

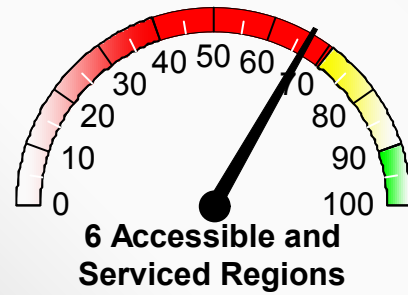
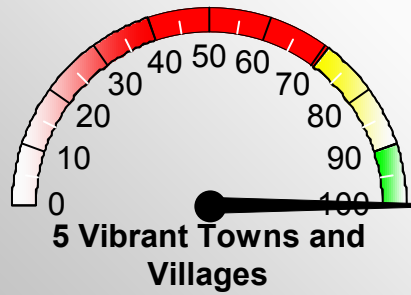
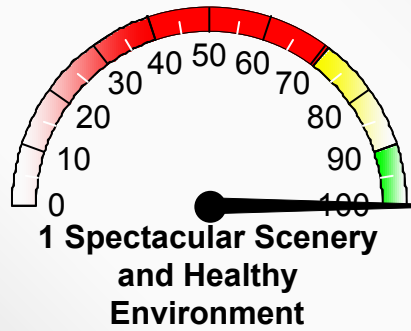


Scenic Rim Regional Council




Corporate Performance Report

July to September 2018


Action Progress Against Goals





Corporate Plan Performance Report - July to September 2018


GOAL AREA	ACTIONS REPORTED ON	ACTIONS AT LEAST 90% OF TARGET 	ACTIONS BETWEEN 70 and 90% OF TARGET 	ACTIONS LESS THAN 70% OF TARGET 	ONGOING ACTIONS	ACTIONS WITH NO TARGET
1 Spectacular Scenery and Healthy Environment	12	1	0	0	8	3
2 Sustainable and Prosperous Economy	10	0	1	0	6	3
3 Open and Responsive Government	29	3	0	1	19	6
4 Relaxed Living and Rural Lifestyle	8	0	0	1	4	3
5 Vibrant Towns and Villages	11	1	0	0	6	4
6 Accessible and Serviced Regions	26	2	0	1	12	11
7 Healthy, Engaged and Resourceful Communities	12	6	0	0	3	3
TOTAL	108	13	1	3	58	33


Project or Program Summary

 At least 90% of action target achieved

 Between 70 and 90% of action target achieved

 Less than 70% of action target achieved

 Target

 % Complete

Project or Program

Project or Program

1.1.1 Recognise, preserve and enhance the region's unique biodiversity.

1.1.1.1 Million Trees for Scenic Rim Project	Due Date
1.1. Habitat Trees initiative delivered.	30/09/2018
2.2. River Trees initiative delivered.	31/12/2018
3.3. Prepare and deliver update and deliver Rural Trees Initiative.	31/03/2019
4.4. Community Trees initiative delivered.	30/06/2019
5.Prepare and deliver update and deliver Rural Trees Initiative.	31/03/2020
6.Deliver community Trees Initiative.	30/06/2020
7.Deliver Habitat Trees Initiative.	30/09/2020
8. Deliver River Trees Initiative.	31/12/2020
8.Prepare and deliver update and deliver Rural Trees Initiative.	31/03/2021
8.Deliver community Trees Initiative.	30/06/2021
8.Deliver Habitat Trees Initiative.	30/09/2021
9.Deliver River Trees Initiative.	31/12/2021
9.Prepare and deliver update and deliver Rural Trees Initiative.	31/03/2022
10. Deliver community Trees Initiative.	30/06/2022
10.Deliver Habitat Trees Initiative.	30/09/2022
10.Deliver River Trees Initiative.	31/12/2022
10.Prepare and deliver update and deliver Rural Trees Initiative.	31/03/2023
10.Deliver community Trees Initiative.	30/06/2023
11. Deliver Habitat Trees Initiative.	30/09/2023
11.Deliver River Trees Initiative.	31/12/2023

Responsible Officer	Start Date	End Date	Status	% Complete	Target %
Manager Health Building and Environment	01/07/2018	31/12/2023	Ongoing	n/a	n/a

Comments:

Councils Million Trees Program is currently being reviewed with the redevelopment of factsheets and Website material. In addition, Nursery agreements are currently being reviewed and approaching finalisation.

The Habitat Trees Initiative received nine applications with at total of 6,419 trees requested for finalisation/delivery.

The River Trees Initiative received thirteen applications with a total of 4,430 trees requested for finalisation/delivery.

The Rural Trees Initiative received seventeen applications with a total of 4,486 plants to be delivered.

The Community Trees Initiative received four applications with a total of 1,728 trees planted including events in conjunction with Landcare and Beaudesert Rotary Club.

Project or Program

1.1.1.1 Waste Strategy - Vision on Waste

Due Date

1.1. Waste Education Program delivered

30/06/2019

2.2. Investigate innovative waste reduction technologies

30/06/2019

3.2. Investigate Innovative waste reduction technology

30/06/2019

4.3. Maximise the recovery and reuse of recyclables as a resource (steel, concrete, cardboard, batteries)

30/06/2019

5.3. Maximise the recovery and reuse of recyclables as a resource (Steel, concrete, cardboard, batteries).

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %



Acting Manager Property and Operations

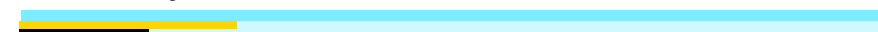
01/07/2018

30/06/2019

In Progress

25

15



0% 25% 50% 75% 100%

Comments:

The vision on waste is being implemented throughout various programs.

1. Waste Education is currently reviewing its program for the 18/19 FY and will update the ET with the delivery schedule in October. The education program has already organised and sponsored a waste education and environmental camp and opened the Whispers project on Tamborine Mountain. Term 4 school based education works will continue from 8 October.

2. A budget line item exists to engage a Consultant(s) to assist in the development of a targeted strategy for waste to energy innovations. This will allow Council to allocate the right amount of time and effort into a small number of innovations. Options are being explored to engage a full time Project Manager to complete these works.

3. Council currently diverts a number of waste streams at its transfer stations for sale as a commodity. As part of the waste innovation project Council will investigate additional separation techniques for any other commodity that is deemed viable and can be monetised. Council has just completed a trial on concrete crushing. The product is suitable for use on the landfill as road base and wet face fill.

1.1.1.2 Options Paper for environmental offset policy

Due Date

1.1. Prepare draft options paper.

31/03/2019

2.2. Undertake internal consultation and present draft options paper for workshop.

30/06/2019

3.3. Develop environmental offset policy and present for internal review and workshop.

30/09/2019

4.4. Undertake public consultation of final policy and present to Council for endorsement.

31/12/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

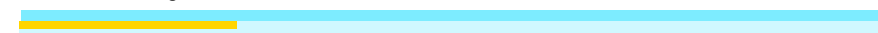
01/07/2018

31/12/2019

In Progress

25

0



0% 25% 50% 75% 100%

Comments:

Options being investigated in conjunction with planning department.

Awaiting outcome of grant application.

Meeting arranged with State Department of Environment and Science to discuss the effectiveness and operation of Queensland's Environmental Offsets Framework.

Project or Program

1.1.1.3 Roadside Weed Management Program

Due Date

1.1. Main Roads Contract delivered

30/06/2019

2.2. Undertake weed management on local government controlled roads

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

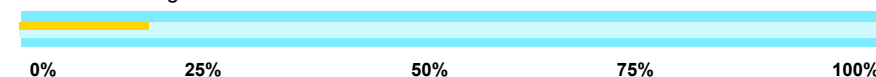
01/07/2018

30/06/2019

In Progress

15

0



Comments:

Element Five Prioritisation prepared for Department of Transport as part of budget submission for 18-19 works schedule.

Scope of works currently being prepared for the Department of Transport and Main Roads for submission with expected delivery commencing November.

Local road treatment program has been reduced due to low rainfall resulting in slow growing season. Special projects are occurring including the removal of key vine weed species including asparagus fern, morning glory and cats claw creeper.

1.1.1.4 Habitat Protection Program

Due Date

1.1. Land for Wildlife Program delivered

30/06/2019

2.2. Voluntary Conservation Agreements Program delivered

30/06/2019

3.3. Nature Refuge and Conservation Covenant Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

A total of eleven Land for Wildlife inspections were undertaken for the quarter consisting of nine new members and two revisits.

Reinspection of one VCA property has been undertaken. Inspection included providing additional advice regarding environmental grant and identification of vulnerable flora species.

No enquiries have been received for Council's nature refuge and Conservation Covenant Program.

Project or Program

1.1.1.5 Waterways Program

Due Date

1.1. Provide support and develop strong partnerships with key government and non-governmental organisations

30/06/2019

2.2. Develop partnerships with key stakeholders in delivering the Resilient Rivers Initiative

30/06/2019

3.3. Continue partnerships with key stakeholders in delivering rivers improvement trust actions

30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Environmental policy and services provided representation at key partnership events including healthy waterplay and steering committee. Representation was provided at regional LFW meeting, LFW events, Glossy black Conservancy and specialist species project with QPWS.

Environmental Policy and Services have engaged with the four landholders located within key sites within the Logan Reach Project and completed weed treatment works focusing on the Cat's Claw species.

Follow up actions are currently being scheduled including developing plans for revegetation.

Environmental Policy and Services are currently liaising with Logan City Council to confirm and schedule weed treatment works.

In addition, meetings have been scheduled with industry specific representatives to discuss potential new projects using an integrated approach waterway management.

Works Program established and adopted by Trust.

Annual State and Qld Audit Office reporting submitted and amended where required.

Precept funding requested.

SEQWater project delivery on track for completion Q2.

Project or Program

1.1.1.6 Reserve Management Program**Due Date****1.1. Bushfire mitigation works on council reserves undertaken****30/06/2019****2.2. Pest animal and plant control in council reserves undertaken****30/06/2019****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Due to a particularly dry season, bushfire mitigation works have been increased across key reserves. Additional works included the construction of a new fire trail in Boyland and the investigation of several reserves for fire risk. Fire Service engaged to investigate the need for controlled burns in key reserves located in Tamborine Mountain.

Pest plant program has commenced with weed treatment works across several Council reserves. Key works included a large scale Chinese celtis treatment in Mt Greville reserve and Back Creek Reserve. Additional treatment of vine weeds occurred in Tamborine Escarpment Reserve.

Contractors were engaged for key works across reserves including Sandy Creek, Lahey's Lookout Reserve, Windabout Reserve and Franklins Family Reserve treating a variety of environmental weeds.

Biocontrol treatments for key waterbodies within Council Reserves for salvinia are being investigated.

1.1.1.7 Biosecurity Program**Due Date****1.1. Biosecurity advice to community delivered****30/06/2019****2.2. Wild Dog Baiting Program delivered****30/06/2019****Responsible Officer***Manager Health Building and Environment***Start Date**

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Weeds of Southern Queensland version 4 weeds manual for property owners have been ordered, delivery TBA.

Last Updated

For Jul-Sept Quarter, 66 landholders participated in Wild dog 1080 baiting. A total of 1081 wild dog and 235 wild pig baits were laid.

Project or Program

1.1.1.8 Environmental Assessment Program

Due Date

1.1. Provision of advice relating to environmental considerations

30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

17 Development and 33 Building applications were referred to Environmental Policy and Services for input as required.

1.1.2 Partner and collaborate with agencies, community groups and private landholders to provide coordinated approach to protecting biodiversity within the region.

1.1.2.1 Biodiversity Partnerships

Due Date

1.1. Project plans for proposed biodiversity projects for the year developed

30/09/2018

2.2. Establish biodiversity and waterway projects

30/06/2019

3.3. Report on biodiversity and waterway projects

30/06/2019

4.4. Biodiversity and waterway projects (implemented)

30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

31/12/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Project plan for stage two of the Roadvale Salinity Project currently being developed with expected commencement during quarter 3.

Koala conservation project continuing with University of Queensland and Queensland Trust for Nature. Final report currently being collated.

Flora survey project being developed for key sites located along Tamborine Mountain escarpment.

Project sites being arranged with Green Army to restore key riparian sites located in Beaudesert, Canungra, Fassifern and Beechmont.

Project or Program

1.1.2.2 Pest Plant Species Project

Due Date

- 1.1. Project plans for proposed biodiversity projects for the year developed
- 2.2. Five-year Project Plan prepared (to meet target of 75% local road network treated)
- 3.3. Biosecurity Plan presented to Council for adoption
- 4.4. Present bio-security plan to council for adoption.
- 5.5. Prepare program and project plan.

30/09/2018
30/09/2018
30/06/2019
30/09/2019
31/12/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

31/12/2019

Status

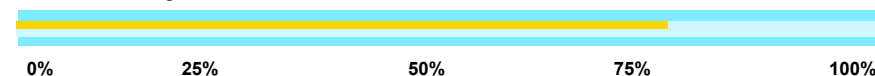
In Progress

% Complete

75

Target %

0



Comments:

After internal consultation a final review of the draft plan is to be undertaken prior to Council adoption.
Consultation achieved initially with external agency through regional meetings and work shops.

1.1.2.3 Community Environmental Management Program

Due Date

- 1.1. Community Education and Awareness Program delivered
- 2.2. Community Environmental Grants Program delivered

30/06/2019
30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Two events were delivered during the first quarter consisting of a fire management education night and 20 year Land for Wildlife anniversary.
Additional community events currently being established for 18/19 financial year including a pest fishing day, waste event and weed management event.
Grants adopted by council. Project agreements sent to applicants for completion.
Final Project reports currently being requested and reviewed for approved grants.

Project or Program

2.1.1 Guide and optimise the future economic prosperity of the region.

2.1.1.1 Economic Development Program

1.1. Economic Development Programs delivered

Due Date

30/06/2019

2.2. Develop partnerships with State Development to develop strategy to attract tenants to Bromelton

30/06/2019

3.3. Incorporate Bromelton opportunities in collateral targeting investment

30/06/2019

4.4. Relaunch and deliver Business Excellence Awards to highlight performance and model excellence

30/06/2019

5.5. Two workshops (minimum) that build capability in business community delivered

30/06/2019

6. Assess the delivery of the 2019 Business Excellence Awards and determine any amendments to structure and the event for 2020. Adapt accordingly

31/12/2020

7. Execute strategy as identified with State Development

31/12/2020

8. Potentially partner with Port of Brisbane

31/12/2020

Responsible Officer

Regional Marketing and Economic Development
Coordinator

Start Date

01/07/2018

End Date

31/12/2020

Status

In Progress

% Complete

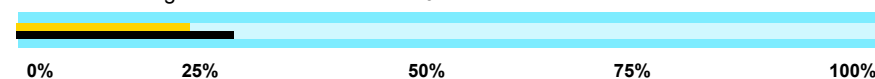
20

Sep 2018 Target %

25



Comments:



Project or Program

We progressed development of our Eat Local Scenic Rim accreditation program, with Council endorsing our terms of reference and peer reference group. We distributed a media release calling for nominations and publicising the program, and proceeded with planning for the launch at Towri Sheep Cheese on 1st November, for which invitations have gone out. We are expecting between 100 and 120 people to attend.

We held discussions with Aquis about potential for them to secure corporate sponsorship for their eventing/showjumping event, and to pursue opportunities for other uses of their infrastructure, such as music or special events.

We held discussions with Kalfresh and with the Department of State Development around their food precinct and facility expansion plan.

We held discussions with the STEMPunks team to explore opportunities for innovation & learning programs for Scenic Rim schools that could potentially be part-funded under Advance Queensland's Advancing Regional Innovation Program.

We held preliminary discussions with AJ Bush and waste company Suez to better understand potential for joint venture waste-to-energy projects operating from AJ Bush's site at Bromelton.

We progressed planning for the 2019 Business Excellence Awards, which will be held on 29 March. We appointed an independent judge, finalised a new logo, decided on the categories and judging criteria, and finalised copy for the nomination kit.

We conducted research and held discussions to progress our thinking around how Council might best proceed with plans for a business incubator within the Boonah offices.

We worked with the Mayor's office, with major local businesses and with the Council of Mayors to gather data and help build a case for advocacy for the upgrade of the Mt Lindesay Highway.

We developed a sponsorship proposal for the injection of corporate funding to the redevelopment of Moffatt Park playground at Aratula.

We worked with our Grants Officer on the development of an application for grant funding under the Building our Regions program for the Beaudesert Business Park.

We participated in a meeting of the West Moreton Trade & Investment Group.

We distributed the September edition of the 'Scenic Rim Report' e-news, featuring editorial on the new Planning Scheme, Peak Veggie Patch and the new Beaudesert car wash.

Project or Program

2.1.1.1 Revenue Management Program

Due Date

1.1. Review of rating framework and practices conducted

31/12/2018

2.2. Levy rates and charges

30/06/2019

3.3. Overdue accounts monitored and debt recovery actions undertaken

30/06/2019

4.4. Processes to increase the accuracy of rating including categorisation of properties for rating purposes reviewed and charges implemented

30/06/2019

Responsible Officer

Chief Finance Officer

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Rate Levy has occurred for July 2018 and supplementary issued in September. A total of 19493 rate notices issued total value of \$28,732,130.39.

Outstanding rates for September 2018 8.50%. Rates recovery remains within parameter with the issue of reminder notices and claims occurring in accordance with debt recovery process timeframes.

Project or Program

2.1.2 Develop and maximise the value derived from vibrant and sustainable tourism and genuine visitor experience.

2.1.2.1 Tourism Program

Due Date

1.1. Partnership developed with Brisbane Marketing and Gold Coast Tourism for specific campaigns to target drive market

30/06/2019

2.2. Tourism Strategy 2018-2019 implemented

30/06/2019

3.3. Tourism Investment Prospectus for accommodation, adventure and events prepared, launched and distributed

30/06/2019

4.4. Research project to assist in quantifying visitor data delivered

30/06/2019

5.5. Research, scope and source partner and/or support for a new regional event (adventure or eco)

30/06/2019

6. Evaluate research data and use to fine tune key projects from tourism strategy for delivery in 2020/21 & beyond

30/06/2020

7. Develop and execute first new regional event

31/12/2020

8. Work with Mark Olsen to determine \$ value of tourism and assess trajectory against target

31/12/2020

9. Assess delivery of first year of new event and adapt strategy accordingly

31/12/2021

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Regional Marketing and Economic Development
Coordinator

01/07/2018

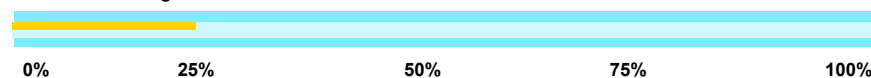
31/12/2021

In Progress

21

0

Comments:



Project or Program

We escorted Brisbane Marketing execs on a famil of some of our tourism properties in the region to build understanding and awareness and gain feedback in relation to their tactics for targeting Asian visitors - Mt French Lodge (formerly The Bunyip), Scenic Rim Brewery and The Overflow Estate 1895.

We met with the new Business Development Manager at Kooralbyn Resort to discuss his plans and progress for the resort and explore ways we could work together.

We met with representatives of the National Trust to discuss ecotourism opportunities for the Beechmont area.

Following our Asia Ready workshop and advice from a specialist in this area, we workshopped potential themed packages for this market and did the groundwork to develop a compelling USP (unique selling proposition) for this market, prior to developing a targeted campaign.

We finalised changes and updates and proceeded to a reprint of an additional 50,000 copies of our Visitor Guide to the region. The previous 50,000 copies, which were delivered in January, have all been distributed.

We worked with a number of our operators - Summer Land Camels, Hazelwood Estate and Mount French Lodge - to assist them with their understanding of, and applications for, the Growing Tourism Infrastructure grant, which is offering a minimum of \$500,000 in funds for qualifying, shovel ready projects (dollar for dollar).

We supported Tamborine Mountain Chamber of Commerce/Local Tourism Organisation via the provision of a \$5,000 contribution to the production of their annual 'map brochure' for the Mountain.

We supported The Clydesdale Spectacular organisers by funding the provision of more detailed economic impact data for their event.

We supported the delivery of the Kooralbyn Mountain Bike Endurance Series and held preliminary discussions about further developing the region's mountain biking and adventure event calendar.

