








# Quarterly Operational Report

Quarter 4, 2024/2025

Indicator	Status	Indicator Meaning
	On Track	Initiative is proceeding to plan with no indication of future impediments.
	Action Required	Progress is significantly behind schedule or is rated 'closely monitor'. Decisive action is required to get back on track.
	Monitor	Progress is not as expected but action is being/ has been taken and is expected to be on track within the next quarter or financial year.
	Trend	This data is being collected for observation and analysis.
	Completed	Initiative or project has been completed.

# 1: Our community and environment

## 1.1: Economic growth and prosperity

### 1.1.1: Promote and support use of new technology across the organisation and region's economy as part of the Intelligent Community Strategy.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community members participating in our Digital Literacy programs at libraries.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 100	108	✓	Building digital literacy empowers individuals to critically evaluate and assess information, communicate and collaborate effectively, and adapt to the evolving digital landscape. Participants in one-on-one tech sessions have gained confidence navigating the digital world.

### 1.1.2: Proactively advocate, attract and support economic development related opportunities across the region, specifically targeting priority industries.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
ECO Destination Certification successful annual audit.	<b>Organisation</b> - Strategic Projects & Economic Development - Industry, Investment & Tourism Development	Progress	ECO Destination Certification Submitted for Audit June 2025	●	The Eco Destination Certification received an extension for recertification. The Application is currently undergoing audit and assessment.
Percentage growth in our region's Gross Regional Product.	<b>Organisation</b> - Strategic Projects & Economic Development - Industry, Investment & Tourism Development - Industry, Investment & Tourism Development	≥ 2.00%	5.60%	✓	Bundaberg's Gross Regional Product was \$6.08 billion in the year ending June 2024, growing 5.6% since the previous year.
Unemployment and participation rate for the Bundaberg region.	<b>Organisation</b> - Strategic Projects & Economic Development - Industry, Investment & Tourism Development	< 6.50	4.50	✓	The unemployment rate is tracking at 4.5% for the Bundaberg Region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Industry, Investment & Tourism Development				

## 1.2: Safe, active, vibrant and inclusive community

### 1.2.1: Provide facilities, parks, open spaces, services, and programs that promote and support our community's safety and physical wellbeing.





Performance Measure	Organisation Link	Target	Actual	Status	Comments
Community satisfaction of community facilities via bookings.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	No results yet	—	A satisfaction survey has been recently implemented into our bookings system; however no results were received within FY2024/25.
Number of occasions council Neighbourhood Centres are used to provide services/spaces to the community.	<b>Organisation</b> - Community & Environment - Community Services - Neighbourhood Centres	Trend	609.00	—	The centres provide facilities for outreach services and local service providers along with community members to provide safe services and spaces. They offer opportunity for community participation and support.
Percentage of agreed service levels have been met.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - Parks Operations & Maintenance	≥ 85.00%	92.00%	✓	Despite a prolonged wet season which resulted in high grass growth rates we have still managed to exceed our targets.
Percentage of Holiday Park accommodation occupied.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	57	—	Burnett Heads Holiday Park 61.76%, Elliott Heads Holiday Park 45.69%, Moore Park Holiday Park 64.13% and Miara 54.93%

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of physical activity and preventative health initiatives promoted and supported by Council.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	≥ 25	227	✓	Major inclusions are Be Active Be Alive 2025 Round one program (189 classes), First Nations Sport and Recreation Program (25 sessions including culminating tournament), Move it Expo, Heart Foundation Walking, QLD Bulls Masters tour, QLD Independent Secondary Schools Netball (QISSN) Carnival, Police and Community Youth Clubs (PCYC) Colour Run and other club/organisation events or initiatives.
Conduct Dog's Day Out to encourage responsible pet ownership and promote Council's dog parks and animal control services.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - Regulatory Services	Yes	No	●	The target was not met due to temporary resourcing constraints within the team during the reporting period.
Dog off-leash parks are provided and maintained based on a priority basis, following a transparent community consultation process.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - Regulatory Services	Yes	Yes	✓	Off-leash dog parks have been established in Apple Tree Creek, Moore Park, and Burnett Heads. Currently, there are seven fenced off-leash dog parks and three unfenced parks across the region. Following consultation with Council's Parks and Natural Areas team in March 2025, responsibility for the ongoing maintenance of these parks has been formally transferred to them.
Sport and Recreation Strategy (2018-2028): Number of actions implemented.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	= 2	13	✓	The following action numbers from the Strategy were implemented this financial year: 1, 2, 14, 17, 18, 21, 22, 32, 34, 40, 41, 47 and 66.

### 1.2.2: Support and facilitate community programs, networks, projects and events that promote social connectedness; and active and healthy community life.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Community Support Services Commonwealth Home Support Programme and Queensland Community	<b>Organisation</b> - Community & Environment - Community Services - Community Care	Trend	344	—	Client numbers have decreased due to the discharge of clients no longer accessing services. Due to being at funding capacity, we have closed most services on My Aged

