SCENIC RIM REGIONAL COUNCIL SERVICE DELIVERY REPORT QUARTER THREE 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 Three 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.

Waste and Recycling

Highlights

• Container exchange (CoEX) baskets installed in Boonah and commenced in Tamborine Mountain.

Performance Statistics

	Q1	Q2	Q3	Q4
Tonnes of residential waste disposed to landfill	4713	5170	5074	
Tonnes of commercial waste disposed to landfill	5736	5976	5238	
Tonnes of general waste from kerbside collection	2722	2952	2895	
Tonnes of general waste from transfer stations	1991	2218	2179	
Tonnes of household recycling recovered	1013	1665	1490	
Tonnes of green waste recovered and mulched	1631	498	1660	
New domestic waste collection services established	136	109	162	
New commercial waste collection services established	3	4	5	
Waste customer requests received	502	626	674	
Waste customer requests resolved	495	622	657	
Students engaged in waste education sessions	277	62	164	
*Bin health checks to recommence in August 2025.	182			



Upcoming Activity

• Roll out of Bin Health Checks, Development of Remote Servicing Options Report for Council Consideration, CRM Project complete, Organics Report for Council Consideration.

Facilities

Highlights

Lighting designs completed for Everdell Park, Gleneagle and Hayes Oval, Harrisville. Grant funding has been received for new modular clubrooms at Selwyn Park and R.S. Willis Park, Beaudesert.

Performance Statistics

	Q1	Q2	Q3	Q4
Facilities maintenance customer requests received	253	275	242	
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.	
Boonah	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	
Canungra	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	
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.	
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.	
Tamborine Mountain	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	Pool attendance figures not available until Q4.	



Upcoming Activity

Draft Coronation Park Master Plan review is underway.

 Design concepts for relocation of netball facilities from Boonah Showgrounds to Coronation Park have been developed.

Road Maintenance and Corridor Management

Performance Statistics

	Q1	Q2	Q3	Q4
Road corridor use applications received	159	121	158	
Road corridor use approvals issued	128	163	110	
Heavy vehicle access applications received	55	50	114	
Heavy vehicle access approvals issued	55	44	90	
Property access requests received	99	96	115	
Property access approvals issued (including initial and final approval)	118	100	97	
Rural road numbering requests received	13	9	16	
Rural road numbering approvals issued	9	12	9	
Street applications received (abandoned vehicles, land activity notices & Gate and Grid)	49	25	46	
Street applications approved (abandoned vehicles and land activity notices & Gate and Grid)	33	32	25	
Road maintenance customer requests received	563	746	1060	



Upcoming Activity

• No activities to report.

Cemeteries

Highlights

• No highlights to report.

Performance Statistics

	Q1	Q2	Q3	Q4
Burials/grave site applications received and processed	29	26	17	
Ash placement applications received and processed	13	12	7	
Applications for reservation received and processed	10	12	19	
Applications for monumental work received and processed	18	21	20	
Plaque placement applications received and processed	12	13	11	



Upcoming Activity

• No activities to report.

Parks and Landscape Maintenance

Highlights

Free Tree Distribution event delivered at Harrisville Memorial Park on Saturday 1 February 2025. 184 plants were given out.
Free Tree Distribution event delivered at Springleigh Park Boonah on Saturday 1 March 2025. 271 plants were given out.
659 free trees distributed on Fridays from Beaudesert Nursery.

Performance Statistics

	Q1	Q2	Q3	Q4
Free tree plants distributed	1888	1732	1114	
Parks and landscape maintenance customer requests actioned	54	21	27	
Park use applications received and processed	11	19	15	
Applications for tree work / removal on Council managed land received	26	17	35	



Upcoming Activity

• Council's eighth and final Free Tree Distribution event for this financial year will be held at the Beaudesert Council Nursery on Saturday 3 May 2025.

Fleet Management and Servicing

Highlights

• No highlights to report.

	Q1	Q2	Q3	Q4
Services				
Heavy plant	24	28	24	
Light motor vehicles	42	38	37	
Small plant	34	20	11	
Trucks	35	28	13	
Total Vehicles Serviced				
Fleet purchases (ordered)				
Light Motor Vehicles	5	7	3	
Plant	2	Nil	Nil	
Small Plant	Nil	4	12	
Trailers	Nil	1	Nil	
Trucks	Nil	Nil	Nil	
Other				
Fleet deliveries				
Light motor vehicles	1	7	3	
Plant		Nil	Nil	
Small Plant	2	4	1	
Trucks	3	Nil	1	
Other				
Fleet disposals				
Light motor vehicles	Nil	2	2	
Small plant	Nil	Nil	Nil	
Plant	Nil	Nil	1	
Other	Nil	1	Nil	
Trucks	Nil	1	Nil	



People and Strategy

Human Resources

Highlights

Trainees and Apprentices 2025

Following the recruitment and selection process for our new 2025 cohort of trainees and apprentices, we have successfully filled all positions. Between February and April 2025, Council has eight trainees and one apprentice commencing. Our positions span across several areas of Council including Library Services, IT, Administration, Civil Construction, and Workshop. We will be monitoring all trainees and apprentices through our formalised program including regular development sessions, individual mentors for each trainee and apprentice, and team workshops for the cohort. We are looking forward to helping our trainees and apprentices grow and learn throughout their program at Council.

