

City of Brisbane

Popular Financial Report Year 2023 -
2024

City of Brisbane POP Report

The City of Brisbane POP Report provides a clear summary of the city's public services, offering an accessible overview of service performance and municipal activities. As one of the pioneering cities in Australia to adopt this reporting approach, Brisbane has championed both innovation and community engagement, establishing itself as a true Smart City.

A Smart City collects and distributes data digitally, using advanced technologies and sensors to enhance urban life. Brisbane's approach, however, extends beyond technology, embracing a flexible management model that emphasizes transparency, reliability, inclusivity, and meaningful outcomes through clear communication.

This report was developed as part of an assignment for the Public Management course within the Department of Management, Valter Cantino, at the University of Turin. Using practical methodologies, it aims to provide a concise public summary of Brisbane's demographic profile and highlight key city initiatives. This report serves as a resource for better understanding the city's population dynamics and socio-economic characteristics.

The 2023 Brisbane POP Report was crafted to emphasize Brisbane's unique community needs, taking direct feedback from citizens into account. This analysis highlighted key areas and topics of interest to Brisbane residents regarding local public services.

The aim is to provide transparent information and present data on the actions of the city and its affiliated organizations, forming Brisbane's public service sector. The report's accessible communication style supports a participatory decision-making process, prioritizing citizen needs and demonstrating how the city works to address them.

Members of Operational Group:
Aleks **Tosev**
Simone **Marandella**
Marcello **Rosso**
Leopold **Marquardt**



POP

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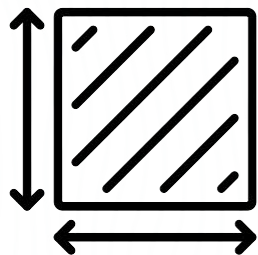
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BIBLIOGRAPHY



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General OVERVIEW



AREA OF LAND
1,342.7 km²

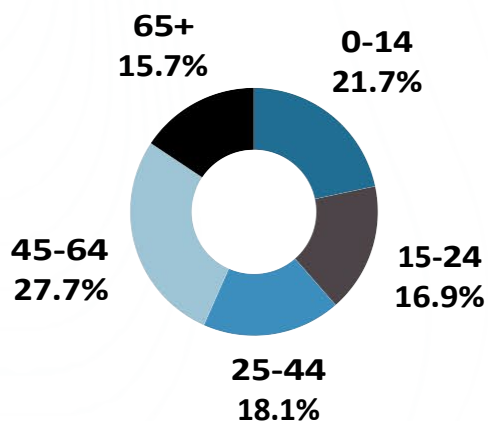


BRISBANE

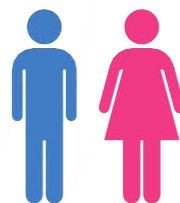


POPULATION SIZE
>1,32 MILLION PEOPLE

AGE BREAKDOWN

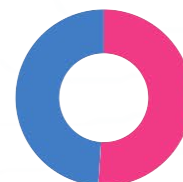


36 years median age



GENDER
DISTRIBUTION

MALE
49%



FEMALE
51%



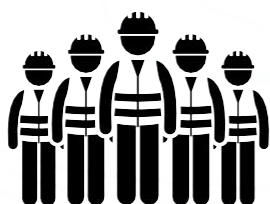
MAIN LANGUAGE SPOKEN

ENGLISH
(~75 %)



\$181

BILLION
ECONOMY



LABOUR FORCE

> 780,000 people

138,801

REGISTERED
BUSINESSES
(97% SMALL)



I'm pleased to present the Annual Report 2023–24 on behalf of Brisbane City Council. Brisbane's reputation as the best place to live, work and play continues to grow. Our enviable outdoor lifestyle, excellent job opportunities and city's strong ambition attracts people from across Australia and the world. Our Council and residents have faced the twin challenges of rising living costs and rapid population growth. In response, we're committed to continuing our record of responsible financial management while keeping Brisbane moving.

We are delivering better roads and public transport so we can get residents home sooner and safer. We are improving public spaces, investing in thriving precincts and providing free and affordable events. Most importantly, we are addressing cost-of-living with a balanced budget that takes pressure off household rates and rents. Our public and active transport network investment continues, with Brisbane Metro services due to start later this year. Upgraded platforms at the Cultural Centre and UQ Lakes stations have opened, with Brisbane Metro's new Rochedale depot almost complete. Metro vehicle testing is on schedule and will deliver the biggest public transport transformation in decades. We've also added new CityCats and upgraded ferry terminals to grow our river network. For walkers and cyclists, we have seen significant milestones achieved in our Bridges for Brisbane program, with the opening of the Breakfast Creek / Yowoggera Bridge in February and the Kangaroo Point Bridge to open soon. Road users have also seen great improvements with major projects like the Moggill Road and Beams Road upgrades taking shape. We are making sure Brisbane's lifestyle keeps getting better through continued investment in our parks, playgrounds, pools and libraries. We opened the fantastic Everton Park Library precinct this year and we'll continue to deliver free and affordable events, providing more to see and do in the suburbs.

We are prioritising the environment with our Towards Zero Waste strategy positioning Brisbane as a leader in sustainable resources and waste management. This commitment starts inside the home, and we are thrilled to see a record take-up of compost rebates and green-top bins by residents. We will continue to stand up against crime. We've deployed new CCTV cameras to increase community safety and will do all we can to ensure our residents and visitors feel safe. Being able to access secure and affordable housing is critical to a better Brisbane. Our Housing Supply Action Plan facilitates action to deliver homes sooner and anti-sprawl initiatives to unlock new homes in inner-city areas that are well serviced by transport connections. As always, we will continue to take the pressure off household rates and rents with initiatives for all ages like free seniors' travel, green bins for less than \$1 a week, \$2 Summer Dips and rates rebates and concessions for pensioners. Finally, I want to recognise everyone at Council who helped to achieve these notable outcomes. With a strong focus on the future, we're committed to making sure Brisbane gets even better.

Adrian Schrinner

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CITY QUALITY OF LIFE COMPARISON INDEXES



QUALITY OF LIFE INDEX

RANK	CITY	RATING
01.	BRISBANE	196.8
02.	ADELAIDE	196.3
03.	MELBOURNE	195.9
04.	PERTH	195.8
05.	CANBERRA	190.8
06.	SYDNEY	181.8

THE QUALITY OF LIFE INDEX IS A MEASURE THAT EVALUATES THE OVERALL WELL-BEING IN A CITY OR COUNTRY. IT CONSIDERS VARIOUS FACTORS THAT INFLUENCE DAILY LIFE, SUCH AS PURCHASING POWER, POLLUTION, HOUSING AFFORDABILITY, COST OF LIVING, SAFETY, HEALTHCARE, COMMUTE TIMES, AND CLIMATE. THIS INDEX PROVIDES A COMPARATIVE BENCHMARK, WHERE A HIGHER VALUE REFLECTS A BETTER QUALITY OF LIFE.



