



SCENIC RIM REGIONAL COUNCIL

SERVICE DELIVERY
QUARTER FOUR 2023-2024

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Introduction

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

The purpose of this report is to provide information about the delivery of services during Quarter Four 2023-2024. The report includes key achievements across Council and some key statistics which demonstrate the level of demand and the volume of work undertaken. In some case historical data for context has been included and the data displayed as a chart. This has been done to provide a more meaningful view of progress. The report also provides a high-level overview of issues and priorities which are expected to be addressed in Quarter One of 2024-2025.

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

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

Asset and Environmental Sustainability

Waste and Recycling

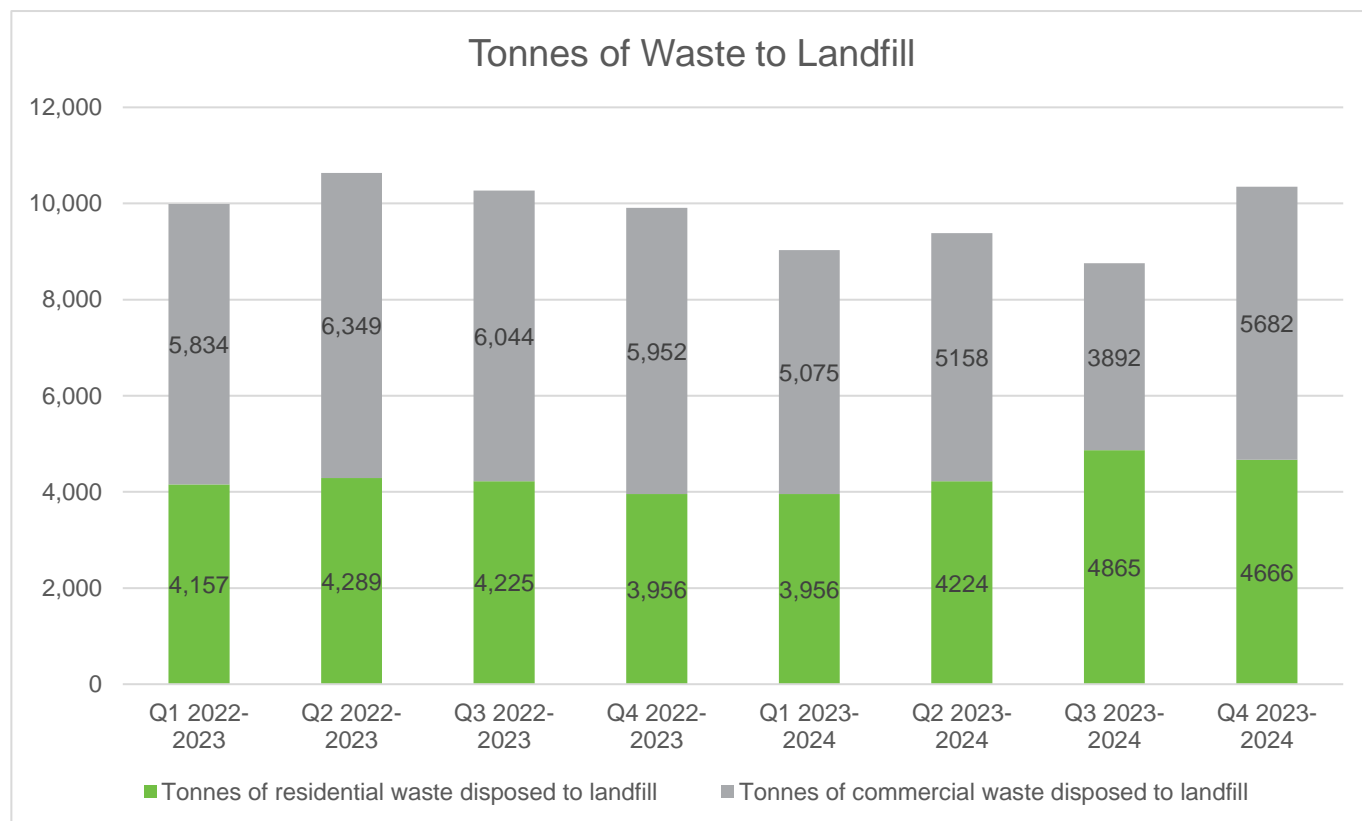
Highlights and achievements

- 94 students involved in waste education lessons this quarter.
- Initial rounds of bin health check program complete with over 2900 households checked.
- Containers for change trial complete with positive financial, social and environmental outcomes.
- Engagement of new tyre recovery service provider.

Service Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	3956	4224	4865	4666
Tonnes of commercial waste disposed to landfill	5075	5158	3892	5682
Tonnes of general waste from kerbside collection	2497	2684	2972	2682
Tonnes of general waste from transfer stations	1851	1995	2150	1984
Tonnes of household recycling recovered	591	579	612	524
Tonnes of green waste recovered and mulched	2086	276	836	1581
New domestic waste collection services established	83	78	53	104
New commercial waste collection services established	0	7	18	14
Waste customer requests received	490	423	637	545
Waste customer requests resolved	487	442	634	533

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



Upcoming activities

- Organics Service Feasibility Assessment.

- Policy Review Project - Waste Collection Council Policy.

Facilities

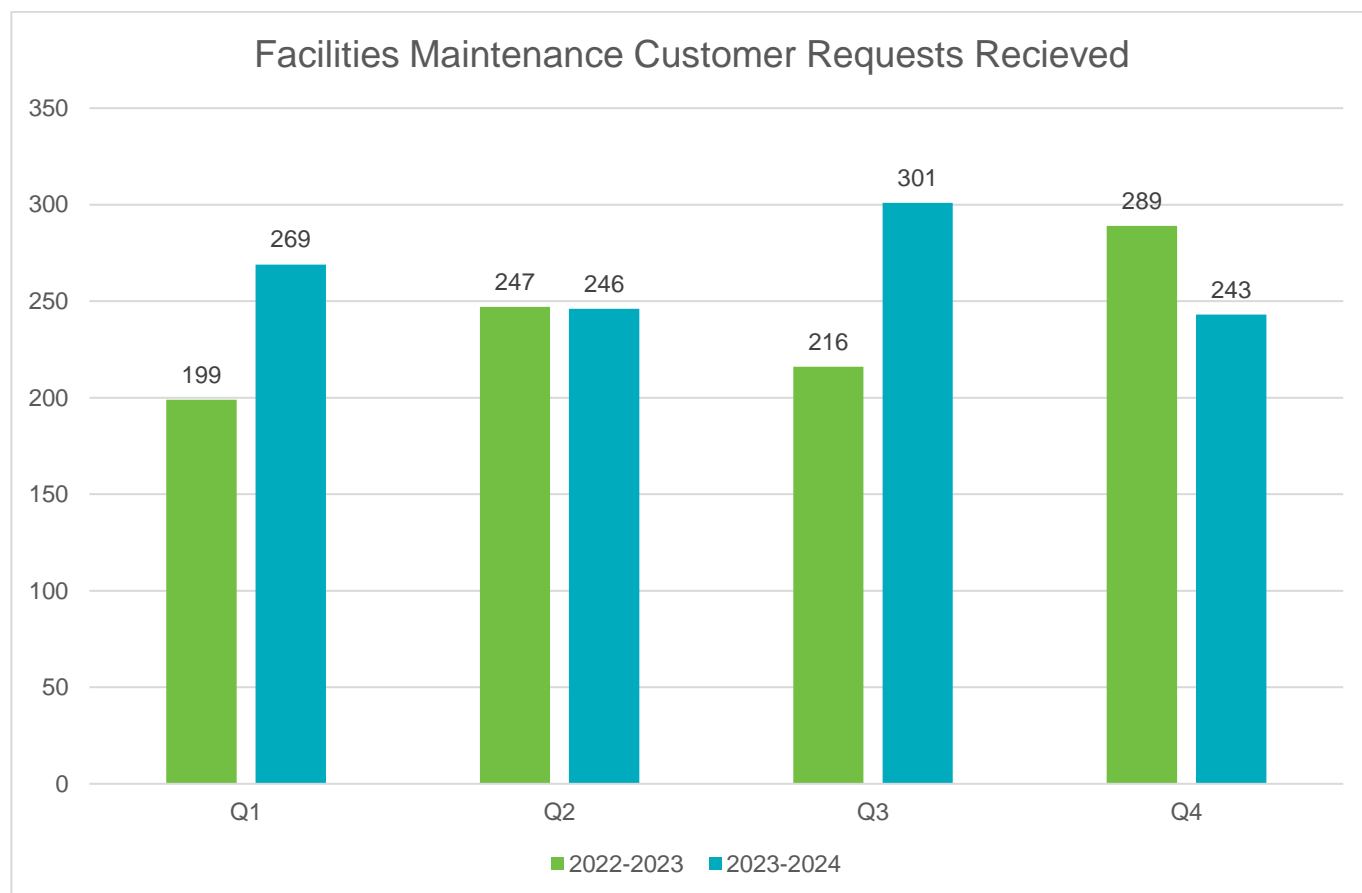
Highlights and achievements

- Public consultation and engagement of the draft Sport and Recreation Plan 2024-2034 completed.
- Swimming Pool Update report prepared for council consideration.

Service Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	269	246	301	243
SWIMMING POOL ATTENDANCE FIGURES				
Beaudesert	2196	18650	15,826	17027 *
Boonah	498	5443	4,200	4200
Canungra	693	8319	7,043	7438 *
Rathdowney (only open during December / January school holidays)	N/A			666
Scenic Rim Aqua Fitness	654	2757	3,640	3640
Tamborine Mountain	791	11633	8,073	8721 *

**Includes attendances of the extended pool season to 14 April 2024*



Upcoming activities

- 2024/2025 Adoption of the Sport and Recreational Plan 2024-2034

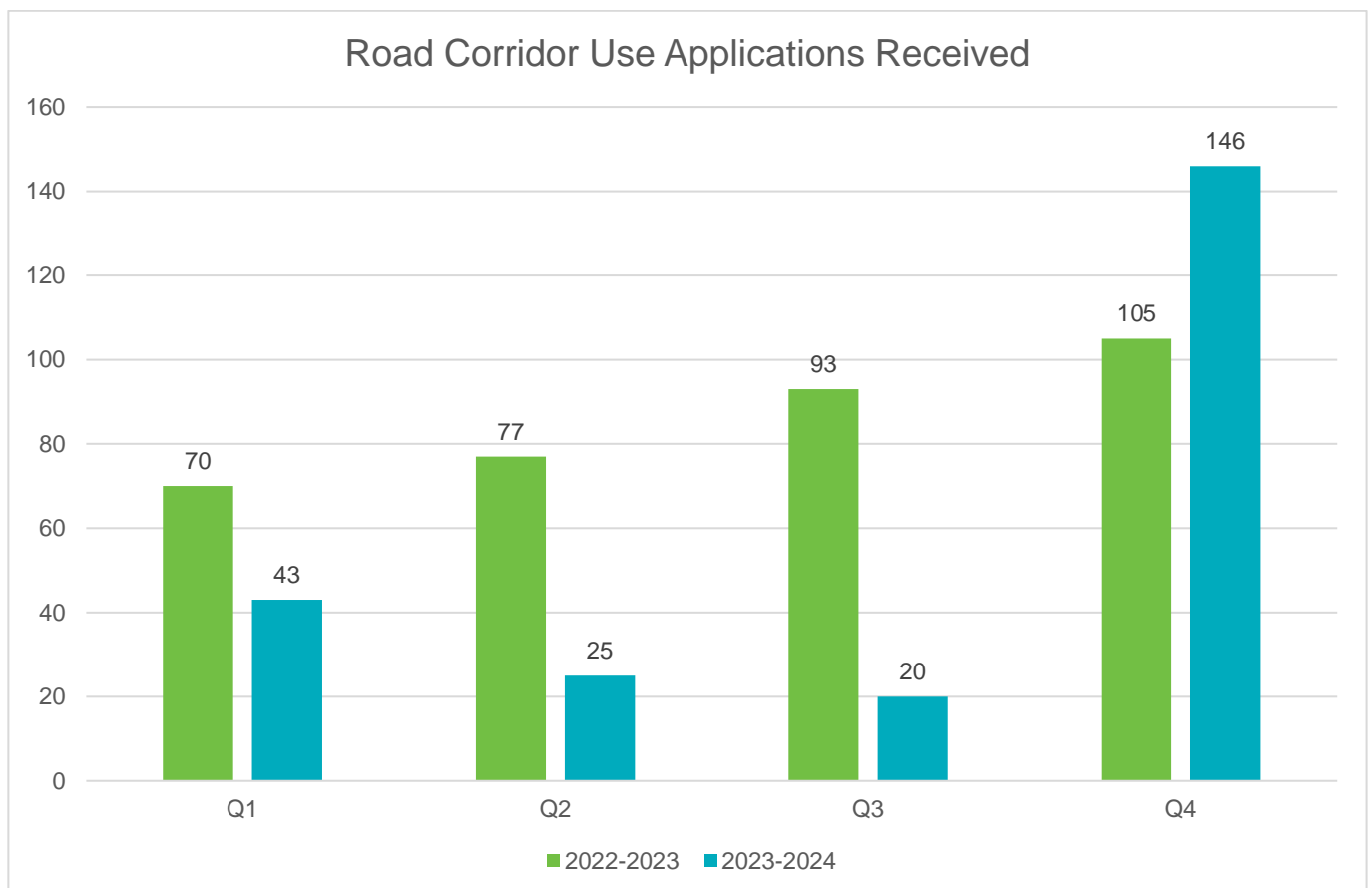
Road Maintenance and Corridor Management

Highlights and achievements

- Road maintenance continues across the region to ensure our roads remain safe for travel.

Service Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	43	25	20	146
Road corridor use approvals issued	77	85	107	76
Heavy vehicle access applications received	37	40	69	63
Heavy vehicle access approvals issued	56	88	62	51
Property access requests received	62	58	92	115
Property access approvals issued (including initial and final approval)	107	110	105	103
Rural road numbering requests received	21	24	18	16
Rural road numbering approvals issued	33	22	17	12
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	32	40	41
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	49	36	20	45
Road maintenance customer requests received	521	474	1473	736



Upcoming activities

- As part of this year's reseal program, we are in the process of finalizing the list of roads that will be resealed.

