



SCENIC RIM REGIONAL COUNCIL

SERVICE DELIVERY
QUARTER TWO 2023-2024

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Introduction

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

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

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

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

Asset and Environmental Sustainability

Waste and Recycling

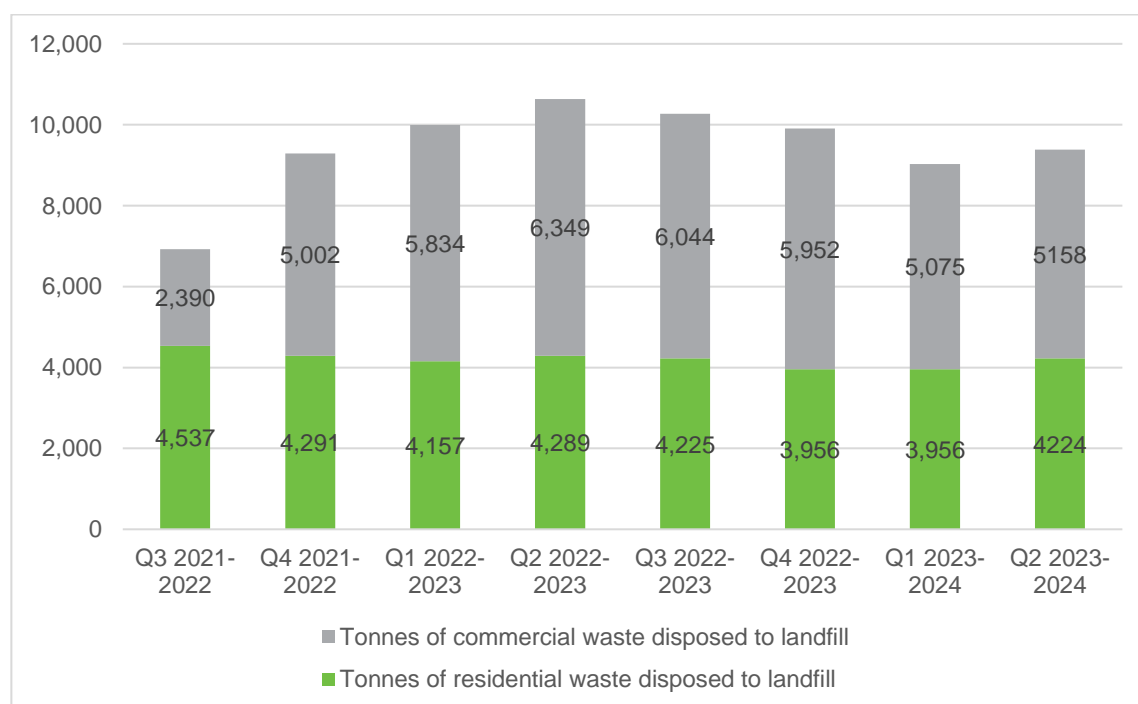
Highlights and achievements

- Disaster Waste Management Project wins Outstanding Waste and Resource Recovery - Regional/Rural Award.
- New public place waste bin enclosure installations.
- Bin inspection program underway.
- Containers for change trial underway.
- National recycling week communications and workshops.
- Garage sale trail participation.
- Attendance at Cuppa in the Communi-tea events.

Service Statistics

	Q1	Q2
Tonnes of residential waste disposed to landfill	3956	4224
Tonnes of commercial waste disposed to landfill	5075	5158
Tonnes of general waste from kerbside collection	2497	2684
Tonnes of general waste from transfer stations	1851	1995
Tonnes of household recycling recovered	591	579
Tonnes of green waste recovered and mulched	2086	276
New domestic waste collection services established	83	78
New commercial waste collection services established	0	7
Waste customer requests received	490	423
Waste customer requests resolved	487	442

Tonnes of waste to landfill



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

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

Upcoming activities

- Waste asset development, operations and services tender release.
- Transition of waste education program to Council delivery.
- Waste reduction improvements at community events.

Facilities

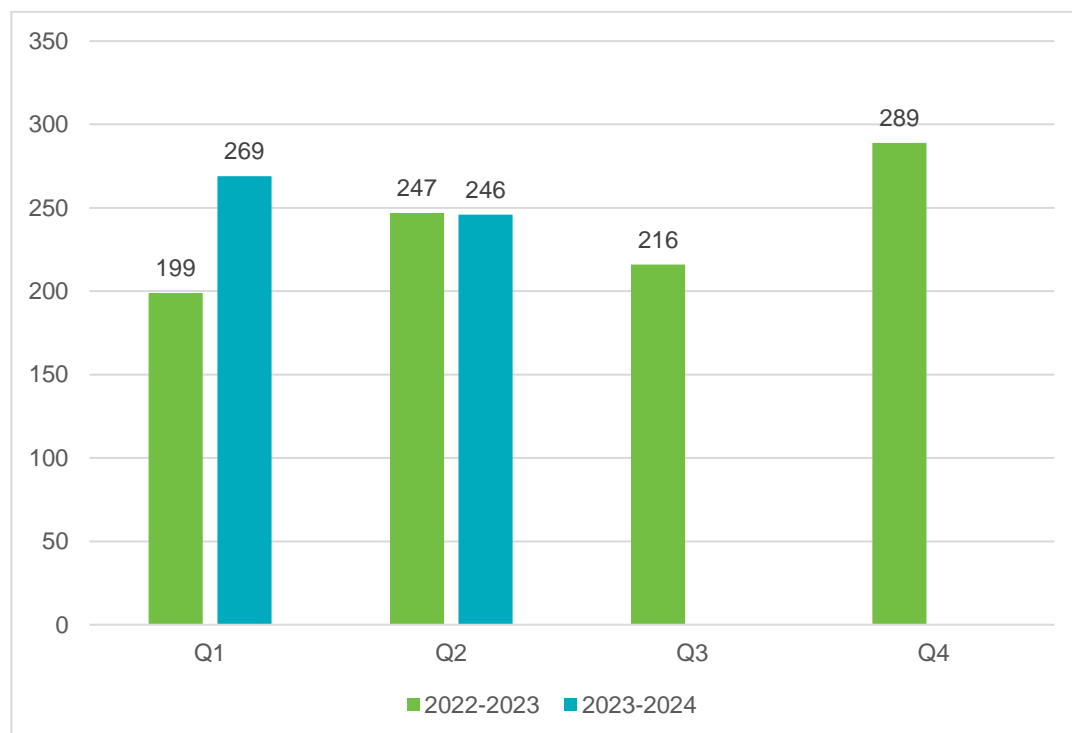
Highlights and achievements

- Contract for the Boonah Cultural Centre Air Conditioning Upgrade has been awarded.
- Contract for the Kooralbyn Air Conditioning project awarded.

Service Statistics

	Q1	Q2
Facilities maintenance customer requests received	269	246
SWIMMING POOL ATTENDANCE FIGURES		
Beaudesert	2196	18650
Boonah	498	5443
Canungra	693	8319
Rathdowney (only open during December / January school holidays)	N/A	
Scenic Rim Aqua Fitness	654	2757
Tamborine Mountain	791	11633

Facilities maintenance customer requests received



Upcoming activities

- Moriarty Park Playground Upgrade.

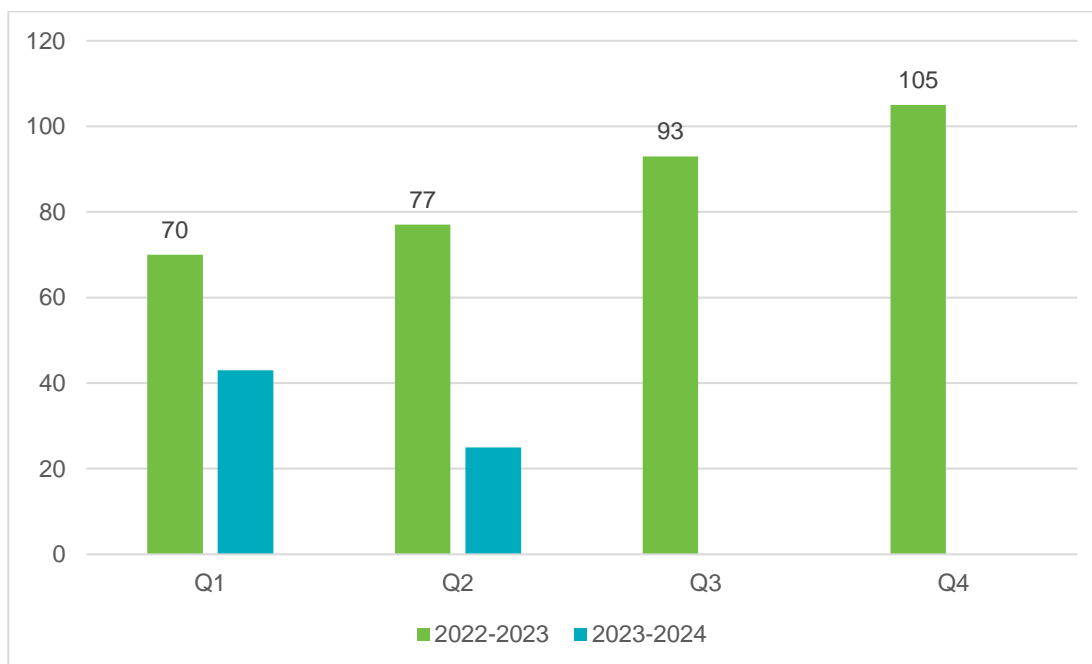
Road Maintenance and Corridor Management

Highlights and achievements

- Council continues to deliver its recovery efforts under the Disaster Recovery Funding Arrangements jointly funded by the Queensland and Commonwealth governments. This includes: design on floodway and landslip projects; and construction following four events which took place in March 2021, November 2021, February 2022 and May 2022. The Christmas Storm event has now been added to the recovery workload. Service Statistics.

	Q1	Q2
Road corridor use applications received	43	25
Road corridor use approvals issued	77	85
Heavy vehicle access applications received	37	40
Heavy vehicle access approvals issued	56	88
Property access requests received	62	58
Property access approvals issued (including initial and final approval)	107	110
Rural road numbering requests received	21	24
Rural road numbering approvals issued	33	22
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	32
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	49	36
Road maintenance customer requests received	521	474

Road corridor use applications received



Upcoming activities

- Ongoing processing of road corridor use applications.
- Delivery of the on ground reseal program.
- Disaster Vegetation Collection.

