

## CEO's Quarterly Progress Report Quarter 4, 2015/2016



*“Delivering on the Vision:  
To be Australia’s most sustainable  
region - vibrant, green, diverse”*

### **Message from the Chief Executive Officer**

*This quarter saw significant milestones achieved by the organisation, building on our existing momentum to ensure we have a sustainable, compelling and effective platform to realise our vision.*

*The Queensland Government released the State Coordinator General’s report accepting the Environmental Impact Statement (EIS) for the Sunshine Coast Airport Expansion Project. This means the project is now a step closer to delivery.*

*Expressions of Interest were invited from investors and developers to be a part of the new Maroochydore city centre which will be the most technologically advanced CBD in the country.*

*Council approved a \$717 million budget for the 2016/17 financial year which focuses on building Australia’s smart region while also delivering the core services which continue to grow a strong community. The council’s budget includes a \$253 million capital works program and a positive operating result of \$30.9 million*

*Council’s Local Government Professional Association Challenge team were named as the 2016 winners of the Australasian Local Government Management Challenge.*

### **Serving our community:**

- 38,469 calls received by our call centre and 9,611 customer visits
- \$180 million or 65% of the total purchasing spend for the financial year has been to local businesses
- 15,566 tonnes of asphalt surfacing across 26 km of the road network
- 68,418 tonnes of waste received and 29,409 tonnes of waste recovered
- Holiday Park revenue to 30 June 2016 is up by \$927,000 (6.8%) on last year and up on budget by \$1,195,000 (9%)
- 12,531 people participated in library programs
- 229 grants totalling over \$715,700 were allocated
- 1,748 building approvals were issued with a construction value of \$309 million; 720 new dwelling houses were approved totalling \$202 million; and 84 multiple dwelling units were approved with a value of \$42.7 million.

## Corporate plan highlights:

### A New Economy

#### Sunshine Coast Airport

The Queensland Government released the State Coordinator General's report during the quarter, accepting the Environmental Impact Statement (EIS) for the Sunshine Coast Airport Expansion Project. This means the project is now a step closer to delivery. Sunshine Coast Council is agreeing to seek a partner to progress the project through Expressions of Interest. The expansion by 2020 is expected to contribute \$4.1 billion to the Sunshine Coast economy.

An invitation was extended to the commercial sector calling for Expressions of Interest to partner with Council in the delivery of the Sunshine Coast Airport Expansion Project.

During the quarter the Sunshine Coast Airport set a new 12-month passenger record with 959,282 people flying in and out of the airport in the 12 months ended May 31, beating the previous record set in January 2009.

#### SunCentral Maroochydore

In June 2016, Expressions of Interest were invited from investors and developers to be a part of the new city centre which will be the most technologically advanced CBD in Australia. The new 53-hectare Maroochydore city centre offers 150,000m<sup>2</sup> of commercial space and 65,000m<sup>2</sup> of retail floor area.

The Expressions of Interest offer a unique chance for those in the professional services, education, research and development, business tourism and civic services sectors to secure a presence at SunCentral Maroochydore and be part of creating a brand new city centre in one of the fastest-growing regions in the country.

#### Draft Caloundra Centre Master Plan

The Draft Caloundra Centre Master Plan progressed during the quarter and identified a draft vision and key strategies. Bringing the vision for Caloundra to life involves implementing a number of strategies and initiatives for the area. The Draft Master Plan

identifies a proposed new urban structure for Caloundra with key strategies including:

- Regional Role
- City of Beaches
- Community Connections
- Destination Centre
- Community and Creative Hub
- Gateway Precinct
- Central Park Urban Village

#### Place Making in the Region

A number of key place making projects have made significant progress during the quarter. The following projects highlight the major project milestones reached:

- Bulcock Street, Caloundra – major drainage works as part of the overall streetscape project
- Evans Street, Maroochydore – switching of traffic onto new carriageway as part of the four lane upgrade. The western side of Evans Street is nearing completion with the final elements of the project being added to the Maroochydore Road intersection
- Maroochydore CBD - civil works are well underway as the city steps closer to being realised. The new gateway into the CBD at the Aerodrome Road intersection with First Avenue is starting to come alive, with the appointment of WSP/Parsons Brinckerhoff/Hassell and their 'green bridge and urban forest' concept
- Palmwoods Master Plan - the next phase of design has commenced with the Town Square schematic design. Construction is due to start mid 2017.

### A Strong Community

#### Coolum Sports Complex Upgrade

Council has worked with the State Government to deliver a \$2.4 million expansion to the Coolum Sports Complex. This upgrade was part of the council's Coolum Sports Complex Masterplan. The new multi-use field caters for a variety of sports, including junior cricket and soccer. The expansion includes a new field, which has a synthetic turf cricket pitch with a junior boundary, a training area, 78 car parks with LED lighting, pathways, smart city field lighting and shade trees.

## Sunshine Coast Art Prize Finalists

The 2016 Sunshine Coast Art Prize received a total of 625 entries. This is a substantial increase of 84% on the 2015 entries. 40 finalists were announced and will be on exhibition at Caloundra Regional Gallery from August 18 to October 2. The winner will receive a \$25,000 cash prize sponsored by Audi Centre Sunshine Coast and Sunshine Coast Council, plus an artist residency.

## National Netball Team

In a Council led consortium that included the Melbourne Storm Rugby League Club and the University of the Sunshine Coast, a licence was secured for a national netball team on the Sunshine Coast. The competition will commence in March 2017 and the team owners are now working towards team colours and name, logos and securing a coach and players. Council will continue to work with the local, state and national netball associations to ensure local player pathways for athletes and the provision of local sporting infrastructure for our community.

## A Healthy Environment

### Pumicestone Passage Action Plan

The Pumicestone Passage and Catchment Action Plan 2013-2016 received a highly commended award at the prestigious Healthy Waterways Awards in early July. Sunshine Coast Council, Moreton Bay Council and 30 other community, industry and government stakeholder groups have stepped in to protect and enhance the iconic passage and its diverse catchment – and their collective efforts have been rewarded. The Pumicestone Passage is an internationally important wetland renowned as a haven for significant species of fish, dugong, turtles, mammals and migratory birds.

## Environment Levy

The Environment Levy program has delivered many opportunities to work collaboratively with the community to protect the lifestyle and environmental values of the Sunshine Coast.

Some of the highlights during the past year include:

- .99 square metres of land per resident acquired for conservation and preservation purposes
- The acquisition of two new land parcels, adding approximately 80 hectares to council's conservation estate
- Continued investment into improving the health of riparian areas along Bells Creek and Maroochy River
- Support for 115 landholders to undertake environmental improvement activities on private lands
- Ongoing partnerships with 22 not-for-profit community groups who have received approximately \$550,000 through the Environment Levy Partnership Program.

## Mary Cairncross Centre

Construction on the Mary Cairncross building renewal project commenced during the quarter with a "sod turning" event. The construction of the new \$4.7 million Mary Cairncross Scenic Reserve Discovery Centre, café and boardwalk will improve council's ability to reflect the conservation values of the reserve. More than 200,000 people visit the Mary Cairncross Scenic Reserve each year and the new centre will improve the experience at this popular destination.

## Service Excellence

### 2016/17 Budget

In June council approved a \$717 million budget for the 2016/17 financial year which focuses on building Australia's smart region – economically and environmentally – while also delivering the core services which continue to grow a strong community. The council's budget includes a \$253 million capital works program and a positive operating result of \$30.9 million.

The 2016/17 budget highlights include:

- \$59 million for environment
- \$63 million for parks and gardens
- \$46 million for economic initiatives and major events, airport and holiday parks

- \$33 million for libraries, galleries and community facilities
- \$100 million to maintain, renew and replace roads, pathways and stormwater assets.

General rates have increased by 2.5%, and Waste Management charges for a wheelie bin by 1.7%. Combined this results in a 2.2% increase which is in line with the LGAQ Council Cost Index.

Combined increases of \$20 for Environment, Heritage and Transport levies were also adopted.

### **Sunshine Coast Solar Farm**

Downer Utilities Pty Ltd was awarded the tender to construct a 15 megawatt Solar Farm located at Valdora. The Sunshine Coast Solar Farm construction will see more than 57,000 PV (photovoltaic) modules installed, close to 1500 support structures and six inverter stations as well as a number of civil and structural works.

The 15MW solar farm, covering 24 hectares of a 49 hectare site will be the biggest solar farm in Queensland.