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Care (Federal Funded): Number of service users who received a service.					Care and therefor receiving limited referrals. We are currently moving into the transition out of Commonwealth Home Support Program (CHSP) services.
Number of community members participating in our free community programs and events hosted and facilitated by the Library Service.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 1,200	4,271	✓	Libraries deliver an extensive range of programs thoughtfully designed to address the diverse interests and needs of the community. These initiatives consistently attract strong participation and are tailored to engage individuals across all age groups.
Number of community members/partners participating in community development projects, networks and initiatives through Neighbourhood Centres.	<b>Organisation</b> - Community & Environment - Community Services - Neighbourhood Centres	Trend	897.00	—	Each centre maintains obligations under the service agreement with the State. They are unique to the community they work within, tailoring activities to the needs and priorities of our community with high participation. It does this by linking people with formal and informal support, creating social connections and inclusion and integrating local community action.
Number of community members/partners participating in community development projects, networks and initiatives who report improved knowledge, skills or practices.	<b>Organisation</b> - Community & Environment - Community Services - Community Development	Trend	442.00	—	Major activities included: grant writing workshop, Event Management Bootcamp, Domestic and Family Violence Theory of Change workshops, Careers Expo. Other activities included Community Youth Collective and Seniors alliance networks, grant support meetings with many community groups applying for the Gambling Community Benefit Fund, Foundation for Rural and Regional Renewal Youth project, sleepbus project and multicultural sport project.
Number of Community Services grants provided.	<b>Organisation</b> - Community & Environment - Community Services - Community Development	Trend	3	—	Three Micro Grants, total combined value of \$3,000, were provided this quarter. Community Services grants round for February and June sits in FY2025/26 quarter one.
Number of financial assistance requests/applications supported (individuals/sporting organisations/events).	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - Sport & Recreation	Trend	6	—	Includes Sport and Recreation club/organisation sponsorship, fee waivers and Micro Grants.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of occasions that information, advice and referral services were provided.	<b>Organisation</b> - Community & Environment - Community Services - Neighbourhood Centres	Trend	1,389		Childers and Gin Gin Neighbourhood Centres continue to be a vital resource to the community with requests for information advice and referral ongoing.
Number of programs, activities and events facilitated by Community Development that foster social connections and Inclusion.	<b>Organisation</b> - Community & Environment - Community Services - Community Development	Trend	16.00		Continued leading of certain networks, supporting community groups to actively apply for community grants and a multitude of Community Development projects (The Wall, Foundation for Rural and Regional Renewal Youth, Multicultural Sport, Domestic and Family Violence theory of Change, Community Youth Collective Youth Festival.)
Number of projects and activities facilitated by Community Development that encourage and empower community members to become actively involved.	<b>Organisation</b> - Community & Environment - Community Services - Community Development	Trend	25.00		Trending by maintaining networks/alliances and general meetings with community groups to build their skills in grants/governance, etc. Increased grant-based meetings, inclusive of facilitating a Grants Writing workshop. Noting, majority of our projects trend as capacity building and empowering activities, as we take a participatory approach to development work.
Social Connectedness - Commonwealth Home Support Programme and Queensland Community Care (Federal funded): Number of service users with improved social connectedness.	<b>Organisation</b> - Community & Environment - Community Services - Community Care	≥ 150	344		Clients are supported to access transport, social support groups and respite to limit social isolation. All in home services are provided by care workers, volunteers and contractors with face-to-face interactions which provides opportunity for conversation and connection.
Delivery of initiatives under the Bundaberg Jobs Commitment.	<b>Organisation</b> - Strategic Projects & Economic Development - Economic Development - Economic Development	Progress	Positive engagement initiatives were delivered.		5,504 students and over 340 industry representatives were involved in positive engagement initiatives linking them to pathways, training, employment or further education.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Funded Programs (State and Federal): Percentage of programs and services demonstrating compliance with standards and meeting funding targets.	<b>Organisation</b> - Community & Environment - Community Services - <b>Community Services</b>	≥ 98.00%	100.00%	✓	All programs and services have met compliance with standards and have met the funding targets.

### 1.2.3: Implement disaster prevention strategies and maximise community preparedness for disaster events.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community engagement activities conducted / events attended to increase community resilience to disaster events.	<b>Organisation</b> - Community & Environment - Disaster Management - <b>Disaster Management</b>	= 12	26	✓	Reduction in events undertaken compared to previous year due to Community Resilience Officer position finishing on 30 June 2024. There were 16 community engagement events conducted from July to April 2024 and ten community events conducted from March to July 2025.
Number of Local Disaster Management Group (LDMG) Meetings held.	<b>Organisation</b> - Community & Environment - Disaster Management - <b>Disaster Management</b>	= 2	2	✓	Two meetings were held this year, the first on 8 October 2024 and the second on 1 April 2025.
Review the effectiveness of the Local Disaster Management Plan annually through exercise and review by the Local Disaster Management Group (LDMG).	<b>Organisation</b> - Community & Environment - Disaster Management - <b>Disaster Management</b>	Yes	Scheduled	✓	Scheduled to review Local Disaster Management Plan (LDMP) with Community Resilience and Disaster Management Co-ordination week commencing 21 July 2025. LDMP scheduled for review and approval at the LDMG meeting scheduled for 8 September 2025. This is on track for completion within legislative timeframes.

### 1.2.4: Implementation of Cultural Strategy that celebrates and embraces our local connections to First Nation People and other cultures.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of First Nations productions or First Nations community group events	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism	> 6	7	✓	In the last 12 months we have offered two cinema screening and five live events. The

Performance Measure	Organisation Link	Target	Actual	Status	Comments
presented at the Moncrieff Entertainment Centre.	Facilities and Events - Moncrieff Entertainment Centre				events haven't attracted high numbers of attendance.
Percentage of exhibitions that feature First Nations artists.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	= 25.00%	33.00%	✓	33% of exhibitions have featured First Nations artists.





### 1.3: A creative and environmentally friendly place

#### 1.3.1: Provide facilities, spaces, services and activities that promote and support lifelong learning and community engagement within the arts and culture sector.


Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community engagement activities at libraries.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 5	9	✓	Our libraries serve as vital community hubs, offering individuals the opportunity to engage meaningfully with others and contribute to a cohesive and connected society. Through a diverse range of programs - from games to author talks - participants are encouraged to explore new interests, develop skills, foster social connections, and strengthen their sense of belonging within the community.
Number of community groups using the Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	2	—	This is lower than the same period last year. Includes community choir rehearsal for July event.
Number of patrons visiting our library branches.	<b>Organisation</b> - Community & Environment - Library Services - Library Services	≥ 35,000	47,955	✓	Bundaberg Regional Libraries are committed to providing respectful, supportive, and secure environments for all members of the community. Our facilities offer a welcoming and well-equipped setting conducive to





Performance Measure	Organisation Link	Target	Actual	Status	Comments
					education, leisure, resource access, social interaction, and active participation in community programs.
Number of patrons visiting the Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 10,000	11,562	✓	After the completion of the air conditioning refurbishment, we have returned to high numbers which is on par with the same time last year.
Number of people visiting the Galleries.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 6,000	5,129	●	This figure includes 2,271 at Bundaberg Regional Art Gallery and 2,858 at Childers Arts Space.
Number of school students engaged in gallery programs.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 1,000	1,494	✓	Key engagement with school students included workshops and tours with six schools in the region, museum kit loans and engagement with self-guided activities in exhibition spaces.
Number of visitors to Hinkler Hall of Aviation and Fairymead House.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities	> 4,500	4,241	●	This figure includes 3,459 visitors for Hinkler Hall of Aviation (HHA) and 782 visitors for Fairymead House (FMH). Visitation at FMH has decreased from previous quarter, Hinkler House was closed from Feb-May which may have affected visitation numbers at HHA as Hinkler House is part of the overall visitor experience.
Percentage of total days booked at Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	43%	■	Percentage is the same this quarter compared to same period last year.




Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of total seats booked at Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	Trend	44%		Good increase compared to same period last year.
Adoption of Bundaberg Regional Galleries - Arts and Culture Strategy 2024-2028.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	Completed	No		Arts and Cultural Strategy is to be developed in 2025/26 financial year.
Number of productions and ancillary events, programmed to attract primary and/or secondary school audiences to the Moncrieff Entertainment Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	> 6	6		This was a mix of annual events we have as well as three live theatre events for school students aged between four and ten.
Number of students visiting Hinkler Hall of Aviation and Fairymead House via school group bookings.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Tourism Facilities	> 1,000	1,372		Annual group bookings for school students exceeds target.





### 1.3.2: Provide leadership in creative innovation and opportunities for learning and community social and cultural development.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of attendees to Galleries organised Programs and Events.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	≥ 300	995		Key programs and events included: Connecting Creatives, Creative Crowd Workshop, opening events and artist market.


Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of performing arts initiatives designed to engage with our community.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Moncrieff Entertainment Centre	≥ 3	1		There was one initiative that engaged the community, this included four vocal sessions for a local choir who are performing in a July event.
Percentage of trainees and apprentices that successfully complete qualification within required timeframe.	<b>Organisation</b> - People and Performance - Organisational Development and Learning - Organisational Development and Learning	= 85.00%	88.00%		During the reporting period, 88% of trainees and apprentices successfully completed their qualifications within the required timeframe. This includes 19 completed traineeships and apprenticeships across a range of business areas.

### 1.3.3: Advocate and support heritage and culture programs, projects, plans and events, which create a positive identity for the region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Attendee satisfaction at Childers Festival from survey results.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	≥ 85.00%	88.30%		Survey results report shows an average of 88.3% customer satisfaction with the Childers Festival.
Attendee satisfaction at Milbi Festival from survey results.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	> 85.00%	83.60%		Survey results report shows an average of 83.6% customer satisfaction with the Milbi Festival. Noting this event has now ceased and will not continue in the next financial year.
Attendee satisfaction at the Taste Bundaberg Festival from survey results.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	≥ 85.00%	82.60%		Survey results report shows an average of 82.6% customer satisfaction with the Taste Festival.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Estimated number of participants at Milbi Festival.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	Trend	2,850		Total attendance of 2,850 over the ten days of the festival.
Estimated number of participants at Taste Bundaberg Festival.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	Trend	10,468		Total attendance of 10,468 over the ten days of the festival.
Estimated number of participants Childers Festival.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Events	Trend	35,000		Total attendance of 35,000 over the four days of the festival.
Number of exhibitions and travelling exhibitions undertaken in accordance with the endorsed Gallery Exhibition Program.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Galleries	= 24	24		24 exhibitions have been undertaken across both Bundaberg and Childers Gallery spaces in accordance with the endorsed Gallery Exhibition Program.

#### 1.3.4: Manage environmental health services and rehabilitate our natural resources and regional ecosystems whilst educating and engaging with the community.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of community environmental protection and management activities participated in.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - Natural Resource Management	≥ 6	2		A coordinated wild dog baiting program delivered to reduce attacks on Domestic Animals and participation in joint regional fox control program to reduce predation of marine turtles.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of public awareness, education programs and activities delivered.	<b>Organisation</b> - Community & Environment - Parks, Sport & Natural Areas - <b>Natural Resource Management</b>	≥ 6	2	✓	World Environment Day 4 June 2025 presentation and Invasive Species display Gin Gin Community Hub and participation in Wide Bay Burnett Invasive Species Advisory Committee meeting for invasive species research and control in the Wide Bay Burnett Region.
Percentage of water pollution incidents investigated and resolved by education and enforcement action.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - <b>Environmental Health Services</b>	= 100.00%	100.00%	✓	Council has investigated 46 water pollution related complaints and resolved them in the last financial year.

### 1.3.5: Review and consistently enforce local laws, environment and public health legislation to ensure they meet community standards.





Performance Measure	Organisation Link	Target	Actual	Status	Comments
Implement an automated number plate recognition system for regulated parking.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - <b>Regulatory Services</b>	Yes	Yes	✓	PARK SMART has been implemented and is operational.
Percentage of Food Hygiene Improvement Notices resolved by voluntary compliance or enforcement action.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - <b>Environmental Health Services</b>	= 100.00%	100.00%	✓	45 food businesses were issued improvement notices under the Food Act, and they were resolved.
Percentage of food premises inspected annually in line with Think Food Safe timeframes.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services	> 90.00%	81.00%	●	451 food businesses were inspected within the reporting period.





