



# SCENIC RIM REGIONAL COUNCIL **SERVICE DELIVERY REPORT** QUARTER TWO 2024-2025

# Introduction

Council's Corporate Plan, Scenic Rim 2026, and the Operational Plan 2024-2025 provide an overview of the project-based and key service activities Council is progressing in order to deliver against some of the specific priorities set out in the Community Plan. Although these actions are a vital part of Council's work, Council also delivers a wide range of services which are essential to the region and which also contribute to the outcomes within the Community Plan.

The purpose of this report is to provide information about the delivery of services during Quarter Two of 2024-2025. The report includes key achievements across Council and key performance statistics which demonstrate the breadth and quantum of work undertaken by Council on a daily basis.

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 of upcoming key service activities for the next quarter.

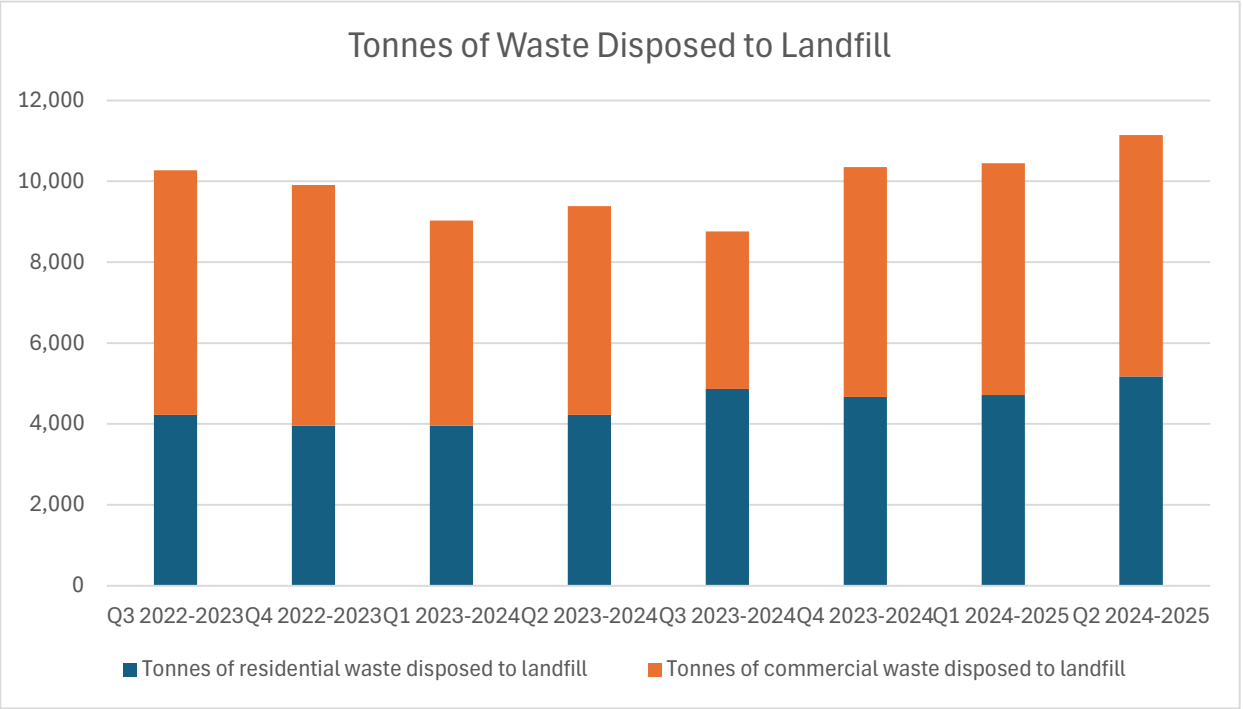
# Asset and Environmental Sustainability

## Waste and Recycling

### Performance Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	4713	5170	0	0
Tonnes of commercial waste disposed to landfill	5736	5976	0	0
Tonnes of general waste from kerbside collection	2722	2952	0	0
Tonnes of general waste from transfer stations	1991	2218	0	0
Tonnes of household recycling recovered	1013	1665	0	0
Tonnes of green waste recovered and mulched	1631	498	0	0
New domestic waste collection services established	136	109	0	0
New commercial waste collection services established	3	4	0	0
Waste customer requests received	502	626	0	0
Waste customer requests resolved	495	622	0	0
Students engaged in waste education sessions	277	62	0	0
*Bin health checks	182			

\* Bin Health Checks to recommence August 2025.

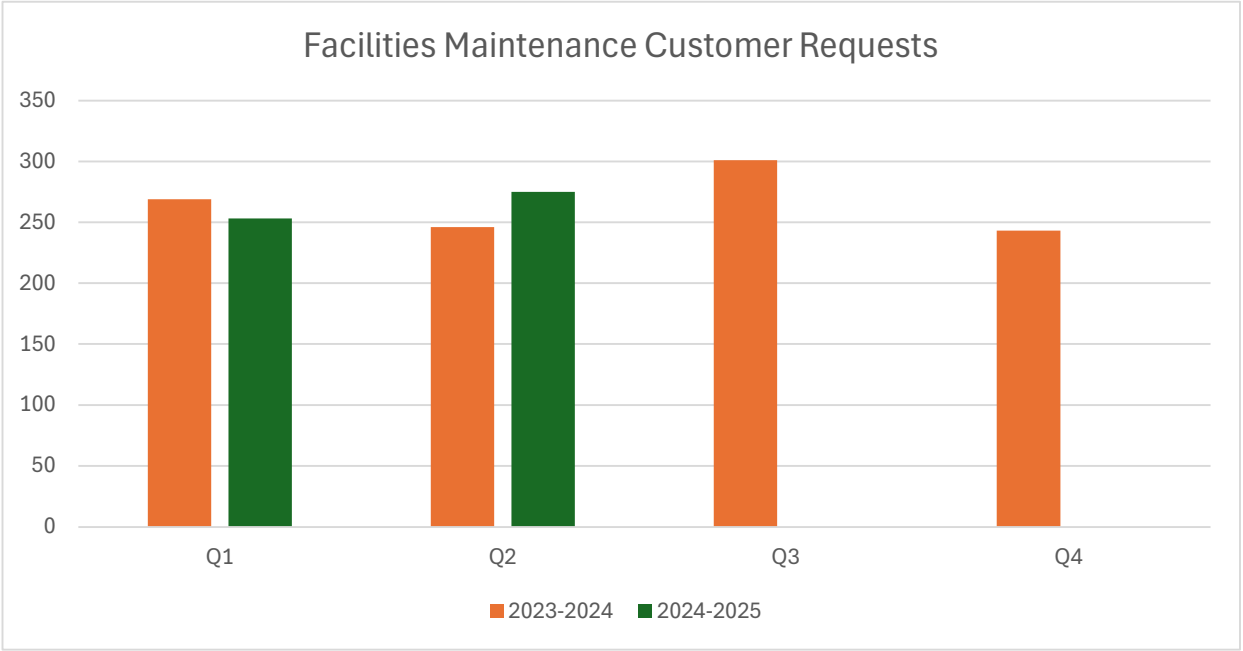


# Asset and Environmental Sustainability

## Facilities

### Performance Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	253	275	0	0
Swimming pool attendance figures				
Beaudesert	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0
Boonah	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0
Canungra	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0
Rathdowney (only open during December / January school holidays)	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0
Scenic Rim Aqua Fitness	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0
Tamborine Mountain	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	0



# Asset and Environmental Sustainability

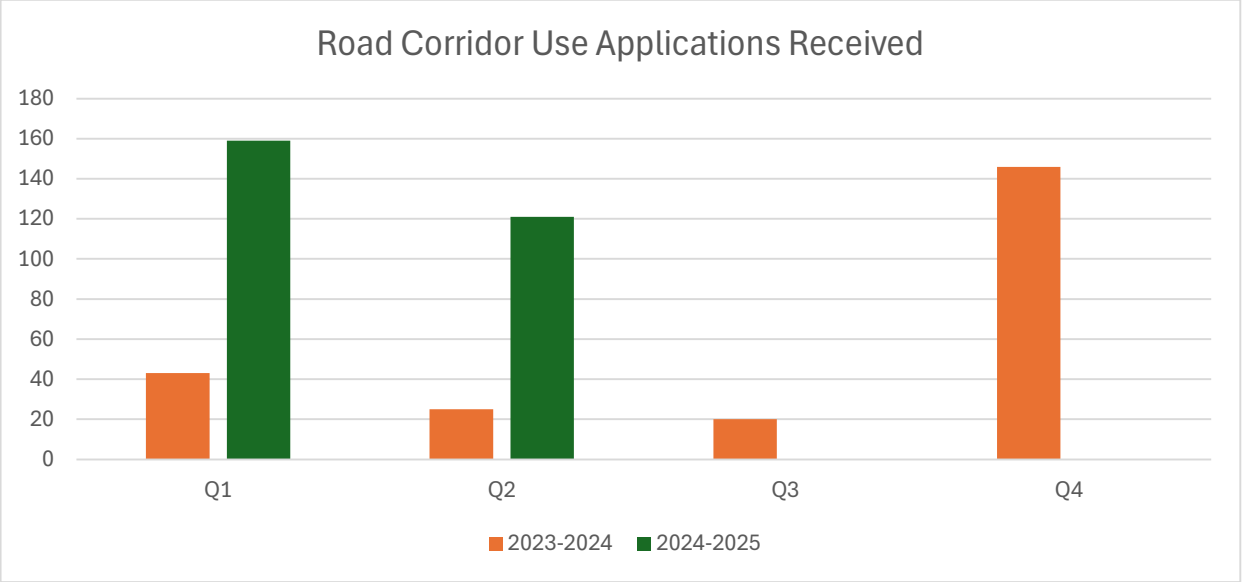
## Road Maintenance and Corridor Management

### Highlights

2024-2025 reseal program - Road preparation works underway by internal crews.  
Emergent works commenced for the repair of roads following November/December rain event.  
Process review commenced for property access approvals by RCMT.

