SCENIC RIM REGIONAL COUNCIL

SERVICE DELIVERY
QUARTER ONE 2023-2024

SCENIC RIM

REGIONAL COUNCIL

Contents

Introduction

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

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

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

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

Asset and Environmental Sustainability

Waste and Recycling

Highlights and achievements

- New green waste services contract executed;
- Facility visitor data dashboard implemented; and
- Towards Zero Waste Education Officer commenced with Council

Service Statistics

	Q1
Tonnes of residential waste disposed to landfill	3956
Tonnes of commercial waste disposed to landfill	5075
Tonnes of general waste from kerbside collection	2497
Tonnes of general waste from transfer stations	1851
Tonnes of household recycling recovered	591
Tonnes of green waste recovered and mulched	2086
New domestic waste collection services established	83
New commercial waste collection services established	0
Waste customer requests received	490
Waste customer requests resolved	487

Tonnes of waste to landfill

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

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

Upcoming activities

- Installation of new public place waste bin enclosures;
- Bin inspection Program to commence;
- 'Pay it Forward' stations trial;
- National recycling week program; and
- Garage Sale Trail.

Facilities

Highlights and achievements

- Swimming Pool Maintenance and upgrade program completed; and
- Vonda Youngman Community Centre upgrades completed.

Service Statistics

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

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

- Council continues to deliver its recovery efforts under the Disaster Recovery Funding Arrangements jointly funded by the Queensland and Commonwealth governments. This includes:
  - design on floodway and landslip projects; and
  - construction following four events which took place in March 2021, November 2021, February 2022 and May 2022.
- The Queensland Reconstruction Authority (QRA) has approved approximately $53.5 million with approximately $33 million expenditure to date. The estimated final cost of the program across the four events is approximately $70.2 million including Betterment applications still under assessment by the QRA.

Service Statistics

	Q1
Road corridor use applications received	43
Road corridor use approvals issued	77
Heavy vehicle access applications received	37
Heavy vehicle access approvals issued	56
Property access requests received	62
Property access approvals issued (including initial and final approval)	107
Rural road numbering requests received	21
Rural road numbering approvals issued	33
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49
Street applications approved (abandoned vehicles and land activity notices	49
Road maintenance customer requests received	521

Road corridor use applications received

Upcoming activities

- Ongoing processing of road corridor use applications.

Cemeteries

Highlights and achievements

- Construction of the new Boonah Cemetery operations shed, with the concrete slab now completed.

Service Statistics

	Q1
Burials/grave site applications received and processed	39
Ash placement applications received and processed	7
Applications for reservation received and processed	9
Applications for monumental work received and processed	12
Plaque placement applications received and processed	0

Burial / grave site applications received and processed

Upcoming activities

- Ongoing service delivery as required.

Parks and Landscape Maintenance

Highlights and achievements

- First free tree day event for 2023-2024 held at Geissman Oval, Tamborine Mountain on Saturday 2 September 2023, and
- The environmental assessment completed for the desilting of ponds project at the Tamborine Mountain Regional Botanic Gardens in the Scenic Rim.

Service Statistics

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

Parks and landscape maintenance customer requests actioned

Upcoming activities

- Free tree day event to be held at D J Smith Park, Canungra, on Saturday 7 October 2023

Fleet Management and Servicing

Highlights and achievements

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

Service Statistics

	Q1
SERVICES	
Heavy plant	36
Light motor vehicles	31
Small plant	21
Trucks	21
FLEET PURCHASES (ORDERED)	
Light Motor Vehicles	3
Plant	0
Small Plant	2
Trailers	0
Trucks	0
Other	0
FLEET DELIVERIES	
Light motor vehicles	4
Plant	3
Small Plant	11
Trucks	0
Other	1
FLEET DISPOSALS	
Light motor vehicles	2
Small plant	6
Plant	0
Other	3
Trucks	2

Fleet services

Upcoming activities

- Quotations to be called for global monitoring services of Council's fleet in conjunction with the mitigation from 3G to 4G; and
- Supply of tyres and associated services tender documentation to be drafted.

