



SCENIC RIM REGIONAL COUNCIL

# OPERATIONAL PLAN 2024-2025

*As amended by Council on 26 February 2025*

**SCENIC RIM**  
  
REGIONAL COUNCIL

## **Acknowledgement of Country**

*Scenic Rim Regional Council acknowledges the traditional country of the Mununjali, Wangerriburra and Ugarapul Peoples of the Scenic Rim. We recognise that the Scenic Rim continues to have connections to cultural, spiritual, environmental, and economic importance and respect connection to Country. We pay our respects to Elders past, present and emerging, acknowledging the important role Aboriginal and Torres Strait Islander peoples play in shaping the future of our region.*

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# CHIEF EXECUTIVE OFFICER'S MESSAGE

Scenic Rim Regional Council's Operational Plan 2024-2025, a legislative requirement under the *Local Government Act 2009* and the *Local Government Regulation 2012*, sets out how Council plans to progress activities which contribute to the delivery of Council's Corporate Plan, *Scenic Rim 2026*. This plan is the fourth operational plan under the five-year Corporate Plan. Many of the activities proposed for 2024-2025 build on work done over the previous years.

The Operational Plan 2024-2025 is a key planning tool which sets out the specific activities, milestones and measures which help the organisation to remain focused on delivering the vision of Council. The activities within the document align with and inform the annual budget.

The Operational Plan 2024-2025 is structured to align with the seven themes, areas of focus and actions set out in the *Scenic Rim 2026 Corporate Plan* (Corporate Plan). Each activity is linked back to an action within the Corporate Plan, and the actions are linked back to an area of focus. The Operational Plan 2024-2025 is divided into seven themes:

- Spectacular Scenery and Healthy Environment
- Sustainable and Prosperous Economy
- Open and Responsive Government
- Relaxed Living and Rural Lifestyle
- Vibrant and Active Towns and Villages
- Accessible and Serviced Region
- Healthy, Engaged and Resourceful Communities

The Operational Plan 2024-2025 identifies the key services to be delivered as defined in the adopted Service Catalogue and includes continued delivery of some of the region's key strategies.

Asset management and infrastructure planning continues to be a critical part of Council's operations. The development of the Local Government Infrastructure Plan (LGIP) and ten-year capital works program will ensure that Council continues to maintain existing assets effectively as well as planning for the future infrastructure needs for the region.

The Operational Plan 2024-2025 demonstrates Council's commitment to delivering the vision set out in the Corporate Plan, *Scenic Rim 2026*, and meeting the needs of the community. The Operational Plan 2024-2025 provides clear direction for the organisation and enables effective monitoring of progress throughout the year.

David Keenan  
**Chief Executive Officer**

# EXECUTIVE SUMMARY

Scenic Rim Regional Council's (Council) *Operational Plan 2024-2025* (Plan) has been developed in alignment with the themes and areas of focus of the Corporate Plan 2026 - *Scenic Rim 2026* (Corporate Plan), as required by section 175 of the *Local Government Regulation 2012*. Council's key strategic projects are also included in this Plan.

Each key action is presented with an indicative financial allocation (as per the adopted Annual Budget 2024-2025) to provide better transparency and accountability<sup>1</sup>. Furthermore, each action has defined key performance indicators, to provide a way to measure Council's performance against its key objectives.

Progress against the delivery of the objectives outlined in this Plan is reported regularly throughout the year to Council and the community through quarterly performance reports and Council's Annual Report.

Much of Council's day-to-day operations involve the delivery of services. This year, Council has identified the key services that contribute to each of the themes in the Corporate Plan to enable a better understanding of the full breadth of activity that Council delivers.

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<sup>1</sup> Indicative budgets referenced in this Operational Plan are inclusive of materials and services only and do not include direct labour (employee) or overhead costs, unless otherwise stated. Accurate information regarding Council's budget can be reviewed in the Scenic Rim Regional Council 2024-2025 *Community Budget Report*.

# PLANNING FRAMEWORK

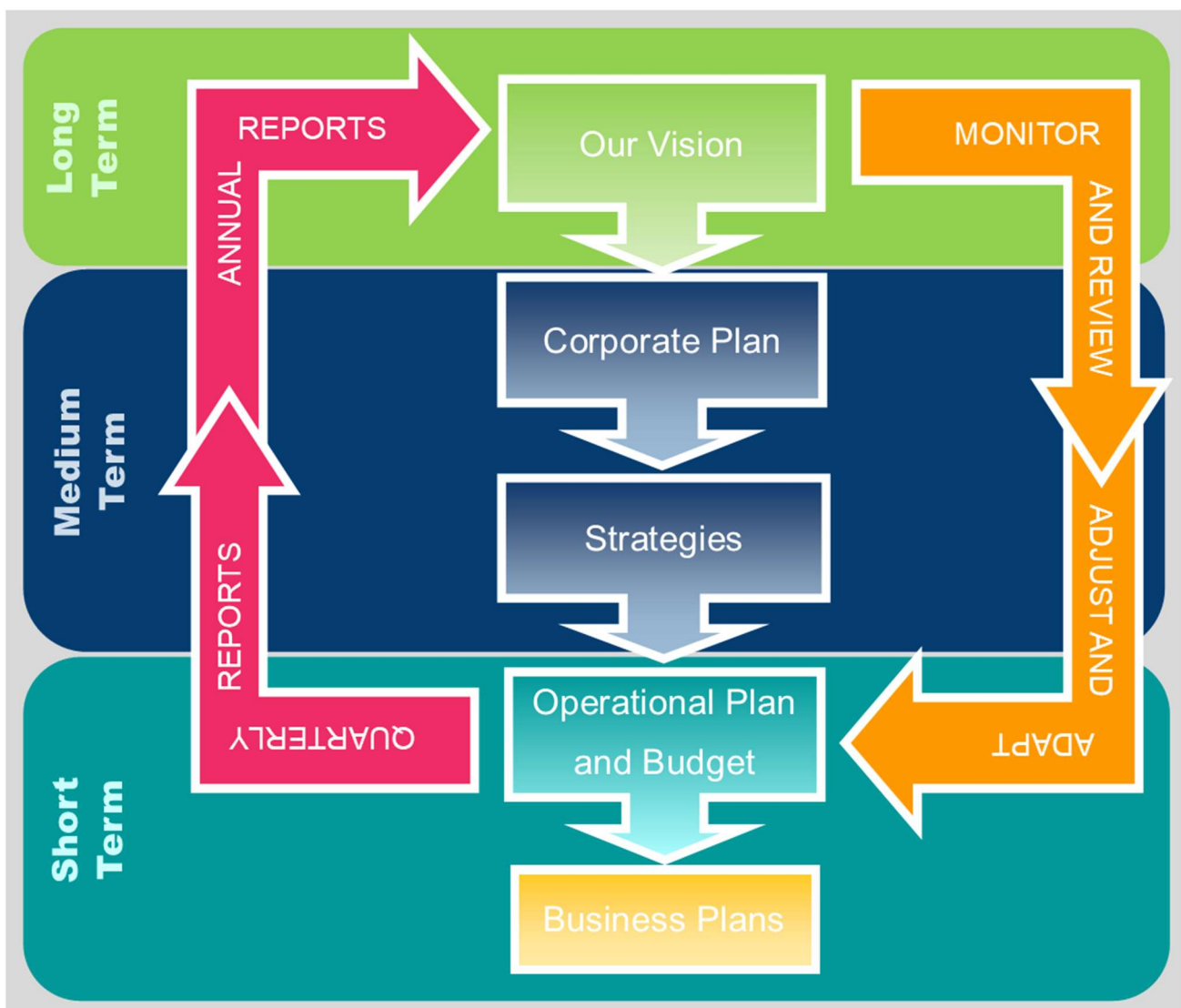
## Corporate Planning

The Plan is a key component of Council's strategic planning framework and should be considered with other planning documents, including the long-term financial forecast, annual budget and corporate reporting framework.

