECIFIC LOCALITY-BASED FORWARD PLANNING STUDIES, WITH A PLANNING HORIZON OF 2041.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Advocate for a practical planning framework that enables the sustainable growth and prosperity of the region's towns and villages.		Regional Development, Health and Biodiversity	1 July 2023	31 December 2023	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Advocacy and innovative partnerships enable the delivery of economic social, and environmental priorities across the region.	Council's submission on the ShapingSEQ identifies and advocates for a practical framework that supports the sustainable growth and prosperity of the region's towns and villages.	Target	80%	20%	0%	0%	100%
		Actual	100%	0%			

A successful transition to a smart and innovative region.

EXPLORE OPTIONS, AND ADVOCATE FOR STABLE, RELIABLE, AND RELEVANT DIGITAL CONNECTIVITY ACROSS THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Work with internal and external stakeholders to promote Scenic Rim as a priority region for digital connectivity.		Information Services and Technology	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Mobile and data services connectivity across the region is enhanced.	Number of engagements with decision makers and policy influencers regarding digital connectivity	Target	0	1	0	1	2
		Actual	0	1			
	Prioritised mobile blackspots submitted to the Australian Government's Mobile Black Spot Funding Program	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

IMPLEMENT YEAR 2 ACTIONS WITHIN THE SCENIC RIM SMART REGION STRATEGY 2022-2025.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Work with business and industry to embrace the global digital trend, in order to advance the region's economy and attract investment.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Due to resourcing and competing priorities, some activities within the Smart Region Strategy have not progressed in Quarter Two.
Provide support and advocacy for delivery of transformational investment in critical infrastructure.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Due to resourcing and competing priorities, some activities within the Smart Region Strategy have not progressed in Quarter Two.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Businesses assisted with improving capability and capacity, through diversification and implementation of new technologies.	Target	3	2	2	3	10
		Actual	0	0			
	Number of engagements / collaborations with Australian or Queensland Governments, or other Councils, industry and education providers.	Target	25	25	25	25	100
		Actual	130	300			
	Number of ‘Digital and Data’ workshops included in the 2024 Small Business Month series of events.	Target	0	0	0	4	4
		Actual	0	0			

Vibrant and Active Towns and Villages

Statement of intent

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

Provision of vibrant and dynamic parks and open spaces

REVIEW THE SCENIC RIM REGIONAL COUNCIL PARKS AND AMENITIES STRATEGY 2015							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Review the infrastructure requirements for the different park categories to both inform developers' and Council's future planning.		Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	Activity yet to commence due to resource availability.	
Refresh the existing Parks and Amenities Strategy to reflect industry standards and Council future plans.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Our parks, playgrounds and open spaces are popular and utilised by our diverse communities and visitors.	Infrastructure requirements confirmed for identified park categories by 31 March 2024.	Target	25%	40%	35%	0%	100%
		Actual	0%	0%			
	Parks and Amenities Strategy refreshed and adopted by Council by 30 June 2024.	Target	0%	15%	35%	50%	100%
		Actual	0%	15%			

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

ENSURE THAT 'VIBRANT AND ACTIVE TOWNS AND VILLAGES' PROJECTS PRESERVE LOCATION-BASED CULTURAL AND HERITAGE ELEMENTS AS IDENTIFIED IN THE SCENIC RIM COMMUNITY AND CULTURE STRATEGY 2023-2032.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement public art as scheduled as part of the Vibrant and Active Towns and Villages.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Encourage community participation in decision making relating to cultural outcomes.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Implement public art as part of the Cultural Services annual program		Customer, Community and Culture	1 July 2023	30 June 2024	On track	.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Public Artwork completed as planned in the Vibrant and Active Towns and Villages project.	Target	0	0	0	3	3
		Actual	0	0			
	Number of Story Boards/Markers installed across the region.	Target	0	0	2	3	5
		Actual	0	0			
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of engagements with local stakeholders to consult on the public art elements of Vibrant and Active Towns and Villages projects.	Target	4	3	4	3	14
		Actual	4	3			

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Number of public art projects completed as planned in the Cultural Services annual program	Target	0	0	0	3	3
		Actual	~~Q1~~ (approved at Ordinary meeting 28 February 2024)	0			

** The number of public art projects completed in Quarter One was incorrectly reported as 0 in Q1 report. The Beaudesert mural project was completed in September 2023 as a carry forward from the 2022-23 annual program. The table has been updated accordingly.*

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

ENGAGE WITH THE COMMUNITY TO DEFINE THE UNIQUE CHARACTER, VALUES, AND SENSE OF PLACE OF THE REGION'S TOWNS AND VILLAGES.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Develop and review a 10-year capital vibrancy and strategic projects program, with a 20-year horizon forecast.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	
Develop new masterplans for two key identified villages within the region.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	Consultant engaged to undertake study and kick-off meeting complete
Actively seek alternate funding streams through application to external grant sources.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	A number of funding applications for external funding has been submitted
Identify character precincts and built form requirements that aim to protect and enhance the unique character and built form of valued historic streetscapes for implementation in the Planning Scheme.	Regional Development, Health and Biodiversity	1 July 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 22 November 2023)	Monitor	Consultant engaged to undertake study and kick-off meeting complete. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Work to progress in Quarter Three.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Vibrant and Active Towns and Villages capital projects for 2023-2024 delivered within scheduled timeframe as per the approved ten-year capital works program	Target	10%	30%	30%	30%	100%
		Actual	10%	10%			

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	A study identifying character precincts and design guidelines is completed by 30 June 2024 to inform amendments to the Scenic Rim Planning Scheme 2020.	Target	5%	25%	25%	45%	100%
		Actual	5%	10%			
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Masterplans developed for significant villages within the region to be adopted by Council.	Target	10%	30%	30%	30%	100%
		Actual	10%	10%			

SUPPORT COMMUNITY INITIATIVES THAT DRIVE VIBRANT AND ACTIVE TOWNS AND VILLAGES THROUGH COUNCIL'S COMMUNITY GRANTS PROGRAMS							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement a Regional Arts Development Fund (RADF) program that supports the community to deliver a variety of projects across the region.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Engage with the community through Scenic Rim Arts Reference Group consultation.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of applications received for funding under the Regional Arts Development Fund that meet criteria	Target	0	0	12	0	12
		Actual	0	8			
	Artist-in-residence programs delivered under the RADF Strategic Initiative grant.	Target	0	0	0	1	1
		Actual	0	0			
	All Allocated RADF funds have been spent or allocated.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

ENCOURAGE THE COMMUNITY'S ENGAGEMENT WITH ACTIVITIES THAT CELEBRATE THE REGION'S HERITAGE AND IDENTITY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Support and strengthen local community museums.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Support Scenic Rim writers and artists to tell local stories that explore and capture the identity of the region.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of meetings held with the local heritage network.	Target	1	1	1	1	4
		Actual	1	1			
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of workshops delivered to assist community museums to build capacity.	Target	1	0	1	0	2
		Actual	1	1			
	Creative production of local stories.	Target	0	0	0	1	1
		Actual	0	0			
	Number of professional development workshops and events for artists delivered	Target	2	0	2	2	6
		Actual	3	0			

DESIGN AND DELIVER AN ARTS AND CULTURAL PROGRAM THAT FACILITATES PARTNERSHIPS WITH COMMUNITY TO ENHANCE SENSE OF PLACE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver an exhibition program that supports local artists and builds capacity.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver a cultural program that promotes community participation and connection.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of exhibitions delivered.	Target	1	1	1	1	4
		Actual	1	1			
	Number of exhibitions delivered which contain local content.	Target	1	0	0	1	2
		Actual	1	1			
	Number of art, cultural and heritage events delivered that create opportunity for community participation or social connection.	Target	12	6	6	12	36
		Actual	25	7			

Accessible and Serviced Region

Statement of intent

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

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

DEVELOP A TIME-LINED FORECAST OF THE COMMUNITY'S LIKELY SERVICE LEVEL REQUIREMENTS BASED ON POPULATION GROWTH, DEMOGRAPHICS AND OTHER EVIDENCE-BASED PROJECTIONS.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Update Council's financial Chart of Accounts to align to the Service Catalogue.	Financial Management	1 January 2024	30 June 2024	Requires attention	A draft Service Catalogue has been developed and currently being reviewed for endorsement. During the development of the catalogue it was identified that direct linkage of services against the current budget structure was difficult to map. It will be intended to seek consideration from Council around a Phase 2 of the project to achieve this deliverable. Put on hold pending future budget considerations.
Review Council's long term financial plan forecasting methodology to incorporate medium to long term service considerations.	Financial Management	1 July 2023	30 June 2024	Requires attention	As per above - this deliverable will be dependent on Phase 2 being undertaken. Put on hold pending future budget considerations.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	General ledger and project codes amended to align to the updated financial Chart of Accounts by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Council's long term financial plan forecasting methodology is updated by 31 December 2023 to incorporate medium to long term service considerations in the development of the 2024-2025 budget.	Target	0%	100%	0%	0%	100%
		Actual	0%	0%			

DEVELOP AND MAINTAIN A CONSTRUCTIVE DIALOGUE WITH THE COMMUNITY ABOUT SERVICE EXPECTATIONS AND AFFORDABILITY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver community consultation on the Draft 2024-2025 Budget position.		Financial Management	1 March 2024	30 June 2024	On track		
Develop key Council infographic material to inform and raise awareness of assets, services and financial parameters.		Regional Prosperity and Communications	1 January 2024	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Number of infographics designed and published explaining Council's assets, infrastructure, and financial parameters	Target	0	0	0	4	4
		Actual	0	0			
	Number of 'engaged' participants on the "Let's Talk Scenic Rim" platform relating to the 2024- 2025 budget	Target	0	0	0	42	42
		Actual	0	0			
	Total number of submissions from Scenic Rim residents in response to the draft 2024-2025 budget	Target	0	0	0	50	50
		Actual	0	0			

ENSURE THAT THE INSTALLATION OF PRIVATE AND UTILITY INFRASTRUCTURE IN COUNCIL-CONTROLLED RESERVES DOES NOT COMPROMISE THE FUNCTION AND SAFETY OF COUNCIL'S INFRASTRUCTURE, OR THE VISUAL AMENITY OF THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
Review and update existing Council Policy: Provision of Road Network.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Pilot of online road network impacts mapping system completed by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	10%	25%			
	Council Policy: Provision of Road Network reviewed and adopted by Council by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	15%			

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

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

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Complete investigation into the ongoing cost requirements for the maintenance of sporting facilities within the region.	Maintenance and Operations	1 July 2023	30 June 2024	On track	
Develop sports and recreation plan for the ongoing maintenance and development to meet future community needs.	Resources and Sustainability	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Review of community leasing documentation completed.	Target	50%	50%	0%	0%	100%
		Actual	50%	25%			
	Report prepared by 31 December 2023 for consideration as part of future budget deliberations for 2024-25 and beyond.	Target	0%	100%	0%	0%	100%
		Actual	0%	50%			
	Sport and recreation plan developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	40%	35%			

DEVELOP AND IMPLEMENT A STRATEGY FOR THE PROVISION AND OVERSIGHT OF A BROAD RANGE OF QUALITY CAMPING FACILITIES ON COUNCIL-CONTROLLED LAND ACROSS THE REGION THAT MEETS CURRENT AND FUTURE NEEDS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement and monitor management model for Council owned camping facilities.		Resources and Sustainability	1 January 2024	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Implementation Plan for camping facility management model developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

MAINTAIN OVERSIGHT OF COUNCIL'S BUILDING AND FACILITIES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND CONDITION ASSESSMENT MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	
Revise Council's Depot Strategy and develop a supporting implementation plan to ensure Council can meet future service delivery requirements.	~~Capital Works and Asset Management~~ Resources and Sustainability (approved at Ordinary meeting 28 February 2024)	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	100%	0%	0%	100%
		Actual	0%	100%			
	Building and facilities assets capital investment requirements are reviewed, updated and presented to Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	15%			
	Depot Strategy and implementation plan revised and adopted by Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	35%			

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

MAINTAIN OVERSIGHT OF COUNCIL-CONTROLLED TRANSPORT AND URBAN DRAINAGE INFRASTRUCTURE, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2023	30 June 2024	Monitor	Consultant completed physical inspection of Council's transport assets. While there were minor data processing delays, Council received the data in late December and promptly began validation, which is scheduled to be completed in January 2024.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Transport and urban drainage asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	40%	60%	0%	0%	100%
		Actual	40%	40%			

INCORPORATE RESILIENCE AND SERVICE LEVEL CRITERIA INTO ASSET DESIGN STANDARDS AND SPECIFICATIONS FOR INFRASTRUCTURE UPGRADES, REHABILITATIONS, AND RENEWALS, TO ENSURE ASSET RELIABILITY DURING AND FOLLOWING NATURAL DISASTER EVENTS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Update the Asset Management Plans to include infrastructure renewal, rehabilitation and upgrade treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.		Capital Works and Asset Management	1 July 2023	30 June 2024	Monitor	Delays in dependent projects **have** impacted the initial timeline, however Asset Management Plans and capital programs for respective asset classes are still on track for an update based on the revised data and incorporating increased resilience, as part of the ongoing LGIP review.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Critical infrastructure assets are identified and documented in Council's Asset Management Plans.	Target	0%	35%	55%	10%	100%
		Actual	0%	20%			

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

MAINTAIN OVERSIGHT OF COUNCIL'S OPEN SPACES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	
Implement the Asset Information Strategy elements relevant to Council's open spaces.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 30 June 2024 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	30%	35%	35%	100%
		Actual	0%	30%			
	Open spaces and parks assets capital renewal investment requirements are reviewed and presented to Council by 30 June 2024.	Target	0%	25%	35%	40%	100%
		Actual	0%	25%			

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

REVIEW AND UPDATE COUNCIL'S LOCAL GOVERNMENT INFRASTRUCTURE PLAN.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Progress the review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
Monitor the delivery of the current LGIP projects through the capital works program and development contribution.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Baseline assumptions for the LGIP amendment are in line with the Growth Management Strategy and fully documented by 30 June 2024.	Target	20%	20%	30%	30%	100%
		Actual	20%	20%			

DEVELOP AND REVIEW A 10-YEAR CAPITAL WORKS PROGRAM ANNUALLY, WITH A 20-YEAR HORIZON FORECAST.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop Council's 10-year capital works program in line with Council's long term financial plan.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	10-year capital works program developed and adopted by Council by 30 June 2024.	Target	0%	25%	65%	10%	100%
		Actual	0%	25%			

REVIEW AND MAINTAIN COUNCIL'S LAND AND INFRASTRUCTURE HOLDINGS TO ENSURE RELEVANCE FOR LONG-TERM STRATEGIC NEEDS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Finalise the review of Council's land holdings, with reports relating to the central and Western region to be presented to Council.		Resources and Sustainability	1 July 2023	30 June 2024	Monitor	Following a period of temporary prioritisation of other critical items, the central and Western region land review will recommence with a revised focus to complete the project by 30 June 2024.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Presentation of a report to Council which outlines the outcomes of the review of Council land holdings in the central and western parts of the region by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	60%	0%			

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

DEVELOP AND MAINTAIN A REGISTER OF THE STATE AND STATUTORY ENTITY-CONTROLLED INFRASTRUCTURE AND SERVICES CONSIDERED CRITICAL TO SUPPORT POPULATION AND ECONOMIC GROWTH IN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.		Capital Works and Asset Management	1 July 2023	31 March 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Infrastructure critical to support population and economic growth in the region informs the development of Council's Advocacy Strategy.	Target	0%	25%	75%	0%	100%
		Actual	0%	25%			

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PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE QUEENSLAND GOVERNMENT AND PRIVATE SECTOR TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO PUBLIC TRANSPORT SERVICES.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Engage with Queensland Government, private sector and community sector, as opportunities arise, to advocate for improved public transport in the region.		Asset and Environmental Sustainability	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Register of public transport infrastructure and service requirements developed by 30 June 2024 to inform Council's Advocacy Strategy	Target	25%	25%	25%	25%	100%
		Actual	0%	0%			
	Number of meetings held with Queensland Government, private sector, and community-based organisations to advocate for improved access to public transport services and community-based solutions.	Target	0	1	1	0	2
		Actual	0	0			

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

IMPLEMENT THE *SCENIC RIM REGIONAL COUNCIL WASTE MANAGEMENT AND RESOURCES RECOVERY STRATEGY 2021-26*.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Undertake a feasibility assessment for diversion of food organics and garden organics from landfill.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Develop a landfill rehabilitation plan reflecting the current site master plan.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Deferral of this project to ensure alignment of landfill development activities to optimise this asset. By focusing on the finalisation of the waste tender process first, critical information gathered through this process will greatly inform the future landfill rehabilitation requirements.
Develop remote waste servicing options.	Resources and Sustainability	1 January 2024	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Feasibility report for diversion of food organics and garden organics from landfill complete by 30 June 2024.	Target	NA	NA	NA	100%	100%
		Actual	NA	NA			
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Landfill rehabilitation plan complete by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%			
Council's assets provide appropriate and sustainable levels of service.	Remote waste service options available by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%			

COLLABORATE WITH OTHER COUNCILS (COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND) AND THE RELEVANT QUEENSLAND GOVERNMENT DEPARTMENTS TO PROGRESS STRUCTURAL CHANGE FOR WASTE MANAGEMENT WITHIN SOUTH-EAST QUEENSLAND, INCLUDING INFRASTRUCTURE AND LEVY MANAGEMENT.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Participate in COMSEQ Waste Management Plan Portfolio Management Office (PMO) meetings.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Consult key stakeholders on development of Bromelton facility.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Develop Bromelton Circular Precinct Plan.	Resources and Sustainability	1 July 2023	30 June 2024	Monitor	Yet to commence. Currently anticipate this can be achieved, however, project resource still being finalised.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Percentage of relevant COMSEQ PMO meetings held in 2023-2024 attended by Council representative	Target	20%	20%	20%	20%	80%
		Actual	25%	20%			
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Bromelton facility planning reflects local and SEQ region needs.	Target	N/A	20%	40%	40%	100%
		Actual	N/A	20%			
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Bromelton Circular Precinct Plan developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Healthy, Engaged and Resourceful Communities

Statement of intent

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

Enduring social connectedness that drives positive community participation and contribution.

IDENTIFY, DELIVER, AND SUPPORT COMMUNITY ACTIVITIES THAT CONNECT RESIDENTS OF THE SCENIC RIM.						
ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)	
Provide outreach library services in rural locations located throughout the region.	Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver library programs and events that engage with both young people and adults through STEAM (Science, Technology, Engineering, Arts and Mathematics) programs.	Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver First 5 Forever early literacy programs that include indigenous groups.	Customer, Community and Culture	1 July 2023	30 June 2024	On track		

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of community and outreach library programs delivered across the region.	Target	18	20	20	17	75
		Actual	36	169			
	Number of STEAM activities delivered across the four library locations.	Target	25	25	25	25	100
		Actual	44	46			
	Number of First 5 Forever program sessions specifically for indigenous groups.	Target	5	5	5	5	20
		Actual	5	19			

LEAD OR PARTNER IN THE DELIVERY OF INITIATIVES THAT DRIVE SOCIAL CHANGE, CULTURAL DIVERSITY, AND CONNECTEDNESS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of events and activities delivered annually that bring the community together to celebrate identity, social inclusion and connectedness.	Target	5	5	5	5	20
		Actual	5	5			

DEVELOP AND IMPLEMENT THE *SCENIC RIM RECONCILIATION ACTION PLAN.*							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Adopt Council's Innovate Reconciliation Action Plan.		Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Steering Group for the Reconciliation Action Plan was established in Quarter Four of 2022-2023. Progression of the development of the Innovate Reconciliation Action Plan has been temporarily delayed.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Number of Reconciliation Action Plan Reference Group Advisory meetings held.	Target	0	1	1	1	3
		Actual	0	0			
	Delivery of NAIDOC Week program of events.	Target	100%	0%	0%	0%	100%
		Actual	100%	0%			

Enhanced community involvement that increases resilience, capability and resourcefulness.