SAFETY INDEX

RANK	CITY	RATING
01.	CANBERRA	73.1
02.	ADELAIDE	67.3
03.	SYDNEY	65.8
04.	BRISBANE	63.1
05.	PERTH	58.4
06.	MELBOURNE	56.3

THE SAFETY INDEX MEASURES THE LEVEL OF SAFETY AND SECURITY IN A CITY, TAKING INTO ACCOUNT CRIME RATES, THE PREVALENCE OF VIOLENCE, AND RESIDENTS' OVERALL SENSE OF SECURITY. A HIGHER SAFETY INDEX SCORE MEANS A SAFER ENVIRONMENT WITH LOWER CRIME RATES AND A STRONGER FEELING OF PERSONAL SAFETY. THIS METRIC IS ESSENTIAL FOR ASSESSING QUALITY OF LIFE, AS SAFETY IMPACTS RESIDENTS' DAY-TO-DAY COMFORT AND WELL-BEING.



PURCHASING POWER INDEX

RANK	CITY	RATING
01.	MELBOURNE	154.8
02.	BRISBANE	148.8
03.	PERTH	142.3
04.	SYDNEY	127.5
05.	ADELAIDE	127.4
06.	CANBERRA	119.4

THE PURCHASING POWER INDEX MEASURES HOW MUCH RESIDENTS OF A CITY OR COUNTRY CAN BUY WITH THEIR INCOME, RELATIVE TO LOCAL COSTS. A HIGHER INDEX MEANS PEOPLE CAN AFFORD MORE GOODS AND SERVICES, WHILE A LOWER INDEX INDICATES LESS PURCHASING POWER. THIS HELPS COMPARE LIVING STANDARDS ACROSS DIFFERENT AREAS.



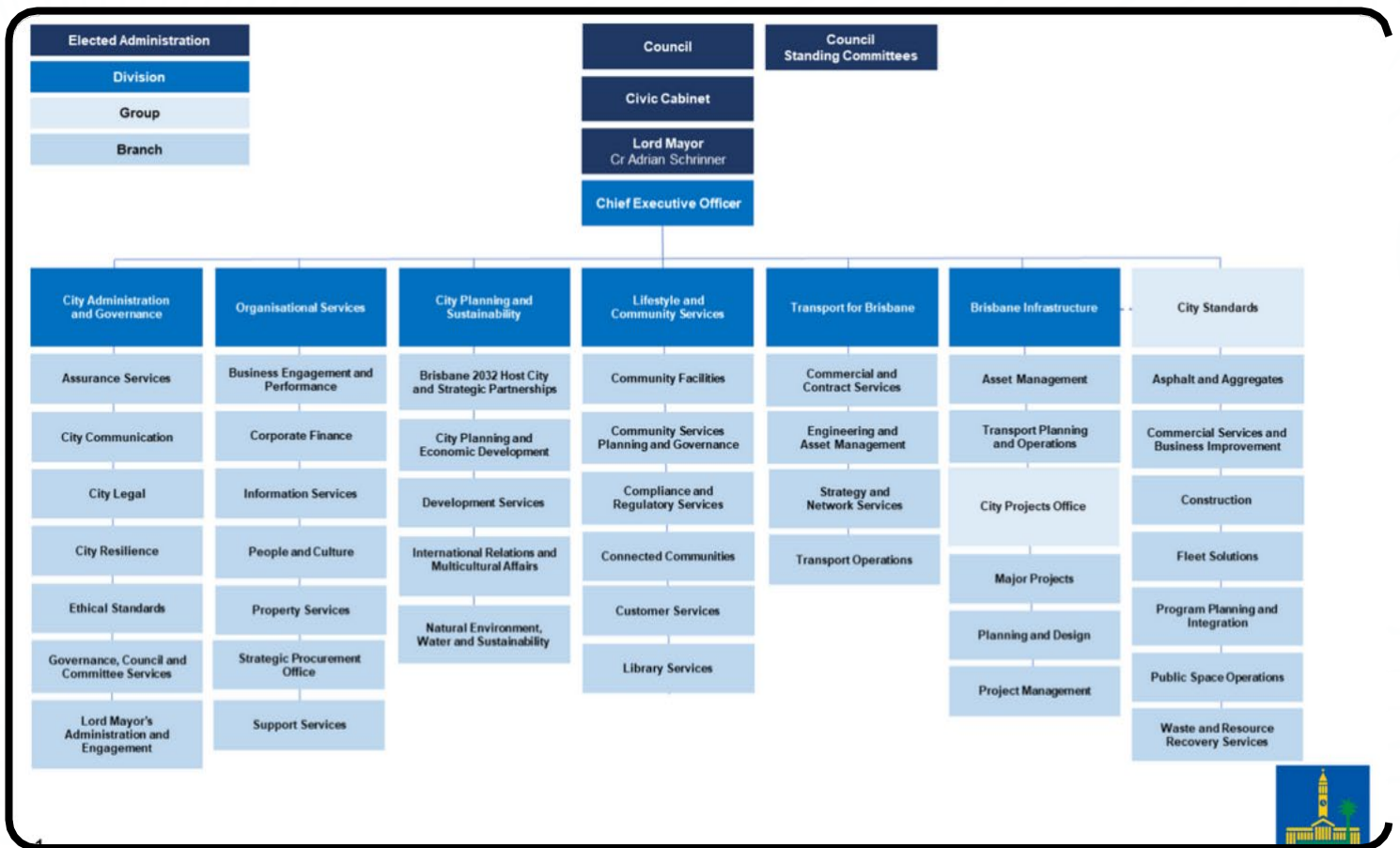
COST OF LIVING INDEX

RANK	CITY	RATING
01.	BRISBANE	62.7
02.	MELBOURNE	63.0
03.	PERTH	65.7
04.	ADELAIDE	66.8
05.	CANBERRA	72.2
06.	SYDNEY	74.7

THE COST OF LIVING INDEX INDICATES THE GENERAL EXPENSES REQUIRED TO MAINTAIN A STANDARD LIFESTYLE IN A CITY. IT INCLUDES THE COSTS OF BASIC NECESSITIES SUCH AS HOUSING, FOOD, TRANSPORTATION, AND UTILITIES. A HIGHER COST OF LIVING INDEX SUGGESTS THAT LIVING IN THE CITY IS MORE EXPENSIVE, WHILE A LOWER INDEX INDICATES THAT IT IS MORE AFFORDABLE. THIS METRIC HELPS TO EVALUATE HOW FINANCIALLY FEASIBLE IT IS TO LIVE IN A PARTICULAR LOCATION, IMPACTING OVERALL QUALITY OF LIFE.

