SCENIC RIM REGIONAL COUNCIL
SERVICE DELIVERY
QUARTER FOUR 2022-2023

SCENIC RIM

REGIONAL COUNCIL

Contents

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 Four 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 One 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 completed. Funded by the Australian Government, this project enabled the development of the Waste Services Resilience Road Map and the Disaster Waste Management Plan, which are designed to support the implementation of Council's Waste Management and Resource Recovery Strategy.
- Expression of interest for waste asset development, operation and services closed and evaluation of responses underway
- Public place waste infrastructure review commenced
- Waste facilities plan drafted for internal review

Service Statistics

	Q1	Q2	Q3	Q4
Tonnes of waste disposed to landfill	9,991	10,638	10,269	9,908
Tonnes of general waste from kerbside collection	2,644	2,698	2,667	2,510
Tonnes of general waste from transfer stations	1,944	2,015	1,976	1,786
Tonnes of household recycling recovered	608	634	632	574
Tonnes of green waste recovered and mulched	0	2,556	513	1,615
New domestic waste collection services established	82	30	99	90
New commercial waste collection services established	1	0	13	1
Waste customer requests received	457	349	522	418
Waste customer requests resolved	446	349	507	414

Tonnes of waste to landfill

Upcoming activities

- New green waste services contract to be negotiated, with commencement planned for end September 2023;
- Implementation of a facility visitor data tracking dashboard;
- Completion of public place waste infrastructure review;
- Implementation of a bin inspection program to drive behavioural change and reduction of waste to landfill; and
- National recycling week program

Facilities

Highlights and achievements

- Tamborine Mountain Library Refurbishment completed;
- Vonda Youngman Community Centre - improvements to pedestrian access; and
- Junior Chambers Park Playground Upgrade completed.

Service Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	199	247	216	289
SWIMMING POOL ATTENDANCE FIGURES				
Beaudesert	1,414	20,070	16,601	0
Boonah	326	4,091	4,167	0
Canungra	350	7,207	5744	0
Rathdowney (only open during December / January school holidays)	0	198*	0	0
Scenic Rim Aqua Fitness	2,055	3,797	1,820	2606
Tamborine Mountain	604	11,079	8124	0

* Rathdowney pool open from 10 December 2022.

Facilities maintenance customer requests received

Upcoming activities

- Boonah Cultural Centre Air Conditioning upgrade;
- Selwyn Park Car Park construction; and
- Coronation Park Car Park construction.

Road Maintenance and Corridor Management

Highlights and achievements

- Teviotville Road Betterment and Reconstruction of Essential Public Assets (REPA) works commenced; and
- Completion of Council's 2022-2023 Road Reseal program.

Service Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	70	77	93	105
Road corridor use approvals issued	52	77	92	96
Heavy vehicle access applications received	37	43	56	40
Heavy vehicle access approvals issued	31	0	0	62
Property access requests received	59	58	44	63
Property access approvals issued (including initial and final approval)	213	140	280	140
Rural road numbering requests received	20	22	17	22
Rural road numbering approvals issued	18	29	16	10
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	33	36	44	41
Street applications approved (abandoned vehicles and land activity notices	82	45	37	47
Road maintenance customer requests received	831	963	699	567

Road corridor use applications received

■ 2021-2022 ■ 2022-2023

Upcoming activities

- Ongoing delivery of the Flood Recovery Program (Betterment and REPA)

Cemeteries

Highlights and achievements

- New Gravedigging Contract commencing on 1 July 2023

Service Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	38	23	28	18
Ash placement applications received and processed	11	6	5	8
Applications for reservation received and processed	31	14	14	25
Applications for monumental work received and processed	38	21	31	20
Plaque placement applications received and processed	5	1	6	5

Burial / grave site applications received and processed

Upcoming activities

- New Boonah Cemetery operations shed to be completed

Parks and Landscape Maintenance

Highlights and achievements

- One free tree day event held at the Council Nursery, Birnam Street, Beaudesert on Saturday 6 May 2023

Service Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1,937	2,274	1124	788
Parks and landscape maintenance customer requests actioned	25	53	39	24
Park use applications received and processed	10	12	11	10
Applications for tree work / removal on Council managed land received	19	13	38	44

Parks and landscape maintenance customer requests actioned

Upcoming activities

- One free tree day event scheduled for Saturday 2 September 2023 at Geissman Oval, Geissman Road, Tamborine Mountain; and
- Desilting of ponds at the Tamborine Mountain Regional Botanic Gardens in the Scenic Rim.

