



SCENIC RIM REGIONAL COUNCIL

# OPERATIONAL PLAN 2024-2025

## QUARTER TWO REPORT

1 July 2024 - 30 December 2024

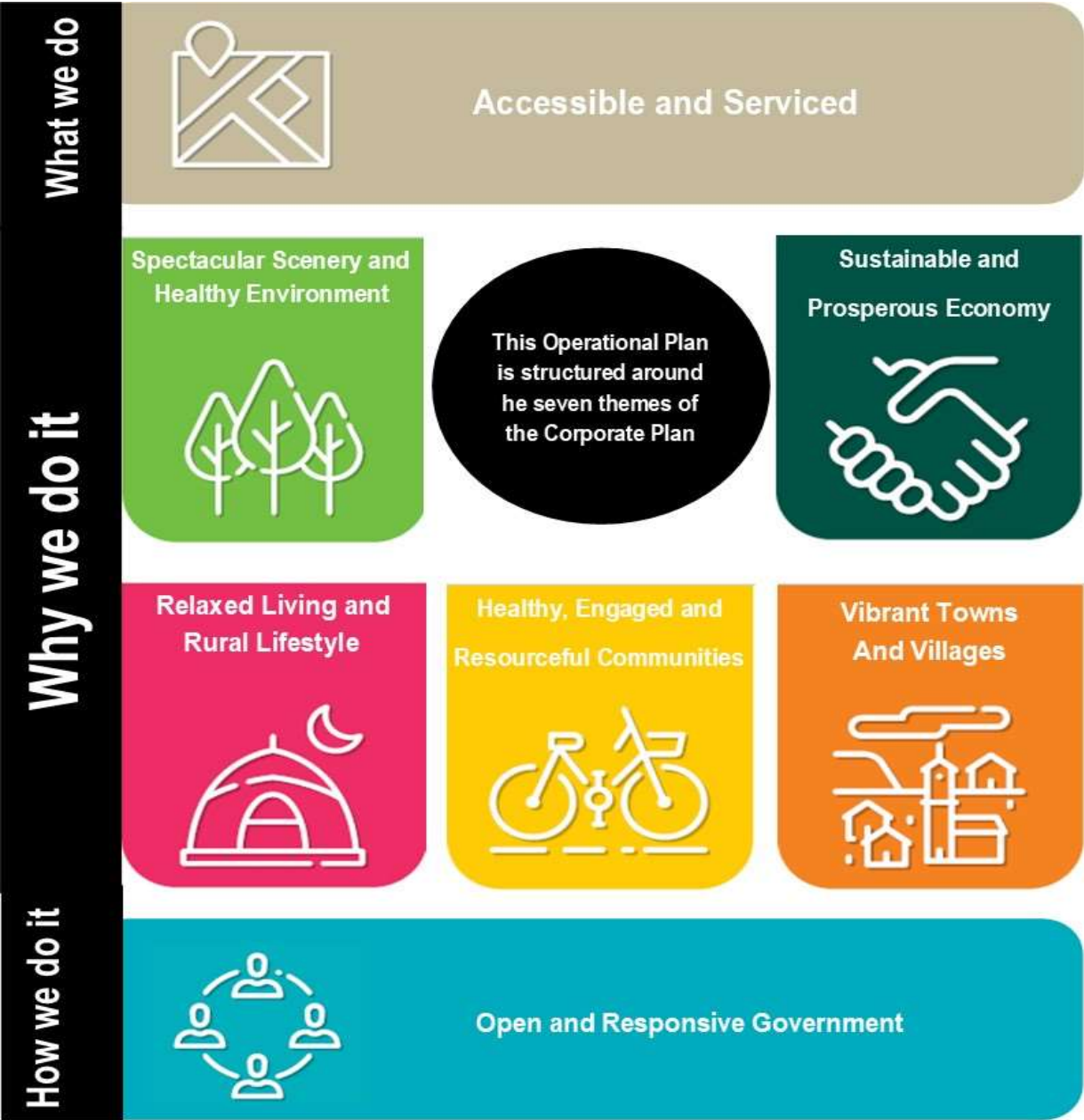
**SCENIC RIM**  
  
REGIONAL COUNCIL

## Executive Summary

This report has been prepared to demonstrate the progress made towards the achievement of the key activities identified in the annual Operational Plan 2024-2025 that contribute to the delivery of the five year Corporate Plan (*Scenic Rim 2026*) , as required by Section 175 of the *Local Government Regulations 2012*. The report also provides Council and the community with information on the successful delivery of services across the region. Progress within each service during the quarter is discussed, as are highlights and key output measures. Upcoming challenges and opportunities for improvement are also contained in the report. Due to the impacts of natural disasters, market conditions, resourcing challenges and other factors, a number of activities which had been planned for 2023-2024 were not completed by 30 June 2024 and extensions of time were approved by Council, for continued delivery in 2024-2025. The report also provides an update of progress against those activities, based on the extensions approved by Council.