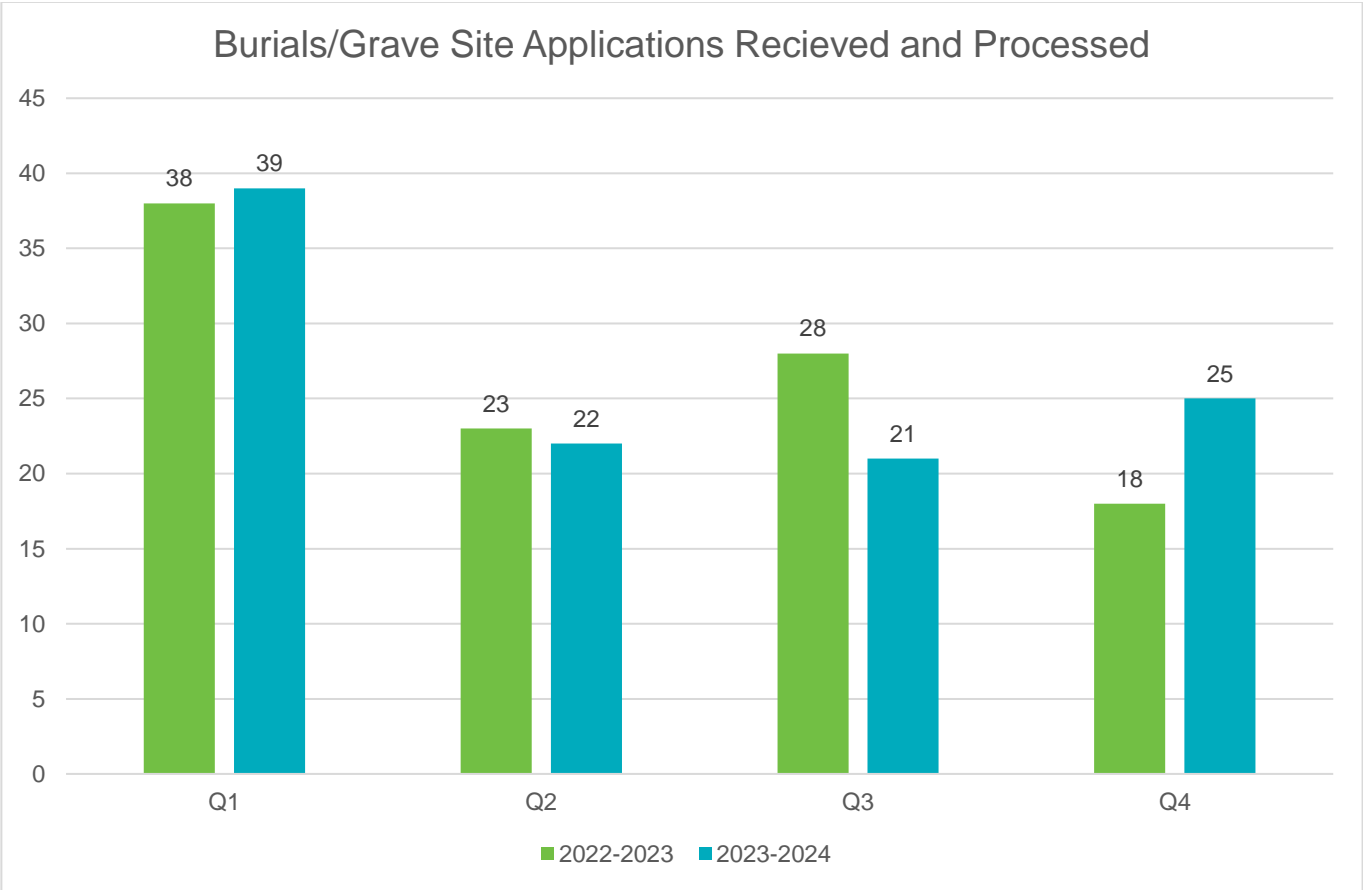
Cemeteries

Highlights and achievements

- The construction of a new shelter shed at the Boonah Cemetery was completed this quarter.

Service Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	39	22	21	25
Ash placement applications received and processed	7	4	6	12
Applications for reservation received and processed	9	10	28	18
Applications for monumental work received and processed	12	16	12	31
Plaque placement applications received and processed	0	6	8	10



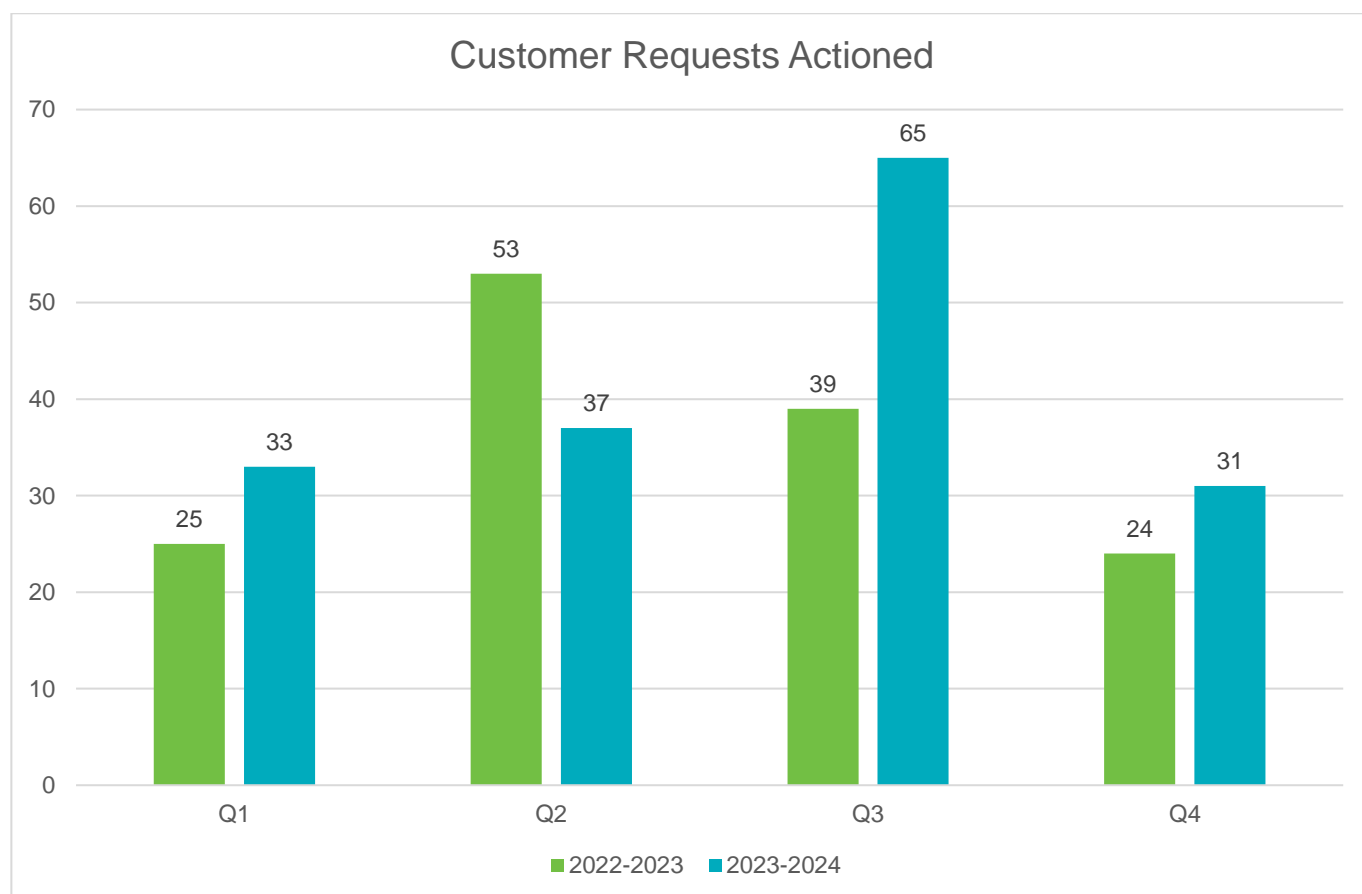
Parks and Landscape Maintenance

Highlights and achievements

- The final Free Tree Distribution day for the financial year was held at the Beaudesert Council Nursery on Saturday 4 May 2024

Service Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1,347	1,929	962	983
Parks and landscape maintenance customer requests actioned	33	37	65	31
Park use applications received and processed	18	18	11	11
Applications for tree work / removal on Council managed land received	13	30	15	19



Upcoming activities

- Council's Free Tree Distribution days will resume in 2024-25 Q1 on Saturday 7 September 2024

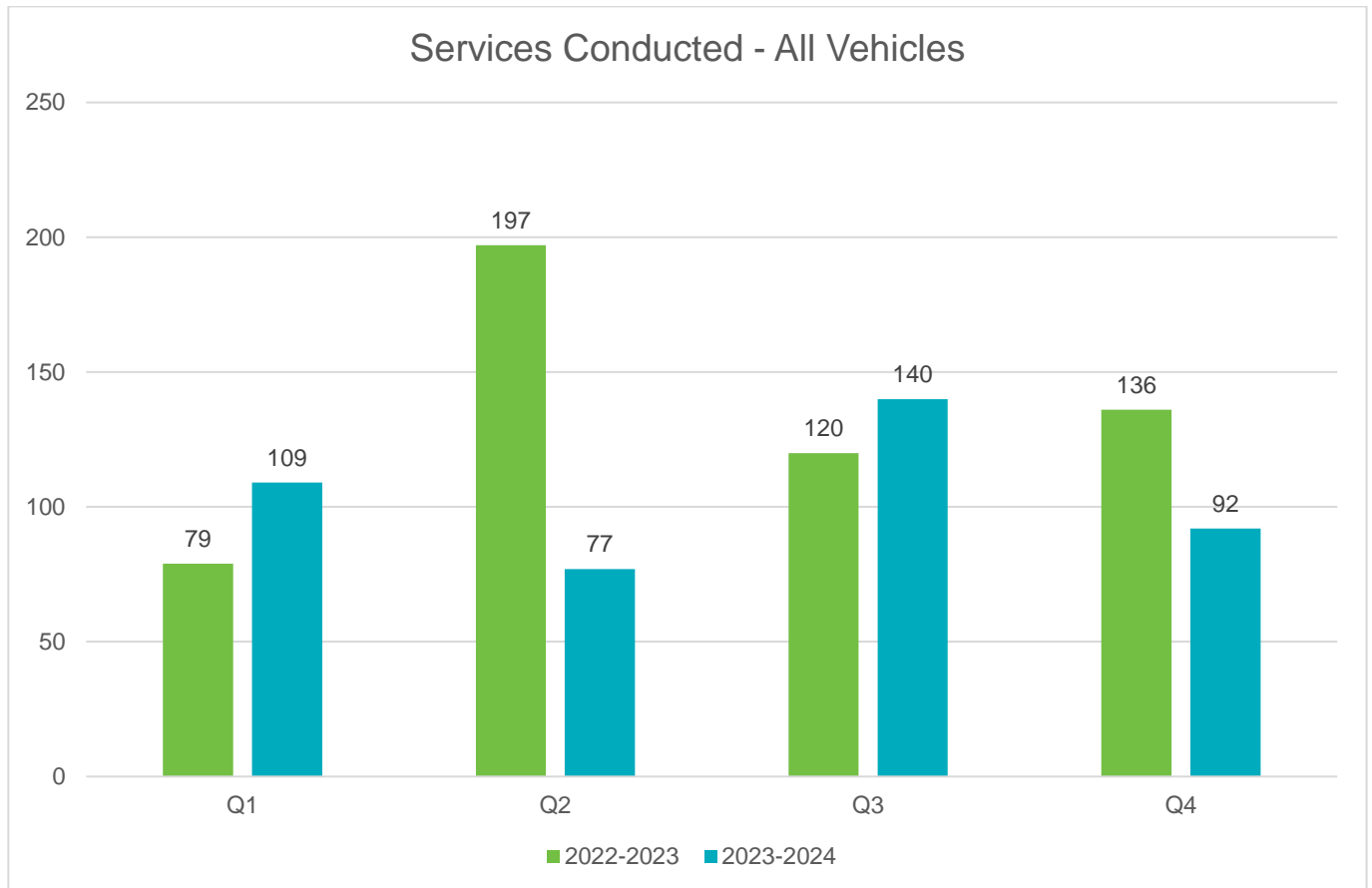
Fleet Management and Servicing

Highlights and achievements

- Engagement of external contractor to undertake Council fleet servicing.
- Delivery program for the installation of new 4G global positioning monitoring system for Council's light motor vehicles, plant and truck fleet.

Service Statistics

	Q1	Q2	Q3	Q4
SERVICES				
Heavy plant	36	18	45	20
Light motor vehicles	31	28	40	35
Small plant	21	18	38	23
Trucks	21	13	17	14
FLEET PURCHASES (ORDERED)				
Light Motor Vehicles	3	6	5	0
Plant	0	4	3	0
Small Plant	2	3	0	1
Trailers	0	0	0	1
Trucks	0	0	1	1
Other	0	0	2	3
FLEET DELIVERIES				
Light motor vehicles	4	10	8	9
Plant	3	1	3	2
Small Plant	11	3	0	4
Trucks	0	1	0	1
Other	1	4	1	1
FLEET DISPOSALS				
Light motor vehicles	2	4	3	8
Small plant	6		0	9
Plant	0	1	1	1
Other	3		0	13
Trucks	2	2	0	1



Upcoming activities

- Finalising the installation of the new 4G global positioning system across Council's light motor vehicles, plant and truck fleet as existing 3G system will no longer be available from August 2024. System to be implemented on completion of installations and training will be provided to relevant stakeholders.
- Fleet services continuing to be undertaken by external contractors whilst alternate works completed by Workshops.