DESIGN, DEVELOP AND DELIVER RESOURCES TO EDUCATE, BUILD AWARENESS AND INCREASE CAPACITY AND RESILIENCE IN THE COMMUNITY.							
ACTIVITIES		LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)	
Deliver the Scenic Rim Community Disaster Volunteers program to build the capacity and resilience of Community Disaster Volunteers.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience.	Number of training and engagement sessions held with Community Disaster Volunteers.	Target	2	3	2	3	10
		Actual	2	3			

STRENGTHEN COMMUNITY VOLUNTEERISM THROUGH TARGETED INITIATIVES AND PROGRAMS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Attract, manage, and retain volunteers through targeted initiatives and programs that are purposeful and meaningful.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Existing, new, and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Council's Administrative Policy - Volunteer Management is reviewed and approved by 31 March 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%			
	Council's Volunteer Handbook and Volunteer Management Handbook are updated by 30 June 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%			

Increased capacity and community aspiration for improved health and wellbeing.

DEVELOP A STRATEGIC UNDERSTANDING OF HEALTHY COMMUNITY INDICATORS AND ENABLERS TO FACILITATE PLANNING FOR THE DELIVERY OF COMMUNITY INFRASTRUCTURE AND PROGRAMS.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Facilitate planning for the delivery of community infrastructure leading into the 2032 Olympic and Paralympic Games.	Customer, Community and Culture	1 July 2023	30 June 2024	On track	
Ensure that Council's investment in health and wellbeing is fit-for-purpose, delivers value for money, and continues to meet the needs of a diverse and growing population.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	The Health and Wellbeing Review has been completed to ensure the investment in health and wellbeing is fit for purpose, delivers value for money and continues to meet the needs of a diverse and growing population.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health.	Strategic frameworks developed to maximise the region's opportunity to create legacy projects for the 2032 Olympic and Paralympic Games.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Framework for measuring healthy community indicators is developed and implemented.	Target	0%	0%	0%	100%	100%
		Actual	0%	100%			

PLAN AND PROVIDE AN ENVIRONMENT AND OPPORTUNITIES THAT ENTICE THE COMMUNITY TO PARTICIPATE IN AN ACTIVE LIFESTYLE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Explore funding opportunities and strategic partnerships to grow participation in health and wellbeing programs.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community has access to recreational infrastructure and opportunities that enable improved health.	Number of Be Healthy and Active programs delivered	Target	10	10	10	10	40
		Actual	10	10			

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DEVELOP AND DELIVER A RANGE OF PROGRAMS TO PROMOTE AND FACILITATE COMMUNITY HEALTH AND WELLNESS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Build the capacity of the community to participate in health and wellbeing programs.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Increase in percentage of participation annually in programs and events.	Target	N/A	N/A	N/A	5%	5%
		Actual	N/A	N/A			

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

PARTICIPATE IN STRATEGIC DISCUSSIONS AND/OR PARTNERSHIPS WITH ALL LEVELS OF GOVERNMENT AND COMMUNITY AGENCIES TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO COMMUNITY AND SOCIAL SERVICES.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Finalise the Scenic Rim Community and Culture Strategy 2023-2032 for adoption by Council. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 July 2023	30 September 2023	Postponed	
Commence Year 1 actions outlined in the Scenic Rim Community and Culture Strategy 2023-2032. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 October 2023	30 June 2024	Postponed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Productive discussions with government and agency partners facilitate the community's access to required human and social services.	Scenic Rim Community and Culture Strategy 2023-2032 adopted by Council by September 2023. (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					100%
		Actual					
	2023-2024 actions in the Community and Culture Strategy delivered (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					75%
		Actual					

OPERATIONAL PLAN 2023-2024

QUARTER TWO PROGRESS REPORT

1 OCTOBER 2023 - 31 DECEMBER 2023

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Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2023-2024 that contribute to the delivery of the five year Corporate Plan *(Scenic Rim 2026)*, as required by Section 175 of the *Local Government Regulations 2012.*

Due to the impacts of natural disasters, market conditions, resourcing challenges and other factors, a number of activities which had been planned for 2022-2023 were not completed by 30 June 2023 and extensions of time were approved by Council, for continued delivery in 2023-2024. The report provides an update of progress against those activities, based on the extensions approved by Council.

Good progress has been made against the Operational Plan 2023-2024 during the period 1 October 2023 to 31 December 2023 (Quarter Two). Although Council continues to manage the impacts of natural disasters in recent years and challenging market conditions, our focus remains firmly on delivering the long-term community vision and the key outcomes set out in the Corporate Plan *Scenic Rim 2026* through the delivery of the activities set out in the *Operational Plan 2023-2024*.

The table below shows an overall summary of the status of the Operational Plan 2023-2024 implementation as at 31 December 2023.

	COMPLETED	ON TRACK	MONITOR	REQUIRES ATTENTION	CANCELLED / POSTPONED	TOTAL
Spectacular Scenery and Healthy Environment		18	2			20
Sustainable and Prosperous Economy	1	15	5			21
Open and Responsive Government	8	8	4	1		21
Relaxed Living and Rural Lifestyle	1	6	4			11
Vibrant and Active Towns and Villages		13	1	1		15
Accessible and Serviced Region		20	4	3		27
Healthy, Engaged and Resourceful Communities	1	9	1		2	13
	11	**89**	**21**	**5**	**2**	**128**

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

Spectacular Scenery and Healthy Environment

- Council supported Queensland Fire and Emergency Services in responding to several fire events, establishing Places of Refuge. Council promoted Get Ready Week with a range of communication and promotional activities to promote disaster resilience and preparedness in the lead up to the bushfire season.
- At five Nature Refuge properties across the region mini-bioblitzes identified multiple threatened and interesting species, for example brush-tailed rock wallabies and an entirely new plant species, increasing the biodiversity data available for high conservation value sites.
- The Flying Fox Management Strategy and two Roost Management Plans were adopted by Council, concluding a large body of work and community consultation.
- The Biodiversity and Climate Change team signed a grant agreement with the Federal Government for a koala conservation project funded to the amount of $179,450. The purpose of the project is to improve the extent, quality and connectivity of koala habitat and increase community engagement in koala conservation through community action, applied research and ecological restoration.
- The Resilient Rivers Initiative benefited from the release of the South East Queensland (SEQ) Waterways and Wetlands Investment Strategy, which will result in a $40 million investment to improve health and resilience of waterways and wetlands in South East Queensland (SEQ) over the next five years.
- Cat's claw creeper and other invasive vine weeds treated at various locations across region, protecting important habitat trees.
- Council managed the disaster response for fast moving vegetation fires and the Christmas and New Year storm event.

Sustainable and Prosperous Economy

- The spirit of entrepreneurship and the rising stars of the region's business community were celebrated at the 2023 Scenic Rim Business Excellence Awards on Friday 10 November 2023. Almost 200 guests gathered at The Centre Beaudesert where veterinary pharmaceuticals enterprise Plasvacc Pty Ltd received the highest accolade, the Regional Prosperity Award, after also winning the Excellence in Business Award as an employer of more than 20 staff. Competition was keen with 43 businesses and four individuals competing for awards in 11 categories.
- The final business breakfast for 2023 was held on 5 December 2023, at the Cultural Centre in Boonah. Attendees heard from Queensland Small Business Commissioner Dominique Lamb about the State support and services available to small businesses, and Committee of Brisbane CEO Barton Green on the economic opportunities provided by the 2032 Olympic and Paralympic Games.
- Audience reach generated through destination marketing activities was 1,478,062. This indicates significant 'flow-on' opportunities for local tourism providers and potential economic benefits for businesses across the Scenic Rim Region.
- The Beaudesert Enterprise precinct Launch event was held on 30 November 2023. The launch of the Beaudesert Enterprise Precinct represents a landmark in the Scenic Rim's economic development with the 11-hectare site set to create a wealth of business and employment opportunities for the region. The expansion of the industrial area at Enterprise Drive at Beaudesert is the culmination of four years of planning and construction to create 30 additional lots now available by tender for small to medium-sized businesses.

Open and Responsive Government

- Council launched community consultation on the use of the site of the former Beaudesert Pig and Calf Saleyards. With the saleyards no longer operational, Council asked for community feedback on a draft concept design which aims to create a sense of place for the community. Consultation was also completed on the draft Land Management Plan at Dick Westerman Park.

Relaxed Living and Rural Lifestyle

- Council continued to participate in the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.
- Council's submission to the ShapingSEQ advocated for a practical framework that supports the sustainable growth and prosperity of the region's towns and villages. ShapingSEQ, released in December 2023, contains provisions to allow Councils to progress with plans to allow for considered growth of selected towns.
- A Major Amendment addressing a range of policy updates, including the Growth management Strategy and ShapingSEQ, has commenced.

Vibrant and Active Towns and Villages

- Launched in October 2023, Council's Gift wrapped exhibition at The Centre in Beaudesert showcased works by artists, artisans and authors from the region and beyond.
- A Consultant has been engaged to undertake a study to identify character precincts and built form requirements that aim to protect and enhance the unique character and built form of valued historic streetscapes for implementation in the Planning Scheme.

Accessible and Serviced Region

- Physical inspection of the condition of Transport Assets was completed in the quarter. Further work will be undertaken to collate this information which will then be used to inform the prioritisation of investment through the 10 year Capital Works program.
- The review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy is progressing to program. Noting that this amendment and review will take approximately two years to complete.

Healthy, Engaged and Resourceful Communities

- In December 2023, Council celebrated the completion of the Tamborine Mountain library, which was transformed into a vibrant community hub with funding the Local Economic Recovery Program.
- Nominations for Australia Day Awards were received an assessed during Quarter Two, ahead of Australia Day events in Quarter Three.
- Council reviewed expressions of interest for the Be Healthy and Active Program which is due to commence in Quarter Three. The program includes a range of activities for all ages across the region, aimed at enhancing health and wellbeing.

Operational Plan 2022-2023 - Activities Carried Forward

As reported in Council's Quarter Four Operational Plan 2022-2023 Progress Report, a number of activities were unable to be completed by the end of 2022-2023 as planned. Therefore, extensions were approved for a number of activities. The following table provides details of the 2022-2023 activities which were incomplete at 30 June 2023 and are not already included in the Operational Plan 2023-2024. The table provides details of the carried forward activities, the extension date which enabled them to be carried across to the new financial year, and, where relevant, a new approved delivery date based on commentary provided.

	ACTIVITIES	LEAD	APPROVED EXTENSION	Q2 STATUS	COMMENTS (BY EXCEPTION)
	Develop the Scenic Rim Climate Change Strategy and Action Plan	Regional Development, Health and Biodiversity	30 June 2023 31 December 2023 (approved at Ordinary Meeting 23 May 2023)	On track	
	Conduct quarterly meetings of the Scenic Rim Regional Prosperity Leadership Alliance.	Regional Prosperity and Communications	30 June 2023 30 June 2024 (approved at Ordinary Meeting 23 May 2023)	Monitor	Formation of this group has not progressed.
	Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.	Council Sustainability	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 31 March 2024 (approved at Ordinary Meeting on 22 November 2023)	Monitor	Currently being reviewed with finalisation of the Plan dependent on the recruitment of the vacant Coordinator Procurement position.
	Create digital capability to facilitate online customer interactions for a range of Council services.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Investigate and implement a Customer Relationship Management system.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a Customer Request Management (CRM) system.
	Streamline the way customers make and submit applications to Council.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a CRM.
	Ensure that meeting practices of Council are contemporary and in line with legislative requirements.	Office of the CEO Governance and Assurance	30 June 2023 31 October 2023 (approved at Ordinary Meeting on 22 August 2023)	Completed	Suite of amended Meeting standing orders adopted by Council. All meetings conducted in line with regulatory requirements.

	ACTIVITIES	LEAD	APPROVED EXTENSION	Q2 STATUS	COMMENTS (BY EXCEPTION)
	Facilitate a review of the Information Communication and Technology Strategic Plan to allow update and integration with the Scenic Rim Smart Region Strategy 2022-2032.	Information Services and Technology	30 June 2022 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 March 2023 (approved at Ordinary Meeting 22 November 2022) 30 June 20 23 (approved at Ordinary Meeting 23 May 2023) 31 December 2023 (approved at Ordinary Meeting on 22 August 2023.)	Monitor	Options are being considered to progress the approval of the ICT Strategic Plan through Council.
	Progress a Major Amendment to the *Scenic Rim Planning Scheme 2020* to update environmental policy relating to Matters of Local Environmental Significance.	Regional Development, Health and Biodiversity	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 22 November 2023)	On track	
	Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.	Capital Works and Asset Management	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Review Public Art Policy and Guidelines, to include information about murals and placemaking.	Customer, Community and Culture	30 June 2023 30 September 2023 (approved at Ordinary Meeting on 22 August 2023) 31 December 2023 (approved at Ordinary Meeting on 22 November 2023 30 March 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Review has been completed. Updated policy has been approved and Guidelines in final stages of review and expected to be finalised early in Quarter Three.

	Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).	Customer, Community and Culture	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Public art components are on track and completion is dependent on the wider program of work.
	Complete review of Waste Facilities and Services.	Resources and Sustainability	31 December 2021 30 June 2022 30 June 2023 (approved at Ordinary Meeting 16 August 2022) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Progress documentation of current service levels and cost metrics.	People and Strategy	30 June 2023 31 March 2024 (approved at Ordinary Meeting on 23 May 2023)	Completed	
	Ensure appropriate controls and standards for the installation of private and utility infrastructure in Council controlled reserves.	Maintenance and Operations	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Review of Council policies in regard to the road reserve underway.
	Establish standardised leasing documentation.	Resources and Sustainability	31 December 2022 30 June 2023 (approved at Ordinary Meeting 21 February 2023) 31 December 2023 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Leasing documentation to be now finalised given council adoption of policy - Community Tenure of Council Property.
	Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Council's Camping Facilities.	Resources and Sustainability	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	On track	
	Complete review of Council land holdings, including recommendations for future use and potential land acquisition requirements.	Resources and Sustainability	31 March 2023 30 June 2023 (approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	On track	
	Trial improvements in Council event waste reduction.	Resources and Sustainability	30 June 2023	On track	

			31 December 2023 (approved at Ordinary Meeting on 22 August 2023)		
	Provide outreach locations access to resources and devices by implementing the new Mobile Library service.	Customer, Community and Culture	30 June 2023 31 August 2023 (approved at Ordinary Meeting on 22 August 2023) 31 October 2023 (approved at Ordinary Meeting on 22 November 2023)	Completed	

Spectacular Scenery and Healthy Environment

Statement of Intent

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

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

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver actions identified in the five-year Biodiversity Strategy implementation plan (2020-2025).		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Continue to deliver programs aligned with Council's biodiversity vision.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Biodiversity across the region is protected.	Number of new properties secured under the Habitat Protection Program.	Target	8	7	7	8	30
		Actual	14	7			
Natural environment and rural landscapes are enhanced as a result of planned actions.	Total value of Environmental Grant Program funding allocated to the community.	Target	$153,000	$0	$0	$0	$153,000
		Actual	$155,326	$0			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of education events delivered.	Target	2	2	2	2	8
		Actual	3	2			

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.*							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver Year One Strategic Priorities of Council's Biosecurity Plan 2023-2028.		Regional Development, Health and Biodiversity	1 January 2024	30 June 2024	Monitor	Initial recruitment did not secure a person for the Senior Biosecurity Officer. The position is being readvertised and strategies for securing a high-quality applicant are being engaged.	
Support landholders in the control of invasive animals.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced by productive partnerships and knowledge sharing.	Year One Strategic Priorities of the Biosecurity Plan 2023-2028 are delivered as scheduled.	Target	N/A	N/A	30%	70%	100%
		Actual	N/A	N/A			
	Number of formal training and awareness activities delivered to build community knowledge of the collective General Biosecurity Obligation.	Target	0	0	1	2	3
		Actual	0	3			
Biodiversity across the region is protected.	Number of regional baiting programs delivered.	Target	1	0	1	0	2
		Actual	1	0			

PARTNER AND COLLABORATE WITH AGENCIES, COMMUNITY GROUPS AND PRIVATE LANDHOLDERS TO PROVIDE A COORDINATED APPROACH TO PROTECTING BIODIVERSITY WITHIN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Establish project agreements with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2023	31 December 2023	On track		
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.		Regional Development, Health and Biodiversity	1 July 2022	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Biodiversity across the region is protected.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.	Target	0	1	1	0	2
		Actual	1	0			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Value of support secured through biodiversity partnerships.	Target	$0	$100,000	$0	$0	$100,000
		Actual	$0	$179,450			

CONTINUE TO DELIVER, IN PARTNERSHIP WITH THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND, THE RESILIENT RIVERS PROGRAM.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver actions under the Logan-Albert Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Deliver actions under the Bremer Catchment Action Plan.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Natural environment and rural landscapes are enhanced as a result of planned actions.	Number of waterway improvement projects delivered.	Target	1	3	4	4	12
		Actual	1	1			
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of engagement activities delivered.	Target	1	1	1	1	4
		Actual	2	1			

Adaptation to changing climate and weather patterns.