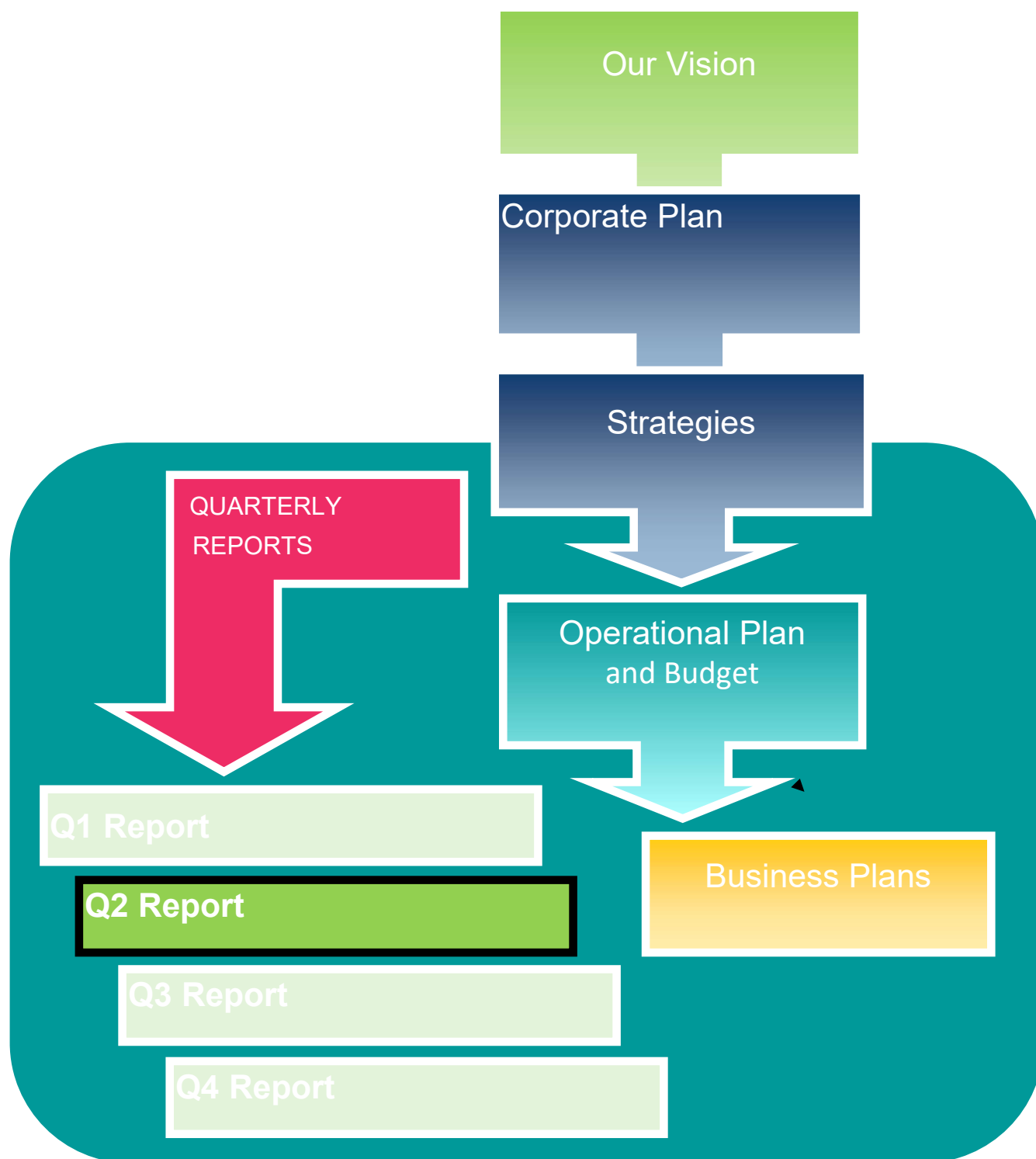
## Corporate Plan Themes

The Operational Plan Quarterly Report is structured in a way that reflects and addresses the themes in the Corporate Plan, indicated in the diagram below.