### Performance Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	159	121	0	0
Road corridor use approvals issued	128	163	0	0
Heavy vehicle access applications received	55	50	0	0
Heavy vehicle access approvals issued	55	44	0	0
Property access requests received	99	96	0	0
Property access approvals issued (including initial and final approval)	118	100	0	0
Rural road numbering requests received	13	9	0	0
Rural road numbering approvals issued	9	12	0	0
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	25	0	0
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	33	32	0	0
Road maintenance customer requests received	563	746	0	0



# Asset and Environmental Sustainability

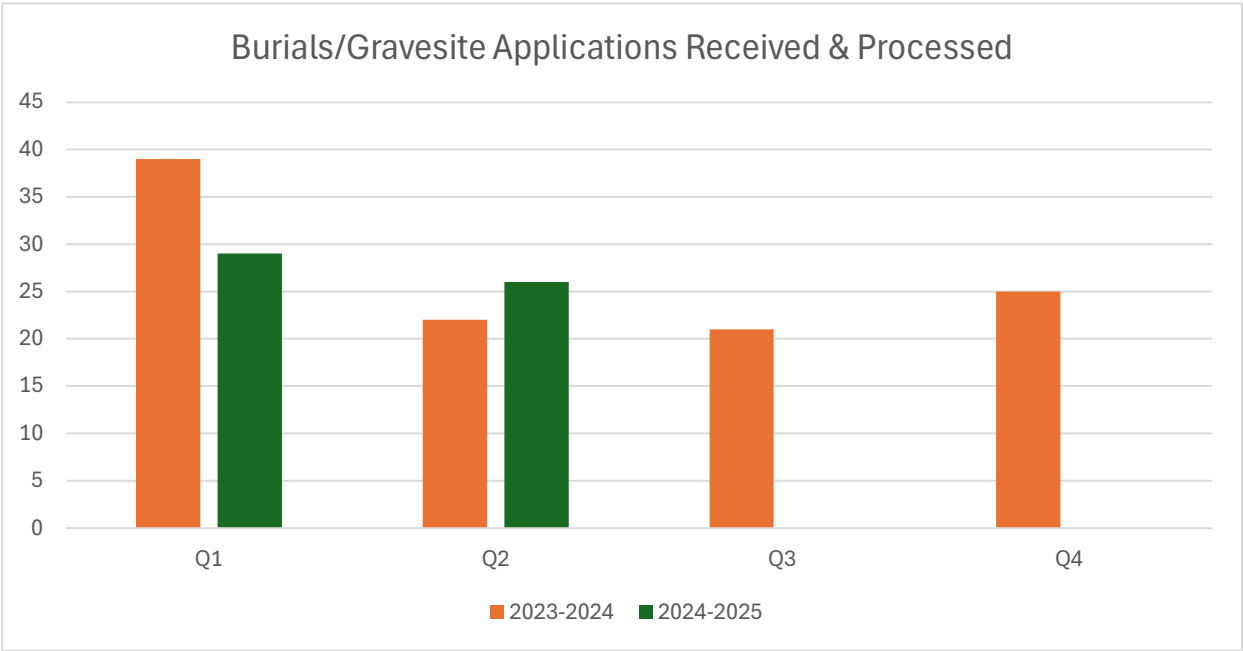
## Cemeteries

### Highlights

No highlights to report.

### Performance Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	29	26	0	0
Ash placement applications received and processed	13	12	0	0
Applications for reservation received and processed	10	12	0	0
Applications for monumental work received and processed	18	21	0	0
Plaque placement applications received and processed	12	13	0	0



### Upcoming Activity

Design for Boonah Cemetery internal road refurbishment project has been modified. Completed design modifications are due for completion in February 2025.  
Project will be delivered by SRRC Capital Works team in February-March 2025.

# Asset and Environmental Sustainability

## Parks and Landscape Maintenance

### Highlights

Free Tree Distribution event delivered at DJ Smith Park Canungra on Saturday 5 October 2024. 349 plants were given out.

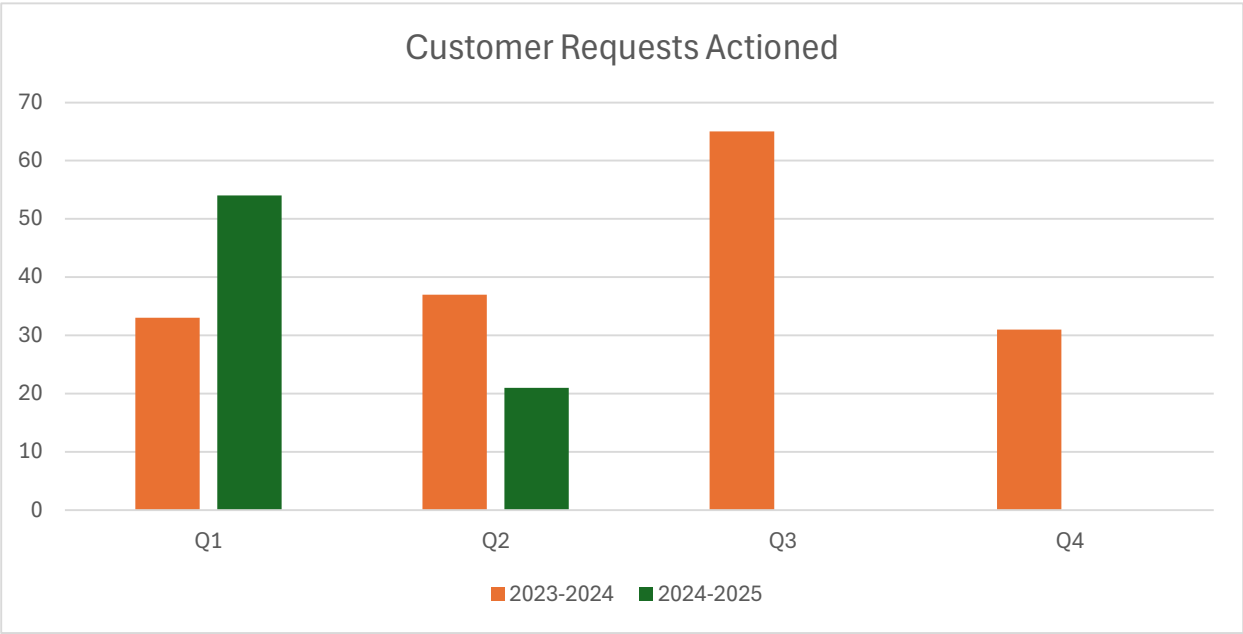
Free Tree Distribution event delivered at the Beaudesert Council Nursery on Saturday 2 November 2024. 167 plants were given out.

Free Tree Distribution event delivered at Springleigh Park Boonah on Saturday 7 December 2024. 452 plants were given out.

764 free trees distributed on Fridays from Beaudesert Nursery.

### Performance Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1888	1732	0	0
Parks and landscape maintenance customer requests actioned	54	21	0	0
Park use applications received and processed	11	19	0	0
Applications for tree work / removal on Council managed land received	26	17	0	0



### Upcoming Activity

The next Free Tree Distribution event will be at Harrisville Memorial Park on Saturday 1 February 2025.

# Asset and Environmental Sustainability

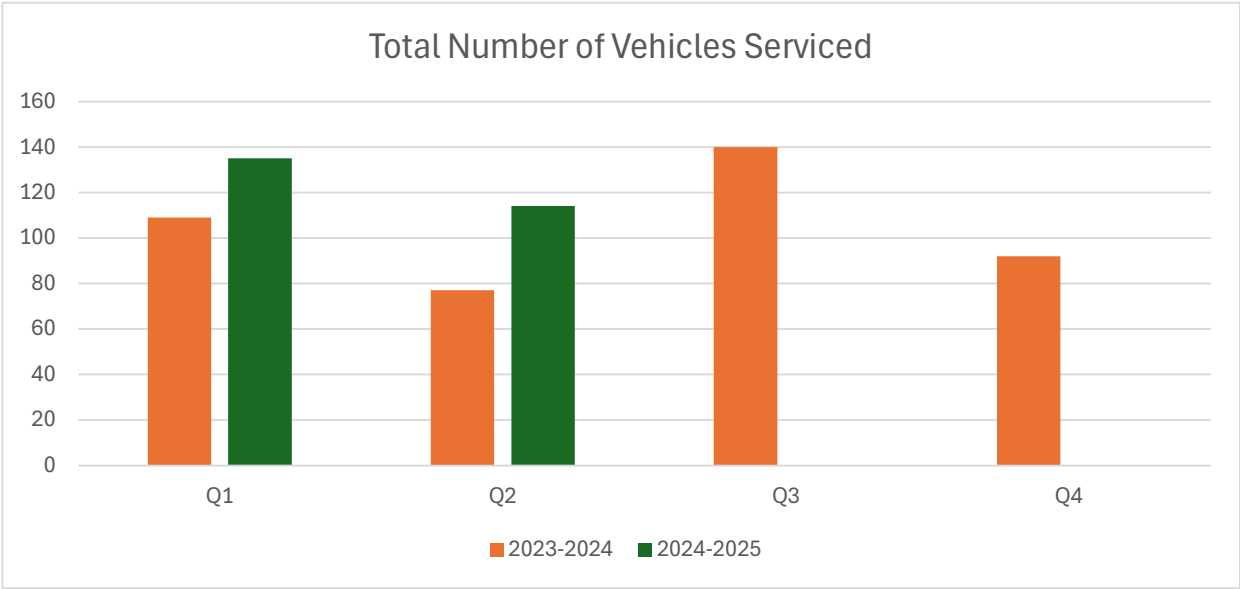
## Fleet Management and Servicing

### Highlights

Completion of assisting with re-implementation of Workshop processes.  
Continued with the implementation of global positioning system consultation period.

### Performance Statistics

	Q1	Q2	Q3	Q4
<b>Services</b>				
Heavy plant	24	28	0	0
Light motor vehicles	42	38	0	0
Small plant	34	20	0	0
Trucks	35	28	0	0
<b>Total Vehicles Serviced</b>	<b>135</b>	<b>114</b>	<b>0</b>	<b>0</b>
<b>Fleet purchases (ordered)</b>				
Light Motor Vehicles	5	7	0	0
Plant	2	0	0	0
Small Plant	0	4	0	0
Trailers	0	1	0	0
Trucks	0	0	0	0
Other	1	1	0	0
<b>Fleet deliveries</b>				
Light motor vehicles	1	7	0	0
Plant	0	0	0	0
Small Plant	2	4	0	0
Trucks	3	0	0	0
Other	0	0	0	0
<b>Fleet disposals</b>				
Light motor vehicles	0	2	0	0
Small plant	0	0	0	0
Plant	0	0	0	0
Other	0	1	0	0
Trucks	0	1	0	0



Upcoming Activity

Continue with implementation of global positioning system with relevant sections/users.  
Implementation of electronic prestart system in Council's truck fleet after implementation of global positioning system.  
Quotes to be called for risk assessment of Council's trucks and machinery.

