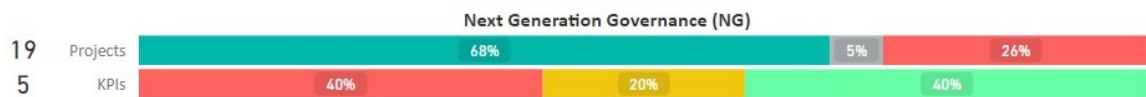
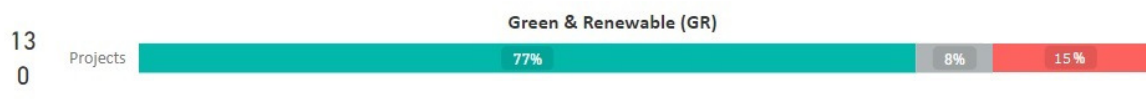
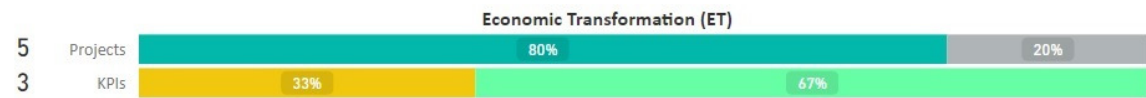
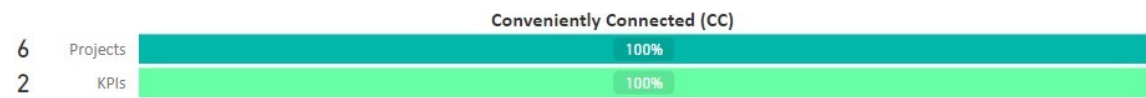
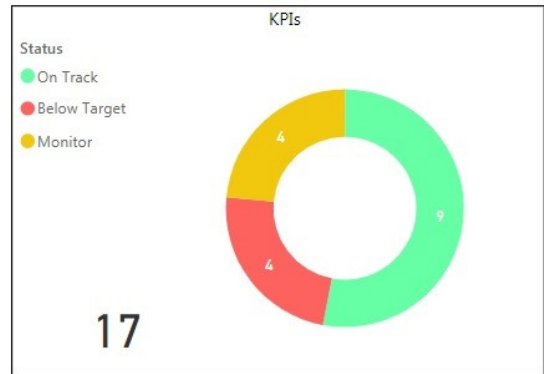
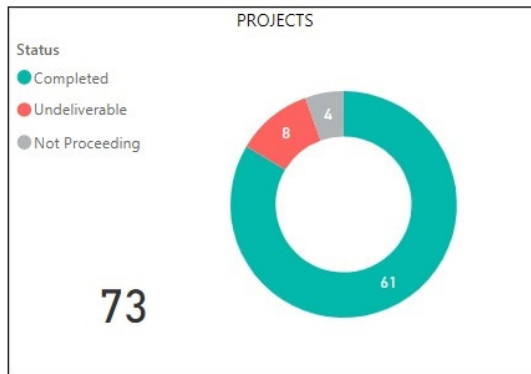




**Operational Plan 2019/2020**  
**Quarter 4 Report**  
(April - June)

Quarter

4





## Quality Lifestyles (QL)

### QL1 - Residents are active and healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.1	Community Needs Planning	Deliver an annual action plan to prioritise and resource the implementation of the new Community Infrastructure Strategy (CIS).	June 2020	1	1	Completed

Interpretation & Response:

#### Quarter 4 update

In June 2019, Council adopted the Community Infrastructure Strategy 2019-2041 (CIS). The CIS guides community infrastructure provision in the City of Logan over the next 20 years. Based on a comprehensive, evidence-based needs analysis, the CIS includes a detailed network plan which outlines 77 community infrastructure recommendations, ranging from preliminary investigations and planning studies, to upgrades of existing facilities or development of new community infrastructure. To prioritise the projects to focus on over the next 12 months, the Annual Action Plan has been completed and identifies 14 priority projects for financial year 2020/2021.

#### About

The CIS Annual Action Plan identifies the priority actions that will be undertaken that financial year to implement the CIS. This Annual Action Plan 2020-2021 (the action plan) identifies the priority actions that Council will focus on during next financial year. It has been prepared to ensure Council has a practical, short-term action plan that is aligned to Council's annual budget and operational plans. The action plan will be used to guide Council's work in community infrastructure planning and delivery, and to monitor and evaluate progress against the actions. It is intended to be a working document and updated regularly as actions are progressed. At the end of each financial year, Council will report our progress on the action plan.

#### Actions

The Annual Action Plan has been completed with a collaborative approach with different Branches across the organisation through a Community Infrastructure Working Group meeting monthly. These include representatives from the Community Services Branch; Sport Leisure & Facilities Branch; Libraries & Creative Industries Branch; Finance Branch; Development Assessment Branch; and Economic Development & Strategy Branch. Project Prioritisation Criteria was also established through a matrix evaluation with the working group.

In prioritising infrastructure items for the action plan, there were competing interests amongst different branches and all projects had to be treated equally. The prioritisation matrix was created as a means to provide fair, objective analysis of each project based on weighted scoring. At least 3 people from the working group were required to work collaboratively and agree on the scoring based on criteria around community need and benefit; economic sustainability, efficiency and value for money; strategic alignment; and community commitment.

#### Outcome

The Annual Action Plan will be implemented for financial year 2020/2021 with a focus on 14 priority projects that will directly serve the community in relation to investigating and delivering community hubs, community spaces, upgrades of existing facilities, and consolidating the infrastructure network.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.2	Community Needs Planning	Develop a ten year capital program for community facilities prioritising items identified in the new Community Infrastructure Strategy (CIS) to meet the needs of the community.	June 2020	1	1	Completed

Interpretation & Response:

#### Quarter 4 update

A draft ten year capital program for community facilities and associated land has been completed to help assist Council with financial modelling/forecasting, advocacy and infrastructure implementation planning.

#### About

The purpose of this project was to develop a 10-year capital works program to inform future priorities and the schedule of works (SoW) for the land for community facilities (LFCF) network of the local government infrastructure plan (LGIP). This project involved developing a clear understanding of timing for land acquisition and delivery of community facilities based on planned infrastructure in the *Community Infrastructure Strategy 2019-2041* (CIS). Timing for the delivery of facilities are impacted by population growth rates, existing or projected development pressures or demand, and timing of all processes required for delivery of infrastructure. A 10 year plan allows Council to be better informed on financial planning and advocacy actions, and clearly enables an understanding of the required preparation time for the design and delivery implementation of needed community facilities for the City.

#### Actions

Engagement was undertaken with internal stakeholders across the organisation, having close alignment with our asset owners. A methodology was developed and tested to develop a schedule of works. The schedule of works was subsequently supported by the Community Infrastructure Working Group within the organisation, for the purposes of informing future directions.

The key challenge of the 10 year capital works plan was balancing community need vs financial affordability. With some projects, unaffordability was apparent and will require reliance on alternative revenue streams or grant funding. In other instances, unexpected items of community infrastructure could emerge due to matters outside of Council control. Therefore, the 10 year capital works plan can only be used as an informative tool to help plan or unlock other means of funding. To overcome this challenge, the Community Infrastructure Working Group agreed to take a different approach on how Council should allocate capital



funding to community infrastructure. Instead of the plan being project specific, the plan should consider a nominal annual budget that can be spent or accumulated across following years to allow flexibility of infrastructure delivery based on identified needs. As its evolution, this will be a new project to consider in the upcoming financial year 2020/21.

#### Outcome

A draft 10 year capital works plan for community infrastructure has been completed, to help inform financial modelling and forecasting, advocacy around funding opportunities and general planning for facility construction and implementation. It allows Council to be realistic and transparent on the cost and priorities of community infrastructure, enabling Council to better plan for the delivery of needed facilities across the City.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.3	Capital Delivery	Deliver construction works of the new PCYC at Cronulla Park to increase participation in physical activity.	June 2020	2	2	Completed

Interpretation & Response:

#### Quarter 4 update

Construction has started on this project as planned. It is due for completion in April 2021. No major issues have occurred since construction started and it is on schedule and budget.

#### About

The Cronulla Park PCYC is an exciting project involving LCC, State Government and PCYC. The design and delivery is being project managed by LCC. The project seeks to build safer and healthier communities through youth development.

When completed, services delivered will include;

- a broad range of youth-focussed activities and programs
- outside school hours care
- gym and fitness
- boxing and gymnastics.

#### Actions

The design of this building was quite complex in order to accommodate a wide variety of uses and the large open spans and ceiling heights required for the gymnastics halls while also keeping the project within budget.

The project is located on an old landfill site and located on the corner of two major roads. This provided many engineering challenges that were overcome during the design of the building. These included:

- Significant site investigations occurred along with remediation of parts of the landfill to allow the PCYC building to be built. In order to minimise the impact of the site contamination the land parcel was subdivided. The design of the building also incorporated gas mitigation features due to the adjoining land fill.
- The design also had to accommodate requirements for future intersection works and road upgrades on the two adjoining major roads.

#### Outcome

The design has been completed and construction has commenced with an expected completion in April 2021.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.4	Capital Delivery	Commence construction of the Usher Park Rugby League Facility to increase participation in physical activity.	June 2020	3	3	Completed

**Interpretation & Response:**

Quarter 4 update

Construction on this project has commenced as planned and is nearing completion. The project is scheduled for handover in July 2020.

**About**

The project involved the demolition of the existing Slacks Creek Rugby League clubhouse located at Usher Park, Daisy Hill. This was to construct a new, compliant facility that meets the NRL Guidelines for a local facility. The existing clubhouse was first identified as having compliance issues in 2014. Further audits and building investigations demonstrated that demolition and rebuild of the clubhouse would be more cost effective than refurbishing the existing building.

When completed the new facility will:

- Enable the club to grow their current membership levels;
- Allow the Slacks Creek Rugby League club to operate within the South Brisbane Zone 4 Competition guidelines;
- Increase the Club's ability to attract carnivals, increasing their ability to fund raise;
- Give the Club sense of pride again with new facilities.

**Actions**

Delivery of this project was challenging, as the club, State representatives and NRL representatives wanted to investigate delivery of the building using modular construction, based on a clubhouse design prepared by Ausco as part of the Grant application process. Additional time was therefore required for the procurement of a suitable contractor.

As at the time, there were no panel arrangements for modular construction. This condition required that the project be advertised via public tender. To ensure fairness and transparency in the decision-making process, a concept design and specification was developed for the building, that formed the basis of the public tender. The public tender was invited as a Design and Construct Contract, open to conventional and modular construction companies.

On completion of the tender process, no modular builders submitted tenders and a conventional construction contractor was awarded the project.

The successful contractor was appointed in December 2019, completed the design and commenced construction in February 2020.

**Outcome**

The design has been completed and the construction is nearing completion with an expected handover July 2020.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.5	Capital Delivery	Complete construction of the Underwood Park Multi Sport Development to increase participation in physical activity.	June 2020	2	1	Undeliverable

Interpretation & Response:

**Quarter 4 Update**

Construction has progressed on this project with the completion of all building modules being completed within the factory. Changes to scope and receipt of additional funding has resulted in the time frame for completion being extended until end of August 2020. Separable portion 1 involving netball clubhouse and amenities, netball courts, BMX clubhouse, café and public toilets have been handed over to Council.

**About**

The Underwood Park Multisport Development is being delivered by the Queensland Government in partnership with Logan City Council and represents an investment of \$12.2million of community facilities including:

- Netball clubhouse and amenities
- 10 additional netball courts
- BMX Clubhouse
- Football clubhouse and amenities
- Meals on Wheels Kitchen
- Community space
- Mountain bike Storage facility
- Café and public toilets

**Actions**

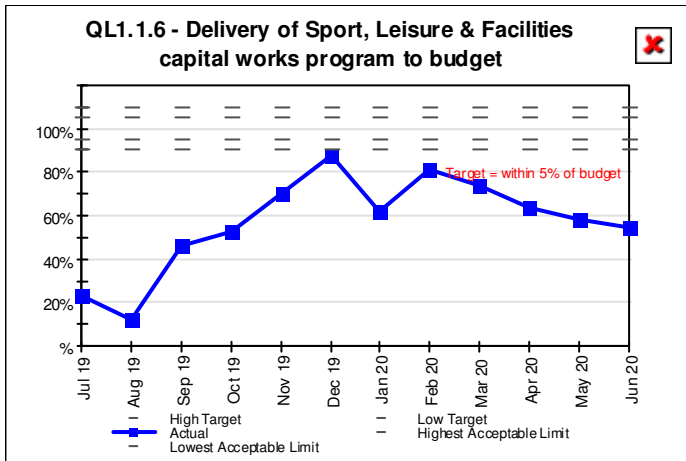
A modular construction methodology was selected with the objective of maximising value for money and to enable the development to be progressed during the off season of each sport. Project Management is being undertaken by State Government (QBuild)

**Outcome**

Separable portion 1 of the contract was handed over on 19 June 2020 with separable portion 2 due to be handed over by the end of August 2020.

It is recommended that this project be included in the next financial year's Operational Plan with a target date of September 2020, to track completion of the final stages of this project.

Note: A status of Undeliverable means that the project will not be delivered this financial year.



**Interpretation & Response:**

The measure is lower for several reasons. Part of it is related to the estimated expenditure not having been updated for some time and the other is the delays in three major projects:

- Underwood Park is behind.
- The Cronulla Park project was also delayed due to TMR land resumption that occurred after we had awarded the contract.
- Kingston Butter Factory

Those 3 projects have a combined construction budget of more than \$30M which then has a major impact on the expenditure. Apart from the delays all projects are going well.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.7	Delivering Service Excellence and Business Efficiency	Identify and acquire suitable land in south-west Logan to establish a satellite City Standards & Animal Care facility with other co-located depot facilities in the City of Logan.	June 2020	0	0	Not Proceeding

**Interpretation & Response:**

A decision was made by Council in the first quarter to remove this project from the Operational Plan as it is being managed within the scope of the Strategic Accommodation Review project.

A decision was made by the Executive Leadership Team (ELT) to move this project into the scope of a strategic review of accommodation arrangements for Council staff. The Strategic Accommodation Review is a project being managed internally at Council.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.1.8	Capital Delivery	Complete construction of the redevelopment of the Kingston Butter Factory to increase access to business and entertainment opportunities.	June 2020	2	2	Completed

Interpretation & Response:

**Quarter 4 Update**

The project has commenced construction and is currently on schedule and budget. It is due for completion in early 2021. The scope and description of this project was amended in Quarter 1 by Council decision. Completed milestones for the revised scope of this project for this financial year, and their status are:

- Issue RFQ for construction contract (Complete)
- Commence construction (Complete)

**About**

This large iconic Kingston Butter Factory site is being transformed into the city's premier entertainment and visual arts precinct.