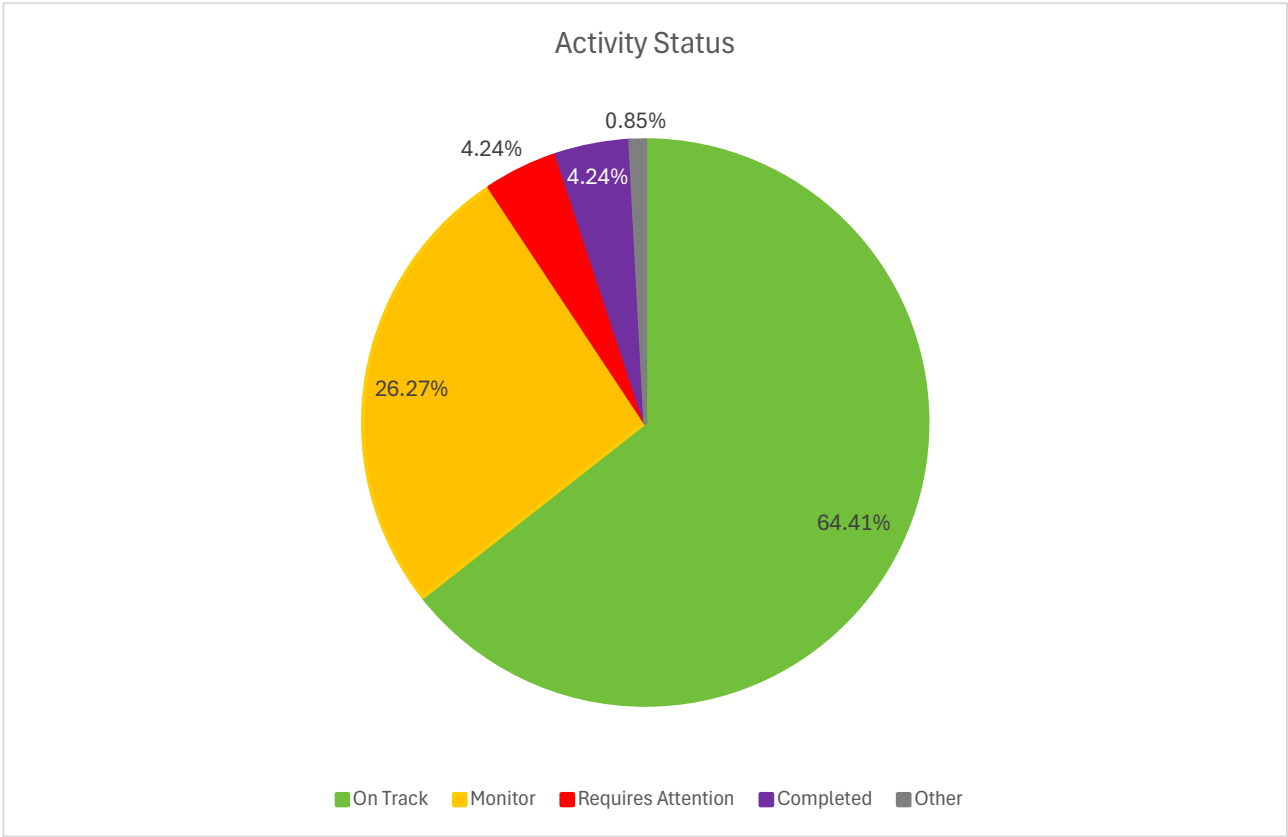
## Reporting Framework

Council has a legislative obligation to deliver several reports during the financial year, with the Quarterly Report against the Operational Plan being one of them. Information in this report provides Council with feedback on the delivery of strategic activities and services and therefore, an opportunity to make adjustments to the way in which they are delivered. This periodic monitoring of Council's progress throughout the year ensures that we are meeting the published outcomes in the Corporate Plan.



## Performance Summary - Quarter Two

The charts below provide an overview of Activity Status.



### Summary of Activity Status

At the end of Quarter Two Council is still progressing reasonably well against expectations with 6.41% of activities on track, a slight decrease from 71% in Quarter One. Of the 4.24% of activities requiring attention, a number of them have been pending action due to awaiting finalisation and approval of the ICT strategy. This strategy has now been approved and this will allow the planned subordinate activities to be reprioritised, with some commencing and others being postponed. Several activities related to the ICT Strategy will be discontinued this year and will be considered for inclusion during budget considerations for 2025-2026. Extensions for eight activities marked as "Monitor" due to slippage in activity delivery timing have been requested and should return them to "on track" status in Quarter Three.

### Overall Progress Summary

Based on the progress of scheduled activities, results at the end of Quarter Two, Council is generally progressing as expected. Officers are aware of those activities that require close monitoring and will update their status as the year progresses.

