



## CEO's Quarterly Progress Report Quarter 1, 2017/2018



*"Delivering on the Vision:  
Australia's most sustainable region  
– healthy, smart, creative"*

### **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.*

*Council unanimously endorsed a new organisational structure during the quarter to meet the future growth challenges in the region and help council deliver the services required to meet customer and community needs over the next decade.*

*It is important we now put in place an organisational structure that is fully aligned to deliver on council's strategies and the region's customer expectations.*

*The new structure will allow the organisation to be geared up in the best way possible to align to council's corporate vision, goals, strategies and values, and enhances our focus on services to customers, partners and stakeholders, supports the delivery of a range of major projects in the region.*

*The new structure will enable council to continue to streamline its processes and establishes the optimum structure to support council being fit for the future.*

### **Service highlights for the quarter**

- \$57.7 million or 66.8% of the total purchasing spend for the quarter has been to local businesses
- A total of 140,340 rate notices (136,710 rateable properties) were issued in July
- Over 52,000 calls were answered by our call centre
- Over \$2 million in grant funding allocated to the community
- Over 1000 hectares of mowing maintenance
- Over 2000 building approvals issued with a construction value of \$436 million
- Over 1000 new dwelling houses approved totalling \$281 million in value
- Over 270 multiple dwelling units were approved with a value of \$70 million
- More than 50,000 guests visited the region and attended 15 major events which generated approximately \$23 million in economic activity.

## Corporate plan highlights:

### A Smart Economy

#### Investment mission a boost local economy

During August and September, the Mayor undertook an International Investment Mission which included meetings and presentations in England, Scotland, The Netherlands, Israel and South Korea.

Meetings with more than 50 organisations in five countries have laid the groundwork to attract more international investment, boost the local economy and create more jobs.

The mission demonstrated there was a healthy appetite for corporate investment on the Sunshine Coast and strong interest in our region thanks to our game-changing projects, such as the new Maroochydore CBD and the Sunshine Coast Airport expansion.

I had the opportunity to join the Mayor on the last leg of the mission, as part of a delegation from the Council of Mayors – South-East Queensland, at the 2017 Asia Pacific Cities Summit and Mayor's Forum in South Korea.

This event is recognised as the Asia Pacific region's premier business and civic forum, providing a platform for governments and businesses to form partnerships, improve city governance and promote trade and investment opportunities.

#### 'Hot spots' building the region

During the quarter the Building Approvals Heat Map 2017 was released. The heat map provides a geographic visualisation of planning and development activity and illustrates the 'Sunshine Coast Enterprise Corridor' continues to contain a significant proportion of the building activity.

Over the last 12 months, a new hot spot has emerged at Caloundra South (Aura) suburbs of Baringa and Bells Reach – recording over \$185.3 million in building approvals.

#### Regional Economic Development Strategy implementation review

A review of the implementation of the Sunshine Coast Regional Economic Development Strategy 2013 – 2033 commenced during the quarter. The review will inform the elements of

the 2018-2023 Implementation Plan and shape the optimal arrangements for achieving the strategy's aspirational goals.

Wide ranging consultation with stakeholders has been undertaken, representing multiple industry sectors, State Government, council and the Sunshine Coast Economic Futures Board. Recommendations and actions for the next five year Action Plan will be presented to council for consideration.

### A Strong Community

#### Caloundra fires place LDMG on alert

The Sunshine Coast Local Disaster Management Group moved to alert status in August as Queensland Fire and Emergency Services battled a large scale bush fire at Caloundra South.

A temporary place of shelter was established at the Lake Kawana Community Centre for residents or visitors affected by the fire and smoky conditions. Council also opened the Sippy Creek Pound for any pets or animals requiring shelter.

#### Protecting the region's cultural heritage

The region's rich history will continue to be protected following council's endorsement of the annual Cultural Heritage Levy Program, committing almost \$1.5 million to a wide range of projects, including:

- \$75,000 towards increasing knowledge through heritage studies, regional digitisation programs and development of a Heritage Trees register
- \$262,000 towards regional grant programs, cultural tourism initiatives and events, support for the Sunshine Coast heritage network, cultural programs and interpretive projects, including heritage trails
- \$493,883 towards the Heritage Futures Fund.

The program is funded through an annual \$11 contribution by ratepayers and helps to ensure that local cultural places, heritage and history are protected for generations to come.

## A Healthy Environment

### Environment and Liveability Strategy endorsed

A long-term strategy to maintain the liveability of our region and build on its already outstanding environmental credentials over the next 25 years was endorsed by council in September.

The Environment and Liveability Strategy sets a positive course for the region in setting policy positions, targets and identification of transformation actions that will guide council and the community to adapt to future change, while preserving the values that make the Sunshine Coast a great place to live.

The Environment and Liveability Strategy, together with the Regional Economic Development Strategy and the Social Strategy, now provides a comprehensive framework to guide and shape the future growth of the Sunshine Coast.

### Environment levy showcased

The Environment Levy Annual Report 2016/17 was published during the quarter as an interactive digital version that illustrates the key achievements of the Environment Levy.

In the last financial year, council invested just over \$10 million in protecting our environment, including \$3.7 million going towards the acquisition of 75 hectares of environmentally significant land.

Some of the key highlights are:

- Council partnered with 942 Land for Wildlife members, supported 74 voluntary conservation agreement partners as well as 22 not-for-profit community groups and provided \$304,000 in Landholder Environment Grants to 97 private landholders.
- Council has funded \$1.2 million into on-ground environmental projects, such as removing weeds in road reserves, rehabilitating coastal dunes and reserves, and restoring waterway vegetation in the Mary River, Maroochy River and Pumicestone Passage.
- Invested in over \$4 million to achieve significant conservation outcomes through the Land for Wildlife Program, including

Voluntary Conservation Agreements and Environment Levy Partnerships and Grants.

### Draft Biosecurity Plan released

A new community plan to respond to the threat of high risk invasive plants and animals was released for community comment during the quarter. The Draft Sunshine Coast Council Local Government Area Biosecurity Plan has been developed in partnership with, community, industry and government agencies.

The draft plan identifies 78 priority invasive plants and animals that pose a risk to our region, and outlines a proposed strategic response to guide management.

The plan aims to bring all sectors of the local community together to collectively respond to the highest priority invasive species through feasible management activities. This plan, when endorsed, will replace the Sunshine Coast Council Local Government Area Pest Management Plan 2012-2016.

## Service Excellence

### Solar Farm a first in Australia

The Sunshine Coast Solar Farm was officially opened on 25 July 2017 and is now feeding electricity into the power grid, making our council the first local government in Australia to offset 100% of its electricity consumption with energy from a renewable source.

The 15 megawatt solar farm at Valdora allows us to take control of our own electricity supply, combating rising electricity costs and achieving an important sustainability milestone.