Fleet Management and Servicing

Highlights and achievements

- Development of the Fleet and workshop business plan

Service Statistics

	Q1	Q2	Q3	Q4
SERVICES				
Heavy plant	13	43	30	39
Light motor vehicles	17	49	24	42 *
Small plant	43	83	42	30
Trucks	6	22	24	25
FLEET PURCHASES (ORDERED)				
Light Motor Vehicles	-	11	5	7
Plant	-	0	2	4
Small Plant	-	0	6	15
Trailers	-	1	1	1
Trucks	1	3	1	5
Other	-	1	0	4
FLEET DELIVERIES				
Light motor vehicles	3	2	7	4
Plant	-	0	1	1
Small Plant	-	9	0	15
Trucks	-	0	0	1
Other	-	2	1	2
FLEET DISPOSALS				
Light motor vehicles	4	-	2	3
Small plant	1	-	1	
Plant				1
Other				1

* *Light motor vehicle servicing undertaken by contractors due to vehicle hoist not being operational.*

Fleet services

Fleet services bar chart:

	Q1	Q2	Q3	Q4
2021-2022	142	181	48	191
2022-2023	79	197	120	136

Upcoming activities

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

People and Strategy

Human Resources

Highlights and achievements

- Progressed development of Council's Attraction and Retention Strategy;
- Roll out of Employee Culture and Engagement Survey and focus groups;
- Commenced redesign of Organisational Values;
- Continuous improvement of recruitment process;
- Processes established to implement 'Casual for a Cause' employee fund raising for local charities; and
- Recommended face-to-face inductions.

Service Statistics

	Q1	Q2	Q3	Q4
RECRUITMENT				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	13	8	7	30
Vacancy advertisements posted as open merit-based processes internal and external to Council	16	39	20	36
Appointments confirmed through a meritorious recruitment process	33	28	23	55
Terminations (including permanent, temporary, casual and end-of-contract employees)	17	24	27	20
LONG SERVICE AWARDS				
Number of employees who became eligible for long service milestones	6	13	9	5
LEARNING AND DEVELOPMENT				
Learning and development opportunities approved in Quarter (individual only)	71	73	117	77
Fraud Awareness training	211	-	-	-
Working in Proximity to Traffic – Parts 1 and 2	10	-	-	-
Traffic Management Implementation	11	-	-	1
First Aid (full)	10	-	13	21
CPR only	9	-	2	17
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	-	-

	Q1	Q2	Q3	Q4
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	-	1
LGFP Annual Conference and Masterclass	-	2	-	-
Western Pacific Mass Gathering Events and Health Symposium	-	2	-	-
Good Decision Making (Full day course)	-	75	-	-
Are You Bogged Mate? Mental Health Information Session	-	45	-	-
Operate 4WD on Unsealed Roads			9	-
Maintain Chainsaws Level 1			4	-
Fell Trees Manually Level 2			4	-
Quantified Tree Risk Assessment			11	-
Traffic Control training			16	-
ACDC training			16	-
Authorised Persons/ Local Government Worker			17	5
Domestic Wastewater Environmental Plumbing Licence to Service and Licence to Design			1	1
Ratees User Group Forum			2	-
CEO Forum			1	-
TechOne Training (Assorted)			4	-
Due Diligence			30	-
Federally Funded Digital Foundation skills – Level 1			6	-
Local Government 2023 Roadshow				2
IPWEA-QNT 2023 SEQ Branch Conference and Inaugural Bridge Management Symposium				7
Linksafe – Contractor Safety				14
Bridge Management Symposium				3
IPWEAQNT 2023 SEQ Conference				6
Chemwatch Training				4
Fire Ant Awareness				1
Dealing with Hostile and Violent People				23
Certificate III in Civil Construction (commenced only)				12
Certificate IV in Civil Construction (commenced only)				2
Traffic Control (new)				17
Managing Unreasonable Complainant Conduct				2
Turn the Tide				3
LGMA Awards for Excellence 2023 Event				6
2023 Procurement summit				5
Microsoft – Assorted Word, Excel and PowerPoint				18
InfoCouncil Administrative System training				12
Fire Ant Awareness				1
LGX Conference 2023				2
TIPT + Roadshow 2023				2

	Q1	Q2	Q3	Q4
2023 LGMA Mentoring Programme (selected)				3
Erosion and Sediment Control Workshop				2
11067NAT Swimming Pool Safety Inspections/Pool Safety Inspector Course				1
Impact Environmental Conference				1
National Planning Congress and Awards				1
2023 Australasian Fleet Conference				1
2023 Queensland Disaster Management Conference				1
2023 Service Planning Courses				1
Flood Warning Infrastructure Maintenance Training				1
Lessons Management Forum 2023				1
Australian Landfill and Transfer Station Conference				1
RMPC Workshop				3
Queensland Road Manager Forum				1
Australian Landfill and Transfer Station Conference				1
Evacuation Centre Management Training - Australian Red Cross				1
Road Safety starts with us: identifying opportunities for collaboration with TMR				1
Southern Cross Impact Forum: Circular Economy				1
High Potential Professionals				1
Pest Technician Licence Renewal				1
2023 IPWEA-QNT SWQ Brance Conference Dalby				1
Certificate III in Business (trainees) Commenced				5
Certificate IV in Library and Information Services (trainee) Commenced				1

Recruitment - number of appointments

Bar chart showing number of appointments by quarter:
- Q1: 2021-2022 = 29, 2022-2023 = 33
- Q2: 2021-2022 = 27, 2022-2023 = 28
- Q3: 2021-2022 = 27, 2022-2023 = 23
- Q4: 2021-2022 = 20, 2022-2023 = 54

Legend: ■ 2021-2022 ■ 2022-2023

Upcoming activities

- Organisational roll out of Culture and Engagement Survey Results;
- Culture Development Action Plan to be drafted;
- Finalisation of Attraction and Retention Strategy and Action Plan;
- Adoption of new Corporate Values;
- Policy suite review;
- Implementation of Purchased Leave; and
- Commence work on Employee Value Proposition.