Upon completion this precinct will feature:

- An outdoor stage with a 5000 people capacity
- An indoor theatre space
- A living museum
- A heritage centre
- A refurbished cottage serving food and drinks; and
- Extensive parklands

There are also major civil works as part of the project including:

- A new access road and bridge
- New car parking

**Actions**

The design of the site was challenging as it is flood affected. The bridge was designed such that it didn't have an adverse impact on the local creek flooding and this was verified via flood modelling.

The new theatre and living museum are located inside an old building (the Kingston Butter Factory) which created many challenges especially as the required head heights have certainly increased since the two storey building was originally built.

The inside of the building required extensive demolition and removal of asbestos which was carried out as part of an early works package.

**Outcome**

The construction of the project has commenced and is due to be completed in early 2021 ready for operation by Easter.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.1	Community Learning and Support	Deliver early years services and the 'First Five Forever' initiative to support early years and literacy-based development for Logan families with children under five.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 update:**

Over the fourth quarter First Five Forever has completed the following action in support of the quarter four milestone:

- Development and implementation of a revised service model for First Five Forever that supports delivery of early years learning in a COVID-19 environment. This includes delivery of online First Five Forever sessions and virtual story times, remote support of families and distribution of resources.
- Reporting to State Library of Queensland and Council on the delivery of the First Five Forever program.
- Planning for the ongoing delivery of early years programming and community support in a post-COVID-19 environment.

**About**

First Five Forever aims to support the learning outcomes for all Logan children aged 0-5 years old by providing programs that offer talking, reading, singing, playing, dancing, and moving.

First Five Forever also support parents and carers to be confident as their child's first and most important educator. This program provides parents with access to resources they need through public libraries and the First Five Forever website.

**Outcomes**

Throughout the 2019/20 financial year, the First Five Forever program identified the following outcomes as programming priorities:

- Delivery of in-library and community outreach programs that support the early years learning development of children under five years old
- Delivery of the First Five Forever Community Literacy Champions Grant through the Logan's Little Learning Legends Campaign
- Delivery of the Logan's Little Learning STARS grant
- Collaboration with community organisations that support families with children under five years old
- Delivery of early years learning resources that support families with children under five years old

**Actions**

During the 2019/20 financial year the following actions were delivered in support of the First Five Forever program:

- Delivery of 2,140 programs to 49,750 participants.
- Acquisition of new play-based resources to support the delivery of early years programming at all libraries
- Implementation of the First Five Forever Community Literacy Champions Grant through the Logan's Little Learning Legends Campaign through collaboration with Early Childhood Education and Care Services based in Logan
- Development of the *Welcome Jarjums to Country* initiative
- Development of a First Five Forever Online Resilience Webinar Program to assist in the support of the emotional and mental health needs of families





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.3.2	Community Learning and Support	Implement the Libraries Learning and Discovery Strategy to provide community learning, experience, innovation and creativity.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 update:**

Over the fourth quarter Libraries have completed the following actions in support of the quarter four milestones for the Libraries Learning and Discovery Strategy:

- Development and implementation of a new service delivery model for library programming as a result of the COVID-19 pandemic.
- Planning for the delivery of library programming in a post-COVID-19 environment. This includes developing a program plan that leverages from the success of the Library Services' delivery of live streaming events and on-demand programs by integrating a service model that will deliver in-library and online library programming.
- Identification of the key outcome priorities for 2020/21. Outcome priorities will focus on the capacity of the Library Service to support the COVID recovery strategy for Logan. Deliverables will look at supporting the Strategy's Economic opportunity and Nurturing learning and well-being outcomes.

**About:**

The Libraries Learning and Discovery Strategy informs the programming deliverables of the Libraries and Creative Industries' Business Plan. This strategy provides the framework to allow library staff to be guided in the development, implementation and evaluation of purposeful and engaging library programming and community engagement.

**Outcomes and actions**

Throughout the 2019/20 financial year, the Libraries Learning and Discovery Strategy identified the following outcomes as programming priorities:

- Access and inclusion
- Economic opportunity
- Sustainability

During the 2019/20 financial year the following actions were delivered in support of the Strategy's programming priorities:

- Refreshing of the Library's Accessibility Centre through a State Library of Queensland Strategic Priority Grant.
- Delivery of the *Our words our stories* project to record and tell the language stories of Aboriginal and Torres Strait Islander people who live, work or perform in Logan City.
- Development and delivery of library programs that support job seekers, financial literacy, workforce participation.
- Implementation of programs that support small business, including skills development for home-based micro-enterprises.
- Delivery of skills-based programs that support essential business skills including marketing, use of social media, taxation and web design.
- Ongoing delivery of workshops that support the community's understanding of sustainability.
- Implementation of sustainable practices to ensure best practices are in place for efficient use of library resources in support of the delivery of the Strategy's outcomes.
- Developing and implementing library services that can support people at home through online literacy help for adults, home learning and reading support for school-aged children and online First Five Forever services for children under five.
- Ongoing development and delivery of virtual library programming including on-demand events, live streaming of adult and children's programming.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.1	Community Development Programs	Deliver the KRANK school holiday program to provide opportunities for school age young people to participate in affordable, healthy activities that connect them with each other and their community.	June 2020	2	2	Completed

Interpretation & Response:

**Quarter 4 update**

The KRANK school holiday program was scheduled to run from 4 to 19 April 2020. However, due to the COVID-19 health pandemic, 97 activities during this school holiday period were cancelled effective 24 March 2020.

Due to the COVID-19 health pandemic, the decision was made to bring the KRANK school holiday program for Saturday 27 June to Sunday 12 July 2020 online. Bookings for this new online program opened on 1 June 2020. The program featured 18 free and low-cost activities accompanied by the delivery of an instructional tip-sheet and "activity pack". 800 of these "activity packs" were delivered to Logan addresses, with most activities booking out within a week.

**About**

The KRANK school holiday program provides a variety of free and low-cost activities for two weeks during each school holiday period for residents in the City of Logan aged five to 17 years. The purpose of this program is to provide opportunities for school age young people to participate in affordable, healthy and fun activities that connect them with each other and their community.

**Actions and outcomes**

During the 2019/2020 financial year, 296 activities were delivered to 5,516 young people. Participant numbers have been significantly affected by the cancellation of 97 activities scheduled for the April 2020 program due to the COVID-19 health pandemic.

During the September 2019 school holidays, KRANK's first-ever 'Colour Blast Fun Run' was held on the grounds of Griffith University in Meadowbrook, in response to community feedback and aimed at promoting physical activity. The event was a success with 340 young people aged five to 17 years participating on the day, along with parents and carers.

A KRANK colouring-in competition featuring the program's mascot, 'KRANKenstein' closed on 31 May 2020 and received 220 entries. The prize winner was notified on 23 June 2020. The purpose of this colouring-in competition was to raise awareness of the program among young people in Logan, particularly those who had not attended previously.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.2	Community Development Programs	Deliver the Live Well Logan program to provide opportunities for residents to participate in affordable and accessible physical activities and health and wellbeing programs.	June 2020	2	2	Completed

**Interpretation & Response:**

**Quarter 4 update**

The Live Well Logan program was scheduled to run weekly activities from 1 July 2019 to 30 June 2020. However, due to the COVID-19 health pandemic, all activities were cancelled effective 24 March 2020 through to the end of the financial year. This meant that no activities or participants were recorded for the April-June 2020 quarter.

In the 2019/2020 financial year, more than 5,201 people attended 118 Live Well Logan activities. Participant numbers have been significantly affected by the cancellation of the program due to the COVID-19 health pandemic.

**About**

The Live Well Logan program provides a variety of free and low cost active and healthy activities to improve the health and wellbeing of Logan residents. The activities delivered in the program fall into six categories:

- Children's activities
- Cooking and nutrition classes
- Fitness and sports
- Gardening
- Gentle movement classes
- Well-being classes

**Actions**

The Live Well Logan program deliverables were impacted with the onset of the COVID-19 health pandemic. All activities were cancelled effective 24 March. In response to this, an 'Active and Healthy at Home' webpage was created on Council's website with a range of activities with external third-party links being shared and continually updated. All Live Well Logan providers who had been previously scheduled up until 30 June were encouraged to move their activities online, where possible, however many providers struggled to provide high-quality online content as an alternative.

Further feedback through community engagement from participants and service providers has also identified the need for a streamlined online booking system. This is currently being investigated.

Moving forward, the program's success is likely to be inhibited by COVID-19 restrictions as providers may struggle to meet COVID-19 guidelines as requested by governmental health authorities.

**Outcome**

In the 2019/2020 financial year, more than 5,201 people attended 118 Live Well Logan activities. Participant numbers have been significantly affected by the cancellation of the program due to the COVID-19 health pandemic.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.4.3	Active Community Planning	Implement the Active Logan Strategy 2016-2028 to increase participation in physical activity.	June 2020	1	1	Completed

**Interpretation & Response:**

An update on the successful implementation of the Active Logan Strategy - Implementation Plan 2016-2020 was received by Council at its meeting of 29/10/2019, Minute No 178/2019. Council is currently undertaking the preparation of its Active Logan Strategy - Implementation Plan 2020-2024.

Project complete.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.1	Delivering Service Excellence	Implement a marketing campaign promoting pool safety across the City of Logan to help maintain healthy and safe places and spaces for residents, businesses and visitors.	June 2020	1	1	Completed

**Interpretation & Response:**

The marketing campaign has now finished. Letters have been sent to residents that may have non compliant pools and officers are following up when residents haven't replied.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.2	Animal Public Safety & Nuisance Response	Deliver actions from the City of Logan Animal Care Strategy 2018 - 2022 including: - Expansion of the animal rehoming and sales programs - New services to assist reuniting animals with their owners - A responsible cat ownership education program.	June 2020	1	1	Completed

**Interpretation & Response:**

This year we finalised our new animal keeping laws for cats and dogs.

The proposed laws were shaped after an eight-month review.

The review is an action of the City of Logan Animal Care Strategy 2018-2022.

The review included more than 3,000 responses from Logan residents as part of a robust community engagement process - a record level of feedback for a Council initiative.

The new cat and dog keeping laws commenced upon gazettal by the State Government in February 2020.

Key elements of the new laws are:

- Greater ability for all Logan residents to own a pet. One dog or two cats can be kept on smaller properties (350M or less). You may be able to keep more with an Animal Keeping Approval.
- Existing animal keeping approvals (that were issued under the current and preceding Local Laws) will remain in effect as long as ongoing compliance continues to be met.
- Owners of dogs identified as being a 'barking' nuisance may be subject to a Barking Management Plan which includes dog training by an accredited organisation.
- Cats will need to be harnessed or contained in a cat carrier when in a public place.

A further outcome of the Local Law Review for cats and dogs is the development of a Cat Management Plan.

For more information, please see Animal keeping local laws on our website: <https://www.logan.qld.gov.au/animalaws>

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL1.5.3	Community Parking	Deliver a second Automated Number Plate Recognition Vehicle to enhance pedestrian and traffic safety in the City, in particular at School zones.	June 2020	4	4	Completed

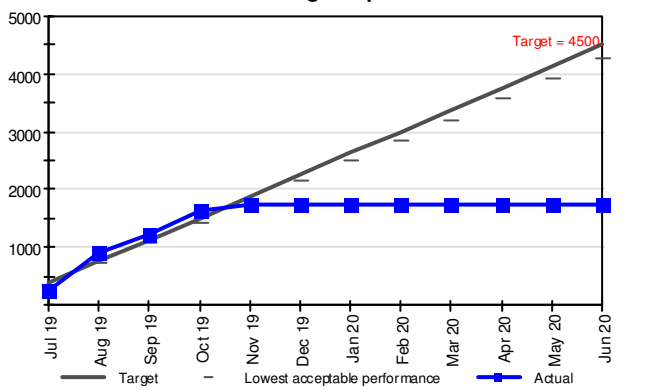
**Interpretation & Response:**

All Automated Number Plate Recognition (ANPR) software, hardware, plant and vehicle have been acquired and implemented. The second ANPR vehicle is now operational.

Project Complete.



**QL1.5.4 - Number of students participating in the Be Pet Smart Program per annum.**



**Interpretation & Response:**

The COVID-19 health pandemic has prevented the team from delivering the Be Pet Smart Program during the fourth quarter. The program has been placed on hold until January 2021. During the remainder of 2020, the team will remain connected with Logan education facilities by way of activity packs, videos and email.





## QL2 - Neighbourhoods are welcoming

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.1.1	Cultural Development and Support	Deliver the annual action plan from Council's Arts, Culture and Heritage Strategy 2018-2022 to improve community capacity and the image of the city.	June 2020	4	4	Completed

Interpretation & Response:

### Quarter 4 update

The five key actions of *Creative City: Logan City Council's Arts, Culture and Heritage Strategy 2018-2022* (the strategy) are development, engagement, places and spaces, partnerships and communication. These were delivered through exhibitions, activities, programs, events and activations during the financial year 2019/2020. Staff have been assisting to develop the Kingston Butter Factory (KBF) project, working on the Living Museum of Logan.

### About

The strategy is a whole of council document that states Council's commitment to arts, culture and heritage. It defines the key areas, strategies and actions to guide the management, sites and provision, and plan for its future growth and development. The strategy outlines areas where Council will work to develop more opportunities for the community and its arts, culture and heritage professionals to watch, enjoy and participate in creative activities, with the aim of enhancing quality lifestyle, creative industries and business across the region. It is an integral part of developing the city as an emerging tourist destination..

### Actions

Logan Art Gallery annual program of exhibitions was developed and approved, and showcased the diversity of artists and arts practices in Logan. Public programs, events and activities were developed to complement the exhibitions and highlighted artists' work. Designs for a mural on the external wall of the gallery were presented by artists, and a design by Aunty Peggy Tidyman was selected to be painted in July 2020.

Logan Live Music Month was held with over 60 live music performances taking place from 4 to 30 July 2019 across the city. This was supported by Arts Queensland's Queensland Arts Showcase Program funding and Regional Arts Services Network through Bemac.

Logan City Council's Regional Arts Development Fund (RADF) bid to Arts Queensland was approved and 12 applicants were successful in receiving funding.

*Our Warriors* mural on the Chester Park water tower at Boronia Heights, developed in partnership with City Standards and Animal Care Branch, was officially opened on 26 September 2019. The public art project for Logan Gardens water garden in partnership with Parks Branch was completed and opened in January. 'Springwood carpets' public art project, developed in partnership with Economic Development and Strategy, was completed and opened in May.

Creative Industries assisted planning for the community led event 'Brisbane flash-fest' at Beenleigh Town Square in September 2019.