# People and Strategy

## Human Resources

### Highlights

End of Year Function - Service Recognition Awards recognising employees who have provided extended years of dedicated service were presented with a certificate and token gift by the CEO and Councillors. Certificates were presented to 36 employees for various years of service - 10,15,20,25,30,35,40,45. Three past employees were presented with retirement certificates, a token gift and thanked for contribution to Council. Value Employee of the December Quarter and Valued Employee of the Year for Administration and Operational were all announced and presented with a certificate, trophy and token gift.

Traineeships and Apprenticeships - Learning & Development and HR underwent an extensive recruitment and selection process for trainees including a selection day comprising of activities, interviews and guest speakers. As at December 2024, one offer has been made and accepted and four more are in various stages of the recruitment process. As we have a further three positions available we will be advertising these in early 2025 with all trainee appointments being confirmed by March.

Performance and Development Reviews - almost 300 performance reviews were conducted across the organisation. A key focus of this initiative was to gain insight into professional development opportunities. The data showed that the most significant training need identified was in council systems, followed by plant ticket. Staff also indicated interest in formal qualifications at the Cert III and Cert IV levels. On the job training and technology and leadership training also ranked highly. The Learning and Development team plan to implement recommendations based on these findings including a digital literacy program, further formal qualification and plant ticket offerings, and a leadership and communications program.

Staff Survey - As part of Council's commitment to the attraction and retention of staff, we launched a staff survey in December 2024. The survey was open to all staff members to respond anonymously. The survey focussed on data in relation to staff salary and benefits, role responsibilities and tasks, leadership and management, communication, development, and wellbeing. In early 2025, the results will be analysed and presented to staff.

### Performance Statistics

	Q1	Q2	Q3	Q4
<b>Recruitment</b>				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	10	10	0	0
Vacancy advertisements posted as open merit-based processes internal and external to Council	55	18	0	0
Appointments confirmed through a meritorious recruitment process	32	33	0	0
Terminations (including permanent, temporary, casual and end-of-contract employees)	31	23	0	0
<b>Long service awards</b>				
Number of employees who became eligible for long service milestones	7 Employees No:Years 1:35 1:30 1:25 3:15 1:10	10 Employees No:Years 1:45 yrs 2:40 yrs 1:20 yrs 6:10 yrs	0	0

	Q1	Q2	Q3	Q4
Learning and Development				
Cert IV Civil Construction	7	0	0	0
Traffic Management	8	0	0	0
SPUN Conference	1	0	0	0
Understanding Superannuation	1	0	0	0
Tractor Operations	2	0	0	0
HSR Refresher	7	0	0	0
Cert III Heavy Commercial	3	0	0	0
Grand Total	241	124	0	0

# People and Strategy

## Work Health and Safety

### Highlights

New 24/7 Employee Assistance Program (EAP) launched in Quarter Two.

Health, Safety & Wellbeing Expo complete in Quarter Two.

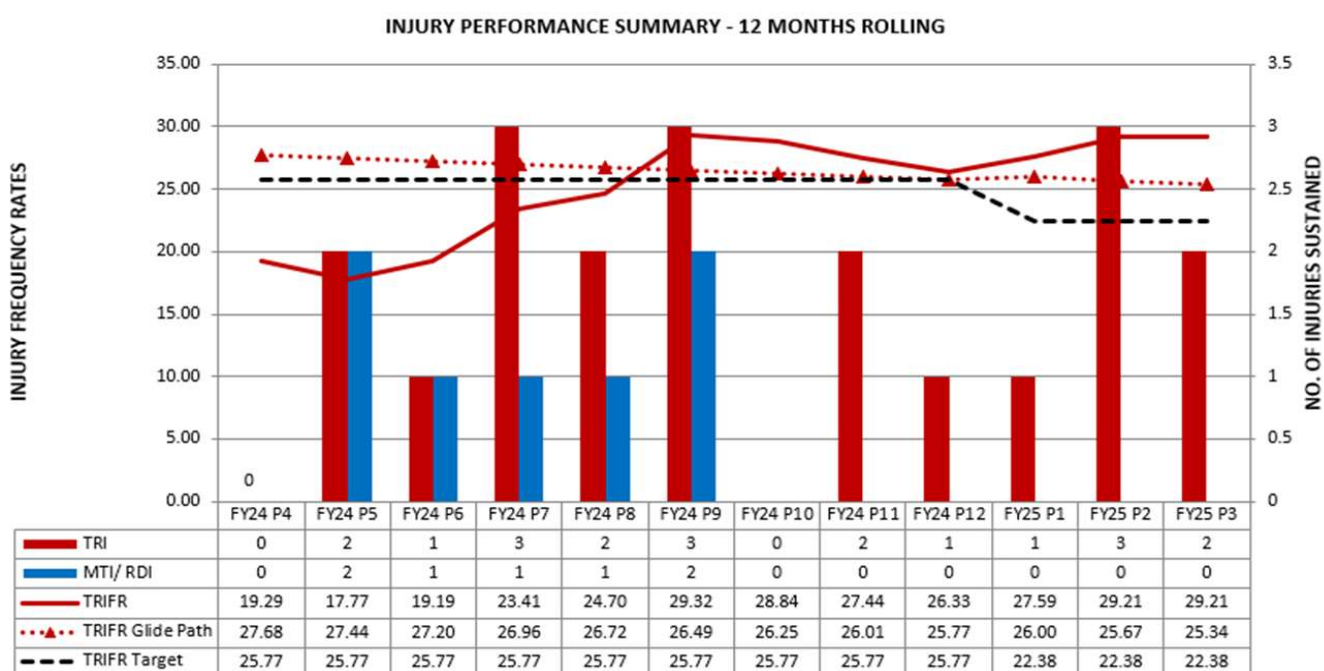
Continuity of "The Resilience Project" learning bites for staff through Quarters Two to Four.

Movember men's health awareness and fundraising campaign delivered in Quarter Two raising over \$1000 and walking (in lieu of growing a moustache) 399km.

FY25 - 28 Safety Plan Quarter Two activities with FYTD - 45 activities complete, 21 activities in progress, 22 activities not started.

Fire & Evacuation training rolled out to staff

### Performance Statistics



### Upcoming Activity

Market engagement for Contractor Management safety pre-qualification system.

Continuation of driving Chain of Responsibility improvements with operations.

Support Fleet team to implement and embed improved plant risk management systems.

Development of psychosocial hazard and mental health training package.

Update Incident and Investigation management procedures.

10,000 Step challenge.

## People and Strategy

### Payroll

#### Highlights

Prepared and Implemented the Award Allowance changes effective 1 September 2024 plus paid applicable backpays.  
Prepared and Implemented the Appreciate/Trainee rate changes effective 1 September 2024 plus paid applicable backpay.  
Superannuation Changes based on legislation changes effective 1 July 2024.  
Successfully completed End of Year Shutdown pay runs.  
Completed testing for 2024B TechOne Release.

#### Upcoming Activity

Prepare applicable super backpays for relevant Superannuation changes back dated to 1 July 2024.  
Complete full superannuation audit for all employees ensuring that relevant changes have taken place.  
Continue training with Payroll Team to improve and enhance the knowledge base.

## People and Strategy

### Corporate Strategy and Performance

#### Highlights

Annual Report 2023-2024 was approved by Council at the Ordinary Meeting on 30 October 2024.  
Annual Report was published following Council approval.  
Councillor workshop to develop ideas, concepts and priorities for inclusion in a new Corporate Plan was held over two days, 19 & 20 November 2024.  
Templates for Quarter Two reporting were completed and distributed in December 2024.  
Quarter One Quarterly Reports for Operational Plan and Service Delivery were endorsed by Council at the November Ordinary Meeting.

#### Upcoming Activity

Quarter Two quarterly reports for Operational Plan and Service Delivery will be drafted.  
Assist in progressing the draft Corporate Plan.  
Develop draft KPIs for new Corporate Plan.  
Preparation of templates for Quarter Three quarterly reporting.  
Design mock up of 2025-2026 Operational Plan based on "priority projects" in draft Corporate Plan.

## People and Strategy

### Business Systems Analysis

#### Highlights

Human Resources and Payroll (HRP) health check recommendations progress:

- 6 completed
- 3 in progress
- 9 no longer required

Management dashboards launched in TechnologyOne.

28 new business improvement requests submitted for consideration:

- 11 completed
- 17 in progress/under consideration

## Council Sustainability

### Internal Audit, Risk and Improvement

#### Highlights

Audit and Risk Committee Meetings were held on 10 October 2024 and 21 November 2024.  
Work to provide advice and support to the Procurement Improvement Project has continued.  
Continuous Assurance testing on Accounts Payable, Procurement and Corporate Cards was completed.  
Advice and assistance was provided regarding ex-gratia payments processes, fleet maintenance dashboard and the fraud risk register.

#### Performance Statistics

Risk	Open at Start	Closed During Period	Added During Period	Open at Finish
Low	10	2	12	20
Medium	44	9	22	57
High	20	3	12	29
Total	74	14	46	106

#### Upcoming Activity

Audit and Risk Committee meeting is scheduled for 27 March 2025.  
Reporting on Continuous Assurance testing results.  
Reviews on Grant Management, Asset Management and Environmental Compliance progressed and/or complete.  
Assistance to be provided to a refresh of the Corporate Risk Register.

## Council Sustainability

### Governance

#### Highlights

Significant increase in Right to Information applications lodged in Q2 with 16 applications received up from six in the previous quarter.