### **Surf Lifesaving Championships**

The Australian Surf Lifesaving Championships were held in April on the Sunshine Coast and were a huge success for participants and the region. The 'Aussies' are the world's biggest surf sports event, with more than 7,000 surf lifesavers from 313 surf clubs competing in more than 400 events in Youth, Open and Masters categories. Staff from across many areas of Council were heavily involved in the preparation work and daily support services to ensure the event was a success.

### **Sunshine Coast Smart Centre**

Council opened the doors of its first smart centre in Bulcock Street, Caloundra. The Smart Centre showcases real-time results of technology that Council is trialling in the region. It includes smart, energy efficient and new technology solutions, which will enhance the Sunshine Coast's liveability, workability and sustainability. This technology will be incorporated into the Caloundra City Centre streetscape upgrade.

## **An Outstanding Organisation**

### **Organisational Climate Survey**

Council completed its bi-annual Organisational Climate Survey in June. The survey is a key tool for collecting employee feedback to help inform our People Strategy and action planning at the Branch level. The final response rate was 82%, surpassing our 80% target response rate. This resulted in SunnyKids receiving a \$2,638 donation from council (with \$2 being donated for every completed survey).

Results will be communicated with employees in the next quarter through a series of focus groups and information sessions, giving employees the opportunity to share stories and offer insights into key organisational findings. The organisational findings will form part of council's People Strategy for 2016 – 2018.

### **Award Winning Local Government Team**

A team of six employees from across the organisation have achieved national recognition in winning the Australasian Local Government Management Challenge. The council team were victorious against others teams from around Australia and New Zealand.

The annual event is run by the Local Government Professional Association (LGPA) and involves hundreds of local government employees annually – it aims to help maintain and promote problem solving, team work and leadership skills within the workplace.

### **Managing and Developing the Workforce**

Council is operating with a workforce headcount of 1,739 (1,642 council employees and 97 labour hire staff). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

## **Awards**

- The **Place Making Mooloolaba Master Plan** won two Awards at the 2016 Australian Institute of Landscape Architects State Awards held in Brisbane on 3 June. The Awards were in the categories of 'Urban Design' and 'Communities'.
- At the Parks and Leisure Australia QLD Branch Awards on 9 June, Council and the Nursery and Garden Industry QLD were successful in winning the Events Award category for their joint submission for the **Queensland Garden Expo**.

For further information on how we are serving the community and delivering on our corporate and operational plans, refer to the Director reports which follow.

*Michael Whittaker*

**Michael Whittaker**

**Chief Executive Officer**

Sunshine Coast Council





**Coralie Nichols,**  
**Director Community Services**

### A message from the Director

The **2016 Sunshine Coast Heart Week** was one of three finalists in the 2016 National Sports Convention – Australian Sport, Recreation and Play Industry Innovation Awards. The initiative saw council partnering with the health and wellbeing sector in an effort to be the healthiest region in Queensland.

In a Council led consortium that included the Melbourne Storm Rugby League Club and the University of the Sunshine Coast, a licence was secured for a **national netball team** on the Sunshine Coast. The competition will commence in March 2017 and the team owners are now working towards team colours and name, logos and securing a coach and players. Council will continue to work with the local, state and national netball associations to ensure local player pathways for athletes and the provision of local sporting infrastructure for our community.

Entries to this year's **Sunshine Coast Arts Prize** was extremely popular with 625 entries received and a generous cash prize of \$25,000 from major sponsor Audi Centre Sunshine Coast. 40 finalists will be showcased at Caloundra Regional Gallery next quarter.

The Pest and Vector team partnered with state government to implement the **coastal fox control program**. The program utilises fox detection dogs to locate dens, soft catch traps and baiting.

*The Community Services Department provides an integral connection between council and our community. It provides social, cultural, sporting and recreational services and community facilities. Services are aimed at encouraging communities to be safe, healthy, active and vibrant.*

### Service snapshot of the quarter:

#### Customer Contact

- 38,469 calls answered
- 9,611 customer visits
- 8,070 email requests
- 1,238 webchats

#### Community Response

- 11,123 infringements issued
- 420 animals impounded (43% reunited)
- 2,196 new animals registered
- 266 environmental nuisance complaints received and investigated

#### Libraries

- 550 library programs and workshops delivered
- 12,531 participants in library programs

#### Community Venues

- 5,169 community venue events held
- 342,859 attendees at venue events

#### Sporting facilities

- 87 sporting events held
- 386,609 spectators at sporting events

#### Grants

- 229 grants awarded
- Over \$715,700 in grant funding allocated

## Delivery of council's services

### Community & Cultural Development & Partnerships

Council partnered with the health and wellbeing sector to raise awareness of the importance of maintaining a healthy lifestyle during **Heart Week**. Activities included bike riding, paddle boarding, cooking demonstrations, group fitness classes and health checks. The inaugural Sunshine Coast Heart Week strives to build upon Council's vision to become one of the healthiest regions in Australia. The week also saw council officers deliver the **Healthy Lifestyles Expo** which attracted over 1,000 people. In total it is estimated that 7,000 people participated in the variety of programs over the week.

**Sunshine Coast Community Safety Action Plan 2016-2020** was adopted this quarter and details how council will contribute to maintaining safe communities. The Plan focuses on three priority areas:

- stronger, resilient and safer communities through partnerships
- strong community safety messaging; and
- the delivery of safe spaces and places.

Local not-for-profit organisations have been invited to demonstrate how their proposed services and programs will add value to the Brightwater community through an Expression of Interest process to utilise council owned land. Council will be reviewing the submissions in due course to ensure the needs of the community are met.

This quarter council endorsed membership of the **Sunshine Coast Arts Advisory Board** which will help drive the arts on the Sunshine Coast. The first meeting of the Board is scheduled for next quarter and it will be exciting to see the outcomes that can be achieved from this group.

The Caloundra Regional Gallery hosted ArtsCool workshops for children during the school holidays. Exhibitions at the venue included *Animal FanFair*, *Outskirts*, *Along the Line*, *Flora non Evidens* and *Papillon*. Visitors to the gallery this quarter was over 4,000.

The **Sunshine Coast Arts Prize 2016** received 625 entries, a significant increase (84%) from 340 in 2015. 40 finalists will be

showcased in Caloundra Regional Gallery from August 18 and the winner will be announced in September. It has been a great outcome to have Audi Centre Sunshine Coast join the Art Prize as a co-sponsor of the Major Prize providing \$25,000 cash.

More than 20 local artists, creative arts workers and arts organisations received a financial boost following Council's endorsement of \$62,395 in grants through the **Regional Arts Development Fund**. This round of funding will support a range of artists from various sectors including musicians, ceramicists, writers, visual artists, singers and dancers.

The final round of the 2015/16 **Major Community Grant Funding** was endorsed by council this quarter with almost \$500,000 in grants. This quarters funding includes:

- community development (\$59,587)
- community events (\$99,240)
- community facilities (\$238,144)
- cultural development (\$10,950)
- cultural heritage (\$12,628)
- economic development (\$32,500)
- sport, recreation and healthy living (\$38,692).

The **Heritage Discovery Weekend** held this quarter saw more than 15 museums and heritage places across the region opening their doors to give the community a lot to discover including quirky collections, heritage listed buildings, tours, talks and entertainment. It is estimated that the weekend attracted over 500 visitors.

The first two **Sunshine Coast Events Network Events** (*scene*) Expos for 2016 were held this quarter with more than 250 people attending each to learn about event management and sponsorship. The *scene* initiative aims to support the region's events industry by strengthening the quality and diversity of local events by building the knowledge, capacity and networks of event organisers.

In partnership with the multicultural sector, Council launched the **Multicultural Conversations** program to connect, share and discover culture and diversity on the Sunshine Coast. The program will develop a regional action plan and increase the regional capacity of sector agencies by exchanging information

on current trends, advocacy and plans that support the multicultural community.

Other campaigns sponsored by council this quarter include National Volunteer Week, Racism It Stops With Me, Domestic Violence Prevention Month and National Youth Week.

## Community Venues

A total of 4990 community venue events were held across the centres of Lake Kawana Community Centre, Kawana Community Hall, Beerwah Community Centre, Coolum Civic Centre and Sunshine Coast Stadium attracting 307,449 attendees. Venue Hirer Satisfaction is high at 4.45 out of a possible score of 5.

