


Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 4 – 2023-24

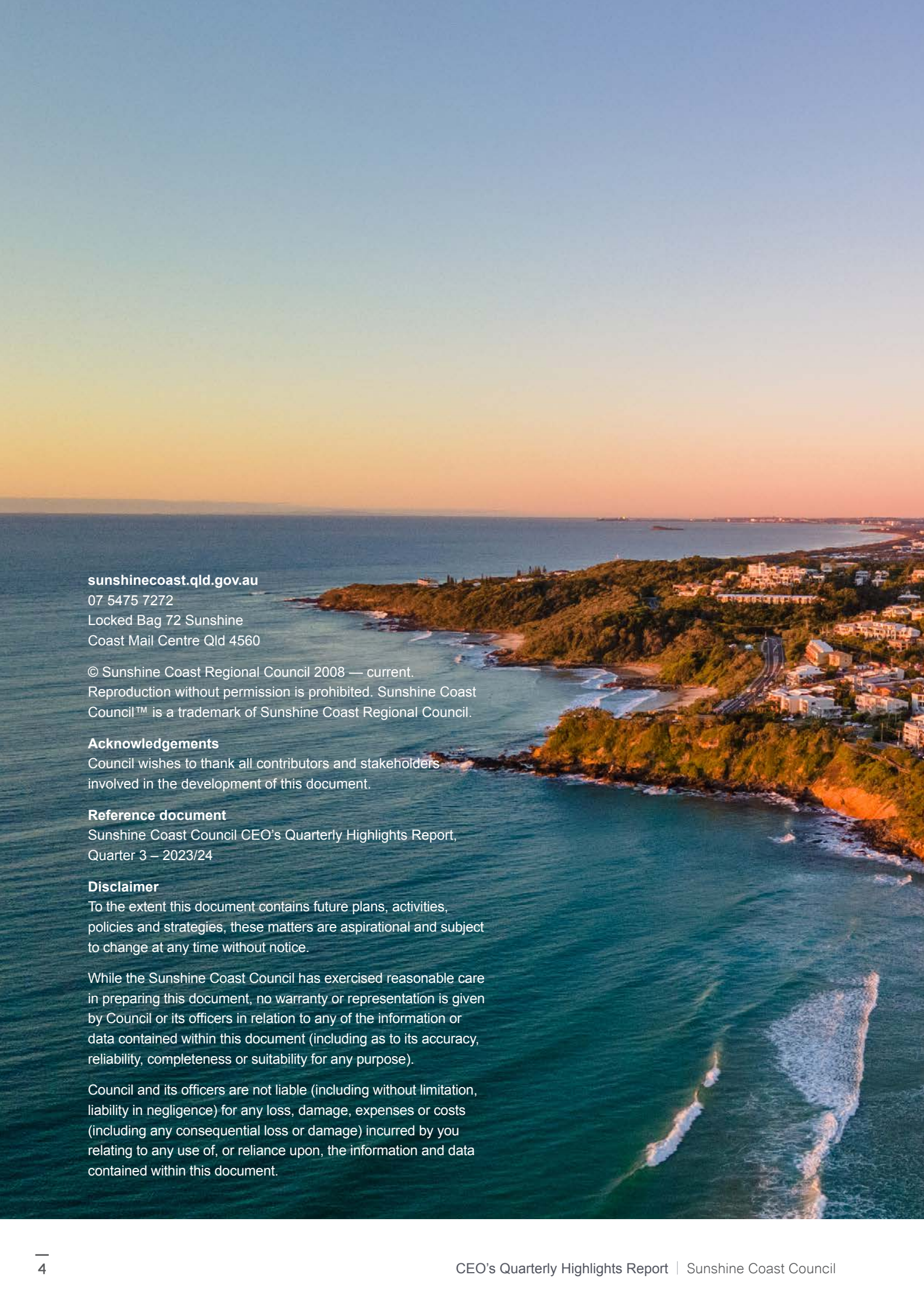




Artist's Impression only



Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 4 – 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 a road visible. The overall scene is peaceful and scenic.

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Acknowledgements

Council wishes to thank all contributors and stakeholders involved in the development of this document.

Reference document

Sunshine Coast Council CEO's Quarterly Highlights Report,
Quarter 3 – 2023/24

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Traditional Acknowledgement

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

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

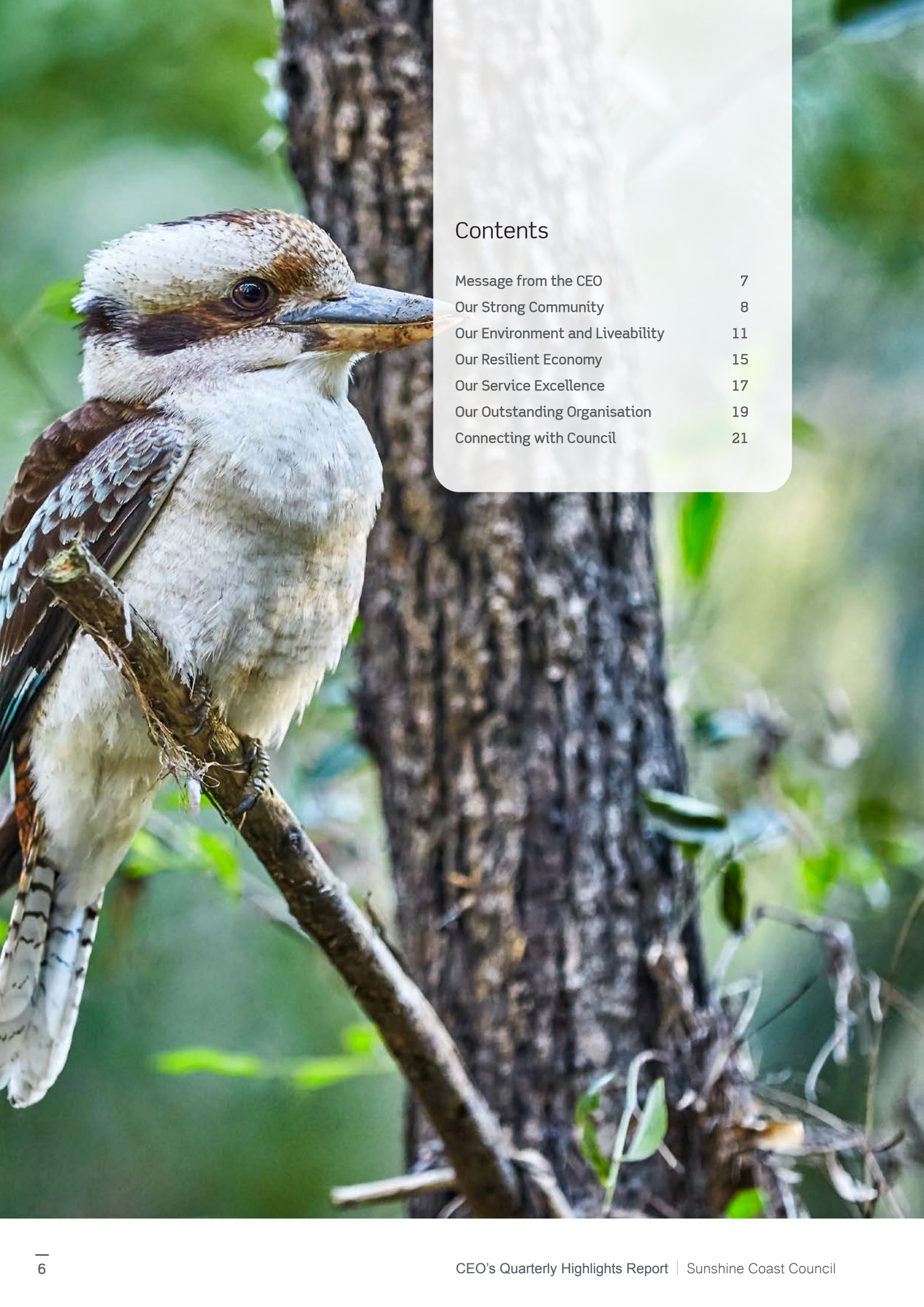
We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

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

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

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

Together, we are all stronger.



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Message from the Acting CEO



Debra Robinson
Acting Chief Executive Officer

It is my privilege to present the Quarter 4 highlights report that showcases our significant achievements over the 3-month period between April and June. As the final quarter for the year, it also provides details on the delivery of the Operational Plan 2023-24.

Council achieved 80% of our operational activities as planned for the financial year. This is despite ongoing market challenges impacting supply chains and availability of labour, not to mention significant rainfall throughout the year, including another 42 days in Quarter 4. This is a testament to the dedication of our team, businesses and industry partners and their ongoing commitment to drive forward initiatives on behalf of our community.

Supporting our community is at the core of Council's role, and a highlight from the quarter was the allocation of more than \$887,000 to 237 applicants across our community grants program. This funding will bring a range of infrastructure projects, events and programs to life and will benefit the community's wellbeing and help community groups deliver

vital support services. Events like the Candlelight Vigil and March for Domestic and Family Violence Prevention Month in May exemplify our community's unity and proactive stance against violence, reflecting our collective responsibility to create safer environments for all.

Community engagement activities continued through the quarter, including feedback on the Community Strategy refresh, a new Active Transport Plan and the proposal for a Sunshine Coast Dark Sky Reserve which aims to preserve our night skies and promote our economic vitality, health, and environmental stewardship as a Biosphere reserve.

The hosting of 'The Aussies' Surf Life Saving Championships showcased our region and our economic resilience, with an estimated \$20.7 million boost to the local economy. This event not only highlighted our stunning beaches but also reinforced our reputation as a premier destination for major events, which this quarter alone attracted more than 49,000 attendees to 23 sponsored major events.

