



SCENIC RIM REGIONAL COUNCIL

**SERVICE DELIVERY**  
QUARTER TWO 2022-2023

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# Introduction

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

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

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

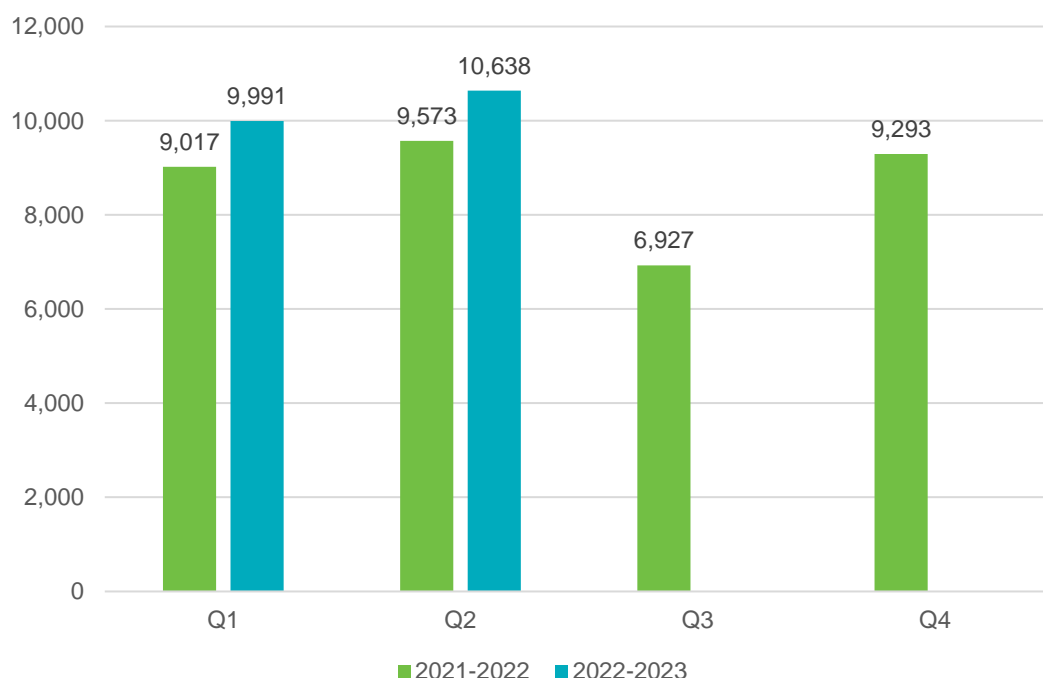
### Highlights and achievements

- Expanded annual waste characterisation audits were conducted, with inaugural inclusion of waste accepted at facilities.
- The Garage Sale Trail participation was the second highest per capita in Queensland.
- ASPIRE marketplace launched with face to face workshops.
- Disaster waste management workshops conducted to progress plan and road map.

### Service Statistics

	Q1	Q2
Tonnes of waste disposed to landfill	9,991	10,638
Tonnes of general waste from kerbside collection	2,644	2,698
Tonnes of general waste from transfer stations	1,944	2,015
Tonnes of household recycling recovered	608	634
Tonnes of green waste recovered and mulched	0	2,040
New domestic waste collection services established	82	30
New commercial waste collection services established	1	0
Waste customer requests received	457	349
Waste customer requests resolved	446	349

### Tonnes of waste to landfill



### Upcoming activities

- Update Bromelton master plan.
- Complete Waste facilities and services review.
- Progress the Recycled Materials in Roads Project.

## Facilities

### Highlights and achievements

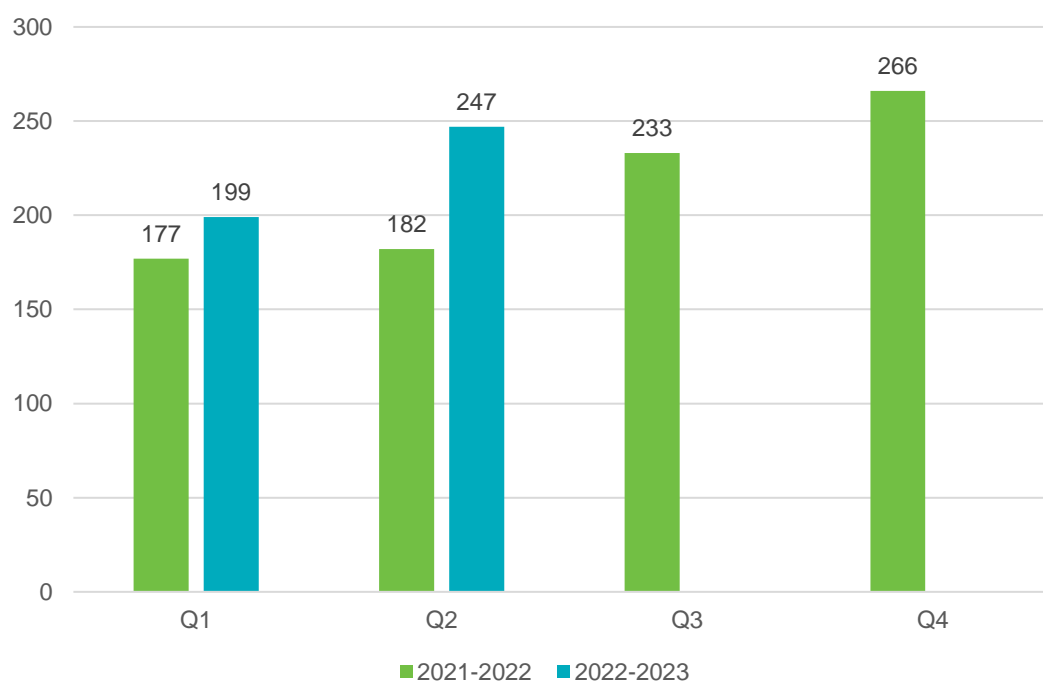
- Opening the new Amenities block and camp kitchen at the Lake Moogerah Campground.
- Opening the new playground at Rathdowney Memorial Grounds.
- Christmas festivities including installation of trees in various locations across the region.

### Service Statistics

	Q1	Q2
Facilities maintenance customer requests received	199	247
<b>SWIMMING POOL ATTENDANCE FIGURES</b>		
Beaudesert	1,414	20,070
Boonah	326	4,091
Canungra	350	7,207
Rathdowney (only open during December / January school holidays)	0	198*
Scenic Rim Aqua Fitness	2,055	3,797
Tamborine Mountain	604	11,079

\* Rathdowney pool open from 10 December 2022.

### Facilities maintenance customer requests received



### Upcoming activities

- Commissioning of water treatment facility at Lake Moogerah Campground.

## Road Maintenance and Corridor Management

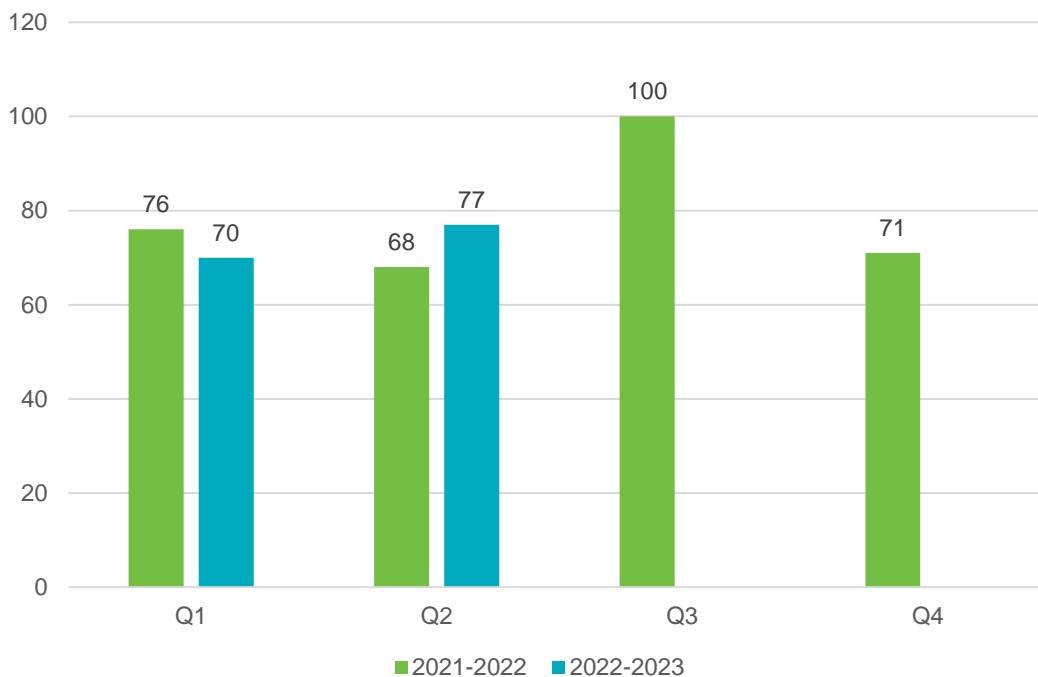
### Highlights and achievements

- Continued delivery of the Reconstruction of Essential Public Assets (REPA) flood recovery program.
- Design has been finalised for the reconstruction of Teviotville Road.

