

Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 4 – 2022/23

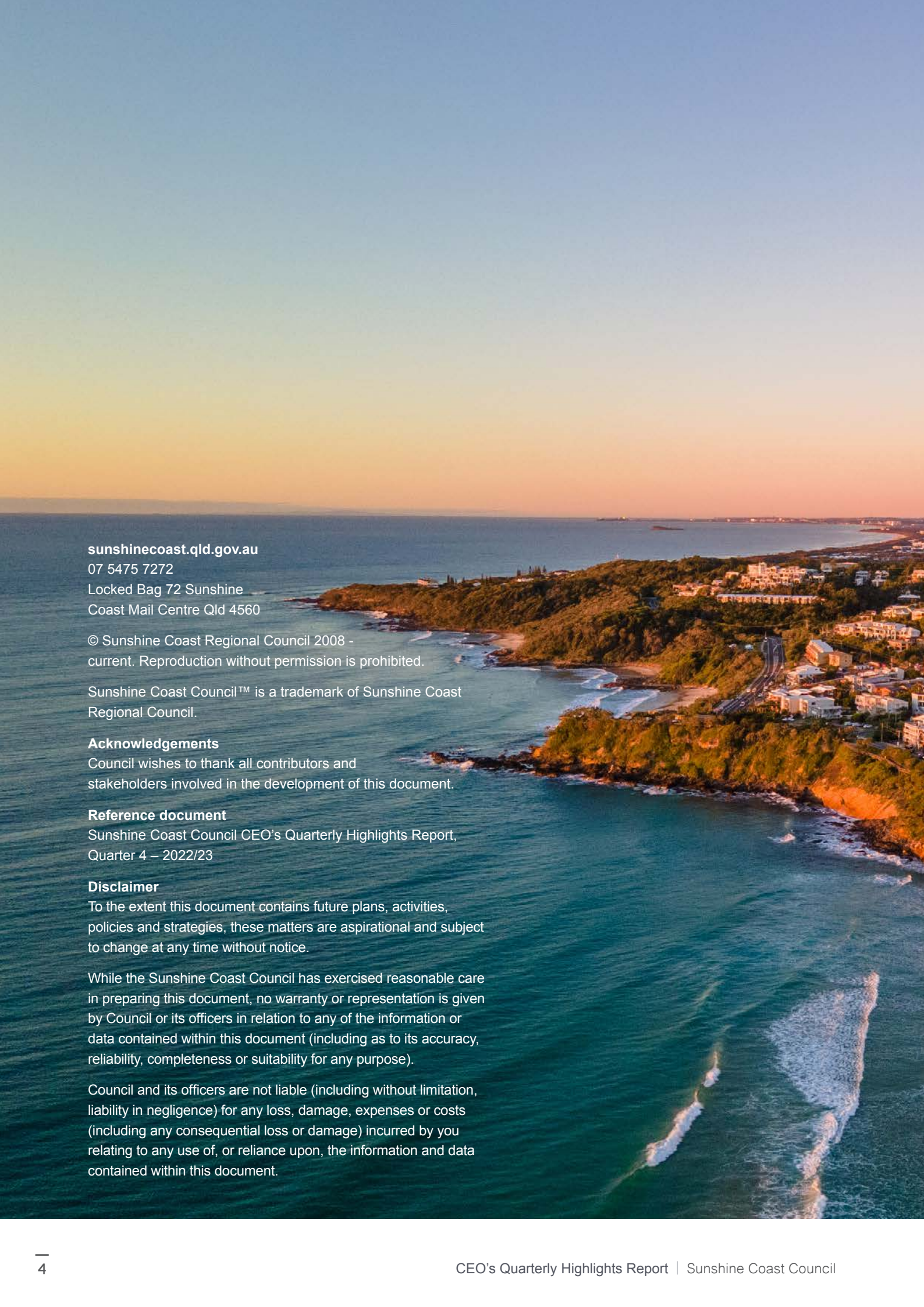




Artist's Impression only

The background of the page is a decorative graphic consisting of numerous thin, overlapping, wavy lines in various shades of green. These lines flow from the left side of the page towards the right, creating a sense of movement and depth. The lines are more densely packed in some areas, creating a mesh-like effect, while in other areas they are more sparse.

Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 4 – 2022/23

An aerial photograph of a coastal town at sunset. The town is built on a hillside overlooking the ocean. The sky is a mix of orange, yellow, and blue. The water is a deep blue-green. The town has many buildings and a road that curves along the coast. The sun is low on the horizon, creating a warm glow over the scene.

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Acknowledgements

Council wishes to thank all contributors and
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Reference document

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Quarter 4 – 2022/23

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Traditional Acknowledgement

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share.

We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

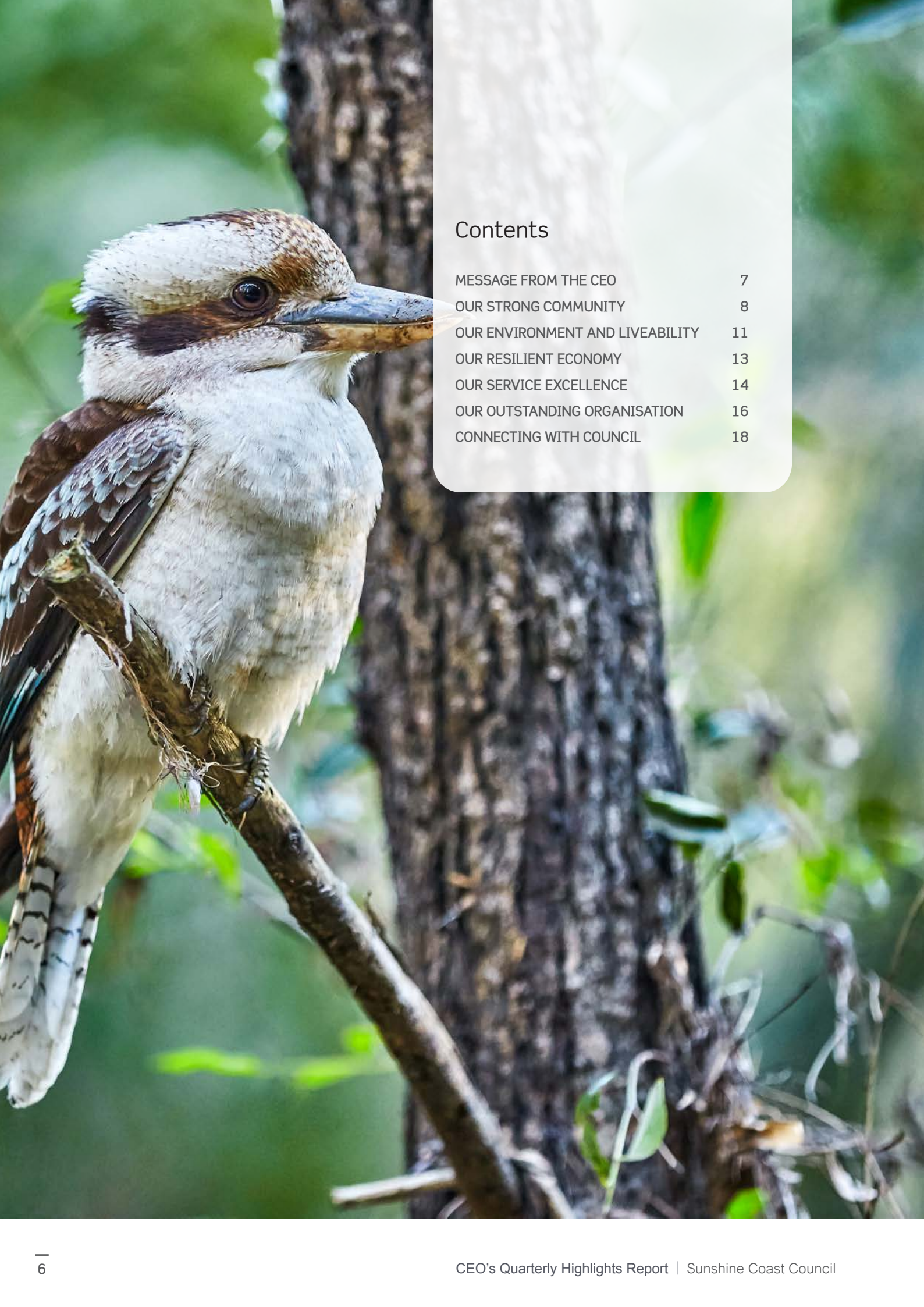
We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

Truth telling is a significant part of our journey. We are committed to better understanding the collective histories of the Sunshine Coast and the experiences of First Nations peoples. Legacy issues resulting from colonisation are still experienced by Traditional Custodians and First Nations people.

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi and the Jinibara peoples.

We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations people continue to play within the Sunshine Coast community.

Together, we are all stronger.



Contents

MESSAGE FROM THE CEO	7
OUR STRONG COMMUNITY	8
OUR ENVIRONMENT AND LIVEABILITY	11
OUR RESILIENT ECONOMY	13
OUR SERVICE EXCELLENCE	14
OUR OUTSTANDING ORGANISATION	16
CONNECTING WITH COUNCIL	18

Message from the CEO



Emma Thomas
Chief Executive Officer

In June, Council announced the 2023/24 budget, with services, community and sustainability at the heart of the budget. It is the first billion-dollar budget in our Council's history, that will deliver now, and for the future and support our ongoing commitment to serve our community with excellence and position our region for the future.

The Quarter 4 highlights report showcases our key achievements across the 2022/23 financial year, in delivering our Operational Plan 2022/23. Council achieved over 81% of our planned operational activities this year, which is an exceptional result, as we continue to face significant challenges through supply chain constraints, and the cost and availability of labour and materials. Through the varied challenges that we face, our people, our community and our local businesses have continued to work together to advance the interests of our region as we continue on our journey as Australia's most sustainable region: Healthy. Smart. Creative.

This quarter, we celebrated the anniversary of our region's international recognition as a UNESCO Biosphere Reserve, as well as being recognised, for the fourth year, as a Top7 Intelligent Community, recognising our region as a connected and smart community with a thriving innovation ecosystem.

Since moving to Sunshine Coast City Hall in December 2022, it has been fantastic to welcome new teams to Maroochydore and see the collaboration and enthusiasm for the new ways of working that the building's design promotes.

Through this move and the relocation of our staff, we have utilised the ASPIRE program for our used furniture and equipment so it can be repurposed both across Council and the wider community. The program supports our sustainability goals and enables a circular economy approach, which is one of several ways we are working towards our target of zero net emissions by 2041.

Across the region, and in partnership with our stakeholders we have seen amazing innovation. This quarter we saw the launching of an ecosystem function mapping tool, which was developed in partnership with the University of the Sunshine Coast. The world-first technology can report the ecosystem services for every location across the region, giving Council and the community a greater understanding of which areas are most valuable from a holistic ecological perspective to

support decision making.

Our Council remains committed to supporting connected and thriving communities, where everyone is treated with respect and has opportunities.

