


Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 1 – 2023/24

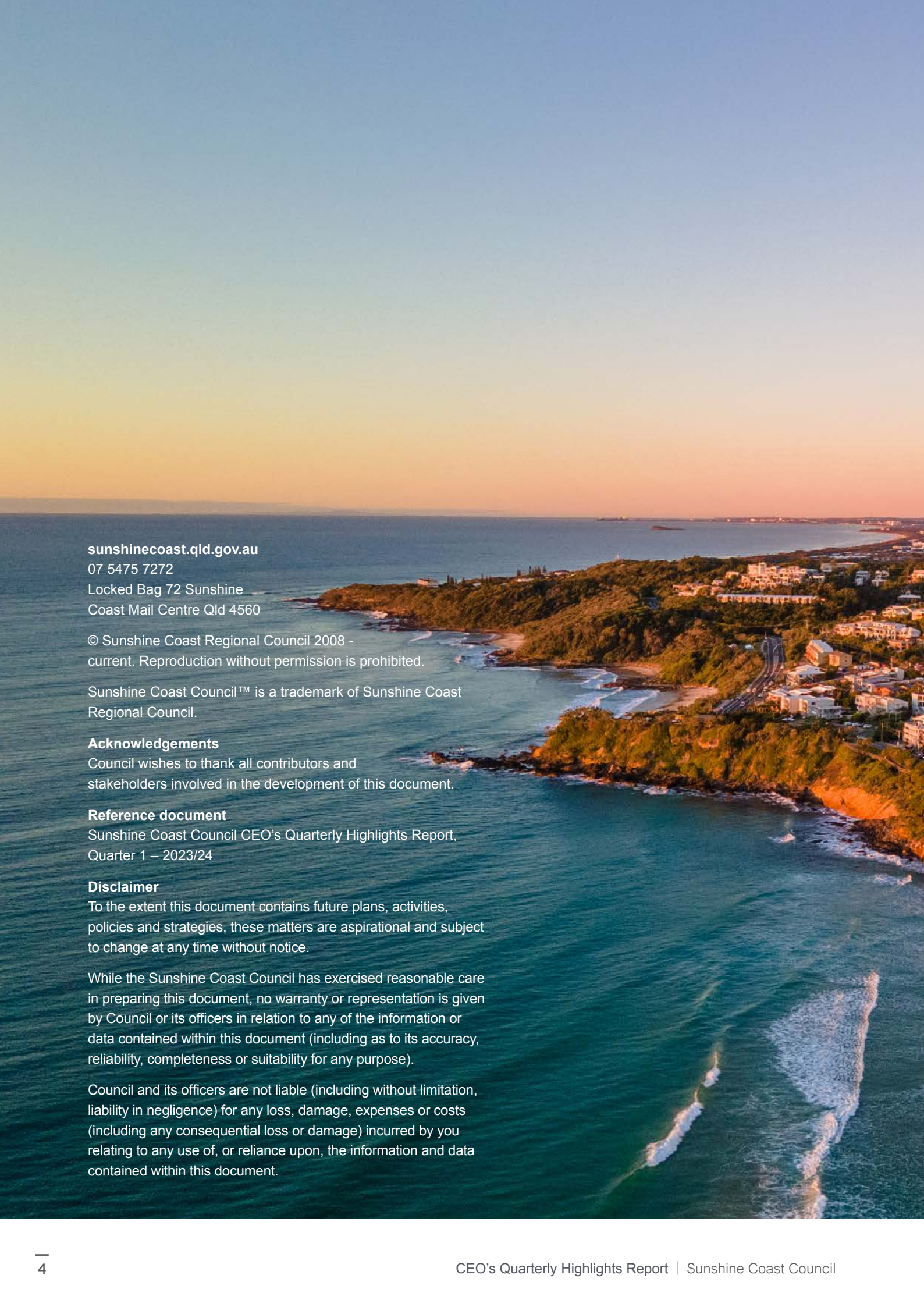




Artist's Impression only

The background of the page features a series of overlapping, wavy lines in various shades of green, creating a sense of movement and depth. The lines are most prominent on the left side and curve across the bottom of the page.

Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 1 – 2023/24

An aerial photograph of a coastal town at sunset. The sky is a mix of orange, yellow, and blue. The ocean is a deep blue-green, with white waves crashing against the shore. The town is built on a hillside, with buildings and roads visible. The overall scene is peaceful and scenic.

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Acknowledgements

Council wishes to thank all contributors and
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Reference document

Sunshine Coast Council CEO's Quarterly Highlights Report,
Quarter 1 – 2023/24

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contained within this document.

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.

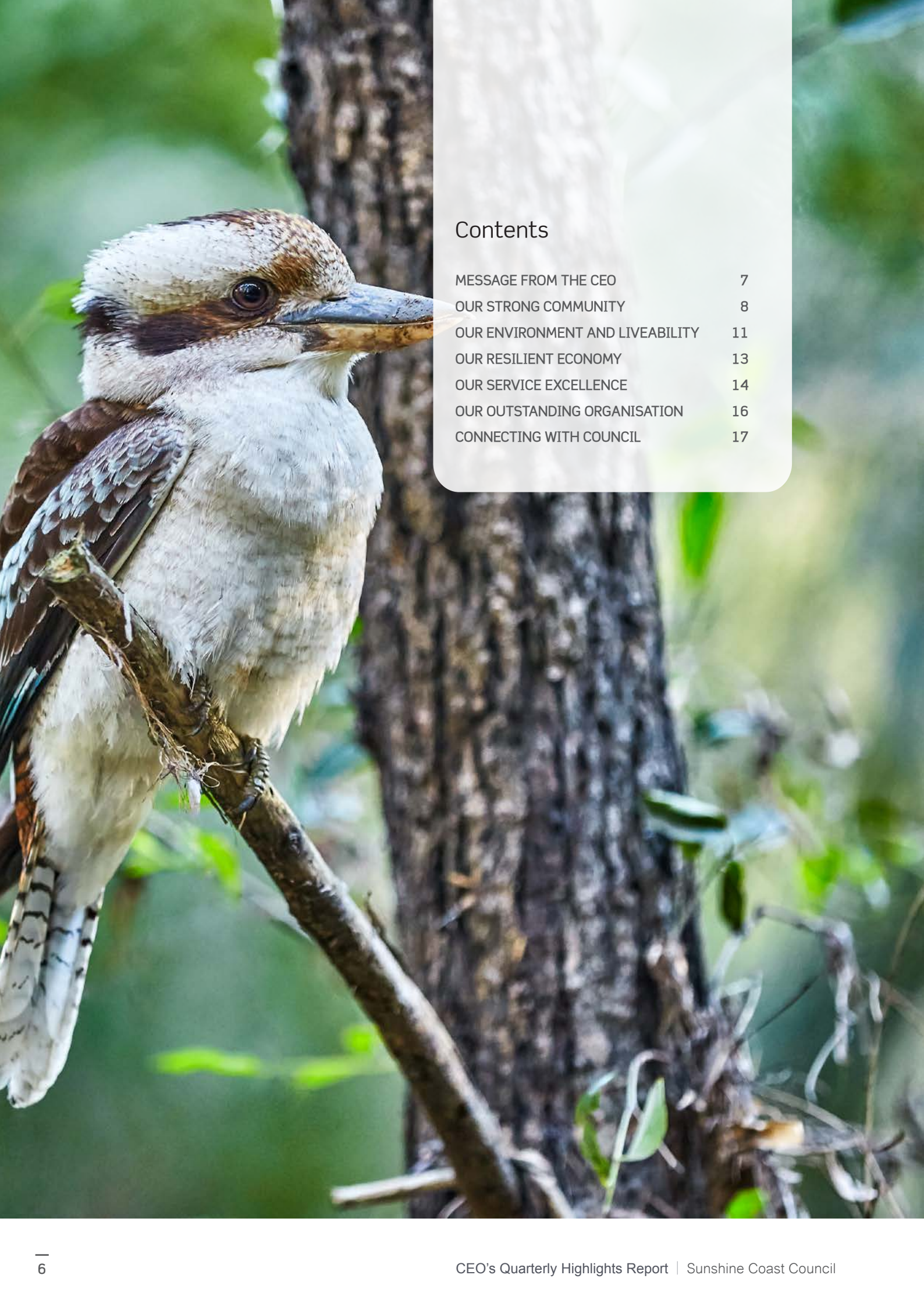
We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

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.



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Message from the CEO



Emma Thomas
Chief Executive Officer

As Council kicks off a new financial year, we also commence the delivery of a new Operational Plan inclusive of new priority activities for the financial year. These activities are aligned to our corporate goals and help us advance our vision for the future as Australia's most sustainable region. Healthy. Smart. Creative.

Our vision for our region provides a clear and balanced strategic direction for our employees and partners as we work together with our community, businesses and industries as well as other tiers of government to ensure provide the services and programs required now and into the future.

This quarter we progressed a number of important planning initiatives, including the Sunshine Coast Housing and Homelessness Action Plan which was adopted by Council in July 2023 as a response to the significant housing affordability challenges and increased levels homelessness currently being experienced on the Sunshine Coast, and across

South East Queensland. This crucial plan builds on Council's existing commitments and establishes new initiatives directed at strong advocacy and achieving more support for our community and a more secure housing future.

In July, Council also endorsed the Sunshine Coast Ecological Park Master Plan which provides an opportunity to restore the 65-hectare site adjoining Mary Cairncross Scenic Reserve, which in recent history had been utilised for farming. The park will enhance the conservation and recreation credentials of the Sunshine Coast for both our residents and visitors to enjoy and will deliver lasting environmental, social, and economic benefits to the entire region. Our community completed approximately 700 surveys and written submissions and participated in almost 300 face-to-face interactions across the three consultation phases which informed this final Master Plan. The land parcel is within the Mountain View Major Green Space, one of the Sunshine Coast's five major green spaces which Council is protecting to preserve our environment, respond to climate change and provide spaces for people.