### Service Statistics

	Q1	Q2
Road corridor use applications received	70	77
Road corridor use approvals issued	52	77
Heavy vehicle access applications received	37	43
Heavy vehicle access approvals issued	31	0
Property access requests received	59	58
Property access approvals issued (including initial & final approval)	213	140
Rural road numbering requests received	20	22
Rural road numbering approvals issued	18	29
Road maintenance customer requests received	831	963

### Road corridor use applications received



### Upcoming activities

- Commencement of the reconstruction of Teviotville Road.
- Continued delivery of the Reconstruction of Essential Public Assets (REPA) flood recovery program

## Cemeteries

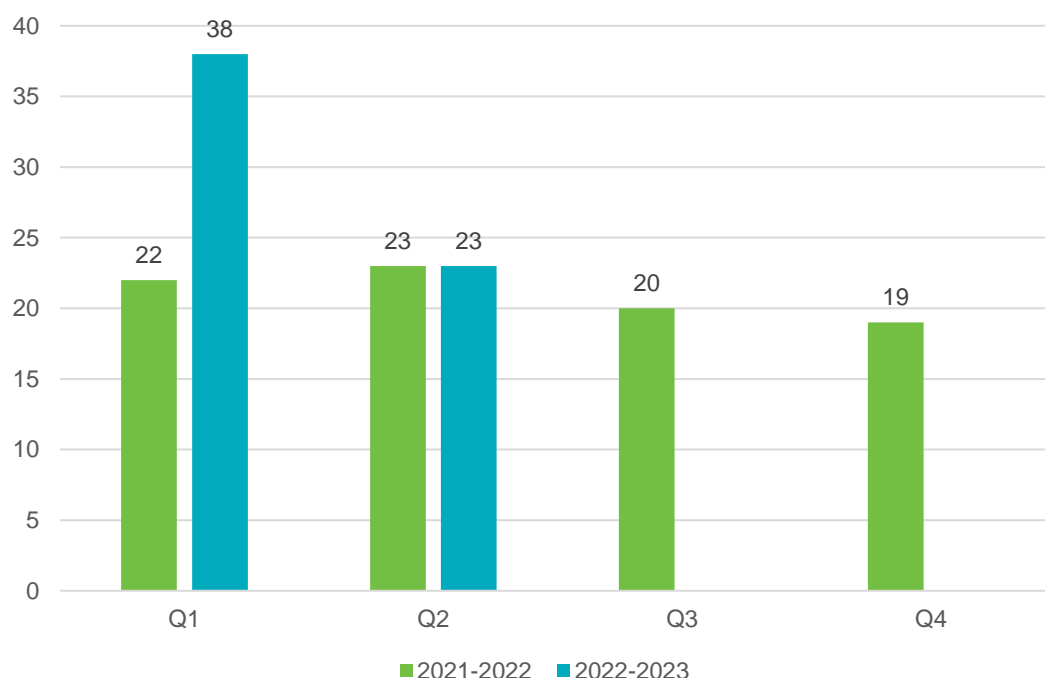
### Highlights and achievements

- Design work has commenced for a new internal road within the Boonah Cemetery.

### Service Statistics

	Q1	Q2
Burials/grave site applications received and processed	38	23
Ash placement applications received and processed	11	6
Applications for reservation received and processed	31	14
Applications for monumental work received and processed	38	21
Plaque placement applications received and processed	5	1

### Burial / grave site applications received and processed



### Upcoming activities

- Development of masterplan for the Beaudesert Cemetery.

## Parks and Landscape Maintenance

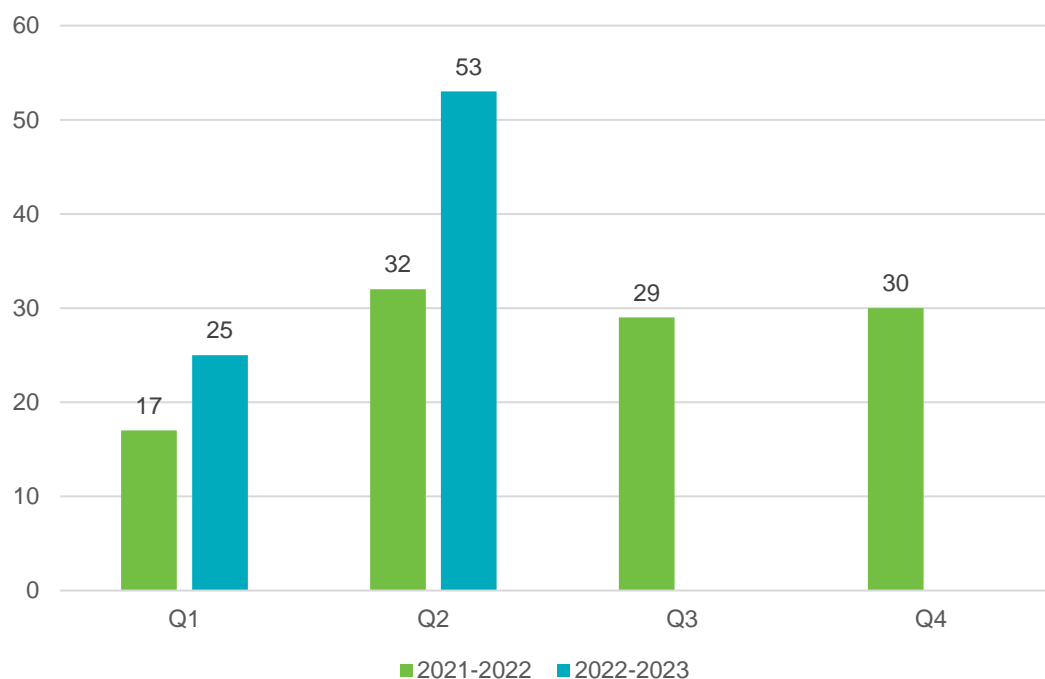
### Highlights and achievements

- Collins Park Rathdowney redevelopment has been completed.
- Three free tree days delivered in Quarter Two:
  - Canungra - D J Smith Park on Saturday 1 October 2022
  - Beaudesert - Nursery Birnam Street on Saturday 5 November 2022
  - Boonah - Springleigh Park on Saturday 3 December 2022

### Service Statistics

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

### Parks and landscape maintenance customer requests actioned



### Upcoming activities

- Two free trees days scheduled for the third quarter:
  - Harrisville - Harrisville Memorial Park on Saturday 4 February 2023
  - Boonah - Springleigh Park on Saturday 4 March 2023



## Fleet Management and Servicing

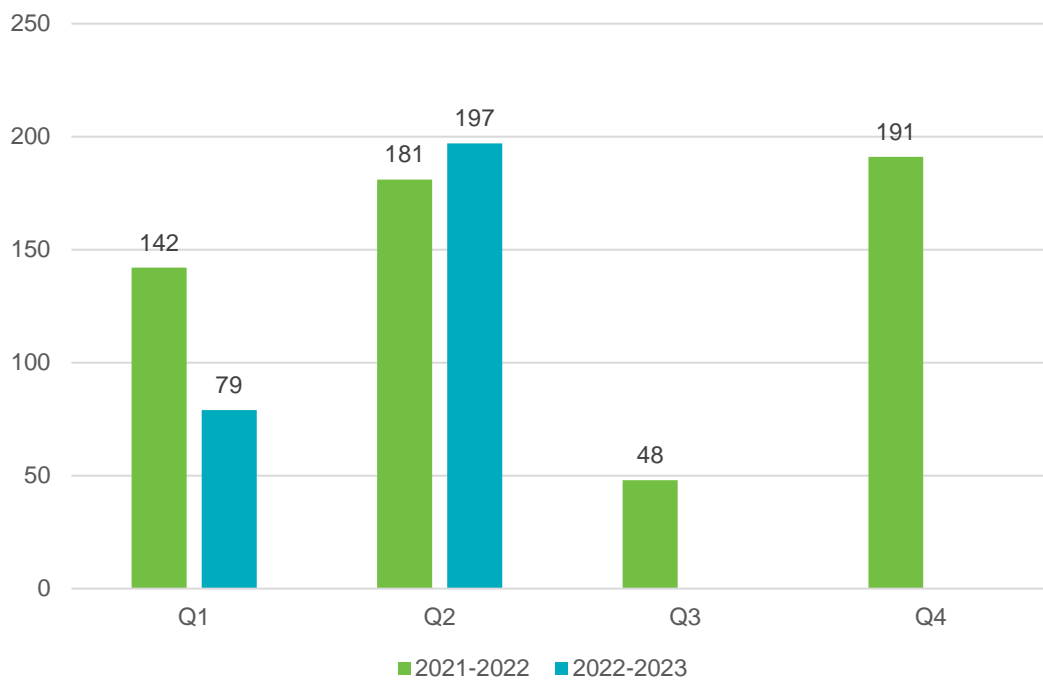
### Highlights and achievements

- Continued installation of the hand brake alarms to Council's truck fleet.
- Continuity of fuel deliveries to onsite fleet during downtime of hired fuel truck with minimal disruptions to operations.
- Completion of mobile library van which included a number of safety initiatives developed by Fleet Management.

### Service Statistics

	Q1	Q2
<b>SERVICES</b>		
Heavy plant	13	43
Trucks	6	22
Light motor vehicles	17	49
Small plant	43	83
<b>FLEET PURCHASES (ORDERED)</b>		
Trucks	1	3
Light Motor Vehicles	-	11
Plant	-	0
Small Plant	-	0
Trailers	-	1
Other	-	1
<b>FLEET DELIVERIES</b>		
Light motor vehicles	3	2
Trucks	-	0
Plant	-	0
Small Plant	-	9
Other	-	2
<b>FLEET DISPOSALS</b>		
Light motor vehicles	4	-
Small plant	1	-

## Fleet services



## Upcoming activities

- Implementation of electronic prestart checks for Council's truck fleet.
- Implementation of an improved risk assessment process for Council's truck and equipment fleet.