There has been great progress across our region with the revitalisation of streetscapes such as Cribb Street, Landsborough as well as upgrades to sporting facilities with stage one of the Kawana Aquatic Centre complete. In addition, our 3 Sunshine Coast Olympic venues were given the green light to progress to tender in May 2024, following a funding commitment of almost \$300 million by the Queensland and Australian governments. These facilities will deliver lasting economic and social benefits before, during and after

the Brisbane 2032 Olympic and Paralympic Games.

Looking ahead, our 2024-25 Budget, announced in June, reaffirms Council's commitment to sustainable growth while focusing on supporting our community needs now. From enhancing infrastructure and providing critical services, to supporting vulnerable groups and promoting healthy living, this budget reflects Council's dedication to building a cohesive and thriving community.

As we navigate the future, Council remains committed to advancing the interests of our region and ensuring that the Sunshine Coast remains a great place to live, work, and play.

Debra Robinson
Acting 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.



167,301

people attended community events at Council's venues



92%

customer satisfaction with library and cultural programs



262,421

attendances to Council owned aquatic centres



237

community grant applications awarded, allocating \$887,096 this quarter

Community and cultural development and partnerships

Draft Community Strategy engagement

Following community feedback from more than 1800 community members in 2023, Council went back out to the community between 14 May to 10 June 2024, inviting feedback on the draft refreshed Community Strategy. There were multiple opportunities for people to get involved, including attending a community session, completing an online survey, completing the feedback template, or entering the 'Our Strong Community' photo competition.

Feedback gathered through the final stage of the consultation is now being used to finalise the refreshed Community Strategy and Action Plan 2024-29. The new strategy and action plan will be finalised before the end of 2024.

Community Grants

More than \$887,000 in grants were allocated during the quarter to 237 applicants through a range of Council grant programs including the Major Grants Program, Regional Arts Development Fund, Councillor Discretionary Funding Program, Individual Development Grants, and Emergency Grants.

The Major Grants program supported 119 community groups who received a share in \$730,399 in funding, which will bring a large number of community infrastructure projects to life and in turn benefit our community's wellbeing. These projects included \$30,000 to Glasshouse Hinterland AFL Club for the construction of inclusive changeroom upgrades and \$30,000 to Nambour Meals on Wheels for kitchen renovations, enhancing their vital community support services.

Other community projects funded through the Major Grants Program include:

- \$7,000 to Windansea Boardriders Club Inc for website copywriting and digital costs to rebuild the club's website and include its history, and
- \$7,000 to Feral Arts towards consultation, research, video production and artist workshop fees for the pilot of a six-year project targeting the revitalisation of the Kunda Park precinct, and
- \$6,000 to Kenilworth Chamber of Commerce for event costs at the 2024 Kenilworth Classic Car Show.

Council is proud to support local community groups and the work they do to make our region a great place to live.

Domestic and Family Violence Prevention Month

The Sunshine Coast community united as one to mark Domestic and Family Violence (DFV) Prevention Month in May 2024. A number of activities were undertaken to raise awareness of DFV prevention month and the support services available.

An incredibly powerful Candlelight Vigil and March was held at Cotton Tree, Maroochydore in partnership with Centacare on 1 May 2024. This year there was a significant increase in participation from the wider community compared to previous years. The community was asked to pause, reflect and hear the voices, stories and perspectives from victims and survivors of DFV and to remember the women and children who have lost their lives as a result of DFV in the past 12 months. The event acted as a reminder that we all have a role to play in ending violence against women and children.

More than 4,000 purple ribbons were handed out at the Sunshine Coast Lightning game held at the University of the Sunshine Coast Arena on 4 May 2024 and star making workshops were hosted in 7 libraries across the region bringing people together, and creating safe spaces for conversation to build understanding around issues of violence in our communities.

Dr Torna Pitman facilitated a session at Council's Altitude 9 venue space on 24 May 2024 on the topic of coercive and conversational control and in a partnership with Moorup and Entag, Council donated 40 phones to DV Safe Phone as a small practical way Council can support those affected by DFV.

National Reconciliation Week

The community came together in the spirit of reconciliation at the annual Sunshine Coast National Reconciliation Week launch on 27 May 2024. Hosted on Jinibara land at Kabi Kabi business Tribal Link, the launch included a welcome to country from Jinibara Elders Aunty Zeitha Jalamala Murphy and Uncle Colin Ross, dance, cultural activities, and speeches all highlighting this year's theme of 'Now More than

Ever.'

This theme is a reminder that the fight for justice and the rights of Aboriginal and Torres Strait Islander people must continue. Council partnered with TribalLink, Maroochydore Community Justice Group and Munimba-Ja Art Gallery to deliver the event.

It was a great opportunity to come together as a community and reflect on the importance of National Reconciliation Week and all that it represents. Council supported and hosted a range of other events throughout the week, including the annual Aunty Betty Memorial Reconciliation Walk at Dicky Beach, the Biosphere Yarning Circle with Brian Warner and Sunshine Coast Lightning First Nations round.

Migrant Business Ready Program

The Migrant Business Ready Program commenced on 14 May 2024 with 13 people participating in 10 workshop sessions to learn essential business skills and help turn their business vision into a reality.

The program supports new arrivals to our region, helping them establish and grow their small businesses and allows for group learning and networking opportunities linking into the business and industry networks of the Sunshine Coast.

The 10 workshops include business values and vision, customer analysis, product statement, marketing strategies, financial planning and risk management, online coaching between sessions and the option to upgrade to a Certificate 3 or 4 business qualification.

Local Contemporary Art Prize: Reflections on here and now

The Local Contemporary Art Prize: 'Reflections on here and now' is a highly anticipated annual exhibition at Caloundra Regional Gallery, showcasing the breadth of contemporary arts practice from emerging, mid-career and established visual artists residing on the Sunshine Coast. The exhibition was on display from 22 March to 5 May 2024.

Forty finalists were selected for the exhibition

and winners shared \$17,000 in prize money, thanks to sponsors Friends of the Gallery, Mary Henzell Investments, Localvolts and Geoff Lyons Solicitors.

Susan Schmidt was crowned the Local Contemporary Art Prize 'Best in Show' winner for her artwork, *Breathe (coming up for air)*. The art prizes and exhibition play a key role in supporting our local artists and the arts within the Sunshine Coast.

Community Venues

Community CoLab

The Community CoLab opened on the ground floor of the Sunshine Coast City Hall building in the Maroochydore City Centre on 1 May 2024. It is a versatile, low-cost venue-for-hire space and is the latest inclusion in the portfolio of venues operated by Council on behalf of the community.

The new space accommodates up to 20 people, providing an excellent venue for a variety of small events and meetings. Community CoLab is anticipated to be a valuable resource in meeting the increasing demand for community spaces in the region and fosters accessible and affordable spaces for the community's benefit.

The CoLab design reflects our deep connection to the land, and features a large screen TV to facilitate presentations, whiteboard, folding tables on wheels and kitchenette with dishwasher.

Disaster Management

Get Ready Schools Program

Council delivered the Get Ready Schools Program to teach students about how to prepare, cope and recover from stressful weather events. Weather events such as storms, fires, heatwaves, wild seas, flooding and landslides are part of living on the Sunshine Coast.

The free school program, which has been running for 5 years, is an important part of educating the whole community about natural disasters, which in turn makes our region more resilient overall.

Being prepared before a weather emergency can make a big difference to how children will respond and cope. An interactive video presentation also provided the opportunity for students to share

their own wild weather experiences.

Local Disaster preparedness

Council plays a critical leadership role in local disaster management arrangements and at Council's Special Meeting on 11 April 2024, Mayor Rosanna Natoli and Deputy Mayor, Maria Suarez were appointed Chairperson and Deputy Chairperson of the Sunshine Coast's Local Disaster Management Group (LDMG).

Libraries

Council operates 8 libraries across the region to provide resources and a range of learning workshops and events. Key highlights from the quarter include:

- 5,700 attendees participated in 201 Storytime and Rhymetime sessions
- 113 active library volunteers contributed 2,630 hours and 5 new volunteers joined the Library Volunteer Program
- new eResources contracts were awarded this quarter, increasing member online access to eBooks and eAudio collections
- the Future Engineers Club was launched, which challenges children over the age of 6 to design and build lego, magnetic tiles and geometric shapes, and
- security technology was upgraded at Kawana Library to enable after-hours access to the podcast studio.

Roads, cycleways and pathways

Draft Active Transport Plan engagement

Between 20 May and 17 June 2024, community members were invited to complete an online survey to help guide the priorities for improving active transport on the Sunshine Coast. As part of the review of the Active Transport Plan 2011, Council is committed to developing a transport system that services and supports our rapidly growing region, without putting more cars on the road. A new Active Transport Plan will assist with:

- achieving the targets to increase active transport use and reduce car travel, as set out in Council's Integrated Transport Strategy (2018)

- sustainably managing the projected population growth on the Sunshine Coast
- delivering transport legacy infrastructure to support the delivery of the Brisbane 2032 Olympic and Paralympic Games
- complying with improved active transport standards and guidelines, and
- delivering a connected, safe and efficient transport system by 2041.

The community will have an opportunity to provide feedback on the draft Active Transport Plan in late 2024.

Centre at Parklands are on track to be delivered in 2027, with construction of the Sunshine Coast Stadium Expansion planned to start in late 2024.

The venues will provide high-quality competition and training facilities for our local athletes, increase participation in sports and recreation across the region, and will have capacity to host major sporting events. The venues will also be leading-edge in accessibility to accommodate the many para-sports, athletes and spectators in our region.