Lake Kawana Community Centre hosted a two course dinner and inspirational key note speech from one of Australia's most influential personal trainer **Michelle Bridges**, as well as a group workout. Local children were also offered the opportunity to learn new dance skills with the **Queensland Ballet Dance Camp** in June. Australian band **Parkway Drive** attended the venue in June for an all age's concert as part of their All Aussie Adventure Tour.

## Libraries

As part of the **First 5 Forever** early childhood literacy program, councils two mobile libraries cased the great collection and programs available for children in three local parks - Power Memorial Park (Mudjimba), Cotton Tree Park and Pioneer Park (Landsborough) – bringing libraries to the community.

**National Simultaneous Storytime** was held on May 25 at 11am along with thousands of schools, libraries and playgroups across Australia. The campaign aims to encourage more young Australians to read and enjoy books.

Our libraries hosted over 550 public education events attended by over 12,530 people. Over 98% of attendees rating the sessions as 'great' or 'good'. In addition, the use of our eLibrary resources is becoming more popular with eMusic and eAudiobooks increasing by 8% and 1.6% respectively.

## Sporting Facilities

Sunshine Coast Stadium hosted the **Qantas Wallabies** for a week-long training camp in

June, with the Head Coach stating that the venue is first class and an ideal environment to reconnect, train and prepare. An open training session and signing/photo session was held on afternoon for the community to engage with this impressive national sporting team. Across from the Stadium, Lake Kawana hosted the **International Va'a Federation World Elite & Club Sprint Championships** with approximately 2,500 competitors from 24 different countries.

A community engagement workshop was held in May seeking input to the upgrade of the popular **Alexandra Headland Skate Park**. Council is working with a specialised team, including experienced skate park designers on this upgrade to ensure the new Alex skate park is a modern and innovative facility.

## Cemeteries

The Cemeteries team is finalising the tender process for mowing and monumental works across the region. The team is also reviewing the Work Health and Safety Processes across the Branch.

Our Cemetery Services Team continues to partner with the Youth Justice Department and **Work for the Dole** to assist with tasks relating to the upkeep and amenity of cemeteries in the region.

A total of 231 cemetery **applications** were received this quarter.

## Customer & Community Relations

Telephone and physical visits were the main methods of interacting with Council this quarter, with 38,469 calls, 9611 visitors to our centres, 8,070 email requests and 1,238 webchats managed by the Customer Contact Centre. Customer satisfaction ratings remained very high a 4.42 out of a possible score of 5 and 88% of calls were responded to within 60 seconds.

## Local Amenity & Local Laws

Our Community Land Permits and Parking team did a fantastic job managing permitting arrangements for the **Australian Surf Life Saving Championships** in April.

A new dog off-leash enclosure has been constructed at Ridgehaven Park Aroona for



small dogs to complement the existing off-leash area.

Construction of the **new animal pound facility** is on track and expected to be completed by October 2016. The new pound will bring the existing small animal compound at Tanawha and large animal compound at North Landsborough together.

## Public Health

**Pest Plants and Animals Field Day** was held at Conondale with over 200 attendees. Experts attended the day from council, state government and the private sector to educate visitors on identification and management of the weed *Sporobolus* grass, general declared weed identification and management, wild dog ecology and control, feral animal control including equipment demonstration and the new *Biosecurity Act 2014*.

This quarter saw the conclusion of the 2015/2016 **Pest Survey Program** with properties in the localities of Peachester, Conondale, Eudlo, Hunchy, Mapleton, Reesville, Witta, Weyba Downs, Tanawha and North Arm being inspected for declared pest plants. In addition, officers performed routine night time feral animal surveying in the areas of Kenilworth, Conondale and Cambroon in April to determine the distribution, population, size, habitat use and impacts of feral animals.

Council worked with Queensland Parks and Wildlife Service (QPWS) to implement the **coastal fox control program** from Mudjimba to Peregian. The control program was developed with significant input and support from Coolum and North Shore Coast Care, Biosecurity Queensland and QPWS and involves the use of fox detection dogs to locate dens, soft catch traps and baiting. Council's fox control program uses best practice control methods which have been developed and demonstrated in highly successful wildlife conservation programs including the Northern Sydney regional fox control program and Western Australia's black flaked wallaby recovery program.

## Major Projects

Council officers have been working closely with Melbourne Storm Rugby League Club and the University of the Sunshine Coast to successfully secure a bid to have a **national netball team** based on the Sunshine Coast. Council will work with local, state and national bodies to ensure pathways for our locals to pursue a professional sporting career on the Sunshine Coast.

## Outlook

The forward outlook for the next quarter will be:

- *Support and delivery of Horizon Sunshine Coast Festival of Arts and Culture*
- *Continue working towards establishing a National Netball League team*
- *Continue planning for councils 50<sup>th</sup> Anniversary of the naming of the Sunshine Coast*
- *Review Council's Customer Service Charter*
- *Annual report of the Sunshine Coast Social Strategy*
- *Membership of Sunshine Coast Heritage Reference Group*
- *Community Land Permits Best Value Service review*
- *Sports Field Maintenance Funding Program*
- *Stadium Feasibility Study – consultant brief*
- *Aquatic Centre Management Review.*



**Ray Turner, Director Corporate Services**

### **A message from the Director**

*On 16 June 2016 Council adopted its \$717 million Budget for 2016/17. This Budget includes a Capital Works Program of \$253 million and will result in a positive operating result of \$30.9 million.*

*Sunshine Coast Holiday Parks continue to have very strong occupancy rates and have achieved a 3% increase on the previous year.*

*The 2016 Organisational Climate Survey was conducted and a response rate of 82% was achieved which is the highest ever recorded since the survey began. Results will be shared with all employees through August and September 2016.*

*The 2016/17 Procurement Policy was adopted recently along with a new Local Preference in Procurement Guideline. The Guideline articulates a clear pathway for facilitating greater engagement with our local suppliers and contractors while ensuring appropriate competition exists to drive value for money.*

*The operations of Smart Centre in Bulcock Street, Caloundra have been well accepted by the public. Smart experiments using bin, lighting and water sensors have been conducted and will be expanded in the next phase.*

*Council's standard insurance policies were renewed in June 2016. The aggregated savings achieved on insurance renewals since June 2013 is approximately \$3.2 million.*

*Sunshine Coast Council was nominated as a finalist for the Skilling Queensland Training awards and the winners will be announced in August.*

*The Corporate Services department is responsible for providing internal support to the organisation necessary for organisation development, good governance and compliance with legislation and standards.*

### **Service snapshot of the quarter:**

- \$180 million or 65% of the total purchasing spend for the financial year has been to local businesses
- 4,065 subscribers currently registered for council's tender alert service
- 1,580 employees attended Code of Conduct Training
- 53 Insurance claims received in the quarter
- Holiday Park revenue to 30 June 2016 is up by \$927k (6.8%) on last year and up on budget by \$1,195k (9 %)
- 99.97% of computer network available during the quarter
- A total of 1,367,731 emails in and out of Council for the quarter
- 457,804 threats to our ICT systems blocked during the quarter.

## Delivery of council's services

### Holiday Parks

Sunshine Coast Council's six Sunshine Coast Holiday Parks have experienced very strong occupancy for period ended 30 June 2016.

Occupancy rates at the holiday parks achieved a 3% increase on previous year.

Having underdone significant improvements over the past five years, Sunshine Coast Holiday Parks are seeing increase in visitors.

Revenue to 30 June 2016 is up by \$927k (6.8%) on last year and up on budget by \$1,195k (9 %).

A major outcome for the quarter includes the launch of a new responsive website [www.sunshinecoastholidayparks.com.au](http://www.sunshinecoastholidayparks.com.au) which now allows all potential customers mobile devices to access and use the website including on-line booking facilities.

The new camp kitchen at Maroochydore Beach Holiday Park was also completed during the quarter and is a welcomed addition to the facilities at Maroochydore Beach Holiday Park.

### Lifeguards

Statistics for quarter:

- 80 Total Rescues
- 1,431,067 Total Attendance
- 793 Total First Aid
- 19,030 Total Preventative Actions
- 47,800 Total Local Government Ordinances.

Contract compliance inspections conducted on all patrolled beaches.

### Property Management

#### Land Management

- 14 Community Tenure arrangements completed during the quarter
- 44 Not for Profit Club Manager Inspections performed during the quarter
- 63 Request for Comments considered during the quarter
- 33 Request for Owner's Consent considered during the quarter.