We have been involved in supporting several related initiatives, including Domestic and Family Violence Month and celebrating National Reconciliation week, as well as through Council's grant funding for community groups and other initiatives across the regions.

The reviews of our regional strategies, the Community Strategy Action Plan 2019-2024, the Environment and Liveability Strategy 2017 and the Regional Economic Development Strategy 2013-2033 continue, with engagement to date providing great insights that shape the refresh and update of these guiding strategies, ensuring our region plans for our future.

There has been great progress across our region with the revitalisation of streetscapes, improvement and many upgrade projects across our parks and recreation and sporting facilities, which have produced amazing results for the community to enjoy.

There are many more fantastic highlights mentioned throughout this progress report and I encourage you to read on and find out how Council is partnering with our community, business and other tiers of government to advance our healthy, smart, creative region.

Emma Thomas
Chief Executive Officer



Our Strong Community

Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.



158,074

people attended community events at Council's venues



94%

customer satisfaction with library and cultural programs



177,584

attendances to Council owned aquatic centres



294

community grant applications awarded, allocating more than \$889,000 for the quarter

Community and cultural development and partnerships

National Reconciliation Week

Sunshine Coast Traditional Custodians, community members and Council representatives gathered on Jinibara country for the launch of National Reconciliation Week on 24 May 2023. The event was held at TribalLink in Mapleton, and was a great example of collaboration with Council's partners to celebrate National Reconciliation Week and support reconciliation efforts. The event featured several traditional performances and stories from Deerum Wandem, truth-telling with Jinibara Elders Aunty Zeitha Jalamala Murphy and Uncle Noel Blair, and Wagga Torres Strait Islander Dance Company sharing song, traditional music and dance. The 2023 National Reconciliation Week theme "Be a Voice for Generations" encouraged all Australians to be a voice for reconciliation in tangible ways in our everyday lives – where we live, work and socialise.

The Sunshine Coast says NO to domestic and family violence

The Sunshine Coast community united as one to mark Domestic and Family Violence (DFV) Prevention Month in May 2023. A number of activities were undertaken to raise awareness of domestic and family violence and the support services available. This is a key initiative aligned to the Sunshine Coast Community Strategy

2019-2041 commitment to addressing community challenges through partnership, collaboration, advocacy and direct action.

Over 1000 purple ribbons were handed out at the Sunshine Coast Lightning game held at the University of the Sunshine Coast Arena on 30 April 2023, where Sunshine Coast Lightning player, Tara Hinchcliffe, was interviewed courtside about the teams support for DFV Prevention. Purple ribbons were made available at Council offices, libraries and venues for staff, alongside a QR code to access more information.

An incredibly powerful and moving candle-lighting vigil was held at Cotton Tree Park on 3 May 2023 in partnership with Centacare. The Empower Her Voice event asked the community to pause, reflect and hear the voices, stories and perspectives from victims and survivors, and to remember the women and children who have lost their lives as a result of domestic and family violence in the past 12 months. The annual event sends a message of support and acts as a reminder that there is no place for domestic and family violence.

Stronger Together Forum

More than 100 people took part in the Stronger Together Forum at Meridan Community Centre on 16 May 2023 to help review and refresh the Sunshine Coast Community Strategy Action Plan 2019-2024. The forum brought a range of individuals of all ages, abilities, backgrounds and interests together to share unique insights and experiences.

The gathering used a variety of methods such as storytelling and group activities, designed to listen and better understand what the future opportunities and challenges are for our region. The day was full of conversations and connection, and the energy and enthusiasm in the room was overwhelmingly positive, and a true demonstration of how we can collectively seek to build a stronger community together.

The information collected at the forum will help to inform a refreshed Sunshine Coast Community Strategy Action Plan for 2024-2029 that will continue to improve the way we live, work and play on the Sunshine Coast.

Grants to our community

Over \$889,000 in grants were allocated during the quarter to assist our community at a grass roots level.

Significant community grants included:

- \$588,519 in funding from the Major Grants round to support 100 local projects
- \$115,941 in funding from the Minor Grants round to support 75 community groups.

Funding was also allocated in the Festive and Commemorative, Emergency Grants, Individual Development Grants, Environmental Grants, the Regional Arts Development Fund and the Councillor Discretionary Funding programs.

Grants continue to provide a major boost for local community groups which make a difference and contribute to our thriving community.

Community Venues

Venue 114

Venue 114 organised and hosted a number of successful community and live music events. The venue created 34 separate green rooms for Groovin the Moo artists.

Key live music events held this quarter included:

- Lime Cordiale
- Spacy Jane
- The Jungle Giants.

The Events Centre

The Events Centre hosted 33,175 patrons across 105 events during the quarter. Some of these events included:

- Queen's Bohemian Rhapsody
- Chocolate Starfish
- Don McLean 50th anniversary tour
- Grand Kyiv Ballet
- Jimmy Carr - Terribly Funny shows
- Mark Vincent Phantom of The Opera
- Dr Seuss Cat in the Hat shows.

Disaster Management

Council operates to an annual replenishment cycle aligned to the Standard for Disaster Management in Queensland, which includes Planning, Preparation, Response and Recovery with an overarching principle of building resilience. This quarter, Council's disaster management community engagement focussed on our youth, by visiting schools to enhance disaster preparedness and developing online resources to support school engagement. It is anticipated that these online resources will be launched during a school visit in late 2023 and will be available for use through the Disaster Hub and Council's website.

Libraries

Engagement with the community is strong and continues to grow through a wide range of Library programs and services that meet community needs.

Key library statistics highlighted for the quarter include:

- Adult programming delivered 124 events and workshops to an estimated 950 attendees
- Early literacy programming, Storytime and Rhymetime, continued to see good attendance with over 5300 people participating in sessions this quarter.
- Vulnerable or disadvantaged families and children were targeted via referral agencies such as IFYS, North Coast Aboriginal Corporation for Community Health and Life

Without Barriers. Around 580 people attended the event over the two nights.

- Council worked with Deaf Connect Services to create Auslan translation videos on existing Rhymes with Ryan episodes for the provision of inclusive early literacy programming.
- The Heritage Library focused on outreach attending the Landsborough Museum Street Festival, as well as delivering local history talks to 145 students from two local state schools.

Lifeguards

The lifeguard service area provided over 16,000 preventative actions across the quarter.

A review, inclusive of stakeholder consultation was completed for the Surf Life Saving Queensland five-year service plan, the plan will be presented to Council at the Ordinary Meeting in July 2023.

Public Lighting

Key deliverables for the quarter included:

- An extension has been granted for the Whole of Region (WOR) LED streetlight upgrades project, extending the time of completion to 2024
- Assistance and subject matter technical advice was provided during Shelly Beach lighting retrofit project. The proposed project includes the design, replacement and retrofit of at least 19 luminaires in the locality. The project impact will be monitored through an artificial light at night study, and through turtle hatchling orientation data collection on the beach. The project outcomes will be recorded and summarised in a brief report that will be used as a case study for the Federal Government to demonstrate the implementation of the National Light Pollution Guidelines for Wildlife.

Roads, Cycleways and Pathways

E-transport trial

Neuron Mobility launched the trial of its e-scooters and e-bikes this quarter, with a total of 400 e-scooters and 75 e-bikes available to hire from a number of designated parking stations located throughout Mooloolaba and Maroochydore.

The operation of the eco-friendly trial provides residents and visitors an alternate means of travel, that is environmentally friendly with zero emissions. With the aim to foster healthy, smart and creative solutions to how we live and move around the region.

Sporting Facilities

Sunshine Coast Stadium

Highlights include:

- The Sunshine Coast Stadium held the Groovin the Moo music festival, it is the first time the sold-out event has been held on the Sunshine Coast, with 24,559 people attending
- The Queensland Oztag Super Series had over 9000 people attend across the weekend
- The newest National Rugby League team, the Dolphins, played their historic first ever match at Sunshine Coast Stadium against the Parramatta Eels in front of 8821 fans.

Showgrounds

The annual Maleny and Sunshine Coast Agricultural shows were held, with entertainment for all ages. This year was a particularly special event for the Maleny Show, with its' historical 100th anniversary. The two events, both held over two-nights featured whip cracking, equestrian shows, wood chopping, carnival rides, side show alley, show bags, fireworks and much more.

Kawana Aquatic Centre

The Kawana Aquatic Centre upgrade progressed well with the new program pool shell in place and the building foundations being installed.

Honey Farm Road Sport and Recreation Precinct

Construction tenders for the next stage of the region's newest sports facility at Honey Farm Road will be released to market in mid-2023 before construction progresses.

The precinct is designed to cater for formal and informal sport, leisure and recreation activities, catering for current and future growth and trends in sport and recreation.



Our Environment and Liveability

Our natural assets, healthy environment and liveability credentials are maintained and enhanced.



4813 hectares

of landscape and garden beds maintained



10,376 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



518

wheelie bins of weeds removed by 133 volunteers with the Community Nature Conservation Program



1674 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, with an associated reduction in greenhouse gas emissions of 31,346 tonnes

Ecosystem function mapping tool

Council and the University of the Sunshine Coast have teamed up to create a world-first ecosystem function mapping resource. The mapping and reporting tool shows the different ecosystem services for every location across the region.

Ecosystem services are the benefits each type of ecosystem provides, including climate regulation, pollination, food supply, water quality, habitat and more. When these functions are mapped, the visual format shows where our ecosystem functions lie across the region, and which areas are most valuable from a holistic ecological perspective. This valuable tool will assist to inform decisions that will benefit generations to come.

Sunshine Coast Biosphere

The Sunshine Coast Biosphere leaders converged at the inaugural joint meeting of the Sunshine Coast Biosphere Community Advisory Group and Coordinating Committee. It was an opportunity to consider a vision for the region as a biosphere and to discuss challenges and opportunities ahead in the next decade and beyond. The meeting strengthened the ability of our diverse community representative, recognising the partnership approach to implementing our Biosphere.

Kids in action

Ideas big and small were explored when 22 Sunshine Coast schools came together at the Kids in Action Environmental Projects Day held at the University of the Sunshine Coast. The program, funded by the Environment Levy, aims to grow a culture that values caring for the natural world.

Beaches, foreshores, coastal infrastructure and canals

Key highlights from the quarter include:

- 133 participants attended nine clean-up events on our beaches and removed 198 kilograms from our beaches
- Maroochydore dredging campaign has commenced, renourishing the section between Alex and Maroochy Surf clubs with approximately 100,000m³ of sand from the Maroochy River mouth
- The Cod Hole boat ramp in Maroochydore underwent significant upgrades. The car park area was extended for more space when reversing trailers onto the boat ramp and the revetment wall upgraded.

Living seawall

In a first for the region, 50 unusually shaped panels have been bolted to the side of the artificial lake wall at Brightwater Lake and Mountain Creek, to create a living seawall. Each panel has been uniquely designed to mimic a variety of natural shoreline habitats, encourage seaweed growth and serve as a refuge for marine creatures.

The 18-month research trial is a partnership between Council and the University of the Sunshine Coast under the Regional Partnership Agreement.