Sporting Facilities

Kawana Aquatic Centre

Stage One of the Kawana Aquatic Centre upgrade was completed in April 2024 and includes a new 20-metre, 5-lane indoor heated pool, along with new structures, new plant and equipment.

The \$14 million multi-year upgrade progressed to Stage 2 in May 2024 and once finished will deliver a new entry building, amenities, kiosk and additional car parking, supplemented by a \$938,000 contribution from the Australian Government's Local Roads and Community Infrastructure Program.

Sport and recreation facilities play an important role in our local community and the Kawana Aquatic Centre is a popular and highly valued swimming facility for the region, accommodating more than 200,000 visitors each year. Stage 2 upgrade works are anticipated to be completed in late 2025, weather permitting.

Sunshine Coast Olympic Venues

Three Sunshine Coast sporting venues for the Brisbane 2032 Olympic and Paralympic Games were given the green light to progress to tender on 17 May 2024, following a funding commitment of almost \$300 million by the Queensland and Australian governments. The funding signals the largest ever investment in community sporting infrastructure on the Sunshine Coast which will deliver lasting economic and social benefits before, during and after the Games.

A \$148 million Sunshine Coast Stadium expansion, a \$142 million new Indoor Sports Centre in Kawana and a \$14 million Mountain Bike



Our Environment and Liveability

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



4,920 hectares

of landscape and garden beds maintained



10,621 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



675

wheelie bins of weeds removed by 546 volunteers with the Community Nature Conservation Program



1651 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, with an associated reduction in greenhouse gas emissions of 31,804 tonnes

Beaches, foreshores, coastal infrastructure and canals

North Shelly Beach Pilot

The North Shelly Beach Pilot project aimed at turtles, dune, and vegetation restoration was delivered in May 2024. The project used a best practice approach that incorporates advice from technical experts from Queensland Department of Environment, Science and Innovation and the Queensland Herbarium. It involved restoring the dunes to a condition that provides the best opportunity for turtle nesting success and better represents the plant species you could expect to find in this dunal environment.

Bushland Conservation and habitat

Dark Skies

Council completed phase one of a community engagement process from 20 May to 16 June 2024 on a proposal to establish a Sunshine Coast Dark Sky Reserve. The feedback will help Council to determine whether to pursue a formal application under the International Dark Sky Places Program.

A Dark Sky Reserve is one of the 5 designation types offered under the International Dark Sky

Places Program which seeks to preserve and protect dark sites through responsible lighting policies and public education. A dark sky is the natural occurrence of the night sky that is free from human-caused light pollution. Light pollution can impact on the quality of our night skies and the amount of light pollution on the Sunshine Coast could be expected to increase across the next 20 years and beyond as our population increases.

Reducing light pollution can deliver many benefits to the community including economic, health and wellbeing, emissions reduction and wildlife friendly habitat outcomes.

Invasive species workshop

Council hosted the Invasive Plants and Animals Workshop event at Belli Park Hall on 20 April 2024 to arm residents with the knowledge to fight invasives on their property. The free weekend workshop featured a series of talks delivered by experts from Council, environment groups and the agricultural sector who are all working to protect our region's biodiversity.

Registered participants were able to learn about controlling weedy vines, managing invasive Sporobolus grass, how to restore creeks and rivers and protecting property from invasive animals.

Sunshine Coast Open Data Expo

More than 200 people gathered for the 2024 Sunshine Coast Open Data Expo at Doonan Creek Environment Reserve on 19 June 2024. The theme for 2024 was Citizen Science and the event shared how researchers across the Sunshine Coast are partnering with citizen scientists to increase scientific knowledge, collect data and share stories on many different topics in our natural environment.

Through engaging discussions, interactive workshops, and hands-on activities, attendees were able to gain insights into the valuable contribution citizen science initiatives offer to monitoring, preserving and restoring natural ecosystems.

Attendees observed more than 15 exhibits where they could learn about and join citizen science projects and listened to guest speakers including the acclaimed First Nations author, Tyson Yunkaporta on how story is at the heart of everything, and Earthwatch's Chief Executive Officer, Fiona Sutton Wilson on how global challenges are being tackled at a local level.

Recreation parks, trails and facilities

Lake Weyba walking trails

Council has made existing trails at Lake Weyba more accessible by installing 4 footbridges, fire trails and a 24-metre-long suspension bridge. The suspension bridge across Horseman Creek finalises the foreshore nature trail, linking Lake Weyba to Peregian.

Improvement works also included 3 wayfinding signs, 25 wayfinding bollards and resurfacing of one kilometre of the fire trail.

Council proudly partnered with the Australian Government on the project, which contributed \$300,000 through its Local Roads and Community Infrastructure Program.

Upgrades at Lions and Norrie Job Park

Following 3 rounds of community engagement

and a community-led new landscape plan, the \$1.6 million Lions and Norrie Job Park, Coolum Beach commenced Stage 1 upgrades in June 2024.

The much-loved park is located between an iconic surf beach and a bustling entertainment strip and the upgrades will revitalise this popular outdoor space and make it more welcoming and accessible for everyone in our community. Works will include replacing the existing shelter including new barbecues and furniture, new fitness equipment and softfall, new pathways and timber pedestrian bridge, inground services, electrical infrastructure, drainage works and signage.

Sunshine Coast Council provided funding of more than \$1 million and proudly partnered with the Australian Government, which contributed \$250,000 through its Local Roads and Community Infrastructure Program, and the Queensland Government, which provided \$250,000 through its Minor Infrastructure Program towards improvements to Lions Park and Norrie Job Park. Stage 1 works are anticipated to be completed by end of September 2024, weather and site conditions permitting.

Sustainable growth and network planning

Stage 2 Central Meeting Place - Mooloolaba Foreshore

Stage 2 of the Mooloolaba Foreshore Revitalisation project will begin construction early 2025, following a Council decision at the Ordinary Meeting in May 2024. Council accepted the recommendations in the report and approved the design, the construction timing for Stage 2 and the finalisation of the Draft Business Activation Plan to begin implementation within the 2024-25 financial year.

Stage 2 follows on from the completion of the multi-award winning first stage, the Northern Parklands, and will ensure Mooloolaba continues to thrive as a wonderful destination for Sunshine Coast residents and visitors and is better protected from the predicted impacts of climate

change.

Council reinforced its commitment to helping businesses, community, sporting groups and residents plan for the Stage 2 construction phase and has been working closely with the Mooloolaba Business Activation Group and Mooloolaba Stakeholder Interest Group to minimise disruption throughout the works.

Stormwater drainage

Effective stormwater management is critical to ensuring that Council maintain a safe, healthy, and well-functioning urban environment. Throughout the quarter, Council inspected and actioned the following stormwater infrastructure:

- 23 pipes were relined, 15 pipes were patched and 3 pipes were replaced
- 18 pits were structurally upgraded
- 7 detailed flood investigations were completed, and
- 421 customer requests were investigated and responded to.

Waste and resource management

More than 3 million bin collection services were provided during the quarter and 169,064 transactions were recorded at Council's Resource Recovery Centres.



Our Resilient Economy

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



\$5.7 million

in revenue for Sunshine Coast holiday parks



49,391

guests attended 23 major events, which generated approximately \$36 million in economic activity for the region



3,142

businesses accessed specialist advice and information



\$97.9 million

or 69.3% of the total available purchasing spend for the quarter went to local businesses

Economic development

Council provides industry and businesses support through a variety of methods including business support programs, workshops, place activation, consultation sessions with industry, supporting and sponsoring key stakeholders in the delivery of events and forums, investment attraction and event sponsorships. During the quarter, key initiatives undertaken included:

- 10 events were delivered, involving 290 participants and participation at the Queensland Small Business Commissioner's Small Business Friendly Conference, business planning and procurement workshops
- 112 industry guests comprising local businesses, investors and government were in attendance for the Venture Forward Business Breakfast on 22 May 2024
- 514 businesses across the region received tailored and specialist advice through the Local Business Support Program
- 784 businesses received support through the Place Activation program which included 10 key events in Nambour, Mooloolaba and Caloundra and attended by more than 10,000 people, and
- 900 participants attended the 2-day film showcase program Sunny Coast Showdown Showfest on 21 and 22 June 2024.

Sunshine Coast Regional Jobs Committee

The Sunshine Coast Regional Jobs Committee is an initiative funded by the Queensland Government which aims to support workforce and skilling needs in the region. The committee includes members from Council, UniSC, TAFE, schools as well as business leaders from Kilcoy Global Foods, Tony Kelly Restaurant Group, Country Chef, Sunshine Coast University Hospital, and Construction Skills Qld. The committee has met on 4 occasions and supported 4 Local Workforce Forums to gather input from industry on workforce challenges and opportunities. The feedback from the sessions will be used to create an action plan which is anticipated to be released in July 2024.

Future Skills Summit

In a partnership between Council, TAFE Queensland and Study Sunshine Coast, the inaugural Future Skills Summit was held on 30 April 2024 at TAFE, Mooloolaba.

The Summit was a dynamic and forward-thinking event designed to equip young minds with the critical skills and insights required to thrive. The Summit aimed to revolutionise how we prepare our students for the challenges and opportunities of tomorrow. One of the core tools used during the Summit was immersive workshops, which covered a diverse range of topics spanning from

artificial intelligence and robotics to sustainability and creative problem-solving.

The hands-on sessions provided students with a unique opportunity to engage with cutting-edge technologies and explore innovative ideas in a supportive environment. In addition to workshops, attendees heard from inspirational keynote speakers who are experts and thought leaders across various industries.

