



SCENIC RIM REGIONAL COUNCIL
SERVICE CATALOGUE
2022-2023

www.scenicrim.qld.gov.au

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CORE SERVICE ACTIVITIES 2022-2023

Core service activities are those activities undertaken by Council to meet the needs of the community.

These activities are contained within the Service Catalogue. It is important that core services reflect our strategic direction and align to our Corporate Plan commitments.

The resource data within each service category is based on full time equivalents (FTE) contained in the operating budget.

This data is based on the 2022-2023 financial year.

Our service categories are:


Biodiversity and Climate Change	Internal Audit and Improvement
Campgrounds	Library Services
Cemeteries	Park and Landscape Maintenance
Communications and Marketing	Plant Maintenance
Community Development	Private Works
Cultural Services	Property Management
Customer Service and Community Engagement	Purchasing and Stores
Design and Survey	Rates and Revenue
Development Services	Regional Events
Disaster Management	Regulatory Services
Economic Development	Roads and Traffic
Facilities Maintenance	Strategic Infrastructure Planning and Delivery
Financial Services	Strategic Planning
Fleet Management	Swimming Pools
Governance	Waste Management
Human Resources	Waste Services
Information Services and Technology	Work Health and Safety

HOURS OF OPERATION


Facility/Service	Address	Hours of Operation
Customer Service and Administration Centres	82 Brisbane Street, Beaudesert 70 High Street, Boonah 30-32 Main Street, Tamborine Mountain	8.30am to 4.30pm 8.30am to 4.30pm 9.00am to 4.30pm
Cemeteries	Corner Boundary and Tubber Street, Beaudesert Corner Elliott Road and Gorkow Road, Boonah Corner Beaudesert-Nerang Road and Beechmont Road, Canungra Boonah-Ipswich Road, Coulson (Teviotville) Corner Munbilla Road and Kulgun Road, Kalbar Corner Newman Road and Boonah-Rathdowney Road, Maroon 2588 Ipswich-Boonah Road, Milbong Main Western Road, Tamborine Mountain Corner Beaudesert-Nerang Road and Franklin Lane, Wonglepong	5.00am to 8.00pm daily
Cultural and Community Centres	The Centre Beaudesert Boonah Cultural Centre Vonda Youngman Community Centre	10.00am - 4.00pm (Tuesday to Friday) 10.00am - 2.00pm (Saturday) Opened as required Opened as required
Libraries	58 Brisbane Street, Beaudesert 3 High Street, Boonah 12 Kidston Street, Canungra Corner Main St & Yuulong Rd, Tamborine Mountain	9.00am to 5.30pm (Monday to Friday) and 9.00am to 12.00pm (Saturday) 10.00am to 4.30pm (Monday to Friday) Open to 5.30pm (Thursday) 9.00am to 5.30pm (Monday to Friday) and 9.00am to 12.00pm (Saturday)
Parks	Council maintains 129 parks across the region, refer to Council's website for specific locations and amenities.	If Council determines the opening hours of a park, under <i>Local Law 4</i> , it must place a notice (sign) in the park showing the opening hours.
Waste and Resource Recovery Facilities	43 Waste Facility Road, Bromelton <i>9am - 5pm Seven days a week</i> 2036 Beaudesert-Nerang Road, Canungra <i>9am - 5pm Six days a week (closed Thursday)</i> 137 Knoll Road, Tamborine Mountain <i>9am - 5pm Six days a week (closed Wednesday)</i> 24 Evans Road, Dugandan (Boonah) <i>9am - 5pm Six days a week (closed Wednesday)</i> 10290 Mt Lindesay Highway, Rathdowney <i>9am - 5pm Monday, Thursday and Saturday *</i> 62 Faulknors Quarry Road, Harrisville (Peak Crossing) <i>9am - 12pm Wednesday and 1pm - 5pm Saturday and Sunday *</i> 14 Muller Road, Fassifern (Kalbar) <i>1pm - 5pm Wednesday and 9am - 12pm Saturday and Sunday *</i>	

* Waste facilities are closed all other days



BIODIVERSITY AND CLIMATE CHANGE

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Deliver a range of biodiversity, waterway and climate change outcomes through planning, project development and programs to ensure the region's unique natural environment is recognised, preserved and enhanced in partnership with the community for future generations.	
PURPOSE	To preserve and enhance the region's unique natural environment and rural landscapes, in partnership with the community. To ensure that the region is responsive to the threat of climate change and is progressing towards net zero emissions, improved resilience and adaptation to climate change impacts.	
RESOURCES	6.5 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Environmental operations (conservation, fire management, weed management) 2. Catchment management (Scenic Rim Rivers Improvement Trust and Resilient Rivers) 3. Delivery of conservation programs (conservation agreements, Land for Wildlife, One Million Trees and environmental grants) 4. Delivery of Environmental Education Program 5. Regional/conservational planning, projects and partnerships 6. Climate change and sustainability. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Council lands provide safe community and conservation outcomes 	<ul style="list-style-type: none"> ■ Council lands are managed for invasive plants and fire risk 	
<ul style="list-style-type: none"> ■ Eligible landholders have the opportunity to receive tailored conservation advice for their property 	<ul style="list-style-type: none"> ■ Number of Land for Wildlife members and conservation agreements continue to increase. ■ Overall program satisfaction 	
<ul style="list-style-type: none"> ■ Community and eligible landholders have access to environmental grants 	<ul style="list-style-type: none"> ■ Grants are provided in support of environmental projects 	
<ul style="list-style-type: none"> ■ The community is supported and encouraged through environmental education and collaboration 	<ul style="list-style-type: none"> ■ Education events delivered in support of educating community regarding local environmental outcomes 	
<ul style="list-style-type: none"> ■ Customer requests are responded to in a timely manner 	<ul style="list-style-type: none"> ■ Customer requests and enquiries are responded to 	
<ul style="list-style-type: none"> ■ Community groups and eligible landholders have access to advice, support and planting stock to undertake revegetation projects 	<ul style="list-style-type: none"> ■ Plants are provided to the community and landholders in delivery of revegetation projects 	
<ul style="list-style-type: none"> ■ Queensland and Commonwealth Climate change targets achieved 	<ul style="list-style-type: none"> ■ Carbon emissions reduced and climate resilience improved 	
<ul style="list-style-type: none"> ■ Resilient Rivers Initiative delivers actions to improve waterway health 	<ul style="list-style-type: none"> ■ Waterway health within the Bremer/Warrill and Logan/Albert improves 	

CAMPGROUNDS


RESPONSIBLE PORTFOLIO	Asset and Environmental and Sustainability	
SERVICE DESCRIPTION	Management and maintenance of Council controlled campgrounds to a suitable level for the attraction of guests.	
PURPOSE	To ensure that Council controlled campgrounds in the region are available to for use by visitors and enhance the visitor opportunities within the Scenic Rim.	
RESOURCES	Resources responsible for this service are captured in Facilities Maintenance (page 19) and Property Management (page 32)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Amenities maintenance 2. Water supply management 3. Moogerah water treatment plant management 4. Effluent pump outs and plumbing maintenance 5. Electrical repairs and maintenance 6. Supply and maintenance of fire safety equipment for Council managed sites 7. Tree hazard management 8. Rules and safety signage 9. Lease management 10. Road maintenance 11. Asset management, renewal and upgrades. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Providing accessible and modern facilities and amenities that meet the needs of the campers and the Management Agreements 	<ul style="list-style-type: none"> ■ Audits undertaken annually 	
<ul style="list-style-type: none"> ■ Providing accessible and modern facilities and amenities that meet the needs of the campers and the Management Agreements 	<ul style="list-style-type: none"> ■ Customer complaints 	
<ul style="list-style-type: none"> ■ Ensuring the water supply and treatment, and effluent systems meet the needs of the campers 	<ul style="list-style-type: none"> ■ Water is available 24/7 via the bores/creel or pumps/windmills ■ The Moogerah water treatment plant is functional ■ Effluent pump outs and plumbing maintenance orders are actioned on time 	
<ul style="list-style-type: none"> ■ Ensuring electrical safety of equipment and that electrical systems meet the needs of the campers 	<ul style="list-style-type: none"> ■ Conducting electrical repairs and testing programs are completed on time to ensure compliance 	
<ul style="list-style-type: none"> ■ Ensuring fire equipment is maintained per legislative requirements, which ensures a safe environment for campers 	<ul style="list-style-type: none"> ■ Conducting fire safety equipment maintenance per compliance 	
<ul style="list-style-type: none"> ■ Providing a safe environment 	<ul style="list-style-type: none"> ■ Prompt response to hazards identified (e.g., removal of tree hazards) 	
<ul style="list-style-type: none"> ■ Safe and accessible road within the campground boundaries 	<ul style="list-style-type: none"> ■ Reactive and scheduled maintenance work orders completed on time 	
<ul style="list-style-type: none"> ■ Providing a safe environment 	<ul style="list-style-type: none"> ■ Council rules and safety signage displayed 	