We also supported the Day in the Dirt Downunder Motocross Grand Prix at the Queensland Moto Park.

Kelli Rabbitt in our team prepared for a keynote address at the Qld Information Centres Association conference, to be held in Hughenden from 8-10 October.

We had discussions with our Tourism Advisory Committee Chair, Gary Pemberton, around the future of the TAC and of Council's approach to funding its tourism strategy.

Project or Program

2.1.2.2 Eat Local Week Marketing

Due Date

1.1. Mainstream marketing efforts in Brisbane/Gold Coast markets expanded

30/06/2019

2.2. Enter Eat Local Week in Qld Tourism Awards

31/12/2019

3.3. Eat Local Week events delivered

30/06/2019

4.4. Eat Local Scenic Rim accreditation program and participation launched and continually developed

30/06/2019

5. Enter Eat Local Week in Qld tourism Awards and aim to win

31/12/2021

6. Evaluate impact/reach of all major initiatives from previous year's campaign and use to develop ongoing strategy

31/12/2020

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Regional Marketing and Economic Development
Coordinator

01/07/2018

31/12/2021

In Progress

40

0

Comments:

0% 25% 50% 75% 100%

We prepared a review of each of our sponsorships of Eat Local Week, for presentation to QUU, Kalfresh/Just Veg, Community Bank and Huebner Toyota/Beaudesert Mazda.

These will be presented to our sponsors in October, and we will attempt to negotiate next year's sponsorship at the same time to lock these away.

We completed an application for Tourism & Events Queensland's Queensland Destination Events Program, seeking funding for Eat Local Week for the next 3 years.

We also developed a range of materials for the launch of Eat Local Scenic Rim accreditation program, including terms of reference for the Peer Reference Group and criteria for inclusion in the program. We went public with a call for applicants to the program and are working on a launch event for November 1 at Towri Sheep Cheeses, to be officiated at by Mayor Christensen and Federal Member Scott Buchholz.

Project or Program

2.1.3 Clearly articulate and build positive awareness of the Scenic Rim brand as a region.

2.1.3.1 Community Connectivity Program

Due Date

1.1. Provision of community engagement advisory function consistent with Community Engagement Policy

30/06/2019

2.2. Utilise relevant communication channels to connect with Scenic Rim community

30/06/2019

3.3. Provision of a communication channel to the community in disaster situations for the Local Disaster Management Group

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications Officer

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Project or Program

Website activity

Council had 20,032 visits to its website in November comprising 11,326 unique browsers. In October there were 20,866 visits comprising 11,812 unique browsers.

Social media activity

Council's Facebook page has 4970 likes (up from 4861 in October)

Council's Twitter audience grew to 769 (up from 761 in October)

Council shared 25 posts to its Facebook page during November

Top organic posts (unpaid)

25/11 DJ Smith Park playground update, reach 12,396 generating 786 reactions, comments, shares

3/11 Jubilee Park playground opening announcement, reach 5872 generating 131 reactions, comments, shares

2/11 Canungra gateway sculpture, reach 2497 generating 58 reactions, comments, shares

5/11 Jubilee Park opening photo gallery, reach 2063 generating 25 reactions, comments, shares

Videos

29/11 The Greener Grocer opening, reach 1912 generating 47 reactions, comments, shares and 843 video views

10/11 Scenic Rim bridges program, reach 3113 generating 54 reactions, comments, shares and 1388 video views

7/11 Rhoda Rushbrook Park landscaping award, reach 1552 generating 25 reactions, comments, shares and 746 video views

With 50 new 'likes', Council increased its Facebook audience to 5018 in December with 18 posts. The top organic posts for the month were:

5/12/17 DJ Smith Family Fun Day, with a reach of 10,569 and 481 reactions

15/12/17 Notification to residents of delayed garbage collection at Tamborine Mountain and Kerry, with a reach of 2270 and six reactions

7/12/17 Notification to residents of Tamborine Mountain and Gleneagle of delayed collection of garbage, with a reach of 1679 and eight reactions

8/12/17 Christmas photo of the Mayor, Cr O'Carroll and Eddie the Elf at the opening of Tamborine Memorial Hall carpark, with a reach of 1584 and 27 reactions

9/12/17 Photo of Mayor and Cr West at opening of DJ Smith Park Playground, with a reach of 1539 and 29 reactions.

Council's Disaster Management Facebook page was used extensively during December when the Scenic Rim region experienced a series of severe thunderstorms with heavy rain, large hailstones and damaging winds. The number of page 'likes' increased from 7847 to 7861 with 14 posts. The top organic posts for the month were:

4/12/17 for a weather alert with a reach of 4551 and 40 reactions

9/12/17 for a storm alert with a reach of 4324 and 57 reactions

31/12/17 for an updated weather alert for severe storms with a reach of 3504 and 48 reactions

31/12/17 for a weather alert with a reach of 3360 and 21 reactions

1/12/17 for a flood alert with a reach of 3201 and 34 reactions

8/12/17 for a weather alert with a reach of 3001 and 25 reactions.

With 91 new 'likes', Council increased its Facebook audience to 5,109 in January with 29 posts.

The top organic posts for the month were (top 5 in date order):

08/01/18 - Promo for Canungra Pool Party event, which reached 3,094 people and resulted in 60 reactions, comments and shares.

11/01/18 - Promo for Beaudesert Library event: Creative Restyling with Jane Milburn, which reached 3,072 people and resulted in 88 reactions

11/01/18 - Employment opportunities (first recruitment/HR post), which reached 6,514 people and resulted in 134 reactions

18/01/18- Promo for The Centre's Kid's Flicks as part of 'World of Fun' school holiday program, which reached 3,334 people and resulted in 40 reactions

23/01/18 - 2 week countdown to Council's 2018 Be Healthy & Active Program, which reached 3,294 people and resulted in 60 reactions

Scenic Rim Regional Council Disaster Management Facebook Page Likes as at 31/01/18: 7,885

With 24 new 'likes', Council increased its Disaster Management Facebook audience to 7,885 in January with 15 posts.

The top organic posts for the month were (top 5 in date order):

01/01/18 - Weather alert - reach of 6,193 and 93 reactions

Project or Program

02/01/18 - Weather alert - reach of 3,211 and 38 reactions
02/01/18 - Weather alert - reach of 3,067 and 38 reactions
02/01/18 - Weather alert - reach of 2,888 and 27 reactions
03/01/18 - Weather alert - reach of 2,566 and 14 reactions.

With 60 new Likes, Council increased its Facebook audience to 5,169 in February with 36 posts.

The top 5 organic posts showing the highest reach for the month were (in date order):

Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions.

05/02/18 - Grace Beside Me - NITV/ABC children's story launch, which reached 6,833 people and resulted in 251 reactions

07/02/18 - Community Conversation with Mayor Greg Christensen event promo, which reached 1,862 people and resulted in 30 reactions

11/02/18 - Be Healthy & Active - water/aqua fitness promo, which reached 1,661 people and resulted in 23 reactions

25/02/18 - Story Time in the Park at Beaudesert, which reached 2,298 people and resulted in 36 reactions

27/02/18 - Free workshops for rural landowners, which reached 2,667 people and resulted in 18 reactions

Paid posts: Nil

Scenic Rim Regional Disaster Management Facebook Page

With 346 new 'likes', Council increased its Disaster Management Facebook audience to 8,231 in February with 18 posts.

The top 5 organic posts showing the highest reach for the month were (in date order):

Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions.

06/02/18 - Link to Council media release RE: Disaster Dashboard, which reached 4,645 people and resulted in 80 reactions

11/02/18 - Weather alert affecting area between Boonah & Beaudesert, which reached 4,924 people and resulted in 84 reactions

13/02/18 - Updated weather alert for severe storms, which reached 3,714 people and resulted in 61 reactions

23/02/18 - Link to Council media release RE: Disaster Dashboard, which reached 4,645 people and resulted in 80 reactions

23/02/18 - weather alert & Disaster Dashboard link, which reached 13,938 people and resulted in 314 reactions

23/02/18 - weather alert & Disaster Dashboard link, which reached 12,847 people and resulted in 371 reactions

Paid posts: Nil

Website activity

A total of 16, 609 users visited Council's website during March.

Council's social media reach increased during the month through:

Scenic Rim Regional Council Facebook Page

With 100 new Likes, Council increased its Facebook audience to 5,269 in March with 43 posts.

The top five organic (unpaid) posts, with the highest reach for the month included our new posts on cat adoption and Council traineeships. The best performing posts were:

02/03/2018 - Traineeships post (Certificate II in Horticulture and Certificate II in Waste Management), which reached 7,915 people, resulting in 107 reactions

23/03/2018 - Friday Featured Feline, Archie, which reached 4,880 people, resulting in 81 reactions

12/03/2018 - our initial cat adoption post which reached 4,541 people, resulting in 82 reactions

12/03/2018 - Be Healthy and Active promo post - The Golden Staircase, Mt Barney, which reached 4,417 people, resulting in 173 reactions

25/03/2018 - FOTOM Shared Fire promo video, which reached 3,618 people, was viewed 1,368 times, and resulted in 128 reactions

Paid posts: Nil

Scenic Rim Regional Disaster Management Facebook Page

With 58 new 'likes', Council increased its Disaster Management Facebook audience to 8,289 in March with four posts.

The top organic (unpaid) post showing the highest reach for the month was:

Project or Program

06/03/2018 - A shared post from 'Get Ready Queensland', as the weather became a timely reminder of the need to be prepared, allowing an opportunity to promote Council's Disaster Dashboard, which reached 3,827 people, resulting in 57 reactions.
Paid posts: Nil

Council's website was accessed by 14,349 users, including 10,986 first-time users, during April. There were 21,827 browsing sessions, with an average of 1.52 sessions per user. The average duration of each user's session was two minutes. Some 50,646 page views were registered during April, with the average browsing session 2.5 page views.
With 73 new Likes, Council increased its Facebook audience to 5,342 in April.

The top five organic posts with the highest reach for the month were:

26/04/18 - Traineeship advertisement - Reach: 10, 133 people Reactions: 56 Comments: 68 Shares: 46

20/04/18 - Friday Featured Feline - All cats available for adoption - Reach: 5, 929 people Reactions: 46 Comments: 9 Shares: 17

12/04/18 - Fire On Water Finale community event promotion - Reach: 4,578 people Reactions: 70 Comments: 19 Shares: 17

02/04/18 - Beaudesert Shared Fire community event promotion - Reach: 6, 277 people Reactions: 56 Comments: 35 Shares: 24

01/04/18 - Queen's Baton Relay post (Easter Sunday) - Reach: 5,707 people Reactions: 192 Comments: 10 Shares: 19

Paid posts: Nil

There were new no posts to Council's Disaster Management Facebook Page in April, and with a loss of five 'likes' its audience decreased to 8,284 during the month. It is worth noting that there were no major weather events during April and the link to Council's Disaster Dashboard is a permanent feature on this Facebook page.

Council's website was accessed by 16,609 users, 70 per cent of whom were new to the site, during May.

With 62 new Likes, Council increased its Facebook audience to 5,404 in May with 44 posts.

The top 5 organic posts showing the highest reach for the month were:

(Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions)

17/05/18 - Free Movies in the Park - Reach: 5,779 people Reactions: 74 Comments: 35 Shares: 27

08/05/18 - Cat adoption - Reach: 4,635 people Reactions: 39 Comments: 6 Shares: 14

04/05/18 - Cat adoption - Friday Featured Feline - Archie - Reach: 4,382 people Reactions: 37 Comments: 8 Shares: 16

21/05/18 - Cat adoption - All cats featured - Reach: 4,165 people Reactions: 21 Comments: 0 Shares: 11

22/05/18 - Game On Promo Post for Feel Good Groovement Class - Reach: 2,896 people Reactions: 19 Comments: 11 Shares: 3

Paid posts: Nil

With -7 'likes', Council there was a slight decrease in Council's Disaster Management Facebook audience to 8,284 in May. It is worth noting that there were no major weather events during the month and a number of facebook followers are using the Disaster Dashboard feature from this page.

Council's website was accessed by 13,614 users, 70.1 per cent of whom were new to the site, during June.

With 88 new 'Likes', Council increased its Facebook audience to 5,492 in June with 42 posts.

The top 5 organic posts showing the highest reach for the month were:

(Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions)

26/06/18 - Blood donation (Council/Australian Red Cross) - Reach: 25,400 people, which generated 113 reactions, comments and shares

24/06/18 - Cat adoption (all cats) - Reach: 5600 people, which generated 88 reactions, comments and shares

19/6/18 - Plastic-free July video (Mayor at Woolworths Beaudesert) - Reach: 4500 people, which generated 91 reactions, comments and shares

03/6/18 - Eat Local Week TV segment promo (Channel 7's The Great Day Out) - Reach: 4500 people, which generated 209 reactions, comments and shares

01/06/18 - Cat adoption (Raven) - Reach: 5400 people, which generated 93 reactions, comments and shares

Paid posts: Nil

Project or Program

Scenic Rim Regional Disaster Management Facebook Page

With 3 new 'likes', Council increased its Disaster Management Facebook audience to 8, 287 in June with 2 posts:

29/06/18 - Getting to know your neighbours - emergency preparedness post and resource link - Reach: 3200 people, which generated 17 reactions, comments and shares.

26/06/18 - Queensland Farmers' Federation/BOM/DAF workshop promo (Beaudesert) - Reach: 2500 people, which generated 13 reactions, comments and shares.

Paid posts: Nil

Note: There were no major weather events during the month of June and the link to Council's Disaster Dashboard is available on this Facebook page.

Website Activity

Council's website was accessed by 14,643 users, 29.3 per cent of whom were new to the site, during July.

Scenic Rim Regional Council Facebook Page

With 57 new 'likes', Council increased its Facebook audience to 5,549 in July with 23 posts.

The top five organic posts showing the highest reach for the month were:

(Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions)

16/07/18 - Cat adoption - Archie, Molly and Raven - Reach: 4,150 people, which generated 59 reactions, comments and shares and led to all finding new homes

01/07/18 - Final day of Game On! activities - Reach: 2,871 people, which generated 90 reactions, comments and shares

12/7/18 - Write On! event promo - Reach: 2,780 people, which generated 31 reactions, comments and shares

01/07/18 - Grace Beside Me in the running for Most Outstanding Children's Program in TV Week Logie Awards - Reach: 2,741 people, which generated 31 reactions, comments and shares

18/7/18 - National Farm Safety Week - Reach: 2,454 people, which generated 108 reactions, comments and shares

Paid posts: Nil

Scenic Rim Regional Disaster Management Facebook Page

With eight new 'likes', Council increased its Disaster Management Facebook audience to 8,295 in July with eight posts.

The top five organic posts showing the highest reach for the month were:

(Reach definition: The number of people who had any posts from your Page enter their screen, broken down by total, organic and promotions)

19/7/18 - Alert: Lamington National Park Road closure at Sarabah due to approaching fire - Reach: 9,962 people, which generated 128 reactions, comments and shares

27/7/18 - Reducing risk of bushfire tips and info on obtaining permit to light fires - Reach: 4,243 people, which generated 72 reactions, comments and shares

11/7/18 - Landholder Sausage Sizzle + Fire Management Info Night promo - Reach: 2,219 people, which generated 9 reactions, comments and shares

24/7/18 - Landholder Sausage Sizzle + Fire Management Info Night promo - Reach: 1,271 people, which generated 2 reactions, comments and shares

16/7/18 - RSVP extension for Landholder Sausage Sizzle + Fire Management Info Night - Reach: 1,162 people, which generated 6 reactions, comments and shares

Paid posts: Nil

Council's website was accessed by 13,922 users, 30.5 per cent of whom were new to the site, during August.

Scenic Rim Regional Council Facebook Page

With 36 new Likes, Council increased its Facebook audience to 5,585 in August with 17 posts. The top 5 organic posts showing the highest reach for the month were:

10/08/18 - SRRRC Ekka stand promo post - Reach: 4,075 people which generated 82 reactions, comments and shares

16/08/18 - Treasure themed Story Time in the Park promo post - Boonah - Reach: 3,345 people, which generated 41 reactions, comments and shares

26/08/18 - Treasure themed Story Time in the Park promo post - Beaudesert - Reach: 3,329 people, which generated 31 reactions, comments and shares

08/08/18 - Book Talk with Rick Morton promo post - Boonah Library - Reach: 3,081 people, which generated 71 reactions, comments and shares

31/08/18 - What's On Calendar post - Reach: 2,401 people, which generated 14 reactions, comments and shares

Paid posts: Nil

Project or Program

Scenic Rim Regional Disaster Management Facebook Page

With 35 new 'likes', Council increased its Disaster Management Facebook audience to 8,330 in August with 5 posts.

Paid posts: Nil

Council's website was accessed by 13,881 users, 70 per cent of whom were new to the site, during September.

With 41 new Likes, Council increased its Facebook audience to 5,626 in September with 26 posts.

The top 5 organic (unpaid) posts showing the highest reach for the month were:

3/9/18 - Garage Sale Trail promo - Reach: 4,188 people, which generated 65 reactions, comments and shares

11/9/18 - What's On in the Scenic Rim - Reach: 3,145 people, which generated 43 reactions, comments and shares

6/9/18 - World of Fun School Holiday Program - Reach: 3,136 people, which generated 61 reactions, comments and shares

2/9/18 - Macramé workshop at Boonah Library - Reach: 2,819 people, which generated 63 reactions, comments and shares

12/9/18 - National Organic Week/SRRC compost bin rebate promo - Reach: 2,738 people, which generated 43 reactions, comments and shares

Paid posts: Nil

Scenic Rim Regional Disaster Management Facebook Page

With 45 new 'likes', Council increased its Disaster Management Facebook audience to 8,375 in September with 6 posts.

Paid posts: Nil

Note: A link to Council's Disaster Dashboard is available on this Facebook page.

2.1.3.1 Marketing Program

1.1. Digital marketing platform refreshed

Due Date

30/06/2019

2.2. Public relations campaign delivered to leverage media coverage from all initiatives

30/06/2019

3. Grow Facebook followers to 12,000 and Instagram followers to 15,000

31/12/2020

4. Launch refreshed digital platforms

31/12/2020

Responsible Officer

Regional Marketing and Economic Development
Coordinator

Start Date

01/07/2018

End Date

31/12/2020

Status

In Progress

% Complete

20

Target %

0

0% 25% 50% 75% 100%

Comments:

We called for quotes from 3 legal firms to undertake a project to protect our intellectual property assets via registering relevant trademarks, and appointed a successful tenderer.

We supported Tamborine Mountain Chamber of Commerce/Local Tourism Organisation via the provision of a \$5,000 contribution to the production of their annual 'map brochure' for the Mountain.

We distributed the September edition of the 'Around the Rim' e-news, covering off on 'things to do' in September/school holidays, golfing short stays, the 'what's on' for October, a feature on Spicers Peak, a 'meet the locals' with Lisa Groom, the pending Professional Bull Riders Beaudesert Invitational, O'Reilly's wine featuring on the menu at prestigious upcoming events including Le Diner en Blanc on the Gold Coast and the Queensland Tourism Awards, plus a sad farewell to mountain climber Steve Turner.

Project or Program

2.1.3.2 Strategic Communication Program

Due Date

1.1. Positive relationships maintained with media organisations and ensure enquiries are responded to within agreed timeframes

30/06/2019

2.2. Corporate communication materials prepared and distributed to media and external stakeholders as required

30/06/2019

3.3. Monthly media monitoring reports provided to Councillors and Executive Team

30/06/2019

4.4. Whole of Council Communications Map developed

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications Officer

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Project or Program

Media activity

14 general media releases were issued and 26 enquiries were actioned, including two television interviews, in November.

5 media releases were issued and 14 media enquiries, including one television interview and one live radio interview, were dealt with during December.

A high-level powerpoint presentation and talking points were prepared during December for a focus group session with key community stakeholders prior to the Mayor's scheduled Community Conversations regional forums in February.

The Scenic Living newsletter, with a focus on infrastructure recovery following ex-Tropical Cyclone Debbie, was prepared in December for distribution with rates notices in January.