DEVELOP A PROGRAM OF WORK TO FACILITATE CLIMATE ADAPTATION ACROSS THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop carbon footprint for Council operations for the 2022-2023 financial year.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Progress Amendments to the Scenic Rim Planning Scheme 2020 that increase domestic water storage capacity requirements for new dwellings to a State Interest Review.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Carbon footprint for Council Operations developed for the 2022-2023 financial year.	Target	10%	20%	55%	15%	100%
		Actual	10%	30%			
Water resilience across the region is increased.	Preferred policy option for increasing domestic water supply capacity for new dwellings to reduce demand on reticulated water supply included in a proposed Major Amendment to the Scenic Rim Planning Scheme 2020.	Target	0%	0%	0%	100%	100%
		Actual	0%	15%			

INCREASE COMMUNITY AWARENESS OF THE CAUSES AND IMPACTS OF, AND MITIGATION STRATEGIES TO MANAGE, DROUGHT AND NATURAL DISASTERS SUCH AS FIRE AND FLOOD.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop or review disaster management plans and procedures as required by the Local Disaster Management Group.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver annual disaster management exercises to increase local coordination capability.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver the annual Get Ready campaign.		Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Campaign progressing with annual Get Ready campaign delivered. However, further activities to be delivered in Quarter Three and Quarter Four to fully expend funding. During Quarter Two, data was collected to assist in the effective delivery of approved Get Ready projects to raise awareness of disaster preparedness.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of local disaster management plans and procedures developed and/or reviewed and endorsed by the Local Disaster Management Group.	Target	0	1	0	1	2
		Actual	2	1			
	Number of disaster management exercises and training sessions facilitated for Council and stakeholders who participate in local disaster response and recovery activities.	Target	2	0	0	0	2
		Actual	2	3			

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Increased community awareness of drought and natural disaster mitigation enhances resilience.	Design and deliver disaster preparedness Get Ready campaign with Queensland Reconstruction Authority Get Ready funding.	Target	50%	50%	0%	0%	100%
		Actual	50%	10%			

INCORPORATE NATURAL DISASTER MITIGATION IN THE DESIGN AND OPERATION OF COUNCIL'S FACILITIES AND ASSETS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Install improved flood signage for category 4A and 4B roads which are impacted by flooding, to provide improved information and warnings for road users.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
Complete a review to identify category 5A and 5B local roads which are impacted by flooding and explore options for improved signage to provide information and warning to road users.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Flood warning signage installed on all category 4A and 4B local roads across the region.	Target	0%	25%	25%	50%	100%
		Actual	50%	0%			
	Review of 5A and 5B local roads completed to identify opportunities for improved flood warning signage.	Target	10%	20%	20%	50%	100%
		Actual	10%	20%			

DESIGN AND DELIVER INITIATIVES TO INCREASE ENVIRONMENTAL SUSTAINABILITY ACROSS COUNCIL'S OPERATIONS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver a program of lighting replacement within Council buildings to improve energy efficiency.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Investigate options for the inclusion of alternative power solutions for Council's administrative buildings, cultural centres, and libraries.		Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Value of investment in replacement of existing lights with LEDs within Council sites.	Target	$0	$4,000	$4,000	$4,000	$12,000
		Actual	$0	$5,000			
	Analysis of costs and benefits of alternative power solutions for Council facilities is conducted.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

ADVOCATE FOR THE EVALUATION OF OPTIONS FOR INCREASING WATER RESILIENCE WITHIN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to monitor progress of Water for Warrill project with Queensland and Australian Governments and provide in-kind support, where appropriate		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Water resilience across the region is increased.	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0			

CONTINUE TO DELIVER ONE MILLION TREES FOR THE SCENIC RIM BY 2025.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver rural, community habitat and river trees initiatives.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
Deliver planting projects on Council lands.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Natural environment and rural landscapes are enhanced as result of planned actions.	Number of trees planted and provided annually to achieve 'One Million Trees for the Scenic Rim' target by 2025.	Target	22,500	22,500	22,500	22,500	90,000
		Actual	5,552	8,102			
	Number of applications received for the One Million Trees Program.	Target	25	25	25	25	100
		Actual	35	25			

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Sustainable and Prosperous Economy

Statement of intent

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

The current and future economic prosperity of the region.

CONTINUE TO IMPLEMENT THE *SCENIC RIM REGIONAL PROSPERITY STRATEGY 2020-2025.*					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver Year Three actions contained within the Scenic Rim Regional Prosperity Strategy 2020-2025.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Market and promote the region to attract investment and new jobs, making the process as efficient as possible for potential investors.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Engage with local businesses through visitation schedule, regular program of assistance and referral to opportunities through local, Queensland and Australian Government programs.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Deliver a region-relevant program of activities as part of Small Business Month including partnering on initiatives with four Chambers of Commerce.	Regional Prosperity and Communications	1 May 2024	31 May 2024	On track	
Plan and deliver the 2023 Scenic Rim Business Excellence Awards.	Regional Prosperity and Communications	1 November 2023	30 November 2023	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of developmental projects/initiatives including those delivered in collaboration with Chambers of Commerce, Brisbane Economic Development Agency, Tourism and Events Queensland and other business groups and government agencies.	Target	2	3	2	3	10
		Actual	6	9			
	Number of concept and pre-lodgement meetings attended by Regional Prosperity team members.	Target	4	4	4	4	16
		Actual	9	6			
Investment in the region grows.	Event impact and economic impact modelling - number of scenarios modelled.	Target	4	4	4	4	16
		Actual	10	4			
	Number of potential development applicants supported through case management.	Target	2	1	1	2	6
		Actual	7	4			
	Number of events delivered as part of Small Business Month.	Target	N/A	N/A	N/A	15	15
		Actual	N/A	N/A			
Creation of valued employment for local residents is supported.	Number of individuals registered to participate in Small Business Month activities.	Target	N/A	N/A	0	100	100
		Actual	N/A	N/A			
	Number of attendees at the Business Excellence Awards event.	Target	0	100	0	0	100
		Actual	0	195			
	Number of Scenic Rim Strategic Coordination meetings held.	Target	1	1	1	1	4
		Actual	1	1			

FACILITATE AND MENTOR CONTINUED DEVELOPMENT AND SUSTAINABILITY OF DIVERSE AND HIGH-PERFORMING LOCAL BUSINESSES, WITH CAPABILITY TO ADAPT AND THRIVE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver capability development workshops and initiatives catering to identified needs of the business community.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of capability development and knowledge sharing initiatives delivered for the business community.	Target	1	1	0	1	3
		Actual	2	3			
	Number of businesses participating in Council's capability development and knowledge sharing initiatives.	Target	5	5	5	5	20
		Actual	5	33			

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to engage local businesses in exploring opportunities for increasing local economic spend.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Progress and promote the Shop Scenic Rim fixed gift card program.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Resourcing and priorities within the Regional Prosperity team, has not allowed significant focus on this program. Total load value for this period was $3,475.	
Public rollout of Council's Local Preference Policy and raising awareness promotion of Council's procurement tools including VendorPanel and MarketPlace	Council Sustainability	1 July 2023	31 March 2024	Monitor	Initial work has been undertaken including the review of Councils Procurement Policy subsequent updates and/or incorporation of Local Preference metrics will be ongoing. Continued raising of public awareness of VendorPanel and MarketPlace to be scheduled in with Councils Communications Team.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council continues to focus on 'buying local'.	Percentage of Council's materials and services expenses purchased from local suppliers.	Target	35%	35%	35%	35%	35%
		Actual	27%	39%			
	Number of local businesses participating in Shop Scenic Rim program.	Target	100	125	150	200	200
		Actual	109	110			
	Value of Shop Scenic Rim gift cards redeemed in participating businesses.	Target	$2,500	$2,500	$2,500	$2,500	$10,000
		Actual	$925	$1,575			

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

FACILITATE THE RETENTION, EXPANSION, AND ATTRACTION OF INDUSTRIAL BUSINESSES, CONTINGENT ON MARKET DEMAND.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Promote Beaudesert Enterprise Precinct opportunities in broader investment attraction through increased marketing and promotion.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Shadow and support the progression of the Scenic Rim Agricultural Industrial Precinct.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of promotional activities delivered through various channels to increase investment attraction opportunities for Beaudesert Enterprise Precinct.	Target	0	1	0	1	2
		Actual	0	1			

CHAMPION THE BROMELTON STATE DEVELOPMENT AREA (SDA) PARTNERSHIP.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Promote Bromelton SDA opportunity in broader investment attraction activity through increased marketing and promotion and advocacy.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Investment attraction opportunities for Bromelton SDA increased by delivering promotional activities (in conjunction with Department of State Development, Infrastructure, Local Government and Planning) through various channels.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Influence the scope of the SEQ City Deals project that includes a business case for Bromelton State Development Area.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Number of potential investment enquiries generated for the Bromelton SDA.	Target	1	1	1	1	4
		Actual	3	4			

CONTINUE TO IMPLEMENT THE YEAR TWO ACTIONS OF THE THREE-YEAR ACTION PLAN OF THE AGRI-BUSINESS AND AGRI-TOURISM INDUSTRY DEVELOPMENT PROGRAM 10-YEAR ROADMAP.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Work with agri-sector to facilitate growth and capitalise on opportunities in agri-business and agri-tourism.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Resourcing and priorities within the Regional Prosperity team has impacted on this activity. Additional resourcing has now been secured to assist in the progression of this. The Water for Warrill Advisory Group has not been initiated due to delays with State and Federal funding opportunities.
Provide support and advocacy to assist progression of the Water for Warrill Project.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Year two actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap are implemented.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Number of engagement and collaboration opportunities between all three levels of government, industry groups and the agricultural industry.	Target	15	10	10	15	50
		Actual	20	5			
	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0			

Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Number of targeted Businesses assisted with improving capability and capacity, through diversification and implementation of innovative agricultural technologies.	Target	1	2	1	1	5
		Actual	0	0			

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

DELIVER SCENIC RIM DESTINATION MARKETING TO DRIVE AWARENESS, VISITATION AND TOURISM INVESTMENT.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver tactical destination marketing activities and campaigns in conjunction with industry partners.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of leads to Visit Scenic Rim website from destination marketing activities.	Target	5,000	5,000	5,000	5,000	20,000
		Actual	5,154	5,172			
	Number of leads to tourism operators from website or destination marketing.	Target	25,000	25,000	25,000	25,000	100,000
		Actual	4,798	3,019			
	Audience reach through destination marketing activities.	Target	1,250,000	1,250,000	1,250,000	1,250,000	5,000,000
		Actual	1,348,390	1,478,062			

FACILITATE GROWTH OF QUALITY REGIONAL EVENTS AND EXPERIENCES.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Plan and deliver Scenic Rim Eat Local Month 2024, including delivery of strategic recommendations for improvement relevant to 2023-2024		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Attract, expand, and develop new and existing events in the region that align with tourism strategies and drive yield and increase length of stay.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
Mentor organisers of regional events to build their capability to deliver economic return.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Investment in the region grows.	Total value of economic impact generated by delivery and support of events.	Target	$2 million	$0 Million	$ 0 million	$3 million	$5 million
		Actual	$2,280,000	$0 Million			
	Ratio of economic benefit received to dollars invested.	Target	20:1	20:1	20:1	20:1	20:1
		Actual	10:1	20:1			
	Number of actions from the Eat Local Month strategic recommendations for improvement actioned (noting some are multi-year and were also delivered in 2022-2023)	Target	15	15	15	14	59
		Actual	20	7			

PARTNER WITH THE UNIFIED LOCAL TOURISM ORGANISATION, DESTINATION SCENIC RIM.							
ACTIVITIES		LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)	
Jointly deliver a range of destination marketing and industry development activities agreed within the Destination Scenic Rim Business Plan and Partnership Agreement.		Regional Prosperity and Communications	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of financial members of Destination Scenic Rim.	Target	150	150	150	150	150
		Actual	160	153			
	Number of collaborative initiatives delivered for Destination Scenic Rim members.	Target	1	1	1	1	4
		Actual	3	1			
	Number of timely reports submitted to Council with details of activities planned and delivered by Destination Scenic Rim.	Target	1	0	0	1	2
		Actual	1	0			

DEFINE OPPORTUNITIES TO MITIGATE THE IMPACT OF GROWTH DERIVED FROM TOURISM.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Conduct review of environmental and amenity impacts from visitation growth.		Capital Works and Asset Management	1 July 2023	31 March 2024	Monitor	Activity yet to commence due to resource availability. It is likely this review will not be completed by 31 March 2024.	
Identify and investigate potential initiatives to mitigate environmental and amenity impacts from visitation growth.		Capital Works and Asset Management	1 April 2024	30 June 2024	Monitor	Activity yet to commence due to resource availability.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Renewal of Council's assets, including facilities and infrastructure, is partially offset through value captured from tourism and other activities.	Review of environmental and amenity impacts from visitation growth completed by 31 March 2024.	Target	0%	0%	100%	0%	100%
		Actual	0%	0%			
	Report provided to Council by 30 June 2024 identifying environmental and amenity impacts from visitation growth and evaluating potential funding streams to support asset renewal.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Open and Responsive Government

Statement of Intent

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

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

ENHANCE THE CUSTOMER EXPERIENCE THROUGH THE DELIVERY OF PLANNED ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL CUSTOMER EXPERIENCE STRATEGY 2021-2023*.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Complete key projects identified in the Customer Experience Strategy 2021-2023.	Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Review of Customer Experience Strategy will need to align to with new Corporate Values and the update of Customer Charter.
Deliver customer-focussed projects that are aligned with the intent and vision of the Customer Charter.	Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Community provided feedback between 1 June and 17 July 2023 as part of the Customer Effort Score Survey. Analysis and reporting was completed and presented at Executive Team Meeting on 18 December 2023 to inform an action plan to enhance customer experience. Customer Effort Score survey analysis to be considered by Council in Quarter Three, which is slightly later than the original target.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Relationships with customers are improved.	Analysis of Customer Effort Score Survey is completed and reported to Council by 31 December 2023	Target	25%	75%	0%	0%	100%
		Actual	25%	50%			
	Quality Assurance program for Customer Care and Engagement developed and implemented by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			

IMPROVE CAPABILITY TO MANAGE INTERACTIONS WITH OUR CUSTOMERS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Adopt and implement an updated Complaints Management Framework.		Governance and Assurance	1 July 2023	30 June 2024	On track		
Create and implement a user-friendly online form for reporting administrative action complaints, fraud and corruption.		Information Services and Technology	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's practice is consistent, accurate, open and honest.	Number of workshops and/or training sessions or communications delivered to raise internal awareness of Council's Complaint Management Framework	Target	1	1	1	1	4
		Actual	0	0			
	Fully functional online complaints reporting platform in operation on Council's website by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	100%	0%			

ENHANCE COMMUNICATION WITH OUR CUSTOMERS AND OTHER STAKEHOLDERS THROUGH THE EXECUTION OF THE *SCENIC RIM REGIONAL COUNCIL COMMUNICATION STRATEGY 2020-2023.*

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Deliver year three (and any other outstanding) actions from the Scenic Rim Communication Strategy 2020-2023.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Increase Council's digital footprint by increasing engagement rates across digital platforms, increasing traffic to Council's website, and developing a Search Engine Optimisation (SEO) strategy.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Develop an internal communications plan that aims to strengthen engagement and communication with employees.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Formal report developed and presented to Council by 30 June 2024 to mark completion of Scenic Rim Communications Strategy 2020-2023	Target	25%	25%	25%	25%	100%
		Actual	75%	25%			
Council has the systems and digital capability to improve customer experience.	Increase in engagement rates across Council's digital platforms.	Target	2.5%	2.5.%	2.5%	2.5%	10%
		Actual	2.85%	2.92%			
Relationships with customers are improved.	Percentage of employees who agree (slightly agree, agree, or strongly agree) that internal communication at Council is clear and effective (as part of Employee Culture and Engagement Survey).	Target	65%	N/A	N/A	N/A	65%
		Actual	65%	N/A	N/A	N/A	65%

BUILD AND MAINTAIN THE COMMUNITY'S AWARENESS AND UNDERSTANDING OF COUNCIL'S PROGRAMS, SERVICES, AND DECISION-MAKING PROCESSES.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Review and update standard development conditions in line with Scenic Rim Planning Scheme 2020, policies and best practice.	Regional Development, Health and Biodiversity	1 July 2023	31 March 2024	Monitor	Resourcing implications for this project has caused some unexpected delays in the timeline.	
Make Council's suite of standard development conditions readily available to the public.	Regional Development, Health and Biodiversity	1 October 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Resourcing implications for this project has caused some unexpected delays in the timeline. Revision to end date for finalisation and adoption of the suite of standard development conditions.	
Finalise the review of Council's meeting structures and associated policies and procedures.	Governance and Assurance	1 July 2023	30 September 2023	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's practice is consistent, accurate, open and honest.	The suite of standard development conditions is developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	25%	25%			
Clear and relevant information is delivered proactively and in a timely manner.	The suite of standard development conditions is developed and published on Council's website by 31 December 2023.	Target	50%	95%	N/A	N/A	100%
		Actual	0%	0%			

Clear and relevant information is delivered proactively and in a timely manner.	Recommendations of the review of Council's meeting structures have been fully implemented by 30 September 2023.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A			

Strengthened community engagement and partnerships that improve shared expectation and commitment

DEVELOP WAYS OF INTERACTING WITH THE COMMUNITY THAT FACILITATE TWO-WAY COMMUNICATION AND STRENGTHEN RELATIONSHIPS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Become more accessible and inclusive by diversifying Council's engagement activities to include more face-to-face sessions to build transparency and trust with communities across the region.		Customer Community and Culture	1 July 2023	30 June 2024	On track		
Implement the adopted community engagement framework to ensure Council delivers best practice standards.		Customer Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Clear and relevant information is delivered proactively and in a timely manner.	Number of face-to-face community engagement sessions held in addition to online content on Let's Talk Scenic Rim to better inform and consult with the community.	Target	1	1	0	4	6
		Actual	4	0			
Council's practice is consistent, accurate, open and honest.	Number of informed participants for Council projects on Let's Talk Scenic Rim online platform.	Target	450	450	450	450	1,800
		Actual	1,683	1,431			
	Number of engaged participants for Council projects on Let's Talk Scenic Rim online platform.	Target	50	50	50	50	200
		Actual	144	108			

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

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND (LGAQ) AND THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND (COMSEQ).							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Provide support to elected representatives for their participation in strategic discussions with LGAQ and COMSEQ.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Identified motions for the LGAQ Annual Conference submitted.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A			

Ongoing integrity of Council's practice and processes

ENSURE COUNCIL'S POLICIES AND PRACTICES REMAIN IN LINE WITH CHANGING STATUTORY REQUIREMENTS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver training and other activities to ensure awareness of Council's Policy Review Framework and promote best practice for corporate governance.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
Monitor and provide assistance in the review of policies and procedures to ensure legislative obligations are maintained.		Governance and Assurance	1 July 2023	30 June 2024	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council has ethical and transparent governance.	Number of governance activities scheduled that raise awareness and promote best practice around the Policy Review Framework.	Target	1	1	1	1	4
		Actual	1	1			
	Biannual audit on Council Policies and Procedures undertaken to identify current status and facilitate appropriate reporting.	Target	1	0	1	0	2
		Actual	1	1			

MAINTAIN AN EMBEDDED CULTURE AND PRACTICE OF TRANSPARENCY AND ETHICAL CONDUCT, WHILE ADHERING TO CONFIDENTIALITY AND PRIVACY REQUIREMENTS.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to maintain high standards when facilitating matters and processing applications from public and external agencies.	Governance and Assurance	1 July 2023	30 June 2024	Completed		
Partner with external agencies to promote awareness of good decision making and ethical conduct including privacy and confidentiality requirements.	Governance and Assurance	1 July 2023	30 June 2024	On track	Senior Governance Officer and Governance and Risk Officer to attend in person training for Good Decision making. Material to be provided to organisation upon completion.	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of internal training sessions on processing of Information Privacy and Right to Information applications delivered.	Target	0	1	0	1	2
		Actual	0	1			
	Percentage of Right to Information applications processed within the legislative or required timeframes.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of training and awareness programs delivered in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	2	0			

ENSURE COUNCIL'S ONGOING COMPLIANCE THROUGH ROBUST AUDIT, RISK MANAGEMENT AND ASSURANCE FRAMEWORKS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Review the current approach to the development compliance management and complaint-based investigations.	Regional Development, Health and Biodiversity	1 July 2023	30 September 2023	Completed	
Develop a risk-based compliance and enforcement strategy.	Regional Development, Health and Biodiversity	1 October 2023	31 January 2024	On track	
Develop and implement the Annual Audit Plan incorporating a range of internal audit services.	Internal Audit and Improvement	1 July 2023	30 June 2024	Monitor	Annual Audit Plan developed and endorsed by the Audit and Risk Committee. Delivery of audits scheduled and ongoing - expanded scope and additional effort on current reviews has resulted in the audit plan continuing to run behind schedule. Audit and Risk Committee made aware of status and understanding of the circumstances.
Facilitate the ongoing operation of the Audit and Risk Committee.	Internal Audit and Improvement	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	Risk-based compliance and enforcement strategy is adopted by 31 January 2024.	Target	50%	40%	10%	N/A	100%
		Actual	60%	30%			
	Percentage of internal audit activities on the Annual Audit Plan delivered in the year.	Target	20%	20%	20%	20%	80%
		Actual	15%	17%			
	Agenda delivered as per the approved Audit and Risk Committee Annual Meeting Planner.	Target	90%	90%	90%	90%	90%
		Actual	56%	83%			

