Livingstone Shire Council Working together for a thriving Livingstone

"Liveable Livingstone" will support and advocate for services for the wellbeing of the people of Livingstone at any age and with any ability.

lan Goal 1.1 Access to quality housing & head dvocate & Facilitator	althcare									
		ving existing planning	g and development policies to en	sure that Council's	development con	trols facilitate				
Performance Me	easurement						Progress	Indicators		
Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
Complete a structure plan for Taroomball and Hidden Valley	Structure plan completed	Council business papers	Principal Strategic Planner	Q2 (December 2023)	25%	To be deferred	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Report delivered on process at June Standing Committee. Workshop scheduled with Councillors on 16 July 2024. Further workshops and planning to be undertaken in conjunction with Strategic Development Consultant.
Development and sale (off the plan) for the Emu Park West Residential Subdivision - Stages one to four	13 lots developed and sold (off the plan) - Stage 1 and 2	Land sales	Manager Economy & Places	Q4 (June 2024)	100%	Item completed		Item completed benefits achieved		Stage 1 (3 lots) all sold. Stage 2 sold, sale conditioned to purchaser to develop 10 lots in 2 years
Complete structure plan for northern Yeppoon	Structure plan completed	Council business papers	Principal Strategic Planner	Q4 (June 2024)	0%	To be deferred	Within operational allocation	Benefits to be achieved		Due to other priority areas of growth within LSC the structure plan for northern Yeppoon will be rescheduled for later in the financial year.
Review of secondary dwelling rating structures and fees and charges	Review is completed	Council business papers	Infrastructure Charges Officer/Coordinator Revenue & Rates	Q4 (June 2024)	N/A	Item completed	Budget on track	Benefits to be achieved	Identified risk/s within appetite	Rating structures discussed on 5 December 2023 (Multi-Res Cats and single utility). Further workshop being held early in the new term to discuss infrastructure charges on new dwellings. As part of the Planning Scheme Amendments process and LGIP review a body of work needs to be undertaken to understand the demand and cost to networks as a result of moving the infrastructure charge away from the 80sq.m rule. Budget deliberations have taken into consideration changes in utility charges for secondary dwellings <80m2.
Undertake a review of the current Planning Scheme and implement necessary changes to ensure long term prosperity within the region	Review of Planning Scheme completed	Project Plan	Manager Development & Environment	Q4 (June 2024)	25%	To be deferred	Within operational allocation	Benefits to be achieved		Workshops scheduled for August and September 2024 - process is expected to take between 1.5 to 2 years to complete.
Collaborate with State and Federal Government and Community Housing Providers to Identify opportunities for increasing the supply of affordable housing	Increased supply of affordable housing	Building applications	Manager Economy & Places	Q4 (June 2024)	N/A	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	
lign community programs to social needs, funding opportunities and/or partnerships										
Performance Me	easurement						Progress	Indicators		
Performance Indicator	Target	Data Validation Source	Responsibility	Timetrame	Result	Timing	Budget	Scope	Risk	Comments
Delivered as part of normal business activities	-	-	-	-						
ovider & Facilitator										
		providing fair and re	asonable access to services and f	acilities						
Performance Me	easurement	T	Barrarikilik.	Completion Date			Progress	Indicators		Comments
Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	
Proportion of formal beach accesses that have all ability access	2 constructed per annum	Council business papers	Manager Construction & Maintenance	Q4 (June 2024)	6%	To be deferred	Budget underspent	Benefits won't be achieved		Proportion increased from 4% to 6% in 22/23. This item was discussed at the Briefing Session held on 1 August 2023 and it was decided to hold off on constructing any further all ability beach accesses in the current financial year due to sufficient coverage along the foreshore.
		l health and aged car	e sectors							
Performance Me	easurement						Progress	Indicators		
Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
Progress actions identified in the Livingstone Senior Needs Analysis 2022	100% of actions identified for 2023-24 completed	Council business papers	Principal Community Development & Engagement Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	
		mmunities and enco	urages non-vehicular transport							
Performance Me	easurement						Progress	Indicators		
Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
	Completed two (2)							Item completed	Identified rick/s	Neuron appointed as e-scooter commercial operator paying an annual fee per scooter.
III III	Performance M Performance Indicator Complete a structure plan for Taroomball and Hidden Valley Development and sale (off the plan) for the Emu Park West Residential Subdivision - Stages one to four Complete structure plan for northern Yeppoon Review of secondary dwelling rating structures and fees and charges Undertake a review of the current Planning Scheme and implement necessary changes to ensure long term prosperity within the region Collaborate with State and Federal Government and Community Housing Providers to Identify opportunities for increasing the supply of affordable housing mmunity programs to social needs, funding Performance M Performance Indicator Delivered as part of normal business activities and Goal 1.2 Supporting healthy living at an ovider & Facilitator pacity to improve health and wellbeing in to Performance M Performance Indicator Proportion of formal beach accesses that have all ability access Livingstone's ageing demographics and part Performance M Performance Indicator Progress actions identified in the Livingstone Senior Needs Analysis 2022 sign and deliver community infrastructure Performance M	Performance Indicator Performance Measurement Performance Indicator Target Complete a structure plan for Taroomball and Hidden Valley Development and sale (off the plan) for the Emu Park West Residential Subdivision - Stages one to four Complete structure plan for northern Yeppoon Review of secondary dwelling rating structures and fees and charges Undertake a review of the current Planning Scheme and implement necessary changes to ensure long term prosperity within the region Collaborate with State and Federal Government and Community Housing Providers to Identify opportunities for increasing the supply of affordable housing mmunity programs to social needs, funding opportunities an Performance Measurement Performance Indicator Target Performance Measurement Performance Measurement Performance Measurement Performance Indicator Target Proportion of formal beach accesses that have all ability access Progress actions identified in the Livingstone Senior Needs Analysis 2022 Progress actions identified in the Livingstone Senior Needs Analysis 2022 Performance Measurement Performance Measurement Performance Indicator Target 100% of actions identified or 2023-24 completed sign and deliver community infrastructure which connects completed sign and deliver community infras	evelopment to promote a range of housing options by reviewing existing planning Performance Measurement Performance Indicator Target Data Validation Source Complete a structure plan for Taroomball and Hidden Valley Development and sale (off the plan) for the Emu Park West Residential Subdivision - Stages one to four Structure plan Council business papers Complete structure plan for northern Yeppoon Review of secondary dwelling rating structures and fees and charges Review of secondary dwelling rating structures and fees and charges Review is completed Council business papers Council business papers Council business papers Council business papers Review of Planning Scheme and implement necessary changes to ensure long term prosperity within the region Collaborate with State and Federal Government and Community Housing Providers to Identify opportunities for increasing the supply of affordable housing mmunity programs to social needs, funding opportunities and/or partnerships Performance Measurement Performance Indicator Target Data Validation Source Proportion of formal business activities	evelopment to promote a range of housing options by reviewing existing planning and development policies to en Performance Measurement Performance Indicator Complete a structure plan for Taroomball and Hidden Valley Development and sale (off the plan) for the Emu Park West Residential Subdivision - Stages one to four Stage 1 and 2 Complete structure plan for northern Yeppoon Review of secondary dwelling rating structures and fees and charges Review of secondary dwelling rating structures and fees and charges Review of secondary dwelling rating structures and implement necessary charges to ensure long term prosperity within the region Collaborate with State and Federal Government and community busing Providers to Identify opportunities for increasing the supply of affordable housing munity programs to social needs, funding opportunities and/or partnerships Performance Measurement Performance Indicator Proportion of formal beach accesses that have all ability access Performance Indicator Performance Indic	Performance Indicator Performance Measurement Performance Measurement Performance Indicator Target Data Validation Source Principal Strategic Planner Q2 (December 2023)	everlopment to promote a range of housing options by reviewing existing planning and development policies to ensure that Council's development content of the Performance Measurement Performance Measurement	Principal Strategy Princip	The proposal part of the corner flowers of t	## Priving a large of house per promote a range of house per promote a factor part of the correct pa	The process of a range of housing content and the least of the part of the par