People and Strategy

Human Resources

Highlights and achievements

- Organisational roll out of Culture and Engagement Survey Results;
- Significant progress on policy suite review;
- Implementation of Purchased Leave;
- Organisational roll out of bi-annual Induction refresher;
- Commenced roll out of Bullying and harassment training to all staff; and
- Refreshed face-to-face monthly inductions commenced.

Service Statistics

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

	Q1
Stress Management for Councillors	7
Safe dog handling – apprehension and bite prevention training	6
Authorised person training	10
Induction face to face (New)	25
Planning institute of Australia – Qld state conference	3
Waste Levy Training Workshop	3
Business Writing Training Program	9

Recruitment - number of appointments

Upcoming activities

- Culture Development Action Plan to be drafted;
- Finalisation of Attraction and Retention Strategy and Action Plan;
- Adoption of new Corporate Values;
- Continuation of bullying and harassment training;
- Commence work on Employee Value Proposition.
- Recruitment of trainees and apprentices to commence; and
- Attendance at Career days with local schools.

Payroll

Highlights and achievements

- End of year data payment summary transmission to the ATO;
- Preparation of statement of earnings for Councillors – end of June 2023;
- Update of 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.

Upcoming activities

- Implementation of updated trainee wages and Award-based allowances as per State Wages Case ruling; and
- Calculation and processing of leave requests over Christmas closedown period, and preparation for early pay period prior to close-down.

Work Health and Safety

Highlights and achievements

- 2022-2023 Management Review final draft complete for ET endorsement
- Support scope development and contractor selection security review plan for Libraries;
- Self-Insurers Audit Action Plan close out actions as possible;
- Mates in Construction general awareness training in Quarter One of 2023-2024;
- Recruitment of Work Health and Safety Officer; and
- Ongoing Policy and Procedure reviews;
- Review of First Aid Procedures and Gap Analysis; and
- Drug and Alcohol Request for Quotes – provider evaluation complete

Service Statistics

MONTH	NUMBER LOST TIME INJURIES	LOST TIME INJURY FREQUENCY RATE (YTD)	NUMBER LOST TIME DAYS	LOST TIME DURATION RATE YTD
July 2023	0	0	0	0
August 2023	0	0	0	0
September 2023	0	0	17	17.0

Lost time injury frequency rate (year to date)

Upcoming activities

- Planning for Drug and Alcohol Awareness training rollout;
- Safe Work Month activities for October;
- Ongoing review of WHS policies and procedures;
- Commence development of Site Traffic Management Plans for Depots
- Emergency evacuation drills scheduled for October
- WHS Management System Plan 2021 – 2024 review to commence; and
- Chain of Responsibilities gap analysis commencing from Quarter Three

Corporate Strategy and Performance

Highlights and achievements

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

Upcoming activities

- Development of 2024-2025 Operational Plan

Business Analytics

Highlights and achievements

- Delivery of Council's Service Catalogue - Stage 1 well underway

Upcoming activities

- Council's Service Catalogue data to be validated and collated.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- Audit and Risk Committee Meetings held on 24 August 2023 and 28 September 2023;
- Reports completed for formal reviews: QAO recommendations, Business Continuity Planning, Continuous Assurance 2022;
- Progressed fieldwork for other reviews including: Management of Parks Maintenance, Grant Management; Operational Procurement and Credit Card Management;
- Finalised the Audit and Risk Committee Annual Report; and
- Finalised the Annual Internal Audit Plan for 2023-2024.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	8		7	15
Medium	43	2	14	55
High	16		6	22
Total	67	2	27	92

Upcoming activities

- Audit and Risk Committee Meeting scheduled for 23 November 2023;
- Reports expected to be completed for formal reviews: Grant Management, Contract Management and Credit Card Management; and
- Continuous Assurance testing will commence on HR and Payroll functions;
- Fieldwork will commence or continue for: Management of Parks Maintenance, Operational Procurement and Development Assessment.