Our Sunshine Coast major events continue to play a vital role in creating jobs and stimulating economic activity across our region, supporting tourism and the long-term brand development of the Sunshine Coast. The Sunshine Coast Major Events Strategy 2018-2028 (2023 refresh) was adopted in August and includes a new

emerging events category, a focus on attracting more diverse events to ensure a balanced portfolio and leveraging legacy opportunities from the Brisbane 2032 Olympic and Paralympic Games. This 2023 strategy refresh will help to support the region in realising its full potential in the major events sector.

Vital to the delivery of any event and importantly, the safety and connectivity of our region, is well planned road infrastructure. This quarter, the \$40 million Mooloolaba Transport Corridor Upgrade project reached a significant milestone with the completion of the traffic lanes and footpaths for stages 2 and 3. Users are now benefiting from increased and wider traffic lanes, upgraded intersections, enhanced provisions for cyclists and the new Mayes Canal Bridge. This key piece of infrastructure is helping to improve connectivity to one of our many treasured precincts on the Sunshine Coast and will be utilised by residents and visitors for years to come.

There are many more fantastic highlights mentioned throughout this progress report and I encourage you to read on and find out more how Council is working with our partners 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.



146,476

people attended community events at Council's venues



95%

customer satisfaction with library and cultural programs



230,155

attendances to Council owned aquatic centres



377

community grant applications awarded, allocating more than \$3 million for the quarter

Community and cultural development and partnerships

Housing and homelessness

A momentous step forward to improve the Sunshine Coast's housing and homelessness response has been outlined in the Sunshine Coast Housing and Homelessness Action Plan 2023. The plan was adopted at the Ordinary Meeting in July 2023 as a response to the significant housing affordability challenges and increased levels of homelessness the region, and more broadly South East Queensland is experiencing.

The plan has been prepared to advance Council's advocacy and facilitation role and investigate opportunities to deliver affordable housing and extend our support for homelessness in our community. This plan reinforces Council's commitment to facilitating affordable and diverse housing options and building our capacity in responding to homelessness on the Sunshine Coast.

NAIDOC Week

The National Aborigines' and Islanders' Day Observance Committee (NAIDOC) Week Flag Raising event was held at Nambour Forecourt on 5 July 2023 and provided a wonderful opportunity to recognise and celebrate the vital role that our Elders play in our communities and families as Custodians of cultural knowledge and wisdom, trailblazers, nurturers, advocates, teachers, survivors, leaders and loved ones.

Kabi Kabi Traditional Custodian, Lyndon Davis, warmly welcomed everyone on country. Zeke Davis delivered a fantastic theme address from a young person's perspective, recognising our Elders and the importance of learning and passing down of cultural knowledge and local stories. Christine Thomas (chair of Sunshine Coast First Nations Network Group) and Vernon Corporal (Queensland Police Liaison Officer) hosted the event, Gubbi Gubbi Dance Troupe shared traditional performances, and community partners Saltwater Eco Tours and Deadly Espresso provided refreshments for guests.

Creative Arts

To articulate Council's pivotal role in developing and supporting an environment in which the creative arts can flourish, Council adopted the Sunshine Coast Creative Arts Plan 2023-2038 at the Ordinary Meeting in August 2023.

The vision for the plan is that the Sunshine Coast is alive with arts, culture and creativity, providing a roadmap to guide Council's future priorities, programs and investment in the arts.

Horizon Festival

Horizon Festival 2023 opened to an explosion of drums, dance and glitter. The 10-day multi-arts festival was in full swing, bringing art, music, comedy and more across the Sunshine Coast.

Highlights included the sell out of several programs including Circus Wonderland, Dirty Laundry and Homegrown. Of specific note was

the Dawn Awakening event at Stumers Creek at Coolum Beach, which attracted a record audience of 2000 people.

Horizon Festival provided a range of capacity building benefits for artists and the local arts sector, featuring 168 events delivered by 490 local and visiting artists which attracted approximately 25,000 attendees.

Beach accessibility

Sunshine Coast beaches are becoming more accessible, with new beach matting minimising barriers and improving beach and ocean accessibility for people in wheelchairs, as well as parents with prams, people with vision impairment, on crutches, or with walkers.

Beach matting, a wheelchair and life jackets have been made available at Dicky Beach Surf Lifesaving Club for a three-month trial from September 2023. This is the third location added to the accessible beach program, with Mooloolaba and Coolum also providing this service.

Community Venues

Venue 114 attracted and successfully hosted a diverse range of events, which saw 15,597 attendees through the doors, along with a further 19,652 patrons attending events at the Kawana Island Meeting Place and Coolum Civic Centre.

The Events Centre hosted 21,996 patrons across 44 events during the quarter. Key events included:

- Frozen – Sunshine Coast Youth Theatre
- Merryiatrics It's a Musical World
- Neil Diamond Show
- Hans Disco Spektakular.

Disaster Management

This quarter Council has focussed on training and exercising Local Disaster Coordination Centre staff members to refresh skills and ensure staff are up to speed with the latest procedures and are available during the upcoming storm and fire season. Council's Disaster Hub has also been updated to improve user experience, including

more information sources, with key information displayed as you enter the site.

Libraries

Libraries continue to grow the engagement with the community with increased visitors, collection usage and program attendance. Libraries also continue to progress projects to improve and grow the service.

To celebrate NAIDOC week:

- Libraries hosted an outdoor screening of The Sapphires at the Sunshine Coast Stadium
- 339 First Nations library cards were handed out to new and existing members across the library service.

Other program highlights this quarter include:

- The online program Rhymes with Ryan had Auslan translations added to make them accessible to the deaf community
- 123 adult programs delivered to over 1746 attendees
- 82 Lifelong Learning sessions with 1029 attendees (28% increase in sessions, 38.49% increase in attendance from the previous quarter).

There were 111 active volunteers providing 2148 hours of their time, which is a 15% increase of hours. This increase was due to the commencement of tax help throughout Caloundra, Kawana and Coolum libraries.

Lifeguards

The Surf Life Saving Queensland five-year Service Plan was endorsed at the Ordinary Meeting in July 2023 and as part of this, the new Happy Valley Beach lifeguard service commenced on 16 September 2023.

The 2023/24 Surf Life Saving Summer Season was launched at Mooloolaba Beach on 15 September 2023.

Public Lighting

Council provided technical advice for the Shelly Beach lighting retrofit project. 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.

Council is progressing an audit on existing public lighting service levels, which is used to assess and adjust lighting levels to achieve compliance and implement dimming strategies for energy efficiency.

Roads, Cycleways and Pathways

Council has secured the approval for five new School Transport Infrastructure Program projects, securing over \$610,000 in grant funding. These projects are directed towards the enhancement of pedestrian safety around schools and promoting active transportation for students.

The Queensland Reconstruction Authority, Reconstruction of Essential Public Assets claim for the February 2022 flood event has moved into the delivery phase with several landslip remediations complete and contracts awarded for most of the remaining works.

Sporting Facilities

The Sunshine Coast Stadium hosted the England Women's Football team, the Lionesses for a 10-day camp in July 2023, before the FIFA Women's World Cup 2023. An open training session was held with approximately 2500 community members in attendance.

Other highlights from Council's sporting facilities include:

- A free community access pass to aquatic centres for those in the community who are displaced from housing and require showers has been formalised.
- Two free Matilda's live sites, Australia vs France on 12 August 2023 with 1000 people in attendance, and Australia vs England on 16 August 2023 with 2500 people in attendance
- South Sydney Rabbitohs took on the Brisbane Broncos on 21 July 2023 with a sold-out crowd

of 8931

- The stadium hosted their first ever National Rugby League Women's game between the Brisbane Broncos and Sydney Roosters with a crowd of 2832
- The thirteenth and last Touch Football Australia National Youth Championships was on 27-30 September 2023 with approximately 12,000 attendees
- The fourth and final Queensland Oztag tournament for 2023 was held on 28-30 July 2023 with approximately 12,000 attendees
- The final Sunshine Coast Falcons home game of the 2023 season was held on 5 August 2023 with 3365 attendees
- The Sunshine Coast Expo was on 22-25 September 2023 with approximately 10,000 attendees
- The AFL Masters Carnival was held from 30 September – 7 October 2023. It's the first time the region has hosted the National Carnival since 2011, with over 1200 players to descend on Maroochydore to vie for the title of becoming AFL Masters National Champions.



Our Environment and Liveability

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



4833 hectares

of landscape and garden beds maintained



10,439 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



490

wheelie bins of weeds removed by 906 volunteers with the Community Nature Conservation Program



1767 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, with an associated reduction in greenhouse gas emissions of 31,304 tonnes

Beaches, foreshores, coastal infrastructure and canals

Major boat ramp upgrade

Construction has commenced on a new easy-access ramp and 36 car-trailer parks at Outrigger Island, Minyama, on the stunning Mooloolah River. The new facility has been designed to alleviate pressure off the popular Parkyn Parade, Mooloolaba and La Balsa Park, Buddina boat ramps and will assist in meeting community demand for boat launching facilities.

Bushland Conservation and habitat

Kids in action

The annual Kids in Action, Kids Teaching Kids Conference was held at Maroochy Regional Bushland Botanic Gardens on 6 September 2023.

The award-winning Kids in Action program encourages students to take responsibility for their learning through the planning and delivery of environmental projects. Over 200 students from over 20 schools attended the event. The event provided an opportunity for the kids to learn from

each other, through workshops, displays and performances under the theme of BiosPHEROs.

Virtual fauna fence

A line of 100 discreet green posts have been dotted along Ninderry Road, Ninderry to make a unique and low-impact wildlife deterrent called a 'virtual fauna fence'. Each post is equipped with a special device that is activated at dawn and dusk, when animals are most active, by detecting the light from oncoming headlights. The unique device then emits a low sound to warn wildlife of approaching traffic. The sound is designed to hold the animal's attention long enough for them to pause before crossing the road with the aim to reduce the number of car and wildlife collisions.