Payroll

Highlights and achievements

- Systems configuration in preparation for roll out of purchased leave for employees from July 2023;
- Preparations of payroll for end of year data transmission to the ATO – scheduled for early July 2023;
- Preparation of end of year payment summary transmission to the ATO – end of June 2023;
- Preparation of statement of earnings for Councillors – end of June 2023;
- Update the superannuation guarantee contribution and re-set concessional cap for super contribution purposes;
- Update wages table for the new EBA pay rates - effective from July 2023; and
- Update allowances for the new EBA rates - effective from July 2023.

Upcoming activities

- End of year data payment summary transmission to the ATO;
- Preparation of statement of earnings for Councillors – end of June 2023;
- Update the superannuation guarantee contribution and re-set concessional cap for super contribution purposes;
- Implementation of updated wages, allowances and superannuation as per Certified Agreement 2022 and other industrial instruments Implementation of purchased leave; and
- Commence process improvement project to optimise record keeping in line with legislative requirements.

Work Health and Safety

Highlights and achievements

- Onboarding of new Work Health and Safety Officer;
- Onboarding of new Coordinator WHS;
- Review of Safety Management System Plan;
- Review of 2022 LGW WHS Audit Action Plan; and
- Employee Health and Wellbeing Program for 23/34 approved.

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	5*	5
September 2022	0	5.88	0	5
October 2022	1*	8.85	16*	7
November 2022	1*	10.48	23*	21
December 2022	0*	9.08*	18*	20.67*
January 2023	0	7.93	21	28
February 2023	0	6.91	5	28
March 2023	0	6.03	0	42
April 2023	0	4.8	0	46
May 2023	1*	5.82	10*	37
June 2023	0	5.33	0	37.5

Amended from previously reported figures.

Lost time injury frequency rate (year to date) *

* Chart updated to reflect updated figures in table above.

Upcoming activities

- 2022-2023 Management Review;
- WHS Management System Plan 2021 – 2024 review;
- Self-Insurers Audit Action Plan close out actions as required;
- Mates in Construction general awareness training in Quarter One of 2023-2024;
- Recruitment of Work Health and Safety Officer; and
- Ongoing policy review.

Corporate Strategy and Performance

Highlights and achievements

- Operational Plan 2023-2024 adopted by Council; and
- Operational Plan Progress Report and Service Delivery Report for Quarter Three approved by Council.

Upcoming activities

- Development of Annual Report 2022-2023; and
- Develop template for quarterly reporting against the Operational Plan 2023-2024.

Business Analytics

Highlights and achievements

- Finalisation of Human Resources and Payroll systems implementation project closeout report;
- Coordination of service planning activities to inform development of Council's Service Catalogue;
- Systems configuration and business process design to support implementation of purchased leave; and
- Commenced process mapping and costing project for Human Resources (Recruitment).

Upcoming activities

- Delivery of Council's Service Catalogue - Stage 1; and
- Commencement of Stage 2 of the Service Catalogue project.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- Audit and Risk Committee Meeting scheduled and held on 1 June 2023;
- Finalise reports for reviews including: Payment Card Data Security; Capital Works Program Management; Project Management Health Check; HRP Project and Continuous Assurance;
- Completed fieldwork for other reviews including: QAO recommendations, Business Continuity Planning and Parks Maintenance; and
- Prepare the draft Annual Internal Audit Plan for 2023-2024.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	10	2	0	8
Medium	56	13	0	43
High	17	1	0	16
Total	83	16	0	67

Upcoming activities

- Audit and Risk Committee Meeting scheduled for 24 August 2023;
- Reports expected to be completed for formal reviews: QAO recommendations, Business Continuity Planning, Continuous Assurance 2022 and Management of Parks Maintenance;
- Progress fieldwork for other reviews including: Grant Management; Operational Procurement and Credit Card Management;
- Finalise the Audit and Risk Committee Annual Report; and
- Finalise the Annual Internal Audit Plan for 2023-2024..

Governance

Highlights and achievements

- Privacy Awareness Week 1-7 May 2023;
- Finalisation of recruitment of new Senior Governance Officer;
- Progression of Policy Review;
- Further workshop in relation Strategic Risk Review; and
- Business Continuity Plan final review, training and exercise.

Service Statistics

INSURANCE AND LIABILITY REPORTING	Q1	Q2	Q3	Q4
Balance carried forward	5	6	2	13
Received	48	42	32	29
Items referred to insurer	12	5	7	1
Items assessed by Council	35	37	20	28
Claims approved *	1	1	1	4
*Claims denied**	12	11	1	5
Notification only *	22	23	10	10
Still under review (carry forward)	6	2	13	9
* included in total for items assessed by Council				
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED				
Right to information and privacy applications received	1	1	4	8

Upcoming activities

- Public Interest Disclosure Training – Organisation wide training;
- Right to Information Training – Organisation wide training;
- Training packages delivered to outdoor workers;
- Completion of Policy Review Project; and
- Infocouncil Training - Meeting Report writing.