People and Strategy

Human Resources

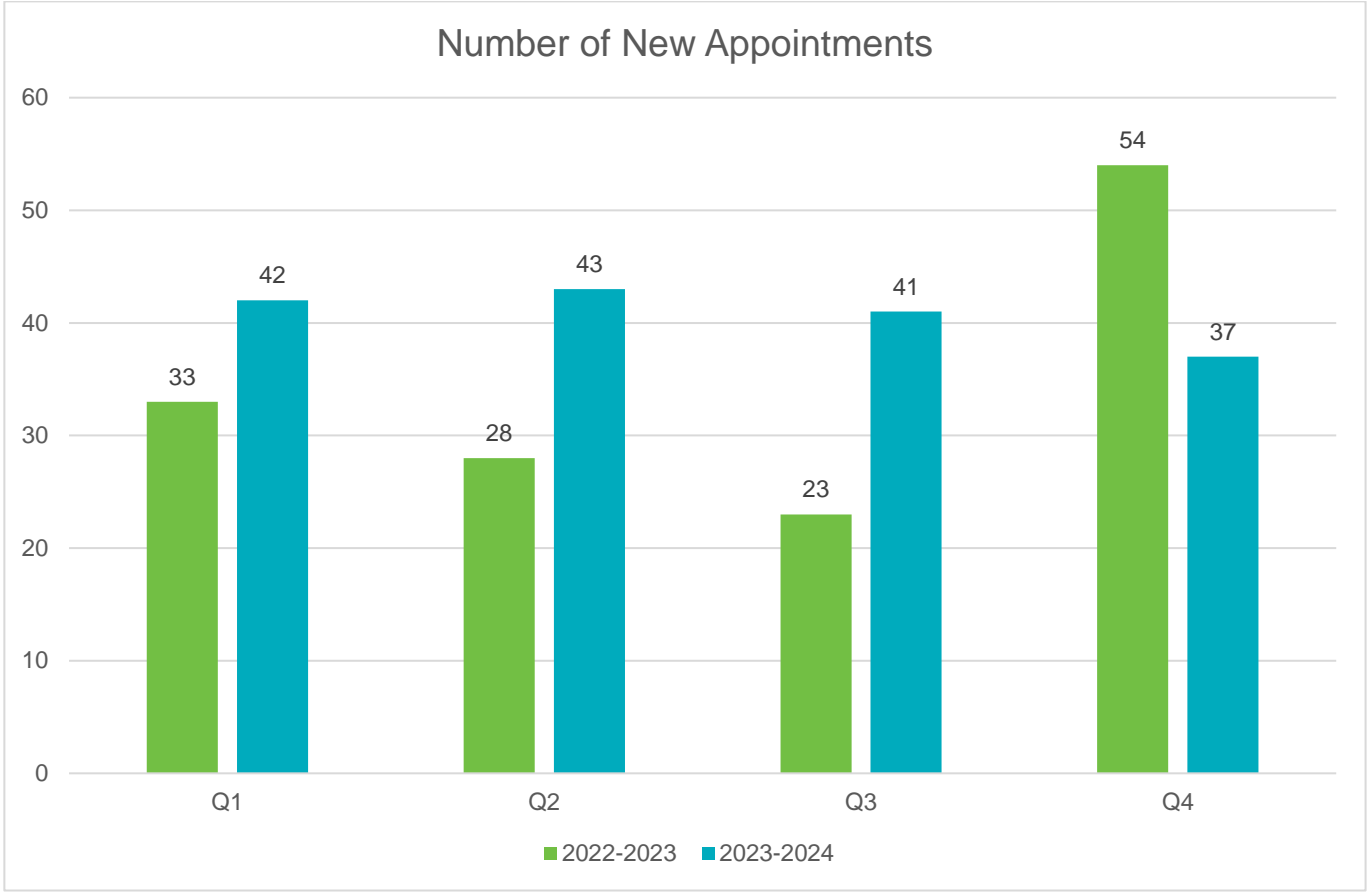
Highlights and achievements

- Jobs Expo – June 2024
- 100% of Industrial Disputes resolved in favour of Council (3) meaning fair and reasonable management practices are in use.

Service Statistics

	Q1	Q2	Q3	Q4
RECRUITMENT				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	5	7	10	16
Vacancy advertisements posted as open merit-based processes internal and external to Council	11	29	29	26
Appointments confirmed through a meritorious recruitment process	42	43	41	37
Terminations (including permanent, temporary, casual and end-of-contract employees)	19	6	30	27
LONG SERVICE AWARDS				
Number of employees who became eligible for long service milestones	9	11	14	9
LEARNING AND DEVELOPMENT				
Learning and development opportunities approved in Quarter (individual only)	224	51	68	65
Traffic Management Implementation	1	0	48	41
First Aid (full)	17	0	0	17
Number of new starters who have (fully) completed all (seven) online modules (induction) during Quarter	22	20	17	13
Number of employees with >12 months' service who have (fully) completed all (seven) online modules (refresher) during Quarter	250	140	50	16
Number of trainees and apprentices	New: 2 trainees and 1 apprentice	Current: 7 trainees; 1 apprentice	New: 6 trainees; 1 apprentice; 1 School based trainee Existing: 7 trainees; 1 apprentice	Current: 13 trainees; 1 school-based trainee; 2 apprentices
Certificate III in Business (trainees) Commenced	2	0	0	0
LGMA Rural Challenge	9	0	0	0
Induction (Refresher)	124	See above	See above	See above
Bullying and Harassment	97	242	100	0
Foundation Skills For Your Future (Digital Literacy course)	6	5	5 enrolled	5
Taking Minutes - webinar	13	0	0	0
Operational compliance and safeguards	7	0	0	0
Annual tourism and events conference	5	0	0	1
De-escalating hostile and potentially violent people	9	0	0	0

	Q1	Q2	Q3	Q4
Public interest disclosure – general awareness	8	0	0	0
Social media	9	0	0	0
Certificate IV in Government Investigations	2	0	0	0
Stress Management for Councillors	7	0	0	0
Safe dog handling – apprehension and bite prevention training	6	0	0	0
Authorised person training	10	0	2	4
Induction face to face (New)	25	24	22	See above
Planning institute of Australia – Qld state conference	3	0	0	1
Waste Levy Training Workshop	3	0	0	0
Business Writing Training Program	9	0	0	0
Certificate IV in Government Investigations	0	3	0	0
Work Well Conference 2023	0	3	0	0
2023 LGFP Conference	0	3	0	0
Onboarding Forum - Inducting New and Existing Councillors	0	2	7	See governance
IPWEAQNT Conference 2023	0	8	0	0
Licence to Operate a Fork Truck	0	3	0	0
QLD SPN Event - Building a Stronger Business Future	0	3	0	0
Mates in Construction Connector Training	0	18	0	0
Beauresert Field Day	0	115	0	0
Road Safety Audit Training	0	3	0	0
Load restraint	0	0	54	2
International Women's Day Business Networking Breakfast	0	0	2	0
Breakfast Networking Meeting - Boonah District Chamber of Commerce	0	0	2	0
Tropical Networking Workshop 2024	0	0	2	0
Women in Local Government Conference 2024	0	0	8	0
QTC Economic Update Webinar	0	0	3	0
IPWEA-QNT SEQ/SWQ Branch Conference	0	0	8	0
Team Leader Training (for Spydus administrators)	0	0	2	0
Corporate Membership Parks and Leisure Australia QLD	0	0	4	0
Traffic Control New	0	0	0	0
Traffic Control Refresher	0	0	12	0



Payroll

Highlights and achievements

- Prepared and processed final employee pay run for the 2023-24 financial year.
- Completed the Payroll end of financial year roll over process.
- Prepared and Loading of Certified Agreement rate file update – backdated to 1 April 2024.
- Updated Allowances Codes as per Certified Agreement increase.
- Prepared and loaded new Superannuation SGC rate for 2024-2025 financial year.
- Re-set concessional caps for super contribution purposes.
- Prepared Certified Agreement backpays for employees for period 1 April 2024 – 23 June 2024
- Councillor rates increased effective 1 July 2024.
- Prepared Councillor Letters for 2023-24 financial year.

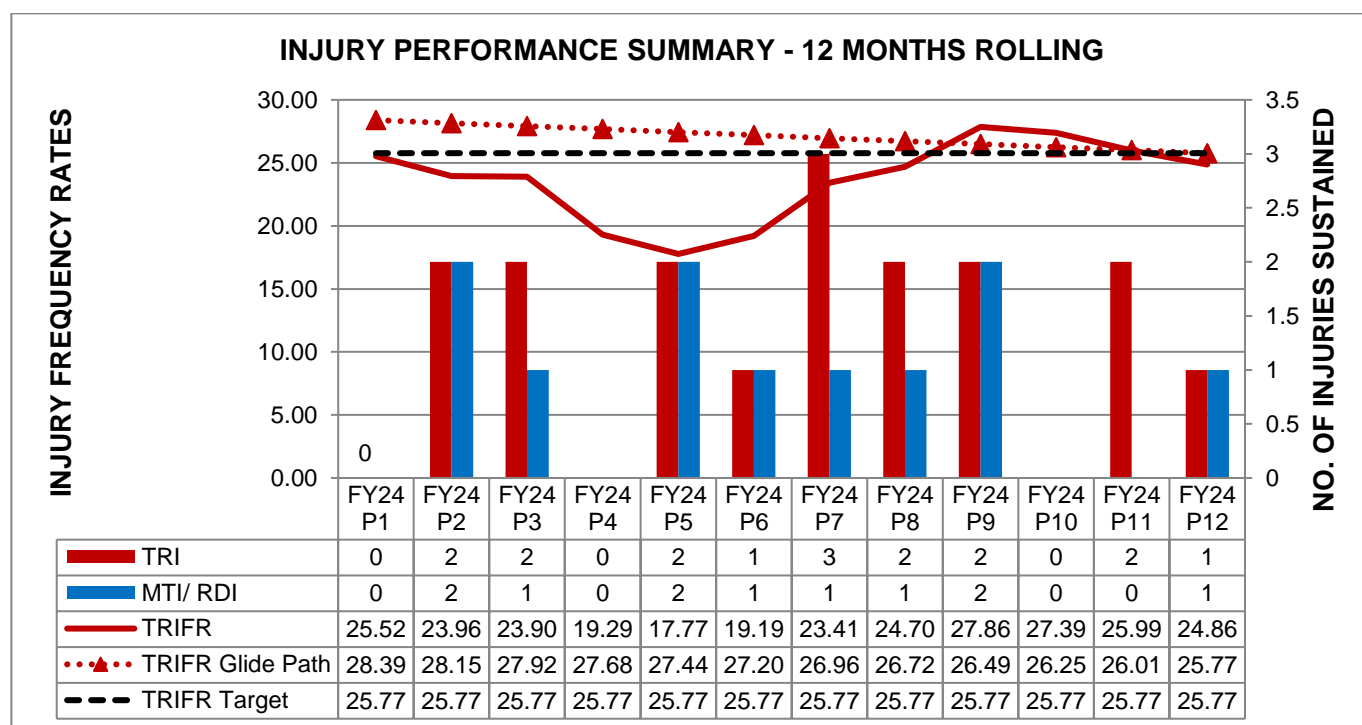
Upcoming activities

- Preparing for Award Allowance Changes effective 1 September 2024 (upon receipt of applicable Awards).
- Preparing for Apprentice/Trainee rate changes effective 1 September 2024 (upon receipt of applicable Order).
- Continued training with payroll team to improve and enhance the knowledge base.

Work Health and Safety

Highlights and achievements

- FY25 Health & Wellbeing Plan finalised and endorsed.
- Due Diligence Training for Executive and Management Team complete.
- Line Marking at Council depots Boonah & Canungra complete.
- Emergency Control Organisation fire drills and debriefs completed.
- Chain of Responsibility action plan developed for responsible Managers to lead.
- Traffic Management Take 5 and Induction material developed.
- TRI free period in April.
- Noise Monitoring assessment complete - action plan to follow.
- 4 year Safety Plan at 95% ready for endorsement and roll out.
- First Aid gap plan >75% of roles filled.



Total Recordable Injury Frequency Rate (TRIFR) Target achieved with a 10% reduction year on year on recordable injuries. End of financial year performance landed on **24.86** vs a target of **25.77**

Upcoming activities

- Resilience Project (Mental Health) training to all staff in Q1 2024-2025.
- Finalise 4 year Safety Plan.
- Investigate manual handling training improvement opportunities.
- Recruit Injury Management & Wellbeing Advisor.
- Close remaining First Aid gaps.
- LGW Workers compensation wages declaration for premium calculation.

Corporate Strategy and Performance

Highlights and achievements

- Operation Plan 2023-2024 Quarter Three Progress Report and Service Delivery documents adopted at Ordinary Meeting held on 22 May 2024.
- Draft Operational Plan 2024-2025 finalised and adopted at Special Budget Meeting held on 27 June 2024.
- Briefed ET and Councillors on current issues in strategic planning framework and various elements.
- Participated in and contributed to the review and update of the Corporate and Operational Risk Registers.
- Developed a new format for Quarterly Operational Reporting.

Upcoming activities

- Preparations for the design and creation of the Annual Report.
- Delivery of Quarter Four Progress Report and Service Delivery Report.
- Development of an Advocacy Report.
- Development and delivery of a Major Projects and Business Initiatives Report for ARC.
- Service Planning Phase 2 planning and delivery.

Business Systems Analysis

Highlights and achievements

- Establishment Management Project (EMP) launched and well underway for Phases 1 and 2.
- The EMP objectives include:
 - Review system utilisation and improvement areas.
 - Improving visibility and reporting of the establishment.
 - Improving system use and knowledge of the Human Resources and Payroll (HRP) system.
 - Introducing processes that support best practice and ensure efficiencies relating to employee, position and financial management.
 - Designing dashboards relating to employee, position and financial management that support the business.
 - Introducing system integration within Council's Enterprise Resource Planning (ERP) system, where possible.
- The EMP will be managed in phases:
 1. Phase 1 - process mapping and dashboard design
 2. Phase 2 - data review and analysis
 3. Phase 3 - process redesign and implementation

Upcoming activities

- Review findings from Phases 1 and 2 and plan Phase 3.

Council Sustainability

Internal Audit, Risk and Improvement

Highlights and achievements

- A project was initiated, working with a resource from the Governance Team, to drive completion of agreed audit actions. Due to a change in reporting while this project is underway there were no change to the statistics below.
- An Audit and Risk Committee meeting was held on 20 June 2024.
- Contract Management and Corporate Credit Card Reviews were completed.
- Provided advice on a number of procurement matters.