Cemeteries

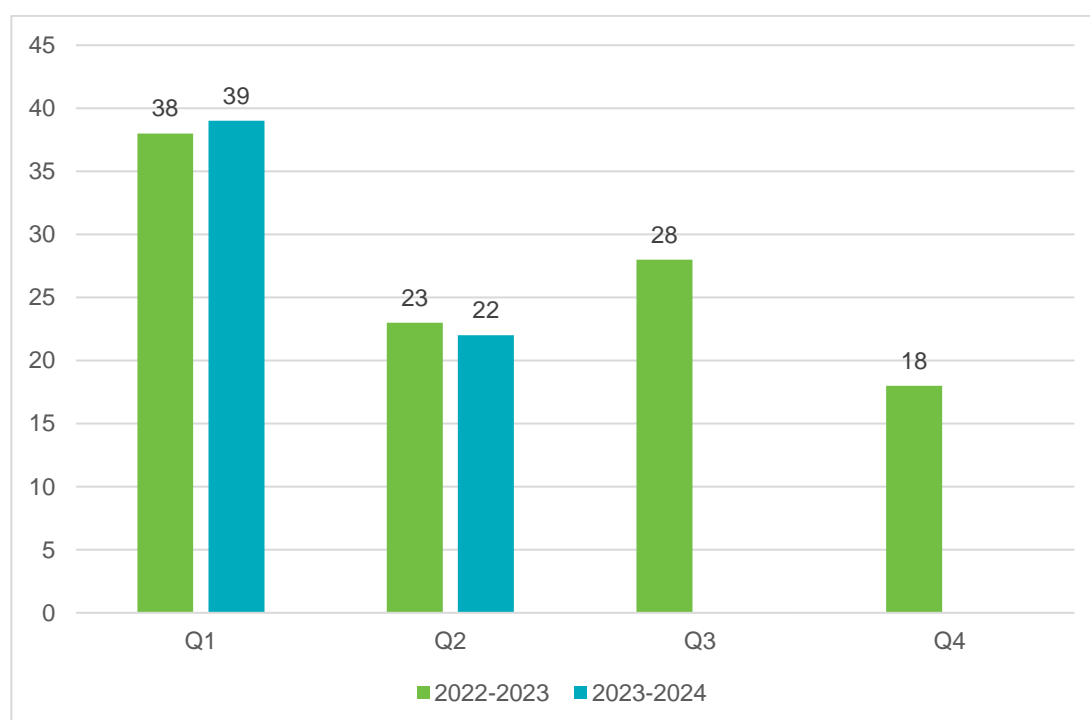
Highlights and achievements

- Construction of the new Boonah Cemetery operations shed is nearing completion.

Service Statistics

	Q1	Q2
Burials/grave site applications received and processed	39	22
Ash placement applications received and processed	7	4
Applications for reservation received and processed	9	10
Applications for monumental work received and processed	12	16
Plaque placement applications received and processed	0	6

Burial / grave site applications received and processed



Upcoming activities

- Development of the Beaudesert Cemetery Master plan.
- Design of an upgraded internal road network for the Boonah Cemetery.

Parks and Landscape Maintenance

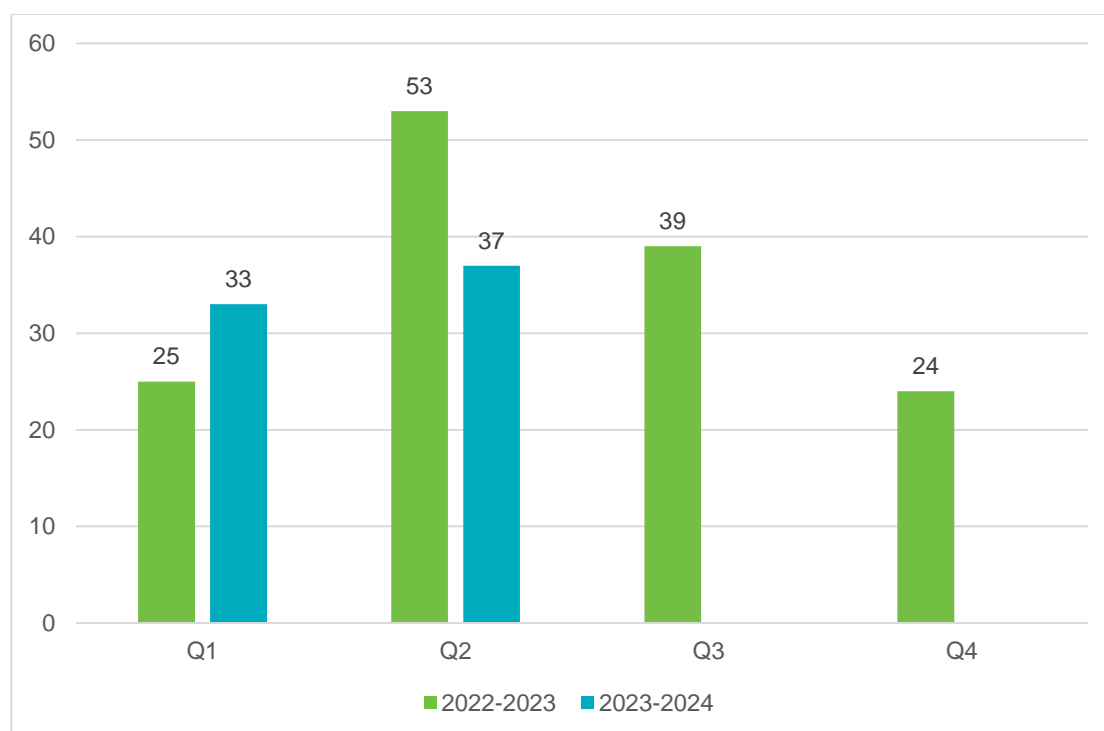
Highlights and achievements

- Three free tree distribution events were delivered this quarter:
 1. Saturday 7 October 2023 at D J Smith Park Canungra.
 2. Saturday 4 November 2023 at the Birnam St Nursery Beaudesert.
 3. Saturday 2 December 2023 Springleigh Park Boonah.

Service Statistics

	Q1	Q2
Free tree plants distributed	1347	1929
Parks and landscape maintenance customer requests actioned	33	37
Park use applications received and processed	18	18
Applications for tree work / removal on Council managed land received	13	30

Parks and landscape maintenance customer requests actioned



Upcoming activities

- There are two free tree distribution events scheduled for Quarter Three:
1. Saturday 3 February 2024 at Harrisville Memorial Park Harrisville.
 2. Saturday 2 March 2024 at Springleigh Park Boonah.

Fleet Management and Servicing

Highlights and achievements

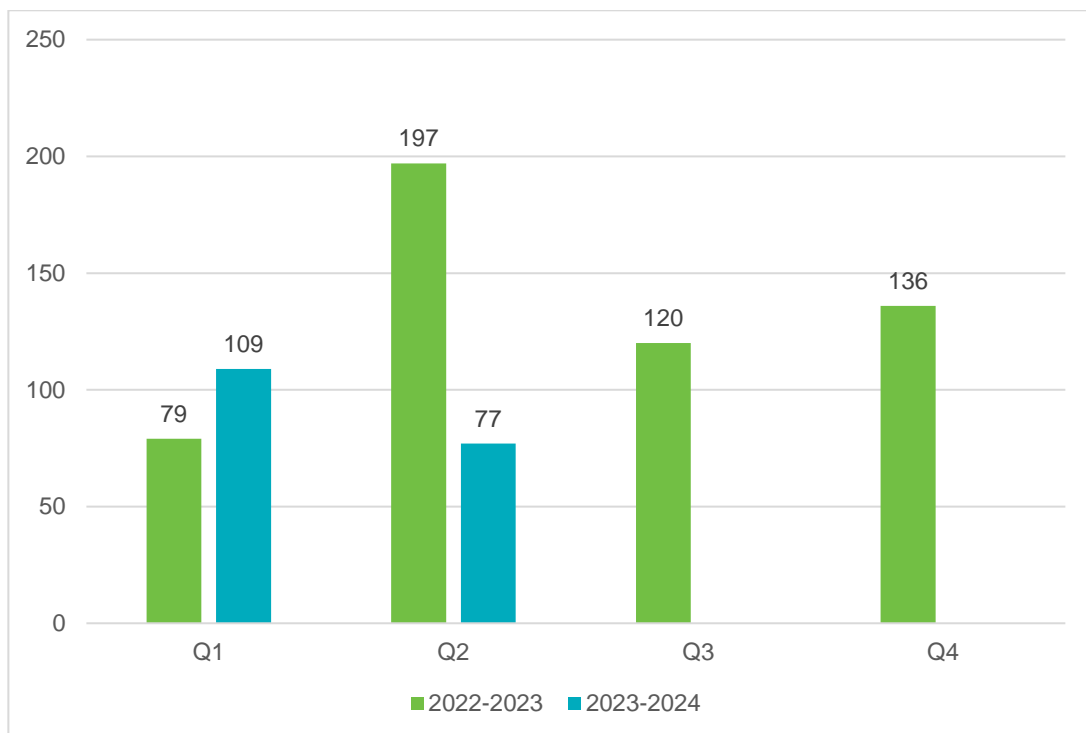
- Global Position System (GPS) migration from 3G to 4G; and
- Electronic Prestart Checklist for truck fleet implemented.

Service Statistics

	Q1	Q2
SERVICES		
Heavy plant	36	18
Light motor vehicles	31	28
Small plant	21	18
Trucks	21	13

FLEET PURCHASES (ORDERED)		
Light Motor Vehicles	3	6
Plant	0	4
Small Plant	2	3
Trailers	0	0
Trucks	0	0
Other	0	0
FLEET DELIVERIES		
Light motor vehicles	4	10
Plant	3	1
Small Plant	11	3
Trucks	0	1
Other	1	4
FLEET DISPOSALS		
Light motor vehicles	2	4
Small plant	6	
Plant	0	1
Other	3	
Trucks	2	2

Fleet services



Upcoming activities

- All fleet identified in the replacement program for this year finalised.

People and Strategy

Human Resources

Highlights and achievements

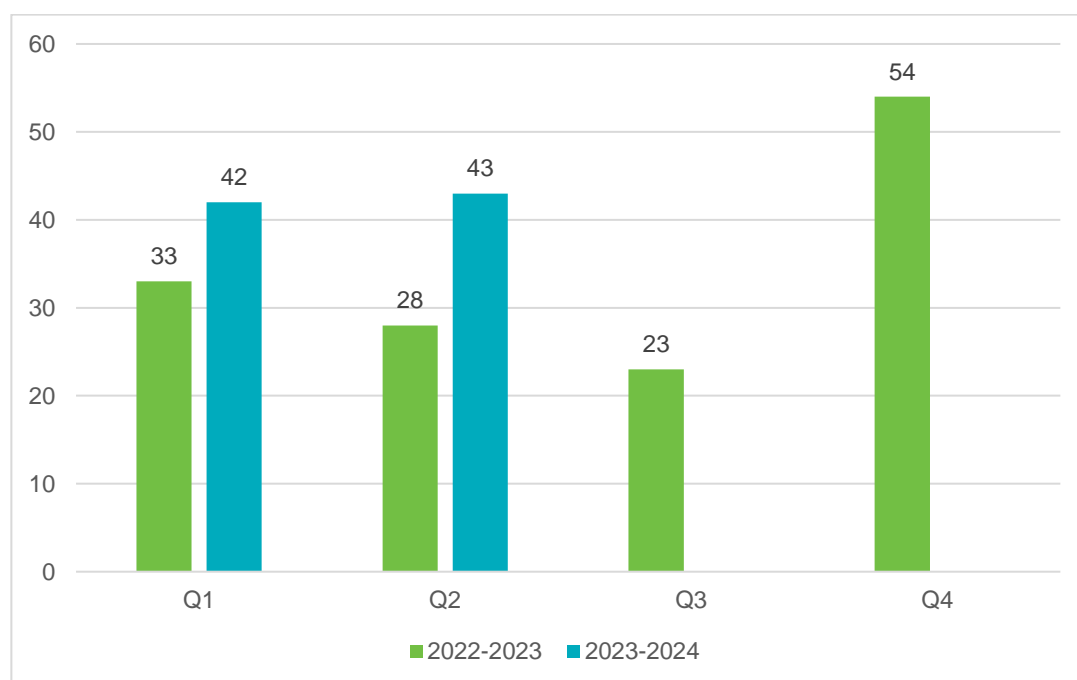
- Digital skills program continues to run. Funding submission made with TAFE for further cohorts.
- Attendance at careers days in Beenleigh and Beaudesert.
- Unreasonable Behaviour Awareness sessions.
- Mates in Construction Awareness and Connector workshops conducted.
- Employee service recognition and valued employee of the year end of year awards.
- Recruitment for new Trainee/Apprentice cohort (seven trainee/apprentice, one school based).
- Employee induction refresher program completed.