Revenue

Highlights and achievements

- Assist with 2023-2024 budget process and adoption.

Service Statistics

	Q1	Q2	Q3	Q4
Total 2022-2023 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	$33,132,453	N/A	$33,309,005	N/A
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	22,572,094.25	N/A	$22,697,543	N/A
Total discount applied to half rates levy	$936,318.85	N/A	$960,438	N/A
Number of rate reminder notices issued	3,100	N/A	3,198	N/A
Total rates outstanding (excluding prepayments) at end of quarter	$6,845,689.97	$5,241,220.88	$7,267,016.83	$5,618,605.94
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%	12.52%	9.68%
Number of Supplementary Notices issued	513	430	401	537
Number of change of ownerships processed	384	295	330	307
Number of rate search certificates issued	333	253	267	314

Revenue outstanding

Upcoming activities

- Preparation of database for first half yearly rate notice issue 2023-2024; and
- Continuing with review and process for recovery of overdue rates.

Purchasing and Supply

Highlights and achievements

- Stocktake completed for Beaudesert, Boonah and Canungra depots;
- Finalisation of review of Procurement Policy and commencement of development of supporting suite of documents;
- Work Health and Safety site inspection; and
- Review of daily activities of the Purchasing and Supply business unit.

Service Statistics

	Q1	Q2	Q3	Q4
Purchases with local suppliers	$6,493,478	$7,459,946	$7,042,623	$7,961,220
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	23.4%	33.6%	36%	35%
Local suppliers with over $200,000 spend for the quarter: • Redfrost • GWT Earthmoving Shaping Australia • Kalbar Bobcat Hire • Lahey & Walker • Scenic Motors • Bromelton Quarry				

Purchasing with local suppliers

Legend:
Purchasing with local suppliers ($)
Purchasing with local suppliers as a percentage of total purchasing spend for quarter

Upcoming activities

- Roll-out of Casual for a Cause operational shirts;
- Pallet racking audit for Beaudesert, Boonah and Canungra depots scheduled for July;
- Council's adoption of revised Procurement Policy;
- Tender preparation for Community and Recreational Assets Recovery and Resilience Program Project Management; and
- Tender preparation for Short St/ Brisbane St Road Infrastructure.

Financial Management

Highlights and achievements

- March Budget review endorsed by Council;
- March, April and May Monthly Financial Reports populated and tabled to Council;
- 2024 Budget engagement feedback to be reviewed and presented;
- Further 2024 budget discussions and adoption;
- Asset revaluation finalised;
- Commencement of Financial Statement preparation planning;
- Land and Buildings valuation to be finalised;
- Fringe Benefits Tax Return to be prepared and submitted; and
- 2022-2023 Loan Borrowings to be drawn down.

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
January 2023	1,962
February 2023	1,464
March 2023	1,662
April 2023	1,335
May 2023	2,164
June 2023	1,800

Invoice processing

Upcoming activities

- Financial Statement Preparation;
- Carry Forward Process Management;
- Set up of 2024 Budgets in Reporting System;
- Set up of 2024 Financial Reporting Process;
- Monthly Financial Performance Reports to be presented to Council; and
- Launch of Eftsure payee software solution scheduled for 15 August 2023.

Records

Highlights and achievements

- Completed catalogue of Legal Document Register (LDR) Boxes;
- Issued correspondence to Logan City Council, SEQ Water and Urban Utilities regarding transfer or disposal of pre-amalgamation physical records based on catalogue;
- New enhanced document approval workflow implemented; and
- Microsoft Office integration to TechnologyOne (RedOffice) implemented.

Service Statistics

	Q1	Q2	Q3	Q4
Number of incoming and outward mail received (including emails, faxes, post, internal documents) Aim to process documents (electronic and hardcopy) on same day as received.	16,672	13,836	9,160	13,850
Number of helpdesk requests received	422	430	492	419
Percentage of helpdesk requests completed by end of each business working day	90%	90%	90%	90%

Number of documents received

Legend: ■ 2021-2022 ■ 2022-2023

Upcoming activities

- Testing "ECM Next Search" in TechnologyOne Enterprise Content Management (ECM);
- Designing and building a new document management structure in ECM for contracts and tenders;
- Review of shared mailbox rules and responsibilities; and
- Arrange for disposal of eligible physical records from Boonah Office.

Information Services and Technology

Highlights and achievements

- Completed procurement for the replacement of Skype for Business and Contact Centre telephony solution;
- Performed cybersecurity awareness phishing exercise;
- Continued development of draft Information and Communication Technology (ICT) Strategy; and
- Upgraded network connectivity at Vonda Youngman Community Centre.