Governance

Highlights and achievements

- Public Interest Disclosure Training – Governance Team members;
- InfoCouncil Training - Meeting Report writing.

Service Statistics

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

Upcoming activities

- Preparatory work for the upcoming local government elections.
- Preparation to manage the changes to policy as a result of the impending amendments to the Local Government Act. This may require changes to Councils Meeting Suite of documents.

Revenue

Highlights and achievements

- Council's preparation of database for first half yearly rate notice issue 2023-2024;
- Successfully levied and issued first half yearly rate notices; and
- Continuing with review and process for recovery of overdue rates.

Service Statistics

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

Revenue outstanding

Upcoming activities

- Commence review of rating dataset in preparation for 2024/25 budget process
- Finalise sale of land process
- Research and evaluate potential self-service rate payment options available

Purchasing and Supply

Highlights and achievements

- Roll-out of supply of PPE shirts to enable operational employees to support Casual for a Cause;
- Pallet racking audit for Beaudesert, Boonah and Canungra depots in 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.

Service Statistics

	Q1
Purchases with local suppliers	$6,721,035
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	27%
Local suppliers with over $200,000 spend for the quarter:	
☐ xGWT Earthmoving	$1,200,000
☐ Kalbar Bobcat Hire	$737,000
☐ Redfrost Pty Ltd	$448,000
☐ Lahey & Walker	$404,000
☐ Neilsens Quality Gravels	$229,000
☐ Scenic Motors	$218,000
☐ G Ferguson Electrical Pty Ltd	$211,900
☐ Tamborine Mountain Sports Association Ltd	$209,000
☐ CCE Pty Ltd	$205,000

Purchasing with local suppliers

Upcoming activities

- Stores flooring and access refurbishment works;
- Supply loading dock and exclusion zone line marking;
- Contract Award - Community and Recreational Assets Recovery and Resilience Program Project Management; and
- Resolve EFTSure system errors.

Financial Management

Highlights and achievements

- Financial Statement Preparation;
- End of financial year accruals and accounting adjustments;
- End of financial year system rollover activities;
- External audit managed and finalised;
- Carry Forward Process Management;
- Set up of 2024 Budgets in Reporting System;
- Set up of 2024 Financial Reporting Process;
- Monthly Financial Performance Reports presented to Council;
- Monthly balance sheet reconciliations;
- Monthly subsidiary system reconciliations;
- Processing of Accounts payable;
- Monthly Business Activity Statements;
- Taxable Payments Annual Report (TPAR); and
- Launch of Eftsure payee software solution onboarding process.

Service Statistics

INVOICE PROCESSING	Q1
July 2023	1,435
August 2023	1,489
September 2023	1,515

Invoice processing

Upcoming activities

- Commence the September Budget Review process;
- Compilation of the Departmental Consolidated Data Return;
- Monthly Financial Performance Reports presented to Council;
- Monthly balance sheet reconciliations;
- Monthly subsidiary system reconciliations;
- Processing of Accounts payable;
- Monthly Business Activity Statements;
- 2024-2025 Budget planning commencement; and
- 2024-2025 Budget TechnologyOne system build.

Records

Highlights and achievements

- 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.

Service Statistics

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

Number of documents received

Upcoming activities

- Implement Enterprise Search in TechnologyOne Enterprise Content Management (ECM);
- Implement contracts and tenders document structure into ECM;
- Implement Shared mailbox rules and responsibilities; and
- Review secure document destruction contract.

Information Services and Technology

Highlights and achievements

- 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 Security and Microsoft Office updates, including Microsoft Teams;
- Include video for remote participants in the Council Ordinary Meeting live stream; and
- Continue consultation for the Information and Communication Technology (ICT) Strategy, ICT Policies and Strategic Management Framework.