All power consumed at council's facilities will be offset with energy from a renewable source thanks to this nation-leading project.

The Sunshine Coast Solar Farm is the second largest in Queensland and the sixth largest Australia wide, and at its peak, the solar farm will generate 15,000 kilowatts of electricity, which will go straight into the Energex network.

This is an outstanding achievement for our organisation – thank you to the passionate and committed staff from many areas of our organisation who have collaborated to deliver

this innovative project for council and our community.

#### **Alexandra Headland Skate Park**

The new Alexandra Headland skate park was completed during the quarter thanks to the partnership between Landscape Planning and Design and Community Sports and Venues. The skate park officially opened in October.

The \$1.2 million project includes new and improved elements for skaters, BMX riders and scooter riders of all ages and skill levels. The design was the result of extensive community consultation with the final concept developed by council and specialist skate park designers.

#### **New gateway into the city centre**

The Maroochydore Intersection Upgrade project went into full construction during the quarter. The project is on time and budget, and all major service relocations are scheduled to be completed in October 2017. A milestone achievement during the quarter has been the undergrounding of the overhead electricity network. Work will now focus on the Aerodrome Road traffic lane adjustments.

### **An Outstanding Organisation**

#### **An Outstanding Organisation – The Next Steps**

In September council met in a Special Meeting and unanimously endorsed the new organisational structure. This decision will enable us to achieve an optimum structure to support our organisation being fit for the future.

The new structure retains five Groups (departments) and two Offices within council. These are:

- Business Performance Group
- Customer Engagement and Planning Services Group
- Liveability and Natural Assets Group
- Built Infrastructure Group
- Economic and Community Development Group
- Office of the Mayor
- Office of the Chief Executive Officer

Importantly, the Next Steps project is not about job reduction and the new structure does not reduce the headcount of council.

The new structure will have minimal impact on the majority of staff with the composition and focus of most teams remaining the same. Some realignments have been made which will result in the adjustment of reporting lines at the Branch Manager and Coordinator level. It is my assessment that, for the majority of staff, there will be little to no impact on day-to-day work functions, direct team compositions and service commitments to our customers.

The structure was created using input and feedback gathered from staff and stakeholders over a three month period during the project's design and consultation process.

Through the Next Steps project, council's structure and operations have been revised to ensure it is match fit for the future. This means professionally ready to meet the anticipated growth and challenges confronting the region over the coming decade.

The adoption of the Corporate Plan 2017-2021 now sets out a comprehensive blueprint to take our region into the future. Having a clear vision and plan for our region is crucial, given the growth our region will continue to experience in the next 20 years and beyond. Today we have a population of approximately 300,000 people – within 20 years we will reach nearly 500,000 residents, as forecast in the SEQ Regional Plan.

Council has a solid record of achievement, wonderful staff and a great track record of service delivery to our customers, and to become a truly outstanding organisation we need to have in place an organisational structure that is fully aligned to deliver on council's strategies and our customer expectations.

In general terms, it is proposed the changes to the structure will be delivered in three phases, and earlier if possible:

- Employees supported into the new arrangements by the end of the year (by 31 December 2017)
- Financial and system details confirmed by the end of this financial year (by 30 June 2018)

- Any workplace location arrangements by 31 December 2019.

Finance, HR, Corporate Governance and ICTS are working to ensure the new structure is implemented and supported from a systems perspective with a proposed target date of 6 November 2017. Working to achieve this target will set us up for moving into 2018 with clarity and purpose and will assist in aligning the new structure to our traditional budget process.

A Transition and Culture team has also been established to help inform and drive the necessary care, communications and clarity for this change process.

As a fit for the future organisation we will invest in capabilities identified as core and critical to council. This will strengthen our operating model to focus on customer service, business and strategic partnering and stakeholder engagement. Our new structure will drive greater accountability and outcomes for our customers.

I would like to take this opportunity to thank the three outgoing Directors Coralie Nichols, Ray Turner and Andrew Ryan for their years of tireless service to the organisation. They have individually determined not to participate in the closed merit selection process for the five Group Executive positions, and on behalf of the organisation I wish each the very best for the future.

#### **Certified Agreement negotiations**

A Single Bargaining Unit (SBU) meeting was held in September 2017 to continue negotiations on the draft Certified Agreements to arrive at a mutually acceptable position for all parties.

Council's wage increase proposal now exceeds the management offer previously tabled:

- 1 July 2017 – 2¼% or \$25 or CPI whichever is the greater
- 1 July 2018 – 2.3% or \$25.75 or CPI whichever is the greater
- 1 July 2019 – 2.3% or \$26.50 or CPI whichever is the greater

Since negotiations commenced in March, council has increased the wages offer up from 2% or CPI whichever is the greater for each of

the three years to the offer above. Management believes this is a fair offer in the context of other favourable provisions included within the Agreements.

The respective Unions are discussing this offer with employees and management is waiting on advice that we can proceed to an employee vote to endorse the 2017-2020 Sunshine Coast Certified Agreement(s).

#### **Managing and developing the workforce**

Council is operating with a workforce headcount of 1835 (1776 council employees and 59 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.

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

*Michael Whittaker*

**Michael Whittaker**  
**Chief Executive Officer**  
Sunshine Coast Council

## A smart economy



**\$370,000**

Increase in holiday park revenue compared to the same quarter last year



**\$52 million**

In economic impact and 357 jobs were secured for the region from 3 investment outcomes. Which have an estimated annual recurring impact of \$175.4 million and 763 jobs



**455**

Businesses accessed specialist advice and information. 27 events were delivered, and 797 participants benefited from services provided by council through its Regional Economic Development Strategy



**Over 50,000**

guests to the region attended 15 major events which generated approximately \$23 million in economic activity for the region

## Major projects

### Sunshine Coast Airport Expansion

Council continued to work with Palisade Investment Partners Pty Ltd, to satisfy a number of conditions precedent to be performed by both parties prior to the Commercial Partner Agreement reaching financial close and taking effect. Work is expected to be completed in November 2017.

Transition arrangements continued through the work of the Transition Steering Group, the Transition Project Control Group, and the Transition Team.

The Principal Reference Design was completed and released to tenderers. The Design and Construct (D & C) Contract tendering process commenced, with five Early Tender Information Sessions delivered to those shortlisted and all technical documentation provided. Negotiations with Palisade Investment Partners continue on the D & C Contract.

In September, the draft Cultural Heritage Management Plan was provided to the Kabi Kabi First Nation Claimant Representatives and the legal representative for comment and finalisation. In the next quarter, a meeting is scheduled with the representatives to finalise the plan.