#### Performance Statistics

	Q1	Q2	Q3	Q4
Insurance and Liability Reporting	0	0	0	0
Balance carried forward	10	7	0	0
Received	39	31	0	0
Items referred to insurer	11	9	0	0
Items assessed by Council	37	31	0	0
Claims approved *	0	4	0	0
Claims denied*	4	4	0	0
Notification only *	33	23	0	0
Still under review (carry forward)	1	6	0	0
Right to Information and Privacy Applications Received	0	0	0	0
Right to information and privacy applications received	6	16	0	0

#### Upcoming Activity

Fraud and Corruption Prevention training.

Council Sustainability

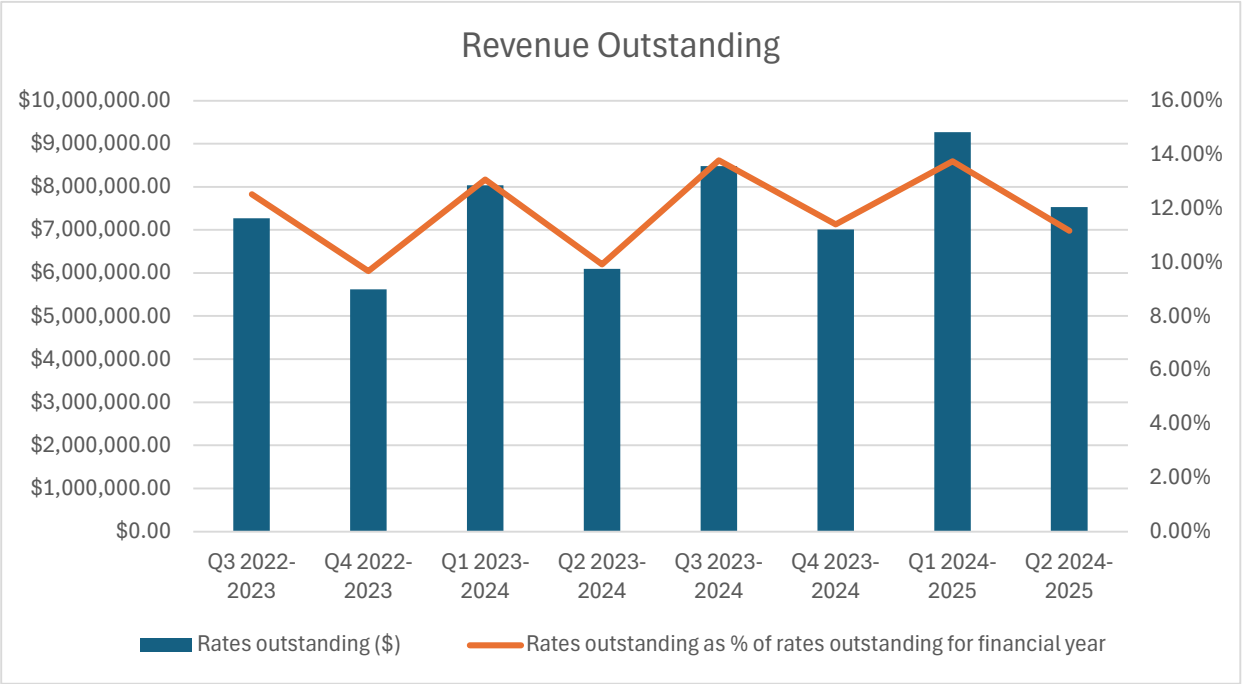
Revenue

Highlights

Timely & critical maintenance of rates database to allow for the upcoming second half-yearly rate levy in January 2025.

Performance Statistics

	Q1	Q2	Q3	Q4
Total 2024-2025 half rate levy raised (General Rates, Community Infrastructure, Waste Services, Emergency Services and Rural Fire Special Charge)	\$38,156,145.13	NA	\$0.00	\$0.00
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$25,273,494.86	NA	\$0.00	\$0.00
Total discount applied to half rates levy	\$1,047,778.00	NA	\$0.00	\$0.00
Number of rate reminder notices issued	3594	NA	0	0
Total rates outstanding (excluding prepayments) at end of quarter	\$9,266,624.26	\$7,531,087.18	\$0.00	\$0.00
Total rates outstanding (excluding prepayments) as at end of quarter as a percentage of total rates revenue levied for 2024-2025 financial year (including arrears)	13.74	11.17	0	0
Number of Supplementary Notices issued	788	631	0	0
Number of change of ownerships processed	617	357	0	0
Number of Urgent rate search certificates issued	19	12	0	0
Number of rate search certificates issued	391	358	0	0



Upcoming Activity

Preparation for upcoming 2024-2025 second half yearly rate run.  
Review accounts with high level of outstanding and overdue rates in preparation for external recovery process to commence.

Council Sustainability

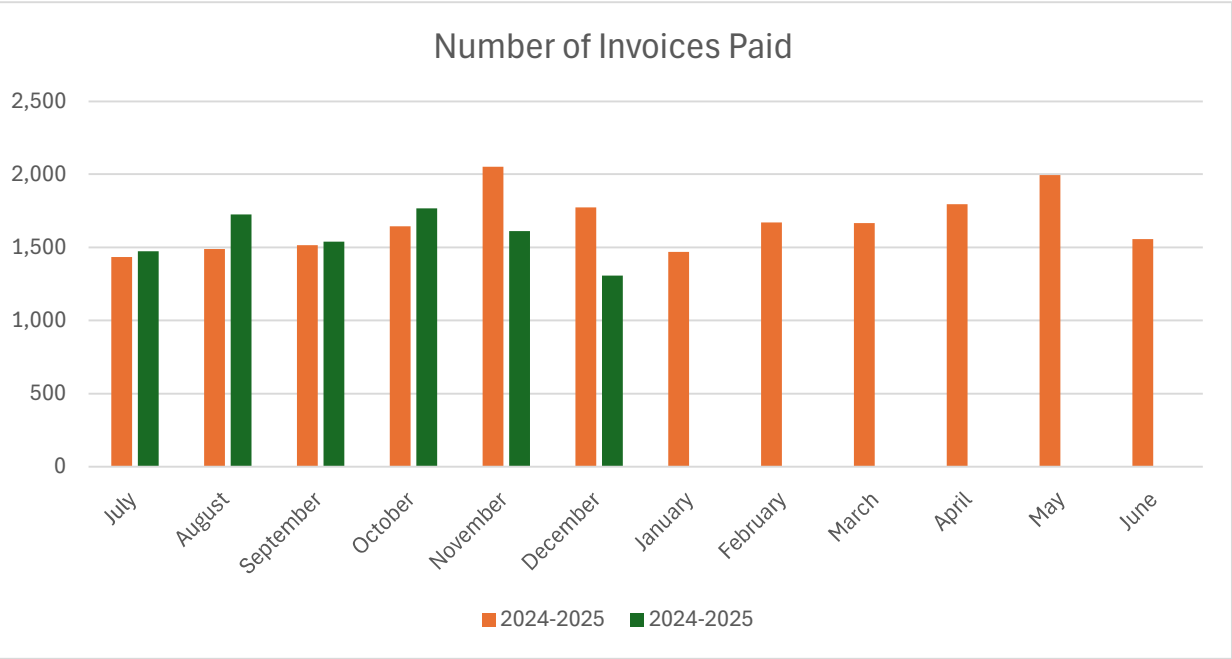
Financial Management

Highlights

Management of external audit process.  
September Budget Review process management.  
2025-2026 Draft Budget planning commencement and TechnologyOne system build.  
Queensland Local Government Consolidated Data Collection process management.  
Processing of Accounts Payable.  
Monthly Business Activity Statements (BAS).  
Fixed Asset Register maintenance.  
Monthly Financial Performance Reports presented to Council.  
Monthly balance sheet and subsidiary system reconciliations.

Performance Statistics

Invoice processing	
Oct 2024	1766
Nov 2024	1611
Dec 2024	1308



Upcoming Activity

December Budget Review process management.  
2025-2026 Draft Budget development and reporting to Executive Team.  
Monthly Financial Performance Reports presented to Council.  
Monthly balance sheet and subsidiary system reconciliations.  
Processing of Accounts Payable.  
Monthly Business Activity Statements (BAS).  
Fixed Asset Register maintenance.

Council Sustainability

Records

Highlights

Upgrade of TechnologyOne ECM to version 2024b.

Performance 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.	18998	16092	0	0
Number of helpdesk requests received	332	268	0	0
Percentage of helpdesk requests completed by end of each business working day	90%	90%	0	0

Upcoming Activity

Maintenance of physical records held at Boonah Administration Centre.

Council Sustainability

Information Services and Technology

Highlights

Information and Communication Strategic Plan endorsed by Council 30 October 2024.

Upgraded TechnologyOne to version 2024b.

Started TechnologyOne Modernisation Phase 1.

Performance Statistics

	Emails			
	Q1 2024-2025		Q2 2024-2025	
	Total	Average per Day	Total	Average per Day
Emails sent	229511	2494	206641	2246
Emails received	654993	7119	609150	6621

	Printing		
	Q1 2024-2025		Q2 2024-2025
Colour	195079		163466
Black & White	152103		135364
Total Prints	347182		298830
Month	Jobs Closed 2023-2024	Jobs Closed 2024-2025	
October	395	494	
November	429	423	
December	290	409	
Meetings			
Meeting type	Date	Peak Views	Total Views
Special Meeting	9/10/2024	16	76
Ordinary	30/10/2024	26	218
Ordinary	27/11/2024	30	201

Upcoming Activity

Determine replacement solution for multifunction print devices.

Investigate findings from Microsoft Cyber Security Assessment.

# Customer and Regional Prosperity

## Biodiversity and Climate Change

### Highlights

Ecological Burn workshop for Habitat Protection Program participants provided.  
Senior Biodiversity Officer presented at the National Glossy Black-cockatoo Forum.  
Assisted in Landcare cane toad bust at Biddaddaba and Beaudesert.  
Partnered with James Cook University to develop a greater glider citizen science project for Land for Wildlife properties in the Scenic Rim region.  
Finalised environmental grants with 29 successful across \$179,942.31 of funds distributed.

### Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	16	12	0	0
One million tree program applications received	55	57	0	0
Land for wildlife property inspections	41	49	0	0
Number of trees supplied (not including Councils Nursery)	8680	8100	0	0

### Upcoming Activity

Koala habitat restoration skills workshop to be held.  
Fire ant and weed treatment on Council local roads continuing.  
Four Cane Toad Busting events to be held across the quarter.  
Biosecurity Awareness Workshops planning throughout the region.  
2023 Storm Recover Tree Damage and Debris clean up occurring during the quarter.  
Community Planting.