A series of 'how to make art' videos were developed to keep audiences engaged in creative activities during COVID-19 closure of Logan Art Gallery and absence of public programs.

Curatorial planning is underway for the Living Museum of Logan to develop exhibition displays for the opening. Consultation was undertaken with First Nations community early in 2020, but has been paused due to COVID-19.

### Outcomes

Logan Art Gallery won a Galleries and Museums Achievement Award for *He kakano ahau* (I am a seed) exhibition.

Logan Live Music Month received media attention and helped build the capacity of live music in Logan. Due to COVID-19, Logan Live 'Boost' professional development sessions were postponed to later in 2020 and Logan Live Music Month is currently cancelled.

12 RADF applicants were successful in receiving funding in the 2019/2020 financial year.

Public art projects continue to increase amenity of Logan, engage residents and visitors to the city and help tell the stories of Logan.

Beenleigh Flash-fest attracted audiences to Beenleigh Town Square and helped activate the space.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.1	Delivering Service Excellence	Deliver the detailed design for the staged construction of the Council endorsed City Standards & Animal Care Masterplan for 213 Queens Road, Kingston.	June 2020	1	1	Completed

**Interpretation & Response:**

The Tender for the design services for the 213 Queens Road redevelopment was finalised.

The design services were awarded to Peddle Thorp in May 2020 and delivery of the detailed design will continue into 2020/21.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.2.2	Library technology and support	Deliver improvements to library facilities, equipment and technology to support access and inclusion for the community.	June 2020	3	3	Completed

**Interpretation & Response:**

**Quarter 4 update**

During the April - June 2020 period, a qualitative survey of library staff identified the gaps in functionality for the current Library Management System (LMS). Major themes were identified and these formed a checklist of desired features for future system requirements. As part of the market research for this project, a selection of library technology vendors were invited to demonstrate their LMS products to key Program personnel, supervisors and front-line customer service staff.

**About**

The current LMS was selected via a Tender process in 2003. The review of the efficacy of the LMS is driven by three major issues. A company merger several years ago has resulted in the vendor progressively shifting their focus to their alternative system offering; aging software architecture is no longer the preferred configuration for Council's IT future direction, and does not align with Council's Digital Strategy; and library services have changed significantly over the past 17 years which has required the addition of several ad hoc systems with varying levels of integration with the LMS.

**Actions**

The starting point for this project was to review and audit the existing LMS to determine its gaps in functionality. Staff were surveyed to gain their views on the requirements of a new LMS. These requirements were compiled with those from a systems and technical viewpoint to create a checklist against which library technology vendors could demonstrate their LMS products.

**Outcome**

Vendor demonstrations were delivered remotely due to COVID-19 restrictions and covered the key requirements of Logan City Council Libraries. Key staff were enlisted to participate in the demonstrations to ensure a variety of functionality perspectives were gained. Presentations showed systems at varying degrees of maturity in migration to cloud based platforms. The opportunity to interact with the vendors for questions and answers allowed in-depth enquiry. Information gathered from this initial market research will feed into the next phase of this project.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.3.1	Road Safety Management	Implement the Road Safety Strategy 2017-2021 (via the SafeRoads4Logan Road Safety Action Plan 2017-2021) to reduce incidents and improve safety on roads in Logan City.	June 2020	3	3	Completed

**Interpretation & Response:**

During fourth quarter the road safety strategy continued to be implemented. Weekly traffic meetings occurred with the Queensland Police Service (QPS) and Department of Transport and Main Roads (TMR) road safety officers via phone or online, after initially being put on hold due to COVID-19 restrictions.

Annual Fatality Free Friday activities (usually held at Grand Plaza on last Friday in May) has been postponed to end of November 2020 pending ongoing restrictions. Along with QPS and TM), Council has been planning media releases for road safety week in August 2020.

Traffic investigations and applications for 2021/2022 Federal Black Spot funding were also prepared for proposed treatments to road segments with significant crash history. The School Zone Pace Car was not deployed during this school term due to delayed return of students and limited availability of regular pool vehicle driven by staff working from home.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.1	Logan Safety Camera Program	Deliver the Logan Safety Camera Program throughout the City of Logan to increase community safety.	June 2020	4	4	Completed

**Interpretation & Response:**

**Quarter 4 Update**

The Logan Safety Camera Program has continued to be successfully delivered throughout the April - June 2020 period. Key highlights from this period in respect of the camera program capital works include:

- The successful completion of the Safer Communities Fund (round 2), which saw the Federal Government fund Council \$950,000 for the installation of 55 CCTV cameras across 35 new sites in parks throughout the City of Logan. This project commenced in June 2018 and completed in May 2020.
- The installation of a new CCTV system at the Marsden Depot.
- The integration of CCTV cameras at Mount Warren Sports Centre into the Logan Safety Camera Program Monitoring Room.
- The installation of a new CCTV camera at the corner of Smith Road and North Road, Woodridge.
- The installation of a new CCTV camera at the roundabout of Park Road and Watland Street, Slacks Creek.
- Continued work in partnership with the Water Business Branch on critical infrastructure projects, including the installation of CCTV.

**About**

The Logan Safety Camera Program is used as one component of the Community Safety Program's holistic response to reducing and preventing crime throughout the City of Logan and increase community safety.

The purpose of the Logan Safety Camera Program is to:

- Increase community safety throughout the City of Logan;
- Detect and reduce anti-social and unlawful behaviour; and
- Support the Queensland Police Service to identify and effectively prosecute offenders.

In delivering upon the purpose of the Logan Safety Camera Program it is important that the program continues to develop and grow with the needs of the city, which includes the continued expansion of the camera network. The expansion of the camera network has been the predominately focused for the Community Safety Program for the past 2-3 years.

**Outcome**

Throughout 2019/2020 the Logan Safety Camera Program continued to be successfully delivered to the Logan community. Particularly through the partnership work that has been undertaken with the Queensland Police Service, significant positive outcomes have been achieved for the Logan community including more than 4,500 community safety related incidents being captured by the camera network.

The Logan Safety Camera Program is not only used in the capturing of incidents it also helps to deter incidents from occurring as well as increase perceptions of safety for community members in using the open spaces and places throughout the city legitimately.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.2	Community safety programming	Deliver actions for implementing the City of Logan Safe City Strategy and Action Plan 2016-2020 to encourage safe places and spaces across the city.	June 2020	4	4	Completed

**Interpretation & Response:**

**Quarter 4 update**

The Community Safety Program continue to successfully deliver the initiatives of the City of Logan Safe City Strategy and Action Plan 2016-2020. During the April - June 2020 period, the following significant achievements were made against the five key areas of interest of the strategy and action plan:

- Strategic approach
- Community Confidence
- Places and spaces
- Partnerships
- Communication

**Actions**

In delivering the City of Logan Safe City Strategy and Action Plan 2016-2020 a number of projects have been delivered, in line with the 5 key areas of interest, throughout 2019/2020, all of which have contributed to creating a safer City of Logan, including:

- Annual City of Logan crime and safety profile;
- Knife possession crime prevention campaign;
- 2019 Safe City Logan community survey;
- 48 targeted divisional community safety and crime prevention initiatives;
- 2019 City of Logan Safe City Awards;
- Engagement and capacity building with community safety volunteer groups, such as Neighbourhood Watch;
- Delivery of Logan Community Safety Advisory Group meetings;
- Building Social Capital Hubs;
- Youth Street Hubz;
- Not Now, Not Ever in Logan domestic violence campaign; and



- Quarterly Safe City Logan E-Newsletter.

**Outcome**

Through the delivery of the numerous activities outlined above, the benefits to the community as a result are seen through the amount of residents engaged in the respective activities through education and awareness on crime prevention topics and thus reduction and prevention of them becoming a victim of crime.

Additionally, a number of the activities delivered also assist with the re-integration of offenders back into the City of Logan community, by providing them with the appropriate support for this re-integration to successfully occur.

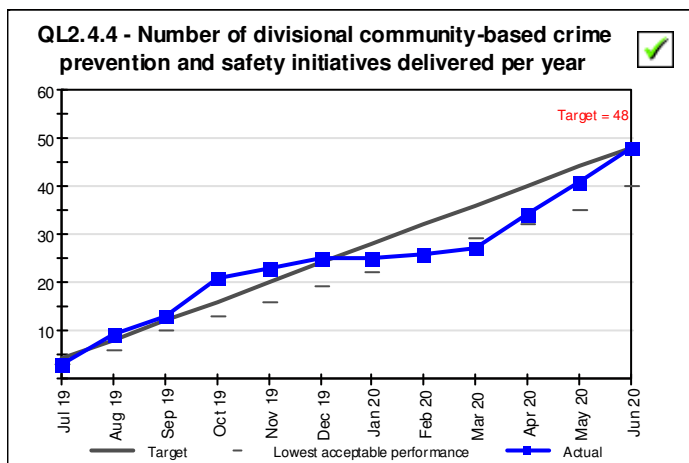




Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
QL2.4.3	Community safety research and planning	Deliver the annual Safe City Logan community survey to gauge community perceptions on important crime and safety topics in the City of Logan.	June 2020	2	2	Completed

**Interpretation & Response:**

The 2019 Safe City Logan community survey was successfully delivered during the month of September 2019. The Key Findings Report regarding the outcomes of this survey were made publicly available on Council's website in December 2019. Included in the Key Findings Report are five key action items that will be given priority throughout 2020 to address inaccurate negative perceptions of crime and safety in the city. These action items are in accordance with the City of Logan Safe City Strategy and Action Plan 2016-2020.



**Interpretation & Response:**

**Quarter 4 update**

A total of 21 divisional community-based crime prevention activities were undertaken by the Community Safety Program throughout the April - June 2020 period. It is noted that 8 of these activities carried over from the January - March 2020 quarter. These activities included partnering with police to deliver crime and safety information packs pertaining to vehicle security, correct reporting procedures, CPTED audits and delivery of one-way screws to prevent number plate theft. These activities were delivered via mail out to residents due to COVID-19 restrictions.

**About**

Council at its meeting of 4 December (Minute No 390/2018) adopted a resolution for the delivery of targeted divisional community-based crime prevention and community safety activities. In delivering these activities the Community Safety Program aim to be strategic and targeted in their approach to delivering community-based initiatives, addressing both real and perceived crime and safety concerns as they relate to specific suburbs/ divisions across the city. The divisional key findings reports from the Safe City Logan community survey coupled with the divisional crime profiles and advice received from the Queensland Police Service, local Councillors, residents and other key stakeholders inform what crime and safety issues will be addressed within each division. In accordance with this approach, the Community Safety Program deliver a number of targeted divisional activities each year engaging numerous Logan community members on awareness raising and education around crime prevention information.

**Actions**

Throughout 2019/2020 a total of 48 divisional community-based crime prevention activities were undertaken by the Community Safety Program throughout the City of Logan. These activities included:


- Community presentations on topics such as, personal safety, elder abuse and CPTED;
- Community CPTED audits;
- Coffee with Council and a Cop;
- Safe PL8 and 'lock it or lose it' audit initiatives; and
- Delivery of the Eyes and Ears Out and About - Active Bystander initiative.

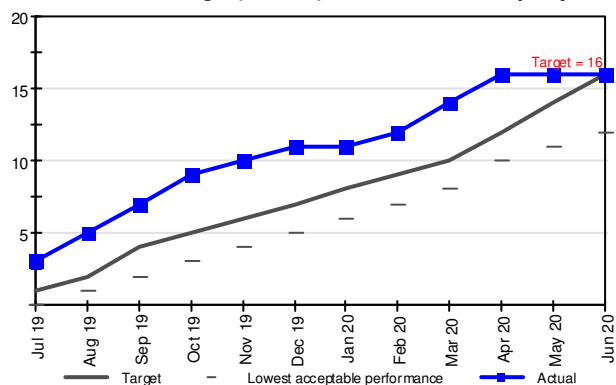
Following the declaration of the COVID-19 pandemic it became apparent that the delivery of the targeted divisional activities would be impacted. The majority of targeted divisional activities undertaken by the Community Safety Program require face-to-face contact with community members, thus restrictions surrounding COVID-19 made this impossible. In an attempt to mitigate this challenge as best as possible, the Community Safety Program developed new and creative ways to deliver the targeted divisional activities that did not rely on face-to-face contact.

**Outcome**

In considering the 48 activities that were successfully completed throughout 2019/2020, more than 3,000 community members were positively engaged in respect of crime prevention information and increasing their safety. Overall the delivery of the targeted divisional activities has successfully contributed to increasing community safety and preventing crime, particularly through a victim-focused approach, throughout the City of Logan.



**QL2.4.5 - Number of proactive Crime Prevention Through Environmental Design (CPTED) audits conducted per year.** 



**Interpretation & Response:**

**Quarter 4 update**

A total of 2 proactive CPTED audits have been completed by the Community Safety Program throughout the City of Logan during the April - June 2020 period.

**About**

The purpose of undertaking proactive CPTED audits is to create and maintain safer places and spaces throughout the City of Logan. The proactive CPTED audits project aims to pre-emptively identify potential safety issues in public places and spaces, with any issues identified removed or reduced (e.g. overgrown landscaping reducing visibility).

**Actions**

Throughout 2019/2020 a total of 16 proactive CPTED audits were undertaken in parks located all throughout the City of Logan. Some audits were undertaken in partnership with local police officers or Council's Park Rangers, ensuring a holistic approach was taken. Where required recommendations from each audit were provided back to the relevant internal branch for actioning (e.g. Parks Branch to remove overgrown landscaping).

Throughout the project delivery it was identified that some overlap in undertaking these audits was occurring between the Community Safety Program (project lead) and Council's Park Rangers, who it was found were also undertaking proactive audits in parks throughout the city. Upon identifying this challenge, engagement between the two teams were undertaken to better align priorities in continuing the roll-out of proactive audits in parks. This led to positive results for both teams, including better sharing of resourcing.

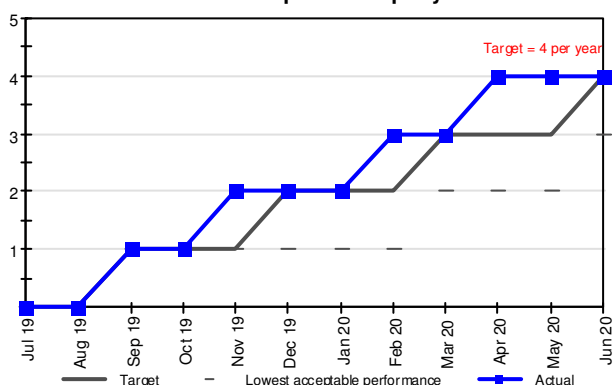
Additionally, it was identified throughout project delivery that the feedback loop in relation to recommendations from audits being actioned could be strengthened. In overcoming this challenge, officers from the Community Safety Program have taken it upon themselves to more frequently engage with internal partners, responsible for actioning recommendations, to obtain outcomes in relation to those recommendations.