# People and Strategy

## Human Resources

### Highlights and achievements

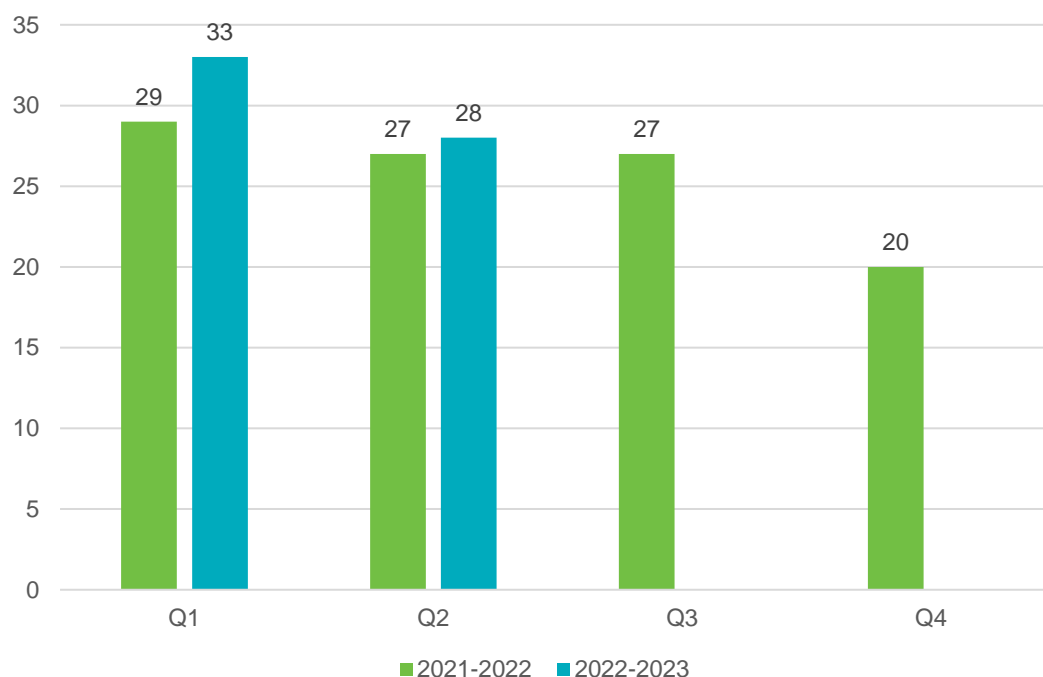
- At the End of Year Function in December 2022, Council celebrated nominees and annual winners for the Valued Employee Awards.
- At the same event, Council also celebrated retiring employees and long service milestones for employees from 2020 through to 2022.
- Commencement of new Manager Human Resources in November 2022.

### Service Statistics

	Q1	Q2
<b>RECRUITMENT</b>		
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	13	8
Vacancy advertisements posted as open merit-based processes internal and external to Council	16	39
Appointments confirmed through a meritorious recruitment process	33	28
<b>LONG SERVICE AWARDS</b>		
Number of employees who became eligible for long service milestones	6	13
<b>LEARNING AND DEVELOPMENT</b>		
Learning and development opportunities approved in Quarter (individual only)	71	73
Fraud Awareness training	211	-
Working in Proximity to Traffic – Parts 1 & 2	10	-
Traffic Management Implementation	11	-
First Aid (full)	10	-
CPR only	9	-
Queensland Local Government Building and Development Forum	2	-
National Sports and Physical Activity Convention - Australian Sport, Recreation and Play Awards	2	-
Queensland Local Govt Building and Development Forum	2	-
Impacts of floods on fluvial geomorphology and stream management	2	-
Civil 3D - Technical Workshop for Surveyors	2	-
Temporary Traffic Management Industry Briefing	2	-
Coordinating Teams Operating in Disaster Masterclass	2	-
Local Government Managers Australia Annual Conference	2	-
Number of new starters who have (fully) completed all (seven) online modules during Quarter	23	18
Number of trainees and apprentices	8	8
National Economic Development	-	2
Practical Erosion and Sediment Control for the Workforce	-	13
Disaster Coordination Centre Training	-	8
Prepare and Apply Chemicals AHCCHM311	-	5
Time Management - practical	-	10
IPWEAQ Annual State Conference	-	5
Overall Fuel Hazard Assessment	-	2
Working Sm@rt with Outlook	-	6
DestinationQ Forum	-	2
Health Safety Representative Training	-	1

	Q1	Q2
LGFP Annual Conference and Masterclass	-	2
Western Pacific Mass Gathering Events & Health Symposium	-	2
Good Decision Making (Full day course)	-	75
Are You Bugged Mate? Mental Health Information Session	-	45

## Recruitment - number of appointments



## Upcoming activities

- Recruitment for the 2023 Trainee cohort (eight positions) will commence in January 2023. These trainee positions have funding approved by the Department of Employment, Small Business and Training, through the Skilling Queenslanders for Work - First Start Program.

## Payroll

### Highlights and achievements

- Commenced the preparation work for the Purchased Leave configuration in TechnologyOne system.
- Implemented STP Phase 2 for ATO in readiness for January 2023

### Upcoming activities

- Finalise Purchased Leave configuration and implement in readiness for implementation in July 2023
- Refresh and Refocus ongoing changes
- Payroll processing in CIA
- Initial re-assessment of superannuation for current pay component codes

## Work Health and Safety

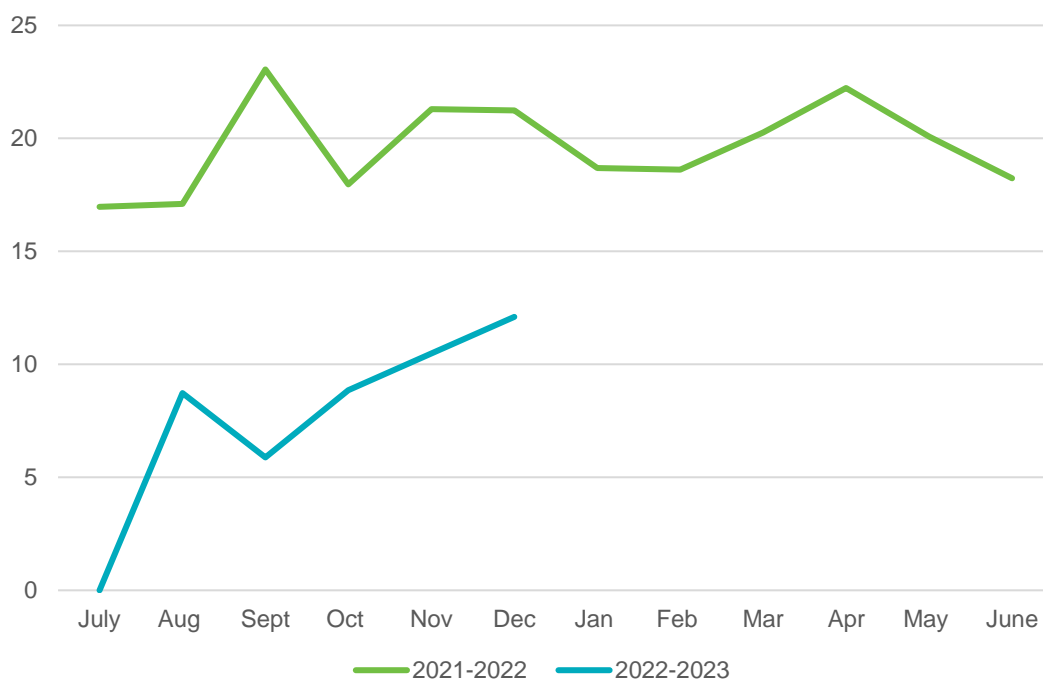
### Highlights and achievements

- During Quarter Two, Council initiated the customisation of Safety Champion to manage incidents and hazards, including inspections and actions.
- Training was arranged for the Leadership Team about Due Diligence and Psychological Safety.
- The Work Health and Safety Team reviewed all significant events and shared learnings within the organisation as appropriate.
- A Master WHS Risk Register was developed, covering all portfolios, to assist with the identification of significant risks and critical controls within Council.
- Throughout Quarter Two, Council continued to deliver a Health and Wellbeing Program. In September 2022, a presentation was delivered about Prostate Cancer Prevention with a guest speaker. A workshop on Women's Health was delivered by a guest speaker, also in September 2022. In October 2022, Council delivered various health and wellbeing activities in Beaudesert and Boonah, including Mental Health presentation, Health Cooking Classes and Meditation Classes. In November 2022, Council promoted the Queensland Quit Smoking Now Program and delivered a workshop called "Are you Boggled Mate?" on the subject of rural mental health.

### Service Statistics

MONTH	NUMBER LOST TIME INJURIES	LOST TIME INJURY FREQUENCY RATE (YTD)	NUMBER LOST TIME DAYS	LOST TIME DURATION RATE YTD
July 2022	0	0	0	0
August 2022	1	8.73	1	5
September 2022	0	5.88	0	5
October 2022	2	8.85	2	10.5
November 2022	2	10.48	2	14.67
December 2022	1	12.10	1	15.5

## Lost time injury frequency rate (year to date)



## Upcoming activities

- Continued implementation of the Safety Champion platform to manage incidents and hazards, including inspections and action plans.
- Deliver training events for Council's Leadership Team for Due Diligence and Psychological Safety.
- Finalise the update of critical procedures (Hot Work, Isolation Tagging and Lockout, Confined Space, Contractor Management, Electrical Safety and Change Management).
- In February 2023, Council plans to promote the 10,000 Steps Program, influencing a healthier lifestyle and in March 2023, plans to promote hearing tests.

## Corporate Strategy and Performance

### Highlights and achievements

- Council's Annual Report 2021-2022 was adopted in October 2022.
- Quarter One quarterly reports were presented to Council in November 2022.

### Upcoming activities

- Develop Quarter Three quarterly reports.
- Develop draft Operational Plan 2023-2024.

## Strategic Transformation

### Highlights and achievements

- Recruitment and Transitions modules were officially launched across Council in November 2022, within Council's Enterprise Resource Planning (ERP) system, TechnologyOne.

### Upcoming activities

- Council to migrate payroll processing functionality in TechnologyOne from the existing Ci environment to the new Ci Anywhere environment.

# Council Sustainability

## Internal Audit, Risk and Improvement

### Highlights and achievements

- Audit and Risk Committee (ARC) Meeting was held on 17 November 2022.
- Completed annual review of the ARC Policy, Terms of Reference and Meeting Planner.
- Completed a substantial update and expansion of the Internal Audit Manual.
- Completed annual Internal Audit Self-Assessment.
- Completed Reviews of Procurement - Tendering and IT Security Management.
- Issued draft reports on Project Management Health Check and Capital Works Program Management.

### Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	4	0	6	10
Medium	34	0	22	56
High	7	0	11	18
Total	45	0	39	84

### Upcoming activities

- ARC Meeting scheduled for 2 March 2023.
- Complete reviews on Payment Card Data Security, Project Management Health Check and Capital Works Program Management.
- Complete Continuous Assurance Testing on 2022.
- Commence other reviews in accordance with the Annual Audit Plan.
- Support and review the Human Resources and Payroll Project.