### Facilities Management

Completed projects during Quarter:

- Caloundra Bus Interchange - accessibility measures
- Kawana Library - refurbishment
- Nambour Aquatic - replace filtration unit
- Cotton Tree Aquatic Centre - replace heat pumps
- Buderim/Palmwoods Aquatic Centre - renew coping tiles
- Cotton Tree Aquatic Centre - replace seals.

#### Property Projects and Development

- Disposals - 144 Currie Street, Nambour - \$2.5M
- Disposal - 11 Margaret Street, Kenilworth to Queensland Ambulance Service
- Acquisition Strategic - Roads - 44-56 & 66 Maud Street, Maroochydore - four properties settled during this quarter.

### Human Resource Management

The HR Branch has progressed initiatives included in the SCC People Strategy and the Corporate and Operational Plans.

In this quarter Council achieved an 82% response rate which was higher than expected for the Organisational Climate Survey resulting in SunnyKids receiving \$2,638 donation. Results will be communicated with employees in August through a series of focus groups and information sessions, giving employees the opportunity to share stories and offer insights into key organisational findings. The organisational findings will form part of the SCC People Strategy for 2016 – 2018.

Health and Safety continues to foster a culture which encourages everyone to take personal responsibility for their health and safety. Training in first aid, emergency control organisation, drug and alcohol risk management, tactical communications and operational safety and resilience sessions have been delivered within the organisation. Lost time injury days have remained steady in this quarter.

Branch Managers now receive monthly reports for Key Performance Indicator (KPI) reporting purposes of all employee completion rates for the mandatory Workplace Health and Safety

training. These KPIs form part of the Branch Managers' performance review to be completed annually each July.

HR are continuing to explore ways to promote mental health awareness across council and more information sessions are planned for employees on Managing Mental Health in the Workplace.

Sunshine Coast Council was nominated as a finalist for the Skilling Queensland Training awards and the winners will be announced in August. The Employment and Development team continue their Mentor program across the organisation offering professional development and networking among employees.

## Financial Services

### 2016/17 Budget:

The \$717 million 2016/17 Budget was adopted by Council on 16 June 2016, consisting of a Capital Works Program of \$253 million and a positive operating result of \$30.9 million. Budget includes:

- \$59 million for environment
- \$63 million for parks and gardens
- \$46 million for economic initiatives and major events, airport and holiday parks
- \$33 million for libraries, galleries and community facilities
- \$100 million to maintain, renew and replace roads, pathways and stormwater assets.

General rates have increased by 2.5%, and Waste Management charges for a wheelie bin by 1.7%. Combined this results in a 2.2% increase which is in line with the LGAQ Council Cost Index.

Combined increases of \$20 for Environment, Heritage and Transport levies.

At the Special Meeting held on 9 June 2016 the following 2016/17 documentation was adopted:

- General Fees & Non-Commercial Charges 2016/17, with an approximated revenue of \$42.3 million
- Budget policies for 2016/17 (Revenue, Debt and Investment Policies).

### Audit:

The May Audit Committee was held on 23 May 2016 with Finance tabling the 'Annual Financial Statement Risk and Planning Assessment Report' inclusive of the risk assessment on operational strengths and outputs. The report confirmed Council had the ability to ensure that adequate measures were in place for the Financial Statements to be completed by the statutory deadlines. An additional Audit Committee meeting has been scheduled to enable clearance of financial statements and current year financial sustainability statement.

Contracted external Auditors, Queensland Audit Office were on site in May 2016 undertaking the 2015/16 interim audit. The interim management report has been received and is currently under review.

## Procurement Services

Procurement & Contracts continue to collaborate with branches for the delivery of council's major projects and contracts. Examples include the solar farm contract, ongoing works for the alternate waste collection system at SunCentral, and the Expressions of Interest for the Brisbane Road Carpark site and the Airport Expansion Project.

Following engagement with all departments, the Procurement & Contracts Branch recently presented the 2016/17 procurement Policy, along with a new Local Preference in Procurement Guideline to Council for adoption. The adopted Guideline articulates a clear pathway for facilitating greater engagement with our local suppliers and contractors, while ensuring appropriate competition exists to drive value for money.

The Branch has also introduced and is currently rolling out training and education programs in procurement basics, contract performance management and fundamentals of the new contract lifecycle management solution. These programs are designed to improve the knowledge base for those undertaking procurement and contracting activities so they may be delivered in a timelier, cost efficient and effective manner.



## Governance

### Employee Code of Conduct Information Sessions

The project to roll out Employee code of conduct information sessions across the organisation was completed this quarter. Over 1,580 staff have attended the training sessions which aimed to build awareness on behavioural and conduct expectations from employees as well as informs on good governance activities and practices. Training was mandatory and has been recorded in the HR ESS. Feedback from the training was very positive.

### Fraud Risk Management in Local Government

At the Audit Committee Meeting held on 23 May 2016 the committee gave consideration to a report prepared by KPMG in response to council's position with respect to the Queensland Audit Office (QAO) report on Fraud Management in Local Government Report 19: 2014-2015. The report reflected that council has a strong control environment for managing fraud and corruption risks. Further work will be now be done on enhancing fraud control documents and awareness training.

### 2016/2017 Insurance Renewal

Council's standard insurance policies were renewed in June 2016. The insurance portfolio covers assets of \$496 million (ISR) as well as policies for motor vehicles, entertainment liability, business travel, marine liability, museum fine arts and crime. There has been a decline in the total cost of insurance over the past four years. This is in response to changes in the insurance sector as well as good planning and research and the roll out of the Risk Awareness Project by the Corporate Governance Branch. The aggregated savings achieved on insurance renewals since June 2013 is approximately \$3.2 million.

A review is underway to analyse council's insurance coverage.

### Divisional Inboxes for Councillors

This quarter saw the commencement of a trial on email inboxes for each divisional councillor in both outlook and the electronic records management system (EDDIE). The new process will increase efficiency by providing a more streamlined service to councillors, the community and broader organisation.

## Information & Communication Technology

25 ICTS Capital projects commenced and 23 were financially completed in 2015/16. Two line of business projects to be finalised pending successful BR1 requests to carry funds over. This includes the Events Management system for which a contract is in place and Bushfire Hazard GIS Modelling, which is subject to delivery of the map layer by State Government.

- Eddie, the new EDRMS system rolled out across council – first corporate system in the electronic cloud (on budget, on time)
- Digital Connect Platform - Implementation of new Corporate Website and associated sub sites including Libraries, Galleries, Invest and Airport
- Cloud Transition – key elements in place including O365, Identity and Access Management solution (IAM), Enterprise Service Bus, will continue to build these elements in next phases
- Smart Cities Precinct Pilot – Living Lab – opening of Smart Centre in Bulcock St Caloundra, well accepted by the public. Smart experiments using bin, lighting and water sensors conducted and will be expanded in next phase
- Public WiFi installed at several key locations, Mooloolaba Beach, Alexandra Headland Beach and Pierce Park
- Project Management Solution implemented and now being managed under the PMO for centralised Capital Works management and reporting
- DA Online Calculator – web based tool available on Council's website enabling the public to calculate the cost of their development applications prior to lodgement.