# Customer and Regional Prosperity

## Libraries

### Highlights

Demonstrating a strong commitment to customer focus and continuous performance improvement, libraries have made notable progress in community engagement through innovative programming. The First 5 Forever (F5F) programs continued to deliver consistent success, regularly attracting over 25 attendees per session across the three largest branches. Building on this success, plans for the new year include enhancements such as cohesive branding, a standardised delivery approach across sessions, and a transition to year-round programming to address the current practice of pausing during holiday periods in some branches.

The December holiday period also featured strong program engagement. Notable highlights included:

**Circuit-Tree:** A STEAM-based activity where participants created Christmas ornaments from circuit boards, drawing 33 attendees across four sessions.

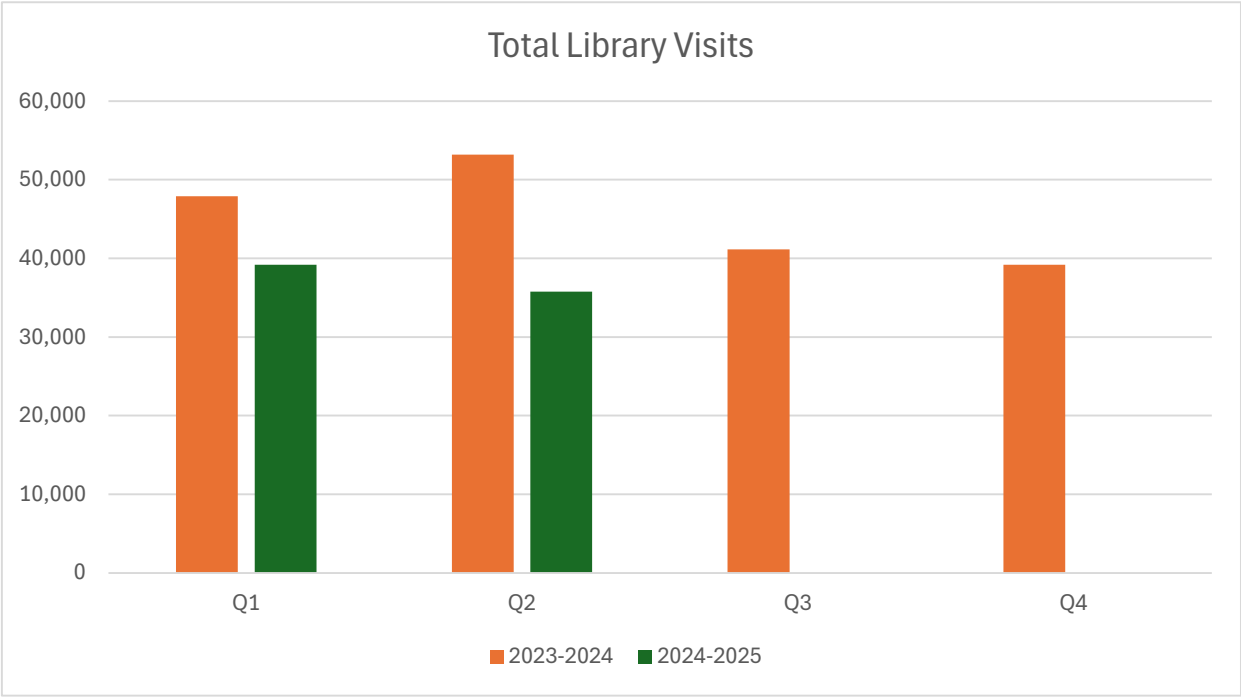
**First Aid for Kids:** A highly engaging and educational program preparing children for summer, with 38 attendees across four sessions.

While these results reflect the library's dedication to delivering customer-centric, high-quality programs that meet the community's evolving needs, it is important to note that Quarter Two was a shorter reporting period. This, coupled with the absence of flagship programs such as Stories and Songs—which significantly boosted attendance figures in Quarter One—contributed to a decline in adult attendance compared to the previous quarter.

The overall successes of this period provides a strong foundation for future program development, positioning the library to further enhance its community impact in the coming year. Engagement with the library collection continues to be strong, with an increase in loans for both physical and digital resources, this is a result of significant collection development activities over the last year.

### Performance Statistics

	Q1	Q2	Q3	Q4
Library visits	39199	35774	0	0
Library members *	18933	19593	0	0
New library members	712	622	0	0
Story time sessions	108	92	0	0
Story time participants	2230	1974	0	0
School holiday sessions	24	9	0	0
School holiday participants at events	335	78	0	0
Story time packs handed out	0	0	0	0
Youth event sessions (13-18 years old)	9	0	0	0
Youth event participants	117	0	0	0
Adult activity sessions	63	51	0	0
Adult activity participants	1119	338	0	0
PC bookings	3292	3769	0	0
PC booking hours	2525	1809	0	0
Physical book issues	40491	46040	0	0
Digital issues	12458	13367	0	0
Total item issues	52949	59407	0	0
Inter-library loans	450	256	0	0
Housebound book loans	466	499	0	0
Reservations Allocated	5613	3033	0	0



Upcoming Activity

School Holiday Programming in January 2025 will feature the Wild Rangers Wildlife Show and Once Upon a Giggle, which already have strong interest with 143 and 68 bookings respectively across four shows each. These programs promise to deliver engaging and educational experiences for families.

Author Talks: Resuming in February, libraries will host several notable authors currently in late-stage discussions. These talks will provide exciting opportunities for the community to connect with authors and their works.

Staff Training and Development: On 2 January, the team will participate in a full-day professional development event with seven engaging and practical sessions that also includes presentations from a major industry conference and results of performance benchmarking analysis, before reopening to the public. This training has a focus on operational masterclasses and discussions on wider industry trends to enhance our service delivery.

Stocktake and Reconciliation: Stocktaking will commence on 3 January and continue throughout the month, with reconciliation planned for early February to ensure up-to-date inventory management.

Digital Literacy Classes: Preparations are underway to enhance and scale up formal digital literacy classes starting February, fostering essential digital lifestyle skills in the community.

These initiatives reflect our commitment to delivering dynamic, community-focused services and maintaining operational excellence in the upcoming quarter.

Comments

Two school holiday periods are covered in this Quarter. Annual borrower archiving was completed on 27 September, reducing member count by 1,330 (previously expired members). New auto-renew procedure activated in August has resulting in increased online renewal of items which are included in total loan count.

# Customer and Regional Prosperity

## Community Development

### Highlights

21 Minor and 11 Major Community Grants were successfully approved, totalling over \$249,000 in support to local community groups.

Be Healthy and Active program continues to run successful activities across the region.

Cuppa in the Communi-Tea continued to be well attended with 406 attendees.

Community Disaster Volunteer (CDV) program continues to develop with new volunteers registering.

Successful training programs provided to CDV's including First Aid, CPR and Evacuation (Place of Refuge) training and exercise.

Beaudesert Movies in the Park was a very successful event with a large attendance of approximately 350 people.

### Performance Statistics

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	46	N/A	0	0
Number of Community Grants	49	32	0	0
Total value of Community Grants	N/A	\$249,843.59	0	0
Number of attendees at Australia Day Ceremony	N/A	N/A	0	0
Number of new Citizens sworn in at Citizenship Ceremony	N/A	23	0	0
Number of attendees at Queensland Day	N/A	N/A	0	0
Be Healthy and Active participant numbers	1280	3251	0	0
Volunteer Newsletters	N/A	N/A	0	0
Youth Leaders	31	62	0	0
Number of attendees at Cuppa in the Communi-Tea events	505	406	0	0
Number of attendees at the Community Hall Roadshows	435	N/A	0	0
Interagency and Mental Health Network meetings	28	50	0	0
Number of people engaged through Recovery and Resilience community activities (in addition to the Cuppa's)	169	621	0	0
Building Inclusive Disaster Resilient Communities Forums and Workshops	N/A	N/A	0	0
Community Disaster Exercises	N/A	1	0	0
Number of Pocket Books Distributed	70	60	0	0
Number of Living in Scenic Rim Kids Activity Books Distributed	720	520	0	0
Number of Living in Scenic Rim booklets Distributed	380	308	0	0

<b>Number of attendees at the International Men's Day Dinner</b>	N/A	120	0	0
<b>Number of attendees at the International Women's Day Breakfast</b>	N/A	N/A	0	0
<b>Number of attendees at the Free Movies in the Park</b>	N/A	350	0	0
<b>Number of attendees at the Free Inflatable Event in the Park</b>	N/A	N/A	0	0
<b>Number of attendees at the Volunteer Thank You Events and Programs</b>	N/A	17	0	0

## Upcoming Activity

Cuppa in the Communi-tea will continue to be delivered across the region.

Six Community Hall Roadshows and six Flavour & Friends events are scheduled.

Recovery, Resilience and Capacity Building activities will continue and a Shelter Exercise for Community Disaster Volunteers and Incident Management Team.

Australia Day Awards and Citizenship Ceremony will be held in the Centre, Beaudesert on 26 January 2025.

Australia Day Fun in the Park Event will be held in Jubilee Park, Beaudesert on 26 January 2025.

International Womens Day Breakfast planned for March 2025.

Three Movies in the Park Events are planned for Beaudesert, Boonah and Tamborine Mountain in March 2025.

The new 2025 Be Healthy and Active and EmpowHer Term 1 programs will commence from 28 January to 4 April, with 58 activities planned to run multiple regular sessions.

Minor and Major Community Grant submissions are planned to open in February 2025.

Council's attendance at Tamborine Mountain Show is planned for March 2025.

## Comments

Events and activities marked N/A have not occurred in Quarter One but may be planned for later in the year.

# Customer and Regional Prosperity

## Regional Prosperity and Communications

### Highlights

Continued involvement in stakeholder engagement sessions for the "South East Queensland City Deal - Activating Bromelton Business Case", being the first phase of work associated with the Activating Bromelton project. This phase included the gap analysis, land opportunity and suitability analysis and program scoping and development.