## Governance

### Highlights and achievements

- Claims review for slasher related incidents
- Commenced complete review of Complaint Management systems.
- Good Decision Making Training delivered to approximately 75 staff over three full day sessions.
- Draft Business Continuity Plan documents developed with the assistance of all relevant business units received and are currently under review.
- Bi-annual audit undertaken at end of Quarter Two on all Council Policies and Procedures. Register contains 152 Policies, Procedures and Guidelines and 95 are due for review
- Ongoing consultation in relation to policy review.

### Service Statistics

INSURANCE AND LIABILITY REPORTING		
	Q1	Q2
Balance carried forward	5	6
Received	48	42
Items referred to insurer	12	5
Items assessed by Council	35	37
<i>Claims approved *</i>	1	1
<i>Claims unapproved *</i>	12	11
<i>Notification only *</i>	22	23
Still under review (carry forward)	6	2
* included in total for items assessed by Council		
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED		
Right to information and privacy applications received	1	1

### Upcoming activities

- Risk Maturity Assessment.
- Facilitate the Draft Business Continuity Plan to be reviewed and considered for adoption.
- Review of Meeting Suite of Documents in conjunction with Governance Advisor.
- Review of Right to Information application and release process including the introduction of a Disclosure Log.
- Information Privacy awareness training to be progressed in Quarter Three.
- Right to information and Records management training to be delivered during Quarter Four.
- Internal promotion planned for Quarter Four for Privacy Awareness week and promotion from Office of the Information Commissioner (OIC).

## Revenue

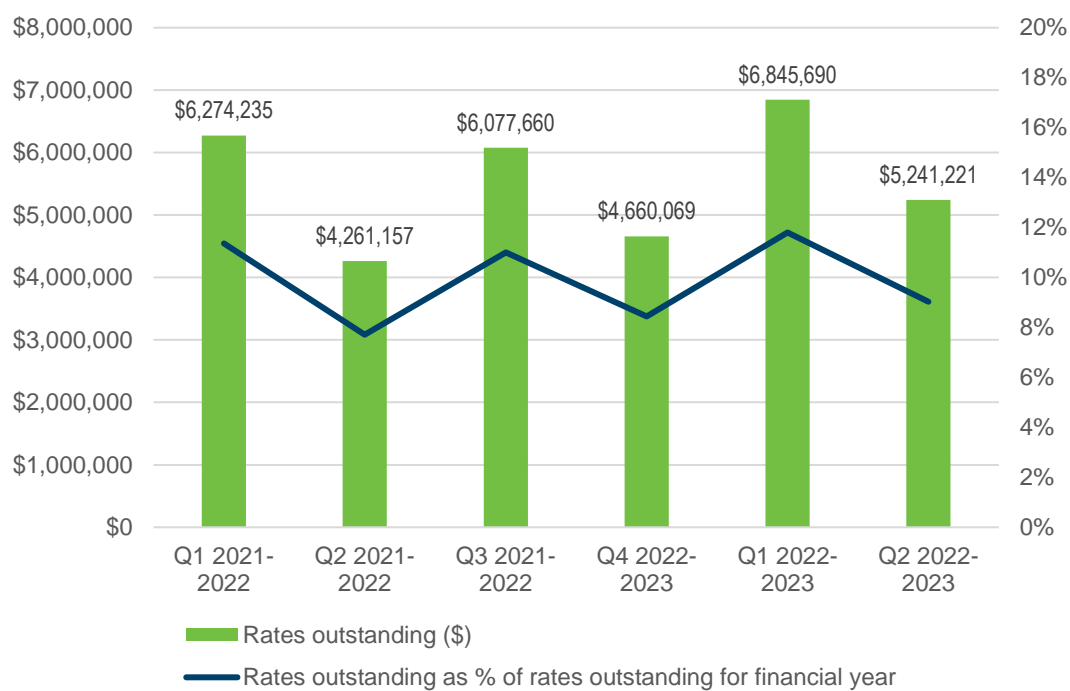
### Highlights and achievements

- With the cessation of National Australia Bank's "pay in person" service - Australia Post was successfully onboarded to continue the service and allow ratepayers to pay in person their account at any Australia Post outlet.
- Accurate and timely maintenance of critical rates database to allow for the upcoming second half-yearly rate levy in January 2022.
- Review of overdue rates process with issuing of letters to those high level overdue rate accounts.

### Service Statistics

	Q1	Q2
Total 2022-2023 first half rate levy raised (General Rates, Community Infrastructure, Waster Services, Emergency Services and Rural Fire Special Charge)	\$33,132,453	N/A
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	22,572,094.25	N/A
Total discount applied to first half rates levy	\$936,318.85	N/A
Number of rate reminder notices issued	3100	N/A
Total rates outstanding (excluding prepayments) at end of quarter	\$6,845,689.97	\$5,241,220.88
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2022-2023 financial year (including arrears)	11.8%	9.03%
Number of Supplementary Notices issued	513	430
Number of change of ownerships processed	384	295
Number of rate search certificates issued	333	253

## Revenue outstanding



## Upcoming activities

- Preparation for upcoming 2022-2023 second half yearly rate run.
- Assist in the preparation for 2023-2024 budget discussions and modelling.
- Provide update to Council on potential action plan for overdue rates.
- Prepare dataset to receive and import the 2023 revaluation file.

## Purchasing and Supply

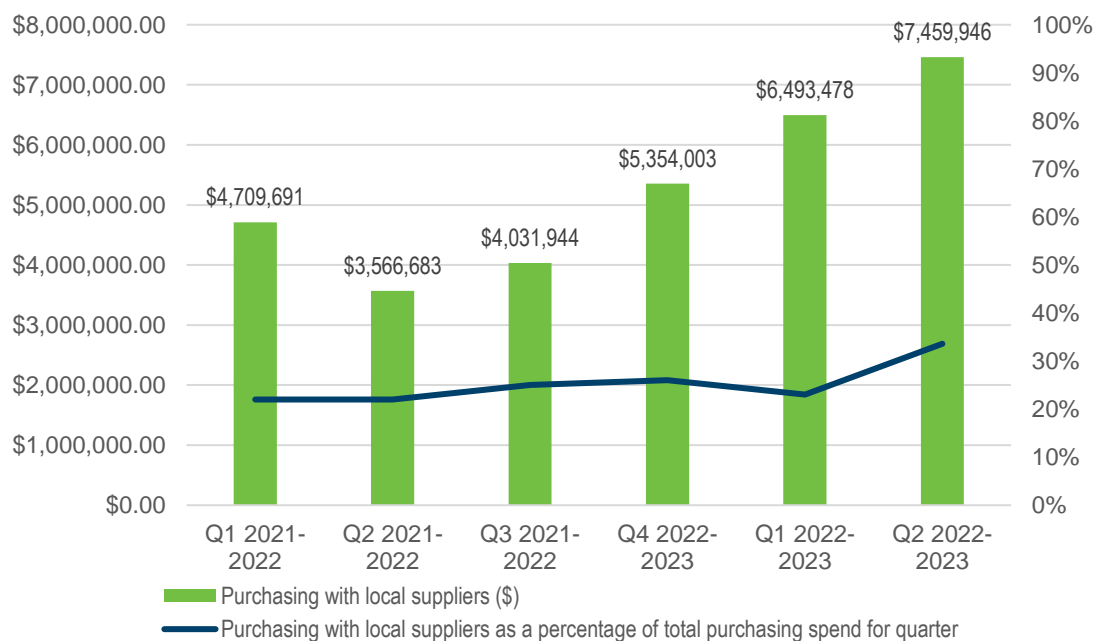
### Highlights and achievements

- Canungra inventory items set up in TechnologyOne and stock delivered.
- Quote provided for portable bitumen emulsion tank for set up at the Canungra Depot.
- Sourced and made available the new non-reflective uniforms for distribution to field staff.

### Service Statistics

	Q1	Q2
Purchases with local suppliers	\$6,493,478	\$7,459,946
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	23.4%	33.6%
Local suppliers with over \$200,000 spend for the quarter:		
<ul style="list-style-type: none"> <li>• GWT Earthmoving</li> <li>• Redfrost</li> <li>• Lahey &amp; Walker</li> <li>• Kalbar Bobcat Hire</li> <li>• Neilsens Quality Gravels</li> </ul>		

### Purchasing with local suppliers



### Upcoming activities

- Annual inspection of all Council lifting equipment.
- Arrange samples of new thinner / cooler workwear for external staff.
- Testing and certification of all laser and dumpy levels.

## Financial Management

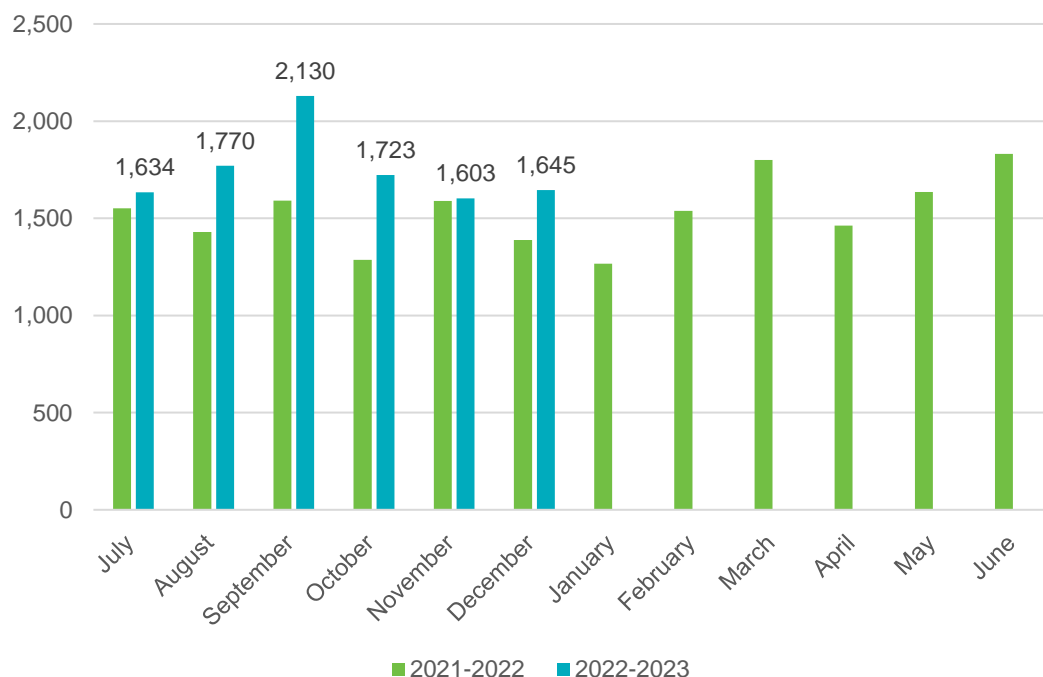
### Highlights and achievements

- 2022-2023 September Budget Review was processed and endorsed by Council.
- Monthly Financial Reports for September and October 2022 were populated and tabled to Council.
- Monthly balance sheet reconciliations completed.
- Monthly subsidiary system reconciliations completed.
- The 2023-2024 Budget timetable was prepared, planning commenced and input packs prepared within TechnologyOne
- Departmental Consolidated Data Return was completed and submitted.
- The Queensland Treasury Corporation credit review commenced.
- Non-current asset revaluations commenced.