EMAILS				
Q4	**ORGANISATION METRICS Q4 2021-2022**		**ORGANISATION METRICS Q4 2022-2023**	
	90 days	Average per day	90	Average per day
Emails sent	213,824	2,324	212,274	2,333
Emails received	601,426	6,537	633,202	6,958

PRINTING		
Q4	**2021-2022**	**2022-2023**
Colour	130,228	147,788
B&W	164,279	133,587
Total prints	249,507	281,375

Number of pages printed (colour / back and white)

HELP DESK		
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	351
February	477	492
March	463	439
April	367	275
May	362	538
June	440	396

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Ordinary Meeting	4 April 2023	12	62
Ordinary Meeting	18 April 2023	29	94
Ordinary Meeting	9 May 2023	24	52
Ordinary Meeting	23 May 2023	17	54
Ordinary Meeting	6 June 2023	13	31
Special Meeting	19 June 2023	13	30
Ordinary Meeting	20 June 2023	19	41

Upcoming activities

- Deliver technology requirements for the Tamborine Mountain Library Expansion;
- Planning for the replacement of Skype for Business with Microsoft Teams;
- Updating all desktop and laptop computers with the latest Windows Feature and Security Updates;
- Include video for the Council Ordinary Meeting live stream; and
- Finalise Information and Communication Technology (ICT) Strategy, ICT Policies and Strategic Management Framework.

Customer and Regional Prosperity

Libraries

Highlights and achievements

- Preparation for the opening of the new Tamborine Mountain Library, including collection design, programs, public orientation and functional fit out of the library;
- 11 school holiday events delivered across four locations, with participation of 172 young people;
- National Simultaneous Story Time held in Jubilee Park in Beaudesert, with 45 participants;
- The Stardust Club held four sessions during Quarter Four, which has a focus on neurodivergent program design and engagement; and
- In partnership with Urban Utilities, Water Warrior visited Beaudesert and Boonah Libraries highlighting sustainability and applied conservation, with 56 participants.

	Q1	Q2	Q3	Q4
Library visits	38,339	30,751	35,760	40,583
Library members	31,670	31,838	32,878	31,507
New library members	787	592	719	963
Story time sessions	91	72	82	95
Story time participants	1,354	1,349	1,504	1,694
School holiday sessions	33	11	14	16
School holiday participants at events	471	90	199	247
School holiday packs handed out	320	70	209	161
Youth event sessions (13-18 years old)	9	4	1	5
Youth event participants	47	18	0	9
Adult activity sessions	81	77	110	320
Adult activity participants	582	641	951	1,033
PC bookings	2,506	1,835	2,050	2,476
PC booking hours	1,278	1086	1,426	1,757
Physical book issues	36,579	28,531	33,635	34,079
Inter-library loans	506	352	324	406
Housebound book loans	281	284	481	463
Library App downloads	306	192	182	670
Library App interactions with library management system	19,346	23,312	29,195	27,724
Library App new library memberships	149	93	86	190
Library App bookings for events	108	187	291	365

Library visits

	Q1	Q2	Q3	Q4
2021-2022	30,853	31,688	30,230	34,045
2022-2023	38,339	30,751	35,760	40,583

New library members

	Q1	Q2	Q3	Q4
2021-2022	597	520	584	776
2022-2023	787	592	719	983

Upcoming activities

- Soft public launch of refurbished Tamborine Mountain Library;
- Activation of the STEAM (Science, Technology, Engineering, Arts and Mathematics) space at the Tamborine Mountain Library will include 'maker' activities with a creative learning and development focus; and
- Consideration of additional youth programming with the potential for cross generational learning and peer to peer opportunities will be supported by a new role that was created to drive the success, high usage and functionality of this new creative space.

Community Development

Highlights and achievements

- Twenty-six grassroots organisations and sporting clubs across the Scenic Rim shared in more than $90,000 in Round 2 of Council's Minor Community Grants Program. The grants supported a number of projects including the staging of community events, training for volunteers, equipment purchases and minor upgrades to community facilities.
- Council supported RSL Sub Branches and Committees to deliver ANZAC Day Services across the Scenic Rim region in April 2023
- Fifteen Scenic Rim residents from nine countries were welcomed as the region's newest Australians at a citizenship ceremony during Queensland Day celebrations and free family fun day in Beaudesert on Sunday 4 June 2023. The free family fun day was a celebration of all things Queensland and included games, face painting, live music, animal displays, jumping castles, food, stalls and giveaways. Live entertainment featured performances by the Mununjali Ngari dancers and students from Beaudesert State High School.

Service Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	31	0	46	0
Number of Community Grants	NA	42	NA	26
Total value of Community Grants	-	$236,467.22	-	$90,264.86
EmpowHER Hiking Program participants *(Note: this program ended in July 2022)*	100	-	-	-
Number of attendees at Australia Day Ceremony			274	
Number of new Citizens sworn in at Citizenship Ceremony	13	-	23	15
Number of attendees at Queensland Day				2,000
Be Healthy and Active participant numbers	741	978	377	1,053
Volunteer Newsletters	1	1	1	1
Youth Leaders	17	111	10	-
Cuppa in the Communi-Tea	302	485	379	881
Online Back on Track Workshops	0	0	0	0
Interagency and Mental Health Network meetings	64	37	32	40
Youth activity events	120	270	-	-
Recovery and Resilience community engagement (in addition to the Cuppa's)			124	644
Building Inclusive Disaster Resilient Communities Forums and Workshops			61	54
Community Disaster Exercise at Kooralbyn Community Centre			57	
Pocket Books	70	300	200	320
Living in Scenic Rim Kids Activity Books	340	860	480	950
Living in Scenic Rim booklets	40	90	50	30
International Men's Day Dinner	NA	110	NA	NA
International Women's Day Breakfast	NA	NA	155	NA
Free Movies in the Park	-	570	170	-
Volunteer Thank You Events and Programs	-	20	7	25