Performance Statistics

	Q1	Q2	Q3	Q4
Recruitment				
Vacancy advertisements posted for internal expressions of interest to meritoriously support existing employees' career opportunities	10	10	16	
Vacancy advertisements posted as open merit-based processes internal and external to Council	55	18	40	
Appointments confirmed through a meritorious recruitment process	32	33	39	
Terminations (including permanent, temporary, casual and end-of-contract employees)	31	23	34	
Long service awards				
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	3 Employees No:Years 2:40 yrs 1:15 yrs	
Learning and Development				
Formal Education	11	11	11	
Legislative Compliance	48	5	30	
Professional Development	88	34	86	
Technical Competencies	54	41	171	
Tickets and Licences	14	11	20	
WHS	7	5		
Apprentice/Trainee	19	17	11	
Grand Total	241	124	288	

Upcoming Activity

• Preventing Bullying and Harassment Training being rolled out across the organisation to all employees.

People and Strategy

Work Health and Safety

Highlights

Total Recordable Injury Frequency Rate (TRIFR) Performance 25.04 slightly adverse to the end of period 9 (March) target of 23.37.

Health & Wellbeing activities with the 10,000 Steps Challenge complete in Quarter Three with over 37.5 million steps recorded and approximately 20% staff participation, as well as guided mindfulness meditation sessions available for staff.

Contractor Management safety pre-qualification and induction system market engagement complete and preferred system decided.

Revised Incident, Investigation and Escalation Management Procedure and associated documents complete.

Chain of Responsibility Policy Developed as well as four key risk assessments for heavy vehicle freight tasks.

FY25 - 28 Safety Plan Quarter Three activities with FYTD - 61 activities complete, 21 activities in progress, seven activities not started.

Waste Facility documented Traffic Management Plans developed.



Performance Statistics

Upcoming Activity

Project implementation plan for launch of Contractor Management pre-qualification and induction system. Finalise Mental health literacy and awareness package for staff and leaders.

Confined space risk assessment and registers for Council facilities to be compiled as well as associated training. Flu vaccination program.

Planning for return of "The Resilience Project" authentic connection program for Quarter One FY26. Incident Management training sessions for people leaders.

Development of mental health branding and framework for the organisation.

People and Strategy

Payroll

Highlights

Navigated pays following natural disaster with relevatively fresh team. Continued refining of payroll processes and procedure.

Business as Usual activities for Quarter Three.

Upcoming Activity

Finalise backpays for relevant superannuation changes back dated to 1 July 2024.

Finalise full superannuation audit for all employees ensuring all relevant changes have been completed.

Commence preparations for End of Financial Year ensuring all data is balanced up until current date.

Prepare changes for Councillors effective April 2024. Prepare documentation for Vendor Panel for Payrol Audit - continuing on from Health Check to ensure all processes and procedures are being completed correctly.

Continued training with Payroll Officers to improve and enhance knowledge base.

People and Strategy

Corporate Strategy and Performance

Highlights

Templates for Quarter Three reporting were completed and distributed in March 2025.

• Quarter Two Quarterly Reports for Operational Plan and Service Delivery were endorsed by Council at the February Ordinary Meeting.

Upcoming Activity

2025-2026 Operational Plan development will continue. Assist in progressing the draft Corporate Plan.

Develop draft KPIs and measure definition templates for new Corporate Plan.
 Preparation of templates for Quarter Three quarterly reporting.
 Continue working on Performance Management Framework.

People and Strategy

Business Systems Analysis

Highlights

Service Catalogue - Stage 2 project commenced per below:

- Phase 1 Project initiation and planning complete.
- Phase 2 Service identifictation and service level definition in progress with workshops commencing in February 2025. Stage 2 of the project is currently 21% complete.

Upcoming Activity

Next phases of the Service Catalogue - Stage 2 to commence this quarter, per below:

Phase 3 - Performance measures and target development to commence.
 Phase 4 - Draft Service Catalogue to be finalised.

Internal Audit, Risk and Improvement

Highlights

Audit and Risk Committee Meeting was held on 20 March 2025.

Work to provide advice and support to the Procurement Improvement Project has continued.

