OPERATIONAL PLAN 2023-2024
QUARTER FOUR PROGRESS REPORT
1 APRIL 2024 - 30 JUNE 2024

CONTENTS

Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2023-2024 that contribute to the delivery of the five year Corporate Plan *(Scenic Rim 2026),* as required by Section 175 of the *Local Government Regulations 2012.*

Due to the impacts of natural disasters, market conditions, resourcing challenges and other factors, a number of activities which had been planned for 2022-2023 were not completed by 30 June 2023 and extensions of time were approved by Council, for continued delivery in 2023-2024. The report provides an update of progress against those activities, based on the extensions approved by Council.

Good progress has been made against the Operational Plan 2023-2024 during the period 1 April 2024 to 30 June 2024 (Quarter Four). Council continues to manage the impacts of natural disasters in recent years and challenging market conditions, however our focus remains firmly on delivering the long-term community vision and the key outcomes set out in the Corporate Plan *Scenic Rim 2026* through the delivery of the activities set out in the *Operational Plan 2023-2024.*

The table below shows an overall summary of the status of the Operational Plan 2023-2024 implementation as at 30 June 2024.
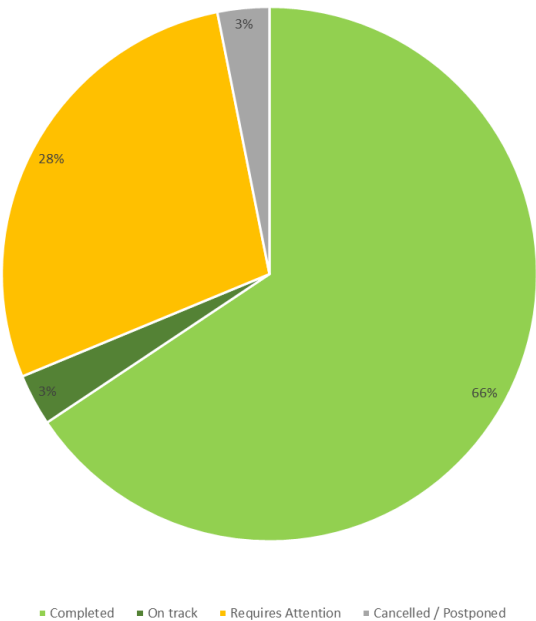
		COMPLETED	ON TRACK	MONITOR	REQUIRES ATTENTION	CANCELLED / POSTPONED	TOTAL
	Spectacular Scenery and Healthy Environment	13	2	0	5		20
	Sustainable and Prosperous Economy	16	0	0	3	2	21
	Open and Responsive Government	12	1		8		21
	Relaxed Living and Rural Lifestyle	9	0		2		11
	Vibrant and Active Towns and Villages	10			5		15
	Accessible and Serviced Region	14	1		12		27
	Healthy, Engaged and Resourceful Communities	10	0		1	2	13
		84	**4**	**0**	**36**	**4**	**128**

Throughout the report, each activity has been assigned a status. *On track/Completed* means the work is progressing or has been completed as planned. *Requires attention* means there is a need for a change to the original plan as adopted in the Operational Plan. For example, an extension of time is needed. *Monitor* means that there has been some issue with the delivery of the planned activity, such as a delay, and although no action is required at this time, Council is made aware that action may be required in the next reporting period.
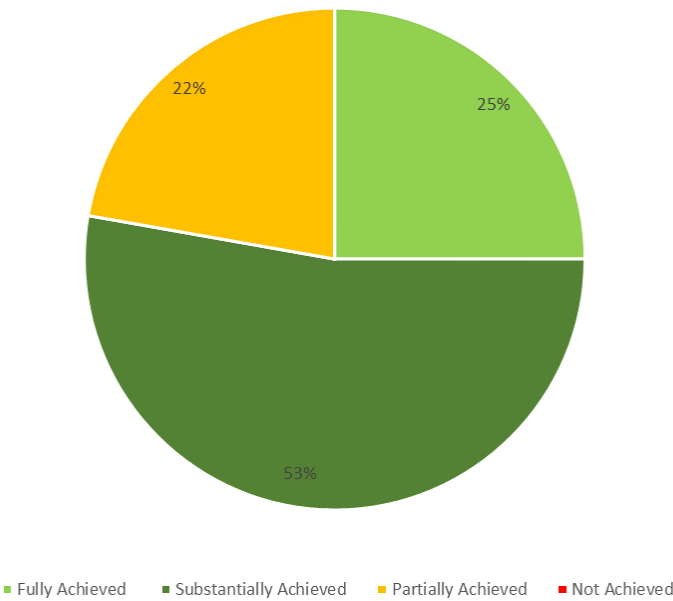
Performance Dashboard

The following report provides information on the progress of 128 Operational Plan activities undertaken during the 2023-2024 financial year. These activities supported the delivery of 73 actions from the Corporate Plan, across 21 Areas of Focus and are aligned to the seven themes. In addition to activity progress this report also contains 149 Key Performance Indicators and Project Milestones that are aligned to our 40 Key Indicators for Success. The combination of activity progress and performance indicators provides a high-level summary of Council's performance. Presented in a dashboard view, on two levels, this enables the reader to determine at a glance, how we progressed against the 2023-2024 Operational Plan.

Overall Performance Summary
Activity

66%
28%
3%
3%

- Completed ■ On track ■ Requires Attention ■ Cancelled / Postponed

Corporate Plan - Overall Performance Summary
Key Indicators for Success

25%
22%
53%

- Fully Achieved ■ Substantially Achieved ■ Partially Achieved ■ Not Achieved
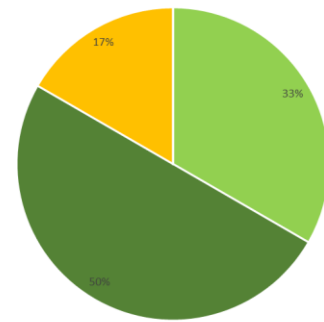
Spectacular Scenery and Healthy Environment
Activity Summary
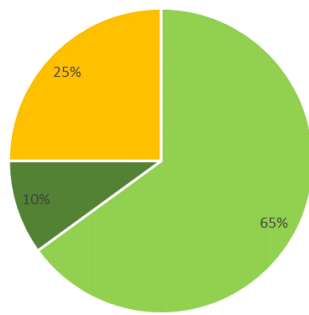
- Completed
- On track
- Requires Attention

Spectacular Scenery and Healthy Environment
Key Indicators for Success

- Fully Achieved
- Substantially Achieved
- Partially Achieved
- Not Achieved

Sustainable and Prosperous Economy
Activity Summary
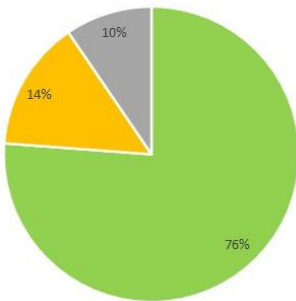
- Completed
- Requires Attention
- Cancelled / Postponed

Sustainable and Prosperous Economy
Key Indicators for Success
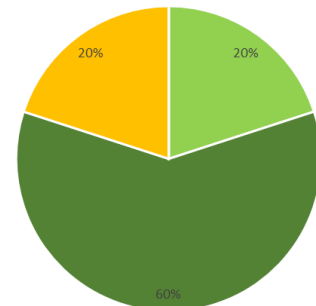
- Fully Achieved
- Substantially Achieved
- Partially Achieved
- Not Achieved

Open and Responsive Government
Activity Summary
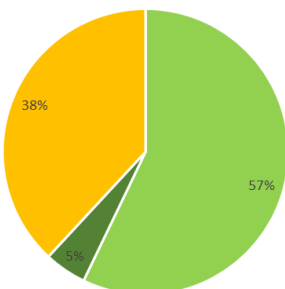
- Completed
- On track
- Requires Attention

Open and Responsive Government
Key Indicators for Success
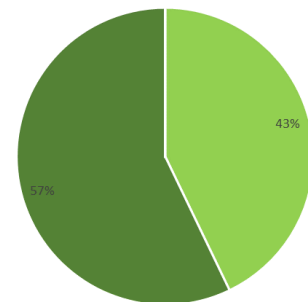
- Fully Achieved
- Substantially Achieved
- Partially Achieved
- Not Achieved

Relaxed Living and Rural Lifestyle
Activity Summary
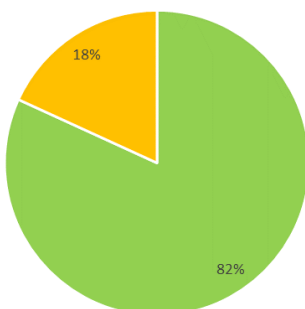
- Completed
- Requires Attention

Relaxed Living and a Rural Lifestyle
Key Indicators for Success
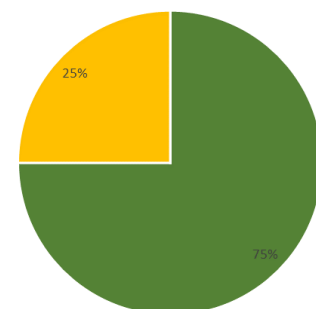
- Fully Achieved
- Substantially Achieved
- Partially Achieved
- Not Achieved

Vibrant and Active Towns and Villages
Activity Summary

- 33%
- 67%
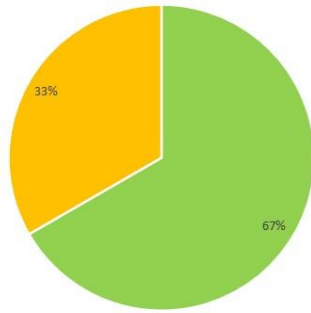
Legend: Completed — Requires Attention

Vibrant and Active Towns and Villages
Key Indicators for Success

- 100%
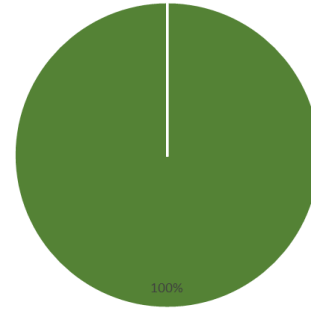
Legend: Fully Achieved — Substantially Achieved — Partially Achieved — Not Achieved

Accessible and Serviced Region
Activity Summary

- 44%
- 4%
- 52%
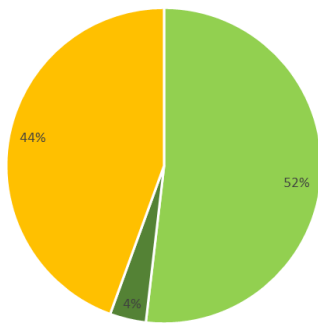
Legend: Completed — On track — Requires Attention

Accessible and Service Region
Key Indicators for Success

- 17%
- 83%
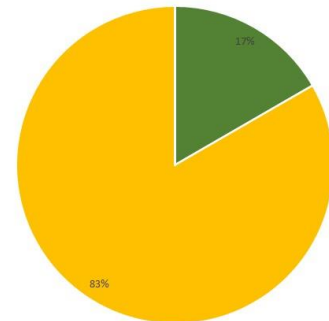
Legend: Fully Achieved — Substantially Achieved — Partially Achieved — Not Achieved

Healthy, Engaged and Resourceful Communities
Activity Summary

- 15%
- 8%
- 77%
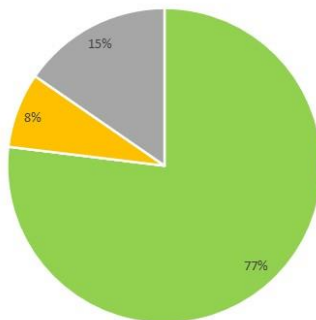
Legend: Completed — Requires Attention — Cancelled / Postponed

Healthy, Engaged and Resourceful Communities
Key Indicators for Success

- 25%
- 75%

Legend: Fully Achieved — Substantially Achieved — Partially Achieved — Not Achieved

Spectacular Scenery and Healthy Environment
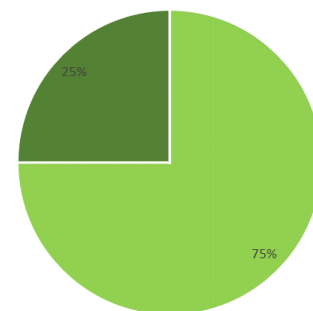
- Council held seven successful environmental events including Koala Scat Collection, Citizen Science, Significant Flora and Fauna of the Scenic Rim, Fluvial Geomorphology Workshop, Reynolds Creek Platypus Pathways workshop, Fire Ecology Workshop and Western Escarpment Fire Trail Opening.

