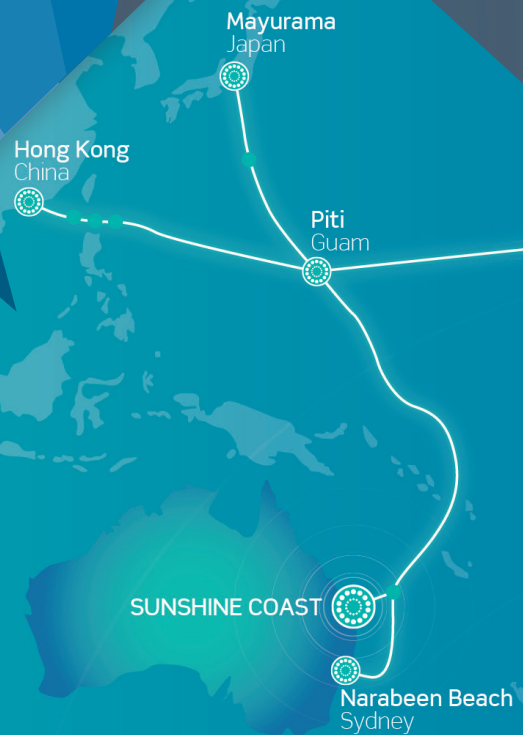
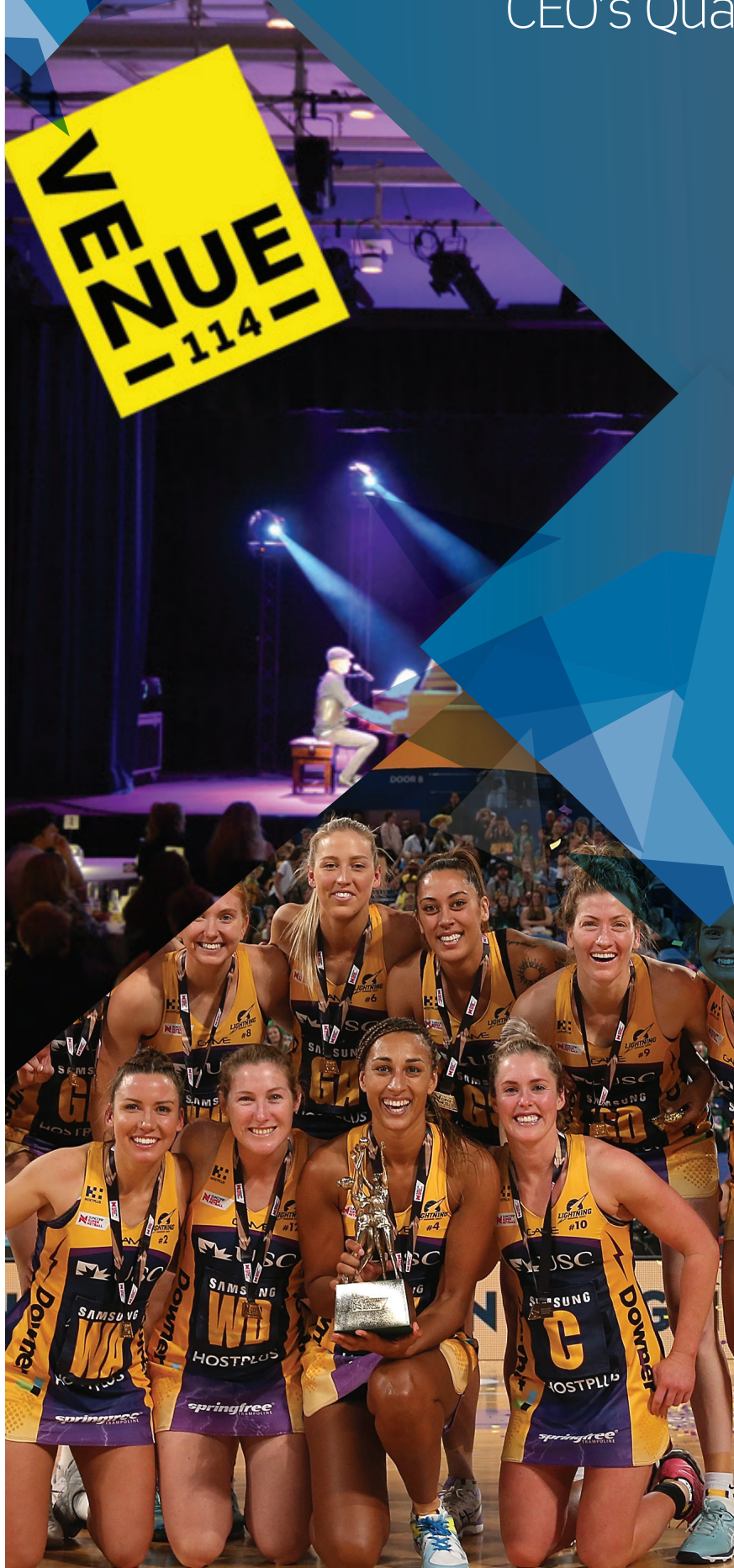