1.2.4 Take act	ion to enable the implementation of the A	ctive Livingstone S	Strategy								
	Performance M	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
1.2.4.a	Progress actions identified in the Active Livingstone Strategy	100% of actions identified for 2023-24 completed	Council business papers	Principal Community Development & Engagement Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Actions for 2023-24 delivered.
Community Pl	an Goal 1.3 - Places for active & passive re	creation									
Council's role - Pro	ovider & Facilitator										
.3.1 Underta	ke planning in conjunction with the review	of Council's Local	Government Infrastr	ucture Plan to provide adequate	open space and re-	creation areas to r	meet the future	e growth nee	ds of the Shire	•	
	Performance M	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
1.3.1.a	Progress actions identified in the Sporting Needs Strategy	100% of actions identified for 2023-24 completed	Council business papers	Principal Community Development & Engagement Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Actions for 2023-24 delivered.
L.3.2 Optimise	e community benefit from the use of parkl	ands and facilities	by improving the qua	lity, access to, and shared use of	, public spaces and	facilities for cultu	ral, recreation	al, and comm	unity activitie	s	
	Performance M	leasurement					Progress Indicators				
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
1.3.2.a	Weekend occupancy rate for Yeppoon Town Hall	80% per annum	Pathway Booking Module	Coordinator Communications & Engagement	Q4 (June 2024)	93%	Item completed	Budget overspent	Item completed benefits achieved	Identified risk/s within appetite	Town Hall continues to be consistently booked throughout the year with over 90% each weekend of the qarter in 2024. Q1 -92.85%, Q2 - 92.30%, Q3 - 92.30%. Q4 - 92.85%
1.3.2.b	Review an options paper for Councillors identifying strategies for community group development assistance	Review completed	Council business paper	Manager Development & Environment	Q1 (September 2023)	25%	To be deferred	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Workshop scheduled for August 18 2024 to discuss options.
1.3.3 Support	community groups (including the arts, cult	ural, sport, and re	creation groups) thro	ugh advocacy and by helping the	m identify and secu	ure funding strean	ns and develop	skills (includ	ing networkin	g, governance	e, engaging volunteers, and business management)
	Performance M	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
1.3.3.a	Diversity in recipients of Council's grant and sponsorship programs	Increase in the number of first time recipients		Principal Community Development & Engagement Officer	Q4 (June 2024)	Increased by 16	Item completed	Within operational allocation	Benefits to be achieved		In 2023 - 2 x first time Community Grants recipients; 3 x first time RADF recipients; first time event sponsorship requests. In 2024 - 6 x first time Community Grants Recipients; 4 x first time RADF recipients; 13 x first time event sponsorship recipien
1.3.3.b	Maintain volunteer programmes and partnership projects	4 projects per year	Volunteer registrations ECM	Coordinator Natural Resource Management	Q4 (June 2024)	4	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	Continue to work with Landcare, Capricornia Catchments and other volunteer grow within the Shire to deliver projects. Locations include, foreshores and Mulambin, Farnborough and Seaview Hill. Emu Park Bush Care Group at Fisherman's Beach an Friends of the Beach Volunteer Program at multiple sites including Lammermoor a Native Gardens.
1.3.3.c	Undertake an assessment of current community and sporting facility support	Assessment completed	Council business paper	Manager Community & Cultural Services	Q2 (December 2023)	N/A	To be deferred	Within operational allocation	Benefits to be achieved		Draft assessment provided to officers from consultant for review. Anticipate final version to be presented to Council in September 2024.