Tree planting

Implementation of Council's Street Tree Master Plan progressed with a total of 961 trees planted throughout the quarter, including four Councillor's 'Free Tree' days.

Other highlights for the quarter include:

- Bushcare volunteers planted 7400 trees, shrubs and ground covers over 3 months, equating to 82 plants per day.
- 295 volunteers attended the Doonan Planting

- Festival, with 2750 stems planted
- 46 volunteers attended the Honey Farm Community Planting, with 500 stems planted

Land acquisition

The acquisition of a portion of 3175 Old Gympie Road, Mount Mellum was finalised, adding 16 hectares to the East Mount Mellum Nature Refuge and further expanding our Sunshine Coast Conservation Estate.

Recreation parks, trails and facilities

Buderim Village Park

Buderim Village Park was nominated for an International Green Flag Award and will be visited by judges to conduct the evaluation process in October 2023. The International Green Flag recognises the provision and management of high-profile parks to industry best practice methods.

Sunshine Coast Ecological Park Master Plan

The vision to create an ecological wonder and restore a pasture site to rainforest and wetland ecosystems is now a step closer to reality thanks to the endorsement of the Sunshine Coast Ecological Park Master Plan in July 2023.

The plan provides long-term guidance to aid future planning, staged implementation, and successful operation of the ecological park.

The park seeks to deliver nature-based recreation, education and research, whilst protecting, celebrating and restoring the sites inherent environmental, natural and cultural heritage values.

Point Cartwright Reserve and La Balsa Park Master Plan

A stunning coastal reserve that attracts thousands of people a day will be managed and enhanced to ensure it can cope with its soaring popularity. The Point Cartwright Reserve and

La Balsa Park Master Plan was endorsed at the Ordinary Meeting in August 2023, after working closely with the community and independent specialists.

Some of the key features of the plan include, enhanced environmental protection, improved facilities and enhanced accessibility and recreational opportunities.

Sustainable growth and network planning

Flood mapping and information

Sunshine Coast residents can now access the most accurate flood mapping and information available online, after updates were endorsed at the Ordinary Meeting in September 2023.

Council has a range of flood mapping tools to inform emergency preparedness as well as land use planning and building our region's resilience. To find out more, visit <https://www.sunshinecoast.qld.gov.au/development/development-tools-and-guidelines/flood-mapping-and-information>.



Our Resilient Economy

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



\$6.6 million

in revenue for Sunshine Coast holiday parks



75,947

guests attended 22 major events, which generated approximately \$44.7 million in economic activity for the region



4275

businesses accessed specialist advice and information



\$87 million

or 68% of the total available purchasing spend for the quarter went to local businesses

Economic development

Major Events Strategy

The Sunshine Coast Major Events Strategy 2018-2028 (2023 refresh) was endorsed at the Ordinary Meeting in August 2023. The region's major events portfolio has grown significantly over the past decade, achieving notable successes. The refreshed strategy provides a five-year framework to continue this success and seeks to maximise the value of major events to the economy and to the region.

2023 Mayor's Telstra Innovation Awards

The 2023 Mayor's Telstra Innovation Awards Live Awards and Pitch Night was delivered on 20 July 2023 at Mooloolaba TAFE. Three winning teams and an Emerging Entrepreneur were chosen after 13 student teams pitched to four judges in front of 130 people.

RoboRAVE Australia

RoboRAVE Australia attracted a record-breaking 1100 competitors and 140 volunteers. For the first time the event marked international participation with teams from China, the Philippines, and Ecuador joining a total of 500 teams from across Queensland. The Sunshine Coast was represented by 42 local teams across 27 schools.

The event was supported by Council, promoting the uptake of robotics and coding through staff and student training days, school visits and a

range of fun competitions. Initiatives such as RoboRAVE address youth skill development for future and emerging industries.

Circular economy

The ASPIRE circular economy program has continued to deliver great outcomes across the quarter for our region with:

- 1544 tonnes of carbon emission savings
- 3877 tonnes of waste diverted from landfill
- 141 resources exchanged, and
- \$458,323 in savings.

Holiday Parks

Council's holiday parks operated at an averaged 95% occupancy for the quarter, hosting over 31,000 visitors. Strong winter bookings, leading into high demand for the September school holiday period, have contributed to the very positive result.



Our Service Excellence

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



94%

of development applications assessed within statutory timeframes



1945

building approvals issued with a construction value of \$628 million



Over **77,000**

customers were assisted through the development and customer contact centres



\$6.7 million

invested into our local road network to rehabilitate and resurface 7.2kms of road with a total area of 60,331m² for the safety of our community

Cemeteries

Preparation of community engagement for the Kulangoor Cemetery Master Plan review 2023 has been finalised with the draft concept master plan open to the community for feedback. In addition, Council is currently seeking nominations for membership on the 2023 Kulangoor Master Plan Community Reference Group.

Customer and community relations

Customer satisfaction remained high this quarter with:

- 93% of customers finding contacting Council easy
- 94% of customers found the interaction with the customer contact officer good or better.

Development services

Council has continued to see a steadying of development activity in the region, associated with increases in interest rates, changes in development market appetite and impacts of construction costs, supply chain and resourcing issues.

Council's latest 2022/23 Development Indicators Report is now available on Council's website, providing information on development activity and trends for the Sunshine Coast region.

Local amenity and local laws

Council continued with a range of education and regulation activities both proactively and in response to feedback from the community. Some of the highlights from the quarter included:

- The Responsible Pet Education Program engaged with over 3434 community members through 13 public events, 45 community education sessions, 13 Smart Paws Kindy visits and 7 Smart Paws Junior visits
- Undertaking workshops with the State Government to share knowledge and streamline responses to illegal dumping complaints and investigations
- Enhancing the data collection and reporting tools for the Illegal Dumping Program to help inform proactive monitoring and education programs
- Education stalls at the Sunshine Coast Show, Queensland Garden Expo and Kenilworth Show to help the community understand treatment options, impacts and Council services related to feral animals and pest plants.

Public Health

Mosquito Taskforce

The South East Queensland Mosquito Taskforce met this quarter. The taskforce provides a valuable opportunity for information sharing, consisting

of councils from South East Queensland and regional areas, Local Government Association of Queensland, the State Government and Queensland Health. The taskforce was initially set up in response to the Japanese Encephalitis Virus outbreak in 2022. Council continues to monitor for Japanese Encephalitis through weekly mosquito sampling to inform responses at a state level.

National food standards

Queensland Health have made a number of changes for food business operators, relating to food handler training and food safety measures. These changes are being rolled out across Australia under the National Food Standards Code and will commence on 1 December 2023. Council has communicated with all licensed food businesses and continues to offer ongoing assistance.

Quarries

The quarry planned sales increased due to high demand. Production of fill and material for the waste facilities commenced in August 2023, saving an excess of \$250,000.

The quarries expression of interest was released to market via Qtenders on 9 September 2023 for a period of 3 months.

Road network management

Caloundra Transport Corridor Upgrade

A key milestone was achieved for the Caloundra Transport Corridor Upgrade project this quarter with the project progressing to detailed design.

Service location and investigation activities are continuing in preparation for an anticipated construction commencement in early 2024.

Mooloolaba Transport Corridor Upgrade

The \$40 million Mooloolaba Transport Corridor Upgrade has reached a significant milestone with the completion of Stages 2 and 3 of the project. This section of the upgrade saw Brisbane Road, from Walan Street to Kyamba Court, increase from two to four lanes. It included the signalisation

of the Foote Street intersection with Brisbane Road as well as the construction of a new four lane bridge across Mayes Canal. These works benefited from a \$12 million investment from the Federal Government through the Infrastructure Investment Program.

Blackall Street, Woombye streetscape

Construction works were completed, and an opening event was held for the Blackall Street, Woombye streetscape. Project works included footpath upgrades, road works, a new raised crossing and landscaping. This project was delivered as part of Council's streetscape capital works program and is jointly funded by the State Government.

Maple Street Maleny

Maple Street Maleny Streetscape concept design proposed four key areas for improvement within Maple Street. Community engagement to gain feedback on the concept design concluded in August 2023 and indicated overall support for the project. The project is now entering detailed design stage.



Our Outstanding Organisation

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



189

offers of employment for the quarter



1896

number of Council Full Time Equivalent employees

Digital information services

Council has delivered a new enterprise Digital Plan 2023-2027, supporting our outstanding organisation by maintaining a sustainable organisation that is well placed to respond to the needs of our growing region.

The Digital Plan is also an enabler for our service excellence by optimising our services through operational excellence, digital enablement, and agile delivery models.

Financial and procurement services

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. Council's Long Term Financial Model is consistent with the most recent revision of the 2023/24 budget, with a review of forward years required to ensure financial sustainability is maintained.

To assist ratepayers through the bi-annual rate run that was undertaken in July 2023, Council continued to offer interest-free payment arrangements for those who made appropriate arrangements by the due date.

Fleet management

Work has progressed on an Electric Vehicle Transition Plan that is analysing several scenarios for Council passenger and light fleet. The analysis will consider the total cost of ownership, both capital and operational, the associated emission

reductions, expected market availability as well as the demand for charging infrastructure required to support Council's transition to electric vehicles.

Governance

Following the successful delivery of the inaugural Sunshine Coast Infrastructure Summit on 2 June 2023, a further industry roundtable was held on 13 September 2023 to refine the outcomes of the ideas generated through the Summit, identify priorities over delivery time horizons to 2050 and confirm the key themes for the infrastructure classes that have been identified. Work continues on the development of a longer-term prioritised infrastructure plan for the region.