EMAILS				
Q1	ORGANISATION METRICS Q1 2022-2023		ORGANISATION METRICS Q1 2023-2024	
	90 days	Average per day	90 days	Average per day
Emails sent	214,437	2,331	214,317	2,381
Emails received	613,123	6,664	642,986	7,144

PRINTING		
Q1	2022-2023	2023-2024
Colour	136,810	146,739
B&W	146,937	128,530
Total prints	283,747	275,269

Number of pages printed (colour / back and white)

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

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Ordinary Meeting	4 July 2023	19	110
Ordinary Meeting	18 July 2023	20	223
Ordinary Meeting	8 August 2023	18	114
Ordinary Meeting	22 August 2023	14	100
Ordinary Meeting	5 September 2023	10	81
Ordinary Meeting	19 September 2023	3	72

Upcoming activities

- Transition telephony provider to Telstra
- Upgrade Microsoft Skype to Microsoft Teams
- Implement new Customer Contact telephony platform.
- Implement technology for Mobile Library Van

Customer and Regional Prosperity

Libraries

Highlights and achievements

- The Tamborine Mountain Library opened in July 2023. This contemporary library space has been well received by the local community, with over 20,000 visitors through the door in Quarter One. Library staff have provided 64 engaging programs for all ages with over 600 attendees, which represents 26% of the total programming effort for the library service. The high visitor numbers has converted into 247 new members joining the library, and public sentiment for this beautifully appointed library has been very positive.
- Activation of STEAM (Science, Technology, Engineering, Arts and Mathematics) focused public programming has resulted in a diverse range of activities being delivered across the region, with the new Tamborine Mountain Library taking the lead on planning and development but with a regional delivery agenda. While science and technology are an emergent area of interest, these streams are being developed with a strong 'maker' influence aligned to the creative learning and applied technology outcomes that are in demand by local communities.
- Significant data cleansing activities have been undertaken on the Library Management System during Quarter One, including the archiving of non-active library members. This is necessary to ensure compliance with information privacy rules pertaining to the retention of borrower data after a membership has expired. The count of library members below reflects the number of current library members which represents 41% of the regional population.

	Q1
Library visits	47,913
Library members *	18,018
New library members	712
Story time sessions	96
Story time participants	2,402
School holiday sessions	28
School holiday participants at events	394
Story time packs handed out	410
Youth event sessions (13-18 years old)	8
Youth event participants	53
Adult activity sessions	24
Adult activity participants	347
PC bookings	3,292
PC booking hours	2,524
Physical book issues	38,400
Digital issues	14,549
Total item issues	52,949
Inter-library loans	276
Housebound book loans	292
Reservations Allocated	5,055
Library App downloads	
Library App interactions with library management system	
Library App new library memberships	

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

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

Library visits

	Q1	Q2	Q3	Q4
2022-2023	38,339	30,751	35,760	40,583
2023-2024	47,913			

■ 2022-2023 ■ 2023-2024

New library members

	Q1	Q2	Q3	Q4
2022-2023	787	592	719	983
2023-2024	712			

■ 2022-2023 ■ 2023-2024

Upcoming activities

- The commissioning into service of the new Mobile Library van to occur in October 2023, with three launch events targeted to connect with outreach communities. These events are being presented in collaboration with the Community Development Team, to promote the complementary products and services provided by both teams. The events will feature a wonderful children's program hosted by Dino Encounters which will inspire and thrill young families with the "Rusty the Raptor Show", the Little Explorers Fossicking experience, an interactive volcano, story time, and the baby raptor (Ziggy) and Parasaurolophus (Paris) petting experience - and lots more.