Relaxed Living and Rural Lifestyle

Statement of intent

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

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

IMPLEMENT AN ADVOCACY STRATEGY TO INFLUENCE THE DEVELOPMENT OF POLICY BY OTHER LEVELS OF GOVERNMENT THAT BETTER SUPPORTS THE ECONOMIC, SOCIAL, AND ENVIRONMENTAL PRIORITIES FOR THE REGION.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Represent Scenic Rim Regional Council on Council of Mayors South-East Queensland (COMSEQ) 2032 Regional Legacy Working Group.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	
Deliver regular updates to local Queensland and Australian Government representatives.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	On track	
Continue representation on COMSEQ and quarterly meetings with the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track	
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	On track	
Facilitate meetings between Council, and the Federal and State Members, to discuss priority projects and key advocacy topics for the region.	Office of the Mayor and CEO	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social and environmental priorities across the region.	Percentage of meetings of the COMSEQ 2032 Regional Legacy Working Group attended.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of meetings of the SEQ Local Government Working Group attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.	Target	0	1	0	1	2
		Actual	0	2			
	SEQ Regional Planning Committee Meetings attended by the Mayor or his delegate and Senior Executive.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%			
	Number of meetings held between the three levels of government	Target	0	1	1	1	3
		Actual	0	1			

COMPLETE MAJOR AMENDMENTS TO THE SCENIC RIM PLANNING SCHEME 2020.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Prepare a major amendment to update the Planning Scheme in response to emerging issues and matters identified through its implementation.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Monitor	Council adoption to commence amendment on 22 August 2023. Internal meeting with stakeholders held. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Work on amendments to commence Quarter Three.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Legislation and regional planning instruments facilitate Scenic Rim's strategic framework for growth.	A Major Amendment addressing a range of policy updates is prepared and submitted to the Minister for a state interest review by 30 June 2024.	Target	10%	25%	25%	40%	100%
		Actual	10%	10%			

REVIEW COUNCIL'S RELEVANT PROGRAMS AND PLANS IN CONTEXT OF THE GROWTH MANAGEMENT STRATEGY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Amendments to the Scenic Rim Planning Scheme 2020 are made to implement the Growth Management Strategy.		Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Monitor	A meeting was held with relevant stakeholders to discuss the amendment. Meeting with Logan City Council to discuss cross border matters. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Tender to deliver a component of project (review of Planning Scheme Policy 5) has not been successful. Work to be progressed in Quarter Three.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Growth in the region is supported by a clear and evidence-based planning vision.	The first phase of planning scheme amendments to implement the Growth Management Strategy identified in the Strategic Planning Program 2022 -2027 is prepared and submitted to the Minister by 30 June 2024 for a state interest review.	Target	10%	30%	50%	10%	100%
		Actual	10%	10%			

SUBJECT TO ENABLING AMENDMENTS TO THE QUEENSLAND GOVERNMENT REGIONAL PLANNING POLICY, COMMENCE THE DEVELOPMENT OF SPECIFIC LOCALITY-BASED FORWARD PLANNING STUDIES, WITH A PLANNING HORIZON OF 2041.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Advocate for a practical planning framework that enables the sustainable growth and prosperity of the region's towns and villages.		Regional Development, Health and Biodiversity	1 July 2023	31 December 2023	Completed		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Advocacy and innovative partnerships enable the delivery of economic social, and environmental priorities across the region.	Council's submission on the ShapingSEQ identifies and advocates for a practical framework that supports the sustainable growth and prosperity of the region's towns and villages.	Target	80%	20%	0%	0%	100%
		Actual	100%	0%			

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A successful transition to a smart and innovative region.

EXPLORE OPTIONS, AND ADVOCATE FOR STABLE, RELIABLE, AND RELEVANT DIGITAL CONNECTIVITY ACROSS THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Work with internal and external stakeholders to promote Scenic Rim as a priority region for digital connectivity.		Information Services and Technology	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Mobile and data services connectivity across the region is enhanced.	Number of engagements with decision makers and policy influencers regarding digital connectivity	Target	0	1	0	1	2
		Actual	0	1			
	Prioritised mobile blackspots submitted to the Australian Government's Mobile Black Spot Funding Program	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

IMPLEMENT YEAR 2 ACTIONS WITHIN THE SCENIC RIM SMART REGION STRATEGY 2022-2025.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Work with business and industry to embrace the global digital trend, in order to advance the region's economy and attract investment.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Due to resourcing and competing priorities, some activities within the Smart Region Strategy have not progressed in Quarter Two.
Provide support and advocacy for delivery of transformational investment in critical infrastructure.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Monitor	Due to resourcing and competing priorities, some activities within the Smart Region Strategy have not progressed in Quarter Two.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Businesses assisted with improving capability and capacity, through diversification and implementation of new technologies.	Target	3	2	2	3	10
		Actual	0	0			
	Number of engagements / collaborations with Australian or Queensland Governments, or other Councils, industry and education providers.	Target	25	25	25	25	100
		Actual	130	300			
	Number of ‘Digital and Data’ workshops included in the 2024 Small Business Month series of events.	Target	0	0	0	4	4
		Actual	0	0			

Vibrant and Active Towns and Villages

Statement of intent

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

Provision of vibrant and dynamic parks and open spaces

REVIEW THE SCENIC RIM REGIONAL COUNCIL PARKS AND AMENITIES STRATEGY 2015							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Review the infrastructure requirements for the different park categories to both inform developers' and Council's future planning.		Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	Activity yet to commence due to resource availability.	
Refresh the existing Parks and Amenities Strategy to reflect industry standards and Council future plans.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Our parks, playgrounds and open spaces are popular and utilised by our diverse communities and visitors.	Infrastructure requirements confirmed for identified park categories by 31 March 2024.	Target	25%	40%	35%	0%	100%
		Actual	0%	0%			
	Parks and Amenities Strategy refreshed and adopted by Council by 30 June 2024.	Target	0%	15%	35%	50%	100%
		Actual	0%	15%			

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

ENSURE THAT 'VIBRANT AND ACTIVE TOWNS AND VILLAGES' PROJECTS PRESERVE LOCATION-BASED CULTURAL AND HERITAGE ELEMENTS AS IDENTIFIED IN THE SCENIC RIM COMMUNITY AND CULTURE STRATEGY 2023-2032.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement public art as scheduled as part of the Vibrant and Active Towns and Villages.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Encourage community participation in decision making relating to cultural outcomes.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Implement public art as part of the Cultural Services annual program		Customer, Community and Culture	1 July 2023	30 June 2024	On track	.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Public Artwork completed as planned in the Vibrant and Active Towns and Villages project.	Target	0	0	0	3	3
		Actual	0	0			
	Number of Story Boards/Markers installed across the region.	Target	0	0	2	3	5
		Actual	0	0			
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of engagements with local stakeholders to consult on the public art elements of Vibrant and Active Towns and Villages projects.	Target	4	3	4	3	14
		Actual	4	3			

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Number of public art projects completed as planned in the Cultural Services annual program	Target	0	0	0	3	3
		Actual	01 (approved at Ordinary meeting 28 February 2024)	0			

** The number of public art projects completed in Quarter One was incorrectly reported as 0 in Q1 report. The Beaudesert mural project was completed in September 2023 as a carry forward from the 2022-23 annual program. The table has been updated accordingly.*

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

ENGAGE WITH THE COMMUNITY TO DEFINE THE UNIQUE CHARACTER, VALUES, AND SENSE OF PLACE OF THE REGION'S TOWNS AND VILLAGES.						
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop and review a 10-year capital vibrancy and strategic projects program, with a 20-year horizon forecast.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
Develop new masterplans for two key identified villages within the region.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	Consultant engaged to undertake study and kick-off meeting complete	
Actively seek alternate funding streams through application to external grant sources.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	A number of funding applications for external funding has been submitted	
Identify character precincts and built form requirements that aim to protect and enhance the unique character and built form of valued historic streetscapes for implementation in the Planning Scheme.	Regional Development, Health and Biodiversity	1 July 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 22 November 2023)	Monitor	Consultant engaged to undertake study and kick-off meeting complete. Acting roles, Development Assessment assistance and recruiting activities have impacted resourcing. Work to progress in Quarter Three.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Vibrant and Active Towns and Villages capital projects for 2023-2024 delivered within scheduled timeframe as per the approved ten-year capital works program	Target	10%	30%	30%	30%	100%
		Actual	10%	10%			

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INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	A study identifying character precincts and design guidelines is completed by 30 June 2024 to inform amendments to the Scenic Rim Planning Scheme 2020.	Target	5%	25%	25%	45%	100%
		Actual	5%	10%			
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Masterplans developed for significant villages within the region to be adopted by Council.	Target	10%	30%	30%	30%	100%
		Actual	10%	10%			

SUPPORT COMMUNITY INITIATIVES THAT DRIVE VIBRANT AND ACTIVE TOWNS AND VILLAGES THROUGH COUNCIL'S COMMUNITY GRANTS PROGRAMS							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement a Regional Arts Development Fund (RADF) program that supports the community to deliver a variety of projects across the region.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Engage with the community through Scenic Rim Arts Reference Group consultation.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of applications received for funding under the Regional Arts Development Fund that meet criteria	Target	0	0	12	0	12
		Actual	0	8			
	Artist-in-residence programs delivered under the RADF Strategic Initiative grant.	Target	0	0	0	1	1
		Actual	0	0			
	All Allocated RADF funds have been spent or allocated.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

ENCOURAGE THE COMMUNITY'S ENGAGEMENT WITH ACTIVITIES THAT CELEBRATE THE REGION'S HERITAGE AND IDENTITY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Support and strengthen local community museums.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Support Scenic Rim writers and artists to tell local stories that explore and capture the identity of the region.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of meetings held with the local heritage network.	Target	1	1	1	1	4
		Actual	1	1			
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of workshops delivered to assist community museums to build capacity.	Target	1	0	1	0	2
		Actual	1	1			
	Creative production of local stories.	Target	0	0	0	1	1
		Actual	0	0			
	Number of professional development workshops and events for artists delivered	Target	2	0	2	2	6
		Actual	3	0			

DESIGN AND DELIVER AN ARTS AND CULTURAL PROGRAM THAT FACILITATES PARTNERSHIPS WITH COMMUNITY TO ENHANCE SENSE OF PLACE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver an exhibition program that supports local artists and builds capacity.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
Deliver a cultural program that promotes community participation and connection.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of exhibitions delivered.	Target	1	1	1	1	4
		Actual	1	1			
	Number of exhibitions delivered which contain local content.	Target	1	0	0	1	2
		Actual	1	1			
	Number of art, cultural and heritage events delivered that create opportunity for community participation or social connection.	Target	12	6	6	12	36
		Actual	25	7			

Accessible and Serviced Region

Statement of intent

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

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

DEVELOP A TIME-LINED FORECAST OF THE COMMUNITY'S LIKELY SERVICE LEVEL REQUIREMENTS BASED ON POPULATION GROWTH, DEMOGRAPHICS AND OTHER EVIDENCE-BASED PROJECTIONS.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Update Council's financial Chart of Accounts to align to the Service Catalogue.	Financial Management	1 January 2024	30 June 2024	Requires attention	A draft Service Catalogue has been developed and currently being reviewed for endorsement. During the development of the catalogue it was identified that direct linkage of services against the current budget structure was difficult to map. It will be intended to seek consideration from Council around a Phase 2 of the project to achieve this deliverable. Put on hold pending future budget considerations.
Review Council's long term financial plan forecasting methodology to incorporate medium to long term service considerations.	Financial Management	1 July 2023	30 June 2024	Requires attention	As per above - this deliverable will be dependent on Phase 2 being undertaken. Put on hold pending future budget considerations.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	General ledger and project codes amended to align to the updated financial Chart of Accounts by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Council's long term financial plan forecasting methodology is updated by 31 December 2023 to incorporate medium to long term service considerations in the development of the 2024-2025 budget.	Target	0%	100%	0%	0%	100%
		Actual	0%	0%			

DEVELOP AND MAINTAIN A CONSTRUCTIVE DIALOGUE WITH THE COMMUNITY ABOUT SERVICE EXPECTATIONS AND AFFORDABILITY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver community consultation on the Draft 2024-2025 Budget position.		Financial Management	1 March 2024	30 June 2024	On track		
Develop key Council infographic material to inform and raise awareness of assets, services and financial parameters.		Regional Prosperity and Communications	1 January 2024	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Number of infographics designed and published explaining Council's assets, infrastructure, and financial parameters	Target	0	0	0	4	4
		Actual	0	0			
	Number of 'engaged' participants on the "Let's Talk Scenic Rim" platform relating to the 2024- 2025 budget	Target	0	0	0	42	42
		Actual	0	0			
	Total number of submissions from Scenic Rim residents in response to the draft 2024-2025 budget	Target	0	0	0	50	50
		Actual	0	0			

ENSURE THAT THE INSTALLATION OF PRIVATE AND UTILITY INFRASTRUCTURE IN COUNCIL-CONTROLLED RESERVES DOES NOT COMPROMISE THE FUNCTION AND SAFETY OF COUNCIL'S INFRASTRUCTURE, OR THE VISUAL AMENITY OF THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
Review and update existing Council Policy: Provision of Road Network.		Maintenance and Operations	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Pilot of online road network impacts mapping system completed by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	10%	25%			
	Council Policy: Provision of Road Network reviewed and adopted by Council by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	15%			

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

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

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Complete investigation into the ongoing cost requirements for the maintenance of sporting facilities within the region.	Maintenance and Operations	1 July 2023	30 June 2024	On track	
Develop sports and recreation plan for the ongoing maintenance and development to meet future community needs.	Resources and Sustainability	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Review of community leasing documentation completed.	Target	50%	50%	0%	0%	100%
		Actual	50%	25%			
	Report prepared by 31 December 2023 for consideration as part of future budget deliberations for 2024-25 and beyond.	Target	0%	100%	0%	0%	100%
		Actual	0%	50%			
	Sport and recreation plan developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	40%	35%			

DEVELOP AND IMPLEMENT A STRATEGY FOR THE PROVISION AND OVERSIGHT OF A BROAD RANGE OF QUALITY CAMPING FACILITIES ON COUNCIL-CONTROLLED LAND ACROSS THE REGION THAT MEETS CURRENT AND FUTURE NEEDS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Implement and monitor management model for Council owned camping facilities.		Resources and Sustainability	1 January 2024	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Implementation Plan for camping facility management model developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

MAINTAIN OVERSIGHT OF COUNCIL'S BUILDING AND FACILITIES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND CONDITION ASSESSMENT MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	
Revise Council's Depot Strategy and develop a supporting implementation plan to ensure Council can meet future service delivery requirements.	Capital Works and Asset Management Resources and Sustainability (approved at Ordinary meeting 28 February 2024)	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	100%	0%	0%	100%
		Actual	0%	100%			
	Building and facilities assets capital investment requirements are reviewed, updated and presented to Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	15%			
	Depot Strategy and implementation plan revised and adopted by Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	35%			

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

MAINTAIN OVERSIGHT OF COUNCIL-CONTROLLED TRANSPORT AND URBAN DRAINAGE INFRASTRUCTURE, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.		Capital Works and Asset Management	1 July 2023	30 June 2024	Monitor	Consultant completed physical inspection of Council's transport assets. While there were minor data processing delays, Council received the data in late December and promptly began validation, which is scheduled to be completed in January 2024.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Transport and urban drainage asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	40%	60%	0%	0%	100%
		Actual	40%	40%			

INCORPORATE RESILIENCE AND SERVICE LEVEL CRITERIA INTO ASSET DESIGN STANDARDS AND SPECIFICATIONS FOR INFRASTRUCTURE UPGRADES, REHABILITATIONS, AND RENEWALS, TO ENSURE ASSET RELIABILITY DURING AND FOLLOWING NATURAL DISASTER EVENTS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Update the Asset Management Plans to include infrastructure renewal, rehabilitation and upgrade treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.		Capital Works and Asset Management	1 July 2023	30 June 2024	Monitor	Delays in dependent projects **have** impacted the initial timeline, however Asset Management Plans and capital programs for respective asset classes are still on track for an update based on the revised data and incorporating increased resilience, as part of the ongoing LGIP review.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Critical infrastructure assets are identified and documented in Council's Asset Management Plans.	Target	0%	35%	55%	10%	100%
		Actual	0%	20%			

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

MAINTAIN OVERSIGHT OF COUNCIL'S OPEN SPACES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	
Implement the Asset Information Strategy elements relevant to Council's open spaces.	Capital Works and Asset Management	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 30 June 2024 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	30%	35%	35%	100%
		Actual	0%	30%			
	Open spaces and parks assets capital renewal investment requirements are reviewed and presented to Council by 30 June 2024.	Target	0%	25%	35%	40%	100%
		Actual	0%	25%			

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

REVIEW AND UPDATE COUNCIL'S LOCAL GOVERNMENT INFRASTRUCTURE PLAN.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Progress the review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
Monitor the delivery of the current LGIP projects through the capital works program and development contribution.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Baseline assumptions for the LGIP amendment are in line with the Growth Management Strategy and fully documented by 30 June 2024.	Target	20%	20%	30%	30%	100%
		Actual	20%	20%			

DEVELOP AND REVIEW A 10-YEAR CAPITAL WORKS PROGRAM ANNUALLY, WITH A 20-YEAR HORIZON FORECAST.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop Council's 10-year capital works program in line with Council's long term financial plan.		Capital Works and Asset Management	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	10-year capital works program developed and adopted by Council by 30 June 2024.	Target	0%	25%	65%	10%	100%
		Actual	0%	25%			

REVIEW AND MAINTAIN COUNCIL'S LAND AND INFRASTRUCTURE HOLDINGS TO ENSURE RELEVANCE FOR LONG-TERM STRATEGIC NEEDS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Finalise the review of Council's land holdings, with reports relating to the central and Western region to be presented to Council.		Resources and Sustainability	1 July 2023	30 June 2024	Monitor	Following a period of temporary prioritisation of other critical items, the central and Western region land review will recommence with a revised focus to complete the project by 30 June 2024.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's assets provide appropriate and sustainable levels of service.	Presentation of a report to Council which outlines the outcomes of the review of Council land holdings in the central and western parts of the region by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	60%	0%			

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

DEVELOP AND MAINTAIN A REGISTER OF THE STATE AND STATUTORY ENTITY-CONTROLLED INFRASTRUCTURE AND SERVICES CONSIDERED CRITICAL TO SUPPORT POPULATION AND ECONOMIC GROWTH IN THE REGION.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.		Capital Works and Asset Management	1 July 2023	31 March 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Infrastructure critical to support population and economic growth in the region informs the development of Council's Advocacy Strategy.	Target	0%	25%	75%	0%	100%
		Actual	0%	25%			

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE QUEENSLAND GOVERNMENT AND PRIVATE SECTOR TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO PUBLIC TRANSPORT SERVICES.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Engage with Queensland Government, private sector and community sector, as opportunities arise, to advocate for improved public transport in the region.		Asset and Environmental Sustainability	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Register of public transport infrastructure and service requirements developed by 30 June 2024 to inform Council's Advocacy Strategy	Target	25%	25%	25%	25%	100%
		Actual	0%	0%			
	Number of meetings held with Queensland Government, private sector, and community-based organisations to advocate for improved access to public transport services and community-based solutions.	Target	0	1	1	0	2
		Actual	0	0			

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

IMPLEMENT THE *SCENIC RIM REGIONAL COUNCIL WASTE MANAGEMENT AND RESOURCES RECOVERY STRATEGY 2021-26*.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**
Undertake a feasibility assessment for diversion of food organics and garden organics from landfill.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Develop a landfill rehabilitation plan reflecting the current site master plan.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Deferral of this project to ensure alignment of landfill development activities to optimise this asset. By focusing on the finalisation of the waste tender process first, critical information gathered through this process will greatly inform the future landfill rehabilitation requirements.
Develop remote waste servicing options.	Resources and Sustainability	1 January 2024	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Feasibility report for diversion of food organics and garden organics from landfill complete by 30 June 2024.	Target	NA	NA	NA	100%	100%
		Actual	NA	NA			
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Landfill rehabilitation plan complete by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%			
Council's assets provide appropriate and sustainable levels of service.	Remote waste service options available by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%			

COLLABORATE WITH OTHER COUNCILS (COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND) AND THE RELEVANT QUEENSLAND GOVERNMENT DEPARTMENTS TO PROGRESS STRUCTURAL CHANGE FOR WASTE MANAGEMENT WITHIN SOUTH-EAST QUEENSLAND, INCLUDING INFRASTRUCTURE AND LEVY MANAGEMENT.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Participate in COMSEQ Waste Management Plan Portfolio Management Office (PMO) meetings.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Consult key stakeholders on development of Bromelton facility.	Resources and Sustainability	1 July 2023	30 June 2024	On track	
Develop Bromelton Circular Precinct Plan.	Resources and Sustainability	1 July 2023	30 June 2024	Monitor	Yet to commence. Currently anticipate this can be achieved, however, project resource still being finalised.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Percentage of relevant COMSEQ PMO meetings held in 2023-2024 attended by Council representative	Target	20%	20%	20%	20%	80%
		Actual	25%	20%			
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Bromelton facility planning reflects local and SEQ region needs.	Target	N/A	20%	40%	40%	100%
		Actual	N/A	20%			
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Bromelton Circular Precinct Plan developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%			

Healthy, Engaged and Resourceful Communities

Statement of intent

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

Enduring social connectedness that drives positive community participation and contribution.