Awards

Awards allocated during the quarter include:

- Women in Technology (WiT) 2023 Public Sector Excellence Award - Highly Commended, Carole Licht
- International Economic Development Council (IEDC) Excellence in Economic Development Awards 2023 - 'Give your Business a Boost of Vitamin SC (Sunshine Coast) Video Series':
 - Gold Winner for 'Multimedia/Video Promotion'
 - Gold Winner for 'Paid Advertising Campaign'

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 1, 2023/24





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
1.1.1	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 and implement Sunshine Coast specific themes, opportunities and challenges.	01/07/2023	30/06/2024	25%			In early 2023, Council, in collaboration with our 2032 Legacy Community Reference Group, released the 10+10+ Legacy Vision for our region. Since this time, Council, as a Games Delivery Partner, has been actively engaged in the development of the overarching 2032 Games Legacy Plan, titled Elevate 2042. This is due for finalisation in the next quarter.
1.1.2	In collaboration with our Games Delivery Partners, progress the planning, design and delivery of the three Brisbane 2032 Olympic and Paralympic Games venues - Sunshine Coast Stadium, Sunshine Coast Indoor Sports Centre and Sunshine Coast Mountain Bike Centre.	01/07/2023	30/06/2024	25%			Project Validation Reports for all three projects have now been completed with significant input from Council and endorsed by each of the individual Project Control Groups. The Project Validation Reports will now go through a two stage process to finalise investment decisions from the Australian Government and State Government.
1.1.3	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2023	30/06/2024	25%			The Healthy Sunshine Coast program continues to provide accessible and affordable health and wellbeing programs across the coast. There are approximately 4000 members of the Facebook group, over 3000 registered in the program and approximately 40 activities being delivered each week.
1.1.4	Develop and commence implementation of the Sunshine Coast Lifeguard Services Plan 2023-2028 to enhance community safety along the region's beaches.	01/07/2023	30/06/2024	25%			The Sunshine Coast Lifeguard Services Plan 2023-2028 was endorsed at the Ordinary Meeting in July 2023 to guide service levels and new initiatives over the next five years. Implementation of the Lifeguard Services Plan has commenced including a new service at Happy Valley from the 2023 September school holidays as a realigned service from Golden Beach.







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.1.5	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.	01/07/2023	30/06/2024	50%			<p>The RideScore Active School Travel Program continued throughout term three with 10 participating schools and 1870 registered students. The RideScore Interscholar Challenge in August 2023 attracted strong participation with 167 new registrations. Bike cage counts from June 2022 and August 2023 indicated a 20% increase in the number of students riding and scootering to school. Council also initiated upgrades and enhancements to the security of the software platform and its environment including production and back-up servers to keep up with cybersecurity threats.</p> <p>The ThinkChange program engaged consultants for planning of core program initiatives across workplaces, events and communities. A key partnership was initiated with Caloundra Music Festival, promoting and offering a range of free sustainable travel options to the event. Planning progressed with SunCentral on Sustainable Travel Week in October, focused on promoting sustainable travel for workers, residents and visitors to the new Maroochydore CBD supporting Council's Integrated Transport Strategy.</p> <p>The MoveSafe pilot program progressed, mapping 597 community submissions received which will assist in identification of priority projects for inclusion in Council's 10-year capital works program.</p>
1.1.6	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026, including: the completion of upgrades to the North Shore Multi-Sports Complex and Nambour Yandina United Football clubhouses, completion of Caloundra Indoor Stadium roof replacement and commencement of the Kings Beach Surf Life Saving Facility redevelopment.	01/07/2023	30/06/2024	25%			<p>Field lighting upgrades including installation of LED fittings were completed this quarter for the Caloundra Cricket Club and the Caloundra Rugby Union Club. Construction of the North Shore Multi-Sports Complex clubhouse has continued and is nearing completion. North Shore Jets AFL oval lighting upgrade was completed with new poles and LED light fittings. The Caloundra Indoor Stadium roof replacement project was completed in September 2023.</p>





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.1.7	Progress implementation of the Honey Farm Road sport and recreation project with a focus on preparing the fields and facilities to activate the designated sporting uses.	01/07/2023	30/06/2024	15%			This facility will encourage the community to be involved in active sports, outdoor recreation, healthy living and community events. Creation of the Honey Farm Sports Precinct forms an integral part of the sequence on sporting facilities requiring investment in order to support the creation of an indoor stadium for the 2032 Olympic and Paralympic Games. Detailed staging planning inclusive of budget profile and procurement strategies have been advanced. All approvals and permits have been approved as of September 2023 and a procurement package for bulk earthworks and buried services is currently out to the market. Detailed design for the clubhouses will commence in November this year and construction of the bulk earthworks and buried services will commence prior to early 2024.

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
1.2.1	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011-2026 including completion of stages 1 and 2 of the Kawana Aquatic Centre upgrade.	01/07/2023	30/06/2024	25%			Progress of Stage 1 works at the Kawana Aquatic Centre including demolition and rebuild of the program pool and car park upgrades is underway and due for completion in January 2024. At Nambour Aquatic Centre, an all-abilities portable pool hoist was purchased, and an application to Cerge (a free assistive technology app for individuals with disability, their support workers, carers and parents) has been made to ensure awareness and usage of the new hoist. The heat pumps were also replaced for the 25 metre pool at Nambour Aquatic Centre.







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.2	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.	01/07/2023	30/06/2024	25%			Libraries have increased engagement and usage this quarter with membership growing by 2.4% with a total of over 114, 000 members, an 8.5% increase in visitors, and a 30% increase in digital loans. Attendances at Life Long Learning increased by 38.5% with 18 additional sessions on offer compared with last quarter. As part of the Horizon Festival, libraries hosted the Dear Reader: a celebration of readers, writers and libraries at Beerwah Heart. The day attracted around 300 people to writing workshops and the Book Emporium. Twenty-six local authors attended to promote their titles to the community. Additionally, libraries delivered a Storytime session at the Horizon Speigeltent Wonderland which was attended by 70 people. Book week was celebrated with dress-up Storytime sessions attracting 850 attendees, and attendance at regular Storytime sessions increased by 5% overall for the period. Volunteers are a vital part of the service, contributing 2148 hours this quarter. Council continues to contribute to planning for new facilities across the region.
1.2.3	Implement prioritised actions from the Cemetery Plan 2019-2028, including: site planning for key cemetery sites at Kulangoor and Caloundra, updating content and information regarding cemetery services on Council's website, and forming a Cemetery Community Reference Group.	01/07/2023	30/06/2024	20%			<p>Early investigation work commenced this quarter to understand the capacity within the existing Caloundra cemetery.</p> <p>Preparation to commence community engagement for the Kulangoor Cemetery Masterplan Review 2023 was finalised this quarter. Community engagement is expected to commence in early October 2023. Council is now seeking volunteers from the community and the industry to form a Community Reference Group to support council in the review of feedback from this community engagement.</p> <p>Council continues to work to improve online access to information regarding our cemeteries.</p>

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.4	Progress a whole of region initiative to investigate, design and construct outcomes targeted specifically towards accessibility improvements in the public realm, which includes mobility mapping.	01/07/2023	30/06/2024	25%			<p>A draft list of projects is currently being developed with input from the Accessibility Working Group. Key items to note in Quarter 1:</p> <ul style="list-style-type: none"> - A beach mat and beach trolley have recently been installed at Dicky Beach. - The concept for an all abilities playground at Kevin Asmus Park is underway and construction is scheduled for this financial year. - The design for a pram ramp at Marcoola to connect the bus stop to the park is currently underway and will soon be ready for construction.
1.2.5	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.	01/07/2023	30/06/2024	20%			<p>Annual reporting for the Transport Levy was developed for the 2022/23 financial year. Transport Levy funded projects have commenced for the 2023/24 financial year with significant funds committed for delivery.</p>
1.2.6	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.	01/07/2023	30/06/2024	25%			<p>Council has continued with the implementation of the ParkSmart Program with trialling use of vehicle patrols to investigate and attend to regulated parking complaints on the streets surrounding the Buderim Mountain State School. This trial has been completed for two school terms.</p> <p>During the school trial, Regulated Parking Officers:</p> <ul style="list-style-type: none"> - conducted a three week education period and issued 39 caution notices - issued nine infringement notices to vehicles parked in a bus zone or overstaying time during Term 2 and - issued 44 infringement notices to vehicles parked on yellow lines, parked in a bus zone, obstructing access to a driveway and overstaying time during Term 3. <p>While the trial was due to end on 15 September 2023, it has been agreed with the school that the trial will continue for a further term until end of school year.</p>





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.7	Facilitate and progress the Nambour centre activation project including advancing the planning and feasibility required for re-purposing the Nambour administration precinct buildings.	01/07/2023	30/06/2024	20%			Refining the functional options, including prioritisation, has progressed through Quarter 1 for the potential repurposing of the Eddie De Vere and library buildings in Nambour. Detailed feasibility and engineering / certification analysis is underway and will guide potential methodologies and sequencing of works to be delivered over the coming financial years. Quarter 2 activities will include design and procurement of interim works to improve functionality ahead of more significant investments into asset life replacements and re-purposing towards more community facing uses in conjunction with modern office spaces.
1.2.8	Commence construction of the repurposing of the Caloundra administration building to incorporate library and community facilities, ensuring functional readiness through an operational management plan.	01/07/2023	30/06/2024	20%			The construction procurement process has advanced and at the end of the reporting period was still under final evaluation following a validation phase with greater time allocated towards risk management and value engineering of this building refurbishment. Major works are expected to commence in Quarter 2 with completion of the building's transformation into a library and community facility with corporate office spaces forecast by mid-2025. A preliminary Operational Management Plan for the building has been completed and will be refined ahead of operational commencement.