Community Development

Highlights and achievements

- Council hosted a series of Grant Workshops to promote Round 1 of the Community Grants Program. Grant outcomes were presented to Council in September 2023 with $281,659.44 Allocated to 38 groups;
- Youth Leadership Program was delivered to Year 6 Leaders at Roadvale, Harrisville and Gleneagle State Schools;
- A report on Council's Health and Wellbeing Program Review was presented in September 2023 and the Summary Report was published on Let's Talk Scenic Rim;
- Expressions of Interest for 2024 Be Healthy and Active Program were released in August 2023;
- Cuppa in the Communi-Tea continues to improve social connections by providing opportunities for locals to catch up over a cuppa and to access Council services and outreach supports;
- Council attended the Scenic Rim Ag Expo at Harrisville in September to promote disaster management preparedness and resilience building to the local farming community;
- The free First Aid and Mental Health First Aid courses continue to be well received by the local community as part of Council's ongoing Resilience and Recovery message;
- Eighteen members of the Scenic Rim community became the region's newest Australians at a Citizenship Day ceremony on 13 September; and
- Nominations for 2024 Australia Day Awards. Nominations close in November.

Service Statistics

	Q1
Number of attendees at Grant Workshops	36
Number of Community Grants	38
Total value of Community Grants	$281,659.44
Number of attendees at Australia Day Ceremony	
Number of new Citizens sworn in at Citizenship Ceremony	18
Number of attendees at Queensland Day	
Be Healthy and Active participant numbers	709
Volunteer Newsletters	
Youth Leaders	35
Cuppa in the Communi-Tea	340
Interagency and Mental Health Network meetings	92
Youth activity events	
Recovery and Resilience community engagement (in addition to the Cuppa's)	1,476
Scenic Rim Agricultural Expo 1-2 September 2023	2000
Building Inclusive Disaster Resilient Communities Forums and Workshops	
Community Disaster Exercises	
Pocket Books	210

	Q1
Living in Scenic Rim Kids Activity Books	650
Living in Scenic Rim booklets	20
International Men's Day Dinner	
International Women's Day Breakfast	
Free Movies in the Park	
Volunteer Thank You Events and Programs	

Upcoming activities

- Be Healthy and Active Assessments will be finalised for the 2024 program;
- Place of Refuge Exercise at Canungra School of Arts Hall in October;
- Ongoing disaster preparedness training for Community Disaster Volunteers;
- More First Aid and Mental Health First Aid training for community members;
- International Men's Day Dinner will be held in November; and
- Free Movies in the Park will be held in Boonah, Beaudesert and Tamborine Mountain in November.

Regional Prosperity and Communications

Highlights and achievements

- Design and production of 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; and
- Delivery of Investment Attraction strategy and deployment of collateral/materials;

Service Statistics

	Q1
Council Facebook followers	11,793
LinkedIn followers	5,635
Council's Disaster Management Facebook followers	12,000
Visit Scenic Rim Facebook followers	24,000
Visit Scenic Rim Instagram followers	33,300
Scenic Rim Eat Local Month Facebook followers	14,000
Scenic Rim Eat Local Month Instagram followers	8,387

Upcoming activities

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

Cultural Services

Highlights and achievements

- Council has been successful with their application to Arts Queensland for Regional Arts Development Fund (RADF) 2023-24 funding of $41,175;
- Selection of a new Arts Reference Group members has been completed and training is planned for October 2023;
- The Beaudesert Bee public artwork has been fabricated and final planning is underway for installation;
- Ash Taylor has completed a public art mural in William Street Beaudesert. The mural, which focusses on endangered animals, has been receiving positive feedback from the community;
- The three finalist for the Kalbar Public Artwork presented their designs to the Kalbar community. Posters and maquettes have been displayed in the town for three weeks for feedback on the designs;
- Special events program for Moving Mountains exhibition including documentaries and workshops;
- September School Holiday program included Twinkle and the Moon family performance at Boonah Cultural Centre;
- 1954: Ella Etta Eartha concert at The Centre Beaudesert;
- Those Folk concert at Vonda Youngman Community Centre;
- 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; and
- Women's Adventure Film Tour screenings at the Boonah Cultural Centre.