IDENTIFY, DELIVER, AND SUPPORT COMMUNITY ACTIVITIES THAT CONNECT RESIDENTS OF THE SCENIC RIM.					
ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Provide outreach library services in rural locations located throughout the region.	Customer, Community and Culture	1 July 2023	30 June 2024	On track	
Deliver library programs and events that engage with both young people and adults through STEAM (Science, Technology, Engineering, Arts and Mathematics) programs.	Customer, Community and Culture	1 July 2023	30 June 2024	On track	
Deliver First 5 Forever early literacy programs that include indigenous groups.	Customer, Community and Culture	1 July 2023	30 June 2024	On track	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of community and outreach library programs delivered across the region.	Target	18	20	20	17	75
		Actual	36	169			
	Number of STEAM activities delivered across the four library locations.	Target	25	25	25	25	100
		Actual	44	46			
	Number of First 5 Forever program sessions specifically for indigenous groups.	Target	5	5	5	5	20
		Actual	5	19			

LEAD OR PARTNER IN THE DELIVERY OF INITIATIVES THAT DRIVE SOCIAL CHANGE, CULTURAL DIVERSITY, AND CONNECTEDNESS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of events and activities delivered annually that bring the community together to celebrate identity, social inclusion and connectedness.	Target	5	5	5	5	20
		Actual	5	5			

DEVELOP AND IMPLEMENT THE *SCENIC RIM RECONCILIATION ACTION PLAN.*							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Adopt Council's Innovate Reconciliation Action Plan.		Customer, Community and Culture	1 July 2023	30 June 2024	Monitor	Steering Group for the Reconciliation Action Plan was established in Quarter Four of 2022-2023. Progression of the development of the Innovate Reconciliation Action Plan has been temporarily delayed.	
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Number of Reconciliation Action Plan Reference Group Advisory meetings held.	Target	0	1	1	1	3
		Actual	0	0			
	Delivery of NAIDOC Week program of events.	Target	100%	0%	0%	0%	100%
		Actual	100%	0%			

Enhanced community involvement that increases resilience, capability and resourcefulness.

DESIGN, DEVELOP AND DELIVER RESOURCES TO EDUCATE, BUILD AWARENESS AND INCREASE CAPACITY AND RESILIENCE IN THE COMMUNITY.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Deliver the Scenic Rim Community Disaster Volunteers program to build the capacity and resilience of Community Disaster Volunteers.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community has access to a broad range of resources that drive increased community capability and resilience.	Number of training and engagement sessions held with Community Disaster Volunteers.	Target	2	3	2	3	10
		Actual	2	3			

STRENGTHEN COMMUNITY VOLUNTEERISM THROUGH TARGETED INITIATIVES AND PROGRAMS.							
ACTIVITIES		LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)	
Attract, manage, and retain volunteers through targeted initiatives and programs that are purposeful and meaningful.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new, and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Council's Administrative Policy - Volunteer Management is reviewed and approved by 31 March 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%			
	Council's Volunteer Handbook and Volunteer Management Handbook are updated by 30 June 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%			

Increased capacity and community aspiration for improved health and wellbeing.

DEVELOP A STRATEGIC UNDERSTANDING OF HEALTHY COMMUNITY INDICATORS AND ENABLERS TO FACILITATE PLANNING FOR THE DELIVERY OF COMMUNITY INFRASTRUCTURE AND PROGRAMS.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Facilitate planning for the delivery of community infrastructure leading into the 2032 Olympic and Paralympic Games.	Customer, Community and Culture	1 July 2023	30 June 2024	On track	
Ensure that Council's investment in health and wellbeing is fit-for-purpose, delivers value for money, and continues to meet the needs of a diverse and growing population.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	The Health and Wellbeing Review has been completed to ensure the investment in health and wellbeing is fit for purpose, delivers value for money and continues to meet the needs of a diverse and growing population.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health.	Strategic frameworks developed to maximise the region's opportunity to create legacy projects for the 2032 Olympic and Paralympic Games.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%			
	Framework for measuring healthy community indicators is developed and implemented.	Target	0%	0%	0%	100%	100%
		Actual	0%	100%			

PLAN AND PROVIDE AN ENVIRONMENT AND OPPORTUNITIES THAT ENTICE THE COMMUNITY TO PARTICIPATE IN AN ACTIVE LIFESTYLE.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Explore funding opportunities and strategic partnerships to grow participation in health and wellbeing programs.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community has access to recreational infrastructure and opportunities that enable improved health.	Number of Be Healthy and Active programs delivered	Target	10	10	10	10	40
		Actual	10	10			

DEVELOP AND DELIVER A RANGE OF PROGRAMS TO PROMOTE AND FACILITATE COMMUNITY HEALTH AND WELLNESS.							
ACTIVITIES		**LEAD**	**START DATE**	**END DATE**	**Q2 STATUS**	**COMMENTS (BY EXCEPTION)**	
Build the capacity of the community to participate in health and wellbeing programs.		Customer, Community and Culture	1 July 2023	30 June 2024	On track		
INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Increase in percentage of participation annually in programs and events.	Target	N/A	N/A	N/A	5%	5%
		Actual	N/A	N/A			

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

PARTICIPATE IN STRATEGIC DISCUSSIONS AND/OR PARTNERSHIPS WITH ALL LEVELS OF GOVERNMENT AND COMMUNITY AGENCIES TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO COMMUNITY AND SOCIAL SERVICES.

ACTIVITIES	LEAD	START DATE	END DATE	Q2 STATUS	COMMENTS (BY EXCEPTION)
Finalise the Scenic Rim Community and Culture Strategy 2023-2032 for adoption by Council. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 July 2023	30 September 2023	Postponed	
Commence Year 1 actions outlined in the Scenic Rim Community and Culture Strategy 2023-2032. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 October 2023	30 June 2024	Postponed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Productive discussions with government and agency partners facilitate the community's access to required human and social services.	Scenic Rim Community and Culture Strategy 2023-2032 adopted by Council by September 2023. (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					100%
		Actual					
	2023-2024 actions in the Community and Culture Strategy delivered (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					75%
		Actual					

SCENIC RIM REGIONAL COUNCIL

SERVICE DELIVERY
QUARTER TWO 2023-2024

SCENIC RIM
REGIONAL COUNCIL

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Introduction

Council's Corporate Plan, *Scenic Rim 2026,* and the *Operational Plan 2023-2024* provide an overview of the project-based activities Council is progressing in order to deliver against some of the specific priorities set out in the Community Plan. Although these actions are a vital part of Council's work, Council also delivers a wide range of services which are essential to the region and which also contribute to the outcomes within the Community Plan.

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

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

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

Asset and Environmental Sustainability

Waste and Recycling

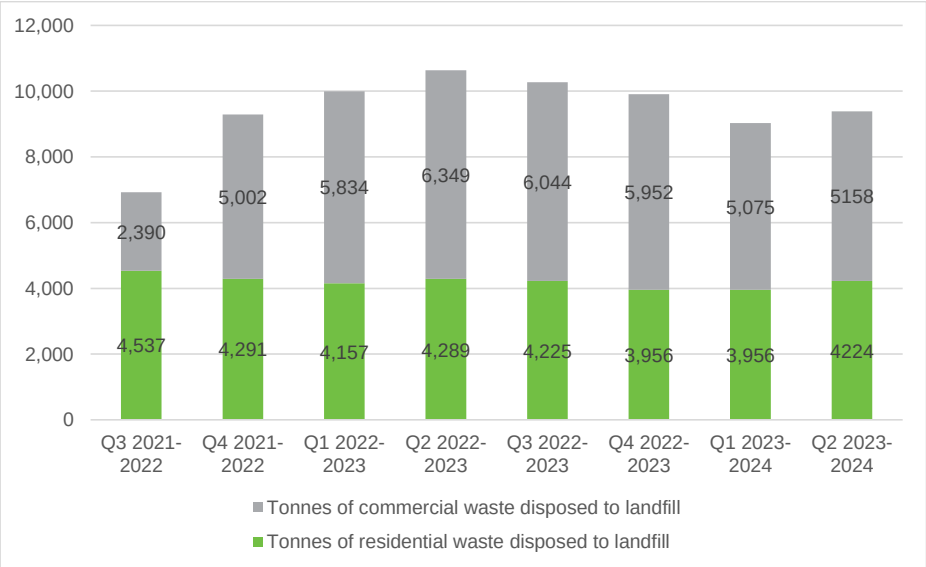
Highlights and achievements

- Disaster Waste Management Project wins Outstanding Waste and Resource Recovery - Regional/Rural Award.
- New public place waste bin enclosure installations.
- Bin inspection program underway.
- Containers for change trial underway.
- National recycling week communications and workshops.
- Garage sale trail participation.
- Attendance at Cuppa in the Communi-tea events.

Service Statistics

	Q1	Q2
Tonnes of residential waste disposed to landfill	3956	4224
Tonnes of commercial waste disposed to landfill	5075	5158
Tonnes of general waste from kerbside collection	2497	2684
Tonnes of general waste from transfer stations	1851	1995
Tonnes of household recycling recovered	591	579
Tonnes of green waste recovered and mulched	2086	276
New domestic waste collection services established	83	78
New commercial waste collection services established	0	7
Waste customer requests received	490	423
Waste customer requests resolved	487	442

Tonnes of waste to landfill



Note 1: Commercial waste tonnage includes waste from Logan City Council.

Note 2: Commercial waste tonnage received in Q3 2021-2022 was lower than average due to wet weather.

Upcoming activities

- Waste asset development, operations and services tender release.
- Transition of waste education program to Council delivery.
- Waste reduction improvements at community events.

Facilities

Highlights and achievements

- Contract for the Boonah Cultural Centre Air Conditioning Upgrade has been awarded.
- Contract for the Kooralbyn Air Conditioning project awarded.

Service Statistics

	Q1	Q2
Facilities maintenance customer requests received	269	246
SWIMMING POOL ATTENDANCE FIGURES		
Beaudesert	2196	18650
Boonah	498	5443
Canungra	693	8319
Rathdowney (only open during December / January school holidays)	N/A	
Scenic Rim Aqua Fitness	654	2757
Tamborine Mountain	791	11633

Facilities maintenance customer requests received

Upcoming activities

- Moriarty Park Playground Upgrade.

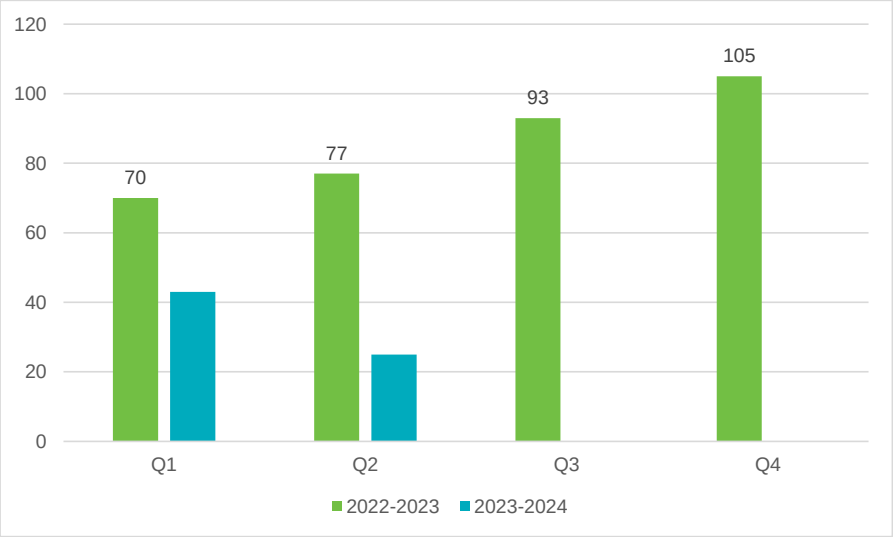
Road Maintenance and Corridor Management

Highlights and achievements

- Council continues to deliver its recovery efforts under the Disaster Recovery Funding Arrangements jointly funded by the Queensland and Commonwealth governments. This includes: design on floodway and landslip projects; and construction following four events which took place in March 2021, November 2021, February 2022 and May 2022. The Christmas Storm event has now been added to the recovery workload. Service Statistics.

	Q1	Q2
Road corridor use applications received	43	25
Road corridor use approvals issued	77	85
Heavy vehicle access applications received	37	40
Heavy vehicle access approvals issued	56	88
Property access requests received	62	58
Property access approvals issued (including initial and final approval)	107	110
Rural road numbering requests received	21	24
Rural road numbering approvals issued	33	22
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	32
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	49	36
Road maintenance customer requests received	521	474

Road corridor use applications received



Upcoming activities

- Ongoing processing of road corridor use applications.
- Delivery of the on ground reseal program.
- Disaster Vegetation Collection.

Cemeteries

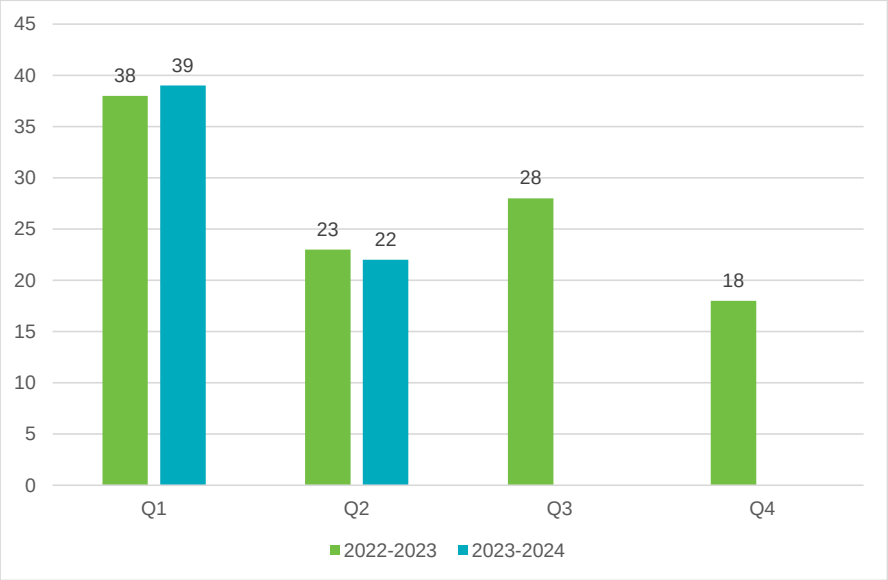
Highlights and achievements

- Construction of the new Boonah Cemetery operations shed is nearing completion.

Service Statistics

	Q1	Q2
Burials/grave site applications received and processed	39	22
Ash placement applications received and processed	7	4
Applications for reservation received and processed	9	10
Applications for monumental work received and processed	12	16
Plaque placement applications received and processed	0	6

Burial / grave site applications received and processed



Upcoming activities

- Development of the Beaudesert Cemetery Master plan.
- Design of an upgraded internal road network for the Boonah Cemetery.

Parks and Landscape Maintenance

Highlights and achievements

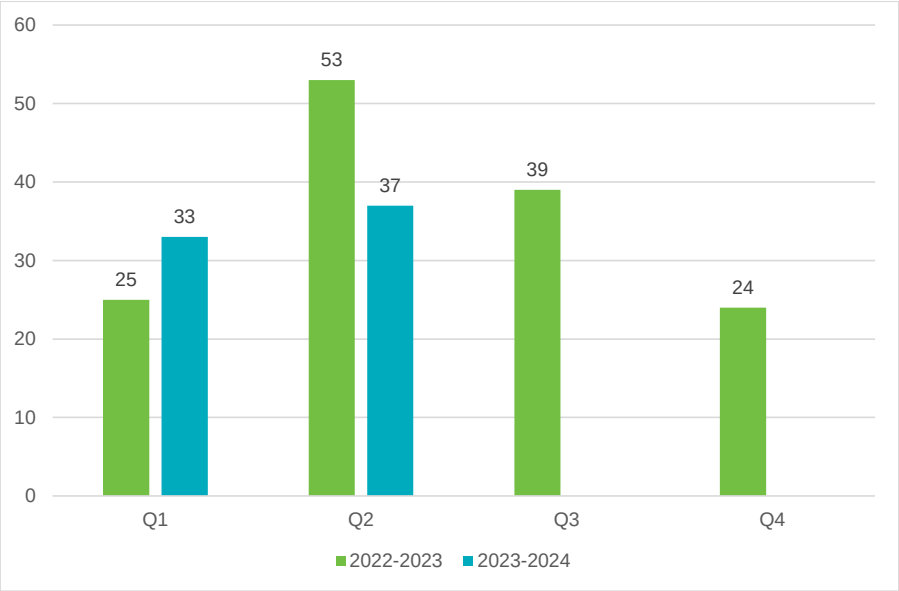
- Three free tree distribution events were delivered this quarter:

1. Saturday 7 October 2023 at D J Smith Park Canungra.
2. Saturday 4 November 2023 at the Birnam St Nursery Beaudesert.
3. Saturday 2 December 2023 Springleigh Park Boonah.