2.1.1 Implement Livingstone's Reconciliation Action Plan to increase Council's organisational and staff capacity to deliver position outcomes for Indigenous people, including the Darumbal and Woppaburra people Performance Measurement Responsibility Reference **Completion Date** Comments Performance Indicator Target Data Validation Source Result Timing Budget Scope Within Plan adopted by Principal Community Development & Benefits to be Identified risk/ 2.1.1.a Reconciliation Action Plan adopted by Council Council business papers Q2 (December 2023) N/A o be deferre Draft complete and in review with Traditional Owners. operational Engagement Officer achieved 2.1.2 Foster partnerships to celebrate Council's and the community's respect and understanding of the Darumbal and Woopaburra People's relationship with their traditional land and waters through culturally appropriate facilities and services Performance Measurement **Progress Indicators** Responsibility Reference Completion Date Comments Performance Indicator **Data Validation Source** Target Result Timing Budget Scope Risk Delivered as part of normal business activities 2.2.1 Growth in key sectors identified in the Invest Capricorn Coast Region Economic Development Plan is supported through the development and implementation of action plans by Capricorn Enterprise and other advisory groups Performance Measurement Progress Indicators Reference Responsibility **Completion Date** Comments Performance Indicator **Data Validation Source** Target Result Budget Scope Above the Queensland dentified risk/ Growth in Gross Regional Product (%) Economy ID Manager Economy & Places Q4 (June 2024) +1.52% \$1.93 billion (3.92% growth), compared to Qld average of 2.4%. operational allocation 2.2.2 Foster development of high performing local business capability and diversity Performance Measurement **Progress Indicators** Reference Responsibility Completion Date Comments Performance Indicator **Data Validation Source** Result Timing Risk Target Budget Scope 100% of actions Progress actions identified in the Livingstone dentified risk/ Ongoing initiatives being delivered (refer Communities Quarterly Report and 2.2.2.a identified for 2023-24 | Council business papers Manager Economy & Places Q4 (June 2024) 100% operational Blueprint for Growth completed allocation 2.2.3 Implement a Council-endorsed priority land development plan to deliver a return on the community's investment in land development to enhance economic and community outcomes Performance Measurement **Progress Indicators** Reference Responsibility **Completion Date** Comments Performance Indicator **Data Validation Source** Timing Risk Result Budget Scope Target Within Council property portfolio development delivers a All 10 lots in Gateway Stage 2b and 3 sold resulting in a cash return of 22%. Planning 223a >10% cash return Manager Economy & Places O4 (June 2024) Council ledger 22% operational 2.2.4 Support the growth of education and employment opportunities for the community Performance Measurement Progress Indicators Reference Responsibility **Completion Date** Comments Performance Indicator Data Validation Source Timing Risk Target Result Budget Scope Delivered as part of normal business activities 2.3.1 Provide support to market Livingstone as a destination for commerce, tourism, and lifestyle Performance Measurement Progress Indicators Responsibility **Completion Date** Reference Comments **Data Validation Source** Risk Performance Indicator Target Result Timing Budget Scope Activities and performance measures as described in Within 100% of performance Monthly catchups held to monitor performance. All KPI's have been achieved. Formal the Capricorn Enterprise Partnership Agreement 2022 2.3.1.a Manager Economy & Places Q4 (June 2024) 100% presentation by Capricorn Enterprise to Council July 2024. measures reached 2026 are delivered allocation achieved

Completion Date

Result

Timing

Responsibility

Progress Indicators

Scope

Budget

Risk

Comments

2.3.2 Council provides and maintains infrastructure which encourages business and tourism growth

Performance Measurement

Target

Data Validation Source

Performance Indicator

Delivered as part of normal business activities

*	munity Plan Goal 2.4 - Arts & cultural activities and facilities that strengthen social connections											
2.4.1 Deliver	events, activities, and performances which	bring economic ar	nd social benefits to t	the community								
	Performance M	easurement						Progress	Indicators			
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments	
2.4.1.a	Increased patronage at events, activities and performances	5% increase	Council business papers	Coordinator Communications & Engagement	Q4 (June 2024)	30.16% increase	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Increased from 6,100 attendees in 2023 to 7,940 attendees in 2024.	
2.4.2 Impleme	ent the action plan from the Invest Caprico	rn Coast Region Ev	ents Strategy 2025									
	Performance M	easurement						Progress	Indicators			
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments	
2.4.2.a	Capricorn Coast Region Events Strategy 2025 actions	100% of actions completed for 2023-24	Council business papers	Manager Community & Cultural Services	Q4 (June 2024)	90%	Item completed	Within operational allocation	Benefits to be achieved		Council continues to ensure events are aligned with the strategy. Council decided to not pursue a Destination Event.	
2.4.3 Foster a	ccess, collaboration, community connected	lness, wellbeing ar	nd creativity by supp	orting arts and cultural activities	within the Shire						· · · · · · · · · · · · · · · · · · ·	
	Performance M	easurement					Progress Indicators					
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments	
2.4.3.a	Revise the Arts and Cultural Policy	Council resolution	Council business papers	Manager Community & Cultural Services	Q4 (June 2024)	N/A	To be deferred	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Draft Policy going to 6 August 2024 Committee Meeting.	