Media activity

Eight media releases were prepared and distributed during January. These were:

25/1 Community Plan Pulse Check

29/1 Tamborine Mountain Tennis Club's new 5-year lease

29/1 Council-owned site of former Beechmont State School to continue to evolve as a community hub

12/1 Australia Day Awards nominees

25/1 Australia Day Awards winners

25/1 Scenic Rim's newest citizens

25/1 Mayor's Community Conversations

12/1 Launch of Be Healthy and Active program booklet.

More than 18 media Enquiries were actioned. These included requests for information and photographs from the Australia Day Awards/Citizenship ceremony, localised flooding in Beaudesert, repairs to the road network following ex-tropical cyclone Debbie, minor road works, Community Plan Pulse Check, World of Fun school holiday program, VATV program in Beaudesert, and the Mayor's plans for Australia Day.

The January edition of the Scenic Living newsletter was printed and distributed to residents along with rates notices. Key items included details of the flood recovery program, Queen's Baton Relay Traffic Management Plan, Fires on Top of Mountains (Commonwealth Games) cultural program and the Mayor's Community Conversations to take place across the region in February.

The Mayor's Community Conversation evening events, which aimed to raise awareness of Council balances community needs and expectations against available resources, were presented at Beaudesert, Tamborine Mountain, Beechmont, Boonah and Canungra over two weeks in February. Attendances ranged from 75 community members at Tamborine Mountain to around 10 at Boonah. Wet weather and conflicting community events were considered as impacts on attendance. The events provided an opportunity for residents to ask questions and provide feedback and also to raise awareness of the Community Plan Pulse Check and invite feedback from community members on suggested changes to the Scenic Rim Community Plan 2011-2026 at the mid-point in the life of this document.

Media activity in February:

Six media releases were prepared and distributed to the print and electronic media. These were:

2/2 Disaster Dashboard drives emergency preparedness

2/2 Infrastructure Plan open for community comment

6/2 Scenic Rim Regional Council appoints its next CEO

15/2 RSVP ASAP for International Women's Day event

22/2 Free Get Savvy expos offer a wealth of knowledge

23/2 Rural landowners urged to attend free workshops

Talking points were prepared for Cr Nadia O'Carroll for the official unveiling of the cenotaph adjacent to the Tamborine Memorial Hall and Cr Virginia West for the presentation of badges to school leaders at Beechmont State School.

18 Media enquiries were actioned during February.

These included an ABC Gold Coast radio interview with the Mayor re traffic arrangements during the Commonwealth Games. Inquiries from the print media related to the Community Plan

Project or Program

Pulse Check, the appointment of Council's new CEO, Mayor's Community Conversations, International Women's Day breakfast, Library Lovers at Beaudesert Library, Disaster Dashboard, Be Healthy and Active, Qld Moto Park, the Music Doctors performances.

The Queen's Baton Relay and Shared Fire community celebrations were the focus of the strategic communication program in March, along with Hazard reduction program planning to manage the issue surrounding removal of cabins from the flood margin of Lake Moogerah which will occur at the end of June. Twelve media releases were prepared during March. These were:

8/3/18 Moogerah masterplan to enhance lake access and amenity

9/3/18 Traffic plan to ensure smooth running of the Queen's Baton Relay

9/3/18 Land valuations reflect region's strong growth

15/3/18 Study to reveal how Peak Crossing's koalas are bearing up

15/3/18 Hazard reduction program targets bushfire risks

23/3/18 Scenic Rim accelerates on the road to recovery

26/3/18 Scenic Rim's representative on climate change program

26/3/18 Grants help sporting groups to kick some goals

26/3/18 Council grants community wishes

26/3/18 Cottages are in keeping with Canungra's charm

26/3/18 Gleneagle to take off as a residential area

A total of six media releases was also prepared for distribution by The Centre for the Shared Fire community events to celebrate the Commonwealth Games across the region.

More than 17 media enquiries were actioned during March. These included the Moogerah Masterplan, council's cat adoption initiative, Tamborine Mountain Village Greens opening, election donations to local government candidates, land valuations, Peak Crossing koala study, Mayor's visit to Boonah SHS, the Gleneagle development, Council's representative on climate change program and preparations for an impending cyclone.

Three radio interviews were conducted in relation to the Queen's Baton Relay, the anniversary of ex-Tropical Cyclone Debbie, and land valuations.

Six media releases were issues during April. These related to the extension of the Be Healthy and Active program, the naming of a culvert for the Deeran family at Bromelton, Deputy Mayor's appointment to the South East Queensland Catchments Members Association and environmental initiatives including the River Trees program, workshops to fight the spread of invasive weeds and Scenic Rim Regional Council's renewal of its commitment to recycling.

Some 20 media enquiries were actioned during April. These related to the Queen's Baton Relay, Shared Fire Community events, school holiday activities, Betterment funding, Churches of Christ Fassifern Retirement Village/Jobs Jump Start, recycling, repair of roads following ex-Tropical Cyclone Debbie, ANZAC Day, attendance by Council at Carp management workshops and a request for a radio interview with the Mayor regarding the impact of increased land valuations on ratepayers.

Other media activity included the preparation of talking points for the Mayor at the Queen's Baton Relay and Shared fire event at Tamborine Mountain, the Shared Fire community events at Beaudesert, Boonah and Kooralbyn, the ANZAC Day service at Beaudesert, and the launch of Eat Local Week. Talking points were prepared for the Deputy Mayor for the launch of the CommonWealth exhibition and Word on the Street anthology.

A total of 20 media enquiries was actioned during May. Key media issues were land valuations, a crashed car at Kooralbyn, the discovery of fire ants in the Scenic Rim, the Singh poultry farm planning application appeal and the return to the wild of an injured koala at Peak Crossing.

The following 12 media releases were issued during the month:

3/05/2018 Environmental grants support region's natural values

3/05/2018 The stars will be out for Council's free movie nights

25/05/2018 Court rejects poultry producer's appeal for expansion

25/05/2018 Cost increase won't reduce recycling commitment

29/05/2018 Community vibrancy project wins national recognition

28/05/2018 Council elects new Deputy Mayor

Project or Program

28/05/2018 Scenic Rim 2023 charts Council's course for the next five years
28/05/2018 Council renews Lions Club's lease on Tamborine den
28/05/2018 Blossoming wedding industry to grow in garden setting
28/05/2018 Vehicle showroom proposal gets the green light
28/05/2018 Soldiers' building to be pressed into service at RSL
30/05/2018 It's Queensland's birthday and everyone's invited to the party

A total of 10 general media releases was issued in June. These were:

1/06/2018 Paint like Pollock at Boonah Library's arts morning
8/06/2018 School's in for youth leadership class of 2018
11/06/2018 Community stalwart congratulated on OAM
15/06/2018 New Australians feature in Queensland Day celebrations
22/06/2018 Help shape the future of the Spring Creek precinct
22/06/2018 Council gets behind plastic free July and the bag ban
26/06/2018 Fire management a hot topic at sausage sizzle
29/06/2018 Village Greens project wins regional achievement award
25/05/2018 Scenic Rim to benefit from cross border cooperation
25/06/2018 Council draws up new lease for arts group

In addition, the Community Budget Report was prepared for the Budget Special Meeting on 13 June with 13 press releases:

Budget focuses on region's sustainable future
Federal funding helps drive record investment in bridges
Capital plan offers insight into Council's long-term vision
Community facilities receive Budget boost
Grants help to enrich community life
Funds flow for drainage improvements
Budget funding supports region's environmental values
Footpath improvements in step with community needs
Funding grows for parks and gardens in this year's Budget
Sustainable waste management figures in Council's 2018-19 Budget
Regional vision drives road upgrades
Sporting groups score Budget funding
Investment in vibrancy creates catalyst for growth

Some 20 media enquiries were actioned during the month. These included the Budget, plastic bag ban, blood donations, Spring Creek Master Plan, Eat Local Week, award of OAM to Tamborine Mountain resident John Brookes, retirement of Council's canine ambassador, new Deputy Mayor, June Arts dinner and forthcoming school holiday program.

Other media activity included the preparation of the powerpoint for Mayor's presentation at Community Budget Forum, the Budget speech for Mayor, Budget speech for the CEO, talking points for Deputy Mayor at Postcards from Asia exhibition, talking points for Deputy Mayor at youth leadership induction and talking points for the Mayor at Queensland Day and Citizenship ceremony celebrations.

The Scenic Living newsletter, focusing on key projects and programs in the 2018-19 Budget was prepared for distribution for ratepayers with their rates notices.

Media activity for July included some 17 inquiries from print and electronic media. Key issues included the removal of cabins from the Lake Moogerah flood margin, Council's call for annual valuations and the proposed Canungra Bypass. Five press releases were prepared and distributed. These were:

23/07/2018 Council makes it a date for 2019

Project or Program

- 23/07/2018 Council calls for annual land valuations
- 27/07/2018 Work begins on region's biggest ever construction project
- 27/07/2018 Explore the cultural landscape from a new perspective
- 27/07/2018 Remote cameras give clearer picture of drainage network.

The Scenic Living newsletter was distributed to ratepayers along with rates notices during July. Talking Points were prepared for the Mayor for the World Environment Day celebrations at Boonah.

Work commenced on information gathering for the 2017-18 Annual Report which is due to be completed by early October.

The Communications section has been collaborating with the Planning Section to develop a communications strategy for public consultation on the Draft Scenic Rim Planning Scheme.

Eight media releases were issued during August. These were:

- 3/08/2018 Remote cameras give clearer picture of drainage network
- 27/08/2018 Agenda Release - Community grants enrich the Scenic Rim
- 27/08/2018 Agenda release - Grants help sporting groups achieve their goals
- 27/08/2018 Agenda release - Green groups shake the money tree
- 27/08/2018 Agenda release - Council renews rural fires' lease at Birnam
- 27/08/2018 Agenda release - Heritage listing approved for three significant sites
- 27/08/2018 Agenda release - Have your say on the Scenic Rim's new planning scheme
- 30/08/2018 Council's fresh approach for the future of the Scenic Rim.

Twenty five media enquiries were actioned during the month. These included interviews on ABC radio with the Mayor and Cr Waistell on the proposal for Tamborine Mountain to be moved into the Gold Coast local government area.

The Councillors' Wednesday morning interviews on BeauFM, which commenced in July, have been progressing well.

Work commenced in the last week of August on the writing and editing of the Annual Report.

Seven media releases were prepared and distributed during September.

These were:

- 7/09/2018 Step up to be part of the Healthy and Active program
- 21/09/2018 New playground to be a team effort between Council and Lions
- 21/09/2018 Objections result in a re-evaluation for some property owners
- 24/09/2018 Agenda release - CCS4.1 Beaudesert netballers score lease extension
- 24/09/2018 Agenda release - PD3.2 New telecommunications tower to come online
- 26/09/2018 Call goes out for inaugural Eat Local Scenic Rim champions
- 28/09/2018 Agenda release - PD3.1 New aged care facility approved for Beaudesert

Some 15 media enquiries were actioned during the month. These included calls for Tamborine Mountain to be part of the Gold Coast LGA, the closure of Duck Creek Road and requests for images of the new Lions Park playground following Council's press release.

The writing, editing and design of Council's 2018-19 Annual Report, which had to be delivered to the Queensland Audit Office by 3 October, was a major focus of work throughout September.

Project or Program

2.1.3.3 Corporate Identity Program

Due Date

1.1. Council website presence maintained

30/06/2019

2.2. Provision of graphic design support to Council to assist in delivery of operational and organisational objectives

30/06/2019

3.3. Ensure material complies with Council branding and professional standards

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications Officer

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Corporate identity initiatives were delivered in line with organisational requirements, this included the adoption of the 2016-17 Annual Report in November.

During December, website training was provided for the Communications and Councillor Support team as well as staff from Human Resources and Community and Culture to ensure a consistent approach to the updating of the new website content in line with our corporate identity.

Mayor's forewords were prepared for the Windows to the World cultural program, the Be Healthy and Active Program and Open Studios program.

In January, the Scenic Living newsletter was distributed along with rates notices to all ratepayers who receive their rates notices by post.

In February, the internal staff newsletter, The Insider, was redesigned to using the corporate colours to better reflect Council's corporate identity and provide a refreshed look.

Council's website has continued to evolve to meet the needs of users, with changes made to the home page in March to improve ease of access.

The design and editing of Council's Corporate Plan, Scenic Rim 2023, represented an extensive body of work for the Communications team during April.

Council has continued to work with its internal clients to ensure consistent use of the Scenic Rim logo. Following a request from the Tamborine Mountain Arts Collective for use of Council's corporate logo on promotional materials, which were to be produced by local artists on the Studios trail, Council subsequently authorised use of the Visit Scenic Rim as more appropriate branding for the leaflets which would help to promote the artists and the region to visitors.

Throughout June the Communications section has continued to work with clients within the organisation to ensure consistency of branding via use of the Council logo.

The Scenic Living newsletter, which is distributed with rates notices in July, was prepared in June following the Budget announcements and highlights key funding for projects and programs region-wide in 2018-19.

Council was involved in discussion with LGAQ in July to progress the migration of the Council website to the Jadu platform later this year, which is expected to provide improved functionality and user experience.

Throughout August the Communications team continued to work with clients across the organisation to ensure consistency of branding via use of the Council logo.

Throughout September the Communications team worked with clients across the organisation to ensure consistency of branding in advertising, fact sheets and publications displaying the Council logo.

Project or Program

2.1.3.4 Regional Collaboration Program

Due Date

1.1. Provision of support to the Mayor and Chief Executive Officer in maintaining inter-governmental and inter-regional relationships

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications Officer

01/07/2018

31/12/2019

Ongoing

n/a

n/a

Comments:

Project or Program

Council continues to work collaboratively with external stakeholders to facilitate joint media and promotional opportunities. During November this included a tour of bridge replacements projects funded under the Bridges Renewal Program with the Federal Member for Wright and supporting media activity in addition to State election advocacy through SEQ Mayors. A joint media release relating to federal funding of Eat Local Week initiatives was issued in December in conjunction with the Member for Wright, Scott Buchholz. To ensure the smooth running of the Queen's Baton Relay which will require multiple road closures on Tamborine Mountain in conjunction with the Commonwealth Games on April 1, the Mayor, Councillors and Council staff met with representatives of emergency services and the Tamborine Mountain Christian community to discuss the necessary traffic management arrangements and their possible impact on Easter Sunday services.

During January, minor amendments were made to the graphic design of the Queen's Baton Relay Traffic Management Plan which will be distributed to Tamborine Mountain residents and businesses to ensure the smooth running of the Queen's Baton Relay.

The Queen's Baton Relay traffic management plan was distributed to all Main Street traders mid-February and feedback has informed a more detailed map of road closures, parking arrangements and the operation of shuttle buses on April 1 which also coincides with Easter Sunday. This is normally one of the busiest days of the year for visitors on Tamborine Mountain and thousands more expected for the running of the Queen's Baton Relay and associated community celebrations. The map will be distributed to all Scenic Rim households along with a program of the Shared Fire community celebrations to take place during April.

Messages to communicate changed traffic conditions relating to the Queen's Baton Relay through VMS boards were developed in March in consultation with key stakeholders on Tamborine Mountain.

The opening of the Village Greens on Tamborine Mountain on March 27, ahead of the Queen's Baton Relay on 1 April, was attended by community representatives and local traders, with the official ceremony by Mayor Greg Christensen and State Member Jennifer Howard who represented Minister for Local Government Stirling Hinchliffe. A joint media release was issued by the Minister's office as the Village Greens project received substantial State Government funding.

The Communications and Engagement section collaborated with media staff from the Department of Premier in the development of a media release prior to the announcement in late March of Betterment funding for the Scenic Rim following the Ex-Tropical Cyclone Debbie flood event of March/April 2017.

Council worked with Seqwater during February and March to develop a communications strategy to deal with potential negative coverage of the removal of cabins from the flood margin land at Lake Moogerah.

During March the Acting Communications Coordinator attended a quarterly communications group meeting at the Council of Mayors which focused on addressing the challenges presented by social media in the current climate.

Council continued to work with Seqwater during April to progress the removal of cabins from the flood margin land at Lake Moogerah.

We also collaborated with the State Government in relation to media announcements of Betterment funding for the region to improve the resilience of Scenic Rim infrastructure to future flooding.

The Queen's Baton Relay on Tamborine Mountain in the lead-up to the Commonwealth Games, and the Shared Fire community celebrations at Tamborine Mountain, Beaudesert, Boonah and Kooralbyn were a resounding success in bringing communities together across the Scenic Rim and were reported widely and favourably in the print, radio, television and social media.

In May, the Communications Coordinator worked with the office of the Member for Wright, Scott Buchholz, to prepare a media release announcing Federal funding for security lighting in Jubilee Park, Beaudesert. Council continued to work with Seqwater regarding the Moogerah cabins issue in the approach to the June 30 deadline for the removal of cabins from the flood plain margin.

Throughout June, Council continued to work with Seqwater to progress removal of cabins from the flood margin land at Lake Moogerah.

Council worked closely with the office of the Member for Wright, Scott Buchholz, on the promotion via social media and in the local press of federal initiatives that will benefit Scenic Rim. This included the early release of Financial Assistance Grants, funding for the Boonah Town Square precinct, funding for improvements to a culvert on Christmas Creek Crossing and the 2019 Arts Ablaze cultural program. Council also continued to work with Seqwater on the removal of cabins from Moogerah following the June 30 deadline for cabin owners to vacate the flood

Project or Program

margin land.

Council has continued to work with the Member for Wright, Scott Buchholz, on the promotion of initiatives such as Safer Communities Grants. It is also working with the Australian Rail Track Corporation on the Inland Rail project.

Council worked with Seqwater to promote the connection of Scenic Rim to the south east Queensland water grid and with the office of the Member for Wright, Scott Buchholz, on Scenic Rim initiatives and infrastructure receiving federal funding. The communications team also worked with QFES to raise awareness of the risk of bushfire and to enhance communications via the Disaster Management facebook page.

Project or Program

2.1.3.5 Internal Communication Program

Due Date

1.1. Provision of internal communication function which assists in promoting organisational culture, reflects Council's values, and fosters staff awareness of the organisation and its activities

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Communications Officer

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Project or Program

Council's daily staff bulletin was circulated via email as well as in print format, for outdoor staff.

The monthly staff newsletter, The Insider, was produced during October, November and December and distributed electronically, as well as in print format along with payslips to outdoor workers, on the final pay fortnight of each month.

The daily Bulletin continued to be distributed to all staff during January. However, a review was begun to identify whether recipients would prefer the Bulletin be distributed on a weekly basis with more urgent matters to be communicated via a Special Bulletin.

Communications and IT staff met to discuss Sharepoint as a repository for internal information to replace the existing intranet.

Following a review, the daily staff Bulletin began being distributed throughout the organisation on a weekly basis on Mondays from February.

The Insider staff newsletter was redesigned to better reflect the corporate colours and the first edition of 2018 was distributed in print format for outdoor staff and electronically during the last week of February.

During March, The Bulletin continued to be distributed weekly to all staff, with special bulletins distributed as required. The March edition of The Insider staff newsletter was delivered on time, with requests for additional copies from depot staff.

The April edition of The Insider internal newsletter was well received, with stories on staff involvement in the Gold Coast 2018 Commonwealth Games generating a great deal of interest and positive feedback. As the term 'Insider' has negative connotations under the changes to the Local Government Act, the CEO has asked that a new name be created for the monthly staff newsletter and feedback from across the organisation has been sought for an appropriate title that captures the newsletter's all-staff focus.

Work continued during May to determine a new name to replace The Insider as the name for the monthly staff newsletter for the reasons outlined above. The May edition of The Insider was well received by staff. The Bulletin continued to be distributed weekly, with urgent information communicated via Special Bulletins as required.

The final edition of The Insider, under its existing masthead, was distributed to staff in June. Progress has been made on the choice of a new name. The morning Bulletin continued to be distributed weekly, with urgent information communicated via Special Bulletins as required. Throughout June work progressed on the re-design and update of the employee handbook and code of conduct to incorporate the new CEO's message.

The staff newsletter, The Insider, was re-branded as Cooee, the voice of Scenic Rim council staff, in July, and was distributed to all employees either electronically or printed format for those without computer access. The weekly Bulletin continued to be distributed to all staff on Mondays, with special bulletins distributed as needed throughout the week. The communications section has also supplied images and text to be used on the electronic noticeboard in the Beaudesert Administration Building staffroom.