Performance Measure	Organisation Link	Target	Actual	Status	Comments
	- Environmental Health Services				
Percentage of non-compliances for declared dogs resolved by voluntary compliance or enforcement action.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - Regulatory Services	> 90.00%	100.00%	●	All non-compliances with declared dogs have been resolved.
Percentage of premises with declared dogs inspected annually to ensure compliance.	<b>Organisation</b> - Community & Environment - Health & Regulatory Services - Regulatory Services	> 90.00%	80.00%	●	There are currently 53 declared dogs within Bundaberg Region. Inspections unable to be carried out due to inability to contact owners for permission to enter premises.

## 2: Our infrastructure and development

### 2.1: Infrastructure that meets our current and future needs

#### 2.1.1: Plan and implement Council's long-term and annual capital works improvement program that reflects community needs and expectations.




Performance Measure	Organisation Link	Target	Actual	Status	Comments
Length of sewer main inspected with CCTV.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	8,080m		8,080m of sewer mains have been inspected with 76% of the CCTV budget spend. Completion of CCTV program is dependent on the availability of the contractor as part of the Wide Bay Burnett Urban Water Alliance contract and program.
Percentage of adopted Wastewater Capital Projects Program budget completed.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95.00%	98.40%		All major wastewater projects such as Moore Park Wastewater Treatment Plant (WWTP), Bargara to Rubyanna Diversion, Millbank WWTP Inlet works detailed design, etc were all completed.
Percentage of adopted Water Capital Projects Program budget completed.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 95.00%	76.40%		Most of the capital works projects were completed however water infrastructure renewal budget was more than what needed to be spent on the actual projects in 24/25. Due to an increased workload Water Services did not deliver the hydrant replacement program and the amount of renewal expenditure allowed for reactive renewals did not eventuate. To address this not to occur in 2025/26, reactive renewal budget was reduced and in future will be reviewed to include more planned renewal through the maturity of the asset class plans.
Percentage of inspected hydrants resulting in replacement - 1.5% total hydrants.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	28%		Water Services were unable to deliver the full hydrant replacement program due to an increased workload caused by the increased development in the region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of sewer main relining completed.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	Trend	100%		100% of the programmed sewer main relining completed. This has met the trend of the sewer relining program.
Percentage of adopted Footpath Capital Investment Plan budget completed.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Program Management	≥ 85.00%	92.00%		Some minor delays in starting "IRD4667.2023 - Twyford St Safety Improvements - Avoca State School" to coordinate works within the school holidays impacted the full delivery of this program.
Percentage of adopted Road Capital Investment Plan budget completed.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Program Management	≥ 85.00%	87.00%		A number of resource constraints in key staff and timeliness in approvals has impacted the delivery spend.
Percentage of adopted Stormwater Capital Investment Plan budget completed.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Program Management	≥ 85.00%	100.00%		Good project management has greatly benefited the full delivery of this program.
Percentage of Road, Stormwater and Footpath Projects grant funds expended in accordance with agreed timeframes.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Program Management	= 100.00%	88.00%		Outstanding funding claims include Flood Warning Infrastructure Network (FWIN) Projects which are now being delivered in partnership with Department of Transport and Main Roads. These include a mix of water over road signage and flood cameras at Heales Road (Splitters Creek), Monduran Road (Kolan River), Walla Road (Perry River), Farnsfield Road (Gregory River), Que Hee St (Bundaberg Creek) and Booyal Crossing Road (Burnett River) which are expected for completion by November 2025.






### 2.1.3: Manage and maintain Council owned buildings, facilities and assets that support and facilitate social connectedness and community life.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of passengers processed through Bundaberg Regional Airport terminal.	<b>Organisation</b> - Community & Environment - Bundaberg Airport - Bundaberg Airport	≥ 30,000	35,127	✓	Passenger numbers show a reduction compared to the previous year for the final time due to the loss of direct Bundaberg to Melbourne flights.
Number of visitors attending events at the Bundaberg Multiplex Sport and Convention Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	Approximately 8,004	—	Multiplex hosted 29 events that spanned over 47 days of venue hire during this quarter.
Percentage usage of halls and community facilities including Coronation Hall, School of Arts, Gin Gin RSL, St George Hall, Elliott Heads Hall and Bargara Cultural Centre.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	Average percentage of usage 13.64%	—	Coronation Hall 33.4%, School of Arts 21.58%, Gin Gin RSL Hall 5.26%, St. George Hall 0%, Elliott Heads Hall 12.87% and Bargara Cultural Centre 8.71%.
Percentage usage of the Recreational Precinct.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	5.43%	—	Calculation is derived from all available booking spaces.
Swimming pool attendance at Aquatic Pool.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	0.00	—	Pool facility has not yet opened to the public.
Swimming pool attendance at Childers Pool.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	1,256.00	—	Figure consists of 1,210 attendees and 46 spectators. Pool closed for winter Friday 31 May 2025.
Swimming pool attendance at Gin Gin Pool.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	275.00	—	Figure consists of 225 attendees and 50 spectators. Pool closed for winter Tuesday 22 April 2025.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Swimming pool attendance at Norville Pool.	<b>Organisation</b> - Community & Environment - Community Services - Venues & Facilities	Trend	3,974.00		Figure consists of 3,974 attendees and 180 spectators. Pool closed for winter Friday 31 May 2025.
Percentage of total days booked at the Multiplex Sports and Convention Centre.	<b>Organisation</b> - Community & Environment - Arts, Culture, Tourism Facilities and Events - Multiplex	Trend	53.4%		For the financial year of 2024/25 the Multiplex Sport and Convention Centre had a 53.4% booking occupancy.
Progress update of Stage 1 Redevelopment of Bundaberg ANZAC Park.	<b>Organisation</b> - Infrastructure Services - Major Projects - Major Projects	Progress	Progress of 82% complete		Project is measured at 82% complete and currently scheduled for completion by mid-October 2025 for availability for Remembrance Day Event.