Service Statistics

RISK	OPEN AT START	CLOSED DURING PERIOD	ADDED DURING PERIOD	OPEN AT FINISH
Low	12	0	0	12
Medium	56	0	0	56
High	20	0	0	20
Total	88	0	0	88

Upcoming activities

- An Audit and Risk Committee meeting is scheduled for 22 August 2024.
- The Agreed Audit Actions Implementation Project will be concluded.
- Review on Grant Management to be completed.
- Continuous Assurance testing on Procurement and Accounts Payable.

Governance

Highlights and achievements

- Councillor Induction Program and onboarding

Service Statistics

	Q1	Q2	Q3	Q4
INSURANCE AND LIABILITY REPORTING				
Balance carried forward	1	1	7	*
Received	5	37	55	*
Items referred to insurer	3	12	16	*
Items assessed by Council	2	26	39	*
<i>Claims approved *</i>	0	2	4	*
<i>Claims denied*</i>	2	2	6	*
<i>Notification only *</i>	1	15	24	*
Still under review (carry forward)	1	7	5	*
RIGHT TO INFORMATION AND PRIVACY APPLICATIONS RECEIVED				
Right to information and privacy applications received	3	1	2	7

**Due to personnel issues, insurance and liability information will not be available until early August 2024.*

Upcoming activities

- Implementation of external Whistleblower service
- Implementation of Delegations/Risk software

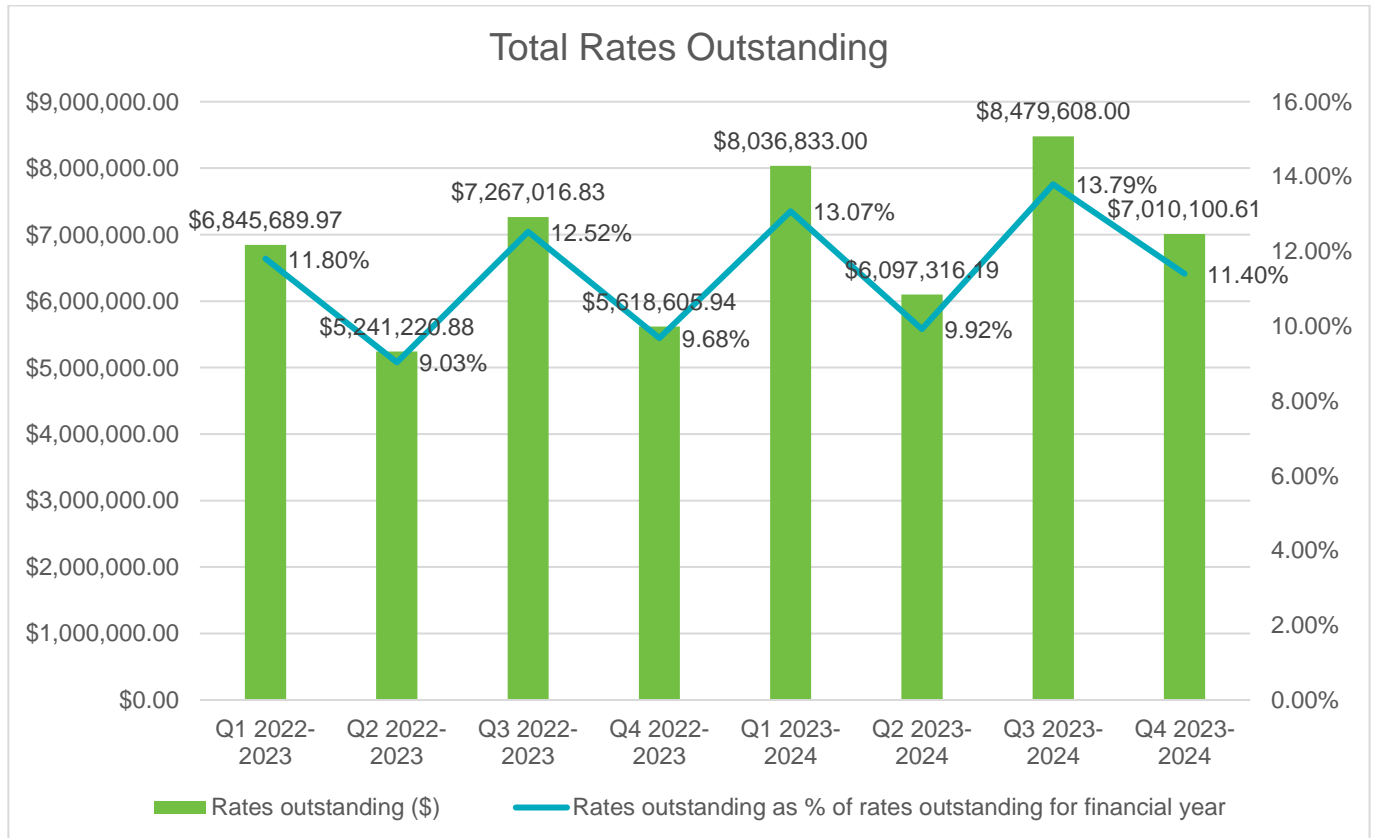
Revenue

Highlights and achievements

- Assist with 2024-2025 budget process and adoption.

Service Statistics

	Q1	Q2	Q3	Q4
Total 2023-2024 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	\$36,299,447	0	\$36,502,102	0
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$24,599,579	0	\$24,694,392	0
Total discount applied to half rates levy	\$1,008,512	0	\$1,023,463	0
Number of rate reminder notices issued	3302	0	3600	0
Total rates outstanding (excluding prepayments) at end of quarter	\$8,036,833	\$6,097,316.19	8,479,608	\$7,010,100.61
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2023-2024 financial year (including arrears)	13.07%	9.92%	13.79%	11.40%
Number of Supplementary Notices issued	419	512	547	599
Number of change of ownerships processed	369	312	427	337
Number of Urgent rate search certificates issued	12	15	10	17
Number of rate search certificates issued	345	324	311	401



Upcoming activities

- Preparation of database for first half yearly rate notice issue 2024-2025.

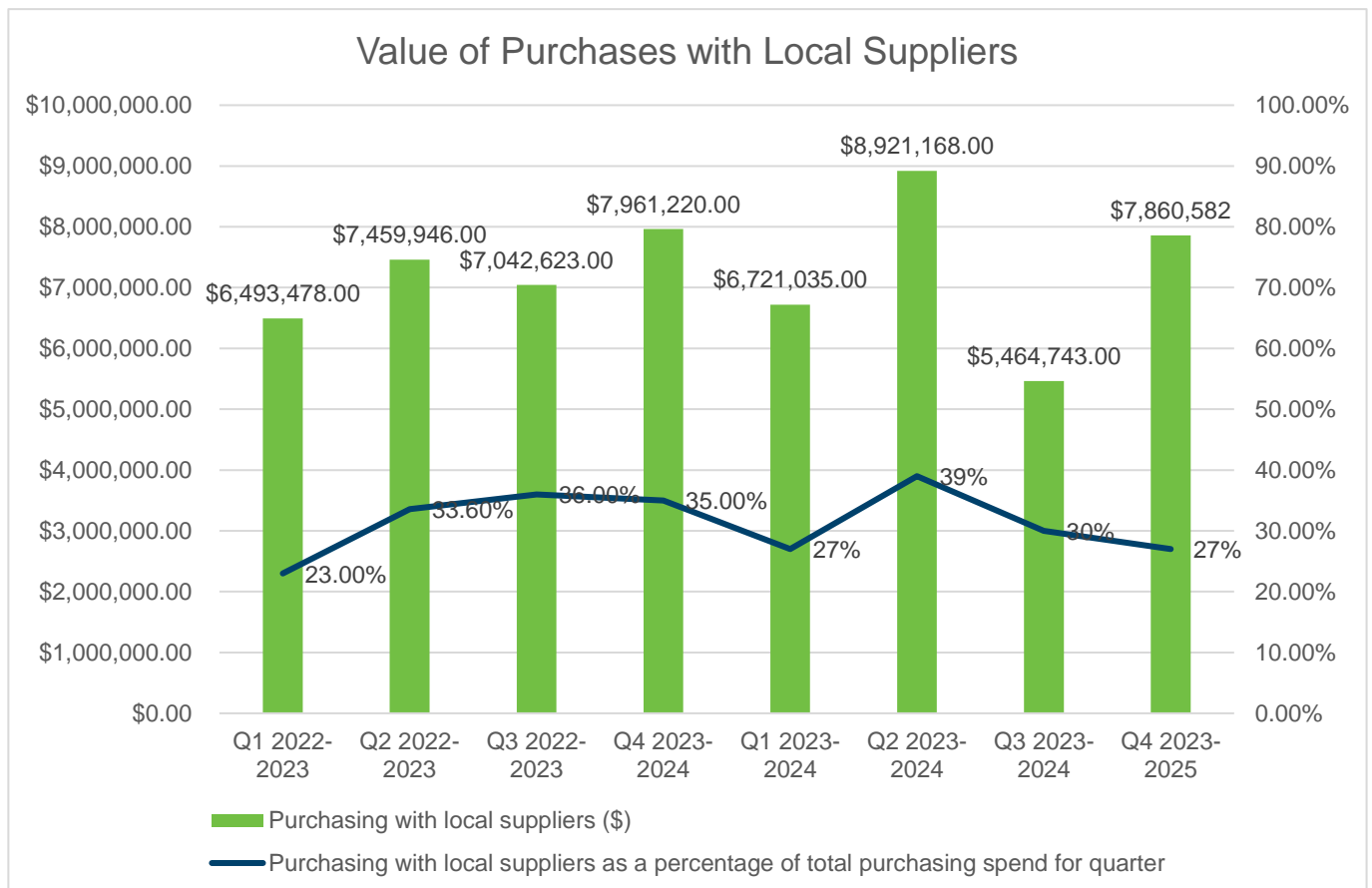
Purchasing and Supply

Highlights and achievements

- Annual stocktake completed for Beaudesert, Boonah & Canungra inventory.
- Linemarking completed and wheel stops fitted for loading zones in front of Supply.

Service Statistics

	Q1	Q2	Q3	Q4
Purchases with local suppliers	\$6,721,035	\$8,921,168	\$5,464,743	\$7,860,582
Purchases with local suppliers as a percentage of Council's total purchasing spend for the quarter	27%	39%	30%	27%
Local suppliers with over \$200,000 spend for the quarter:				
GWT Earthmoving	\$1,200,000	\$1,743,124	\$872,066	\$1,195,856
Kalbar Bobcat Hire	\$737,000	\$1,110,196	\$795,626	\$1,249,168
Redfrost Pty Ltd	\$448,000	\$1,655,827	\$597,019	\$1,197,350
Lahey & Walker	\$404,000	\$505,260	\$422,255	\$408,038
Neilsens Quality Gravels	\$229,000	\$268,366		\$522,143
Scenic Motors	\$218,000	\$262,863	\$419,009	\$390,128
G Ferguson Electrical Pty Ltd	\$211,900			
Tamborine Mountain Sports Association Ltd	\$209,000			
CCE Pty Ltd	\$205,000			
Franklin Constructions		\$314,223		
Garwood Tree Services		\$260,966	\$501,637	



Upcoming activities

- Procurement Improvement Project
 1. Launch of new and improved Procurement SharePoint Page.
 2. Soft Launch of Procurement Ticketing Platform.
 3. Procurement Policy and Procedures Review and Update.
 4. Template Review and Update.
- Remodelling of Supply front counter area to cater for permanent servicing of inventory requests.
- Remodelling of Supply office area to cater for extra Procurement personnel.

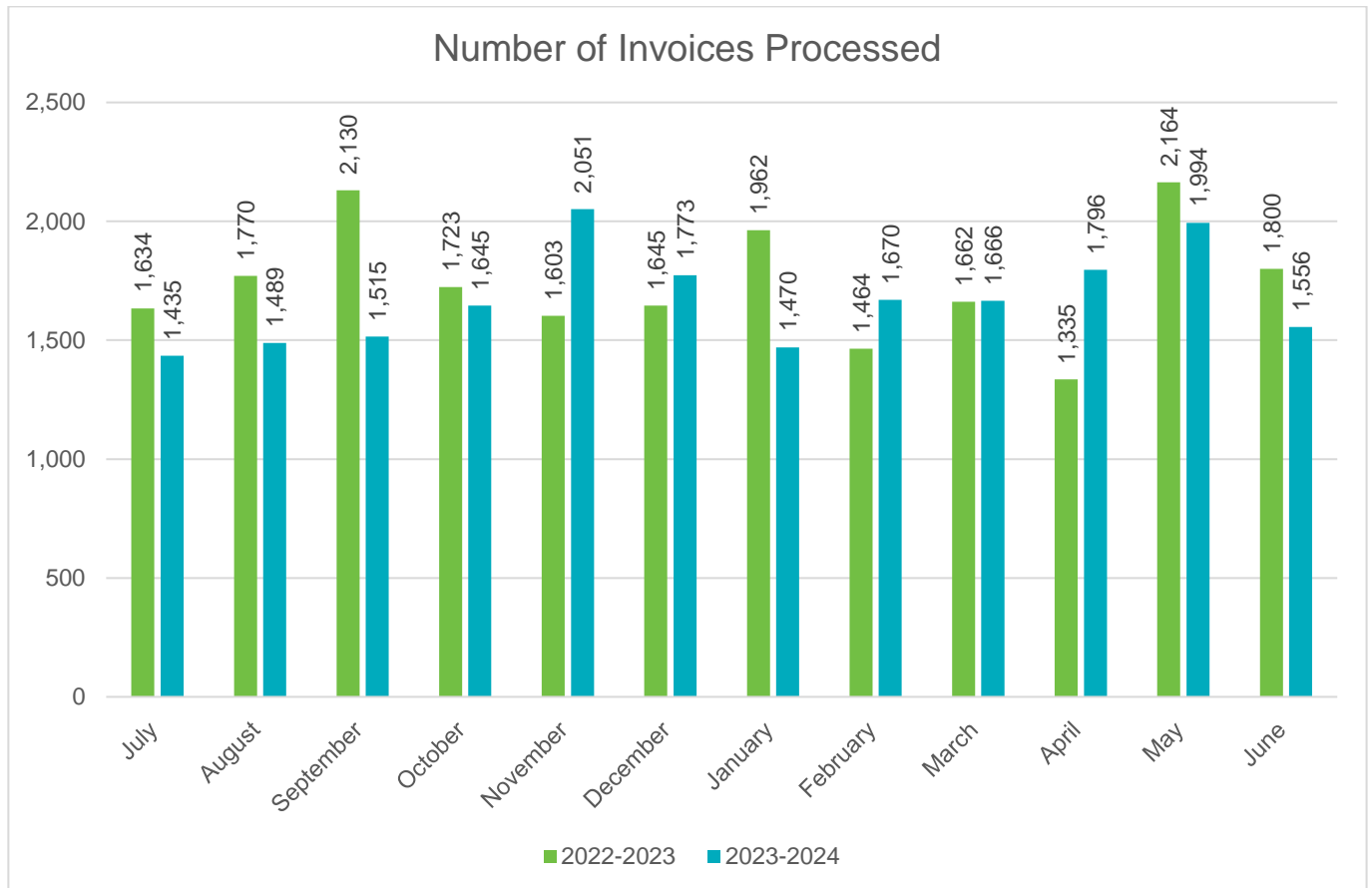
Financial Management

Highlights and achievements

- Monthly Financial Performance Reports presented to Council.
- March Budget Review process managed and completed.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts Payable.
- Monthly Business Activity Statements.
- Fringe Benefits Tax Return completed and submitted.
- Capitalisation of completed capital projects.
- 2024-2025 Budget process completed.
- 2024-2025 Budget engagement process completed.
- Management of and completion of external audit interim visit.
- End of Financial Year Planning.