CEO's Quarterly Progress Report

Quarter 1, 2018/19

VENUE
114



CEO's Quarterly Progress Report Quarter 1, 2018/2019



*“Delivering on the Vision:
Australia’s most sustainable region
– healthy, smart, creative”*

Message from the Chief Executive Officer

This has been a historic quarter for the Sunshine Coast. We announced the agreement with RTI Connectivity to deliver the international broadband submarine cable off Maroochydore.

A first for a local government authority, this cable will be Australia’s fastest telecommunication connection to Asia and second fastest to the United States.

With an investment of up to \$35 million, the project is forecast to deliver up to 864 jobs and stimulate \$927 million in new investment across the state.

That’s a massive achievement for our region—one that will set us up for the future and one that we can all be very proud of.

Another proud moment was seeing our local netball team strike twice and take the national championship title for the second year in a row.

Having the Lightning team based here on the coast highlights how we are becoming the destination of choice for high-performance sports.

This is great to see, particularly given sports and fitness are an intrinsic part of the lifestyle on the Sunshine Coast and play an important role in supporting our economy.

I was also excited with the launch of Venue 114, formerly known as Lake Kawana Community Centre. The facility is now focused on delivering diverse events and experiences for our community. From big-name concerts to local school formals, there will be something for everyone.

This quarter shows again that our commitment to service excellence remains at the forefront of everything we do. I encourage you to read on and find out the breadth of services our Councillors and employees deliver each day to provide real value to our community, citizens and region.

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council

A smart economy



\$5.15 million

in revenue for Sunshine Coast Holiday Parks



Over 188

businesses accessed specialist advice and information. Six events were delivered, and more than 238 participants benefited from services provided by council through its Regional Economic Development Strategy



49,000

guests to the region attended 18 major events which generated approximately \$24.4 million in economic activity for the region

Delivery of council's services

Economic development

International Broadband Submarine Cable

On 7 September 2018, council announced the signing of an agreement with RTI Connectivity Pty Ltd (RTI-C) to deliver the landing of a submarine cable on the Sunshine Coast. The submarine cable will be Australia's fastest telecommunications connection to Asia and second fastest to the United States and will occur from the Sunshine Coast.

Regional Economic Development Strategy

The *Regional Economic Development Strategy 2018-2023 Implementation Plan* will be finalised, with the actions determined and the implementation of these actions developed and completed for review by Council. Promotion and delivery of the Strategy saw Council work with the State Government in support of a Major Projects workshop attended by more than 150 businesspersons. Council also supported the Sunshine Coast Combined Chambers Alliance to promote business awards, and assisted a range of industry bodies to secure grant funding. Council also supported the Sunshine Coast Combined Chambers Alliance to promote business awards, and assisted a range of industry bodies to secure grant funding.

#SCRIPT

The annual report for the *Sunshine Coast Regional Innovation Program (#SCRIPT)* was released, providing details of the six recently funded programs – including a new health accelerator at the Innovation Centre and a senior delegation of Sunshine Coast innovators to the Brisbane Myriad Festival. A two-day event with the Queensland Chief Entrepreneur presenting reached more than 250 businesspersons and schoolchildren across the region.

Promotion of the region's *investment credentials and opportunities* included:

- publication of marketing resources for the Sunshine Coast International Broadband

Network project for domestic and international audiences

- updating of Council's 2018 Investment Prospectus and
- hosting of a range of private companies to the region, including a Korean delegation of 40 business leaders.