The August edition of the new-look staff newsletter was well received. The weekly Bulletin continued to be distributed to all staff on Mondays, with special bulletins distributed as needed throughout the week.

The September edition of the Cooee internal newsletter received positive feedback from staff. The weekly Bulletin continued to be distributed to all staff on Mondays, with special bulletins distributed as needed throughout the week.

Project or Program

3.1.1 Plan, develop and implement high-quality customer-focused services.

3.1.1.1 Customer Satisfaction Survey

- 1.1. Survey Plan researched and developed
- 2.2. Survey undertaken
- 3. Yearly survey distributed and analysed
- 3. Yearly survey distributed and analysed
- 3. Yearly survey distributed and analysed
- 3. Yearly survey distributed and analysed

Due Date

31/03/2019

30/06/2019

31/12/2020

31/12/2021

31/12/2022

31/12/2023

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

31/12/2023

Status

Not Started

% Complete

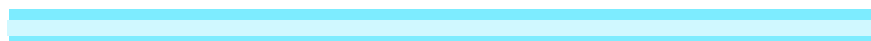
0

Target %

0

Comments:

0% 25% 50% 75% 100%



3.1.1.1 Customer Request Management Framework Review

- 1. 1. Review Project initiation/planning undertaken
- 2.2. Review Project design developed
- 3.3. Review Project implementation
- 4.4. Review Project closure

Due Date

31/07/2018

31/08/2018

30/11/2018

31/12/2018

Responsible Officer

Manager Information Services

Start Date

01/07/2018

End Date

31/12/2018

Status

In Progress

% Complete

25

Sep 2018 Target %


60



Comments:

Initial process mapping has been conducted. This project will take off once the internal audit by BDO has completed. The audit will likely drive the project direction.

0% 25% 50% 75% 100%



3.1.1.2 Customer Service Program

- 1.1. Customer Contact Strategy priorities implemented

Due Date

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

In Progress

% Complete

24

Sep 2018 Target %

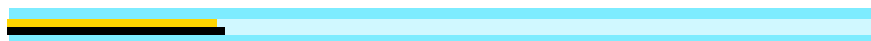
25



Comments:

Initiatives in the Customer Contact Strategy 2015-2019 have been finalised. New initiatives which are in line with the organisational restructure are being scoped.

0% 25% 50% 75% 100%



Project or Program

3.1.1.3 Customer Contact Program

1.1. Operate Council customer Contact Centres

2.2. Customer contact continuous improvements initiatives reviewed and progressed

Due Date

30/06/2019

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

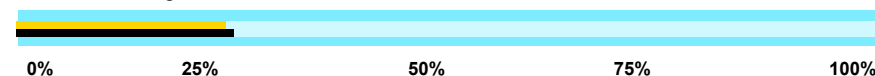
In Progress

% Complete

24

Sep 2018 Target %

25



Comments:

In quarter 1 Customer Contact:

- Created 1031 applications
- Entered 1508 Customer Requests across 4 departments
- Entered 654 callback requests for Works and HB & E departments
- Processed 5205 receipts

Phone Stats

- Handled 12,744 calls of which 80.8% were answered within 30 seconds.
- 3.1% of calls were abandoned.
- 11.6 % of calls received were for rate inquiries.
- 10% of calls received resulted in a customer request being created.
- 60% of calls received were resolved at first point of contact.

A matrix incorporating Council wide customer service touch points to be used as a reference for improving customer service is being developed.

Project or Program

3.1.2 Provide streamlined and practical regulatory services that deliver improved access for the community.

3.1.2.1 Organisational Development Program

Due Date

1.1. Staff engagement through biannual corporate culture and climate surveys

30/06/2019

2.2. Action plans to address matters identified in the biannual corporate culture and climate surveys implemented

30/06/2019

3.3. Contemporary Workforce Planning Framework implemented

30/06/2019

4.4. Staff Reward and Recognition Framework delivered

30/06/2019

Responsible Officer

Manager Human Resources

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The next Survey is due to be conducted during the 2019/2020 financial year.

Action Plans will be developed following the consideration of the Survey Results by the CEO and Executive Team (after the ET have been appointed).

Workforce Planning is currently being undertaken as part of the annual budget build process.

Council's Staff Reward and Recognition Framework continues to operate successfully. The Valued Employee Award is presented quarterly and the various service recognition awards as well as the Annual Valued Employee Award are presented at the annual end of year staff function.

3.1.2.1 Electronic Service Delivery Project

Due Date

1.1. Council to develop an options paper in regards electronic service delivery capability

30/06/2019

Responsible Officer

Manager Information Services

Start Date

01/07/2018

End Date

31/12/2019

Status

Not Started

% Complete

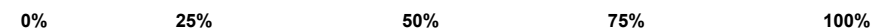
0

Target %

0

Comments:

Project not yet started. Implementation data being gathered.



Project or Program

3.1.2.1 Procurement Management Program

Due Date

1.1. Management of procurement function

30/06/2019

2.2. Rollout of vendor panel quotation system

30/06/2019

3.3. Establishment of local supplier reporting

30/06/2019

Responsible Officer

Chief Finance Officer

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Management of procurement is ongoing and services are delivered within required timeframes.

The Procure to Pay internal audit recommendations will need to be considered in the context of a review of organisational procurement processes.

Vendor Panel electronic quotation system continues to be rolled out across Council. Enquiries have been made to confirm that electronic tendering may also be available through this system in the next 1-2 years.

Inspection of all lifting and height safety equipment completed in January 2018 with fibre lifting equipment inspection booked for April 2018. Pallet racking inspection last completed June 2017.

All levels have been checked / calibrated by Laser Services.

Internal inspection of the Boonah bitumen emulsion tank programmed for June / July 2018.

Full stock take was conducted June 2018.

Project or Program

3.1.2.1 Audit and Risk Program

Due Date

1.1. Risk Management Framework administered

30/06/2019

2.2. Provision of advice and support on risk management to Council service areas

30/06/2019

3.3. Internal audit function administered

30/06/2019

4.4. Support of the Audit and Risk Committee

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Coordinator Governance and Corporate Policy

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Risk Management:

Council's Risk Management Framework continues to be implemented to a high degree of effectiveness. Risk reports are run and provided to the Risk Reference Group on a bi-monthly basis and to the Audit and Risk Committee on a quarterly basis.

During August/September, the Risk Reference Group undertook an extensive review of the strategic risk register to consolidate and align with the outcomes of the risk workshop that was conducted earlier in the year.

During September, JLTA advised Council of being successful in achieving an award in the 2018 LGM Risk Management Excellence Awards. The award will be presented at the Annual Conference being held in Gladstone, on 30 October.

Internal Audit::

Council's Internal Audit functions continue to occur effectively.

Work continues on development of an internal audit outcomes framework, which will see ET provided a greater level of visibility of work undertaken to mitigate identified audit outcomes.

Both Internal and External Audits are progressing as scheduled.

Project or Program

3.1.2.2 Complaints Management Program

Due Date

1.1. Complaints Management Program maintained

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Quarter 1, complaints are being recorded and reported to management in accordance with the Complaints Management Policy. The management of complaints has been monitored and assistance with customer responses has been provided as required.

The review by Council of the complaints management policy is planned to occur as part of a wider review of Council's Customer Service standards.

3.1.2.2 Financial Management Program

Due Date

1.1. Management of financial management function

30/06/2019

2.2. Coordinate external valuation of road and bridge asset classes

30/06/2019

3.3. Annual budget delivered in accordance with Council's budget timetable

30/06/2019

4.4. Coordinate statutory financial reporting and external audit in accordance with audit timetable

30/06/2019

Responsible Officer

Chief Finance Officer

Start Date

01/07/2018

End Date

30/06/2019

Status

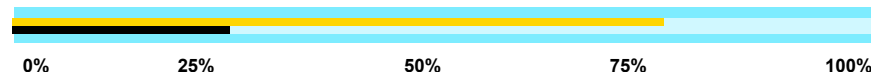
In Progress

% Complete

75

Sep 2018 Target %

25



Comments:

The financial management functions are delivered in accordance with required timeframes.

GST returns prepared in accordance with required timeframes.

FBT return was completed second quarter of 2018.

QTC Long Term Forecasting Model completed and submitted to QTC as required. Loan Borrowing application submitted to Department as required has been approved by the Department.

Registers have been issued to all Sections to conduct audits of their areas. Portable & Attractive Register updated accordingly.

Project or Program

3.1.2.3 Staffing and Administration Program

Due Date

1.1. Recruitment and selection practices are effective, efficient and legally compliant

30/06/2019

2.2. Organisational structure implemented that reflects appropriate relativities

30/06/2019

3.3. Administration of employee records is accurate and legally compliant

30/06/2019

Responsible Officer

Manager Human Resources

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All recruitment and selection practices are carried out strictly in accordance with Council policy and procedures as well as relevant legislation.

Positions within the organisational structure are classified by using a formal job classification system, which ensures that appropriate relativities are at all times maintained within the organisational structure.

All records and administration practices are carried out strictly in accordance with the Queensland State Archives Legislation including the disposal of documents in line with the Qld State Archives Retention and Disposal Schedule.

3.1.2.3 Corporate Performance and Planning Program

Due Date

1.1. Operational Plan performance reports to the Executive Team delivered

30/06/2019

2.2. Council's Annual Report for previous year delivered

31/10/2018

3.3. Council's Corporate Plan reviewed

30/06/2019

4.5. Annual Operational Plan developed

30/06/2019

5.4. Quarterly Reports to Council delivered

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Monthly and quarterly Operational Plan reporting undertaken as planned.

During August-October work has been done in the preparation of the 2019-2020 Operational Plan specifically to align with the budget process. Planning will continually be refined through till the end of 2018, followed by detailed budget development in early 2019.

Work continued to progress during August/September 2018 on the 2017-2018 Annual Report. Working closely with the Communications Team, Governance will review responses for appropriateness and consistency. The Annual Report must be adopted by 30 November 2018, and is currently on track.

Project or Program

3.1.2.4 Local Law Review Program

Due Date

1.1. Consequential amendments to Local Laws conducted and implemented in anticipation of adoption of new Planning Scheme

30/06/2019

2.2. Register of requested amendments to Local Laws maintained

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

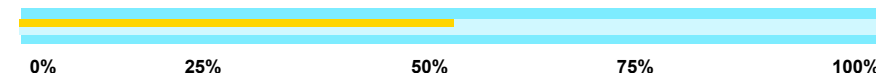
In Progress

% Complete

50

Target %

0



Comments:

A preliminary meeting with Planning has taken place to provide for initial scoping and scheduling of work on the Scenic Rim Planning Scheme consequential amendments.

Further meetings held and direction agreed. A plan has been established to manage this process for the next financial year.

A register of ad hoc requests for amendments to Local Laws has been created and is saved in Council's document management system to collate and manage requests received for changes concurrent to the Consequential Amendments for the Planning Scheme.

The Waste Management Local Law has been made.

3.1.2.4 Training and Development Program

Due Date

1.1. Annual Corporate Training Programs addressing Training needs identified through the annual Personal Performance and Development (PPD) process

30/06/2019

2.2. Corporate Induction that is timely, professional and informative

30/06/2019

3.3. Management and Leadership Development that contributes to ethical and highly competent management and leadership across the organisation

30/06/2019

Responsible Officer

Manager Human Resources

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Will be approved by the CEO and Executive Team following the conclusion of the 2017/18 PPD process.

Professional and informative Corporate Induction sessions are presented monthly.

This is continuously done at Leadership Forums, as well as through individual professional development opportunities.

Project or Program

3.1.2.5 Workplace Health and Safety Program**Due Date****1.1. Workplace Health and Safety Management System delivered****30/06/2019****2.2. Rehabilitation and Return to Work Framework delivered****30/06/2019****3.3. Employee Wellbeing Framework delivered****30/06/2019****Responsible Officer***Manager Human Resources***Start Date**

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Safeplan 2 has been adopted as the organisation's workplace health and safety management system. This system ensures that risk to the health and safety of all workers is minimised on a continuous basis. This system also intends to ensure compliance with Work Health and Safety legislation. This compliance is evidenced by the fact that no compliance notices have been issued by Workplace Health and Safety Queensland during the reporting period.

Council has been accredited under the Local Government Association of Queensland Workers' Compensation Self Insurance Scheme. All rehabilitation and return to work actions are carried out strictly in accordance with policy and procedures approved under the Workers' Compensation and Rehabilitation Act 2003. As such, compliance with the Workers' Compensation legislation is being met.

Employee wellbeing activities are continuously introduced as appropriate opportunities arise.

3.1.2.5 Information Access and Privacy Program**Due Date****1.1. Information Access and Privacy Program delivered****30/06/2019****Responsible Officer***Coordinator Governance and Corporate Policy***Start Date**

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's information access and privacy functions are being delivered in Quarter 1 in compliance with regulatory requirements.

Information requests were managed in accordance with the scheme and legislation, including the Information Privacy Act 2009. Administrative Releases have been coordinated during the quarter on an as-needs basis to avoid unnecessarily bureaucratic processes and facilitate access to information.

Privacy collection notices are present when collecting personal information in accordance with the Information Privacy Act 2009 and a Privacy Plan has been endorsed by the Chief Executive Officer and is available on Council's website.

Project or Program

3.1.2.6 Policy Development and Review Program

Due Date

1.1. Policy Program maintained

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council's policy review schedule is being maintained with policies approaching review dates being referred to the policy owner for review.

Policy development continues to take place on an as needs basis.

There are currently a number of policies overdue for review.

3.1.2.6 Employee Relations Program

Due Date

1.1. Employee Relations practices delivered

30/06/2019

2.2. Corporate Citizenship Program delivered

30/06/2019

Responsible Officer

Manager Human Resources

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

All staff disciplinary and performance related matters are managed through Council's Staff Formal Disciplinary Policy. Supervisors at all levels of the organisation are continuously engaged to ensure prompt and effective resolution of these matters with a view to enhancing productivity.

The Corporate Citizenship Program is delivered through Induction sessions as well as Effective Workplace Behaviour Training through which all staff are made aware of behavioural expectations based on employment legislation, Code of Conduct and Corporate Values.

3.1.2.7 Corporate Compliance Training and Development Program

Due Date

1.1. Corporate induction delivered to commencing employees

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Governance component of induction training has been delivered to commencing employees.

Training in corporate performance management systems has been delivered on an as needs basis and is scheduled with commencing staff with reporting responsibilities.

Project or Program

3.1.2.8 Delegations and Authorisations Program

Due Date

1.1. Delegations and Authorisations Program delivered

30/06/2019

Responsible Officer

Coordinator Governance and Corporate Policy

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Ongoing reviews of the Local Government Association of Queensland's Delegations Register Service continue to ensure the register is up to date and effectively assists officers to perform their duties. Furthermore, during September/October 2018, the Governance Team will undertake an in-depth review of the Delegations Registers to ensure it remains up-to-date allowing officers to appropriately perform their duties.

A compliant local government authorised person and worker system has been maintained by Governance.

3.1.3 Embed community engagement and partnerships that improve shared understanding.

3.1.3.1 Communications Framework for Stakeholders

Due Date

1.1. Communication Framework established

31/12/2018

2.2. Communications Framework implemented

30/06/2019

Responsible Officer

Communications Officer

Start Date

01/07/2018

End Date

31/12/2019

Status

Not Started

% Complete

0

Target %

0

Comments:

Development of a communications framework for stakeholders has not progressed due to resourcing issues and the temporary nature of the current management structure which limits the ability to conduct meaningful stakeholder consultation within the organisation.

While development of a communications framework for stakeholders has not progressed due to resourcing issues and the temporary nature of the current management structure, some initial quotations have been sought from a communications consultancy to scope this project.

This has not progressed in September due to resourcing issues and the pending appointment of new General Managers who will be among key stakeholders.

Project or Program

3.1.4 Deploy innovative information and communication technology solutions that meet contemporary standards and ensures business continuity.

3.1.4.1 Information and Communications Technology Strategic Plan Implementation

Due Date

1.1. Year one (1) action items implemented

30/06/2019

2.Implementation of Year 2 (Q1) action items

31/03/2020

3.Implementation of Year 2 (Q2) action items

30/06/2020

4.Implementation of Year 2 (Q3) action items

30/09/2020

5.Implementation of Year 2 (Q4) action items

31/12/2020

6.Implementation of Year 3 (Q1) action items

31/03/2021

7.Implementation of Year 3 (Q2) action items

30/06/2021

8.Implementation of Year 3 (Q3) action items

30/09/2021

9.Implementation of Year 3 (Q4) action items

31/12/2021

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2018

31/12/2021

Not Started

0

0

Comments:

No change; Strategic Plan to seek endorsement by the Executive Team on 17 October. Project yet to start.



3.1.4.1 Business Systems Review Project

Due Date

1.1. Business process improvements endorsed by Project Steering Committee

30/06/2019

2.2. Implementation of system improvements identified through business process reviews

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %

Chief Finance Officer

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Project or Program

3.1.4.2 Cyber Security Program

Due Date

- 1.1. Cyber Security Audit reviewed and remediate in accordance with Risk Management Framework
- 2.2. Inventory of mobile devices and software reviewed and managed
3. Implement and/or review Data Loss Prevention and review Identity Access Management.
4. Conduct penetration testing and vulnerability assessments and remediate shortcomings and failures.
5. Perform security skills assessments of staff and fill gaps with training.
6. Re-assess malware defences and endpoint protection.
6. Re-assess malware defences and endpoint protection.
7. Refine Business Continuity and incident response procedures.

31/03/2019
30/06/2019
30/09/2019
31/12/2019
31/03/2020
30/06/2020
30/09/2020
31/12/2020

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

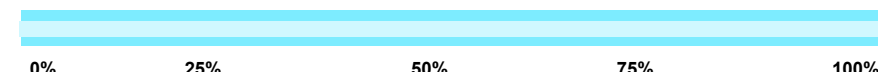
01/07/2018

31/12/2020

Not Started

0

0



Comments:

Mobile Device Management (MDM) is currently being deployed to assist with mobile security. The Corporate App Store is being populated with approved business apps. The Proof of Concept stage has provided some challenges which are currently being worked through with the vendor.

3.1.4.3 Information Management Program

Due Date

- 1.1. Management of correspondence
- 2.2. Internal audit program on compliance with records standards
- 3.3. Provision of information archiving services

30/06/2019
30/06/2019
30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Incoming correspondence is being managed in accordance with required service standards.

A project to digitise some Planning documents is well underway. Other departments will soon be commencing their digitisation projects.

Recordkeeping Audits are conducted each quarter.

Project or Program

3.1.4.4 Software Management Program

Due Date

1.1. Management of software licences and support agreements

30/06/2019

2.2. Maintenance and support of business systems

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Software maintenance renewals for the 2018/2019 financial year have been completed.

Managed Services Agreements have been reviewed and reconfirmed.

Technology One's Cloud 8 solution incorporating 2018A release went live on Monday 11 June. Cloud 8 offers Council the latest software release on offer from Technology One and is a more flexible platform for the corporate package.

A Consortium Contract with Lockyer Valley, Scenic Rim and Civica for a 5 year MSA (Maintenance Service Agreement) contract for the Spydus library management solution, to be effective 1 July 2018, has been entered into by Council. It offers a significant dollar savings over the life of the contract.

BPM (Business Process Mapping) software has been implemented to assist staff with mapping business processes.

Office 365 SharePoint offers Council the opportunity to rethink how information is presented. A working team has been established to explore its potential and to eventually move the Intranet to this package.

Project or Program

3.1.4.5 Geographical Information Systems (GIS) Program

Due Date

1.1. Internal mapping system and integration with core property and rating system maintained

30/06/2019

2.2. Maintain and update mapping component of online property enquiry system

30/06/2019

3.3. Maintain street and rural road numbering in conjunction with relevant Departments

30/06/2019

Responsible Officer

Manager Information Services

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Geographical information systems services continue to be provided in accordance with Council requirements.

The IntraMaps Public product has been implemented to support public consultation for the new Planning Scheme and is at the Version 9 product release. Recent updates to the IntraMaps Enterprise product to Version 9 also, with web management tools being implemented, will permit faster, more responsive updates to council mapping data but is yet to be finalised.