The purpose of the Corporate Plan is to provide clear strategic direction for the organisation to ensure Council's strategic focus areas are aligned to the community's aspirational vision for the region. It informs decisions about operational priorities and allocation of resources. The Plan details the actions Council will take in this financial year, building on achievements made in previous years to progress the strategic direction outlined in the Corporate Plan. Under each action contained in the Plan are the activities planned for 2024-2025, together with key performance indicators and key milestones, drawn from the key indicators for success in the Corporate Plan.

Council will continue to meet its commitment to deliver services to the community, manage critical Council-owned infrastructure, and continue to deliver activities outlined in this Plan.

Council's strategic planning framework is represented in the diagram below.





# PLANNING FRAMEWORK

## Service Planning

This Plan details a range of activities that, in addition to a broad range of services outlined in the Scenic Rim Regional Council Service Catalogue 2022-2023 (Services), progress the delivery of Council's Corporate Plan and services to the community.

Council remains dedicated to delivering a seamless and efficient range of services for the Scenic Rim community, encompassing essential infrastructure like roads and parks, robust waste management solutions, and engaging cultural programs offered through libraries and events. Additionally, Council actively fosters a supportive environment for local businesses, recognising their vital role in our region's economic future.

It is the delivery of these Services that the community sees and engages with on a daily basis. Whether it is our well-maintained parks and gardens, our sporting facilities or our disaster management planning, all of the Services that Council provides directly benefit the community.

Listed below are the Services to meet the needs of the community.

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

Within each Theme of this Plan, the Services are outlined to clearly link them to Council's outcomes.

It is important to note that some Services contribute to more than one Corporate Plan theme. For example Waste Services make a significant contribution to our spectacular scenery and healthy natural environment, support a sustainable and prosperous economy and ensure our region remains accessible and well serviced.

Council's diligent oversight of these Services, and consideration of the community's service needs into the future, will ensure that Council continues to be financially sustainable.

# PLANNING FRAMEWORK

## Performance Reporting

### Operational Plan Quarterly Report

Quarterly reports against the Plan will be presented to Council. The report will include a status for each activity within the Plan, together with progress against quarterly Key Performance Indicator (KPI) targets. Activities will be reported as "completed", "on track", "monitor" or "requires attention". Those activities marked as "monitor" or "requires attention" will include a comment to explain the status. The quarterly progress reports against the Operational Plan will include activities which were incomplete as at the end of the previous financial year, in order to maintain transparency of their delivery.

### Service Delivery Report

In addition to the legislatively required quarterly report against the Operational Plan, Council also provides a quarterly service delivery report. This report provides an overview of service demand, service delivery and performance.

### Strategy Report Cards

Council has adopted a number of strategies, aligned to the Corporate Plan. These strategies often require implementation over a number of years. To assist with assessing performance against the strategies and to provide transparency about progress, Council has developed and published report cards for a number of strategies.

The report cards provide a useful check point for Council to review progress in delivering long term strategies and it is intended that these mechanisms will continue as part of Council's Corporate Strategy and Performance arrangements.

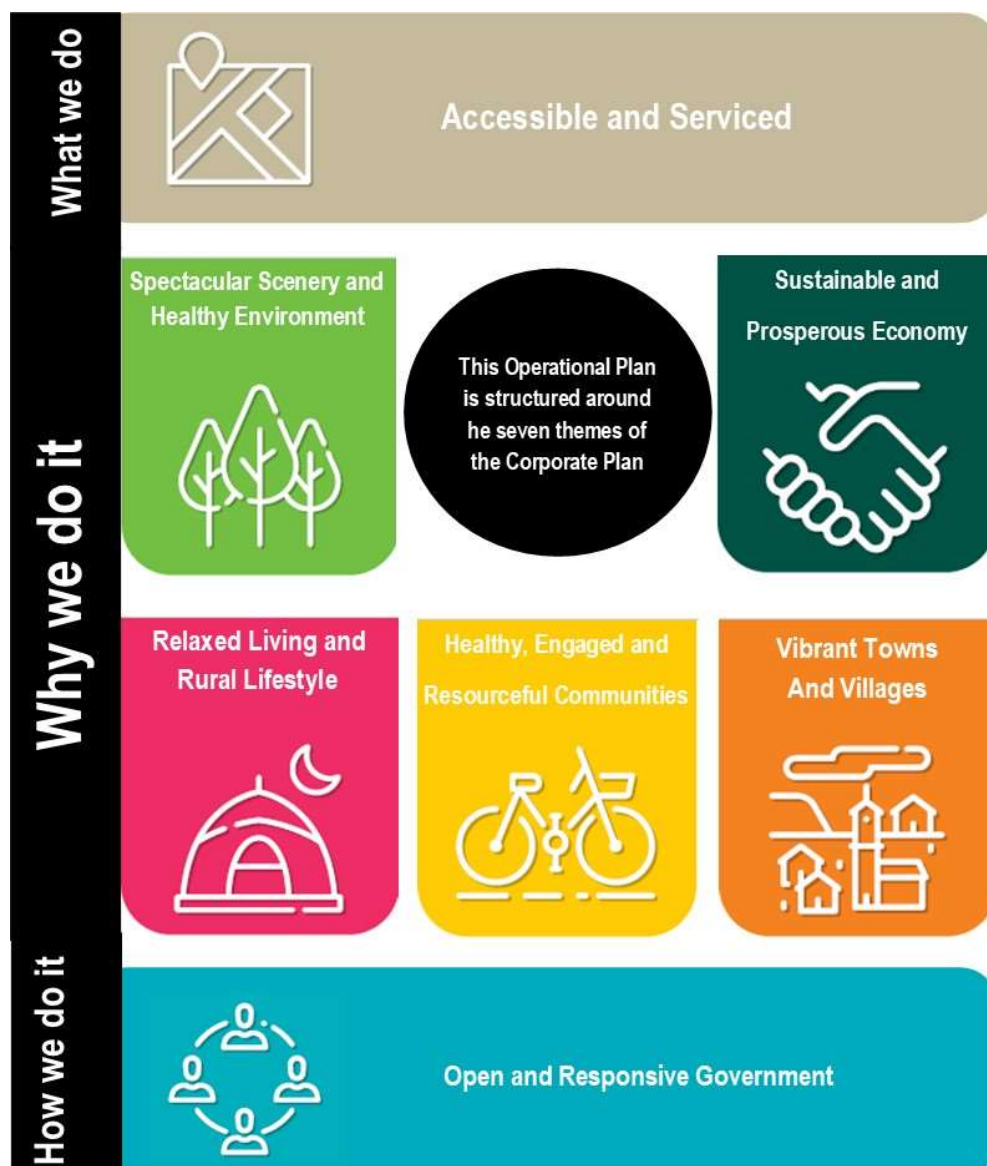


# RISK MANAGEMENT

Council embeds a positive risk culture throughout the organisation. To achieve this, Council has established a systematic risk management methodology to identify and address areas of potential risk within Council's operations in a manner consistent with Australian Standards. Effective risk management is governed by an Enterprise Risk Management Framework to establish the relationship between Council's various risk management components and processes. All steps of the Risk Management process are monitored to ensure continuous improvement.