## Outlook

The forward outlook for the next quarter will be:

- *Commencement of review of Fraud Control documents*
- *Review of Delegation of Authority sub-delegations*
- *Preparation of the 2015/2016 Annual Report*
- *Implementation of the capital projects for the new financial year, with major items including:*
  - *Continuation of the cloud computing transition plan, with HR, and line of business applications planned to be included in the next phase, as well as further the replacement of Nambour Data Centre with cloud alternative*
  - *Digital Connect Platform, with upgrades to MyCouncil and migration of Intranet to Cloud environment*
  - *Further developments in online mapping solutions*
  - *Supporting the business with the progression of new Asset Management, Library automation, and Customer Relationship Management projects*
  - *Smart City development in the Living Lab, Public Wifi growth, and advice on new initiatives including Maroochydore CBD, streetscape developments, Caloundra South. Also moving from prototype to the first phase of an operational smart city management platform*
  - *Further digital awareness raising with business to support transformation of business areas, including technology expo, and digital workshops with key business areas.*
- *July 2016 Rates Run*
- *2016/17 Budget Review 1*
- *Sale of Land 2016*
- *The Organisational Climate Survey results will be communicated to the workforce in August. Outcomes of this survey will inform initiatives included in the SCC People Strategy for 2016-2018*
- *Mental Health awareness will continue throughout the year with HR facilitating*

*workshops and introducing new initiatives to encourage the conversation*

- *The Reward and Recognition Program will continue and nominations will be published online and considered for the Annual Event planned for late 2016*
- *The Health and Safety team will continue working with all client groups to implement the 2016 WH&S Action Plan.*



**Greg Laverty, Director Economic Development and Major Projects**

**A message from the Director**

*In last quarter's message, I made mention of another highly anticipated milestone that Council would reach in relation to our game-changer projects. The anticipation is over.*

*On 19 May, the Minister for State Development released the Queensland Coordinator-General's report accepting the Environmental Impact Statement for the Sunshine Coast Airport Expansion Project. This means that we can now commence the process of considering conditions and recommendations in the report.*

*Another game-changer project, SunCentral Maroochydore, also continued to make the news with Expressions of Interest invited from the commercial sector to be a part of our new city centre – the most technologically advanced CBD in Australia.*

*Expressions of Interest were also invited from parties wishing to partner with Council in the delivery of the Airport Expansion project, and indicators are that there will be an outstanding response from the commercial sector.*

*Sunshine Coast Airport is a high quality infrastructure asset and there will be strong competition among potential investors – the outcome of which will be good for Sunshine Coast ratepayers.*

*The Economic Development and Major Projects Department is responsible for Council's strategic planning and management, with a focus on continued economic development for the Sunshine Coast region. The Department has the lead role in delivering major projects including the Sunshine Coast Airport Expansion, SunCentral Maroochydore, and the Sunshine Coast Solar Farm; managing Council's commercial entities and strategic marketing; and keeping the community informed.*

**Service snapshot for the quarter:**

- Sunshine Coast Airport saw its 10th consecutive month as Australia's fastest growing major airport
- More than 340 local businesses were provided with access to specialist advice, information and services as part of Council's Regional Economic Development Strategy
- In May, Council's Facebook page reached 35,023 people, had 5,290 engagements (reactions/comments/shares/clicks) and 2,180 video views, reached 13,900 people by two Event pages with 940 views, received 177 responses, and had 409 invitations from people inviting their friends to the page
- Four Council tweets the same month ranked in the top 50 Australian Government tweets
- Over 100 business and industry representatives attended the launch of Study Sunshine Coast
- 41,100 visitors/participants to 11 major events generated approximately \$45.2 million in economic activity for the region
- 7,000 surf lifesavers from 313 surf clubs and a further 20,000 supporters attended the "Aussies" after a 36 year absence from Sunshine Coast beaches.

## Delivery of council's services

### Airport

Sunshine Coast Airport continued its record breaking run by again topping the Australian Government's Bureau of Infrastructure, Transport and Regional Economics (BITRE) statistics during the quarter.

In doing so, the Airport became Australia's fastest growing major airport for 10 consecutive months to April 2016. Revenue for total passenger movements – domestic, regional and international – for the year ended April 2016 grew by 11.4% compared to the same period for the year ended April 2015.

### Communications

A comprehensive 2016/17 Budget campaign was successfully implemented with positive coverage across all media outlets, including *The Courier Mail* and the *Brisbane Times*.

Social Media platforms continued to provide an excellent communication channel for Council to positively engage with its community and, at the same time, enhance its brand.

As an example, in May – which was an extremely busy month for social strategy related events (Heart Week, Domestic Violence candlelight vigil, Volunteer Week and Volunteer Expo, Multicultural Conversations and Racism, It Stops with Me park run, and others) – there were 172,000 views of tweets. The most popular were those with breathtaking images involving Council activities/events, with The Mary Cairncross Scenic Reserve sod turning event and the Domestic Violence candlelight vigil among the most popular tweets.

Traditional media coverage included five positive front page Council-related articles. The Coordinator-General's approval of the Sunshine Coast Airport Expansion Project Environmental Impact Statement and *The Sweetest Job* strawberry employment campaign both received positive print media coverage, as well as local radio and television air time.

## Commercial Activities

Council endorsed the continuation of the Public Lighting project. The key focus of the project has been on technical standards and implementation costs in order to finalise the transfer and facilities access agreements.

### Economic Development

Council's Regional Economic Development Strategy ensured that work continued to be delivered across the 180 actions documented for the seven High Value Industry and Investment Action Plans – in partnership with the Taskforces and signatories to the Strategy.

More than 340 businesses were assisted with access to specialist advice, information and services. In addition, 21 events with more than 850 participants were conducted in support of the Strategy.

The launch of *Study Sunshine Coast* saw more than 100 business and industry representatives in attendance. The project's website and marketing campaign achieved significant reach, surpassing its rival destinations' number of Facebook likes.

The *Careers Plus Program* was launched in May with the objective of identifying future career opportunities on the Sunshine Coast in the next 25 years which are aligned to Council's High Value Industries and Game Changer projects.

Council's previous promotional activities to provide a better level of investor understanding of the Oceanside Kawana Health Precinct, coupled with the imminent completion of the Sunshine Coast University Hospital had ensured that a number of inbound investment missions from both industry groups and individual companies of global scale occurred during the quarter.

Engagement with peak industry bodies included Council partnering with the Sunshine Coast Combined Chambers Alliance) and continuing its Platinum Sponsorship status of the Sunshine Coast Business Awards. Council also assisted industry bodies and chambers through the delivery of actions from the Regional Economic Development Strategy High Value Industry Plans.

Council's local business engagement included delivery of the Export and Global Capability

Program to 10 companies and hosting of the local launch of the Queensland Premier's Export Awards and its associated networking event for 85 participants.

Through the Sunshine Coast Investment Incentive Scheme, 15 investment leads were identified and one new investment announcement was made. Stella Asia Pacific expanded its Maroochydore facility by 290 full-time equivalent positions.

The Sunshine Coast Events Board and its working parties reviewed major event sponsorship applications, of which seven – covering 13 events – were recommended to Council for approval. Five of these events are new to the Sunshine Coast region.

Eleven major events were held during the quarter, attracting more than 41,100 visitors from outside the region. Of particular note is the world's biggest surf sports event, the Australian Surf Lifesaving Championships (the "Aussies") which returned to the Sunshine Coast for the first time in 36 years.

Following the Visit Sunshine Coast presentation to Council in relation to funding support for 2016/17, the organisation had its budget bid endorsed in line with its Funding Agreement with Council.

## Delivery of major projects

### Sunshine Coast Airport Expansion

A major milestone in the Sunshine Coast Airport Expansion project was reached, with the release of the Coordinator-General's report accepting the Environmental Impact Statement. Following this, Council commenced the process of considering the conditions and recommendations in the report.

In relation to securing the required investment for the project, Council considered the funding strategy prepared by the Royal Bank of Canada and took into account the key objectives: securing financing, protecting ratepayers from exposure to long term Council debt levels, and maximising the Airport's value for the region's ratepayers.

Council determined to proceed with calling for Expressions of Interest for parties wishing to partner with Council in the delivery of the project.

### Sunshine Coast Solar Farm

The Sunshine Coast Solar Farm 'design/construct' contract has reached the 80% design milestone. The contractor has taken possession of the site, and site mobilisation and ground preparations have been completed. The Large Customer Connection process with ENERGEX progressed and is 50% complete.

### SunCentral Maroochydore

On 27 June, Expressions of Interest were called from the commercial sector to secure a presence at the SunCentral Maroochydore city centre.

The 53-hectare site, the most technologically advanced CBD in Australia, will provide 150,000m<sup>2</sup> of commercial space and 65,000m<sup>2</sup> of retail floor area. An independent assessment identified the city centre will provide a \$4.4 billion boost to the region's economy over the next 20 years and generate 15,000 jobs in the next decade.

Council continued to provide support to SunCentral Maroochydore and manage its shareholder interests in the Company. The Company reported on activities undertaken between January - March 2016, the Shareholder Representative Group Charter was amended following the local government election to update details around councillor membership, and Deloitte was appointed to undertake a Company governance review.

### International Submarine Broadband Cable

Discussions continued with the Australian Communications and Media Authority around Council's Cable Protection Zone application, and a commitment of \$250,000 was made by the Federal Government towards a feasibility study for the project.

### Brisbane Road Car Park Development

The project continued to its next stage with the calling of tenders from shortlisted proponents.