CEMETERIES


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of nine cemeteries for interments, monumental work, placement of ashes and reservations.	
PURPOSE	To provide residents with suitable locations for family members to be remembered.	
RESOURCES	Resources responsible for this service are captured in Parks and Landscape Maintenance (page 29)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Reservations of plots 2. Funeral/service bookings 3. Grave digging 4. Placement of ashes 5. Maintenance of lawn areas and trees 6. Asset management, renewals and upgrade. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Burial/gravesite applications processed	■ Documentation reviewed and application processed	
■ Gardens are maintained and well-kept in accordance with maintenance schedule	■ Community feedback	
■ Burial/gravesite preparation	■ 100% of burial/gravesite preparation prior to funeral commencement	




COMMUNICATIONS AND MARKETING

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Internal and external communications, social media, media monitoring, media outlet relationship management and targeted marketing campaigns.	
PURPOSE	To increase awareness and understanding of programs, services, events and decision-making processes. To inform and connect with our communities.	
RESOURCES	6 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Content creation and social media management 2. Internal communications 3. Media management (proactive and reactive) including media monitoring 4. Marketing strategy, services and support 5. Produce collateral, material and digital assets 6. Advertising including print, digital, radio and signage 7. Maintaining marketing and brand guidelines. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Media releases and media management to/with local media 	<ul style="list-style-type: none"> ■ % of responses provided to media enquiries within 24 hours of being received by Council ■ % of newsworthy initiatives communicated via media 	
<ul style="list-style-type: none"> ■ Advertising in local media promoting Council services 	<ul style="list-style-type: none"> ■ % of advertisements contained within individual Communication Plans published by deadline 	
<ul style="list-style-type: none"> ■ Distribution of The Bulletin as the essential tool for communicating and engaging with the workforce 	<ul style="list-style-type: none"> ■ 2 Electronic Direct Mail (EDM) (The Bulletin) distributed each week ■ Positive feedback regarding internal communication in the Employee Survey 	
<ul style="list-style-type: none"> ■ Graphic design that presents Council in a professional, contemporary and engaging fashion 	<ul style="list-style-type: none"> ■ % of collateral that meets customer expectations/satisfaction 	
<ul style="list-style-type: none"> ■ Build Council's reputation through information sharing on social media platform 	<ul style="list-style-type: none"> ■ Grow followership and engagement levels of Facebook page and website 	
<ul style="list-style-type: none"> ■ Enhance Council's reputation through delivery of marketing campaigns for services and initiatives 	<ul style="list-style-type: none"> ■ % of positive anecdotal feedback on success of marketing activity from subject matter experts/clients 	
<ul style="list-style-type: none"> ■ Ensure relevant information is incorporated into Councillor newspaper columns and speaking notes 	<ul style="list-style-type: none"> ■ % of satisfaction from Councillors regarding this service 	


COMMUNITY DEVELOPMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Community Development strives to strengthen the local communities to become more resilient, inclusive, welcoming, connected and healthy. It supports the community through social, sport and recreation, heritage and cultural initiatives	
PURPOSE	To promote social inclusion, connectedness for communities across the region, build capacity, provide programs that target health and wellbeing for all demographic types and advocate for access to community and social services.	
RESOURCES	9.75 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 7: Healthy Engaged and Resourceful Communities 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Manage the Community Grants Program 2. Develop, deliver and support community activities to connect residents and communities 3. Develop programs and initiatives to strengthen and increase community volunteers across the region 4. Develop and implement health and wellbeing programs that are fit for purpose and meet the needs of our diverse communities 5. Partner and participate with government agencies and peak bodies and advocate for improved access to community for social services. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Community Grants Program	<ul style="list-style-type: none"> ■ Support and build the capacity of the region's community organisations to the value of \$400,000 ■ Number of programs delivered per round (two yearly) 	
■ Health and wellbeing programs	<ul style="list-style-type: none"> ■ Health and Wellbeing Measurement Framework is delivered ■ Participant satisfaction survey for Be Healthy and Active 	
■ Advocacy on key issues	<ul style="list-style-type: none"> ■ Partnerships achieved, increased funding from other levels of government (e.g., Headspace, responses to relevant consultation) 	
■ Community grants	<ul style="list-style-type: none"> ■ Applications, expenditure of grants program, acquittal of grants and effective delivery of projects 	
■ Community events	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships 	
■ Community development programs	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships ■ Participant satisfaction survey for Cuppa in the Community programs 	
■ Youth Leadership Program and other youth engagement programs	<ul style="list-style-type: none"> ■ Participation rates, feedback and partnerships 	


CULTURAL SERVICES

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Support cultural engagement, development, and heritage recognition, and assist local creative industry through capacity building programs.	
PURPOSE	Support and enable a vibrant, creative and cultural community.	
RESOURCES	10.3 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Manage operations of three cultural and community centres 2. Deliver art and cultural programs including exhibitions, concerts, performances, workshops, and school holiday activities 3. Manage and administer the Regional Arts Development Fund grant program 4. Manage and deliver Council's Public Art initiatives and Placemaking projects 5. Manage the Boonah Cinema and deliver a weekly film program 6. Deliver networking events, industry website, newsletters, and promotion for creative sector 7. Support the local heritage network of museums. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Promote the role of arts, culture and heritage as key drivers of diverse and inclusive communities 	<ul style="list-style-type: none"> ■ Delivery of the Arts Queensland Towards 2032 Strategy (Regional Arts Development Fund program) 	
<ul style="list-style-type: none"> ■ Provide modern, fit for purpose, cultural venues available for hire 	<ul style="list-style-type: none"> ■ Strong venue bookings and repeat bookings ■ Attendance at venues 	
<ul style="list-style-type: none"> ■ Deliver a range of diverse, locally relevant exhibitions that meet the various ethnic and cultural needs of the community, minimising social isolation, and improving connectedness and mental health 	<ul style="list-style-type: none"> ■ Successful delivery of the schedule for exhibitions in the Beaudesert Centre ■ Feedback from visitors in the visitor book 	
<ul style="list-style-type: none"> ■ Deliver a range of diverse, locally relevant community programs to connect individuals and groups to participate in community life in accordance with Council's Community and Culture Strategy 	<ul style="list-style-type: none"> ■ Successful delivery of the scheduled programs in all three centres ■ Attendance numbers at movie sessions ■ Attendance numbers at workshops 	
<ul style="list-style-type: none"> ■ Deliver networking events, industry website, newsletters and promotion for creative sector 	<ul style="list-style-type: none"> ■ Increase in newsletter subscribers ■ Attendance number at networking events 	
<ul style="list-style-type: none"> ■ Deliver Public Art Program which aligns with Council's Capital Program and local priorities to provide an inspired environment for community members and visitors alike 	<ul style="list-style-type: none"> ■ Funds are appointed and projects delivered within agreed timeframes 	



CUSTOMER SERVICE AND COMMUNITY ENGAGEMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Provide excellent customer service in accordance with the Customer Charter via a multi-channel service delivery model and undertake meaningful community engagement in accordance with the International Association for Public Participation (IAP2) framework.	
PURPOSE	To provide the community with a frontline customer service function, improve customer experience and provide meaningful community consultation for a range of projects. To provide the community access to Queensland Government Agency Program (QGAP) services.	
RESOURCES	15.1 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provide a customer service function for the majority of services 2. Face to face and telephone enquires 8.30am to 4.30pm Monday to Friday (excluding public holidays) 2. Afterhours telephone service for emergencies 3. Provide suite of services for QGAP at the Boonah Administration Centre 4. Undertake a range of administrative activities such as lodging customer requests, receipting and application creation 5. Coordinate Council's community engagement programs 6. Facilitate continuous improvement initiatives to improve the overall experience of Council's customers. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Scenic Rim Customer Charter	■ No performance indicator	
■ Customers calls are answered promptly	■ Calls are answered inside of 30 seconds	
■ Customers provided with a first point of contact for information on a range of Council services	■ Accurate information is provided or request lodged	
■ Provide a full Suite of QGAP services	■ Customers can access QGAP services at Boonah during business hours	
■ Customer Contact and Administration Centres operate effectively	■ Customer Care and Engagement Officers are available during business hours for face to face and telephone enquiries	
■ Creating majority of Council applications/requests	■ Applications/requests created same business day ■ Applications/requests created accurately	
■ Community engagement	■ Community is engaged on Council Projects with outcomes that affect the community and/or local businesses and/or attract high levels of community sentiment	