Service Statistics

	Q1	Q2
RECRUITMENT		
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	5	7
Vacancy advertisements posted as open merit-based processes internal and external to Council	11	29
Appointments confirmed through a meritorious recruitment process	42	43
Terminations (including permanent, temporary, casual and end-of-contract employees)	19	6
LONG SERVICE AWARDS		
Number of employees who became eligible for long service milestones	9	11
LEARNING AND DEVELOPMENT		
Learning and development opportunities approved in Quarter (individual only)	224	51
Traffic Management Implementation	1	0
First Aid (full)	17	0
Number of new starters who have (fully) completed all (seven) online modules (induction) during Quarter	22	20
Number of employees with >12 months' service who have (fully) completed all (seven) online modules (refresher) during Quarter	250	140
Number of trainees and apprentices	New: 2 trainees and 1 apprentice	Current: 7 trainees; 1 apprentice
Certificate III in Business (trainees) Commenced	2	0
LGMA Rural Challenge	9	0
Induction (Refresher)	124	See above
Bullying and Harassment	97	242
Foundation Skills For Your Future (Digital Literacy course)	6	5
Taking Minutes - webinar	13	0
Operational compliance and safeguards	7	0
Annual tourism and events conference	5	0
De-escalating hostile and potentially violent people	9	0
Public interest disclosure – general awareness	8	0
Social media	9	0
Certificate IV in Government Investigations	2	0
Stress Management for Councillors	7	0
Safe dog handling – apprehension and bite prevention training	6	0

	Q1	Q2
Authorised person training	10	0
Induction face to face (New)	25	24
Planning institute of Australia – Qld state conference	3	0
Waste Levy Training Workshop	3	0
Business Writing Training Program	9	0
Certificate IV in Government Investigations	0	3
Work Well Conference 2023	0	3
2023 LGFP Conference	0	3
Onboarding Forum - Inducting New and Existing Councillors	0	2
IPWEAQNT Conference 2023	0	8
Licence to Operate a Fork Truck	0	3
QLD SPN Event - Building a Stronger Business Future	0	3
Mates in Construction Connector Training	0	18
Beaudesert Field Day	0	115
Road Safety Audit Training	0	3

Recruitment - number of appointments



Upcoming activities

- Verification of competency program initiation.
- Onboarding trainee/apprentice cohort.
- Continued work on the Attraction and Retention Strategy action plan.

Payroll

Highlights and achievements

- Implemented the 2023B Tech1 system release in November/December of Quarter Two.
- Prepared and processed end of year pay run for employees prior the end of year yearly shutdown.

Upcoming activities

- Update payroll allowances as per the applicable awards.
- Continued training with the payroll team to improve and enhance the knowledge base.
- Business as usual for the majority of the Quarter.

Work Health and Safety

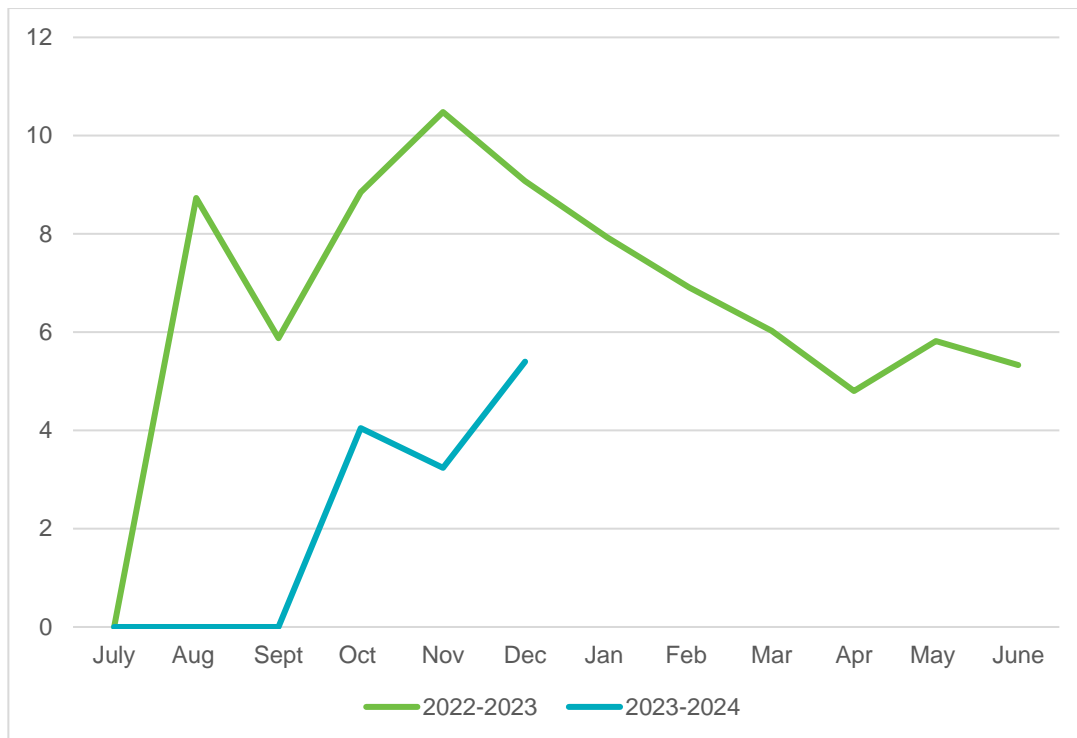
Highlights and achievements

- Health & Wellbeing activities including Christmas Toy drive to Logan Hospital Womens and Childrens Hospital, October Safe Work month (Cooking classes, Regulator Safety Advocate presentation, Neck & Shoulder massages, Pilates classes).
- Annual evacuation drills complete in November - December 2023 across the organisation, debriefs complete. Actions and ECO minutes to follow.
- Drug & Alcohol education rolled out to all workers in November 2023 with testing program go-live in December 2023.
- PPE Matrix updated with all functional areas PPE now included thanks to support from operational Business Unit's.
- Initial Traffic Management Plan for Depots complete aiming to finalise associated Take 5 for March 2024 roll out.

Service Statistics

MONTH	NUMBER LOST TIME INJURIES	LOST TIME INJURY FREQUENCY RATE (YTD)	NUMBER LOST TIME DAYS	LOST TIME DURATION RATE YTD
July 2023	0	0	0	0
August 2023	0	0	0	0
September 2023	1	0	17	0
October 2023	1	4.05	51	9
November 2023	0	3.24	32	9
December 2023	1	5.40	1	51

Lost time injury frequency rate (year to date)



Upcoming activities

- Pilot change in above reporting toward TRIFR (Total Recordable Injury Frequency Rate) and removal of Journey claims.
- Take 5 Launch in TechOne delayed due to technical issues, hoping to have resolved for February 2024.
- Roll out sessions with Supervisors and up on updated Rehab in the workplace and Fitness for work Procedures planned for February 2024.
- Continue with the action plan in response to the 2022 LGW WHS Mutual Obligation Audit Report.
- Mental Health Training programs being reviewed by WHS team with intent to roll out to the organisation in 2024.

Corporate Strategy and Performance

Highlights and achievements

- Publication of Council's Annual Report 2022-2023.

Upcoming activities

- Development of Operational Plan 2024-2025.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- Audit and Risk Committee Meeting held on 29 November 2023 (rescheduled from 23 November 2023);
- Progressed expanded scope of work for Credit Card Management review and prepared interim report;
- Prepared first draft of report for review of Contract Management;
- Completed review and update of the policy and procedures relevant to the Audit and Risk Committee and Internal Audit; and
- Completed Annual Internal Audit Self-assessment.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	15	3	4	16
Medium	55	9	12	58
High	22	4	2	20
Total	92	16	18	94

Upcoming activities

- Additional Audit and Risk Committee Meeting scheduled for 16 January 2024;
- Reports expected to be completed for formal reviews: Grant Management, Contract Management and Credit Card Management;
- Continuous Assurance Testing will continue; and
- Fieldwork will continue on reviews in progress and should commence for the review of Development Assessment.

Governance

Highlights and achievements

- 86% of Governance Policies reviewed.
- 63% Through Policy Project as a whole.

Service Statistics

	Q1	Q2
INSURANCE AND LIABILITY REPORTING		
Balance carried forward	1	1
Received	5	37
Items referred to insurer	3	12
Items assessed by Council	2	26
<i>Claims approved *</i>	0	2
<i>Claims denied*</i>	2	2
<i>Notification only *</i>	1	15
Still under review (carry forward)	1	7
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED		
Right to information and privacy applications received	3	1

Upcoming activities

- Good Decision Making in person training for Governance Team.
- Conclusion of Policy Project.
- Commencement of Caretaker Period and Caretaker Period training for staff and Councillors.
- Software approval for Delegations/Compliance/Risk and Audit.

Revenue

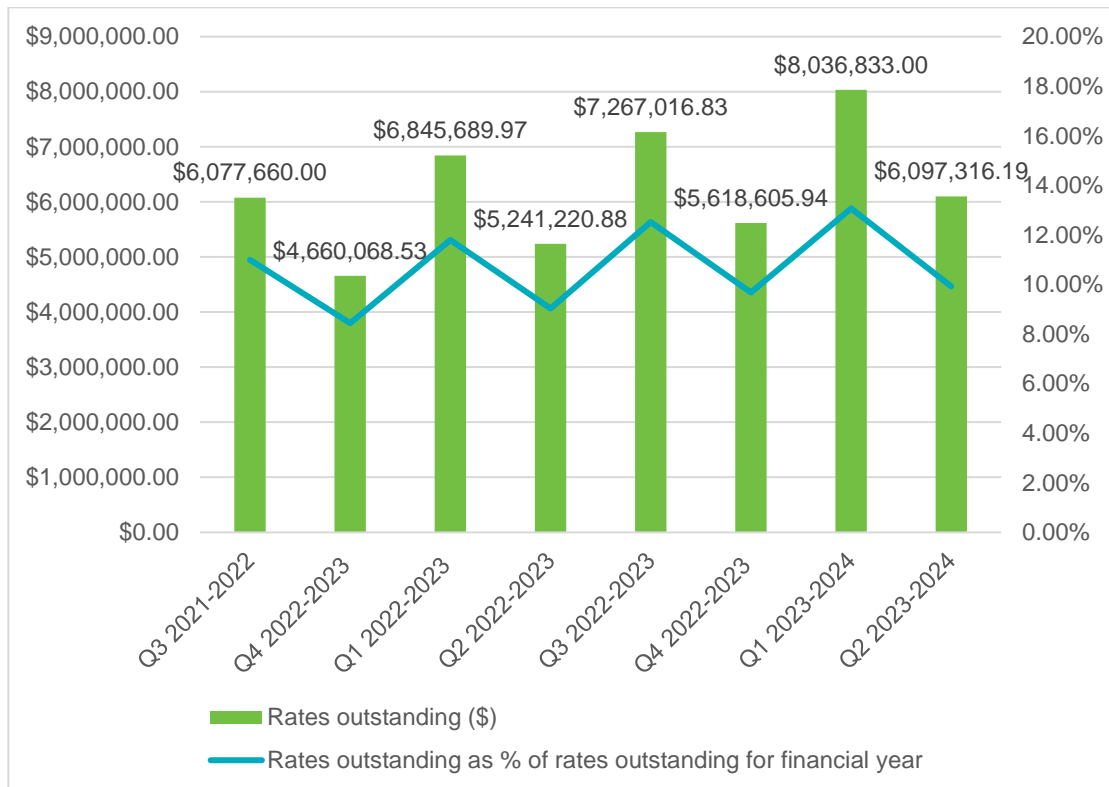
Highlights and achievements

- Accurate and timely maintenance of critical rates database to allow for the upcoming second half-yearly rate levy in January 2024

Service Statistics

	Q1	Q2
Total 2023-2024 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	\$36,299,447	0
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$24,599,579	0
Total discount applied to half rates levy	\$1,008,512	0
Number of rate reminder notices issued	3302	0
Total rates outstanding (excluding prepayments) at end of quarter	\$8,036,833	\$6,097,316.19
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2023-2024 financial year (including arrears)	13.07%	9.92%
Number of Supplementary Notices issued	419	512
Number of change of ownerships processed	369	312
Number of Urgent rate search certificates issued	12	15
Number of rate search certificates issued	345	324

Revenue outstanding



Upcoming activities

- Preparation for upcoming 2023-2024 second half yearly rate run.
- Assist in the preparation for 2024-2025 budget discussions and modelling.
- Provide update to Council on Sale of Land for overdue rates and charges process.