## 2.2: Sustainable essential services

### 2.2.1: Connect our people, places and industries by maintaining and improving road transport, pathway and drainage networks.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Footpath Assets replaced in accordance with targets in the Long Term Asset Management Plan.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Strategic Assets	= 100.00%	105.00%		All pathway renewal programs have been completed.
Percentage of Road Assets replaced in accordance with targets in the Long Term Asset Management Plan.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Strategic Assets	= 100.00%	138.00%		All road renewal programs have been completed. Additional renewals undertaken as part of capital upgrade projects.
Percentage of Stormwater Assets replaced in accordance with targets in	<b>Organisation</b> - Infrastructure Services - Engineering Services - Strategic Assets	= 100.00%	115.00%		All stormwater renewal programs have been completed. Additional renewals

Performance Measure	Organisation Link	Target	Actual	Status	Comments
the Long Term Asset Management Plan.					undertaken as part of capital upgrade projects.

## 2.2.2: Supply potable water and wastewater services that ensure the health of our community in accordance with Council's service standards.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Asset condition assessment - 10% of hydrants inspected.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100.00%	70.20%		This quarter 18 hydrants were inspected by Water Service and none through a contractor. Water Services has identified enough hydrants for the 25/26 replacement program and in line with cost savings did not proceed to test 100% of the required KPI.
Percentage of scheduled actions achieved in window (month).	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	> 95.00%	89.00%		Increase in scheduled works not completed was contributed to by operational schedules no longer being required i.e. Monduran Water Treatment Plant (WTP), Wallaville WTP etc. Scheduling team and Treatment team looking continue to tidy up these.
Wastewater reliability: number of sewer main chokes inspected.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	= 50.00%	90.00%		29 of 31 blockages were cleared and CCTV undertaken. Creation of CCTV action not completed for all in Works Management System however pictures and comments provide the detail for the percentage
Wastewater reliability: percentage of customers who do not experience interruption.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≥ 98.00%	99.83%		42 properties experienced a service interruption from a total of 24,684 sewer connections during the fourth quarter reporting period.
Wastewater reliability: total count of sewer main breaks and chokes.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≤ 65	38		38 sewer main breaks and chokes occurred across the region during the fourth quarter reporting period. The total length of sewer main is 748.9 km.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Wastewater: number of reportable sewer reticulation incidents.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≤ 15	3	✓	A total of three reportable sewer reticulation incidents occurred in the Coastal catchment within the fourth quarter reporting period. One multiple Sewer Pump Station (SPS) wet weather overflow (affecting a total of 11 Sewer Pump Stations (SPS)) - Rubyanna Wastewater Treatment Plant (WWTP), nine SPS at Bargara WWTP, five at Thabeban WWTP and four at Millbank WWTP within the WWTPs catchment areas there were two sewer overflows at Rubyanna WWTP.
Wastewater: number of reportable wastewater treatment plant incidents.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≤ 15	8	✓	A total of eight reportable exceedances in total occurred during the fourth quarter reporting period. Three reportable exceedances occurred in the Coastal catchment (Rubyanna Wastewater Treatment Plant) (WWTP) - two Environmental Authority (EA) limit: dry weather bypass and one Environmental Authority (EA) limit: sample frequency. Five reportable exceedances occurred in the Hinterland catchment - (Gin Gin Wastewater Treatment Plant) (WWTP) - one Environmental Authority (EA) limit: Dissolved oxygen; two Environmental Authority (EA) Limit: Faecal coliforms; one Environmental release; and one Environmental Authority (EA) limit: sample frequency at Woodgate Wastewater Treatment Plant (WWTP).
Water supply quality: number of water quality complaints.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≤ 35	10	✓	Ten water quality complaints were received during the fourth quarter reporting period from a total of 34,572 water connections.
Water supply quality: total count of water quality incidents.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≤ 5	4	✓	Four water quality incidents were reported during the fourth quarter reporting period: one turbidity event at Gregory River Water Treatment Plant (WTP); two pesticide detections (Bundaberg Water Supply Area

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					(WSA) and Moore Park WSA); and one E.coli detection in Branyan Reservoir (Bundaberg WSA).
Water supply reliability: percentage of customers who do not experience a planned interruption.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	≥ 95.00%	99.62%	✓	133 water connections experienced a planned service interruption during the fourth quarter reporting period from a total of 34,572 water connections.
Water supply usage: total raw water usage versus allocation to date as a percentage.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	Trend	64.42 %	—	The Raw Water usage during the fourth quarter reporting period was 2,510ML. The year-to-date raw water usage is 10,886ML from a total combined yearly allocation of 16,899 ML surface and ground water. The raw water usage during this period is equivalent to the usage for the same period in 2022/23 and slightly higher usage than the equivalent period in 2023/24. (Note: 730 ML medium priority surface water has been auctioned/sold this financial year, removed from yearly allocation total).
Total count of wastewater odour complaints.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	< 20	11	✓	11 wastewater odour complaints were received across the region during this half yearly period. This included four wastewater odour complaints received during the quarter three period and seven wastewater odour complaints received during the quarter four period. Additionally, Council was advised of Biosolids odour complaint(s) from Parkland community - external contractor dealing directly with Department of Environment, Tourism Science and Innovation, Council attended the community meeting on 27 June 2025.

### 2.2.3: Provide safe and efficient waste services to protect our community and environment.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of people utilising Council's Waste Facilities.	<b>Organisation</b> - Community & Environment - Waste & Recycling Services - Waste & Recycling Services Operations	Trend	161,653	✓	The previous projected quarter figures were under reported, as there was an additional filter in the data that was not accounted for. The correct actual figures from 2023/24 quarter four was 170,956. The fourth quarter actuals for 2024/25 were down from last year's at a total of 161,653. This reduction is likely due to the reintroduction of green waste charges in the 2024/25 financial year, which may have pushed more customers to Green Solutions Wide Bay.
Growth in the number of households and businesses with a weekly waste and fortnightly recycling kerbside collection service.	<b>Organisation</b> - Community & Environment - Waste & Recycling Services - Waste & Recycling Services Operations	Trend	43,098	✓	This is a 1.4% growth on the previous year.