Review of Outgoing Grants Management was completed. Other reviews have commenced.

Significant assistance was provided to facilitate the refresh of the Corporate Risk Register.

Advice and assistance was provided regarding the fleet maintenance dashboard, Council's insurer's Engineering Risk Assessment and the Risk Reference Group.

Performance Statistics

Risk	Open at Start	Closed During Period	Added During Period	Open at Finish
Low	20	7	Nil	13
Medium	57	14	Nil	43
High	29	4	Nil	25
Total	106	25	Nil	81

Upcoming Activity

Audit and Risk Committee meeting is scheduled for 27 March 2025.

Reporting on Continuous Assurance testing results.

Reviews on Asset Management and Environmental Compliance complete.

Reviews on Development Assessment, Regulatory Compliance, Parks Management and Privacy commenced. Finish assistance for the refresh of the Corporate Risk Register.

Council Sustainability

Records

Highlights

1,600 day boxes destroyed in accordance with Destruction of Records in accordance with Queensland State Archives Disposal Schedules.

Reduction of hard copy storage: Supply area, Waste, Works.

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	15794	
Number of helpdesk requests received	332	268	254	
Percentage of helpdesk requests completed by end of each business working day	90%	90%	90%	

Upcoming Activity

Management of physical records held in all Council facilities. This includes establishing work processes to support implementation of digitisation of hard copy documents to reduce storage requirements.

Governance

Highlights

Succesfully responded to significant rise in Right to Information (RTI) applications, meeting statutory timeframes and service standards for all but one application.

 Streamlined internal workflows and implemented triage procedures to improve processing efficiency and response times for complex and high volume requests.

Introduced a revised complaint management protocol, improving response consistency, documentation, and follow-up for both internal and external complaints.

Performance Statistics

	Q1	Q2	Q3	Q4
Insurance and Liability Reporting				
Balance carried forward	10	7	6	
Received	39	31	51	
Items referred to insurer	11	9	5	
Items assessed by Council	37	31		
Claims approved *	Nil	4	Nil	
Claims denied*	4	4	10	
Notification only *	33	23	32	
Still under review (carry forward)	1	6	10	
Right to Information and Privacy Applications				
Right to information and privacy applications received	6	16	10	

Upcoming Activity

• Public Interest Disclosure (PID) Support Officer and complaints management training.

Comments

Governance is experiencing a significant increase in RTI applications and adminstrative action complaints.

Revenue

Highlights

• Council's preparation of database for second half yearly rate notice issue 2024-2025. Successfully levied and issued second half yearly rate notices.

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	\$38,528,561.45	
Of total levy raised, the General Rates component eligible for 5% prompt payment discount	\$25,273,494.86	NA	\$25,466,670.38	
Total discount applied to half rates levy	\$1,047,778.00	NA	\$1,040,592.83	
Number of rate reminder notices issued	3594	NA	3505	
Total rates outstanding (excluding prepayments) at end of quarter	\$9,266,624.26	\$7,531,087.18	\$8,872,817.65	
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	15.56	
Number of Supplementary Notices issued	788	631	551	
Number of change of ownerships processed	617	357	421	
Number of Urgent rate search certificates issued	19	12	11	
Number of rate search certificates issued	391	358	308	



Upcoming Activity

Preparation of database for first half yearly rate notice issue 2025-2026. Assist with the 2025-2026 budget process and adoption.

Assist with the transition of Financial Merchants prior to the next half yearly levy.

Financial Management

Highlights

December Budget Review process management. 2025-2026 Draft Budget development and reporting to Executive Team. 2025-2026 Draft Budget for Community Engagement. 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.

Asset Revaluation for Road and Bridge Network and Drainage commenced. Banking Services Contract renewal implementation commenced.

Performance Statistics

Invoice processing	
Jan 2025	1147
Feb 2025	1749
Mar 2025	1529



Upcoming Activity

March Budget Review process management. 2025-2026 Budget development and reporting. 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. Implementation of new Banking Services Contract. Financial Statement preparation planning. Finalise Asset Revaluation for Roads, Bridges, Drainage. Fringe Benefits Tax Return lodgement.

Information Services and Technology

Highlights

• Setting up of Technology needs at the old Tamborine Library to convert for Councillors offices.

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	Q3 2024-2025	Q4 2024-2025
Colour	195079	163466	136354	
Black & White	152103	135364	121414	
Total Prints	347182	298830	257768	

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

Commence TechnologyOne Financials Upgrade.

Trial Microsoft Teams Rooms setup.

Commence Multifunction Print device replacements.