Purchasing and Supply

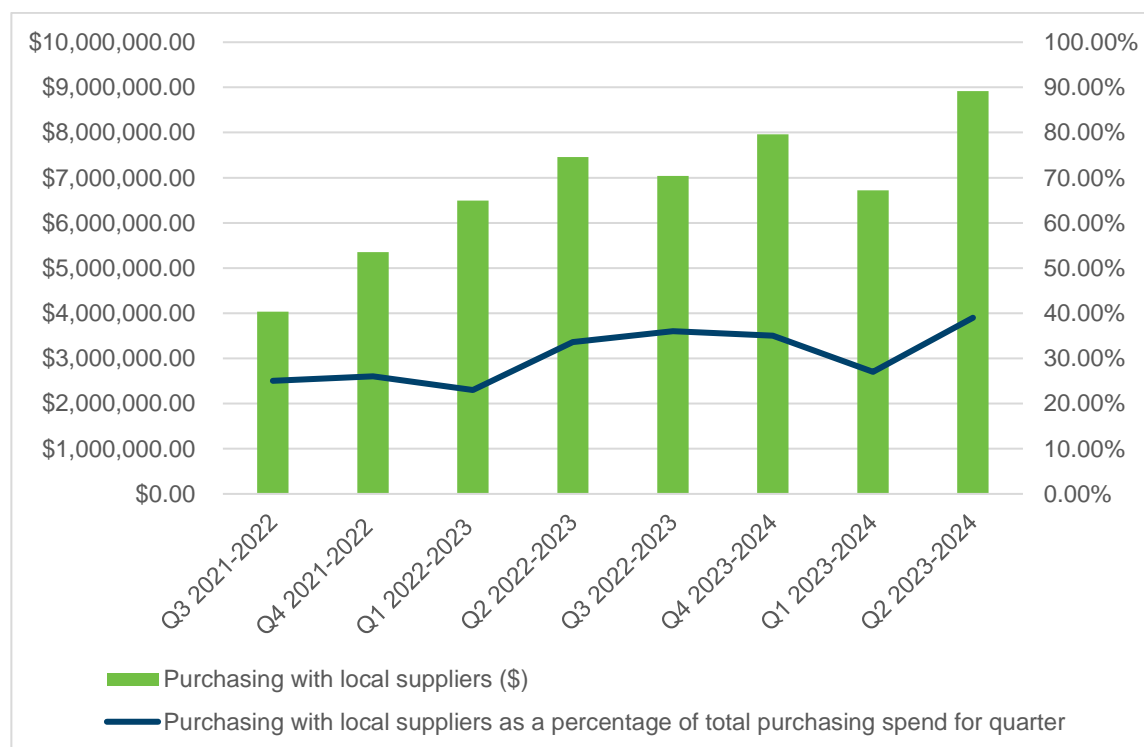
Highlights and achievements

- Access to Supply main inventory area via goods inwards area completed to allow pallet access without having to come through the front counter / customer area.
- Casual for a Cause shirts have been distributed to participating staff.

Service Statistics

	Q1	Q2
Purchases with local suppliers	\$6,721,035	\$8,921,168
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	27%	39%
Local suppliers with over \$200,000 spend for the quarter:		
<input type="checkbox"/> GWT Earthmoving	\$1,200,000	\$1,743,124
<input type="checkbox"/> Kalbar Bobcat Hire	\$737,000	\$1,110,196
<input type="checkbox"/> Redfrost Pty Ltd	\$448,000	\$1,655,827
<input type="checkbox"/> Lahey & Walker	\$404,000	\$505,260
<input type="checkbox"/> Neilsens Quality Gravels	\$229,000	\$268,366
<input type="checkbox"/> Scenic Motors	\$218,000	\$262,863
<input type="checkbox"/> G Ferguson Electrical Pty Ltd	\$211,900	
<input type="checkbox"/> Tamborine Mountain Sports Association Ltd	\$209,000	
<input type="checkbox"/> CCE Pty Ltd	\$205,000	
<input type="checkbox"/> Franklin Constructions		\$314,223
<input type="checkbox"/> Garwood Tree Services		\$260,966

Purchasing with local suppliers



Upcoming activities

- Laser and Dumpy level testing and calibration to be carried out by Laser Services.
- Lifting and height safety equipment inspection / testing / tagging to be conducted early January 2024.

Financial Management

Highlights and achievements

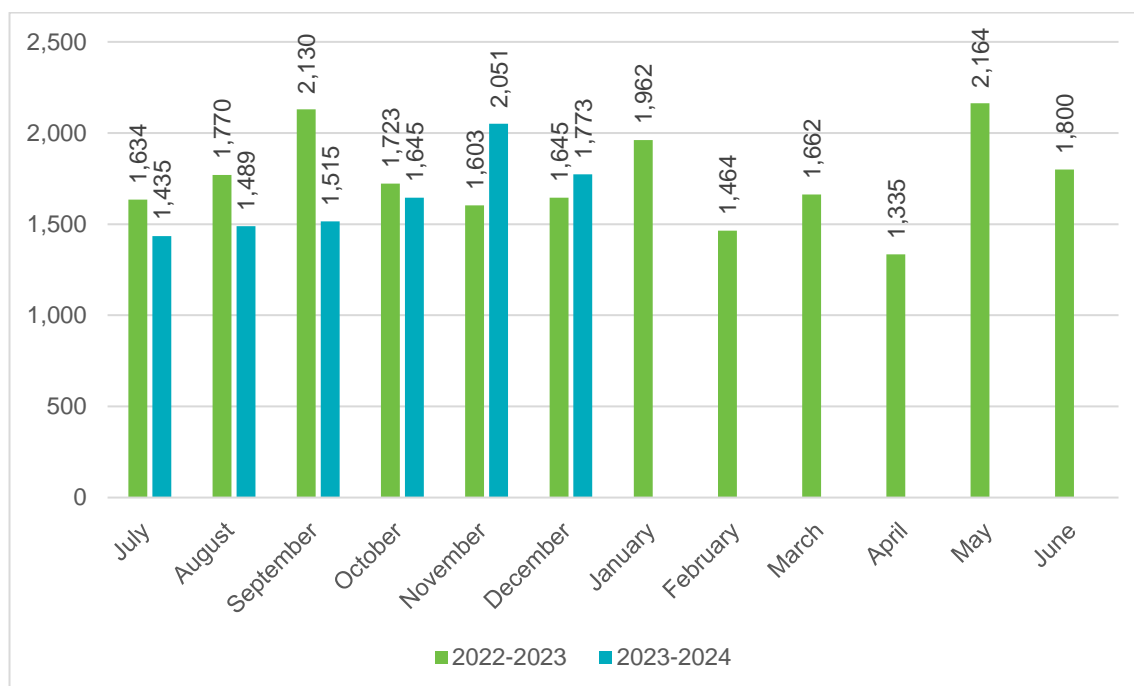
- Commence the September Budget Review process.
- Compilation of the Departmental Consolidated Data Return.

- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts payable.
- Monthly Business Activity Statements.
- 2024-2025 Budget planning commencement.
- 2024-2025 Budget TechnologyOne system build.

Service Statistics

INVOICE PROCESSING	
Q1	
July 2023	1,435
August 2023	1,489
September 2023	1,515
Q2	
October 2023	1,645
November 2023	2,051
December 2023	1,773

Invoice processing



Upcoming activities

- Monthly Financial Performance Reports presented to Council.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts payable.
- Monthly Business Activity Statements.
- Budget submission process commenced and finalise.
- Budget engagement process commenced.
- Management of and completion of external audit interim visit.

Records

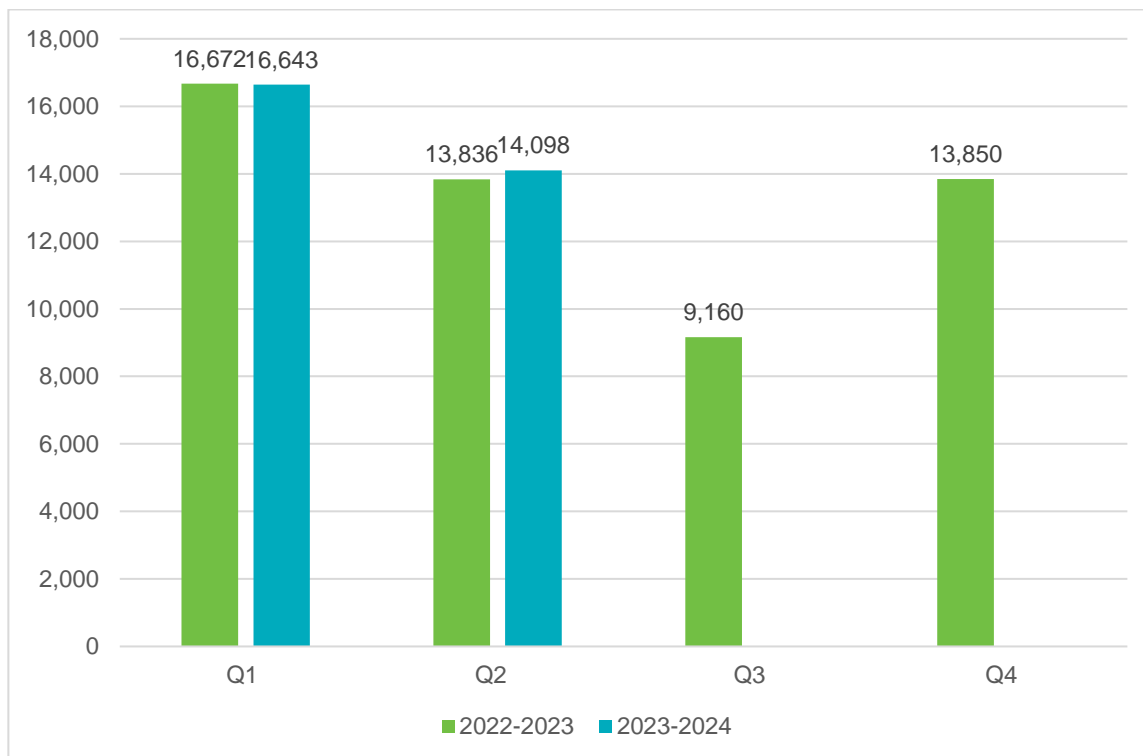
Highlights and achievements

- First TechnologyOne customer to implement Enterprise Search for Enterprise Content Management (ECM) document and records system.
- Trial streamlined process for managing outdoor staff timesheets.
- Enterprise Content Management System upgrade.
- Online training material for ECM and Record Keeping improvement changes.
- Compliance Assessments / Audits completed for two branches.
- Standing Digitisation Destruction Endorsements Approval.