NATURAL
A 'Natural Livingstone' will protect, sustainably manage and enhance the natural beauty, landscapes and resources of the country of the Darumbal and Woppaburra people in order to safeguard the sustainability and environmental resilience of the region into the future

	an Goal 3.1 - Enhanced reuse and recycling vocate/Provider, Facilitator	g or resources									
	nd support sustainable waste managemer	nt technologies, sei	rvices and facilities wh	nich provide innovative and com	npliant solutions to	reduce the enviro	nment impacts	of Council's	waste collecti	on and resour	ce recovery options
	Performance N	leasurement			İ		1	Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
3.1.1.a	Waste Strategy actions completed	100% of actions completed for 2023-24	Council business papers	Principal Waste Officer	Q4 (June 2024)	75%	To be deferred	Within operational allocation	Benefits to be achieved		75% of the action completed, including: policy on kerbside collection service expansion completed, reuse of waste increasing due to Resource Recovery Facility, Caves Transfer Station upgrades completed and Emu Park Transfer Station upgrades designed in preparation for construction in 24/25.
3.1.1.b	Volume of waste diverted as a percentage of total waste stream collected or received	25%	Council business papers	Principal Waste Officer	Q4 (June 2024)	64%	Item completed	Within operational allocation	Benefits to be achieved		Volume of waste diverted as a percentage of total waste stream collected or received for 2023-24 is 64%.
3.1.2 Partner	with the community to divert and minimis		in renewable energy								
Reference	Performance N Performance Indicator		Data Validation Source	Responsibility	Completion Date	Result	Timing	Progress Budget	Scope	Risk	Comments
		Target	Data Validation Source			Result	Timing	Бийдег	зсоре	NISK	
-	Delivered as part of normal business activities	-	-	<u>-</u>	-						
3.1.3 Incentiv	se the community to invest in reuse, recy Performance N	U, U,	rater saving practices					Progress	Indicators		
Reference				Responsibility	Completion Date		1				Comments
	Performance Indicator	Target	Data Validation Source			Result	Timing	Budget	Scope	Risk	
3.1.3.a	Sustainable Livingstone Program delivered	100% of program delivered within timeframe and budget	ECM Project Plan	Principal Sustainability Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved		The focus of the Sustainable Livingstone Program this year was the Urban Agriculture and Sustainability Expo which was held on 12 November 2023. Other initiatives included training opportunities for staff and the collaboration with Lendlease Springboard program.
3.1.4 Promote	and develop a resource recovery centre t		n and behavioural cha	nge							
Reference	Performance N	leasurement		Responsibility	Completion Date				Indicators	I	Comments
	Performance Indicator	Target	Data Validation Source			Result	Timing	Budget	Scope	Risk	
-	Delivered as part of normal business activities	-	-	-	-						
	an Goal 3.2 - Protection of coastlines & war ovider, Advocate, Regulator, Facilitator	aterways									
	Iternative options to increase water source	es									
	Performance N							Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-						
3.2.2 Progress	and support plans which protect coastal a	and marine environ	ments		•				•	•	
	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
3.2.2.a	Actions identified in the Livingstone Reef Guardian Action Plan completed	100% of actions identified for 2023-24 completed	Council business papers	Coordinator Natural Resource Management	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved		Paper presented to Development and Environment Committee 4 June 2024, adopted Ordinary Meeting 18 June 2024.
3.2.2.b	Actions within Shoreline Management Plan implemented	100% of actions within plan implemented within identified timeframes and budget	Council business papers	Principal Sustainability Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	
3.2.3 Collabor	ate with partners to reduce sediments and		rways								
Reference	Performance N	leasurement		Responsibility	Completion Date			Progress	Indicators		Comments
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	
3.2.3.a	Deliver events or clean-up projects that target effective waste management and pollution control e.g. sediment and erosion control, rubbish clean ups	2 events	ECM Funding Agreements	Coordinator Natural Resource Management	Q4 (June 2024)	4	Item completed	Within operational allocation	Item completed benefits achieved		Clean Up projects undertaken in conjunction with Capricorn Coast Landcare, Woppaburra TUMRA committee and Capricornia Catchments. Erosion and Sediment control training for staff provided as part of Reef Guardian Council program.

3.2.4 Plan Cou	uncil's response to climate change by imple	ementing the action	ns in the Coastal Haza	ard Adaptation Strategy							
	Performance M	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
3.2.4.a	Implement recommendations from Our Living Coast Strategy (Coastal Hazard Adaptation Strategy)	100% of actions implemented within identified timeframes and budget	Council business paper	Principal Sustainability Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved		Paper presented to Development and Environment Standing Committee - 2 July 2024 Some future actions to be rolled into Planning Scheme Review.
3.2.5 Deliver	and implement a Livingstone Shire Carbon	<u> </u>									
	Performance M	leasurement		B				Progress	Indicators		-
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
3.2.5.a	Implement the actions within the Low Carbon Livingstone 2030: A Strategy to Reduce the Carbon Footprint of Livingstone Shire Council	100% of actions implemented within identified timeframes and budget	Data from annual carbon audit	Principal Sustainability Officer	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	
	lan Goal 3.3 - Conservation of natural asset										
	se, preserve and enhance the region's uniq	uo biodivorcity									
3.3.1 Recogni	Performance M	•					1	Progress	Indicators		1
Reference				Responsibility	Completion Date			_ <u> </u>		l	Comments
	Performance Indicator	Target	Data Validation Source			Result	Timing	Budget	Scope	Risk	
3.3.1.a	Actions identified in the Biodiversity Strategy completed	100% of actions implemented within identified timeframes and budget	Council business papers	Coordinator Natural Resource Management	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	
3.3.1.b	Rehabilitate six (6) new sites and maintain twelve (12) existing sites on Council controlled land	Six (6) new sites established and twelve (12) existing sites maintained	100% in line with annual programme	Project Officer Natural Resource Management Vegetation Rehabilitation Officer	Q4 (June 2024)	Six (6) new sites established and twelve (12) existing sites maintained	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	26 sites on Farnborough Beach, 3 natural areas at Emily Morgan Park, Ritamada Road, National Tree Day sites at Mulambin and Emu Park, Coowonga Quarry rehabilitation, "Green fire breaks" Bungundarra, Fisherman's Beach Emu Park, Great Keppel Island.
3.3.1.c	Cycad salvage and mitigation projects - project initiation and maintenance	2 projects completed	Finance One ECM Survey 123	Community Nursery Supervisor	Q4 (June 2024)	100%	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Maintenance of two Council sites for cycad mitigation is ongoing. Two contracts to undertake protected cycad salvage and mitigation for industry for have been completed.
3.3.2 Progress	and support plans which protect the Shire	's natural assets, b	oushland and local ec	o-systems							
	Performance M	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-						
3.3.3 Manage environment	Manage threats by collaborating with traditional owners, agencies, community groups and proment			d private landholders about land	management, pro	tection methods in	ncluding hazard	d reduction st	rategies and o	conservation p	policies to ensure the protection of people, property and the
	Performance M	leasurement					Progress Indicators				
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	- Comments
3.3.3.a	Implement the Bushfire Management Plan Annual Operational Plan	100% of actions implemented within identified timeframes and budget	ECM Funding Agreements	Coordinator Disaster Management & Community Resilience	Q4 (June 2024)	90%	To be deferred	Within operational allocation	Benefits to be achieved		Majority of actions have been completed. Upon inspection some fire trails were too wet to be inspected.