## Outlook

The forward outlook for the next quarter will be:

- *Council anticipates it will receive approvals from the Federal Government following its review of the Coordinator-General's report accepting the Sunshine Coast Airport Expansion Environmental Impact Statement*
- *The process of attracting commercial partners for the Sunshine Coast Airport Expansion Project will continue*
- *Tenders for the next stage of the Brisbane Road Car Park Development are due for submission*
- *Council will actively engage with the community around the construction of the Sunshine Coast Solar Farm through implementation of the project communication plan*
- *Council will be presented with a further report on the Public Lighting project following receipt of a final Urban Lighting Master Plan*
- *As part of the Export Capability Program, local businesses will be invited to participate in an Export Services Workshop.*





**Andrew Ryan,**  
**Director Infrastructure Services**

### **A message from the Director**

*Being the final quarter of this financial year, the focus has been on finishing strongly to deliver capital, operational, construction and maintenance works to meet council targets.*

*The department has achieved well over our 90% expenditure delivery target of the overall capital works program, which is an outstanding result. This result is a reflection of the commitment and tenacity of our staff, an enhanced focus on strong project management and was assisted by a lower than usual storm season, resulting in less lost time than usual.*

*The results of the 2015 Community Satisfaction survey also presented good news for the department, as we featured heavily in the services the community rated highest for satisfaction.*

*The following projects provide an example of just a few of our significant major project milestones reached during the quarter:*

- *Bulcock Street, Caloundra – major drainage works as part of the overall streetscape project*
- *Evans Street, Maroochydore – switching of traffic onto new carriageway as part of the four lane upgrade*
- *Coolum Sports Complex – construction of sports field including carparks, internal roads, lighting, amenities building and landscape works.*

*The Infrastructure Services department is responsible for the delivery, operations and maintenance of infrastructure, both built and natural environment. It encompasses roads, drainage systems, canals, parks, waterways, bushlands, lakes and beaches.*

### **Service snapshot of the quarter:**

- 207 hectares of landscape and garden beds maintained
- 1070 hectares of mowing maintenance
- Achieved 97% spend on capital works projects, against 90% target
- 68,418 tonnes of waste received
- 29,409 tonnes of waste recovered
- 12,574 customer requests received
- 11,220 customer requests closed
- Delivered 15,566 tonnes of asphalt surfacing and 26 km of road reseal.

## Delivery of council's services

### Disaster Management

This quarter has kept the Disaster Management Team busy with the activation of the Local Disaster Management Group for the East Coast Low (Rain Event Alpha, June 3rd-6th), and the severe weather event which devastated parts of Akeringa Place, Mooloolaba (June 19th-21st). Whilst our communities fared quite well in the first event with minimal damage, the severe storm that hit Akeringa Place caused substantial damage to some private properties there. All emergency service agencies, council and the Department of Community Services were in attendance at the scene on the night and over the next few days in order to assist the residents (approximately 30 residents had to leave their units due to the damage caused), clear and remove debris from public areas and remove the hazardous materials from the private properties. All agencies put in a huge effort and were able to ensure the residents were safe and looked after until they can return to their units or find alternate accommodation.

Our works crews have also been busy assisting the SES in finding a new "home" for the Nambour group. Council have been involved with trying to find a suitable location for this group for many years and they can now proudly call the old Council Works Depot at Woombye their home. We would like to thank our Council crews and all involved with the huge effort that has been over and above any expectations to clean, clear and make the site suitable for the SES.

### Public Lighting

Street lighting is a vital community asset that keeps the community safe and secure. Across the quarter routine maintenance of street and public lighting continued with 75 customer requests received regarding council owned lights, 116 requests for repairs to Energex owned street lights and 90 other requests relating to new glare shields, new street lights or other related electrical assets. A project to replace deteriorated council owned street lights and poles in the car park north of the Buddina Surf Club has commenced and will be completed in the first quarter of 2016/17.

### Roads, Cycleways & Pathways

The Bulcock Street Streetscape is now in full construction with major drainage works complete down Otranto Ave to the Pumicestone Passage.

The four lane upgrade of Evans St Maroochydore also reached another major milestone in switching traffic to the new western carriageways and removing all old overhead power.

Significant upgrades also completed in this quarter include:

- kerb and channel renewals in Mellum, Bott and Beausangs Streets in Caloundra
- 2km's of reconstruction and bitumen sealing on North Arm Yandina Creek Rd
- completion of the annual Public Transport bus shelter DDA upgrade program which delivered approx 70 bus stops
- finalisation of a 1km section of Roys Road widening from Burys Rd to the new depot frontage
- 600m widened section of Storrs Rd Peachester.

### Road Network Management

A total of 63 asphalt overlays, 27 rejuvenations, two micro surfacing and three rehabilitations were completed (Beerburum, Parklands and Deloraine). Along with 26 km of roads resealed and 15,566 tonnes of asphalt overlays, resulting in a total spend \$5.9 million for the quarter.

The 2015/16 Road Reseal Program is now 100% complete covering a total of 245 roads (90.5km) and 60,850 tonnes of asphalt surfacing (including patches), with a budget of \$20 million. This included:

- Roads to Recovery projects valued at \$6.9m
- 10 rehabilitations
- 22 chip sealed roads covering 28km
- 54 man holes raised
- 25km crack sealing

- \$9 per tonne discount negotiated for ex bin supplies with an additional \$55,000 rebate received towards this year's program.
- 919 roads line marked during 2015/16 (\$1,175,000) with 323 roads re-line marked this quarter (\$400,000)
- 700m<sup>2</sup> of green cycle treatment reapplied
- 4000 raised pavement markers reapplied.

726 units were cleaned under the Stormwater Quality Improvement Devices contract at a cost of \$172,000 this quarter. The total year to date spend was \$340,000 on cleaning 1,614 assets. The approximate volume of material captured was 5,889m<sup>3</sup>.

The delivery of this program has been a credit to all involved and a collaborative team effort.

### Stormwater Drainage

By the end of the quarter, 96% of the projects scheduled for delivery in the 2015/2016 capital works drainage program were completed. Forward planning for the 2016/2017 and 2017/2018 capital works drainage programs have also been completed and detailed designs are well advanced for this work. This will facilitate early construction start dates in the respective years.

Further water quality monitoring was completed at selected sites across the region and as a result a number of sites of concern will receive more detailed attention to improve the quality of discharge into the future. A whole of council initiative is currently underway to optimise the use of collective resources in respect of waterway health and stormwater quality actions.

A draft Stormwater Asset Management Plan has been completed and will be taken forward for council endorsement in due course.

In addition to the ongoing culvert design research, other collaborative research with the University of the Sunshine Coast has commenced. This will look at developing improved flood modelling assumptions, in order to obtain more accurate peak flood level information.

### Beaches, Foreshores, Coastal Infrastructure & Canals

A number of key activities have been progressed this quarter in the delivery of council's beaches and constructed waterways operational program and capital renewal program. These works include:

- Final stage of revetment wall emergency works at Black Swan, Cotton Tree
- Commencement of groyne emergency works at Gregory Street, Golden Beach
- Geobag rectification works at Mooloolaba Spit and Maroochydore River mouth
- Finalisation of staged revetment wall planning at Golden Beach associated with future Bribie Island breakthrough scenario
- Completion of pontoon at Sunshine Cove to assist kayak portage on site
- Beach renourishment works at Mooloolaba Spit and Golden Beach
- Progression of desilting permits for Mooloolaba canal system
- Continuation of monitoring and maintenance program for Ernshaw Infiltration Basin, Golden Beach
- Trial of reuse of desilting materials currently treated at Duck Holes Creek recycling site
- Finalisation of Maroochy Boathouse Heritage report.