Student guide

Through *Study Sunshine Coast*, council supported the delivery of an Education Pathway Map in a *Sunshine Coast Daily* 40-page feature aimed at informing the community about education and training options. Attendance at TAFE Queensland's International Student Orientation event provided opportunity to welcome more than 70 new international students to the region and allow local tourism operators to build on education tourism associated with the visiting family and friends market.

Active and healthy lifestyle activities offered through council's *Healthy Sunshine Coast* program in partnership with TAFE Queensland included free group fitness classes and a low-cost 12-week program for up to 130 participants. A new partnership was developed with the University of the Sunshine Coast (USC) to deliver free yoga instruction. Additional senior classes were also added to the program offered at Caloundra to keep up with demand.

Regional events

The *Sunshine Coast Major Events Board* reviewed six sponsorship applications and supported four – comprising 11 individual events to be staged during 2018-2021.

Highlights of the quarter included:

- Australian Motocross Championships
- Ironman 70.3 Sunshine Coast
- National Youth Championships Touch Football
- Queensland Garden Expo
- Sunshine Coast Marathon and
- Velothon Sunshine Coast.

Council's strong partnership with the *Sunshine Coast Lightning* continued to produce positive outcomes in regional exposure, community partnerships and community cohesion, and

the Suncorp Super Netball Series culminated with the Lightning claiming another championship title.

Holiday parks

As part of the implementation of prioritised actions from the *Sunshine Coast Holiday Parks Business Plan 2015-2020*, tenders were awarded for the Coolumb Beach Holiday Park Pavilion and replacement of the Cotton Tree Amenity 4.

A strong community



3600

survey responses received from the Libraries Plan survey and workshops



288,903 patronage

at council's aquatic centre



105

community grant applications received across eight categories for the quarter



95,000m²

total area of roads delivered valued at \$5 million this quarter

Delivery of council's services

Community & cultural development & partnerships

Mobility maps

Prioritised actions from council's *Social Strategy 2015* continued, with the launch of five mobility maps that will enhance information about access for older people and people with a disability. This \$56,000 project was funded by the Queensland Government Age Friendly Communities Grant Program.

Community wellbeing

In relation to the new *Sunshine Coast Social Strategy 2019-2041*, the first phase of community engagement to inform development was launched. Acting as a key pilot project in council's Excellence in Engagement program, the social strategy engagement will reach out to the community through a wide range of methods. We will seek diverse and representative views of what a strong community means to people and the critical social challenges facing our region.

Community Grants Program

Council endorsed a three-year Community Partnership funding for 113 not-for-profit groups to assist with their operational funding. Grant Information Sessions were held in August at five locations, with 103 attendees instructed in grant writing, finding other sources of funding, and project development.

Reconciliation Action Plan

The following items from the *Sunshine Coast Reconciliation Action Plan 2017-2019* were implemented during the quarter:

- delivery of the inaugural regional guide to NAIDOC events (following coordination with community organisations to avoid clashes)
- exhibitions of local First Nations artists held in Maroochy Artspace and Caloundra Regional Gallery
- significant contribution to the region's signature NAIDOC event, the family fun day at Black Swan Park, including commissioning of a digital story about a Kabi Kabi Elder.

Through its *Multicultural Action Plan*, council secured \$14,000 from the Celebrating Multicultural Queensland Funding Program.

Cultural heritage

The *2018/19 Cultural Heritage Levy Program* was developed and endorsed by the Sunshine Coast Heritage Reference Group and council.

Community venues and sporting facilities

Venue 114

The re-branding of the *Lake Kawana Community Centre* to *Venue 114* was successfully implemented and completed, and for the first quarter venue hirer satisfaction was 95%.

Attractions and events

Development and attraction of new events to the *Sunshine Coast Stadium* and *Kawana Sports Precinct* included the following:

- Melbourne Victory training camp
- National race walking
- Oktoberfest beer festival
- Queensland Gridiron Championships
- Queensland Reds training camp
- The Big Wedgie
- Under the Southern Stars music concert.