### Sunshine Coast Solar Farm

The Sunshine Coast Solar Farm was officially opened on 25 July 2017. The retail agreement with Diamond Energy was executed on 29 June 2017. The Generator Performance Standard Test Plan was approved by Energex and the Australian Energy Market Operator on 17 July 2017. The Clean Energy Regulator accredited the power station under the Renewable Energy Target with effect from 19 July 2017 – the date it began generating electricity.

### SunCentral Maroochydhore

Council continued to provide support to SunCentral Maroochydhore. The company reported on activities undertaken during the period July to September 2017. This quarterly report was presented to council at its 17 August 2017 Special Meeting.

## International Submarine Broadband Cable

The Director, Economic Development and Major Project's attendance at the Submarine Networks World 2017 Conference in Singapore in September provided the opportunity to meet with industry leaders, and exchange knowledge and present in relation to the Sunshine Coast International Broadband Submarine Cable Project. In the next quarter (October), the project's Market Sounding Process will commence.

## Delivery of council's services

### Economic development

The implementation of the Regional Economic Development Strategy 2013-2033, at the end of the 2016/17 financial year, resulted in 489 real and measurable investment leads now being converted to opportunities (active potential investments) and awareness outside the region. These were generated by, among other things, more than 29,000 views of LinkedIn articles, over 3000 C-suite clients receiving hand signed correspondence, 472 accepting to receive direct email, and 10 national companies entering a competition to meet local agribusiness representatives.

Actions continued to be delivered in concert with the seven High-Value Industry Taskforces. Notable achievements in terms of industry development events included the Fine Food Australia Exhibition involving 12 exhibitors and the Cleantech Effect Conference which attracted 280 attendees. The Level Up Digital Upskilling program progressed into its final stage. Forward planning in relation to the new financial year has been advanced across the seven high-value industries.

There were 455 businesses assisted via access to specialist advice and services in the first three months of the financial year. Twenty-seven events were delivered in support of the Regional Economic Development Strategy, involving 797 participants in this quarter.

Three investment outcomes totalling \$52 million in economic impact and 357 jobs were secured during the quarter. These investments had an estimated one-off economic impact to

the Sunshine Coast economy during construction phase of \$140.82 million and 463 jobs, and once completed will have an annual recurring impact of \$175.40 million and 763 jobs. Major briefings were held in Brisbane with three corporate partners attracting over 90 potential investors.

Visit Sunshine Coast took ownership as council's partner in the implementation of the Study Sunshine Coast marketing campaign. Twelve new volunteer student ambassadors from five countries commenced in their roles to promote the region's education benefits as part of the Study Sunshine Coast student ambassador program and were introduced to councillors in August.

Planning commenced for delivery of two marketing campaigns/symposium. These are participation and exhibition at AusBiotech 2017 in Adelaide in September 2017 and a Medicinal Cannabis Symposium scheduled for December 2017. The Symposium is a regional initiative to inform and train Specialists, GPs and Nurse Practitioners on access legislation and prescribing of the S8 category medicine which will be to market in March 2018.

Promoted the Premier of Queensland Export Awards and provided opportunity for local businesses to attend the Awards Dinner in October 2017. Council will sponsor the Environmental Solutions Category for these Awards. Twelve exhibitors were supported by council at the Fine Food Australia event that focused on exporting held in September 2017.

Fifteen major events were held during the quarter, attracting more than 50,000 guests to the region, generating an estimated \$23 million in economic activity, and equivalent to an estimated 254 jobs. Highlights of the quarter were the inaugural Velothon Sunshine Coast in July, the Sunshine Coast Marathon in August, and the IRONMAN 70.3 Sunshine Coast and the National Youth Championships (Touch Football) in September.

The Sunshine Coast Events Board and its two Working Groups met once each during the quarter, reviewing four sponsorship applications – all of which were supported. These comprised six individual events to be staged between 2017 and 2019. Of the six individual events supported by the Events

Board during the quarter, two were new events to the region.

The report on the independent review of return on investment from the Tourism and Major Events Levy was completed. Renewal of the Visit Sunshine Coast Funding Deed commenced.

### Holiday parks

Sunshine Coast Council's six *Sunshine Coast Holiday Parks* experienced very strong demand for the first quarter of this year with occupancy growth of 6% on the previous year to date figure. The business benefitted from some significant capital improvements over the past five years, together with continued favourable weather conditions and online bookings.

Revenue for the year to date to the end of the quarter was \$4.99 million – up by \$370,000 (8%) for the same period last year.



## A strong community



14,393

participants in library programs



151,386

People attended events held at council venues



68,346

spectators at sporting events



\$2,315,294

In grant funding allocated



72,420m<sup>2</sup>

Total area of roads delivered

## Planning for the future

### Caloundra Aerodrome Master Plan

The draft Business Case for the Caloundra Aerodrome Master Plan was completed. The Business Case will be reviewed and finalised, with a report to be prepared for presentation of the Business Case to council for its consideration.

## Major projects

### Maroochydore Intersection Upgrade

The Maroochydore Intersection Upgrade project is well into full construction with the Maud Street intersections of Dalby and Bungama Streets at 98% completion. The project was on time and budget as at end quarter 1, all major service relocations have progressed well and will be completed by October 2017 with achievement of Milestone 1 - Overhead Power relocation to underground. Work is now focused on the Aerodrome Road traffic lane adjustments and will continue through quarters 2 and 3.

### Alexandra Headland Skate Park

In partnership with Parks and Gardens, Landscape Planning and Design, and Community Services - Community Sports and Venues, work was completed for the upgrade of the new skate park. The \$1.2 million project includes elements to suit skaters, BMX riders and scooter riders of all ability levels – with a split level advanced bowl, mini bowl and stair set among the key design features.

The delivery of the project is the result of working collaboratively with Landscape Design team. The design was the result of extensive community consultation, with final concept design developed by Sunshine Coast Council and specialist skate park designers. Feedback received on the draft concept designs focused on a larger and deeper bowl, more transitions and features that allow the park to be used by more people at once.

A viewing area will provide opportunities for events such as competitions, demonstrations and learn-to-skate workshops. The construction work was delivered by specialist skate park construction company, Convic who have produced a world class facility at this

iconic location with State Government a key funding partner as part of its Get Playing program.

An official opening will be held on 10 October 2017 and will include Pro Skaters demonstration, Live Mix FM drive home forecast and world class scooter and skate exhibition. The project was completed six weeks earlier than scheduled and delivered within budget.

### Palmwoods Streetscape

The Palmwoods Streetscape project is in full construction with the major retaining wall work in progress as well as significant progress on the timber decking.

The recent fine weather has seen works progressing well and the project is anticipated to be complete by early December 2017.

### Timari Street Streetscape

Timari Street streetscape project commenced this quarter after being retendered to achieve a better contract value. Work is now scheduled to be completed in quarter 3 with the main street work in Timari Street to be substantially completed by Christmas.