Mapping component of DAP Online is updated monthly with new Digital Cadastral Database when received from Department of Natural Resources and Mines.

A Spatial Catalogue server is being investigated which will assist Council to:

- Improve the efficiency and effectiveness of geospatial activities within Council, including releasing approved data to the public;
- Support collaboration and cooperation among departments and partner organisations by facilitating the sharing of geospatial resources regardless of the GIS platform;
- Gain an enterprise-level awareness of disparate geospatial data, Web services, and activities;
- Leverage existing geospatial resources so Council doesn't duplicate those resources or the effort to create them;
- Ensure the use of approved, high-quality datasets; and
- Reduce the time users spend trying to find relevant, usable geospatial resources.

3.1.4.6 Helpdesk System of Information Technology Program

Due Date

1.1. Helpdesk services delivered

30/06/2019

Responsible Officer

Manager Information Services

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

ICT continue to fine tune the Help Master helpdesk system to meet desired outcomes. A new release version is available and consideration for its installation is in train.

The TechOne Cloud 8/2018A package release is still having a significant effect on the Helpdesk, but all team members have rallied and case count has been managed.

Project or Program

3.1.4.7 Business Continuity for Information Technology Program

Due Date

1.1. Business continuity systems tested

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Improvements in business continuity have been made with the transfer of additional business systems to the cloud. Cloud-based systems provide high-availability and highly-resilient infrastructure which aids Council's business continuity efforts. ICT business continuity documentation is still being updated. Fully-redundant, path-diverse, carrier-diverse Wide Area Network links, with multiple Internet egress points, are providing higher confidence for voice and data services and continuous improvement of these links is undertaken.

A cyber security training program has been approved but yet to be scheduled. This will involve all Council staff.

More information has recently been collected to populate the Cyber Security Incident Response Plan. Council's Business Continuity Plan continues to be updated as new improvements are made and changes to operations come into effect.

Project or Program

4.1.1 Maintain a clear and comprehensive planning vision for the region.

4.1.1.1 Building and Plumbing Program

- 1.1. Provision of building approval services
- 2.2. Provision of plumbing approval services
- 3.3. Provision of plumbing compliance services

Due Date

30/06/2019

30/06/2019

30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

A total of thirty eight building applications have been lodged with Council for assessment for the period July to September. An overall performance outcome of one hundred percent of applications have been assessed within the required statutory time frames. Council performed one hundred and twenty two building inspection for the period achieving one hundred percent of the performance objective. A total of two hundred and fifty building applications have been lodged for the Scenic Rim Regional area for the period with seventy applications for new dwellings including 3 secondary dwelling and 6 duplex development.

A total of one hundred and seven plumbing applications have been lodged with Council for compliance assessment for the period July to September. Forty nine application were associated with on-site sewerage facilities. An overall performance outcome of one hundred percent of application have been assessed within the statutory time frames for the period. Council performed a total of seven hundred and forty five regulatory plumbing inspections for the period with a performance objective of one hundred percent achieved.

Eight request for compliance action have been received for the period July to September. Seven compliance requests have been resolved for the period. Council performed twelve compliance/audit inspections in accordance with the Notifiable work schedule under the Act for the period.

4.1.1.1 Commencement of a New Consolidated Scenic Rim Planning Scheme

- 1.1. Initial public consultation completed
- 2.2. Council resolve to seek the Minister's approval to adopt the draft Scenic Rim Planning Scheme

Due Date

31/12/2018

31/12/2019

Responsible Officer

Manager Planning

Start Date

01/07/2018

End Date

31/12/2019

Status


In Progress

% Complete

55

Target %

0



0% 25% 50% 75% 100%

Comments:

Approval from the Chief Executive of the Department of State Development, Manufacturing, Infrastructure and Planning to publicly consult the draft Planning Scheme. Following Council resolution, the draft Scenic Rim Planning Scheme was released for public consultation on 26 September 2018. Consultation will be open until 14 December 2018.

Project or Program

4.1.1.2 Development Compliance Program

Due Date

1.1. High Risk Development Program reviewed and implemented

30/06/2019

2.2. Provision of development compliance services

30/06/2019

3.3. Provision of building compliance services

30/06/2019

4.4. Provision of local laws compliance service

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The amended procedure for the High Risk Development (HRD) Program was finalised during the quarter and the automation of the application set up process in TechOne, which has been a major stumbling block to implementation of the program to date, is investigated by DA business support. During this period no HRD inspections were undertaken.

A total of 52 new customer requests relating to development compliance matters were received during Q1. These requests alleged offences against the Planning Act 2016 and generally encompass development occurring without approval, or non-compliance with an approval. Five show cause notices and one penalty infringement notice were issued for development compliance matters during Q1.

A total of 38 new customer requests relating to building compliance matters were received during Q1. These requests allege offences against the Building Act 1975 and the Planning Act 2016 and may encompass matters such as dilapidated or dangerous structures, pool fencing offences, building development occurring without approval, or non-compliance with an approval. Three show cause notices, and one enforcement notice were issued for building compliance matters during Q1.

Twenty-one new customer requests relating to local law compliance matters were received during Q1. These requests allege offences against the Council's local laws and encompass offences about operating prescribed activities without approval, use of or interference with reserves and other Council controlled areas. One compliance notice was issued for undertaking a prescribed activity without approval during Q1.

Project or Program

4.1.1.2 Development Assessment Program

Due Date

1.1. Provision of development application assessment services

30/06/2019

2.2. Provision of planning and flooding certificates

30/06/2019

3.3. Provision of pre-lodgement and development advisory services

30/06/2019

4.4. Process summary of development applications

30/06/2019

Responsible Officer

Manager Planning

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Monthly Councillor and Executive Planning Workshops were held and updates provided on current development applications status, summary of pre-lodgement meetings and status of current appeals.

Flood and Planning Certificate information did not always meet with Council's Policy and is reported in the Departmental Key Performance Indicators. Primary causal factor was the reduced staffing during the period.

4.1.1.3 Land Use Planning Program

Due Date

1.1. Respond to and implement changes to state and regional planning policy and legislation

30/06/2019

Responsible Officer

Manager Planning

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

No submissions in response to changes in state and regional planning policy and legislation were made during the quarter.

4.1.1.4 Rural Villages and Growth Strategy Project

Due Date

1.1. Project Brief developed

31/03/2019

Responsible Officer

Manager Planning

Start Date

01/07/2018

End Date

30/06/2019

Status

In Progress

% Complete

25

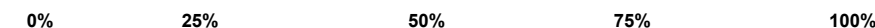
Sep 2018 Target %

55



Comments:

A first draft of a project brief for a Scenic Rim Rural Villages Strategy has been prepared. progress on this project is deferred due to the priority of public consultation for the Scenic Rim Planning Scheme.



4.1.2 Assist the Scenic Rim community transition to a smart and innovative region.

4.1.2.1 Develop a Scenic Rim Smart Region Strategy

Due Date

1.1. Project Brief for Smart Region Strategy developed

31/12/2018

2.Draft Smart Region Strategy developed

31/12/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Planning

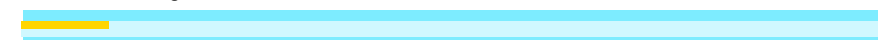
01/07/2018

31/12/2019

In Progress

10

0



Comments:

Background research and internal consultation is progressing for the development of the project brief for the Smart Region Strategy.

0% 25% 50% 75% 100%

4.1.2.1 Smart Technology and Internet of Things (IoT) Project

Due Date

1.1. Accounts payable auto invoice matching with optical character recognition system implemented

30/06/2019

2.Implementation if RFID (Radio Frequency Identification Devices)

31/12/2022

3.Investigate the ability to conduct virtual plumbing inspections

31/12/2022

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Information Services

01/07/2018

31/12/2022

In Progress

50

0



Comments:

This project to install a Thinxtra low-power wide-area network (LPWAN) using Sigfox technology to two base stations, one in Beaudesert and one in Boonah, has commenced. This will provide enablement of the Internet of Things (IoT) that utilise low power, low bandwidth sensors. Each installation was not performed to agreed specifications, so make-good works are now required to finalise this project.

0% 25% 50% 75% 100%

Project or Program

5.1.1 Provide vibrant and dynamic parks, open spaces and community infrastructure.

5.1.1.1 Council's managed camping facilities

- 1.1. Priority of Council's managed camping facilities for master planning determined and reported
- 2.2. Cost estimates for scope of works in reviewing agreed priorities established
3. Draft and final reports issued to Council.
4. Obtain budget allocation for remaining campgrounds identified.
5. Consultant engaged.
5. Draft and Final reports issued to Council.

Due Date

31/12/2018

31/03/2019

31/12/2019

31/03/2020

30/06/2020

30/09/2020

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

31/12/2021

Status

In Progress

% Complete

5

Target %

0



Comments:

Council have identified various sites for master planning within our managed camping facilities. Preliminary discussions have been have guided the next steps to direct this deliverable.

5.1.1.2 Strategy for the management and enhancement of significant park and streetscape trees by 2020

- 1.1. Categories in the Asset Management System established
- 2.2. Trial data collection on park trees as the pilot project delivered
- 3.3. Prioritise data collection to premier, civic and district recreation parks
- 4.4. Data collection continued
5. Analyse data that has been collected to determine the future direction for remainder of parks and potential for streetscape trees.
6. Establish tree inspection targets and prioritise data collection for future years (e.g. lower profile parks and streetscape). Also establish remedial work targets for high value trees.
7. Compile information as strategy document. Conduct review of strategy.

Due Date

30/09/2018

31/12/2018

31/03/2019

30/06/2019

30/09/2019

31/12/2019

31/03/2020

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

30/06/2020

Status

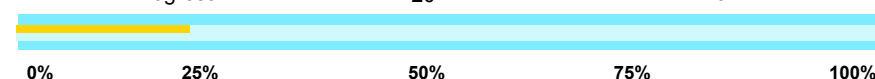
In Progress

% Complete

20

Target %

0



Comments:

As part of the ongoing delivery of the strategy for the management and enhancement of significant park and streetscape trees the following has been completed in the first quarter of the year:

Parks and gardens categories have been established with the Asset Management Team.

Preliminary trial data has been collected at select premier or high profile parks (Lions Bicentennial Park, Jubilee Park, D.J.Smith Park, Dick Westerman Park, and Springleigh Park).

Project or Program

5.1.1.3 Strategic review of existing and future sporting needs to align with projected population growth and development

Due Date

- 1.1. Briefing documentation to undertake a strategic review of existing and future sporting needs prepared
- 2.2. Consultant engaged.
3. Stakeholder consultation & asset review.
4. Draft report issued to Council for review.
5. Final report issued to Council.

31/03/2019
30/06/2019
31/12/2019
31/03/2020
30/06/2020

Responsible Officer

Senior Property Officer

Start Date

01/07/2018

End Date

31/12/2020

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Council have commenced the process to undertake a strategic review of existing and future sporting needs to align with projected population growth and development. The following actions have been delivered.

Resourcing of the delivery of this project is currently under evaluation. Further works on the brief are scheduled in quarter 2 of the 2018/2019 financial year.

5.1.1.4 Parks, Gardens and Cemeteries Planning Project

Due Date

- 1.1. Ten (10) Year Parks, Gardens and Cemeteries Capital Works Program reviewed
- 2.2. Preplanning of parks, gardens and cemeteries capital works projects undertaken

31/01/2019
30/06/2019

Responsible Officer

Acting Manager Property and Operations

Start Date

01/11/2018

End Date

30/06/2019

Status

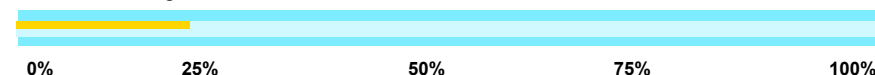
In Progress

% Complete

20

Sep 2018 Target %

0



Comments:

The Parks, Gardens and Cemeteries planning project is continuing with a review underway to potentially better group asset functions for clearer reporting. Preliminary discussion have commenced in regard to the 2019-2020 capital budget and it's format with the previous submission is being reviewed.

Project or Program

5.1.1.5 Facilities Planning Program

Due Date

1.1. Ten (10) year Facilities Capital Works Program reviewed

31/01/2019

2.2. Preplanning for facilities capital works projects undertaken

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Councils Facilities Planning program is progressing with a review underway to potentially better group asset functions for clearer reporting. Works completed to date include:
Preparation of the 10 Year capital works program is in progress.
Preplanning for 2018/2019 Facilities Capital Works projects completed.

5.1.1.6 Facilities Capital Works Program

Due Date

1.1. Facilities Capital Works Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Councils Facilities Capital Works Program is progressing. Works completed to date include: The region wide picnic shelter replacement program underway, installation of roof sheeting and a solar tube at Tamborine Mountain Pool now completed. The replacement of identified barbecues has commenced.

5.1.1.7 Parks, Gardens and Cemeteries Capital Works Program

Due Date

1.1. Parks, Gardens and Cemeteries Capital Works Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Projects within the Parks, Gardens and Cemeteries Capital Works program include: survey for fencing to Council land adjoining Kingsley Drive, Beaudesert. Fencing at D.J. Smith Park has been included as part of the contract for the larger redevelopment project for this park. Design is underway for the Boonah Cemetery road extension and parking project.

Project or Program

5.1.1.8 Facilities Operations and Maintenance Program

Due Date

1.1. Facilities Operations and Maintenance Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The Facilities Maintenance and Operational program is in progress with ongoing maintenance of: pools; public halls; public conveniences; two way stations; administration centres; information centres; libraries and various other facilities.

5.1.1.9 Parks, Gardens and Cemeteries Operations and Maintenance Program

Due Date

1.1. Parks, Gardens and Cemeteries Operations and Maintenance program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Grass maintenance in parks and cemeteries has been delivered within service standards. Mapped roadside mowing areas have also been maintained. Roadside and Park gardens are being planted up, trimmed, weeded, watered, mulched and generally maintained to a high standard. We are coming out of our Winter program of reduced mowing frequency and increased annual maintenance work and project work. However we will continue with a Winter type program due to the dry weather at present.

Project or Program

5.1.2 Re-invigorate town centres through significant vibrancy projects.

5.1.2.1 Public Art Trail

1.1. Current art pieces identified

2.2. Trail options identified

Due Date

31/03/2019

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

31/12/2019

Status

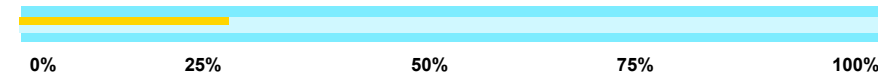
In Progress

% Complete

24

Target %

0



Comments:

Work is underway to identify appropriate people to assess the collection and make recommendation to Council on pieces to be retained or removed from the collection.

One new item has been offered to council for consideration and a report is being developed which will be submitted to the Arts Reference Group to make a recommendation to council. A complete register of work is available but values are not included. The register is being added to a list of items to be included where appropriate in the Online trail.

Working parties have met to inform the development of a scoping document. This is currently with an external consultant who is providing feedback on the scale and potential costings. Information from Cultural Mapping sessions is being collated for inclusion and the Museum Development Officer is working with Local museums to design stories connected to heritage and public art.

Project or Program

5.1.2.1 Plan, design and deliver vibrancy projects

Due Date

1.1. Annual project governance review undertaken	30/09/2018
2.2. Capital vibrancy projects in accordance with the project program delivered	30/06/2019
3.4. Actively seek alternate funding streams through application to external grant sources	30/06/2019
4.3. Public domain manual for use in key identified towns within the region developed	31/03/2019
5. Project governance commenced.	30/09/2019
6. Deliver capital projects in accordance with the project program.	31/12/2019
7. Public Domain Manual for Towns and Villages delivered and endorsed.	31/03/2020
8. Progress grant applications.	30/06/2020
8. Project governance commenced.	30/09/2020
8. Deliver capital projects in accordance with the project program.	31/12/2020
9. Undertake a Strategy for Prioritisation of Capital works within CBD precincts (indicated within PDMs) delivered and endorsed.	31/03/2021
9. Progress grant applications.	30/06/2021
9. Project governance commenced.	30/09/2021
9. Deliver capital projects in accordance with the project program.	31/12/2021
10. Review current capital projects program and address priority via endorsed Strategy.	31/03/2022
10. Progress grant applications.	30/06/2022
10. Project governance commenced.	30/09/2022
10. Deliver capital projects in accordance with the project program.	31/12/2022
10. Review current capital projects program and address priority via endorsed Strategy.	31/03/2023
10. Progress grant applications.	30/06/2023

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

31/12/2023

Status

In Progress

% Complete

25

Sep 2018 Target %

25



Comments:

0% 25% 50% 75% 100%

Project or Program

All Vibrant and Active Towns and Villages projects pre-planning works are being developed with all information undertaking a monthly internal review within the Vibrant and Active Towns and Villages Steering committee. The Steering Committee Role is to assist departments in reviewing and addressing the Capital projects and Operation projects within this program and to make their assessment of the implications of concept, design, construction, maintenance and whole life cost.

Vibrant and Active Towns Village Project Updates

CAPITAL PROJECTS

- a) 41 High Street - Boonah - Western Verge - 95% (Detailed Design Phase, minor design integration changes required for private works)
- b) Town Square - High Street / Walter Street - Boonah - 80% (Detailed Design Phase)
- c) Brisbane Street South and North - Beaudesert - Update 75% (Concept Phase) awaiting Beaudesert Library location confirmation
- d) DJ Smith Memorial Park Refurbishment - 100% (Detailed Design Phase) undertaking animal wall monument prior to 11th November 2018
- e) Jubilee Park Stage 1 and Stage 2 - CCTV and Lighting (Safer Communities Grant)- 100% (Detailed Design Phase) Stage 1 to be finished prior to Christmas
- f) Main Street - Tamborine Mountain - access and Mobility Audit - 100% (Detailed Design Phase)

OPERATION PROJECTS

- a) Public Domain Manual- Beaudesert, Boonah, Tamborine Mountain and Canungra 75% (Detailed Documentation Phase)
- b) Public Domain Village Palette (internal document only) - Kalbar 100% (Detailed Documentation Phase)

Playground Strategy implementation upgrade, Project Updates

CAPITAL PROJECTS

- a) Moffatt Park - Aratula - Monster Tractor Playground - 100% (Detailed Design Phase)
- b) Lions Park - Tamborine Mountain - Nature Play Playground - 100% (Detailed Design Phase) - Construction to finish prior to Christmas
- c) Springleigh Park - Boonah - Playground compliance review - 95% (Detailed Design Phase), awaiting budget review process
- d) Private Developer Playground installations - 95% (awaiting on maintenance documentation)

OPERATION PROJECTS

- a) Council Playground Standard Design Review and Update - SRRC Standards - 100% (Detailed documentation Phase)
- b) Playground Implementation Plan and Playground Priority list (Asset Management)- Update - 70% (Detailed documentation Phase)

Funding Applications and Approvals

LGGSP - 2016-17 - Rhoda Rushbrook Park - Gallery Walk - APPROVED- \$340,200
LGGSP - 2016-17 - Tamborine Village Memorial Hall - APPROVED -\$285,000
LGGSP - 2017-18 - Village Greens - Tamborine Mountain - APPROVED - \$870,000
Safer Communities Grant -Jubilee Park Lighting & CCTV - APPROVED - \$231,000
Building Better Regions Grant - Boonah Town Upgrade - APPROVED - \$1,596,000
Building Our Regions Grant - Round 4 - Boonah Town Upgrade - Business case submitted - Awaiting Approval

Total funding approved to date - \$3.3 Million

INVESTIGATION OF ADDITIONAL FUNDING DATA/ INFORMATION

Within the Vibrant and Active Towns and Villages Operational projects a Post Public Consultation of the Vibrant and Active town and villages project and Playground Strategy upgrades has

Project or Program

been initiated to understand the social and economic outcomes which have been created by infrastructure upgrades for a Town Centre, Community Group, Tourist Precinct and Park/Playground.

The post public consultation will include Main Street, Tamborine Mountain, Tamborine Village Memorial Hall, Rhoda Rushbrook Park, Gallery Walk and DJ Smith Park Playground, Canungra, these projects will help develop project prioritization for future developments and identify strategies of integrating design elements and community involvement into community infrastructure projects within the Scenic Rim

PUBLIC DOMAIN MANUAL

Public domain manual report - Boonah , Beaudesert , Canungra and Tamborine Mountain is currently at 75% of detailed documentation. CBD manual documents will be reviewed as an internal audit process with all relative departments involved, all advise/feedback will be updated into the PD manual.