Upcoming activities

- Council to host a series of Grant Workshops to promote Round 1 of the Community Grants Program. Grant outcomes will be presented to Council in September/October 2023;
- The Youth Leadership Program to commence in the second half of 2023;
- A report on Health and Wellbeing Program Review to be presented in September 2023; and
- Expressions of Interest for 2023-2024 Be Healthy and Active Program to be released in September/October 2023.

Regional Prosperity and Communications

Highlights and achievements

- Held a successful Business Networking Breakfast, featuring economist Michael Campbell and a panel of local exporters, that attracted 120 attendees;
- Delivered 23 capability-building events for the business community for Small Business Month, that attracted over 500 registrations. Also provided support to Tamborine Mountain, Canungra and Boonah Chambers of Commerce, as well as Destination Scenic Rim, that enabled them to deliver events for their members during Small Business Month in May;
- Delivered the final events in a series of six agriculture workshops for the sector, which were held in Harrisville, Rathdowney, Aratula, Kerry and Kalbar. The workshops attracted more than 170 participant across the region, including landholders and producers, and resulted in excellent feedback;
- Delivered a marketing campaign aimed at driving traffic to the Visit Scenic Rim destination website that resulted in nearly 24,000 visitors to the site. Also delivered a co-operative marketing opportunity for local tourism businesses that reached over half a million customers and generated over 18,500 customer leads to their businesses;
- Delivered an expanded Eat Local Month (instead of Eat Local Week) with a range of improvements as identified in a Strategic Review of the event. Also delivered The Long Sunset music event in partnership with Queensland Music Festival and supported the Scenic Rim Clydesdale Spectacular;
- Generated a total economic impact of $2.39 million from Council's support of events, representing a 104:1 return on the investment provided; and
- Delivered Council's budget documentation.

Service Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	11,093	12,000	12,074	12,211
LinkedIn followers	4,737	5,060	5,329	5,653
Council's Disaster Management Facebook followers	12,107	12,189	12,171	12,198
Visit Scenic Rim Facebook followers	20,362	20,877	21,092	24,000
Visit Scenic Rim Instagram followers	30,697	31,000	31,700	32,700
Scenic Rim Eat Local Month Facebook followers	11,395	11,450	11,581	14,000
Scenic Rim Eat Local Month Instagram followers	6,828	6,890	7,041	8,395

Upcoming activities

- Producing Council's 2022-23 Annual Report;
- Supporting delivery of the Scenic Rim Agricultural Expo, at Harrisville;
- Preparing entry in the Queensland Tourism Awards (excellence in food tourism category);
- 2023 Business Excellence Awards call for nominations and planning of gala dinner;
- Delivery of Investment Attraction strategy and deployment of collateral/materials;

- Planning and delivery of a Business Networking Breakfast to be held at Boonah in December 2023; and
- Deliver a launch event for the Beaudesert Enterprise Precinct.

Cultural Services

Highlights and achievements

- School holiday program delivered in April and June across two culture centres and one community centre venues;
- Completion of the grant funded upgrades to the Vonda Youngman Community Centre, Tamborine Mountain;
- Delivery of 54 new folding tables to upgrade facilities at Boonah Cultural Centre;
- 140 people attended the launch of the Moving Mountains exhibition in June 2023;
- Two art masterclasses were delivered at Boonah Cultural Centre and The Centre Beaudesert in May and June 2023;
- 279 people attended The Kransky Sisters at Boonah Cultural Centre;
- Performances of Wind In The Willows at The Centre Beaudesert in June school holidays;
- The Anzac Day Gunfire Breakfast was held at Boonah Cultural Centre with 130 attendees;
- The Seniors Expo was held at The Centre Beaudesert in May with 190 attendees;
- Loyalty Dance performances were held in June at The Centre Beaudesert with 634 people attendees;
- Regional Arts Development Fund (RADF) Round Two Big Idea grants are were assessed. In stage one, the Scenic Rim Arts Reference Group assessed 13 applications requesting $80,109 in grants and shortlisted six to move to full applications. Four of these applications were successful;
- Five youth grants have been awarded to local students and five professional development grants have been awarded to local artists An additional three professional development grants were awarded with funds remaining after Round two assessment. All RADF funds were expended in 2022-23;
- A youth music development program funded through RADF Strategic Initiative was completed with very positive outcome for the students;
- Review of RADF is underway with Arts Queensland. After feedback from Councils they are moving to multi-year funding in 2024-25 and will review the application process. After a review of the Story Markers a new suite of markers have been designed and are in the final stages of prototypes before fabrication begins;
- Harrisville museum have written stories for a storyboard in Lions Park, Harrisville;
- Beaudesert mural for William Street has been awarded to Ash Taylor;
- The Beaudesert museum "Bee" artwork is in final stages of fabrication;
- An audit of all public art, including current professional valuations, has been completed;
- Maintenance and cleaning of the Boonah wayfinders, Kooralbyn mural and sculpture, Beaudesert sculptures and the ASSI wayfinder restoration has been completed; and
- An expression of interest process is currently underway for membership to the Arts Reference Group.