DESIGN AND SURVEY

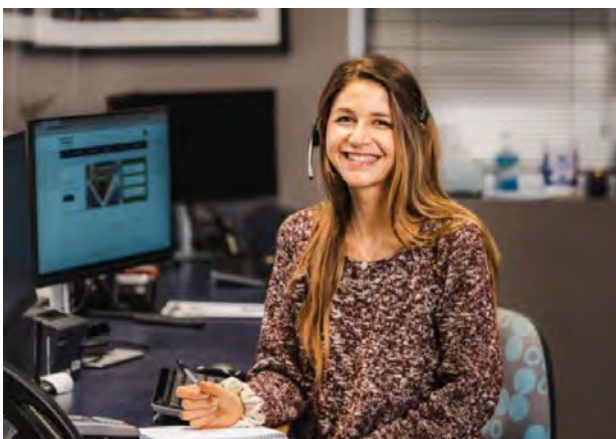
RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Design and survey services to support the delivery of internally delivered capital works projects for roads and traffic.	
PURPOSE	To ensure infrastructure activities undertaken by Council comply with legislative, statutory, and regulatory requirements as well as to ensure a safe environment for the community.	
RESOURCES	10 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. 3D design models for construction of roads, footpaths, stormwater drainage, carparks, landfill and traffic safety projects 2. Certification of internal designs by a Registered Professional Engineer of Queensland, in accordance with applicable standards 3. Undertake engineering surveys for internal designs, in accordance with applicable standards 4. Review external designs associated with roads, footpaths, stormwater drainage, carparks, landfill and traffic safety projects to ensure compliance with relevant standards 5. Expert technical design advice provided to internal teams, responsible for delivering capital works projects 6. Monthly survey of Bromelton Landfill volumes 7. Conduct traffic count surveys to support asset management and design functions 8. Work closely with other infrastructure owners to improve design standards and specifications. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Surveys undertaken are completed per applicable standards 	<ul style="list-style-type: none"> ■ Surveys undertaken comply with relevant standards 	
<ul style="list-style-type: none"> ■ Provision of timely and compliant advice to the community and internal business units in accordance with the relevant acts and regulations, to ensure safe and compliant design. 	<ul style="list-style-type: none"> ■ Advice provided in a timely manner and compliant to relevant acts and regulations 	
<ul style="list-style-type: none"> ■ 3D design models completed 	<ul style="list-style-type: none"> ■ 3D model designs reflect design plans 	
<ul style="list-style-type: none"> ■ Designs certified internal 	<ul style="list-style-type: none"> ■ Designs certified to applicable standards 	
<ul style="list-style-type: none"> ■ External designs reviewed 	<ul style="list-style-type: none"> ■ Designs reviewed to check compliance with applicable standards 	
<ul style="list-style-type: none"> ■ Landfill survey completed 	<ul style="list-style-type: none"> ■ Survey results delivered monthly 	
<ul style="list-style-type: none"> ■ Traffic count surveys completed 	<ul style="list-style-type: none"> ■ Traffic surveys completed as required by asset custodians 	

DEVELOPMENT SERVICES


RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Provision of development information, assessment and compliance services.	
PURPOSE	To administer and uphold development and planning related functions as the local authority in accordance with legislative requirements.	
RESOURCES	24 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
	Theme 5: Vibrant Towns and Villages 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provision of information, assessment and decision making related to development applications.. 2. Audit and compliance on development related matters 3. Operating as a model litigant on development appeals.. 4. Recovery of levied infrastructure charges and to facilitate trunk infrastructure provision 5. Advocacy on development related matters and reforms 6. Acceptance of infrastructure which will become a public asset 7. Administration of plumbing applications, assessments and inspections 8. Administration of building applications. 	
SERVICE LEVEL DESCRIPTIONS		PERFORMANCE MEASURES
<ul style="list-style-type: none"> ■ Development applications are administered in accordance with legislative timeframes 		<ul style="list-style-type: none"> ■ Development applications are decided within the decision making period in accordance with the development assessment rules
<ul style="list-style-type: none"> ■ Provision of a compliant planning enforcement service in accordance with the legislation 		<ul style="list-style-type: none"> ■ Inspection of development application sites to ensure compliance, issuing notices per legislation ■ Customers advised of request outcomes in accordance with the <i>Privacy Act 1988</i>. ■ Issue of Show Cause and Enforcement Notices
<ul style="list-style-type: none"> ■ Provision of planning advice in response to planning enquires and pre-lodgement meeting requests 		<ul style="list-style-type: none"> ■ Planning enquiries ■ Pre-lodgement requests
<ul style="list-style-type: none"> ■ Infrastructure charges are levied and recovered on all leviable development 		<ul style="list-style-type: none"> ■ Infrastructure charges notices issued for building and planning approvals ■ Infrastructure charges recovery pursued on commenced development (quarterly audit)
<ul style="list-style-type: none"> ■ Provision of timely and compliant advice to the community; building and plumbing applications are undertaken in accordance with acts and legislation to ensure safe and compliant design and construction of buildings within the municipality 		<ul style="list-style-type: none"> ■ Plumbing assessment approvals are per legislation ■ Building related assessments are per legislation ■ Plumbing compliance assessments and enforcement actions when required are issued per legislation

- Infrastructure being transferred to Council is at acceptable standards to minimise liability and ongoing maintenance costs

- Bonding of maintenance and uncompleted works for operational works
- Confirming infrastructure meets applicable standards and without defects through On and Off-Maintenance inspections




DISASTER MANAGEMENT

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Minimise the impact of emergencies and disaster on the community through effective coordination of activation systems and strategies to deal with Prevention, Preparedness, Response and Recovery (PPRR) as required by the <i>Disaster Management Act 2003</i> and additional Australian and Queensland Government policies and guidelines.	
PURPOSE	<p>To ensure that Council meets its obligations under the <i>Disaster Management Act 2003</i> and <i>Disaster Management Regulation 2014</i> to prepare and respond to disasters and emergencies.</p> <p>To respond to emergencies/disasters in line with responsibilities of Local Government as specified in number of State and Local policies, procedures and guides.</p>	
RESOURCES	1 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Coordinate the preparation and review of the Local Disaster Management Plan and associated documents in consultation with key partners and in accordance with legislation 2. Conduct disaster exercises with community groups, disaster management agencies and Council 3. Manage Local Disaster Management Group (LDMG) which is a multi-agency group which responds to emergency and disaster management situations within the Scenic Rim region 4. Manage Disaster Management Steering Committee (DMSC) which is an internal group which coordinates Council's responsibilities within the LDMG 5. Manage the Incident Management Team (IMT) which is an internal group of Council volunteer officers who participate in the Local Disaster Coordination Centre (LDCC) when activated 6. Manage, in collaboration with Community Development, the Shelter Management Team (SMT) which is an internal group of Council volunteer officers who participate in Places of Refuge or Evacuation Centres when a Shelter is required to be opened 7. Assist in the management with Community Development the Community Disaster Volunteers (CDVs) that are community members who have volunteered to assist Council in disaster education and response. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Disaster Management plans, policies and procedures are current.. 	<ul style="list-style-type: none"> ■ Revision dates document ■ Delivery of Councils document control program ■ Delivery of Local Disaster Management Plan review cycle 	

<ul style="list-style-type: none"> ■ Council fulfills the obligated disaster management roles and responsibilities 	<ul style="list-style-type: none"> ■ Roles and responsibilities listed in Council Disaster Management Policy ■ Position Statements have been developed for staff files and recognised by Council's Human Resources business unit ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Council engages with government agencies, emergency services and non-for-profit organisations for disaster capability 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Council engages with its community to better prepare and build resilience against disasters 	<ul style="list-style-type: none"> ■ Get Ready Grant and additional funding provides disaster community education materials and engagement activities
<ul style="list-style-type: none"> ■ Customer requests are responded to in a timely manner 	<ul style="list-style-type: none"> ■ Customer requests and enquiries are responded to
<ul style="list-style-type: none"> ■ Disaster Management software and hardware is maintained 	
<ul style="list-style-type: none"> ■ Disaster Management exercises and training are developed and delivered. 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i> ■ Queensland Fire and Emergency Service (QFES) - Queensland Disaster Management Training Framework (QDMTF) modules - Training Needs Analysis
<ul style="list-style-type: none"> ■ Annual assessment of the Disaster Management program is completed 	<ul style="list-style-type: none"> ■ Inspector-General Emergency Management (IGEM) - The Emergency Management Assurance Framework (EMAF) and Disaster Management in Queensland standards
<ul style="list-style-type: none"> ■ Council's capacity to respond to and recover from disaster events is maintained 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy, LDMP and ToR. ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i>
<ul style="list-style-type: none"> ■ Disaster risk management is maintained 	<ul style="list-style-type: none"> ■ Council Disaster Management Policy and Terms of Reference ■ <i>Disaster Management Act 2003 and Disaster Management Regulation 2014</i> ■ Queensland Fire and Emergency Service (QFES) - Queensland Emergency Risk Management Framework (QERMF) ■ Councils internal risk register