Service Statistics

	Q1	Q2
Number of incoming and outward mail received (including emails, faxes, post, internal documents) Aim to process documents (electronic and hardcopy) on same day as received.	16,643	14,098
Number of helpdesk requests received	420	423
Percentage of helpdesk requests completed by end of each business working day	90%	90%

Number of documents received



Upcoming activities

- Developing business rules for management of shared email accounts.
- Business Profiles - developing records classes and disposal actions for Portfolios.
- Digitisation and Disposal set up for all Portfolios.
- Portfolio Engagement - develop Business Process Automation workflows.

Information Services and Technology

Highlights and achievements

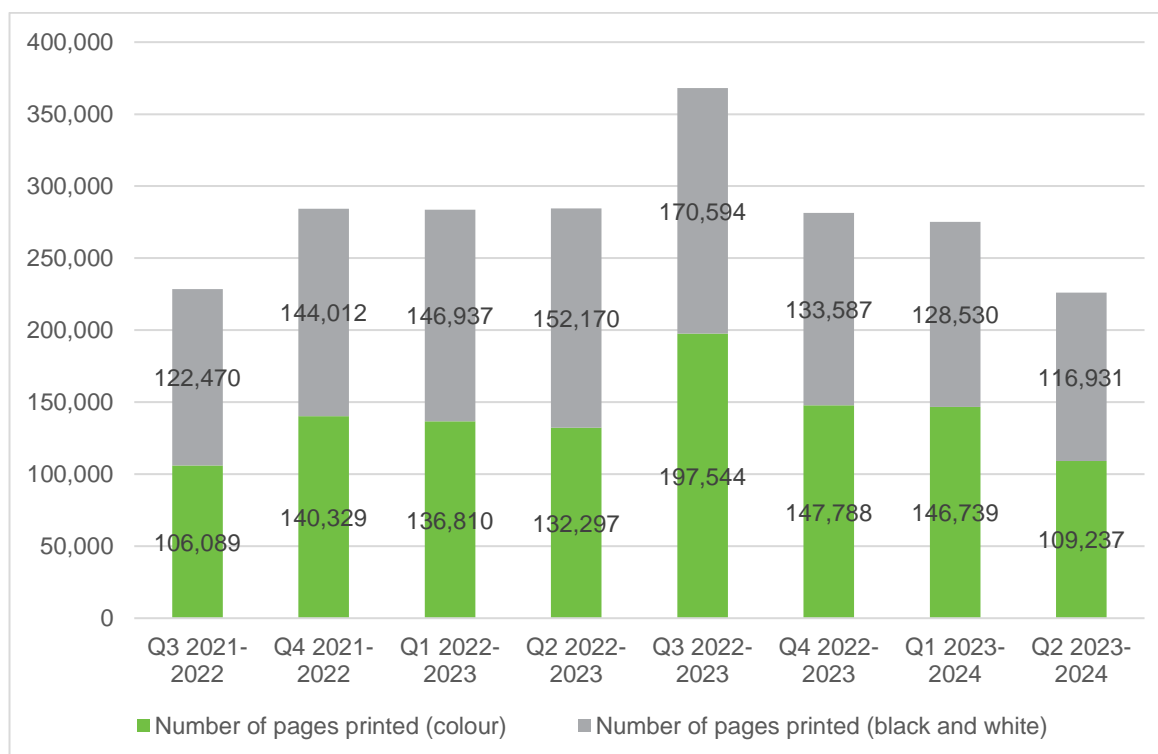
- Transitioned fixed-voice phone services to Telstra.
- Upgraded Microsoft Skype to Microsoft Teams.
- Implemented new Call Centre software for Customer Contact.
- Implemented internet connectivity solution for Mobile Library van.

Service Statistics

EMAILS				
Q2	ORGANISATION METRICS Q2 2022-2023		ORGANISATION METRICS Q2 2023-2024	
	92 days	Average per day	92 days	Average per day
Emails sent	188,173	2,045	198,255	2,155
Emails received	565,519	6,146	617,610	6,713

PRINTING		
Q2	2022-2023	2023-2024
Colour	132,297	109,237
B&W	152,170	116,931
Total prints	284,467	226,168

Number of pages printed (colour / back and white)



HELP DESK		
MONTH	JOBS CLOSED BY MONTH 2022-2023	JOBS CLOSED BY MONTH 2023-2024
July	485	525
August	399	501
September	428	494
October	399	395
November	379	429
December	287	290
January	351	
February	492	
March	439	
April	275	
May	538	
June	396	

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Special Meeting	05/10/2023	18	118
Ordinary Meeting	25/10/2023	9	68
Ordinary Meeting	22/11/2023	10	92
Special Meeting	30/11/2023	14	54
Special Meeting	06/12/2023	11	184
Ordinary Meeting	20/12/2023	4	103

Upcoming activities

- Request for Tender for Multifunction Printer Devices.
- Review of Internal network Maintenance and Support.
- Start planning for upgrade of computers to Windows 11.
- Resolve post go-live Telephony and Microsoft Teams issues.

Customer and Regional Prosperity

Libraries

Highlights and achievements

- The eagerly anticipated debut of the Mobile Library and the inauguration of the Tamborine Mountain Library captured the community's attention. These milestones marked significant developments in enhancing local facilities and outreach service options.
- The Mobile Library, a dynamic resource on wheels, rolled in, offering a portable repository with a diverse selection of resources.
- The Tamborine Mountain Library had its official opening, providing a vibrant space featuring a new makerspace, bespoke children's area, public meeting rooms, and shelves stocked with an wide array of books. Both facilities serve as testament to our commitment to providing accessible and enriching spaces for our community members. These unveilings represent pivotal steps in expanding our range of amenities, catering to the diverse needs and interests of our residents.

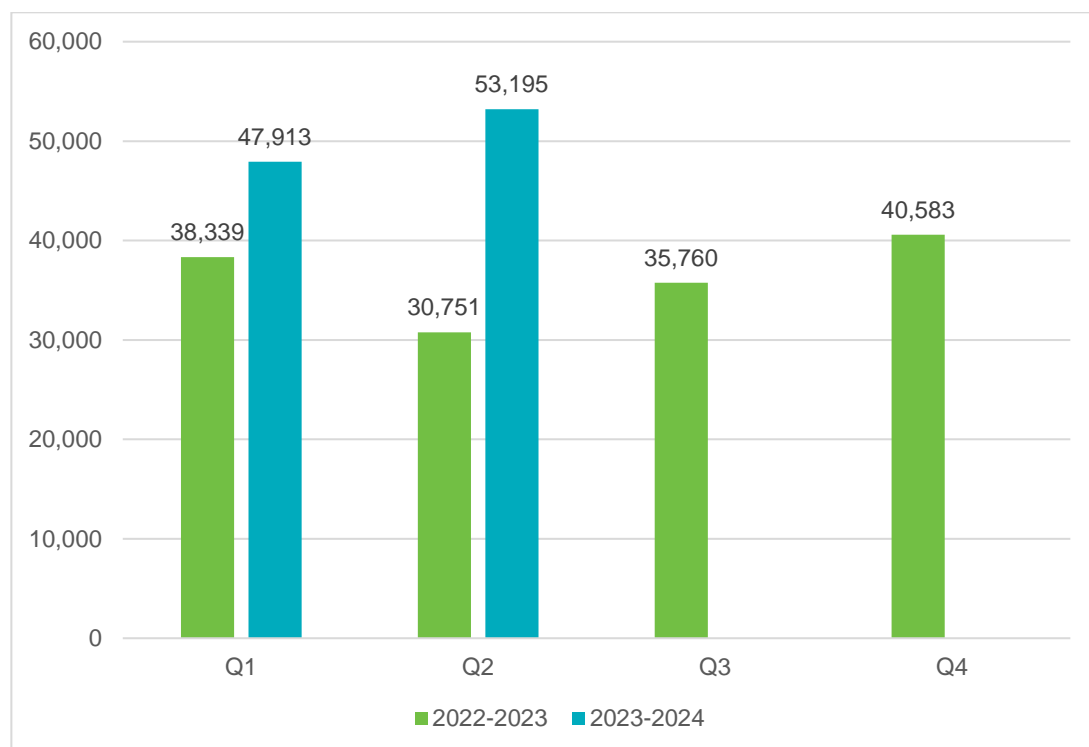
Service Statistics

	Q1	Q2
Library visits	47,913	53,195
Library members *	18,018	18,699
New library members	712	1,366
Story time sessions	96	103
Story time participants	2,402	1,848
School holiday sessions	28	12
School holiday participants at events	394	157
Story time packs handed out	410	56
Youth event sessions (13-18 years old)	8	7
Youth event participants	53	32
Adult activity sessions	24	81
Adult activity participants	347	795
PC bookings	3,292	3,106
PC booking hours	2,524	2,630
Physical book issues	38,400	37,990
Digital issues	14,549	12,504
Total item issues	52,949	50,494
Inter-library loans	276	166
Housebound book loans	292	241
Reservations Allocated	5,055	4,863
Library App downloads		
Library App interactions with library management system		
Library App new library memberships		

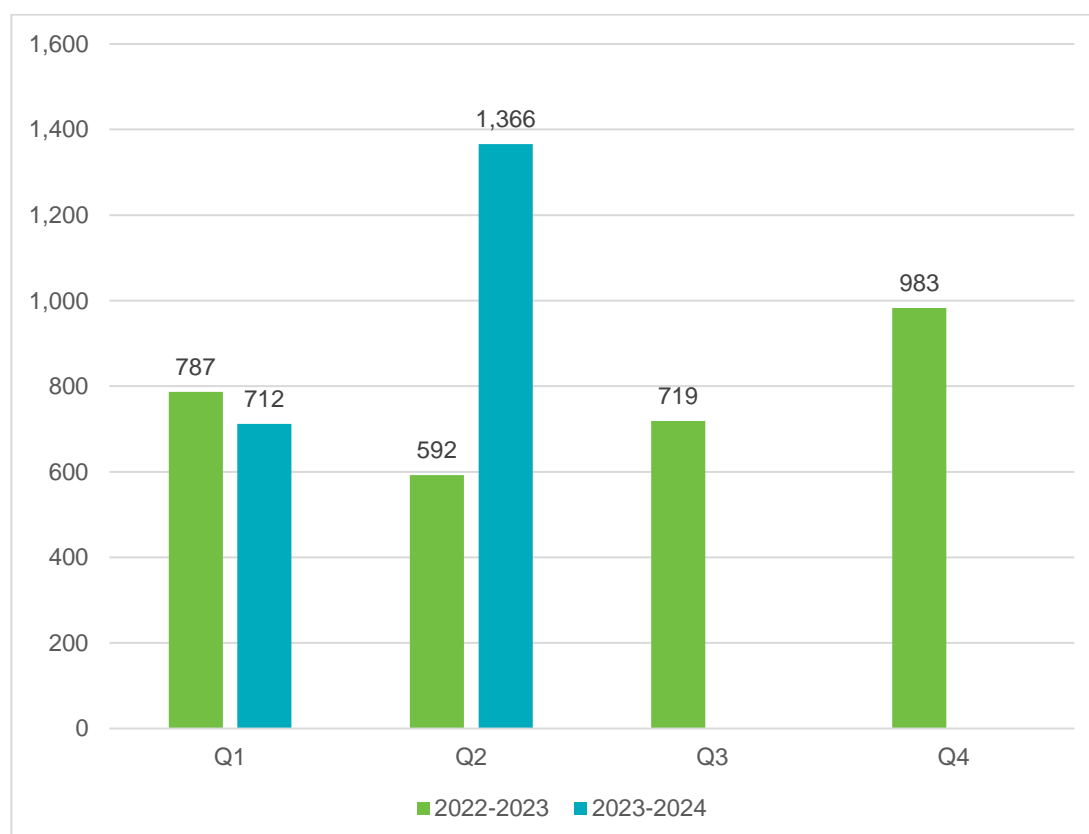
* Library team has completed a review of membership data and archived lapsed memberships.