An inclusive community, with opportunities for everyone





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.3.1	Develop and commence implementation of the Sunshine Coast Stretch Reconciliation Action Plan that is focused on longer-term strategies, and working towards defined measurable targets and goals.	01/07/2023	30/06/2024	25%			Development of the Sunshine Coast Stretch Reconciliation Action Plan (RAP) has commenced. The planning phase has been completed, with an aim to undertake best-practice targeted engagement with internal and external partners next quarter. A governance framework has been established to support transparent and sustainable delivery of the action plan. This will include a Council Stretch RAP Working Group and community Stretch RAP Advisory Group, both to be established in next quarter. Outcomes continue to be delivered against Council's Innovate RAP 2021-2022 priorities across all areas of Council in partnership with the First Nations community.
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2023	30/06/2024	25%			Following the completion of the first Youth Council cohort, a review of the program has been undertaken to consider improvements to ensure it delivers the intended outcomes. Through the review it has been determined that a more effective and targeted approach to youth leadership development was required. Subsequently, a proposal has been developed for a Young Leaders Academy for 16-24 year olds that will provide training and skilling in community and participatory leadership over a 12 month period. Expressions of Interest will open mid-October 2023 with the program starting in January 2024. Council partnered with Zero+ Positive for Schools and State member for Glass House Andrew Powell to empower the next generation of our Eco-Warriors in honour of National Tree Planting Day. On 6 August 2023 young people rallied to plant over 400 trees at the Maleny Ecological Park while also gaining valuable insight into the importance of connection to country and environmental action from Jinibara Traditional Custodian Jason Murphy and Hugh Possingham, former Queensland Chief Scientist. A group of 10 young people have been working alongside the Thompson Institute and Council to plan and deliver "Rewired" a youth mental health event which will take place in October 2023.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and improving accessibility and inclusion for people with disability.	01/07/2023	30/06/2024	25%			<p>Council has signed a commitment letter to become a member of the Welcoming Cities Network. Over the coming year Council's cultural diversity and inclusion practices will be assessed against the National Welcoming Cities Standard. The Multicultural Advisory Group has been instrumental in advocating for Council to join the Welcoming Cities Network and has delivered Anti Racism training to Councillors and the Executive Leadership Team. Planning is underway for an end of year celebration that acknowledges employment outcomes for migrants through the partnership of Diverse Queenslanders for Work, Council and community centres.</p> <p>The broad community engagement program on the draft Inclusion Action Plan for People with Disability closed on 31 July 2023 and content is being finalised for Council consideration. Planning is being undertaken for Disability Action Week to be held 25 November to 2 December 2023. Through the Accessible Beach program, beach matting, a wheelchair and life jackets will be available at Dicky Beach Surf Lifesaving Club for a three-month trial from September 2023.</p>
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2023	30/06/2024	25%			<p>This quarter, 11 new community engagement activities were launched on the Have your Say website seeking community feedback, including the Sunshine Coast Waste Strategy, Chancellor Village Park fenced dog off-leash area extension, Sugar Road and Maud Street upgrade, Sunshine Coast Flying Fox Survey, Nambour Place Plan, Maleny Skate Park renewal, Buderim pump track proposal, Signage at Gardners Falls, Proposed Maroochydore PDA Development Scheme (Amendment No. 3), Khancoban Dog Park Exercise Area, and the Proposed amendments to Local Laws - Point Cartwright. These projects, as directed by the Excellence in Engagement Framework, demonstrate the range of initiatives, plans and programs available for the community to have their say on matters which are important to them and our region.</p>
1.3.5	Develop and implement a Housing and Homelessness Action Plan to support Council activities to achieve affordable living outcomes for the Sunshine Coast community.	01/07/2023	30/06/2024	25%			<p>The Housing and Homelessness Action Plan was endorsed by Council on the 27 July 2023 and Council is now progressing with a number of actions contained in the plan.</p>







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
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 community grants program.	01/07/2023	30/06/2024	25%			<p>This quarter, new funding of \$1,100,832 was allocated to the community through 164 applications. This included 48 multi-year allocations through the Sports Field Maintenance Funding Program which commenced a new three year cycle; as well as one off Emergency Grants; Individual Development Grants; Councillor Discretionary Grants; Environment Levy Grants; Festive and Commemorative Grants; and Heritage Levy Grants. A further \$1,902,754 in allocations was made available for 213 grants that were approved in previous years through the following multi-year funding programs: Community Partnership Funding Program; Environment Levy Partnerships; Creative Industries Investment Program; Recreation Trails Partnership Program; and Festive and Commemorative Grants.</p> <p>Council delivered seven grant writing workshops including in-person sessions at Beerwah, Caloundra, Coolum, Kawana, Maroochydore and Nambour libraries as well a session in webinar format. These sessions attracted 94 attendees representing a broad range of community organisations. Feedback from participants was very positive with 98% rating the content of the session they attended as "very useful" or "extremely useful".</p>
1.4.2	Undertake a review of the Community Strategy Action Plan 2019-2024 to develop a renewed set of actions for the next five years, working with the community towards our shared goal of a strong community for the Sunshine Coast region.	01/07/2023	30/06/2024	25%			<p>This quarter saw the finalisation of the analysis of feedback received via stage 1 of the Stronger Together - Community Strategy Action Plan review engagement program, and development of engagement findings reports. Feedback continues to be utilised to progress the review and drafting of a renewed Community Strategy Action Plan. Consultation and engagement with the Community Strategy Leadership Group was also undertaken and completed during September 2023.</p>

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.4.3	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 the global climate.	01/07/2023	30/06/2024	10%			The Technical Specification to develop a new Sunshine Coast Active Transport Plan has been drafted and has progressed through internal Council review. The Sunshine Coast Active Transport Advisory Committee (SCATAC) was given a brief overview of the Technical Specification at their September 2023 meeting and asked to provide feedback to the document. The next step is for the Technical Specification to progress to market. It is expected that this will occur in the next quarter.
1.4.4	Advance the Caloundra Transport Corridor Upgrade project in collaboration with Council's funding partners to provide safer and more direct access to Caloundra for motorists, with a strong focus on active transport.	01/07/2023	30/06/2024	10%			Design has progressed to 50% complete including confirmation of the road corridor layout, traffic lane numbers and cycling and pedestrian facilities. Community and stakeholders received a communication update in August 2023, showing the corridor layout and noting key changes from previous designs. The fourth Stakeholder Interest Group meeting was held in August 2023 with a workshop providing further input on detailed design aspects for consideration. The key themes continuing to be at the forefront of community interest include active transport, community connectivity, adequate provision for private and public transport, and the environment. Design optimisation continues with a sustainability focus to reduce project impacts. Engagement with project partner Department of Transport and Main Roads is continuing in accordance with funding and governance agreements. The design is on budget with broader delivery cost and budget consideration required given inflationary impacts since original cost estimates.
1.4.5	Progress a detailed business case with the State Government for Sunshine Coast Public Transport project to maintain the liveability and connectivity for the Sunshine Coast.	01/07/2023	30/06/2024	25%			The detailed business case is progressing as per the project schedule and the initial community engagement for the project has been undertaken.











Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.4.6	Review the Road Safety Plan and implement initiatives that support liveable neighbourhoods and limiting the number of road related injuries, protecting our most vulnerable road users, including pedestrians, cyclists and motorcyclists, and ensuring all three tiers of government work towards a common goal of reducing the impact of road trauma through a 'One Network' approach to road management.	01/07/2023	30/06/2024	5%			The Road Safety Plan was a carry-over action from the previous financial year. This will now be reset as a Network Safety Plan, looking more broadly across all modes of transport safety. The draft plan was shared with Sunshine Coast Active Transport Advisory Committee (SCATAC) members in September 2023. SCATAC members will be invited to provide comments on the plan.
1.4.7	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2023	30/06/2024	25%			A Lived Experience Project that supports people who are or have experienced homelessness has been developed and continues to be implemented. This project has supported Lived Experience Experts to provide insight, input and suggestion that has helped to shape council planning and response. It is a collaborative program that relies on neighbourhood centres, Council and other partners in the Housing and Homelessness Network for successful implementation. The program is being recognised nationally with invitations to present at conferences. Other collaborative effort has seen a strengthening of partnerships in the domestic and family violence (DFV) prevention area. Discussions have begun with various men's health and wellbeing groups and organisations to consider more effective ways to engage men in prevention work and messaging. The internal community of practice for DFV prevention has been considering what effective signage could look like that could be used in public amenities. Planning is also underway for the 16 Days of Activism against Gender Based Violence program.













Creative and innovative approaches to building a strong community





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2023	30/06/2024	25%			The 2023 Horizon Festival was successfully delivered in over 27 locations across the region and featured 168 events delivered by 490 local and visiting artists, attracting approximately 25,500 attendees. Highlights included the sell out of several programs including Circus Wonderland, Dirty Laundry and Homegrown. Of specific note was the Dawn Awakening event at Stumers Creek at Coolum Beach, which attracted a record audience of 2000 people. This year the Horizon Festival partnered with the UniSC to deliver internships for two students who worked closely with Council to deliver a number of programs.
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, and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2023	30/06/2024	25%			Artist development program, Project 24, received 29 expressions of interest with 20 successful artists and collectives contracted, and four First Nations artists engaged. Six artist residencies were delivered featuring 37 artists. The Creative Industries Investment program received five expressions of interest and three subsequent applications for a total of \$45,000. Creative Partnerships Australia delivered three professional networking and development sessions attended by 18 people. The Refinery Creative Development 2023 program was delivered, and planning commenced for 2024. Through the program 18 creative entrepreneurs completed the program and presented at showcase to 160 guests.
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.	01/07/2023	30/06/2024	25%			The Historian in Residence program launched for 2023/24 with a call for expressions of interest and historians subsequently appointed. Digitisation of the significant Bill Robinson Collection continued this quarter, to improve public accessibility. Our heritage facilities delivered engaging and diverse community programs, reflected in visitation of Bankfoot House with 2279 visitors this quarter and Landsborough Museum with 1759 visitors. Community heritage groups were provided with \$163,858 in grant funding through the Heritage Levy program. The regional museum network continues to be promoted through marketing at community and tourism events, and refreshed collateral.