- Council hosted and presented at the LGAQ Natural Resource Forum - 16 May 2024. A forum where all Queensland councils can come together to learn about and discuss regional natural resource topics of interest, organised by the Local Government Association of Queensland.

- The Glossy Black Cockatoo Nestbox Project has started to install specialised nest boxes for these threatened species on Land for Wildlife properties and will be monitored as part of citizen science by the land holders.

- Through the Resilient Rivers Initiative, Council engaged with landholders in the Logan-Albert and Bremer- Warill catchments to start 12 new projects to improve the river resilience to further degradation.

- Council partnered with Queensland Trust for Nature to provide $40,000 work of specialised tree guards to Land for Wildlife properties to improve planting restoration outcomes and koala tree success.

Sustainable and Prosperous Economy

- Council continued its engagement with local businesses, industry groups and government agencies in Quarter Four.

- 120 people attended Council's Business Networking Breakfast, featuring Katrina Paterson from .ID Community and a panel of local businesses.

- Council's ongoing support of Tamborine Mountain, Canungra and Boonah Chambers of Commerce, as well as Destination Scenic Rim enabled them to deliver events for their members during Small Business Month in May.

- 18 capability-building events for the business community were delivered as part of Small Business Month, attracting over 530 registrations.

- Investment attraction demand is continuing to increase, in particular foreign investors interest in the Bromelton State Development Area.

- Council delivered a marketing campaign to drive traffic to the Visit Scenic Rim destination website that resulted in over 60,000 visitors to the site. In addition, co-operative destination marketing activities reached over 6.6 million customers.

- Council delivered the highly anticipated expanded Eat Local Month and Winter Harvest Festival incorporating a range of improvements that resulted in positive feedback from participants.

- A total economic impact of over $4 million was generated in Quarter Four from Council's sponsorship of Regional events, representing a 97:1 return on the investment.

Open and Responsive Government

- In Quarter Four, the community came together to participate in important consultations that will provide strategic direction to Council policies, plans and services.

- In late March 2024 Council received notification from the Queensland Government Department of Resources that it has accepted the Land Management Plan for Dick Westerman Park, including the proposed siting of the Police-Citizens Youth Club (PCYC) in the western portion of this park and trustee lease documentation is being prepared.

- Council launched community consultation on the Draft Sport and Recreation Plan 2024-2034 via Let's Talk Scenic Rim in April which attracted over 250 submissions.

- Community Hall Roadshows consultation commenced in May to gain a better understanding of what activities our communities would like to see offered at each of the 16 halls across our region and closes late July with 75 responses received to date.

- Consultation on the 2024-2025 Budget opened for community consultation in May which resulted in 31 valuable community responses which were considered by Council.

Relaxed Living and Rural Lifestyle

- In Quarter Four, further progress was made in the development of draft major amendments to the Scenic Rim Planning Scheme, including:

  - updates to Matters of Environmental Significance, and

  - amendments to implement the Growth Management Strategy. (These draft amendments are scheduled to progress to a State Interest Review in Quarter One, 2024-2025).

- The Local Housing Action Plan (LHAP) was endorsed by Council on 26 June 2024. The Queensland Government provided funding to the Local Government Association of Queensland to prepare the LHAP in partnership with Council. The LHAP identifies Council's role in housing and the priority actions to respond to housing need and establishes a strong foundation for longer-term housing responses to improve housing and homelessness outcomes in the region. The LHAP is a living document and will continue to evolve as actions are progressed and priorities shift.

Vibrant and Active Towns and Villages

- The spectacular colours of the Scenic Rim's World Heritage-listed Gondwana rainforest were captured in artworks showcased in an exhibition which opened at The Centre Beaudesert in May 2024. Through textiles, works on paper and video by Renata Buziak, the Floras of Gondwanan Heritage exhibition running from 11 May to 13 July focuses on the remarkable image-making process developed by the artist based on the fusion of organic and photographic materials.

Accessible and Serviced Region

- Community consultation on the Draft 2024-2025 Budget was undertaken and completed during May and June 2024 in conjunction with the budget development process. Consultation and feedback from the community is a critical part of the budget process materially assisting Council in ensuring that community needs are considered and met within financial constraints.

- During the quarter Capital Works & Asset Management undertook asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program, for asset classes including Open Spaces, Building and Facilities and Council-controlled transport and urban drainage infrastructure.

Healthy, Engaged and Resourceful Communities

- Council hosted the Queensland Day Family Fun Day on 2 June 2024 which attracted 1,800 people. The event included an animal farm, reptile display, face painting, jumping castles and live music following a citizenship ceremony to welcome the newest members of the Scenic Rim community. Local Mununjali elders started the event with a Smoking Ceremony and Welcome to Country, followed later on in the day by the Mununjali Ngari Dance Troupe.

- Inflatables events were held at three locations across the Scenic Rim at the end of June, with 1,025 attendees, including children and young people.

- Seven Community Hall Roadshows were organised in May and June which were attended by over 455 Scenic Rim residents. The events were developed to support community halls to engage with their local communities to better understand the activities they would like to see developed. Community halls support communities both with opportunities to participate in local activities which create a sense of community and also provide critical support during disasters as Places of Refuge.

- Cuppa in the Communi-Tea continued to be well attended with over 720 attendees in Quarter Four, across eight locations (Boonah, Kooralbyn, Aratula, Harrisville, Tamborine Village, Kalbar, Beechmont and Tamborine Mountain.

Operational Plan 2022-2023 - Activities Carried Forward

As reported in Council's Quarter Four Operational Plan 2022-2023 Progress Report, a number of activities were unable to be completed by the end of 2022-2023 as planned. Therefore, extensions were approved for a number of activities. The following table provides details of the 2022-2023 activities which were incomplete at 30 June 2023 and are not already included in the Operational Plan 2023-2024. The table provides details of the carried forward activities, the extension date which enabled them to be carried across to the new financial year, and, where relevant, a new approved delivery date based on commentary provided.

ACTIVITIES	LEAD	APPROVED EXTENSION	Q4 STATUS	COMMENTS (BY EXCEPTION)
Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.	Council Sustainability	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 31 March 2024 (approved at Ordinary Meeting on 22 November 2023) 30 June 2024 (approved at Ordinary Meeting on 22 May 2024)	Requires attention	Delays in recruitment of key position has hindered the intended delivery of this activity. Works currently underway include the consultation with Council's areas in identifying existing contract panels and arrangements and in order to establish the Procurement Plan and raise awareness around the key timeframes and opportunities.
Create digital capability to facilitate online customer interactions for a range of Council services.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Progress is dependent on ICT Strategic Plan and currently awaiting presentation to the new Council for review and consideration.
Investigate and implement a Customer Relationship Management system.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a Customer Relationship Management (CRM) system. Plan currently awaiting presentation to the new Council for review and consideration.
Streamline the way customers make and submit applications to Council.	Information Services and Technology Customer, Community and Culture	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Options are being considered in the ICT Strategic plan to fund and implement a Customer Request Management (CRM) system. Plan currently awaiting presentation to the new Council for review and consideration.
Facilitate a review of the Information Communication and Technology Strategic Plan to allow update and integration with the Scenic Rim Smart Region Strategy 2022-2032.	Information Services and Technology	30 June 2022 September 2022 (approved at Ordinary Meeting 16 August 2022) 31 March 2023 (approved at Ordinary Meeting 22 November 2022) 30 June 20 23 (approved at	Requires attention	Draft ICT Strategic Plan is planned to begin consultation with Councillors in August 2024.

	ACTIVITIES	LEAD	APPROVED EXTENSION	Q4 STATUS	COMMENTS (BY EXCEPTION)
			Ordinary Meeting 23 May 2023) 31 December 2023 (approved at Ordinary Meeting on 22 August 2023.) 30 June 2024 (approved at Ordinary Meeting on 22 May 2024)		
	Progress a Major Amendment to the *Scenic Rim Planning Scheme 2020* to update environmental policy relating to Matters of Local Environmental Significance.	Regional Development, Health and Biodiversity	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 22 November 2023) 30 June 2025 (approved at Ordinary Meeting on 28 August 2024)	Requires attention	A final review of the draft policy changes and mapping is underway, with the draft amendment scheduled to progress to a State Interest Review in Quarter 1 2024 - 2025.
	Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Investigations ongoing into a potential business case for smart infrastructure points. Will require future presentation to Council for consideration and budget inclusions.
	Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council-owned community facilities.	Information Services and Technology	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023)	Requires attention	Contingency is being made in Davidson Park Revitalisation infrastructure to allow for future installation of public Wi-Fi and smart sensors (if applicable)
	Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.	Capital Works and Asset Management	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 22 August 2023) 30 June 2025 (approved at Ordinary Meeting on 28 August 2024)	Requires attention	Finalising draft public domain and open space electrical infrastructure guidelines for use in key identified towns within the region. Scheduled to internal approvals in Quarter 2, 2024 - 2025.
	Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beaudesert Town Centre Revitalisation Project).	Customer, Community and Culture	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 28 February 2024) 30 September 2024 (approved at Ordinary Meeting on 28 August 2024)	Requires attention	Finalising delivery of public art as part of the Davidson Park Revitalisation Project scheduled for completion Quarter 1, 2024 - 2025, as per funding requirement

ACTIVITIES	LEAD	APPROVED EXTENSION	Q4 STATUS	COMMENTS (BY EXCEPTION)
Complete review of Waste Facilities and Services.	Resources and Sustainability	31 December 2021 30 June 2022 30 June 2023 (approved at Ordinary Meeting 16 August 2022) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023) 30 September 2024 (approved at Ordinary Meeting on 28 August 2024)	Requires attention	Internal review of remaining draft services component underway, progression through internal approvals pathway to follow.
Ensure appropriate controls and standards for the installation of private and utility infrastructure in Council controlled reserves.	Maintenance and Operations	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 31 December 2024 (approved at Ordinary Meeting on 22 May 2024)	Completed	LAN, RCU and CIRO applications are required to be lodged before carrying out any works within Road reserve. These applications are the measures/controls in place to protect other assets within the Road Corridor.
Establish standardised leasing documentation.	Resources and Sustainability	31 December 2022 30 June 2023 (approved at Ordinary Meeting 21 February 2023) 31 December 2023 (approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 23 May 2024)	Completed	
Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Council's Camping Facilities.	Resources and Sustainability	30 June 2023 30 June 2024 (approved at Ordinary Meeting on 23 May 2023)	Requires attention	Not started. Facilities remain under existing long term agreements.
Complete review of Council land holdings, including recommendations for future use and potential land acquisition requirements.	Resources and Sustainability	31 March 2023 30 June 2023 (approved at Ordinary Meeting on 23 May 2023) 30 June 2024 (approved at Ordinary Meeting on 22 August 2023) 30 June 2025 (approved at Ordinary Meeting on 28 August 2024)	Requires attention	East and Central portion completed. Western portion review continues.

ACTIVITIES	LEAD	APPROVED EXTENSION	Q4 STATUS	COMMENTS (BY EXCEPTION)
Trial improvements in Council event waste reduction.	Resources and Sustainability	30 June 2023 31 December 2023 (approved at Ordinary Meeting on 22 August 2023) 30 June 2024 (approved at Ordinary Meeting on 22 May 2024)	Requires attention	Trial complete, report on outcomes drafted and progressing through internal approvals.