Service Statistics

	Q1	Q2
Free tree plants distributed	1347	1929
Parks and landscape maintenance customer requests actioned	33	37
Park use applications received and processed	18	18
Applications for tree work / removal on Council managed land received	13	30

Parks and landscape maintenance customer requests actioned



Upcoming activities

- There are two free tree distribution events scheduled for Quarter Three:

1. Saturday 3 February 2024 at Harrisville Memorial Park Harrisville.
2. Saturday 2 March 2024 at Springleigh Park Boonah.

Fleet Management and Servicing

Highlights and achievements

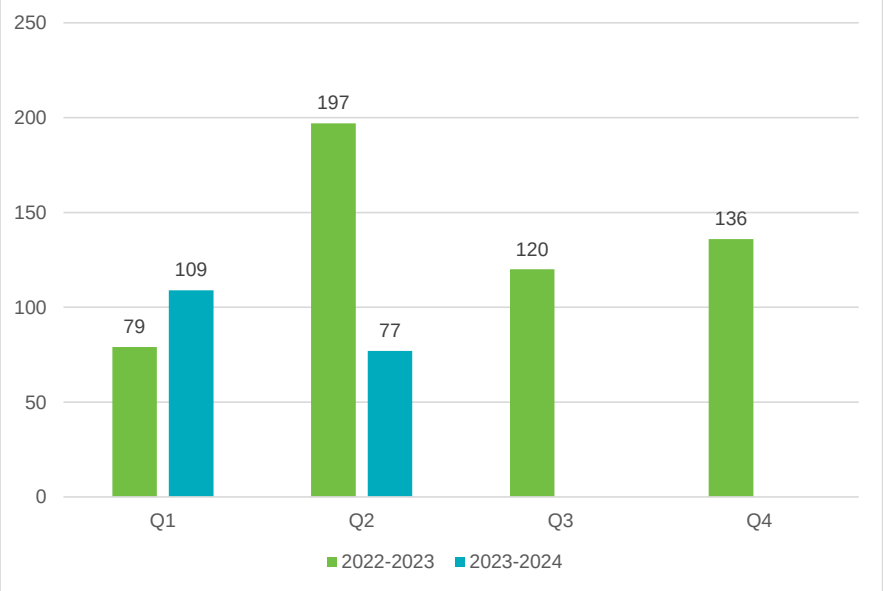
- Global Position System (GPS) migration from 3G to 4G; and
- Electronic Prestart Checklist for truck fleet implemented.

Service Statistics

	Q1	Q2
SERVICES		
Heavy plant	36	18
Light motor vehicles	31	28
Small plant	21	18
Trucks	21	13

FLEET PURCHASES (ORDERED)		
Light Motor Vehicles	3	6
Plant	0	4
Small Plant	2	3
Trailers	0	0
Trucks	0	0
Other	0	0
FLEET DELIVERIES		
Light motor vehicles	4	10
Plant	3	1
Small Plant	11	3
Trucks	0	1
Other	1	4
FLEET DISPOSALS		
Light motor vehicles	2	4
Small plant	6	
Plant	0	1
Other	3	
Trucks	2	2

Fleet services



Upcoming activities

- All fleet identified in the replacement program for this year finalised.

People and Strategy

Human Resources

Highlights and achievements

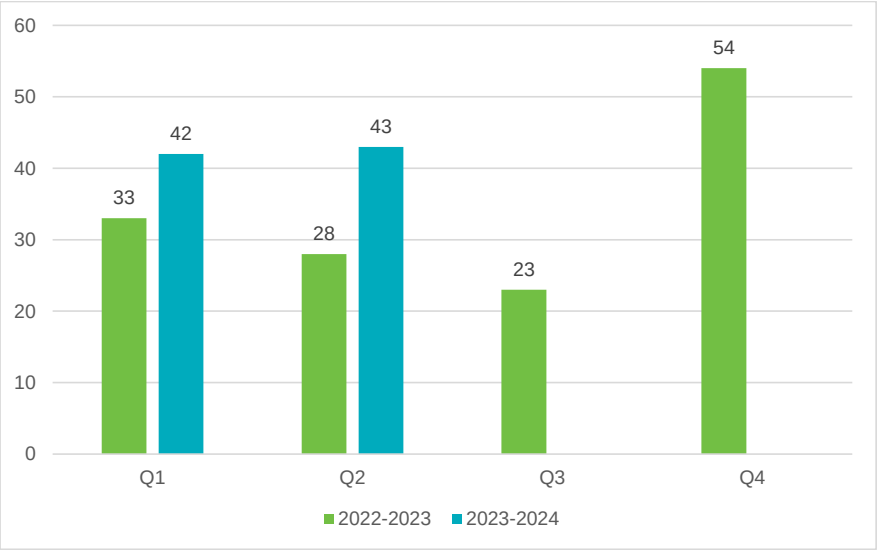
- Digital skills program continues to run. Funding submission made with TAFE for further cohorts.
- Attendance at careers days in Beenleigh and Beaudesert.
- Unreasonable Behaviour Awareness sessions.
- Mates in Construction Awareness and Connector workshops conducted.
- Employee service recognition and valued employee of the year end of year awards.
- Recruitment for new Trainee/Apprentice cohort (seven trainee/apprentice, one school based).
- Employee induction refresher program completed.

Service Statistics

	Q1	Q2
RECRUITMENT		
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	5	7
Vacancy advertisements posted as open merit-based processes internal and external to Council	11	29
Appointments confirmed through a meritorious recruitment process	42	43
Terminations (including permanent, temporary, casual and end-of-contract employees)	19	6
LONG SERVICE AWARDS		
Number of employees who became eligible for long service milestones	9	11
LEARNING AND DEVELOPMENT		
Learning and development opportunities approved in Quarter (individual only)	224	51
Traffic Management Implementation	1	0
First Aid (full)	17	0
Number of new starters who have (fully) completed all (seven) online modules (induction) during Quarter	22	20
Number of employees with >12 months' service who have (fully) completed all (seven) online modules (refresher) during Quarter	250	140
Number of trainees and apprentices	New: 2 trainees and 1 apprentice	Current: 7 trainees; 1 apprentice
Certificate III in Business (trainees) Commenced	2	0
LGMA Rural Challenge	9	0
Induction (Refresher)	124	See above
Bullying and Harassment	97	242
Foundation Skills For Your Future (Digital Literacy course)	6	5
Taking Minutes - webinar	13	0
Operational compliance and safeguards	7	0
Annual tourism and events conference	5	0
De-escalating hostile and potentially violent people	9	0
Public interest disclosure – general awareness	8	0
Social media	9	0
Certificate IV in Government Investigations	2	0
Stress Management for Councillors	7	0
Safe dog handling – apprehension and bite prevention training	6	0

	Q1	Q2
Authorised person training	10	0
Induction face to face (New)	25	24
Planning institute of Australia – Qld state conference	3	0
Waste Levy Training Workshop	3	0
Business Writing Training Program	9	0
Certificate IV in Government Investigations	0	3
Work Well Conference 2023	0	3
2023 LGFP Conference	0	3
Onboarding Forum - Inducting New and Existing Councillors	0	2
IPWEAQNT Conference 2023	0	8
Licence to Operate a Fork Truck	0	3
QLD SPN Event - Building a Stronger Business Future	0	3
Mates in Construction Connector Training	0	18
Beaudesert Field Day	0	115
Road Safety Audit Training	0	3

Recruitment - number of appointments



Upcoming activities

- Verification of competency program initiation.
- Onboarding trainee/apprentice cohort.
- Continued work on the Attraction and Retention Strategy action plan.

Payroll

Highlights and achievements

- Implemented the 2023B Tech1 system release in November/December of Quarter Two.
- Prepared and processed end of year pay run for employees prior the end of year yearly shutdown.

Upcoming activities

- Update payroll allowances as per the applicable awards.
- Continued training with the payroll team to improve and enhance the knowledge base.
- Business as usual for the majority of the Quarter.

Work Health and Safety

Highlights and achievements

- Health & Wellbeing activities including Christmas Toy drive to Logan Hospital Womens and Childrens Hospital, October Safe Work month (Cooking classes, Regulator Safety Advocate presentation, Neck & Shoulder massages, Pilates classes).
- Annual evacuation drills complete in November - December 2023 across the organisation, debriefs complete. Actions and ECO minutes to follow.
- Drug & Alcohol education rolled out to all workers in November 2023 with testing program go-live in December 2023.
- PPE Matrix updated with all functional areas PPE now included thanks to support from operational Business Unit's.
- Initial Traffic Management Plan for Depots complete aiming to finalise associated Take 5 for March 2024 roll out.

Service Statistics

MONTH	NUMBER LOST TIME INJURIES	LOST TIME INJURY FREQUENCY RATE (YTD)	NUMBER LOST TIME DAYS	LOST TIME DURATION RATE YTD
July 2023	0	0	0	0
August 2023	0	0	0	0
September 2023	1	0	17	0
October 2023	1	4.05	51	9
November 2023	0	3.24	32	9
December 2023	1	5.40	1	51

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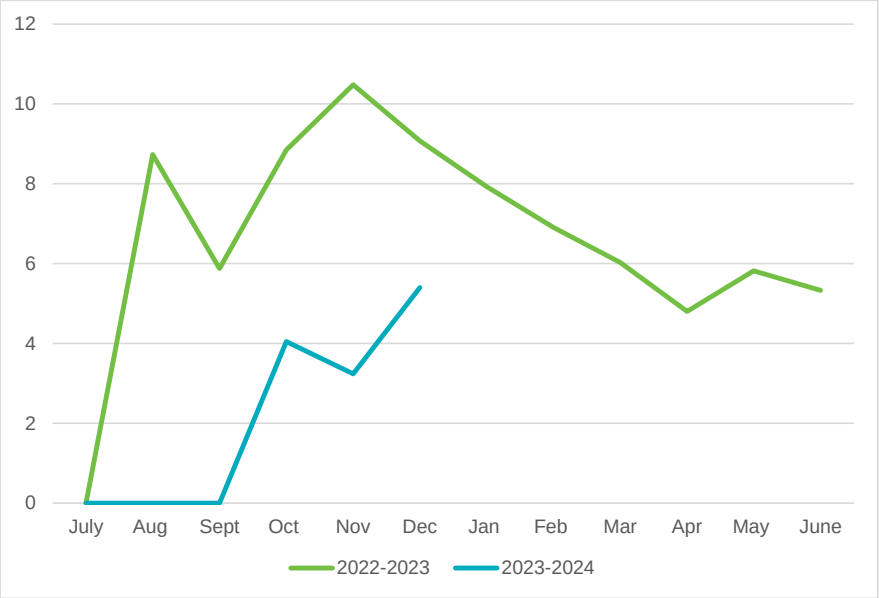
Lost time injury frequency rate (year to date)



Upcoming activities

- Pilot change in above reporting toward TRIFR (Total Recordable Injury Frequency Rate) and removal of Journey claims.
- Take 5 Launch in TechOne delayed due to technical issues, hoping to have resolved for February 2024.
- Roll out sessions with Supervisors and up on updated Rehab in the workplace and Fitness for work Procedures planned for February 2024.
- Continue with the action plan in response to the 2022 LGW WHS Mutual Obligation Audit Report.
- Mental Health Training programs being reviewed by WHS team with intent to roll out to the organisation in 2024.

Corporate Strategy and Performance

Highlights and achievements

- Publication of Council's Annual Report 2022-2023.

Upcoming activities

- Development of Operational Plan 2024-2025.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- Audit and Risk Committee Meeting held on 29 November 2023 (rescheduled from 23 November 2023);
- Progressed expanded scope of work for Credit Card Management review and prepared interim report;
- Prepared first draft of report for review of Contract Management;
- Completed review and update of the policy and procedures relevant to the Audit and Risk Committee and Internal Audit; and
- Completed Annual Internal Audit Self-assessment.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	15	3	4	16
Medium	55	9	12	58
High	22	4	2	20
Total	92	16	18	94

Upcoming activities

- Additional Audit and Risk Committee Meeting scheduled for 16 January 2024;
- Reports expected to be completed for formal reviews: Grant Management, Contract Management and Credit Card Management;
- Continuous Assurance Testing will continue; and
- Fieldwork will continue on reviews in progress and should commence for the review of Development Assessment.

Governance

Highlights and achievements

- 86% of Governance Policies reviewed.
- 63% Through Policy Project as a whole.

Service Statistics

	Q1	Q2
INSURANCE AND LIABILITY REPORTING		
Balance carried forward	1	1
Received	5	37
Items referred to insurer	3	12
Items assessed by Council	2	26
*Claims approved **	0	2
*Claims denied**	2	2
*Notification only **	1	15
Still under review (carry forward)	1	7
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED		
Right to information and privacy applications received	3	1

Upcoming activities

- Good Decision Making in person training for Governance Team.
- Conclusion of Policy Project.
- Commencement of Caretaker Period and Caretaker Period training for staff and Councillors.
- Software approval for Delegations/Compliance/Risk and Audit.

Revenue

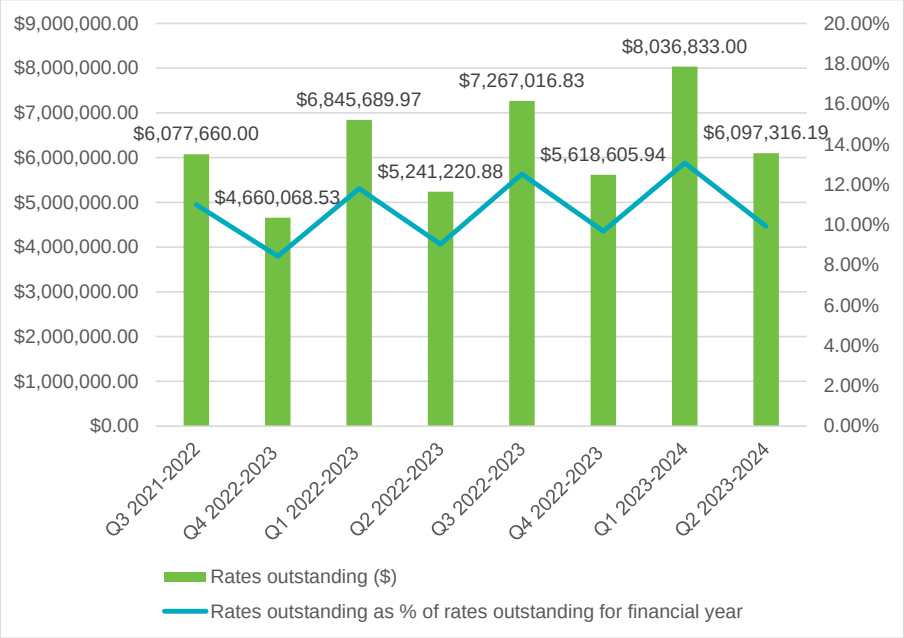
Highlights and achievements

- Accurate and timely maintenance of critical rates database to allow for the upcoming second half-yearly rate levy in January 2024

Service Statistics

	Q1	Q2
Total 2023-2024 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	$36,299,447	0
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	$24,599,579	0
Total discount applied to half rates levy	$1,008,512	0
Number of rate reminder notices issued	3302	0
Total rates outstanding (excluding prepayments) at end of quarter	$8,036,833	$6,097,316.19
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2023-2024 financial year (including arrears)	13.07%	9.92%
Number of Supplementary Notices issued	419	512
Number of change of ownerships processed	369	312
Number of Urgent rate search certificates issued	12	15
Number of rate search certificates issued	345	324

Revenue outstanding



Upcoming activities

- Preparation for upcoming 2023-2024 second half yearly rate run.
- Assist in the preparation for 2024-2025 budget discussions and modelling.
- Provide update to Council on Sale of Land for overdue rates and charges process.

Purchasing and Supply

Highlights and achievements

- Access to Supply main inventory area via goods inwards area completed to allow pallet access without having to come through the front counter / customer area.
- Casual for a Cause shirts have been distributed to participating staff.

Service Statistics

	Q1	Q2
Purchases with local suppliers	$6,721,035	$8,921,168
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	27%	39%
Local suppliers with over $200,000 spend for the quarter:		
GWT Earthmoving	$1,200,000	$1,743,124
Kalbar Bobcat Hire	$737,000	$1,110,196
Redfrost Pty Ltd	$448,000	$1,655,827
Lahey & Walker	$404,000	$505,260
Neilsens Quality Gravels	$229,000	$268,366
Scenic Motors	$218,000	$262,863
G Ferguson Electrical Pty Ltd	$211,900	
Tamborine Mountain Sports Association Ltd	$209,000	
CCE Pty Ltd	$205,000	
Franklin Constructions		$314,223
Garwood Tree Services		$260,966

Purchasing with local suppliers

Upcoming activities

- Laser and Dumpy level testing and calibration to be carried out by Laser Services.
- Lifting and height safety equipment inspection / testing / tagging to be conducted early January 2024.

Financial Management

Highlights and achievements

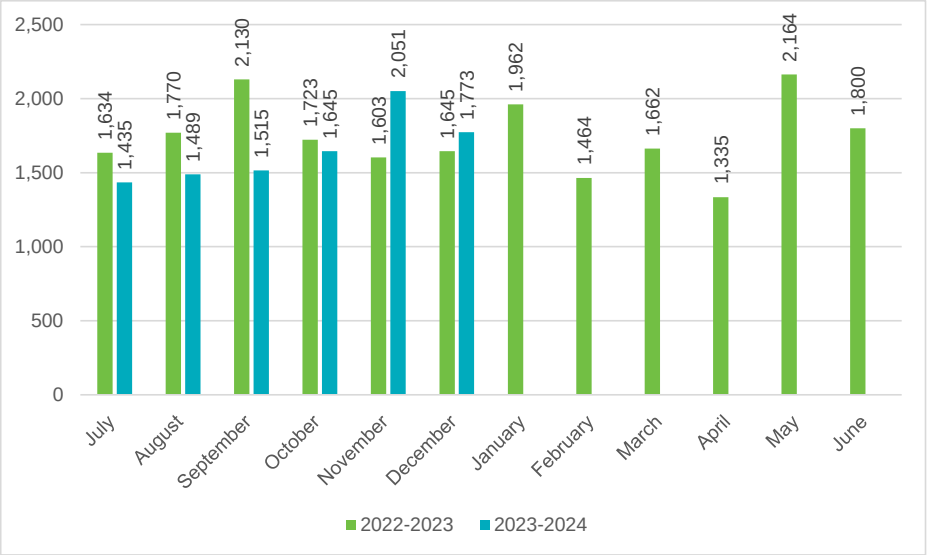
- Commence the September Budget Review process.
- Compilation of the Departmental Consolidated Data Return.

- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts payable.
- Monthly Business Activity Statements.
- 2024-2025 Budget planning commencement.
- 2024-2025 Budget TechnologyOne system build.

Service Statistics

INVOICE PROCESSING	
Q1	
July 2023	1,435
August 2023	1,489
September 2023	1,515
Q2	
October 2023	1,645
November 2023	2,051
December 2023	1,773

Invoice processing



Upcoming activities

- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts payable.
- Monthly Business Activity Statements.
- Budget submission process commenced and finalise.
- Budget engagement process commenced.
- Management of and completion of external audit interim visit.