### 2.2.4: Provide effective and efficient fleet and trade services for operations and projects across Council.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Machine availability of Major Plant and Light Vehicles.	<b>Organisation</b> - Infrastructure Services - Fleet Services - Fleet Services	≥ 95.00%	97.40%	✓	Meeting expected targets.
Mean Time Between Failures (MTBF) of Major Plant and Light Vehicles (in hours).	<b>Organisation</b> - Infrastructure Services - Fleet Services - Fleet Services	≥ 123.00	325.98	✓	Meeting expected targets.
Mean Time to Repair (MTTR) Of Major Plant and Light Vehicles (in hours).	<b>Organisation</b> - Infrastructure Services - Fleet Services - Fleet Services	< 4.80	3.22	✓	Meeting expected targets.

## 2.3: Sustainable development

### 2.3.1: Develop, implement and administer strategies and plans underpinned by the principles of sustainable development.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Asset Class Plans - planned vs completed for financial year.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100.00%	100.00%	✓	Planned and completed six asset class plans for the 2024/25 financial year. All Water Services Asset Class Plans are now completed.
Local Area Plan developed for Branyan Growth Corridor.	<b>Organisation</b> - Development - Development Strategic Planning - Development Strategic Planning	= 100.00%	100.00%	✓	The Branyan local plan was completed with adoption of the Planning Scheme Policy for the Branyan Local Plan Area at Council's December Ordinary Meeting.
Local Area Plan developed for Elliott Heads Emerging Community Land.	<b>Organisation</b> - Development - Development Strategic Planning - Development Strategic Planning	= 100.00%	90.00%	✓	The Elliott Heads Local Plan is nearing completion, with the Planning Scheme Policy for the Elliott Heads Local Plan Area expected to be adopted by Council in quarter one 2025/26 financial year.
Major amendment of the Local Government Infrastructure Plan substantially commenced.	<b>Organisation</b> - Development - Development Strategic Planning - Development Strategic Planning	= 100.00%	100.00%	✓	The Local Government Infrastructure Plan Amendment has substantially commenced, receiving approval from the State Government to commence public consultation on the proposed amendment.
Major amendment of the Planning Scheme - implement Planning Scheme Review.	<b>Organisation</b> - Development - Development Strategic Planning - Development Strategic Planning	= 60.00%	10.00%	✓	Commencement of the Housing Strategy and associated Planning Scheme Amendments was delayed awaiting potential funding under the State Government's Scheme Supply Fund. Council's budget for FY2025/26 includes allocation to implement some other

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					recommendations from the Planning Scheme Review.
Network Master Plans - percentage completed.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	= 100.00%	67.00%	✓	Six Network Master Plans were programmed to be completed. Four plans are completed, Childers wastewater network master plan draft report is received for review and the Ashfield sewerage plan is 90% complete.

### 2.3.2: Provide an efficient, effective and transparent development assessment service consistent with community and statutory expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of development approvals audited for compliance.	<b>Organisation</b> - Development - Development Compliance - Development Compliance	= 6	5	●	Five audits were undertaken for the quarter.
Percentage of applications to endorse subdivision plans decided within 15 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 95.00%	96.00%	✓	96% (26 of 27) applications processed in target timeframes this quarter.
Percentage of low complexity development applications decided within 10 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 90.00%	78.00%	●	27 processed, 21 within target timeframes. 30% increase in assessments of this type for the quarter. Review of those applications not meeting timeframes found that delay was frequently due to officers delivering improved outcome for applicant.
Percentage of pre-lodgement meeting outcomes issued within 10 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 90.00%	81.00%	●	64 issued, 52 met target timeframes. Significant increase in volume of meetings (up from 33 in quarter three to 64 in quarter four). Process changes implemented to assist with additional resourcing.



Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of total code assessable development applications decided within 25 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 80.00%	82.00%	✓	61 applications processed with 50 meeting target timeframes. Note 25% increase in applications processed for quarter.
Percentage of total impact assessable development applications decided within 35 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 60.00%	100.00%	✓	Six out of six applications processed, met target timeframes this quarter.
Percentage of total referral agency assessments decided within 10 days or less.	<b>Organisation</b> - Development - Development Assessment - Development Assessment	≥ 95.00%	96.00%	✓	Total of 114 processed with 109 in target timeframes.

### 2.3.3: Review and consistently enforce the planning scheme to ensure sustainable environmental practices.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of development and building related complaints investigated.	<b>Organisation</b> - Development - Development Compliance - Development Compliance	Trend	60	■	60 new compliance registers were opened for the quarter.





## 3: Our organisational services

### 3.1: A sustainable financial position


#### 3.1.1: Develop and maintain a Long-term Financial Plan and fiscal principles for sustainable financial management.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Business Unit Recurrent expenditure is within the budget parameters.	<b>Organisation</b> - Financial Services - Accounting Services - Strategic Accounting	< 2.50%	0.00%	✓	Overall, expenditure variance is within the budget parameter at 0%. At a fund level, business units within target include Water 0% and Wastewater 0%, and Waste with a variance of 2%.
Percentage of creditors paid within agreed terms.	<b>Organisation</b> - Financial Services - Accounting Services - Accounts Payable	≥ 95.00%	97.00%	✓	Target met and consistent with previous periods.
Weighted average of investment returns above the official cash rate.	<b>Organisation</b> - Financial Services - Accounting Services - Statutory Accounting	> 0.65	0.65	✓	The cash rate fell by another 25 basis points this quarter bringing the cash rate to 3.85%. Banks pre-empted this reduction and term deposit rates began to soften early. In comparison, the Queensland Treasury Corporation's Capital Guaranteed Cash Fund interest rate remained competitive, which brought this quarter's result within target range.
Percentage of outstanding rates.	<b>Organisation</b> - Financial Services - Revenue Services - Revenue Services	< 3.50%	1.48%	✓	Target met.
Number of audit issues raised in audit report	<b>Organisation</b> - Financial Services - Accounting Services - Statutory Accounting	≤ 2	2	✓	Audit issues are related to the 2023/24 audit report. Issues raised have been resolved.