LEADING LIVINGSTONE

A 'Leading Livingstone' will provide transparent, accountable leadership which listens to the needs of the Livingstone community and advocates for Livingstone's interests to State and Federal Governments

## Professional Pr		ngstone will provide transparent, account			eas of the Fivingstone community	y and davocates to	- Livingstone's little		and rederal					
Particular Principation Particular Princ														
Process Process of Control Process Proc	4.1.1 Impleme	ntation of the Community Plan and Corpo	orate Plan is well co	o-ordinated across Co	ouncil and through a delivery med	hanism which prov	ides clear line of s	ight, accounta	bility and per	rformance me	asurement for	all employees		
Material professionary designation and professionary of the profession		Performance N	leasurement	1					Progress	Indicators				
4.12 In the first of the first	Reference	Performance Indicator	-		Responsibility	Completion Date	Result	Timing		Scope	Risk			
## Services reproduces provincing of processing and	4.1.1.a		employees have a	Management System		Q4 (June 2024)	78%	Item completed	operational	benefits				
ALL Complement from the co	4.1.1.b		>95% annualised	HR Reports	Executive Leadership Team	Q4 (June 2024)	94.8%	Item completed	operational			Council's annualised attendance rate for the 23-24FY is 94.8%. Whilst this is marginally below target, it is positive to see Council's level of attendance remained steady during the 12 month period and is a slight improvement in comparison to the 22-23FY.		
Reference Performance Indicators Target Day Middlinin Source Performance Indicators Target Day Middlinin Sou	4.1.1.c		reviewed within 6 months of March 2024	Council business papers	Chief Financial Officer	Q4 (June 2024)	N/A	To be deferred	operational					
Performance Industrial Programme Technology (Australian Source Programme) A 1.2.3 Implementation of Strategic Austr Management Plan Source Connected of Completed of Completed	4.1.2 Council p			as a result of best pra	actice Capital and Asset Manager	nent Plans which g	uide project planni	ing and service						
Performance indicator Target Data Validation Source Coordinator Assets Coordinator	B. 6	Performance N	leasurement	1	2000				Progress	Indicators		Community		
## 12.2 imprevement of contract Analysis for the contract	Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments		
4.1.2.b Review 95% of Long-Term Asset Management Plans of Activity and an external and external control and activities and activities process of the control of activities and activities process of the control of activities and activities and activities process of the control	4.1.2.a		identified for 2023-24		Coordinator Assets	Q4 (June 2024)	83%	To be deferred	operational			November 2023. Actions for 2023-2024 endorsed for actioning. Five of the 6 actions have been completed. Final action relating to outcomes to be achieved as part of		
## 1.2.6 Increase plant / Rest sililation rates Condition of the Condit	4.1.2.b				Coordinator Assets	Q4 (June 2024)	100%	Item completed	operational	benefits		models and dashboard AMP views. Buildings and Bridges & Major Culverts Asset		
4.1.2.4 Contribute to driving a performance culture through schwerment of Capital Works targets (this a or 2023-2024 Organizational RPI) 4.1.2.6 Contribute to driving a performance culture through schwerment of Capital Works targets (this a or 2023-2024 Organizational RPI) 4.1.2.6 Contribute to driving a performance culture through schwerment of Organizational RPI) 4.1.2.6 Contribute to driving a performance culture through schwerment of Organizational RPI) 4.1.2.6 Deliver cost effective services within approved budget (this a or 2023-2024 Organizational RPI) 4.1.2.6 Deliver cost effective services within approved budget (this a or 2023-2024 Organizational RPI) 4.1.2.7 Deliver cost effective services within approved budget (this a or 2023-2024 Organizational RPI) 4.1.2.8 Deliver cost effective services within approved budget (this a or 2023-2024 Organizational RPI) 4.1.3.1 Continuous improvement focus underpins the organization, creating a supportive environment for ideas and positive, well-managed change which enhances internal and external outcomes **Reference** **Performance Measurement** **Reference** **Performance Measurement** **Reference** **Performance Measurement** **Performance Measurement** **Enference** **Performance Measurement** **Reference** **Performance Measurement** **Reference** **Performance Measurement** **Reference** **Performance Measurement** **Reference** **Performance Measurement** **Responsibility** **Deat validation Source** **Responsibility* **Completion Date** **Performance Measurement** **Responsibility* **Completion Date** **Responsibility* **Completion Date** **Responsibility* **Completion Date** **Responsibility* **Completion Date** **Responsibility* **Completion	4.1.2.c	Increase plant / fleet utilisation rates	70%	Conquest	Coordinator Assets	Q4 (June 2024)	86%	Item completed	operational					
4.1.2.f Contribute to driving a performance culture through achievement of Operational Plan regrets (this is a 2023-2024 Organisational RPI) Deliver cost effective services within approved budget (this is a 2023-2024 Organisational RPI) 4.1.3.f Deliver cost effective services within approved budget (this is a 2023-2024 Organisational RPI) A.1.4.3 A continuous improvement focus underprins the organisation, creating a supportive environment for ideas and positive, well-managed change which enhances internal and external outcomes Reference Performance Measurement A.1.3.a Undertake a options paper for consolidation of Council office accommodation Operational Plan Report Responsibility Completion Date Responsibility Completion Date Reference Performance Measurement Performance Indicator Target Data Validation Source Responsibility Completion Date Result Timing Budget A.1.4.4 Build contemporary leadership capabilities A.1.4.a Build contemporary lead	4.1.2.d	achievement of Capital Works targets	90% targets achieved	Capital Works Report	Executive Leadership Team	Q4 (June 2024)	60%	To be deferred	Budget			full year budget. Final expenditure for 2023-24 was 26.999M represents 68% of the net budget (excluding \$7.5M Rookwood weir) 72.6% of projects were completed as planned with 83% of those being within budget - 60% of projects completed were		
4.1.2.f Deliver cost effective Services within approve budget (this is a 2023-2024 Organisational KPI) Operational budgets are managed to within 4/- 5% Report (apital Works Repo	4.1.2.e	achievement of Operational Plan targets	90% targets achieved	Operational Plan Report	Executive Leadership Team	Q4 (June 2024)	73%	Item completed	operational			various reasons as outlined within this document including projects taking longer than anticipated; other priorities in other areas; project needs being reassessed; awaiting responses from external parties; adverse weather and the uncertainty of Project		
Reference Performance Measurement Performance Indicator Target Data Validation Source Responsibility Completion Date Result Timing Budget Scope Risk Undertake a options paper for consolidation of Council office accommodation Council office accommodation Options paper Council briefing paper Principal Property Officer Q4 (June 2024) 100% Item completed Within operational allocation Benefits to be achieved within appetite within appetite Options analysis presented to and received by Council at the 4 June 2024 Standing Committee - Development and Environment. 4.1.4 Provide leadership and contemporary management systems which drive a coordinated and connected organisation Performance Measurement Reference Performance Measurement Responsibility Completion Date Responsibility Completion Date Responsibility Completion Date Result Timing Budget Scope Risk Comments The second Leadership Development has been completed with positive feedback again provided by participants. A hirid program has been completed with positive feedback again provided by participants. A hirid program is to be launched in August feedback again provided by participants. A hew leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers. A new leadership development program commenced in May for Tear or managers.	4.1.2.f	budget	Operational budgets are managed to within	Report/Capital Works	Executive Leadership Team	Q4 (June 2024)	93%	Item completed				Budget.		
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on different topics.	4.1.4.a	Build contemporary leadership capabilities		1 1 1	Principal Organisational Development	Q4 (June 2024)	100%	Item completed				feedback again provided by participants. A third program is to be launched in August for managers. A new leadership development program commenced in May for Team Leaders (outdoor). Lunch and learn style webinars continue to be offered to leaders		