ECONOMIC DEVELOPMENT


RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Strengthen and grow the local economy while maintaining the character of the Scenic Rim and its culture through capacity and capability building initiatives, placemaking and advocacy.	
PURPOSE	To encourage economic growth across the region and promote the Scenic Rim as a destination for tourism and business.	
RESOURCES	7 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 2: Sustainable and Prosperous Economy 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Deliver programs (e.g. workshops and mentoring) aimed at specific sectors such as agribusiness, manufacturing, education, tourism and industry 2. Network and advocate with key business sector stakeholders and relevant government agencies to pursue a development agenda that will benefit local economy and businesses to help them grow and prosper, and create new jobs for the region 3. Continue to develop Visit Scenic Rim (tourism) brand to be positive and inclusive for visitors 4. Market the region as a place to live and visit to attract new investment 5. Develop local skills for jobs of the future. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To deliver economic development services in accordance with Council's economic development and tourism plans and strategies 	<ul style="list-style-type: none"> ■ Number of business development programs delivered in collaboration with Chambers of Commerce, Destination Scenic Rim and other business groups ■ Number of business events, and number of participants delivered as part of Queensland Small Business Month - targets 	
<ul style="list-style-type: none"> ■ To attract investment for future economic development and prosperity across the region 	<ul style="list-style-type: none"> ■ Number of concept and pre-lodgement meetings attended by Regional Prosperity team members ■ Number of engagements with medium to large industrial businesses to support retention, expansion or attraction to the region ■ Number of scenarios modelled to calculate economic return by business developments ■ Number of potential development applicants supported through case management 	
<ul style="list-style-type: none"> ■ To market and promote the region as a great place to live, work and play 	<ul style="list-style-type: none"> ■ Number of leads to Visit Scenic Rim website from campaign activities ■ Editorial/media value generated by public relations activity 	
<ul style="list-style-type: none"> ■ To provide opportunities for local businesses to grow and increase expenditure in the region 	<ul style="list-style-type: none"> ■ Number of businesses engaged annually ■ Number of businesses participating in Shop Scenic Rim program 	

■ To work with State and Federal government bodies to help navigate obstacles; and to expedite economic development that enables our business community to grow and prosper; and also enhances the liveability of our communities


■ % of scheduled Strategic Coordination Group meetings held with key government agency partners




FACILITIES MAINTENANCE

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Delivery of maintenance and building services for Council owned assets, other than selected leased properties.	
PURPOSE	To maintain Council owned buildings to acceptable standards, fit for purpose and compliant with regulations, in a cost-effective manner.	
RESOURCES	9 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Delivery of Capital Works Program 2. Delivery of repairs and maintenance per the Asset Management Plan 3. Delivery of building services for Council buildings 4. Maintain public halls and some sporting grounds 5. Installation and maintenance of flood alert systems. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To ensure safe serviceable buildings and respond to issues in a timely matter 	<ul style="list-style-type: none"> ■ Reactive activities for make safe, minor repairs, major repairs are actioned according to response times 	
<ul style="list-style-type: none"> ■ To monitor the condition and performance of buildings and facilities over time 	<ul style="list-style-type: none"> ■ Percentage of buildings and facilities assessed every five years 	
<ul style="list-style-type: none"> ■ To ensure the safety and legislative compliance of all facilities, buildings, and associated assets and to identify issues or works needed 	<ul style="list-style-type: none"> ■ Percentage completed per the Inspection Program 	
<ul style="list-style-type: none"> ■ Assisting in the implementation of the 10 Year Capital Works Program 	<ul style="list-style-type: none"> ■ Percentage delivery of the Capital Works Program 	
<ul style="list-style-type: none"> ■ To ensure the safety and legislative compliance of all facilities, buildings, and associated assets through testing and servicing programs 	<ul style="list-style-type: none"> ■ Percentage completed per testing and servicing programs 	
<ul style="list-style-type: none"> ■ To maintain serviceable and fit for purpose buildings 	<ul style="list-style-type: none"> ■ Average building condition over time 	
<ul style="list-style-type: none"> ■ To ensure the management of the building security is in line with best practice 	<ul style="list-style-type: none"> ■ Consistent testing and monitoring 	
<ul style="list-style-type: none"> ■ To ensure the management of pests is in line with best practice 	<ul style="list-style-type: none"> ■ Consistent testing and monitoring 	
<ul style="list-style-type: none"> ■ To encourage the community to experience the festive atmosphere of Christmas 	<ul style="list-style-type: none"> ■ Installation of Christmas decorations at Central Place Beaudesert, DJ Smith Park Canungra, Main Street Tamborine Mountain and Mt Carmel Boonah; and the installation of Christmas lighting at the Beaudesert Administration Building 	

FINANCIAL SERVICES


RESPONSIBLE PORTFOLIO	Council Sustainability and People and Strategy	
SERVICE DESCRIPTION	Provision of financial management, treasury management, statutory financial compliance and reporting, budgeting, asset accounting, creditor payment services and payroll services.	
PURPOSE	To ensure good financial management and financial sustainability.	
RESOURCES	12.75 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Financial accounting 2. Treasury and investment services 3. Budget preparation 4. Asset accounting 5. Accounts payable services 6. Corporate card management 7. Payroll processing 8. Taxation reporting and submissions. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ To report on Council's Financial Performance	■ Report presented to Council on monthly performance	
■ To ensure an annual budget and long term financial forecast is prepared each financial year	■ Annual budget and long term financial forecast adopted by Council each financial year by 31 July	
■ To publish an audited set of financial statements each financial year	■ Audited Financial Statements published each financial year in Annual Report by 31 October	
■ To ensure Council can meet its cash payment requirements	■ Sufficient funds to make necessary payments	
■ To ensure efficient and effective financial management	■ Monthly ledger reconciliations prepared and reviewed	
■ To ensure accurate maintenance of Councils Fixed Asset Register (FAR)	■ Accurate FAR	
■ To ensure Council complies with all GST and FBT taxation requirements	■ Business Activity Statements submitted each month ■ FBT Return submitted annually	
■ To ensure suppliers are paid accurately and within Councils payment terms	■ Suppliers paid within payment terms where payment of invoice has been authorised on a timely basis	
■ To ensure Purchasing Cards are managed efficiently and effectively	■ Purchasing Cards are reconciled regularly	
■ To ensure employees of Council are paid accurately with respect to awards and legislation and that all taxation and superannuation requirements are met.	■ SRRC Workers are paid on time and accurately.	

FLEET MANAGEMENT

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Coordinate the tender, procurement, management, compliance and replacement of fleet assets, including plant and associated services.	
PURPOSE	To ensure fleet assets are maintained per legislative, statutory, regulatory and scheduled servicing requirements for optimal use.	
RESOURCES	2 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development of 10 Year Plant Replacement Program 2. Procurement of fleet assets and development of specifications 3. Develop service schedule for fleet assets 4. Develop induction and pre-start material for new fleet assets 5. Coordination of fleet asset maintenance and management of service records 6. Delivery of fleet vehicle induction 7. Coordinate fuel usage for fleet assets 8. Coordinate calibration for fleet related systems (e.g. fuel system and scales) 9. Navigation system installation, monitoring, reporting and investigations 7. Coordinate Tyre Replacement Program 8. Coordinate compliance inspections for Certificates of Inspection 9. Participate in National Heavy Vehicle Regulator requirements 10. Plant performance and utilisation reporting and monitoring 11. Coordinate disposal of fleet assets 12. Coordinate annual fleet audit 13. Coordinate insurance repairs, warranty claims and recall repairs 14. Coordinate pool vehicle allocation. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To manage an efficient and cost-effective fleet and plant maintenance service to meet the needs of the business 	<ul style="list-style-type: none"> ■ Fleet maintained in accordance with contracted requirements 	
<ul style="list-style-type: none"> ■ Procurement of fleet assets 	<ul style="list-style-type: none"> ■ Fleet assets meet design specifications when delivered ■ Fleet vehicles changed over within required timeframes 	
<ul style="list-style-type: none"> ■ To ensure the 10 Year Plant Replacement Program is delivered in a cost effective manner 	<ul style="list-style-type: none"> ■ Optimum replacement report 	




GOVERNANCE

RESPONSIBLE PORTFOLIO	Council Sustainability	
SERVICE DESCRIPTION	<p>To enhance governance practices, streamline decision making processes, promote transparency, accountability and efficiency in Council operations.</p> <p>The governance service is designed to assist Council in enhancing its governance practices, streamlining decision-making processes, and promoting transparency, accountability, and efficiency in its operations.</p>	
PURPOSE	To ensure effective oversight, accountability, transparent and responsible decision-making.	
RESOURCES	23.6 FTE (includes the Executive Team and direct reports of executive members)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Policy review 2. Management of Financial, Risk and Compliance Registers 2. Complaint management including Public Interest Disclosures (PID), Councillor Conduct and Administrative Action Complaints 4. Information Management, including Right to Information and Intellectual Property (RTI and IP) applications 5. Risk management 6. Business continuity planning 7. Governance and legal advice 8. Insurance and claims management 9. Council meeting management 10. Privacy advice, education and management 11. Authority and financial delegations. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To provide timely and accurate advice regarding the protection of personal information in accordance with the Information Privacy Principles 	<ul style="list-style-type: none"> ■ Council does not collect, use, store or disclose personal information outside of these Principles 100% of the time 	
<ul style="list-style-type: none"> ■ To monitor and advise on a suite of corporate documents that enable the organisation to effectively deliver services to the community 	<ul style="list-style-type: none"> ■ Corporate documents are current and within their relevant review dates pursuant to the Corporate Document Framework Corporate Procedure 	
<ul style="list-style-type: none"> ■ To maintain the relevant governance registers on behalf of Council 	<ul style="list-style-type: none"> ■ All Governance maintained registers are maintained within the legislative timeframes including Delegations, Authorised Person, and Councillor Conduct 	
<ul style="list-style-type: none"> ■ To provide timely and efficient complaints management services 	<ul style="list-style-type: none"> ■ Complaints responded to within procedure (45 days) ■ All PIDs are investigated in a timely and accurate manner and entered into RaPID 	
<ul style="list-style-type: none"> ■ To provide a pro-disclosure document release service to the community that considers all relevant legislative obligations 	<ul style="list-style-type: none"> ■ Measured on the number of IP and RTI applications completed within the required timeframes as set by legislation 	