It is hoped the living seawall will create more habitat for marine life and improve biodiversity and water quality, within the constructed waterbody.

Bushland Conservation and habitat

For the third year, BushCare Sunshine Coast hosted Caring for Country Community Planting around Grandmother tree at Lower Mooloolah River Environment Reserve. The planting included a Welcome to Country smoking ceremony and cultural talk by Bridgette Chilli Davis, 20 volunteers were involved planting 800 stems.

Recreation parks, trails and facilities

Implementation of Council's Street Tree Master Plan progressed with a total of 1194 trees planted throughout the quarter, including four 'Free Tree' days with Councillors.

Council was awarded a commendation for the Best Use of Technology Award at the Queensland Regional Parks and Leisure Australia awards night for the sustainable advancements in using battery powered mowers.

Other notable highlights include:

- Completion of Sippy Downs Forest Park West
- Completion of Blackall Street, Woombye Placemaking Project

- Queensland Reconstruction Authority approved funding for all Recreation Trail repair projects arising from the 2022 flood events.

Stormwater drainage

Council installed 12 Waterwatch gauges at high-risk sites across the region. The gauges will detect rising water levels at an early stage that will automatically trigger maintenance intervention when required.

Sustainable growth and network planning

As part of the preparation of the new planning scheme, all natural hazard planning layers have now been updated to reflect the most recent data and modelling outputs. Council has also recently commissioned an updated Growth Scenario Testing Platform, this population modelling tool is now being used across key planning and infrastructure projects.



Our Resilient Economy

Our resilient, high-value economy of choice drives business performance, investment and enduring employment.



\$5.3 million

in revenue for Sunshine Coast holiday parks



38,860

guests attended 25 major events, which generated approximately \$26.4 million in economic activity for the region



3082

businesses accessed specialist advice and information



\$86 million

or 69% of the total available purchasing spend for the quarter went to local businesses

Economic development

Top7 Intelligent Community, 2023

For the fourth consecutive year, the Sunshine Coast has been named as a Top7 Intelligent Community for 2023. The esteemed status was awarded by New York based Intelligent Community Forum.

The Top7 communities represent models of economic and social transformation in the 21st century, demonstrating best practices in broadband deployment and use, workforce development, innovation, digital inclusion and advocacy that offer lessons to regions, cities, towns and villages around the world.

Regional Economic Development Strategy 2013-2033

Initiatives from the Regional Economic Development Strategy 2013-2033 continued to be implemented, including the delivery of multiple events. Some event highlights included:

- TAFE Build a Better Business Program workshops
- Sunshine Coast Business Awards Information Sessions
- A migrant job and business expo
- The Sunny Coast Showdown event delivered in collaboration with the Sunshine Coast Screen Collective.

ASPIRE circular economy marketplace

The ASPIRE circular economy program has seen an increase in membership of 54 businesses this quarter, with a total of 331 businesses registered. This is a significant increase with 187 businesses registering over the financial year, representing a 125% increase compared to 12 months ago.

The ASPIRE program creates matches between organisations based on their waste profiles. In practice, an organisation will list potential inputs they use (materials and/or items) alongside their outputs (unwanted waste streams). This develops a waste profile where the platform cleverly connects organisations based on the required inputs and outputs, facilitating an opportunity of circular resource exchange. This enables greater opportunity to exchange goods, divert resources from landfill, save on disposal costs and develop innovative solutions for troublesome materials.

The total ASPIRE ecosystem outcomes for the Sunshine Coast region the 2022/23 financial year, include:

- Total emissions savings - 1009 tonnes
- Waste diverted from landfill - 2539 tonnes
- Resources exchanged - 262
- Earnings/Savings - \$694,248.

Holiday Parks

Sunshine Coast Council holiday parks had 74% occupancy for the quarter, this figure is well above the industry average of 48%.



Our Service Excellence

Our services are consistent and accessible and provide positive experiences for our customers and value to our community.



87%

of development applications assessed within statutory timeframes



1805

building approvals issued with a construction value of \$470 million



55,266

customers assisted through the development and customer contact centres



\$4.2 million

invested into our local road network to rehabilitate and resurface 14kms of road with a total area of 93,525m² for the safety of our community

Cemeteries

Draft Terms of Reference and an Expressions of Interest for the Community Reference Group have been completed. Council will now progress the Expressions of Interest from the community to inform the Kulangoor Masterplan.

Customer and community relations

Council received a strong customer satisfaction result for the quarter, and a reduction in contact volumes by more than 10,000, to 55,266 contacts compared to the same quarter last year which had 65,416 contacts. The decrease is primarily related to a reduction in waste transactions (customers moving inquiries online) and good weather (less damage to infrastructure).

Development services

During this quarter, we have continued to see development activity returning to pre COVID-19 levels, resulting from increases in interest rates, changes in development market appetite and impacts of construction costs and resourcing.

In this quarter, Council approved a number of developments in particular a 246 residential lot development at Yandina and a medium density residential development consisting of 201 units at Maroochydore. These developments deliver a

diversity of lot and unit sizes to meet the current market. A total of 1329 residential lots and 1028 multiple dwelling units have been approved for the 2022/23 financial year.

Local amenity and local laws

Animal management education

The animal management education program engaged with the community through:

- 25 public events (pop up booths, Maleny Wood Expo, Maleny and Nambour Show, Disaster Management Expo, Sunshine Coast Lightning match day)
- 2 community education sessions at a dog training facility or vet, resulting in 10 new owners being educated
- 19 Smart Paws Kindy visits, resulting in 1030 children (under 5 years) being educated
- 4 Smart Paws Junior visits, resulting in 465 children (over 5 years) being educated
- 300 responsible pet ownership booklets and 200 cats on the coast booklets provided to vets, pet shops, pet parlours, dog trainers with puppy pre-school classes, real estate agents, and Sunshine Coast Animal Refuge.

Management of illegal dumping

Council continued to partner with the Department of Environment and Science as part of the State Governments Grants program, supporting the management of illegal dumping by councils. This has provided the support necessary to continue the monitoring and enforcement of illegal dumping on the Sunshine Coast including the purchase of new monitoring cameras with improved capability which will further support the identification of persons illegally dumping items and assist Council in holding those persons accountable.

Property management

The consolidation of office space has been completed with City Hall close to full occupation. The relinquishment of leased office space will generate significant savings, in excess of \$685,000 annually. Other locations have now been released for redevelopment.

The ASPIRE program has been utilised for the used furniture and equipment to be reused and re-purposed both within council and for the wider community. This initiative, together with further control system integration, energy efficiency, and solar PV installations are progressing the Sunshine Coast Council Organisational Zero-net Emissions Plan 2022.

Road network management

Mooloolaba Transport Corridor Upgrade

Mayes Canal bridge works progressed on the Mooloolaba Transport Corridor Upgrade with road pavement and traffic lane changes imminent in early July 2023. The design of stage four is being finalised ahead of the construction tender process in the second half of 2023, with construction planned throughout 2024.

ThinkChange

Council's ThinkChange travel behaviour change initiatives progressed, including:

- the delivery of artificial intelligent (AI) sensors at City Hall to capture end of trip data
- conducting joint marketing of new public transport services with Translink
- commencement of the school program at Palmview State School.

Waste and resource management

Waste collection, disposal and resource recovery services were delivered on schedule and within budget. Over three million bin collection services were provided during the last quarter and 151,931 transactions were recorded at Council's Resource Recovery Centres.

Bulk earthworks were completed on the Nambour Landfill expansion with clay liner installation underway. The new Hi-tech Material Recovery Facility building works are nearing completion with the installation of processing plant and equipment well underway in preparation for commissioning in the second half of 2023.



Our Outstanding Organisation

Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.



243

offers of employment for the quarter



11

national and international awards received during the quarter

Financial and procurement services

2023/24 budget adoption

Council adopted the 2023/24 Council Budget at a Special Meeting on 22 June 2023. Services, community and sustainability were at the heart of the budget, with foreshore transformations, road improvements, a new district library, world-class sporting precincts and preserving and celebrating the environment as key inclusions. The budget is set to deliver now and into the future, investing in projects that will enrich how we live, work and play.

For the first time the budget has reached \$1 billion, providing \$331 million in capital works to support our growing region. Highlights from the budget included:

- Over \$21 million invested in the region's new district library at Caloundra
- Over \$5 million to improve road safety and reduce congestion by advancing the Caloundra Transport Corridor Upgrade
- Almost \$3 million to finalise placemaking and streetscape works in Eumundi Town Centre
- Beautifying Maleny's main street and historic Landsborough's streetscapes, along with enhancing Mary Cairncross and the Maroochy Regional Bushland Botanic Gardens have also attracted significant funding
- \$24 million has been allocated to key sporting projects, including the evolution of the Honey Farm Road Sports Precinct, Kawana Waters Regional Aquatic Centre and expansion of Sunshine Coast Stadium.

The budget included a Minimum General Rate increase of 5.5%, an 8% increase to the 240 litre domestic wheelie and recycling bin and a \$2 increase for each of the Environment, Transport and Arts and Heritage Levies.

Procurement and contracting

Council's procurement and contracting framework has been adopted for the 2023/24 financial year in accordance with legislation. The framework encompasses the required aspects to provide for effective procurement management, governance and legislative compliance relating to procurement, contract and supply functions.

The 2023/24 Procurement Policy and Disposal Framework was adopted by Council on 23 June 2023. This forms the basis of all procurement and disposal business activities. Council continues to focus on positive social and economic outcomes through the various supporting guidelines such as:

- Local Preference in Procurement Guideline
- Social Benefit Procurement Guideline
- First Nations Procurement Guideline
- Environment and Sustainability in Procurement Guideline.

The adopted policy included new procurement thresholds, that will result in new procurement activities (with a value of \$500,000 or lower) will have only local, social or first nation suppliers invited when identified within the market.

Digital information services

Council has successfully transitioned our data centre and supporting networks from Brisbane to the NextDC data centre at Maroochydore. This transition provides cost savings for council whilst allowing for greater control over our data management and technical infrastructure, providing better performance and integrity for our digital services both internally and to the community. The transition also promotes the NextDC data centre at Maroochydore as a Digital Hub for the region, promoting local employment.

Council has operationalised a new enterprise data platform. The data platform provides Council with business intelligence reporting capabilities that provide greater insights to our services allowing for continual efficiencies and process improvements to serve our customers with excellence.

Awards

Awards allocated during the quarter include:

- Two awards were won at the Local Government Managers Australia Awards for Excellence 2023:
 - Council's 'Kids in Action' Program won the Excellence in Community Shaping category
 - Council employee, Hannah Maloney, Community and Animal Education Supervisor, received the Above and Beyond award for her heart-warming story 'When Sammy met Sunny' aimed at educating the community about responsible pet ownership.
- The Sunshine Coast Biosphere logo received two awards:
 - Silver (Better Future) in the GOV Design Awards 2023 for Graphic Design (identity and branding); and
 - The LGX Award for Best Graphic Design.
- The 'Shine a light on Racism' campaign won Silver (Better Future) in the GOV Design Awards 2023 for Graphic Design
- In a collaboration between Council and the Caloundra Chamber of Commerce, Caloundra

won the coveted Queensland Top Tourist Town award by the Queensland Tourism Industry Council.