Spectacular Scenery and Healthy Environment

Statement of Intent

The region's unique natural environment and rural landscapes are preserved and enhanced in partnership with our community.

Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver actions identified in the five-year Biodiversity Strategy implementation plan (2020-2025).	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	
Continue to deliver programs aligned with Council's biodiversity vision.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Biodiversity across the region is protected.	Number of new properties secured under the Habitat Protection Program.	Target	8	7	7	8	30
		Actual	14	7	6	8	35
Natural environment and rural landscapes are enhanced as a result of planned actions.	Total value of Environmental Grant Program funding allocated to the community.	Target	$153,000	$0	$0	$0	$153,000
		Actual	$155,326	$0	$0	$0	$155,326
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of education events delivered.	Target	2	2	2	2	8
		Actual	3	2	4	4	13

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

CONTINUE TO IMPLEMENT ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL BIODIVERSITY STRATEGY 2015-2025.*

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver Year One Strategic Priorities of Council's Biosecurity Plan 2023-2028.	Regional Development, Health and Biodiversity	1 January 2024	30 June 2024	Requires attention	Draft Plan updated to reflect community feedback. Plan will go to Council for consideration and adoption in July 2024.
Support landholders in the control of invasive animals.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Year One Strategic Priorities of the Biosecurity Plan 2023-2028 are delivered as scheduled.	Target	N/A	N/A	30%	70%	100%
		Actual	N/A	N/A	75%	0%	75%
	Number of formal training and awareness activities delivered to build community knowledge of the collective General Biosecurity Obligation.	Target	0	0	1	2	3
		Actual	0	3	5	1	9
Biodiversity across the region is protected.	Number of regional baiting programs delivered.	Target	1	0	1	0	2
		Actual	1	0	0	1	2

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Resourcing and additional time needed for community review has resulted in a delay to the adoption of the Biosecurity Plan. Plan has been updated and is scheduled for Council adoption consideration in July 2024. Delays in securing a new dedicated officer to facilitate the actions has affected planned outcomes.

PARTNER AND COLLABORATE WITH AGENCIES, COMMUNITY GROUPS AND PRIVATE LANDHOLDERS TO PROVIDE A COORDINATED APPROACH TO PROTECTING BIODIVERSITY WITHIN THE REGION.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Establish project agreements with agencies, community groups or private landholders.	Regional Development, Health and Biodiversity	1 July 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 22 May 2024)	Completed	
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.	Regional Development, Health and Biodiversity	1 July 2022	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Biodiversity across the region is protected.	Number of biodiversity projects established in collaboration with agencies, community groups or private landholders.	Target	0	1	1	0	2
		Actual	1	0	1	1	3
Outcomes are enhanced by productive partnerships and knowledge sharing.	Value of support secured through biodiversity partnerships.	Target	$0	$100,000	$0	$0	$100,000
		Actual	$0	$179,450	$0	$40,000	$209,450

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Grant opportunities to partner with a relevant agency and not-for-profit organisation were above what was expected. Additionally, an end of financial year opportunity was offered to partner with another relevant non-for-profit organisation to help with on-ground incentives.

CONTINUE TO DELIVER, IN PARTNERSHIP WITH THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND, THE RESILIENT RIVERS PROGRAM.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver actions under the Logan-Albert Catchment Action Plan.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	
Deliver actions under the Bremer Catchment Action Plan.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as a result of planned actions.	Number of waterway improvement projects delivered.	Target	1	3	4	4	12
		Actual	1	1	5	5	12
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of engagement activities delivered.	Target	1	1	1	1	4
		Actual	2	1	2	1	6

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Adaptation to changing climate and weather patterns.

DEVELOP A PROGRAM OF WORK TO FACILITATE CLIMATE ADAPTATION ACROSS THE REGION.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Develop carbon footprint for Council operations for the 2022-2023 financial year.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Requires attention	Data collection, review, cleansing and formatting has proven challenging until a standardised system is established. Activity progressing forward.
Progress Amendments to the Scenic Rim Planning Scheme 2020 that increase domestic water storage capacity requirements for new dwellings to a State Interest Review.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Requires attention	The proposed policy to increase domestic water storage capacity for new dwellings is included in Draft Amendment No.6. A final review of this amendment is currently underway and it is scheduled to progress to a State Interest Review in Quarter 1 2024-2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Carbon footprint for Council Operations developed for the 2022-2023 financial year.	Target	10%	20%	55%	15%	100%
		Actual	10%	10%	10%	20%	50%
Water resilience across the region is increased.	Preferred policy option for increasing domestic water supply capacity for new dwellings to reduce demand on reticulated water supply included in a proposed Major Amendment to the Scenic Rim Planning Scheme 2020.	Target	0%	0%	0%	100%	100%
		Actual	0%	15%	15%	60%	90%

Data collection, review, cleansing and formatting has proved challenging, with data not readily available or incomplete. As there is not a standardised method, the data received has required extensive review, formatting and cleansing to get the necessary data for a more accurate figure of Council's carbon footprint. Improvements are being made in this respect for future reporting. Despite being behind, things are progressing forward and it is expected to catch up.

INCREASE COMMUNITY AWARENESS OF THE CAUSES AND IMPACTS OF, AND MITIGATION STRATEGIES TO MANAGE, DROUGHT AND NATURAL DISASTERS SUCH AS FIRE AND FLOOD.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Develop or review disaster management plans and procedures as required by the Local Disaster Management Group.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Deliver annual disaster management exercises to increase local coordination capability.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Deliver the annual Get Ready campaign.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced by productive partnerships and knowledge sharing.	Number of local disaster management plans and procedures developed and/or reviewed and endorsed by the Local Disaster Management Group.	Target	0	1	0	1	2
		Actual	2	1	0	3	7
	Number of disaster management exercises and training sessions facilitated for Council and stakeholders who participate in local disaster response and recovery activities.	Target	2	0	0	0	2
		Actual	2	3	1	0	6
Increased community awareness of drought and natural disaster mitigation enhances resilience.	Design and deliver disaster preparedness Get Ready campaign with Queensland Reconstruction Authority Get Ready funding.	Target	50%	50%	0%	0%	100%
		Actual	50%	10%	20%	20%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

INCORPORATE NATURAL DISASTER MITIGATION IN THE DESIGN AND OPERATION OF COUNCIL'S FACILITIES AND ASSETS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Install improved flood signage for category 4A and 4B roads which are impacted by flooding, to provide improved information and warnings for road users.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	As part of the Local Recovery and Resilience Grant [Part 2], a database of existing Flood Signage assets have been recorded. Recent updates to AS1742.2 necessitates further reviews to ensure compliance on a road by road basis. Required signage has been delivered in anticipation to be installed throughout the 2024/2025 Financial Year. An Extension of Time has been granted to the Funding Agreement which may have funds reprioritised to higher priority projects throughout the Scenic Rim Region.
Complete a review to identify category 5A and 5B local roads which are impacted by flooding and explore options for improved signage to provide information and warning to road users.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Flood warning signage installed on all category 4A and 4B local roads across the region.	Target	0%	25%	25%	50%	100%
		Actual	50%	0%	0%	0	50%
	Review of 5A and 5B local roads completed to identify opportunities for improved flood warning signage.	Target	10%	20%	20%	50%	100%
		Actual	10%	20%	0%	60%	90%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

See Comments (by exception) above as it relates to installation of flood signage.

DESIGN AND DELIVER INITIATIVES TO INCREASE ENVIRONMENTAL SUSTAINABILITY ACROSS COUNCIL'S OPERATIONS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver a program of lighting replacement within Council buildings to improve energy efficiency.	Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	On track	Program is completed on an ongoing basis as facilities budget allows.
Investigate options for the inclusion of alternative power solutions for Council's administrative buildings, cultural centres, and libraries.	Maintenance and Operations Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	Investigations are taking place, including various site audits. Grant submissions for some energy efficient projects in the Beaudesert Administration are pending.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Value of investment in replacement of existing lights with LEDs within Council sites.	Target	$0	$4,000	$4,000	$4,000	$12,000
		Actual	$0	$5,000	$2,500	$6,000	$13,500
	Analysis of costs and benefits of alternative power solutions for Council facilities is conducted.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	50%	50%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

ADVOCATE FOR THE EVALUATION OF OPTIONS FOR INCREASING WATER RESILIENCE WITHIN THE REGION.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Continue to monitor progress of Water for Warrill project with Queensland and Australian Governments and provide in-kind support, where appropriate.	Regional Prosperity and Communications	1 July 2023	30 June 2024	On track	Council continues to support the Water for Warrill project through advocacy to Queensland and Australian Governments to assist its progress.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Water resilience across the region is increased.	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0	0	0	0

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

The Water for Warrill Advisory Group has not been initiated due to delays with State and Federal funding opportunities.

CONTINUE TO DELIVER ONE MILLION TREES FOR THE SCENIC RIM BY 2025.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver rural, community habitat and river trees initiatives.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	
Deliver planting projects on Council lands.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Natural environment and rural landscapes are enhanced as result of planned actions.	Number of trees planted and provided annually to achieve 'One Million Trees for the Scenic Rim' target by 2025.	Target	22,500	22,500	22,500	22,500	90,000
		Actual	5,552	8,102	8,805	1850	24,309
	Number of applications received for the One Million Trees Program.	Target	25	25	25	25	100
		Actual	35	25	40	31	131

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Unexpected challenges to achieve uptake of plantings. Recent natural disasters likely contributor to below target for tree plantings, despite application numbers exceeding annual target,. A review in 2022-2023 identified areas for improvement, which will be applied this financial year, including an officer dedicated to better focus, promote, and provide better communication with applicants and nurseries.

Sustainable and Prosperous Economy

Statement of intent

An enhanced regional brand underpins sustainable economic growth for businesses, strong local employment opportunities and high-performing primary production and tourism industries.

The current and future economic prosperity of the region.

CONTINUE TO IMPLEMENT THE *SCENIC RIM REGIONAL PROSPERITY STRATEGY 2020-2025*.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver Year Three actions contained within the Scenic Rim Regional Prosperity Strategy 2020-2025.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Market and promote the region to attract investment and new jobs, making the process as efficient as possible for potential investors.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Engage with local businesses through visitation schedule, regular program of assistance and referral to opportunities through local, Queensland and Australian Government programs.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Deliver a region-relevant program of activities as part of Small Business Month including partnering on initiatives with four Chambers of Commerce.	Regional Prosperity and Communications	1 May 2024	31 May 2024	Completed	
Plan and deliver the 2023 Scenic Rim Business Excellence Awards.	Regional Prosperity and Communications	1 November 2023	30 November 2023	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of developmental projects/initiatives including those delivered in collaboration with Chambers of Commerce, Brisbane Economic Development Agency, Tourism and Events Queensland and other business groups and government agencies.	Target	2	3	2	3	10
		Actual	6	9	11	5	31
	Number of concept and pre-lodgement meetings attended by Regional Prosperity team members.	Target	4	4	4	4	16
		Actual	9	6	7	0	22
Investment in the region grows.	Event impact and economic impact modelling - number of scenarios modelled.	Target	4	4	4	4	16
		Actual	10	4	4	0	18
	Number of potential development applicants supported through case management.	Target	2	1	1	2	6
		Actual	7	4	6	0	17
	Number of events delivered as part of Small Business Month.	Target	N/A	N/A	N/A	15	15
		Actual	N/A	N/A	N/A	18	18
Creation of valued employment for local residents is supported.	Number of individuals registered to participate in Small Business Month activities.	Target	N/A	N/A	0	100	100
		Actual	N/A	N/A	0	216	216
	Number of attendees at the Business Excellence Awards event.	Target	0	100	0	0	100
		Actual	0	195	0	0	195
	Number of Scenic Rim Strategic Coordination meetings held.	Target	1	1	1	1	4
		Actual	1	1	1	1	4

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Significant interest continues to be shown in developing industries within the Region, particularly from overseas investors looking at the Bromelton State Development Area.