Service Statistics

INVOICE PROCESSING	
Q1	
July 2023	1,435
August 2023	1,489
September 2023	1,515
Q2	
October 2023	1,645
November 2023	2,051
December 2023	1,773
Q3	
January 2024	1,470
February 2024	1,670
March 2024	1,666
Q4	
April 2024	1,796
May 2024	1,994
June 2024	1,556



Upcoming activities

- Monthly Financial Performance Reports presented to Council.
- March Budget Review process managed and completed.
- Monthly balance sheet reconciliations.
- Monthly subsidiary system reconciliations.
- Processing of Accounts Payable.
- Monthly Business Activity Statements.
- Fringe Benefits Tax Return completed and submitted.
- Taxable Payments Annual Report (TPAR).
- Capitalisation of completed capital projects.
- Financial Statement Preparation.
- End of financial year accruals and accounting adjustments.
- End of financial year system rollover activities.
- External audit managed and finalised.
- Carry Forward Process Management.
- Set up of 2025 Budgets in Reporting System.
- Set up of 2025 Financial Reporting Process.

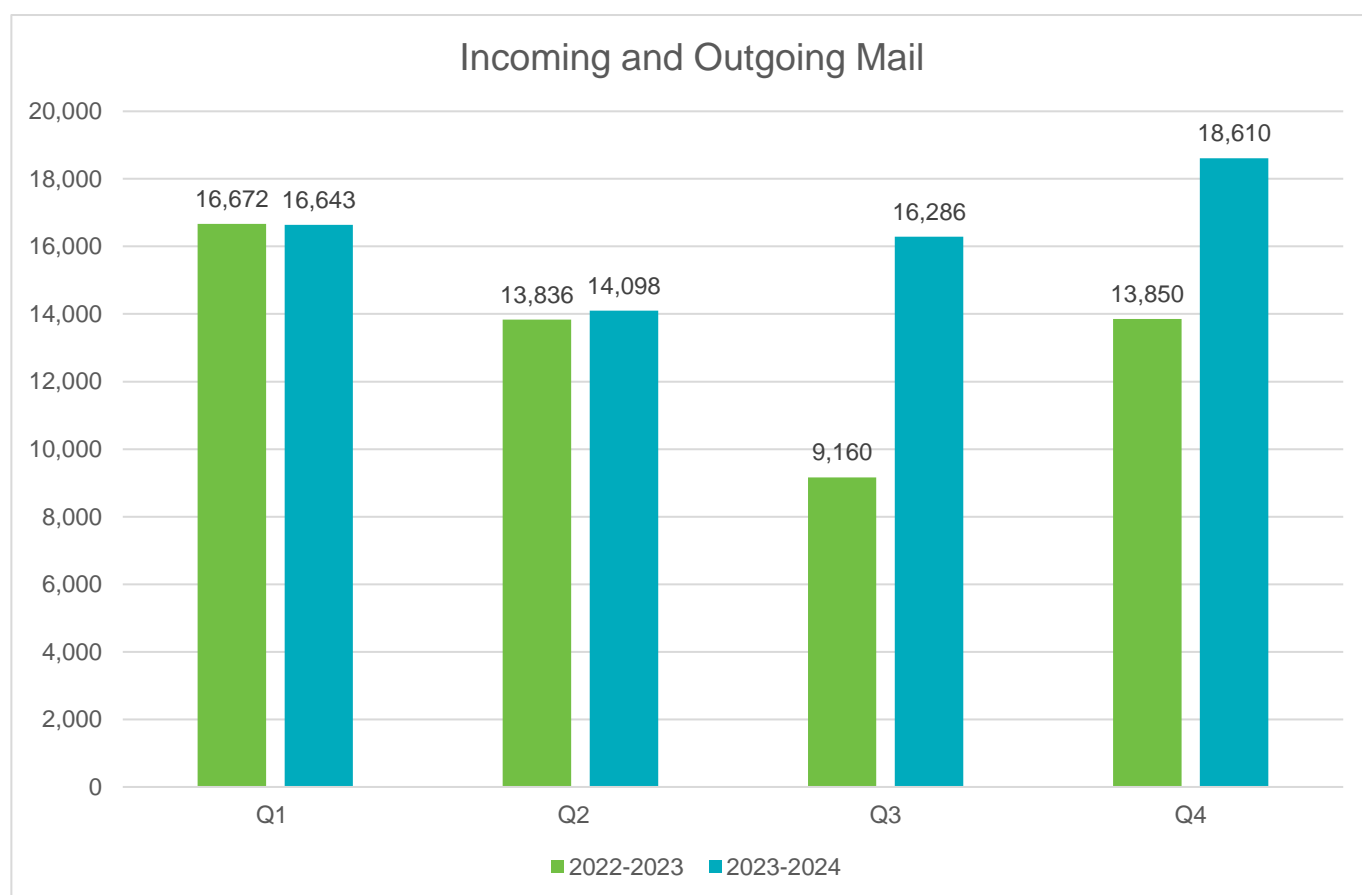
Records

Highlights and achievements

- Providing advice and assistance for digitisation of hardcopy planning records.
- Reviewed process for digitisation of contract documents.

Service Statistics

	Q1	Q2	Q3	Q4
Number of incoming and outward mail received (including emails, faxes, post, internal documents) Aim to process documents (electronic and hardcopy) on same day as received.	16,643	14,098	16,286	18,610
Number of helpdesk requests received	420	423	429	364
Percentage of helpdesk requests completed by end of each business working day	90%	90%	90%	90%



Upcoming activities

- Ongoing review of physical records storage.
- Ongoing review of subject guide and thesaurus.

Information Services and Technology

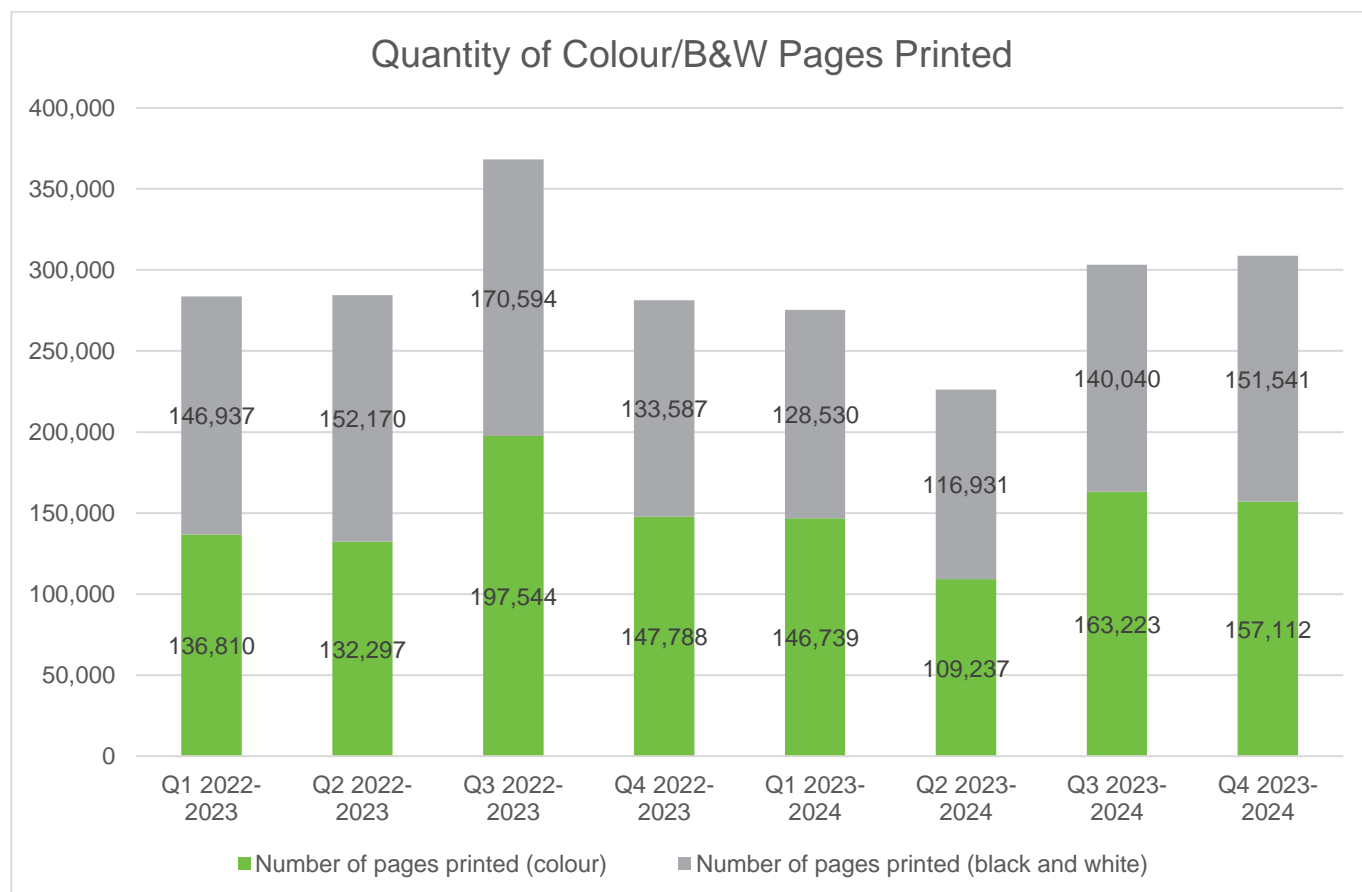
Highlights and achievements

- Setup of Tamborine Mountain Hub workspace.
- Cyber security testing.
- Preparation of requirements for Multi-Function Device (Printer) refresh.
- Ongoing Planning Scheme mapping amendments

Service Statistics

EMAILS				
Q4	ORGANISATION METRICS Q4 2022-2023		ORGANISATION METRICS Q4 2023-2024	
	90 days	Average per day	90 days	Average per day
Emails sent	212,274	2,333	228,371	2,537
Emails received	633,202	6,958	656,822	7,298

PRINTING		
Q4	2022-2023	2023-2024
Colour	147,788	157,112
B&W	133,587	151,541
Total prints	281,375	308,653



HELP DESK		
MONTH	JOBS CLOSED BY MONTH 2022-2023	JOBS CLOSED BY MONTH 2023-2024
July	485	525
August	399	501
September	428	494
October	399	395
November	379	429
December	287	290
January	351	434
February	492	491
March	439	442
April	275	624
May	538	608
June	396	548

MEETINGS			
MEETING TYPE	DATE	PEAK CONCURRENT VIEWS	TOTAL VIEWS
Post Election	5 April 2024	27	232
Ordinary	17 April 2024	15	298
Special	14 May 2024	9	124
Ordinary	22 May 2024	7	203
Special	24 June 2024	11	148
Ordinary	26 June 2024	6	76
Special	28 June 2024	7	90

Upcoming activities

- Procurement activities for Multi-Function Devices (Printers).
- Planning for staff online cyber security training.
- Further Cyber security testing.

Customer and Regional Prosperity

Libraries

Highlights and achievements

- Library visits at Tamborine Mountain Library have continued to be impacted during Quarter Four due to temporary facility disruptions from a water inundation event in January which resulted in all of the meeting rooms and the Makerspace being unavailable for public use while repair work has been in progress. This work is due to be completed in July 2024. However, the library has still hosted out of hours public programs such as Author Visits and the highly popular Stories and Songs events which have attracted strong attendance and participation.
- The regional school holidays program featured anchor events with a tour of Science on the Go! Why Matter Matters Science Show, and author presentations and workshops at Boonah, Beaudesert and Tamborine Mountain Libraries.
- In April 2024, Council showcased the publication of an anthology of poetry comprising original works from youth across the region, the launch featured readings from some of the authors, a panel Q&A, and a presentation from Isobelle Carmody a highly successful author of many works popular with the young adult audience. This project was made possible through grant funding from the State Library of Queensland.

Service Statistics

	Q1	Q2	Q3	Q4
Library visits	47,913	53,195	41,132	39,199
Library members *	18,018	18,699	18,671	19,379
New library members	712	1,366	827	726
Story time sessions	96	103	87	84
Story time participants	2,402	1,848	1463	1,554
School holiday sessions	28	12	17	21
School holiday participants at events	394	157	122	272
Story time packs handed out	410	56	91	11
Youth event sessions (13-18 years old)	8	7	4	4
Youth event participants	53	32	17	52
Adult activity sessions	24	81	47	49
Adult activity participants	347	795	206	809
PC bookings	3,292	3,106	2,984	3,334
PC booking hours	2,524	2,630	2,099	2,748
Physical book issues	38,400	37,990	37,104	39,671
Digital issues	14,549	12,504	13,069	13,852
Total item issues	52,949	50,494	50,173	53,523
Inter-library loans	276	166	398	407
Housebound book loans	292	241	394	425
Reservations Allocated	5,055	4,863	3,513	3,306

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



Upcoming activities

- The Stories and Songs series at Tamborine Mountain Library will continue with events scheduled in August and September.
- The Spotlight on Local Authors series will feature local published authors at multiple branches.
- Plastic Free July workshops are being held at all branches.