### Bushland Conservation & Habitat

During the fourth quarter a number of key activities and projects have progressed or are underway. These include:

- 115 Landholders Environment Grants were approved to a value of \$329,603. Overall value of the 115 projects is \$1,223,721 - inclusive of landholder contributions
- 22,725 native plants, 239 nest boxes and 32 herbicide kits and workshops were distributed to Land for Wildlife landholders
- Six koala research projects have commenced in partnership with University of Sunshine Coast, University of Queensland and State Government

- Wildlife Management including Flying-fox roost management continued, with buffer management works completed around the boundary of the Elizabeth St roost
- A report to council is being prepared to provide a review of flying-fox management actions to date
- Several draft management plans were finalised in preparation for public comment - Mount Ninderry Environment Reserve, Doonan Creek Environmental Reserve and Triunia Environmental Reserve
- Kirby's Road Environmental Reserve draft Landscape Plan was finalised and will be further developed next year
- Mary Cairncross building renewal project construction commenced with a "sod turning" event on May 20
- Maroochy Regional Bushland Botanic Garden (MRBBG) - Whipbird Garden renewal project opened Stage One in May
- Interpretative display upgrade in the Cane Cutters building at the Maroochy Wetland Sanctuary continued with finalisation of content and construction of display pieces
- Support the Skilling Queensland project with Maroochy Waterwatch projects at Kirby's Road Environmental Reserve and Stumers Creek Foreshore Reserve. Two contracts were finalised for Rope Access for Headland Weed Control works and Pathway Vegetation maintenance.

Capital works projects finalised include:

- final stage of the boardwalk renewal at Maroochy Wetlands Sanctuary
- Mt Ninderry Stage 1 walking trail upgrade
- Installation of exercise equipment adjacent to Mountain Creek Conservation Area.

## Rivers, Streams, Estuaries & Water Bodies

Healthy Waterways "Connect to your Creek Week" was a success with 178 people attending various activities from kayaking, boat trips and tree planting. A resident was the

winner of a prize - a '2 plus 1' kayak - donated by Viking Kayaks.

## Recreation Parks, Trails & Facilities

The third and final stage of the Nambour Youth Activity Precinct has been implemented. This project delivers a number of outcomes from the Draft Petrie Creek Parklands Open Space Master Plan including increased play opportunities and activation of Quota Park. It improves the active recreation function and amenity of Nambour CBD and provides a diverse range of facilities for the whole community. As a popular place for the community to visit, the park expansion includes:

- A playground for toddlers and the junior crowd
- A multipurpose ball court facility
- A skate park
- The Heroes Walk, a place where we remember our WW1 & WW2 service men and women within our local community
- A memorial space within the park

This quarter saw the provision of a variety of solutions to enhance our region. Including

- Alexandra Headland Beach access 167 - viewing deck
- Balmoral Ridge Lookout Park - replacement picnic table
- Meridan Downs Park, Little Mountain - bollards for vehicle control
- McCarthy Drive Park, Woombye - playground upgrade
- Bellflower Park Sippy Downs - playground upgrade
- Mountain Creek Glenfields District Park - fitness equipment
- Glasshouse Mountains District Park Stage 1 & 2 - pathway construction and playground
- Maroochy River Foreshore - Revetment wall renewal, foreshore upgrade and artwork



## Waste & Resource Management

Several important infrastructure projects have been rolled out during Q4. At Caloundra landfill a new wheel wash has been completed, landfill cell 9 rising main installed and construction has commenced on landfill cell 10. Filling of the mono-cell with a layer of putrescible waste to protect the geo-membrane liner was completed expanding the available landfill airspace available within landfill cell 9. Planning for the construction of new landfill cell 5.3 at Nambour Landfill concluded with construction phase now underway. A new wheel wash was also commissioned at the Nambour facility. This infrastructure assists in managing the environmental impacts of our operation on the receiving environment.

The completion of the first crush of waste concrete by the newly appointed contractor produced a quality product. The processed aggregates are now available in 20mm, 40mm and 80mm sizes at the Buderim and Caloundra facilities. This is a great example of waste diversion to produce a sustainable, usable product.

The performance of the Solid and Liquid Waste collection contractors continues to be of a very high standard with key performance indicators being met and in many instances exceeded.

## Quarries

During the quarter, the Quarry has delivered an improved financial result for council while continuing to improve facilities and equipment. The Image Flat quarry has improved its water management procedures through the installation of a syphoning system, requiring no fuel or pump hire, which has resulted in no water being discharged during recent rain events. Additionally, the construction of a retaining wall using recycled products has commenced to expand the stockpile area at Image Flat while managing environmental issues.

Blasting at Dulong was completed resulting in the production 25,000 tonnes of aggregate which has been delivered this quarter.

## Fleet Management

Fleet Services has continued its active approach to improved safety through the Plant Operator Competence Review. The review

has progressed having completed the first stage analysis with Civil Asset Management, which has identified training needs. The review will continue within Infrastructure Services, then throughout the entire organisation.

The Fleet Capital Replacement Program finalised deliveries of major assets this quarter to complete the program for the 2015/16 financial year. Planning for the 2016/17 period is well underway with a number of major assets identified for replacement including marine assets which will be supplemented by the replacement of circa fifty trucks on new lease arrangements.

## Placemaking

AECOM Australia Pty Ltd combined with Bark Architects and other specialist sub-consultants have been awarded the design contract to turn Mooloolaba into a world class beach destination. The foreshore design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area.

The Place Making Mooloolaba Master Plan itself, has won two Awards at the 2016 Australian Institute of Landscape Architects State Awards.

The team includes specialist aquatic designers, playground designers and urban artists to deliver high calibre designs for this premier foreshore parkland. The outcomes will aim to retain the natural aspects of Mooloolaba, increase beachfront public parkland and create inspiring public spaces. It will include 40% more public parkland, 2.4km of enhanced waterfront pathways and improved spaces for sporting and entertainment events.

A number of key place making projects in Maroochydore have made significant progress across the quarter. These include:

- West side of Evans Street - nearing completion with the final touches being added to the Maroochydore Rd intersection
- Maroochydore CBD - civil works are well underway as the city steps closer to being realised with the site going to market in early July
- Maroochydore CBD - new gateway at Aerodrome Rd intersection with First Ave is



starting to come alive, with the appointment of WSP/Parsons Brinckerhoff/Hassell and their 'green bridge and urban forest' concept

- Palmwoods Master Plan - the next phase of design has commenced with the Town Square schematic design. Construction is due to start mid 2017.

## Outlook

The forward outlook for the next quarter will be:

- **Capital works delivery** - *the first quarter of 2016/2017 will see the implementation of the new forward planned capital works programs. These programs of works will progress throughout 2016/2017*
- **Organisational wide Project Management Solution** - *will continue to be deployed and support will be provided to help staff transition projects to the new software.*



**Warren Bunker, Director  
Planning and Environment**

### **A message from the Director**

*The final quarter of 2015/16 has continued the positive trends experienced in the Sunshine Coast development industry for the year. This has been supported by the Sunshine Coast Planning Scheme 2014, which experienced its second birthday on 20 May. The Planning Scheme manages growth across the region and the conditions for investments to prosper. With major projects taking place across the Sunshine Coast it appears the Scheme continues to deliver.*

*A full review of the Planning and Engineering Assessment Fees and Charges has been completed. This has been supported by developing an Online Fee Calculator that provides 24/7 access to fee estimates on potential applications. Combined with the Development Information Site Report, these tools equip end users with extensive information to make informed investment decisions.*

*The Sunshine Coast Light Rail Project also received recognition at the 2016 Sunshine Coast Regional Architecture Awards on 22 April 2016. This is a great achievement that illustrated council's ability to look forward and effectively plan for our community, both now and into the future.*

*The Planning and Environment Department prepares the integrated policy and strategy framework for the region covering land use, environment, transportation, open space, flooding and drainage and social infrastructure. This involves development approvals and infrastructure charges relating to planning applications, subdivisions, engineering and landscaping works, building and plumbing.*

### **Service snapshot of the quarter:**

- **92%** of development applications assessed within statutory timeframes
- **1,748** building approvals issued with a construction value of **\$309** million
- **720** new dwelling houses approved totalling **\$202** million in value
- **84** multiple dwelling units were approved with a value of **\$42.7** million
- **3,214** building and plumbing applications lodged and **2,967** decided
- **601** development applications lodged and **552** decided
- **812** lots created under the plan sealing process
- **90** free pre-lodgement meetings held.

The Development Indicators Report provides full details of the quarter's statistics.

## Delivery of council's services

### Strong Economic Leadership, Collaboration & Identity

On 22 April 2016, the Minister for Economic Development Queensland (MEDQ) provided notice that the **Maroochydore City Centre Priority Development Area (PDA)** Amended Development Scheme had been approved and effective immediately.

The purpose and general effect of the amendment was to address a number of provisions within the Maroochydore City Centre PDA Development Scheme that described the intended role and application of 'precinct plans'. The amendment allowed planning proposals which may improve the operation and efficiency of the area to be considered for assessment under the Amended Development Scheme.