### Place Making

#### Bulcock Street, Caloundra – Stage 4

Detail design for Stage 4 (Minchinton Street through to Knox Avenue) is in progress. Work includes new footpaths, additional street furniture, new landscape areas with additional trees and shrubs, directional signage and public art approach, with Smart City technology integrated into the design outcomes. The roadway will be reshaped and upright kerbs removed, and as per Stage 3, this will allow for more pedestrian friendly integration of the Caloundra Markets, outdoor dining opportunities, and Disability Discrimination Act accessibility.

## Delivery of council's services

### Community & cultural development & partnerships

The second **Horizon Festival** was held over 10 days (25 August – 3 September) and provided over 200 events. Key events in the program included:

- The Earth Harp
- Architects of Air Arboria luminarium
- Underground fringe festival in Nambour
- Online GooseChase
- Dawn Awakening

**50<sup>th</sup> Anniversary of the Naming of the Sunshine Coast** activities included *Festival of Community Halls*, *From the Mountains to the Sea Exhibition*, *Festival of Sand* and a free Community Concert.

**NAIDOC Week** was celebrated in July 2 – 9 with a flag raising ceremony and traditional performance. This year's theme *Our Languages Matter* emphasised the unique and essential role that Indigenous languages play in cultural identity, linking people to their land and water and in the transmission of history, spirituality and rites.

August 19 – 27 marked **Seniors Week** with the theme *Creating a Queensland for All Ages*. Activities included Queensland Ballet dance workshops, online shopping sessions and morning teas.

Council endorsed the annual **Cultural Heritage Levy Program** committing almost \$1.5 million to a wide range of projects. The 2017/18 program includes a range of programs:

- \$75,000 towards increasing knowledge through heritage studies, regional digitisation programs and development of a Heritage Trees register
- \$106,000 towards conservation of, and community access to, cultural heritage places
- \$393,633 towards support of heritage places through programs, events, training, financial assistance and specialist advice
- \$262,000 towards regional grant programs, cultural tourism initiatives and events, support for the Sunshine Coast

heritage network, cultural programs and interpretive projects, including heritage trails

- \$493,883 towards the Heritage Futures Fund.

**The Nambour Soundtrail** was launched this month, supported by the Cultural Heritage Levy. The trail provides an innovative way to highlight the diverse heritage of the town, drawing together history and community heritage, local stories and great original music.

The **Art and Heritage Collections Policy** was endorsed this quarter to guide the development, management, accessibility and appreciation of the three significant collections in councils care – Sunshine Coast Art Collection, Public Art Collection and Cultural Heritage Collection.

There were 461 entries received for the **Sunshine Coast Art Prize 2017** exhibition. The winner this year was *Workers Blues #1*, with the artist receiving \$25,000 cash prize from Audi.

**Mooloolaba activation** activities are ramping up and this quarter included a giant waterslide on the beach coinciding with school holidays, use of vacant retail space for artists, welcome events of the five cruise ships in Mooloolaba, hosting of Queensland Volley Ball tournament and consultation on the Mooloolaba Place Activation Plan.

### Community venues and sporting facilities

Further work on the **Stadium Feasibility Study** will be undertaken on the current Sunshine Coast Stadium site for a national-standard stadium to seat 25,000 patrons. The site is preferred for many reasons including its high destination appeal as part of a health and sporting precinct, higher potential to generate economic activity and public transport connectivity. The key components of the next phase will include demand and market analysis, stadium conceptualisations, ongoing operational forecasts and funding options.

This quarter council endorsed an updated **Sunshine Coast Skate and BMX Plan** which guides the size, features, style and location of each facility across the region. The Plan provides a facility condition audit report, a benchmarking analysis and range of

recommendations for our regional skate and BMX network for the next five years.

**Events** held at our community venues and sporting facilities this quarter include:

- Melbourne Storms Holden Cup under-20's, 2017 at Sunshine Coast Stadium
- National Youth Touch Football Championships at Sunshine Coast Stadium
- Primary Schools Netball Cup at Maroochydore Multisport Complex
- Diary of A Wombat and Doll by Babushka at Lake Kawana Community Centre
- Queensland Garden Expo; and Queensland Equestrian and Showjump Championships held at Nambour Showgrounds.

### Disaster management

The Sunshine Coast Local Disaster Management group and associated emergency agencies have an ongoing need to be prepared and practiced in the coordination and management of resources and procedures to respond to and recover from events in our region. During the quarter a large body of work commenced for planning the annual disaster exercise – Exercise Sunscreen. The aim is to provide a realistic scenario in which to exercise the effects of heatwave conditions and extended power outages across the Sunshine Coast region, and test the set-up and capacity of our Caloundra evacuation centres.

This event will be held on 28 and 29 November 2017 with a desk-top activation of our Local Disaster Management Group and Caloundra indoor stadium evacuation centre. It will involve members of both the Local Disaster Management Group and District Disaster Management Group, all emergency agencies, council's Emergency Operations and Recovery Teams, and non-government/volunteer organisations. Held over two days it will test our Local Disaster Management plans, Evacuation plans and Recovery plans. It will also give the opportunity for external agencies to present and test their plans. The intent of the day is aimed at fostering relationships with both internal and external participants.

## Libraries

**Children's Book Week** was celebrated in our libraries from August 19 – 22; and an **Australian Reading Hour** event was held with *Stories Under the Stars* at Maroochydore Library

Sunshine Coast seniors were invited to participate in a knowledge, conversation and skills sharing experience with University of Sunshine Coast (USC) students through the **genXchange** program. The genXchange initiative reflects the growing trend in libraries to be a focal point for communities – a place where all generations can meet to share life experiences

High profile political journalist **Maxine McKew** provided an author talk to promote her book *Political Trenches*; and **Nick Earls** attended an author event at the Maroochydore Library

The **Adult Literacy Program** continues to be implemented with new classes at Nambour Library being introduced. In all, there are 71 active students and 82 active volunteers 90% of the library collection has now been tagged with RFID – **Radio Frequency Identification** – which will assist in our libraries circulation and security systems.

## Lifeguards

Lifeguards performed 47 rescues, provided first aid to 744 people, and took preventative action on a total of 26,391 occasions for more than 1.5 million beachgoers.

## Public lighting

Across the quarter 282 customer requests were received relating to street lighting. These included 23 requests for glare shields, 26 requests for new lights, 65 requests for repair of council owned lights, 115 requests for repair of Energex lights and 53 other miscellaneous requests.

## Roads, cycleways and pathways

### New Pedestrian / Cycle Bridge Mayes Canal

Council has successfully obtained a \$2.58 million grant from the Queensland Government's Cycle Network Local Government Grants Program to construct a new \$5.16 million pedestrian/cycle bridge over Mayes Canal at Mooloolaba. The grant

application was prepared by the Travel Smart team from Transport Infrastructure Management.