Public Administration Group

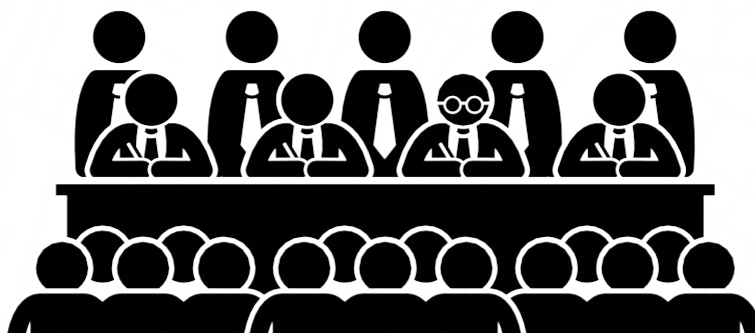
ORGANIZATIONAL CHART



THE COUNCIL

BRISBANE CITY COUNCIL, AUSTRALIA'S LARGEST LOCAL GOVERNMENT BY POPULATION AND BUDGET, CONSISTS OF 26 WARDS AND 27 ELECTED COUNCILLORS, INCLUDING THE LORD MAYOR, WHO IS DIRECTLY ELECTED BY RESIDENTS. THE COUNCIL IS COMMITTED TO BUILDING A BETTER BRISBANE WITH INPUT FROM THE COMMUNITY, INDUSTRY, NGOS, AND OTHER GOVERNMENT LEVELS. IT AIMS TO MAKE BRISBANE A GREAT PLACE TO LIVE, WORK, AND RELAX BY SUPPORTING DIVERSE COMMUNITIES THROUGH SERVICES, FACILITIES, AND INFRASTRUCTURE. COUNCIL'S MEDIUM- AND LONG-TERM STRATEGIES GUIDE THE CITY'S FUTURE, INTEGRATING FINANCIAL, ASSET, LAND USE, INFRASTRUCTURE, AND SERVICE PLANNING FOR EFFECTIVE COMMUNITY OUTCOMES.

BRISBANE CITY COUNCIL OVERVIEW



BRISBANE CITY COUNCIL OPERATES UNDER THE CITY OF BRISBANE ACT 2010, WHICH OUTLINES ITS RESPONSIBILITIES, RULES, AND LEGISLATIVE POWERS. THE COUNCIL AIMS TO CREATE A SUSTAINABLE, VIBRANT CITY BY ENSURING ACCOUNTABILITY, TRANSPARENCY, EFFECTIVE SERVICE DELIVERY, AND GOOD GOVERNANCE.

STANDING COMMITTEES BRISBANE CITY COUNCIL HAS 9 STANDING COMMITTEES, EACH CHAIRED BY AN ELECTED REPRESENTATIVE, RESPONSIBLE FOR POLICY ADVICE AND DRIVING INITIATIVES FOR THE CITY. THESE COMMITTEES INCLUDE:

- ESTABLISHMENT AND COORDINATION (CIVIC CABINET)
- CITY PLANNING AND SUBURBAN RENEWAL
- CITY STANDARDS
- COMMUNITY AND ARTS
- ECONOMIC DEVELOPMENT, NIGHTTIME ECONOMY, AND BRISBANE 2032 GAMES
- ENVIRONMENT, PARKS AND SUSTAINABILITY
- FINANCE AND CITY GOVERNANCE
- INFRASTRUCTURE
- TRANSPORT

CIVIC CABINET CIVIC CABINET, CHAIRED BY THE LORD MAYOR, SETS THE STRATEGIC DIRECTION FOR THE CITY AND COUNCIL, REVIEWING MAJOR PLANS AND CITY FINANCES. IT MEETS WEEKLY TO OVERSEE POLICY, PROCUREMENT, AND GOVERNANCE MATTERS.

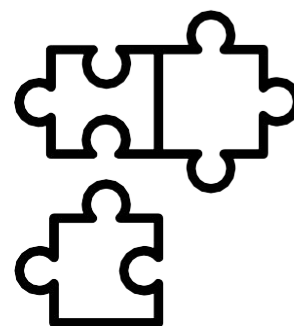
EXECUTIVE MANAGEMENT TEAM THE CEO, TIM WRIGHT, LEADS THE EXECUTIVE MANAGEMENT TEAM (EMT), OVERSEEING KEY INITIATIVES AND ENSURING BRISBANE REMAINS A GREAT PLACE TO LIVE, WORK, AND RELAX. THE CEO IS ACCOUNTABLE TO COUNCIL AND SUPPORTS THE DELIVERY OF ITS STRATEGIC OBJECTIVES

CONTROLLED ENTITIES

The CBIC group including City of Brisbane Investment Corporation Pty Ltd and its wholly owned subsidiaries, CBIC Allara Pty Ltd, Allara SPV Trust, CBIC Kingston Pty Ltd, CBIC Investment Pty Ltd and CBIC Valley Heart Pty Ltd, has been consolidated as it is material.

In addition, Council has 100% interest in a number of other controlled entities, that have not been consolidated as they are not material to Council's operations:

- Brisbane Powerhouse Pty Ltd
- TradeCoast Land Pty Ltd
- City Parklands Services Pty Ltd
- Brisbane Economic Development Agency Pty Ltd
- Brisbane Sustainability Agency Pty Ltd
- Museum of Brisbane Pty Ltd
- Riverfestival Brisbane Pty Ltd
- Brisbane Tolling Pty Ltd



NON CONTROLLED ENTITIES

Council's investments in other entities are not consolidated as they are not considered material.

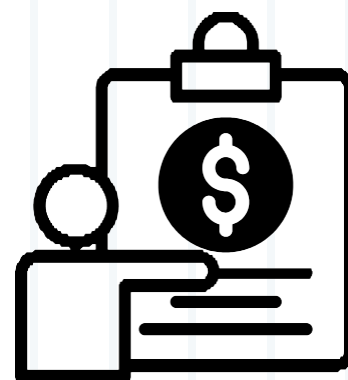
These are:

- Brisbane Bus Build Pty Ltd (50%)
- Major Brisbane Festivals Pty Ltd (50%)
- SEQ Regional Recreational Facilities Pty Ltd (12.5%)
- Council of Mayors (SEQ) Pty Ltd (9,1%)
- Brisbane Housing Company Ltd (9,1%)



Statement of financial position

In this section the main financial data are presented and the major areas of the Balance Sheet of the year 2023-2024 are highlighted.