**Outcome**

In delivering proactive CPTED audits in parks throughout the city and subsequently working with internal partners to action recommendations from these audits, has helped to create safer outdoor spaces for the City of Logan community to enjoy and recreate in.



**QL2.4.6 - Number of Safe City Logan E-Newsletters published per year**



**Interpretation & Response:**

**Quarter 4 update**

For the April - June 2020 period a total of 1 Safe City Logan E-Newsletter was developed and sent (on 05/05/2020) to the E-Newsletter distribution list of almost 300 recipients. This E-Newsletter had 92 unique opens, equating to 32% of all recipients.

The E-Newsletter featured stories on:

- Online reporting to PoliceLink;
- Alternate methods to reporting domestic and family violence; and
- Staying safe online.

**About**

The purpose of the Safe City Logan E-Newsletter was to introduce an innovative way to assist in maintaining a network of City of Logan community safety advocates through regular information sharing. The Safe City Logan E-Newsletter highlighted and promoted the work of Council's Community Safety Program to more than 300 community safety stakeholders, including all City of Logan Neighbourhood Watch groups, Queensland Police Service officers and various community organisations.

**Actions**

Throughout 2019/2020 a total of 4 Safe City Logan E-Newsletter (1 each quarter) were sent to the E-Newsletter distribution list of community safety stakeholders to complete this action.

In regards to the Safe City Logan quarterly E-Newsletter, going forward a decision has been made to discontinue this newsletter, with the final edition due to be sent out in August 2020. This decision has been made as it has been determined that a number of alternative methods are in place to inform the Logan community about community safety news and events. Firstly, in place of the Safe City Logan E-Newsletter, as at March 2020, the Community Safety Program have commenced a half page editorial in the Our Logan Magazine called Community Aware. Additionally, the Community Development Program distributes a fortnightly E-Newsletter, Connecting our Community, which will also be utilised going forward for distributing community safety and crime prevention information to interested stakeholders.

**Outcome**

Through the delivery of the quarterly Safe City Logan E-Newsletter, the Community Safety Program were able to increase information sharing with community safety stakeholders from across the City of Logan. The information shared with stakeholders was beneficial from a number of view-points including, to share information on Council's initiatives, to encourage involvement in Council's community safety initiatives and to educate regarding crime prevention information. All of which helps to contribute to making the City of Logan a safer place for all.



## Conveniently Connected (CC)

### CC1 - Integrated transport networks allow people to move around the city easily and conveniently

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.1.1	Transport Planning	Implement actions from the plan for an integrated local transport network for Council-managed infrastructure to improve connectivity across the city.	June 2020	1	1	Completed

#### Interpretation & Response:

##### Quarter 4 update

Way2Go actions related to road infrastructure, public transport network/services/infrastructure and active transport are being implemented through business as usual tasks as well as specific projects.

Scoping investigations and option studies related to Council's priority road project lists were undertaken throughout the year. Many of these are in progress and inform the three year rolling program of capital delivery works including planning, design and construction phases.

A review of Logan's bus network is ongoing in collaboration with TransLink. The study will inform short term improvements to current bus services and their investment options. Project planning for a broader medium term public transport study also commenced this year.

Planning of existing bus stop upgrades to comply with Disability Discrimination Act (DDA) requirements is ongoing. The 2020/21 project list is being developed in consultation with TransLink.

An invitation to tender was called for the Council Cabs service. TransitCare was appointed to provide this heavily subsidised service which transports Logan's seniors from home to their nearest major shopping centre and back home.

Planning for a prioritised list of new footpath links and network gaps commenced in the year. The development of a new Statement of Intent will inform Council's Capital Roads and Drainage Program.

#### About

There are 132 actions listed in the implementation plan of *Way2Go - Connecting Logan*, Council's integrated local transport plan. Each of the actions in *Way2Go* has been assigned at least one timeframe category including 'ongoing', 'immediate', 'short', 'medium' and 'long'. The detailed actions provide a clear path for the implementation of *Way2Go*.

A wide variety of transport projects, studies, partnerships, etc will be developed over the life of *Way2Go* to address one or more actions in the plan. This will ensure Council improves connectivity across the city and achieves its transport vision.

#### Actions

The following key investigations, studies and projects were conducted throughout the year:

- Scoping investigations to widen Teviot Road (Middle Road to Crowson Lane extension) to four lanes - completed
- Scoping investigations to upgrade Wuruga Road (Prangley Road to Beaudesert-Beenleigh Road) - in progress
- Scoping investigations to widen Anzac Avenue/Kirk Road/Kenny Road to four lanes - in progress
- Scoping investigations to widen Chambers Flat Road (Kenny Road to Logan Reserve Road) to four lanes - in progress
- Options study to upgrade the Middle Road / Stoney Camp Road / Teviot Road interchange - in progress
- Options study to widen Goodna Road / Springfield-Greenbank Arterial to four lanes - in progress
- 2020/21 Passenger Transport Accessible Infrastructure Program (PTAIP) schedule of bus stop upgrades for DDA compliance - in progress
- Bus network review for short term improvements - in progress
- Medium term passenger transport network plan - project planning stage
- Development of a new Statement of Intent for gap footpath links - in progress
- New service provider was appointed for Council Cabs service

#### Outcome

As the scoping investigations and options studies are completed they will be progressed to the detail design phase prior adoption in future capital delivery programs. The community benefits from the prioritised upgrade of the major road network.

As public transport studies are completed bus services and infrastructure upgrades will be identified for further consideration and investment by TransLink and Council.

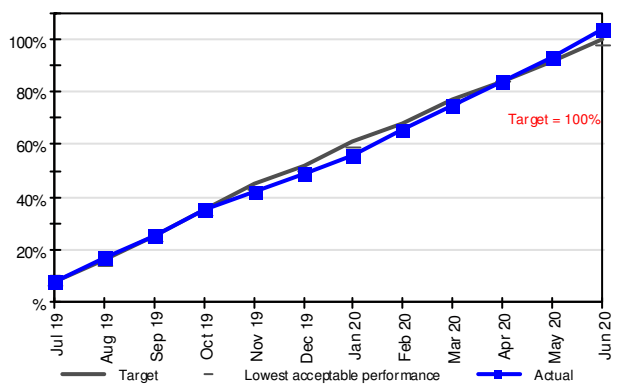
Implementation of improved services and routes will provide an efficient network and better public transport experience for users.

The appointment of TransitCare for the Council Cabs service ensures our continued service to Logan's seniors





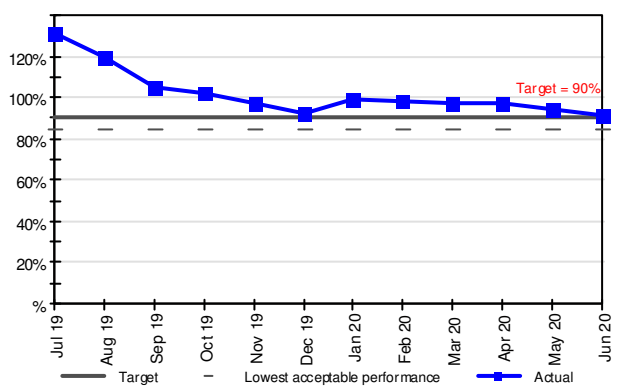
**CC1.2.1 - Percentage of the annual road maintenance program delivered on budget.**



Interpretation & Response:

RCM had been tracking well throughout the year. RCM incurred \$369k of unavoidable costs. Otherwise RCM would have ended the year within the acceptable parameters for our 2019/20 financial year budget.

**CC1.2.2 - Percentage of annual road and drainage capital program delivered on schedule.**



Interpretation & Response:

**Quarter 4 Update**

At the end of the April to June quarter, delivery of the Capital Roadworks and Drainage Program was in line with planned expenditure at 91%.

Notable projects under construction throughout the fourth quarter include:

- New Beith Road, Greenbank Stage 3 - Road Upgrade Project (\$15 Million)
- Station Road & Jellicoe Street Intersection, Loganlea - Major Intersection Upgrade (\$4.4 Million)
- Jalan Street, Tanah Merah - Local Road Kerb & Stormwater Upgrade Project (\$2.1 Million)
- James Street, Beenleigh - Local Road Kerb & Stormwater Upgrade Project (\$1.75 Million)
- Mackellar Drive Catchment, Boronia Heights - Master Drainage Project (\$0.7 Million)
- Daisy Hill Road Cycleway - Cycleway Infrastructure Project (\$0.7 Million)
- Numerous asphalt and spray seal works across the city, totalling \$6.5 Million

**About**

The Capital Roadworks and Drainage Program delivers enhanced transport and drainage infrastructure across the City of Logan. The Program delivers infrastructure upgrades to cater for improvements and growth across the city as well as renewal of the existing infrastructure network.

**Actions**

The planning, survey, detailed design and construction of road and drainage infrastructure projects has occurred throughout the 2019/2020 financial year. Delivery of infrastructure projects has occurred at some 600 project locations.

**Outcome**

Delivery of the 2019/2020 Capital Roadworks and Drainage Program has achieved record expenditure of \$86 million, which has resulted in the following network enhancements:

- Infrastructure works across some 600 project locations.
- 34 new and upgraded bus stops at a total cost of \$1 million.
- Over \$26 million on upgrades to the trunk road network to improve safety and support network growth.
- Upgrades to existing urban drainage catchments to improve immunity from storm events at a total cost of \$9 million
- \$6 million on enhancements to the local road network to improve road geometry, new kerb and channelling and drainage infrastructure.
- Pavement rehabilitation, asphalt and spray seal resurfacing across more than 160 streets at a cost of more than \$27 million
- Kerb and Channel rehabilitation at selected locations across 110 streets at a total cost of \$7 million
- Over 23 kilometres of new footpath added to the network at 93 locations at a total cost of \$2.5 million.
- Repairs and rehabilitation of the existing footpath network across more than 100 streets at a total cost of approximately \$0.7 million.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC1.3.1	Transport Planning	Deliver actions for improving Council's Cycle Network Infrastructure to maintain and improve active transport across the city.	June 2020	1	1	Completed

Interpretation & Response:

**Quarter 4 update**

Improvement of the cycle network infrastructure is based on Council's priority cycle project list, the adopted Statement of Intent for the Cycle Network Infrastructure (SOI).

Scoping investigations for five listed projects in the SOI were undertaken throughout the year. Scoping briefs were completed to provide a shared path along Cinderella Drive between Springwood Road and Dennis Road. Scoping commenced for cycle network links in Browns Plains, namely routes along Grand Plaza Drive and Eastern Road.

The current SOI is approaching the end of life and development of an updated SOI has commenced.

Also input was provided to the state government's review of their South East Queensland Principal Cycle Network Plan. Advice was provided on Council's priority routes to maximise future grant funding opportunities.

**About**

A three year rolling program of capital delivery works includes planning, design and construction phases. The planning phase consists of the preparation of scoping briefs. Projects are informed by a SOI to ensure capital projects are delivered in a prioritised manner.

**Actions**

Concept designs and cost estimates are prepared as part of the scoping process. Internal and external stakeholders are consulted to inform project scope. Design risks are identified and captured. Completed scoping briefs were issued for progression to detail design phases.

**Outcome**

Completion of scoping briefs for the shared path on Cinderella Drive allows the capital delivery process to progress to the next stage and ultimately to the delivery of the infrastructure.



**CC2 - A city of smart design, with mixed density and mixed use development, co -located with hard and soft infrastructure**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.1	Strengthen delivery of planned maintenance programs	Deliver wastewater treatment and conveyance infrastructure works in Greater Flagstone to improve services to the Logan South region of the city.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 Update**

Wastewater infrastructure works are on track for completion.

**About**

Nearly twenty kilometres of pipeline will connect Greater Flagstone to Logan's state-of-the-art wastewater treatment plant at Cedar Grove.

**Actions**

Work on the mammoth infrastructure undertaking is running on schedule, with the landmark wastewater treatment plant in commissioning. The conveyance pipelines are complete and transferring flows from Flagstone. The Greenbank conveyance to Flagstone is nearly operational. We began work on the pipeline in March 2019, using open trench, tunnel boring, and horizontal directional drilling (HDD) construction methods in construction. Four pump stations have also been built along the route.

**Outcome**

It's another important milestone in a project that is key in future-proofing the Greater Flagstone Priority Development Area. The Flagstone region will ultimately be an urban community including housing, employment and transport for up to 145,000 people.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.1.2	Strengthen delivery of planned maintenance programs.	Commence planning and design of the Waste Water Treatment Plant: Site B to improve services to the Logan South region of the city.	June 2020	2	2	Completed

Interpretation & Response:

**Quarter 4 Update**

Early planning is well advanced with design pending.

**About**

Planning and design works are in progress for a modern wastewater treatment plant at Chambers Flat. The plant will provide essential services to growing communities in Park Ridge, Logan Village and the Queensland Government's Yarrabilba Priority Development Area.

A key development corridor extends from Park Ridge to Yarrabilba. As development progresses and the population increases in this corridor, additional critical infrastructure such as wastewater treatment facilities and trunk pipelines are required.

**Actions**

Council is co-funding the infrastructure with the Queensland Government and coordinating this project in consultation with regulatory authorities and community members. Council's Logan Water Partnership are undertaking planning and design activities this year in preparation for the commencement of construction. The plant will be operated and maintained by Council.

Several Chambers Flat and surrounding area residents joined Council officers on a bus tour of two operating treatment plants at Maleny and Nambour on the Sunshine Coast. Attendees were guided around each facility to gain an understanding of the treatment process. The tour provided an opportunity for residents to see examples of modern wastewater infrastructure including membrane bioreactor technology and constructed wetlands at Maleny. Both of these elements will be considered for the Logan South WWTP B.

**Outcome**

The main project benefits and opportunities for Logan's economy, environment and community are:

- Essential services for growing communities in the city's central to southern corridor.
- Potential opportunities to enhance local community facilities and wildlife habitat as part of the development.
- Development of sustainable infrastructure that minimises lifecycle costs, energy use, greenhouse gas emissions, potential wastewater over flows and odours.
- Local employment and skills development during delivery and operation of new infrastructure.
- Local construction companies and suppliers will be used wherever possible.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.2.1	Strategic Land-Use Planning	Deliver an annual review of the Logan Planning Scheme 2015 to promote best practice urban design to meet the needs of residents and businesses.	June 2020	1	1	Completed

Interpretation & Response:

The version 8 planning scheme amendment may now be held to go-live in September 2020. This amendment is in conjunction with an amendment to the Cadastre and has had a slight delay. The Version 9 amendment - preparing items for the amendment package is well on track and is in the process of incorporating Councillor and Community feedback. An annual review of the planning scheme will now commence in at least March of every year for Councillor and Community feedback.