Buy Local Day

Sunshine Coast Buy Local Day was held on 22 June 2024 and was a culmination of an 8-week multifaceted campaign that leveraged social media, traditional media and local networks to inspire consumers to support their favourite local businesses. Council collaborated with Chambers of Commerce and Industry Groups to encourage businesses to get active on Buy Local Day with special offers and store activations. Several Chambers of Commerce activated their business precincts on the day and reported higher than usual foot traffic. Buy Local Day's purpose instilled local sentiment and influenced long term consumer spending habits that support Sunshine Coast businesses.

Buy Local Day was delivered with assistance provided through the Queensland Reconstruction Authority's Disaster Recovery Funding Arrangements.

The month of May was also Queensland Small Business Month and a timely reminder to consumers to support our local businesses because each transaction strengthens our Sunshine Coast economy now and into the future.

'The Aussies'

The Australian Surf Life Saving Championships, better known as 'The Aussies', was held from 13 to 21 April 2024, across 4 Sunshine Coast beaches – Maroochydore, Alexandra Headland, Mooloolaba and Coolum.

More than 8,100 surf sports competitors from 222 surf clubs across Australia attended the event with competitors in the youth events aged as young as 12 years old through to masters which has competitors up to 87 years old taking part.

Many of the competitors, officials and supporters stay in our region after their competition comes to an end to experience the Sunshine Coast's warmer waters and great food and hospitality. The estimated economic contribution to the region is approximately \$20.7 million to the local economy.

Holiday Parks

Council operates 6 holiday parks across the region, offering low cost accommodation options in prime tourist locations.

This quarter, holiday parks hosted 28,341 visitors and operated at an average occupancy of 68 per cent, which is slightly down in comparison to the period in the previous year. This is attributed to the inclement weather experienced across South East Queensland early in the quarter.



Our Service Excellence

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



93%

of development applications assessed within statutory timeframes



1,611

building approvals issued with a construction value of \$584.9 million



60,272

customers were assisted through the development and customer contact centres



\$25 million

invested into our local road network to rehabilitate and resurface 62.9kms of road with a total area of 100,554m² for the safety of our community

Customer and community relations

Council assisted more than 60,200 customers through our development and customer contact centres across a range of methods, including SMS's, phone calls, visits to the counter and email and web queries.

Online transactions continue to increase for services such as waste, with phone and email still being the preferred choice of contact by customers.

Development services

This quarter, Council 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 skills shortage in the construction industry.

At the Ordinary Meeting in May 2024, a range of new and amended fees were adopted for the Development Services Register of Cost-recovery Fees and Commercial Charges 2024-25. These fees resulted from a detailed activity-based costing exercise and benchmarking against other local governments.

Development Services completed a review of the suite of development advice services to

assist customers in identifying what supporting information is required to lodge an application and in doing so, improve the quality of applications and save the customer money. The service will help customers clarify processes and timeframes, advise of the relevant legislative and planning scheme requirements, and identify any specific technical issues at any stage of the development journey.

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. In addition, the following activities occurred during the quarter:

- 2,195 people were engaged through the Responsible Pet Education Program via 30 education pop ups, 5 community engagement events and shows, 19 Smart Paws Kindy visits and 4 Smart Paws Junior visits, and
- 400 Responsible Pet Ownership booklets and 200 Cats on the Coast booklets were provided to vets, pet shops, pet parlours, dog trainers with puppy pre-school classes, real estate agents and the Sunshine Coast Animal Refuge.

Road network management

Through the Road Resurfacing and Rehabilitation Program, Council continues to manage our local road network assets for the safety of our community. During the quarter, \$25 million was expended on the program and 41 projects were completed, including 7 rehabilitation projects at:

- Sanderling Street and Quarrion Court, Aroona
- Minchinton Street, Caloundra
- Blackall Terrace, Nambour, and
- Quanda Road, Lysaght Street and Focal Avenue, Coolum Beach.

Project Delivery

Nambour United Football Club

The Nambour United Football Club is home to 350 players aged 5 to 70 who are benefiting from the club's new lease of life following the \$1.7 million clubhouse and facilities upgrade, which was completed in April 2024.

The project is a boost for the football club and also the weekend Yandina Community Markets, which it hosts. The upgrade includes new public amenities, 4 new changerooms, improved access for all abilities, a separate area for umpires and a first aid room. The refurbished clubhouse also boasts a new club administration office and uniform store, with a solar system to offset electricity costs.

Council provided funding of more than \$1 million and proudly partnered with the Australian Government, which contributed \$400,000 through its Local Roads and Community Infrastructure Program, and the Queensland Government, which provided \$204,000 towards upgrading the clubrooms. The Nambour Yandina United Football Club also contributed \$33,000 to support the project.

Honey Farm Sport and Recreation Precinct

The Honey Farm Sport and Recreation Precinct at Meridan Plains earthworks commenced during the quarter. The major regional sporting, recreation and community precinct will feature purpose-built sporting fields and ovals for football (soccer) and cricket, hardcourt activities, disc golf, playgrounds, active youth and play spaces for biking, skate boarding, nature trails,

wetland experiences, dog-friendly facilities and opportunities for community events.

The works under this contract are anticipated to be completed by April 2025, weather and site conditions permitting. Council is working towards the sports precinct being operational by 2026.



Our Outstanding Organisation

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



91%

of Council's total electricity consumption was offset by the Sunshine Coast Solar Farm



10

awards were received during the quarter

Digital Information Services

Council continues to invest in its Cyber Security Program based on industry standards, ensuring safe and secure digital services are maintained for employees and our community.

During the quarter, Council established a dedicated data and artificial intelligence service in support of process efficiency opportunities and more effective customer experience for the community.

Elected Council

The 2024 Local Government Election was declared on 2 April 2024, with Rosanna Natoli elected as Mayor of the Sunshine Coast Council. At the Special Meeting on 11 April 2024, Councillor Maria Suarez was appointed Deputy Mayor.

Councillor Portfolios

A Councillor Portfolio system was adopted at the Ordinary Meeting in May 2024 to provide Councillors with an opportunity to develop a heightened level of knowledge, leadership and representation across the region in a specified area of responsibility.

The Council portfolio system is in alignment to the 5 goals outlined in Council's Corporate Plan and the associated regional strategies. Each portfolio has 2 Councillors assigned to it to share allocation of portfolio responsibilities. Councillor Portfolios established are as follows:

- Region Shaping Projects, Regional Advocacy

and Intergovernmental Relations – Councillor Rosanna Natoli

- Strong Community – Councillor David Law and Councillor Taylor Bunnag
- Environment and Liveability – Councillor Maria Suarez and Councillor Tim Burns
- Resilient Economy – Councillor Terry Landsberg and Councillor Joe Natoli
- Service Excellence – Councillor Winston Johnston and Councillor Christian Dickson
- Outstanding Organisation – Councillor Ted Hungerford and Councillor Jenny Broderick.

Finance and procurement services

2024-25 Budget

Council handed down its 2024-25 Budget at its Special Meeting on 20 June 2024 and while the budget prepares the region for growth and a bright future, it provides a renewed focus on supporting our community now.

The community is at the heart of the budget with a focus on community spaces, parklands and infrastructure for all. It focuses on transport, roads, pathways and community facilities, ensuring smoother travel and better sports and community spaces. Residents are supported through increased pensioner concessions, initiatives for housing and family violence prevention and programs to shape a healthy, connected community.

The budget was designed to benefit all residents

from the north to the south, east to west and everywhere in between. The budget includes:

- \$391 million to develop a strong community
- \$289 million to maintain and enhance our environment and liveability
- \$37 million to build our resilient economy, and
- \$140 million to deliver service excellence.

Governance

Operational Plan 2024-25

Council adopted the Operational Plan 2024-25 at the Special Meeting on 20 June 2024. The Operational Plan 2024-25 identifies 86 activities and 31 service outputs that will be the basis of regular progress reporting to our community.

People and Culture

As part of Council's commitment to creating a safe and inclusive workplace, the following training modules have been delivered to both leaders and staff:

- Creating respectful workplaces
- Managing team wellbeing, and
- Bystander training.

In addition, Council has continued to offer On Country Cultural Awareness, Governance and Cyber Security training and had specific leadership modules on Service Excellence, Influence and Emotional Intelligence.

Awards

Council and Council employees were recognised state-wide and nationally with 10 awards during the quarter:

- Council, as one of 13 local governments participating in the Land for Wildlife South East Queensland program, won the 2024 Local Government Managers Australia (Qld) Awards for Excellence in the Collaboration category.
- Council's Sunshine Coast Ecological Park master plan was the winner of 2 categories at the Australian Institute of Landscape Architects Queensland 2024 Awards:
 - Excellence Award for Parks and Open

Space, and

- Landscape Architecture Award for Landscape Planning.
- Council was the winner of 3 awards and received a commendation at the Parks and Leisure Australia Queensland Regional Awards:
 - Buderim Village Park won Park of the Year Award
 - Sunshine Coast Ecological Park won the Strategic and Master Planning Award, and
 - Employee, Stacey Bentley won the David Aldous Emerging Leader Award, and
 - Sugarbag Recreation Reserve received a commendation in the Community Facility of the Year Award.
- Council employees Jane Willis and Hayley Wright were recognised as Queensland Disaster Resilience Champions by the Local Government Association of Queensland for their individual contributions to impacted councils during South East Queensland severe thunder storms and tropical cyclone Jasper.
- Council was announced second place in the Local Government Managers Association (LGMA) Management Challenge, announced at the LGMA Awards for Excellence Gala.

Connecting with Council

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

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

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

Follow Council on:



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

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

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

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



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

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Environmentally responsible. Locally sourced.