### Service Statistics

INVOICE PROCESSING	
July 2022	1,634
August 2022	1,770
September 2022	2,130
October 2022	1,723
November 2022	1,603
December 2022	1,645

### Invoice processing



### Upcoming activities

- 2023-2024 Budget process will continue.
- December Budget Review process to commence.
- Non-current asset revaluations to be finalised.
- 2022-2023 loan borrowings submission to be prepared.

## Records

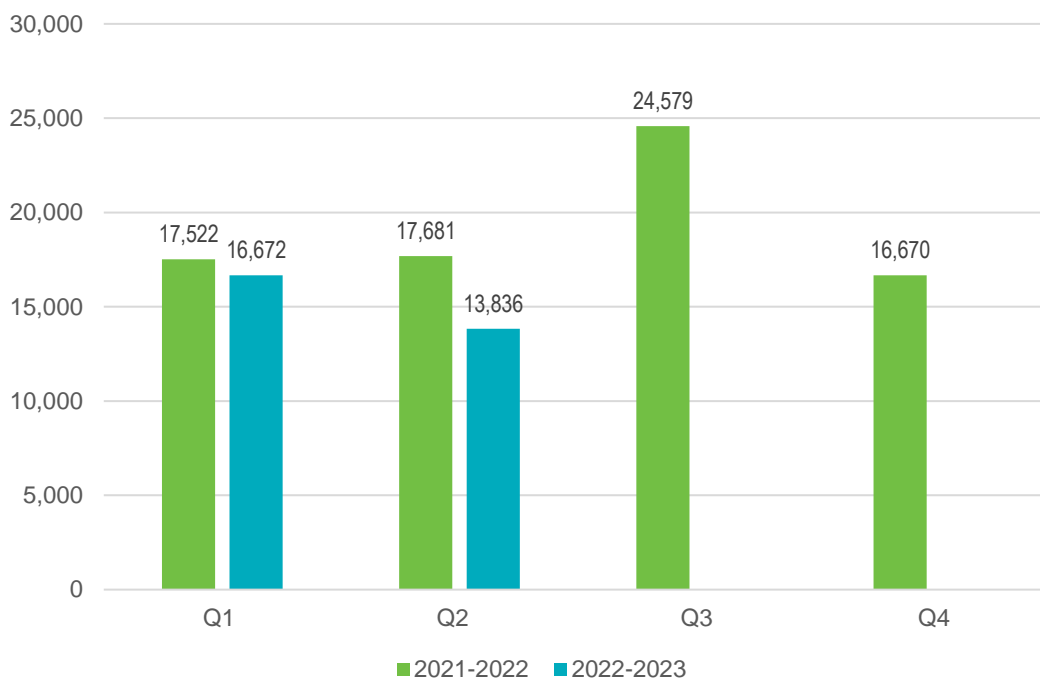
### Highlights and achievements

- ECM electronic document approval / rejection workflow completed and in testing phase.
- Testing integration of Microsoft Office with TechnologyOne ECM.
- Delivering refresher records training to portfolios.
- Reviewing corporate email rules and responsibilities.

### 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.	16,672	13,836
Number of helpdesk requests received	422	430
Percentage of helpdesk requests completed by end of each business working day	90%	90%

### Number of documents received



### Upcoming activities

- Hardcopy Inventory Boonah Administration Building – Documents have been identified and destruction and catalogue planned to commence in February 2023
- Continue cataloguing of records located at Boonah office.

## Information Services and Technology

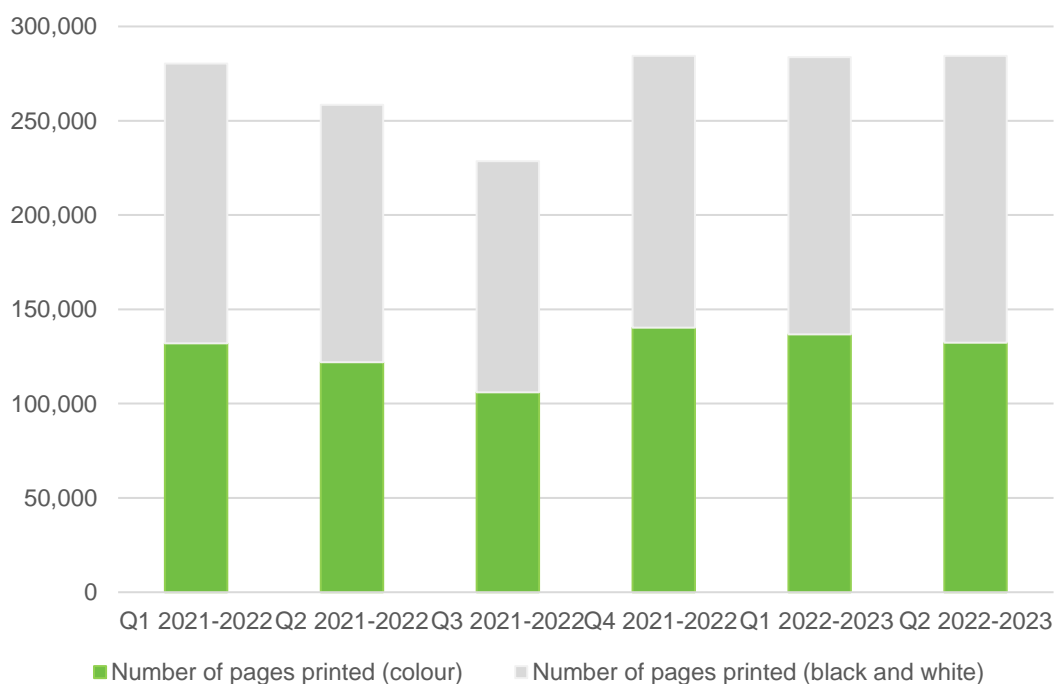
### Highlights and achievements

- First round of internal consultation on the Information and Communication Technology (ICT) Strategy has been completed.
- ICT Policy framework has progressed with policies migrated to new template for internal review.
- Replacement of Dell Wyse terminals was fast tracked to ensure business continuity.

EMAILS				
Q2	ORGANISATION METRICS Q2 2021-2022		ORGANISATION METRICS Q2 2022-2023	
	92 days	Average per day	92 days	Average per day
Emails sent	190,987	2,076	188,173	2,045
Emails received	549,807	5,976	565,519	6,146

PRINTING		
Q2	2021-2022	2022-2023
Colour	121,991	132,297
B&W	136,470	152,170
Total prints	258,461	284,467

### Number of pages printed (colour / back and white)



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

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Ordinary	11/10/2022	27	102
Ordinary	25/10/2022	15	38
Ordinary	08/11/2022	26	218
Ordinary	22/11/2022	31	266
Ordinary	06/12/2022	31	248

## Upcoming activities

- Upgrade to ICT equipment in Council Chambers Audio/Visual.
- Develop draft ICT Strategy.
- Complete ICT Governance Framework.
- Finalisation of replacement of Dell Wyse terminals to ensure business continuity.



# Customer and Regional Prosperity

## Libraries

### Highlights and achievements

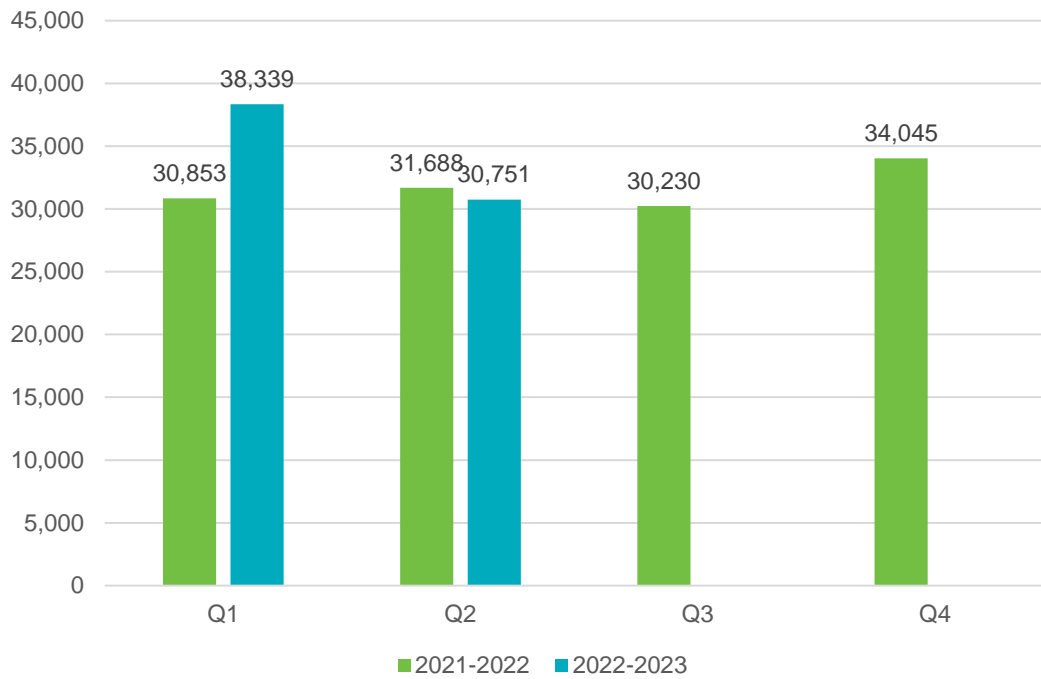
- Six library branch outreach events were held with 148 participants.
- Youth Anthology Workshops were held at St Bernard's Primary School, Harrisville Primary School and McAuley College.
- Council participated in the Community Health and Wellbeing Expo at the Boonah High School.
- Queensland State Library Board visited the Beaudesert Library and provided positive feedback about the Scenic Rim Regional Library Services.
- Presentation given at a Mental Health inter-agency meeting about how libraries support mental health.