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

Library visits



New library members



Upcoming activities

- Literacy continues to be a focus at libraries for our littlest members, with Story Time and Rhyme Time sessions throughout the year. Hosted at all four branches for those aged 0-5, children will start the learning journey in a warm and welcoming environment, and may just find their favourite book of all time.

- February sees the return of a refreshed digital literacy offering including workshops ranging from iPhone and Android phone basics to how best to access library resources. All free to library members and conveniently located at a branch near you.
- In March we launch a new Author Series with Michelle Upton discussing her latest romantic fiction, *Emergency exit only*. This series will focus on local and touring authors and connecting readers with their favorite authors, both established and new, and will continue throughout the year.

Community Development

Highlights and achievements

- International Men's Day Dinner was held Monday 13 November 2023 at The Centre Beaudesert with guest speakers Wayne Schwass and Ross Blanch.
- Council's Youth Leaders program continued during Quarter Two, with six additional local primary and secondary schools.
- Movies in the Park were held in November at Tamborine Mountain and Boonah featuring the film Puss in Boots. Unfortunately, Beaudesert's screening was cancelled due to weather.
- Expressions of interest were invited for the 2024 Be Healthy & Active program and activities finalised for the year.

Service Statistics

	Q1	Q2
Number of attendees at Grant Workshops	36	
Number of Community Grants	38	
Total value of Community Grants	\$281,659.44	
Number of attendees at Australia Day Ceremony		
Number of new Citizens sworn in at Citizenship Ceremony	18	
Number of attendees at Queensland Day		
Be Healthy and Active participant numbers	709	1156
Volunteer Newsletters		1
Youth Leaders	35	150
Cuppa in the Communi-Tea	340	494
Interagency and Mental Health Network meetings	92	52
Youth activity events		
Recovery and Resilience community engagement (in addition to the Cuppa's)	1,476	1,480
Scenic Rim Agricultural Expo 1-2 September 2023	2000	
Building Inclusive Disaster Resilient Communities Forums and Workshops		
Community Disaster Exercises		16
Pocket Books	210	260
Living in Scenic Rim Kids Activity Books	650	790
Living in Scenic Rim booklets	20	20
International Men's Day Dinner		110
International Women's Day Breakfast		
Free Movies in the Park		200
Volunteer Thank You Events and Programs		30

Upcoming activities

- Australia Day Awards, Citizenship Ceremony and Family Event.
- Community Grant Minor Round Two 2023 - 2024.
- New look 2024 Be Healthy & Active program with branding update.

- International Women's Day Breakfast

Regional Prosperity and Communications

Highlights and achievements

- Audience reach generated through destination marketing activities was 1,478,062. This indicates significant 'flow-on' opportunities for local tourism providers and potential economic benefit for businesses across the Scenic Rim Region.

Service Statistics

	Q1	Q2
Council Facebook followers	11,793	13,515
LinkedIn followers	5,635	5,986
Council's Disaster Management Facebook followers	12,000	13,433
Visit Scenic Rim Facebook followers	24,000	24,943
Visit Scenic Rim Instagram followers	33,300	34,092
Scenic Rim Eat Local Month Facebook followers	14,000	14,660
Scenic Rim Eat Local Month Instagram followers	8,387	8,369

Upcoming activities

- Continued Visit Scenic Rim 'Always on' marketing campaigns.
- Increase engagement on the 'Scenic Rim Eat Local Month' platforms in the lead up to the event in June 2024.

Cultural Services

Highlights and achievements

- Beaudesert and Boonah Cultural Centres and Vonda Youngman Community Centre have all seen an increase in attendance from Quarter One and when compared to the same period in 2022-23.
- Downunder Farmstay has returned for the first time since COVID-19 restrictions, contributing to a significant increase in attendance at Beaudesert and AEC Pre-polling for the referendum contributed to increased attendance at Boonah.
- There were 327 people who enjoyed movies at Boonah Cinema, with teen movies being added to the regular offerings in response to community feedback.
- At Vonda Youngman Community Centre, art and sporting activities remain popular with 3,758 community members participating in 512 sport or art activities.
- At Council's Regional Art Gallery, the Giftwrapped exhibition showcased works from 23 local and South East Queensland artists and 29 people attended the inaugural Twilight Shopping night.
- Other highlights included:
 - Boonah Cultural Foundation's 2023 Bookfest - 492 attendees
 - Scenic Rim Business Breakfast - 111
 - Boonah State Primary School Graduation - 86
 - AM Concert – Beggers Christmas - 89
 - AM Concert – Neil Diamond - 294
 - A-choired Taste Scenic Rim Sings Workshop with Jonathon Welsh - 90
 - Dreams Fleetwood Mac performance - 331
 - Scenic Rim Business Excellence Awards - 195
 - Beaudance End of Year Concert - 190
 - Loyalty Dance Awards Night - 150

- Lions Mates Dinner Dance - 180
- Tamborine Mountain Dance Academy End of Year Concert - 250

Service Statistics

	Q1	Q2
Number of events at The Centre, Beaudesert	109	85
Number of attendees at The Centre, Beaudesert	2,710	6,510
Number of events at Boonah Cultural Centre	114	69
Number of attendees at Boonah Cultural Centre	2,576	4,799
Number of events at Vonda Youngman Community Centre	324	260
Number of attendees at Vonda Youngman Community Centre	4,882	4,707
Number of Regional Arts Development Fund applications	*0	8
Value of Regional Arts Development Fund grant approvals	**0	
Value of Regional Arts Development Fund projects	0	

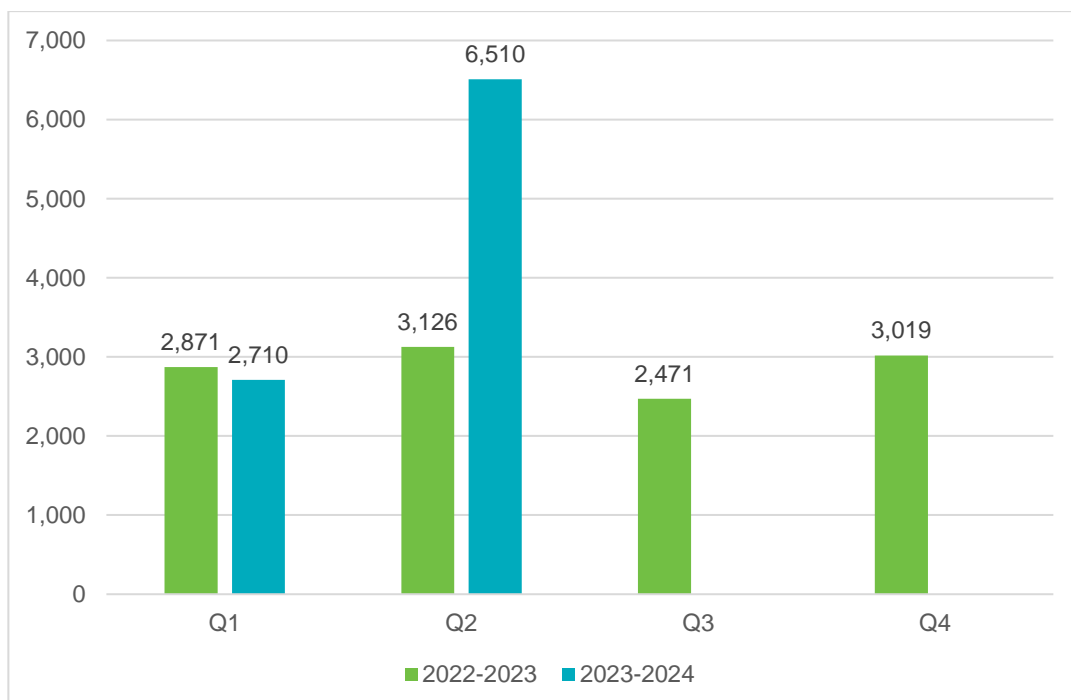
* Regional Arts Development Fund closed on 30 October 2023.

** Applications have been shortlisted and full applications will be assessed in January

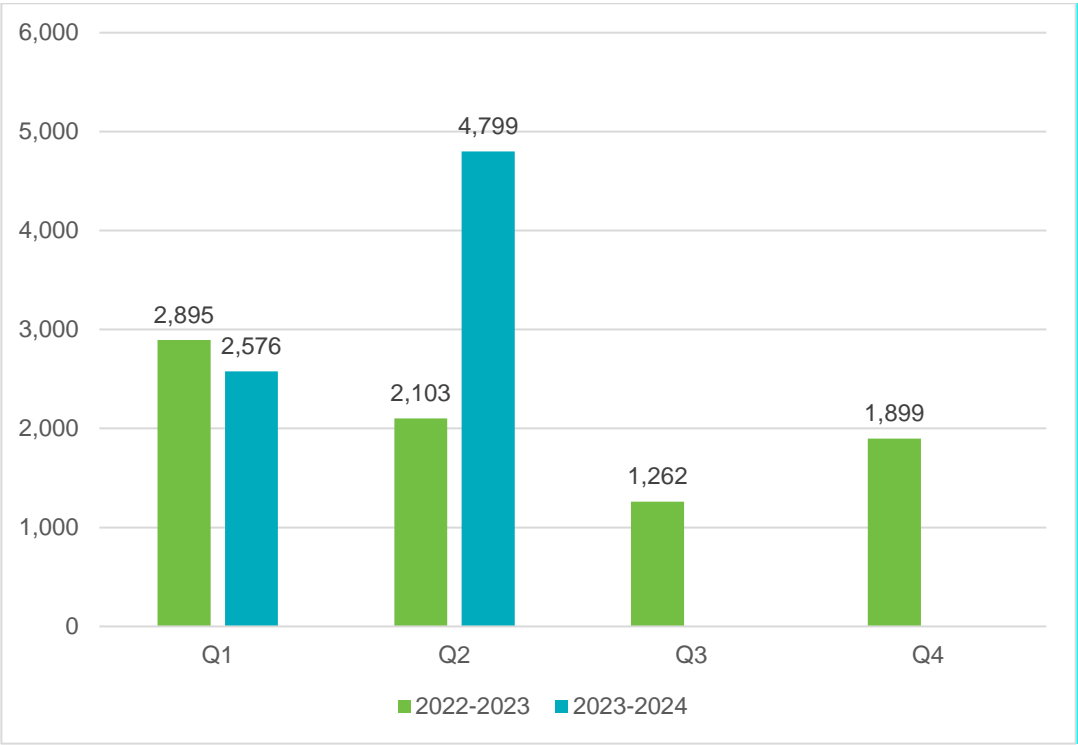
Upcoming activities

- January School Holiday programs across three venues.
- Launch of A Garden of Possibility exhibition at The Centre Beaudesert.
- Darren Coggins – Remember the Days AM Performance – Beaudesert.
- Taste of Ireland PM performances at Boonah and Beaudesert.
- Regional Art Services Network Inspired Creative Projects Workshop - Beaudesert.
- Super Trooper ABBA absolutely Live PM performance at Beaudesert.
- Zonta Area Meeting.
- Queensland Breastscreen On site – Tamborine Mountain.
- Wellbeing Fair – Tamborine Mountain.
- 2024 Quadrennial LG Elections – Boonah and Tamborine Mountain.