A public notice advising of the amendment was published on Monday 25 April 2016.

The updated version of the Maroochydore City Centre PDA Development Scheme is available from council's website.

The development of a **Draft Caloundra Centre Master Plan** is underway with a review of the Caloundra Economic Revitalisation Study 2014. A summary of key issues and findings has been developed and is available on council's website. Through work with the Caloundra Central Business District (CBD) Taskforce, a draft revision and key strategies have been identified.

Bringing the vision for Caloundra to life involves implementing a number of strategies and initiatives for the area. The Draft Master Plan identifies a proposed new urban structure for Caloundra that includes the following key strategies:

- Regional Role – attractive coastal location for residents, workers, and visitors
- City of Beaches – strong 'place brand' and experience to differentiate from other centres in the region
- Community Connections – well connected to other centres by a regional public transport system and road improvements
- Destination Centre – eclectic mix of local businesses connected by active laneways
- Community and Creative Hub – vibrant community, civic, cultural and educational precinct attracting locals and visitors

- Gateway Precinct – location for offices and professional services improving the scope of employment opportunities in Caloundra
- Central Park Urban Village – leverages the precinct's offerings of sports, health, community facilities and schools to encourage additional housing and attract new residents to Caloundra.

Further details can be found on council's website.

### Road Network Management

Council in partnership with the Department of Transport and Main Roads has reviewed the **Sunshine Coast Integrated Multi Modal Transport Model** to provide planning and analysis to 2041. This model is used to assist in the prioritisation and evaluation of transport related infrastructure across private vehicles, public transport and active modes based on land use data, transport network alternatives and human behaviour.

**Infrastructure Charges** revenue has increased by 33% from 2014/15, totalling \$31.7 million for the financial year. This increase suppose significant development activity on the Sunshine Coast and provides initial funding to meet the requirements of a growing population.

Infrastructure Charges revenue is used to assist in the delivery of the region's growth assets in accordance with the *Infrastructure Charges Resolution* as required under the *Sustainable Planning Act 2009* and the *State Planning Regulatory Provisions*. The resolution set out certain requirements for new development to pay infrastructure charges for the following trunk infrastructure networks:

- Transport
- Public Parks and land for Community Facilities
- Stormwater
- Water Supply
- Sewerage.

Work is continuing on the **Sunshine Coast Light Rail** project, with appointed consultants progressing work on the strategic assessment of service requirement components of the feasibility and business case.

A review of the **Sustainable Transport Strategy** commenced. This included a parking survey of Birtinya to provide a basis for comparison against parking utilisation after the

opening of the Sunshine Coast Public University Hospital.

## Sustainable Growth Network Planning

The **Sunshine Coast Planning Scheme 2014** (Planning Scheme) has now been in operation for two years. The Planning Scheme sets the regulatory framework for economic activity on the Sunshine Coast, by identifying what type of development is appropriate for a specific area. Since commencement on 21 May 2014, the Planning Scheme has generally been well received by both internal users and the wider community.

As at May 2016, a total of 2,191 development applications (Material Change of Use, Operational Works, and Reconfiguring a Lot) were lodged under the Planning Scheme.

A significant achievement of the Planning Scheme has been the delivery of a single set of consistent planning provisions across the Sunshine Coast. In particular, the reduced levels of assessment and provisions for secondary dwellings, dual occupancies, home based businesses, self-assessable business uses in centre zones, indoor sport and recreation, rural activities and community uses.

There are a range of tools that support the implementation and use of the Planning Scheme including the **Development Information Site Report**. Since its launch in November 2014, the report has been used over 130,000 times, on average 2,700 times per week. The online tool continues to be beneficial to a range of users including land owners, potential purchasers, real estate agents, private building certifiers, development consultants, councillors and council staff. It provides greater ability for the community and industry to engage with the planning scheme, with information that is easier to consume, available anywhere, anytime, and on any device.

The focus on the provision of 24/7 access to development information has been expanded by offering customers the ability to get an estimate of a proposed development fee using the **Online Calculator**. With free access to these tools at anytime from anywhere, users are empowered to make informed investment decisions.

The **Pumicestone Passage and Catchment Action Plan 2013-2016** was released in October 2015 in partnership with Moreton Bay Regional Council. The implementation in partnership with

network stakeholders continues with approximately 70% (28 of the 41 actions) being completed during this quarter. Eight actions are in progress, and five actions have been carried forward into the 2016/17 financial year.

The **World Environment Day Festival** was held on 5 June 2016 at Cotton Tree Park. The Planning and Environment Department coordinated council's presence for this event which included representation from a number of other council areas. Council displays and activities entertained the 3,000 plus crowd with a diverse range of activities and a vast range of information on current council projects. The Solar Sunflower ensured that the event was powered by the sun and provided a great conversation starter for opportunities on the local possibilities to green Sunshine Coast events.

## Transport Levy

The **Transport Levy** has continued to execute the 2015/16 program with a strong focus on connecting communities. This includes the provision of:

- Council Link services for people over 60, with a disability or mobility impairment as well as carers and minors accompanying eligible people
- Flexi-Link Services in areas with limited public transport. Providing a pre-booked scheduled service that provides links with the existing public transport network
- Funding of additional services including a trial on the Maleny-Landsborough-Beerwah Bus Service
- Delivery of the next stages of the Light Rail Feasibility Study.

A revised **Transport Levy Policy** was adopted by council on 9 June 2016. The Policy includes a 'Futures Fund' to secure funding to support future strategic major transport needs of the region. A copy of this policy is published on council's website.



## Environment Levy

The **Environment Levy** program continues to provide opportunities to work collaboratively to protect the lifestyle and environmental values of the Sunshine Coast. Some of the highlights of the 2015/16 Environment Levy Program include:

- .99 square metres of land per resident acquired for conservation and preservation purposes.
- The acquisition of two new land parcels, adding approximately 80 hectares to council's conservation estate.
- Continued investment into improving the health of riparian areas along Bells Creek and Maroochy River.
- Support for 115 landholders to undertake environmental improvement activities on private lands.
- Ongoing partnerships with 22 not-for-profit community groups who have received approximately \$550,000.00 through the Environment Levy Partnership Program.

The Environment Levy Program for 2016/17 was also approved by council on 9 June 2016. Full details are available on council's website.

## Development Services

Development activity has remained strong for the quarter ending 30 June 2016.

Some significant points of interest include:

- **92%** of applications are being assessed within legislative timeframes, **79%** of these are within the first 20 business days.
- **812** lots have been plan sealed and endorsed by council compared to **769** lots in the same quarter of 2015
- **4%** increase in applications decided by council compared to the same quarter in 2015
- **\$244** million of new dwellings and units, a **24%** increase on the same quarter in 2015
- Applications to create **178** multiple dwelling units have been received
- **47%** of eligible applications were lodged under the FastTrack application system.

Details of all Development Applications are available on PD Online.

A full review of the **Planning and Engineering Assessment Fees** were approved by council on 16 June 2016. The aim was to facilitate online business opportunities and provide a simple

charging mechanism with a consistent base fee plus increment. The full schedules are available on council's website.

The final applications with approved **Superseded Planning Scheme Requests** (*Maroochy Plan 2000 or Caloundra City Plan 2004*) are continuing to be progressed. A total of 237 requests were received with 158 resulting in subsequent applications. As at 30 June 2016, 70% (108) of the superseded applications have been decided.

Building and Plumbing Services have worked in a spirit of cooperation with Lend Lease and other contractors to help facilitate and continue the construction of the **Sunshine Coast Public University Hospital**, ensuring that all plumbing and drainage installations at the hospital are compliant. Dedicated plumbing officers continue to work on-site to progress the completion of final inspections.

## Outlook

The forward outlook for the next quarter will be:

- *Continued review of the legislation and state policy including:*
  - *Consideration of proposed better planning for Queensland reform and the New Planning Act*
  - *Review of the South East Queensland Regional Plan 2009-2031.*
- *Publish the 2015/16 Transport Levy and Environment Levy Annual Report*
- *Development of priority amendments for the Sunshine Coast Planning Scheme 2014*
- *Progress the planning and infrastructure delivery solutions for the major development areas including Beerwah East, Caloundra South, Palmview, Kawana Town Centre (including Bokarina Beach), Light Rail, and Maroochy City Centre*
- *Continue to deliver development assessment processes within statutory timeframes.*