A key part of the Risk Management Framework is Council's Risk Register. This register details how the organisation's strategic and operational risks are described, assessed, and managed. The Risk Register is reviewed regularly and maintained in accordance with Council's Risk Management Policy and the Enterprise Risk Management Guidelines.

## CORPORATE PLAN THEMES



## Accessible and Serviced Region

**Statement of Intent:** Infrastructure and services support the prioritised needs of our growing community

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.	<b>Develop and maintain a constructive dialogue with the community about service expectations and affordability.</b>	Predominantly within existing capital and labour budgets	N/A	Financial Management  Customer, Care and Engagement
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver community consultation on the Draft 2024-2025 Budget position	1 March 2025		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Papers relating to the 2025-2026 Budget Year and 10-year Long Term Financial Forecast released for community feedback.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.	<b>Ensure that the installation of private and utility infrastructure in Council-controlled road reserves does not compromise the function and safety of Council's infrastructure, or the visual amenity of the region.</b>	Predominantly within existing capital and labour budgets	N/A	Maintenance and Operations
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.	1 July 2024		30 June 2025
	Review and update existing Council Policy: Rural Road Numbering.	1 July 2024		31 March 2025
	Review and update existing Council Policy: Provision of Road Network.	1 July 2023		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Online road network impacts mapping system completed by 30 June 2025.		100%
		Council Policy: Rural Road Numbering reviewed and adopted by Council by 31 March 2025.		100%

## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.	<b>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.</b>	Predominantly within existing capital and labour budgets	N/A	Resources and Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Management plan for all council controlled camping facilities has been developed.	1 July 2024		30 June 2025
	Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Councils Camping Facilities.	1 July 2022		30 June 2025
	Implement and monitor management model for Council owned camping facilities.	1 July 2023		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Management plan for all currently Council controlled Camping facilities is implemented.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.	<b>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.</b>	\$100,000 (year 1 only to catch up with backlog)	As per Council schedule of fees and charges.	Maintenance and Operations  Resources and Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Rollout of new community tenure documentation within the region including updated occupier maintenance obligations.	1 July 2024		30 June 2025
	Develop a community facilities and community sporting inspection and compliance program.	1 July 2024		31 December 2024
	Develop sports and recreation plan for the ongoing maintenance and development to meet future community needs.	1 July 2023		31 December 2024
	<b>Measure of Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Council is able to measure occupiers compliance with maintenance obligations / submission of relevant maintenance documentation to Council.		100%
		Community tenure documentation within the region including updated occupier maintenance obligations delivered for identified occupiers.		100%
	Community safety and visual amenity is preserved in Council-controlled reserves.	Annual inspections undertaken of Council controlled community facilities and community sporting facilities.		100%

## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.	<b>Maintain oversight of Council's Building and Facilities, including investment forecasts based on service requirements and condition assessment modelling.</b>	Predominantly within existing labour budget	N/A	Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	1 July 2024		30 June 2025
	Revise Council's Depot Strategy and develop a supporting implementation plan to ensure Council can meet future service delivery requirements.	1 July 2023		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2024 to ensure its adequacy to provide appropriate management of this asset class.		100%
		Building and facilities assets capital investment requirements are reviewed, updated and presented to Council by 30 June 2025.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.	<b>Maintain oversight of Council-controlled transport and urban drainage infrastructure, including investment forecasts based on service requirements and asset condition modelling.</b>	Predominantly within existing capital and labour budgets	N/A	Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Development of maintenance program for the ongoing maintenance of Detention and Bio-Retention basins.	1 July 2024		30 June 2025
	Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Maintenance program with estimated in full costs is developed prior to 2025-2026 budget deliberations.		100%
		Transport and urban drainage asset information is reviewed by 31 December 2024 to ensure its adequacy to provide appropriate management of this asset class.		100%

## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.	<b>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.</b>	Predominantly within existing capital and labour budgets	N/A	Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Ensure works are being delivered to recommended treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Treatment options have been implemented regarding critical infrastructure.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The provision of open spaces that meet current and long-term (20 year) needs of the Scenic Rim community.	<b>Maintain oversight of Council's open spaces, including investment forecasts based on service requirements and asset condition modelling.</b>	Predominantly within existing labour budget	N/A	Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	1 July 2024		30 June 2025
	Implement the Asset Information Strategy elements relevant to Council's open spaces.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 31 December 2024 to ensure its adequacy to provide appropriate management of this asset class.		100%
		Open spaces and parks assets capital renewal investment requirements are reviewed and presented to Council by 31 December 2024.		100%

## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
A sustainable program of local, higher order infrastructure delivery necessary to support population and economic growth.	<b>Develop and review a 10-year capital works program annually, with a 20-year horizon forecast.</b>	\$170,000 (New Software)	N/A	Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop Council's 10-year capital works program in line with Council's long term financial plan.	1 July 2024		30 June 2025
	Identification and implementation of a project management software.	1 July 2024		30 December 2024
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	10-year capital works program developed and adopted by Council by 30 June 2025.		100%
	Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Project Management Software is implemented and utilised for 2025-2026 Budget Development and 10 year capital programming.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
A sustainable program of local, higher order infrastructure delivery necessary to support population and economic growth.	<b>Review and maintain Council's land and infrastructure holdings to ensure relevance for long-term strategic needs.</b>	Predominantly within existing capital and labour budgets	N/A	Resources and Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Finalise the review of Council's land holdings, with reports relating to the central and Western region to be presented to Council.	1 July 2022		30 June 2025
	Update land holding documents.	1 July 2024		30 June 2025
	Acquisitions or disposal of land as required.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Acquisitions and disposals of land as per the Land review document.		100%



## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Advocacy for forward planning and delivery of State and statutory entity-controlled infrastructure and services to support population and economic growth.	<b>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.</b>	Predominantly within existing labour budget	N/A	Capital Works and Asset Management  Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	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.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Council's advocacy enables the delivery of economic, social and environmental priorities across the region.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Advocacy for forward planning and delivery of State and statutory entity-controlled infrastructure and services to support population and economic growth.	<b>Participate in strategic discussions with the Queensland Government and private sector to identify, advocate for, and facilitate improved access to public transport services.</b>	Predominantly within existing labour budget	N/A	Asset and Environmental Sustainability  Customer and Regional Prosperity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Engage with Queensland Government, private sector and community sector, as opportunities arise, to advocate for improved public transport in the region.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	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.		2



## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Progression towards 'zero avoidable waste to landfill' as an economically viable operation, through collaboration and innovation.	<b>Implement the <i>Scenic Rim Regional Council Waste Management and Resources Recovery Strategy 2021-2026</i>.</b>	\$120,000	NA	Resources and Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Commence organics diversion preparatory works.	1 July 2024		30 June 2025
	Update compost rebate program.	1 July 2024		30 June 2025
	Enhanced integration of kerbside collection customer requests.	1 July 2024		30 June 2025
	Develop waste service price path options.	1 July 2024		30 June 2025
	Investigate opportunities to reuse recyclable materials in Councils activities.	1 July 2024		30 June 2025
	Complete review of Waste Facilities and Services.	1 July 2021		30 June 2025
	Undertake a feasibility assessment for diversion of food organics and garden organics from landfill.	1 July 2023		31 December 2024
	Develop remote waste servicing options.	1 July 2023		31 March 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Procurement and funding plans in place to support organics diversion service.		100%
		Increase in uptake of compost rebate program.		5%
		Number of activities/ studies undertaken to explore options to reduce and reuse recycled materials.		1
	Council's assets provide appropriate and sustainable levels of service.	Waste personnel intervention in the processing of kerbside customer requests reduced.		40%
		Waste service price path options available by 30 June 2025.		100%

## Accessible and Serviced Region

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Progression towards 'zero avoidable waste to landfill' as an economically viable operation, through collaboration and innovation.	<b>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.</b>	Predominantly within existing capital and labour budgets	NA	Resources and Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Continue to participate in COMSEQ Waste Management Plan Portfolio Management Officer (PMO) meetings.	1 July 2024		30 June 2025
	Continue to consult key stakeholders on the development of Bromelton facility.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Development of Council waste facility provides for regional needs.		100%

# Accessible and Serviced Region

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

This theme of the Corporate Plan discusses the services as a mechanism for delivery, the impacts of which are felt across all the other themes. The delivery of these supports the region and ensures it remains accessible and well serviced. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus.

### **CAMPGROUNDS**

Management and maintenance of Council controlled campgrounds to a suitable level for the attraction of guests.

### **CEMETERIES**

Provision of nine cemeteries for interments, monumental work, placement of ashes and reservations.

### **DESIGN AND SURVEY**

Design and survey services to support the delivery of internally delivered capital works projects for roads and traffic. To ensure infrastructure activities undertaken by Council comply with legislative, statutory, and regulatory requirements as well as to ensure a safe environment for the community.

### **FACILITIES MAINTENANCE**

Delivery of maintenance and building services for Council owned assets, other than selected leased properties.

### **LIBRARY SERVICE**

Deliver library services that provide access to information and resources for the purpose of leisure and learning through four branches, a mobile library and online. These services foster a culture of learning, research, and community connection.

### **PARK AND LANDSCAPE MAINTENANCE**

Maintenance of parks and open spaces, including mowing, landscaping and tree maintenance. To provide the community with safe, public open spaces for recreation, social gatherings, exercise, and relaxation.

### **PRIVATE WORKS**

Council currently delivers two main roads contracts on behalf of the Department of Transport and Main Roads (DTMR). These contracts vary in nature and cover pavement maintenance or roadside vegetation maintenance or a combination of both. They are commonly referred to as the Road Maintenance Performance Contract (RMPC) and the Routine Maintenance Contract (RMC); the first is directly with DTMR and the second via a sub-contract with Roadtek.

### **PROPERTY MANAGEMENT**

Property management of Council owned land and related advice, project oversight, land sales, land acquisitions, and compliance to relevant legislation.

### **ROADS AND TRAFFIC**

To provide for the maintenance and renewal of Council's transport associated infrastructure and drainage assets. Council has a responsibility to maintain transport related infrastructure as well as make safety improvements to infrastructure where the risk to the public is increased.

### **STRATEGIC INFRASTRUCTURE PLANNING AND DELIVERY**

Provision of asset information services, development of the Capital Works Program, coordination of capital works, asset management and infrastructure planning services.

# Accessible and Serviced Region

## **SWIMMING POOLS**

Provision of five seasonal public swimming pools, and one aqua fitness centre, for water sport, health and fitness, physical therapy, recreation and water safety education.

## **WASTE MANAGEMENT**

Provision of waste services, including the operation of waste facilities, asset projects, repairs and maintenance as well as management of open and closed landfills.

## **WASTE SERVICES**

Provision of waste collection services, contract management, strategic asset management, waste education, strategy development and implementation, commercial business development, policy development and liaison, planning and development and customer request management.

# 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.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.	<b>Continue to implement actions contained within the <i>Scenic Rim Regional Council Biodiversity Strategy 2015-2025</i>.</b>	\$153,000	N/A	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver actions identified in the five-year Biodiversity Strategy implementation plan (2020-2025).	1 July 2024		30 June 2025
	Deliver programs aligned with Council's biodiversity vision.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Natural environment and rural landscapes are enhanced as a result of planned actions.	Total value of Environmental Grant Program funding allocated to the community.		\$153,000
	Biodiversity across the region is protected.	Number of new properties secured under the Habitat Protection Program.		30
	Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of education events delivered.		8

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.	<b>Continue to deliver, in partnership with the Council of Mayors South-East Queensland, the Resilient Rivers Program.</b>	\$490,000	\$490,000	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver actions under the Logan-Albert Catchment Action Plan.	1 July 2024		30 June 2025
	Deliver actions under the Bremer Catchment Action Plan.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Natural environment and rural landscapes are enhanced as a result of planned actions.	Number of waterway improvement projects delivered.		6
	Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of engagement activities delivered.		4

## SPECTACULAR SCENERY AND HEALTHY ENVIRONMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.	<b>Partner and collaborate with agencies, community groups and private landholders to provide a coordinated approach to protecting biodiversity within the region.</b>	\$186,500	\$100,000	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Establish project agreements with agencies, community groups or private landholders.	1 July 2024		30 June 2025
	Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Biodiversity across the region is protected.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.		2
	Outcomes are enhanced by productive partnerships and knowledge sharing.	Value of support secured through biodiversity partnerships.		\$100,000

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Develop a program of work to facilitate climate adaptation across the region.</b>	\$21,580	N/A	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop a program of work to facilitate climate adaptation across the region.	1 July 2024		30 June 2025
	Provide for increased on-site water storage capacity.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Carbon footprint for Council Operations developed for the 2024-2025 financial year.		100%
	Water resilience across the region is increased.	Major Amendment to the Scenic Rim Planning Scheme 2020 to increase domestic water supply capacity for new dwellings to reduce demand on reticulated water supply is prepared.		100%

## SPECTACULAR SCENERY AND HEALTHY ENVIRONMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Increase community awareness of the causes and impacts of, and mitigation strategies to manage, drought and natural disasters such as fire and flood.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Community awareness and the knowledge to prepare for extreme weather and natural disasters.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
		Number of events attended where communities have been provided with information about disaster resilience when faced with extreme weather events throughout the Region.		24
	Increased community awareness of drought and natural disaster mitigation enhances resilience.	Businesses groups and organisations throughout the Region have created a Disaster Management Plan to prepare for extreme weather events that have the potential of isolation for a prolonged period.		100% Acknowledgement of the need for preparation planning by key Business Organisations within Scenic Rim