	2024 Consolidated (\$000)	2023 Consolidated (\$000)	2024 Council (\$000)	2023 Council (\$000)
Current Assets	313,489	295,497	297,139	280,066
Non-Current Assets	44,580,169	36,906,836	43,017,982	35,870,418
Total Assets	44,893,658	37,202,333	43,315,121	36,150,484
Current Liabilities	1,208,609	936,493	1,211,349	940,081
Non-Current Liabilities	5,336,700	4,645,688	5,367,474	4,685,921
Total Liabilities	6,545,309	5,582,181	6,578,823	5,626,002
Net Community Assets	38,348,349	31,216,700	37,028,315	29,994,482
Community Equity				
- Asset Revaluation Surplus	2,842,498	16,800,946	2,256,817	15,896,692
- Accumulated Surplus	35,505,851	14,415,754	34,771,498	14,097,790
Total Community Equity	38,348,349	31,216,700	37,028,315	29,994,482

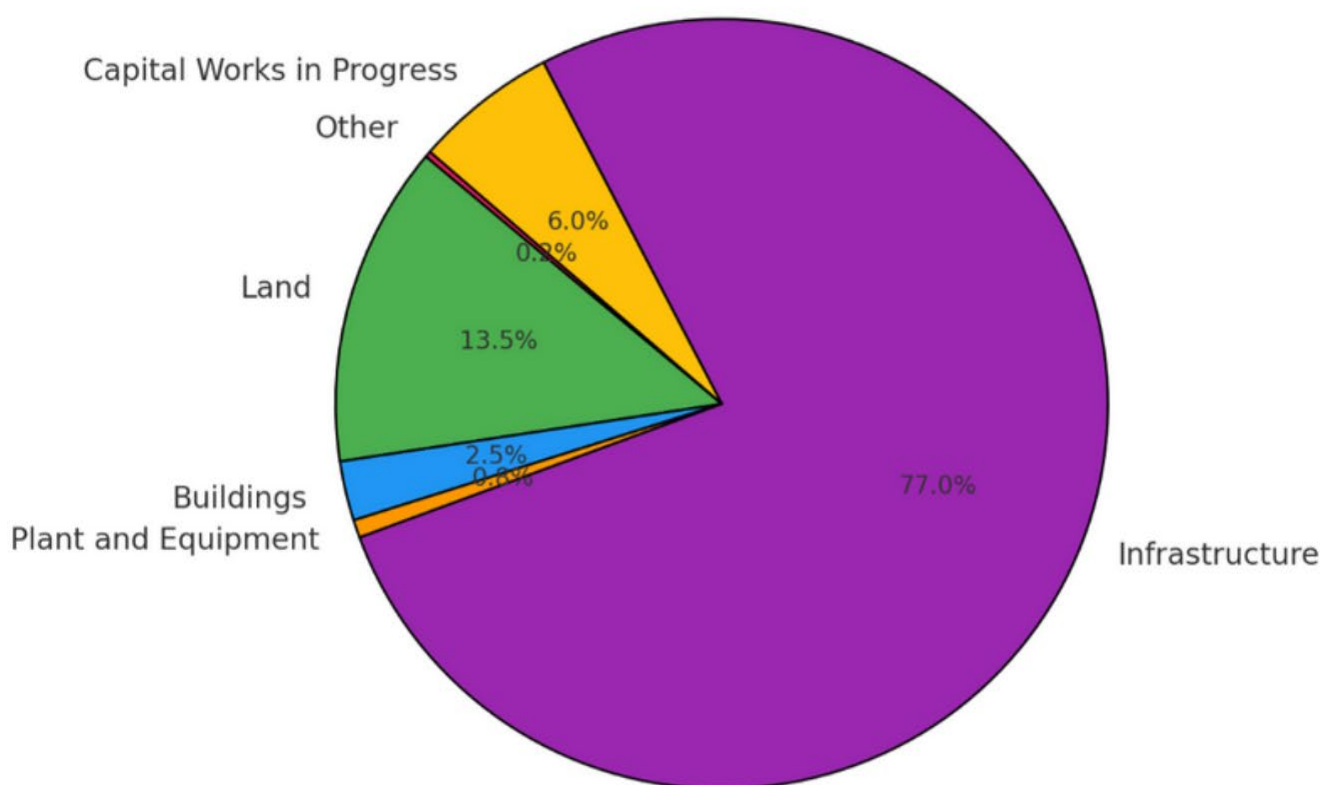


Assets: As at 30 June 2024, Council's assets were valued at \$43.3 billion. The largest asset balance is Property, plant and equipment assets.

This includes the following classes of assets:

- land – \$5.4 billion
- buildings – \$1.0 billion
- plant and equipment – \$0.3 billion
- infrastructure – \$30.8 billion
- capital works in progress – \$2.4 billion
- other – \$0.1 billion

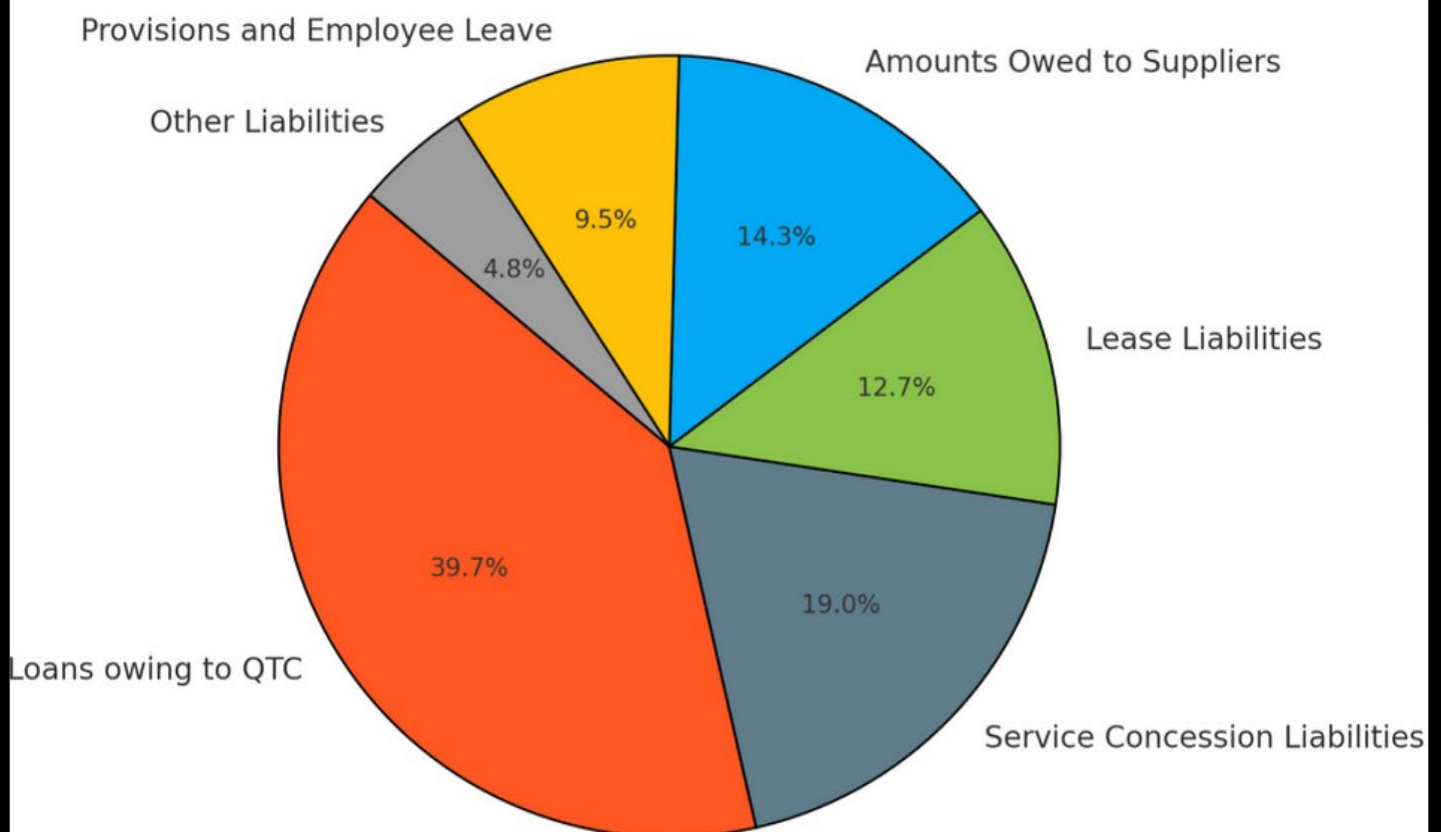
Council's Assets Distribution as at 30 June 2024 (Total: \$43.3 billion)