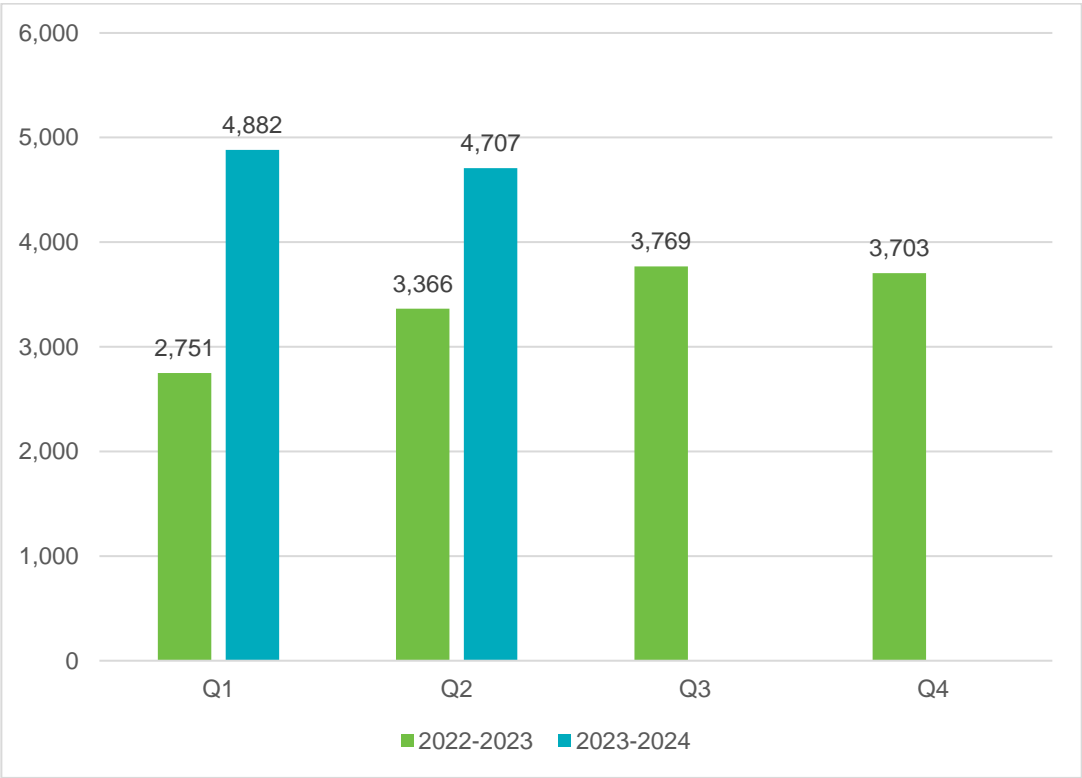
Number of attendees at The Centre, Beaudesert



Number of attendees at Boonah Cultural Centre



Number of attendees at Vonda Youngman Community Centre



Customer Care and Engagement

Highlights and achievements

- Successful migration from Skype for Business to Microsoft Teams providing the Customer Care and Engagement Team greater access to a workspace for real-time collaboration and communication.
- The successful implementation of Microsoft Teams enabled the Customer Care and Engagement team to transition in October 2023 from Contact Expert (CE Geomant) to CentrePal, a customer experience system which enables Council to continue delivering exceptional customer service.
- Council received valuable feedback from the community on projects open for consultation via *Let's Talk Scenic Rim* during the quarter; *Draft Scenic Rim Climate Change Roadmap 2024-2034 and Action Plan*, *Draft Land Management Plan for Dick Westerman Park* and the *Adaptive re-use of the Beaudesert Pig and Calf Saleyards*. These key projects generated over 1,900 site visits by the Scenic Rim Community, and recorded 57 new registered participants on Council's community engagement platform, *Let's Talk Scenic Rim*.

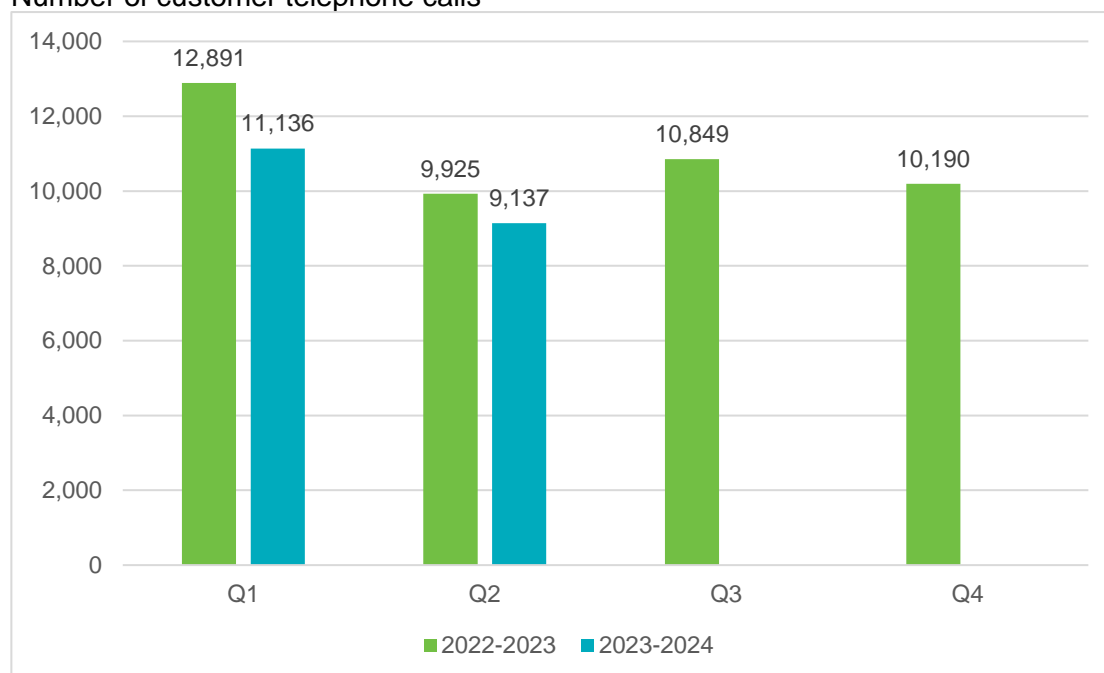
Service Statistics

	Q1	Q2
Number of calls	11,136	9,137*
Average call wait time	00:00:59	00:00:55
Longest call wait time	00:12:58	00:14:20**
Applications created	1,170	1,101
Requests created	2,926	2,632
Online requests	134	173
Local Government transactions (excluding enquiries)	4,353	2,159
QGAP transactions	2,929	2,754
COMPLIMENTS RECEIVED	26	30
Asset and Environmental Sustainability	12	24
Council Sustainability	1	0
Customer and Regional Prosperity	13	6
Executive Office Mayor and Councillors	0	0
LET'S TALK SCENIC RIM		
Registered participants on Let's Talk Scenic Rim	705	794
Total visits to Let's Talk Scenic Rim	28,712	33,450

* Number of calls was impacted (decreased) due migration from OntheNet to Telstra and new call centre platforms with a significant number of call connection issues.

** The longest wait time was impacted by constrained workforce and the testing and training requirements associated with the new call centre software which was successfully implemented in October 2023. Also experienced an increase of unplanned sick leave during Quarter Two.

Number of customer telephone calls



Upcoming activities

- Continue to reduce customer call wait times.
- Continue to build positive relationships with external service providers i.e. Smart Services Queensland (SSQ) for QGAP services at Boonah and Well Done International (WDI) for afterhours call answering service.
- Continue to execute Customer Care and Engagement workforce plan to build a sustainable workforce over the medium term.
- Optimising Customer Care and Engagement systems and to improve business reporting and improve service delivery.
- Successful appointment of Community Engagement Officer.

Development Assessment and Engineering

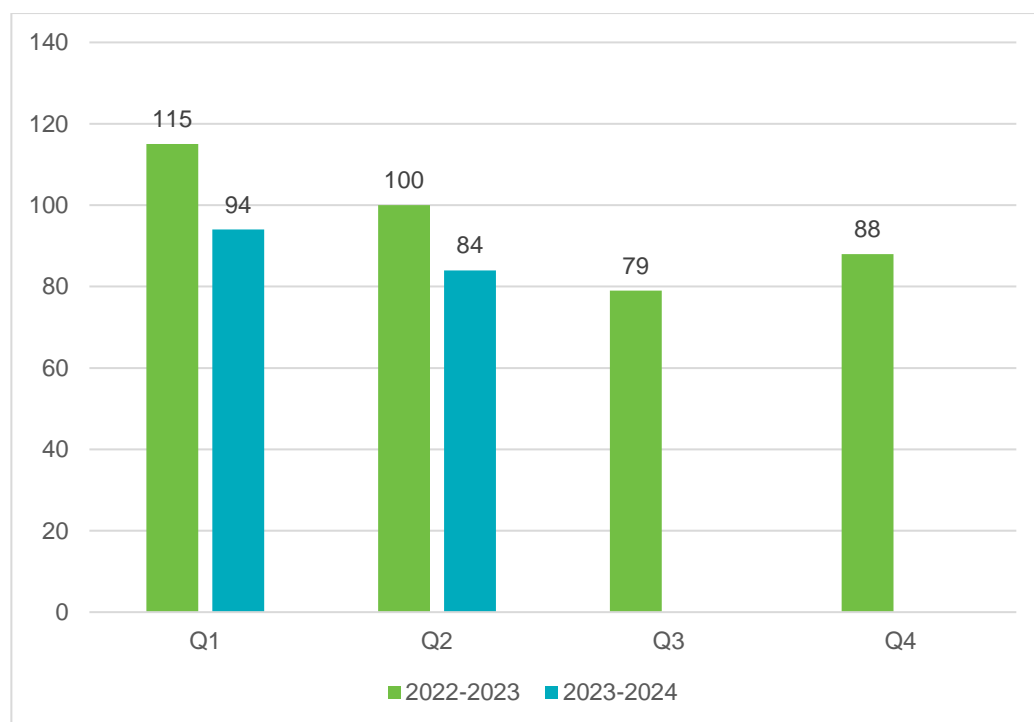
Highlights and achievements

- Continued increase in the number of new development applications made to Council.
- Continued increase in planning related enquiries.
- Employee training and development undertaken:
 - CoMSeQ Air Taxis forum with other relevant agencies and local authorities.
 - Corrs Chambers Westgarth training with other local authorities, where relevant legislative amendments and plannings decisions in the Court were discussed.
- Officers under both delegated decision and reports to Council, finalised a number of large scale development applications, most notably the Jane Street Townhouse development, and Gleneagle Eucalee subdivision masterplan.
- Engagement with development consultants to discuss current standard of service of the development assessment unit and improvement opportunities. Development Assessment & Engineering team continues to provide support on planning scheme amendments, Local Government Infrastructure Plan (LGIP) review, compliance investigations and enforcement, and the properties team.