Scenic Rim Business Breakfast was held in November 2024 with the theme - Innovation over Easy: Implementing innovation into everyday business. The morning showcased local case studies/businesses who have explored new ideas and innovations which contributed to growth and successes. An additional business development workshop was also delivered following the Breakfast, providing attendees with practical tools and strategies to implement in their business.

Eco-Tourism Destination Certification follow-up audit is now complete, with the aim for the region to achieve certification by end of January 2025.

Facilitation of the inaugural meeting of "Collaboration of Regional Industries and School in the Scenic Rim". The meeting provided Council with invaluable insights as to the issues and needs of the high schools within the Scenic Rim. The group is committed to bridging the gap between education and employment for youth across Scenic Rim by fostering partnerships with employers, identifying and addressing barriers to workforce participation, building education capacity and equipping youth with the necessary skills to thrive in the workforce and help build a prosperous local economy into the future.

Commencement of the Shop Local Voucher program. These vouchers will be included in Council's New Residents Packs, which are distributed to households of new residents via mail on a monthly basis. The first round of vouchers were distributed in December to approximately 100 households promoting 22 local businesses.

Achieving Bronze for Excellence in Food Tourism in the Queensland Tourism Award, which celebrated the success of the Scenic Rim's Eat Local Movement, the region's third straight win in the same category, following its 2022 silver award and 2023 bronze award.

### Performance Statistics

	Q1	Q2	Q3	Q4
Council Facebook followers	13085	14881	0	0
LinkedIn followers	6528	6685	0	0
Council's Disaster Management Facebook followers	13755	13842	0	0
Visit Scenic Rim Facebook followers	25348	25415	0	0
Visit Scenic Rim Instagram followers	36079	36402	0	0
Scenic Rim Eat Local Month Facebook followers	16449	16555	0	0
Scenic Rim Eat Local Month Instagram followers	10424	10501	0	0

### Upcoming Activity

Planning Queensland Small Business Month Activities for May 2025.

Commence development of the 2026-2030 Scenic Rim Economic Development Strategy.

Meeting scheduled with State Government and Water for Warrill to progress activities under the SEQ Agriculture Regional Water Assessment and election commitments to progress a Business Case for the Water for Warril project.

Commencement of the Scenic Rim Accommodation Audit.

# Customer and Regional Prosperity

## Cultural Services

### Highlights

Combined attendance numbers across all three Centres doubled in Quarter Two. Contributing to this increase was a busy season for Downunder Farmstay with 2,541 visitors to The Centre, Beaudesert and Australian Electoral Commission voting and pre-polling adding 4,584 people at Vonda Youngman Community Centre (VYCC) and 5,077 at Boonah Cultural Centre to the overall attendance. A popular performance season saw 336 attend the Ahn Do Happiest Refugee comedy show, 314 at the Loyalty Dance performance, 192 at the Beaudance showcase and 337 at the Adam Harvey Concert.

Other highlights included 107 attending a private movie screening for McAuley College end of year event and 600 at the always popular Boonah Bookfest.

Council successfully launched the Regional Arts Development Fund Big Idea grants round for 2024-25. The Regional Arts Development Fund Strategic Initiative for 2024 has been completed with an Artist in Residence at McAuley College and a community mural completed with students in Jubilee Park, Beaudesert. Davidson Park redevelopment was opened with all public art completed and installed.

The CWA relocation and associated artworks were also completed and installed.

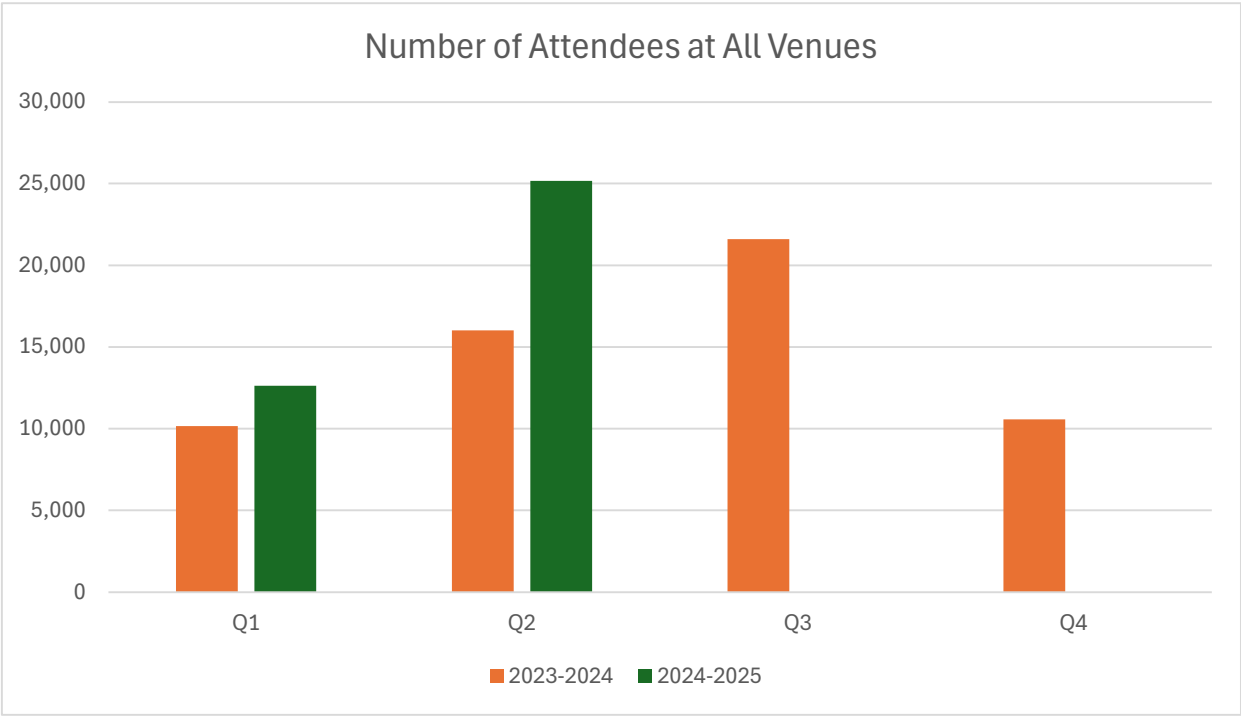
The Sentinel Expression of Interest closed and the successful applicant collected the stone to be developed into a public artwork.

The Tamborine Mountain Heritage Centre received a selection of the stone for a display.

The Kalbar and Harrisville Storyboards were installed.

### Performance Statistics

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	88	72	0	0
Number of attendees at The Centre, Beaudesert	2510	6031	0	0
Number of events at Boonah Cultural Centre	110	90	0	0
Number of attendees at Boonah Cultural Centre	2820	7561	0	0
Number of events at Vonda Youngman Community Centre	114 events Incorrectly reported. Should be 390 for Q1	334	0	0
Number of attendees at Vonda Youngman Community Centre	7305	11573	0	0
Number of attendees All Venues	12635	25165	0	0
Number of Regional Arts Development Fund applications	14	6	0	0
Value of Regional Arts Development Fund grant approvals	N/A	\$76,600	0	0
Value of Regional Arts Development Fund projects	N/A	\$210,582	0	0



Upcoming Activity

January School Holiday Program with Kids Flicks and workshops at all three venues including clay animation, music and puppetry workshops.  
The Queensland Art Gallery Gallery of Modert Art (QAGOMA) Asia Pacific Triennial.  
11 Kids on Tour at Boonah Cultural Centre with extension workshops with Therese Flynn-Clarke.  
Maps and Traces exhibition launch in February with Takayna: The Heart of Lurruwita documentary screening.  
The Petersens Ozarks to Oz performance.  
Boonah Lions Club 60th Anniversary.  
Installation of the first 10 StoryMarkers around Beaudesert.  
Beaudesert Mural by Ash Taylor.  
Music Artist-in-Residence at Beaudesert State High School with Clea and Alistar Richardson with performance workshops.  
Council will also progress plans for externally funded public art, through SEQ City Deal .

Comments

Regional Arts Development Fund grant program will progress later in the year, with no grants allocated in Quarter One.

# Customer and Regional Prosperity

## Customer Care and Engagement

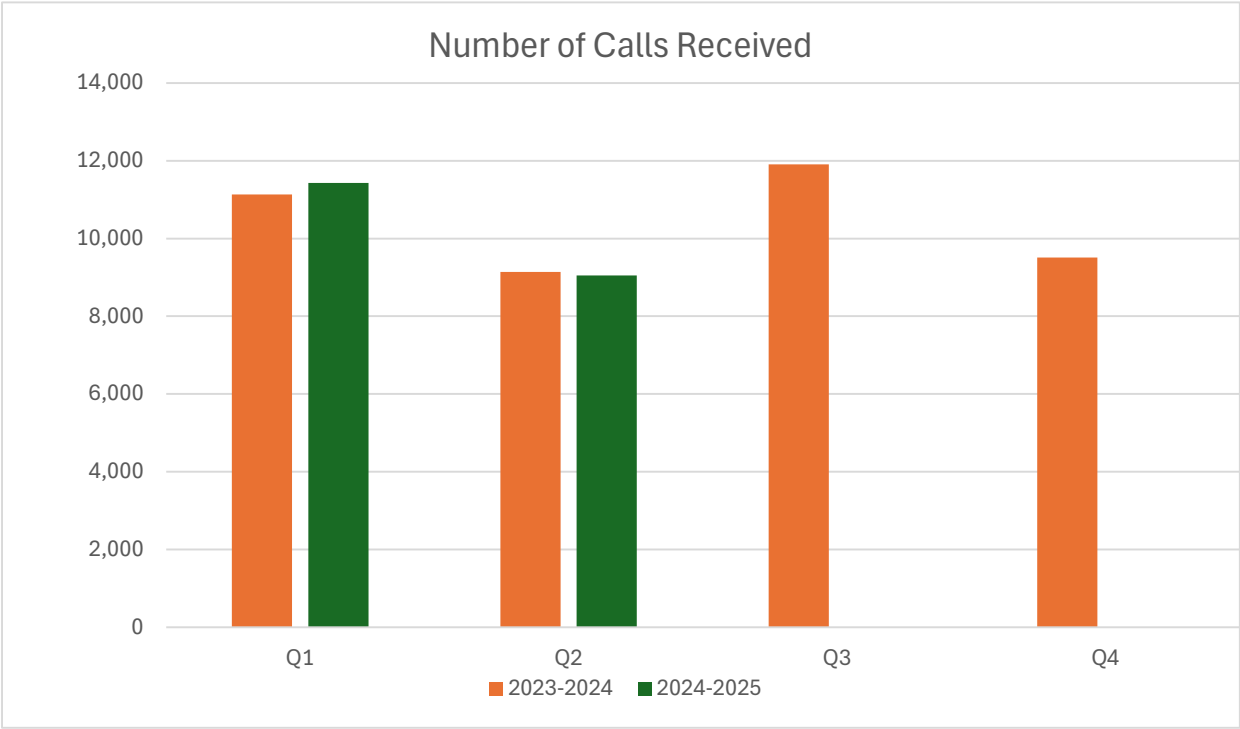
### Highlights

Customer Care and Engagement achieved average call wait time targets during Quarter Two with calls being answered in under 30 seconds compared to previous quarter, driven by reduction of technology issues being experienced. Council's afterhours service provider experienced an increase in calls due to the weather events in November 2024. December 2024 recorded reduced call levels, due to holiday periods which was consistent with previous years. Customer online requests have increased by 32% for the period, suggesting some customers were able to perform Council tasks online, resulting in enhanced customer experience.