	Q1	Q2
Library visits	38,339	30,751
Library members	31,670	31,838
New library members	787	592
Story time sessions	91	72
Story time participants	1,354	1,349
School holiday sessions	33	11
School holiday participants at events	471	90
School holiday packs handed out	320	70
Youth event sessions (13-18 years old)	9	4
Youth event participants	47	18
Adult activity sessions	81	77
Adult activity participants	582	641
PC bookings	2,506	1,835
PC booking hours	1,278	1086
Physical book issues	36,579	28,531
Inter-library loans	506	352
Housebound book loans	281	284
Library App downloads	306	192
Library App interactions with library management system	19,346	23,312
Library App new library memberships	149	93
Library App bookings for events	108	187

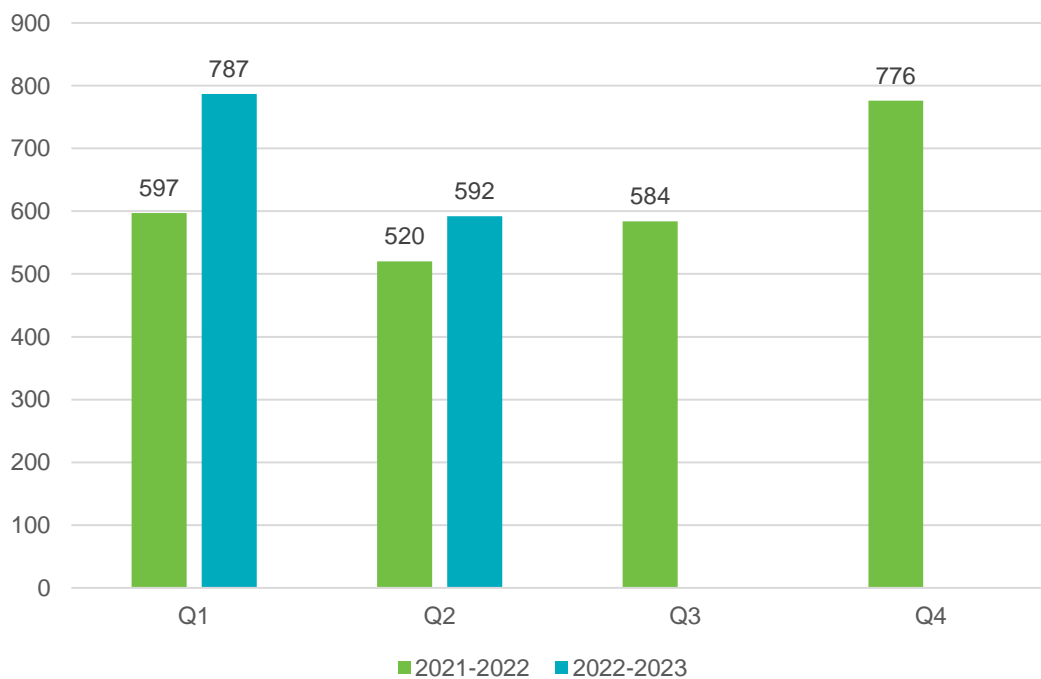
### Upcoming activities

- The 2023 schedule has been completed for the delivery of the First 5 Forever program, Youth program (Kids Club, Rhyme and Story Time, Youth Anthology) and Adult programs.
- The new mobile library van is on-site and waiting for the wrap to be applied and will then be ready to go out to the community.

## Library visits



## New library members



## Community Development

### Highlights and achievements

- 41 local organisations across the Scenic Rim shared in a total of more than \$236,400 in Council's Community Grants Program.
- Former soldier and Paralympian, Curtis McGrath, was the keynote speaker at Council's International Men's Day Dinner on 24 November 2022.
- More than 110 Year 10 and Year 6 students participated in Council's Youth Leadership Program. The condensed school based format continues to work well and allows more students to participate.
- Free Movies in the Park continues to be a popular activity on the community calendar with 570 people attending the movies in November 2022.
- Council provided subsidised ticket prices for volunteers to attend events at the Cultural Centres.
- Council hosted a Volunteer Thank You event at The Centre Beaudesert on 8 December 2022, to coincide with International Volunteers Day.
- Council is investigating funding opportunities and reviewing current Service Agreements to build sustainability of the EmpowHER Hiking Program.
- No Citizenship Ceremony or Grant Workshops were held during Quarter Two.

### Service Statistics

	Q1	Q2
Number of attendees at Grant Workshops	31	0
Number of Community Grants	0	42
Total value of Community Grants	0	\$236,467.22
EmpowHER Hiking Program participants ( <i>Note: this program ended in July 2022</i> )	100	0
Number of new Citizens sworn in at Citizenship Ceremony	13	0
Be Healthy and Active participant numbers	741	978
Volunteer Newsletters	1	1
Youth Leaders	17	111
Cuppa in the Communi-Tea	302	485
Online Back on Track Workshops	0	0
Interagency and Mental Health Network meetings	64	37
Youth activity events (Quarter Two - Summer Splash Pool Parties)	120	270
Recovery and Resilience conversations (as part of Cuppa in the Communi-Tea)	0	485
Pocket Books	70	300
Living in Scenic Rim Kids Activity Books	340	860
Living in Scenic Rim booklets	40	90
International Men's Day Dinner	-	110
Free Movies in the Park	-	570
Volunteer Thank You Events	-	20

### Upcoming activities

- Council will host the 2023 Australia Day and Citizenship Ceremony at the Centre Beaudesert on Australia Day, 26 January 2023.
- Round Two of Council's Community Grants Program will be released in February 2023.
- Council will host the International Women's Day Breakfast at The Centre Beaudesert in March 2023.

## Regional Prosperity and Communications

### Highlights and achievements

- Increased number of followers and engagement rates across all Council's social media platforms.
- Council website attracted over 49,000 users across over 77,000 sessions (during Quarter Two)
- Council has increased the use of video content on social media platforms and achieved an average of 400 views for each video, which enhanced overall engagement rates across the platforms.
- The Regional Prosperity team engaged with 142 businesses.
- The number of businesses participating in Shop Scenic Rim gift card program increased to 74, and a total of 178 cards were purchased in Quarter Two, with a total load value of \$13,081.
- Council delivered a digital marketing campaign for the Scenic Rim region/destination which generated nearly 24,000 visits to the Visit Scenic Rim website.
- Delivered a 'co-operative' marketing opportunity for local tourism businesses that reached over a half a million potential visitors and generated over 18,500 leads direct to their businesses.
- Generated editorial/media value, as a result of public relations efforts, valued at over \$4.3 million.
- Worked in partnership with and supported events conducted in the region that delivered over \$470,000 worth of economic contribution/value
- There were 38 engagements with event organisers regarding events to be held in the region.

### Service Statistics

	Q1	Q2
Council Facebook followers	11,093	12,000
LinkedIn followers	4,737	5,060
Council's Disaster Management Facebook followers	12,107	12,189
Visit Scenic Rim Facebook followers	20,362	20,877
Visit Scenic Rim Instagram followers	30,697	31,000
Scenic Rim Eat Local Week Facebook followers	11,395	11,450
Scenic Rim Eat Local Week Instagram followers	6,828	6,890

### Upcoming activities

- Progress Scenic Rim Small Business Hubs in collaboration with Department of Employment, Small Business and Training.
- Facilitate and commence delivery of grant-funded workshops for the agriculture sector, across future prospects for the region; business planning for protection, growth and succession; research, innovation and agtech; and potential new income streams for farmers and landowners
- Further development of Shop Scenic Rim program including a redemption stores campaign
- Progress Eco Tourism Certification for the Scenic Rim region.
- Finalise the Scenic Rim Nature Based Tourism Strategy 2023 - 2032 and report back to Council on the outcomes of the Tourism Strategy 2017-2021.
- Develop and implement a regular e-newsletter that focuses on Council's core programs and services.
- Investigate implementation of alternative communication methods to enable the delivery of more engaging content such as video and feature stories.
- Update Council's Disaster Communication Plan to reflect learnings from recent events.
- Continue to assist event coordinators to deliver successful and safe events, such as Scenic Rim Clydesdale Spectacular and the Kalbar Sunflower Festival.
- The Long Sunset returns in early 2023 to Aquis Elysian Fields. The event will be delivered in partnership with Queensland Music Festival and planning is well underway to host over 8,000 music fans in region.
- Eat Local Week has been extended to a month long event and planning is well underway for this year's event, now known as Eat Local Month, with significant interest from local producers and businesses.

## Cultural Services

### Highlights and achievements

- 8,595 people attended 386 events at Council-managed Cultural and Community Centres across the Scenic Rim in Quarter Two.
- Round one of the Regional Arts Development Fund (RADF) Big Idea Grants opened in September 2022 and shortlisted applications have been recommended for approval by the Arts Reference Group.
- The public art mural, Spotlighting the Scenic Rim, by Ash Taylor was completed in Walter Street, Boonah.
- Visits to local high schools, to promote the Regional Arts Fund Launch Pad grants for 16-25 year olds resulted in an enthusiastic response.
- Storyboards were installed in Canungra and Beechmont.
- Assisted by a RADF Express Lane grant, Templin Museum attended the launch of the Carla Zampatti Exhibition at Powerhouse Museum where a Zampatti jumpsuit from the Templin Collection was a key exhibit and featured in a Sydney Morning Herald news article.