Over the financial year the V7 planning scheme amendment went live in February 2020 and the Version 8 planning scheme successfully moved through all of the regulation requirements including two reviews by the State Government and public consultation. The next amendment package known as version 9 has commenced and initial issues from the Councillors and Community have been recorded and are in the process of being considered for appropriate action.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
CC2.3.1	Strategic Infrastructure Planning	Update the current Local Government Infrastructure Plan to reflect residential settlement patterns.	June 2020	1	1	Completed

**Interpretation & Response:**

The Local Government Infrastructure Plan Version 1 was reviewed and updated in 2019 to form Version 1.1. Version 1.1 is expected to go live in December 2019. Work is currently underway on Local Government Infrastructure Plan Version 2 which is required under State Government legislation to be in effect by May 2022.



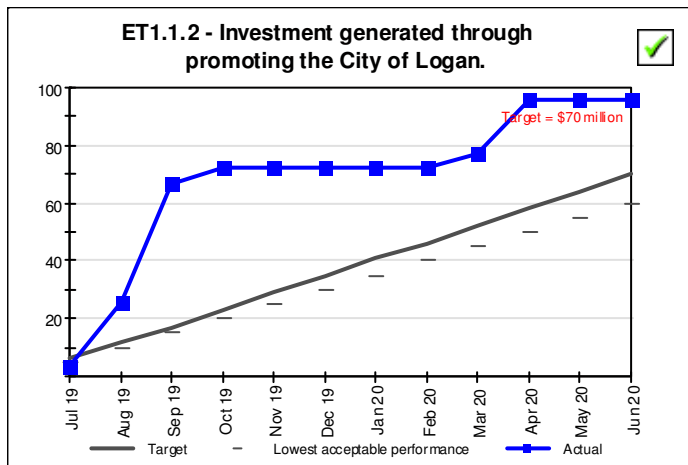
## Economic Transformation (ET)

### ET1 - We enjoy jobs growth and economic prosperity with local and global reach

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.1.1	Traineeships and Apprenticeships	Deliver the Youth Careers Expo to attract, develop and retain a valued and skilled workforce.	July 2019	1	1	Completed

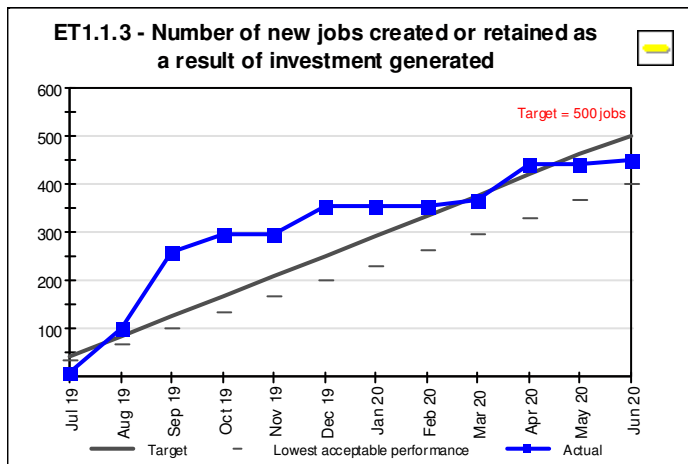
**Interpretation & Response:**

The Youth Careers Expo was held on 30 July 2019.  
Project Complete.



**Interpretation & Response:**

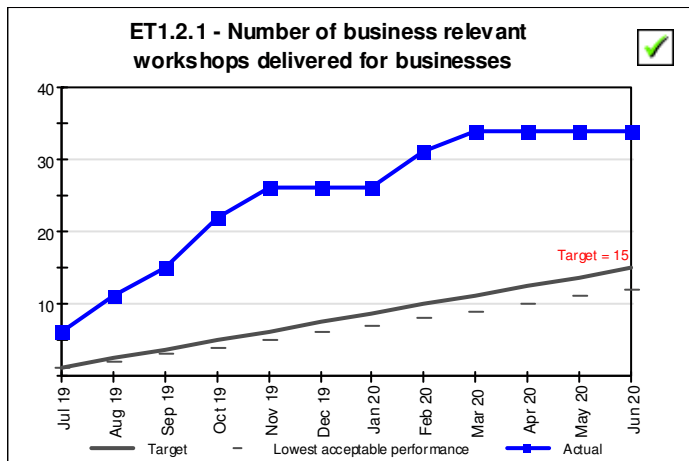
During the fourth quarter a total of \$18.950M was invested in a site acquisition and build of new headquarters for a company relocating from Brisbane and expansion to new premises for a recycling facility. This takes the total investment into the city for the year to \$95,895,000 exceeding the annual target.



**Interpretation & Response:**

The fourth quarter saw 56 new jobs and 28 retained jobs for the city. These jobs are for the expansion to a new premises for a recycling facility and new headquarters for a company attracted to the city from Brisbane. The total number of new and retained jobs (452) has exceeded the minimum acceptable annual target.





**Interpretation & Response:**

While no new face-to-face workshops were held in the fourth quarter due to the COVID-19 pandemic, a number of webinars have been delivered across a range of topics through our partnership with Griffith University. The Economic Development Team have been actively involved in delivering economic recovery support to the business community across the city this quarter providing one-on-one support and information on local, state and federal support initiatives. A COVID-19 support page with a calendar of digital events and webinars has now been included on the LOED website to keep business owners up to date on recovery and resilience actions.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET1.4.1	Strategic Land-Use Planning	Deliver a review of the existing retail hierarchy in the City of Logan to identify major trends affecting the current and future retail market in Logan to support the development of city centres.	June 2020	1	1	Completed

**Interpretation & Response:**

A Retail Study was completed in the first six months of the financial year. This Study provided an analysis of key retail trends and an analysis of existing policy, particularly within the Logan Planning Scheme 2015 that could be reviewed to ensure that Logan is considering all existing retail issues and future retail trends. As the Strategy is aligned with a planning scheme amendment, it has been placed on hold until the work can be identified in a future planning scheme amendment. However some key issues such as retail in emerging community zone areas and small retail are being considered in the V9 planning scheme amendment.

The draft retail strategy is awaiting timeframes for a future planning scheme amendment. The strategy will be incorporated into 2020/2021 planning scheme amendment packages.



## ET2 - Investments, partnerships and innovation support economic growth in the city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.1	Services Marketing	Deliver a marketing strategy to help establish and promote the Kingston Butter Factory Innovation Hub and Events precinct.	June 2020	2	2	Completed

### Interpretation & Response:

#### Quarter 4 update

A new city brand and marketing strategy was presented to Council and endorsed in Committee on June 10.

#### About

The strategy was developed in line with key corporate priorities to support the positioning and marketing direction for the city going forward. While this does not cover off on a dedicated marketing strategy for the Kingston Butter Factory precinct yet, the high level road map has factored in specific strategy development in line with the development of a consolidated arts/entertainment website and planning for site construction and launch.

#### Actions

An RFQ was distributed and a successful creative agency was appointed to deliver this body of work. Workshops were conducted with key stakeholders including the Sport, Leisure and Facilities and Innovation and City Transformation branches of Council, which also informed this direction as part of this process.

#### Outcomes

The strategic marketing framework guides the marketing and positioning direction for the City of Logan from a holistic perspective, as aligned to the three core pillars of Community, Tourism and Economic. Priority outcome area 2.3.1 was incorporated into the strategic development of this project and factored in accordingly.

#### Benefits

Developing a cohesive positioning direction and strategic approach to branding and marketing the City of Logan will ultimately instil community pride, strategically position the city and contribute to economic growth through tourism and business investment.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.3.3	Strategic Planning	Endorse the operational model of the Kingston Butter Factory Innovation Hub for the efficient delivery of services to stakeholders.	August 2019	0	0	Not Proceeding

### Interpretation & Response:

A decision was made by Council in the second quarter to remove this project from the 2019/2020 Operational Plan. A report that was presented to Council and adopted 20 August 2019, recommended that Kingston Butter Factory is no longer being utilised for the Innovation Hub as originally intended.

The GO1 coLab is now taking on the Logan Innovation Hub and it is officially underway. The redevelopment of the Kingston Butter Factory is still proceeding but has no association to the Innovation Hub.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
ET2.4.1	Tendering and Contracting	Implement actions from the Social Procurement Strategy and Buy Local Strategy which promotes social inclusion and increases council spend with local suppliers.	June 2020	6	6	Completed

Interpretation & Response:

**Quarter 4 update**

Logan City Council has launched a new campaign that encourages the community to support local businesses - Think Local, Buy Logan.

**About**

The Think Local, Buy Logan campaign is designed to support local businesses by increasing the amount of spend with local businesses. Council has a Buy Local policy which assists local suppliers when tendering for Council work and responding to requests for quotes.

**Outcomes**

Benefits to the community include supporting the recovery from the impacts of Covid-19.

The choice to buy local is an easy one because it's not only convenient but it also creates jobs for Logan workers

Recently, Council has led the way by awarding procurement contracts to six local companies:

- Runsmart - A Meadowbrook company that specialises in branding and high-visibility clothing.
- Tradey's - A work boots and work wear suppliers whose head office is in Browns Plains.
- Alpha First Aid - A specialist supplier based in Underwood.
- CNW - An electrical wholesaler based in Slacks Creek.
- David Robinson Landscaping Services - Based in Shailer Park for 35 years.
- 5 Star Timbers - Head office is in Woodridge.

Together, the six companies employ 66 people who also live in Logan.



## Image and Identity (II)

### II1 - We are an innovative, dynamic city of the future

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.1.1	City Image Marketing/ Branch and Design	Deliver a three year City Brand Strategy 2019 - 2022 and priority actions for the 2019/2020 financial year to position the city as an Innovative, Dynamic, City of the Future.	June 2020	4	4	Completed

Interpretation & Response:

#### Quarter 4 update

The refreshed city brand and marketing strategy was presented to Council and endorsed in Committee on June 10.

#### About

The aim of this project was to develop a single, unified brand for the City of Logan, along with a high level strategic marketing roadmap to support it in line with key corporate priorities.

#### Actions

An RFQ was distributed and a successful creative agency was appointed to deliver this body of work. Existing Council strategies were reviewed and workshops were conducted with key stakeholders to develop new city logo concepts and a draft brand and marketing strategy.

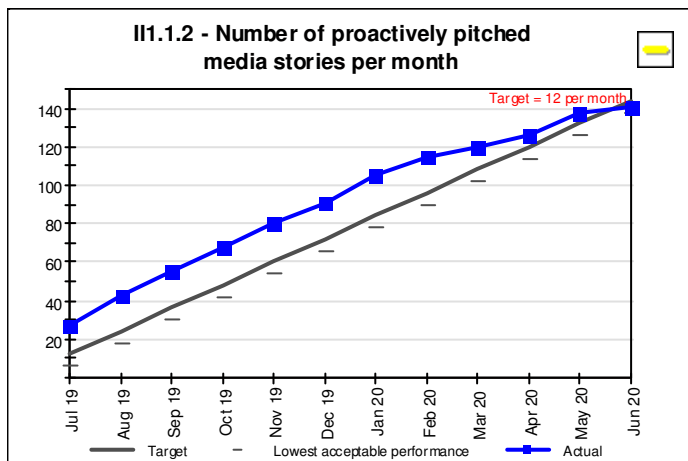
#### Outcomes

The City of Logan logo concept was endorsed by Council, along with the strategic marketing framework to support its practical and cost-effective delivery. The refreshed city logo will replace the existing corporate logo over a two-year period using allocated funding in reserve and an 'end of life' replacement approach.

#### Benefits

Developing a unified brand for the city, streamlines communications and reduces confusion caused by the existence of two separate and competing Council and city brands.

Reinforcing reference to the 'City of Logan' also reinforces the fact that Logan is actually a city and not a suburb. Ultimately, this project will instil community pride, strategically position the city and contribute to economic growth through tourism and business investment.



Interpretation & Response:

There were 21 pitches made for the final quarter. 4 pitches to various media outlets were made for June 2020. These include:

- \$30m Meadowbrook medical centre project approved - CM Prime Site (Chris Herde)
- Logan Recycling Market to reopen June 12 - JT print edition (Matt McLeannan)
- Meadowbrook medical centre DA approval - Urban Developer (Dinah Lewis Boucher)
- EnviroGrants recipients announced, sent a list through of those local to Jimboomba Times area - offered to chase contact details where possible - Jimboomba Times

This brings the total number of proactively pitched media stories for the financial year to 141. This is below the target (144) but is within the acceptable target limits.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.2.1	Delivery of Council's Advocacy Strategy and supporting Action Plan	Deliver the Advocacy and City of Choice Annual report to provide transparency in the delivery of the Advocacy Strategy and City of Choice initiative.	June 2020	4	4	Completed

**Interpretation & Response:**

Following the end of quarter, the Advocacy Annual Update is being compiled to record activities undertaken, on track to be completed in July.

All planned milestones for the year achieved:

- Ensure the action plan register is up to date and all activities tracked for the first quarter
- Ensure the action plan register is up to date and all activities tracked for the second quarter
- Ensure the action plan register is up to date and all activities tracked for the third quarter and prepare framework for the annual report
- Ensure the action plan register is up to date and all activities tracked for the fourth quarter and prepare draft of the annual report for Council endorsement





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II1.3.1	Strategic Planning	Implement key initiatives from the City Futures Strategy Implementation Plan to establish a direction for the city transformation agenda.	June 2020	12	12	Completed

Interpretation & Response:

**Quarter 4 update**

The City Transformation Branch continued to deliver programs to support the innovation and entrepreneurship ecosystem as they uncover and connect with innovative businesses and start-ups on a regular basis. On 29th June 2020, Queensland Chief Entrepreneur, Leanne Kemp visited Logan as part of their regional tour initiative. The Chief Entrepreneur visited Substation33 where a number of start-ups, entrepreneurs and innovation was showcased to a small group (due to Covid19 restrictions). The Chief Entrepreneur also visited Black Sky Aerospace in Jimboomba where this start-up showcased their rocket and propulsion technology. Black Sky Aerospace is leading the world in this technology and a number of branches are sharing and connecting these businesses along with many other start-ups in Logan into the right government and private agencies to further develop their businesses.

Consideration and evaluation of student submissions was carried out for the Tully Memorial Park activation project through the CityStudio Logan program and QUT University partnership. The students presented their solutions to staff within the Parks branch to address educating visitors on the use of the facilities available, dealing with homelessness and how to create a more inviting space to increase tourism and visitors to the area. It is intended that a combination of ideas submitted by the students will be implemented at this site.