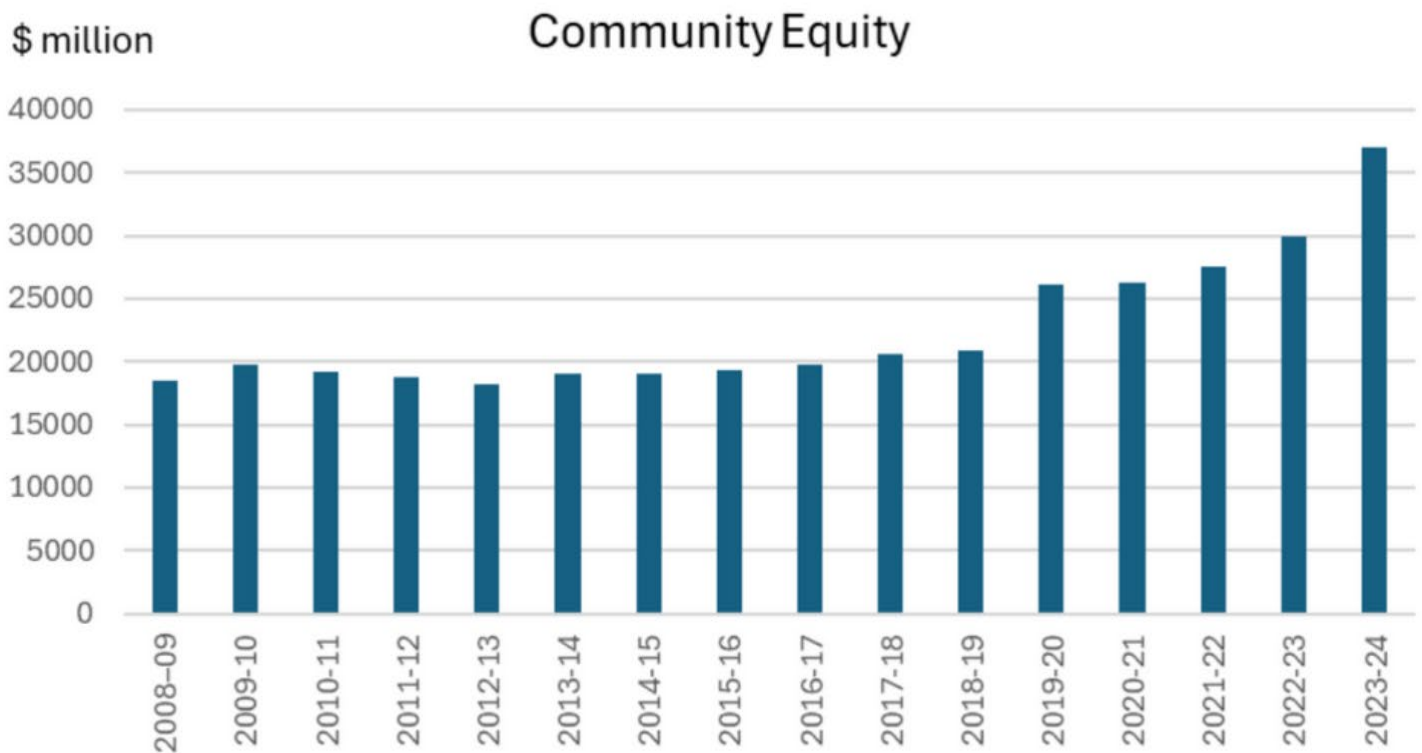


Liabilities: Council borrows to fund future long-term infrastructure assets to provide ongoing benefits to the community. At 30 June 2024, Council’s liabilities totalled \$6.3 billion. This was principally made up of:

- loans owing to QTC
- service concession liabilities
- lease liabilities
- amounts owed to suppliers
- provisions and employee leave entitlements
- other liabilities

Council Liabilities as at 30 June 2024 (Total: \$6.3 billion)





Community equity: Community equity represents the council's net worth, calculated as the total value of its assets (what the council owns) minus its liabilities (what the council owes). As of 30 June 2024, the council's community equity was valued at \$37 billion. This figure reflects the financial health and stability of the council, showing the accumulated net resources available to support the community and invest in future development.



Statement of comprehensive Income

In this section we can see the differences of the Consolidated and Council comprehensive income between 2024 and 2023.