.1.5 Promote	e a values-based culture which appreciates Performance M		its workforce					ogress Indicato	are.		
Reference			1	Responsibility	Completion Date			•			Comments
	Performance Indicator	Target	Data Validation Source	` '	,	Result	Timing	Budget	Scope	Risk	
4.1.5.a	Drive employee engagement through demonstrating effective leadership, engagement and collaboration (this is a 2023-2024 Organisational KPI)	>75% Engagement >75% Manager Effectiveness (MEI)	Survey Results	Executive Leadership Team	Q4 (June 2024)	64% Engagement 80% Manager Effectiveness (MEI)	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s being managed	Council undertook their annual engagement survey in Oct 2023. Engagement results achieved include: Engagement Score - 64%, Manager Effectiveness Index - 80% Leaders have debriefed results with their respectives teams, and continue to focus or actions to sustain or positively shift engagement. ELT introduced 'You Said, We Did' keeping staff informed of engagement actions progress.
.1.6 Risk ma	nagement practices are embedded into de		ess								
	Performance M	leasurement					ļ .	Progress	Indicators	1	
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
4.1.6.a	Improve Council's risk management maturity	100% of actions identified for 2023-24 completed	Council business papers	Coordinator Governance	Q4 (June 2024)	70%	To be deferred	Within operational allocation	Benefits to be achieved		Revised Enterprise Risk Management (ERM) Policy adopted by Council on the 20/02/2024. ERM Procedure currently under revision with feedback sought from Audi Risk and Improvement Committee who are in the process of providing guidance information. ERM Training Program developed, and quotes for training delivery to be sought. Project currently behind schedule and anticipated for completion in Q1 24/25
4.1.6.b	Mitigation and risk reduction activities: - are informed by risk assessments - are prioritised based on risk assessments and available resources - are included in strategic and operational plans	Completion of Queensland Emergency Risk Management Framework	Emergency Management Assurance Framework	Local Disaster Coordinator and Coordinator Disaster Management and Community Resilience	Q4 (June 2024)	N/A	Item completed	Within operational allocation	Item completed benefits achieved		LDMG meeting conducted on 12 June 2024. LDMG Operational Plan was updated and discussed with group.
4.1.6.c	Internal Audit - complete audit actions	100% of high and medium risk actions completed within timeframes	Audit committee business papers	Coordinator Governance	Q4 (June 2024)	21%	To be deferred	Within operational allocation	Benefits to be achieved	Identified risk/s being managed	15 actions closed during Q4 (4 x High 10 x Medium 1 x Low). *0% of high and low actions completed within 'original' agreed timeframes. 10% of 'medium' actions closed out within 'adjusted due dates'. 42 high and medium audit actions completed within the financial year, 9 of which we completed within their agreed timeframe.
.1.7 Recruit	and develop a professional, capable and re	•	e								
Reference	Performance M	leasurement		Responsibility	Completion Date			Progress	Indicators		
neierenee	Performance Indicator	Target	Data Validation Source	responsibility	completion bate	Result	Timing	Budget	Scope	Risk	Comments
4.1.7.a	Employee Value Proposition (EVP) developed and implemented	EVP approved & implemented	Council business papers	Coordinator HR & Payroll	Q4 (June 2024)	N/A	Item completed	Within operational allocation	Benefits to be achieved		Employee Value Proposition (EVP) developed and incorporated into a refreshed Careers@Council website.
4.1.7.b	Annualised Employee Turnover (excluding retirements)	<10%	Aurion	Coordinator HR & Payroll	Q4 (June 2024)	10.98%	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s being managed	Employee turnover for the 23-24FY is 13.28%. Excluding retirements and fixed term cessations, the annualised turnover rate is 10.98%. This is an overall reduction of 3.58% (down from 16.86%) in comparison to the 22-23FY.
4.1.7.c	Workforce Plan meets current and future business and community expectations	80% of scheduled strategies for 2023-24 implemented	Workforce Plan	Principal Organisational Development	Q4 (June 2024)	85%	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	Council achieved 85% of strategies that were scheduled as a focus area for FY23-24.
4.1.7.d	High employee satisfaction with organisational programmes and professional development opportunities	80% participant satisfaction rate achieved	Survey Results	Principal Organisational Development	Q4 (June 2024)	87%	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	Overall 87% of participants who completed a Training Feedback Survey were satisfied or very satisfied with the training or professional development program they attende during FY23-24.
.1.8 Provide	for the safety, security, health and wellbei		loyees and contracto	rs							
Reference	Performance M			Responsibility	Completion Date				Indicators		
	Performance Indicator	Target	Data Validation Source	,		Result	Timing	Budget	Scope	Risk	Comments
4.1.8.a	Zero improvement or prohibition notices issued by WorkSafe Qld	Zero Improvement Notices	WorkSafe Qld	Coordinator Safety	Q4 (June 2024)	6	Item completed	Within operational allocation	Benefits to be achieved		Four (4) Improvement Notices, two (2) Prohibition Notice and zero Infringements were issued during the FY23-24.
4.1.8.b	Local Government Workcare (LGW) external audit findings implemented	100% of actions identified for 2023-24 completed	Audit committee business papers	Coordinator Safety	Q4 (June 2024)	100%	Item completed	Within operational allocation	Item completed benefits achieved		Council completed 100% of actions identified for the FY23-24. Progress has already commenced towards completing FY24-25 identified actions.
4.1.8.c	Proactively contribute to the safety, health and wellbeing of our people (this is a 2022/2023 Organisational KPI)	Reduction in Lost Time Injury Frequency Rate <15.0		Executive Leadership Team	Q4 (June 2024)	26.07	Item completed	Within operational	Benefits to be achieved		There were five (5) Lost Time Injuries for Q4. The 2023-24 Lost Time Injury Frequency (LTIFR) rate reduced from 29.13 to 26.07.