Community Development

Highlights and achievements

- There were 43 Scenic Rim residents from 12 countries who were welcomed at a special Australian Citizenship ceremony at Jubilee Park as part of the Queensland Day Celebrations in June 2024.
- The Queensland Day Fun Day in the Park attracted 1,800 guests which brought the community together for a fun free event. Local community groups were on site to sell food and drinks to support local fun raising projects and to showcase their groups.
- Council assisted Anzac Day committees with their Anzac Day Ceremonies around the region in April 2024.
- Round 2 of the Minor Community Grants were presented to 22 community groups around the region.
- Free Inflatable Fun Days were held at three locations across the Scenic Rim at the end of June, with 1,025 attendees, including children and young people.
- Attendance at Be Healthy and Active Program activities is climbing demonstrating the need for the program and the desire for the community to connect and stay active.
- Seven Community Hall Roadshows were organised in May and June which were attended by over 455 Scenic residents.
- Cuppa in the Communi-Tea continued to be well attended with over 720 attendees in Quarter Four.

Service Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	36		50	
Number of Community Grants	38			22
Total value of Community Grants	\$281,659.44			\$75,080.70
Number of attendees at Australia Day Ceremony			400	
Number of new Citizens sworn in at Citizenship Ceremony	18		31	43
Number of attendees at Queensland Day				1,800
Be Healthy and Active participant numbers	709	1156	1,240	2,500
Volunteer Newsletters		1	1	1
Youth Leaders	35	150		
Cuppa in the Communi-Tea	340	494	201	721
Community Hall Roadshows				455
Interagency and Mental Health Network meetings	92	52	60	19
Recovery and Resilience community engagement (in addition to the Cuppa's)	1,476	1,480	4,036 (Christmas/New Year Storms)	2,677 (Boonah Show)
Scenic Rim Agricultural Expo 1-2 September 2023	2,000			
Building Inclusive Disaster Resilient Communities Forums and Workshops			2	7
Community Disaster Exercises		16	4	
Pocket Books	210	260	100	450
Living in Scenic Rim Kids Activity Books	650	790	450	1,700
Living in Scenic Rim booklets	20	20	20	40
International Men's Day Dinner		110		
International Women's Day Breakfast			160	
Free Movies in the Park		200	650	
Free Inflatable Event in the Park				1,025

	Q1	Q2	Q3	Q4
Volunteer Thank You Events and Programs		30		

Upcoming activities

- Continued delivery of the Cuppa in the Communi-Tea program, Recovery and Resilience, and Capacity Building activities.
- An Australian Citizenship Ceremony will be held in The Centre, Beaudesert in September 2024.
- Community Grants Round 1 for 2024-25 will open on 15 July and close on 18 August 2024. Three in-person Grant workshops and one online session have been scheduled in July to help community groups with applications.
- Expressions of interest will be issued for the Be Healthy and Active program for the 2025 calendar year.

Regional Prosperity and Communications

Highlights and achievements

- Council continued its engagement with local businesses, industry groups and government agencies in Quarter Four.
- 120 people attended a Council's Business Networking Breakfast, featuring Katrina Paterson from .ID 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 to 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.

Service Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	11,793	13,515	13,952	14,352
LinkedIn followers	5,635	5,986	6,210	6,415
Council's Disaster Management Facebook followers	12,000	13,433	13,522	13,757
Visit Scenic Rim Facebook followers	24,000	24,943	25,252	25,367
Visit Scenic Rim Instagram followers	33,300	34,092	34,700	35,884
Scenic Rim Eat Local Month Facebook followers	14,000	14,660	14,813	16,467
Scenic Rim Eat Local Month Instagram followers	8,387	8,369	8,446	10,320

Upcoming activities

- Continued engagement with local businesses, industry groups and government agencies.
- Business Networking Breakfast scheduled to be delivered in November 2024.
- Deliver capability-building workshops for business and industry.
- Ongoing marketing campaigns to drive traffic to the Visit Scenic Rim destination website.

Cultural Services

Highlights and achievements

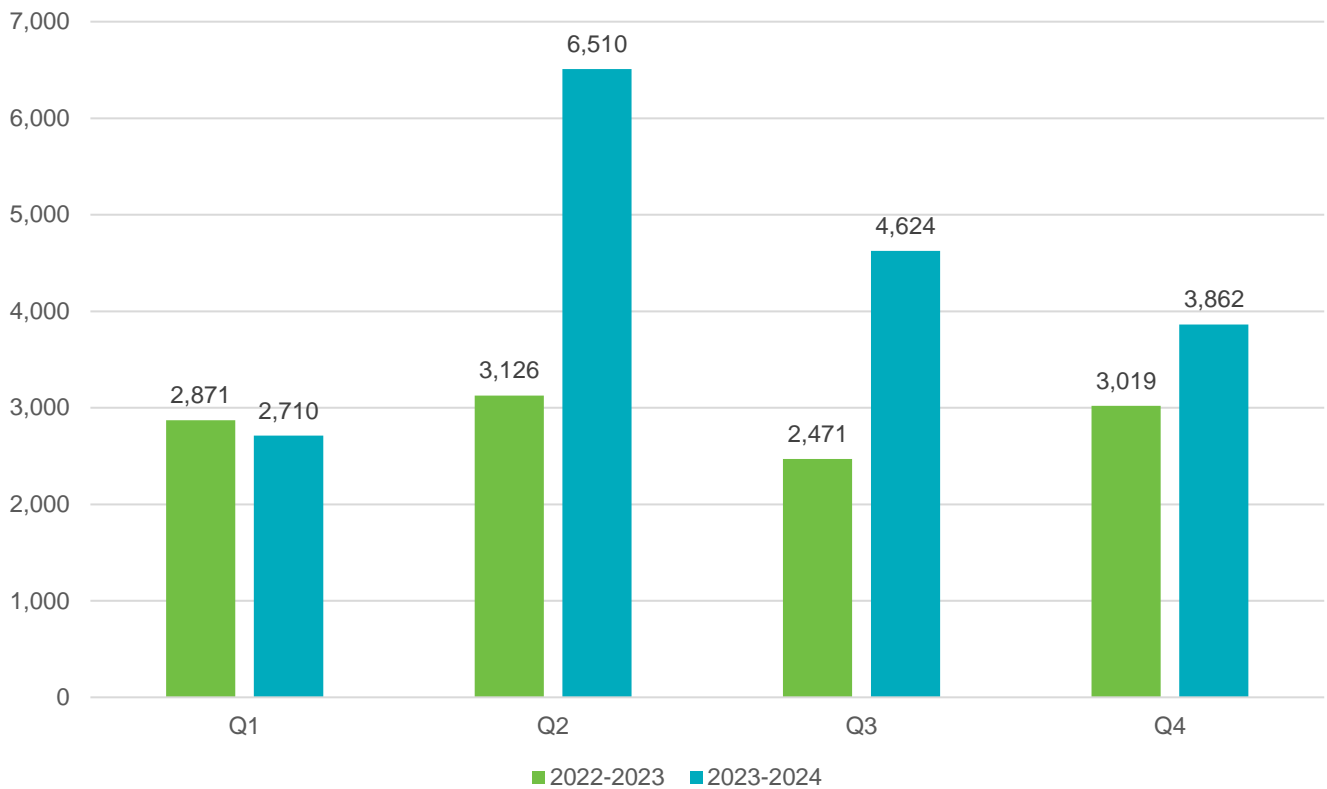
- For the three venues there has been a 7.2% increase in events and bookings and a significant 76.6% increase in attendance for the 2023-2024 year. This can be attributed to local government election pre-polling at two venues, use of Vonda Youngman Community Centre as a recovery hub, and a continued return of commercial hirers following COVID.
- Repairs have continued at Vonda Youngman Community Centre from the Christmas weather event, including roof and guttering repairs and carpet replacement. The venue was closed for a week in May 2024 and at end of financial year, with the repairs being 95% complete.
- Boonah Cultural Centre was closed for two months from the end of April 2024 through to the end of June 2024 for an air-conditioning upgrade.
- School holiday programs were delivered across three venues in April and June 2024 including a family performance and workshop of Whalebone.
- Other highlights included:
 - Kings of Country performance – 247 attendees
 - Flora of Gondwanan Heritage exhibition launch 80
 - Ash Grunwald in Concert – 221
 - Scenic Rim Career Expo – 205
 - Loyalty Dance Studio Mid-Year Performances – 896
 - ANZAC Day Gunfire Breakfast –150
 - Dreams Fleetwood Mac & Stevie Nicks Show — 435
 - Historical Fencing Competition– 150
- Kalbar Public Art sculpture by Paul Stumkatt was installed at George Street Park.
- Storyboards were installed at Harrisville and Rosins Lookout.
- Four RADF funded murals were painted in Canungra.
- The Angels of Agriculture Public Artwork was installed near Beaudesert Museum.

Service Statistics

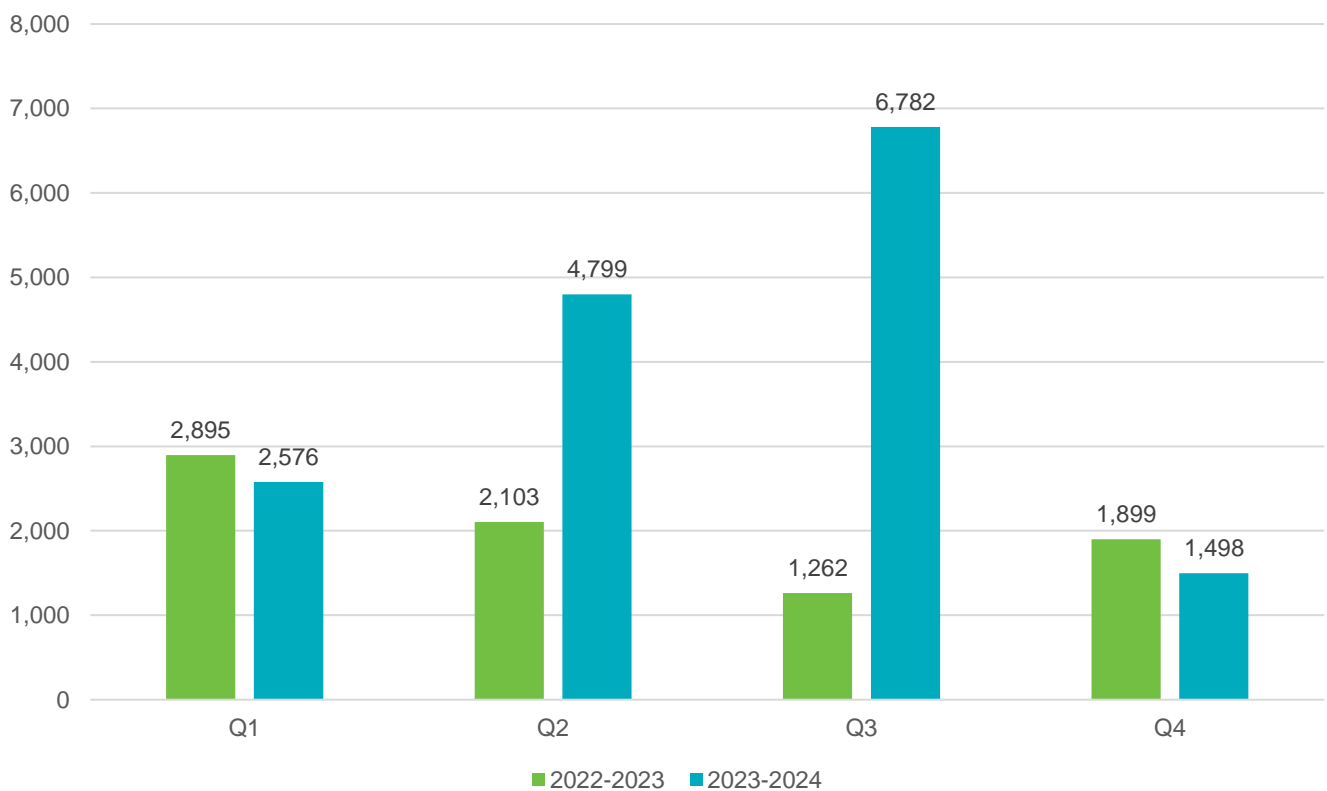
	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	109	85	100	102
Number of attendees at The Centre, Beaudesert	2,710	6,510	4,624	3,862
Number of events at Boonah Cultural Centre	114	69	84	66
Number of attendees at Boonah Cultural Centre	2,576	4,799	6,782	*1,498
Number of events at Vonda Youngman Community Centre	324	260	247	318
Number of attendees at Vonda Youngman Community Centre	4,882	4,707	10,191	5,206
Number of Regional Arts Development Fund applications	0	8	6	2
Value of Regional Arts Development Fund grant approvals	0	0	0	64,069
Value of Regional Arts Development Fund projects	0	0	0	263,087