Libraries

Highlights

Highlights from the January school holidays kicked off with Wild Rangers, who delighted library-goers with interactive sessions featuring Australian native animals across all four branches, drawing a total of 207 attendees over four sessions. Following this success, our focus shifted to early literacy with Once Upon a Giggle by Puppetrix, a captivating puppet show that brought children's stories to life and encouraged a passion for reading, attracting 201 attendees across four sessions. Teens and tweens were engaged with Rangoli Sand Art sessions, promoting artistic expression and mindfulness before the school year resumed, with 17 participants attending over two sessions.

Notably, our school holiday sessions saw a significant increase in attendance, totaling 425 participants this quarter compared to 78 in the previous quarter. This growth reflects our successful shift towards curated external programs that align closely with library service goals.

In professional development, seven library staff participated in STEAM training online, gearing up for the launch of our new STEAM club for preschoolers scheduled for May 2025. Our regular STEAM clubs continued to thrive, attracting 197 attendees across 12 sessions.

Unfortunately, TC Alfred's impact on library services included forced closures and infrastructure challenges at Tamborine Mountain Library, delaying our anticipated author talks and the debut of "Wordcraft." This innovative series, featuring author talks, QWC writing workshops, calligraphy lessons, and poetry events, will now commence in April 2025 across Scenic Rim Libraries.

This quarter also saw a heightened focus on First 5 Forever programming, enhancing alignment across all libraries. The successful pilot of 'baby bounce' at Tamborine Mountain has since expanded to Beaudesert, further enriching early childhood program offerings.

Additionally, a comprehensive stocktake was completed, removing 2098 outdated records from our collection. We also welcomed 11 new casual staff members and two library trainees, increasing the capacity of the service for ongoing services and future initiatives.

	Q1	Q2	Q3	Q4
Library visits	39199	35774	36181	
Library members *	18933	19593	20346	
New library members	712	622	808	
Story time sessions	108	92	76	
Story time participants	2230	1974	1372	
School holiday sessions	24	9	10	
School holiday participants at events	335	78	425	
Story time packs handed out				
Youth event sessions (13-18 years old)	9		1	
Youth event participants	117		6	
Adult activity sessions	63	51	21	
Adult activity participants	1119	338	122	
PC bookings	3292	3769	3878	
PC booking hours	2525	1809	1733	
Physical book issues	40491	46040	54858	
Digital issues	12458	13367	12560	
Total item issues	52949	59407	67418	
Inter-library loans	450	256	331	
Housebound book loans	466	499	549	
Reservations Allocated	5613	3033	3175	



Upcoming Activity

The April school holidays will be packed with exciting, hands-on experiences for all ages. Highlights include LEGO Masters Australia, an Ocean Life touch tank, and Llamas & Lattes, where our Mobile Library teams up with the Department of Agriculture and Fisheries to introduce Junior Citizen Scientists to the world of native and fire ants.

In Quarter Four, our author talks resume following delays caused by TC Alfred, launching "Wordcraft"—a new literary showcase featuring Queensland Writers' Centre workshops, calligraphy lessons, poetry sessions, and inspiring author talks across our libraries.

Quarter Four will also see the start of our Digital Literacy workshops, with cybersecurity specialists IDC delivering essential sessions across all four branches to support our community's online safety and digital confidence.

Additionally, our STEAM-based First 5 Forever "Little Bang Club" will be piloted at Boonah, inviting young learners to explore science, technology, engineering, and math through interactive play and discovery. Feedback from this pilot will inform future rollouts across our libraries.

Community Development

Highlights

Five Community Hall Roadshows and four Flavours and Friends were delivered in community halls. (One Roadshow was postponed and two Flavour and Freinds cancelled due to TC Alfred).

Successful delivery of grant workshops in preparation for the Community grants Round.

Be Healthy and Active program continues to achieve success with activities delivered across the region.

Cuppa in the Communi-tea continues to be well attended.

Unfortunately a number of events were cancelled due to weather and the impacts of TC Alfred.

Recovery, Resilience and Capacity Building activities were delivered including a Shelter Exercise for Community Disaster Volunteers and Incident Management Team.

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

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

International Women's Day Breakfast was cancelled due to TC Alfred.

Tamborine Mountain Show is was cancelled due to TC Alfred, a smaller community lead event was delivered in replacement. Council will continue to support Tamborine Mountain with recovery and resilience material at another local event during Quarter Four.