- Council was awarded with the Queensland Regional Parks and Leisure Australia Commendation Award for Best Use of Technology for 'Clean Green Electric Mowers' Electric Powered Small Plant.
- The Urban Design and Architecture Team received the Regional Award for Urban Design Architecture in the 2023 Australian Institute of Architects Awards program. This award was for the Sunshine Coast Design and Education Campaign.
- Two awards were received at the Australian Institute of Landscape Architects, in the Parks and Open Space category, including Buderim Village Park and Mooloolaba Foreshore Revitalisation, Northern Parkland.

Connecting with Council

Council invites the community to take part in many forms of community engagement.

To receive Council news and information you can subscribe to Council's [e-newsletters](#) by visiting Council's website at sunshinecoast.qld.gov.au.

Through social media, Council aims to keep you up to date on a range of Council activities.

Follow Council on:



Visit our have your say website at haveyoursay.sunshinecoast.qld.gov.au to comment on current consultations and projects or read about how community engagement helped shape Council projects.

Contact us via MyCouncil online anywhere, anytime to ask a question, report a problem, lodge a request or provide your feedback. Complete an [online form](#) or chat with a Customer Service Officer using Council's [SMS](#), or [request a callback](#) service from 9am–4.30pm Monday to Friday or email mail@sunshinecoast.qld.gov.au.

Customer contact counters are open 8.30am–4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour, for visits in person, or by phone on (07) 5475 7272. For after-hours emergencies, Council receives calls 24 hours a day, seven days a week.

We encourage you to visit sunshinecoast.qld.gov.au.



Our region.
**Healthy.
Smart.
Creative.**

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Environmentally responsible. Locally sourced.



Operational Plan Activities Report Quarter 4, 2022/23



Quarterly Progress Report



Corporate Plan Goal : Our strong community

Goal Objective: In all our communities, people are included, treated with respect, and opportunities are available to all.



Healthy and active communities





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2022	30/06/2023	100%			Healthy Sunshine Coast is running a full program with 46 recurring activities hosted by 33 service providers currently on offer . There are 3573 people registered with Healthy Sunshine Coast with over 1000 people regularly attending activities on a monthly basis. Further to the recurring activities, there have also been seven one off or short-term workshops delivered, covering areas such as behaviour change, e-bike introduction, bicycle maintenance and introduction to bushwalking for young people. All of these workshops were fully booked with a total attendance of 370 people. Healthy Sunshine Coast's branding has been bolstered through renewed promotion via digital signage in prominent locations and strong support through radio interviews and advertising. Current programming will continue in 2023/24 with further exploration of new opportunities being undertaken.	CD: Community Development







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.2	Partner with the State Government and school communities to deliver travel behavioural change programs that support active transport options, including the 'RideScore Active School Travel' program, walking and cycling to school events, the cycle skills education course and the safe school travel program.	01/07/2022	30/06/2023	100%			<p>The RideScore Active School Travel Program continued throughout term one and two to 10 Schools. As part of the program, the bluetooth readers at each of the 10 schools were upgraded to include uninterrupted power supply devices for quality assurance.</p> <p>The Program partnered with Deakin University to engage 60 parental phone interviews of children on the RideScore program to inform the program Evaluation Final Report.</p> <p>The Bike Restoration Program continues at two of the RideScore Schools (Caloundra State School and Baringa State School) who also intend to continue and self-fund the program. Council will extend the RideScore Schools Program next term for two new schools.</p> <p>Support is being provided to Palmview State School and Bli Bli State School in forming a school travel working group to encourage interventions to increase active travel and alternate modes of transport. Council will work collaboratively with both schools to implement a School Travel Plan to reduce private vehicle travel to school. The plan will include a range of initiatives over the remaining school terms to encourage more walking, cycling, scootering and carpooling travel to and from school.</p>	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.3	Identify and secure an enduring legacy for the Sunshine Coast as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games and work collaboratively with our Community Reference Group and key partners to identify Sunshine Coast specific themes, opportunities and challenges.	01/07/2022	30/06/2023	100%			In early 2023, Council launched its '10+10+ legacy vision' for what the region should seek to achieve from being a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games. The vision document was unveiled with members of the Sunshine Coast 2032 Legacy Plan Community Reference Group, who have worked with Council to develop a shared legacy vision and aspirations for our region arising from the Brisbane 2032 Games. Since this time, Council has been actively involved in the overarching Brisbane 2032 Olympic and Paralympic Games Legacy Plan, including involvement in the Legacy Discussion Paper - Elevate 2042. Feedback from our Legacy Plan Community Reference Group was gathered and submitted in June 2023 - Council will remain active in discussions and feedback with Games Delivery Partners as the Legacy Discussion Paper forms into the draft Brisbane 2032 Olympic and Paralympic Games Legacy Plan.	ECDGE: Group Executive Economic and Community Development





Vibrant community places and spaces that are inclusive, accessible and adaptable





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexilink and Kenilworth Community Transport Service.	01/07/2022	30/06/2023	100%			<p>The Transport Levy expended greater than 97% of its 2022/23 financial year budget. The Transport Levy supported initiatives including continuation of existing services such as Council Link, support of the Kenilworth trial and the Flexilink bus services in the Hinterland. The Transport Levy funded the delivery of a two-year trial to extend bus route 631 to better serve Yandina, and the scheduled upgrade of bus stops across the region to ensure they meet the Disability Discrimination Act 1992 compliance requirements. The Transport Levy also funded the delivery of ThinkChange, Council's Travel Behaviour Change Program and the RideScore initiative across participating schools. The Levy contributed to the Detailed Business Case for Sunshine Coast Public Transport project, which is being led by the State Government in collaboration with Council as a funding partner.</p> <p>Remaining funds as at 30 June 2023 will return to the Transport Levy reserve to be allocated in accordance with the supporting policy.</p>	SIPP: Strategic Infrastructure Planning and Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.2	Continue implementation of 'smart parking' technology with two additional car park locations in Maroochydore and Maleny that will improve car park usage data to inform future planning, travel choices for our residents and assist to reduce traffic congestion.	01/07/2022	30/06/2023	80%			<p>The roll out of the parking counter systems has been delayed due to the late delivery of additional parking counter equipment. Further delays occurred due to not having ancillary supporting works in place, resulting in not being able to complete works in the 2022/23 financial year.</p> <p>Furthermore, an opportunity was identified where available capital funding initiated expansion of deliverables at the original nominated sites, and also allowed for two additional sites to be delivered as part of the program. To ensure works are completed early in the 2023/24 financial year, additional contractors are being engaged.</p> <p>The program will deliver parking technology improvements (car parking counter system and digital counting signage) at the following locations: Maroochydore - Maud St Car Parks 1,2 and 3; Maroochydore - Duporth Ave Car Park; Mooloolaba - Wharf Car Park; Mooloolaba - Club Lane Car Park; Caloundra - Happy Valley Car Park; Montville - Russell Family Park Car Park.</p>	TIM: Transport Infrastructure Management
1.2.3	Expand the trial and implementation of regulated parking technology to provide a safer work environment while encouraging vehicle turnover to provide fair and equitable access to the town centres, destinations and tourism locations.	01/07/2022	30/06/2023	100%			<p>In April 2023, the Buderim Mountain State School and its P&C Association invited Council to promote safe parking behaviour in the area. As a result, the school and Council are working together as part of a pilot project using the ParkSmart Program, by introducing static cameras that monitor parking near the school. Cameras are fixed to poles in key parking locations and use number plate recognition technology to identify unlawful parking in and around the school Zone.</p> <p>The program aims to alleviate parking problems at the school by encouraging vehicle turnover, creating parking opportunities and allowing equitable and safe access to the area. The trial concludes in September 2023.</p>	CR: Customer Response









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: commencing civil works at Honey Farm Sport and Recreation Precinct, completion of the equestrian arena upgrade at Nambour showgrounds, and major upgrades to the North Shore Multi-Sports Complex and Palmwoods football clubhouses.	01/07/2022	30/06/2023	100%			The civil works tender package for the Honey Farm Sport and Recreation Precinct is now ready to be released to the market. The Moss Day Pavilion Indoor Equestrian Arena upgrade at the Nambour Showgrounds and Palmwoods Warriors Football clubhouse have both been completed and are now in use. Construction of the North Shore Multi-Sports Complex clubhouse has commenced this quarter.	SCV: Sports and Community Venues
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Aquatic Centre water slides, completing the Kawana Aquatic Centre staged detailed designs with commencement of stage 1 construction including a new program pool, and improved car parking and demolition of the existing Learn to Swim pool.	01/07/2022	30/06/2023	100%			The Nambour Aquatic Centre slides were commissioned in September 2022. Works have progressed on Stage 1 of the Kawana Aquatic Centre upgrade this quarter as planned with the demolition of the program pool and splash park, completion of groundworks and inground services, and installation of the new pool shell.	SCV: Sports and Community Venues
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2022	30/06/2023	100%			During National Reconciliation Week from 27 May to 3 June 2023, libraries issued 400 library cards depicting First Nations artworks. The libraries in-conversation true-crime event held on 20 April 2023 with authors Hedley Thomas and Matthew Condon attracted 526 people. Online Sofa Storytime saw a 50% growth in viewership. Auslan translations were added to online Rhymetime episodes. Libraries promoted diversity and inclusion through collection displays to coincide with the International Day Against Homophobia, Biphobia and Transphobia on 17 May. This quarter, digital loans increased by 8% and physical loans increased by 5.35% on last quarter. Library visitation increased by 8.3% (online and physical) on the previous quarter. More than 145 people attended digital literacy classes. Library venue usage increased by 15% on the previous quarter and the Makerspace Showcase attracted over 400 people, held in June at Beerwah Heart.	AHL: Arts, Heritage and Libraries