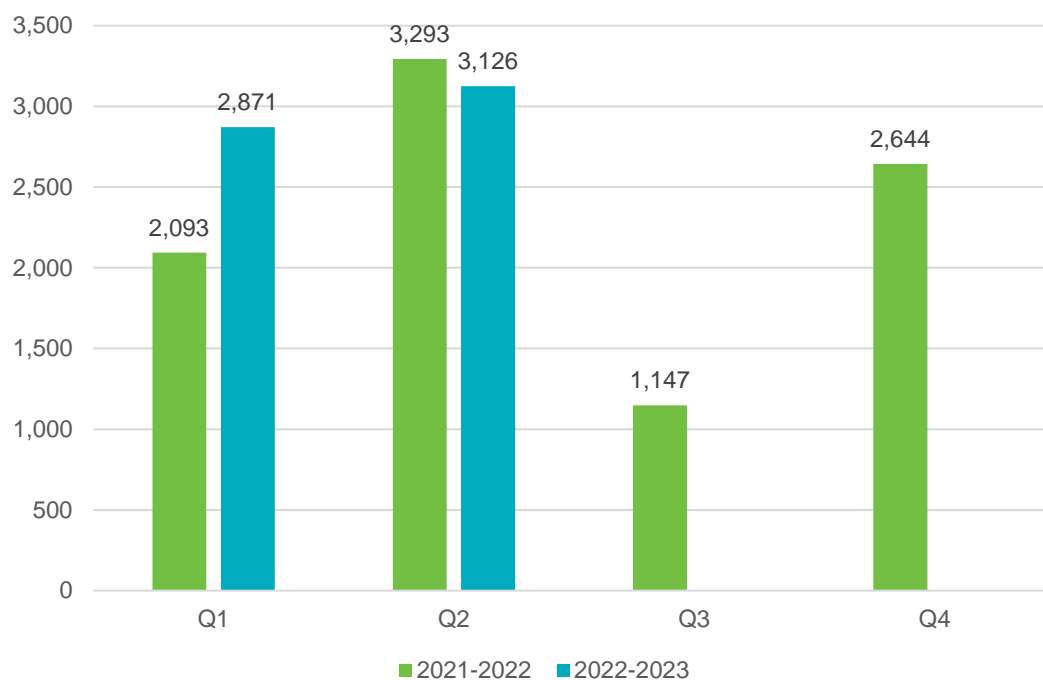
### Service Statistics

	Q1	Q2
Number of events at The Centre, Beaudesert	129	82
Number of attendees at The Centre, Beaudesert	2,871	3126
Number of events at Boonah Cultural Centre	114	68
Number of attendees at Boonah Cultural Centre	2,895	2103
Number of events at Vonda Youngman Community Centre	211	236
Number of attendees at Vonda Youngman Community Centre	2,751	3366
Number of Regional Arts Development Fund applications	9	11
Value of Regional Arts Development Fund grant approvals	N/A	\$9,990
Value of Regional Arts Development Fund projects	N/A	\$13,777

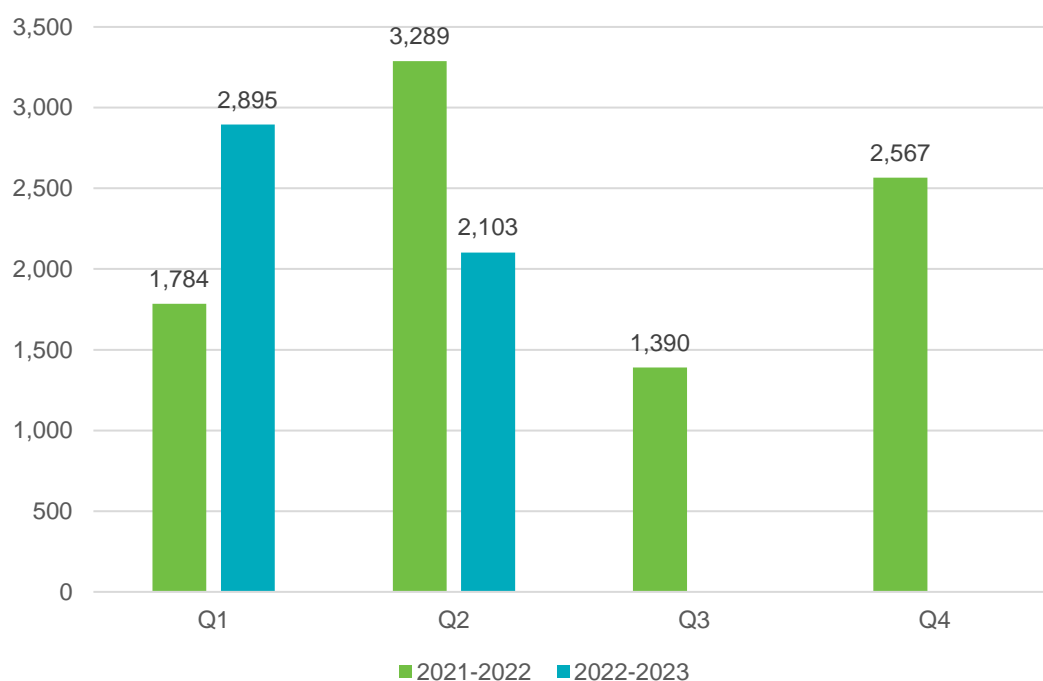
### Upcoming activities

- Round two of the Regional Arts Development Fund Big Idea grants, which was launched in SmartyGrants in December, will close in February 2023.
- The next exhibition, Paper, will open at the Centre in January 2023 with a launch event to be held in February 2023.
- Harrisville Storyboards are being developed.
- Stage two of Donna Maree Robinson's Art Residency will culminate in community art workshops at The Centre in January 2023
- Community consultation for a Public Artwork in Kalbar will commence.
- Commissioning new design concepts for Story Markers.
- A new concept design for the Beaudesert Bee Public Art project has been approved and will be progressing to the engineering phase.

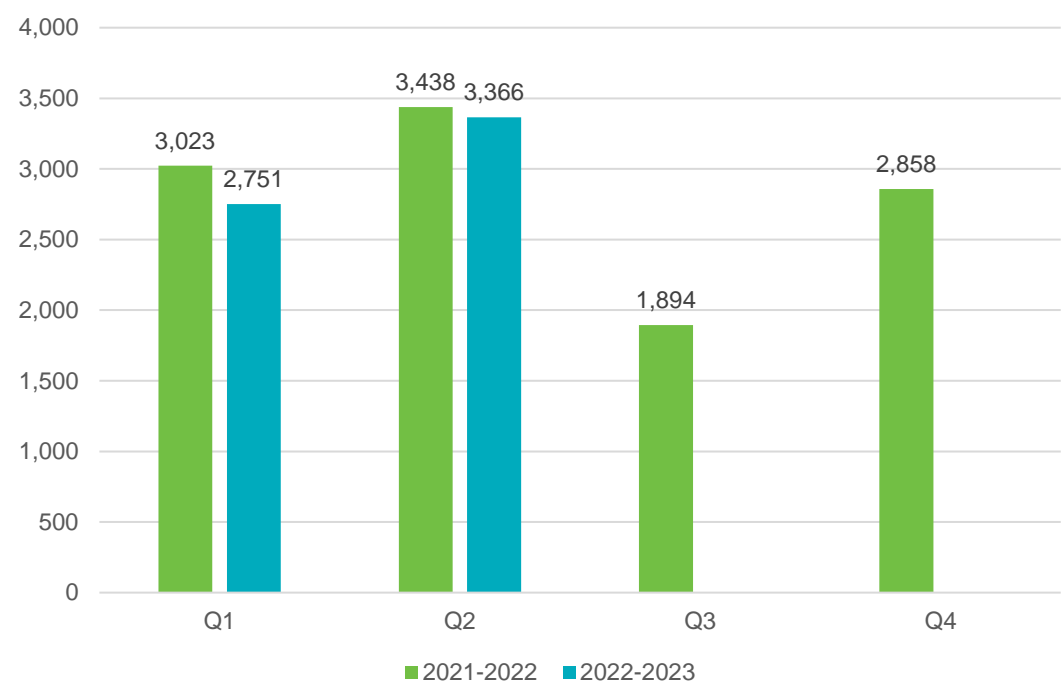
## Number of attendees at The Centre, Beaudesert



## Number of attendees at Boonah Cultural Centre



Number of attendees at Vonda Youngman Community Centre



## Customer Contact

### Highlights and achievements

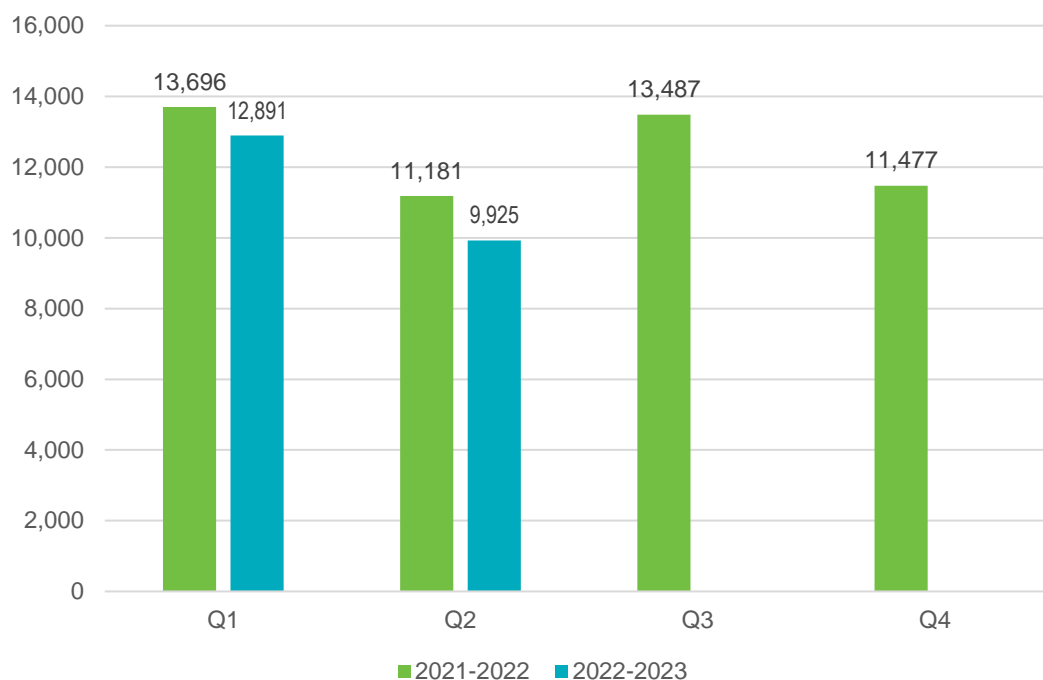
- Initial planning commenced for initiatives outlined in the Customer Experience Strategy 2021-2023, including Plain English Guidelines, Customer Focused Induction and Training.