	Q1	Q2	Q3	Q4
Number of attendees at Grant Workshops	46	N/A	29	
Number of Community Grants	49	32	N/A	
Total value of Community Grants	N/A	249843.59	N/A	
Number of attendees at Australia Day Ceremony	N/A	N/A	184	
Number of new Citizens sworn in at Citizenship Ceremony	N/A	23	22	
Number of attendees at Queensland Day	N/A	N/A	N/A	
Be Healthy and Active participant numbers	1280	3251	1200	
Volunteer Newsletters	N/A	N/A	N/A	
Youth Leaders	31	62	66	
Number of attendees at Cuppa in the Communi-Tea events	505	406	245	
Number of attendees at the Community Hall Roadshows	435	N/A	307	
Interagency and Mental Health Network meetings	28	50	15	
Number of people engaged through Recovery and Resilience community activities (in addition to the Cuppa's)	169	621	352	
Building Inclusive Disaster Resilient Communities Forums and Workshops	N/A	N/A	N/A	
Community Disaster Exercises	N/A	1	1	
Number of Pocket Books Distributed	70	60	30	
Number of Living in Scenic Rim Kids Activity Books Distributed	720	520	650	

Number of Living in Scenic Rim booklets Distributed	380	308	267	
Number of attendees at the International Men's Day Dinner	N/A	120	N/A	
Number of attendees at the International Women's Day Breakfast	N/A	N/A	Cancelled due to TC Alfred	
Number of attendees at the Free Movies in the Park	N/A	350	200 *Boonah rained out	
Number of attendees at the Free Inflatable Event in the Park	N/A	N/A	N/A	
Number of attendees at the Volunteer Thank You Events and Programs	N/A	17	N/A	

Upcoming Activity

Assessment of Community Grant Program Round Two applications.

Deliver Health and Wellbeing Term 2 programming across Be Healthy and Active and EmpowHer programs.

In partnership with Economic Development, deliver a Small Business Hub on Tamborine Mountain focused on business continuity • and disaster recovery.

In partnership with Thriving Kids in Disasters, deliver a disaster recovery forum with Scenic stakeholders in the Children and Families and Early Years space.

Attend the Boonah Show to support with disaster preparedness resources.

Support community with ANZAC day activities .

Regional Prosperity and Communications

Highlights

Facilitation of the second meeting of the 'Collaboration of Regional Industries and Schools in the Scenic Rim' group. The meeting provided Council with invaluable data and insights as to the issues and needs of the students and high schools accross the region. This group is committed to bridging the gap between education and employment for the region's youth 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 to build a prosperous local economy into the future.

The Scenic Rim achieved Ecotourism Certification through Ecotourism Australia. Proudly leading the way in ecotourism and sustainable travel, the Scenic Rim is one of only six destinations in Queensland and 12 in Australia to achieve Eco Destination certification with Ecotourism Australia. This commitment ensures our region's unique character and natural wonders remain preserved, allowing both locals and visitors to enjoy its magic for years to come.

Council's Local Recovery and Resilience Group (LRRG) including the Economic Recovery subgroup 'stood up' in response to former Tropical Cyclone meeting will provide an opportunity to share insights and updates across the region and a range of updates from business and industry. Key details will be collated, which I will share at the LRRG meeting. Please note, this LRRG meeting has a core group of members across a range of areas (economic, human and social, environment and infrastructure).

	Q1	Q2	Q3	Q4
Council Facebook followers	13085	14881	15780	
LinkedIn followers	6528	6685	6929	
Council's Disaster Management Facebook followers	13755	13842	14, 083	
Visit Scenic Rim Facebook followers	25348	25415	25445	
Visit Scenic Rim Instagram followers	36079	36402	37158	
Scenic Rim Eat Local Month Facebook followers	16449	16555	16557	
Scenic Rim Eat Local Month Instagram followers	10424	10501	10670	

Performance Statistics

Upcoming Activity

Delivery of Small Business Month in May 2025 including a Business Breakfast.

Development of the Scenic Rim Economic Development Strategy.

• Completion of the Scenic Rim Accommodation Audit.

Completion of the Supply Chain Study. Planning and delivery of Scenic Rim Eat Local Month and Winter Harvest Festival. Progress the SEQ City Deals 'Activating Bromelton' Business Case.

Cultural Services

Highlights

The first series of Story Markers have been installed in Beaudesert. Stories have been submitted for the second series of Story Markers for Harrisville.

Tours of the Australian Army Museum, Ipswich Heritage Centre and Ipswich Hospital Museum were organised for professional develoment for the Heritage Network.

The 2024-2025 Regional Arts Development Fund (RADF) Big Idea grants were approved, with seven applications totaling \$52,600.

A draft design for Davidson Park Nature Park has been developed and expressions of interest were opened for public artworks under the SEQ City Deal funding.

Successful school holiday programs were delivered across the three cultural venues with good attendances across all areas of the holiday program.

Boonah Cultural Centre hosted the Boonah Garden Club AGM, Boonah Cultural Foundation AGM and the Lions 60th Celebration event.

The Scenic Rim Citizenship Ceremony and Australia Day Awards were held at The Centre Beaudesert, in addition to events for the Beaudesert State High School, Down Under Farmstay and the Chamber of Commerce.