Service Statistics

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	129	82	78	106
Number of attendees at The Centre, Beaudesert	2,871	3,126	2,471	3,019
Number of events at Boonah Cultural Centre	114	68	66	95
Number of attendees at Boonah Cultural Centre	2,895	2103	1,262	1,899
Number of events at Vonda Youngman Community Centre	211	236	276	294
Number of attendees at Vonda Youngman Community Centre	2,751	3366	3,769	3,703
Number of Regional Arts Development Fund applications	9	11	15	4
Value of Regional Arts Development Fund grant approvals	N/A	$28,000	$2,000	34800
Value of Regional Arts Development Fund projects	N/A	$306927	$3,749	120375

Upcoming activities

- 1954: Ella Etta Eartha concert at The Centre Beaudesert;
- Those Folk concert at Vonda Youngman Community Centre;
- Special events program for Moving Mountains exhibition including documentaries and workshops;
- September School Holiday program including Twinkle and the Moon family performance at Boonah Cultural Centre;
- Launch of Gondwanan Plants exhibition by Dr Renata Buziak;
- Selection and training for new Arts Reference Group members;
- Scenic Rim Wedding Expo at the Vonda Youngman Community Centre;
- Celebration Dinner – 50 Years of Wongaburra at The Centre Beaudesert;
- 2023 Ritchies Boonah Arts Festival at the Boonah Cultural Centre;
- Women's Adventure Film Tour screenings at the Boonah Cultural Centre; and
- Scarecrow Festival Arts Showcase at the Vonda Youngman Community Centre.

Number of attendees at The Centre, Beaudesert

Bar chart of number of attendees at The Centre, Beaudesert by quarter.

	Q1	Q2	Q3	Q4
2021-2022	2,093	3,293	1,147	2,644
2022-2023	2,871	3,126	2,471	3,019

Number of attendees at Boonah Cultural Centre

	Q1	Q2	Q3	Q4
2021-2022	1,784	3,289	1,390	2,567
2022-2023	2,895	2,103	1,262	1,899

Number of attendees at Vonda Youngman Community Centre

	Q1	Q2	Q3	Q4
2021-2022	3,023	3,438	1,894	2,858
2022-2023	2,751	3,366	3,769	3,703

Customer Care and Engagement

Highlights and achievements

- Engagement activities successfully completed in quarter four include Council's budget 2023-2024, Disaster Waste Management Plan and the Health and Well Being Program Review;
- Customer Effort Score Survey launched via the 'Let's talk Scenic Rim' platform, to measure how much effort was required for a customer to complete a specific action;
- Progressed initiatives outlined in the Customer Experience Strategy 2021-2023 including: Customer Focused Induction Training commenced, which will improve customer and employee relations and raise awareness of the customers' perspective to employees and draft version of Plain English Guidelines created and under review.
- The team trialled a new process for two consultations (Health and Wellbeing Program Review Survey and the Customer Effort Score Survey) which enabled both surveys to be completed online without having to register first on Let's Talk Scenic Rim, although demographic questions were still required to be answered. The results showed this approach was well received by the community, increased the volume of participation by 22% from the Customer Satisfaction Survey conducted at the same time last year.

Service Statistics

	Q1	Q2	Q3	Q4
Number of calls	12,891	9,925	10,849	10,190
Average call wait time	00:36	00:33	00:28	00:37*
Longest call wait time	08:02	10:56	10:20	24:14*
Applications created	1,104	998	1,054	1,245
Requests created	3,607	2,956	3,061	3,015
Online requests	49	63	103	115
Local Government transactions (excluding enquiries)	4,255	2,193	3,559	2,335
QGAP transactions	2,718	2,667	2,888	2,755
COMPLIMENTS RECEIVED	**40**	**39**	**26**	**31**
Asset and Environmental Sustainability	20	18	17	17
Council Sustainability	1	0	2	1
Customer and Regional Prosperity	17	19	6	11
Executive Office Mayor and Councillors	2	2	1	2
LET'S TALK SCENIC RIM				
Registered participants on Let's Talk Scenic Rim *			659	705
Total visits to Let's Talk Scenic Rim **			12,401	15,427

* The longest wait time and average call wait time were impacted by a technical issue during Quarter Four when there was a system outage caused by a break in Telstra's fibre cable between the Gold Coast and Beaudesert. This caused intermittent outages in the contact centre system over a 48 hour period.