Disaster management

The focus for this quarter has been the Local Disaster Management Group major exercise—*Exercise Evictus*. The exercise was a great success, with a scenario based on the effects of a mini tornado and subsequent flash flooding through our region. The event provided employees throughout council and external agencies the opportunity to gain experience and develop skills in disaster coordination. This in turn will maintain council's capacity to respond and recover from events affecting the region.

Preparations are now underway to launch the *Get Ready Queensland* campaign. The campaign aims to promote and educate the community on the importance of preparing their homes for severe weather, and to ensure they have plans in place to keep their families safe.

Libraries

Libraries Plan actions included the Libraries Network Plan progressing with officers completing surveys and workshops:

- completion of the community survey with almost 1700 responses
- the Digital Strategy survey attracting more than 1900 responses
- collation of statistics and data for State Library annual reporting
- commencement of planning for the Maroochydore Library refurbishment.

Lifeguards

Two lifeguards will be on duty at the Mooloolaba Spit on weekdays for the September 2018 – May 2019 season.

Statistics for the first quarter of the 2018/2019 year are as follows:

- 45 rescues
- over 1.78 million attendances
- 659 first aid actions
- 32,800 preventative actions.

Public lighting

There has been a focus on public lighting in two of our region's carparks this quarter. Brisbane Road car park has LED Rate 3 lights operational and the Nutley Street car park is in the design phase for public lighting.

The Smart Node lighting trial is progressing with nodes and base stations delivered to Sun Central for installation. Nodes have also been received for the Evans Street trial site. Negotiations are underway to facilitate more smart trial sites, consisting of different styles / types of streetlights.

Roads, cycleways and pathways

This quarter 113 CRM requests were received for footpaths to be investigated and scoped—this is an increase of 400% on requests this time last year.

The following outcomes have been achieved for the quarter:

- major road rehabilitation projects on Old Kiel Mountain Road, Yarrock Street and Valdora Road

- more than 12,500 tonnes of asphalt delivered
- more than 9000 work orders completed, including more than 400 work orders on gravel roads, 500 work orders to repair/remove vandalism/graffiti, 700 path repairs and in excess of 1000 work orders to repair/replace signs and traffic control devices.

Road network management

Planning for the future

This quarter council endorsed the following reports:

- Mooloolaba Transport Corridor Planning relating to the project delivery sequence for Brisbane Road/Walan Street Projects and subsequent staging
- Trunk Infrastructure Funding which provided a funding solution to the transport infrastructure projects' sequencing was presented to council in August and adopted, providing the ability to deliver the long awaited Brisbane Road upgrade
- release of the Draft Integrated Transport Strategy (ITS). Over 150 responses were received through the feedback form or lodgement of written submissions. It is anticipated a final document will be considered by council late 2018 or early 2019.
- Kenilworth Community Transport Trial, the first of its kind and one which is being closely monitored.

Sippy Downs Drive starts construction

The fourth and final stage of the Sippy Downs Drive Upgrade has recently commenced with construction activities including vegetation clearing, bulk earthworks, and service relocations.

The project will:

- improve safety for motorists, cyclists and pedestrians
- help to improve traffic flow
- cater for future expected traffic capacity
- create an attractive entry statement into Sippy Downs.

Mooloolaba Transport Corridor Upgrade and First Avenue Maroochydore

Two of the regions next major roadway upgrades have taken the step in advancing from long-term strategic planning into the detail design phase.

Separate procurement tasks are being undertaken to engage multi-discipline design consultancies for the Mooloolaba Transport Corridor upgrade and First Avenue Maroochydore. The successful consultancies will be working closely with stakeholders throughout council to ensure these significant council investments achieve their strategic objectives for the community.

Stormwater drainage

A stormwater drainage investigation is underway for the South Maroochy Drainage Board drains at Bli Bli, which receive stormwater discharge from the Park Lakes Development. Requests for quotes sought for six new Master Stormwater Drainage Studies for:

- Cotton Tree
- Picnic Point
- Coolum Beach
- Kings Beach
- Nambour North
- Beerwah.

Collaborative work is continuing with USC on a number of projects, including water quality monitoring and improved culvert design. These will enhance current long-term water testing currently in progress and reduce future flood risk.