FACILITATE AND MENTOR CONTINUED DEVELOPMENT AND SUSTAINABILITY OF DIVERSE AND HIGH-PERFORMING LOCAL BUSINESSES, WITH CAPABILITY TO ADAPT AND THRIVE.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver capability development workshops and initiatives catering to identified needs of the business community.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	Capability development and knowledge sharing initiatives that were completed this quarter included collaborating with Chambers of Commerce, Dept. Of Employment, Small Business and Training, Tourism and Events Queensland and Brisbane Economic Development Agency on QLD Small Business Month, Best of Brisbane Region Experiences, Transformational Experiences Mentoring Program and Trade Ready program.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of capability development and knowledge sharing initiatives delivered for the business community.	Target	1	1	0	1	3
		Actual	2	3	5	3	13
	Number of businesses participating in Council's capability development and knowledge sharing initiatives.	Target	5	5	5	5	20
		Actual	5	33	29	33	100

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Queensland Small Business Month in May was highly successful and received significant engagement form local businesses and Chambers of Commerce.

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.

ACTIVITIES	LEAD	START DATE	END DATE	Q STATUS	COMMENTS (BY EXCEPTION)
Continue to engage local businesses in exploring opportunities for increasing local economic spend.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Progress and promote the Shop Scenic Rim fixed gift card program.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	Resourcing and priorities within the Regional Prosperity team, has not allowed significant focus on this program. Total load value for this period was $1000.
Public rollout of Council's Local Preference Policy and raising awareness promotion of Council's procurement tools including VendorPanel and MarketPlace	Council Sustainability	1 July 2023	31 March 2024 30 June 2024 (approval at Ordinary Meting on 22 May 2024)	Requires attention	Further review of the intent of the Local Preference Policy to be undertaken to ensure compliance with legislative requirements are met. Additionally, the continued rollout of the Procurement Improvement Project will allow for incorporation of "the development of competitive local business and industry" (Sound Contracting Principles) which may provide for a more strategic consideration towards local preferencing.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council continues to focus on 'buying local'.	Percentage of Council's materials and services expenses purchased from local suppliers.	Target	35%	35%	35%	35%	35%
		Actual	27%	39%	30%	27%	30%
	Number of local businesses participating in Shop Scenic Rim program.	Target	100	125	150	200	200
		Actual	109	110	110	110	110
	Value of Shop Scenic Rim gift cards redeemed in participating businesses.	Target	$2,500	$2,500	$2,500	$2,500	$10,000
		Actual	$925	$1,575	$635	$1,080	$4,215

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Resourcing and priorities within the Regional Prosperity team, has not allowed significant focus on this program. Total load value for this period was $1000. Activities have been planned to

SUPPORT THE LOCAL ECONOMY THROUGH THE DEVELOPMENT OF STRATEGIC PARTNERSHIPS AND SUPPLY CHAIN MANAGEMENT.

support this program throughout the 2024/2025 financial year.

An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.

FACILITATE THE RETENTION, EXPANSION, AND ATTRACTION OF INDUSTRIAL BUSINESSES, CONTINGENT ON MARKET DEMAND.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Promote Beaudesert Enterprise Precinct opportunities in broader investment attraction through increased marketing and promotion.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Shadow and support the progression of the Scenic Rim Agricultural Industrial Precinct.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	The Office of Coordinator-General released its evaluation report of the Scenic Rim Agricultural Industrial Precinct in May 2024 recommending the project proceed.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of promotional activities delivered through various channels to increase investment attraction opportunities for Beaudesert Enterprise Precinct.	Target	0	1	0	1	2
		Actual	0	1	1	1	3

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

CHAMPION THE BROMELTON STATE DEVELOPMENT AREA (SDA) PARTNERSHIP.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Promote Bromelton SDA opportunity in broader investment attraction activity through increased marketing and promotion and advocacy.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	Significant interest continues to be shown in developing industries within the Region, particularly from foreign investors looking at the Bromelton State Development Area.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Investment attraction opportunities for Bromelton SDA increased by delivering promotional activities (in conjunction with Department of State Development, Infrastructure, Local Government and Planning) through various channels.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	25%	100%
	Influence the scope of the SEQ City Deals project that includes a business case for Bromelton State Development Area.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	25%	100%
	Number of potential investment enquiries generated for the Bromelton SDA.	Target	1	1	1	1	4
		Actual	3	4	4	0	11

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

CONTINUE TO IMPLEMENT THE YEAR TWO ACTIONS OF THE THREE-YEAR ACTION PLAN OF THE AGRI-BUSINESS AND AGRI-TOURISM INDUSTRY DEVELOPMENT PROGRAM 10-YEAR ROADMAP.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Work with agri-sector to facilitate growth and capitalise on opportunities in agri-business and agri-tourism.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Requires attention	Resourcing and priorities within the Regional Prosperity team, has not allowed focus on the implementation of this strategy.
Provide support and advocacy to assist progression of the Water for Warrill Project.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Requires attention	The Water for Warrill Advisory Group has not been initiated due to delays with State and Federal funding opportunities. Council will continue to support the Water for Warrill project through advocacy to Queensland and Australian Governments to assist its progress.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Year two actions of the three-year action plan of the Agri-business and Agri-tourism Industry Development Program 10-year Roadmap are implemented.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	15%	90%
	Number of engagement and collaboration opportunities between all three levels of government, industry groups and the agricultural industry.	Target	15	10	10	15	50
		Actual	20	5	85	2	112
	Number of Advisory Group meetings attended in support of the Water for Warrill project.	Target	1	1	1	1	4
		Actual	0	0	0	0	0

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Number of targeted Businesses assisted with improving capability and capacity, through diversification and implementation of innovative agricultural technologies.	Target	1	2	1	1	5
		Actual	0	0	0	0	0

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Resourcing and priorities within the Regional Prosperity team has impacted on this activity. Additional resourcing will commence in mid-July 2024 to assist with future progression.

Sustainable value captured from tourism in the region with regional capability to drive prosperity.

DELIVER SCENIC RIM DESTINATION MARKETING TO DRIVE AWARENESS, VISITATION AND TOURISM INVESTMENT.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver tactical destination marketing activities and campaigns in conjunction with industry partners.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of leads to Visit Scenic Rim website from destination marketing activities.	Target	5,000	5,000	5,000	5,000	20,000
		Actual	5,154	5,172	8,598	41,275	60,199
	Number of leads to tourism operators from website or destination marketing.	Target	25,000	25,000	25,000	25,000	100,000
		Actual	4,798	3,019	4,202	6,641	18,660
	Audience reach through destination marketing activities.	Target	1,250,000	1,250,000	1,250,000	1,250,000	5,000,000
		Actual	1,348,390	1,478,062	1,254,738	2,541,192	6,622,382

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Tourism demand and visitation was heavily impacted due to the December / January Natural Disaster that impacted Tamborine Mountain area. Multiple marketing campaigns are due to be completed in July 2024 in partnership with Tourism and Events Queensland, Brisbane Economic Development Agency and local Tourism operators. The focus of this year's marketing campaigns has been on regional promotion with Destination Scenic Rim focusing on promotion of individual tourism operators.

FACILITATE GROWTH OF QUALITY REGIONAL EVENTS AND EXPERIENCES.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Plan and deliver Scenic Rim Eat Local Month 2024, including delivery of strategic recommendations for improvement relevant to 2023-2024	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Attract, expand, and develop new and existing events in the region that align with tourism strategies and drive yield and increase length of stay.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Mentor organisers of regional events to build their capability to deliver economic return.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Investment in the region grows.	Total value of economic impact generated by delivery and support of events.	Target	$2 million	$0 Million	$ 0 million	$3 million	$5 million
		Actual	$2,280,000	$0 Million	$20,000	$4,061,960	$6,361,960
	Ratio of economic benefit received to dollars invested.	Target	20:1	20:1	20:1	20:1	20:1
		Actual	10:1	20:1	6:1	19:1	14:1
	Number of actions from the Eat Local Month strategic recommendations for improvement actioned (noting some are multi-year and were also delivered in 2022- 2023)	Target	15	15	15	14	59
		Actual	20	7	17	6	50

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Ratio of economic benefit received to dollars invested - The return for this quarter relating only to sponsored events, is 97:1.

Number of actions from the Eat Local Month strategic recommendations for improvement actioned - 3 actions were not required and the remaining 6 actions are reliant on resourcing or financial investment which is not currently available.

PARTNER WITH THE UNIFIED LOCAL TOURISM ORGANISATION, DESTINATION SCENIC RIM.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Jointly deliver a range of destination marketing and industry development activities agreed within the Destination Scenic Rim Business Plan and Partnership Agreement.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Outcomes are enhanced through productive partnerships and knowledge sharing.	Number of financial members of Destination Scenic Rim.	Target	150	150	150	150	150
		Actual	160	153	157	160	160
	Number of collaborative initiatives delivered for Destination Scenic Rim members.	Target	1	1	1	1	4
		Actual	3	1	1	1	6
	Number of timely reports submitted to Council with details of activities planned and delivered by Destination Scenic Rim.	Target	1	0	0	1	2
		Actual	1	0	0	1	2

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

DEFINE OPPORTUNITIES TO MITIGATE THE IMPACT OF GROWTH DERIVED FROM TOURISM.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Conduct review of environmental and amenity impacts from visitation growth. (Cancelation of this Activity approved at Ordinary Meeting on 22 May 2024.)	Capital Works and Asset Management	1 July 2023	31 March 2024	Cancelled	
Identify and investigate potential initiatives to mitigate environmental and amenity impacts from visitation growth. (Cancelation of this Activity approved at Ordinary Meeting on 22 May 2024.)	Capital Works and Asset Management	1 April 2024	30 June 2024	Cancelled	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Renewal of Council's assets, including facilities and infrastructure, is partially offset through value captured from tourism and other activities.	Review of environmental and amenity impacts from visitation growth completed by 31 March 2024.	Target	0%	0%	100%	0%	100%
		Actual	0%	0%	0%	0%	0%
	Report provided to Council by 30 June 2024 identifying environmental and amenity impacts from visitation growth and evaluating potential funding streams to support asset renewal.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	0%	0%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Open and Responsive Government

Statement of Intent

Ethical and transparent leadership supports the diverse needs of our community via a high-performing and financially sustainable organisation.

To be a high-quality customer-focused organisation that provides high-quality customer-focused services.

ENHANCE THE CUSTOMER EXPERIENCE THROUGH THE DELIVERY OF PLANNED ACTIONS CONTAINED WITHIN THE *SCENIC RIM REGIONAL COUNCIL CUSTOMER EXPERIENCE STRATEGY 2021-2023*.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Complete key projects identified in the Customer Experience Strategy 2021-2023.	Customer, Community and Culture	1 July 2023	30 June 2024	Requires attention	Review of Customer Experience Strategy will need to align to the new Corporate Values and the update of Customer Charter.
Deliver customer-focussed projects that are aligned with the intent and vision of the Customer Charter.	Customer, Community and Culture	1 July 2023	30 June 2024	Requires attention	Review required of Customer Experience Strategy to align with Corporate Plan activities. Feedback presentations to key leadership teams on the Customer Effort Score results is 70% complete to inform an action plan to enhance customer experience.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Relationships with customers are improved.	Analysis of Customer Effort Score Survey is completed and reported to Council by 31 December 2023	Target	25%	75%	0%	0%	100%
		Actual	25%	50%	25%	0%	100%
	Quality Assurance program for Customer Care and Engagement developed and implemented by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	0%	75%
KPI STATUS COMMENTS (BY EXCEPTION ONLY)							
Due to vacancies within the Customer Care and Engagement team, the Quality Assurance Program has not been completed in Quarter Four.							