<ul style="list-style-type: none"> ■ To provide timely and effective risk management throughout the organisation including the maintenance of the risk registers. 	<ul style="list-style-type: none"> ■ Strategic and operational risks must be reviewed within designated time frames as defined in each risk
<ul style="list-style-type: none"> ■ To provide timely and effective Business Continuity Planning (BCP) throughout the organisation, including regular monitoring and training 	<ul style="list-style-type: none"> ■ Legislative requirement to have a current BCP
<ul style="list-style-type: none"> ■ To provide timely and accurate governance and legal advice 	<ul style="list-style-type: none"> ■ Provided in a timely fashion
<ul style="list-style-type: none"> ■ To provide timely and accurate insurance assessments regarding claims against Council 	<ul style="list-style-type: none"> ■ Respond to claims in a stipulated time frame as per procedure ■ Claim response timeframes stipulated in Insurance Policies and Claims Administrative Procedure
<ul style="list-style-type: none"> ■ To provide accurate and timely Council Meeting Management 	<ul style="list-style-type: none"> ■ Agendas published two days prior to the Ordinary Meetings ■ Meeting minutes published ten days after the meeting is held

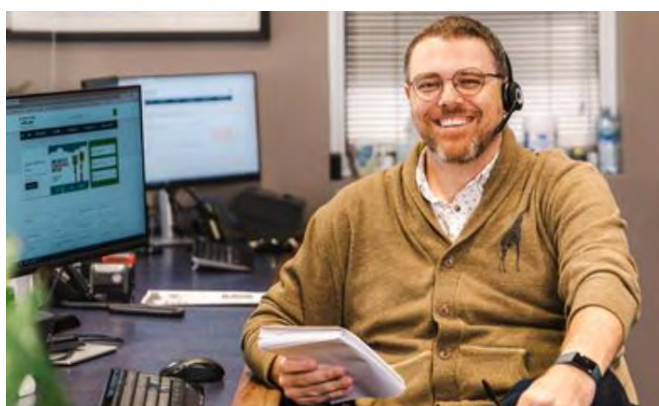


HUMAN RESOURCES


RESPONSIBLE PORTFOLIO	People and Strategy	
SERVICE DESCRIPTION	Provision of talent sourcing, employee onboarding, performance management, learning and development, industrial relations, legislative compliance, advice and guidance on any workforce-related matters.	
PURPOSE	Human Resources provides the services to support the overall effectiveness and efficiency of the workforce, through developing and implementing effective tools, systems, frameworks, and methodologies for sourcing and managing the workforce.	
RESOURCES	9 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Industrial and employee relations 2. Organisational performance, learning and development 3. Leadership and professional development 4. Organisation culture and engagement 5. Talent attraction, retention and branding 6. Workforce planning, reporting and analytics 7. Organisational structure and establishment management 8. Employee experience data collection and analysis 9. Workforce benefits, rewards and recognition 10. Employment services and administration 11. Change management. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Our people are valued, engaged, supported and empowered to deliver at their best 	<ul style="list-style-type: none"> ■ Employee culture and engagement surveys undertaken on a regular basis 	
<ul style="list-style-type: none"> ■ Employees are successfully onboarded 	<ul style="list-style-type: none"> ■ Face-to-face and on-line Inductions completed 	
<ul style="list-style-type: none"> ■ Industrial and employee relations complaints and/or grievance management cases are completed in an effective and sensitive manner 	<ul style="list-style-type: none"> ■ Complaints are managed in accordance with relevant policy and procedure 	
<ul style="list-style-type: none"> ■ Recruitment is managed efficiently 	<ul style="list-style-type: none"> ■ Positions are advertised within five days of approval ■ Letter of offer drafted for approval within five days of candidate selection ■ Pre-employment checks arranged within five days 	
<ul style="list-style-type: none"> ■ Learning and development activities are relevant and support employee performance and development 	<ul style="list-style-type: none"> ■ Employee satisfaction with learning and development activity as captured within a Learning and Development Evaluations 	

INFORMATION SERVICES AND TECHNOLOGY

RESPONSIBLE PORTFOLIO	Council Sustainability	
SERVICE DESCRIPTION	Provision of a range of information systems, information services and technology to Council.	
PURPOSE	To create and maintain an efficient, effective and secure environment to support Council business operations through the provision of information and technology services.	
RESOURCES	15.5 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Information and Communications Technology (ICT) strategic planning 2. ICT service requests, incidents and disruptions 3. Business systems support and maintenance 4. Cyber security 5. ICT project delivery 6. Managing network, server and cloud infrastructure 7. Telephony services 8. Records management advice, guidance and support 9. Management of physical records 10. Processing inbound mail and email to corporate email address 11. Technology asset management 13. ICT disaster recovery. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Maintain and provide a compliant records and information management service to the Council, staff of Council and community 	<ul style="list-style-type: none"> ■ Register email within 24 hours of receipt ■ Undertake records disposal in accordance with the relevant disposal schedule in the <i>Public Records Act 1973</i> 	
<ul style="list-style-type: none"> ■ To provide and manage hardware, software and cloud infrastructure with minimal unplanned downtime during normal business hours in any financial year 	<ul style="list-style-type: none"> ■ Response time for Service Desk Tickets 	
<ul style="list-style-type: none"> ■ To provide an efficient and effective support service to end users 	<ul style="list-style-type: none"> ■ Response time for Service Desk Tickets 	





INTERNAL AUDIT AND IMPROVEMENT

RESPONSIBLE PORTFOLIO	Council Sustainability	
SERVICE DESCRIPTION	Provision of internal audit, assurance and advisory services, including operation of the Audit and Risk Committee (ARC) and coordination of the external audit function.	
PURPOSE	Ensuring the organisation appropriately manages risks and controls, complies with legislation, manages fraud risk and has integrity in financial statement reporting.	
RESOURCES	1 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Internal audit functions; including structure reviews, advisory services, project assurance and continuous assurance 2. ARC meeting oversight; including agenda and report preparation and recommendations 3. Coordination of external audit function; including oversight of process and distribution of reports. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Internal audit structured reviews are completed, as identified in the Annual Internal Audit Plan 	<ul style="list-style-type: none"> ■ Percentage of planned reviews completed 	
<ul style="list-style-type: none"> ■ Internal audit advisory and assurance services are offered, including responsive advice, review of specific activities, data analysis and investigation 	<ul style="list-style-type: none"> ■ No current measure 	
<ul style="list-style-type: none"> ■ ARC meetings conducted, where reports are reviewed, meet the Terms of Reference (ToR) and provide assurance 	<ul style="list-style-type: none"> ■ Coverage of responsibilities in ToR 	
<ul style="list-style-type: none"> ■ External audits are completed per legislative requirements ■ Completion of an independent examination of Council's key controls, transactions and financial statements producing 	<ul style="list-style-type: none"> ■ Timeliness of audit completion meets legislative timeframes 	



LIBRARY SERVICES



RESPONSIBLE PORTFOLIO	Customer & Regional Prosperity	
SERVICE DESCRIPTION	Deliver library services that provide access to information and resources for the purpose of leisure and learning through four branches, a mobile library and online.	
PURPOSE	These services foster a culture of learning, research, and community connection. Libraries support the changing needs of their users in an increasingly digital and interconnected world. By providing these services, Council is investing in the educational, cultural, and social well-being of residents, fostering a more informed, connected, and enriched community.	
RESOURCES	20.4 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
	Theme 7: Healthy, Engaged and Resourceful Communities 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development and management of physical and digital library collections and resources 2. Development and delivery of programs and events that support literacy and lifelong learning for all ages 3. Circulation services 4. Reference and information services 5. Digital services and technology support 6. Interlibrary loans 7. Outreach and community engagement 8. Information literacy instruction 9. Archiving and preservation 10. Readers advisory 11. Accessibility services 12. Community information services 13. Provision of library services across four locations including Beaudesert, Boonah, Tamborine Mountain and Canungra. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ High performing collections	<ul style="list-style-type: none"> ■ Stock turn over ■ Total collection items ■ Total loans per year 	
■ Access to digital resources	<ul style="list-style-type: none"> ■ Reliability (i.e., uptime) ■ Number of titles available ■ Digital loans per year ■ Web visits 	
■ WiFi and public computers available, secure and reliable	<ul style="list-style-type: none"> ■ Reliability of services available ■ Cyber security arrangements in place 	
■ Access to programs which deliver benefits to individuals and wider community	<ul style="list-style-type: none"> ■ Number of programs delivered ■ Program attendance 	