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
2.1.1	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.	01/07/2023	30/06/2024	25%			The new Planning Scheme project continues to progress, informed by preliminary consultation feedback. This quarter, Council finalised its confirmation of policy positions and regulatory approaches to inform drafting of key elements of the new Planning Scheme, including local plans. An internal, legal and peer review of preliminary draft planning scheme content was also completed in this quarter as well as drafting of local plan content.
2.1.2	Continue to negotiate with parties of the Palmview Infrastructure Agreement to ensure delivery of all infrastructure obligations under the agreement.	01/07/2023	30/06/2024	25%			Council is continuing to negotiate amendments to the Infrastructure Agreement with the Palmview landowners and it is expected that a report will be presented to a future Council Meeting for consideration.
2.1.3	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2023	30/06/2024	85%			The State Government has publicly released a draft of the South East Queensland (SEQ) Regional Plan amendment. Council has continued to be actively involved in consultation opportunities provided via the Local Government Working Group, Regional Planning Committee and one on one consultations with the State Government. Council is currently finalising the content of a submission that will outline Council's key positions on the SEQ Regional Plan Update. Council will continue to advocate key Council positions for the remainder of the SEQ Regional Plan update process.
2.1.4	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2023	30/06/2024	25%			Council is continuing to work in collaboration with the State Government to progress the planning for Beerwah East Major Development Area.
2.1.5	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.	01/07/2023	30/06/2024	25%			Advocacy efforts continue for the protection of the Regional Inter-urban Break as defined by Council, including community briefings and engagement with the State Government around the South East Queensland Regional Plan update which cadastrally defined an area for the Inter-urban Break for the first time.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.1.6	Finalise the review of the Environment and Liveability Strategy and continue to embed sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast region through emissions reduction and climate risk management.	01/07/2023	30/06/2024	25%			A refreshed Environment and Liveability Strategy has been prepared for Council consideration and has been informed by community consultation undertaken in May (Phase 1) and July/August (Phase 2) 2023. The cascading climate risk project relating to the failure of critical public infrastructure and associated impacts on Council service delivery has progressed.
2.1.7	Design 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.	01/07/2023	30/06/2024	35%			Stormwater asset data is being updated in the CONFIRM asset management system and a new live dashboard displaying the status of programmed pipe cleans has been developed.
2.1.8	Commence preparation of Urban Design Guidelines for Multi-Unit Dwellings to demonstrate and create a better built environment.	01/07/2023	30/06/2024	30%			Council has been undertaking an audit of completed Multi-Unit Dwelling projects to better inform the important components of the draft guidelines to be developed. The audit process is 80% complete. This work will contribute towards drafting of a Planning Scheme policy document for Multi-Unit Dwellings which will form the basis for the guideline.
2.1.9	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, progressing the Shoreline Erosion Management Plan and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2023	30/06/2024	25%			Implementation of the Coastal Hazard Adaptation Strategy has continued, including targeted stakeholder engagement for the collaborative design of Special Area Adaptation Plans at two sites at Kawana and Currimundi.
2.1.10	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.	01/07/2023	30/06/2024	30%			The review of the Local Disaster Management Plan is complete. The plan was adopted at the Ordinary Meeting in August 2023. Local Disaster Coordination Centre staff have been trained and participated in exercises to support the community during events if required. The Community Engagement Plan is on track for the year.
2.1.11	Finalise construction of the new hi-tech material recovery facility at the Nambour waste precinct to improve the quality of processed recyclable material and mobilise the operations contract.	01/07/2023	30/06/2024	80%			Construction of the new Material Recovery Facility is progressing. Dry and wet commissioning estimated to be undertaken through October and November 2023. Anticipated date for commencement of full operation is December 2023.







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.1.12	Develop and commence implementation of a refreshed 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.	01/07/2023	30/06/2024	75%			A draft Resource Recovery Strategy was released for public comment in July 2023. An online survey was made available for community feedback and a stakeholder workshop was held in July 2023. A final version of the Strategy is to be presented at a future Ordinary Meeting of Council for consideration.
2.1.13	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2023	30/06/2024	25%			Implementation of the Environment Levy program has commenced. The acquisition of a portion of 3175 Old Gympie Road, Mount Mellum was finalised, adding 16 hectares to the East Mount Mellum Nature Refuge.



Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.2.1	Finalise the Point Cartwright masterplan including management of consultation activities and any other formal processes required for implementation.	01/07/2023	30/06/2024	100%			The final masterplan was endorsed at the Ordinary Meeting in August 2023. A separate consultation process will be conducted for the Local Law amendments regarding Animal Management.



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.2.2	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2023	30/06/2024	25%			<p>Works continue at Maleny Community Precinct with minor changes to zone management treatments to reflect community feedback. Management continues along Obi Obi Creek for woody weeds and encouraging native regeneration and maintenance works began at the Witta demonstration site. A drop-in session was completed in August 2023 to demonstrate the use of a remote mulcher to manage woody weeds such as lantana on steeper slopes. The Broad Leaf Pepper (BLP) distribution mapping and artificial intelligence proof of concept trial is nearing completion. Final annotation to train the machine learning and deep learning algorithms for BLP is being finalised and initial testing undertaken on pandanus has been completed.</p> <p>UniSC has been engaged to undertake Step 1 of the research trial for eDNA to investigate if target weed species have genetic markers created in available databases and ensure they will discriminate against similar species.</p> <p>A feature article for Council magazine (A national magazine focused on Local Government activities) was completed focusing on the BLP trial, as well as a presentation with Queensland University of Technology at the Pest Animals and Weeds Symposium. Presentations were given to Land for Wildlife members on the initial eDNA trial and overview to students.</p>
2.2.3	Finalise community consultation and seek endorsement for implementation of wildlife conservation plans for Marine Turtles and Macropods, which will deliver identified actions to support the recovery and conservation of these populations on the Sunshine Coast by reducing threats, improving habitat quality, and strengthening community-based management.	01/07/2023	30/06/2024	100%			<p>The Marine Turtle Conservation Plan and Macropod Conservation Plan were endorsed by Council at the Ordinary Meeting in August 2023. Council will now commence delivery of the identified actions to support the recovery and conservation of these populations on the Sunshine Coast by reducing threats, improving habitat quality, and strengthening community-based management.</p>





Responsive, accessible and well managed assets and infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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.	01/07/2023	30/06/2024	25%			Planning for the Australian Government's Blue Carbon Ecosystem Restoration project has continued, with all investigations completed to support the registration of some publicly owned land with the Australian Government Clean Energy Regulator to potentially generate carbon credits. Investigations into further strategic land acquisitions are ongoing.
2.3.2	Finalise the master plan for the Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2023	30/06/2024	100%			The Sunshine Coast Ecological Park Master Plan was endorsed by Council at the Ordinary Meeting in July 2023. The project is now transitioning to an implementation phase.
2.3.3	Progress projects funded through the Queensland Reconstruction Authority for the reconstruction of essential public assets in our region that have been affected by natural disasters.	01/07/2023	30/06/2024	25%			Projects progressed through the Queensland Reconstruction Authority grant program this quarter included progression of the landslip package one which covers River Road, Policemans Spur and Bald Knob.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.3.4	Progress delivery of placemaking initiatives including streetscape improvements for Maroochydore (First Avenue and Ocean Street), Eumundi, Nambour, Maleny and Coolum.	01/07/2023	30/06/2024	25%			<p>Quarter 1 progress delivery of placemaking initiatives include:</p> <ul style="list-style-type: none"> - Landsborough Cribb Street Streetscape Stage 2 construction contract has been awarded with construction due to commence in February 2024. - Detailed design for Eumundi Placemaking has been finalised. Tenders to be called late October 2023, with intent to award in early 2024. - Nambour Place Plan community engagement 'Introducing the Plan' was completed in mid-September 2023 and this presented the streetscape concept design for feedback and will now progress to detailed design. - Maleny Maple Street Streetscape project has also completed a second stage of engagement presenting a concept design for improvements that concluded in August 2023 and will now progress to detailed design. - Ocean Street 'Refresh' project has progressed to concept stage and initial engagement has commenced with local traders. - Marcoola Lorraine Avenue project is in detailed design. - First Avenue tender for construction has been issued and will close in late October 2023. - Coolum Connections and Glass House projects are currently being scoped.

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through additional planting, better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2023	30/06/2024	25%			The Street Tree Master Plan outlines the significance of trees, the region's street tree planting strategies and priority planting areas with detail on locally responsive species selection and placement to reflect and complement existing character. Tree planting is undertaken in priority streets with low canopy coverage and areas such as pathways and popular pedestrian routes with Council planting over 960 trees this quarter.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community and investigate other complementary protection mechanisms.	01/07/2023	30/06/2024	25%			Implementation of the Sunshine Coast Biosphere has continued and included activities to support raising community awareness and understanding of the Biosphere, through video development and branding. Planning is also underway for a local community celebration - BiospHEROs as part of International Day of Biosphere Reserves in early November 2023.
2.4.3	Implement strategic actions within the Recreation Parks Plan to design and deliver recreation parks that support the health and lifestyle needs of our region's communities that complement the character of the region.	01/07/2023	30/06/2024	25%			<p>The development of the Play Opportunities Plan commenced with an audit of existing play offerings, shade provision and access opportunities with five key focus areas being identified.</p> <p>Levels of embellishment from the Recreation Parks Plan have been integrated into new Desired Standards of Service to be incorporated within the new Planning Scheme.</p> <p>An analysis of shade for parks was conducted, with a draft report providing recommendations that will be used to inform Disaster Ready Fund tree planting in parks with low canopy cover.</p>

A reputation for innovation and sustainability





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.5.1	Review of energy transition opportunities including the development of a business case and integration studies of additional renewable energy and battery energy storage systems.	01/07/2023	30/06/2024	25%			A business case on Battery Energy Storage Systems and trading strategies was completed in Quarter 1, which recommended implementation of two utility scale batteries using the pool price pass-through arrangement.
2.5.2	Award a contract and progress the design and construction of a Food Organics and Garden Organics (FOGO) processing facility which will support achieving landfill diversion targets and improve emissions reductions.	01/07/2023	30/06/2024	25%			Stage 2 of the tender process to award a contract to design and construct a Food Organics and Garden Organics processing plant is in progress.