A healthy environment



1152

hectares of landscape and garden beds maintained



16

community events undertaken to remove marine debris from our region's beaches



24,344

tonnes of waste recovered



8905 hectares

managed for conservation under Sunshine Coast Land for Wildlife program. Inclusive of 33 new Land for Wildlife properties registered this quarter, bringing the total to 1101 properties (865 registered and 236 working towards)

Delivery of council's services

Beaches, foreshores, coastal infrastructure and canals

A variety of work was undertaken during the quarter, including:

- completed desilting works to Mooloolaba Broadwaters from Outrigger Park
- undertook 16 community events as part of the community marine debris program
- commenced Jellico stage 2 revetment wall renewal
- completed Lake Magellan Boat Ramp
- commenced Picnic Point Boat Ramp resurfacing.

Bushland conservation and habitat

Key activities and events for this quarter included:

- Land for Wildlife 20th Anniversary celebration event at the Rocky Creek Scouts grounds with six open property visits during 8–22 September
- current total of Voluntary Conservation Agreements is 75, protecting 1158ha with approximately ten agreements in advanced stages of negotiation
- 1051 people volunteered with the Community Nature Conservation Program over July–September period contributing 3372 volunteer hours (equates to \$101,160 in labour), with 15,406 native plants installed and over 726 wheelie bins of weeds removed by volunteers from council's bushland reserves
- finalised new virtual fence along Sippy Downs Drive, in conjunction with USC, along with road signage and earlier vegetation management works to assist in mitigating kangaroo and vehicle collisions
- hundreds of hands joined together to plant 4500 native trees, shrubs and sedges in our local environment reserves for National Tree Day
- over 386 youth were engaged across various planting events

- facilitated capital works projects and acquired grant funding for fire management trail upgrades at Quarry Road – Mount Coolum, Bobbie Sattler Reserve – Bells Creek and a new trail at Edward Corbould Bushland Reserve West – Meridan Plains
- the 7th annual *Kids in Action* conference was held and 300 students from 22 schools across the Sunshine Coast became teachers for the day sharing their findings, thoughts and innovative ideas on how to respond the complex challenge of climate change.

Recreation parks, trails and facilities

Sippy Downs Parks Master Plan

The Sippy Downs Parks Master Plan was endorsed in September. Following extensive consultation, the Plan outlines future park and playground improvements for Sippy Downs including a new major district level playing space.

Water bottle filling stations

Installation of water bottle filling stations were rolled out in conjunction with Unitywater. Two units were installed at Kings Beach Park for use throughout the Caloundra Music Festival.

Jack Morgan Park

Stage 2 of Coolum's Jack Morgan Park has been completed. The \$1million staged works has resulted in a vibrant and relaxing community space.

The park now has a variety of different spaces for families to enjoy. A standout feature of the park is that it will be the first public art lighting projection experience delivered in an open space environment in our region, with projection designs created by Sunshine Coast artists.

Rivers, streams, estuaries and water bodies

Work undertaken during the quarter included:

- sand profile works at Currimundi Lake
- commenced design work for Bird Hide at Park Lakes 1

- completed Geomorphic Assessment and Stream Restoration Plan for the Mary River – Conondale Reach, identifying key areas for bank stabilisation and revegetation
- a Waterway Litter GPS Tracking Project commenced in a number of waterways across the region to map how litter moves through the catchments. A social media campaign of the results is planned over December-February.

Sustainable growth and network planning

A number of major planning scheme amendments have been progressed during this quarter. These amendments maintain the currency and operational efficiency of the planning scheme during a period of significant growth and change.

The key milestone of public display has been completed for the Round 3 amendments and the Round 5 (Regional Plan Bring Forward Areas) amendments.

Two further amendments were signed off by the Planning Minister to be placed on public display (Caloundra Centre Master Plan and Entertainment Uses).

A new amenity and aesthetics resolution providing regulation of shipping containers used for storage purposes in residential and rural settings was also adopted by council.

Collaboration continues on the land use arrangements necessary to underpin the Sunshine Coast Light Rail Business Case and the preparation of a longer-term urban growth strategy aligned to the South East Queensland Regional Plan 2017.

Service Excellence



93%

of development applications assessed within statutory timeframes



Over 78,000

customers assisted through the development and customer contact centres



1880

building approvals issued with a construction value of \$414 million



3350

building and plumbing applications lodged

Delivery of council's services

Cemeteries

Work has commenced to streamline application processes and improve the lead time for the supply of memorials for customers.