6.1.1 Align Council's buildings and facilities with current and predicted service level requirements.

6.1.1.1 Roads and Streets Management Program

1.1. Ten (10) Year Roads and Streets Capital Works Program reviewed

Due Date

31/12/2018

2.2. Roads and Streets Operations and Maintenance Program delivered

30/06/2019

3.3. Roads and Streets Capital Works Program delivered

30/06/2019

4.4. Preplanning of roads and streets capital works projects undertaken

30/06/2019

Responsible Officer

Acting Manager Works

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Road and Streets management program is continuing with the following items identified have been undertaken for the 1st Quarter of 2018/19 fin year:

A review of the project prioritisation model is currently underway in preparation to review the Ten (10) Year Roads and Streets Capital Works Program.

Constructed infrastructure is operated and maintained in an efficient and effective manner to meet the service level expected of the infrastructure over the life of the asset. To the end of September 25 % of the year has elapsed and 23% of the budget allocation has been spent.

The Roads and Streets Capital Works Program is progressing with a significant amount of detailed design works completed. Works are progressing on the delivery of the Roads and Streets Capital Works Program, with Christmas Creek Road project currently underway. Contact work for Beechmont Road will be delivered under private contract. Contract award in the process.

Work has been undertaken to have designs ready for delivery in the 2018/2019 financial year. Pre-planning of roads and streets capital works projects has commenced for future years.

Project or Program

6.1.1.1 Implement the Council depot strategy commencing 2019 Project

Due Date

1.1. Current Depot Strategy reviewed

30/09/2019

2.2 Depot Strategy implementation timeline developed

31/12/2018

3.3 Resource and Depot Strategy implemented

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

01/07/2018

31/12/2019

Not Started

0

0

Comments:

0%

25%

50%

75%

100%

6.1.1.1 Review community needs for buildings and facilities

Due Date

1.1. List of community buildings and facilities compiled

30/09/2018

2.2. Service level categories addressing community needs for buildings and facilities developed

31/03/2019

3.3. Appropriate minimum priorities for buildings and facilities developed

30/06/2019

4. Review selected assets and allocate a service level category and maintenance level.

30/09/2019

5. Identify facilities that are redundant, considered unsustainable, cannot be properly maintained or are surplus to current service level requirements.

31/12/2019

6. Complete report for review.

31/03/2020

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2020

In Progress

5

0

Comments:

Preliminary scoping into the review of community needs for building and facilities has commenced.

0%

25%

50%

75%

100%

Project or Program

6.1.1.2 Define level of services required by Council's infrastructure network

Due Date

1.1. Existing level of services reviewed

30/06/2019

2. Define level of services

30/06/2020

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

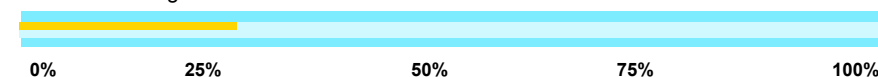
01/07/2018

01/12/2020

In Progress

25

0



Comments:

Work has commenced on defining current and target levels of service for the provision of playgrounds and associated play areas. Council staff are working with a consultant to review the existing Playgrounds Strategy, update the level of service criteria, definitions, and targets, and to measure the current level of service being delivered. A draft implementation plan, with capital, operational, and maintenance budget forecasts, is being developed, due for completion in Q2.

6.1.1.2 Floodways and Causeway Strategy Project

Due Date

1.1. Floodways and Causeways Strategy reviewed

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Works

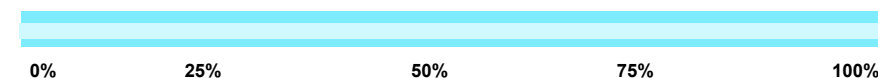
01/07/2018

30/06/2019

Not Started

0

0



Comments:

The Floodways and Causeway Strategy Project is driven by the Strategy Implementation Plan.

Community Service objectives and subsequent service levels for the provision of the current floodway and causeway assets have been set.

A review of floodway signage and recent upgrade works has ensured that Council's floodways on higher order roads are compliant with signage requirements. Lower order road floodways meet a desired standard that is deemed appropriate given current signage and floodway funding.

A review of the level of service provided by floodways is currently underway.

Floodway and causeway projects have been included for upgrade in accordance with the prioritisation model.

Advice as required in relation to floodways have been provided as required for development enquiries.

A review of the list of floodway and causeways that require an upgrade is underway.

A desktop review of the Floodways and Causeways Strategy has been undertaken with some areas requiring further work identified.

The Floodway Implementation Plan will be developed on completion of the draft Floodway Strategy.

Project or Program

6.1.1.2 Develop a light industrial estate in Enterprise Drive

Due Date

1.1. Determination on relocation of Beaudesert Depot to the Industrial Estate obtained

31/03/2019

2. Ascertain requirements and scoping for consultant development of preliminary plans.

30/09/2019

3. Gauge demand as to progress to detailed planning

30/09/2020

4. Detailed planning.

31/12/2020

5. Submit required planning applications.

30/06/2021

6. Contractor engagement.

31/03/2022

7. Implementation of first stage of development.

31/03/2023

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

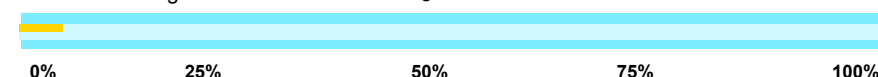
01/07/2018

31/12/2023

In Progress

5

0



Comments:

Council have submitted an application under Building our Regions round 4 to Develop a light industrial estate in Enterprise Drive Beaudesert. Council have been successful in the Expression of Interest Stage of the funding application and have recently submitted a Business case for the grant. Council are continuing to work on this application to progress through the stages.

6.1.2 Develop a sustainable program of local, higher order infrastructure necessary to support population and economic growth.

6.1.2.1 Fleet Services Program

Due Date

1.1. Ten (10) Year Fleet Services Procurement Program reviewed

30/06/2019

2.2. Fleet Procurement Program delivered

30/06/2019

3.3. Efficient workshop operations delivered

30/06/2019

4.4. Preplanning of Fleet Services procurement undertaken

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Delivery of Council's Plant Replacement Program has commenced in accordance with Council's 10 Year Plant Replacement Program; with the following items procured for the 2018/19 financial year - 1 grader and 2 motor vehicles.

The provision of fleet servicing continues with the following items of plant serviced during July - September - 40 motor vehicles, 31 trucks, 51 heavy plant items and 12 small plant items.

Project or Program

6.1.2.1 Property Management Strategy Program

Due Date

1.1. Leases and agreements managed

30/06/2019

2.2. Corporate and internal services delivered

30/06/2019

3.3. External and community services delivered

30/06/2019

4.4. Council land and property managed in a strategic manner

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The Property Management Strategy Program has rolled over with lease renewals are being progressed and there is on-going liaison with various community and sports groups in the Scenic Rim region.

The Property Management section is continuing to ensure that messaging to community and sports' groups is consistent.

A brief for a Sports Infrastructure Strategy is being developed, however, the Property Management Strategy Implementation Plan is on hold, pending review of policy documentation.

Termination of Occupation Licenses for cabins in the flood margin land at Lake Moogerah Caravan Park have been issued and required work on site has commenced to establish this area as an overnight camping area.

Council land and property is being managed in accordance with existing Council guidelines and policies.

Property Section is liaising with Strategic Planning officers regarding options to dispose of surplus Council land.

A review of existing Council leasing and agistment documentation is also being undertaken.

6.1.2.1 Develop and review a 10-Year Capital Works Program

Due Date

1.1 Ten (10) year capital works programs reviewed for each infrastructure asset class

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

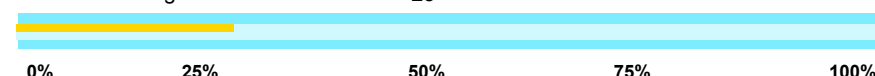
01/07/2018

30/06/2019

In Progress

25

0



Comments:

Review of current 10-year capital works programs has commenced for all asset classes, including transport structures, drainage, facilities, pathways, parks, roads, and waste management. Prioritisation models are being used, along with the latest asset service criteria data (e.g. condition assessment data, capacity/function measures), to update project rankings. Finalised 10-year plans will be reviewed by Council's Asset Management Steering Committee in Q2, to then be reported up to the Executive Team and Council through the 2019/20 budget program.

Project or Program

6.1.2.1 Alliance and Contract Works Program

Due Date

1.1. Routine maintenance performance contract

30/06/2019

2.2. Other Department of Transport and Main Roads contracts

30/06/2019

3.3. Works for other Councils

30/06/2019

Responsible Officer

Acting Manager Works

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

The Routine Maintenance Performance Contract Revenue is slightly higher than budgeted as a result of the type of works undertaken as requested by Department of Transport and Main Roads. Activity for Private Works was low with limited works undertaken during the financial year.

6.1.2.2 Footpaths and Bikeways Management Program

Due Date

1.1. Ten (10) Year Footpaths and Bikeways Capital Works Program reviewed

30/06/2019

2.2. Footpaths and Bikeways Operations and Maintenance Program delivered

30/06/2019

3.3. Footpaths and Bikeways Capital Works program delivered

30/06/2019

4.4. Preplanning of Footpaths Bikeways Capital Works projects undertaken

30/06/2019

Responsible Officer

Acting Manager Works

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

Long Road footpath construction started during April 2018 and scheduled to finished by end of July 2018. Beaudesert Nerang footpath commencing during October 2018.

6.1.2.2 Fleet Business Analysis Project

Due Date

1.1 Analysis of Fleet Business Unit undertaken

30/06/2019

Responsible Officer

Acting Director Infrastructure Services

Start Date

01/07/2018

End Date

30/06/2019

Status

Not Started

% Complete

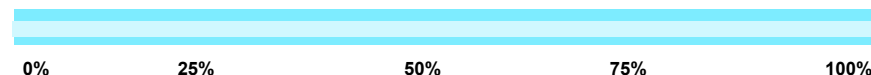
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Target %

0

Comments:

Fleet Business Analysis Project has not yet commenced.



Project or Program

6.1.3 Ensure accessibility of Council-controlled infrastructure networks, while enhancing resilience.

6.1.3.1 Road Corridor Management Program

Due Date

1.1. Road reserve matters managed

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Works

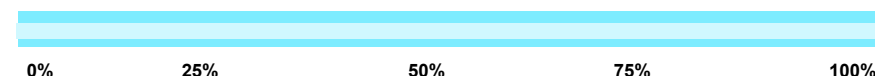
01/07/2018

30/06/2019

Not Started

0

0



Comments:

Rod reserve matters managed.

As issues arise they are assessed, considered and dealt with where achievable and at the appropriate level of delegation.

6.1.3.1 Development Assessment - Operational Works Program

Due Date

1.1. Operational works assessment services delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Operational works assessment services continue to be delivered. A total of 37 operational works development applications lodged for the period July 2017 to June 2018.

Project or Program

6.1.3.1 Asset Management Strategy Project

Due Date

1.1. Continue to improve Asset Management System

30/06/2019

2.2. Continue to improve asset management plans

30/06/2019

3.3. Asset management awareness and capability improved across Council

30/06/2019

4.4. Continue to integrate asset management across Council

30/06/2019

5.5. New Maintenance Management System implemented

30/06/2019

6.6. New Asset Management Strategy developed

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Director Infrastructure Services

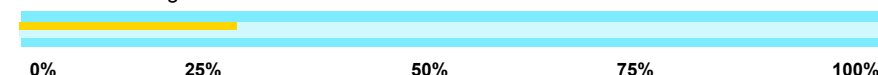
01/07/2018

30/06/2019

In Progress

25

0



Comments:

Council's Asset Management Steering Committee has populated an Issue Register, and the Asset Management Working Group has been assigned four action items, currently in progress. Key stakeholders have commenced a review of the current integration between corporate information systems (Technology One, Assetic, and ESRI/Intramaps).

Council's Asset Management Plans continue to be improved. The Asset Management Working Group has reviewed and given feedback on the new plan template and workbook, and the Asset Management Team have developed a new, innovative 'SmartAMP' concept, which delivers asset management information in the form of a website.

A presentation was given to the Executive Team in August regarding Council's transportation structures (bridges, floodways, and major culverts). The discussion focused the state of the assets, levels of service, and predictive modelling of future demand and funding requirements.

An implementation project is underway within the Parks, Gardens & Cemeteries branch for Assetic's Maintenance, Mobility, and Assessment modules. This will allow senior operational staff to plan, program, assign, and track work requests and work orders within the Assetic system, including the ability to raise work requests and complete work orders on mobile devices (e.g. tablets and smartphones). Demonstrations have been given to Parks staff and a 2-day implementation workshop with Assetic is planned for late October.

As Council's CorePlus 2018 Asset Management Improvement Program reaches an end, it is time to develop a new four-year improvement strategy. Work is planned to commence in Q2.

Project or Program

6.1.3.2 Bridges and Structures Management Program

Due Date

1.1. Ten (10) Year Bridges and Structures Capital Works Program developed

30/06/2019

2.2. Bridges and Structures Operations and Maintenance Program delivered

30/06/2019

3.3. Bridges and Structures Capital Works Program delivered

30/06/2019

4.4. Preplanning of Bridges and Structures Capital Works projects undertaken

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Works

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The Bridge Strategy program is driven by the Strategy Implementation Plan. The following items identified in the Strategy Implementation Plan have been completed for the 2017/18 year:

- Minimum Acceptable Load Limits have been reviewed to ensure they meet current Vehicle class distinctions and wheel loading distribution.
- The Minimum Acceptable Load Limit (MALL) for each bridge has been reviewed against known level of service requirements.
- A Traffic Count and Assessment program has been developed and attributes updated.
- The Bridge Asset register has been reviewed.
- Bridge width for the proposed bridge replacements have been reviewed to ensure they meet requirements.
- Long term delivery options for a sustainable network have been reviewed following announcement of successful applications for Bridge Renewal funding.
- Maintenance and Minor Rehabilitation works are being carried out where suitable to maintain or improve current load limits at or above MALL.
- The Bridge Strategy Report has been reviewed.
- An annual bridge inspection program has been developed and has been implemented.
- A bridge rehabilitation program has been developed based on current inspection data.
- Maintenance and Minor Rehabilitation works have been carried out where suitable to maintain or improve current load limits at or above MALL.
- Alternative materials and methods are being continually investigated and developed to improve efficiency and cost effectiveness of bridge construction and maintenance.
- The prioritisation methodology and budgetary arrangements for bridge capital and maintenance works has been reviewed.
- Private and Utility infrastructure issues are assessed and addressed as applications are presented and as issues are identified.

Project or Program

6.1.3.2 Asset Management Program**Due Date**

1.1. Infrastructure asset service criteria assessed

30/12/2018

2.2 Asset Management Information System maintained and updated

30/06/2019

3.3 Asset management plans updated

30/06/2019

Responsible Officer**Start Date****End Date****Status****% Complete****Target %**

Acting Director Infrastructure Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

A contract for the inspection and image capture of all unsealed roads and pathways has been awarded, with inspections to commence in October. Stormwater pipes & pits in the township of Beaudesert have been inspected using remote CCTV cameras, and the assessment data has been received. All of Council's public transport shelters have been condition assessed.

A major review of Council's road register has been completed, with the final version presented to Council and formally adopted at the Ordinary Meeting on 27 August. Work continues on the review of floodways and major culverts registers and GIS layers. A new maintained gardens register has been created, including associated mapping, in collaboration with the Parks, Gardens & Cemeteries team.

6.1.3.2 Design Services Program**Due Date**

1.1. Designs for asset construction, renewal and maintenance developed

30/06/2019

2.2. Provision of technical advice on development applications

30/06/2019

Responsible Officer**Start Date****End Date****Status****% Complete****Target %**

Acting Director Infrastructure Services

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Survey and Design for asset construction projects, renewal and maintenance undertaken and provided to meet agreed Works Program.

Operational Works Officers continue to provide technical advice as required/requested on Development Applications.

Project or Program

6.1.3.3 Urban Drainage Strategy Project

Due Date

1.1. Urban Drainage Strategy reviewed

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %



Acting Manager Works

01/07/2018

30/06/2019

Not Started

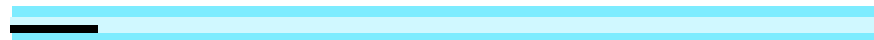
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10

Comments:

The Urban Drainage Strategy Project is not yet due to start however an external desktop review has been previous undertaken with a report of suggested changes provided. This report will provide the basis for update of this Strategy.

0% 25% 50% 75% 100%



6.1.3.4 Stormwater Management Program

Due Date

1.1. Ten (10) Year Stormwater Capital Works Program reviewed

30/06/2019

2.2. Stormwater Operations and Maintenance Program delivered

30/06/2019

3.3. Stormwater Capital Works Program delivered

30/06/2019

4.4. Preplanning of stormwater capital works projects undertaken

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Works

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The Urban Drainage Planning Project involves the development and implementation of the 10 year program and preconstruction delivery.

A review of the current prioritisation model has occurred with no changes made. The review and update of the 10 year Urban Drainage Capital Works Programme has occurred. The preplanning of the Urban Drainage Capital Works projects has commenced, with consultants engaged to undertake stormwater analysis of key proposed project location to better inform the scope of works required for each site.

Project or Program

6.1.3.5 Stormwater Network Analysis Project

Due Date

1.1. Hydraulic capacity of stormwater networks analysed and improvement projects identified

30/06/2019

Responsible Officer

Acting Manager Works

Start Date

01/07/2018

End Date

30/06/2019

Status

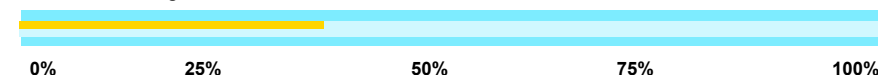
In Progress

% Complete

35

Target %

0



Comments:

In 2018/19 Council's ongoing Stormwater Network Analysis Project continues through the delivery of stormwater management plans for catchments across Tamborine Mountain.

Stormwater Management Plan awarded to engineering consultancy. Draft report received. Survey data collected and delivered to consultant. North Tamborine Western Study Area master planning study complete. Stormwater investigations for Jenyns Rd and Freemont Dr awarded to engineering consultancy and in progress. Eagle Heights Stormwater Management Plan awarded to engineering consultancy. CCTV inspection of pipes and pits within study area completed. Final report and mapping received. Community consultation with residents on Jenyns Rd and Freemont Dr completed. Drainage concept plan and cost estimate received.

Project or Program

6.1.4 Recover, reuse and recycle resources from the Scenic Rim Region's waste streams.

6.1.4.1 Enable and support sustainable waste management technologies	Due Date
1.1. Innovative Technology Options Paper developed for Council	31/10/2018
2.2. Council to adopt Options Paper recommendations	31/12/2018
3.3. Commence implementation of Council's adopted Waste Management Program	30/06/2019
4. Seek industry involvement to Councils preferred options.	30/09/2019
5. Engage with other Councils to begin a collaborated approach to innovative waste technologies.	31/12/2019
6. Finalise Councils preferred options for support or involvement.	30/06/2020
7. Engage with suitable companies to progress innovation in waste management for the region.	30/09/2020
8. Review progress and development against Councils engagement options and preferred technologies for the region.	30/06/2021
9. Continue to engage with suitable companies to progress innovation in waste management for the region.	30/09/2021
10. Review progress and development against Councils engagement options and preferred technologies for the region. Review implementation of the technology against waste diversion strategies and against industry standards.	30/06/2022
10. Continue to engage with suitable companies to progress innovation in waste management for the region.	30/09/2022
11. Review progress and development against Councils engagement options and preferred technologies for the region. Review implementation of the technology against waste diversion strategies and against industry standards.	30/06/2023

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

31/12/2023

Status

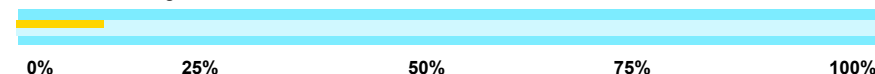
In Progress

% Complete

10

Target %

0



Comments:

Council continues to research and work with industry partners to enable and support sustainable waste management solutions.