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
3.1.1	Undertake a review of the Regional Economic Development Strategy 2013-2033 and associated Implementation Plan to further progress towards the delivery of a resilient economy for the Sunshine Coast region.	01/07/2023	30/06/2024	80%			External and internal consultation processes have been completed this quarter and in preparation for the draft refreshed Regional Economic Development Strategy to be presented to Council for consideration.
3.1.2	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, deliver complementary initiatives and develop and finalise a new performance deed.	01/07/2023	30/06/2024	0%			A Heads of 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. Negotiations are continuing to prepare a new funding deed with associated key performance indicators.



New capital investment in the region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.2.1	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2023	30/06/2024	25%			The Sunshine Coast Airport site was declared a Priority Development Area by the Minister for Economic Development Queensland in July 2023, accompanied by the publication of the Interim Land Use Plan. Sunshine Coast Airport and Economic Development Queensland are proceeding with the preparation of the Development Scheme for the airport with the support of Council.
3.2.2	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.	01/07/2023	30/06/2024	25%			Council endorsed the business case for the proposed new Sunshine Coast Regional Gallery in Caloundra at its Ordinary Meeting in August 2023. This included the proposed location for the new regional gallery, which has allowed design on the community and creative hub precinct to recommence. With the Regional Gallery business case finalised, efforts have now shifted to the development of a funding strategy.



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.2.3	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2023	30/06/2024	25%			An ideation session was held this quarter with 50 attendees, with the task of identifying opportunities to grow the sports tech industry on the Sunshine Coast. As a result, three follow up ideation sessions have been held: Effective Management of People and Services - which identified the opportunity to use technology to help disabled people find car parks and is being progressed with Council's parking and transport team; Enhanced Community and Engagement - identified a technology platform to offer 'accessible information anytime, anywhere for anyone'; and Monitoring and Management of Competitor Performance and Events - saw the working group progress to scope a problem or challenge looking at 'community engagement with athletes using real time data'. The region was promoted at SportX Connect in Brisbane to build contacts and networks in the sports tech industry and at both "Something Fest" and "Something Digital" events also in Brisbane. The region was also pitched to a SportsTech Conference in Brisbane (part of the 2023 Australian Sports Innovation Week) as 'the' place to test and trial technology in Australia. Outcomes included international and national investment leads and contacts including three "test and trial" leads.
3.2.4	Progress amendments to the Maroochydore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2023	30/06/2024	25%			Council continues to act as the Minister's delegate for Plan Making for the Maroochydore City Centre Priority Development Area (MCC PDA) in progressing an amendment to the MCC PDA Development Scheme. Community consultation on the amended Development Scheme commenced mid-September 2023.

Investment and growth in high-value industries, innovation and entrepreneurship





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.3.1	Progress implementation of Mooloolaba Master Plan, including design finalisation and commencing construction of the foreshore Central Meeting Place and next stages of the Brisbane Road, Mooloolaba four lane road upgrade (Bindaree Court section).	01/07/2023	30/06/2024	25%			Mooloolaba Master Plan work continues with the Central Meeting Place design phase now nearing completion, including the Southern Parklands seawall. Overall construction timing and sequencing will be influenced by existing asset life, design outcomes, grant conditions, expert contractor input and a constraints overlay of the Mooloolaba precinct (i.e. community and economic factors). Construction funding has been incorporated into the adopted 2023/24 financial year, 10-year Capital Works Program including a \$7,950,000 Australian Government Disaster Ready Grant. An extensive risk assessment process has occurred, and stakeholder consultation and construction procurement is now underway with a two-phase tender process intended to work in unison to ensure informed communications can occur. The Brisbane Road (MTCU) Stage 2 and 3 four-lane road upgrade is completed. The final layer of asphalt was placed in early September 2023 and associated bridge works will be complete by the end of September with final minor tidy ups in October 2023. The Stage 4 tender process is underway for the demolition of the existing buildings and construction of a noise wall at the rear of two properties, civil works will occur in future years.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.3.2	Work with key stakeholders to identify investment and industry development opportunities, undertake marketing activities and support aligned projects across the region's high value industries.	01/07/2023	30/06/2024	25%			Genpact established their Australian Global Centre of Excellence on the Sunshine Coast on 9 August 2023. Genpact's vision of establishing its Australasian Centre of Excellence on the Sunshine Coast culminated after a competitive nationwide place-based search. Genpact's investment is estimated to deliver a minimum of 250 jobs for the region within five years. The Vitamin SC Season 3 video advertisements launched on 1 September 2023. In this season, there are three ads which focus on the region as a Smart City, a thriving business community and why not paradise? There is also a Behind the Scenes video which explains why Council produced the ads and how local business are eager to help and be involved, as they too appreciate what the region has to offer businesses. The Sunshine Coast Investment Prospectus was updated and is used as the downloadable ebook for the campaign. The Investment and Growth Toolkit interactive content map was created and uploaded to the Invest Sunshine Coast website to help business navigate through the in-depth assistance on offer when considering the Sunshine Coast for their business location.





Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing direction to specialist services, contacts, training and partnering with State and Federal government trade agencies for in-market assistance.	01/07/2023	30/06/2024	25%			Local export companies Advanced Aquarium Technologies, Greaseboss and Raider Targetry all shared their export journeys as part of the export panel at Forward Fest held on 2 to 3 August 2023. It was an informative session with plenty of interaction and questions from local businesses. Council collaborated with Trade and Investment Queensland to attend business site visits for exporters on the Sunshine Coast, and site visits were held with Huds and Toke, Silver Sea Seafood, Walker Seafoods, Fraser Island Spanner Crabs, Mooloolaba Fisheries, Happy Snack Co. and Liberty Loves. The visits provided sharing of information and updates on the business' exporting journeys, upcoming grants and other opportunities available to help businesses expand into new markets. The final webinar for the Trade Capability program series was conducted with AiGroup in August 2023, including in-market briefings for the Malaysian and Japanese markets.

A natural, major and regional event destination





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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 and other community spaces.	01/07/2023	30/06/2024	25%			Maroochydore Multi Sports Complex hosted the Sunshine Coast Lightning Netball Cup, interschool sports days, Brisbane Lions State Academy Carnival and local netball and AFL grand finals. Commencing 30 September 2023, the AFL Master's Carnival was held for the first time since 2011, with approximately 1200 participants in attendance. The Nambour Showgrounds held the Queensland Garden Expo and Nambour Swap Meet in July 2023; the Sunshine Coast Sprints, Sunshine Coast Caravan and Outdoor Expo and Collectorama Fair during August 2023. Sunshine Coast Stadium hosted 'The Sapphires' outdoor cinema, England Lionesses open training and camp, Rabbitohs v Broncos National Rugby League (NRL) match, NRL Women's game (Broncos v Roosters) and Oztag during July 2023; two Matildas live sites and a Melbourne Storm open training session (August 2023), as well as local sport finals series, the Sunshine Coast Expo and National Youth Touch Championships in September 2023. Venue 114 held the Conscious Life Wellness Day, Sunshine Coast Careers Expo, Forward Fest, Thriving Through Change, Australian Wearable Art Festival, and various school formals and dance championships. Altitude Nine, the new state of the art City Hall venue was launched on 4 September 2023, with the official opening on 19 October 2023.
3.5.2	Undertake a review of the Major Events Strategy 2018-2027 to prioritise a broad and balanced major events calendar for the region and ensure close alignment with legacy opportunities of the Brisbane 2032 Olympic and Paralympic Games.	01/07/2023	30/06/2024	100%			Since the Sunshine Coast Major Events Strategy 2018-2027 was adopted, it has received strong support from Council, key stakeholders, local industry, event organisers, attendees and the wider community with some great results for the region. The strategy recommended a review and update of the plan after five years in order to keep up to date in regional and wider event evolutions. This review has been undertaken, with the 'refreshed' strategy for 2023-2028 adopted by Council at the Ordinary Meeting in August 2023. In addition, identification of some of the key legacy major event opportunities in relation to the Brisbane 2032 Olympic and Paralympic Games is underway.

Encourage investment in talent and skills



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.6.1	Work with education and training sector and the broader 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, innovation and employability initiatives.	01/07/2023	30/06/2024	25%			The tender for the delivery of the Study Sunshine Coast Industry Cluster was undertaken and a successful contractor, Groei Education, has been appointed and will continue the delivery of industry development and engagement programs within the areas of international education, talent development, marketing, and youth innovation.
3.6.2	Strengthen the collective resilience of our business communities through local business support programming and initiatives, and enhance the destination appeal of identified gateway precincts through the development and implementation of activation plans.	01/07/2023	30/06/2024	25%			The Local Business Support program delivered tailored and specialist advice to 551 businesses across the region. There were also 19 events delivered involving 580 participants, which included the Thriving Through Change Business Resilience Expo, two cohorts of 10 businesses participating in the Build A Better Business Planning Workshops, and participation in Chamber of Commerce events. The Place Activation team delivered seven key events in Nambour (including three Nambour Forecourt Live events), Mooloolaba and Caloundra which were attended by 11,230 members of the community. Following Caloundra being named Top Tourism Town for Queensland, the town went on to receive third place at the Australian Top Tourism Town Awards.