The launch of the first exhibition for 2025, Maps & Traces, was held with a complementary screening of Takayna.

The Cancer Council Queensland Quilt and Art Show was held in March and attracted well over 200 attendees.

Note: The impact of Ex-Tropical Cyclone Alfred and subsequent rain unfortunately resulted in the cancellation of the sold out performance of The Petersens at The Centre Beaudesert as well as the cancellation and postponement of a number of events and bookings across the three venues. All three venues were closed temporarily and the Vonda Youngman Community Centre was opened as a place of refuge for the community for a brief period of time. Regular hirers of the Vonda Youngman Community Centre were unable to access the venue for a week and half during this time, due to impacts of the disaster.

	Q1	Q2	Q3	Q4
Number of events at The Centre, Beaudesert	88	72	81	
Number of attendees at The Centre, Beaudesert	2510	6031	4573	
Number of events at Boonah Cultural Centre	110	90	79	
Number of attendees at Boonah Cultural Centre	2820	7561	1234	
Number of events at Vonda Youngman Community Centre	114 events Incorrectly reported. Should be 390 for Q1	334	329	
Number of attendees at Vonda Youngman Community Centre	7305	11573	5214	
Number of attendees All Venues	12635	25165	11021	
Number of Regional Arts Development Fund applications	14	6	1	
Value of Regional Arts Development Fund grant approvals	N/A	76600	N/A	
Value of Regional Arts Development Fund projects	N/A	210582	N/A	



Upcoming Activity

Easter school holiday programs to be delivered across three venues.

Eight performances across the three venues including performances of Anh Do, Arj Barker, Jimeoin, Tenzin Choegyle's Whispering Sky; Sydney Male Choir, Darren Coggan's John Denver and Jonathon Welch's From Stage to Screen. Other significant events include: Scenic Rim Wedding Expo, the Eat Local Village Harvest and the Psychic and Wellness Fair at Vonda Youngman Community Centre and the Seniors Expo.

Boonah Cultural Centre - Commencement of the Wounded Heros Hospitality Training Program; ANZAC Gunfire Breakfast; AEC Election voting.

The Centre Beaudesert - Install and launch of exhibition Furari Flores by Cara-Ann Simpson, Scenic Rim Business Breakfast, Loyalty Dance concert.

Design, printing and installation of eight Story Markers in Harrisville.

Design and Printing of the Rathdowney Museum Storyboard.

Davidson Park projection artworks on display.

Boonah Cultural Centre Mural and repainting.

City Deal Expressions of Interests promoted and assessed, concepts designed and application submitted.

Regional Arts Development Fund promotion and awareness campaign commencing for 2025-2026 including community information sessions, school visits and wider community promotion.

Artist in Residence (Strategic Initiative) commencing at Beaudesert State High School. Arts Queensland RADF report.

Comments

• All Big Idea funds allocated in QuarterTwo.

Customer Care and Engagement

Highlights

Customer Care and Engagement continues to achieve average call wait time targets, with calls being answered within 30 seconds during Quarter Three. Customer online requests saw a futher increase this quarter, rising by 26% compared to the previous quarter. This indicates growing customer awareness of the ability to complete certain Council tasks online, which is contributing to an improved customer experience. Council's afterhours service provider faced continued increased call volumes due to multiple weather events during Quarter Three.

Community updates were provided for the commencement of Tamborine Mountain Gallery Walk carpark infrastructure improvements with construction starting in late February 2025. Council has made significant progress on the Draft Integrated Transport Plan, informed by the insights gained from Stage One of Community Consultation. Project updates were released in February and March 2025 to keep local businesses and residents informed about the ongoing construction works in Brisbane Street. There were also regular visits to local businesses throughout the construction period. Preparations were completed to support consultation on the Draft Corporate Plan 2025-2030 and the Draft Budget 2025-2026.

	Q1	Q2	Q3	Q4
Number of calls	11432	9050	11505	
Average call wait time	0:00:33	0:00:24	0:00:28	
Longest call wait time	0:19:00	0:10:32	0:09:07	
Applications created	1511	1348	1245	
Requests created	3212	3060	3360	
Online requests	159	211	267	
Local Government transactions (excluding enquiries)	4660	2293	3340	
QGAP transactions	3165	2939	2856	
Compliments received				
Asset and Environmental Sustainability	21	11	7	
Council Sustainability				
Customer and Regional Prosperity	5	13	4	
People & Strategy		1		
Executive Office Mayor and Councillors	4			
Let's Talk Scenic Rim				
New participants registered on Let's Talk Scenic Rim	119	35	54	
Total number of registered participants on Let's Talk Scenic Rim	1243	1278	1332	
Total visits to Let's Talk Scenic Rim	5617	4072	4027	



Upcoming Activity

Within the Customer Contact team, focus during Quarter Four will be recruitment and training. During Quarter Four, there will be further engagement on the Draft Integrated Transport Plan (ITP). Consultation on the Draft Corporate Plan 2025-2030 and Draft Budget 2025-2026 is planned to launch mid April, to help shape the future direction of the region. This will include face-to-face community information sessions across

 the region, an online survey on the Let's Talk Scenic Rim community engagement platform, and hard copies of the survey available for participation.
 Consultation to inform a new Economic Development Strategy will be launched early in Quarter Four.
 Consultation outcomes for the Future Use of the Beaudesert Pig and Calf Saleyard site will be presented to Council in Quarter Four.