An inclusive community, with opportunities for everyone

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Implement key actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 and develop a new Stretch Reconciliation Action Plan that strengthens relationships and supports social and economic opportunities for the First Nations community.	01/07/2022	30/06/2023	90%			Actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 continue with a small number to be carried over into 2023/24. Monthly meetings were held with the Sunshine Coast First Nations Accord (corporate round table) and the Sunshine Coast First Nations community to build relationships and facilitate community conversations. National Reconciliation Week activities were held from 27 May to 3 June 2023, including an official launch of National Reconciliation Week in partnership with TribalLink on 24 May. Hundreds gathered on Jinibara Country to celebrate and learn more about First Nations' history and culture. Planning was undertaken for NAIDOC Week, commencing on 2 July 2023 including development of a Regional Guide of activities and events.	CD: Community Development
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2022	30/06/2023	100%			The first cohort of Youth Council representatives completed their two-year term in June 2023. Achievements of the Youth Council included planning and delivering a Youth Engagement project, supporting the first Youth "Chill out" zone at the 2022 Caloundra Music Festival, co-hosting the 2023 Domestic and Family Violence Prevention month candlelight vigil and march, various input into Council engagements and plans, and participation in forums/conferences including the Brisbane 2032 Legacy Forum and the Infrastructure Summit. Following a review with Youth Council members, work will begin to strengthen the Youth Council's structure and process ahead of the next intake that will begin in January 2024. Council also partnered with youth services and organisations to host several fun and free events throughout Youth Week held from 11 to 17 April 2023, including a skate and scooter competition at Beerwah, Kings Beach Youth Fest and Beerwah Movie Night.	CD: Community Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and accessibility.	01/07/2022	30/06/2023	100%			A draft Inclusion Action Plan for People With Disability has been developed with community engagement to occur in July 2023. The Accessible Beaches Program has strong interest from two new clubs, Dicky Beach Surf Life Saving Club and Maroochydore Surf Life Saving Club, as well as continuing work to determine new locations in non-surf beach locations. Further strengthening the program is a new online booking calendar for the service. Council has signed onto the Welcoming Cities Network and will further explore how it can be a welcoming region for people from diverse cultural backgrounds using the Standard developed through the program. Phase two of the Shine a Light on Racism campaign has been developed through a co-design process and is scheduled to launch in August/September 2023.	CD: Community Development
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2022	30/06/2023	100%			This quarter, 20 Council employees participated in the annual Excellence in Engagement Framework training program during April and May 2023 to advance Council's continued commitment towards delivering best practice engagement. Research and planning is underway to create inclusive project pages on the 'Have Your Say' Sunshine Coast website. Programs of broad and targeted engagement progressed in line with the review processes of the three regional strategies - the Community Strategy Action Plan 2019-2024, the Environment and Liveability Strategy 2017 and the Regional Economic Development Strategy 2013-2033. Approximately 100 people took part in the Stronger Together Forum on 16 May 2023 to help review and refresh the Community Strategy Action Plan, bringing together a range of individuals of all ages, abilities, backgrounds and interests with unique insights and experiences, to better understand what the future opportunities and challenges are for our region.	CD: Community Development





Connected, resilient communities, with the capacity to respond to local issues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Provide support to the community and other not-for-profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the grants program.	01/07/2022	30/06/2023	100%			This quarter, \$889,849 in funding was allocated to the community through 294 applications to Major Grants, Minor Grants, Festive and Commemorative Grants, Emergency Grants, Individual Development Grants, Environment Grants, the Regional Arts Development Fund and the Councillor Discretionary Funding Program, bringing the total grant funding for the 2022/23 financial year to \$5 million, which supported 1038 applications.	CD: Community Development
1.4.2	Undertake a review and develop the next version of the Active Transport Plan that sees walking and cycling playing an essential part in an integrated transport system to provide improved mobility, safer streets, healthier residents and a reduced impact on global climate	01/07/2022	30/06/2023	15%			This project was placed on hold in 2022/23 due to competing priorities, however Active Transport remains a key priority for Council, with funds allocated in the 2023/24 financial year to resource its delivery.	SIPP: Strategic Infrastructure Planning and Policy
1.4.3	Develop a Roads Plan that ensures the road network plays its intended role in moving people and goods while connecting our communities efficiently and effectivity, including: applying technology to improve network efficiency, guiding future investment in Council roads and informing advocacy for State and Federal Government investment.	01/07/2022	30/06/2023	50%			<p>Council has commenced a road network planning review to inform the new Local Government Infrastructure Plan for inclusion in the new Planning Scheme.</p> <p>Council is also working with the Department of Transport and Main Roads to undertake modelling for the City Centre to inform changes for the Maroochydore City Centre Master Plan.</p> <p>Development of the Roads Plan is currently sitting at 50% completion as the project was placed on hold earlier this year to ensure alignment between the new Local Government Infrastructure Plan and the new Planning Scheme.</p>	SIPP: Strategic Infrastructure Planning and Policy
1.4.4	Progress a detailed business case with the State Government for staged development of a local mass transit solution that integrates transport and land use planning to maintain the liveability of the region.	01/07/2022	30/06/2023	100%			<p>Council continues to work with the Department of Transport and Main Roads (DTMR) to progress the Detailed Business Case for the Sunshine Coast Public Transport Project providing input to ensure Council interests are considered as the project progresses.</p> <p>Council awaits advice from DTMR regarding the formation of the Sunshine Coast Public Transport Community Reference Group.</p>	UGP: Urban Growth Projects

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.5	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2022	30/06/2023	100%			A pilot Homelessness Awareness training that was collaboratively developed for Council staff, was delivered by QShelter and IFYS to 50 frontline Council staff from across multiple areas for the first time. The Lived Experience of Homelessness project has developed the capacity of four people who are now beginning to provide valuable input to Council programs, plans and activities in a way that strengthens the alignment of service to delivery for those impacted by homelessness. Domestic Family Violence Prevention Month in May 2023 saw a number of powerful opportunities to consider the impact of family violence including engagement at the Sunshine Coast Lightning home game on 30 April, the annual march and candlelight vigil alongside Centacare on 3 May 2023, and organisational awareness training were instrumental in elevating awareness of the need to act to prevent family violence.	CD: Community Development







Creative and innovative approaches to building a strong community







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2022 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2022	30/06/2023	100%			The 2023 Horizon Festival's Homegrown program launched throughout May 2023 and the full Festival program was launched on 14 June 2023 at Light Industries, Kunda Park with 130 people in attendance. Local artists Jack MacRae, Tim Birch and Helena Papergeorgiou created the promotional video for the Festival. Sponsorship agreements are in place with Visit Sunshine Coast, We Are VA, Frankie Magazine, The Old Ambulance Station, Sunshine Coast Creative Alliance, The Shelter, Hot 91.1, Aruga PR, UniSC, IN ARI, Bishopp, Your Local Film Lab, Sunreef and the De Deyne Family.	AHL: Arts, Heritage and Libraries







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.2	Plan and coordinate Council's Arts Levy Program to deliver an annual program of developmental opportunities for the creative sector and, in line with the Sunshine Coast Arts Plan 2018-2038 coordinate the delivery of the Regional Arts Development Fund, plan and implement the delivery of the Regional Arts Infrastructure Framework and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2022	30/06/2023	100%			The Refinery Incubator program commenced this quarter with 18 participants in a 6-week program, while the First Nations stream saw five First Nations participants undertake two First Nations' specific sessions which engaged 11 First Nations creatives. The Project 24 program enabled 17 artists to activate two studio spaces at 2nd Space Nambour. A total of 32 Regional Arts Development Fund consultations were held and 30 applications were received, with 18 successful applicants receiving \$87,949 for projects valued at \$319,930. Notable this quarter is the First Nations Capability and Humility session held on 31 May 2023 for recipients of the Arts and Heritage Levy funded Creative Industries Investment Program. The session is one in a series of learning and networking programs that successful applicants are asked to attend. This session of the Skills Exchange and Capacity Development Program, which is also open to unsuccessful applicants, was taken up by 13 participants from nine arts, events and creative industry organisations. This quarter, over 5500 people attended the Caloundra Regional Gallery and its 40 public programs.	CD: Community Development
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including: next stage planning for the Sunshine Coast Regional Collection Store, delivery of activation events for Bankfoot House and the Landsborough Museum, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2022	30/06/2023	100%			The Heritage Program for the Arts and Heritage Levy was developed for 2023/24 and endorsed by Council at the Ordinary Meeting on 22 June 2023. This quarter saw the completion of the two Historians in Residence research projects - Farming Practices in the Region, and the Impact of World War II. A range of family and educational programs were delivered at Bankfoot House, including the First Nations Family Fun Day on 15 April 2023. The Landsborough Street Festival was held on 13 May 2023 to relaunch the State heritage listed Landsborough Museum with revitalised exhibitions, building improvements and an enhanced visitor experience. Bankfoot House recorded 1626 visitors this quarter (4332 for the year, up 14.7% from 3778 in 2021/22) and Landsborough Museum recorded 2252 visitors this quarter (5796 for the year, up 249% from 1662 in 2021/22).	AHL: Arts, Heritage and Libraries



Corporate Plan Goal : Our environment and liveability

A resilient region shaped by clever planning and good design







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Undertake a review of the Environment and Liveability Strategy 2017 five-year implementation plan and progress embedding sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast through emissions reduction and climate risk management.	01/07/2022	30/06/2023	100%			The Environment and Liveability Strategy 2017 refresh project has continued with phase one community engagement completed in May 2023. Phase two community engagement is proposed for late July 2023. Procurement and recruitment has been progressed to support implementation of the cascading climate risks project.	ESP: Environment and Sustainability Policy
2.1.2	Progress the drafting of the new planning scheme informed by the preliminary community consultation outcomes and the state interest review, prior to undertaking formal community consultation on the proposed planning scheme that will shape future settlement patterns across the region.	01/07/2022	30/06/2023	100%			The new Planning Scheme project continues to progress informed by preliminary consultation feedback. This quarter, Council continued to confirm its policy positions and regulatory approaches to inform drafting of key elements of the new Planning Scheme. There has also been ongoing consultation with internal and external stakeholders to inform the detailed drafting of the planning scheme including meetings, briefings and workshops with the State Government, Technical Reference Group and relevant internal branches of Council.	SP: Strategic Planning
2.1.3	Continue to negotiate with parties to the Palmview Infrastructure Agreement to ensure the timely delivery of all infrastructure obligations under the agreement.	01/07/2022	30/06/2023	100%			Council is continuing to negotiate amendments to the Infrastructure Agreement with the Palmview landowners. Budget impacts will not be known until such time that all matters are resolved and drafting is finalised.	UGP: Urban Growth Projects

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.4	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2022	30/06/2023	100%			The State Government is understood to have substantially progressed the drafting of an amended South East Queensland (SEQ) Regional Plan with public consultation anticipated to occur in the second half of 2023. To date, Council has been actively involved in consultation opportunities provided via the Local Government Working Group, Regional Planning Committee and Infill Sub-working Group. Council officers have continued to advocate key Council positions around the protection of the Regional Inter-urban Break, the need to expedite the delivery of the Beerwah East Major Development Area, support for delivery of Sunshine Coast Direct and the Sunshine Coast Public Transport projects, support for urban consolidation done well and in the right location, and identification of Blue Heart Sunshine Coast as critical environmental and flood management infrastructure for South East Queensland. It remains unclear how these positions will ultimately be reflected in the draft (amended) SEQ Regional Plan with these matters subject to ongoing State Government deliberations. Council officers are continuing to provide additional information as requested by the State Government to inform its deliberations.	SP: Strategic Planning
2.1.5	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2022	30/06/2023	100%			Council is continuing to work in collaboration with the State Government to progress the Detailed Business Case, the preparation of which is being managed by the State Government.	UGP: Urban Growth Projects
2.1.6	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent, identifying and acquiring strategic land and implementing the Inter-urban Break Outdoor Recreation Plan with partners.	01/07/2022	30/06/2023	100%			As one of Council's five major green spaces, Council continues to provide information and advocate its position to the State Government for the protection of the Regional Inter-urban Break as a critical space separating the Sunshine Coast from the Greater Brisbane area.	ESP: Environment and Sustainability Policy