IMPROVE CAPABILITY TO MANAGE INTERACTIONS WITH OUR CUSTOMERS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Adopt and implement an updated Complaints Management Framework.	Governance and Assurance	1 July 2023	30 June 2024	Requires attention	Draft completed to be presented at Ordinary in Quarter 1 2024/2025
Create and implement a user-friendly online form for reporting administrative action complaints, fraud and corruption.	Governance and Assurance	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	Number of workshops and/or training sessions or communications delivered to raise internal awareness of Council's Complaint Management Framework	Target	1	1	1	1	4
		Actual	0	0	3 (Induction for new staff)	1	4
	Fully functional online complaints reporting platform in operation on Council's website by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	100%	0%	0%	0%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

ENHANCE COMMUNICATION WITH OUR CUSTOMERS AND OTHER STAKEHOLDERS THROUGH THE EXECUTION OF THE *SCENIC RIM REGIONAL COUNCIL COMMUNICATION STRATEGY 2020-2023.*

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver year three (and any other outstanding) actions from the Scenic Rim Communication Strategy 2020-2023.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Increase Council's digital footprint by increasing engagement rates across digital platforms, increasing traffic to Council's website, and developing a Search Engine Optimisation (SEO) strategy.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Develop an internal communications plan that aims to strengthen engagement and communication with employees.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Requires attention	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community sentiment regarding Council and its services is improved.	Formal report developed and presented to Council by 30 June 2024 to mark completion of Scenic Rim Communications Strategy 2020-2023	Target	25%	25%	25%	25%	100%
		Actual	75%	25%	25%	25%	100%
Council has the systems and digital capability to improve customer experience.	Increase in engagement rates across Council's digital platforms.	Target	2.5%	2.5.%	2.5%	2.5%	10%
		Actual	2.85%	2.92%	3.01%	2.82%	11.6%
Relationships with customers are improved.	Percentage of employees who agree (slightly agree, agree, or strongly agree) that internal communication at Council is clear and effective (as part of Employee Culture and Engagement Survey).	Target	65%	N/A	N/A	N/A	65%
		Actual	65%	N/A	N/A	N/A	65%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

BUILD AND MAINTAIN THE COMMUNITY'S AWARENESS AND UNDERSTANDING OF COUNCIL'S PROGRAMS, SERVICES, AND DECISION-MAKING PROCESSES.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Review and update standard development conditions in line with Scenic Rim Planning Scheme 2020, policies and best practice.	Regional Development, Health and Biodiversity	1 July 2023	31 March 2024 31 March 2025 (approval at Ordinary Meting on 22 May 2024)	On track	Revised timeline for completion.
Make Council's suite of standard development conditions readily available to the public.	Regional Development, Health and Biodiversity	1 October 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 28 February 2024)	Requires attention	Subject to finalisation of review.
Finalise the review of Council's meeting structures and associated policies and procedures.	Governance and Assurance	1 July 2023	30 September 2023	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	The suite of standard development conditions is developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	25%	25%	0%	0%	50%
Clear and relevant information is delivered proactively and in a timely manner.	The suite of standard development conditions is developed and published on Council's website by 31 December 2023.	Target	50%	95%	N/A	N/A	100%
		Actual	0%	0%	0%	0%	0%
Clear and relevant information is delivered proactively and in a timely manner.	Recommendations of the review of Council's meeting structures have been fully implemented by 30 September 2023.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Successful recruitment of position to lead standard development conditions suite finalisation. Timeline revised for early 2024/25 completion.

Strengthened community engagement and partnerships that improve shared expectation and commitment

DEVELOP WAYS OF INTERACTING WITH THE COMMUNITY THAT FACILITATE TWO-WAY COMMUNICATION AND STRENGTHEN RELATIONSHIPS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Become more accessible and inclusive by diversifying Council's engagement activities to include more face-to-face sessions to build transparency and trust with communities across the region.	Customer Community and Culture	1 July 2023	30 June 2024	Completed	
Implement the adopted community engagement framework to ensure Council delivers best practice standards.	Customer Community and Culture	1 July 2023	30 June 2024	Requires attention	Community engagement continues to evolve to meet the needs of community. Procedure requires refresh to reflect current best practice standards for Council.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Clear and relevant information is delivered proactively and in a timely manner.	Number of face-to-face community engagement sessions held in addition to online content on Let's Talk Scenic Rim to better inform and consult with the community.	Target	1	1	0	4	6
		Actual	4	0	2	13	19
Council's practice is consistent, accurate, open and honest.	Number of informed participants for Council projects on Let's Talk Scenic Rim online platform.	Target	450	450	450	450	1,800
		Actual	1,683	1,431	893	2,223	6,230
	Number of engaged participants for Council projects on Let's Talk Scenic Rim online platform.	Target	50	50	50	50	200
		Actual	144	108	4	323	579

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Eight community drop in sessions delivered to 3 locations on Council's Draft Sport and Recreation Plan 2024-2034 community consultation in April; three Face-to-Face Community Consultation Sessions for 2024-2025 Budget Community Consultations; seven Community Hall Roadshow events.

Strengthened relationships with other levels of government and statutory organisations to secure their commitment to a shared community vision.

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE LOCAL GOVERNMENT ASSOCIATION OF QUEENSLAND (LGAQ) AND THE COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND (COMSEQ).					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Provide support to elected representatives for their participation in strategic discussions with LGAQ and COMSEQ.	Governance and Assurance	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Identified motions for the LGAQ Annual Conference submitted.	Target	100%	N/A	N/A	N/A	100%
		Actual	100%	N/A	N/A	N/A	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Ongoing integrity of Council's practice and processes

ENSURE COUNCIL'S POLICIES AND PRACTICES REMAIN IN LINE WITH CHANGING STATUTORY REQUIREMENTS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver training and other activities to ensure awareness of Council's Policy Review Framework and promote best practice for corporate governance.	Governance and Assurance	1 July 2023	30 June 2024	Completed	
Monitor and provide assistance in the review of policies and procedures to ensure legislative obligations are maintained.	Governance and Assurance	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of governance activities scheduled that raise awareness and promote best practice around the Policy Review Framework.	Target	1	1	1	1	4
		Actual	1	1	1	1	4
	Biannual audit on Council Policies and Procedures undertaken to identify current status and facilitate appropriate reporting.	Target	1	0	1	0	2
		Actual	1	1	0	0	2
KPI STATUS COMMENTS (BY EXCEPTION ONLY)							

MAINTAIN AN EMBEDDED CULTURE AND PRACTICE OF TRANSPARENCY AND ETHICAL CONDUCT, WHILE ADHERING TO CONFIDENTIALITY AND PRIVACY REQUIREMENTS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Continue to maintain high standards when facilitating matters and processing applications from public and external agencies.	Governance and Assurance	1 July 2023	30 June 2024	Completed	
Partner with external agencies to promote awareness of good decision making and ethical conduct including privacy and confidentiality requirements.	Governance and Assurance	1 July 2023	30 June 2024	Requires attention	Unable to secure training provider at this time.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council has ethical and transparent governance.	Number of internal training sessions on processing of Information Privacy and Right to Information applications delivered.	Target	0	1	0	1	2
		Actual	0	1	0	1	2
	Percentage of Right to Information applications processed within the legislative or required timeframes.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	75% (1 application was deemed.)	100%	93.75%
	Number of training and awareness programs delivered in conjunction with key external agency programs.	Target	1	1	1	1	4
		Actual	2	0	1	1	4

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

ENSURE COUNCIL'S ONGOING COMPLIANCE THROUGH ROBUST AUDIT, RISK MANAGEMENT AND ASSURANCE FRAMEWORKS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Review the current approach to the development compliance management and complaint-based investigations.	Regional Development, Health and Biodiversity	1 July 2023	30 September 2023	Completed	
Develop a risk-based compliance and enforcement strategy.	Regional Development, Health and Biodiversity	1 October 2023	31 January 2024 30 June 2024 (approved at Ordinary Meeting on 22 May 2024)	Requires attention	Draft enforcement strategy has been finalised, for Council consideration Q1 next financial year.
Develop and implement the Annual Audit Plan incorporating a range of internal audit services.	Internal Audit and Improvement	1 July 2023	30 June 2024	Completed	As measured by the KPI below delivery of the plan has not met target due to complexity of reviews and diversion of resource to other tasks.
Facilitate the ongoing operation of the Audit and Risk Committee.	Internal Audit and Improvement	1 July 2023	30 June 2024	Completed	A number of planned agenda items were deferred.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's practice is consistent, accurate, open and honest.	Risk-based compliance and enforcement strategy is adopted by 31 January 2024.	Target	50%	40%	10%	N/A	100%
		Actual	60%	30%	0%	5%	95%
	Percentage of internal audit activities on the Annual Audit Plan delivered in the year.	Target	20%	20%	20%	20%	80%
		Actual	15%	17%	12%	13%	57%
	Agenda delivered as per the approved Audit and Risk Committee Annual Meeting Planner.	Target	90%	90%	90%	90%	90%
		Actual	56%	83%	70%	54%	66%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Draft enforcement strategy has been finalised, for Council consideration Quarter One next financial year.

The planned delivery of Internal Activities has been delayed somewhat due to the prioritisation of other matters requiring review and/or further investigation. A report outlining the status of the delivery of the activities is included in the Audit and Risk Committee agenda that details the particular references. Agenda items not delivered in accordance with the Annual Meeting Planner are reviewed, tracked and carried over to the next (or applicable) Audit and Risk Committee meeting.

Relaxed Living and Rural Lifestyle

Statement of intent

Future growth opportunities, development and innovation enhance our lifestyle and preserve our natural assets and prime agricultural land.

Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.

IMPLEMENT AN ADVOCACY STRATEGY TO INFLUENCE THE DEVELOPMENT OF POLICY BY OTHER LEVELS OF GOVERNMENT THAT BETTER SUPPORTS THE ECONOMIC, SOCIAL, AND ENVIRONMENTAL PRIORITIES FOR THE REGION.					
ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Represent Scenic Rim Regional Council on Council of Mayors South-East Queensland (COMSEQ) 2032 Regional Legacy Working Group.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Deliver regular updates to local Queensland and Australian Government representatives.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	Completed	
Continue representation on COMSEQ and quarterly meetings with the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Completed	
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.	Regional Development, Health, and Biodiversity	1 July 2023	30 June 2024	Completed	
Facilitate meetings between Council, and the Federal and State Members, to discuss priority projects and key advocacy topics for the region.	Office of the Mayor and CEO	1 July 2023	30 June 2024	Completed	Meetings not held during caretaker period.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social and environmental priorities across the region.	Percentage of meetings of the COMSEQ 2032 Regional Legacy Working Group attended.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Number of meetings of the SEQ Local Government Working Group attended to inform the SEQ Regional Planning Committee and SEQ Growth Monitoring Program.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Number of general updates delivered by Officers to each of the Queensland and Australian Members of Parliament.	Target	0	1	0	1	2
		Actual	0	2	0	0	2
	SEQ Regional Planning Committee Meetings attended by the Mayor or his delegate and Senior Executive.	Target	100%	100%	100%	100%	100%
		Actual	100%	100%	100%	100%	100%
	Number of meetings held between the three levels of government	Target	0	1	1	1	3
		Actual	0	1	0		

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Note - there were no SEQ Regional Planning Committee meetings held in Quarter 4.