Operational Plan Activities Report Quarter 4, 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	100%			During the 2023-24 financial year, Council has been actively engaged in the development of the State Government's Olympic and Paralympic Games Legacy Strategy, Elevate 2042, released on 10 November 2023. The four transformational themes and focus areas within Elevate 2042 align well with those identified in our Sunshine Coast 10+10+ Legacy Vision. Council is now involved in progressing the Elevate 2042 Implementation Plan.
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	100%			Project validation reports for all 3 projects were completed by Council and approved by the State Government. Final venue investment decisions and public announcements were made by the State Government on 17 May 2024 and the federal funding agreements between Council and the State Government established. The Sunshine Coast Stadium expansion project went out to tender this quarter and works are planned to commence in October 2024. The Sunshine Coast Indoor Sports Centre and Mountain Bike Centre projects will commence in 2025 as planned.
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	100%			Healthy Sunshine Coast has continued to enjoy strong membership growth with close to 5,000 registered members as at 30 June 2024. Participation numbers in classes continue to increase and all the current providers have expressed interest in continuing their involvement in the program in the new financial year. Marketing strategies are being explored with the aim of generating even more growth for the program.
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	100%			A new storage facility for lifeguard equipment has received funding and approval to be constructed at Coolool North. Bokarina Beach lifeguard service will include a winter school holiday weekend service during June and July 2024, and roving patrols will be conducted as part of this service to cover the adjacent coastal stretch, including Wurtulla 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	100%			The RideScore Active School Travel Program continued for schools in term 2. A total of 2,156 students registered across 11 local state primary schools, including an additional 109 new registrations. A total of 28,165 cycle and scooter trips were undertaken during the quarter (a trip includes travel both to and from school), assisting in the reduction of school precinct traffic congestion and improving safety surrounding the school. The 'Move it in May' ThinkChange Workplace Challenge event was held between 29 April and 31 May 2024, targeting commuters across Council worksites and the broader Maroochydore CBD precinct in conjunction with business partners. In the period between April and June 2024 there were 1,550 recorded bike trips by Council staff utilising the end of trip facility at Sunshine Coast City Hall. The promotion had a positive impact on increasing the number of commuters using sustainable transport to get to and from work to reduce pollution and traffic congestion. The ThinkChange Program supported the Nirimba State Primary May Winter Festival Event and attracted 115 bikes and scooters utilising the valet bike parking service to encourage sustainable travel to the event.
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	100%			The Nambour-Yandina United Football Clubhouse upgrade was completed and officially opened in April 2024. Civil works at Honey Farm Sport and Recreation Precinct are progressing on time due to improved weather conditions. Council was successful in receiving \$700,000 through the State Government's Minor Infrastructure and Inclusive Facilities Fund for a new inclusive clubhouse at Baringa and upgraded amenities in the Nambour Showgrounds equestrian precinct.
1.1.7	Progress implementation of the Honey Farm Sport and Recreation Precinct with a focus on preparing the fields and facilities to activate the designated sporting uses.	01/07/2023	30/06/2024	100%			The bulk earthworks and buried services work at Honey Farm Sport and Recreation Precinct is back on track after being impacted by wet weather in early 2024. Water and waste water work is due to commence in late 2024, with other work packages moving through procurement. Activation of the soccer precinct is still anticipated in early 2026.

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	100%			Stage 1 works at the Kawana Aquatic Centre are complete and the new program pool is fully activated with positive community feedback received. Stage 2 works including demolition and rebuild of the main administration building commenced in early June 2024, with works due for completion in early 2025.
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	100%			Libraries continued to grow engagement with the community in all areas. When compared to the previous year, library visitation increased by 11%, physical loans increased by 1%, digital engagement increased by 77% and membership increased by 13.5%. The Future Engineers program was successfully launched this quarter with 99 attendees. The Heritage Library has 5 new volunteers, delivered 2 successful school events and 2 in-house community programs. Libraries conducted their annual customer satisfaction survey this quarter with 983 respondents giving a high satisfaction rating of 95%. Weekly Storytime and Rhymetime attendance remained strong with 5,709 people attending the 201 sessions.
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	100%			<p>The cemetery plan prioritised actions for financial year 2023-24 were progressed throughout the quarter, including:</p> <ul style="list-style-type: none"> meeting with the Community Reference Group to discuss and provide input into the final draft of the Kulangoor Cemetery Masterplan publication of content on Council's website informing the community on services and information relating to end of life to assist our community at their time of need, and expansion of offerings for current memorial and lower cost burial options. <p>Additionally, after 114 years the Caloundra Cemetery closed for new adult burials. However, Council will continue to offer children burials, ashes interments, and the option to be interred with a loved one at Caloundra Cemetery.</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	100%			<p>Accessibility improvement initiatives progressed with highlights including:</p> <ul style="list-style-type: none"> • new beach mat and beach trolley for Dicky Beach as part of the Accessible Beach Program • a 4 wheel drive wheelchair for Mary Cairncross Reserve was purchased and will be available for community use in late 2024 • Mobility Mapping was completed in the field for 3 more centres - Coolum, Beerwah and Montville, with online mapping being developed for community use • the design for a playground fence for the all-abilities playground at Kevin Asmus Park, Buddina was completed • significant kerb upgrades at the roundabout intersection of Burnett Streets and Ballinger Road, Buderim were completed to improve accessibility, and • a Disability Discrimination Act compliant picnic setting has been delivered in Glenbrook Downs Park, Nambour to support local residents of the nearby aged care facility and National Disability Insurance Scheme (NDIS) accommodation.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			<p>The Transport Levy supported a range of initiatives including:</p> <ul style="list-style-type: none"> continuation of existing services such as Council Link support of the Kenilworth trial, and the Flexilink bus services in the Hinterland. <p>The Transport Levy funded the following:</p> <ul style="list-style-type: none"> delivery of a two-year trial to extend bus route 631 to better serve Yandina the scheduled upgrade of bus stops across the region to ensure they meet the Disability Discrimination Act 1992 compliance requirements, and the delivery of ThinkChange, Council's Travel Behaviour Change Program and the RideScore Active Schools Program across participating schools. <p>The Levy contributed to the Detailed Business Case for Sunshine Coast Public Transport project, which is being led by the State Government in collaboration with Council as a funding partner.</p>
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	100%			<p>Implementation of the ParkSmart Program continues and focuses on reducing the exposure to risk, making patrols more efficient, broadening employment opportunities, and allowing the team to absorb the growth in demand without the need for more resources.</p> <p>The static camera trial continues at Buderim Mountain State School and will continue for the remainder of the 2024 school year to establish the reliability of the cameras in all seasons.</p>
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	100%			<p>Staging and methodology options to guide the repurposing of the Nambour Administration Buildings have been developed with finalisation targeted for early 2025, including an alignment of prioritised scope and available budget. Planning, design and construction of sequenced works will then occur over multiple financial years. Early works on the Eddie De Vere building are due to be undertaken in Quarter 1 and 2 of 2024-25 to create community and corporate enhancements.</p>

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			The Caloundra Administration building refurbishment works have advanced significantly by local firm Hutchinson Builders. Internal demolition on all levels was completed, including creation of new multi level entrance and tiered seating void. Activities on structural preparations for the existing building and entrance expansion are well advanced. Project control measures and governance are functioning effectively to monitor plans relative to actual time, cost and scope. The preliminary Operational Management Plan for the building is undergoing further development, review and refinement ahead of building reopening. Completion of the building's transformation into a library and community facility with corporate office spaces is forecast for mid-2025 (subject to onsite progress).



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	80%			Work is continuing to develop the Sunshine Coast Stretch Reconciliation Action Plan (RAP) in consultation with the Stretch RAP Working Group which represents all areas of Council and First Nations partners and is expected to be completed by the end of 2024. A RAP Advisory Group, comprising 8 community members and one representative of the Kabi Kabi Peoples Aboriginal Corporation (KKPAC) and Jinibara Peoples Aboriginal Corporation (JPAC), has been established to help guide development and implementation. An expression of interest process to develop new RAP artwork is underway. Council is continuing to build and strengthen partnerships with Traditional Custodian groups and First Nations community stakeholders. Two half-day sessions were hosted with JPAC and KKPAC with a focus on engagement protocols. A successful National Reconciliation Week launch event was held on 29 May 2024 in partnership with TribalLink, Maroochydore Community Justice Group and Munimba-Ja Art Gallery. Planning for NAIDOC Week activities in July 2024 was undertaken with community stakeholders. A sponsorship agreement has been developed to support the continuation of the GATHAA Markets and improve economic outcomes for local First Nations businesses and grow cultural tourism on the Sunshine Coast.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			The Young Leaders Academy meets monthly to build capacity and skills in participatory leadership within young people. Young leaders participated in a Youth Week panel where they shared their lived experience as a young person on the Sunshine Coast. Participants are demonstrating and developing their leadership capacity in different areas including holding a role on the Planning Scheme Community Reference Group, hosts at Council's National Reconciliation Week launch event, and being nominated for the Young Citizen of the Year award at the recent Sunshine Coast Biosphere Community Awards. The mid-program evaluation has provided overwhelmingly positive feedback on the value of the program and its impact on participants. A celebration of young people across the region was delivered during Youth Week from 7 to 14 April 2024 in partnership with several youth organisations and Stockland. This included a range of free activities such as handball, skate and basketball competitions, learn to surf experiences, a colour fun run, and Youth Fest held at Baringa Town Square which featured 21 young bands performing in Battle of the Bands. The youth agency network, Youth Connect, continues to meet to explore opportunities for partnership and initiatives to support young people.
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	100%			The Migrant Business Ready Scholarship program commenced on 14 May 2024 with 13 people participating in 10 workshops to develop their business skills. A Multicultural Jobs Fair and Business Expo was held on 25 May 2024 at Baringa Community Centre in partnership with government agencies, community partners and business owners, with more than 300 participants and 20 exhibitors. The aim of the event was to help migrants find suitable employment and to gain information on the type of businesses and job opportunities across the region. The Multicultural Advisory Group met in June 2024 to discuss opportunities to ensure multicultural communities and needs are represented in the 2032 Games Legacy Strategy. Internal work towards Welcoming Cities has continued and the Welcoming Cities Symposium was attended by 2 members of the Multicultural Advisory Group. Planning commenced for the second phase of the Shine a Light on Racism campaign, identifying key focus and opportunities to engage the wider community, and work is underway to develop a public booking calendar for the Accessible Beaches Program.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			Training, coordination of engagement activity and information sharing were ongoing priorities for the quarter to continue to advance excellence in engagement practice and outcomes. Training and learning sessions for online accessibility, co-design in engagement and collaboration, and choosing the right participation tools for an engagement project were delivered for Council officers. An overview of the Excellence in Engagement Framework, processes and projects was also presented to Councillors. There were 9 projects available for community feedback this quarter, including Glenfields Neighbourhood Park Landscape Plan, Glenfields proposed Dog Exercise Area, Khancoban Drive Park, Sunshine Coast e-bike and e-scooter trial, Community Strategy Refresh, proposed Dark Sky Reserve, new Active Transport Plan, Dick Caplick Park (Eumundi) Playground Structure Replacement and Mount Ninderry Environment Reserve draft Landscape Plan.
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	100%			Council continues to advance opportunities to utilise Council-owned land to realise affordable housing outcomes and identify additional locations in which the State Government could seek to deliver social housing projects.