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Design and deliver initiatives to increase environmental sustainability across Council's operations.</b>	Predominantly within existing labour budget	N/A	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Climate Change Policy developed for Council.	1 July 2024		30 June 2025
	Embed climate considerations within all relevant Council policies, plans and strategies.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of Council policies, plans and strategies that need and have climate and environmental sustainability included.		2



## SPECTACULAR SCENERY AND HEALTHY ENVIRONMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Incorporate natural disaster mitigation in the design and operation of Council's facilities and assets.</b>	Predominantly within existing labour budget	N/A	Asset & Environmental Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop a resilience register identifying potential betterment opportunities	1 July 2024		31 March 2025
	Deliver approved betterment projects improving infrastructure resilience	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's assets provide appropriate and sustainable levels of service.	Review of road network identifying potential betterment projects.		100%
		Develop resilience register.		100%
		Deliver Queensland Reconstruction Authority approved betterment projects.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Advocate for the evaluation of options for increasing water resilience within the region.</b>	\$35,000	Nil	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Advocate for water security for agricultural purposes.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of meetings attended in support of the Water for Warrill project.		2

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Adaptation to changing climate and weather patterns.	<b>Continue to deliver One Million Trees for the Scenic Rim by 2025.</b>	\$90,900	N/A	Regional Development, Health and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver rural, community habitat and river trees initiatives.	1 July 2024		30 June 2025
	Deliver planting projects on private and Council lands.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Biodiversity across the region is protected.	Number of native plants planted and provided annually to achieve the one million trees target by 2025.		90,000

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

The intent of this theme of the Corporate Plan is about maintaining our spectacular scenery and healthy environment. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus.

### **BIODIVERSITY AND CLIMATE CHANGE**

Deliver a range of biodiversity, waterway and climate change outcomes through planning, project development and programs to ensure the region's unique natural environment is recognised, preserved and enhanced in partnership with the community for future generations.

### **DISASTER MANAGEMENT**

Minimise the impact of emergencies and disaster on the community through effective coordination of activation systems and strategies to deal with Prevention, Preparedness, Response and Recovery (PPRR) as required by the Disaster Management Act 2003 and additional Australian and Queensland Government policies and guidelines.

### **ROADS AND TRAFFIC**

To provide for the maintenance and renewal of Council's transport associated infrastructure and drainage assets. Council has a responsibility to maintain transport related infrastructure as well as make safety improvements to infrastructure where the risk to the public is increased.

### **WASTE SERVICES**

Provision of waste collection services, contract management, strategic asset management, waste education, strategy development and implementation, commercial business development, policy development and liaison, planning and development and customer request management.

# 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.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The current and future economic prosperity of the region.	<b>Continue to implement the <i>Scenic Rim Regional Prosperity Strategy 2020-2025</i>.</b>	\$128,000 and existing labour budgets	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver Year 4 actions contained within the Scenic Rim Regional Prosperity Strategy.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Economic value of building approvals.		\$180 million
	Creation of valued employment for local residents is supported.	Total number of local jobs in the region.		17,000
		Total number of employed residents.		22,000
	Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of local businesses supported by Regional Prosperity, including participation in business development programs.		200
		Number of stakeholders engaged with Regional Prosperity, including Chambers of Commerce, Brisbane Economic Development Agency, Destination Scenic Rim and members of the Strategic Coordination Group.		20

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The current and future economic prosperity of the region.	<b>Facilitate and mentor continued development and sustainability of diverse and high-performing local businesses, with capability to adapt and thrive.</b>	Predominantly within existing labour budgets	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver capability development programs and knowledge sharing initiatives catering to the needs of the local business community.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of business development programs delivered to support the growth of local businesses.		15

## Sustainable and Prosperous Economy

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.	<b>Champion the Bromelton State Development Area (SDA) partnership.</b>	Predominantly within existing labour budgets	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Promote and advocate for the Bromelton SDA.	1 July 2024		30 June 2025
	Implementation of the Scenic Rim Investment Attraction Plan.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Outcomes are enhanced through productive partnerships and knowledge sharing.	Continue to influence the scope and support the delivery of the SEQ City Deals project that includes a business case for Bromelton State Development Area.		100%
	Investment in the Region Grows.	Number of investment inquiries facilitated for the Bromelton SDA.		5

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
The current and future economic prosperity of the region.	<b>Support the local economy through the development of strategic partnerships and supply chain management.</b>	Predominantly within existing labour budgets	N/A	Regional Prosperity and Communications Council Sustainability
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Continue to explore opportunities for increasing Council's local spend.	1 July 2024		30 June 2025
	Continue to deliver Shop Scenic Rim, 'buy local' program.	1 July 2024		30 June 2025
	Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.	1 July 2022		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council continues to focus on 'buying local'.	Percentage of council's materials and services expenses purchased from local suppliers.		35%
		Number of local businesses participating in Shop Scenic Rim program.		200
		Value of Shop Scenic Rim gift cards redeemed in participating businesses.		\$5,000

## Sustainable and Prosperous Economy

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.	<b>Facilitate the retention, expansion, and attraction of industrial businesses, contingent on market demand.</b>	Predominantly within existing labour budgets	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Implementation of Scenic Rim Investment Attraction Plan.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Number of engagements with businesses to support the retention, expansion or attraction to the region, including the Beaudesert Enterprise Precinct.		10

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.	<b>Advocate for agriculture-based future industry opportunities.</b>	\$100,000	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver year three of the action plan for the Agri-business and Agri-Tourism Industry Development Program 10-year roadmap.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Annual economic value of Agriculture, Forestry and Fishing Industry.		\$315 million
	Creation of valued employment for local residents is supported.	Total number of local jobs in the Agriculture, Forestry and Fishing Industry.		1,700

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Sustainable value captured from tourism in the region with regional capability to drive prosperity.	<b>Deliver Scenic Rim destination marketing to drive awareness, visitation and tourism investment.</b>	\$260,000	N/A	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver Destination Marketing campaigns, initiatives and activities.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Economic value of the region's Tourism industry.		\$260 million
	Creation of valued employment for local residents is supported.	Total number of local jobs in the region's Tourism industry.		2,500
	Outcomes are enhanced through productive partnerships and knowledge sharing.	Audience reached through destination marketing.		5 million

## Sustainable and Prosperous Economy

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Sustainable value captured from tourism in the region with regional capability to drive prosperity.	<b>Facilitate growth of quality regional events and experiences.</b>	\$695,000	\$106,500	Regional Prosperity and Communications
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Plan and deliver Scenic Rim Eat Local Month 2025, actioning the improvements detailed in the strategic recommendations report relating to the 2025 event.	1 July 2024		30 June 2025
	Attract, expand, and develop new and existing events in the region that align with tourism strategies, drive yield and increase length of stay.	1 July 2024		30 June 2025
	Mentor organisers of regional events to build their capability to deliver economic return.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Total value of economic impact generated by produced and sponsored events.		\$6 million
		Ratio of economic benefit received to dollars invested.		25:1
		Number of actions completed from the Eat Local Month strategic recommendations report relating to the planning and delivery of the 2025 Scenic Rim Eat Local Month event.		53

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Sustainable value captured from tourism in the region with regional capability to drive prosperity.	<b>Define opportunities to mitigate the impact of growth derived from tourism.</b>	Predominantly within existing labour budgets	N/A	Regional Prosperity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Destination management focused on targeting and attracting high-value travellers.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Investment in the region grows.	Visitor spend per daytrip.		\$85 per visitor
		Visitor spend per night.		\$250 per visitor per night

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

This theme of the Corporate Plan explains how Council intends delivering a sustainable and prosperous economy for the region. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus.