Council successfully launched two community consultations during the period, including the Draft Land Management Plan Fassifern Reserve and Future Use of Beaudesert Pig and Calf Saleyards. Community consultation for the Community Halls Roadshows concluded on 30 November 2024, resulting in 314 respondents. Engagement with local businesses within Beaudesert provided an opportunity to discuss the Brisbane Street construction works and how Council can continue to support local businesses. Experienced an increase in the overall number of Let's Talk Scenic Rim registrations (1,286) and site visits to Council's community engagement platform (53,924). Six face to face engagement opportunities and one virtual community engagement activity delivered, reaching target for the quarter although lower than previous quarter.

### Performance Statistics

	Q1	Q2	Q3	Q4
Number of calls	11432	9050	0	0
Average call wait time	0:00:33	0:00:24	0	0
Longest call wait time	0:19:00	0:10:32	0	0
Applications created	1511	1348	0	0
Requests created	3212	3060	0	0
Online requests	159	211	0	0
Local Government transactions (excluding enquiries)	4660	2293	0	0
QGAP transactions	3165	2939	0	0
Compliments received				
Asset and Environmental Sustainability	21	11	0	0
Council Sustainability	0	0	0	0
Customer and Regional Prosperity	5	13	0	0
People & Strategy	0	1	0	0
Executive Office Mayor and Councillors	4	0	0	0
Let's talk Scenic Rim				
New participants registered on Let's Talk Scenic Rim	119	35	0	0
Talk Scenic Rim	1243	1278	0	0
Total visits to Let's Talk Scenic Rim	5617	4072	0	0



Upcoming Activity

Customer Contact: Continued focus on maintaining target of customer call wait times and continue to monitor customer usage of online requests. The emphasis is on prioritising the recruitment efforts to fill a vacancy in Customer Care and Engagement, in light of an Officer transitioning to a Business Support Officer role within Council. This initiative is essential to ensure adequate staffing for the busy rating period anticipated in late January 2025.

Community Engagement planning is underway for the following projects:

- o Tamboorine Mountain Gallery Walk | Carpark and infrastructure improvements
- o Draft Corporate Plan 2025-2030 and Draft Budget 2025-2026 community consultation
- o Draft ITP | Stage Two is the confirmation stage to ensure the draft plan meets the transport needs of the region and addresses any issues or concerns raised from Stage One of consultation. Community feedback from Stage One will be used to inform a Draft Integrated Transport Plan in Stage Two.

Efforts have begun to update the community engagement strategy and policy, focusing on fostering awareness and education regarding relevant internal capacity. This initiative aims to empower community members to actively participate in engagement activities. Further development is needed to create comprehensive community engagement guidelines that will define the processes, tools, and methods for effectively interacting with community. This will ensure a structured approach to enhancing community involvement and collaboration.

# Customer and Regional Prosperity

## Development Assessment and Engineering

### Highlights

Successful appoint of the Technical Officer Planning and Infrastructure Charges.

Successfully mediated a number of planning appeals with the Planning & Environment Court through the alternative dispute resolution (ADR).

The development assessment and engineering unit has seen a 22% increase in new development applications as compared to same quarter last year.

The development assessment and engineering unit has achieved a 9% increase in applications being determined for the quarter, as compared to Quarter One.

The development assessment and engineering unit has seems a significant increase of 49.7% for planning enquiries and task as compared to same quarter last year.

The development assessment planners attended a number of Cuppa in the Communi-tea throughout the region to discuss planning related matters.

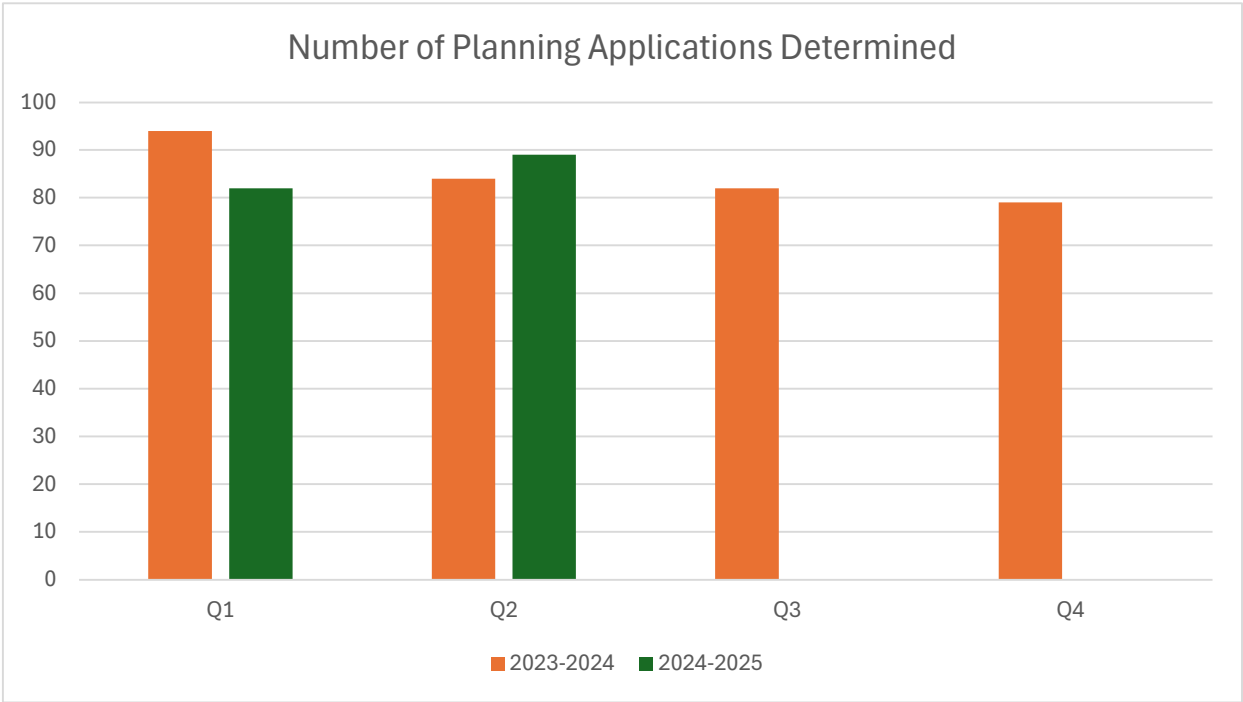
Council officers met with Logan City Council and Ipswich City Council with regards to optimum operating levels, team composition and staffing numbers against benchmarking of application numbers and growth figures to inform 2025-2026 operational resource allocations.

Council's development assessment and engineering officers attended a free training session with a legal provider, regarding application management and lessons learnt from past Court decisions.

Council's A/ Manager Regional Development, Health and Biodiversity hosted a Councillor training workshop on the Queensland Planning system, facilitated by an external planning expert.

### Performance Statistics

Applications received	Q1	Q2	Q3	Q4
Material change of use (MCU) including currency extensions and change applications	55	57	0	0
Reconfiguring a lot (RAL) including currency extensions and change applications	18	20	0	0
Operational works including currency extensions and change applications	25	37	0	0
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	44	33	0	0
Applications determined	82	89	0	0
Plan of surveys finalised	11	17	0	0
Flood certificates issued	45	44	0	0
Planning certificates issued	17	15	0	0
Superseded planning scheme requests received	0	0	0	0
Pre-lodgement meetings conducted	0	0	0	0
Concept meetings conducted	0	0	0	0
Lots approved as part of reconfiguration application approvals	106	327	0	0
<b>Customer Requests Received (CRMS)</b>				
Customer initial planning enquiries (telephone)	518	483	0	0
Customer callback enquiries related to existing application	204	186	0	0
<b>ECM Tasks Received</b>				
DA planners	202	196	0	0
DA submission	3	52	0	0
Planning & development	1028	1724	0	0



Upcoming Activity

Recruitment of vacant roles, including Senior Technical Officer Development Engineering and Team Leader Major Projects.

Establishing a Plan Sealing and Charges officer role to allow the timely processing of survey plan endorsements and infrastructure charges recovery in response to the continued growth for region.

Formalising an improved customer focused development assessment team, for the timely assessment of domestic applications (e.g. sheds, houses, etc.), reducing timeframes on customer enquiries, and re-commencement of concept and prelodgement meeting services.

# Customer and Regional Prosperity

## Infrastructure Charges

### Highlights

The Infrastructure charges recover team completed a review of all outstanding infrastructure charges raised in the system. In summary:

- The team has identified 104 charges that are due and payable now.
- The total amount of charges that are payable now is \$2,323,259 (without indexation).
- There are 16 ICN's that are due where the payment is >\$40,000.
- Developer response has been positive, with most payments being made shortly after receipt of notice from Council.
- Further recovery was suspended in lead-up to December closure, so as not to cause undue stress on applicants during Christmas period.
- Charges relating to residential subdivisions will continue to be recovered through the plan sealing process.