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	100%			This quarter, a total of \$887,096 in funding was approved for 237 applicants through Major Grants, Regional Arts Development Fund Grants, Councillor Discretionary Funding Program Grants, Individual Development Grants, and Emergency Grants. Council delivered a grant writing capacity building workshop to local heritage organisations and provided support to a broad range of organisations seeking to establish a new partnership or renew and/or extend their existing partnership with Council through the 2024 Community Partnership Funding Program, 2024 Sports Field Maintenance Funding Program, and Environment Levy Partnership Program.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			The draft refreshed Community Strategy was available for broad community consultation between 14 May and 10 June 2024. The community were invited to provide feedback via completing a community survey or feedback template, attending a community session, or entering the photo competition. More than 500 people provided their feedback during this engagement period. Engagement with Council teams was undertaken concurrently during this time. Work continues to review the feedback and finalise the refreshed Community Strategy and renewed 5-year action plan for Council consideration in late 2024.
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	100%			Council's consultant (ARUP) commenced preparation of the background report to inform the new Active Transport Plan. A community engagement process was conducted from 20 May to 17 June 2024 to obtain an understanding of community perceptions about active transport and assist in setting the direction and identifying the priorities of the new Active Transport Plan. More than 480 completed surveys were received during the consultation period.
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	90%			<p>The Caloundra Transport Corridor Upgrade design is 90% complete and final design for the corridor (Section 1: Omrah Avenue to Arthur Street and Section 2: Arthur Street to Nicklin Way / Industrial Avenue) is expected to be completed in Quarter 1 2024-25, with construction of Section 1 scheduled to commence in early 2025.</p> <p>Demolition of 16 properties along Oval Avenue is now complete. Final asbestos decontamination to 5 sites is to be completed in July 2024.</p> <p>The project is awaiting the outcome of a cycle grant funding application valued at \$2.4 million for construction of the active transport pathway on Section 1. Following the withdrawal of Australian Government funding, Council is continuing to work with the State Government to identify potential funding sources to make up the shortfall.</p>
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	100%			The Detailed Business Case (DBC) for the Sunshine Coast Public Transport project is nearing completion in accordance with the Department of Transport and Main Roads program. The DBC is progressing through various State Government assurance review processes.









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	80%			The next generation of the safety plan will take a more comprehensive approach and will appropriately be known as a Transport Network Safety Plan. The existing Road Safety Plan has been reviewed and the draft Transport Network Management Plan has been prepared for internal consultation. The timeline on this plan has been extended due to change in direction from road safety to network safety.
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	100%			Work continues alongside Maleny Neighbourhood Centre and 'Lived Experience' leaders to support community-led response to homelessness. As part of the Lived Experience program, a recruitment process was completed for the next intake into Street Up Speak Up training. During Domestic and Family Violence Prevention Month, Council worked with community partners to deliver the Candlelight Vigil and March at Cotton Tree on 1 May 2024. This event saw a significant increase in participation from the wider community. Council hosted a stall at the Sunshine Coast Lightning game on 4 May 2024, where 4000 purple ribbons were distributed to fans. Star-making workshops were hosted in Council libraries across the region throughout the month of May, creating safe spaces for conversation around issues of violence in our communities. On 23 May 2024, Dr Torna Pitman facilitated a session on Coercive and Conversational Control to raise awareness on the topic and promote safe and healthy relationships. Council also donated 40 phones to DV Safephone to support their initiative to provide a valuable resource to those escaping domestic and family violence.















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	100%			The Horizon Festival's new delivery date of 2-11 May 2025 was announced at an artist event with 154 attendees. The festival is currently in the planning stages with program discussions, site visits, venue and partner negotiations, brand and website refreshes. The program will be finalised in the first quarter of 2024-25, followed by a focus on both the logistics of delivery and preplanning for the 2026 festival. This quarter the festival secured \$70,000 in funding from Arts Queensland. A review of the Horizon Festival is currently underway to explore alternative delivery models.
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	100%			The Sunshine Coast National Art Prize has closed with 452 entries from every state and territory in Australia. This quarter, Caloundra Regional Gallery had 4,630 attendees, three exhibition changeovers and 17 public program events. A total of \$95,000 was distributed to 17 successful Regional Arts Development Fund grant recipients in the April 2024 round. The projects have a value of \$353,736 representing \$3.50 in value to the community for every dollar invested.
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	100%			Our heritage facilities increased visitation by 19% in the 2023-24 financial year when compared with last year, reaching a total of more than 12,000 visitors, with the help of our popular heritage talks, Australian Heritage Festival events and 20 educational programs. The Historian in Residence program delivered new research into Sunshine Coast cemeteries and Bankfoot House personalities. Support for our museum network continued with two training workshops, marketing, grants advice and the completion of conservation or interpretation reports for three community museums to assist planning, collections management and exhibitions.

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	80%			Council continued to progress the State Interest Review of the proposed planning scheme by responding to requests for further information and working collaboratively with the State Government to discuss and, where possible, resolve preliminary feedback on the proposed planning scheme. Other key focus areas in this quarter have included briefing the current Council on the proposed planning scheme and ongoing drafting of planning scheme policies that support the proposed planning scheme. It is anticipated that the State Interest Review process will remain ongoing into the next quarter with potential implications for the timing of the next project phase (formal public consultation).
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	100%			The Palmview Infrastructure Agreement No.2A, the Infrastructure Agreement with the State Government and the Transfer Deed are in the process of being executed by the parties to enable the continuity of residential lot supply and the ongoing delivery of the Palmview development.
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	100%			Council continued to engage with the State Government on implementation of policies contained in the updated South East Queensland Regional Plan. Council is actively engaged in one sub-committee on urban heat impacts and await State Government commencement of a further 4-5 working groups. Council has provided relevant data in support of the upcoming release of the 2024 Land Supply and Development Monitoring Report.
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	100%			Council is continuing to work in collaboration with the State Government to progress the planning for the Beerwah East South East Queensland Development Area under the South East Queensland Regional Plan, which strengthens the commitment of the State Government to the development of Beerwah East and acknowledges the importance of Beerwah East to accommodating the region's future population growth.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			Ongoing promotion and advocacy for the protection of the Regional Inter-urban Break continues. Council's Environment and Liveability Strategy website now incorporates a short video outlining the importance of this major green space for the region.
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	100%			The Environment and Liveability Strategy Part C: Network Plan refresh is continuing and intended to be finalised in late 2024. Implementation of the Cascading Climate Risk project in partnership with Noosa Shire Council and critical infrastructure providers continued.
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	100%			The stormwater identification project is complete. Further opportunities for potential marketing of the culvert improvement design and retrofitted inlets are to be identified after discussion with the State Government.
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	80%			Drafting of the Multi-Unit Development Design Guide has progressed this quarter through external workshops with key stakeholders. This project is scheduled to achieve completion by late 2024.
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	100%			Implementation of the Coastal Hazard Adaptation Strategy has continued, including ongoing planning for Maroochydore, Mooloolaba and Golden Beach. Program governance to support implementation has also been established.
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	95%			Council's Local Disaster Management Plan has been refreshed and will be presented for consideration at a future Ordinary Meeting of Council. Community resilience building workshops and Get Ready Schools visits progressed across the region.
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	100%			This activity is complete with the facility operational since 1 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	100%			The Sunshine Coast Resource Recovery Strategy 2023 was adopted by Council at Ordinary Meeting in November 2023 and implementation has commenced.
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	100%			Implementation of the 2023-24 Environment Levy Program continued. A 17-hectare property at Ilkley was acquired, further expanding the Tall Gums Environment Reserve at Tanawha.