	Consolidated 2024 (\$000)	Consolidated 2023 (\$000)	Council 2024 (\$000)	Council 2023 (\$000)
Revenue				
Rates and utility charges	1,378,170	1,316,242	1,378,170	1,316,242
Contributions, donations, grants	568,748	609,885	568,748	609,885
Fees and charges	223,837	210,582	223,837	210,582
Public transport revenue	396,559	385,336	396,559	385,336
Other Revenue	373,916	404,740	470,688	514,171
Total Revenue	2,941,230	2,926,785	3,038,002	3,036,216
Expenses				
Employee costs	886,603	834,766	884,437	832,512
Materials and services	986,970	1,012,535	982,756	1,007,465
Depreciation and amortisation	510,253	532,799	518,709	541,395
Finance costs	97,208	102,098	97,208	103,064
Other Expenses	144,921	99,288	120,820	94,836
Total Expenses	2,625,955	2,581,486	2,603,930	2,579,272
Share of profit from associate	226,122	146,744		
Net Result	541,397	492,043	434,072	456,944
Other Comprehensive Income	6,533,638	2,043,291	6,542,185	2,054,998
Total Comprehensive Income	7,075,035	2,535,334	6,976,257	2,511,902

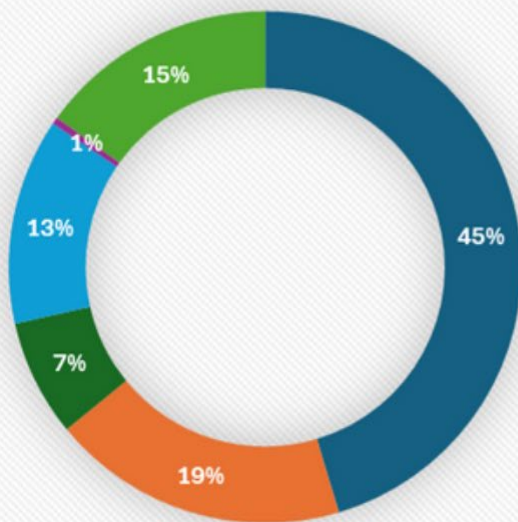
Public Revenue

The Council generated \$3.0 billion in revenue, with the most significant contribution coming from rates and utility charges, amounting to \$1.4 billion (after accounting for discounts and rebates).

Overall, total revenue remained similar to the previous year.

Revenue

(\$ million)



Rates and utility charges	1,378
Contributions, donations, subsidies and grants	569
Fees and charges	224
Public transport revenue	396
Interest revenue	13
Other revenue	458

Total Revenue 3038

In this graph it is noticeable how the vast majority of revenue derives from Rates and Utility charges.



What are they actually?



Rates (Local Taxes): these are taxes that residents and businesses pay to the city council or municipality to support local services and infrastructure, such as road maintenance, waste management, emergency services, and public green spaces. Rates are often calculated based on the property value and are charged to property owners.

Utility Charges (Public Utility Fees): These include fees for the use of essential services like water, electricity, gas, and sewage. Local governments or public utility providers charge these fees to cover the costs of supplying, maintaining, and managing these services.

Public Expenditures

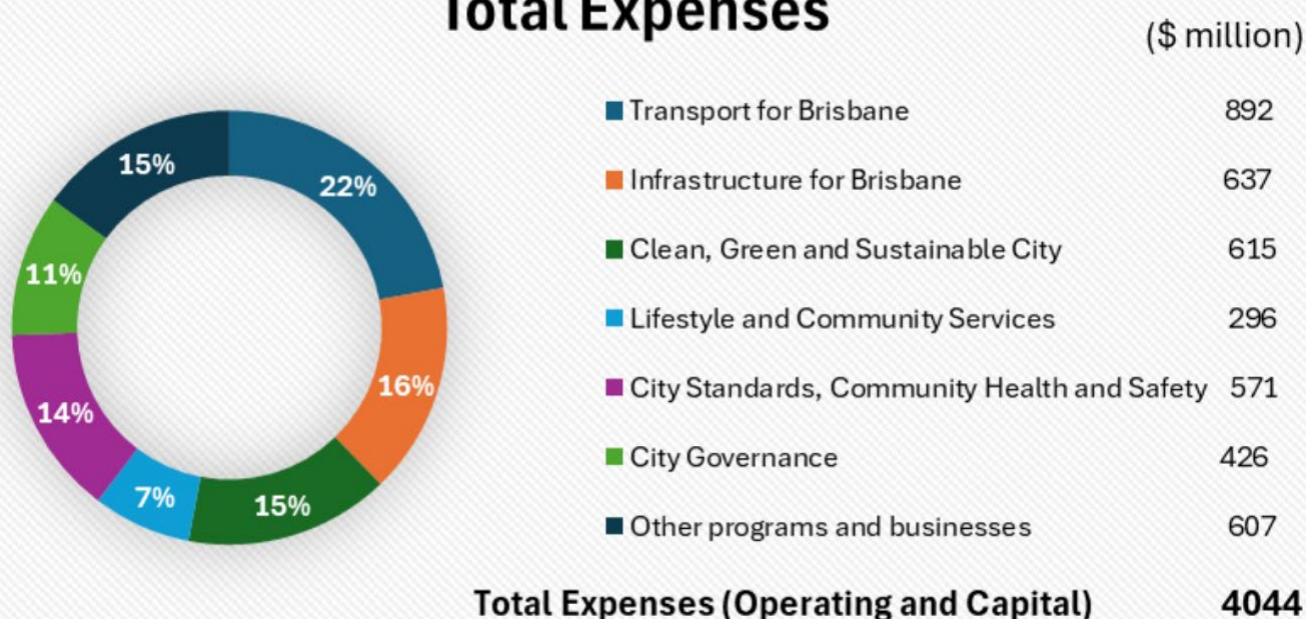
Council spent \$4 billion between operations (\$2.6 billion) and capital projects (\$1.4 billion) in 2023–24.

Operating Expenses



The Council manages its budget by grouping similar outcomes into programs. These programs allocate funds to services and projects outlined in the Annual Plan and Budget.

Total Expenses



Major Policies

The major policies undertaken to improve the City of Brisbane by its City Council are all denoted in the 5 strategic directions found on the Corporate Plan, in accordance with the City of Brisbane Regulation 2012, which defines the five objectives as:

Our Inclusive City



Our Prosperous City



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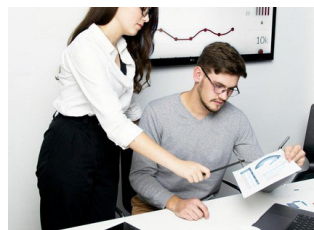
Our Sustainable City



Our Liveable City



Our Well-Managed City



The Brisbane Council uses a 3-tier rating system to summarise performance against the indicators in the Corporate Plan.

The statuses are:

- **Delivered:** the objective is achieved or completed
- **On track:** work is continuing as planned and budgeted
- **Action required:** work has stopped or progress is insufficient to achieve the objective
- **Monitor closely:** progress is being made but, due to external drivers, does not match what was planned and budgeted, or progress is difficult to measure

Our Inclusive City



“A city for everyone, free from discrimination, with inclusive and supportive services and culture”

Aiding Vulnerable residents



More than 1,570 vulnerable residents accessed meals and a range of free services, including medical and allied health advice, haircuts and support.