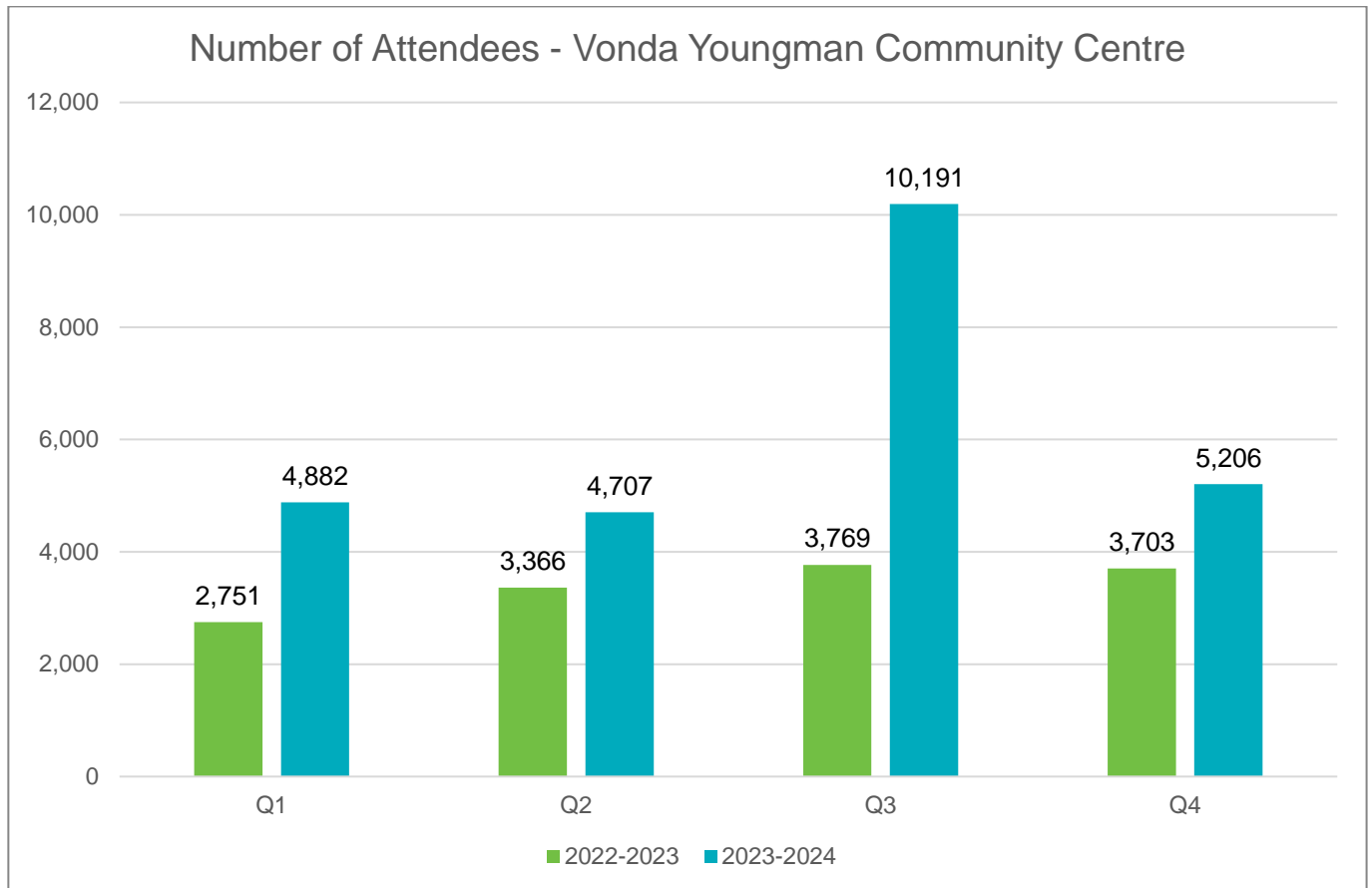
- * Boonah Cultural Centre was closed in May and June, Quarter Four for an air-conditioning upgrade

Number of Attendees - The Centre, Beaudesert



Number of Attendees - Boonah Cultural Centre





Upcoming activities

- Come On A Journey Exhibition and launch at The Centre, Beaudesert.
- Queensland State Election Polling at Boonah Cultural Centre and Vonda Youngman Community Centre.
- RADF Strategic Initiative Youth Mural project.
- Completed Storymarkers to be installed in Beaudesert for B150.
- Tamborine Public Artwork in development.
- Eight Bronze Sculptures to be installed in Davidson Park.
- Printed historical photos to be installed on the Davidson park toilet block.

Customer Care and Engagement

Highlights and achievements

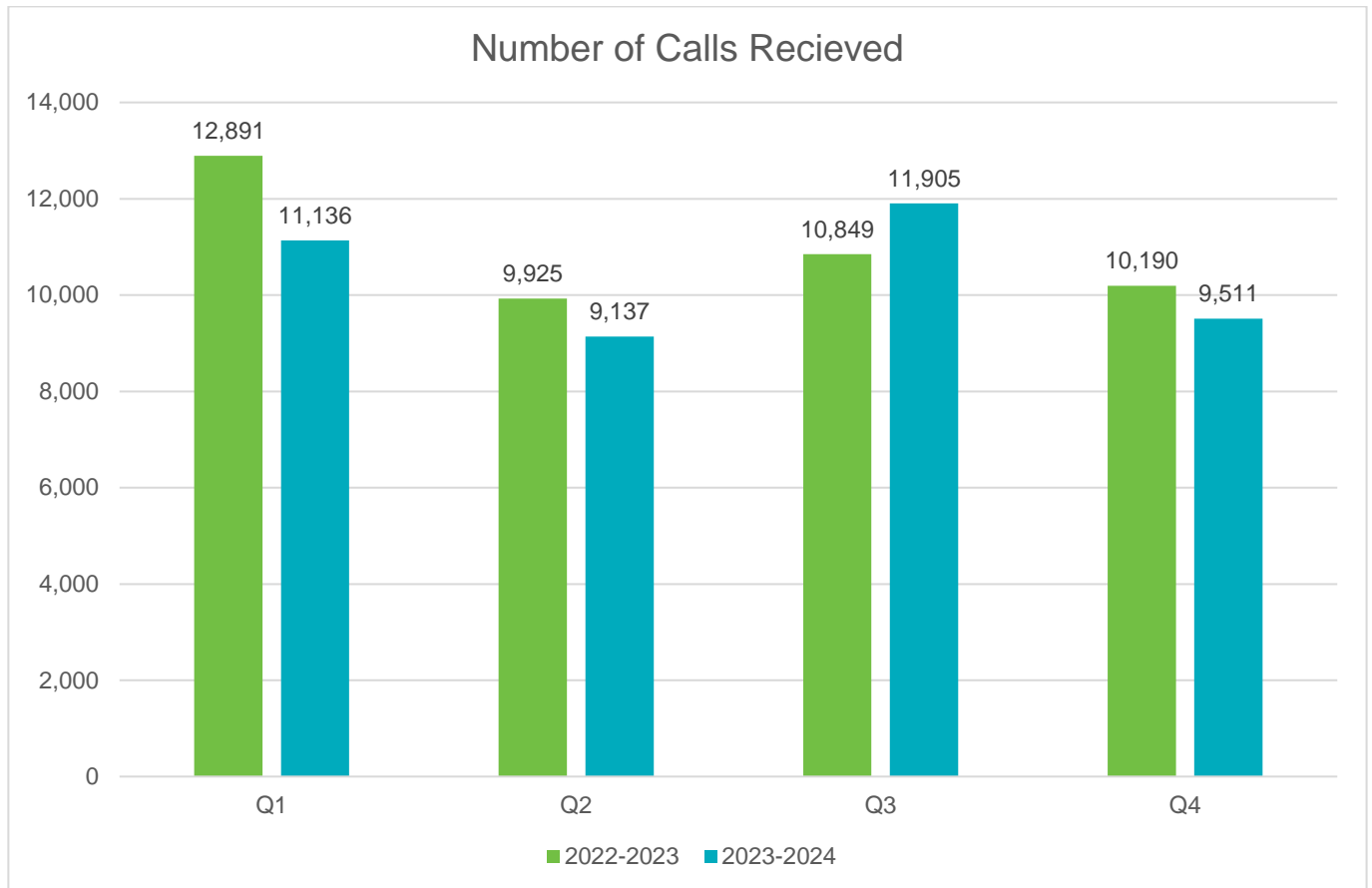
- Additional position recruited to support Boonah QGAP demand, supported by State funding increase in 2024-25.
- Council's Community Engagement Platform, Let's Talk Scenic Rim reached over 1,000 registered participants and continues to grow.
- Council launched community consultation on the Draft Sport and Recreation Plan 2024-2034 via Let's Talk Scenic Rim in April 2024 which attracted over 250 submissions.
- Community Hall Roadshows consultation commenced in May 2024 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.
- Community consultation for the 2024-2025 Budget opened in May 2024, which resulted in 31 valuable community submissions which were considered as part of Council's budget process.
- There were 13 face-to-face community engagement sessions delivered across the region in Quarter Four.

Service Statistics

	Q1	Q2	Q3	Q4
Number of calls	11,136	9,137	11,905	9,511
Average call wait time	00:00:59	00:00:55	00:01:19	00:00:33*
Longest call wait time	00:12:58	00:14:20	02:00:12	00:20:00**
Applications created	1,170	1,101	1,136	1,488
Requests created	2,926	2,632	3,755	3,180
Online requests	134	173	236	180
Local Government transactions (excluding enquiries)	4,353	2,159	3,285	2,573
QGAP transactions	2,929	2,754	2,882	2,893
COMPLIMENTS RECEIVED	26	30	29	25
Asset and Environmental Sustainability	12	24	14	10
Council Sustainability	1	0	3	0
Customer and Regional Prosperity	13	6	12	14
Executive Office Mayor and Councillors	0	0	0	1
LET'S TALK SCENIC RIM				
Registered participants on Let's Talk Scenic Rim	705	794	809	1,122
Total visits to Let's Talk Scenic Rim	28,712	33,450	36,781	44,111

* Average call wait times have decreased and achieved target for May and June 2024, where calls were answered in 30 seconds and under.

** Longest wait times have reduced due to less reported affects with connection and system issues following Council's transition to new call centre software. The longest call wait time represented in the system was 20 minutes which was due to a system issue with Microsoft Teams presence based routing in April and remains unresolved. The cause of these long wait times remains under investigation but relates to system connecting calls to available Officers.



Upcoming activities

- Continued focus on maintaining target of customer call wait times.
- Community engagement continues to evolve to meet the needs of community and Council. Improvements to the existing Council Community Engagement Policy are in the process of a review to reflect the current best practice standards for Council and refine existing procedures and processes.
- Council plans to open community consultation on the Draft Integrated Transport Plan in Quarter One of 2024-2025 through Council's engagement platform, Let's Talk Scenic Rim.
- Quality assurance program continues to progress to deliver customer-focused initiatives, aligned with the intent and vision of the Customer Charter and Corporate Plan reviews.

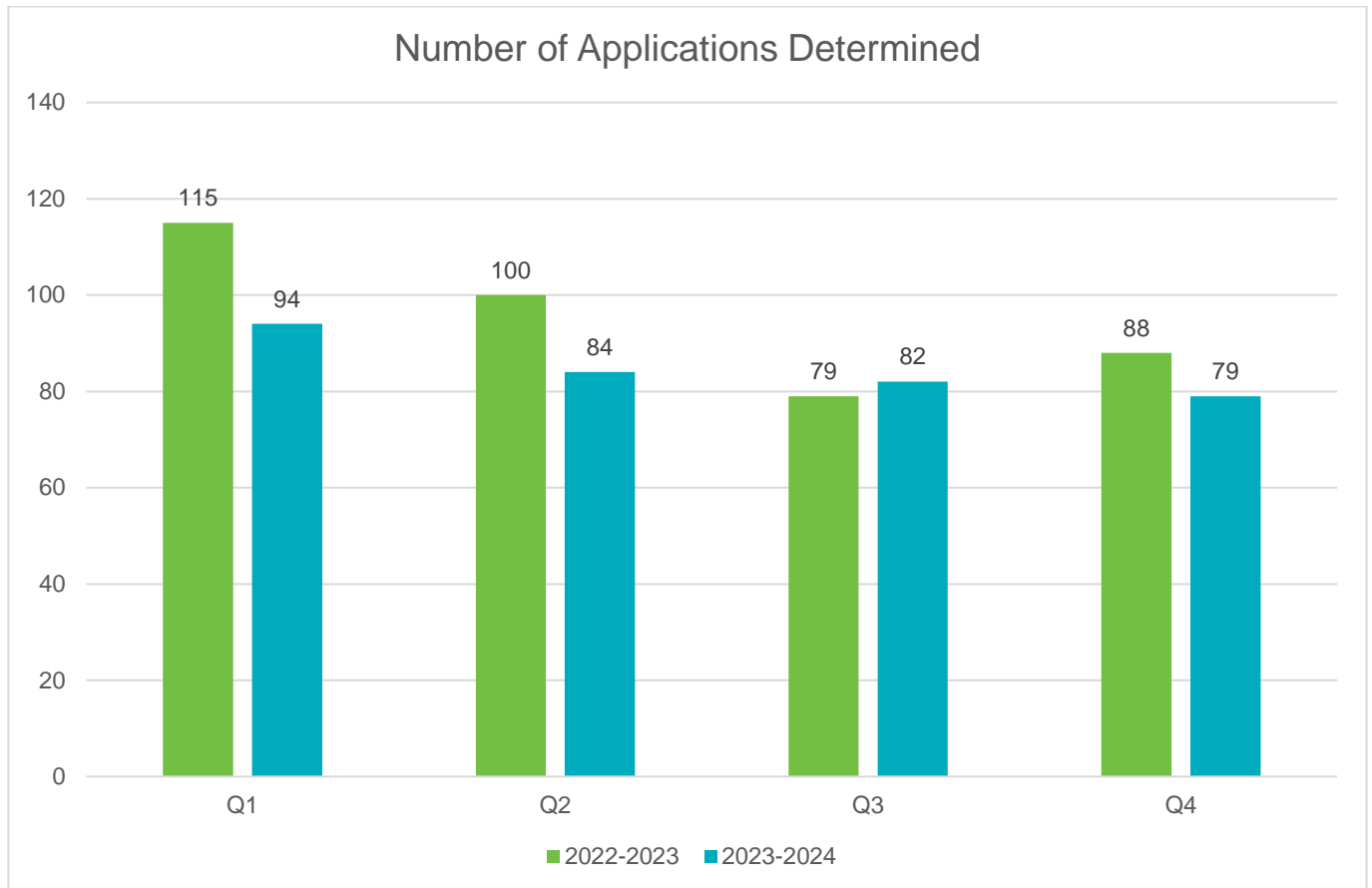
Development Assessment and Engineering

Highlights and achievements

- The ability to now provide an invoice for payment on application fees has been implemented as part of the Development Assessment & Engineering team's ongoing business improvements.
- Council Development Assessment & Engineering team finalised the successful appeal mediation of a commercial development in Boonah.