## Highlights Quarter Two 2024-2025

### Accessible and Serviced Region

Draft 10 year capital works program presented to Council December 24 with further program of works to be presented to Council during February-June 2025.

SEQ City Deal - Bromelton Business Case and Olympics advocacy through meetings and stakeholder engagement.

Support for Regional Development Ipswich & West Moreton (RDA IWM) in preparation of factsheets .

Draft Scenic Rim Regional Council advocacy document for State & Federal elections.

Since Monday, 16 December 2024, TransLink has improved some bus services in Logan. This includes changes to Route 540, which services Beaudesert. It now operates seven days a week with increased service times, servicing Beaudesert and Gleneagle. A proposal to add the Beaudesert Hospital as a stop will be explored as well.

### Spectacular Scenery and a Health Environment

Partnered with Watergum for koala habitat restoration and thermal drone surveys.

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 successfully funded from \$179,942.31 available.

Facilitated 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, Ecological Burns Workshop, 2 Cane Toad Busts, Bremer River Network Field Day and Mary River Cod Fingerlings release Event held for the community, landholders and conservation organisations.

### Sustainable and Prosperous Economy

Regional Prosperity delivered Business Breakfast in November 2024.

Facilitated meetings with Stakeholders discussing accommodation needs for 2032 Olympics.

Inaugural Collaboration of Regional Industries and Schools in the Scenic Rim (CRISS) meeting.

Continued engagement with stakeholders regarding Bromelton SDA, Water for Warrill, combined chamber of commerce meetings, promotion of Shop Scenic Rim, engagement and support with Beaudesert CBD Retail Group, commencement of Shop Loyal Vouchers for new residents.

The Procurement Improvement Project is underway and the new policy has been adopted. A new legally reviewed contract suite will be finalised and templates will be provided on an ongoing improvement.

Continued interest in Beaudesert Enterprise Precinct and case management provided through Concept and Prelodgement meetings.

### Relaxed Living and a Rural Lifestyle

Draft Amendment No. 6 to the Scenic Rim Planning Scheme (Matters of Environmental Significance and Water Resource Catchments) State Interest Review was received back from the Department of State Development, Infrastructure and Planning and is being reviewed in light of the comments provided.

Draft Amendment No. 8 to the Scenic Rim Planning Scheme 2020 (Major Amendment) was adopted for submission to the Department of State Development, Infrastructure and Planning for State Interest Review on 18 December 2024 (without Items 1-4 and 10).

## Highlights Quarter Two 2024-2025

### Vibrant and Active Towns and Villages

Council has successfully run the Big Idea RADF grants for 2024\_25 with seven applicants awarded a total of \$52,600 for total projects valued at \$196,481.

The 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 installed by the due date.

The CWA relocation and associated artworks were 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 stone for a display.

The Kalbar and Harrisville Storyboards were installed.

### Healthy, Engaged and Resourceful Communities

Introduction of New Renters packs to broaden the new resident connections, these are being shared with Real Estate agencies across the region to be distributed.

35 activities every week held across the region via Be Healthy and Active Program supporting community connection and enhancing well-being.

Successfully facilitated multiple community events including: Movies in the Park, Tamborine Mtn Get Ready Event, Beaudesert Get Ready Event, Seniors Month Events, International Men's Day Dinner.

### Open and Responsive Government

Council launched two community consultations during Quarter Two, which includes 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, with 314 respondents.