The bridge represents the 5<sup>th</sup> stage in council's Mooloolaba to Minyama separated bikeway and will be a vital link for the region's overall cycle and pedestrian network, including the coastal pathway.

The bridge is currently being designed following a resolution from council to create an economical but aesthetically embellished structure that complements the location. The usable width of the bridge will be 5 metres to allow for separation of pedestrian/cycle users and cater for growth into the future.

General improvements to the parklands on both sides of the canal will also be undertaken, creating attractive nodes for people to enjoy the location. The design and construction process is being advanced by the Urban Projects team in Project Delivery and includes consultation with a wide variety of internal stakeholders.

Actual construction is scheduled from April to October 2018 subject to final design and statutory approvals.

## Road network management

The road reseal program completed 72,420m<sup>2</sup> of roads valued at \$2.2 million with 45,021m<sup>2</sup> of dig outs (preparation works) completed and 27,399m<sup>2</sup> of roads (six) and rehabilitations (two) completed and 10,918 tonnes of asphalt laid. Major works included Rossiter Place rehabilitation (710m<sup>2</sup>), Balemo Street rehabilitation (2,063m<sup>2</sup>), Golf Links road reseal (2,987m<sup>2</sup>) and Valley Drive reseal (10,848m<sup>2</sup>). Most of the preparation works are now complete and the reseal program well underway, with the commencement of rehabilitations at Laxton Road, Careen Street and Currimundi Road.

Line marking in Division 2 is being completed with 158 roads reinstated costing \$330,643. Green Cycle lane treatment of 584.35m<sup>2</sup> and 72m<sup>2</sup> of red speed hump treatment, 83.25 km of centre lines, 58.5 km of edge line, 9.28 km of yellow parking restriction, 1165.65m<sup>2</sup> of transverse lines, 139 bike symbols reinstated, 21 disabled bays reinstated, 521.03m<sup>2</sup> of thermo re-applied and

2584 reflective pavement markers (RPM) installed and replaced.

Across the quarter 819 assets were cleaned capturing approximately 179.8 m<sup>3</sup> of material at a cost of \$122,000. This consisted of 70% organic waste – grass clippings and leaves, 20% general waste – plastics, coffee cups and plastic bags, 10% sediment – soil, sand and silt with a noticeable increase in organic waste and reduction in sediment this quarter due to the dry weather.

#### **Cycling Workshops**

The popularity of our Cycle Education programs continue with both adult and children specific workshops taking place during the past couple of months. The children's workshops held during the September school holidays were particularly well attended, attracting over 90 participants across three events. These events achieved great success in the Progression from Training Wheels sessions leaving many parents pleased about the new riding skills of their children. The adult Bike Maintenance workshops were equally as successful, with 86 participants spread across five events. Many participants walked away feeling much more confident about changing flat tyres and completing some basic bike repairs.

#### **Love to Ride**

Following on from the successes of last year, the 2017 Love to Ride Sunshine Coast promotion was held throughout the month of September. The promotion is an event designed to encourage more people to ride bikes more often. The event attracted 647 participants from 62 organisations, and included 145 new riders. The total combined distance travelled by bike was a staggering 96,441kms, more than 11 times from the Sunshine Coast to Perth and back. Experiential events such as these have proven to be very effective in creating travel behaviour change, with many participants choosing to ride to work on a regular basis.

#### **Flexilink Promotion**

Across the quarter there was a targeted promotion to residents in the Peachester to Beerwah and Conondale to Maleny areas of the Flexilink Trial Services in place. The intent

of the promotion was to increase awareness of the two services with over 3600 brochures distributed directly to residents. It is hoped that the promotion will lead to a greater uptake in the use of the services.

#### **Draft Parking Management Plan**

Community feedback received from the Draft Parking Management Plan during the consultation period is being reviewed and compiled for presentation to council.

#### **Integrated Transport Strategy**

The Sustainable Transport Strategy, which resets the strategic outlook for traffic management on the Sunshine Coast is under review and will evolve into the Integrated Transport Strategy. The purpose of the strategy is to outline how Sunshine Coast communities will be connected; and travel choices now and into the future using multi-modal means, including emerging travel options.

#### **Transport Levy**

The Transport Levy continues to secure the Sunshine Coast's transport future and provide greater connectivity within our region. Highlights for the last 12 months are featured in the [Transport Levy Annual Report 2016/17](#).

Some of the outcomes delivered include:

- 12,019 passenger trips on Council Link services with 129,000 kilometres travelled across 39 suburbs
- 3837 passenger trips on FlexiLink services with 35,883 kilometres travelled
- \$1.75 million secured in the Transport Futures Fund to invest in major projects to support Sunshine Coast growth and travel options.

The 2017/18 Transport Levy Program has been endorsed and will continue to provide benefits to the community, including:

- \$700,000 towards upgrading bus stops across the Sunshine Coast including the installation of 24 new bus shelters, provided in compliance with the Disability Discrimination Act

- \$360,000 in financial support for the continuation of the Light Rail Feasibility and Business Case development
- \$3,347,418 contribution to the Transport Futures Fund
- \$188,000 in financial support for the continuation of the Council Link services
- \$112,000 in financial support for the Flexilink Services.

### Stormwater drainage

Delivery of the 2017/18 minor works drainage program is on target, with 12% of projects complete and others underway.

Ongoing investigations and concept planning are being undertaken to identify and assess potential future capital works projects. These include routine asset renewals as well as upgrades to existing stormwater drainage systems to relieve known flooding problems.

Water quality monitoring and testing is continuing at a number of sites where problems have been identified, and this information will enable the design and installation of future water quality improvement devices to ensure the quality of stormwater discharge to receiving waters.

Progress has been made on expanding the asset condition knowledge through the use of CCTV and visual inspections, and this will provide valuable data to ensure that future asset renewals are undertaken at the correct intervention period.

## A healthy environment



**220**

hectares of landscape and garden beds maintained



**3.6 tonne**

of litter removed from the region's waterways



**34,519**

tonnes of waste recovered



**18 new**

three-year Environment Levy Partnerships were approved to a value of \$534,734

## Planning for the future

The **Draft Sunshine Coast Council Local Government Area Biosecurity Plan** was released for community consultation on 21 August 2017. The Draft Biosecurity Plan establishes a framework to support a collaborative and coordinated approach to invasive plant and animal management in order to deliver the most effective outcomes. The plan aims to bring all sectors of the local community together to collectively respond to the highest priority invasive species through feasible management activities.