Service Statistics

	Q1	Q2	Q3	Q4
APPLICATIONS RECEIVED				
Material change of use (MCU) including currency extensions and change applications	47	51	29	36
Reconfiguring a lot (RAL) including currency extensions and change applications	13	18	13	11
Operational works including currency extensions and change applications	17	20	17	15
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	18	32	22	44
Applications determined	94	84	82	79
Plan of surveys finalised	24	19	11	20
Flood certificates issued	36	31	40	67
Planning certificates issued	16	5	11	15
Superseded planning scheme requests received	3	0	0	0
Pre-lodgement meetings conducted	13	10	8	4
Concept meetings conducted	10	12	10	1
Lots approved as part of reconfiguration application approvals	164	220	126	246
CUSTOMER REQUESTS RECEIVED (CRMS)				
Customer initial planning enquiries (telephone)	302	379	467	508
Customer callback enquiries related to existing application	211	213	214	170
ECM TASKS RECEIVED				
DA planners	99	121	76	177
DA submission	35	16	111	151
Planning & development	1651	1106	998	989



Upcoming activities

- Finalising recruitment for various vacant planning roles within the area.
- Council's free concept meetings and paid pre-lodgement services to recommence in Quarter 1 2024-2025.
- Progressing Council's standard conditions suite project to finalisation.
- Establishing a duty planner roster for planning counter services to be extended to Boonah and Tamborine Mountain on scheduled days each month.

Infrastructure Charges

Service Statistics

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION - 30 JUNE 2024			COMMENT
Total Current ICN Brought Forward from 31 March 2024	+	\$43,910,378.92	Based on reviewed data base
New Infrastructure Charge Notice issued (1 April 2024 to 30 June 2024)	+	\$2,295,562.96	For the reporting period
Infrastructure Charge Notice Paid (as issued) (1 April 2024 to 30 June 2024)	-	\$4,246,804.21	For the reporting period
Infrastructure Charge Notice Paid (CPI) (1 April 2024 to 30 June 2024) CPI not added to figures as requested	-	\$346,690.72	Indexation is calculated at time of payment but not added to final calculations. (Refer to note below)
Infrastructure Charge Notice (development) Lapsed	-	\$0.00	Development approvals which have not commenced within the approval currency period
Infrastructure Charge Notice converted to Infrastructure Agreement 1 (1 April 2024 to 30 June 2024)	-	\$0.00	A separate Infrastructure Agreement is entered into
Infrastructure Charge Notice converted to Deferred Infrastructure Agreement 2 (1 April 2024 to 30 June 2024)	-	\$0.00	Identifies business incentive IA's
Infrastructure Charge Notice amended (1 April 2024 to 30 June 2024)	-	\$0.00	Where ICN's are amended on appeal, change of development etc.
Infrastructure Charge Notice discounted/waived 3	-	\$0.00	
Credits Issued 4	-	\$0.00	Credits for additional infrastructure works undertaken by the development to the benefit of Council (with prior approval)
New Current Total		\$41,612,446.95	Total including other old "contribution" charges \$40,444,926.42. Note: The new current total is not a liability however reflects the value of infrastructure charges yet to fall due.
Notes:			
1. No ICN's were converted to an Infrastructure Agreement or Deferral Agreement during the period.			

Strategic Planning

Highlights and achievements

- The Local Housing Action Plan was prepared in partnership with the Local Government Association of Queensland and endorsed by Council on 26 June 2024.
- 'Developer Insights' sessions were held with six major developers in the region to gather insights and shared learnings on the market conditions, appetite to support housing diversity across the Scenic Rim and what interventions may need to be activated to support delivery.
- A study that identifies character precincts and design guidelines was prepared in collaboration with Tract Pty Ltd. This study will be presented to Council in Quarter 1 2024-2025.

Service Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	20	31	12	16
Exemption certificates issued under section 71 of the <i>Queensland Heritage Act 1992</i>	0	0	2	1

Upcoming activities

- Amendment No.6 (Matters of Environmental Significance) and Amendment No. 8 (Growth Management Strategy implementation and other operational amendments) are both scheduled to progress to a State Interest Review in Quarter 1, 2024-2025.

Regulatory Services

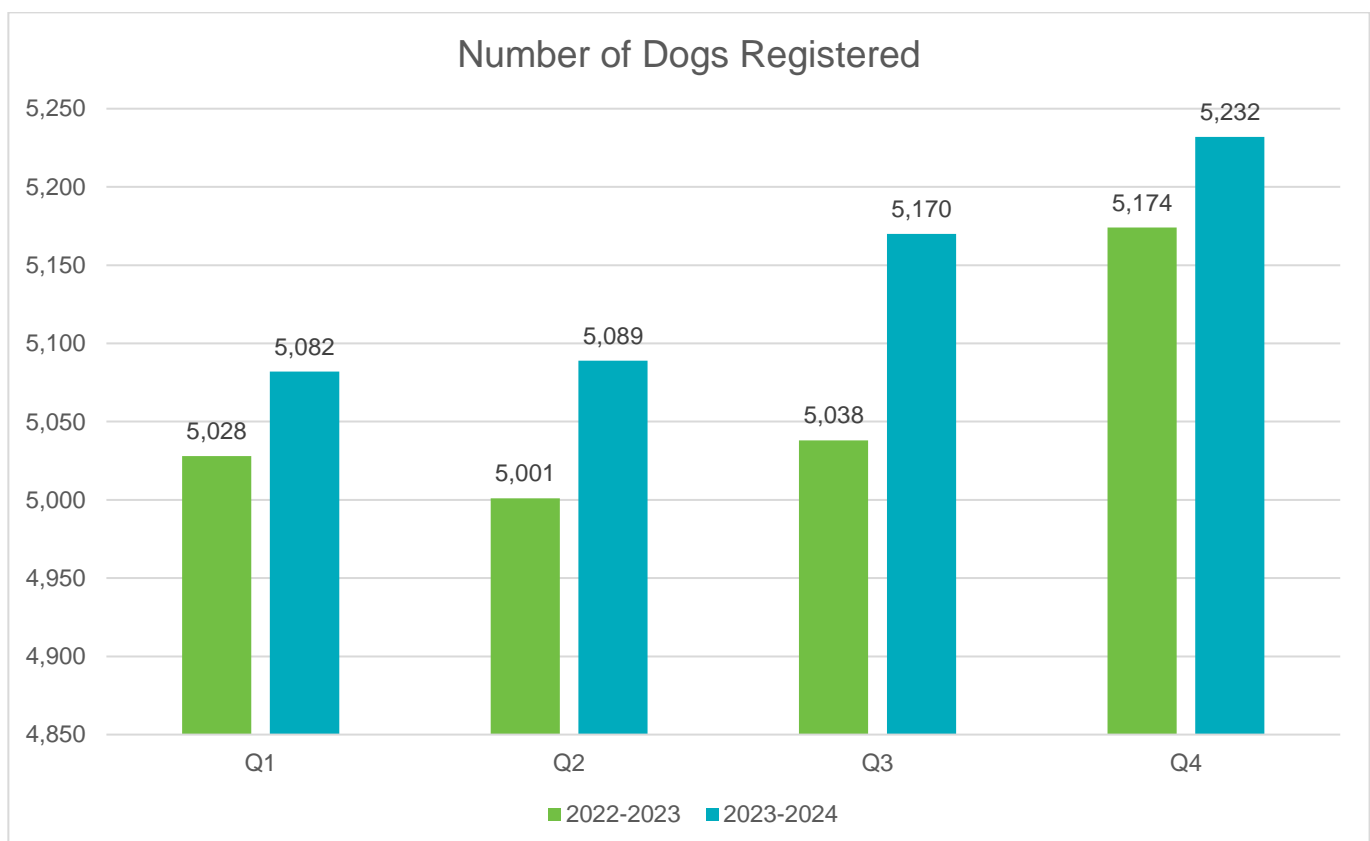
Highlights and achievements

- The draft Biosecurity Plan has been finalised following the incorporation of the results of Community consultation and will be presented to Council in the next Quarter.
- The implementation of fire ant treatment across Council owned and managed lands and training of Council staff is ongoing. The feedback received from the Department of Agriculture and Fisheries is positive in that the Scenic Rim Regional Council is achieving the highest number of treatments across the Southeast Queensland suppression area.
- A substantial increase in the number of Building and Plumbing applications has been experienced and staff have worked diligently to deliver on legislated time frames.
- Dog registrations are being prepared and will be issued in the coming month.

Service Statistics

	Q1	Q2	Q3	Q4
ENVIRONMENTAL AND PUBLIC HEALTH LICENCES RECEIVED				
Food	10	11	11	45
Personal appearance services	0	0	2	0
Local law	19	24	11	17
CUSTOMER REQUESTS RECEIVED (CRMS)				
Health services	460	422	568	387
Reported dog attacks (captured within health services CRMS)	16	17	26	16
Compliance services	231	191	237	215
COMPLIANCE SERVICES NOTICES ISSUED				
Show Cause	19	27	47	24
Enforcement	16	18	17	23
Compliance	9	12	8	0
Direction	2	0	3	4
Penalty infringements	8	18	31	1
DOGS				
Registered at end of period	5,082	5,089	5,170	5232
New registration applications	210	188	203	181
Impounded *(Q4 1 dog held at end of quarter)	55	36	36	*43
Impounded and returned to owner	19	15	14	20
Impounded and rehomed	31	10	19	12
Impounded and euthanised	2	11	3	10
CATS				
Impounded	46	29	38	56
Impounded and returned to owner	12	3	2	9
Impounded and re-homed	7	10	15	17
Impounded and euthanised	27	16	21	30
ANIMALS REPORTED LOST/FOUND BY THE PUBLIC				
Animals reported lost	20	19	14	15
Animals reported found	3	3	5	3
1080 BAITING PROGRAM				
Landholders	32	2	0	38
Dog baits supplied	679	51	0	664

	Q1	Q2	Q3	Q4
Pig baits supplied	17	0	0	17
BUILDING				
Applications received (council-certified)	5	6	3	9
Inspections performed	15	5	2	2
Applications received (privately certified)	253	278	269	483
PLUMBING				
Applications received	134	125	141	214
Inspections performed	954	698	756	1038
Approvals issued	128	130	128	211
NEW FACILITIES REGISTERED UNDER PLUMBING AND DRAINAGE ACT				
Backflow prevention devices	13	21	6	14
On-site sewerage facilities	50	57	46	42
CUSTOMER REQUESTS RECEIVED (CRMS)				
Plumbing services	15	15	17	14
PLUMBING SERVICES NOTICES ISSUED				
Show Cause	0	10	1	0
Enforcement	0	0	0	1
Penalty infringement	0	0	0	0



Upcoming activities

- Biosecurity Plan is intended for adoption at the Ordinary meeting of Council in July.
- Fire ant treatment training will continue across the field teams.
- Commencement of pro-active broadscale fire ant treatments on Council owned lands.
- Recruitment for an additional Biosecurity Officer to commence in Quarter 1 2024-2025.

Highlights and achievements

- Events facilitated by Biodiversity Officers:

1. Koala Scat Collection Citizen Science Training - 18 May 2024. Targeted training for community members to collect suitable koala droppings to be analysed by a scientific lab.
2. Fluvial Geomorphology Workshop for SEQ Councils - 20 and 21 May 2024. A workshop for Councils of South East Queensland to learn about the complex nature of soil and waterways interactions.



3. Significant Flora of Scenic Rim Workshop - 11 June 2024. Targeted community workshop to assess the list of our regions significant native plant species for awareness and protection.
4. Significant Fauna of Scenic Rim Workshop - 12 June 2024. Targeted community workshop to assess the list of our regions significant native wildlife species for awareness and protection.
5. Reynolds Creek Platypus Pathways - 31 May 2024. A joint workshop with Healthy Land and Water, SeqWater and Resilient Rivers to learn about platypus of the local target area and ways the locals can help protect them and get involved.



6. Fire Ecology Workshop - 18 May 2024. Practical workshop for Land for Wildlife participants with the Qld Fire and Biodiversity Consortium to learn interactions between fire and the natural environment and practical ways to manage it.
 7. Official opening of the Western Escarpment fire trail as part of the Black Summer Grant completion - 1 June 2024.
- Undertake Platypus eDNA sampling in Logan Albert River. This assesses the catchment water courses for the presence or absence of platypus by sampling the water.
 - Finalised Urban Greening Project Agreement as part of Disaster Ready Fund grant. This will begin the process to identify heat sinks in our region and develop recommendations on ways to mitigate it at priority areas.
 - Koala Scat Genealogy Project completed with over 100 samples collected across Scenic Rim LGA. This will help identify the health and genetics of our koala population/s.



- 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. Up to 20 nest boxes will be installed.
- Attended the Boonah show Council stand to meet and greet the community and to chat about Council's various programs and topics of interest - 31 May and 1 June 2024.
- 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.
- Black Summer Grant for the Western Escarpment Fire Trail completed. This grant created over 15km of almost a single connected fire trail at the base of Mount Tamborine, which involved several key landholders, Queensland Parks and Wildlife, Rural Fire Service and indigenous consultants.
- Applied for the Resilient Australia Awards for the Western Escarpment Fire Trail.
- Commenced fire ant treatment on target Council reserves.
- Provided several work areas and upskilling opportunities for the Community team. Community is an 18 week traineeship for the participants receive a Certificate 1 in Conservation and Land Management. Council has provided suitable natural areas where they get to learn skills in bushland restoration, use of relevant tools and equipment and plant and pest identification.



- Engaged a consultant to develop a Rathdowney Flying-fox Roost Management Plan to assist Council in managing that particular roost.

Service Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	27	23	17	20
One million tree program applications received	35	25	40	31
Land for wildlife property inspections	58	44	46	31
Number of trees supplied (not including Councils Nursery)	6,872	8,102	8,805	1850

Upcoming activities

- Recruitment of Biodiversity Officer- Community Partnerships.
- Environmental Grants open 5 August 2024.
- Attendance at the Scenic Rim Agricultural Expo at Harrisville.
- Continue to work with Communitify.
- Finalise the Rathdowney Flying-fox Roost Management Plan.