### **ECONOMIC DEVELOPMENT**

Strengthen and grow the local economy while maintaining the character of the Scenic Rim and its culture through capacity and capability building initiatives, placemaking and advocacy.

### **REGIONAL EVENTS**

To deliver and grow existing regional events (aimed chiefly at visitors) that deliver economic return and build our destination brand. To attract and develop new events that deliver economic return. To mentor community-based organisers of events to build their capability.

### **WASTE SERVICES**

Provision of waste collection services, contract management, strategic asset management, waste education, strategy development and implementation, commercial business development, policy development and liaison, planning and development and customer request management.



# Relaxed Living And Rural Lifestyle

**Statement of Intent:** Future growth opportunities, development and innovation enhance our lifestyle, preserve our natural assets, and prime agricultural land.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.	<b>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.</b>	Within existing labour budget	N/A	Office of the Mayor and CEO  Regional Prosperity and Communications  Regional Development, Health, and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Facilitate meetings between Council, and the Federal and State Members, to discuss priority projects and key advocacy topics for the region.	1 July 2024		30 June 2025
	Deliver regular updates to local Queensland and Australian Government representatives.	1 July 2024		30 June 2025
	Continue representation on COMSEQ and meetings of the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.	1 July 2024		30 June 2025
	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.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Advocacy and innovative partnerships enable the delivery of economic, social and environmental priorities across the region.	Number of meetings held between the three levels of government.		4
		Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.		4
	Legislation and regional planning instruments facilitate Scenic Rim's strategic framework for growth.	All meetings of the SEQ Local Government Working Group are attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.		4
		All SEQ Regional Planning Committee Meetings are attended by the Mayor or his delegate and Senior Executive.		4

## Relaxed Living And Rural Lifestyle

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.	<b>Complete Major Amendments to the Scenic Rim Planning Scheme 2020</b>	\$120,000 and within existing labour budget	N/A	Regional Development, Health, and Biodiversity
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Prepare amendments to the Planning Scheme that address a range of policy updates in response to emerging issues.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Legislation and regional planning instruments facilitate Scenic Rim's strategic framework for growth.	A Major Amendment that includes the first phase of amendments to implement the Growth Management Strategy has completed public consultation by 30 June 2025.		100%
		A Major Amendment that updates Matters of Environmental Significance in the Planning Scheme has completed public consultation by 30 June 2025.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
A successful transition to a smart and innovative region.	<b>Integrate smart technology and the Internet of Things (IoT) into Council operations and community programs.</b>	Within existing labour budget	N/A	Information Services and Technology Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council owned community facilities.	1 July 2022		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Report presented to Council on options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.		100%
		Business case presented to Council for inclusion of public Wi-Fi and smart sensors. within Council facilities and Council-owned community facilities		100%

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

The Corporate Plan ensures that Council delivers on the promise of providing relaxed living and a rural lifestyle through this theme. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus. While there is only one key service, it relates to the implementation of the Planning Scheme, a document that influences how our region develops.

### STRATEGIC PLANNING

Maintain the Scenic Rim Planning Scheme and Scenic Rim Local Heritage Register and advocate for the desired planning outcomes for the region as a stakeholder in the State-led planning framework.

# Vibrant and Active Towns and Villages

**Statement of Intent:** Our vibrant towns and villages embrace their uniqueness, heritage values and sense of place.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Provision of vibrant and dynamic parks and open spaces	<b><i>Review the Scenic Rim Regional Council Parks and Amenities Strategy 2015</i></b>	Predominantly within existing labour budget	N/A	Maintenance and Operations
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Refresh the existing Parks and Amenities Strategy to reflect industry standards and Council future plans.	1 July 2023		30 June 2025
	Review the infrastructure requirements for the different park categories to both inform developers' and Council's future planning.	1 July 2023		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Our parks, playgrounds and open spaces are popular and utilised by our diverse communities and visitors.	Infrastructure requirements confirmed for identified park categories by 30 June 2025.		100%
		Parks and Amenities Strategy refreshed and adopted by Council by 30 June 2025.		100%

## Vibrant and Active Towns and Villages

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Re-invigoration of town and village centres through significant vibrancy projects.	<b>Ensure that 'Vibrant and Active Towns and Villages' projects preserve location-based cultural and heritage elements as identified in the <i>Scenic Rim Community and Culture Strategy 2023-2032</i>.</b>	\$110,000 and existing labour budgets	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Implement public art as scheduled as part of the Vibrant and Active Towns and Villages program.	1 July 2024		30 June 2025
	Encourage community participation in decision making relating to cultural outcomes.	1 July 2024		30 June 2025
	Implement public art as part of the Cultural Services annual program.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Public Artwork completed as planned in the Vibrant and Active Towns and Villages project.		100%
		Number of public art projects, storyboards and Story Markers completed as planned in the Cultural Services annual program.		4
	The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Number of engagements with local stakeholders to consult on public art projects.		12

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages	<b>Engage with the community to define the unique character, values, and sense of place of the region's towns and villages.</b>	Predominantly within existing capital and labour budgets	N/A	Strategic Planning Capital Works and Asset Management
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop and review a 10-year capital vibrancy and strategic projects program.	1 July 2024		30 June 2025
	Develop new masterplan for identified villages within the region.	1 July 2024		30 June 2025
	Actively seek alternative funding streams through application to external grant sources.	1 July 2024		30 June 2025
	Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.	1 July 2022		30 June 2025
	Identify character precincts and built form requirements that aim to protect and enhance the unique character of valued historic streetscapes for implementation in the Planning Scheme.	1 July 2024		30 June 2025

## Vibrant and Active Towns and Villages

Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages	Indicator for Success	Key Milestone / Key Performance Indicator	Target
	The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	A study identifying draft character precincts and design guidelines is completed by 30 June 2025 and incorporates feedback from community consultation.	100%
		Vibrant and Active Towns and Villages capital projects delivered within scheduled timeframe as per the approved ten-year capital works program.	90%
	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.	1
	The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages	Number of successful applications to external grant sources.	1

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages.	<b>Support community initiatives that drive vibrant and active towns and villages through Council's community grants programs.</b>	\$71,975	\$41,475	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Implement a Regional Arts Development Fund (RADF) program that supports the community to deliver a variety of projects across the region.	1 July 2024		30 June 2025
	Indicator for Success	Key Milestone / Key Performance Indicator		Target
	The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Number of workshops and events to engage young people with the arts and RADF grants.		3
		Artist-in-residence program delivered under the RADF Strategic Initiative grant.		1
		Percentage of RADF funds spent or allocated.		100%

## Vibrant and Active Towns and Villages

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead	
Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages.	<b>Encourage the community's engagement with activities that celebrate the region's heritage and identity.</b>	Predominantly within existing capital and labour budgets	N/A	Customer, Community and Culture	
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>	
	Support and strengthen local community museums.	1 July 2024		30 June 2025	
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>			<b>Target</b>
	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.			4
	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.			2
		Number of professional development workshops and events for artists delivered.			6