4.2.1 Build and maintain strong, collabor Reference Performance Indi Delivered as part of normal by 4.2.2 Identify opportunities for alignme Reference Performance Indi Delivered as part of normal by 4.2.3 Advocate Council's interests and of Reference Performance Indi Delivered as part of normal by 4.2.4 Actively participate in Central Que Reference Performance Indi 4.2.4 Actively participate in Central Que Reference Performance Indi 4.2.4.a Leadership (Chair and Secreta Organisation of Council's role - Provider Performance Indi 4.2.4.b Implementation of Livingstone SI in the CQ Regional Was Community Plan Goal 4.3 - Engagement Council's role - Provider Performance Indi Delivered as part of normal by 4.3.1 Plan, develop and implement high Reference Performance Indi Delivered as part of normal by Reference Performance Indi Delivered as part of normal by Delivered as part of norma	ation & partnerships	ps to advocate for	he needs of the comm	nunity							
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A.3.1 Plan, develop and implement high Reference Performance Indi Delivered as part of normal b 4.3.2 Commit to open and accountable g Reference Performance Indi Delivered as part of normal b 4.3.3 Take actions to enable the use of the seference Reference		100% of actions identified for 2023-2 completed	4 Council business papers	Manager Water & Waste Operations	Q4 (June 2024)	25%	To be deferred	Within operational allocation	Benefits to be achieved		Not all actions were completed by CQ Waste Group however the following has been progressed: Waste Coordinator position was approved for recruitment, review of CQ resource recovery activities underway, regional landfill capacity review and reviewing options for regional material recovery facility.
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Reference Performance Indi Delivered as part of normal be 4.3.2 Commit to open and accountable g Reference Performance Indi Delivered as part of normal be 4.3.3 Take actions to enable the use of s Reference	high-quality custome	ner-focused service	s								
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4.3.3 Take actions to enable the use of r	e Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
Reference	mal business activities	-	-	-	-		-	-	-	-	
Reference	of meaningful tools	Is to engage the co	mmunity on diverse is	sues so that the community is w	ell informed and ca	n contribute to de	cision making				
Reference	Performance N							Progress	Indicators		
Performance Indi	e Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
4.3.3.a Annual increase in Total Visit m	isit measure rates for Get	-	Get Involved Software	Coordinator Communications & Engagement	Q4 (June 2024)	103% increase	Item completed	Within operational allocation	Benefits to be	Identified risk/s	July 2022 - June 2023 = 13,436 interactions July 2023 - June 2024 = 27,297 interactions