** Let's Talk Scenic Rim data added to table for regular reporting

Number of customer telephone calls

	Q1	Q2	Q3	Q4
2021-2022	13,696	11,181	13,487	11,477
2022-2023	12,891	9,925	10,849	10,190

Upcoming activities

- Results of Customer Effort Score Survey to be analysed and reported;
- Progress initiatives outlined in the Customer Experience Strategy 2021-2023 including: continuing work on the Customer Care and Engagement Quality Assurance Program and finalising the Plain English Guidelines project; and
- Engagement activities planned in quarter one 2023-2024 include, Draft Scenic Rim Region Bio Security Plan 2023-2028 and the combined consultation for Flying-Fox Management Strategy and Roost Management Planning.

Development Assessment and Engineering

Highlights and achievements

- Revised policies were adopted by Council for:
    - Naming of Roads and Places and
    - Providing Draft Conditions for Development

- The Development Assessment team attended a number of Short-term Accommodation Information Sessions being hosted by the Regional Prosperity team. These sessions provided the community an opportunity to discuss with officers any existing or proposed short-term accommodation developments.
- Engagement of external professionals has commenced to develop standard conditions suite released with two responses received. Completion of the conditions suite is scheduled for the next quarter.
- Application and enquiry numbers remain high which continues to be a challenge given the reduced assessment resources. Use of external development assessment officers has assisted in achieving reasonable assessment time frames and customer service expectations.

Service Statistics

	Q1	Q2	Q3	Q4
Applications received	97	83	105	101
Applications determined	115	100	79	88
Applications in decision stage	106	99	120	133
Plan of surveys finalised	7	10	10	13
Flood certificates issued	33	38	28	48
Planning certificates issued	7	9	10	11
Concurrence Agency Referral Applications	22	21	25	29
Initial planning enquiries (telephone)	572	451	529	526
Call back enquiries related to application	235	119	160	197
Pre-lodgement meetings conducted	15	11	4	14
Concept meetings conducted	12	9	14	12
Lots approved as part of reconfiguration application approvals	5	59	77	47

Number of planning applications determined

Upcoming activities

- Appointment of the successful respondent for consultancy work to commence developing the standard conditions suite. This will provide readily accessible, consistent and legally defendable draft conditions for assessment officers. The suite will identify the conditions package that would normally apply to specific development types. It does not limit the assessing officers imposing site specific conditions where appropriate.

Regulatory Services

- Regulatory Services participated in the short term accommodation information sessions for property owners, organised by Council's Regional Prosperity team which was well attended.
- 70 tourist accommodation and safety compliance program information letters were sent to landholders and business operators, with 15 requests from respondents requiring additional information.
- Health Services 2023-2024 dog registration renewals will be sent to dog owners on 10 July 23.
- Business support have welcomed 2 new trainees to the team, these trainees are undertaking traineeships that will at the end of their term provide them with a Certificate III in Business.

Service Statistics

	Q1	Q2	Q3	Q4
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED				
Food	19	19	12	30
Personal appearance services	0	0	3	1
All local law licences (advertisements, animal keeping, events, accommodation)	23*	20	23	20
CUSTOMER REQUESTS RECEIVED (CRMS)				
Health Services	505	412	417	519
Compliance Services	194	181	166	291
Biodiversity and Climate Change	13	17	27	23
NOTICES ISSUED				
Show cause	34	55	25	39
Enforcement	12	20	26	25
Compliance	24	14	6	10
DOGS				
Registered at end of period	5,043	5,081	5,098	5,185
New dog registration applications	303	207	248	183
Impounded	29	35	28	38
Impounded and returned to owner	16	14	7	16
Impounded and rehomed	10	17	15	20
Impounded and euthanised	3	2	6	2
CATS				
Impounded	74	61	54	81
Impounded and returned to owner	7	6	3	6
Impounded and re-homed	14	7	12	15
Impounded and euthanised	53	48	39	60
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC				
Animals reported lost	40	27	21	15
Animals reported found	0	2	4	2
1080 BAITING PROGRAM				
Landholders	28**	2	0	38
Dog baits supplied	496	4	0	703
Pig baits supplied	98	12	0	40
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT				
Backflow prevention devices	9	18	11	10
On-site sewerage facilities	75	57	58	62
BUILDING APPROVALS				

	Q1	Q2	Q3	Q4
Inspections performed	10	20	25	25
Council-certified applications lodged	7	7	6	12
Privately certified applications lodged	224	251	243	305
PLUMBING APPROVALS				
Inspections performed	752	717	754	772
Applications lodged	99	103	133	168
SERVICE REQUESTS				
Plumbing compliance requests (CRMS)	29	14	10	14
NOTICES ISSUED				
Plumbing Show Cause Notice	0	0	1	0
Plumbing Enforcement Notice	0	0	0	0
Notifiable works compliance inspection	0	0	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

- The next biannual 1080 baiting program for landholders throughout the Scenic Rim will take place during September and October 2023;
- Food licence renewals will be issued to licence holders in late July 2023;
- Short term accommodation/tourist accommodation review to continue during 2023-2024;
- The Draft Scenic Rim Region Biosecurity Plan 2023-2028 community consultation dates are 28 July 2023 to 25 August 2023; and
- Food licence premise inspections will increase during Q1 and Q2 of 2023-2024.