Work is also underway to improve the aesthetic presentation of the cemeteries and deliver the 2018/19 capital program with focus upon usability and continued supply of interment space.

Customer and community relations

Responsible pet ownership education

Innovation in the responsible pet ownership education program has led to the development of a dedicated education program aimed at 3 to 5 year olds. This includes the creation of new council mascots 'Sunny' the dog and 'Sasha' the cat, together with age appropriate interactive activities and take home materials.

Additional education activities carried out this quarter include:

- eight school visits providing positive responsible pet ownership messaging to 389 primary school children
- eight pop-up education events on local beaches and in local parks.

Customer contact

During the past three months, council's Customer Contact Centres have provided the following outstanding customer service levels:

- 78,696 customers assisted via main contact centres
- 306 animals impounded (48% reunited)
- 2139 new animals registered
- 245 environmental nuisance complaints received and investigated.

Development services

The Sunshine Coast Annual Development Indicators Report 2017/18 was released this quarter, showing the overall development activity, which has remained steady.

A number of significant development applications have been decided during the quarter including:

- Avalon, a mixed use development comprising 92 units and 620m² of office space, consisting of two, eight storey buildings on Duporth Avenue, Maroochydore
- an intensive horticulture development, being a Mushroom Farm on Sahara Road, Glasshouse Mountains. The proposed development will deliver a number of community and economic benefits to the Sunshine Coast region, such as employment opportunities and support for local businesses.
- The first mixed-use development for Bokarina Beach master plan area was approved by council. This development consists of 63 dwelling units and 500m² of retail floor space and food outlets.

Local amenity and local laws

Work continued on the Local Law Review, along with an education program. It is anticipated that moving forward council will prepare to roll out with a focus on any amendments to the local law that are approved by Councillors.

Property management

Accessibility

Minor accessibility works have been completed at Loo with a View, Mooloolaba. Works include installation of signs with braille, compliant door handles, coat hooks and compliant back rests to the persons with disabilities (PwD) toilets.

Accessibility works have been completed at the Caloundra Indoor Sports Stadium. Works include installation of concrete and steel fire exit ramps, vision panels in corridor doors, moving door handles, coat hooks, warning buttons to handrails, and compliant back rests.

CCTV

Installation of CCTV cameras and network video recorders at Caloundra, Beerwah and Coolum Libraries.

Public health

Food standards

To support Sunshine Coast food premises to comply with the *Food Act 2006* and Food Standards Codes, an educational program has commenced. The program provides new businesses and premises found to be non-compliant with education material on the importance of temperature control, a digital probe thermometer and instructions on the correct use of the thermometer.

This program forms part of a targeted approach to address the top five non-compliances noted during food premises inspections.

Quarries

An estimated 100,000 tonne of basalt and rhyolite was crushed this quarter. This material is predominantly used for council's road reseal and road construction, however new enquires are being received for other council needs such as rock revetment walls. The quarry has also contributed to local community requests for rock donations, specifically rock for the Nambour Hospital and the wallaby enclosure at Wildlife HQ.

Waste and resource management

The Strategic Business Review of Waste and Resource Management operations has been finalised and provided to the Board of Management for comment.

The review was undertaken to ensure the branch is well placed to adapt to, and meet the rapidly evolving obligations placed on council. These obligations are a result of recent amendments to state legislation, including the introduction of a new comprehensive Waste Management Strategy for Queensland underpinned by a waste disposal levy that will be introduced on 4 March 2019.

The business review identifies planning opportunities for development of the region's future waste infrastructure needs, including options for alternate waste treatment technologies and other innovations that will deliver landfill diversion targets.

An outstanding organisation



3 awards

received during the quarter



\$62.61 million

of total purchasing spend for the quarter to local business



376,498

threats to our ICT systems blocked during the quarter



2,271,000

emails in and out of council for the quarter

Delivery of council's services

Awards

Environmental Leadership & Sustainability

The 2018 Local Government Professionals Australia Federation Award in the category of Environmental Leadership & Sustainability.

Environmental & Sustainability

The 2018 Australian Regional Development Award in the category of Environmental & Sustainability.