Records

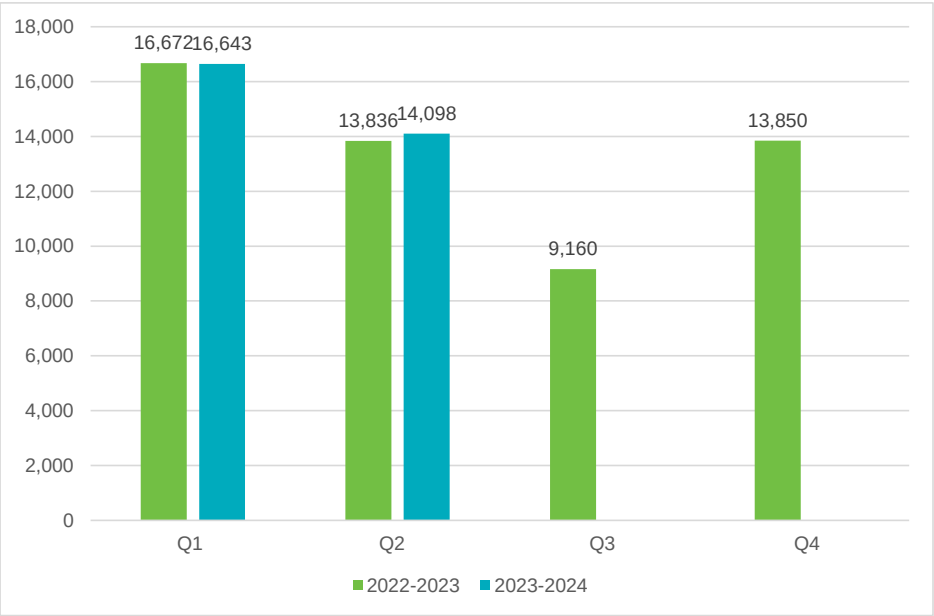
Highlights and achievements

- First TechnologyOne customer to implement Enterprise Search for Enterprise Content Management (ECM) document and records system.
- Trial streamlined process for managing outdoor staff timesheets.
- Enterprise Content Management System upgrade.
- Online training material for ECM and Record Keeping improvement changes.
- Compliance Assessments / Audits completed for two branches.
- Standing Digitisation Destruction Endorsements Approval.

Service Statistics

	Q1	Q2
Number of incoming and outward mail received (including emails, faxes, post, internal documents) Aim to process documents (electronic and hardcopy) on same day as received.	16,643	14,098
Number of helpdesk requests received	420	423
Percentage of helpdesk requests completed by end of each business working day	90%	90%

Number of documents received



Upcoming activities

- Developing business rules for management of shared email accounts.
- Business Profiles - developing records classes and disposal actions for Portfolios.
- Digitisation and Disposal set up for all Portfolios.
- Portfolio Engagement - develop Business Process Automation workflows.

Information Services and Technology

Highlights and achievements

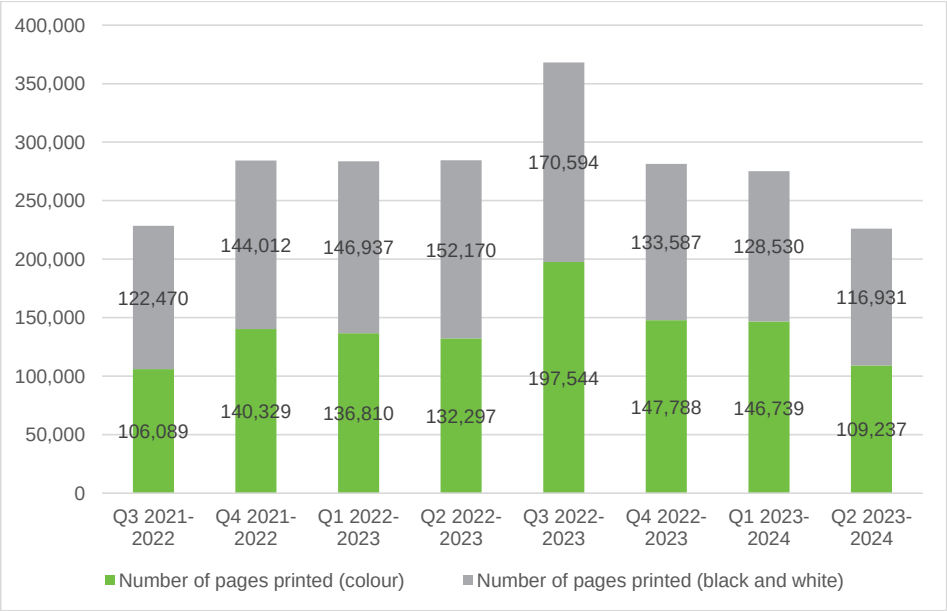
- Transitioned fixed-voice phone services to Telstra.
- Upgraded Microsoft Skype to Microsoft Teams.
- Implemented new Call Centre software for Customer Contact.
- Implemented internet connectivity solution for Mobile Library van.

Service Statistics

EMAILS				
Q2	ORGANISATION METRICS Q2 2022-2023		ORGANISATION METRICS Q2 2023-2024	
	92 days	Average per day	92 days	Average per day
Emails sent	188,173	2,045	198,255	2,155
Emails received	565,519	6,146	617,610	6,713

PRINTING		
Q2	2022-2023	2023-2024
Colour	132,297	109,237
B&W	152,170	116,931
Total prints	284,467	226,168

Number of pages printed (colour / back and white)



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HELP DESK		
MONTH	JOBS CLOSED BY MONTH 2022-2023	JOBS CLOSED BY MONTH 2023-2024
July	485	525
August	399	501
September	428	494
October	399	395
November	379	429
December	287	290
January	351	
February	492	
March	439	
April	275	
May	538	
June	396	

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Special Meeting	05/10/2023	18	118
Ordinary Meeting	25/10/2023	9	68
Ordinary Meeting	22/11/2023	10	92
Special Meeting	30/11/2023	14	54
Special Meeting	06/12/2023	11	184
Ordinary Meeting	20/12/2023	4	103

Upcoming activities

- Request for Tender for Multifunction Printer Devices.
- Review of Internal network Maintenance and Support.
- Start planning for upgrade of computers to Windows 11.
- Resolve post go-live Telephony and Microsoft Teams issues.

Customer and Regional Prosperity

Libraries

Highlights and achievements

- The eagerly anticipated debut of the Mobile Library and the inauguration of the Tamborine Mountain Library captured the community's attention. These milestones marked significant developments in enhancing local facilities and outreach service options.
- The Mobile Library, a dynamic resource on wheels, rolled in, offering a portable repository with a diverse selection of resources.
- The Tamborine Mountain Library had its official opening, providing a vibrant space featuring a new makerspace, bespoke children’s area, public meeting rooms, and shelves stocked with an wide array of books. Both facilities serve as testament to our commitment to providing accessible and enriching spaces for our community members. These unveilings represent pivotal steps in expanding our range of amenities, catering to the diverse needs and interests of our residents.

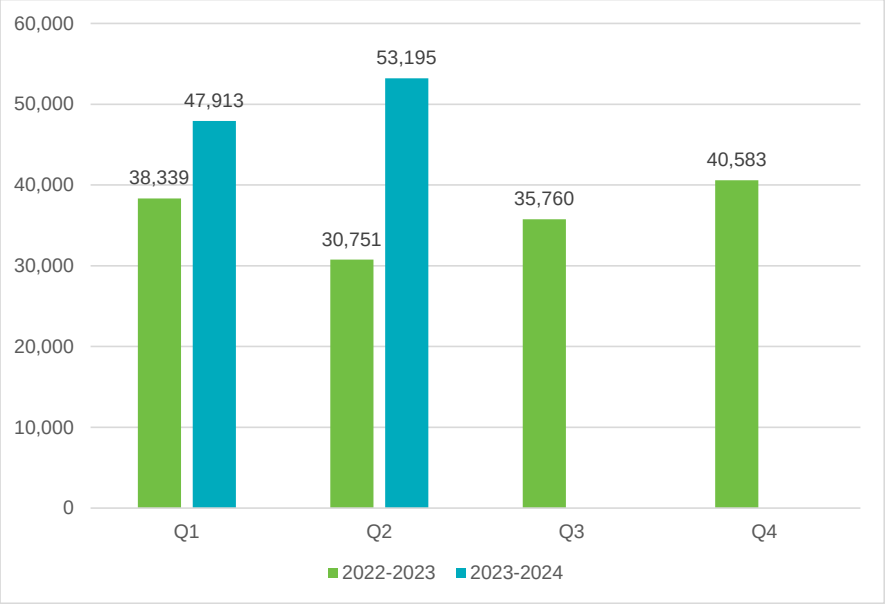
Service Statistics

	Q1	Q2
Library visits	47,913	53,195
Library members *	18,018	18,699
New library members	712	1,366
Story time sessions	96	103
Story time participants	2,402	1,848
School holiday sessions	28	12
School holiday participants at events	394	157
Story time packs handed out	410	56
Youth event sessions (13-18 years old)	8	7
Youth event participants	53	32
Adult activity sessions	24	81
Adult activity participants	347	795
PC bookings	3,292	3,106
PC booking hours	2,524	2,630
Physical book issues	38,400	37,990
Digital issues	14,549	12,504
Total item issues	52,949	50,494
Inter-library loans	276	166
Housebound book loans	292	241
Reservations Allocated	5,055	4,863
Library App downloads		
Library App interactions with library management system		
Library App new library memberships		

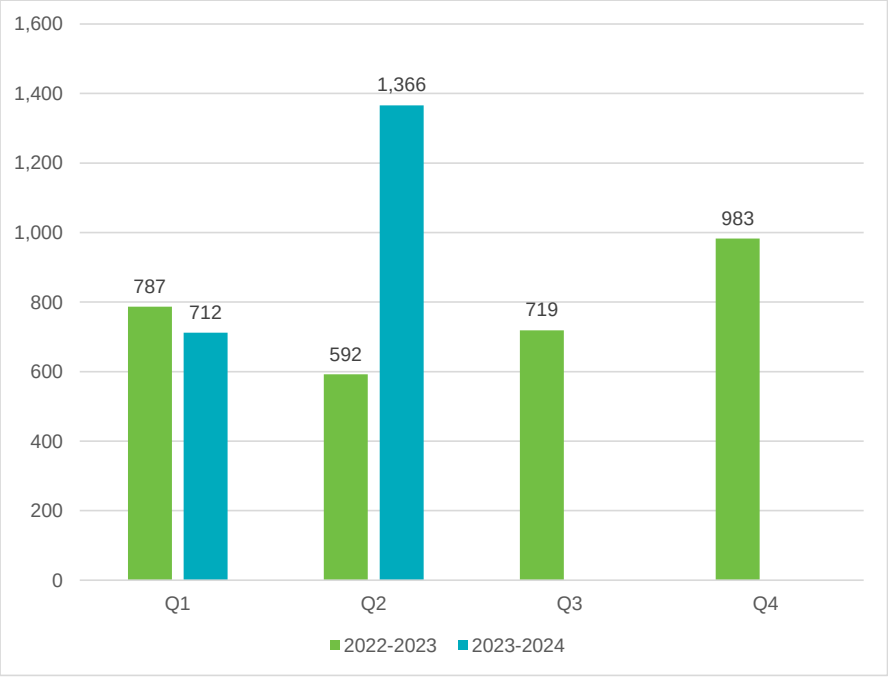
* Library team has completed a review of membership data and archived lapsed memberships.

Note: Library App data was reported in 2022-2023 but following a review of key performance indicators, a change to measures of digital borrowing and reservations has been introduced to more accurately reflect customer engagement.

Library visits



New library members



Upcoming activities

- Literacy continues to be a focus at libraries for our littlest members, with Story Time and Rhyme Time sessions throughout the year. Hosted at all four branches for those aged 0-5, children will start the learning journey in a warm and welcoming environment, and may just find their favourite book of all time.

- February sees the return of a refreshed digital literacy offering including workshops ranging from iPhone and Android phone basics to how best to access library resources. All free to library members and conveniently located at a branch near you.
- In March we launch a new Author Series with Michelle Upton discussing her latest romantic fiction, *Emergency exit only*. This series will focus on local and touring authors and connecting readers with their favorite authors, both established and new, and will continue throughout the year.

Community Development

Highlights and achievements

- International Men's Day Dinner was held Monday 13 November 2023 at The Centre Beaudesert with guest speakers Wayne Schwass and Ross Blanch.
- Council's Youth Leaders program continued during Quarter Two, with six additional local primary and secondary schools.
- Movies in the Park were held in November at Tamborine Mountain and Boonah featuring the film Puss in Boots. Unfortunately, Beaudesert's screening was cancelled due to weather.
- Expressions of interest were invited for the 2024 Be Healthy & Active program and activities finalised for the year.

Service Statistics

	Q1	Q2
Number of attendees at Grant Workshops	36	
Number of Community Grants	38	
Total value of Community Grants	$281,659.44	
Number of attendees at Australia Day Ceremony		
Number of new Citizens sworn in at Citizenship Ceremony	18	
Number of attendees at Queensland Day		
Be Healthy and Active participant numbers	709	1156
Volunteer Newsletters		1
Youth Leaders	35	150
Cuppa in the Communi-Tea	340	494
Interagency and Mental Health Network meetings	92	52
Youth activity events		
Recovery and Resilience community engagement (in addition to the Cuppa's)	1,476	1,480
Scenic Rim Agricultural Expo 1-2 September 2023	2000	
Building Inclusive Disaster Resilient Communities Forums and Workshops		
Community Disaster Exercises		16
Pocket Books	210	260
Living in Scenic Rim Kids Activity Books	650	790
Living in Scenic Rim booklets	20	20
International Men's Day Dinner		110
International Women's Day Breakfast		
Free Movies in the Park		200
Volunteer Thank You Events and Programs		30

Upcoming activities

- Australia Day Awards, Citizenship Ceremony and Family Event.
- Community Grant Minor Round Two 2023 - 2024.
- New look 2024 Be Healthy & Active program with branding update.

- International Women's Day Breakfast

Regional Prosperity and Communications

Highlights and achievements

- Audience reach generated through destination marketing activities was 1,478,062. This indicates significant 'flow-on' opportunities for local tourism providers and potential economic benefit for businesses across the Scenic Rim Region.

Service Statistics

	Q1	Q2
Council Facebook followers	11,793	13,515
LinkedIn followers	5,635	5,986
Council's Disaster Management Facebook followers	12,000	13,433
Visit Scenic Rim Facebook followers	24,000	24,943
Visit Scenic Rim Instagram followers	33,300	34,092
Scenic Rim Eat Local Month Facebook followers	14,000	14,660
Scenic Rim Eat Local Month Instagram followers	8,387	8,369

Upcoming activities

- Continued Visit Scenic Rim 'Always on' marketing campaigns.
- Increase engagement on the 'Scenic Rim Eat Local Month' platforms in the lead up to the event in June 2024.

Cultural Services

Highlights and achievements

- Beaudesert and Boonah Cultural Centres and Vonda Youngman Community Centre have all seen an increase in attendance from Quarter One and when compared to the same period in 2022-23.
- Downunder Farmstay has returned for the first time since COVID-19 restrictions, contributing to a significant increase in attendance at Beaudesert and AEC Pre-polling for the referendum contributed to increased attendance at Boonah.
- There were 327 people who enjoyed movies at Boonah Cinema, with teen movies being added to the regular offerings in response to community feedback.
- At Vonda Youngman Community Centre, art and sporting activities remain popular with 3,758 community members participating in 512 sport or art activities.
- At Council's Regional Art Gallery, the Giftwrapped exhibition showcased works from 23 local and South East Queensland artists and 29 people attended the inaugural Twilight Shopping night.
- Other highlights included:
  - Boonah Cultural Foundation’s 2023 Bookfest - 492 attendees
  - Scenic Rim Business Breakfast - 111
  - Boonah State Primary School Graduation - 86
  - AM Concert – Beggers Christmas - 89
  - AM Concert – Neil Diamond - 294
  - A-choired Taste Scenic Rim Sings Workshop with Jonathon Welsh - 90
  - Dreams Fleetwood Mac performance - 331
  - Scenic Rim Business Excellence Awards - 195
  - Beaudance End of Year Concert - 190
  - Loyalty Dance Awards Night - 150

- Lions Mates Dinner Dance - 180
- Tamborine Mountain Dance Academy End of Year Concert - 250

Service Statistics

	Q1	Q2
Number of events at The Centre, Beaudesert	109	85
Number of attendees at The Centre, Beaudesert	2,710	6,510
Number of events at Boonah Cultural Centre	114	69
Number of attendees at Boonah Cultural Centre	2,576	4,799
Number of events at Vonda Youngman Community Centre	324	260
Number of attendees at Vonda Youngman Community Centre	4,882	4,707
Number of Regional Arts Development Fund applications	*0	8
Value of Regional Arts Development Fund grant approvals	**0	
Value of Regional Arts Development Fund projects	0	

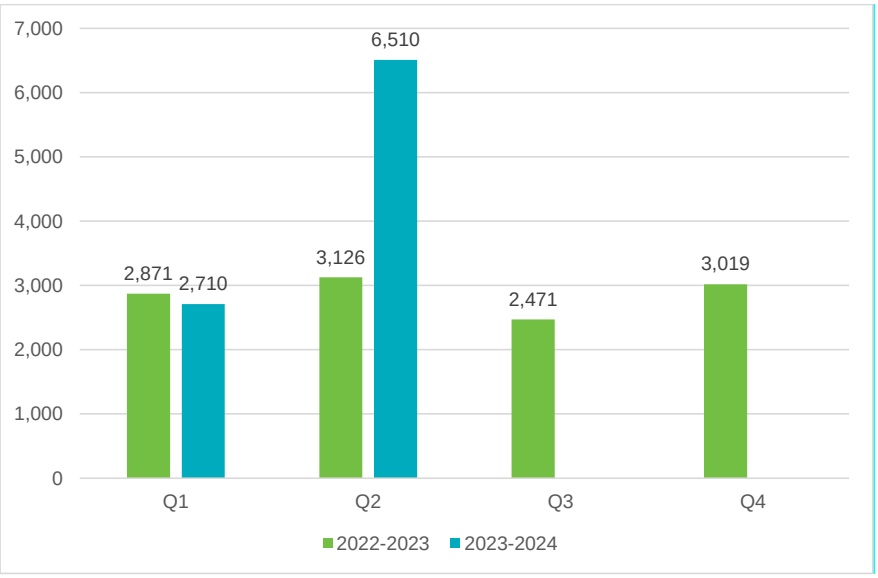
** Regional Arts Development Fund closed on 30 October 2023.*

** Applications have been shortlisted and full applications will be assessed in January

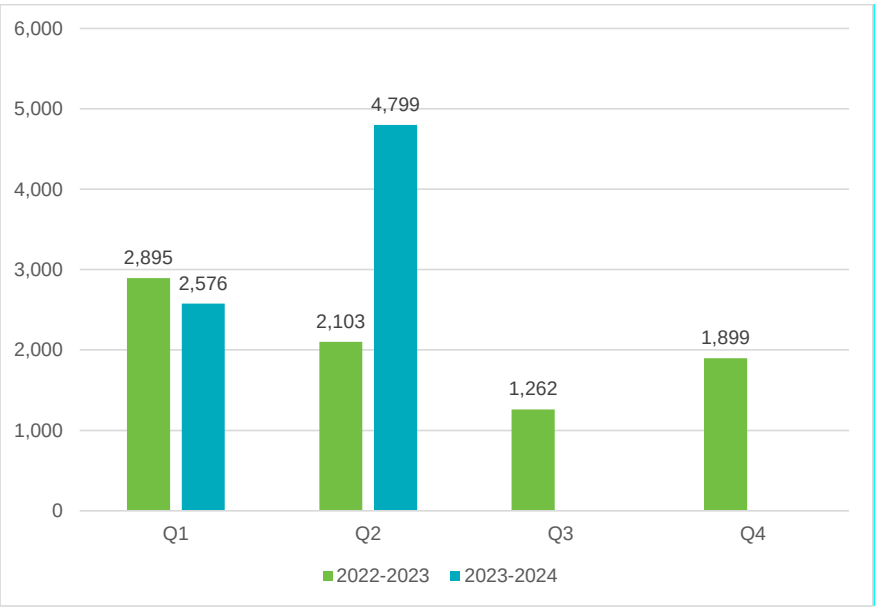
Upcoming activities

- January School Holiday programs across three venues.
- Launch of A Garden of Possibility exhibition at The Centre Beaudesert.
- Darren Coggins – Remember the Days AM Performance – Beaudesert.
- Taste of Ireland PM performances at Boonah and Beaudesert.
- Regional Art Services Network Inspired Creative Projects Workshop - Beaudesert.
- Super Trooper ABBAsolutely Live PM performance at Beaudesert.
- Zonta Area Meeting.
- Queensland Breastscreen On site – Tamborine Mountain.
- Wellbeing Fair – Tamborine Mountain.
- 2024 Quadrennial LG Elections – Boonah and Tamborine Mountain.