### Service Statistics

	Q1	Q2
Number of calls	12,891	9,925
Average call wait time	00:36	00:33
Longest call wait time	08:02	10:56
Applications created	1,104	998
Requests created	3,607	2,956
Online requests	49	63
Local Government transactions (excluding enquiries)	4,255	2,193
QGAP transactions	2,718	2,667
<b>COMPLIMENTS RECEIVED</b>	<b>40</b>	<b>39</b>
Asset and Environmental Sustainability	20	18
Council Sustainability	1	0
Customer and Regional Prosperity	17	19
Executive Office Mayor and Councillors	2	2



## Number of customer telephone calls



## Upcoming activities

- Implementation of Internal Compliment Project, promoting improved communication and knowledge sharing for Team Engagement initiatives outlined in the Customer Experience Strategy 2021-2023.
- New budget consultation process will be undertaken in Quarter Three, including a roadshow to provide the public with Council budget information and an opportunity for the public to provide submissions on the 2023-2024 budget.

## Development Assessment and Engineering

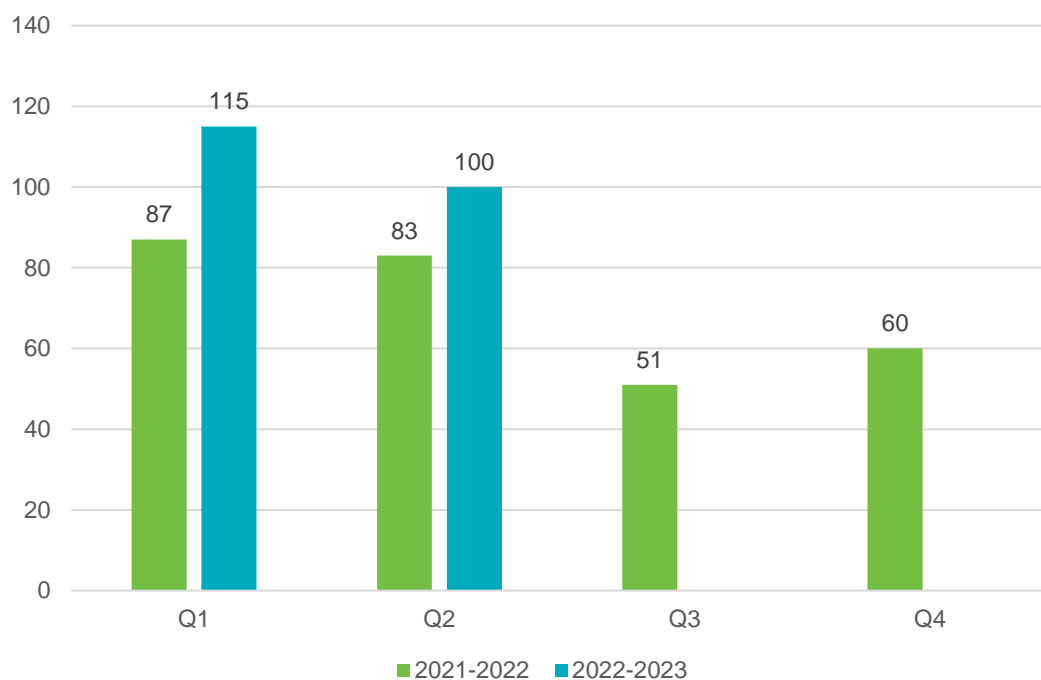
### Highlights and achievements

- Development applications and enquiries are still strong, however, some easing in the numbers has been observed.
- New lots are being created as construction of new estates is completed.
- The Development Engineering team continue to oversee infrastructure construction for new developments across most towns in the region.  
Council's Senior Development Assessment Planner was appointed by the Planning Institute of Australia as Queensland State Convener.

### Service Statistics

	Q1	Q2
Applications received	97	83
Applications determined	115	100
Applications in decision stage	106	99
Plan of surveys finalised	7	10
Flood certificates issued	33	38
Planning certificates issued	7	9
Concurrence Agency Referral Applications	22	21
Initial planning enquiries (telephone)	572	451
Call back enquiries related to application	235	119
Pre-lodgement meetings conducted	15	11
Concept meetings conducted	12	9
Lots approved as part of reconfiguration application approvals	5	59

## Number of planning applications determined



## Upcoming activities

- Request for quotation for external consultant to be appointed for review of Council's standard conditions. The standard conditions review, once finalised, will be published to Council's website as a forward facing document and will provide greater consistency for development approvals.

## Regulatory Services

### Highlights and achievements

- Annual Food licence process completed.
- Annual Local Law Licence process completed.
- Domestic Dog registration renewal program undertaken.

### Service Statistics

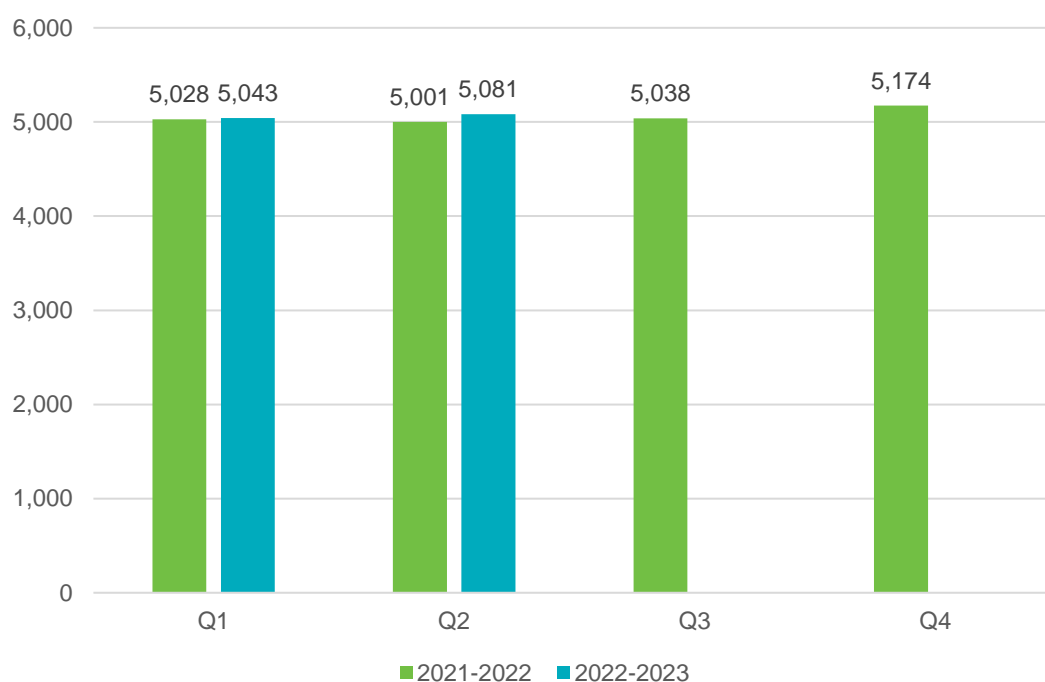
	Q1	Q2
<b>ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED</b>		
Food	19	19
Personal appearance services	0	0
All local law licences (advertisements, animal keeping, events, accommodation)	23*	20
<b>CUSTOMER REQUESTS RECEIVED (CRMS)</b>		
Health Services	505	412
Compliance Services	194	181
Environmental Policy and Services	13	17
<b>NOTICES ISSUED</b>		
Show cause	36	55
Enforcement	15	20
Compliance	24	7
<b>DOGS</b>		
Registered at end of period	5,043	5,081
New dog registration applications	303	207
Impounded	29	35
Impounded and returned to owner	16	14
Impounded and rehomed	10	17
Impounded and euthanised	3	2
<b>CATS</b>		
Impounded	74	61
Impounded and returned to owner	7	6
Impounded and re-homed	14	7
Impounded and euthanised	53	48
<b>ANIMALS REPORTED LOST/FOUND BY THE PUBLIC</b>		
Animals reported lost	40	27
Animals reported found	0	2
<b>1080 BAITING PROGRAM</b>		
Landholders	28**	2
Dog baits supplied	496	4
Pig baits supplied	98	12
<b>NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT</b>		
Backflow prevention devices	9	18
On-site sewerage facilities	44	57
<b>BUILDING APPROVALS</b>		
Inspections performed	10	20
Council-certified applications lodged	7	7
Privately certified applications lodged	224	251
<b>PLUMBING APPROVALS</b>		
Inspections performed	752	717

	Q1	Q2
Applications lodged	99	103
<b>SERVICE REQUESTS</b>		
Plumbing compliance requests (CRMS)	29	14
<b>NOTICES ISSUED</b>		
Plumbing Show Cause Notice	0	0
Plumbing Enforcement Notice	0	0
Notifiable works compliance inspection	0	0

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

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

## Dogs registered at end of quarter



## Upcoming activities

- A Safety Compliance Program is planned to be undertaken for tourist accommodation throughout the region.
- Unpaid Domestic Dog Registration reminder program to commence in February 2023.