Comments

Let's Talk Scenic Rim figures for Q1 have been corrected to reflect total figures at the end of each quarter, to be consistent with previous Service Delivery Reporting.

Development Assessment and Engineering

Applications received	Q1	Q2	Q3	Q4
Material change of use (MCU) including currency extensions and change applications	55	57	37	
Reconfiguring a lot (RAL) including currency extensions and change applications	18	20	14	
Operational works including currency extensions and change applications	25	37	26	
Other concurrence agency referrals (CARS), exemption certificates (EXE) and building envelope amendments (BE)	44	33	24	
Applications determined	82	89	87	
Plan of surveys finalised	11	17	13	
Flood certificates issued	45	44	53	
Planning certificates issued	17	15	12	
Superseded planning scheme requests received	Nil	Nil	Nil	
Pre-lodgement meetings conducted	Nil	Nil	Nil	
Concept meetings conducted	Nil	Nil	Nil	
Lots approved as part of reconfiguration application approvals	106	327		
Customer Requests Received (CRMS)				
Customer initial planning enquiries (telephone)	518	483	513	
Customer callback enquiries related to existing application	204	186	189	
ECM Tasks Received				
DA planners	202	196	121	
DA submission	3	52	21	
Planning & development	1028	1724	1546	





Upcoming Activity

Recruitment of key roles across the area will continue.

Subject to appointment of Team Leader customer focus role, continuing to formalise a 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. Reviewing draft conditions scope and returning for request for quotations.

Taking part in a study tour of water sensitive urban design examples around greater Brisbane region.

Infrastructure Charges

Highlights

A total of 54 advice letters have been issued, seeking recovery of \$1.8M for infrastructure charges that are due and not yet paid. Council has received \$682,800.20 in payments of those outstanding charges.

Performance Statistics

INFRASTRUCTURE CHARGE NOTICE (ICN)		
RECONCILIATION - 31 MARCH 2025		1
Total Current ICN Brought Forward from 31 December 2024		\$44,509,081.56
New Infrastructure Charge Notice issued (1 January 2025 to 31 March 2025)	+	\$1,854,773.12
Infrastructure Charge Notice Paid (as issued) (1 January 2025 to 31 March 2025)	-	\$1,654,029.37
Infrastructure Charge Notice Paid (CPI) (1 January 2025 to 31 March 2025)	-	\$40,787.88
Infrastructure Charge Notice (development) Lapsed	-	\$1,569,733.00
Infrastructure Charge Notice converted to Infrastructure Agreement (1 January 2025 to 31 March 2025)	-	\$298,864.31
Infrastructure Charge Notice converted to Deferred Infrastructure Agreement (1 January 2025 to 31 March 2025)	-	
Infrastructure Charge Notice amended (1 January 2025 to 31 March 2025)	-	\$1,372,947.94
Infrastructure Charge Notice discounted/waived	-	
Credits Issued	-	\$8,849.82
New Current Total		\$41,418,642.36

Upcoming Activity

The final 36 advice letters for outstanding charges (totalling \$561,000) will be issued.

Continued follow up on remaining unpaid charges with secondary actions to commence.

• Finalise review of all outstanding infrastructure agreements to ensure all obligations have been met. Ongoing liaison with utility providers about alignment of population projections and investment for critical infrastructure.

Strategic Planning

Highlights

Completed assessment of State Interest Review of the Draft Scenic Rim Planning Scheme Amendment No.6 (Matters of Environmental Significance and Water Resource Catchments).

Commencement of new Planning Scheme Amendment No.10 (Planning Scheme Policy No5 - Ecological Assessments), was endorsed at Council's Ordinary Meeting on 26 March 2025.

Presentation given to Beaudesert State Primary School about growth trends, balancing community needs and implications for housing, employment, the environment and lifestyle within Beaudesert and the Scenic Rim.

Performance Statistics

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

Upcoming Activity

 Seek Ministerial approval for the draft Amendment No.6 package and draft Amendment No.10 to progress to public consultation.
 Finalise State Interest Review with the Department of State Development, Infrastructure and Planning for draft Amendment No.8. Continue to engage with the State Planning Delivery Office Working Groups on SEQ Regional Plan Implementation Priorities.