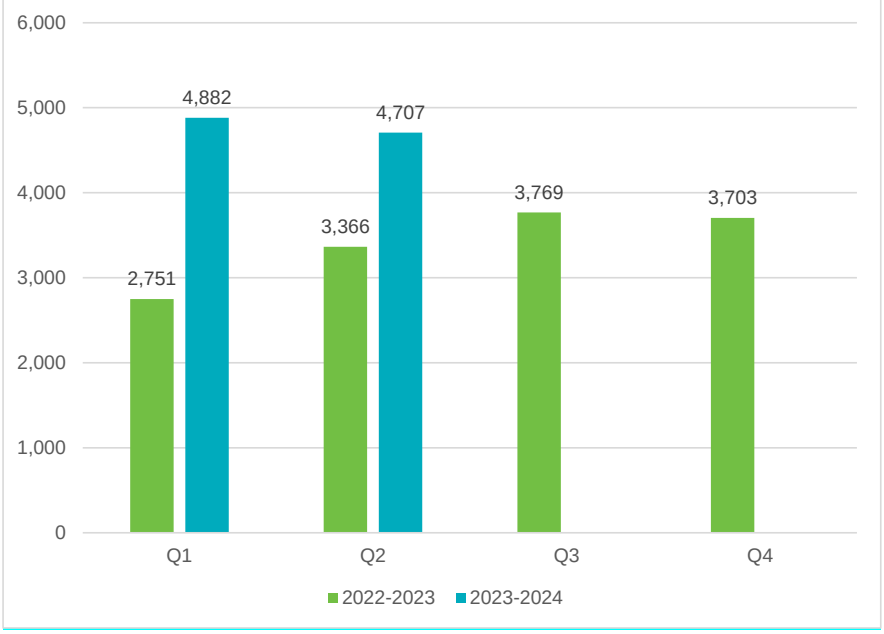
Number of attendees at The Centre, Beaudesert



Number of attendees at Boonah Cultural Centre



Number of attendees at Vonda Youngman Community Centre



Customer Care and Engagement

Highlights and achievements

- Successful migration from Skype for Business to Microsoft Teams providing the Customer Care and Engagement Team greater access to a workspace for real-time collaboration and communication.
- The successful implementation of Microsoft Teams enabled the Customer Care and Engagement team to transition in October 2023 from Contact Expert (CE Geomant) to CentrePal, a customer experience system which enables Council to continue delivering exceptional customer service.
- Council received valuable feedback from the community on projects open for consultation via *Let's Talk Scenic Rim* during the quarter; *Draft Scenic Rim Climate Change Roadmap 2024-2034 and Action Plan*, *Draft Land Management Plan for Dick Westerman Park* and the *Adaptive re-use of the Beaudesert Pig and Calf Saleyards*. These key projects generated over 1,900 site visits by the Scenic Rim Community, and recorded 57 new registered participants on Council's community engagement platform, *Let's Talk Scenic Rim*.

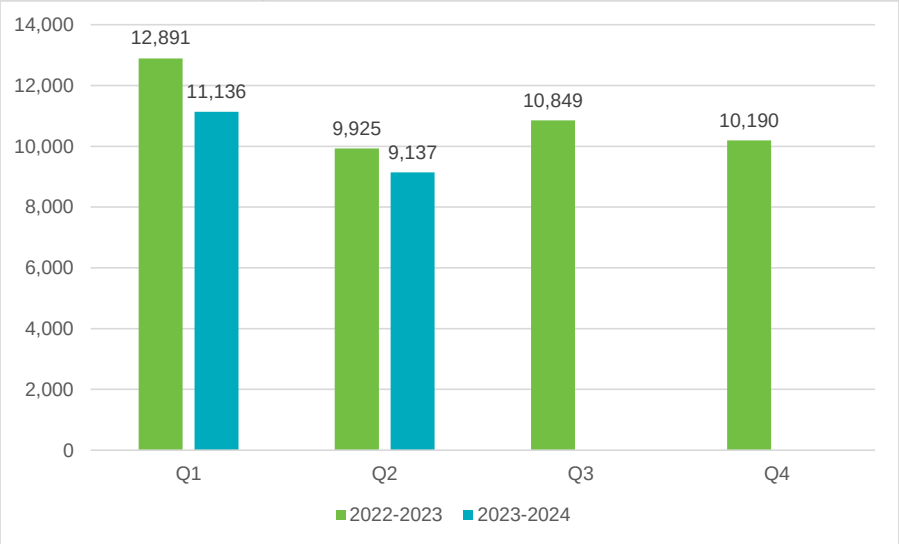
Service Statistics

	Q1	Q2
Number of calls	11,136	9,137*
Average call wait time	00:00:59	00:00:55
Longest call wait time	00:12:58	00:14:20**
Applications created	1,170	1,101
Requests created	2,926	2,632
Online requests	134	173
Local Government transactions (excluding enquiries)	4,353	2,159
QGAP transactions	2,929	2,754
COMPLIMENTS RECEIVED	**26**	**30**
Asset and Environmental Sustainability	12	24
Council Sustainability	1	0
Customer and Regional Prosperity	13	6
Executive Office Mayor and Councillors	0	0
LET'S TALK SCENIC RIM		
Registered participants on Let's Talk Scenic Rim	705	794
Total visits to Let's Talk Scenic Rim	28,712	33,450

** Number of calls was impacted (decreased) due migration from OntheNet to Telstra and new call centre platforms with a significant number of call connection issues.*

*** The longest wait time was impacted by constrained workforce and the testing and training requirements associated with the new call centre software which was successfully implemented in October 2023. Also experienced an increase of unplanned sick leave during Quarter Two.*

Number of customer telephone calls



Upcoming activities

- Continue to reduce customer call wait times.
- Continue to build positive relationships with external service providers i.e. Smart Services Queensland (SSQ) for QGAP services at Boonah and Well Done International (WDI) for afterhours call answering service.
- Continue to execute Customer Care and Engagement workforce plan to build a sustainable workforce over the medium term.
- Optimising Customer Care and Engagement systems and to improve business reporting and improve service delivery.
- Successful appointment of Community Engagement Officer.

Development Assessment and Engineering

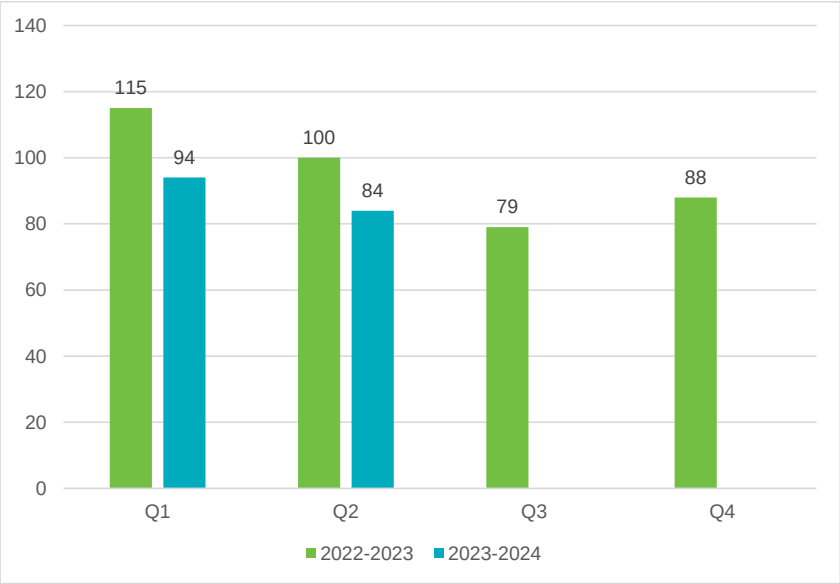
Highlights and achievements

- Continued increase in the number of new development applications made to Council.
- Continued increase in planning related enquiries.
- Employee training and development undertaken:
  - CoMSeQ Air Taxis forum with other relevant agencies and local authorities.
  - Corrs Chambers Westgarth training with other local authorities, where relevant legislative amendments and plannings decisions in the Court were discussed.
- Officers under both delegated decision and reports to Council, finalised a number of large scale development applications, most notably the Jane Street Townhouse development, and Gleneagle Eucalee subdivision masterplan.
- Engagement with development consultants to discuss current standard of service of the development assessment unit and improvement opportunities. Development Assessment & Engineering team continues to provide support on planning scheme amendments, Local Government Infrastructure Plan (LGIP) review, compliance investigations and enforcement, and the properties team.

Service Statistics

	Q1	Q2
APPLICATIONS RECEIVED		
Material change of use (MCU) including currency extensions and change applications	47	51
Reconfiguring a lot (RAL) including currency extensions and change applications	13	18
Operational works including currency extensions and change applications	17	20
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	18	32
Applications determined	94	84
Plan of surveys finalised	24	19
Flood certificates issued	36	31
Planning certificates issued	16	5
Superseded planning scheme requests received	3	0
Pre-lodgement meetings conducted	13	10
Concept meetings conducted	10	12
Lots approved as part of reconfiguration application approvals	164	220
CUSTOMER REQUESTS RECEIVED (CRMS)		
Customer initial planning enquiries (telephone)	302	379
Customer callback enquiries related to existing application	211	213
ECM TASKS RECEIVED		
DA planners	99	121
DA submission	35	16
Planning & development	1651	1106

Number of planning applications determined



Infrastructure Services

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION - 31 DECEMBER 2023			COMMENT
Total Current ICN Brought Forward from 30 September 2023	+	**$40,524,997.42**	Based on reviewed data base
New Infrastructure Charge Notice issued (1 October 2023 - 31 December 2023)	+	$5,645,763.64	For the reporting period
Infrastructure Charge Notice Paid (as issued) (1 October 2023 - 31 December 2023)	-	$3,495,845.45	For the reporting period
Infrastructure Charge Notice Paid (CPI) (1 October 2023 - 31 December 2023) CPI not added to figures as requested		$122,318.44	Indexation is calculated at time of payment but not added to final calculations. (Refer to note below)
Infrastructure Charge Notice (development) Lapsed	-	$0.00	Development approvals which have not commenced within the approval currency period
Infrastructure Charge Notice converted to Infrastructure Agreement 1 (1 October 2023 - 31 December 2023)	-	$0.00	A separate Infrastructure Agreement is entered into
Infrastructure Charge Notice converted to Deferred Infrastructure Agreement 2 (1 October 2023 - 31 December 2023)	-	$0.00	Identifies business incentive IA's
Infrastructure Charge Notice amended (1 October 2023 - 31 December 2023)	-	$0.00	Where ICN's are amended on appeal, change of development etc.
Infrastructure Charge Notice discounted/waived 3	-	$0.00	
Credits Issued 4	-	$0.00	Credits for additional infrastructure works undertaken by the development to the benefit of Council (with prior approval)
Adjustment of applied Indexation Charges to totals (1 October 2022 – 30 March 2023	-	$163,846.60	Indexation components are additional to Infrastructure Charge Notice Paid in row 3.
New Current Total		**$42,388,750.57**	Total including other old "contribution" charges $40,444,926.42. Note: The new current total is not a liability however reflects the value of infrastructure charges yet to fall due.

Notes:

1. *No ICN`s were converted to an Infrastructure Agreement or Deferral Agreement during the period.*
2. *Refer to Notes highlight in **RED** reflecting required changes to calculations within the report regarding CPI.*
3. *The Infrastructure Charges Project has under-resourced due to staffing levels within the Development Assessment and Engineering team.*

Strategic Planning

Highlights and achievements

- Amendment 6 –
  1. Meeting with Logan City Council to discuss cross border matters.
  2. Meeting with Department of Resources and SEQwater.
  3. First draft of sections 8.2.9 Regional Infrastructure Overlay Code and 8.2.10 Water Resource Catchments Overlay Code, and associated mapping issued to SEQ water for feedback.

4. Amendments to Matters of State and Local Environmental Significance mapping commenced.

- Amendment 8 – Internal meeting with stakeholders to confirm scope
- Character Precincts project – Consultant engaged and kick-off meeting complete.
- Finalised Shaping SEQ released with additional 70 ha of Urban Footprint.
- Commencement of Local Housing Action Plan (LGAQ lead).
- Ongoing support to Officer Coordinator General for SRAIP project.
- Support to Development Assessment team.

Service Statistics

	Q1	Q2
Customer requests (CRMS) received	20	31
Exemption certificates issued under section 71 of the *Queensland Heritage Act 1992*	0	0

Regulatory Services

Highlights and achievements

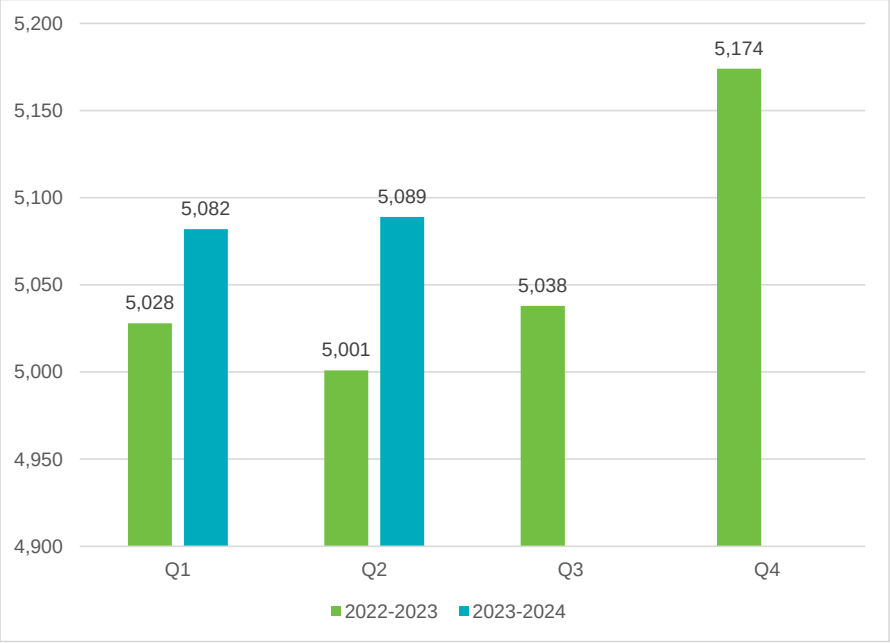
- Ranger Services have received positive feedback from the community for the cleanliness of the Small Animal holding facility and for the friendly and helpful service given to an elderly resident. Rangers attended the opening of the Boonah Off Leash dog facility, endeavouring to build positive relationships between Council's Rangers and dog owners.
- The number of Building and Plumbing applications in the last quarter continue to be considerably higher than in previous years. The Plumbing Inspectors have worked to ensure that service delivery deadlines are met.
- Compliance Services have been consulting with the Department of Environment and Science in relation to a potential grant for an Environmental Rehabilitation Project in the Bromelton area. The Biodiversity Section has been of great assistance in this regard and to date the possibility of Scenic Rim being awarded the Grant is looking promising.

Service Statistics

	Q1	Q2
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED		
Food	10	11
Personal appearance services	0	0
Local law	19	24
CUSTOMER REQUESTS RECEIVED (CRMS)		
Health services	460	422
Reported dog attacks (captured within health services CRMS)	16	17
Compliance services	231	191
REGULATORY SERVICES NOTICES ISSUED		
Show cause	19	27
Enforcement	16	18
Compliance	9	12
Direction	2	0
Penalty infringement	8	18
DOGS		
Registered at end of period	5082	5089
New registration applications	210	188
Impounded	55	36
Impounded and returned to owner	19	15

	Q1	Q2
Impounded and rehomed	31	10
Impounded and euthanised	2	11
CATS		
Impounded	46	29
Impounded and returned to owner	12	3
Impounded and re-homed	7	10
Impounded and euthanised	27	16
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC		
Animals reported lost	20	19
Animals reported found	3	3
1080 BAITING PROGRAM		
Landholders	32	2
Dog baits supplied	679	51
Pig baits supplied	17	0
BUILDING		
Applications received (council-certified)	5	6
Inspections performed	15	5
Applications received (privately certified)	253	278
PLUMBING		
Applications received	134	125
Inspections performed	954	698
Approvals issued	128	130
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT		
Backflow prevention devices	13	21
On-site sewerage facilities	50	57
CUSTOMER REQUESTS RECEIVED (CRMS)		
Plumbing services	15	15
PLUMBING SERVICES NOTICES ISSUED		
Show Cause	0	10
Enforcement	0	0
Penalty infringement	0	0

Dogs registered at end of quarter



Upcoming activities

- The Pest Animal Baiting program will be offered to eligible land owners in March 2024, weather dependant.
- Spraying of the Riemore lagoons for mosquitos is intended to be conducted in March 2024, weather dependant.
- A new trainee will be welcomed into the Business Support unit in February 2024.

Biodiversity and Climate Change

Highlights and achievements

- 5 Nature Refuge properties across the region mini-bioblitzes identified multiple threatened and interesting species, increasing biodiversity data available for high conservation value sites.
- The Flying Fox Management Strategy and two Roost Management Plans were adopted by Council, culminating a large body of work and community consultation.
- The Biodiversity and Climate Change team signed a grant agreement with the Federal Government for a koala conservation project funded to the amount of $179,450. The purpose of the project is to improve the extent, quality and connectivity of koala habitat and increase community engagement in koala conservation through community action, applied research and ecological restoration.
- The Resilient Rivers Initiative benefited from the release of the South East Queensland (SEQ) Waterways and Wetlands Investment Strategy which will result in a $40 million dollar investment to improve health and resilience of waterways and wetlands in SEQ over the next five years.
- Cat's claw creeper and other invasive vine weeds treated at various locations across region protecting important habitat trees.

Service Statistics

	Q1	Q2
Customer requests (CRMS) received	27	23
One million tree program applications received	35	25
Land for wildlife property inspections	58	44
Number of trees supplied (not including Councils Nursery)	6,872	8,102

Upcoming activities

- Great Cane Toad bust and frog identification workshop.
- Soil health and erosion workshop.
- Fish barrier study in the Bremer and Warrill catchments.
- Ecological restoration projects funded by Watergum Community Inc commencing.
- Restoration work around landslip projects.
- Urban greening strategic projects.
- Environmental Geographic Information Systems (GIS) project.
- Multiple Resilient Rivers Initiative projects starting.
- Main Roads weed control contract works.