Council is working to engage a suitably qualified consultant to assist in the production of an Innovative Technology Options Paper. A heads of agreement has been established between Ipswich, Logan, Somerset, Lockyer and Scenic Rim Councils. This will enable us to engage the market for all waste management options for the group. An EOI will be released in early February 2019.

Project or Program

6.1.4.2 Waste Disposal Capital Projects

1.1. Ten (10) Year Waste Capital Works Program delivered

2.2. Preplanning of 2019/2020 waste capital works projects undertaken

Due Date

30/06/2019

31/12/2018

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

30/06/2019

Status

In Progress

% Complete

15

Sep 2018 Target %

15



Comments:

As part of the Waste Disposal Capital Project, Council has begun pre-planning for the 2018/2019 Capital works projects. Weighbridge quotes have been received. Hydro-mulching of the new recycle bays has been completed. The tender for 60m3 roll-on roll-off bins has been finalised with a requisition to be arranged.

0% 25% 50% 75% 100%

6.1.4.3 Waste Disposal -Operation of the Bromelton Landfill

1.1. Operation of the Bromelton Landfill on budget and within operation plan objectives

Due Date

30/06/2019

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Sep 2018 Target %

n/a

Comments:

The operation of the landfill at Bromelton for waste disposal continues to operate within budget whilst providing a greater level of service and quality when compared to operations under a contractor. A new initiative implemented for the 18/19 Financial Year has been the Propeller software package. This uploads and processes the drone survey data and allows Waste to compare compacting densities, manage storage in the cell and report on operations directly back to the plant operators. A concrete crushing trial occurred in August. The product produced is suitable for haul road construction and wet face construction activities.

6.1.4.4 Waste Disposal - Movement of Bulk Recycling

1.1. Recycling centre operational

2.2. Materials Recovery Facility Contract in place

Due Date

30/06/2019

30/06/2019

Responsible Officer

Acting Manager Property and Operations

Start Date

01/07/2018

End Date

30/06/2019

Status

In Progress

% Complete

25

Sep 2018 Target %

15



Comments:

Council continues to support the movement of bulk recycling for residents of the region. Quotes have now been received from two Materials Recycling Facilities (MRF). Five trial runs have been completed and recyclables have been sent to Chinderah MRF. This has provided Council with valuable insight into the packing of the bins, volumes of recyclables, bin design changes and logistics of moving this material. Council is waiting on Gatton MRF to confirm a trial run.

Pricing has been received from two companies. A third will issue pricing once we confirm our Cleanaway contract has been terminated. This will form a report to ET for approval.

0% 25% 50% 75% 100%

Project or Program

6.1.4.5 Waste Disposal Transfer Stations Operations and Maintenance Program

Due Date

1.1. Waste Disposal Operations and Maintenance Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Acting Manager Property and Operations

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The seven transfer stations and the Central landfill at Bromelton are all operating satisfactorily under the Waste Disposal Transfer Stations Operations and Maintenance Program. Mulching works are complete for all sites for this first quarter of the 18/19 financial year. The new supervisor for the waste transfer team is now on-board. Asbestos management at site has been the focus for October.

Project or Program

7.1.1 Build capacity to improve health and well-being in the community.

7.1.1.1 Public Health Program

Due Date

1.1. School-based Immunisation Program delivered

30/06/2019

2.2. Provision of public health regulatory services

30/06/2019

3.3. Provision of food safety management services

30/06/2019

4.4. Provision of vector control services

30/06/2019

5.5. Provision of environmental protection regulatory services

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Target %

Manager Health Building and Environment

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

The 2018 School Immunisation Program has been reduced from three yearly clinics to two. Progressed arrangements for second round clinics with participating schools and nurse immunisers. The Vaccine Management Protocol has been reviewed in September and sent to the Metro South Public Health Unit. The purpose built vaccine fridges were serviced in September and a stock take of consumable items and vaccines was also undertaken and orders place for the second round of clinics.

Three Public Health complaints were investigated over the period.

Officers helped our facilities department to identify asbestos after shelters build at Lake Moogerah were damaged by the public.

A mysterious outbreak was investigated with Queensland Health and SEQ Waters when six children became ill and showing signs of skin lesions after swimming in Lake Moogerah.

Five complaints were received regarding food safety issues during this period.

Sixteen new food business applications were received and processed during this period.

Seventy-two inspections were conducted on licensed food businesses.

No complaints have been received for mosquito breeding this period due to the cold weather

Thirty-four complaints were received for this period. These included general nuisance complaints from the public having problems with issues such as odour, noise and smoke from various sources.

Project or Program

7.1.1.1 Disaster Management Program

Due Date

1.1. Local Disaster Management Plan 2018 reviewed

29/06/2019

2.2. Annual disaster management training and exercise delivered

31/12/2018

3.3. Disaster Management Strategy 2017-2020 and Implementation Plan developed

30/06/2019

4.4. Provision of State Emergency Service (SES) support

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %

Manager Community and Culture

01/07/2018

30/06/2019

Ongoing

n/a

n/a

Comments:

Scenic Rim Disaster Management Training & Exercise Schedule 2018 is now nearing completion, in preparation for this years Summer/Storm season.

Preparations are in place for developing 2018 EXERCISE Intel with key members of the Scenic Rim LDMG.

The exercise will be based on the understanding of LDMG & IMT (LDCC Staff) familiarity and ability to reference to the Scenic Rim Disaster management plans, sub-plans, position descriptions and procedures.

The Local Disaster Management Plan 2018 is currently under review by the Scenic Rim LDMG for comment.

Current plans and projects are contributing to the Disaster Management Strategy 2017 - 2020.

The Scenic Rim SES Unit has responded to the following activations for September 2018

- 2 Agency Support Requests (QPS, QFRS, QAS),
- 2 Community Support Requests (Community Groups),
- 3 Community Education and,
- 21 Storm Tasks (Public via 132 500).

Project or Program

7.1.1.1 Healthy and Active Program

Due Date

1.1. Health and Wellbeing Plan and priorities implemented

30/06/2019

2.2. Healthy and Active Program delivered

30/06/2019

3.3. Review process researched

31/12/2018

4.4. Review program established

31/03/2019

5.5 Review undertaken

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

31/12/2019

Status

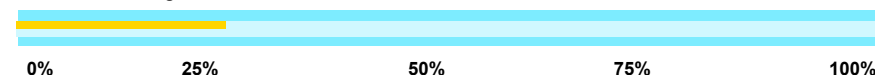
In Progress

% Complete

24

Target %

0



Comments:

The 2018 BHA program and previous years programs including participation rates and Health Provider feedback has been reviewed to identify improved service delivery for 2019 and beyond. Council is also investigating potential university research programs to provide evidenced based data regarding the longer term benefits of health and wellbeing programs in a Local Government context.

The annual update on Council's Health & Wellbeing Plan was presented to Council in August. The Health and Wellbeing Plan delivered a diverse range of projects over the past twelve months, including Australia Day and Citizenship Ceremonies, International Women's Day Breakfast, International Men's Day Dinner, Savvy Scenic Rim Community Expos, Free Movies in the Park, Volunteer Thank You Events, Youth Leadership, Sports Forum, Be Healthy and Active, Game On, Community Grants, Sport and Recreation Grants and capacity building workshops. What sets Scenic Rim Regional Council apart from other Local Government health and wellbeing programs is the "community based" approach and the Scenic Rim Health and Wellbeing Advisory Committee. Involving community stakeholders in the decision making process through the Advisory Committee ensures that Council's Health and Wellbeing Plan continues to meet its obligations in delivering improved outcomes for the Scenic Rim community. The next meeting of the Health & Wellbeing Advisory Committee will be held in November.

An update on the 2018 Be Healthy & Active and Game On programs were also presented to Council in August. BHA partnered with over thirty local health & wellbeing providers to deliver a successful program which was enjoyed by approximately 3000 residents across the region. Expressions of Interest for the 2019 program were released in September and submissions will be assessed by the Health and Wellbeing Advisory Committee in November. Due to the increasing popularity of the program and overwhelming feedback to deliver activities over a longer period, the program has been reviewed and the 2019 format will be delivered over 20 weeks from January - June, rather than the previous twelve week model. Council plays a key role in coordinating this program to build stronger, healthier, happier and safer communities.

Following consultation with Local and State Governments regarding other Health & Wellbeing programs, Council will deliver an extended twenty week version of Be Healthy in 2019.

Revised twenty week program will be implemented in January 2019 and Council will continue to review program delivery and research other wellbeing programs to ensure that Be Healthy and Active is delivering improved outcomes for the Scenic Rim community.

Project or Program

7.1.1.2 Animal Management Program

Due Date

1.1. Dog Registration Program delivered

30/06/2019

2.2. Provision of animal control services

30/06/2019

3.3. Provision of stock control services

30/06/2019

Responsible Officer

Manager Health Building and Environment

Start Date

01/07/2018

End Date

30/06/2019

Status

Ongoing

% Complete

n/a

Target %

n/a

Comments:

5124 annual dog registration renewals were issued in July, 2018-2019 dog registration period commences on 1 August.

Council requests attended to by Council's Health Services Rangers for July-September Quarter totaled 321.

48 Dogs, 52 Cats, and guinea pigs, were impounded during the July - September Quarter, 16 Dogs and 9 Cats were claimed by owners, 23 Dogs and 9 Cats were transferred to welfare groups and 7 Dogs and 31 Cats were euthanised. 2 Dogs and 4 cats still impounded.

Council received 57 lost animal and 10 found animal reports from residents.

71 wandering livestock complaints were reported to Council for July- September Quarter. Largely due to animals seeking feed on the roadside due to the dry conditions.

7.1.1.2 Community and Culture Strategy Development

Due Date

1.1. Terms of Reference for Strategy Review developed

30/06/2019

2.EOI sent out

31/03/2020

3.Consultant Engaged

30/06/2020

4.Community Consultation

30/09/2020

5.Draft Strategy

31/12/2020

6.Strategy finalised

31/03/2021

7.Strategy to Council for endorsement

30/06/2021

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

31/12/2021

Status

Not Started

% Complete

0

Target %

0

Comments:

The strategy will include a combination of the programs across all of Community and Culture and will be progressed in the new year.

0% 25% 50% 75% 100%



Project or Program

7.1.1.3 Arts and Culture Program

Due Date

1.1. Arts and Culture Plan objectives implemented

30/06/2019

2.2. Operation of Cultural Centres

30/06/2019

3.3. Heritage and Public Art Program delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %



Manager Community and Culture

01/07/2018

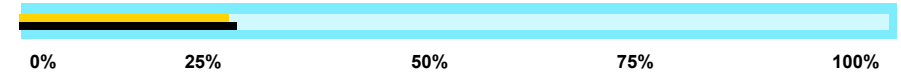
30/06/2019

In Progress

24

25

Comments:



Project or Program

In the September first Quarter the following objectives were implemented.

COMMUNITY- Four community consultations for Cultural Mapping which will assist with Trails development and Arts and Cultural Strategic planning have been held across the Scenic Rim. Internal discussions and mapping are underway to capture information within the organisation regarding community needs. Discussions are under way with Goat Theatre Company to host Youth sessions for cultural mapping across the region that would culminate in a Q and A forum of youth leaders.

Scenic Rim Cultural Centres hosted the following significant community events: school holiday programming, launch of the Oceania Exhibition, Queensland Opera Concert at Boonah, Experience Asia Family fun days, The Boonah Arts Festival, Asia Ready workshops, Rural Fire forum, Regional Probus meeting, Sport and Rec Forum, Seniors week activities, Citizenship ceremony

HERITAGE AND IDENTITY-

- Meetings of the Heritage Network have been held in this quarter at The Museum of Military Intelligence at Canungra.
- Data is now being regularly collected from the museums.
- A guest speaker at each quarterly meeting addresses Museum issues and builds local skills.
- The Templin Museum has been engaged to provide heritage information for signage in the Boonah Revitalisation project.
- The network has discussed and is in the early stages of preparing the first themed Story Trails
- The Heritage Collection is in the early stages of planning and a project plan for this is required.

CREATIVE EXCELLENCE.

- RADF consultations were held alongside Cultural Mapping discussions across the region.
- Programming for 2019 is in development and will include mentoring programs for young people and artists, arts business skills and opportunities for schools, children, seniors and artists to work with artists in residence to increase and develop skills.

The combined attendance figures for Scenic Rim Cultural Centres across the first quarter for the 2018/19 financial year are 5883 over 243 events. This is a 16% decrease in attendances for both centres combined for the same period in 2017. Breaking this down to a 13 % decrease for Beaudesert and a 19% decrease at Boonah. Statistics for this quarter are impacted by the inclusion of only one week of school holiday programming across both venues, a delayed start to the BAMS Theatre Inc season at Beaudesert, and lower attendances at the Boonah Arts Festival.

NB this does not include statistics for the Vonda Youngman Community Centre.

- in this quarter Public Art Maintenance funding has been identified to replace plaques removed in Jubilee Park during playground build.
- Ongoing discussions with Indigenous groups on replacement or repairs to the Drumley Flagpole are continuing.
- The Shared Fire Artwork sites for installation have been submitted to the Arts Reference Group for consideration,
- The Boonah VATV project will include stories and artworks by local artists, Indigenous community and historical society. Significant work has been done on the scoping of the project, community and artists liaison. A report on all public art and heritage works for Boonah VATV will be submitted to Council in December.
- In this quarter Cultural services have been working with National Broadband Network (NBN) to develop a series of artworks created by local artists for the NBN Node Cabinets that will be installed in a number of Tamborine Mountain locations.

Project or Program

7.1.1.4 Community Development Program

Due Date

1.1. Council Corporate Events Program delivered

30/06/2019

2.2. Build capacity with the sports and recreation community

30/06/2019

3.3. Youth Leadership Program delivered

30/06/2019

4.4. Master Plan - Spring Creek Precinct developed

30/06/2019

5.5. Scenic Rim Community Events across the region celebrated

30/06/2019

6.6. Recovery and resilience milestones delivered

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

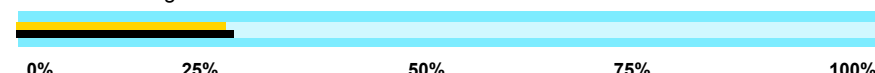
In Progress

% Complete

24

Sep 2018 Target %

25



Comments:

The first quarter was busy incorporating the relevant updates on the Corporate events program for inclusion in the annual update on the Health & Wellbeing Plan to the Advisory Committee in July and Council's workshop in August.

Approximately 100 people from the sport and recreation community enjoyed a night of entertainment at Council's annual Sports Forum at the Centre Beaudesert on 21 August. This year's guest speaker was Preston Campbell, former NRL and State of Origin player, who talked about his former football career and the importance of volunteers in grassroots and elite sports. Preston also joined the Q&A Panel with Michael Connelly, General Manager of CPR Group and Erin Hatton from Barefoot Sports. Invited guests were treated to a sit down meal with locally sourced produce from the region. The sports forum is an opportunity to thank and acknowledge all of the volunteer sporting clubs and health and wellbeing providers who support our Scenic Rim community.

Council's Youth Leaders continue to enjoy their leadership program with facilitator Selina Scoble. They are learning all about leadership and building wonderful relationships with fellow youth leaders from across the region. The Mayor attended their monthly training session in August to provide some words of wisdom and share some of his personal experiences with youth training programs. The Youth Leaders are currently working on their end of year presentations for the Youth Symposium which will be held in October. This highly successful initiative has become an important part of Council's Community Development program, providing an opportunity to build capacity and support our future leaders. The program has also been instrumental in developing stronger relationships with local high schools.

An update on the Spring Creek Master Plan project was presented to Council in August to clarify the master plan footprint and discuss some of the key findings from the community consultation. Ross Planning are currently developing Concepts and Options which will be presented to Council's Project Team in November.

Community Development worked collaboratively with Council's Economic Development and Tourism team with Winter Harvest and Eat Local Week activities in July, along with the EKKA in August. Eighteen new citizens attended a Citizenship Ceremony in September. Preparations are being finalised for Council's Pool Parties in November and the International Men's Day Dinner which will be held on 15 November.

The Recovery & Resilience Officer continues to work collaboratively with other recovery and resilience organisations in the Scenic Rim including Red Cross Australia and Metro South Mental Health Post Disaster Recovery team to ensure that disaster preparedness messages are being embedded into local community projects. There is also collaboration with Council's Disaster Management Coordinator on Evacuation Centre management processes to ensure that appropriate transitions are in place for community recovery, post disaster. Cat C Case Coordination monthly meetings with Logan and Gold Coast are continuing. These meetings present a great opportunity for collaboration and case conferencing in a multidisciplinary forum. Local Aged Care Providers attended the first Aged Care network in August to share ideas across the sector and discuss disaster preparedness.

Project or Program

7.1.1.5 Cultural Services Program

1.1. Local indigenous community consulted on arts, culture and heritage

2.2. Programs to support creative industries for Scenic Rim delivered

3.3. Arts Ablaze developed

Due Date

30/06/2019

30/06/2019

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

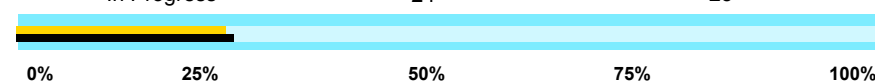
In Progress

% Complete

24

Sep 2018 Target %

25



Comments:

1. In this quarter there has been the following consultations:

- Discussions have been held with local elders regarding Exhibitions, The installation of the ASSI seating around the Wayfinder Sculpture and performances and Arts Ablaze
- Consultation with local indigenous community on arts, culture and heritage
- Discussions held with Mununjali House regarding development of an Indigenous Reference group for consulting with community. Artefacts found on Tamborine Mountain. Consulted with elder on best process to follow and passed information on to customer. Discussions held with Yugambeh museum on possibly staging a revision of the Drumley Walk and showcase.
- Possible projects with the Department of Education and Bangarra have been explored for presentation at Arts Ablaze.

Consultation with local arts groups s re objectives for open studios and cultural mapping. Also discussed with BASI in Boonah and with artists in Canungra. Have also spoken to BADCAP about development of Arts in the Olives as part of Arts Ablaze.

youth and exhibition mentor program is being developed , project plan to include open studios trails in an online app is also under development.

In this quarter meetings have been held with the following stakeholders with regard to Arts Ablaze development- Andrew Wright from Goat Track theatre with regard to running the youth space, Opera Eagles Nest to develop a performance program at the event, Arts Queensland re QASP funding, Queensland Music Festival re support from the State Coordination office, Artour regarding inclusion of a touring showcase, SEQCWN to shape the working party.

Attended planning meetings with Flying Arts and the Regional Service Networks. Kooralbyn Resort on development of a conference package and MOU. A 2 day planning workshops is being developed for the sector to be held at Kooralbyn in November 2018 to develop the themes and content of the conference. This will be facilitated by Andrew Wright. Have applied for \$30,000 in funds from Regional Arts Fund to assist regional artists to attend and present at the conference in 2019. Have been in discussion with Arts Queensland and Festivals Australia and Creative Partnerships to identify further funding and partner opportunities. Planning is tracking well for the Project Development Phase.

Project or Program

7.1.1.6 Community Development Grants Program

Due Date

1.1. Community grants delivered

30/06/2019

2.2. Sport and recreational grants delivered

30/06/2019

Responsible Officer

Start Date

End Date

Status

% Complete

Sep 2018 Target %



Manager Community and Culture

01/07/2018

30/06/2019

In Progress

50

50



Comments:

Round 1 of the Community Grants program for 2018/2019 was presented to Council in August. Thirty community groups across the Scenic Rim shared in a total of more than \$82,000. The grants program is aimed at providing assistance to grassroots not-for-profit community groups and organisations who make a positive contribution to the quality of life in the Scenic Rim.

The Sport and Recreation Grants program was also presented to Council in August with five Sport and Recreation clubs across the Scenic Rim sharing in more than \$58,000. Projects included facility upgrades and seed funding for the State Government Get Playing Places and Spaces program. The grants program assists grassroots community sporting groups to improve their facilities, which is an important part of Council's broader strategy of supporting healthy and active lifestyles in our region.