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 La Balsa Park and Point Cartwright Reserve Master Plan is complete and was endorsed at Council's Ordinary Meeting in August 2023. Future Capital Works projects and operational processes are being planned resulting from the recommendations of the master plan, some of which are scheduled for 2024-25 financial year.
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	100%			<p>The Maleny Weed Demonstration Site continues to progress with a recent successful community information day receiving positive feedback.</p> <p>Ongoing discussions are occurring with the State Government in relation to the Witta Demonstration Site to ensure the site is maintained after the project end date (June 2026). A community information day is planned for August 2024.</p> <p>An artificial intelligence proof of concept trial was published with Queensland University of Technology in Remote Sensing for the Broad Leaf Pepper Project. Communication material to promote the outcomes of the project is being developed.</p> <p>Ongoing works were completed for the Mooloolah River Cats Claw Herbicide Capsule Trial.</p> <p>The Environmental DNA (eDNA) Trial is progressing with the University of Sunshine Coast. The trial is undertaking lab testing to detect genetic material from leaves of weed species.</p> <p>A poster submission for the Invasive Weeds Project was accepted at the Australasian Weeds Conference to promote the outcomes of the project to date.</p>



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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%			Implementation of the endorsed conservation plans commenced during the quarter.





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	100%			Implementation of the Blue Heart has continued including the approval of the Blue Carbon Farming Trial by the Clean Energy Regulator, making this trial the first project in Australia to be registered under the Blue Carbon method.
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%			Implementation of the Sunshine Coast Ecological Master Plan is progressing. The project won awards at the Parks and Leisure Australia regional awards and the Australian Institute Landscape Architecture Awards.
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	90%			<p>The overall project progress has reached 90%. Landslip Package 1, which includes 3 projects was successfully completed. Landslip Package 2, consisting of 9 projects, is at 86% completion, with 6 projects fully finalised and 3 in active progression. Package 3, with 2 projects, is at 95% completion. Package 4, encompassing one project, has achieved 90% procurement completion. Additionally, unsealed roads works have been fully completed, while drainage works were concluded in May 2024. Sealed roads works are presently at 65% completion.</p> <p>The project encountered delays due to continuous rain events since November 2023, as well as necessary design revisions and landowner access.</p>





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	100%			<p>Multi-year placemaking initiatives progressed with significant highlights including:</p> <ul style="list-style-type: none"> • Stage 2 Cribb Street, Landsborough construction progressed, with practical completion anticipated in Quarter 1, 2024-25 • Memorial Drive, Eumundi Streetscape project construction was partially delayed due to increased construction costs realised through the tender process, and consequential budget and scope considerations. Commencement is anticipated for Quarter 1, 2024-25 • the Nambour Place Plan is progressing to detailed design with a focus on works on the corner of Mill Street and Curry Street as a budgeted priority • Maple Street, Maleny has completed design with tender proposed for Quarter 1, 2024-25 financial year • Ocean Street, Maroochydore refresh is progressing to detailed design with minor streetscaping improvements which are planned for delivery in Quarter 2, 2024-25 • Lorraine Avenue, Marcoola design was finalised with construction postponed until Quarter 3, 2024-25 in response to site constraints posed by private development works adjacent to the site, and • Coolum Connections has completed early concept exploration with targeted community engagement proposed for Quarter 1, 2024-25.

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	100%			The Sunshine Coast Street Tree Master Plan refresh project has continued to progress with project planning and community engagement documentation finalised.





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	100%			Biosphere implementation continued and included the inaugural Sunshine Coast Biosphere Community Awards celebrating diverse contributions of individuals and organisations.
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	100%			Park tree guidelines to be included in expanded scope of the Street Tree Master Plan refresh project. Initial scoping of an Urban Cooling Strategy (replacing the Urban Forest Strategy) has commenced.

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	100%			Review and consultations were undertaken to explore connecting the Battery Energy Storage Systems at the Nambour Resource Recovery Centre and Sunshine Coast Solar Farm resulting in identified constraints for this financial year. Alternate sites are to be explored in 2024-25 financial year.
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	75%			Stage 2 of the tender process was released to the market in February 2024 and tenders closed on 23 April 2024. Evaluation of tenders is in progress and will be finalised in the 2024-25 financial year.





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	100%			The review of the Sunshine Coast Regional Economic Development Strategy 2013-2033 and associated 5-year Implementation Plan was successfully completed with Council endorsing the refreshed document at the Ordinary Meeting in October 2023. Implementation of the refreshed strategy is now underway.
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	90%			Discussions have continued to progress with Visit Sunshine Coast to finalise their funding deed. It is anticipated the deed will be considered by Council early in the 2024-25 financial year.

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	100%			The Minister for Economic Development Queensland approved the release of the Proposed Development Scheme for the Sunshine Coast Airport Priority Development Area for community consultation in accordance with the provisions of the Economic Development Act 2012. The consultation period commenced on 26 June 2024 and concludes in early August 2024.
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	100%			The proposed new Sunshine Coast Regional Gallery in Caloundra has developed a funding and investment strategy in consultation with the region's arts community representatives. Significant partnership funding will be required to deliver this facility, which the strategy seeks to support. Procurement options are being explored for the gallery's potential design delivery within the 2024-25 financial year. The feasibility, staging and implementation planning for the broader Community and Creative Hub precinct was completed during the quarter, along with design of the first stage of works adjacent to Caloundra Library+ in Bill Venardos Park, with construction due to be delivered in the 2024-25 financial year. Further staged delivery of the precinct is scheduled for future years.

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	100%			As a result of Council's investment attraction activities, a Canberra-based cyber company has set up office at the University of the Sunshine Coast's Innovation Centre. The company runs a sovereign threat intelligence platform which is used by a range of Australian Government agencies. Council hosted an international company looking to establish a managed IT service company and is currently developing their business plan to locate the business on the Sunshine Coast. Mayor Natoli was provided with a tour of 3 hi-tech advanced manufacturing facilities in the Coolum Eco Industrial Estate. The tour of Cure Marine, One Composites and Zone RV facilities showcased one of the region's most advanced manufacturing facilities (including the largest 3D printer in the Southern Hemisphere) and one of the Sunshine Coast's largest advanced manufacturing employers. Collectively the businesses employ 400 staff. This tour was a prelude to further local business expansion plans for this group of companies. Investment outcomes for 2023-24 have an estimated total economic impact to the Sunshine Coast economy (direct and indirect) of \$623 million and 1,934 jobs.
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	100%			Following the adoption of the amended Development Scheme for the Maroochydore City Centre Priority Development Area, preparations commenced to reflect the amendments in the Maroochydore City Centre Infrastructure Agreement and the Maroochydore City Centre Water Infrastructure Agreement.





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	80%			Mooloolaba Master Plan work continues with Stage 2 Central Meeting Place and Southern Parklands Seawall design complete and construction procurement progressing. A decision was made by Council to not proceed with Stage 2 construction until 2025. This information was provided to the public in May 2024 via the Community Reference Group, stakeholder database update and a media release. As per the Ordinary Meeting in January 2024 recommendation, a report was taken to the incoming Council at the Ordinary Meeting in May 2024. The supported resolution approved the completed Stage 2 Central Meeting Place and Southern Seawall design, approved the finalisation of the Draft Mooloolaba Business Activation Plan, authorised the Chief Executive Officer to continue the application processes for the SEQ City Deal under the SEQ Liveability fund, and referred the project to the 2024-25 financial year 10 year capital works budget development process. The 2024-25 budget delivered on 20 June 2024, supported construction commencement in 2025. The Business Activation Plan is currently being finalised and early outcomes being planned. The Mooloolaba Transport Corridor Stage 4 early works have progressed with the demolition of existing buildings and construction of an acoustic wall commenced.
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	100%			The second Vitamin SC Season 3 campaign was delivered this quarter and generated 80 leads. The Thriving Business Community advertisement performed strongly, generating 57 of the 80 new leads. Analytics show clients viewing the adverts are from target industries including information technology consulting and services, business consulting and services, technology, and construction. The Country Chef Bakery Co blog was published on Council's Invest website in May 2024 and promoted through organic social media platforms Meta and LinkedIn, and the monthly e-newsletter. All investment attraction marketing undertaken outside the region this quarter resulted in 215 new leads.





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	100%			Council hosted the Department of Foreign Affairs and Trade including Consul-Generals, Deputy Consuls-Generals, Honorary Consuls and Trade Commissioners from China, Germany, India, Italy, Japan, Nauru, Papua New Guinea, Korea, United Kingdom and Canada. The program included an overview of local investment and trade opportunities and a presentation from a successful local exporting company as well as site visits to other local exporting businesses. A workshop on artificial intelligence (AI) in manufacturing was held for 17 local businesses where topics including intellectual property relating to AI and the regulations businesses need to comply with. Export video testimonials from Cure Marine, Zone RV and One Composite were produced and will be showcased in Council's Invest Sunshine Coast Toolkit. The 2024 Premier of Queensland Export Awards sponsorship agreement was signed between Trade and Invest Queensland and Council. Five local businesses submitted applications to the 2024 Premier of Queensland Export Awards including The Laundry Lady, Advanced Aquarium Technologies, Ozzi Kleen, Silver Sea Seafoods and I'm Plastic Free.