COMPLETE MAJOR AMENDMENTS TO THE SCENIC RIM PLANNING SCHEME 2020.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Prepare a major amendment to update the Planning Scheme in response to emerging issues and matters identified through its implementation.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Requires attention	The State Government has provided preliminary information to guide Council's response to Priority Action 1 of the Shaping SEQ Regional Plan (Streamlined ShapingSEQ alignment planning scheme amendments). These matters affect draft amendments under development and are currently being considered for response and incorporation in the amendment where appropriate. The draft amendments are scheduled to progress to a State Interest Review in Quarter 1 2024 - 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Legislation and regional planning instruments facilitate Scenic Rim's strategic framework for growth.	A Major Amendment addressing a range of policy updates is prepared and submitted to the Minister for a state interest review by 30 June 2024.	Target	10%	25%	25%	40%	100%
		Actual	10%	10%	25%	45%	90%
KPI STATUS COMMENTS (BY EXCEPTION ONLY)							

REVIEW COUNCIL'S RELEVANT PROGRAMS AND PLANS IN CONTEXT OF THE GROWTH MANAGEMENT STRATEGY.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Amendments to the Scenic Rim Planning Scheme 2020 are made to implement the Growth Management Strategy.	Regional Development, Health and Biodiversity	1 July 2023	30 June 2024	Requires attention	The State Government has provided preliminary information to guide Council's response to Priority Action One of the Shaping SEQ Regional Plan (Streamlined ShapingSEQ alignment planning scheme amendments). These matters affect draft amendments under development and are currently being considered for response and incorporation in the amendment where appropriate. The draft amendments are scheduled to progress to a State Interest Review in Quarter One 2024 - 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Growth in the region is supported by a clear and evidence-based planning vision.	The first phase of planning scheme amendments to implement the Growth Management Strategy identified in the Strategic Planning Program 2022 -2027 is prepared and submitted to the Minister by 30 June 2024 for a state interest review.	Target	10%	30%	50%	10%	100%
		Actual	10%	10%	50%	20%	90%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
The draft amendments are scheduled to progress to a State Interest Review in Quarter One 2024 - 2025.

SUBJECT TO ENABLING AMENDMENTS TO THE QUEENSLAND GOVERNMENT REGIONAL PLANNING POLICY, COMMENCE THE DEVELOPMENT OF SPECIFIC LOCALITY-BASED FORWARD PLANNING STUDIES, WITH A PLANNING HORIZON OF 2041.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Advocate for a practical planning framework that enables the sustainable growth and prosperity of the region's towns and villages.	Regional Development, Health and Biodiversity	1 July 2023	31 December 2023	Completed	

INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Advocacy and innovative partnerships enable the delivery of economic social, and environmental priorities across the region.	Council's submission on the ShapingSEQ identifies and advocates for a practical framework that supports the sustainable growth and prosperity of the region's towns and villages.	Target	80%	20%	0%	0%	100%
		Actual	100%	0%	0%	0%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

A successful transition to a smart and innovative region.

EXPLORE OPTIONS, AND ADVOCATE FOR STABLE, RELIABLE, AND RELEVANT DIGITAL CONNECTIVITY ACROSS THE REGION.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Work with internal and external stakeholders to promote Scenic Rim as a priority region for digital connectivity.	Information Services and Technology	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Mobile and data services connectivity across the region is enhanced.	Number of engagements with decision makers and policy influencers regarding digital connectivity	Target	0	1	0	1	2
		Actual	0	1	0	1	2
	Prioritised mobile blackspots submitted to the Australian Government's Mobile Black Spot Funding Program	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	0	0

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Federal funding programs for mobile blackspots were limited to applications by mobile network operators and for specific locations. Council will continue to work with providers to identify opportunities for improved coverage.

IMPLEMENT YEAR 2 ACTIONS WITHIN THE SCENIC RIM SMART REGION STRATEGY 2022-2025.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Work with business and industry to embrace the global digital trend, in order to advance the region's economy and attract investment.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	
Provide support and advocacy for delivery of transformational investment in critical infrastructure.	Regional Prosperity and Communications	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Advocacy and innovative partnerships enable the delivery of economic, social, and environmental priorities across the region.	Businesses assisted with improving capability and capacity, through diversification and implementation of new technologies.	Target	3	2	2	3	10
		Actual	0	0	0	53	53
	Number of engagements / collaborations with Australian or Queensland Governments, or other Councils, industry and education providers.	Target	25	25	25	25	100
		Actual	130	300	95	2	527
	Number of 'Digital and Data' workshops included in the 2024 Small Business Month series of events.	Target	0	0	0	4	4
		Actual	0	0	0	2	2

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Due to resourcing and competing priorities, some activities within the Smart Region Strategy have not progressed in Quarter Four.
The number of Businesses assisted during this time is as a result of increased participation in workshops during Queensland Small Business Month.
The Number of engagements is significant due to the number of businesses that participated in Scenic Rim Business Excellence Awards.

Vibrant and Active Towns and Villages

Statement of intent

Our vibrant towns and villages embrace their uniqueness, heritage values and sense of place.

Provision of vibrant and dynamic parks and open spaces

REVIEW THE SCENIC RIM REGIONAL COUNCIL PARKS AND AMENITIES STRATEGY 2015					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Review the infrastructure requirements for the different park categories to both inform developers' and Council's future planning.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	The expected delivery date of 30 June 2024 was not met due to consultant delays. Revised Strategy first draft was submitted to Council on 5 July 2024. Community consultation and final review required. Requesting EOT - 30/9/2024
Refresh the existing Parks and Amenities Strategy to reflect industry standards and Council future plans.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	As above

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our parks, playgrounds and open spaces are popular and utilised by our diverse communities and visitors.	Infrastructure requirements confirmed for identified park categories by 31 March 2024.	Target	25%	40%	35%	0%	100%
		Actual	0%	0%	45%	75%	75%
	Parks and Amenities Strategy refreshed and adopted by Council by 30 June 2024.	Target	0%	15%	35%	50%	100%
		Actual	0%	15%	10%	75%	75%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
See Activities comments.

Re-invigoration of town and village centres through significant vibrancy projects

ENSURE THAT 'VIBRANT AND ACTIVE TOWNS AND VILLAGES' PROJECTS PRESERVE LOCATION-BASED CULTURAL AND HERITAGE ELEMENTS AS IDENTIFIED IN THE SCENIC RIM COMMUNITY AND CULTURE STRATEGY 2023-2032.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Implement public art as scheduled as part of the Vibrant and Active Towns and Villages.	Customer, Community and Culture	1 July 2023	30 June 2024	Requires attention	Artworks for Davidson Park are on Track pending Park completion. Expected installation during Quarter One,
Encourage community participation in decision making relating to cultural outcomes.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Implement public art as part of the Cultural Services annual program	Customer, Community and Culture	1 July 2023	30 June 2024	Requires attention	Storymarkers have been manufactured and are pending installation quotes. Installation expected to be completed during Quarter One.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Public Artwork completed as planned in the Vibrant and Active Towns and Villages project.	Target	0	0	0	3	3
		Actual	0	0	2	2	4
	Number of Story Boards/Markers installed across the region.	Target	0	0	2	3	5
		Actual	0	0	1	2	3
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of engagements with local stakeholders to consult on the public art elements of Vibrant and Active Towns and Villages projects.	Target	4	3	4	3	14
		Actual	4	3	4	3	14

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Number of public art projects completed as planned in the Cultural Services annual program	Target	0	0	0	3	3
		Actual	1 (approved at Ordinary meeting 28 February 2024)	0	1	2	3

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Number of Story Boards/Markers installed across the region - five additional storyboards are finalised and printed awaiting installation. StoryMarkers are pending installation quotes. Public Artwork completed as planned in the Vibrant and Active Towns and Villages project - five additional public artworks are finalised awaiting installation.

Partnerships with community to develop and deliver initiatives that drive vibrant towns and villages

ENGAGE WITH THE COMMUNITY TO DEFINE THE UNIQUE CHARACTER, VALUES, AND SENSE OF PLACE OF THE REGION'S TOWNS AND VILLAGES.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Develop and review a 10-year capital vibrancy and strategic projects program, with a 20-year horizon forecast.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	
Develop new masterplans for two key identified villages within the region.	Capital Works and Asset Management	1 July 2023	30 June 2024	Requires Attention	Finalising draft new masterplans for two key identified villages within the region scheduled to external engagement and internal approvals in Quarter 2, 2024 - 2025.
Actively seek alternate funding streams through application to external grant sources.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	
Identify character precincts and built form requirements that aim to protect and enhance the unique character and built form of valued historic streetscapes for implementation in the Planning Scheme.	Regional Development, Health and Biodiversity	1 July 2023	31 December 2023 30 June 2024 (approved at Ordinary Meeting on 22 November 2023)	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Vibrant and Active Towns and Villages capital projects for 2023-2024 delivered within scheduled timeframe as per the approved ten-year capital works program	Target	10%	30%	30%	30%	100%
		Actual	10%	10%	20%	40%	80%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	A study identifying character precincts and design guidelines is completed by 30 June 2024 to inform amendments to the Scenic Rim Planning Scheme 2020.	Target	5%	25%	25%	45%	100%
		Actual	5%	10%	30%	55%	100%
Our streetscapes enhance the attractiveness of our unique towns and villages to residents and visitors.	Masterplans developed for significant villages within the region to be adopted by Council.	Target	10%	30%	30%	30%	100%
		Actual	10%	10%	30%	10%	60%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Develop new masterplans for two key identified villages within the region - not achieved as awaiting outcomes from community engagement for the active transport plan.

SUPPORT COMMUNITY INITIATIVES THAT DRIVE VIBRANT AND ACTIVE TOWNS AND VILLAGES THROUGH COUNCIL'S COMMUNITY GRANTS PROGRAMS

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Implement a Regional Arts Development Fund (RADF) program that supports the community to deliver a variety of projects across the region.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Engage with the community through Scenic Rim Arts Reference Group consultation.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of applications received for funding under the Regional Arts Development Fund that meet criteria	Target	0	0	12	0	12
		Actual	0	10	7	4	21
	Artist-in-residence programs delivered under the RADF Strategic Initiative grant.	Target	0	0	0	1	1
		Actual	0	0	0	0	0
	All Allocated RADF funds have been spent or allocated.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	95%	95%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

All Allocated RADF funds have been spent or allocated. $2,000 in Youth grants not awarded with applications commenced but not submitted in Smarty grants.
Artist-in-residence programs are delivered under the RADF Strategic Initiative grant. Commissioning Agreement with the artists has been completed. Awaiting approval on Mural locations.

ENCOURAGE THE COMMUNITY'S ENGAGEMENT WITH ACTIVITIES THAT CELEBRATE THE REGION'S HERITAGE AND IDENTITY.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Support and strengthen local community museums.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Support Scenic Rim writers and artists to tell local stories that explore and capture the identity of the region.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of meetings held with the local heritage network.	Target	1	1	1	1	4
		Actual	1	1	1	1	4
The community is supported to deliver, or participate in, programs and activities that drive the vibrancy of our towns.	Number of workshops delivered to assist community museums to build capacity.	Target	1	0	1	0	2
		Actual	1	1	1	1	4
	Creative production of local stories.	Target	0	0	0	1	1
		Actual	0	0	0	1	1
	Number of professional development workshops and events for artists delivered	Target	2	0	2	2	6
		Actual	3	0	2	3	8

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

DESIGN AND DELIVER AN ARTS AND CULTURAL PROGRAM THAT FACILITATES PARTNERSHIPS WITH COMMUNITY TO ENHANCE SENSE OF PLACE.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver an exhibition program that supports local artists and builds capacity.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Deliver a cultural program that promotes community participation and connection.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The Scenic Rim's heritage is reflected in our planning guidelines, infrastructure design, public art and community events.	Number of exhibitions delivered.	Target	1	1	1	1	4
		Actual	1	1	1	1	4
	Number of exhibitions delivered which contain local content.	Target	1	0	0	1	2
		Actual	1	1	1	1	4
	Number of art, cultural and heritage events delivered that create opportunity for community participation or social connection.	Target	12	6	6	12	36
		Actual	25	7	11	23	66

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Council has been able to deliver additional programming across the three cultural centres, within budget, to achieve above target results in 2023-2024.

Accessible and Serviced Region

Statement of intent

Infrastructure and services support the prioritised needs of our growing community.

The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.