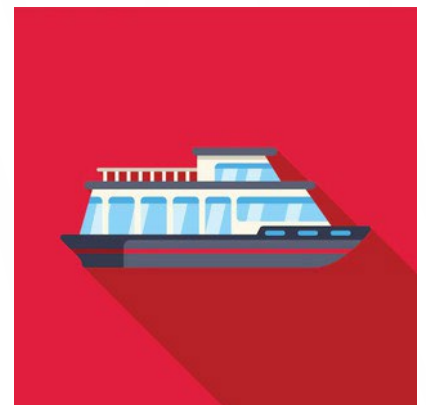
More than 22,000 people donated numerous pallets of food and toiletries, of clothes and shoes.

Improving Ferry Access

The New and Upgraded Ferry Terminals Program was established, resulting in an expanded fleet of ferries and better ferry infrastructure overhaul.

Improved accessibility and flood resilience in the Dockside ferry terminal. The design included construction of accessible ramping and a disability compliant gangway. There are now 8 double-decker CityCat vessels, including 5 with upper-deck shade sails, denominated with Aboriginal names as all CityCat vessels are obliged to be.

A new full-time CityCat stop was also added to Howard Smith Wharves.



Metro and Buses expansion



Extension of the Brisbane Metro services starting in early 2024

18 bus stop upgrades to improve accessibility and amenity, providing additional shelter and seating.

UQ Lakes station has reopened following significant upgrades:

- Improved the Cultural Centre station.
- New cycling and scooter connections, improved accessibility and pedestrian crossings. All of these metros will be housed in the newly-built Rochedale Depot.

Our Sustainable City

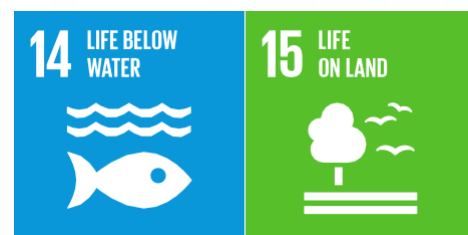
“To create and maintain a clean, green and sustainable Brisbane”

Biodiversity Protection

In 2023–24, Council continued partnering with the University of Queensland to reintroduce 12 koalas into bushland reserves at Wacol. Council initiatives that protect and help koalas thrive, include a 10 ha koala fodder plantation in Wacol with 28,350 sticks of 8 different eucalypt species harvested and provided to wildlife carers for sick and injured koalas.

More than 2.8 ha of urban bushlands supporting koalas and threatened habitat were purchased, which contributes to Council’s commitment to deliver 40% natural habitat cover in mainland Brisbane by 2031.

In addition, maintenance work was carried out at 21 sites to rehabilitate nearly 7 km of sea and river walls and at 1090 bushland restoration sites with more than 163,800 native plants planted and more than 322,150 hours of volunteer work.



The City Council’s Oxley Creek Transformation project continued on the 4 ha Archerfield Wetlands District Park.

The district park is located within the wider 150 ha Archerfield Wetlands Parkland. Opening in late 2024, the park will feature an adventure playground, bush resources garden, event lawn, youth hub and a Catchment Centre.

On completion of the works, Council will have planted 100,000 plants within Archerfield Wetlands Parkland between 2022 and 2024.

Also in 2023–24, the Oxley Creek Transformation project delivered the Glider Forest Shared Trails at Larapinta.

Towards Zero Waste

The plan “Towards Zero Waste” was released in draft in November 2023 and featured significant measures to reduce the amount of residents’ waste that ends in landfill, specifically to reduce waste and increase resource recovery.

It includes:

Expanding the Compost Rebate program to include additional items and increasing the amount residents can claim.

The slashing of the price of green waste recycling bins to less than \$1 a week.

An \$80 million relief package helping put money back into the pockets of almost 140,000 households.

More than 18,000 additional households have ordered a green bin, diverting more than 43,000 tonnes of green waste from landfill.



Since the introduction of rideshare schemes in Brisbane in 2018, Brisbane residents have notched up more than 15 million trips on e-scooters and e-bikes. The implementation of the “Oxley Creek Transformation” project, which aims to create a world-class green lifestyle and leisure destination for Brisbane.

Our Prosperous City

“To achieve and maintain the economic prosperity of Brisbane”

4 QUALITY EDUCATION



Tourism Investment



Brisbane’s subtropical climate and relaxed lifestyle have made outdoor dining a popular attraction, with over 100 new footpath dining permits issued in 2023–24 to bolster local dining and tourism.

International collaboration was also advanced as Brisbane hosted the 2023 Asia Pacific Cities Summit & Mayors’ Forum, attracting nearly 1,200 delegates from 171 cities to discuss urban sustainability and foster global connections in anticipation of the Brisbane 2032 Olympics. Adding to this international profile, the 2023 FIFA Women’s World Cup brought 357,000 fans to Brisbane Stadium and generated \$100 million in economic benefits, including \$79 million in direct visitor spending.



Local Investments

To revitalize commercial areas, the Vibrantly Vacant program, featuring shopfront decals designed by local artist Bartkowiak, improved the aesthetics of 17 vacant properties and encouraged new business potential.

Tourism and events promotion further benefited from the MoreTix initiative, which drove 35,000 ticket purchases for local events. International acclaim has elevated Brisbane’s reputation as a top destination, with accolades from The New York Times and a gold rating in the 2024 Happy City Index.

Transportation initiatives, like the CityGlider service, provided over 149,000 inner-city trips, while cultural enrichment continued through Creative Grants supporting 26 projects.

BEDA’s initiatives created 860 jobs and generating \$694 million, securing 111 upcoming events projected to add \$523 million to the economy, further supported by the success of 109 events in 2023–24 that generated \$287.2 million and supported over 6,300 jobs.

8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



Our Liveable City

“Connecting Brisbane’s communities with the activities, events and places that make Brisbane great”

Safety and Recreational Improvements

Enhanced safety has been achieved with the addition of 240 new cameras in Council's Safety Camera network, which now provides 24/7 monitoring at parks, bridges, bus depots, and key infrastructure locations like the Breakfast Creek and Yowoggera Bridge, strengthening deterrence and support for law enforcement.

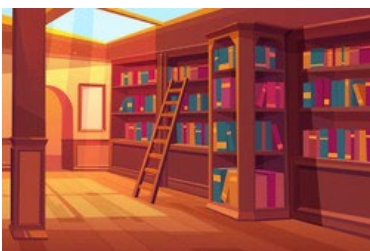
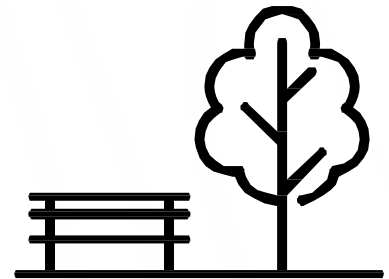


The Nudgee Recreational Reserve was created and includes mixed-use sports fields, a BMX track, a clubhouse and community spaces. Residents also enjoyed the affordable \$2 Summer Dips initiative, drawing over 741,000 visitors to Council pools.