Jack Morgan Park

The completed staged works complement the first stage of the Jack Morgan Park Upgrade Project which was recognised with a Queensland award from the Institute of Public Works Engineering Australasia (IPWEA) in the *Excellence in Design and Delivery of Public Works Project under \$2 million* category.

Financial and procurement services

Finance

Draft 2017/18 Financial Statements were tabled at the September 2018 Audit Committee Meeting. External Auditors, Queensland Audit Office, were on-site during September conducting their final audit of the 2017/18 Financial Statements. The final result is subject to review by council's external auditors, to be finalised and signed off in October 2018.

We successfully issued 142,000 Rate Notices with 14,367 SMS Rate Reminder messages sent during August. The majority (87.3%) of rates were paid by the due date.

Procurement services

Four quotes, one Expression of Interest and 26 tenders went to market and 22 contracts/arrangements were awarded.

Commercial Analysis continue to see great results from the Solar Farm with it continuing to perform above expectations. Energy generation from the Solar Farm has exceeded electricity consumption at council's sites for FY18 and FY19 to date, supporting council's

assertion that it will offset 100% of its power consumption.

Fleet management

Training on plant and equipment has been facilitated to 162 employees, which comprises 117 Certification of Competency and 45 training courses to build on and maintain the high level skill and capabilities of the organisation.

Our in-house fabrication team delivered on projects including:

- 30 metres of stainless steel handrail at Bradman Avenue
- six metres of polished mirror handrail at the southern end of Mooloolaba surf club
- 40 metres of handrail at Fern Gully, Brandenburg and Mooloolaba
- repair and maintenance works at our many parks and gardens.

Governance

Project Management Framework

Council has adopted the UK P3M Model as the platform for program and project management across the organisation. Standard definitions and terminology to be used has been agreed and council is currently piloting (via the 2019/20 Capital Works Program development) a range of concepts to determine how they might be adapted to 'fit'. These include; initial project prioritisation (including achievability criteria), tiering of projects and the RACI Model. Additionally, a P3M Roadmap has been approved which sets out the projects to be undertaken within each time period (tranche) in order to ensure business readiness.

Sunshine Coast Exhibition and Convention Facility

Council has been successful in receiving funding support of \$636,363 excluding GST from the State Government via the Maturing the Infrastructure Pipeline Program for the Sunshine Coast Exhibition and Convention Facility business case. On the basis of this funding, as well as council 2018-19 funds, a tender for a consultancy to develop and deliver a business case has been released, evaluated and GHD successfully appointed.

Human resource management

Leadership Framework Strategy

The Leadership Framework Strategy was endorsed by the Board of Management and the Leadership Conversations Series was launched as the pilot leadership training series for the next 18 months. The selection of a provider for the Employee Engagement survey has been finalised with the survey to be run later in the year.

Workplace Health and Safety

A Workplace Health and Safety desktop audit has been completed addressing the opportunities for improvement. The Health and Safety Policy and the Annual Safety Management Plan will be rewritten and liaising with the Board of Management in preparation for an external audit scheduled for 2019.

Information and communication technology

Library Circulation and Security System

All libraries and Mobiles are now fully functional with radio frequency identification (RFID) security. This project is now in hand over phase.

Smart Region Management Platform (SRMP)

The SRMP is designed to provide the user with a snapshot of how smart urban infrastructure and associated services are performing across the region. This includes all smart sensor and Internet of Things (IoT) devices. The platform has been developed as a multi-view dashboard, whereby information from these sensors can be visualised to provide the user with real-time information for an area. A community dashboard has been developed to provide the public with a view of council services and smart urban infrastructure in the region. The operational dashboard is currently in the design phase, with new features and sensors being added in the coming months.

Development.i

Development.i is designed to provide the community with a central source of information associated with building, development and plumbing applications. The

solution will replace PD online, providing application information in a simple to use system that visualises applications through a map and list view. The public launch is scheduled for the 10 October, with promotional material, FAQs and video demonstrations being finalised this quarter.

Work Hub

Work Hub is a website designed for the community where all road and works activity on the regions roads can be viewed in real time. The product will be ready to release to the general public in November 2018.

Managing and developing the workforce

Council is operating with a workforce headcount of 1882 (1818 council employees and 64 contingent workers). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.