DEVELOP A TIME-LINED FORECAST OF THE COMMUNITY'S LIKELY SERVICE LEVEL REQUIREMENTS BASED ON POPULATION GROWTH, DEMOGRAPHICS AND OTHER EVIDENCE-BASED PROJECTIONS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Update Council's financial Chart of Accounts to align to the Service Catalogue.	Financial Management	1 January 2024	30 June 2024	Requires attention	A Service Catalogue has been developed and currently being reviewed for endorsement. During the development of the catalogue it was identified that direct linkage of services against the current budget structure was difficult to map. It will be intended to seek consideration from Council around a Phase 2 of the project to achieve this deliverable. Put on hold pending future budget considerations.
Review Council's long term financial plan forecasting methodology to incorporate medium to long term service considerations.	Financial Management	1 July 2023	30 June 2024	Requires attention	As per above - this deliverable will be dependent on Phase 2 being undertaken. Put on hold pending future budget considerations.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	General ledger and project codes amended to align to the updated financial Chart of Accounts by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	0%	0%

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Council's long term financial plan forecasting methodology is updated by 31 December 2023 to incorporate medium to long term service considerations in the development of the 2024-2025 budget.	Target	0%	100%	0%	0%	100%
		Actual	0%	0%	0%	0%	100%
KPI STATUS COMMENTS (BY EXCEPTION ONLY)							
See Activity comments.							

DEVELOP AND MAINTAIN A CONSTRUCTIVE DIALOGUE WITH THE COMMUNITY ABOUT SERVICE EXPECTATIONS AND AFFORDABILITY.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Deliver community consultation on the Draft 2024-2025 Budget position.	Financial Management	1 March 2024	30 June 2024	Completed	Community consultation on the Draft 2024-2025 Budget delivered during May and June 2024.
Develop key Council infographic material to inform and raise awareness of assets, services and financial parameters.	Regional Prosperity and Communications	1 January 2024	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Community has access to readily available information regarding Council's full suite of services, including defined service standards and cost to serve.	Number of infographics designed and published explaining Council's assets, infrastructure, and financial parameters	Target	0	0	0	4	4
		Actual	0	0	0	11	11
	Number of 'engaged' participants on the "Let's Talk Scenic Rim" platform relating to the 2024- 2025 budget	Target	0	0	0	42	42
		Actual	0	0	0	106	106
	Total number of submissions from Scenic Rim residents in response to the draft 2024-2025 budget	Target	0	0	0	50	50
		Actual	0	0	0	35	35

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

There was a slightly higher than expected level of engagement in budget consultation, although number of submissions was slightly below target. This may be due to a shorter consultation period due to the timing of the local government elections.

ENSURE THAT THE INSTALLATION OF PRIVATE AND UTILITY INFRASTRUCTURE IN COUNCIL-CONTROLLED RESERVES DOES NOT COMPROMISE THE FUNCTION AND SAFETY OF COUNCIL'S INFRASTRUCTURE, OR THE VISUAL AMENITY OF THE REGION.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	The expected delivery/completion date of 30 June 2024 was not met due to dependencies on other resources. Work is progressing and it is expected that the activity will be completed by 30 June 2025.
Review and update existing Council Policy: Provision of Road Network.	Maintenance and Operations	1 July 2023	30 June 2024	Requires attention	The expected delivery/completion date of 30 June 2024 was not met due to reprioritisation of resources, however work is progressing and it is expected that the activity will be completed by 30 June 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Pilot of online road network impacts mapping system completed by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	10%	25%	10%	10%	55%
	Council Policy: Provision of Road Network reviewed and adopted by Council by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	25%	15%	10%	40%	90%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Delivery of the online platform has been delayed as activity requires assistance from other dependencies.

The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.

ADOPT A SUSTAINABLE AND EQUITABLE APPROACH TO THE PROVISION AND MAINTENANCE OF COMMUNITY FACILITIES AND COMMUNITY SPORTING INFRASTRUCTURE THAT MEETS CURRENT AND FUTURE COMMUNITY NEEDS.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Complete investigation into the ongoing cost requirements for the maintenance of sporting facilities within the region.	Maintenance and Operations	1 July 2023	30 June 2024	Completed.	
Develop sports and recreation plan for the ongoing maintenance and development to meet future community needs.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Community consultation completed. Final document being prepared for Council adoption. It is expected this activity will be completed by 30 September 2024.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Review of community leasing documentation completed.	Target	50%	50%	0%	0%	100%
		Actual	50%	25%	0%	25%	100%
	Report prepared by 31 December 2023 for consideration as part of future budget deliberations for 2024-25 and beyond.	Target	0%	100%	0%	0%	100%
		Actual	0%	50%	0%	50%	100%
	Sport and recreation plan developed and adopted by Council by 31 December 2023.	Target	50%	50%	0%	0%	100%
		Actual	40%	35%	15%	5 %	95%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Sports and Recreation Plan 2024-2034 has been developed. The plan has undergone community consultation and the final document is being prepared for Council adoption.

DEVELOP AND IMPLEMENT A STRATEGY FOR THE PROVISION AND OVERSIGHT OF A BROAD RANGE OF QUALITY CAMPING FACILITIES ON COUNCIL-CONTROLLED LAND ACROSS THE REGION THAT MEETS CURRENT AND FUTURE NEEDS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Implement and monitor management model for Council owned camping facilities.	Resources and Sustainability	1 January 2024	30 June 2024	Requires attention	This activity has not yet commenced. Facilities remain under existing long term agreements. This activity is dependant upon the business management model which has not yet been adopted by Council. This is expected that activity will be completed by 30 June 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council-controlled community facilities and sporting infrastructure meet the identified needs of the community.	Implementation Plan for camping facility management model developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	10%	10%	20%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Not started. Facilities remain under existing long term agreements.

MAINTAIN OVERSIGHT OF COUNCIL'S BUILDING AND FACILITIES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND CONDITION ASSESSMENT MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	
Revise Council's Depot Strategy and develop a supporting implementation plan to ensure Council can meet future service delivery requirements.	Resources and Sustainability (approved at Ordinary meeting 28 February 2024)	1 July 2023	30 June 2024	Requires attention	The expected delivery date of 30 June 2024 was not met due to reprioritisation of resources. A draft report has been compiled and is progressing through internal approvals before being presented to Council. It is expected that the review will be finalised by 31 December 2024.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Building and facilities asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	100%	0%	0%	100%
		Actual	0%	100%	0%	0%	100%
	Building and facilities assets capital investment requirements are reviewed, updated and presented to Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	15%	50%	35%	100%
	Depot Strategy and implementation plan revised and adopted by Council by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	35%	25%	25%	85%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Due to reprioritisation of resources, delays have been experienced with the review of Council's Depot Strategy and implementation plan. A report on matter is to be presented to Council at a future date, with a expected completion date of 31 December 2024.

Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.

MAINTAIN OVERSIGHT OF COUNCIL-CONTROLLED TRANSPORT AND URBAN DRAINAGE INFRASTRUCTURE, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	**KPI MILESTONE / KPI**	**TARGET / ACTUAL**	**Q1**	**Q2**	**Q3**	**Q4**	**ANNUAL**
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Transport and urban drainage asset information is reviewed by 31 December 2023 to ensure its adequacy to provide appropriate management of this asset class.	Target	40%	60%	0%	0%	100%
		Actual	40%	40%	0%	0%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

INCORPORATE RESILIENCE AND SERVICE LEVEL CRITERIA INTO ASSET DESIGN STANDARDS AND SPECIFICATIONS FOR INFRASTRUCTURE UPGRADES, REHABILITATIONS, AND RENEWALS, TO ENSURE ASSET RELIABILITY DURING AND FOLLOWING NATURAL DISASTER EVENTS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Update the Asset Management Plans to include infrastructure renewal, rehabilitation and upgrade treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	Updated Asset management plan summary, framework and improvement plan to be tabled at Audit and Risk Committee meeting - August 2024.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Critical infrastructure assets are identified and documented in Council's Asset Management Plans.	Target	0%	35%	55%	10%	100%
		Actual	0%	20%	10%	70%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

The provision of open spaces that meet current and long-term (20 year) needs of the Scenic Rim community.

MAINTAIN OVERSIGHT OF COUNCIL'S OPEN SPACES, INCLUDING INVESTMENT FORECASTS BASED ON SERVICE REQUIREMENTS AND ASSET CONDITION MODELLING.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	
Implement the Asset Information Strategy elements relevant to Council's open spaces.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Open space and parks asset information is reviewed by 30 June 2024 to ensure its adequacy to provide appropriate management of this asset class.	Target	0%	30%	35%	35%	100%
		Actual	0%	30%	35%	35%	100%
	Open spaces and parks assets capital renewal investment requirements are reviewed and presented to Council by 30 June 2024.	Target	0%	25%	35%	40%	100%
		Actual	0%	25%	35%	40%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

A sustainable program of local, higher order infrastructure delivery necessary to support population and economic growth.

REVIEW AND UPDATE COUNCIL'S LOCAL GOVERNMENT INFRASTRUCTURE PLAN.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Progress the review and amendment of Council's Local Government Infrastructure Plan (LGIP) in alignment with Council's Growth Management Strategy.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	LGIP review is a two year project, Planned work for the 2023/24 financial year completed.
Monitor the delivery of the current LGIP projects through the capital works program and development contribution.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Baseline assumptions for the LGIP amendment are in line with the Growth Management Strategy and fully documented by 30 June 2024.	Target	20%	20%	30%	30%	100%
		Actual	20%	20%	30%	30%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

DEVELOP AND REVIEW A 10-YEAR CAPITAL WORKS PROGRAM ANNUALLY, WITH A 20-YEAR HORIZON FORECAST.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Develop Council's 10-year capital works program in line with Council's long term financial plan.	Capital Works and Asset Management	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	10-year capital works program developed and adopted by Council by 30 June 2024.	Target	0%	25%	65%	10%	100%
		Actual	0%	25%	65%	10%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

REVIEW AND MAINTAIN COUNCIL'S LAND AND INFRASTRUCTURE HOLDINGS TO ENSURE RELEVANCE FOR LONG-TERM STRATEGIC NEEDS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Finalise the review of Council's land holdings, with reports relating to the central and Western region to be presented to Council.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Eastern and Central regions completed. Due to staff shortages/vacancies, the western region review remains underway, with an expected completion date of 30 June 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's assets provide appropriate and sustainable levels of service.	Presentation of a report to Council which outlines the outcomes of the review of Council land holdings in the central and western parts of the region by 30 June 2024.	Target	25%	25%	25%	25%	100%
		Actual	60%	0%	20%	0%	80%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
A report on the Eastern and Central regions has been prepared and is to be presented to Council in August 2024. A report on the western region is to be presented at a later date.

Advocacy for forward planning and delivery of State and statutory entity-controlled infrastructure and services to support population and economic growth.

DEVELOP AND MAINTAIN A REGISTER OF THE STATE AND STATUTORY ENTITY-CONTROLLED INFRASTRUCTURE AND SERVICES CONSIDERED CRITICAL TO SUPPORT POPULATION AND ECONOMIC GROWTH IN THE REGION.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.	Capital Works and Asset Management	1 July 2023	31 March 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Infrastructure critical to support population and economic growth in the region informs the development of Council's Advocacy Strategy.	Target	0%	25%	75%	0%	100%
		Actual	0%	25%	60%	15%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

PARTICIPATE IN STRATEGIC DISCUSSIONS WITH THE QUEENSLAND GOVERNMENT AND PRIVATE SECTOR TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO PUBLIC TRANSPORT SERVICES.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Engage with Queensland Government, private sector and community sector, as opportunities arise, to advocate for improved public transport in the region.	Asset and Environmental Sustainability	1 July 2023	30 June 2024	Completed	No new additional public transport services are being made available or being planned for the foreseeable future therefore no additional infrastructure is required.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Register of public transport infrastructure and service requirements developed by 30 June 2024 to inform Council's Advocacy Strategy	Target	25%	25%	25%	25%	100%
		Actual	0%	0%	0%	0%	0%
	Number of meetings held with Queensland Government, private sector, and community-based organisations to advocate for improved access to public transport services and community-based solutions.	Target	0	1	1	0	2
		Actual	0	1	0	0	1

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Council engages with key stakeholders when opportunities arise. During Quarter Four, Council's Community Engagement team engaged with Queensland Health colleagues regarding community transport and public transport, with a meeting scheduled for July 2024.