Project or Program

7.1.1.7 Cultural Grants Program

Due Date

1.1. Regional Arts Development Fund Grants delivered

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

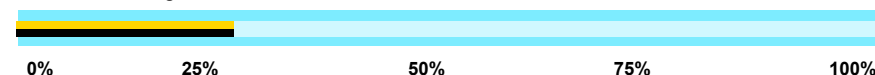
In Progress

% Complete

25

Sep 2018 Target %

25



Comments:

- Application to Arts Qld was successful. \$40,000 received for 2018/19
- With combined SRRC and carry forwards from previous year the 2018/19 budget is \$70,759
- New guidelines and forms have been created for online applications only.
- The first of 2 Community grant Rounds has been held closing in September \$25,000 is allocated to each round.
- A 2 stage application has been retained
- The Arts Reference Group has been retained , although 3 new members will be sourced
- \$10,000 is allocated to a SRRC Strategic Initiative. This will fund Cultural Mapping and funds
- A new express lane grant has been introduces to allow Quick Response grants for Professional Development. This is a rolling fund for Artists to attended PD opportunities outside the normal grant rounds. \$5,000 has been allocated to this program. 24 one on one interviews were held with applicants.
- 9 applications were received
- 4 were shortlisted for stage 2
- Full application are due for assessment 19 october.
- Total value of all applications submitted was \$262,947
- Total request for funding was \$93,746
- Application came from
 - a. Rathdowney 1
 - b. Beaudesert 1
 - c. Tamborine MT 3
 - d. SEQ 1
 - e. Kooralbyn 1
- Funding categories were:
 - a. Children and Families 3
 - b. Placemaking 1
 - c. Professional Development 2
 - d. Artist in Residence 1

Project or Program

7.1.2 Provide contemporary library services across the region that reflects the needs of the community.

7.1.2.1 Library Services Review

1.1. Future library services model determined

2.2. Implementation of service e-model commenced

Due Date

31/12/2018

30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

31/12/2019

Status

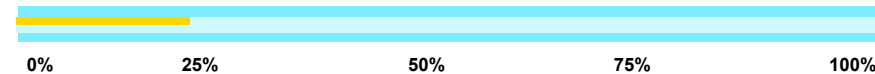
In Progress

% Complete

20

Target %

0



Comments:

A review is currently underway to look at the service of the mobile library.

Project or Program

7.1.2.2 Libraries Program

- 1.1. Provision of a library service that meets all State standards and service level agreements
- 2.2. Engage with our communities
- 3.3. Develop and embody a culture of lifelong learning, support all levels of literacy
- 4.4. Provision of space, equipment and opportunities for collaborative and creative endeavors

Due Date

30/06/2019
30/06/2019
30/06/2019
30/06/2019

Responsible Officer

Manager Community and Culture

Start Date

01/07/2018

End Date

30/06/2019

Status

In Progress

% Complete

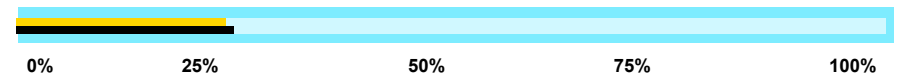
24

Sep 2018 Target %

25



Comments:



Project or Program

The annual obligations report was submitted to State Library of Queensland. This contains our statistical information for the last financial year and information relating to the degree to which we meet the standards.

During the month, all branches operated normally.

General activity for the month

Figures for same period in the previous year are shown in (brackets)

- 16,942 (17,720) visits to library branches
- 164 (218) items delivered to housebound customers
- 18,016 (19,598) loans registered
- 148 (177) new members registered

Programming -

- 35 (34) children's activities were held with 560 (539) participants;
- 50 (58) adult activities held with 698 (524) participants;
- 1,973 (1543) PC bookings taken and 1,223 (886) computer training sessions provided
- 13,957 Wifi sessions used over 8,158 hours (or a total traffic of 406,794 MB)

Friends of Beaudesert Library have resolved to become an unincorporated body and that it's role is to be that of advocates and volunteers to support library programs. They also purchased an armchair for the library with the funds remaining in the FOBL bank account

As part of National Science Week, "its Rocket Science Adventures" delivered 5 activities across Scenic Rim libraries. These events were very popular and were well attended by a wide range of groups and families.

Children's Book Week was celebrated at Beaudesert with an afternoon tea, children and staff dressed as favourite book characters.

Boonah celebrated Seniors Week with a 'Painting by numbers' seniors morning tea,

Author Rick Morton featured in book talks at Tamborine Mountain, Beaudesert and Boonah libraries and another author, Sharon Pearson, held another talk at Beaudesert.

Boonah, Beaudesert and Tamborine Mountain libraries all were assisted by volunteers.

During August, 12 volunteers donated over 35 hours to Beaudesert Library. This was predominantly in the provision of housebound services but also included maintenance of the junior area, shelving of junior items, minor book repairs and assisting in the preparation of materials for library programs

Portrait Workshop for Teens - held every Saturday morning in August. Colour theory, art movements, preparation of work for exhibition made up the program. The 15 participants in the program were encouraged to enter and display their work at the Boonah Arts Festival.

Staff at Beaudesert Library provided digital assistance to a parent and primary school aged child on their Australian Spirit Award submission. The student was successful and won the Primary Aged Award.

First5Forever continues with regular programs for the under 5 age group and regular story-times continue to flourish in each library. Boonah has added another session for the 1-12 months age group due to growing numbers

Project or Program

Over 1200 customers were given computer training and support this month, both as part of the Digital Days project and by staff on an ad hoc basis.

Libraries hosted JPs, Beaucare staff, NDIS staff, Book clubs, Writers groups, alternative education groups and craft groups.

The closure of FSG has resulted in an increase in people visiting Beaudesert library to find a safe and trusted place.





Boonah Archive volunteers attend Boonah Library every Friday afternoon.

Beaudesert library has also noticed an increase in the numbers of high school students using the library computers and library spaces for study.

1. Spectacular Scenery & Healthy Environment





<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Pest Management - 1. Programed property inspections undertaken in accordance with Pest Management Plan	1. Programed property inspections undertaken in accordance with Pest Management Plan	%	95.00	30.00	 RED
Pest Management - 2. Nominated roadside (local road) weed control activities undertaken in accordance with operational guidelines	2. Nominated roadside (local road) weed control activities undertaken in accordance with operational guidelines	%	25.00	100.00	 GREEN
Reserve Management - 1. Undertake bushfire mitigation works in accordance with Management Plan	1. Undertake bushfire mitigation works in accordance with Management Plan	%	25.00	100.00	 GREEN
State Road Weed Control - 1. Nominated weed control activities on State roads undertaken in accordance with treatment schedule	1. Nominated weed control activities on State roads undertaken in accordance with treatment schedule	%	25.00	100.00	 GREEN

2. Sustainable and Prosperous Economy

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Development Application Responses - 1. Assessment of applications within applicable service standards	1. Assessment of applications within applicable service standards	%	25.00	100.00	 GREEN
Development Assessment - 1. New development applications allocated to an officer within 2 business days	Development Assessment - 1. New development applications allocated to an officer within 2 business days	%	25.00	25.00	 GREEN
Development Assessment - 2. Applicants contacted within 2 business days of new applications being allocated to a Development Assessment Officer	Development Assessment - 2. Applicants contacted within 2 business days of new applications being allocated to a Development Assessment Officer	%	25.00	25.00	 GREEN
Planning Certificates - 1. Planning certificates issued within statutory timeframes	1. Planning certificates issued within statutory timeframes	%	25.00	13.50	 RED







NOTE: Governance is currently working with the corporate reporting software provider to rectify KPI target and actual reporting alignment (to achieve averaged quarterly versus annual data),

3. Open and Responsive Government

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Complaints Management - 1. Customer acknowledgement of complaints within 14 business days	1. Customer acknowledgement of complaints within 14 business days	%	25.00	0.00	 RED
Financial Management - 2. Annual financial statements audited and signed by Queensland Audit Office by 31 October	2. Annual financial statements audited and signed by Queensland Audit Office by 31 October	%	25.00	25.00	 GREEN
Information Access and Privacy - 1. Right to Information and Information Privacy Applications processed within statutory timeframes	1. Right to Information and Information Privacy applications processed within statutory timeframes	%	25.00	25.00	 GREEN
Policy Development and Review - 1. Council policies reviewed within nominated review schedule	1. Council policies reviewed within nominated review schedule	%	25.00	0.00	 RED










NOTE: Governance is currently working with the corporate reporting software provider to rectify KPI target and actual reporting alignment (to achieve averaged quarterly versus annual data),

4. Relaxed Living and Rural Lifestyle

KPI	Comments	Unit	Target	Actual	Progress
Building and Plumbing - 1. Building applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	1. Building applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	%	25.00	100.00	 GREEN
Building and Plumbing - 2. Plumbing applications approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	2. Plumbing application approved within statutory timeframes (20 business days with an additional 10 business days where further information required)	%	25.00	100.00	 GREEN
Building and Plumbing - 3. Requests for action are responded to in line with service standards	3. Requests for action are responded to in line with service standards	%	25.00	80.00	 GREEN
Camping Grounds - 1. Camp facilities available for use during scheduled State school and public holidays	1. Camp facilities available for use during scheduled State school and public holidays	%	N/A	N/A	
Development Compliance - 1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	1. Compliance assessments for Higher Risk Developments undertaken within 3 months of commencement of use	%	23.75	25.00	 RED
Healthy and Active Program - 1. Deliver nominated activities in accordance with program schedule	1. Deliver nominated activities in accordance with program schedule	%	N/A	N/A	
Land Use Planning - 1. Submissions to proposed changes to state and regional planning policy and legislation provided within public consultation timeframes	1. Submissions to proposed changes to State and regional planning policy and legislation provided within public consultation timeframes	%	25.00	25.00	 GREEN
Sporting Facility Availability - 1. All Council sporting facilities available for scheduled fixtures	1. All Council sporting facilities available for scheduled fixtures	%	22.50	100.00	 GREEN













NOTE: Governance is currently working with the corporate reporting software provider to rectify KPI target and actual reporting alignment (to achieve averaged quarterly versus annual data),

5. Vibrant Towns and Villages

KPI	Comments	Unit	Target	Actual	Progress
Community Facility Maintenance - 1. Libraries available for use during nominated opening hours	1. Libraries available for use during nominated opening hours	%	22.50	100.00	 GREEN
Community Facility Maintenance - 2. Swimming Pool water tested monthly during pool season	2. Swimming Pool water tested monthly during pool season	%	22.50	0.00	 RED
Community Facility Maintenance - 3. Swimming Pools available for use during nominated opening hours	3. Swimming Pools available for use during nominated opening hours	%	22.50	99.00	 GREEN
Nurseries and Gardens - 1. No more than 4 requests for nursery or gardens services responded to outside of 5 business day customer service standard	1. No more than 4 requests for nursery or gardens services responded to outside of 5 business day customer service standard	#	4.00	0.00	 GREEN
Nurseries and Gardens - 2. Nursery Tree Distribution Days delivered and quantities of trees supplied recorded	2. Nursery Tree Distribution Days delivered and quantities of trees supplied recorded	%	90.00	100.00	 GREEN
Park Buildings and Furniture - 1. Request for Action responded to within 5 business days	1. Request for Action responded to within 5 business days	%	22.50	90.00	 GREEN
Park Buildings and Furniture - 2. Playground equipment inspected annually	2. Playground equipment inspected annually	%	25.00	100.00	 GREEN
Parks - 1. No more than 4 requests for mowing or maintenance responded to outside of 5 business day customer service standard	1. No more than 4 requests for mowing or maintenance responded to outside of 5 business day customer service standard	#	4.00	0.00	 GREEN
Parks - 2. No more than 4 applications for tree work responded to outside of 10 business day customer service standard	2. No more than 4 applications for tree work responded to outside of 10 business day customer service standard	#	4.00	0.00	 GREEN




NOTE: Governance is currently working with the corporate reporting software provider to rectify KPI target and actual reporting alignment (to achieve averaged quarterly versus annual data),

6. Accessible and Serviced Region

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Alliance and Contract Works - 1. Annual operating surplus	1. Annual operating surplus >20%	%	20.00	22.00	 GREEN
Bridge Program - 1. Load limits for timber bridges above acceptable load limit total	1. Load limits for timber bridges above acceptable load limit total >75%	%	18.75	90.28	 GREEN
Bridge Program - 2. The bridge load limit ratio is not to be less than 0.90	2. The bridge load limit ratio is not to be less than 0.90 >0.90	#	22.50	0.95	 RED
Cemeteries - 1. No more than 4 requests for mowing or maintenance responded to outside of the 5 business day customer service standard	1. No more than 4 requests for mowing or maintenance responded to outside of the 5 business day customer service standard	#	4.00	0.00	 GREEN
Cemeteries - 2. Process all applications for burials within 2 business days	2. Process all applications for burials within 2 business days	%	90.00	100.00	 GREEN
Footpaths - 1. Footpath network inspected, with defects logged, prioritised and programmed	1. Footpath network inspected, with defects logged, prioritised and programmed	%	23.75	25.00	 GREEN
Manage Council Buildings and Depots - 1. RCD testing completed 6 monthly	1. RCD testing completed every 6 months	%	25.00	100.00	 GREEN
Manage Council Buildings and Depots - 2. Test and tagging completed quarterly	2. Test and tagging completed quarterly	%	22.50	100.00	 GREEN
Manage Council Buildings and Depots - 3. Fire extinguisher testing completed every 6 months	3. Fire extinguisher testing completed every 6 months	%	22.50	100.00	 GREEN
Property Management - 1. Leases /agreements maintained within currency period	Leases /agreements maintained within currency period	%	90.00	96.00	 GREEN
Public Amenity Facilities - 1. Requests for Action for public amenity facility maintenance responded to within 48 hours	1. Requests for Action for public amenity facility maintenance responded to within 48 hours	%	22.50	100.00	 GREEN
Road and Street Program - 1. Number of road surface and reliability complaints per one million trip kilometres Target: 5 valid complaints or less	1. Number of road surface and reliability complaints per one million trip kilometres Target: 5 valid complaints or less	#	1.25	2.10	 RED










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6. Accessible and Serviced Region

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Waste Services - 3. Stolen bins replaced within 4 business days	3. Stolen bins replaced within 4 business days	%	90.00	100.00	 GREEN
Waste Services - 4. Missed collection of bins serviced within 2 business days	4. Missed collection of bins serviced within 2 business days	%	90.00	100.00	 GREEN
Waste Services - 6. New bins supplied within 8 business days	6. New bins supplied within 8 business days	%	90.00	100.00	 GREEN












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7. Healthy, Engaged and Resourceful Communities

<i>KPI</i>	<i>Comments</i>	<i>Unit</i>	<i>Target</i>	<i>Actual</i>	<i>Progress</i>
Animal Management - 1. Reported animal attacks responded to within 24 hours	1. Reported animal attacks responded to within 24 hours	%	25.00	100.00	 GREEN
Animal Management - 2. Livestock wandering within a road reserve area responded to within 24 hours	2. Livestock wandering within a road reserve area responded to within 24 hours	%	25.00	100.00	 GREEN
Animal Management - 3. Collection of stray domestic animal requests are completed within one business day	3. Collection of stray domestic animal requests are completed within one business day.	%	25.00	100.00	 GREEN
Animal Management - 4. Environmental noise nuisance from animal requests are resolved within 30 days	4. Environmental noise nuisance from animal requests are resolved within 30 days	%	25.00	90.00	 GREEN
Animal Management - 5. Impounded animals suitable for adoption to be transferred to a rehoming organisation	5. Impounded animals suitable for adoption to be transferred to a rehoming organisation	%	25.00	100.00	 GREEN
Animal Management - 6. Declared pest animal information on control methods provided to landholders within 30 days	6. Declared pest animal information on control methods provided to landholders within 30 days	%	25.00	95.00	 GREEN
Animal Management - 7. Number of dog registrations paid for the financial year	Animal Management - 7. Number of dog registrations paid for the financial year	%	25.00	95.00	 GREEN
Public Health - 1. Vaccination rate of students with parental/guardian consent is greater than 85%	1. Vaccination rate of students with parental/guardian consent is greater than 85%	%	N/A	N/A	
Public Health - 2. Vaccination rate of total cohort is greater than 76%	2. Vaccination rate of total cohort is greater than 76%	%	N/A	N/A	
Public Health - 3. Requests for Action for all customer requests responded to within applicable service standards	3. Requests for Action for all customer requests responded to within applicable service standards	%	25.00	23.00	 RED
Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	Regulatory Approvals - 1. Assessment of legislative and Local Law licences / approvals within legislative guidelines and policies	%	25.00	100.00	 GREEN











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8. Organisational Sustainability

KPI	Comments	Unit	Target	Actual	Progress
Asset Management - 1. Portable and attractive assets stocktake completed by 30 June each year	1. Portable and attractive assets stocktake completed by 30 June (annually)	%	25.00	25.00	 GREEN
Fabrication - 1. Fabricated items supplied to end user on time	1. Fabricated items supplied to end user on time	%	22.50	22.50	 GREEN
Financial Management - 1. Council total recurrent expenditure to remain within 10% of adopted budget	1. Council total recurrent expenditure to remain within 10% of adopted budget	%	25.00	25.00	 GREEN
Financial Management - 3. Investment returns to be greater than average Queensland Treasury Corporation overnight cash rate	3. Investment returns to be greater than average Queensland Treasury Corporation overnight cash rate	%	25.00	25.00	 GREEN
Financial Management - 4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	4. Investments to remain within credit rating and counterparty limits set in the Investment Policy	%	25.00	25.00	 GREEN
Financial Management - 5. Financial ratios remain within targets recommended by Queensland Audit Office in accordance with adopted budget	5. Financial ratios remain within targets recommended by Queensland Audit Office in accordance with adopted budget	%	25.00	25.00	 GREEN
Financial Performance - 1. Levy rates six monthly by 31 July and 31 January each year	1. Levy rates six monthly by 31 July and 31 January each year	%	25.00	25.00	 GREEN
Fleet - 1. Fleet availability	1. Fleet availability	%	22.50	20.00	 RED
Fleet -2. Fleet Capital Purchases completed	2. Fleet Capital Purchases completed	%	22.50	20.00	 RED
Human Resources Services - 1. The administration of personal records are legally compliant at all times	1. The administration of personal records are legally compliant at all times	%	25.00	25.00	 GREEN
Human Resources Services - 2. Recruitment and Selection practices are legally compliant at all times	2. Recruitment and Selection practices are legally compliant at all times	%	25.00	25.00	 GREEN

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8. Organisational Sustainability

KPI	Comments	Unit	Target	Actual	Progress
Information Management - 1. Records Management Helpdesk requests resolved within one working day	1. Records Management Helpdesk requests resolved within one working day	%	20.00	95.00	 GREEN
Information Management - 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	Information Management 2. IT Helpdesk requests of Priority 4 and above resolved within 30 days	%	90.00	98.00	 GREEN
Information Management - 3. Incoming correspondence registered into ECM and tasked within one business day of being received	3. Incoming correspondence registered into ECM and tasked within one business day of being received	%	20.00	90.00	 GREEN
Organisational Development - 1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	1. Corporate Culture and Climate Surveys conducted biannually by 30 June.	%	25.00	25.00	 GREEN
Organisational Development - 2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	2. Action Plans developed by 30 November biannually to address matters identified in the Corporate Culture and Climate Surveys	%	25.00	25.00	 GREEN
Revenue Management - 1. Annual rates and charges outstanding less than 5% at 30 June	1. Annual rates and charges outstanding less than 5% at 30 June	%	25.00	25.00	 GREEN
Staff Performance and Development - 1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	1. Personal Performance and Development Plan activities for all staff undertaken within relevant timeframes	%	22.50	22.50	 GREEN
Staff Performance and Development - 2. Industrial Relations legislation complied with at all times	2. Industrial Relations legislation complied with at all times	%	25.00	25.00	 GREEN
Workplace Health and Safety - 1. Workplace Health and Safety legislation complied with at all times	1. Workplace Health and Safety legislation complied with at all times	%	25.00	25.00	 GREEN
Workplace Health and Safety - 2. Workers' Compensation legislation complied with at all times	2. Workers' Compensation legislation complied with at all times	%	25.00	25.00	 GREEN

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