Service Statistics

	Q1
Number of events at The Centre, Beaudesert	109
Number of attendees at The Centre, Beaudesert	2,710
Number of events at Boonah Cultural Centre	114
Number of attendees at Boonah Cultural Centre	2,576
Number of events at Vonda Youngman Community Centre	324
Number of attendees at Vonda Youngman Community Centre	4,882
Number of Regional Arts Development Fund applications	*0
Value of Regional Arts Development Fund grant approvals	0
Value of Regional Arts Development Fund projects	0

Regional Arts Development Fund closes 30 October 2023.

Upcoming activities

- Plans are well underway for the launch of the final exhibition for 2023 *Gift Wrapped* at The Centre Beaudesert on 27 October;
- Scenic Rim Sings Choral Workshop with Jonathan Welch at The Centre Beaudesert;
- AM & PM Performances at Vonda Youngman Community Centre, The Centre Beaudesert and Boonah Cultural Centre;
- Prayer Mayoral Breakfast – Boonah Cultural Centre;
- Scenic Rim Business Excellence Awards – The Centre Beaudesert;
- Lions Mates Dinner Dance – Vonda Youngman Community Centre;
- Boonah Cultural Centre Bookfest and Clothes Swap – Boonah Cultural Centre;
- Scarecrow Festival Showcase – Vonda Youngman Community Centre; and
- Boonah State School Graduation Dinner – Boonah Cultural Centre.

Number of attendees at The Centre, Beaudesert

Bar chart showing number of attendees by quarter.

- Q1: 2,871 (2022-2023), 2,710 (2023-2024)
- Q2: 3,126 (2022-2023)
- Q3: 2,471 (2022-2023)
- Q4: 3,019 (2022-2023)

Legend: ■ 2022-2023 ■ 2023-2024

Number of attendees at Boonah Cultural Centre

Bar chart showing number of attendees by quarter.

- Q1: 2,895 (2022-2023), 2,576 (2023-2024)
- Q2: 2,103 (2022-2023)
- Q3: 1,262 (2022-2023)
- Q4: 1,899 (2022-2023)

Legend: ■ 2022-2023 ■ 2023-2024

Number of attendees at Vonda Youngman Community Centre

Customer Care and Engagement

Highlights and achievements

- Community provided feedback on Council's Customer Effort Score Survey between 1 June and 17 July 2023 and Council received 128 submissions.
- Council successfully transitioned to a new service provider for the afterhours service, Well Done International.

Service Statistics

	Q1
Number of calls	11,136
Average call wait time	00:00:59
Longest call wait time	00:12:58*
Applications created	1,170
Requests created	2,926
Online requests	134
Local Government transactions (excluding enquiries)	4,353
QGAP transactions	2,929
COMPLIMENTS RECEIVED	**26**
Asset and Environmental Sustainability	12
Council Sustainability	1
Customer and Regional Prosperity	13
Executive Office Mayor and Councillors	0

LET'S TALK SCENIC RIM	
Registered participants on Let's Talk Scenic Rim	705**
Total visits to Let's Talk Scenic Rim	28,712***

The longest wait time and average call time were impacted by constrained workforce and testing and training requirements associated with the new call centre software which is planned for implementation in October 2023.

*** Let's Talk Scenic Rim platform upgrades resulted in data metric variances.*

**** A continuation of the trial conducted from Quarter Four to Quarter One where an additional three projects opened for community consultation, allowing community members to complete project surveys without having to first register on the platform. This approach resulted in an increase of participation for community consultation with demographic questions incorporated for analysis purposes. An increase in site visits were experienced in Quarter One, resulting in a significant increase of informed and engaged community members.*

Number of customer telephone calls

Upcoming activities

- Draft Customer Effort Score Community Consultation analysis and reporting to be finalised, to develop a draft program of works for customer experience improvements.
- In conjunction with Council's roll out of Microsoft Teams the Customer Care and Engagement team are transitioning to new contact centre software, with go-live planned for Monday 16 October 2023.