The draft plan identifies:

- 270 invasive plants and animals in the Sunshine Coast local government area
- 78 of these invasive plants and animals as priorities
- Catchments as the management unit, including the coastal environment (beaches, dunes and adjacent lands) as its own separate management unit
- Five management responses based on the effectiveness of available control measures and the known abundance of each invasive species known to occur in each management unit
- Threats on our local government border
- 12 strategic actions to guide stakeholders in the development of their tailored biosecurity implementation plans.

Community consultation closed on 22 September 2017, with feedback received to inform the final Biosecurity Plan, to be presented to council for consideration. Full details and community consultation material can be found on [council's website](#).

## Delivery of council's services

### Beaches, foreshores, coastal infrastructure and canals

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

- Completion of five regional community consultation meetings, commenced the community survey and updated the council community engagement webpage with key documents in response to community feedback for the Maroochy Groyne Field Renewal project
- First Maroochy River Consultation Group (MRECG) meeting undertaken with a focus on briefing all members of project, e.g. options assessment and outcome of cost benefit analysis. Future meeting to focus on review of community submissions
- Commenced coastal capital program with first major projects to include Picnic Point wall renewal and Pelican Waters Lock 10 Year renewal
- Completed renewal of Coolum Beach Access 83
- Commenced planning for alternate Brightwater Kayak Launch facility due to community concerns
- Completed Mooloolaba Spit renourishment program for 2017. Removal of excess sand from harbour mouth contributed to boating access safety
- Engaged key contractor to undertake three year community based marine debris program associated with the regions non bathing areas
- Continued to undertake desilting operations in Minyama Canals
- Completed Muller Park boat ramp dredging campaign
- Commenced planning for Outrigger and Maroochy Waters dredging campaigns

- Supported planning actions for boat ramp renewals at Fishermans Road and Currimundi (Laura St)
- Reinforced natural closure event at Currimundi as part of the sites biting midge management program. Lake system opened up prior to school holidays to ensure safe access for community. Early results show a good reduction in midge larvae counts (22 per m2)
- Commenced planning for a CoastSnap community beach monitoring program in conjunction with the University of the Sunshine Coast (USC)
- Completed second Unmanned Aerial Vehicle rocky headland survey work – currently awaiting final report
- Commenced monitoring of regions constructed water bodies as extended dry period continues. Issues being monitored include fauna management and amenity concerns from adjacent residents.

### Bushland conservation and habitat

The Environment Levy Annual Report 2016/17 was published during the quarter as an interactive digital version that illustrates the key achievement of the Environment Levy over the 12 month period.

The interactive 24 page [e-book](#) showcases the sights and sounds of the Sunshine Coast's natural environment complete with pictures, video and full sound-based interactive viewing.

Council's latest addition to the Environment Levy Land Acquisition Program includes a significant habitat at Annie Hehir Environmental Reserve, expanding the reserve to 61 hectares and assisting in protecting the Stanley River and the endangered species within the area.

During the quarter a number of key activities and projects progressed including:

- Fire management completion of 16 hectares (ha) of hazard reductions at two environmental reserves Lake Weyba Bushland Reserve 11ha and Buderim Forest Park 5ha



- Council staff provided three days of support in response to the August Caloundra fires, this included fire response and incident control liaison
- Due to the ongoing dry conditions, council's Bushfire Management Officer (in conjunction with Queensland Fire and Emergency Services Officers) has provided information and undertaken site visits for customers concerned about bushfire hazards in their local area
- Completion of draft landscape plan for Doonan Creek Environmental Reserve in preparation for internal and external consultation
- Flying-fox management continued with monitoring of roosts and implementation of ongoing vegetation management activities. Support provided to USC on monitoring of kangaroo population in the Sippy Creek and Mooloolah River area. Commenced planning work for two new Environment Levy properties that were settled on in this quarter
- Green Army projects were finalised with the first one commencing in the coastal reserves around Alexandra Headland early in this quarter and the second project planned to commence early in the next quarter supporting works at Stumers Creek, Coolum and Bli Bli
- Annual work program finalised and forwarded through to contractors to commence scheduled maintenance works
- Finalisation of rehabilitation work associated with drainage work to address land slip issues at Emerald Court, Mapleton.
- Successful National Tree Day with 317 volunteers planting 3600 trees across two sites at Coolum and Little Mountain
- Wildflower Festival marked its 25th Anniversary with a celebration event attended by 60 people. All of the 20 free guided walks and activities were well attended
- A community planting day was held in September at the Southern Wetlands at the Maleny Precinct with 2000 wetland species installed
- During the September school holidays a community planting day was held at the Kirby's Road Reserve. It was a family friendly planting with bushcare learning activities, guided walks and nature based craft
- 180 conservation volunteers and landholders attended the biennial Conservation Forum in August. Attendees enjoyed presentations by three keynote speakers, Anna Rose, Tim Low and Sean Willmore, and a delicious dinner, music and environmental art and poetry display
- A number of school plantings have occurred in the last quarter with 208 students participating. Schools involved include Pacific Lutheran College, Montville State School, Caloundra High School, Currimundi Special School and Rustic Pathways International Students.

Key activities and events for council's Community Conservation Partnership programs include:

- 18 new three-year Environment Levy Partnerships were approved to a value of \$534,734
- Community Nature Conservation Program volunteer hours for the quarter is 1902 hours, with 6200 native plants installed and over 228 wheelie bins of weeds removed from council's bushland reserves

### Recreation parks, trails and facilities

The past quarter has seen the Parks and Gardens Landscape Design and Planning team achieve a great number of project milestones, including:

- Detailed design is complete and issued to Project Delivery for implementation for:
- Glass House District Park Stage 4
- Jack Morgan Park Coolum, Stage 2
- Russell Family Park Car Park, Buderim Village Park Stage 7 (Church Street Carpark)
- Alexandra Headland Foreshore: Deck over stormwater outlet
- The detailed design of the following Beach Access projects are complete and have been issued to Project Delivery for implementation:
  - Beach Access 82 and 84, Coolum Beach
  - Beach Access 125 and viewing deck, Mudjimba
  - Beach Access 131 viewing deck, North Shore
- The following Skate Park projects have been managed under Design and Construction contracts during this past quarter:
  - Mooloolah Valley skate park
  - Coolum Beach skate park
  - Isaac Moore Park toilet block (Kenilworth Designer Dunny): the detailed design has been finalised and cost estimate carried out. At \$460,000 an almost 50% reduction in construction costs has been achieved. The design is in keeping with the concept design with key reductions made in the building height and area, ramp length, structural design, water storage and waste treatment. Pending a council resolution prior to Christmas 2017, it is anticipated construction will progress in the coming years as capital funds are confirmed
- Progression of the next stage of the Bulcock Street Streetscape
- Council adoption of Petrie Creek Parklands Open Space Master Plan

- Council adoption of Krauss recommendation. Unfortunately a suitable site for the Krauss locomotive display building in Buderim has not been found. Council will continue to support the Buderim Palmwoods Heritage Tramway Inc. to find a suitable alternative location
- Coastal Pathway project wins Heart Foundation Local Government Award. Sunshine Coast Council has been awarded 'Queensland State Highly Commended' in the "Over 50,000 population" category of the Heart Foundation Local Government Awards.