# ACCESSIBLE AND SERVICED REGION











Legend: =On Track =Requires Attention =Monitor =Completed =Other

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
<b>The provision of services that align to the current and long-term (20 year) service level requirements of the Scenic Rim community.</b>					
Deliver community consultation on the Draft 2024-2025 Budget position.					
Review and update existing Council Policy: Rural Road Numbering.					Draft amended after initial review from managers. Will be resent to managers for final review.
Continue the development of an online platform that provides stakeholders with information about works on road reserves that may impact the transport network.					It was decided only Full road closures should only be updated in the platform. Platform to be confirmed.
Review and update existing Council Policy: Provision of Road Network.					Draft has been sent to Managers for Review. Awaiting final approval.
<b>The provision of buildings and facilities that meet current and long-term (20 year) needs of the Scenic Rim community.</b>					
Management plan for all council controlled camping facilities has been developed.					Project scope and resources to be identified to achieve this objective.
Develop a business model to ensure ongoing revenue is received to appropriately operate, maintain, and enhance Councils Camping Facilities.					Resources (council staff or contractors) are still to be identified to progress this project.
Implement and monitor management model for Council owned camping facilities.					Project scope and resources to be identified to achieve this objective.
Rollout of new community tenure documentation within the region including updated occupier maintenance obligations.					
Develop a community facilities and community sporting inspection and compliance program.					Project scope and resources to be identified to achieve this objective.
Develop sports and recreation plan for the ongoing maintenance and development to meet future community needs.					To be undertaken with rollout of new community tenure documentation above. Request extension to end date (likely to commence 2024 / 2025 however complete next financial year)
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program					Scoping for condition assessment requirements finalised and preparing procurement documents to be released to the market January 2025.
<b>Accessibility and reliability of Council-controlled transport, flood mitigation and drainage infrastructure, with enhanced resilience.</b>					
Development of maintenance program for the ongoing maintenance of Detention and Bio-Retention basins.					Council has requested that resources be allocated to commence development of the Maintenance Program this FY and ensure resources are allocated in the 2025-2026 budget for the ongoing implementation of the program.
Ensure works are being delivered to recommended treatment options that will increase the resilience of Council's critical infrastructure assets against natural disaster events.					As part of scoping future capital works program, resilience treatment is a standard item to consider.
Revise Council's Depot Strategy and develop a supporting implementation plan to ensure Council can meet future service delivery requirements.					Report to Council scheduled Q3 - extension required.
<b>The provision of open spaces that meet current and long-term (20 year) needs of the Scenic Rim community.</b>					
Undertake asset condition assessments and comprehensive analyses of asset condition data sets as outlined in the rolling five-year condition assessment program.					Continual review of condition data and incorporated into Council's rehabilitation and maintenance programs.
Implement the Asset Information Strategy elements relevant to Council's open spaces.					Standardisation of asset information progressing well with Key stakeholders.





## Activity

Q1 Status   Q2 Status   Q3 Status   Q4 Status   Q2 Comment










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

Develop Council's 10-year capital works program in line with Council's long term financial plan.				Draft 10 year capital works program presented to Council December 24 with further program of works to be presented to Council during February-June 2025.
Identification and implementation of a project management software.				Draft Project Management framework has been developed and liaised with Key Stakeholders. Development of SharePoint page and process documents to be completed and development of scope for project management software.
Finalise the review of Council's land holdings, with reports relating to the central and Western region to be presented to Council.				Western region review to be completed. Resources to be identified and allocated.
Update land holding documents.				
Acquisitions or disposal of land as required.				

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

Continue to identify infrastructure and services controlled by other levels of Government or statutory entities which are critical to supporting population and economic growth in the region.				SEQ City Deal - Bromelton Business Case and Olympics advocacy through meetings and stakeholder engagement. Support for Regional Development Ipswich & West Moreton (RDA IWM) in preparation of factsheets . Draft Scenic Rim Regional Council advocacy document for State & Federal elections.
Engage with Queensland Government, private sector and community sector, as opportunities arise, to advocate for improved public transport in the region.				Since Monday, 16 December 2024, TransLink has improved some bus services in Logan. This includes changes to Route 540, which services Beaudesert. It now operates seven days a week with increased service times, servicing Beaudesert and Gleneagle. A proposal to add the Beaudesert Hospital as a stop will be explored as well.

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

Commence organics diversion preparatory works.				Feasibility report to be presented to Council Q3.
Update compost rebate program.				Requires additional review. Extension required to end Q4.
Enhanced integration of kerbside collection customer requests.				In final stages of implementation. Extension required to end Q4.
Develop waste service price path options.				Recent departure of Waste Services Coordinator has resulted in status of this activity currently not available. Investigations are ongoing and status is expected to be updated next quarter.
Investigate opportunities to reuse recyclable materials in Councils activities.				
Complete review of Waste Facilities and Services.				
Trial improvements in Council event waste reduction.				
Undertake a feasibility assessment for diversion of food organics and garden organics from landfill.				
Develop remote waste servicing options.				
Continue to participate in COMSEQ Waste Management Plan Portfolio Management Officer (PMO) meetings.				
Continue to consult key stakeholders on the development of Bromelton facility.				