**About**

City Transformation Branch has secured engagement from a partner organisation to provide advice on establishing an innovation ecosystem comprised of funded scale-up and validated start-up organisations which will be identified, supported and developed through the auspices of the Logan City Council innovation lab (the coLab).

The Catapult Youth Enterprise and Entrepreneurship capability development program engaged a vendor in June 2020 to deliver the program to initially to 4 high schools across Logan.

**Actions**

**coLab** - Further business models (operating/financial) are being created to support the establishment of this operation to confirm resourcing, facility and financial requirements. Negotiations remain underway to finalise suitable premises appropriate for the initiative and geographically located in proximity to existing collaborators. Candidate tenants (scale-up organisations) are currently being identified and in parallel, a catalogue of suitable programs and support services are being identified and designed.

**Catapult** - Schools were on-boarded and detailed project, marketing and communications plans are currently being developed with the program kicking off in Term 3 (mid-July 2020). This program will be funded predominantly by the Advancing Regional Innovation Program through State Government's Advance Queensland initiative. The initial pilot of the Catapult program will run until December 2020.

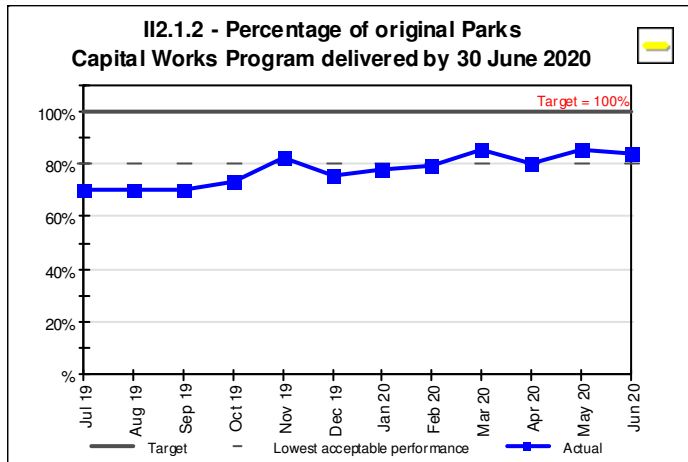
**Outcome**

**coLab** - This work will progress over coming months with the intended official launch date to be held later this calendar year.

**Catapult** - Collaboration with New Zealand's Young Enterprise Trust organisation continued where we leverage and learn from their 38 year successful roll out of programs across all schools in New Zealand. Relationships continue with State Government Departments to connect program outcomes to industry and employers.



## II2 - Acknowledged as the emerging destination in the South East Region



**Interpretation & Response:**

As at end of June 2020, 103 projects have been completed, equating to 83.7% of the original program (123 projects).

Whilst delivery of projects continued to catch up throughout the year, the easing of projects commencing due to changes in stakeholder engagement / work notifications practices and delayed start to some projects during March / April due to COVID has resulted in a number of projects not achieving practical completion by 30 June.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.1	Community Events Support	Implement a Logan City Council Events Strategy 2019-2023 to guide the strategic direction of city wide events across a five year period.	June 2020	3	3	Completed

**Interpretation & Response:**

The Logan City Council Events Strategy 2020-2025 has been finalised and is to be tabled at the August 2020 Committee meeting.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.2.2	Event Attraction	Design a program for attracting small, medium and large scale events to the City of Logan to showcase the city as a thriving destination.	June 2020	26	26	Completed

**Interpretation & Response:**

**Quarter 4 Update**

Due to the Covid-19 pandemic, no events have been conducted since March 2020.

Of the 30 events planned for the year, the following 26 were delivered:

- 2019 Amateur Golf Championships
- 2019 Aust Ultimate Youth Championships
- 2019 National Roller Derby Championships
- Loganlea Family Fun Day
- Cultures in Harmony
- Kick & Spike Tournament
- Eagleby Fair
- Qld Cake Expo
- Qld Bush Poetry Championships
- Classic Car Show
- Centenary Plains Pro
- Khuado Cup & Festival
- All Breeds Cat Show
- Logan Idol
- World Masters Cross Fit Championships
- Light of the World
- Carols in the Parklands
- BMX Freestyle National Championships
- The Temple Markets
- Inter City Cup
- Chinese New Year celebrations - Chung Tian Temple
- Derby Fest
- Australia Day Awards
- Eats & Beats Logan Gardens



- Jimboomba Triple Crown SuperX
- International Women's Day



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.3.1	Services Marketing	Develop a plan to establish the City's sporting identity by marketing and promoting the City of Logan as a nursery for sporting talent.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 update**

A new city brand and marketing strategy was presented to Council and endorsed in Committee on June 10.

**About**

The strategy was developed in line with key corporate priorities to support the positioning and marketing direction for the city going forward.

**Actions**

An RFQ was distributed and a successful creative agency was appointed to deliver this body of work. Existing Council strategies were reviewed as part of this, including the Active Logan Implementation Strategy which informed the sporting element of the city offering. Workshops with key stakeholders including the Sport, Leisure and Facilities and Community Services branches of Council, also informed this direction.

**Outcomes**

The strategic marketing framework guides the marketing and positioning direction for the City of Logan from a holistic perspective, as aligned to the three core pillars of Community, Tourism and Economic. Priority outcome area 2.3.1 was incorporated into the strategic development of this project and factored in accordingly.

**Benefits**

Developing a cohesive positioning direction and strategic approach to branding and marketing the City of Logan will ultimately instil community pride, strategically position the city and contribute to economic growth through tourism and business investment.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.4.1	Services Marketing	Develop a 'green identity' for the city to encourage greater use by the community and greater visibility of Logan as a liveable city.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 update**

A new city brand and marketing strategy was presented to Council and endorsed in Committee on June 10.

**About**

The strategy was developed in line with key corporate priorities to support the positioning and marketing direction for the city going forward.

**Actions**

An RFQ was distributed and a successful creative agency was appointed to deliver this body of work. As part of this, discussions occurred around how to incorporate greater sustainability across events in 2020, along with reducing environmental impacts and fostering the city's green identity and environmental focus.

Workshops with key stakeholders including the Health, Environment and Waste branch of Council also informed this direction.

**Outcomes**

The strategic marketing framework guides the marketing and positioning direction for the City of Logan from a holistic perspective, as aligned to the three core pillars of Community, Tourism and Economic. Priority outcome area 2.4.1 was incorporated into the strategic development of this project as a significant focus area.

**Benefits**

Developing a cohesive positioning direction and strategic approach to branding and marketing the City of Logan will ultimately instil community pride, strategically position the city and contribute to economic growth through tourism and business investment. Ultimately, developing the city's green identity will support conservation and sustainability as part of this as appropriate.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
II2.7.1	Strategic Infrastructure Planning	Implement priority actions for the 2019/2020 financial year from the Destination Management Plan to inform the future management of the City of Logan as a destination.	June 2020	4	4	Completed

Interpretation & Response:

The fourth quarter has seen continued progress of the priority actions in the Destination Management Plan. The Riverine Discovery Centre was approved to proceed to a full feasibility study and the Whitewater Park Business Case submitted to Queensland Treasury for consideration. A Tourism Business Development Program was also completed this quarter aiming to assist people with existing businesses or potential business opportunities to establish or improve a tourism experience. Following extensive internal consultation a Food Tourism Strategy has also been completed this quarter.

Unfortunately COVID-19 has meant that planned tourism marketing campaigns including social media and a new Visitors Guide were not progressed. Tourism Officers have been redirecting efforts into the recovery activities working closely with the Local Recovery Group and broader tourism industry stakeholders to provide support to tourism and hospitality businesses in the city. The Service Enhancement was therefore not spent as planned and a request for the remaining funds to be carried over into the 20/21 financial year has been made to continue the implementation of the plan.





## Green and Renewable (GR)

### GR1 - A carbon neutral and green city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.1	Total Fleet Asset Management	Develop a Sustainable Fleet Management Strategy to align Council with its goal to reduce and offset carbon emissions.	June 2020	3	3	Completed

#### Interpretation & Response:

The development stage of the Sustainable Fleet Management Strategy complete. Director Organisational Services has requested document be presented to ELT for consideration and ELT endorsement. Following ELT endorsement, the strategy will have corporate design applied and will go before Council for adoption.

The strategy is also aligned to the newly implemented 'sustainability framework'.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.2	Mechanical Workshop	Update Council's annual Greenstamp Audit (GSA) processes to ensure compliance with the Queensland Department of Environment and Science and support a carbon neutral and green city.	April 2020	8	8	Completed

#### Interpretation & Response:

With the Motor Traders of Queensland now not authorised to audit and accredit for compliance the Motor Traders association of NSW where next to contact. Onsite audit occurred 29/01/2020 with approval at board level 24/02/2020.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.3	Mechanical Workshop	Implement and obtain Environmental Management System ISO14001:2015 certification to support Council's Greenstamp accreditation and ensure business practices are environmentally sustainable.	December 2019	4	2	Not Proceeding

#### Interpretation & Response:

A decision was made by Council in the second quarter to remove this project from the 2019/2020 Operational Plan. Results from a gap analysis highlighted that there were significant gaps in process requirements, and the time required to map and test these process requirements in order to meet ISO14001-2015 were lengthy and costly.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.4	Environmental Project Delivery	Deliver an emissions profile report to measure, track and reduce Council emissions.	September 2019	1	1	Completed

**Interpretation & Response:**

During the first quarter of 2019/2020, the 2018/2019 Emission Profile Report was developed to measure and track Council's emissions. This project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.5	Environmental Project Delivery	Install solar photovoltaic (PV) systems at priority Council locations to reduce carbon emissions.	June 2020	3	3	Completed

**Interpretation & Response:**

**Quarter 4 Update**

During Quarter 2019/2020, the installation of solar PV systems has been successfully completed at five Council facilities - Mt Warren Sports Centre, Logan West Community Centre, Logan North Library, Logan North Aquatic Centre and Marsden Library during.

**About**

The installation of on-site solar power generation systems reduce Council's carbon footprint, reduce electricity costs, and provide leadership to the community in the installation of large commercial roof top solar PV systems. The systems are all sized to generate the best financial return while accounting for the limitations of each site.

**Actions**

The installations were undertaken in close consultation with the relevant internal stakeholders, the project was developed and implemented with a single contractor managing the installation of the solar equipment and the roof safety equipment. Power generation monitoring equipment allows on-going 30 minute monitoring of not only each system, but each pair of solar panels. All excess power that will be generated by the system has been approved to be fed back into the grid.

**Outcome**

In total, the systems at Mt Warren Sports Centre (70 kilowatts), Logan West Community Centre (18 kW), Logan North Library (83 kW), Logan North Aquatic Centre (100 kW), and Marsden Library (55 kW) will generate an estimated 454 megawatt hours of electricity, saving \$56,000 in electricity costs, and saving 423 tonnes of CO2 emissions in their first year of operation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.1.6	Environmental Planning, Policy and Advice	Develop a Climate Resilience Strategy to enhance climate resilience with Logan City Council.	June 2020	3	2	Undeliverable

**Interpretation & Response:**

**Quarter 4 Update**

Due to COVID-19 impacts, the Climate Resilience Strategy project was not fully completed during the 2019/2020 financial year. A key element of the project involved consultation and engagement with Branch Managers across the organisation which was significantly impacted due to the COVID-10 restrictions.

**About**

This project follows on from the Queensland Climate Resilient Council's assessment of Council's governance arrangements in relation to climate change which was undertaken in 2018. A key recommendation from this assessment was for Council to develop a Climate Resilience Strategy and Policy. Council supported the development of a Climate Resilience Strategy and Policy at its meeting of 16 April 2019 Minute No 103/2019.

**Actions**

Despite the COVID-19 impacts, the project has progressed with the following milestones having been completed:

- background research review and project plan completed;
- request for quote and appointment of a consultant;
- initial round of internal stakeholder consultation completed; and
- a draft Climate Change Resilience Policy has been prepared for further internal consultation.

**Outcome**

A Climate Resilience Strategy and Policy that would enhance Council's climate resilience management in a strategic and considered approach and set Council's platform for further long-term planning in climate change.

The revised expected completion date for the Climate Change Resilience Strategy and Climate Change Resilience Policy is expected to be in October 2020.

It is recommended that this project be moved to next year's Operational Plan to finalise completion of the Climate Change Resilience Strategy and Climate



Change Resilience Policy, with a target date of October 2020.

Note: A status of undeliverable means that the project will not be delivered this financial year.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.2.1	Environmental Events, Activities and Education	Deliver an environmental events and activities program across the City of Logan to support the protection and enhancement of the natural environment across the city.	June 2020	2	2	Completed

**Interpretation & Response:**

**Quarter 4 update**

Due to COVID-19 impacts, all environmental events and activities were postponed during the final quarter of 2019/2020. To ensure that continued environmental education and support for our community was provided, the following online resources were developed and delivered:

- Backyard weeds online educational video;
- Backyard explorer activity sheet and online educational video - an at home activity for children;
- Logan River Story - an educational resource for teachers and parents;
- Launch of Weeds of Logan online resource - an at home resource for community members.

**About**

The purpose of the environmental events and activities program is to raise awareness and provide education about the environment and sustainability to the community.

**Actions**

The Environmental Events and Activities program delivered 20 environmental events and activities to the Logan community throughout 2019/2020 financial year. The COVID-19 health pandemic produced challenges for Environmental Events and Activities to be delivered to the community. This was overcome by the production of online environmental educational resources.

**Outcome**

The 20 Environmental events and activities that were delivered to the community saw over 400 community members learning more about Logan's local environment. Events that were delivered included:

- Walking on Country bush walk, Daisy Hill Conservation Park, Daisy Hill;
- Junior Wildlife Science Workshop, Crestmead PCYC, Crestmead;
- Resilient Rivers Initiative get together, Cochrane Bridge Park, Woodhill;
- Kid's Nature Journaling Workshop and Nature Journaling Workshop, Dirram Yani Park, Jimboomba;
- Logan Eco Forum, Beenleigh Events Centre;
- Platypus Watch surveys, various locations on the Albert River;
- Platypus Ponderings, the White House of Waterford, Waterford;
- Platypus Watch for kids, Beenleigh Library, Beenleigh;
- Wildflower Walk, Plunkett Conservation Park, Cedar Creek;
- Walking on Country bushwalk, Eagleby Wetlands, Eagleby;
- Row the River, Larry Story Park, Waterford;
- Property Fire Management Planning Workshop, Cedar Creek-Wolffdene Rural Fire Brigade, Wolffdene;
- Drought Management Workshop, Jimboomba Community Centre, Jimboomba;
- Guided Wetlands walk, Berrinba Wetlands, Berrinba.