### Golden Beach Sports Complex

In partnership with Parks and Gardens, Landscape Planning and Design, and Community Services - Community Sports and Venues - works at the Golden Beach Sports Complex were completed. Work included 135 new car parks plus additional 25 car parking overflow area, internal pathways, landscaping and lighting. The new car park has improved access to the sports precinct and lighting to enhance public safety of pedestrians and motorists.

### Eumundi Markets Terraces

Completed work on the new terraces at the Eumundi Markets undertaken as part of a joint funded project with the Eumundi Combined Community Association and council. The work will improve the safety of users of the markets and public open space, and included construction of new terraces, pavement areas and landscape works.

### Public Amenities Building Kawana Surf Life Saving Club

In partnership with Parks and Gardens, Landscape and Design, and Building and Facilities, construction works have been completed for the replacement of public amenities building and upgrade of coastal pathway. Work included relocation and construction of new amenities and storage area for lifeguard services, demolition of old amenities plus upgrade of coastal pathway and landscape.

### Rivers, streams, estuaries and water bodies

Key activities and events for council's Community Conservation Partnership programs include:

- Approximately 3.6 tonne of litter removed from the region's waterways in the last quarter
- Environment Levy Mooloolah River Corridors Phase 2 project - landholder engagement and tender documentation completed and released for tender responses. Sixteen contractors representing nine businesses attended the contractor site visit event in August. The project incorporates 18 private properties and three council sites between Old Gympie Road, Mooloolah and Scarffe Road, Glenview
- Green Army project on Mary River - mentoring, resourcing and assisting Green Army team on six council sites and several private landholder sites on the Mary River. The team have installed 1100 plants on two sites with a further 800 to follow and have removed/controlled 10m<sup>3</sup> of weeds and attended three community engagement events
- Several releases of Cat's Claw and Madeira Vine bio-control bugs on council sites on Mary and Maroochy Rivers
- Environment Levy Bunbubah Creek project - a further 300 *Lomandra longifolia* planted at Bunbubah Creek, Dicky Beach.

### Sustainable growth and network planning

The **Sunshine Coast Planning Scheme 2014** (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.

Council adopted the *Sunshine Coast Planning Scheme 2014 (Major Amendment) No. 10 on 17 July 2017*. The adopted amendment was gazetted and took effect immediately.

The purpose and general effect of the proposed planning scheme amendment was to:

- Amend the height of buildings and structures overlay for a number of specific sites within the Mooloolaba/Alexandra Headland local plan area
- Amend the Mooloolaba/Alexandra Headland local plan code, to include specific provisions related to Key Sites and active street frontages to land in the high density residential zone fronting Walan Street
- Amend the Mooloolaba/Alexandra Headland Local Plan Elements Map (Figure 7.2.20A) to include additional road and pedestrian linkages, additional active street frontages, additional Gateway/Entry Points and add Key Sites
- Amend the Mooloolaba/Alexandra Headland Local Plan Precincts Map (LPM34), to expand the hospitality precinct to include new Key Site 3 – Club Eatery and create a new Mooloolaba Heart street activation precinct along Walan Street
- Amend the Mooloolaba/Alexandra Headland local plan table of assessment relating to business activities in the high density residential zone for the new Mooloolaba Heart street activation precinct along Walan Street.

The proposed amendments and explanatory memorandum are available on [council's website](#).

### Environment and Liveability Strategy

Council endorsed its long-term Environment and Liveability Strategy on 14 September 2017, as part of council's commitment to building a pathway to a healthy environment and liveable Sunshine Coast to 2041.

The adopted strategy sets a course for proactive action through the setting of policy positions, targets and identification of transformation actions that will guide council and community action to adapt to future change, while preserving the values that make the Sunshine Coast a great place to live.

The strategy recognised that by planning ahead and making sustainable choices at the right time, Sunshine Coast can look forward to

a sustainable future where a balance between the natural and the built environment can be achieved and the liveability of the region can be maintained.

Implementation of the strategy commenced in 2017/18, in accordance with the strategy's five-year implementation plan.

A copy of the full strategy and associated documents are available to view on [council's website](#).

#### **Draft Caloundra Centre Master Plan**

Drafting of planning scheme amendments to implement the Draft Caloundra Centre Master Plan has progressed and is expected to be presented to council for endorsement in the next quarter.

#### **Waste and resource management**

Remondis purchase of AusWaste – Deed of Novation executed across the quarter.

Solid and liquid waste services continue to be delivered to a very high standard. Monitoring and audits of their performance levels confirm compliance across all key performance indicators with results consistently above 95%.

Pipe network infrastructure of the Maroochydore CBD underground automated waste collection system (AWCS) is currently being installed. As of 22 September 2017 approximately 1301 metres of pipes and associated infrastructure installed.

'Paintback' product stewardship scheme introduced at Caloundra, Nambour, Buderim and Beerwah Resource and Recovery Centres. Under this scheme paint is accepted free of charge by Paintback and recycled through its national recycling scheme.

During the past nine months over 140 tonnes of plasterboard has been recycled to produce fertiliser. This helps to reduce landfill waste at our facilities.

Progressively implementing solar power at each Resource Recovery Centre across the region.

## Service Excellence



**88%**

of development applications assessed within statutory timeframes



**52,762**

Calls were answered by our call centre



**2014**

Building approvals issued with a construction value of \$436 million



**2659**

building and plumbing applications lodged and 3197 decided

## Delivery of council's services

### Cemeteries

A review of the Cemetery Plan has commenced this quarter. Refurbishment of the columbarium ashes wall at Kulangoor has commenced, with the wall to be clad with black granite. This is scheduled for completion next quarter. A project of mapping our regions cemeteries has commenced, with the details of Kulangoor cemetery at the verification stage.

### Customer and community relations

Telephone and email requests were the main methods of interacting with council this quarter with 52,762 calls, 13,416 email requests, 11,767 visitors to our centres and 2270 webchats. Customer satisfaction ratings remained very high at 4.74 out of a possible score of 5; and 86% of calls were responded to within 60 seconds.

Progress towards the development of a community engagement centre of excellence continues. This quarter, roving pop-up photo booths were used as a first step in a visioning process of what an engaged community means to our community.

Work continues on the Customer Experience Strategy (to be presented to council early 2018); and Customer Relationship Management System.

### Communications

Confidential preliminary discussions have been held with key stakeholders to outline key areas for improvement. A casual fulltime graphic designer has commenced in the position which was approved in the 2017/18 Budget and will improve service delivery.