# SPECTACULAR SCENERY AND HEALTHY ENVIRONMENT

Legend: =On Track =Requires Attention =Monitor =Completed =Other

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
<b>Recognition, preservation and enhancement of the region's unique environment and natural resources, including its biodiversity.</b>					
Deliver actions identified in the five-year Biodiversity Strategy implementation plan (2020-2025).					
Deliver programs aligned with Council's biodiversity vision.					
Establish project agreements with agencies, community groups or private landholders.					
Deliver biodiversity projects in collaboration with agencies, community groups or private landholders.					
Deliver actions under the Logan-Albert Catchment Action Plan.					
<b>Adaptation to changing climate and weather patterns.</b>					
Deliver actions under the Bremer Catchment Action Plan.					
Develop a program of work to facilitate climate adaptation across the region.					
Provide for increased on-site water storage capacity.					Draft Amendment No. 6 to the Scenic Rim Planning Scheme (Matters of Environmental Significance and Water Resource Catchments) State Interest Review was received back from the Department of State Development, Infrastructure and Planning and is being reviewed in light of the comments provided.
Community awareness and the knowledge to prepare for extreme weather and natural disasters.					
Develop a resilience register identifying potential betterment opportunities for the road network.					
Deliver approved betterment projects improving road infrastructure resilience.					
Climate Change Policy developed for Council.					
Embed climate considerations within all relevant Council policies, plans and strategies.					
Advocate for water security for agricultural purposes.					Next meeting planned 7 February 2025 to discuss next steps - State Government Election Commitment to progress Business Case for Water for Warrill Project
Deliver rural, community habitat and river trees initiatives.					Although uptake is good (57 applicants), the quantities requested is lower. Identified larger opportunities that should be picked up in next quarter. Generally dry conditions in October, then Christmas lead up may have impacted the outcome.
Deliver planting projects on private and Council lands.					

# SUSTAINABLE AND PROSPEROUS ECONOMY

Legend: =On Track =Requires Attention =Monitor =Completed =Other

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
<b>The current and future economic prosperity of the region.</b>					
Deliver Year 4 actions contained within the Scenic Rim Regional Prosperity Strategy.					
Deliver capability development programs and knowledge sharing initiatives catering to the needs of the local business community.					Innovation workshop held following Business Breakfast in November.
Continue to explore opportunities for increasing Council's local spend.					A supply chain analyst position has been approved and will be recruited in Q3 to assist and further data analysis for better decision making
Continue to deliver Shop Scenic Rim, 'buy local' program.					slightly below target. Anticipate greater participation in coming months, as Regional Prosperity further promote the program and implement actions proposed by Why Leave Town.
Develop Council's Inventory Procurement Plan to highlight the annual inventory procurement and opportunities for local suppliers.					The Procurement Improvement Project is underway and the new policy has been adopted. A new legally reviewed contract suite will be finalised and templates will be provided on an ongoing improvement.
Public rollout of Council's Local Preference Policy and raising awareness promotion of Council's procurement tools including VendorPanel and MarketPlace					Activity Removed From Operational Plan - Ordinary Meeting- 27 Nov 2024
<b>An industry footprint that aligns to aspirations of the region and facilitates an evolving economy.</b>					
Promote and advocate for the Bromelton SDA.					Council involvement in stakeholder meetings held in October.
Implementation of the Scenic Rim Investment Attraction Plan.					
Implementation of Scenic Rim Investment Attraction Plan.					Continued interest in Beaudesert Enterprise Precinct and case management provided through Concept and Prelodgement meetings.
Deliver year three of the action plan for the Agri-business and Agri-Tourism Industry Development Program 10-year roadmap.					
<b>Sustainable value captured from tourism in the region with regional capability to drive prosperity.</b>					
Deliver Destination Marketing campaigns, initiatives and activities.					Whilst this quarterly figure exceeds the annual target, this is mostly from Earned Media (publicity generated media coverage) and Council
Plan and deliver Scenic Rim Eat Local Month 2025, actioning the improvements detailed in the strategic recommendations report relating to the 2025 event.					
Attract, expand, and develop new and existing events in the region that align with tourism strategies, drive yield and increase length of stay.					Regional Events team resourcing currently prevents the initiation of events attraction to grow the number of new events in region. The current approach is more responsive rather than initiated.
Mentor organisers of regional events to build their capability to deliver economic return.					
Destination management focused on targeting and attracting high-value travellers.					Decline in the economic contribution of tourism over the past year (the average of the years ending September 2023 and September 2024 compared to the average of the years ending September 2022 and September 2023). This again is likely related to household budgets becoming strained in recent years following an extended period of rising interest rates and elevated inflation. Visitor yield (\$/visitor and \$/visitor night) for domestic overnight is falling.