Corporate Plan Goal: Our service excellence



Engage with our customers to design inclusive, contemporary and sustainable community services

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.1.1	Commence implementation of a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2023	30/06/2024	30%			Actions outlined in the Strategic Asset Management Plan (SAMP) progressed this quarter. The SAMP is also currently undergoing an internal review.
4.1.2	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.	01/07/2023	30/06/2024	20%			Quarter 1 for the 2023/24 financial year is off to a good start, recording 19% of the program delivered by the end of September 2023. More favourable market and weather conditions were experienced alongside a continuation of solid progress on many major project works spanning through 2023. The Nambour Waste Precinct works continue to progress well with the new High Tech Material Recovery Facility nearing completion as well as the Landfill Expansion, Resource Recovery Facility and association civil works all performing well. Other significant community sports and recreation projects such as the Caloundra Indoor Stadium roof replacement, the Kawana Waters aquatic center upgrades and North Shore Multi Sports clubhouse are all on track for scheduled completion. A range of road projects have progressed substantially including Brandenburg Road, North Arm Yandina Creek and Mossybank Road upgrades. This quarter also realised the release of a number of large project tenders including Stringybark Road Bridge, First Avenue Streetscape in Maroochydore and the Honey Farm Road Sport and Recreational Facility.



Deliver consistent services that provide positive experiences for our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.2.1	Develop an approach that embeds customer experience into all of Council's operations and aligns to the International Customer Service Standard.	01/07/2023	30/06/2024	20%			<p>During Quarter 1, the development of the Customer Experience Roadmap continued. Council will continue to heavily focus on culture and ensuring organisational alignment to optimising Customer Experience.</p> <p>The multi-year Customer Experience Plan currently under development will be based on a maturity model that focusses on:</p> <ul style="list-style-type: none"> - Our Sunshine Coast Council team who are fundamental to our success. - Staged improvement to ensure change is deliverable, realised and embedded. - Execution through actions that can continue to be built upon. - Linkages to the Sustainable Service Planning program and plans such as the Digital and People Plans.

Assess service performance using data driven insights to inform sustainable service delivery







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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.	01/07/2023	30/06/2024	25%			<p>Good progress is being made with activity on all five framework pathways. In Quarter 1, the Smart Infrastructure Manual Version 2 was prepared for consultation. Several new advanced technology solutions are acquiring data and being used in real-time to improve managements of events such as Horizon Festival and Caloundra Music Festival.</p>

Optimise our services through operational excellence, digital enablement and agile delivery models







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.4.1	Develop and implement a new outcomes based model for Council's products and services to inform the planning for the 2024/25 budget and shape future service review priorities, including consideration of the most cost-effective service arrangements reflective of customer needs.	01/07/2023	30/06/2024	35%			Service Output planning is underway across the organisation with a strong focus on ten key trends that are likely to impact operations over the next ten years. This program provides a strong focus on the community need and the desired outcomes from each of Council's thirty-one service outputs to inform where Council may need to adapt and adjust current service offerings or delivery approaches to remain efficient and effective as we advance the vision for the future.

Corporate Plan Goal: Our outstanding organisation











Maintain a sustainable organisation that is well placed to respond to the needs of our growing region



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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.	01/07/2023	30/06/2024	25%			<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. Council's Long Term Financial Model is consistent with the most recent revision of the 2023/24 budget, with a review of forward years required to ensure financial sustainability is maintained.</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>
5.1.2	Implement the information technology management program that provides a focus on cyber security, systems rationalisation, network infrastructure, workplaces technology, enterprise data management platform, customer experience (digital), enterprise service management and information and records management.	01/07/2023	30/06/2024	20%			<p>The 2023/24 program of work has commenced, providing activity across each of the focus areas. Key outcomes in the early stages of the program include capturing financial data into the enterprise data platform, a review of the Records Management policy, upgrading several Council websites to ensure cybersecurity protection, and the workplace technology fit-out of City Hall's levels 8 and 9 for collaborative working and contemporary function spaces.</p>
5.1.3	Undertake a review of Council's approach to procurement to maximise organisational and community outcomes.	01/07/2023	30/06/2024	25%			<p>Work is continuing to identify opportunities to improve Council's approach to procurement. The Procurement Policy and Disposal Framework (adopted in June 2023) introduced some changes to Council's procurement thresholds in order to be more responsive to market changes and increase participation by local suppliers. Council will undertake benchmarking of our approach to procurement prior to the end of the financial year.</p>

Embrace a safe, values based 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
5.2.1	Develop and implement a People Plan which seeks to embed a workplace culture that encourages people to work for Council, incorporates employee feedback from surveys and develops capability that contributes to achieving the vision for the region.	01/07/2023	30/06/2024	25%			The People Plan is being developed and outlines how our organisation will implement our refreshed organisational values, which focus on the behaviours and principles of our employees.
5.2.2	Implement wellbeing, health and safety initiatives that focus on managing critical risks and continue to improve the safety management system.	01/07/2023	30/06/2024	25%			<p>The following organisational procedures have been consulted on and finalised during Quarter 1: Change Management, Consultation and Communication, Document Control and Record Keeping, Health and Safety Committees, Monitoring, Auditing and Assurance, Safety Leadership, Risk Management and WHS Risk Management.</p> <p>Development and consultation has also commenced for Contractor Safety Management and Psychosocial Hazards Procedures.</p> <p>The refreshed Safety Management System architecture is being used to update Council's intranet which will go live Quarter 2. Actions from the Temporary Traffic Management Audit have continued to be delivered and initial occupational hygienist Dust and Respirable Crystalline Silica (RSC) exposure assessments have commenced in high-risk work areas across Council.</p>
5.2.3	Complete staff relocations between the Maroochydore, Caloundra and Nambour administration centres and progress the review of the depot strategy to guide future investment for all workplaces.	01/07/2023	30/06/2024	25%			<p>Maroochydore relocations have been finalised with Level 8 in City Hall becoming operational in Quarter 1 and teams relocating from other corporate locations.</p> <p>Temporary staff movements at Caloundra have been completed and will remain in place until the Caloundra Administration Building repurposing works are completed (forecast mid-2025). Temporary staff movements within Nambour Administration Buildings have been undertaken ahead of refurbishment works commencing in 2024. Review of the Depot and Satellite Sites Strategy has begun with internal stakeholder engagement and initial data analytics for future service provisions commencing.</p>



Maintain a contemporary governance framework that inspires trust and confidence in the operations of Council

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.3.1	Deliver the adopted 2023/24 Audit and Assurance Plan and support Council's Audit Committee in the discharge of its responsibilities.	01/07/2023	30/06/2024	25%			Work on the adopted 2023/24 Audit and Assurance Plan continues to be progressed. Support to Council's Audit Committee in the discharge of its responsibilities was supported by the 7 September and the 6 October 2023 Audit Committee meetings.
5.3.2	Provide advice on, and support the effective management of, Council's legal risks and statutory compliance activities.	01/07/2023	30/06/2024	25%			Legal Services continues to provide advice on and support the effective management of Council's legal risk and statutory compliance activities.
5.3.3	Update and maintain a contemporary Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic risks across Council's statutory and service delivery responsibilities.	01/07/2023	30/06/2024	50%			The Risk Management Framework and associated documentation has been drafted and will progress to the next stage of review for approval.
5.3.4	Support the Electoral Commission of Queensland as it discharges its responsibilities to conduct the 2024 local government elections, manage the implementation of the caretaker requirements in advance of the elections and facilitate arrangements to support the commencement of the next term of Council.	01/07/2023	30/06/2024	25%			Support and information has been provided to the Electoral Commission of Queensland as requested. Preliminary planning has commenced with regard to resourcing necessary arrangements to support the commencement of the 2024 Council.
5.3.5	Review the organisation's progress to transition to electric vehicles to inform the development of a transition plan that integrates Council's approach to decarbonising our fleet, identifying the future locations for charging infrastructure that support efficient service delivery as well as opportunities for energy demand management and optimisation.	01/07/2023	30/06/2024	30%			Work has progressed on an Electric Vehicle Transition Plan that is analysing several scenarios for Council passenger and light fleet. The analysis will consider the total cost of ownership, both capital and operational, the associated emission reductions, expected market availability as well as the demand for charging infrastructure required to support Council's transition.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.3.6	Embed climate change into our operational and asset planning processes to inform our everyday business.	01/07/2023	30/06/2024	25%			<p>Council has continued to strengthen the focus on sustainability by embedding the United Nations Sustainable Development Goals (SDG's) as a standard component of strategies and plans as they are reviewed, updated or developed. This incorporates SDG-13: Climate Action.</p> <p>The adopted Operational Plan 2023/24 incorporates how each of the corporate goals contribute to the SDG's, this is then cascaded into branch, service and asset planning.</p>

Partner with community, business and other tiers of government to fulfil the needs of our region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.4.1	Manage Council's statutory, governance and contractual responsibilities associated with the Maroochydore City Centre project and Council's relationship with Sunshine Coast Airport Pty Ltd.	01/07/2023	30/06/2024	25%			<p>Council continued to work with Development Manager, SunCentral Maroochydore Pty Ltd and Development Partner, Walker Maroochydore Developments Pty Ltd during this quarter to progress development of the Maroochydore City Centre. Further statutory reporting including quarterly and annual reporting regarding the Ministerial Exemption were provided to the State Government.</p> <p>On 28 July 2023, Minister for Economic Development Queensland (EDQ) declared Sunshine Coast Airport Priority Development Area which is a collaboration between Sunshine Coast Council, Sunshine Coast Airport (SCA) Pty Ltd and EDQ. Council continues to work with SCA Pty Ltd to maintain its contract relationship and advance development of the Sunshine Coast Airport.</p>

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.4.2	Continue to work productively with the other tiers of government, the private and community sectors on prioritising and delivering on the region's infrastructure, services and program needs to advance the liveability, sustainability and productivity of the Sunshine Coast.	01/07/2023	30/06/2024	25%			Following the successful delivery of the inaugural Sunshine Coast Infrastructure Summit on 2 June 2023, a further industry roundtable was held on 13 September 2023 to refine the outcomes of the ideas generated through the Summit, identify priorities over delivery time horizons to 2050 and confirm the key themes for the infrastructure classes that have been identified. Work continues on the development of a longer term prioritised infrastructure plan for the region.