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	100%			Caloundra Indoor Stadium unveiled the new Sunshine Coast Lightning mural in May 2024, hosted the State Championships for Gymnastics and Volleyball, Brazilian Jiu Jitsu Sunshine Coast Championships, and the Antiques and Collectables Show. Maroochydore Multi Sports Complex hosted the Queensland 10-12 years State Championships and Schools Cross Country in May 2024, and Streetsmarts Australian Football League Queensland Primary Schools Cup. The Nambour Showgrounds held the 2024 Ray White Nambour Rodeo in May 2024, Collectorama and the Sunshine Coast Agricultural Show in June 2024. Sunshine Coast Stadium hosted the NFL Flag Come and Try Day, the Under 20's International Rugby Championship, Sunshine Coast Colour Frenzy Fun Run, and Sunshine Coast Falcons 2024 home games. Venue 114 was host to the Sunshine Coast Community Biosphere Awards, Burlesque L'Amour, and Shannon Noll. Altitude Nine held the launch of ForwardFest. The new Community CoLab space at Sunshine Coast City Hall was also officially opened in May 2024.
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%			The Sunshine Coast Events Board recommended a review and update of the Sunshine Coast Major Events Strategy 2018-2027 after 5 years, to keep up to date on evolving regional and wider events. The review was undertaken, with the 'refreshed' strategy for 2023-2028 adopted at Council's Ordinary Meeting in August 2023. Implementation of the refreshed Strategy 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	100%			On 13 April 2024, 19 students graduated from Study Sunshine Coast program 'Project Global Citizen' as part of the student employability and engagement project. The program offers students the opportunity to participate in a 5-week blended learning opportunity designed to radically improve cultural competency skills for studying, living and working across diverse cultures. Study Sunshine Coast engaged with AusID to host a psychometric, personality profiling workshop for 15 international and domestic students at TAFE Queensland Mooloolaba Campus. Students from UniSC, TAFE Queensland and local high schools engaged in the program aimed at assisting students in gaining sustainable employment through a fun and engaging program aimed at helping students understand how they fit within a workplace. A total of 12 students successfully completed first aid training course at TAFE Queensland's Mooloolaba campus, receiving their First Aid Certificate as part of Study Sunshine Coast's Student Employability and Industry Engagement Program.
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	100%			The Local Business Support Program delivered specialist advice to 514 businesses across the region. Events delivered in support of the Regional Economic Development Strategy involving 290 participants included the Queensland Small Business Commissioner's Small Business Friendly Conference, business planning and procurement workshops, and Buy Local Day information sessions. Delivery of 10 key events in Nambour, Mooloolaba and Caloundra attracted more than 10,000 attendees. The ferris wheel has returned to Kings Beach from 10 May to 21 July 2024, with local businesses encouraged to leverage this activation via collaborative advertising and competitions. An 8-week Social Media Mastery Program was delivered to 21 businesses to develop their social media capabilities and social strategies. Nambour activation included collaboration with the Nambour Rodeo, Sunshine Coast Agricultural Show and Queensland Garden Expo. Nambour businesses benefited from after parties and direct promotion to event attendees. Council is working with the Mooloolaba business community to deliver priority projects including feature lighting, event activations, and promotional support that can be delivered pre, during and post construction of the Mooloolaba Foreshore Revitalisation project.

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	90%			Preparation of the final draft Strategic Asset Management Plan progressed and will continue into the new financial year.
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	95%			<p>A range of significant construction projects progressed during the quarter, including the Caloundra Library+, Honey Farm Sport and Recreation Precinct, Stringybark Road Pedestrian and Cycle Bridge, Charles Clarke Park Revetment Wall and the Outrigger Park Boat Ramp and Carpark at Mooloolaba, contributing to some great results in the final months of the 2023-24 financial year. However, ongoing wet weather, high construction cost challenges and navigating the caretaker period impacted the delivery of a range of projects across the year.</p> <p>The final year result saw 95% of Council's \$332.7 million Capital Works Program being financially expended, which exceeds our annual target of above 90%. The Core Capital Program has expended 85% of the budget.</p>



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	90%			<p>Council continued its customer centric approach during the quarter by progressing key initiatives, including:</p> <ol style="list-style-type: none"> 1. The redevelopment of our website homepage in readiness for public launch in July 2024. The new design was informed by data, industry expertise and customer experience, providing a more seamless and enriched user experience. 2. Transition of development services calls to Council's centralised customer contact team, to support increased service coverage while maintaining technical customer support. 3. Streamlining of customer email requests to provide a more consistent experience. 4. Reviews of Council's service performance and actions to drive improvement in experience and responsiveness. 5. The launch of customer experience training to all leaders and their teams. <p>Development of the Customer Experience Roadmap progressed during the quarter with outstanding actions incorporated into the program of work for the 2024-25 financial year.</p>

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	100%			<p>Actions from the Smart City Framework Implementation Plan continue to be progressed across all 5 pathways and include:</p> <ul style="list-style-type: none"> • provide Smart Infrastructure Manual input to major projects, e.g., Caloundra South and Birtinya Town Centre. • Data Trailer service was used by several branches to inform projects and policy relating to: the Regional Dog Exercise Plan, parking, and people counting in the Maroochydore City Centre. • Smart Infrastructure Manual 2024 is informing capital works projects and operational planning across Council, and • evaluations of the innovation pipeline progressed focusing on high-value and short timeframe to deployment at scale.

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	100%			Outcomes from the sustainable service planning program have been embedded within the 2024-25 budget that was adopted on 20 June 2024. Additional insights are informing the research and development of the proposed draft Organisational Excellence Strategy to further consider the 10 trends most likely to impact Council services over the next 10 years and how they may need to adapt to continue to meet community need and maintain financial sustainability.

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	100%			<p>Council's 2023-24 adopted budget as assessed by Queensland Treasury Corporation was rated as having 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 improvement 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	100%			<p>The 2023-24 financial year program of work was finalised. A number of software systems were rationalised during the year, resulting in ongoing cost savings. Planning for technology required in the community spaces and workplaces of the Caloundra Library+ and office redevelopment was a focus during the last quarter. Connectivity and audio-visual was provided at Council venues, including the new Community CoLab located at City Hall. Council's Cyber Security capability was further strengthened, reducing potential impact on provision of services to the community.</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	90%			<p>Work is continuing to identify opportunities to improve Council's approach to procurement. Initial discussions have taken place with Unity Water to investigate possible opportunities to work collaboratively. Meetings with similar organisations were unable to take place this financial year. Opportunities for this to occur will be investigated early in the 2024-25 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	80%			The People Plan will be an important deliverable for the 2024-25 financial year. Substantial preparatory work on the People Plan was undertaken which completed the work required for the 2023-24 year. With appointment of a new Head of People and Culture and the development of the Organisational Excellence framework, the next stages of the People Plan will be completed in the 2024-25 financial year.
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	100%			Council continues to reshape the way it views workplace health and safety for the remainder of the 2024 and is in a strong position to deliver what's important to our employees and the community. Critical risk management has recommenced with a focus on field-based observations with an end-user experience at hand. The team have completed the first pilot and will seek sign off and implement new controls in the field. Listening sessions have also been undertaken and recommendations have been approved and are underway.
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	100%			Maroochydore relocations were finalised in Quarter 1 of 2023-24. Temporary staff movements at Caloundra have been completed and will remain in place until the new Caloundra Library+ facility opens (forecast mid-2025). The Nambour Administration Buildings have retained additional activity based working spaces through the reuse of furniture and technology ahead of proposed more substantial redevelopment in future years. The refresh of the Depot and Satellite Sites Strategy has advanced with internal stakeholder engagement and data analytics. Future Council service provisions are critical inputs to the strategy refresh and are expected in the 2024-25 financial year.

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	85%			The 2023-24 Audit and Risk Program of Work continues to be progressed. At year end, 2 reviews are progressing to final report, one review is in draft report stage, one review has been deferred to 30 June 2025; one review is delayed due to resource availability, and one review is in fieldwork.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
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	100%			The Legal Services team has provided advice to support the effective management of Council's legal risks 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	90%			The Risk Management Policy and Risk Management Manual are in the final stages of the approval process. The Strategic Risk Register has been reviewed and completed for this financial year.
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	100%			The 2024 local government elections have concluded with the final poll for Sunshine Coast Regional Council declared on 2 April 2024. Feedback on the process and function of the elections was passed onto the Electoral Commission of Queensland.
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	90%			A draft Electric Vehicle (EV) transition plan has been developed that reviewed the total cost of ownership, supply chain availability and Council readiness for EV transition across several scenarios. The initial analysis has resulted in a short term focus on fleet reduction by enhancing vehicle utilisation and considering different service delivery options prior to further progressing EV transition at scale.
5.3.6	Embed climate change into our operational and asset planning processes to inform our everyday business.	01/07/2023	30/06/2024	100%			The Operational Plan 2023-24 incorporates alignment to the United Nations Sustainable Development Goals (SDGs) as well as specific climate related actions that will cascade into service and individual planning. In addition, becoming climate ready has been identified as a key pathway in the proposed Organisational Excellence Strategy that is currently in the research stage, this is intended to further embed climate risks and opportunities through all business areas with clear objectives and actions. A key input into this strategy will be the critical infrastructure workshops that have been assessing climate risk scenarios and how they would impact service delivery.

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	100%			<p>Council has continued to work with SunCentral Maroochydore Pty Ltd and Walker Maroochydore Developments Pty Ltd to further the development of the Maroochydore City Centre (MCC).</p> <p>Council's application to the Minister for a Ministerial Exemption to facilitate the continuation of a land disposal model is being considered by the State Government for the relevant Minister. Council continues to work with its partners on a number of other matters within MCC, including Athletes Village for the Brisbane 2032 Olympic and Paralympic Games, parking and ongoing land disposals.</p> <p>Council continues to engage with Sunshine Coast Airport Pty Ltd (SCAPL) regarding the existing contractual arrangements. Council has also been facilitating a service arrangement between SCAPL and UnityWater for the maintenance of water and sewerage assets within Sunshine Coast Airport. Public consultation for the proposed Sunshine Coast Airport Development Scheme commenced on 26 June 2024 and will run until 8 August 2024.</p>
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	100%			<p>The infrastructure planning work undertaken will be integrated with Council's relevant regional strategies and ongoing associated advocacy efforts.</p>