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.7	Develop a project to enable improved identification and updating of stormwater assets in Council's asset register, to better shape appropriate levels of service in accordance with the Stormwater Management Strategy.	01/07/2022	30/06/2023	100%			As CCTV drainage inspections continue, around 290 previously unknown stormwater pipes have been identified. Most of these are in older areas and seem to date from the 1960's era. When identified, they are inspected, mapped, and condition rated. The GIS and asset databases are updated to include these on Council systems. This ensures that routine maintenance can be scheduled, and also that financial recognition by asset accounting is completed.	TIM: Transport Infrastructure Management
2.1.8	Deliver placemaking initiatives including streetscape improvements for Eumundi, Woombye, Nambour, Landsborough, Maleny, Glass House Mountains and Maroochydore (First Avenue and Ocean Street).	01/07/2022	30/06/2023	85%			Council continues to experience project delivery challenges due to changes in the broader market, including cost escalations, market supply impacts, rising labour costs and labour shortages. These impacts have placed pressure on the delivery of our placemaking projects. Key updates this quarter include: Eumundi Placemaking Detailed Design is being finalised following the additional community workshop at the end of April, with construction proposed to commence late 2023. The Woombye construction is now completed. The Nambour Concept Design has been in review with community groups, open community engagement is rescheduled for Quarter 1 2023/24. Landsborough Stage 2 re-tender being accepted in July to move to construction with minor design changes to fit rising construction costs. Maleny design rescope and in final preparations for community engagement in July 2023. The Glass House project has been postponed to a future program. The Maroochydore, First Avenue project is scheduled to start in the second half of the 2023 calendar year. Maroochydore, Ocean Street Concept Design being feasibility tested with community engagement / information rescheduled to July 2023.	DPS: Design and Placemaking Services
2.1.9	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events and undertake a review of Council's Local Disaster Management Plan.	01/07/2022	30/06/2023	90%			The annual review of the Local Disaster Management Plan for 2022/2023 was completed between August and October 2022. The plan has been redrafted and will presented to Council for consideration in August 2023. Annual reviews facilitated by the Queensland Inspector-General Emergency Management office are conducted in August each year, and Council's review period will align to this moving forward.	SF: Specialist Functions

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.10	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2022	30/06/2023	100%			Implementation continues for the following key 2022/23 Coastal Hazard Adaptation Strategy (CHAS) actions: * The ongoing development of the Shoreline Erosion Management Plan * The collaborative design of Special Area Adaptation Plans Project through QCoast2100 Funding * The planning and investigations to analyse different coastal hazard adaptation and drainage options for Mooloolaba, Maroochydore and Golden Beach have progressed.	ESP: Environment and Sustainability Policy





Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2022	30/06/2023	100%			Implementation of the 2022/23 Environment Levy Program has continued with steps now being taken to prepare the annual report to recognise the achievements made. The properties for acquisition are continually being considered and negotiated to secure. The 2023/24 Environment Levy Program was adopted by Council as part of the budget process.	ESP: Environment and Sustainability Policy
2.2.2	Complete the upgrade and replacement of the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2022	30/06/2023	100%			This project was completed in quarter 1. The projected budget was impacted by unforeseen conditions produced in this weather impacted coastal environment, given the work occurs in the beach zone. The completed groyne will protect the current beach area and river mouth environment from coastal erosion, providing a stabilised beach environment protecting the very popular Cotton Tree Holiday Park.	PD: Project Delivery
2.2.3	Progress the Point Cartwright Master Plan project, including management of the Community Reference Group, consultation activities, master plan development and readiness for implementation.	01/07/2022	30/06/2023	90%			The draft Master Plan is complete and internal engagement has been undertaken and is ongoing. The final round of community engagement is underway via Council's 'Have Your Say' webpage and meetings with special interest groups. The final Master Plan is expected to be presented to Council for consideration during Quarter 1 2023/24. Subject to Master Plan approval, a decision will be made to proceed with a Local Law amendments process regarding animal management, requiring a separate consultation process.	DPS: Design and Placemaking Services







Responsive, accessible and well managed assets and infrastructure



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project, land acquisitions, land management activities and stakeholder engagement.	01/07/2022	30/06/2023	100%			Implementation of Blue Heart Sunshine Coast is continuing, with landholder engagement undertaken to share information around tidal inundation and Blue Carbon. The implementation of the Commonwealth's Blue Carbon restoration grant is continuing, with planning progressing to support tidal inundation initially on two Council owned properties in early 2024. The engagement with Kabi Kabi peoples has also continued.	ESP: Environment and Sustainability Policy
2.3.2	Progress the master planning and strategic business case development to support establishing a Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2022	30/06/2023	100%			Key findings from Stage 3 community engagement were reported to stakeholders and made available to the broader community via Council's website. Community feedback received has been used to inform the finalisation of the Master Plan for Council consideration in Quarter 1 2023/24.	ESP: Environment and Sustainability Policy
2.3.3	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2022	30/06/2023	100%			The Invasive Weeds project continued at Maleny Community Precinct with all zones within the site being managed and over 5500 tubestock planted. A community information day was held with nearly 50 attendees and positive community feedback received. Initial weed management and over 2000 tubestock planted at the Witta demonstration site. Work in nearly every zone has been started, and trials with drone chemical spraying and remote machinery undertaken. All drone and ground distribution data has been collected and Queensland University of Technology have started the machine learning aspect of the pepper mapping proof of concept trial. A Council media story has been published and a Civil Aviation Safety Authority interview will be released shortly on this trial. Scoping discussions with the University of the Sunshine Coast and Hinterland Bushlinks for the eDNA catchment scale trial are underway. Research and trial plots have been established on private property next to the Upper Mooloolah Nature Refuge to trial herbicide capsule treatment efficacy on cat's claw creeper.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2022	30/06/2023	100%			Implementation of Council's Street Tree Master Plan progressed with a total of 1194 trees planted throughout the quarter, including four Councillors 'Free Tree' days.	P&G: Parks and Gardens
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community.	01/07/2022	30/06/2023	100%			The inaugural joint meeting was held between Sunshine Coast Biosphere governance groups - the Coordinating Committee and Community Advisory Group. The Sunshine Coast Biosphere logo received two awards: Silver (Better Future) in the GOV Design Awards 2023 for Graphic Design (identity and branding); and the LGX Award for Best Graphic Design. A Sunshine Coast Biosphere brand strategy was developed to guide and inform the use of the logo by Council and the community.	ESP: Environment and Sustainability Policy





A reputation for innovation, sustainability and liveability



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Commence construction of the new hi-tech material recovery facility at Nambour waste precinct to improve the quality of processed recyclable materials, key deliverables include: procuring plant and equipment, designing and constructing a weighbridge and an internal site access road.	01/07/2022	30/06/2023	100%			The new hi-tech Material Recovery Facility building works are almost complete with the installation of processing plant and equipment well underway quarter in preparation for commissioning in the second half of 2023.	WRM: Waste and Resource Management
2.5.2	Develop a new Sunshine Coast Waste Strategy to guide service provision, emissions reduction, diversion of waste from landfill and continued modernisation of Council's waste management facilities and practices.	01/07/2022	30/06/2023	100%			The draft Waste Strategy has been prepared for public consultation in July / August 2023.	WRM: Waste and Resource Management
2.5.3	Deliver education programs that make a difference to household waste behaviours towards a cleaner, greener and sustainable Sunshine Coast.	01/07/2022	30/06/2023	100%			The 2022/23 Waste Education Plan was completed in full. A total of 64 Waste to Resource presentations were provided to schools, community and business groups during the quarter as well as a school tour of a landfill site and links into the Clean up Australia Day campaign.	WRM: Waste and Resource Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.4	Expansion of the garden organics program to reduce the amount of material that goes into general waste and landfill.	01/07/2022	30/06/2023	100%			This activity was completed in July 2022 when the expanded garden organics collection service commenced and 45,000 new services were introduced. The organic bin collection service provides residents with an easy, convenient way to recycle their garden waste and help the environment.	WRM: Waste and Resource Management









Corporate Plan Goal : Our resilient economy



Strong economic leadership, collaboration and identity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Undertake a review of the Regional Economic Development Strategy Implementation Plan 2019-2023 to drive further progress towards the delivery of a resilient and strong economy for the Sunshine Coast region.	01/07/2022	30/06/2023	100%			The review of the Regional Economic Development Strategy is progressing as planned with initial external and internal consultation now completed. Key structural elements of the refreshed strategy have now been identified and drafting for further consultation and refinement commenced. The annual Economy.id Health Check has also been completed.	ECDEV: Economic Development
3.1.2	Enhance the sports industry through the 'Sport Industry Development' program that maximises the use of existing assets and enhances the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2022	30/06/2023	100%			<p>The Sports Industry Development program concluded in December 2022 with the final report submitted in March 2023. The following key outcomes were delivered through the Program:</p> <ul style="list-style-type: none"> -Virtual tours of key sports venues across the region -Promotional activities with the Australian Cycling Academy to promote the region as a premier cycle destination -Training camps for the Australian Women's Water Polo Team, Melbourne Storm, Brisbane Lions AFLW, and Super Netball teams -Development of the Sunshine Coast Lightning coaching portal -EventsConnect, a local events industry supplier directory and business to business portal -Support to the Indigenous Marathon Foundation and Sunshine Coast Marathon, enhancing the event's capabilities as an all-inclusive event with World Label event classification -Upskilling of kite racing instructors and content capture of the sport to strengthen its development in the region -the hosting of 15 sporting events as part of an Event Attraction Strategy -Industry development through initiatives such as the Accessible and Inclusive Tourism Conference, USC High Performance Talent ID and Sunshine Coast Sports, and -Research projects including the Sunshine Coast Events Industry research project, park and trail audit, and a trail run feasibility study. 	ECDEV: Economic Development





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.3	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, and develop and finalise a new performance deed.	01/07/2022	30/06/2023	100%			A financial agreement is in place between Visit Sunshine Coast and Council. Payments are being made to Visit Sunshine Coast in accordance with this agreement and Council's allocated budget. A new Heads of Agreement has been executed between Council and Visit Sunshine Coast. Negotiations are continuing to prepare a new funding deed.	ECDEV: Economic Development