### 3.1.2: Review, monitor and evaluate asset management.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Asset equipment register validation - percentage of facilities updated.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	= 100.00%	86.40%		Data collection for Rubyanna and Thabeban Wastewater Treatment Plants are yet to be done and are programmed in the 2025/26 year.
Ratio of weekly reactive verse planned maintenance. (30% reactive, 70% planned).	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Operations	= 0.70	0.72		Varying across the quarter, however average of 72% planned works undertaken over 28% reactive works.
Annual review of Asset Management Plans.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Strategic Assets	= 100%	80%		The Transport and Stormwater Management Plans are complete. The Water and Wastewater Asset Class Plans are complete. The Buildings and Structures Asset Management Plan is incomplete.
Improve asset management and maintenance processes within Council through the continued implementation of an asset management and maintenance system, also informing long-term asset management plans.	<b>Organisation</b> - Corporate Services - Information Services - Information Services	Building and Park asset maintenance records captured in Assetic Cloud application and MyPredictor application piloted for long-term financial modelling.	In progress.		Maintenance activities for building assets now captured in Assetic Cloud, with configuration in progress for park assets. Work is progressing for using MyPredictor for long term financial modelling.

### 3.1.3: Develop strong networks with local, state and national stakeholders.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Accounts Payable supplier spend (excluding Corporate Purchase Cards) with local business category A, B and C, as defined in the Procurement and Contract Manual.	<b>Organisation</b> - Corporate Services - Strategic Procurement & Supply - Strategic Procurement & Supply	≥ 50%	54%		There has been an increase in the percentage spent in the local community prior to end of financial year. Projects such as Anzac Park Redevelopment, Hughes/Blain Rd Roundabout, Design and Construction on Moore Park Community Buildings and Bargara Wastewater Treatment Plant Odour Control Facility have been a contribution to the local community. Significant projects such the Aquatic Centre Construction, Anzac Park Redevelopment

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					Landscaping and Moore Park Community Landscaping were awarded to large contractors outside the region. These contractors would still utilise local suppliers and contractors injecting money into the local community.

### 3.1.4: Annual review of services ensuring sustainable assets and service delivery.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Annual and long-term budget forecast appropriately considers need for services and levels of service.	<b>Organisation</b> - Financial Services - Accounting Services - Strategic Accounting	Yes	Yes	✓	Annual and long-term budget forecast appropriately considers need for services and levels of service.

## 3.2: Responsible governance with a customer-driven focus

### 3.2.1: Ensure our workforce is suitable, trained and supported to competently manage themselves and their work.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Average number of business days to complete recruitment process (approval to offer of employment).	<b>Organisation</b> - People and Performance - Human Resources Operations - Human Resource Operations	≤ 30	33	●	The average time to complete recruitment processes is slightly higher than average for this quarter, however is expected to be on track for the next reporting period.
Frequency rate of Lost Time Injury (LTI) equal to or below Scheme Rate.	<b>Organisation</b> - People and Performance - Work, Health & Safety - Work, Health & Safety	≤ 9.12	19.50	●	The Lost Time Injury (LTI) frequency rate is above the Scheme Rate for this period. This is consistent with an upward trend observed across a number of councils within the scheme. While the frequency of LTIs remains a focus area, there are encouraging signs in relation to reduced duration of injuries, indicating positive progress in early intervention and return-to-work support.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Maintain duration of workers compensation claims below Scheme Rate.	<b>Organisation</b> - People and Performance - Work, Health & Safety - Work, Health & Safety	≤ 19.00	14.97	✓	The duration of workers compensation claims remained within target for this quarter, reflecting effective early intervention, injury management, and return-to-work practices. Continued focus on timely support and proactive case management is contributing to positive outcomes for both employees and the organisation.
Percentage of employees who completed mandatory training requirements within the reporting period.	<b>Organisation</b> - People and Performance - Organisational Development and Learning - Organisational Development and Learning	= 90.00%	87.00%	●	In this quarter, the mandatory training completion rate was 87%. Completion rates were impacted by operational demands and the timing of training expiry dates for some high-volume courses. Follow-up is underway with relevant areas to support outstanding completions and maintain compliance moving into the new financial year.
Percentage of internal employee grievances and disputes managed within timeframes specified in Certified Agreement.	<b>Organisation</b> - People and Performance - Human Resources Operations - Human Resource Operations	> 95.00%	95.00%	✓	Internal employee grievances and disputes have been managed within timeframes specified in Certified Agreement.
Percentage of required quarterly milestones achieved in the Diversity and Inclusion Action Plan.	<b>Organisation</b> - People and Performance - Human Resources Operations - Human Resource Operations	= 100.00%	30.30%	●	The Diversity and Inclusion Action Plan is currently being reviewed and updated; this has attributed to no further activities being undertaken. The updated plan is expected to be completed and adopted within the next 12 months.
Percentage of targeted employees actively participating in Health Monitoring program and activities.	<b>Organisation</b> - People and Performance - Work, Health & Safety - Work, Health & Safety	≥ 90.00%	80.50%	●	During this quarter, 80.5% of targeted employees participated in the Health Monitoring program, including vaccinations and other scheduled activities. The slight drop in participation is primarily attributed to limited appointment availability during the reporting period. With the health monitoring provider now operating from a local office in

Performance Measure	Organisation Link	Target	Actual	Status	Comments
					Bundaberg, appointments have been scheduled to address current gaps, with participation expected to return to target early in the new financial year.