## Vibrant and Active Towns and Villages

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages.	<b>Design and deliver an arts and cultural program that facilitates partnerships with community to enhance sense of place.</b>	Predominantly within existing capital and labour budgets	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver an exhibition program that supports local artists and builds capacity.	1 July 2024		30 June 2025
	Deliver a cultural program that promotes community participation and connection.	1 July 2024		30 June 2025
	Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).	1 July 2022		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns and villages.	Number of exhibitions delivered.		4
		Number of exhibitions delivered which contain local content.		2
		Number of art, cultural and heritage events delivered that create opportunity for community participation or social connection.		36
	The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of artist designed public artworks fabricated and installed as part of revitalisation of Davidson Park.		23

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

This theme of the Corporate Plan is concerns our towns and villages remaining vibrant and active places for residents and tourists alike. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus. While there is only one key service, it relates to the implementation of the Planning Scheme, a document that influences the way in which our region develops.

### **CULTURAL SERVICES**

Support cultural engagement, development, and heritage recognition, and assist local creative industry through capacity building programs.

### **DEVELOPMENT SERVICES**

Provision of development information, assessment and compliance services.

### **PARK AND LANDSCAPE MAINTENANCE**

Maintenance of parks and open spaces, including mowing, landscaping and tree maintenance. To provide the community with safe, public open spaces for recreation, social gatherings, exercise, and relaxation.

### **CEMETERIES**

Provision of nine cemeteries for interments, monumental work, placement of ashes and reservations.

## HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

**Statement of Intent:** The social fabric of our growing region is friendly, active, healthy, and inclusive.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Enduring social connectedness that drives positive community participation and contribution.	<b>Identify, deliver, and support community activities that connect residents of the Scenic Rim.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Support delivery of Cuppa in the Communi-tea events to improve social connection and community resilience.	1 July 2024		30 June 2025
	Deliver digital learning programs across Scenic Rim Libraries that improve digital lifestyle literacy and awareness of personal cyber security.	1 July 2024		30 June 2025
	Engage all age groups in STEAM learning within Scenic Rim Libraries to enhance applied learning skills and outcomes.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of Cuppa in the Communi-tea events delivered.		26 per year
		% reporting as 'good' or 'excellent' experience at Cuppa in the Communi-tea.		Maintain 90% satisfaction rating
		% reporting feeling more connected to community after attending Cuppa in the Communi-tea.		Maintain 90% feeling more connected
		Number of digital literacy programs delivered..		Comprehension Survey achieves 70%
		Increase STEAM awareness and applied learning outcomes.		40 programs delivered

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Enduring social connectedness that drives positive community participation and contribution.	<b>Lead or partner in the delivery of initiatives that drive social change, cultural diversity, and connectedness.</b>	Predominantly within existing labour budget	N/A	Community Development
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	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.		12

## HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Enduring social connectedness that drives positive community participation and contribution.	<b>Develop and Implement the <i>Scenic Rim Reconciliation Action Plan</i>.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Progress the development of Council's Innovate Reconciliation Action Plan.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Draft Reconciliation Action Plan developed for internal consultation.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Enhanced community involvement that increases resilience, capability and resourcefulness.	<b>Design, develop and deliver resources to educate, build awareness and increase capacity and resilience in the community.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Deliver the Scenic Rim Community Disaster Volunteers program to build the capacity and resilience of Community Disaster Volunteers.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The community has access to a broad range of resources that drive increased community capability and resilience.	Number of training and engagement sessions held annually with Community Disaster Volunteers.		4

## HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Enhanced community involvement that increases resilience, capability and resourcefulness.	<b>Strengthen community volunteerism through targeted initiatives and programs.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Build the capability of community organisations through targeted volunteer initiatives and programs.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The community has access to a broad range of resources that drive increased community capability and resilience.	Number of Capacity building workshops delivered for community organisations.		4

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Increased capacity and community aspiration for improved health and wellbeing.	<b>Plan and provide an environment and opportunities that entice the community to participate in an active lifestyle.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Improve the quality and accessibility of sports facilities in the Scenic Rim.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Successful grant applications for sporting and recreational infrastructure received.		2
		Identification of potential sporting and recreational facilities incorporated within the Local Government Infrastructure Plan (LGIP) review.		100%

## HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Increased capacity and community aspiration for improved health and wellbeing.	<b>Develop and deliver a range of programs to promote and facilitate community health and wellness.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Provide a range of community health and wellbeing programs that encourage a healthy and active Scenic Rim.	1 July 2024		30 June 2025
	Library program development enhances opportunities for education and personal development of improved health and wellness.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Attendance at Be Healthy & Active programs.		All Be Healthy & Active programs meet 20% attendance rates
		Percentage satisfaction of Be Healthy & Active program.		Maintain 90% satisfaction rating Be Healthy & Active program
	The community has access to a broad range of resources that drive increased community capability and resilience.	Percentage of people with self-rated health as poor or fair.		20% or lower rated health poor or fair
		Participation in Scenic Rim Libraries learning programs is aligned to enhancement of health and well-being.		At least 10% of library programs include aspect alignment to this goal.

## HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Advocacy and partnerships that ensure the community's access to essential social services and infrastructure.	<b>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.</b>	Predominantly within existing labour budget	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Foster partnerships with key stakeholders through active engagement with community and social services	1 July 2024		30 June 2025
	Participate in industry forums that support library engagement and funding for applied standards of service.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Productive discussions with government and agency partners to facilitate the community's access to required human and social services.	Attendance at regional interagency meetings.		8
	Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience	Scenic Rim Community and Culture Strategy is adopted.		100%



## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

This theme of the Corporate Plan talks about the services that Council provides to ensure the community remains healthy, engaged and resourceful. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus.

### **COMMUNITY DEVELOPMENT**

Community Development strives to strengthen the local communities to become more resilient, inclusive, welcoming, connected and healthy. It supports the community through social, sport and recreation, heritage and cultural initiatives.

### **LIBRARY SERVICES**

Deliver library services that provide access to information and resources for the purpose of leisure and learning through four branches, a mobile library and online. These services foster a culture of learning, research, and community connection.