New capital investment in the region



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress amendments to the Maroochydore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2022	30/06/2023	100%			Council is continuing to engage with Economic Development Queensland in relation to amendments to the Maroochydore City Centre Priority Development Area.	UGP: Urban Growth Projects
3.2.2	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2022	30/06/2023	100%			Council is working in collaboration with the Sunshine Coast Airport and Economic Development Queensland to progress the declaration of the Sunshine Coast Airport as a Priority Development Area, which is in its final stages.	UGP: Urban Growth Projects
3.2.3	Progress implementation of the Caloundra Centre Master Plan 2017 in alignment with the Caloundra centre activation project, including finalising the business case for the new Caloundra Regional Gallery, and preliminary feasibility and design for the Community and Creative Hub Precinct.	01/07/2022	30/06/2023	80%			The construction procurement process for the Caloundra Administration Building has advanced and at the end of the financial year was still under evaluation. Staff vacating has been completed and materials removal has commenced and will continue ahead of major works forecast to start in Quarter 1 2023/24. The Regional Gallery Business Case has advanced and will be provided to Council for consideration later in 2023. Concept design for the broader Community and Creative Hub work has recommenced and is expected to be completed late-2023.	LANAGE: Group Executive Liveability and Natural Assets
3.2.4	Work with Walker Maroochydore Developments Pty Ltd and SunCentral Maroochydore Pty Ltd to support the implementation of the Maroochydore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2022	30/06/2023	100%			Council continued to work with SunCentral Maroochydore Pty Ltd and Walker Maroochydore Developments Pty Ltd during this quarter to progress development of the Maroochydore City Centre. Five commercial lots were sold during this quarter totalling \$17.8 million.	EMSS: Executive Management and Support Services

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.5	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2022	30/06/2023	100%			The Mayor officially welcomed the Critical Infrastructure, Information Sharing and Analysis Centre (CI-ISAC) to the region on 8 May 2023, with a number of high profile national and international cybersecurity and IT professionals in attendance. CI-ISAC play a significant role in Australia's cyber defence supply chain by providing threat intelligence and have set up their national headquarters in Maroochydore. It is envisaged this organisation will grow locally and create job opportunities for administration, management, and intelligence roles in this developing sector. A "Sports Tech" Ideation Session was held on 9 May 2023 with 50 people in attendance representing technology users, industry associations, and technology providers and supporters. A technical expert facilitated the session resulting in 38 ideas. Three technology themes have resulted for follow up - Effective crowd management (wayfinding), Enhanced communication, and Competitor performance monitoring. The 26th World Mining Congress was held in Brisbane on 26 June to 29 June 2023 - the Sunshine Coast was profiled on the Congress' website to a global audience as a prime location to run Australian mining operations through Remote Operations Centres utilising the Sunshine Coast International Broadband Network.	ECDEV: Economic Development





Investment and growth in high-value industries

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Progress implementation of Mooloolaba Master Plan, including consultation and design of the Foreshore Central Meeting Place project and completion of the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) that incorporates the new Mayes Canal Bridge.	01/07/2022	30/06/2023	95%			The Central Meeting Place design phase is advancing. Construction timing will be influenced by design outcomes, grant funding milestones, existing asset life integrity and a constraints overlay including community and economic factors. A Federal Government grant contribution of \$7,950,000 has been successfully acquired through the Disaster Ready Fund for the new seawall construction. The Brisbane Road four-lane road upgrade has been delayed due to material and resource shortages and wet weather, with the revised completion date now the end of August 2023 for the four lanes across the bridge, full asphalt surfacing and boardwalk. The Stage 4 Design documentation has been received and preparations are underway for the demolition of existing buildings. Construction stage procurement will conclude in late 2023 with on site commencement planned after February 2024. Energex's early works are estimated for completion by end February 2024, weather permitting.	PD: Project Delivery
3.3.2	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries.	01/07/2022	30/06/2023	100%			Council worked with industry stakeholders including the XR Hub and industry participants Walker Corporation and NextDC to identify further specific areas to target to attract investment projects to the region that will create high-value job opportunities. The areas of cyber security, remote operations, robotics, drones and immersive technology being identified for specific investment attraction efforts. As a result, Council worked with the director of the Critical Infrastructure - Information Sharing and Information Centre, (who play a significant role in Australia's cyber defence supply chain by providing threat intelligence), to set up their national headquarters in Maroochydore. It is envisaged this organisation will grow locally and create job opportunities for administration, management, and intelligence roles in this developing sector.	ECDEV: Economic Development







Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing access to specialist services, contacts and training and partnering with State and Federal Government trade agencies for in-market assistance.	01/07/2022	30/06/2023	100%			This quarter, Council adopted a revised International Relations and Trade Policy to continue to support the delivery of the Regional Economic Development Strategy. Simultaneously, Council continued to deliver initiatives including the Trade Capability Program workshop series (19 April and 10 May 2023) with 10 local business owners and 13 attendees to prepare businesses to be export ready. Five local companies were supported to enter the 2023 Premier of Queensland Export Awards, of which Council is a Silver Sponsor. The winners will be announced at the awards ceremony on 18 October 2023.	ECDEV: Economic Development

A natural, major and regional event destination





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2022	30/06/2023	100%			Caloundra Indoor Stadium hosted a Brazilian Jiu-Jitsu Tournament, the Football QLD School Futsal Tournament and the National Antiques and Collectibles Show; the Health Equity Expo and Queensland School Sport 10-12 years Netball State Championships. Maroochydore Multi Sports Complex hosted the Netball Queensland Senior State Age competition in April and the Sunshine Coast School Sport AFL State Age Championships in June. The Nambour Showgrounds held the Nambour Expo, Lifeline Bookfest, Ray White Nambour Rodeo, Collectorama, Multicultural Business Expo and the Sunshine Coast Agricultural Show. Sunshine Coast Stadium hosted the Queensland Christian Soccer State Carnival and sold-out, first-time Groovin the Moo music festival in April (24,559 attendees). The Emergency Services Expo was in May, and June saw the Queensland Oztag Super Series and newest National Rugby League team, the Dolphins, play their first Sunshine Coast match against the Parramatta Eels. Venue 114 delivered live music events Lime Cordiale, Spacey Jane and The Jungle Giants; provided Groovin The Moo green rooms and held community events including Justin Crosby Memorial Gala Dinner, Sunshine Coast Master Builders Roadshow, Visit Sunshine Coast SCOUT-23, burlesque performances and the Sunshine Coast Bridal Expo.	SCV: Sports and Community Venues
3.5.2	Implement priority activities from the Major Events Strategy 2018-2027 including: strengthening arts and cultural events, capitalising on the growing demand for off road and adventure style events and ensuring close alignment with opportunities identified from the 2032 Brisbane Olympic and Paralympic Games.	01/07/2022	30/06/2023	100%			During the quarter, 25 events were held (with three of these events classified as business, lifestyle or cultural). Key events include the Maleny Wood Expo, six events as part of the Surfing Queensland series, South Queensland Rugby Championships, Queensland Oztag Super Series Championships, Downunder Beachfest, and Winterfest (junior football). The Sunshine Coast Events Board met once during the quarter and considered seven applications and six acquittals. One event application was not recommended for sponsorship, whilst the remaining six applications supported were for sporting events. One application is strategically aligned to future opportunities surrounding the Brisbane 2032 Olympic and Paralympic Games, and new venues for the region.	ECDEV: Economic Development

A regional hub for innovation, entrepreneurship and creativity





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast' and better prepare and connect young people to education and employment opportunities in the region including through skills development within schools and working closely with the State Government on regional initiatives.	01/07/2022	30/06/2023	100%			This quarter, Council and Study Sunshine Coast participated in a forum with Trade and Investment Queensland regarding the new Study Queensland International Education and Training Strategy, which identifies three key areas to support the growth of international education in Queensland. These pillars include 'Promote, Grow and Foster' and support action such as education destination marketing, student employability outcomes and experience, and education sector advocacy. Study Sunshine Coast will reflect these pillars in its strategic direction for 2023/24.	ECDEV: Economic Development
3.6.2	Finalise the Caloundra Aerodrome Master Plan and prepare the implementation plan.	01/07/2022	30/06/2023	100%			Council endorsed the Caloundra Aerodrome Master Plan, including an implementation plan in November 2022, completing this activity.	STP: Strategic Property
3.6.3	Strengthen the collective resilience of our business communities and the destination appeal of precincts, through the development and delivery of activation plans, and support the business community through the 'Small Business Friendly Council' initiative and to help drive the 'Buy Local' initiative within the region.	01/07/2022	30/06/2023	100%			The Queensland Small Business Commissioner brought their annual Small Business Friendly Conference to the Sunshine Coast on 28 April 2023 which was attended by 80 delegates to discuss ways in which Council's and other anchor institutions can support small businesses. Place activation activities in Caloundra included three days of Easter Eggstravaganza activations with thousands of locals and visitors attending, five shopfront improvement program contributions, promotional campaigns, delivery of a new branding project including street murals, street signage and path decals, and a video and submission that culminated in Caloundra winning the Queensland Tourism Industry Council's coveted Queensland Top Tourist Town award. Place activation activities in Nambour included three Nambour Forecourt Live events and the I Am Nambour event on 21 June to celebrate and promote the I Am Nambour collaborative marketing campaign. Place activation in Mooloolaba included promotional campaigns, a Mooloolaba specific TAFE Build A Better Business Program, development of a strategic social media program, and planning commenced for the Mooloolaba Foreshore Festival which is scheduled for 4 November 2023.	ECDEV: Economic Development

Corporate Plan Goal : Our service excellence





Engage with our community to inform asset management and service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.1.1	Develop Service Excellence principles that consider customer insights to support the design of contemporary business approaches and deliver efficient and effective customer experiences.	01/07/2022	30/06/2023	100%			<p>Service Excellence principles have been designed based on customer feedback and service opportunities. These principles guide Council to get it right for the customers first time, every time and to design better, fairer and more accessible services.</p> <p>The Service Excellence principles will be considered in the refinement of our strategic approach and as Council further embeds customer experience in our values and deepens our service-oriented focus.</p>	CR: Customer Response
4.1.2	Develop and implement a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2022	30/06/2023	90%			<p>A draft Strategic Asset Management Plan has been developed and is undergoing internal review. Feedback on the draft Strategic Asset Management Plan continues to inform the development of the final plan. The final plan will be presented to Council for consideration in September 2023.</p>	AM: Asset Management





Design accessible, flexible and innovative services that meet community needs

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Implement the new Smart City Framework and commence execution of the implementation plan to realise Smart City opportunities and further develop Council's data driven decision making capability.	01/07/2022	30/06/2023	100%			<p>The Smart City Framework activities continued, publishing updates to the Landscape Infrastructure Manual Smart Technologies appendix, providing guidance for the design and delivery of council-controlled digital infrastructure, new attachments for telecommunications connectivity, and smart technologies for key development locations that are guiding Maroochydore City Centre and Mooloolaba foreshore digital infrastructure development.</p> <p>Achievements this quarter include:</p> <ul style="list-style-type: none"> -34 council staff accessing real-time dashboards from sensor data produced by low-powered, battery-operated devices across council's network of 17 long-range gateways. -Artificial Intelligence camera sensors are counting bicycles in City Hall, supporting active transport data. -Vibration and infra-red sensors collecting usage data on natural area trails, mountain bike obstacles and amenities blocks. -Water meter sensors helping to detect leaks. -Silent WiFi device counters monitoring park usage pattern to inform master-planning. -Longitudinal record of weather and environmental phenomena providing insights into our region's micro-climate. <p>In June, the Sunshine Coast was heralded as a 2023 Top 7 Intelligent community by New York-based Intelligent Community Forum, its fourth consecutive year.</p>	BI: Business and Innovation
4.3.2	Expand the online plumbing inspection system to include commercial permits which will provide efficiencies through allowing all plumbing inspections to be requested online.	01/07/2022	30/06/2023	100%			<p>The second phase of the online plumbing inspection booking system has been developed and implemented for commercial plumbing inspections in this quarter. External communication and information was provided to all active commercial plumbing industry customers to promote the next phase of this system. The online booking inspection system was officially launched on 19 June 2023. Plumbing industry customer feedback has been positive to date. This project has now been actioned and completed by the business within the project timeframes and under budget.</p>	DS: Development Services