The following online resources were developed and distributed:

- Backyard weeds online educational video;
- Backyard explorer activity sheet and online educational video - an at home activity for children;
- Logan River Story - an educational resource for teachers and parents;
- Launch of Weeds of Logan online resource - an at home resource for community members.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR1.3.1	Environmental Project Delivery	Deliver on-ground wildlife movement solutions based on road kill hot spot prioritisation mapping to enhance road safety and reduce wild-life collisions.	February 2020	3	3	Completed

Interpretation & Response:

During the month of February 2020, post-installation monitoring of the virtual fences at Rosia Road, Park Ridge Road and Jimboomba was completed.





## GR2 - Our waterways and waterbodies are healthy

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.1.1	Environmental Project Delivery	Deliver Belivah Creek Restoration Plan projects as a key tributary to the Albert River to improve water quality and waterway health.	April 2020	2	2	Completed

### Interpretation & Response:

This project is was completed in April 2020. All Belivah Creek Restoration project sites maintenance activities continued.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.2.1	Environmental Planning, Policy and Advice	Develop an Albert River Accessibility and Connectivity Plan to increase activation of the river and enhance community connection with the river.	June 2020	3	3	Completed

### Interpretation & Response:

During the second quarter of 2019/2020, the Albert River Accessibility and Connectivity Plan was presented and adopted by Council at its meeting of 29/10/2019 Minute No 177/2019. The project has been completed.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR2.3.1	Environmental Planning, Policy and Advice	Develop a Logan and Albert Rivers Fish Habitat Improvement Implementation Plan to prioritise fish health and fish population enhancement projects.	April 2020	3	3	Completed

### Interpretation & Response:

During the 2019/2020 financial year the Logan and Albert River Fish Habitat Enhancement and Implementation Plans were endorsed by Council at its meeting of 17 June 2020 Minute number: 64/2020, marking the successful completion of this project.

### Completed milestones for this project include:

- a successful review of the Fish Habitat Assessment Report and findings to inform a Fish Habitat Enhancement Plan;
- development and consultation with key stakeholders of a 5 year Fish Habitat Improvement Implementation Plan; and
- completion of the 5 year Fish Habitat Improvement Implementation Plan which has been endorsed by Council.

This project utilized information obtained during the 2018/19 financial year when Council undertook an extensive investigation into river bathymetry, fish habitat, fish biomass and fish diversity of the Logan and Albert Rivers. The project delivered a large amount of scientific data. To fully review, interpret, prioritize and implement management practices arising from this project Council developed the Logan and Albert Rivers Fish Habitat Enhancement and Implementation Plans to guide the prioritisation and funding of on-ground actions and future riverine management that will improve the fish habitat values of the Logan and Albert Rivers.

A key part of this project involved an expert aquatic habitat panel who reviewed the results of the Logan and Albert River survey - which used the latest sonar technology to map the underwater habitat and fish abundance in the Logan and Albert Rivers. In consultation with the expert panel, researchers and community members, Council has developed the Logan and Albert Fish Habitat Enhancement Plan 2020-2035 and Implementation Plan to guide the improvement of fish habitat and active fisheries in the Logan and Albert Rivers, which have been successfully completed and endorsed by Council.



### GR3 - We employ sustainable waste management and recycling practices

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.1	Waste and Recyclables	Deliver a contract commencement plan to the Health, Environment & Waste Manager to the Waste collection Contract to ensure a successful transition into the commencement of Council's new waste collection service.	June 2020	1	1	Completed

**Interpretation & Response:**

**Quarter 4 Update**

The waste and recycling collection contract has been awarded and executed and Council has debriefed all tenderers. Meetings with the successful tenderer have been held to discuss the prepared commencement plan.

**About**

To ensure a successful transition to a new waste and recycling collection service a commencement plan is needed to ensure all parties have prepared appropriately for the contract commencement in July 2021.

**Actions**

A contract commencement plan has been prepared that includes the following components that must be addressed:

- Pre-Execution matters
- Operational matters Pre July 2021
- Matters required by Contract general terms
- Matters required by contract service specification.

**Outcome**

The commencement plan has been completed (DM# 13454946) and will be used to guide and manage the completion of tasks to ensure a successful contract commencement in July 2021.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
GR3.1.2	Waste Disposal	Deliver a report for Council consideration on the evaluation of the regional waste disposal and resource recovery to inform future waste management planning.	June 2020	7	3	Undeliverable

Interpretation & Response:

**Quarter 4 Update**

The evaluation has reached a milestone in that it an interim shortlist of potential solutions has been identified. The evaluation report is expected to be delivered to the CEO by 31 August 2020, after which it will be submitted for Council's consideration.

**About**

The following Councils established an alliance to request expressions of interest for future waste disposal and resource recovery services:

- Logan City Council
- Ipswich City Council
- Redland City Council
- Lockyer Valley Regional Council
- Somerset Regional Council.

By exploring a combined sub-regional approach to waste management services, the councils may be able to identify waste management solutions that would not be available to each council individually.

**Actions**

The expression of interest process seeks to determine the best services - for the sub-regional alliance, for a smaller group of councils or for individual councils. There are no preconceived ideas about what the services will look like or where they may be located. At the conclusion of the EoI process, Councils may choose to proceed with a further procurement process or discontinue the process.

Expressions of interest submitted have been undergoing evaluation through a series of evaluation gates against pre-determined evaluation criteria.

**Outcome**

It is recommended that this project be moved to the next financial year to deliver the evaluation report for Council's consideration by October 2020. Subject to the decisions of Councils, further project staging and planning will be undertaken to progress this project.

Note: A status of Undeliverable means that the project will not be delivered this financial year.



## Next Generation Governance (NG)

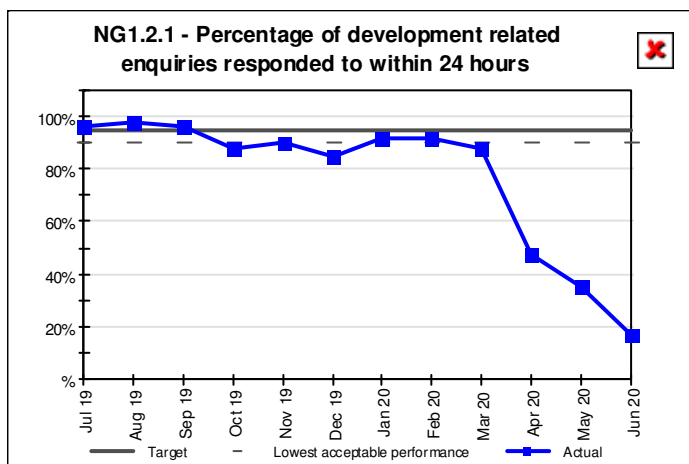
### NG1 - Our organisation uses innovation and technology to efficiently manage assets and deliver valuable services to our community and visitors

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.1	Customer Experience Improvement	Deliver the Corporate Website Transformation Project to support Council in becoming a Smart City.	December 2019	2	2	Completed

Interpretation & Response:  
The new Corporate website went live in December 2019 and is fully operational.  
The URL for Council's website is [www.logan.qld.gov.au](http://www.logan.qld.gov.au).  
Project Complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG1.1.2	Innovation Strategies	Prepare a Council-wide Digital Strategy for Council consideration to support the City of Logan becoming a Smart City	June 2020	3	3	Completed

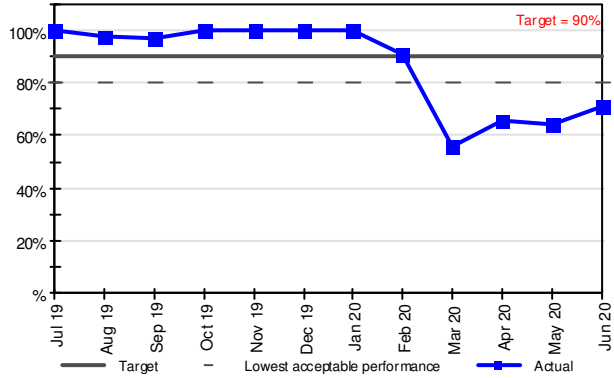
Interpretation & Response:  
Council endorsed the Digital Strategy on 28 November 2019. This project is now complete.



Interpretation & Response:  
COVID-19 has had a significant impact on the level of customer enquiries whereby we have seen an 85% increase in requests. The increase in customer enquiries has been driven by the Government domestic building stimulus package which was implemented to support the construction industry.



**NG1.2.2 - Percentage of 'Construction Taskforce' customer enquiries responded to within 24 hours**



**Interpretation & Response:**

The KPI was tracking above its target earlier in the year, however ability to maintain levels of service was severely impacted over the past 5 months due to COVID-19. The last three months has seen a continued improvement.





## NG2 - We engage our residents, businesses and visitors to inform decisions that affect the future of the city

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.1	All Animal Care Program	Complete the final stage of the Community Engagement Program and deliver a local law amendment process based on a holistic review of the cat and dog keeping provisions of Council's animal management local law.	November 2019	1	1	Completed

### Interpretation & Response:

A Committee report was drafted following community engagement submissions. The Committee report will be submitted for the 22 January 2020, City Lifestyle Committee in the final stage of law amending process. This project is now complete

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.2	Engagement Support	Deliver actions from the Community Engagement Strategy 2017-21 to set the framework for how Council engages meaningfully with the community.	June 2020	1	1	Completed

### Interpretation & Response:

A review of the Community Engagement Strategy 2017-2021 was undertaken and a revised draft version has been endorsed by Council along with a draft Community Engagement Framework for community consultation.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG2.1.3	Media Services/ Corporate Communication	Create a Logan City Council media and internal news portal to facilitate stronger communication channels with the community.	December 2019	4	1	Undeliverable

### Interpretation & Response:

A decision was made by Council in the second quarter to move this project to the next financial year (2020/2021). The project has been parked for now as its progress will be determined by a review of Our Logan magazine.



**NG3 - We use responsible governance and establish strategic relationships in the management of assets and the delivery of services to the city**

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.1	SAMMS Project Planning and Implementation	Complete implementation of Phase 1 of the Strategic Asset Management and Maintenance Project (SAMMS) for Water Branches and commence rollout to all asset classes to support our transition to a next generation government.	June 2020	1	1	Completed

Interpretation & Response:

As at the end of the third quarter SAMMS Phase 1 Release 6 has been paused pending development of a business case through the SAMMS Transition Plan. The project completed close out up to the end of June 2020. A report was provided to City Governance Committee outlining achievements to date and an overview of the Transition Plan to end November 2020.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.2	Tendering and Contracting	Deliver an innovative tendering and contracting framework and delivery model that supports Logan City Council to be an innovative, dynamic, city of the future.	June 2020	4	4	Completed

Interpretation & Response:

**Quarter 4 update**

Council's Procurement Model Review report was finalised.

**About**

The purpose of the project is for Council to transform procurement at an enterprise level to unlock potential and position Council as a leader of excellence in procurement.

**Actions**

A comprehensive review of the procurement current state was undertaken to provide a series of recommendations and actions for implementation. The key deliverables from this initial stage are a procurement model review report and the procurement model review blueprint.

The Procurement Review Report is a factual account of a deep dive into the current state of Council's procurement function. Consultation involved numerous one-on-one and group discussion sessions and engagement with the Procurement team, as well as onsite consultation sessions with 25 Branches. This was followed by an extensive process to analyse and benchmark quantitative data, assess qualitative information and develop a proposed future state.

**Outcome**

The procurement model review blueprint sits alongside the procurement model review report and serves as a visual single point of reference intended to familiarise Council with the relationships, background, recommendations and actions from the review. The blueprint frames next steps for transformation and capability uplift (to be implemented in Stage Two of Council's Procurement Transformation project).

Shifting to a strategic procurement model enables the development of a fully bespoke procurement function that reflects the complexity and requirements of Council. This will deliver value for internal customers and the community through:

- Fit for purpose policies and processes that balance risk, value and governance.
- A resourcing and operating model that reflects the needs of the business and the redefined role of procurement.
- A strategic operating framework that supports a culture of commerciality and efficiency as opposed to mandating process steps.
- Ensuring that growth is achieved in a manner that benefits Council and the community.
- The strategic framework will aid in enabling innovation, flexibility and sustainability.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.3	Branch Management	Develop and implement a Governance Framework to promote best practice for corporate governance.	March 2020	1	0	Undeliverable

**Interpretation & Response:**

Good governance is necessary in local government to ensure the development and management of policy for the benefit of the community. Governance consists of the system and processes to ensure good rule in the local area according to the Local Government Principles which results in positive outcomes for the community and the use of appropriate accountability and decision making frameworks.

Logan City Council has a governance framework currently in place which is evidenced by the following:

- Corporate Plan 2017 to 2022
- Financial Sustainability Plan
- Logan Planning Scheme
- Strategic Planning and Performance Framework

These documents are then further supported by a number of strategies under each of the Corporate Priorities of Quality Lifestyle, Economic Transformation, Green and Renewable, Conveniently Connected, Image and Identity and Next Generation Governance.

Council's induction and on-boarding processes, internal controls, systems and processes as well as internal and external audit ensure that all Council employs good governance.

Council needs to develop a Framework document for governance, a Governance Framework, to ensure best practice. The Framework is a document which outlines Council's existing governance practices. It provides an overview of these practices for ease of understanding by the community and all stakeholders. The lack of a Governance Framework document does not mean that Council has a lack of good governance.

As at May 2019, plans had already been made for Council's Operational Plan for the 2019/2020 financial year and the consequential business plans to support it. However, at this time, resources had to be diverted from Branch Business Plans to other projects as a result of Council being placed into Administration in May 2019. These other projects are outlined in the Interim Administrator's Transition to Council Plan, 9 out of 13 impacted on the Corporate Governance Branch and were in addition to the usual work of the Governance Branch.

The effect of this was that budgets and resources were reallocated from business plan projects to the Transition to Council Plan projects. This task was to be funded from the Corporate Governance recurrent budget. Due to resourcing constraints, this task was outsourced. However, all resources were realigned to the Transition to Council Plan when Council was placed into administration on 2 May 2019. This framework was not managed as a project and as a result there is no project management methodology or associated schedules for this task.

The development of the Governance Framework is currently in progress with a draft being progressed. However, to allow engagement with Councillors as to the direction and shape of the Governance Framework and to obtain the necessary approvals through Council's Executive Leadership Team, the City Governance Committee and Council, it will not be complete by 30 June 2020.

It is recommended that this project be moved to the next financial year for delivery with a target date of June 2021.

Note: A status of Undeliverable means that the project will not be completed this financial year.