## 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.

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
To be a high-quality customer-focused organisation that provides high-quality customer-focused services.	<b>Improve capability to manage interactions with our customers.</b>	Predominantly within existing labour budgets	N/A	Information Services and Technology  Governance and Assurance
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Reports to the executive each quarter on the types and numbers of administrative action complaints and any contributing factors causing those complaints to be made.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Community sentiment regarding Council and its services is improved.	Analysis of data obtained from administrative action complaints to determine the factors contributing to complaints. Regular reporting to the executive team on the types and causes of complaints.		100%

## OPEN AND RESPONSIVE GOVERNMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
To be a high-quality customer-focused organisation that provides high-quality customer-focused services.	<b>Build and maintain the community's awareness and understanding of Council's programs, services, and decision-making processes.</b>	Predominantly within existing labour budgets	N/A	Regional Development, Health and Biodiversity  Governance and Assurance
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Finalise the review of Council's meeting structures .	1 July 2024		30 June 2025
	Finalise the review of Council's meeting standing orders and associated policies, procedures and terms of reference.	1 October 2024		30 June 2025
	Review and update standard development conditions in line with Scenic Rim Planning Scheme 2020, policies and best practice.	1 July 2023		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Clear and relevant information is delivered proactively and in a timely manner.	A review of Council's meeting structures and standing orders have been undertaken and fully implemented by 30 June 2025.		100%
	Council's practice is consistent, accurate, open and honest.	The suite of standard development conditions is developed and adopted by Council by 30 June 2025.		100%

## OPEN AND RESPONSIVE GOVERNMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Strengthened community engagement and partnerships that improve shared expectation and commitment.	<b>Develop ways of interacting with the community that facilitate two-way communication and strengthen relationships.</b>	\$51,500	N/A	Customer, Community and Culture
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Provide diversified and inclusive community engagement opportunities to become aware, informed and engaged in Council projects and initiatives.	1 July 2024		30 June 2025
	Review implementation of the Customer Experience Strategy 2021-2023 and develop new plan to further embed customer-charter.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Clear and relevant information is delivered proactively and in a timely manner.	Engagement e-newsletter sent via Let's Talk Scenic Rim engagement platform monthly (excludes December).		11
	Council's practice is consistent, accurate, open and honest.	Number of aware, informed and engaged participants for Council Projects on Let's Talk Scenic Rim engagement platform and opportunities for face to face engagement.		Aware 18,000 Informed 2,000 Engaged 240 Face-to-Face 6
	Relationships with customers are improved.	Continue to enable Council to deliver customer-centric outcomes by delivering information sessions increasing awareness and build core capabilities aligned to IAP2 and Council's Community Engagement Policy.		2

## OPEN AND RESPONSIVE GOVERNMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Strengthened relationships with other levels of government and statutory organisations to secure their commitment to a shared community vision.	<b>Participate in strategic discussions with the Local Government Association of Queensland (LGAQ) and the Council of Mayors South-East Queensland (COMSEQ).</b>	Predominantly within existing labour budgets	N/A	Governance and Assurance  Office of Chief Executive Officer
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Council submits a motion to the LGAQ Annual Conference.	1 July 2024		30 September 2024
	At least one Councillor attends the LGAQ Annual Conference in 2024.	1 October 2024		31 December 2024
	Mayor attends COMSEQ meetings.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Attendance of conferences managed by LGAQ and COMSEQ meetings.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Ongoing integrity of Council's practice and processes.	<b>Ensure Council's policies and practices remain in line with changing statutory requirements.</b>	Predominantly within existing labour budgets	N/A	Governance and Assurance
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	All legislatively mandated policies are reviewed and presented to Council for adoption.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council has ethical and transparent governance.	The policy review process to focus on ensuring that all mandatory reviews are completed within the year.		100%

## OPEN AND RESPONSIVE GOVERNMENT

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Ongoing integrity of Council's practice and processes.	<b>Maintain an embedded culture and practice of transparency and ethical conduct, while adhering to confidentiality and privacy requirements.</b>	Predominantly within existing labour budgets	N/A	Governance and Assurance
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Internal training on fraud and corruption prevention.	1 October 2024		30 June 2025
	Good decision training from Qld Ombudsman delivered to Coordinators and Principal Specialists.	1 April 2025		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council has ethical and transparent governance.	Internal delivery of training on fraud and corruption prevention		100%
		External providers from the Office of the Queensland Ombudsman to deliver Governance related training.		100%

Area of Focus:	Our Action	Indicative Annual Budget	Forecast Annual Revenue	Lead
Ongoing integrity of Council's practice and processes.	<b>Ensure Council's ongoing compliance through robust audit, risk management and assurance frameworks.</b>	Predominantly within existing labour budgets	N/A	Internal Audit and Improvement Regulatory Services
	<b>Activities</b>	<b>START DATE</b>		<b>END DATE</b>
	Develop and implement the Annual Audit Plan incorporating a range of internal audit services.	1 July 2024		30 June 2025
	Facilitate the ongoing operation of the Audit and Risk Committee.	1 July 2024		30 June 2025
	<b>Indicator for Success</b>	<b>Key Milestone / Key Performance Indicator</b>		<b>Target</b>
	Council's practice is consistent, accurate, open and honest.	Percentage of internal audit activities on the Annual Audit Plan delivered in the year.		80%
		Annual agenda delivered as per the approved Audit and Risk Committee Annual Meeting Planner.		90%

## CONTRIBUTING SERVICES

In addition to the annual delivery of strategic activities, Council's day-to-day operations deliver a broad range of services that also provide a significant contribution to the achievement of Council's Corporate Plan themes and statements of intent.

Internal services are critical to enable Council to provide the community with open and responsive government and that is what this theme relates to. The following services support delivery of this theme and progress towards achieving the Statements of Intent and Areas of Focus.

### COMMUNICATIONS AND MARKETING

Internal and external communications, social media, media monitoring, media outlet relationship management and targeted marketing campaigns.

### CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

Provide excellent customer service in accordance with the Customer Charter via a multi-channel service delivery model and undertake meaningful community engagement in accordance with the International Association for Public Participation (IAP2) framework.

### DEVELOPMENT SERVICES

Provision of development information, assessment and compliance services.

### FINANCIAL SERVICES

Provision of financial management, treasury management, statutory financial compliance and reporting, budgeting, asset accounting, creditor payment services and payroll services. To ensure good financial management and financial sustainability.

### FLEET MANAGEMENT

Coordinate the tender, procurement, management, compliance and replacement of fleet assets, including plant and associated services.

### GOVERNANCE

To enhance governance practices, streamline decision making processes, promote transparency, accountability and efficiency in Council operations. The governance service is designed to assist Council in enhancing its governance practices, streamlining decision-making processes, and promoting transparency, accountability, and efficiency in its operations.

### HUMAN RESOURCES

Provision of talent sourcing, employee onboarding, performance management, learning and development, industrial relations, legislative compliance, advice and guidance on any workforce-related matters.

### INFORMATION SERVICES AND TECHNOLOGY

Provision of a range of information systems, information services and technology to Council.

### INTERNAL AUDIT AND IMPROVEMENT

Provision of internal audit, assurance and advisory services, including operation of the Audit and Risk Committee (ARC) and coordination of the external audit function.



## OPEN AND RESPONSIVE GOVERNMENT

### **PLANT MAINTENANCE**

To provide dependable and fit-for-purpose fleet, assets and equipment through high quality scheduled maintenance, preventative maintenance, repairs, and where possible fabricate, modify, and repair assets and equipment in Council workshops for facilities.

### **PURCHASING AND STORES**

Deliver a procurement and supply service that supports the operations of Council.

### **RATES AND REVENUE**

This service processes rates and charges levied, arranges collection of outstanding rates-related debts, and resolves external customer enquiries, while providing exceptional customer service to the community.

### **REGULATORY SERVICES**

Deliver a range of compliance, environmental health and education activities to ensure the safety of the community and visitors to the region.

### **WORK HEALTH AND SAFETY**

Provision of systems and services to ensure the health, safety and wellbeing of workers, contractors, employees of contractors and sub-contractors and visitors.