Progression towards 'zero avoidable waste to landfill' as an economically viable operation, through collaboration and innovation.

IMPLEMENT THE *SCENIC RIM REGIONAL COUNCIL WASTE MANAGEMENT AND RESOURCES RECOVERY STRATEGY 2021-26*.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Undertake a feasibility assessment for diversion of food organics and garden organics from landfill.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Feedback on first consultant draft report currently being addressed. Report for decision currently anticipated to be presented by November.
Develop a landfill rehabilitation plan reflecting the current site master plan.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	To be deferred to ensure alignment of landfill development activities with a focus on finalising the waste asset development, operations and services tender prior
Develop remote waste servicing options.	Resources and Sustainability	1 January 2024	30 June 2024	Requires attention	Delayed project commencement. Assessment now underway and report expected to be presented by January 2025.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Feasibility report for diversion of food organics and garden organics from landfill complete by 30 June 2024.	Target	N/A	N/A	N/A	100%	100%
		Actual	N/A	N/A	N/A	50%	50%
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Landfill rehabilitation plan complete by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	0%	0%	0%
Council's assets provide appropriate and sustainable levels of service.	Remote waste service options available by 30 June 2024.	Target	0%	0%	50%	50%	100%
		Actual	0%	0%	10%	20%	30%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Ongoing uncertainty in relation to State Government funding arrangements and the regulatory environment relating to organics processing meant it was in Council's best interest to delay commencement of the feasibility assessment in order to get best value for money and reduce the potential that financial modelling would need to be reworked. The release of funding guidelines, regulatory position statements and other associated documentation in Q4 have provided greater certainty for Council, hence this work is now progressing.

COLLABORATE WITH OTHER COUNCILS (COUNCIL OF MAYORS SOUTH-EAST QUEENSLAND) AND THE RELEVANT QUEENSLAND GOVERNMENT DEPARTMENTS TO PROGRESS STRUCTURAL CHANGE FOR WASTE MANAGEMENT WITHIN SOUTH-EAST QUEENSLAND, INCLUDING INFRASTRUCTURE AND LEVY MANAGEMENT.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Participate in COMSEQ Waste Management Plan Portfolio Management Office (PMO) meetings.	Resources and Sustainability	1 July 2023	30 June 2024	Completed	
Consult key stakeholders on development of Bromelton facility.	Resources and Sustainability	1 July 2023	30 June 2024	On track	This work is ongoing until plans are in place for precinct development.
Develop Bromelton Circular Precinct Plan.	Resources and Sustainability	1 July 2023	30 June 2024	Requires attention	Ongoing project resourcing constraints and rapid changes in market conditions have created additional complexity in progressing the project.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Council's advocacy enables the delivery of economic, social and environmental priorities across the region.	Percentage of relevant COMSEQ PMO meetings held in 2023-2024 attended by Council representative	Target	20%	20%	20%	20%	80%
		Actual	25%	20%	20%	25%	90%
Sustainable asset lifecycle is assured through integration of asset planning and financial forecasting.	Bromelton facility planning reflects local and SEQ region needs.	Target	N/A	20%	40%	40%	100%
		Actual	N/A	20%	40%	20%	80%
Total volume of waste disposed to landfill is decreased, resulting in value stream creation.	Bromelton Circular Precinct Plan developed by 30 June 2024.	Target	0%	0%	0%	100%	100%
		Actual	0%	0%	0%	30%	30%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Rapid changes in waste and circular economy market development and broader interest in the Bromelton SDA have created additional considerations for Council in progressing this work. As a result scope and timing of this work requires review due to changes in the strategic opportunities available to Council.

Healthy, Engaged and Resourceful Communities

Statement of intent

The social fabric of our growing region is friendly, active, healthy and inclusive.

Enduring social connectedness that drives positive community participation and contribution.

IDENTIFY, DELIVER, AND SUPPORT COMMUNITY ACTIVITIES THAT CONNECT RESIDENTS OF THE SCENIC RIM.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Provide outreach library services in rural locations located throughout the region.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Deliver library programs and events that engage with both young people and adults through STEAM (Science, Technology, Engineering, Arts and Mathematics) programs.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	
Deliver First 5 Forever early literacy programs that include indigenous groups.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of community and outreach library programs delivered across the region.	Target	18	20	20	17	75
		Actual	36	169	53	47	305
	Number of STEAM activities delivered across the four library locations.	Target	25	25	25	25	100
		Actual	44	46	50	44	184
	Number of First 5 Forever program sessions specifically for indigenous groups.	Target	5	5	5	5	20
		Actual	5	19	13	5	42
KPI STATUS COMMENTS (BY EXCEPTION ONLY)							

1. The launch of the new Tamborine Mountain Library and new Mobile Library have significantly increased opportunities for public programming. In addition, the launch of the Scenic Rim Libraries as a regional brand with a purposeful marketing approach increased engagement, participation and built momentum for additional programming across the region.
2. STEAM programming was launched this year targeting youth engagement, learning and development. It has been very popular, originally anticipated to be focused primarily at Tamborine Mountain Library with the opening of the new Makerspace, but the team have adapted these programs and developed kits to enable delivery at all locations which increased the number of programs delivered..
3. Additional First 5 Forever programs were scheduled following a review of the delivery approach and to meet increased attendance numbers. The First 5 Forever program is attracting groups to participate in programs at local library locations.

LEAD OR PARTNER IN THE DELIVERY OF INITIATIVES THAT DRIVE SOCIAL CHANGE, CULTURAL DIVERSITY, AND CONNECTEDNESS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	Targeted development and investment in outcome focused programs has increased the profile of Council activities enhancing our reputation as a partner of choice and leading to more opportunities to partner and collaborate.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Number of events and activities delivered annually that bring the community together to celebrate identity, social inclusion and connectedness.	Target	5	5	5	5	20
		Actual	5	5	5	15	30

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Events for quarter included Cuppa in the Communi-Tea, Hall Roadshows, Inflatable Youth Event, Qld Day & Citizenship Ceremony

DEVELOP AND IMPLEMENT THE *SCENIC RIM RECONCILIATION ACTION PLAN.*

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Adopt Council's Innovate Reconciliation Action Plan.	Customer, Community and Culture	1 July 2023	30 June 2024	Requires attention	Action on the RAP will recommence in the next quarter.

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The inaugural Scenic Rim Reconciliation Action Plan is evidenced by action.	Number of Reconciliation Action Plan Reference Group Advisory meetings held.	Target	0	1	1	1	3
		Actual	1	0	0	0	1
	Delivery of NAIDOC Week program of events.	Target	100%	0%	0%	0%	100%
		Actual	100%	0%	0%	0%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
There has been a delay with progress of Reconciliation Action Plan and therefore fewer meetings than originally anticipated. The project will recommence in 2024-2025.

Enhanced community involvement that increases resilience, capability and resourcefulness.

DESIGN, DEVELOP AND DELIVER RESOURCES TO EDUCATE, BUILD AWARENESS AND INCREASE CAPACITY AND RESILIENCE IN THE COMMUNITY.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q STATUS**	**COMMENTS (BY EXCEPTION)**
Deliver the Scenic Rim Community Disaster Volunteers program to build the capacity and resilience of Community Disaster Volunteers.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to a broad range of resources that drive increased community capability and resilience.	Number of training and engagement sessions held with Community Disaster Volunteers.	Target	2	3	2	3	10
		Actual	2	3	3	4	12

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Disaster Exercises, Seasons of Growth and Sociological First Aid Courses

STRENGTHEN COMMUNITY VOLUNTEERISM THROUGH TARGETED INITIATIVES AND PROGRAMS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Attract, manage, and retain volunteers through targeted initiatives and programs that are purposeful and meaningful.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Existing, new, and returning residents are motivated to participate in the community, resulting in strong and inclusive social networks and increased resilience.	Council's Administrative Policy - Volunteer Management is reviewed and approved by 31 March 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%	25%	50%	100%
	Council's Volunteer Handbook and Volunteer Management Handbook are updated by 30 June 2024.	Target	10%	15%	25%	50%	100%
		Actual	10%	15%	25%	50%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
Reviewed the Policy and all forms updated.

Increased capacity and community aspiration for improved health and wellbeing.

DEVELOP A STRATEGIC UNDERSTANDING OF HEALTHY COMMUNITY INDICATORS AND ENABLERS TO FACILITATE PLANNING FOR THE DELIVERY OF COMMUNITY INFRASTRUCTURE AND PROGRAMS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Facilitate planning for the delivery of community infrastructure leading into the 2032 Olympic and Paralympic Games.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	Council continues to work with the 2032 Brisbane Olympic and Paralympic Games organisers to maximise the region's opportunity to create legacy projects.
Ensure that Council's investment in health and wellbeing is fit-for-purpose, delivers value for money, and continues to meet the needs of a diverse and growing population.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health.	Strategic frameworks developed to maximise the region's opportunity to create legacy projects for the 2032 Olympic and Paralympic Games.	Target	25%	25%	25%	25%	100%
		Actual	25%	25%	25%	25%	100%
	Framework for measuring healthy community indicators is developed and implemented.	Target	0%	0%	0%	100%	100%
		Actual	0%	100%	0%	0%	100%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

PLAN AND PROVIDE AN ENVIRONMENT AND OPPORTUNITIES THAT ENTICE THE COMMUNITY TO PARTICIPATE IN AN ACTIVE LIFESTYLE.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Explore funding opportunities and strategic partnerships to grow participation in health and wellbeing programs.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health.	Number of Be Healthy and Active programs delivered	Target	10	10	10	10	40
		Actual	10	10	14	21	55

KPI STATUS COMMENTS (BY EXCEPTION ONLY)
A diverse range of Health and Wellbeing activities were conducted throughout the Scenic Rim in Quarter Four with more programs delivered than anticipated but still within budget.

DEVELOP AND DELIVER A RANGE OF PROGRAMS TO PROMOTE AND FACILITATE COMMUNITY HEALTH AND WELLNESS.

ACTIVITIES	LEAD	START DATE	END DATE	Q4 STATUS	COMMENTS (BY EXCEPTION)
Build the capacity of the community to participate in health and wellbeing programs.	Customer, Community and Culture	1 July 2023	30 June 2024	Completed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
The community has access to recreational infrastructure and opportunities that enable improved health and wellness.	Increase in percentage of participation annually in programs and events.	Target	N/A	N/A	N/A	5%	5%
		Actual	N/A	N/A	N/A	5%	5%

KPI STATUS COMMENTS (BY EXCEPTION ONLY)

Advocacy and partnerships that ensure the community's access to essential social services and infrastructure.

PARTICIPATE IN STRATEGIC DISCUSSIONS AND/OR PARTNERSHIPS WITH ALL LEVELS OF GOVERNMENT AND COMMUNITY AGENCIES TO IDENTIFY, ADVOCATE FOR, AND FACILITATE IMPROVED ACCESS TO COMMUNITY AND SOCIAL SERVICES.					
ACTIVITIES	**LEAD**	**START DATE**	**END DATE**	**Q4 STATUS**	**COMMENTS (BY EXCEPTION)**
Finalise the Scenic Rim Community and Culture Strategy 2023-2032 for adoption by Council. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 July 2023	30 September 2023	Postponed	
Commence Year 1 actions outlined in the Scenic Rim Community and Culture Strategy 2023-2032. (Deferral of this Activity to 2024-2025 approved at Ordinary Meeting on 22 November 2023.)	Customer, Community and Culture	1 October 2023	30 June 2024	Postponed	

INDICATOR FOR SUCCESS	KPI MILESTONE / KPI	TARGET / ACTUAL	Q1	Q2	Q3	Q4	ANNUAL
Productive discussions with government and agency partners facilitate the community's access to required human and social services.	Scenic Rim Community and Culture Strategy 2023-2032 adopted by Council by September 2023. (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					100%
		Actual					
	2023-2024 actions in the Community and Culture Strategy delivered (Deletion of KPI approved at Ordinary Meeting on 22 November 2023.)	Target					75%
		Actual					