- Significant level of community use of library services and facilities

- Total members
- Members as a percentage of population
- New members per year
- Visitor numbers




PARK AND LANDSCAPE MAINTENANCE


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Maintenance of parks and open spaces, including mowing, landscaping and tree maintenance.	
PURPOSE	To provide the community with safe, public open spaces for recreation, social gatherings, exercise, and relaxation.	
RESOURCES	26 FTE (includes resources responsible for Cemeteries - page 7)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 5: Vibrant Towns and Villages 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Horticulture within Council owned parks and open spaces (includes mowing, landscaping, and tree maintenance) 2. Free Tree Program for residents 3. Indoor plant maintenance for Council facilities 4. Bin emptying and litter collection within public parks and open spaces 5. Condition inspections of parks and open spaces 6. Coordination and delivery of capital works programs within parks and open spaces. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Parks and open space maintenance	■ Provide the opportunity for community recreation, social gatherings, active exercise, and passive relaxation.	
■ High quality parks, reserves and streetscape that meet community needs and aspirations	■ Customer satisfaction	
■ Indoor plants are maintained within Council buildings	■ Plants are watered and pruned weekly	
■ Free tree program is delivered for residents	■ Availability of plants	



PLANT MAINTENANCE


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	To provide dependable and fit-for-purpose fleet, assets and equipment through high quality scheduled maintenance, preventative maintenance, repairs, and where possible fabricate, modify, and repair assets and equipment in Council workshops for facilities.	
PURPOSE	To ensure that all of Council fleet assets are fabricated, maintained, and repaired to meet legislative and regulatory requirements, whilst also meeting internal customer demands at an economical cost and high quality.	
RESOURCES	14 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Scheduled services as per Original Equipment Manufacturer (OEM) and technical recommendations 2. Preventative maintenance 3. Pre-inspections for Certificate of Inspections (COI) 4. Repairs and maintenance of fleet assets 5. Machining and fabrication of componentry and designed structures for assets and equipment 6. Modification, rework, and repairs on new and existing fleet assets 7. Manufacture, assembly, maintenance, and repairs of facilities when required 8. Reporting on plant condition, performance, reliability, and availability. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Maintain a safe and serviceable plant and fleet portfolio	■ Percentage of plant and fleet maintained per OEM, including condition reports conducted per OEM schedule	
■ Meet with legislative requirements to ensure fleet is roadworthy per regulations	■ Percentage of COI pre-inspections conducted per legislated timeframes	
■ To ensure plant and fleet assets availability	■ Percentage of plant and fleet faults reported via the Fault Report System are actioned within 24 hours	
■ To meet customer expectations for reliability and performance of plant and fleet	■ Number of breakdowns and fails	
■ Provide after-hour on-call support for plant and fleet to ensure continuity of the service delivery	■ Percentage of after-hours plant and fleet faults actioned within 24 hours	
■ To operate efficient Workshops	■ Results from audits	

PRIVATE WORKS


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Council currently delivers two main roads contracts on behalf of the Department of Transport and Main Roads (DTMR). These contracts vary in nature and cover pavement maintenance or roadside vegetation maintenance or a combination of both. They are commonly referred to as the Road Maintenance Performance Contract (RMPC) and the Routine Maintenance Contract (RMC); the first is directly with DTMR and the second via a sub-contract with Roadtek.	
PURPOSE	This service is delivered in partnership with DTMR in order to maintain Council and State roads, utilising local skills and knowledge.	
RESOURCES	7 FTE (operational resources responsible for this service are captured in Roads and Traffic - page 38)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Region 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. The RMC comprises slashing, mowing, hand mowing, litter collection, herbicide spraying, incident response, signage and guideposts, which is set by DTMR 2. The RMPC comprises potholing, minor patching, edge repairs, grading gravel roads, shoulder repairs, drainage cleaning, slashing, mowing, boom mowing, hand mowing, litter collection, herbicide spraying, incident response, signage, guideposts and guard rail repairs 3. Emergency response to incidents. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To renew and maintain a main road network that is safe and serviceable to all users based on contract obligations 	<ul style="list-style-type: none"> ■ RMPC and RMC contract obligations are met ■ Intervention levels are managed within specified timeframe 	



PROPERTY MANAGEMENT


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Property management of Council owned land and related advice, project oversight, land sales, land acquisitions, and compliance to relevant legislation.	
PURPOSE	To manage Council's land portfolio, and ensure there is strategic direction for Council land assets.	
RESOURCES	3 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Region 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Leasing and other agreements of Council owned properties 2. Land acquisitions, property purchases, resumptions and disposals 3. Contract management for Council owned properties 4. Oversight of cultural heritage for proposed developments on Council owned properties 5. Native title claim coordination 6. Internal coordination of land owner permits to occupy state owned reserve land 7. Processing road opening / closing requests 8. Land owner consent for provision of Office of Liquor and Gaming Regulation (OLGR) licence on Council owned land 9. Issuing and management of grazing licenses and agistment permits 10. Coordinate land development projects and other special projects as they relate to Real Property 11. Manage the maintenance of other vacant Council properties as required. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To ensure compliance in property management for community, State, utilities, telecommunications, commercial properties and vacant land 	<ul style="list-style-type: none"> ■ Legislative compliance 	
<ul style="list-style-type: none"> ■ To ensure a consistent approach in the management of Council leases, agreements and licences 	<ul style="list-style-type: none"> ■ Terms and conditions are adhered to 	
<ul style="list-style-type: none"> ■ Land acquisitions, property purchases, resumptions and disposals are managed in accordance with relevant legislation 	<ul style="list-style-type: none"> ■ Legislative compliance 	
<ul style="list-style-type: none"> ■ Customer requests responded to in a timely manner 	<ul style="list-style-type: none"> ■ Requests are responded to, ensuring accurate information is captured and provided 	
<ul style="list-style-type: none"> ■ Permits and requests (new and renewals) assessed and decided 	<ul style="list-style-type: none"> ■ Documentation reviewed and permit issued or refused 	

PURCHASING AND STORES


RESPONSIBLE PORTFOLIO	Council Sustainability	
SERVICE DESCRIPTION	Deliver a procurement and supply service that supports the operations of Council.	
PURPOSE	To provide strategic sourcing and fit for purpose goods and services from local and other markets to Council by delivering value for money solutions.	
RESOURCES	3.8 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Ensure good governance relating to procurement practices, in line with relevant legislation, policies and procedures 2. Provide purchasing and procurement advice and purchasing system support to users of the service 3. Coordination of procurement activities for tender, request for quote, panel arrangements and expressions of interest processes across Council 4. Warehouse management (including goods receipting, stock distribution and stock control). 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Provision of a procurement service compliant with the <i>Local Government Regulation 2012</i> that achieves value for money and continuous improvement in service provision for the community 	<ul style="list-style-type: none"> ■ Meeting all requirements under the regulation 	
<ul style="list-style-type: none"> ■ Advertisement of tenders in accordance with policy 	<ul style="list-style-type: none"> ■ Tenders are advertised per policy 	
<ul style="list-style-type: none"> ■ Process purchase requisitions in a timely manner 	<ul style="list-style-type: none"> ■ Purchase requisitions released within 24 hours of submission 	



RATES AND REVENUE


RESPONSIBLE PORTFOLIO	Council Sustainability	
SERVICE DESCRIPTION	This service processes rates and charges levied, arranges collection of outstanding rates-related debts, and resolves external customer enquiries, while providing exceptional customer service to the community.	
PURPOSE	It is a legislative requirement to levy rates and charges, as the main revenue source for Council to perform and deliver essential services to the ratepayers and community.	
RESOURCES	4 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Levying and receiving rates and charges 2. Property data maintenance 3. Debt recovery 4. Property valuation maintenance 5. Pension application processing and data verification 6. Financial rate searches for property settlements 7. Sundry debtor invoicing 8. Customer enquiries. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To deliver a customer focused rates service to the community 	<ul style="list-style-type: none"> ■ Provision of bi-annual rates notice ■ Notices issued in a timely manner ■ Provision of monthly supplementary rates notice 	
<ul style="list-style-type: none"> ■ To develop a rating and revenue policy in accordance with the <i>Local Government Act 2009</i> and <i>Local Government Regulations 2012</i> 	<ul style="list-style-type: none"> ■ Annual budget process is completed 	
<ul style="list-style-type: none"> ■ Customer requests are responded to in a timely manner 	<ul style="list-style-type: none"> ■ Requests are responded to, ensuring accurate information is captured and provided 	
<ul style="list-style-type: none"> ■ To ensure property maintenance is processed in a timely manner 	<ul style="list-style-type: none"> ■ Rates cycle is not impacted ■ Rebates processed per relevant timelines ■ State Government levy processed per relevant timelines 	
<ul style="list-style-type: none"> ■ To ensure sundry debtors invoices are raised in a timely manner 	<ul style="list-style-type: none"> ■ Invoices raised weekly 	
<ul style="list-style-type: none"> ■ To ensure debt recovery is managed in accordance with legislation and policy 	<ul style="list-style-type: none"> ■ Reminders issued within relevant timelines 	