FUTURE LIVIN											
A 'Future Livir	igstone' will become a resilient communit	y prepared for futu	ire economic, social,	environmental, and infrastructu	re challenges to ens	ure Livingstone re	tains its uniqu	ie character a	nd thrives int	o the future	
	an Goal 5.1 - Balanced environmental and gulator, Facilitator	development out	comes								
5.1.1 Maintair	n a clear and comprehensive planning vision	on for the region									
	Performance N	Measurement						Progress	Indicators		
Reference	Performance Indicator	Target	Source of Validation Data	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
5.1.1.a	Review and update the Local Government Infrastructure Plan	Council resolution	Council business papers	Coordinator Infrastructure Planning	Q2 (December 2023)	85%	To be deferred	Budget on track	Benefits to be achieved	Identified risk/s being managed	85% of the process has been completed, including reviewing the planning assumptions, infrastructure modelling assumptions, extrinsic material and infrastructure modelling work. All of the outputs have been forwarded to Council's contractor to collate into the draft LGIP which will be issued for public comment in the 24/25 financial year.
5.1.2 Balance	development within Livingstone Shire in a		e community's desire	ed environmental and economic	outcomes						
_	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
5.1.2.a	Finalise the structure plan for the West Emu Park Development Area	Structure Plan completed	Council business papers	Principal Strategic Planner	Q2 (December 2023)		Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Report presented to Council in November 2023.
5.1.3 Develop	a program of master planning, place maki	ng and improveme	ent strategies to enha	ance local identity and lifestyle							
	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-		-	-	-	-	
5.1.4 Collabor	ate with partners to understand, nurture a	and protect Great	Keppel Island's enviro	onmental values which help show	vcase its unique tou	ırism potential					
	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
5.1.4.a	Advocating for the completion of the Great Keppel Island master plan project	Master Plan adopted	Queensland Government	Manager Economy & Places	Q4 (June 2024)	N/A	Item completed	Within operational allocation	Benefits to be achieved	Identified risk/s within appetite	Final Concept Masterplan released April 2024, with preparations to go out to tender for design and contruction of the GKI Sewage Treatment Plant in July. RFQ for detailed concept design of arrival/gateway went out June 2024.
	an Goal 5.2 - Connected places, people & a	services									
	ent an integrated transport strategy which	encourages altern	ative transport usage	e to maximise economic, environ	mental and liveabil	ity outcomes					
	Performance N					•		Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-		-	-	-	-	
5.2.2 Reinford	e sustainable building design principles	<u> </u>									
	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-						
5.2.3 Adopt a	nd implement a Connected Livingstone Str	0,	estment opportunitie	es in the region							
	Performance N	leasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-		-	-	-	-	

	Performance N	Neasurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
5.2.4.a	Project Merlin - Phase One ERP Business systems transformation project completed	100% of project delivered within timeframe and budget	Portfolio Governance Group Status Report	Chief Information Officer	Q4 (June 2024)	N/A	To be deferred	Budget underspent	Benefits won't be achieved	Identified risk/s being managed	
5.2.4.b	Improve customer experiences through closing out customer service requests on time (this is a 2023-2024 Organisational KPI)	90% close out rate	Pathway	Executive Leadership Team	Q4 (June 2024)	81.18%	Item completed	Within operational allocation	Benefits in doubt		Customer close out for the period is 81.18%. Work is being undertaken in all areas council to improve the overall customer experience.
5.2.4.c	Increased usage of online services	Increase	Council business papers	Manager Community & Cultural Services	Q4 (June 2024)	Increase	Item completed	Budget on track	Benefits to be achieved	Identified risk/s being managed	
	Plan Goal 5.3 - Community capacity & resili	ence in respect of f	uture risk								
	rovider, Facilitator										
5.3.1 Maintai	in the ability to respond to disaster events		management arrange	ements							
Reference	Performance N	Measurement	ı	Responsibility	Completion Date			Progress Indicators			Comments
Kelefelice	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
5.3.1.a	Disaster management plans are fit for purpose and meet community's needs	Local Disaster Management Plan endorsed by Local Disaster Management Group	LDMG Minutes	Coordinator Disaster Management & Community Resilience	Q4 (June 2024)	N/A	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s being managed	
5.3.1.b	Maintain fire-trails and assist in hazard reduction burns	100% of planned maintenance and hazard reductions undertaken	Council business papers	Bushfire Recovery & Resilience Officer	Q4 (June 2024)	100%	Item completed	Budget underspent	Item completed benefits achieved		Weed control at Ritamada Rd firetrail Mulching and spraying on Limestone Ck firetrail
5.3.1.c	Number of community engagement activities conducted / events attended to promote the Get Ready Queensland message	2	Council business papers	Coordinator Disaster Management & Community Resilience	Q4 (June 2024)	5	Item completed	Within operational allocation	Item completed benefits achieved	Identified risk/s within appetite	Attended 3 x shows and conducted 2 x school tours of the Hub in Q4
5.3.2. Enhanc	e the community's preparedness for disast	ter through commu	nity education, traini	ng and strong partnerships betw	een Council and ot	her agencies					
	Performance N	Measurement						Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-		-	-	-	-	
5.3.3 Plan the	e response to changes in social, economic a	nd climatic conditi	ons						I.		!
	Performance N							Progress	Indicators		
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
-	Delivered as part of normal business activities	-	-	-	-		-	-	-	-	
5.3.4 Partner	with agencies to develop programs for the	protection of all n	nembers within the c	ommunity							1
	Performance N	•					Progress Indicators				
Reference	Performance Indicator	Target	Data Validation Source	Responsibility	Completion Date	Result	Timing	Budget	Scope	Risk	Comments
	Delivered as part of normal business activities										