### 3.2.2: Provide friendly and responsive customer service, in keeping with Council values and community expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of call centre enquiries answered in accordance with Customer Service Charter.	<b>Organisation</b> - Financial Services - Customer Service - Customer Service	> 90.00%	96.00%	✓	By managing 19,482 inbound calls this quarter, the call centre met its service level objectives.
Percentage of customer requests processed/investigated within timeframes.	<b>Organisation</b> - Development - Development Administration - Development Administration	≥ 90.00%	98.00%	✓	1,617 CRMs actioned within set timeframes out of a total of 1,740 received for the quarter.
Percentage of new water and wastewater connections installed within 25 days.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Planning & Delivery	≥ 95.00%	98.96%	✓	On track. Only one of the 84 connection applications processed over this quarter took two days over the required 25 days.
Percentage of planning and building searches issued within statutory and corporate timelines.	<b>Organisation</b> - Development - Development Administration - Development Administration	≥ 95.00%	89.00%	●	This quarter 206 building searches were issued, with 183 meeting targets. Currently cross training new staff.
Percentage of plumbing approvals decided within 10 days.	<b>Organisation</b> - Infrastructure Services - Water Services - Water Services Plumbing Compliance	≥ 95.00%	98.00%	✓	263 processed with 257 meeting target.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Percentage of Road, Drainage and Footpath Customer Requests determined and responded to within allocated time periods.	<b>Organisation</b> - Infrastructure Services - Engineering Services - Corridor Management	≥ 80.00%	82.91%	✓	There were 1,252 customer requests processed by the Corridor Management team, of which 1,038 were actioned and closed. The average completion timeframe was 10.5 days. The majority of these continue to be assessment for National Heavy Vehicle Regulator permit approvals, followed by enquiries relating to road pavement issues, driveway enquiries and stormwater drainage matters.
Employee satisfaction and morale maintained at required level or above.	<b>Organisation</b> - People and Performance - Organisational Development and Learning - Organisational Development and Learning	Trend	Remained stable.	—	Employee satisfaction and morale have remained stable over the reporting period. The 2024 Employee Engagement Survey provided valuable insight into areas of strength and opportunities for improvement. In response, the organisation has focused on embedding the new vision and values framework - The Way We Work - as a foundation for building a more connected, inclusive, and values-driven culture. This work will continue to shape improvement efforts into the next reporting period.

### 3.2.3: Administer statutory compliant governance operations incorporating insurance; risk management; property management and Council policies and procedures.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Administrative Action Complaints finalised within the quarter.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	77	—	76 Administrative Action Complaints (AACs) were received this quarter, with four matters ongoing. 77 AACs were finalised including matters received in previous quarters.
Number of incident investigations managed within acceptable and appropriate timeframes.	<b>Organisation</b> - People and Performance - Work, Health & Safety - Work, Health & Safety	= 100.00%	100.00%	✓	All incident investigations for the quarter were managed within required timeframes. This continues to reflect strong oversight of investigation processes and timely coordination between safety staff, leaders, and relevant business areas.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Right to Information and Information Privacy application decisions made.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	5		Seven Right to Information (RTI) applications and no Information Privacy (IP) applications were received this quarter, of which four were compliant. Five RTI decisions for compliant applications were made this quarter including three that were carried over from last quarter. One application was withdrawn. There are five RTI applications and no IP application that are still awaiting decision, including two non-compliant applications, as of the end of quarter four.
Percentage of appropriate and current contractual arrangements in place for Council owned and/or managed property.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	≥ 80.00%	92.00%		On track.
Comprehensive review of Council's suite of Local Laws and Subordinate Local Laws.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	Yes	No		The Local Law review process is underway and is expected to be completed during the 2025/26 financial year.
Comprehensive review of Council's Strategic Risk Register with Council's Insurer, Councillors and Executive Leadership.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	Yes	Yes		A comprehensive review of Council's Strategic Risk Register has been completed with the assistance of Council's outsourced supplier.
Number of Right to Information and Information Privacy external reviews initiated by applicant.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	Trend	1		There was one Right to Information application and no Information Privacy applications that had external reviews initiated by the applicant this year.
Strategic and Operational risks are reviewed quarterly by risk owners and reported to the Audit and Risk Committee.	<b>Organisation</b> - Corporate Services - Governance & Legal Services - Governance & Legal Services	= 100.00%	50.00%		During the 2024/25 financial year, two operational risk reviews were conducted. Given the changes to the organisational structure a recalibration exercise was required of operational risk owners and the risks themselves. This has now been



Performance Measure	Organisation Link	Target	Actual	Status	Comments
					completed. A comprehensive review of the Strategic Risk register has been completed.

### 3.2.4: Exercise whole-of- Council adherence to, and compliance with, Council's policies and procedures, in keeping with our corporate values and community's expectations.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Audits are progressing for completion in line with the Quality and Internal Audit Plan.	<b>Organisation</b> - Corporate Services - Audit Services - <a href="#">Audit Services</a>	Yes	Yes	✓	Operational and Prioritisation Process review fieldwork has been completed. Follow up on audit actions completed. In-line with 2025 Audit Program Plan.

## 3.3: Open communication

### 3.3.1: Keep our community and workforce informed and up-to-date in matters of agency and community interest.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Council stories published on Bundaberg Now and across digital platforms.	<b>Organisation</b> - Communications & Marketing - Communications & Marketing - <a href="#">Communications &amp; Marketing</a>	≥ 95	95	✓	Story count meets the target for the quarter.

### 3.3.2: Proactively support and encourage community engagement and collaboration.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Number of Community Engagement Strategies created for Council projects.	<b>Organisation</b> - Strategic Projects & Economic Development - Strategic Projects - <a href="#">Strategic Projects</a>	Trend	26	■	There were 26 Community Engagement Strategies created for Council projects in financial year 2024/25.

3.3.3: Develop consistent messaging and professional communications that establish a positive profile and identity for Council and our region.

Performance Measure	Organisation Link	Target	Actual	Status	Comments
Corporate e-newsletter open rate, measured against industry standard.	<b>Organisation</b> <ul style="list-style-type: none"><li>- Communications &amp; Marketing</li><li>- Communications &amp; Marketing</li><li>- Communications &amp; Marketing</li></ul>	≥ 37.38%	42.76%	✓	Above the target for the quarter.