### Performance Statistics

INFRASTRUCTURE CHARGE NOTICE (ICN) RECONCILIATION - 31 DECEMBER 2024		
Total Current ICN Brought Forward from 30 September 2024		
Note: Incorrect formula resulted in incorrect total reported in Quarter One of \$45,152,521.62. Figure brought forward reflects corrected total as at 30/09/2024.		\$43,521,976.09
New Infrastructure Charge Notice issued (1 October 2024 to 31 December 2024)	+	\$2,391,229.19
Infrastructure Charge Notice Paid (as issued) (1 October 2024 to 31 December 2024)	-	\$1,124,186.25
Infrastructure Charge Notice Paid (CPI) (1 October 2024 to 31 December 2024)	-	\$189,086.49
Infrastructure Charge Notice (development) Lapsed	-	\$0.00
Infrastructure Charge Notice converted to Infrastructure Agreement (1 October 2024 to 31 December 2024)	-	\$0.00
Infrastructure Charge Notice converted to Deferred Infrastructure Agreement (1 October 2024 to 31 December 2024)	-	\$0.00
Infrastructure Charge Notice amended (1 October 2024 to 31 December 2024)	-	\$90,850.98
Infrastructure Charge Notice discounted/waived	-	\$0.00
Credits Issued	-	\$0.00
New Current Total		\$44,509,081.56

### Upcoming Activity

Recommencement of issuing notices on outstanding charges.

Continued follow-up of charges relating to infrastructure agreements.

Audit of any outstanding contributions relating to rehabilitation and maintenance conditions on historic approvals.

# Customer and Regional Prosperity

## Strategic Planning

### Highlights

Scenic Rim Planning Scheme Amendment No.6 (Matters of Environmental Significance and Water Resource Catchments) was received back from the Department of State Development, Infrastructure and Planning.

Scenic Rim Planning Scheme Amendment No. 8 (Major Amendment) was endorsed by Council on 18 December 2024 (without Items 1-4 and 10).

### Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	12	7	0	0
Exemption certificates issued under section 71 of the Queensland Heritage Act 1992	0	0	0	0

### Upcoming Activity

Draft Amendment No. 8 - Strategic Planning will work with the Department of State Development, Infrastructure and Planning during State Interest Review.

Draft Amendment No. 6 - Strategic Planning looking to finalise State Interest Review with Department of State Development, Infrastructure and Planning.

# Customer and Regional Prosperity

## Regulatory Services

### Highlights

Recruitment of a new Plumbing Inspector and a Senior Building Compliance Officer have been completed successfully with both applicants to commence in January. Recruitment of an additional Temporary Business Support Officer for seven months has been successful to assist with the substantial increase in Plumbing Applications.

The Compliance and Enforcement Policy and Procedure were adopted by Council, and training of all Regulatory Services staff conducted.

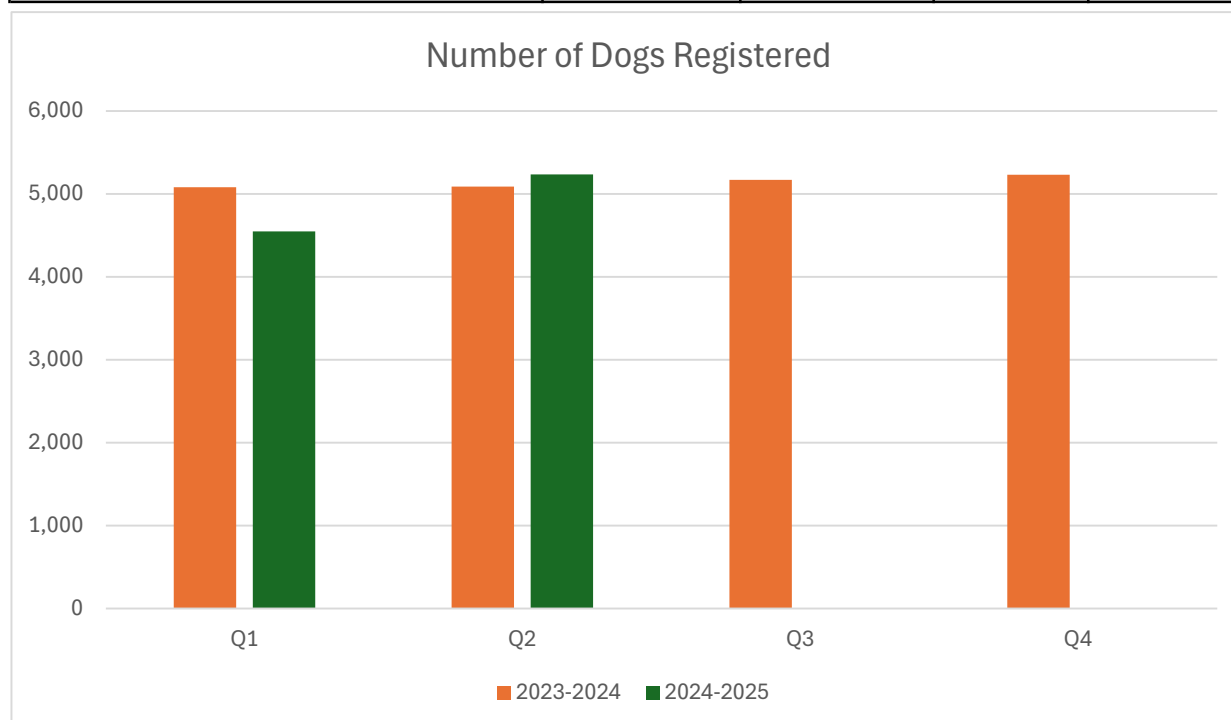
During the recent National Biosecurity forum, Scenic Rim Regional Council received a special mention from the State Department for Agriculture and Fisheries, for the commendable work in the area of implementing Fire Ant Treatment in the region. The Senior Biosecurity Officer presented at a recent online forum for recipients of a State Government grant for community education in Biosecurity. Feedback from the Director of the Department was highly commendable of the officer and the presentation.

Council's plumbing officers met with Logan City Council's plumbing unit to discuss potential business improvements that could be implemented for Scenic Rim Regional Council.

### Performance Statistics

	Q1	Q2	Q3	Q4
<b>Environmental and public health licences received</b>				
Food	24	21	0	0
Personal appearance services	1	1	0	0
Local law	15	17	0	0
<b>Customer requests received (CRMS)</b>				
Health services	752	879	0	0
Reported dog attacks (captured within health services CRMS)	33	25	0	0
Compliance services	191	199	0	0
<b>Compliance Services Notices issued</b>				
Show Cause	19	22	0	0
Enforcement	6	9	0	0
Compliance	1	4	0	0
Direction	0	0	0	0
Penalty infringements	4	6	0	0
<b>Dogs</b>				
Registered at end of period	4549	5235	0	0
New registration applications	357	277	0	0
Impounded *(Q4 1 dog held at end of quarter)	64	41	0	0
Impounded and returned to owner	39	16	0	0
Impounded and rehomed	17	13	0	0
Impounded and euthanised	6	8	0	0

<b>Cats</b>				
Impounded	79	38	0	0
Impounded and returned to owner	13	3	0	0
Impounded and re-homed	13	9	0	0
Impounded and euthanised	52	26	0	0
<b>Animals reported lost/found by the public</b>				
Animals reported lost	25	11	0	0
Animals reported found	1	4	0	0
<b>1080 baiting program</b>				
Landholders	28	28	0	0
Dog baits supplied	425	405	0	0
Pig baits supplied	20	20	0	0
<b>Building</b>				
Applications received (council-certified)	4	4	0	0
Inspections performed	0	1	0	0
Applications received (privately certified)	412	328	0	0
<b>Plumbing</b>				
Applications received	237	192	0	0
Inspections performed	1271	1193	0	0
Approvals issued	213	201	0	0
<b>New facilities registered under plumbing and drainage act</b>				
Backflow prevention devices	16	32	0	0
On-site sewerage facilities	46	66	0	0
<b>Customer requests received (CRMS)</b>				
Plumbing services	20	6	0	0
<b>Plumbing Services notices issued</b>				
Show Cause	0	1	0	0
Enforcement	0	0	0	0
Penalty infringement	0	0	0	0



# Customer and Regional Prosperity

## Biodiversity and Climate Change

### Highlights

Ecological Burn workshop for Habitat Protection Program participants provided.  
Senior Biodiversity Officer presented at the National Glossy Black-cockatoo Forum.  
Assisted in Landcare cane toad bust at Biddaddaba and Beaudesert.  
Partnered with James Cook University to develop a greater glider citizen science project for Land for Wildlife properties in the Scenic Rim region.  
Finalised environmental grants with 29 successful across \$179,942.31 of funds distributed.

All Council fire trails inspected and slashed in preparation for holiday and potential storm season.

New Rathdowney Flying-fox Roost Management Plan developed.  
Successful in obtaining two flying-fox mitigation grants from the Queensland Government.

Assisted DETSI in regional koala surveys.  
Partnered with Watgum for koala habitat restoration and thermal drone surveys.  
Finalised report for regional koala genetics and disease results.  
Koala awareness campaign.

Facilitated

- Bremer River Network field day with 23 participants.
- a release of threatened Mary River Cod fingerlings into Bremer and Warrill catchments at three locations. 43 participants attended the events.
- 3 Biosecurity Information Sessions for the community at Maroon, Canungra, Tamborine.

Participated in Black Plum Recovery Working Group.  
Officers attended Flying-fox Symposium, SEQ Pest Advisory Forum, Queensland Fire and Biodiversity Consortium Forum and Industry Recovery & Resilience Officer's Forum 'A Flood of Findings'.

### Performance Statistics

	Q1	Q2	Q3	Q4
Customer requests (CRMS) received	16	12	0	0
One million tree program applications received	55	57	0	0
Land for wildlife property inspections	41	49	0	0
Number of trees supplied (not including Councils Nursery)	8680	8100	0	0

### Upcoming Activity

Koala habitat restoration skills workshop to be held.  
Fire ant and weed treatment on Council local roads continuing.  
Four Cane Toad Busting events to be held across the quarter.  
Biosecurity Awareness Workshops planning throughout the region.  
2023 Storm Recover Tree Damage and Debris clean up occurring during the quarter.  
Community Planting.