# RELAXED LIVING AND A RURAL LIFESTYLE

Legend: =On Track =Requires Attention =Monitor =Completed =Other

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
<b>Advocacy for outcomes that are compatible with the clear and comprehensive vision for the region.</b>					
Facilitate meetings between Council, and the Federal and State Members, to discuss priority projects and key advocacy topics for the region.					
Deliver regular updates to local Queensland and Australian Government representatives.					
Continue representation on COMSEQ and meetings of the SEQ Local Government Working Group to inform the SEQ Regional Planning Committee and the SEQ Growth Monitoring Program.					
Continue representation on the SEQ Regional Planning Committee to advocate for planning policy administered by the Queensland Government that better supports the economic, social, and environmental policies for the region.					
Prepare amendments to the Planning Scheme that address a range of policy updates in response to emerging issues.					Draft Amendment No. 6 to the Scenic Rim Planning Scheme (Matters of Environmental Significance and Water Resource Catchments) State Interest Review was received back from the Department of State Development, Infrastructure and Planning and is being reviewed in light of the comments provided.
Undertake a local planning study that investigates options to support the social and economic sustainability of the township of Rathdowney.					No resources have been allocated to this project for this FY. At this stage it is recommended the activity is removed from the 2024-2025 Operational Plan this year and reconsider its inclusion next year if resources are available.
<b>A successful transition to a smart and innovative region.</b>					
Investigate and evaluate options for smart infrastructure points in key areas, such as main streets of Beaudesert, Tamborine Mountain, Boonah, and Canungra.					Recommend this activity removed as it is scheduled and funding proposed for 2026 in the ICT Strategic Plan 2024-2028
Investigate inclusion of public Wi-Fi and smart sensors within Council facilities and Council owned community facilities.					With the recent adoption of the ICT Strategic Plan 2024-2028, public wi-fi will be investigated and presented to Council for consideration.

# VIBRANT AND ACTIVE TOWNS AND VILLAGES

Legend: =On Track =Requires Attention =Monitor =Completed =Other

## Activity

Q1 Status   Q2 Status   Q3 Status   Q4 Status   Q2 Comment

### Provision of vibrant and dynamic parks and open spaces.

Develop a project plan for the management and enhancement of significant trees based on Parks and Amenity strategy.					CEO advised that a new Tree Management Policy will shortly go to Council. It is anticipated that this activity will be completed by 30 June 2025.
Refresh the existing Parks and Amenities Strategy to reflect industry standards and Council future plans.					Internal stakeholders have been consulted and required changes to the development requirements for park categories have been identified. EOT required to finalise required modifications and update draft strategy before community consultation. ETA revised draft is 28 February 2025. Require extension to June 2025.
Review the infrastructure requirements for the different park categories to both inform developers' and Council's future planning.					Internal stakeholders have been consulted and required changes to the development requirements for park categories have been identified. EOT required to finalise required modifications and update draft strategy before community consultation. ETA revised draft is 28 February 2025. Require extension to June 2025.

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

Implement public art as scheduled.					
Encourage community participation in decision making relating to cultural outcomes.					The Arts Reference Group successfully assessed all RADF applications received
Implement public art as part of the Cultural Services annual program.					

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

Develop and review a 10-year capital vibrancy and strategic projects program.					Draft 10 year capital works presented to Council in December and included base funding request for infrastructure delivery for the three current townships (Kalbar, Kooralbyn and Canungra).
Develop new masterplan for identified villages within the region.					External Grant was successful for Kooralbyn and will be incorporated into the delivery of work in conjunction with Kalbar and Canungra. Currently seeking expression of interest from the community to create Master Planning Committee's for the three townships.
Actively seek alternative funding streams through application to external grant sources.					Operational Grant for \$90k was successful for Kooralbyn Master Planning. Once master planning is complete will actively seek external funding for infrastructure delivery.
Develop public domain and open space electrical infrastructure guidelines for use in key identified towns within the region.					Will be incorporated into any specific infrastructure delivery requirement.
Identify character precincts and built form requirements that aim to protect and enhance the unique character of valued historic streetscapes for implementation in the Planning Scheme.					
Implement a Regional Arts Development Fund (RADF) program that supports the community to deliver a variety of projects across the region.					Big Idea Grants -\$52,600 has been recommended by the ARG. To be considered at the Ordinary Meeting in January 2025.
Support and strengthen local community museums.					