REGIONAL EVENTS

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Develop and deliver quality regional events.	
PURPOSE	<p>To deliver and grow existing regional events (aimed chiefly at visitors) that deliver economic return and build our destination brand.</p> <p>To attract and develop new events that deliver economic return.</p> <p>To mentor community-based organisers of events to build their capability.</p>	
RESOURCES	2 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 2: Sustainable and Prosperous Economy 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Develop and deliver regional events aimed at visitors 2. Provide financial and other support to events conducted by third parties 3. Plan and deliver Scenic Rim Eat Local Month, including marketing. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Delivering signature destination events for the region that are aligned with Council's strategic direction and support economic return, visitors, and positive perception of the region 	<ul style="list-style-type: none"> ■ Increase in economic return of Scenic Rim Eat Local Month ■ Increase in average daily spend of overnight visitors who come to the region for Scenic Rim Eat Local Month ■ Increase in average daily spend of day trippers who come to the region for Scenic Rim Eat Local Month ■ Increase in value of positive media coverage earned ■ % of visitors whose experience of Eat Local Month made them want to come back and see more of the region 	
<ul style="list-style-type: none"> ■ Targeted support of, and attraction of, events that are aligned with Council's strategic direction, support economic return, generate visitation and create positive perception of the region 	<ul style="list-style-type: none"> ■ Economic impact generated ■ Ratio of quantified economic benefit to dollars invested meets or exceeds target 	
<ul style="list-style-type: none"> ■ To support and build the capacity of local event operators to showcase the region's unique offerings and drive economic return 	<ul style="list-style-type: none"> ■ Events held of high quality and meet targets for attendance and exposure ■ Growth of event and operator capacity 	





REGULATORY SERVICES

RESPONSIBLE PORTFOLIO	Customer and Regional Prosperity	
SERVICE DESCRIPTION	Deliver a range of compliance, environmental health and education activities to ensure the safety of the community and visitors to the region.	
PURPOSE	To ensure compliance and safety through education, inspection and enforcement of local government local laws and other regulations.	
RESOURCES	22.5 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Compliance and assessment in relation to the <i>Building Act 1975</i>, Queensland Development Code, pool safety and general advice 2. Environmental protection programs that are aimed at reducing risks to the environment from contaminants such as hazardous materials, wastes, fuels, and oils 3. Ensuring local government regulations and local laws are applied to achieve compliance throughout the region 4. Monitor standards for food service, caterer and related retail businesses to ensure food safety 5. Promote and protect the health of all people and their communities 6. Animals are managed by applying various programs, regulations and legislation 7. Environmental health activities and biosecurity compliance 8. Process applications and issue permits and licences per local laws. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Customer requests responded to in an appropriate manner based on the request type 	<ul style="list-style-type: none"> ■ Initial action response timelines are met 	
<ul style="list-style-type: none"> ■ The community is supported and encouraged to participate in education and collaborated programs 	<ul style="list-style-type: none"> ■ Taking up opportunities to engage when it is a value fit and can be resourced 	
<ul style="list-style-type: none"> ■ Compliance investigations undertaken to ensure a safe and compliant region 	<p>Investigations in accordance to:</p> <ul style="list-style-type: none"> ■ Building work ■ Swimming pools ■ Unlawful land uses ■ Breach of development permits ■ Unapproved operational work ■ Erosion and sediment control ■ Local Law breaches ■ Licensable premises ■ Animal relative activities ■ Environmental health activities ■ Biosecurity <p>Investigations are all responded to in a timely manner to ensure compliance and reduced risk to the community and environment</p>	
<ul style="list-style-type: none"> ■ Delivery of and attendance at networking and industry events 	<ul style="list-style-type: none"> ■ All staff are given the opportunity to attend events related to their positions as identified by the sections Team Leaders 	

<ul style="list-style-type: none"> ■ Permits and licences, new and renewals assessed and decided 	<ul style="list-style-type: none"> ■ Documentation reviewed and Permit/Licence issued ■ Annually per review times set by legislation
<ul style="list-style-type: none"> ■ To appropriately manage domestic and feral animals and livestock in accordance with state legislation and local laws 	<ul style="list-style-type: none"> ■ Number of days between receipt and first response for all animal management requests meets target timeframe
<ul style="list-style-type: none"> ■ To provide a range of public health services to ensure the health and safety of the community is maintained and improved and Council complies with all regulatory public health obligations 	<ul style="list-style-type: none"> ■ Food Safety and Personal Appearance Services Inspections are performed on an annual basis as per schedule ■ Local law applications for camping grounds, shared facilities, caravan parks, temporary events and accommodation, domestic animal, catteries and kennels are in accordance with legislation




ROADS AND TRAFFIC

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	To provide for the maintenance and renewal of Council's transport associated infrastructure and drainage assets. Council has a responsibility to maintain transport related infrastructure as well as make safety improvements to infrastructure where the risk to the public is increased.	
PURPOSE	To ensure safe access and usage of transport associated infrastructure, ensuring the road network is maintained to an agreed service standard.	
RESOURCES	143 FTE (includes operational resources from Private Works - page 31)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Environment 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Sealed road and unsealed road maintenance 2. Formed and unformed road maintenance 3. Footpath maintenance 4. Urban drainage maintenance 5. Planning, operation, maintenance and improvement of roads and highway corridors (i.e., road corridor management) 6. Maintenance, renewal and upgrade of roads, bridges, major culverts and floodways. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ To renew and maintain a road network that is safe and serviceable to all users in a cost effective manner 	<ul style="list-style-type: none"> ■ User satisfaction and safe accessibility to community amenities ■ Ability to travel on sealed and unsealed roads for majority of the year ■ Ensure a fit for purpose footpath network that ensures safe access to users 	
<ul style="list-style-type: none"> ■ Permits (new and renewals) assessed and decided 	<ul style="list-style-type: none"> ■ Documentation reviewed and permit issued 	
<ul style="list-style-type: none"> ■ Customer requests responded to in a timely manner 	<ul style="list-style-type: none"> ■ Requests are responded to, ensuring accurate information is captured 	




STRATEGIC INFRASTRUCTURE PLANNING AND DELIVERY


RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of asset information services, development of the Capital Works Program, coordination of capital works, asset management and infrastructure planning services.	
PURPOSE	<p>To preserve and extend the service life of long-term infrastructure assets while achieving the required level of service.</p> <p>To support council in a value for money investment in infrastructure in operational, maintenance and capital.</p> <p>To deliver strategic projects which support the growth in the region.</p>	
RESOURCES	14.75 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Development and delivery of the 10 Year Capital Works Program 2. Development and delivery of Asset Management Plans 3. Delivery of strategic infrastructure projects 4. Planning of strategic infrastructure, including forecasting asset demand 5. Coordination of the Local Government Infrastructure Plan 6. Provision of asset information services 7. Coordination and management of infrastructure condition assessments 8. Develop new flood studies, plans, and maintain the currency of Council's repository of flood studies, stormwater models and associated plans as well as prioritise flood mitigation projects. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Asset management planning and direction to enable Council to manage community infrastructure assets which underpin service delivery to the community 	<ul style="list-style-type: none"> ■ Actioned as part of annual budget ■ Assessments conducted per standards ■ Asset Management Plans are current 	
<ul style="list-style-type: none"> ■ Provision of prioritised and costed strategic planning program of works to Council 	<ul style="list-style-type: none"> ■ Timely review and update of Councils suite of strategic infrastructure strategies 	