Comments

• Staff resourcing issues may impact service in Quarter Three and Quarter Four.

Regulatory Services

Highlights

Commencement of a new Plumbing Inspector and a new Senior Building Compliance Officer.

The teams managed the potential risks due to the extreme weather event, commendably.

Compliance staff actively engaged with Campground operators in-advance of the significant weather events to recommend
 actions to reduce risks to persons.

Two Development Compliance Officers attended an intense 5-day Erosion and Sediment control training program in Brisbane City during the quarter.

Two Development Compliance officers completed a three day, Swimming Pool Safety barrier training program.

	Q1	Q2	Q3	Q4
Environmental and public health licences received				
Food	24	21	19	
Personal appearance services	1	1	1	
Local law	15	17	17	
Customer requests received (CRMS)				
Health services	752	879	571	
Reported dog attacks (captured within health services CRMS)	33	25	19	
Compliance services	191	199	191	
Compliance Services Notices issued				
Show Cause	19	22	6	
Enforcement	6	9	9	
Compliance	1	4	Nil	
Direction	Nil	Nil	Nil	
Penalty infringements	4	6	1	
Dogs				
Registered at end of period	4549	5235	5169	
New registration applications	357	277	181	
Impounded *(Q4 1 dog held at end of quarter)	64	41	42	
Impounded and returned to owner	39	16	5	
Impounded and rehomed	17	13	12	
Impounded and euthanised	6	8	11	

Cats				
Impounded	79	38	41	
Impounded and returned to owner	13	3	2	
Impounded and re-homed	13	9	13	
Impounded and euthanised	52	26	18	
Animals reported lost/found by the public				
Animals reported lost	25	11	23	
Animals reported found	1	4	4	
1080 baiting program				
Landholders	28	28	Nil	
Dog baits supplied	425	405	Nil	
Pig baits supplied	20	20	Nil	
Building				
Applications received (council-certified)	4	4	1	
Inspections performed	Nil	1	Nil	
Applications received (privately certified)	412	328	185	
Plumbing				
Applications received	237	192	183	
Inspections performed	1271	1193	1123	
Approvals issued	213	201	190	
New facilities registered under plumbing and drainage act				
Backflow prevention devices	16	32	18	
On-site sewerage facilities	46	66	51	
Customer requests received (CRMS)				
Plumbing services	20	6	18	
Plumbing Services notices issued				
Show Cause	Nil	1	Nil	
Enforcement	Nil	Nil	Nil	
Penalty infringement	Nil	Nil	Nil	



Comments

• The Biosecurity team will be commencing Community Education programs in the 2nd quarter of 2024.

Biodiversity and Climate Change

Highlights

Community Plantings:

- Roadvale Community Planting in Roadvale Park held on 27 February with 40 participants.

- Koala Habitat Fassifern Community Planting held on 29 March with 15 participants.

Community Koala Scat Project unveiling to present the results of the Koala Scat Citizen Science Project, held on 1 March with 72 participants in attendance.

Four Cane Toad Busting events were held across the region, at Tamborine Mountain, Beaudesert, Boonah and Beechmont in collaboration with the Landcare Groups.

Council partnerships with Healthy Land and Water and Department of Environment, Tourism, Science and Innovation to the value of \$375,409 for threatened species, including the koala.

Council successful in obtaining Flying-fox grants for Rathdowney and Canungra flying-fox roost management valued at \$70,550. Biosecurity Awareness Workshops held at the follow locations:

- - Boonah, 37 participants
 - Tamrookum, 11 participants
 - Harrisville, 4 participants
 - Beaudesert, 11 participants
 - Maroon, 12 participants
 - Aratula, 18 participants
 - Canungra, 7 participants

Fluvial Geomorphology Training in partnership with Resilient Rivers SEQ was provided to Councils, organisations and businesses with approximately 40 attendees.

Acquired and stockpiled fallen trees that were uprooted by storm events for them to be used in riverine and habitat restoration projects.

Q1 Q2 Q3 Q4 Customer requests (CRMS) received 12 36 16 55 57 84 One million tree program applications received Land for wildlife property inspections 41 49 65 Number of trees supplied (not including Councils 8680 8100 17035 Nursery)

Performance Statistics

Upcoming Activity

Biosecurity Awareness workshops for Tamborine Mountain (April) and Rathdowney (May). Flying-fox roost management works at Rathdowney, Canungra and Beaudesert.

• Finalise Council Urban Greening tree planting predictor and heat island analysis reports. Spotlighting and fauna surveys on targeted Land for Wildlife properties and Council land. Fire ant and weed treatment on Council local roads and priority Main Roads continuing.