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
Deliver an exhibition program that supports local artists and builds capacity.	↑	↑			
Deliver a cultural program that promotes community participation and connection.	↑	↑			
Implement delivery of public art as part of the Davidson Park Revitalisation Project (Beautesert Town Centre Revitalisation Project).	↓	★			All public art installed for the opening of the park Nov 2024

# HEALTHY, ENGAGED AND RESOURCEFUL COMMUNITIES

Legend: =On Track =Requires Attention =Monitor =Completed =Other

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
Enduring social connectedness that drives positive community participation and contribution.					
Support delivery of Cuppa in the Communi-tea events to improve social connection and community resilience.					
Deliver digital learning programs across Scenic Rim Libraries that improve digital lifestyle literacy and awareness of personal cyber security.					This was a slower quarter for this type of program delivery, it will ramp up again in Q3.
Engage all age groups in STEAM learning within Scenic Rim Libraries to enhance applied learning skills and outcomes.					
Develop and foster partnerships with key stakeholders to deliver events and activities that celebrate identity, social inclusion, and connectedness					
Progress the development of Council's Innovate Reconciliation Action Plan.					
Enhanced community involvement that increases resilience, capability and resourcefulness.					
Deliver the Scenic Rim Community Disaster Volunteers program to build the capacity and resilience of Community Disaster Volunteers.					
Build the capability of community organisations through targeted volunteer initiatives and programs.					
Increased capacity and community aspiration for improved health and wellbeing.					
Improve the quality and accessibility of sports facilities in the Scenic Rim.					A number of applications have been submitted for funding consideration for the 25/26 budget to support stated objectives in the sport and recreation plan .
Provide a range of community health and wellbeing programs that encourage a healthy and active Scenic Rim.					
Library program development enhances opportunities for education and personal development of improved health and wellness.					
Advocacy and partnerships that ensure the community's access to essential social services and infrastructure.					
Foster partnerships with key stakeholders through active engagement with community and social services					
Participate in industry forums that support library engagement and funding for applied standards of service.					
Engage with community and key stakeholders to finalise the Scenic Rim Community and Culture Strategy.					Activity Removed From Operational Plan - Ordinary Meeting- 27 Nov 2024



# OPEN AND RESPONSIVE GOVERNMENT

Legend: =On Track =Requires Attention =Monitor =Completed =Other

## Activity

Activity	Q1 Status	Q2 Status	Q3 Status	Q4 Status	Q2 Comment
<b>To be a high-quality customer-focused organisation that provides high-quality customer-focused services.</b>					
Reports to the executive each quarter on the types and numbers of administrative action complaints and any contributing factors causing those complaints to be made.					
Investigate and implement a Customer Relationship Management system.					Recommend this activity be removed as scheduling and funding are proposed for 2025-2026 in the ICT Strategic Plan 2024-2028..
Streamline the way customers make and submit applications to Council					Recommend this activity be removed as scheduling and funding are proposed for 2025-2026 in the ICT Strategic Plan 2024-2028.
Finalise the review of Council's meeting structures .					Council is now considering the introduction of a Planning Committee. Work is being done to finalise this in quarter 3.
Finalise the review of Council's meeting standing orders and associated policies, procedures and terms of reference.					Council's meeting standing orders will be finalised in quarter 3. The Standing orders are being amended in line with the latest Model Meeting Procedures published by the Department in 2024.
Review and update standard development conditions in line with Scenic Rim Planning Scheme 2020, policies and best practice.					Increased applications and reduced staffing capacity has required reallocation of resources to prioritise assessment of applications. It is expected that this will be completed by 30 June 2025.
Create digital capability to facilitate online customer interactions for a range of Council services.					Recommend this activity be removed as scheduling and funding are proposed for 2025-2026 in the ICT Strategic Plan 2024-2028.
<b>Strengthened community engagement and partnerships that improve shared expectation and commitment.</b>					
Provide diversified and inclusive community engagement opportunities to become aware, informed and engaged in Council projects and initiatives.					
Review implementation of the Customer Experience Strategy 2021-2023 and develop new plan to further embed customer-charter.					
<b>Strengthened relationships with other levels of government and statutory organisations to secure their commitment to a shared community vision.</b>					
Council submits a motion to the LGAQ Annual Conference.					
At least one Councillor attends the LGAQ Annual Conference in 2024.					
Mayor attends COMSEQ meetings.					
<b>Ongoing integrity of Council's practice and processes.</b>					
All legislatively mandated policies are reviewed and presented to Council for adoption.					
Internal training on fraud and corruption prevention.					Governance is working with Learning and Development to consider the viability of developing an inhouse training package. If not, a decision will be made to engage an external provided to deliver the training. Looking to complete by end of quarter 3. Requires and extension to 30 June 2025.
Good decision training from Qld Ombudsman delivered to Coordinators and Principal Specialists.					Qld Ombudsman have not offered and training dates this period. It is unclear if they will provide this service going forward. We are considering using training materials provided by the Ombudsman to deliver in house by end of quarter 4.
Develop and implement the Annual Audit Plan incorporating a range of internal audit services.					The Audit Plan continues to track behind schedule. This is due to a combination of time on consulting activities, support for other functions and higher than average leave taken.
Facilitate the ongoing operation of the Audit and Risk Committee.					