STRATEGIC PLANNING


RESPONSIBLE PORTFOLIO	Customer & Regional Prosperity	
SERVICE DESCRIPTION	Maintain the Scenic Rim Planning Scheme and Scenic Rim Local Heritage Register and advocate for the desired planning outcomes for the region as a stakeholder in the State-led planning framework.	
PURPOSE	To ensure that development activity is monitored and the Planning Scheme updated regularly to address emerging and future requirements for development.	
RESOURCES	4 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 4: Relaxed Living and Rural Lifestyle 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Maintain the Scenic Rim Planning Scheme using the statutory process prescribed under the <i>Planning Act 2016</i> 2. Monitor development activity in the region and make evidence-based recommendations to support the sustainable growth of the region 3. Maintain the Scenic Rim Local Heritage Register 4. Using data, advocate for policy and infrastructure implemented by other levels of government that better supports the economic, social and environmental priorities for the region 5. Engage in stakeholder consultation for planning projects and policy led by other government agencies 6. Respond to general Strategic Planning enquiries from a range of stakeholders. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Updates to Scenic Rim Planning Scheme made in accordance with Ministers Guidelines and Rules for making and amending planning schemes 	<ul style="list-style-type: none"> ■ Mandatory process and consultation timeframes outlined in the Ministers Guidelines and Rules 	
<ul style="list-style-type: none"> ■ Community has the ability to engage easily with Scenic Rim Planning Scheme 	<ul style="list-style-type: none"> ■ Self-servicing of town planning enquiries increases with use of the ePlan and usage of the ePlan increases 	
<ul style="list-style-type: none"> ■ Consultation timeframes of other agencies are met 	<ul style="list-style-type: none"> ■ Consultation feedback is provided within the timeframe requested by agencies 	
<ul style="list-style-type: none"> ■ Strategic Planning Program 2022-2027 is delivered 	<ul style="list-style-type: none"> ■ Amendments to the Scenic Rim Planning Scheme are made to reflect the Growth Management Strategy 2041 and other priority amendments in accordance with the Strategic Planning Program 2022-2027 	

SWIMMING POOLS




RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of five seasonal public swimming pools, and one aqua fitness centre, for water sport, health and fitness, physical therapy, recreation and water safety education.	
PURPOSE	To provide residents and visitors the opportunity to learn to swim, participate in physical activity, exercise and socialise with friends and family in a safe aquatic setting.	
RESOURCES	Resources responsible for this service are captured in Facilities Maintenance (page 19)	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Recreational swimming 2. Lap swimming 3. Swimming programs 4. Carnivals 5. Learn to swim lessons 6. Hydrotherapy 7. Aqua fitness. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Maintain access to six swimming pools for recreational swimmers, schools, and sporting/ community groups 	<ul style="list-style-type: none"> ■ Pools are open and service is provided consistent with scheduled opening times 	
<ul style="list-style-type: none"> ■ Safe, affordable and accessible swimming and water-based recreation with separate areas for toddlers and young children at Beaudesert and Canungra 	<ul style="list-style-type: none"> ■ Visitor satisfaction with the various aspects of the pools and amenities ■ Water quality 	
<ul style="list-style-type: none"> ■ Comfortable water temperature and pleasant pool surrounds, such as shade, grass or kiosk 	<ul style="list-style-type: none"> ■ Water temperature is maintained to the satisfaction of the pool users 	



WASTE MANAGEMENT

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of waste services, including the operation of waste facilities, asset projects, repairs and maintenance as well as management of open and closed landfills.	
PURPOSE	To provide safe, tidy and healthy waste environments for the residential and business community.	
RESOURCES	19.3 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Operation of Council's landfill and waste transfer stations 2. Ensuring compliance to the legislation through environmental protection, including litter control and stormwater management 3. Delivery of infrastructure and capital projects within waste facilities 4. Repairs and maintenance of waste assets 5. Management of resources offsite through external providers to ensure delivery of agreed terms. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Provision of a safe, easy, and environmentally friendly disposal option of rubbish for residents, business owners, visitors and Council contractors that is available seven days a week 	<ul style="list-style-type: none"> ■ Efficient compaction of waste via onsite machinery to achieve maximum density rate to maximise airspace ■ Incoming waste managed by landfill operators ■ Customer service education interactions to ensure responsible handling and disposal of waste materials ■ Targets set in Waste Management and Resource Recovery Strategy 2021-2026 to reduce waste going to landfill ■ Targets set in Waste Management and Resource Recovery Strategy 2021-2026 to increase recycling rates 	
<ul style="list-style-type: none"> ■ To provide accessible transfer stations and landfills to residents 	<ul style="list-style-type: none"> ■ Network of seven transfer stations accessible within 20 minutes travel time 	
<ul style="list-style-type: none"> ■ To minimise the impact to the environment by meeting environmental compliance in accordance with relevant legislation 	<ul style="list-style-type: none"> ■ Environmental monitoring of potential pollutants at landfill sites for reporting to the state regulator 	
<ul style="list-style-type: none"> ■ To renew, upgrade and install new assets to improve operations whilst ensuring the capitalisation of the assets through innovation and technology 	<ul style="list-style-type: none"> ■ Management of projects in the 10 Year Capital Works Plan 	
<ul style="list-style-type: none"> ■ To ensure a convenient and satisfying experience for customers by providing safe and serviceable waste facilities. 	<ul style="list-style-type: none"> ■ Repairs and maintenance of waste assets undertaken as needed 	
<ul style="list-style-type: none"> ■ Management of contracted services to ensure the waste is managed to the social expectation of the public and the fiscal expectations of Council 	<ul style="list-style-type: none"> ■ Annual audits of processed materials 	


WASTE SERVICES

RESPONSIBLE PORTFOLIO	Asset and Environmental Sustainability	
SERVICE DESCRIPTION	Provision of waste collection services, contract management, strategic asset management, waste education, strategy development and implementation, commercial business development, policy development and liaison, planning and development and customer request management.	
PURPOSE	To provide waste services that meet the needs of the community and local, state and federal government, with a focus on reducing waste to landfill.	
RESOURCES	5.6 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 1: Spectacular Scenery and Healthy Natural Environment 	
	Theme 2: Sustainable and Prosperous Economy 	
	Theme 6: Accessible and Serviced Regions 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Contract management for supply of waste services and processing 2. Management of kerbside bin collection services for residents, small commercial and other local organisations 3. Strategic asset management for waste assets 4. Development and delivery of waste education and awareness programs 5. Administer compost rebate program 6. Implement the Waste Management and Resource Recovery Strategy 2021-2026 7. Bromelton Waste Facility business development 8. Represent Council's interests in relation to waste policy, engaging internally and with all levels of government, stewardship programs and other relevant industry bodies 9. Manage customer enquiries, complaints and requests in relation to existing and desired waste services 10. Identify and apply for grants and partnership opportunities to progress waste reduction initiatives. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
■ Waste collected on scheduled day	■ Number of missed collections	
■ Replacement of damaged bins to ensure continued regular collection	■ Time to replace damaged/stolen bin	
■ Waste collection available to residents within the waste collection area	■ Time to issue new service bins ■ % of residents within waste collection area receiving a service	
■ Contracts in place to support provision of current waste services	■ % of services with formal agreements	
■ Bins in public places support clean parks and town centres	■ Customer survey feedback/user satisfaction	
■ Contracts managed for safe, efficient performance of waste services	■ % of contracts that have active management	

<ul style="list-style-type: none"> ■ Provide waste education to school aged children 	<ul style="list-style-type: none"> ■ Customer survey feedback/user satisfaction
<ul style="list-style-type: none"> ■ Provide waste education to community members 	<ul style="list-style-type: none"> ■ Customer survey feedback ■ Annual waste audit contamination levels reduced ■ Annual waste produced by community reduced



WORK HEALTH AND SAFETY

RESPONSIBLE PORTFOLIO	People and Strategy	
SERVICE DESCRIPTION	Provision of systems and services to ensure the health, safety and wellbeing of workers, contractors, employees of contractors and sub-contractors and visitors.	
PURPOSE	To ensure the health, safety and wellbeing of all workers through the provision and maintenance of a safe work environment, safe systems of work, safe plant and structures and the prevention and/or management of illness or injury arising from the operations of Council.	
RESOURCES	3.2 FTE	
SCENIC RIM CORPORATE PLAN 2026 ALIGNMENT	Theme 3: Open and Responsive Government 	
CORE SERVICE ACTIVITIES	<ol style="list-style-type: none"> 1. Provision of Safety Management System 2. Legislative compliance monitoring to Heavy Vehicle National Law, <i>Work Health and Safety Act 2011</i> and <i>Work Health and Safety Regulation 2011</i>, <i>Workers Compensation and Rehabilitation Act 2003</i> and <i>Workers Compensation and Rehabilitation Regulation 2014</i> 3. Work Health and Safety (WHS) hazard identification and risk management 4. Workers compensation and injury case management (work related and non-work related) 5. WHS incident investigation and management (including oversight of corrective actions) 6. Emergency preparedness 7. WHS induction and training 8. First Aid management 9. Health and Wellbeing program 10. Participation in Local Government Workcare (LGW) mutual obligations self-insurance scheme 11. Monitoring drug and alcohol procedure implementation 12. Immunisation of Workers. 	
SERVICE LEVEL DESCRIPTIONS	PERFORMANCE MEASURES	
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational incident and injury management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Workcover claims to be submitted to LGW within 10 days ■ Incidents investigations commenced within 14 days of occurrence of incident ■ Lost Time Injury Frequency Rate (LTIFR) 	
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational hazard management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Hazard inspections completed per schedule 	
<ul style="list-style-type: none"> ■ Deliver compliant, strategic and operational risk management services to protect Council from avoidable risk 	<ul style="list-style-type: none"> ■ Mutual obligations audit results meet benchmark requirements ■ Ensuring Council is appropriately resourced with Emergency Control Organisation, Fire Wardens and First Aid trained members to respond to emergency situations 	