Deliver consistent service levels that provide positive experiences for our community



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Utilise the customer experience program and analyse customer feedback and interactions to design solutions that improve outcomes for key business areas and our customers, including making it easier for our customers to find what they need and self service.	01/07/2022	30/06/2023	100%			<p>As the Customer Experience program draws to completion, key outcomes include:</p> <ul style="list-style-type: none"> - Introduced a service request system helping us better serve customers and streamline requests - Rolled out a telephony system integrated with our request system making it easier for customers to contact Council and launched two-way SMS for enquiries. - Helping customers contact Council in a way that suits them with 40%+ coming through digitally. Launched 'OurCouncil' better enabling digital communication directly to customers. - Launched 'OurCouncil' to better enable digital communication directly to customers. - Conducted 4000 surveys to understand customer experience and guide service improvements. <p>These foundations will be built upon as we shift our focus to refine our strategic approach, further embed customer experience in our values and deepen our service-oriented focus.</p>	CR: Customer Response
4.4.2	Mobilise the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2022	30/06/2023	100%			<p>The service provision under next generation waste collection contract commenced on 10 July 2022, ensuring essential waste services are delivered to the community, with the contractor performing to high standard.</p>	WRM: Waste and Resource Management

Assess service performance and sustainability to inform evidence-based business planning





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long-term financial plans.	01/07/2022	30/06/2023	82%			<p>Council's core capital works program delivered a large range of community infrastructure required to meet service levels, with 91% of the program delivered, exceeding the annual delivery target.</p> <p>The Transportation (95%), Parks (94%), Holiday Parks (103%) and Waste (93%) programs achieved the highest results ensuring the community receives many local and regional renewals and upgrades including key waste and energy transition projects.</p> <p>Land purchases funded by the capital program were more difficult to achieve due to market uplift and competition resulting in the overall capital program (including major projects) result being under the anticipated target. Inflationary impacts and market challenges, including supply chain and contractor availability have caused a range of delays and pricing variations which has been carefully managed throughout the financial year to deliver best value results.</p> <p>Projects yet to be completed will be the focus early in the new financial year.</p>	PD: Project Delivery
4.5.2	Progress a program of service planning and reviews that explore more efficient ways to deliver the right services, at the right service levels at a sustainable cost.	01/07/2022	30/06/2023	100%			<p>A Sustainable Service Planning program is underway that has been informed by the Community Satisfaction Survey 2022 and analysis of demographic, economic, community, technological and environmental trends that shape customer expectations. This program will seek to ensure Council services remain appropriate, efficient and effective for current and future communities as we advance the desired outcomes and vision for the region.</p>	CPP: Corporate Planning and Performance

Corporate Plan Goal : Our outstanding organisation







Maintain a financially sustainable organisation that balances the needs of our growing region







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Review the long term financial plan based on sound financial modelling that includes improved contributed asset processes, enhanced asset management valuation systems and the delivery of a well informed budget.	01/07/2022	30/06/2023	100%			<p>Council's 2015-2025 Financial Sustainability Plan is currently under review, with the intention to finalise a revised plan in 2024. The long-term financial model, which underpins the Financial Sustainability Plan, was amended as part of the annual budget process and adopted by Council on 22 June 2023.</p> <p>Council's 2023/24 adopted budget provides a strong financial outlook, maintaining Council's financials within the recommended financial sustainability metrics while also delivering services and key infrastructure for the region.</p> <p>An external review was undertaken to improve the contributed and constructed asset write on process. The review is to be implemented over the coming financial year, with an outcome being to provide improvements in the workflow process.</p>	F: Finance

Provide quality information, systems and processes to deliver fit for purpose solutions



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.1	Implement the information technology management program that provides a focus on software rationalisation, hardware replacement and progress the records and information management improvement program.	01/07/2022	30/06/2023	100%			The 10-year Information Communications Technology capital program has been established, supporting eight core programs: systems rationalisation, cyber security, workplaces technology, records and information management, data platform, IT infrastructure / networks, improved customer experience for online web and service management.	DIS: Digital and Information Services
5.2.2	Develop and implement an Information and Communication Technology Plan with a strong focus on cyber-security, mobility, connectivity, accessibility, cloud computing and building capability to provide efficient and secure systems and processes.	01/07/2022	30/06/2023	95%			The draft Digital Plan 2023-27 has been aligned to Council's Corporate Plan 2023-2027, action plans and priorities and is in its final review and approval phase. The Plan will be finalised in the first quarter of 2023/24.	DIS: Digital and Information Services





Embrace a safe and collaborative workplace culture that attracts and retains high performing and engaged people

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Progress people and culture strategic initiatives including a focus on the organisational priorities of diversity, inclusion and culture.	01/07/2022	30/06/2023	100%			Actions were taken to implement the new organisational values and bring them to life in daily activity within Council. A Diversity and Inclusion Advisory Group continues to meet regularly and share perspectives on how Council can continue to be inclusive of people from all backgrounds. Council continued to recognise important cultural events. Council reached in-principle agreement with the unions for the next Field Based Certified Agreement and is proceeding to the employee vote. The Certified Agreement provides certainty of the key employment conditions for employees.	P&C: People and Culture
5.3.2	Implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and continuing to improve the safety management system.	01/07/2022	30/06/2023	100%			The Wellbeing, Health and Safety Plan was implemented for this financial year. Phase two of the critical risk program was completed and included workshops undertaken for Dropped/falling Objects, Operating Vehicles, Working On, Beside or Near a Road Corridor, Plant Collision and Rollover and Occupational Violence. The next Phase of this project will commence in next financial year. The Safety Management System Overview and Architecture was developed. An updated safety risk management framework was developed. The Wellbeing, Health and Safety Plan will continue to be implemented in the next financial year.	P&C: People and Culture
5.3.3	Complete staff relocations to the Maroochydore, Caloundra and Nambour administration centres and progress the delivery of the 10-year depot refurbishment program that includes the provision of additional accommodation for service delivery teams at the Caloundra depot.	01/07/2022	30/06/2023	95%			Relocations amongst Council's administration precinct are nearing completion, with the final stage of occupying City Hall forecast for end of July 2023. The final movement requires the completed fit out of level eight of City Hall which has experienced minor delays. Other minor works at various locations were completed through Quarter 4 to facilitate the vacating of Caloundra Administration Building ahead of its repurposing into a regional library and community facility. The depot strategy review has commenced and will progress through 2023/24, inclusive of broader consideration of future service delivery models as a key input.	SCCW: SCC Workplaces





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.4	Finalise construction of the Sunshine Coast City Hall in the Maroochydore City Centre by end of 2022 in preparation for staff relocations.	01/07/2022	30/06/2023	100%			The construction of the Sunshine Coast City Hall building has been completed and over 700 staff have now been inducted and transitioned to an activity based working environment. Levels 1 to 7 are now fully operational and final fit-out is being completed on level 8 with expected completion July 2023.	SCCW: SCC Workplaces
5.3.5	Facilitate and progress the Nambour centre activation project including the preliminary feasibility and design for the Nambour administration precinct buildings.	01/07/2022	30/06/2023	80%			Further optioneering and feasibility analysis has progressed in response to addressing the preferred functional requirements current cost estimates. This includes asset life examination to optimise future investment planning. Refining the options including prioritisation will be a key task in Quarter 1 2023/24, ahead of recommencing detail design.	SCCW: SCC Workplaces
5.3.6	Complete detailed design for the Caloundra administration building repurposing project, including an associated operational management plan.	01/07/2022	30/06/2023	100%			Detailed design is completed. The construction procurement process has advanced and at the end of reporting period was still under evaluation. Staff vacating has been completed and materials removal has commenced and will continue ahead of major works forecast to start in Quarter 1 2023/24. A preliminary Operational Management Plan for the building has been completed.	SCCW: SCC Workplaces

Demonstrate accountable leadership, future planning, and good governance that provides confidence to our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.1	Develop an Outstanding Organisation Strategy that demonstrates positive culture, accountable leadership and future planning, underpinned by good governance that builds confidence and trust with our community.	01/07/2022	30/06/2023	75%			Development of the People Plan and Digital Plan are key pillars of the Outstanding Organisation Strategy, and these pieces of work are nearing completion. The Digital Plan is expected to be finalised in Quarter 1 of 2023/24, and the People Plan will be delivered in the 2023/24 financial year.	BPGE: Group Executive Business Performance Group

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.2	Complete implementation of the recommendations of the Office of the Information Commissioner's compliance audit report within the agreed timeframes.	01/07/2022	30/06/2023	100%			The Office of the Information Commissioner (OIC) is currently undertaking its follow up audit of Council's Compliance Audit of the application of the <i>Right to Information Act 2009</i> and the <i>Information Privacy Act 2009</i> . The recommendations that are currently in progress, have revised completion dates that reflects the time and resourcing required for completion. The remaining items are well underway and are due for completion during 2023/24.	CG: Corporate Governance
5.4.3	Prepare a revised Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic level risks across the broad spectrum of Council's corporate and service delivery responsibilities.	01/07/2022	30/06/2023	100%			The revised Risk Management Framework is now complete and was supported by the Audit Committee in May 2023. Mitigation and control reporting will proceed for the 2023/24 financial year.	CG: Corporate Governance

Partner with community, business and government to represent and advocate the needs of our region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.5.1	Advance our region's major projects outlined in the Corporate Plan 2022-2026 through establishment of a strategic approach to stakeholder relationships, advocacy and funding partnerships.	01/07/2022	30/06/2023	100%			<p>Funding partnerships and contributions from other tiers of government are critical to deliver a number of projects and provide important infrastructure required to ensure our region is resilient and safe, and that our community thrives now and for future generations. During the quarter, Council was successful in establishing funding commitments towards transport infrastructure, community sporting facilities, parks and disaster management activities. In addition, Council continues to progress claims through the Queensland Reconstruction Authority for the February and March 2022 natural disaster declared flood event.</p> <p>On 2 June 2023, Council partnered with the Sunshine Coast Business Council and Infrastructure Association of Queensland to host the inaugural Sunshine Coast Infrastructure Summit with attendees from all tiers of government, industry and business leaders and the community. This event will provide input into establishing the priority infrastructure needs for the Sunshine Coast through to 2050.</p>	CPP: Corporate Planning and Performance
5.5.2	Develop a Relationship Framework to support stakeholder trust, confidence and connection with the Sunshine Coast Council.	01/07/2022	30/06/2023	100%			The Relationship Framework in respect external communications, including social media and graphic design has been finalised. This included a review of all external communication practices.	C: Communication