Parks and River Improvements

The Brisbane River Heritage Trail was launched to highlight Brisbane’s historical river sites through a self-guided audio tour. Three new bridges, the Breakfast Creek and Yowoggera Bridge, connects Albion and Newstead, while the nearing Kangaroo Point Bridge will provide an iconic link between Kangaroo Point and Brisbane’s CBD.

Reached a milestone of filling 400,000 potholes since 2019–20, addressing safety with \$2.6 million invested and 59,600 potholes repaired citywide in the past year.



New community amenities include the Everton Park Library, featuring accessible design, children’s areas, and meeting rooms, as well as major upgrades like the Fig Tree Pocket Road intersection. Broader city improvements include the Moggill Road Corridor and Beams Road projects, attracting high visitation rates at Brisbane Botanic Gardens and Victoria Park.

Housing

The city also enjoyed vibrant community programs, with over 300 events reaching 215,000 residents, alongside public health efforts like 12 mosquito control sprays across 16,155 hectares to maintain quality of life across Brisbane.



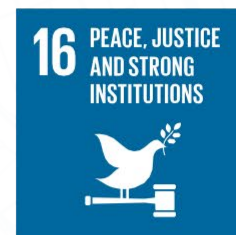
Our Well-Managed City

“To provide strong leadership and governance for the city and is committed to delivering effective, efficient and valued services to the community.”

Safeguarding Natural Disasters

The Be Prepared campaign, running from October 2023 to March 2024, encouraged and helped residents to safeguard against natural disasters like floods and bushfires, resulting in 4,692 new sign-ups for the Brisbane Severe Weather Alert Service.

Council’s Emergency dashboard was updated to provide real-time data from the Bureau of Meteorology and key agencies, enhancing citywide preparedness and safety.



Towards a Better Society

Expanded the talent community to over 40,000 prospective candidates and enhancing employee well-being through the promotion of a Zero Harm culture that emphasizes both physical and psychological safety.

City’s dedication to customer service was recognized with the 2023 Auscontact Award for Contact Centre of the Year, underscoring excellence in service delivery, staff development, and organizational value.

Financial management also remained a priority, with an organization-wide savings initiative that kept Brisbane’s rates among the lowest in South East Queensland, even amidst inflation, complemented by budget-friendly programs like half-price green bins and free off-peak transport for seniors.

Brisbane’s supportive community ethos was reflected in the return of over 21,000 lost items.

The Brisbetter campaign, which highlighted green waste recycling, \$2 summer dips, and active classes, reached over 2.8 million people on social media.



These initiatives contributed to high service satisfaction, with 83% of residents and businesses rating Council’s delivery positively.

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Methodological Notes

This report was created by the joint efforts of Leopold Marquardt, Aleks Tosev, Simone Marandella and Marcello Rosso, four Undergraduate Students at the SAA University in Turin.

In order to formulate the document we took inspiration from the official Brisbane City Council Annual Report for the years 2023-24. Other sources were consulted such as the official website of the Brisbane City Council and the Annual Financial Statements 2023-24, utilized by Marcello Rosso. Thanks to the documentation found, we were able to also provide meaningful graphs and charts to add a statistical dimension on the performance of the City of Brisbane. Aleks Tosev worked on the Public Administration Group, describing its organizational structure and its principal characteristics and features. Simone Marandella focused on the Major Policies, outlined in the Annual Report, while Leopold Marquardt transcribed the Lord Mayor's Letter found on the Annual Report, Demographic Data and Geographical Characteristics.

This report has been drafted by focusing on the 17 SDGs goals formulated by the United Nations Agenda 2030 for Sustainable Development, as well as compliance to the six capital approach of human, natural, social, intellectual, productive and financial capitals.

8

Dissemination Plan

The purpose of this report is to create an understandable and comprehensive document to emphasize the City's compliance to sustainability and citizen involvement and to make it accessible to all stakeholders, such as investors, businesses but primarily to all the citizens.

The dissemination of this paper will happen through the official website of Brisbane City and social media such as Instagram, Facebook, Youtube and X.

Contacts and Website



Brisbane Square 266 George Street Brisbane Qld 4000



Green Square 505 St Paul's Terrace Fortitude Valley Qld 4006



Phone: (07) 3403 8888



Website: brisbane.qld.gov.au



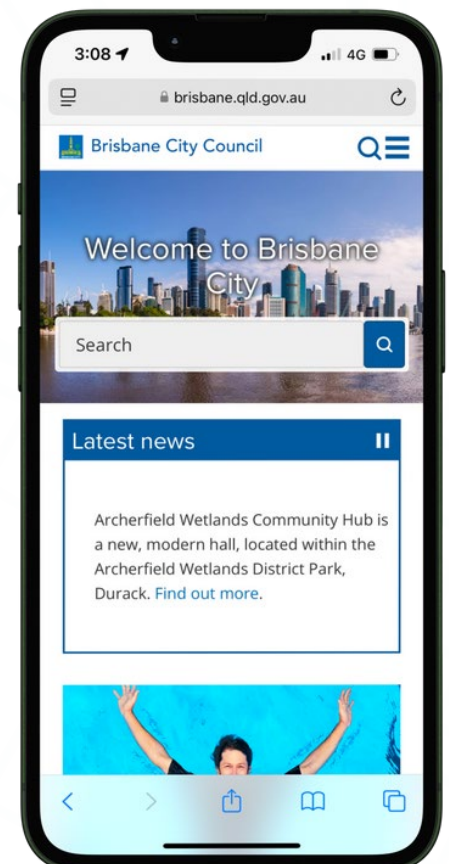
Instagram: @brisbanecitycouncil



X (former Twitter): @brisbanecityqld

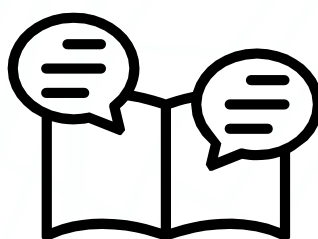


Facebook & Youtube: Brisbane City Council



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 - 6.2. **BRISBANE CITY COUNCIL ANNUAL REPORT 2023–24** (PDF File) : “Our Sustainable City” (Pages 34-35)
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 - 6.4. **BRISBANE CITY COUNCIL ANNUAL REPORT 2023–24** (PDF File) : “Our Liveable City” (Pages 38-39)
 - 6.5. **BRISBANE CITY COUNCIL ANNUAL REPORT 2023–24** (PDF File) : “Our Well Managed City” (Pages 40-41)



This work was completed as part of the Public Management course at the School of Advanced Studies (SAA), University of Turin, under the supervision of Prof. Valerio Brescia. The elements presented in this assignment have been developed in accordance with the guidelines defined by Professors Paolo Biancone, Silvana Secinaro, Valerio Brescia, and Davide Calandra.