Service Statistics

	Q1	Q2
APPLICATIONS RECEIVED		
Material change of use (MCU) including currency extensions and change applications	47	51
Reconfiguring a lot (RAL) including currency extensions and change applications	13	18
Operational works including currency extensions and change applications	17	20
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	18	32
Applications determined	94	84
Plan of surveys finalised	24	19
Flood certificates issued	36	31
Planning certificates issued	16	5
Superseded planning scheme requests received	3	0
Pre-lodgement meetings conducted	13	10
Concept meetings conducted	10	12
Lots approved as part of reconfiguration application approvals	164	220
CUSTOMER REQUESTS RECEIVED (CRMS)		
Customer initial planning enquiries (telephone)	302	379
Customer callback enquiries related to existing application	211	213
ECM TASKS RECEIVED		
DA planners	99	121
DA submission	35	16
Planning & development	1651	1106

Number of planning applications determined



Infrastructure Services

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION - 31 DECEMBER 2023			COMMENT
Total Current ICN Brought Forward from 30 September 2023	+	\$40,524,997.42	Based on reviewed data base
New Infrastructure Charge Notice issued (1 October 2023 - 31 December 2023)	+	\$5,645,763.64	For the reporting period
Infrastructure Charge Notice Paid (as issued) (1 October 2023 - 31 December 2023)	-	\$3,495,845.45	For the reporting period
Infrastructure Charge Notice Paid (CPI) (1 October 2023 - 31 December 2023) CPI not added to figures as requested		\$122,318.44	Indexation is calculated at time of payment but not added to final calculations. (Refer to note below)
Infrastructure Charge Notice (development) Lapsed	-	\$0.00	Development approvals which have not commenced within the approval currency period
Infrastructure Charge Notice converted to Infrastructure Agreement 1 (1 October 2023 - 31 December 2023)	-	\$0.00	A separate Infrastructure Agreement is entered into
Infrastructure Charge Notice converted to Deferred Infrastructure Agreement 2 (1 October 2023 - 31 December 2023)	-	\$0.00	Identifies business incentive IA's
Infrastructure Charge Notice amended (1 October 2023 - 31 December 2023)	-	\$0.00	Where ICN's are amended on appeal, change of development etc.
Infrastructure Charge Notice discounted/waived 3	-	\$0.00	
Credits Issued 4	-	\$0.00	Credits for additional infrastructure works undertaken by the development to the benefit of Council (with prior approval)
Adjustment of applied Indexation Charges to totals (1 October 2022 – 30 March 2023)	-	\$163,846.60	Indexation components are additional to Infrastructure Charge Notice Paid in row 3.
New Current Total		\$42,388,750.57	Total including other old "contribution" charges \$40,444,926.42. Note: The new current total is not a liability however reflects the value of infrastructure charges yet to fall due.
Notes: <ol style="list-style-type: none"> 1. No ICN's were converted to an Infrastructure Agreement or Deferral Agreement during the period. 2. Refer to Notes highlight in RED reflecting required changes to calculations within the report regarding CPI. 3. The Infrastructure Charges Project has under-resourced due to staffing levels within the Development Assessment and Engineering team. 			

Strategic Planning

Highlights and achievements

- Amendment 6 –
 1. Meeting with Logan City Council to discuss cross border matters.
 2. Meeting with Department of Resources and SEQwater.
 3. First draft of sections 8.2.9 Regional Infrastructure Overlay Code and 8.2.10 Water Resource Catchments Overlay Code, and associated mapping issued to SEQ water for feedback.

4. Amendments to Matters of State and Local Environmental Significance mapping commenced.

- Amendment 8 – Internal meeting with stakeholders to confirm scope
- Character Precincts project – Consultant engaged and kick-off meeting complete.
- Finalised Shaping SEQ released with additional 70 ha of Urban Footprint.
- Commencement of Local Housing Action Plan (LGAQ lead).
- Ongoing support to Officer Coordinator General for SRAIP project.
- Support to Development Assessment team.

Service Statistics

	Q1	Q2
Customer requests (CRMS) received	20	31
Exemption certificates issued under section 71 of the <i>Queensland Heritage Act 1992</i>	0	0

Regulatory Services

Highlights and achievements

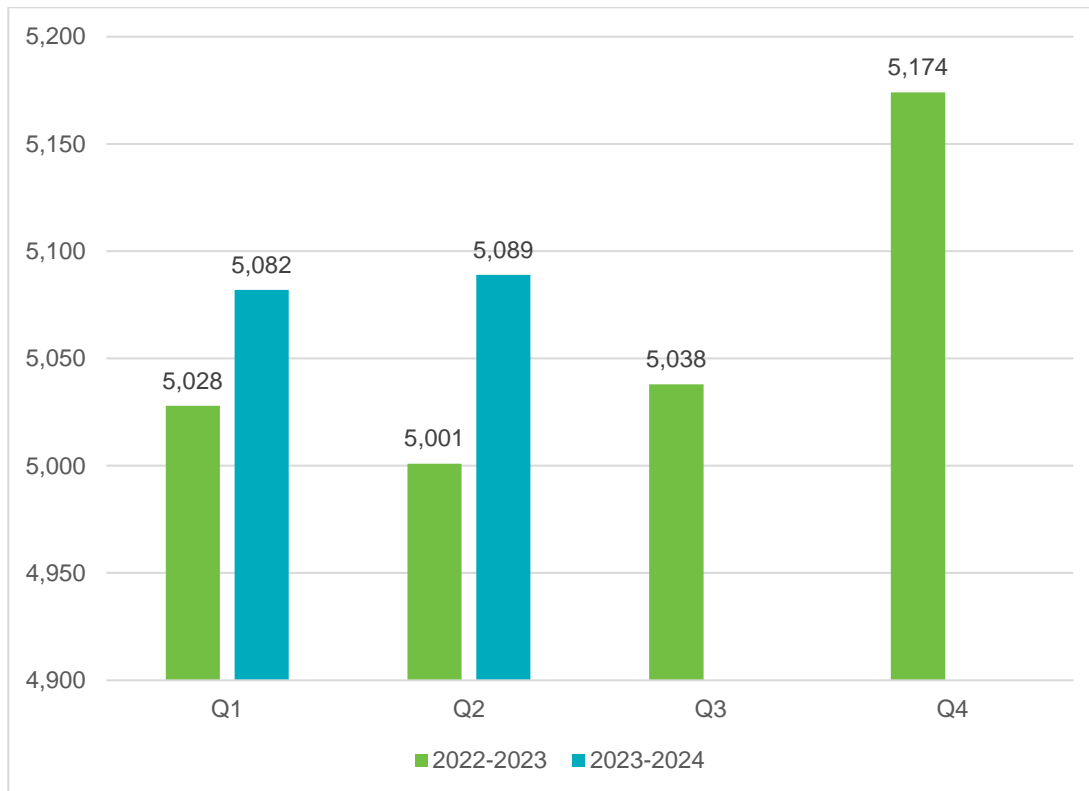
- Ranger Services have received positive feedback from the community for the cleanliness of the Small Animal holding facility and for the friendly and helpful service given to an elderly resident. Rangers attended the opening of the Boonah Off Leash dog facility, endeavouring to build positive relationships between Council's Rangers and dog owners.
- The number of Building and Plumbing applications in the last quarter continue to be considerably higher than in previous years. The Plumbing Inspectors have worked to ensure that service delivery deadlines are met.
- Compliance Services have been consulting with the Department of Environment and Science in relation to a potential grant for an Environmental Rehabilitation Project in the Bromelton area. The Biodiversity Section has been of great assistance in this regard and to date the possibility of Scenic Rim being awarded the Grant is looking promising.

Service Statistics

	Q1	Q2
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED		
Food	10	11
Personal appearance services	0	0
Local law	19	24
CUSTOMER REQUESTS RECEIVED (CRMS)		
Health services	460	422
Reported dog attacks (captured within health services CRMS)	16	17
Compliance services	231	191
REGULATORY SERVICES NOTICES ISSUED		
Show cause	19	27
Enforcement	16	18
Compliance	9	12
Direction	2	0
Penalty infringement	8	18
DOGS		
Registered at end of period	5082	5089
New registration applications	210	188
Impounded	55	36
Impounded and returned to owner	19	15

	Q1	Q2
Impounded and rehomed	31	10
Impounded and euthanised	2	11
CATS		
Impounded	46	29
Impounded and returned to owner	12	3
Impounded and re-homed	7	10
Impounded and euthanised	27	16
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC		
Animals reported lost	20	19
Animals reported found	3	3
1080 BAITING PROGRAM		
Landholders	32	2
Dog baits supplied	679	51
Pig baits supplied	17	0
BUILDING		
Applications received (council-certified)	5	6
Inspections performed	15	5
Applications received (privately certified)	253	278
PLUMBING		
Applications received	134	125
Inspections performed	954	698
Approvals issued	128	130
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT		
Backflow prevention devices	13	21
On-site sewerage facilities	50	57
CUSTOMER REQUESTS RECEIVED (CRMS)		
Plumbing services	15	15
PLUMBING SERVICES NOTICES ISSUED		
Show Cause	0	10
Enforcement	0	0
Penalty infringement	0	0

Dogs registered at end of quarter



Upcoming activities

- The Pest Animal Baiting program will be offered to eligible land owners in March 2024, weather dependant.
- Spraying of the Riemore lagoons for mosquitos is intended to be conducted in March 2024, weather dependant.
- A new trainee will be welcomed into the Business Support unit in February 2024.

Biodiversity and Climate Change

Highlights and achievements

- 5 Nature Refuge properties across the region mini-bioblitzes identified multiple threatened and interesting species, increasing biodiversity data available for high conservation value sites.
- The Flying Fox Management Strategy and two Roost Management Plans were adopted by Council, culminating a large body of work and community consultation.
- The Biodiversity and Climate Change team signed a grant agreement with the Federal Government for a koala conservation project funded to the amount of \$179,450. The purpose of the project is to improve the extent, quality and connectivity of koala habitat and increase community engagement in koala conservation through community action, applied research and ecological restoration.
- The Resilient Rivers Initiative benefited from the release of the South East Queensland (SEQ) Waterways and Wetlands Investment Strategy which will result in a \$40 million dollar investment to improve health and resilience of waterways and wetlands in SEQ over the next five years.
- Cat's claw creeper and other invasive vine weeds treated at various locations across region protecting important habitat trees.

Service Statistics

	Q1	Q2
Customer requests (CRMS) received	27	23
One million tree program applications received	35	25
Land for wildlife property inspections	58	44
Number of trees supplied (not including Councils Nursery)	6,872	8,102

Upcoming activities

- Great Cane Toad bust and frog identification workshop.
- Soil health and erosion workshop.
- Fish barrier study in the Bremer and Warrill catchments.
- Ecological restoration projects funded by Watergum Community Inc commencing.
- Restoration work around landslip projects.
- Urban greening strategic projects.
- Environmental Geographic Information Systems (GIS) project.
- Multiple Resilient Rivers Initiative projects starting.
- Main Roads weed control contract works.