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.4	Branch Management	Develop and implement a compliance management system to ensure effective and accountable governance.	March 2020	1	0	Undeliverable

**Interpretation & Response:**

An internal audit performed in 2019 found that Council's approach to the identification and management of corporate compliance obligations is ad-hoc in nature. It was noted that Council does not have a formalised corporate compliance framework which articulates its policy position, procedures for the identification and management of corporate compliance obligations, roles and responsibilities, monitoring and escalation of non-conformances/breaches.

As a result, Council sought to develop a framework which was compliant with ISO 19600:2015 Compliance Management Systems (ISO 19600) to assist Council to identify and manage its corporate obligations. Shortly after this work commenced, a review was undertaken of Council's risk framework, reporting and governance responsibilities. It was identified that organisational maturity around risk and governance with an end-to-end risk framework and process could be improved. As a result, these projects were combined and work progressed on reviewing current documents and consultation with key stakeholders. As the Compliance Framework supports the Risk Management Framework, it was essential that the risk framework be reviewed and revised first.

This task is to be funded from the Corporate Governance recurrent budget. Due to resourcing constraints, this task was outsourced. Work on this task was placed on hold when Council commenced its business continuity planning due to Covid-19 due to resourcing constraints.

The development of the Compliance Framework is currently in progress with further consultation anticipated to take place in August and September 2020. However, to allow engagement with the business as to the direction and shape of the Compliance Framework and to obtain the necessary approvals through Council's Executive Leadership Team it will not be complete by 30 June 2020.

It is recommended that this project be moved to the next financial year for delivery with a target date of June 2021.

Note: A status of Undeliverable means that the project will not be completed this financial year.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.5		Implement and obtain Quality Management System ISO9001:2013 certification to demonstrate Council's excellence in its delivery of products and services of its plant and fleet.	June 2020	0	0	Undeliverable

**Interpretation & Response:**

A decision was made by Council in the first quarter to defer this project to the next financial year.

Significant change in business processes and new quality management procedures are being developed such as the National Heavy Vehicle Regulator Chain of Responsibility; fleet acquisition and disposal, procurement policy; new fleet washbay; greenstamp environmental accreditation and process requirements; new electronic oil management process; workplace heat and fatigue management. All of these will need quality management procedures applied before audit and accreditation can be conducted.

Identification of appropriate providers of audit and accreditation services has proved time consuming and difficult as no appropriate providers available through Council's Local Buy arrangement.

The 2019/2020 Budget timetable has been released early which will require considerable resources to be applied to service enhancements and capital replacement consultation with other branches.

Note: A status of Undeliverable means that the project will not be delivered this financial year.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.1.6	SAMMS Project Planning and Implementation	Implement Phase One of the Strategic Asset Management and Maintenance System (SAMMS) for nominated asset classes and associated supporting services to support our transition to a next-generation government body.	September 2019	1	1	Completed

**Interpretation & Response:**

SAMMS Phase One Water - Release 5 went live on 13 August 2018 and successfully implemented a works order management system to Logan water Operations water Maintenance and Water Project areas. The project team provided warranty support onsite to the Water Operations team until 13 September 2019. All Water Operations Network Maintenance Crews (in the field) are now using the TechnologyOne system.





Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.2.1	Delivery of Council's Advocacy Strategy and supporting Action Plan	Deliver the Annual Action Plan 2019/2020 to guide Advocacy Program priorities and activities for the 2019/2020 financial year.	June 2020	4	4	Completed

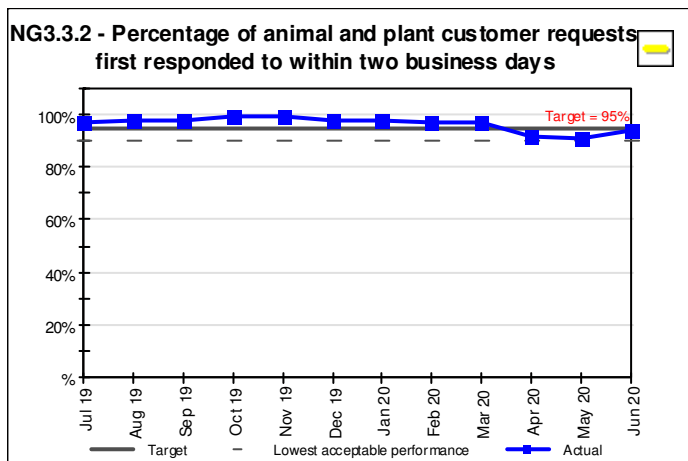
**Interpretation & Response:**

Work is progressing on the development of the new Advocacy Strategy, receiving endorsement from ELT in June 2020. Once in place, the strategy will guide future activities going forward. Coordinating grant submissions arising from Covid-19 has also been a focus during this period.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG3.3.1	City Animal & Plant Biosecurity	Deliver the 2018-2022 City of Logan Biosecurity Plan to manage invasive pests, plants and animals across the city.	June 2020	8	8	Completed

**Interpretation & Response:**

This project is currently running on track for the fourth quarter.



**Interpretation & Response:**

313 requests received animal and plant customer requests were received this financial year. 295 (94%) requests were responded to within the target time frame. This is slightly below the target (95%) but within acceptable target limits.



## NG4 - Our people deliver excellent service to customers and the community

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.1	People Plan 2018 - 2021	Deliver priority actions for the 2019/2020 financial year from the People Plan 2018-2021 to ensure Council continues to attract, develop and retain a valued and skilled workforce.	June 2020	12	12	Completed

### Interpretation & Response:

#### Quarter 4 update

As at the end of quarter 4, the following has been completed for this project for the financial year:

- Organisational architecture - Internal capability uplift in organisational architecture design
- Organisational architecture - Review of Executive Leadership Team roles to inform organisational wide design and other upcoming People Plan projects
- LCC Leadership and Performance Capability Framework Review - Draft framework prepared considering organisational architecture principles
- LCC Leadership and Performance Capability Framework Review - Supplementary draft framework prepared for Logan City Councillors
- Leadership Development - Delivery of foundational leadership development program - Leadership Exploration and Acceleration Program (LEAP) to Council's most senior 100 leaders
- Change Management - Confirmed Prosci methodology as the most suitable change framework for LCC
- Change Leadership - Commenced internal applied capability uplift of Prosci change management methodology
- Culture and Engagement - Sourced market leading engagement tool
- Culture and Engagement - Utilised tool to manage staff engagement during COVID-19
- Safety Culture Action Plan - Revised draft strategy completed, now known as the 3 Year Health and Safety Strategy
- Wellness Strategy - Strategy scope endorsed by the Executive Leadership Team for implementation post COVID-19
- Diversity and Inclusion - Benchmarking of industry relevant best practice and commencement of analysis to identify LCC's current state

#### About

The People Plan outlines Council's people goals for building and sustaining a workforce and workplace where each and every person is supported, developed, and empowered to do the best job they can in delivering service excellence and being innovative in how we deliver services to our community. It comprises 16 key people projects.

#### Actions

A range of initiatives (as shown) have been commenced this year across nine key projects, ensuring that each is grounded in robust research and stakeholder consultation. Each project is interconnected with the others to deliver positive outcomes that are sustainable.

#### Outcome

Effective completion of the People Plan projects will deliver a skilled, resilient and engaged workforce that takes accountability for high levels of performance and being innovative to enable Logan City Council to deliver the City Vision as identified in the Corporate Plan 2017-2022.

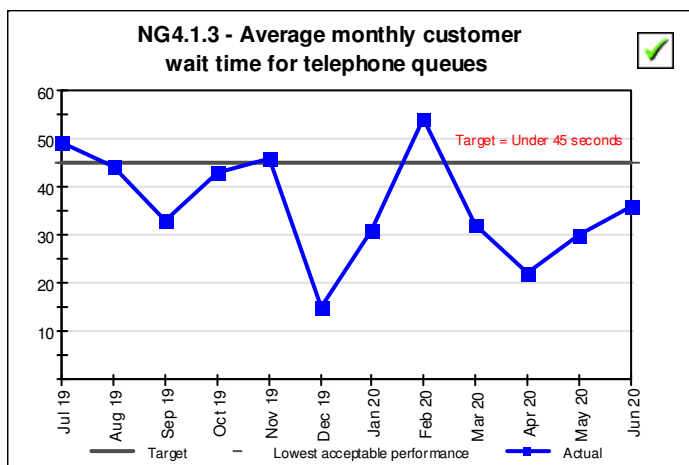


Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG4.1.2	A Great Place to Work	Implement actions to achieve Council accreditation as a White Ribbon Accredited organisation to ensure a safe and respectful workplace.	June 2020	0	0	Not Proceeding

**Interpretation & Response:**

A council decision was made in the first quarter to remove this project from the Operational Plan.

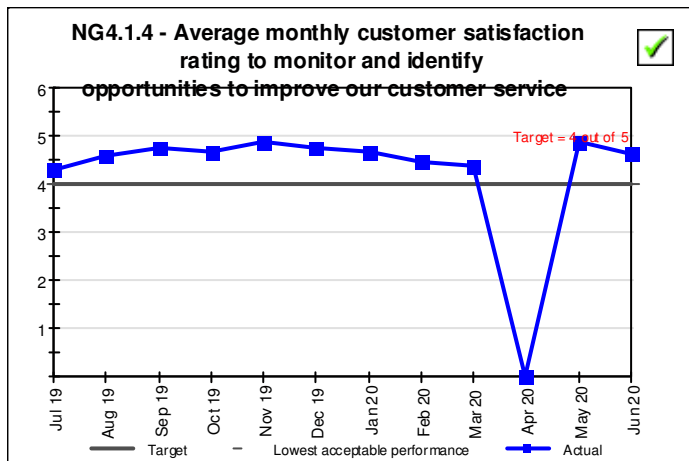
After careful review, the People and Culture Manager recommended that, rather than progress a piece of work in isolation, a more strategic and considered approach be adopted. This will include a formal diagnostic piece of work undertaken to ensure an evidence-based approach towards fostering a safe and respectful workplace. This will sit under the People Plan project aimed at diversity and inclusion.



**Interpretation & Response:**

Council's average wait times were 22, 30 and 36 seconds respectively for April, May and June 2020. Results for all three months in the quarter were within the acceptable performance range against the target of 45 seconds.

Note: Performance below the target line is 'good'. This is a reverse graph.



**Interpretation & Response:**

The generation of customer satisfaction data will always be one month in arrears as the process includes distribution, return receipt and analysis of customer satisfaction surveys from the previous month. Due to the COVID-19 situation, monthly customer satisfaction surveying was suspended for the month of March resulting in no customer satisfaction reporting data for March 2020. For the months of April and May 2020, customer satisfaction was at 4.88 and 4.63. This exceeded the target of 4.0 in these months.



## NG5 - We are building our resilience and recovery in the event of disasters

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.1	Business Efficiency and Resilience	Deliver disaster management system and process upgrades to enhance Council's capability to respond to disaster events.	June 2020	2	2	Completed

### Interpretation & Response:

Guardian Control will remain the preferred software for LCC. Developers are continuing work on Guardian IMS. Development of IMS Guardian will continue to be monitored.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.2	Prevention	Deliver an updated hazard and risk profile for the City to improve Disaster Management capabilities.	June 2020	4	4	Completed

### Interpretation & Response:

#### Community Profiling

The first phase of the Community Profiling project has been completed.

Community profiles have been developed by Division. The profiles include the following information:

- Population, land area and population density per division
- Key Demographics including age, language spoken at home, need for assistance and information relating to internet connectivity
- Human-social characteristics which describes information on community infrastructure, evacuation centre and recovery hub locations, traditional ownership, heritage sites and education
- Economic characteristics which describes employment status, primary industry sectors of employment and types of occupations
- Infrastructure Characteristics which describes critical infrastructure within the division where applicable
- Environment characteristics which includes overlays to support environmental recovery within the contexts of the natural environment (including national and state parks and forests, vegetation offset sites, and habitats of protected/threatened species) and public health (including immunisation clinic locations and food licence businesses).

Phase 2 of the community profiling project will include community hazard and risk mapping, identification of sites of cultural significance, homeless mapping and capturing community perceived risks where possible.

#### Community Engagement

The Get Ready QLD program of work has been delivered in accordance with the 2019/20 guidelines and the acquittal is currently being completed.

Activities that were undertaken in the past quarter include:

- Shopping centre advertising
- Mobile truck billboard
- Chalk stencils
- Google Display ads
- Radio advertising on Rebel FM and translated adverts on 4EB ethnic community radio station
- Newspaper ads and Our Logan magazine articles
- Social media messaging and engagement via Facebook polls
- Partnership with QFES to promote House Fire messaging



Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.1.3	Preparedness	Deliver the annual review of the Local Disaster Management Plan to ensure policies, practices and operational procedures align with agencies and identify opportunities for continuous improvement.	September 2019	3	3	Completed

**Interpretation & Response:**

Reviewed sub plans were re-endorsed by the LDMG on 28 August 2019. These include:

- Spontaneous Volunteers Sub Plan
- Utilities Sub Plan
- Transport Disaster Response Sub Plan
- Impact Assessment Sub Plan
- Flood Sub Plan
- Counter-Terrorism Sub Plan
- Heatwave Sub Plan
- Severe Weather Sub Plan
- Fire Sub Plan
- Tsunami Sub Plan
- Hazardous Materials Sub Plan
- Evacuation Sub Plan
- Community Information & Warnings Sub Plan
- Rapid Response Sub Plan
- Recovery Sub Plan
- Local Disaster Management Plan

This project is now complete.

Corp Plan	Service	Project	Target	Milestones Planned	Milestones Completed	Status
NG5.2.1	Floodplain Management	Deliver the Logan and Albert Rivers flood study to prepare for a floodplain risk management study and further our resilience and recovery in the event of disasters.	May 2020	3	2	Undeliverable

**Interpretation & Response:**

**About**

The Logan Albert Rivers flood study is a comprehensive update of our critical flood data for the city's riverine systems. It has involved the development of calibrated flood models based on best-practise rainfall estimation and modelling techniques. The study will provide updated flood levels to inform-land use planning and development, disaster management and infrastructure planning. The benefits of the study include the delivery of flood resilient infrastructure, and an informed and prepared community,

**Milestones achieved**

- Draft final flood modelling and reporting delivered
- Third party peer review in progress

**Milestones outstanding**

- Deliver the Logan and Albert River Flood Study

The implications in terms of potential changes to flood levels are critical matters and needed additional peer reviews of a complex flood model. A technical expert was engaged to provide an independent review and additional peer review provide advice on how to complete the study. The budget was extended to engage the independent reviewer. This project has been partially funded by State grant funding. It is expected this project to be completed by December 2020.

It is recommended that this project be included into the next financial year's Operational Plan with a target date of December 2020, to track the delivery of remaining actions.

Note: A status of Undeliverable means that the project will not be completed this financial year.