Development Assessment and Engineering

Highlights and achievements

- Application numbers have eased slightly compared to the two previous years however they remain at a high level indicating strong growth continuing both in the residential and employment generating developments.

Service Statistics

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

Number of planning applications determined

Strategic Planning

Highlights and achievements

- The Draft ShapingSEQ underwent public consultation from early August to September 2023 and Council officers were involved in several Local Government Working Group meetings and discussions with officers from the Department of State Development, Infrastructure, Local Government and Planning (DSDILGP) during this quarter. The Council-endorsed submission was lodged on 20 September 2023.

- Officers are progressing with the development of the draft amendment to update Matters of Environmental Significance in the Planning Scheme. This included a review of the Draft Local Habitat Linkages Report prepared by Ecological Pty Ltd, which will underpin the new biodiversity linkages intended for the Planning Scheme. Amendment 8 formally commenced, which will include the first phase of amendments to the Planning Scheme to implement the Growth Management Strategy.

Service Statistics

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

Regulatory Services

Highlights and achievements

- Biannual 1080 baiting program for landholders throughout the Scenic Rim undertaken in September 2023;
- Short term accommodation/tourist accommodation review continues into 2023-2024;
- The Draft Scenic Rim Region Biosecurity Plan 2023-2028 released for community consultation 28 July 2023 to 12 September 2023;
- Noticeable increase in complaints relating to persons camping or living in caravans on premises and on Council controlled lands. Additionally, complaints have increased for persons residing in unapproved buildings. Such matters are being handled sensitively given the current housing issues; and
- Noticeable increase in the number of advertising device complaints. Residents are becoming more concerned about visual amenity within their communities.

Service Statistics

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

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

Dogs registered at end of quarter

Upcoming activities

- Food licence premise inspections programmed to increase during Quarter Two of 2023-2024;
- A series of media releases relative to five topical areas of compliance to be drafted. These include swimming pool safety barriers, accommodation (people living in sheds, caravans, unapproved building structures, council reserves, parks etc), earthworks, vegetation clearing and unapproved building work. The first Media Release has been finalised and reminds residents to ensure that their swimming pool fencing is compliant and regularly maintained. It also mentions that inflatable and portable pools over 300 mm in depth require a compliant pool safety barrier.

Biodiversity and Climate Change

Highlights and achievements

- Inaugural Scenic Rim breeding season Koala awareness campaign commenced (running August 2023 – February 2024).
- Flying Fox Strategy and Roost Management Plans community consultation occurred, now in review.
- Draft Scenic Rim Climate Change Roadmap 2024-2034 and Action Plan was released for community consultation.
- Environmental education events in the quarter included: Scenic Rim Koala Forum; Keep Calm Grow Trees manage your invasive vine weeds; Bremer River Network gathering; Scenic Rim Agricultural Expo and I spy... signs of Koalas.
- New environmental education materials were delivered, including Powerful Pollinators for the Scenic Rim guide and a Giant Water Lily fact sheet.
- The 2023-2024 Environmental Grant Program applications were received, assessed and approved by Council.
- The Resilient Rivers Initiative:
  - engaged with landholders to progress primary riparian weed management along the Logan River from Allan Creek to Beaudesert with a focus on invasive vine weeds to uncover Eucalyptus tereticornis and other tree species providing riverbank stability.
  - Engaged with a landholder to revegetate wetland with connectivity to Logan River with 1000 plants at Bromelton.
  - Engaged a consultant for the Upper Bremer River & Warrill Creek sub-catchments hydrological assessment and prioritisation of erosion control on-ground works.

Service Statistics

	Q1
Customer requests (CRMS) received	27
One million tree program applications received	35
Land for wildlife property inspections	58
Number of trees supplied (not including Councils Nursery)	6872