Training was undertaken to improve videography skills of Communication Branch officers, with further training planned by both external providers and skilled internal officers. Social media training has seen ongoing attendance and has been well received, with an enthusiastic response to broaden contemporary channel knowledge.

### Development services

The first quarter of the new financial year continued to record strong development activity, with an increase of 27% in building approvals issued and 11% increase in the associated construction values recorded highlighting the confidence in the local development market.

The [Building Approvals Heat Map 2017](#) was released during the quarter, providing a geographic visualisation of planning and development activity. The map includes insets that identify the volume of building approvals over the past 12 months in the "hot spots" and illustrates that the 'Sunshine Coast Enterprise Corridor' continues to contain a significant proportion of the building activity.

Over the last 12 months, a new hot spot has emerged within Caloundra South (Aura). This area includes the suburbs of Baringa and Bells Reach and has recorded over \$185.3 million in building approvals during this time.

- Details of building activity over the past 12 months in the six 'hot spots' include:
- 274 building approvals with a value of \$55.3 million in the Peregian Springs area
- 321 building approvals with a value of \$152.5 million in the Maroochydore area
- 124 building approvals with a value of \$89 million in the Mooloolaba and Brightwater area
- 229 building approvals with a value of \$169.6 million in the Kawana and surrounding areas
- 141 building approvals with a value of \$62.5 million in the Caloundra area
- 328 building approvals with a value of over \$185.3 million in the Caloundra South area.

The **Planning Act 2016** commenced on 3 July 2017, replacing the *Sustainable Planning Act 2009* and establishing a new planning system for Queensland. The transition to the new planning system has involved extensive engagement with the development industry, including partnering to deliver:

- New processes and providing training in regards to the new provisions and timeframes

- Configuration of systems and process to support the implementation of and monitoring of the legislation
- Amending online information, the Development Services Register of Cost Recovery Fees and Commercial Charges as well as delegations to maintain service levels
- Implementation of an administrative amendment referred to as the *Sunshine Coast Planning Scheme 2014 (Alignment Amendment) No. 9* to ensure the planning scheme supported a smooth transition to the new state planning framework.

The focus on 24/7 customer service channels has expanded during the quarter with the **Onsite Sewerage Facilities (OSF) eServices** platform going live on 3 July 2017. This is an online reporting facility that allows real time submission of OSF service reports direct from a property to council either through an app on a service agent's electronic device or by directly integrating their current system into council's.

Online lodgement of service reports provides homeowners and council with an immediate status of the OSF, enabling action to be taken quickly to remedy any issues and provide clarity around the status of the device. The online solution also provides for fast and efficient business processes minimising the need for data entry and reducing the environmental costs associated with the large volumes of paper previously required to complete statutory reporting. Most importantly the OSF eServices program will help keep our waterways healthy by ensuring that any problems are reported in a timely manner and actioned accordingly.

For further information, a fact sheet and video can be found on [council's website](#).

### Local amenity and local laws

The **Systematic Inspection Program** for regulated dogs was endorsed this quarter, allowing council officers to ensure compliance with regulated dog conditions by pet owners.

Community Response officers continued to be proactive in **Community education**. The PetPEP education program was delivered to

three schools and 92 students. A third 'Park the Bark' seminar is planned for next quarter.

The 12 month **Giants Rats Tail Grass trial** is also coming to a close, with positive results. The final report and findings will be prepared next quarter.

### Property management

#### Land Management

- 330 Pontoon/Waterway leases managed within the quarter
- 221 community tenure arrangements currently managed within the quarter. This includes leases, licences, management agreements and permits
- 95 commercial tenure arrangements managed within the quarter
- 56 Requests for Comments processed in the quarter
- 46 Requests for Owner's Consent processed in the quarter.

#### Buildings and Facilities Assets Management

The following projects have been completed in Quarter 1:

##### Kings Beach Pool

Completed shut down maintenance works. Changed valves out, continued electrical works on fountain, repainted structures and repaired concrete concourse. These works were performed during shutdown works to change out the sea water intake lines.

##### The Events Centre

Engineering structural loading assessment has been conducted at Hall 3 stage by Contour Consulting to assess load rating of the orchestra pit cover in order to handle intended use by hall hirers.

##### Nambour Showground

The water main has been replaced under the road that feeds Cattlemen's Road Public Amenities (McArthur Plumbing and Sunshine Coast Council Civil team).

##### Kawana Sports Precinct

A maintenance program has been performed and lux level reading taken for the outer fields of the Kawana Sports Precinct including the western fields. Flood lighting of the mentioned fields was tested for compliance with the requirements of AS2560.2.3. All fields passed and documentation was issued to the appropriate stadium personnel.

##### Kawana Aquatic Centre

All works have been completed at the Kawana Aquatic Centre with the pool opening as scheduled on 31 July 2017. The work conducted included repairs to the hydraulic lines, installation of a termite barrier and previous termite damage to the wall of the 17m learn to swim pool was repaired.

##### Caloundra Library

Replacement of carpet, glass fencing and upgrade of internet cabling.

##### Nambour Aquatic Centre

The 50 metre pool suction line was replaced and removal of the temporary walk way took place.

##### The Esplanade, Mooloolaba

The shade structure on The Esplanade has been rust preserved and repainted. All electrical connections were repaired and/or terminated.

### Public health

**Midge control** commenced earlier than expected this quarter due to the Currimundi Lake entrance closing naturally. This provided an opportunity to trial a different time period and compare its effectiveness in reducing midge. Results indicated a 76% reduction rather than average of 78%.

**Night time feral animal surveys** were held in the Kenilworth, Conondale and Cambrook areas in August to determine the distribution, population, size, habitat use and impacts of feral animals. The work is conducted using night-time thermal imaging equipment mounted to a council vehicle.

### Quarries

During the quarter, the Quarry Services Unit prepared three shot blasts at the Image Flat Quarry ready for drill and blasting. Staff are in the process of stripping a large amount of overburden at the Dulong Quarry in preparation of the next extraction area. Eight thousand tonne of topsoil and spoil has been moved and stored at Dulong and the overburden is being used to create a screening bund between neighbours and the future mining operations. The stripping at Dulong required significant planning and approval with Powerlink due to the close proximity of the high voltage transmission line and tower.

With the signing of a new three year LPG supply agreement, the on-site storage tanks were given a significant clean and service to maintain reliable and safe operation of the gas supply to the asphalt plant.

A draft Ground Control Management Plan from the geotechnical consultants was received and is currently being reviewed. Mobilisation of the crushing contractors has commenced with several pieces of crushing equipment already delivered to site. Crushing aggregates for asphalt production will commence early October.

A successful emergency exercise was conducted on 5 September, generally a good exercise outcome with minor suggestion for improvements identified during debrief. These will be considered in review of the Quarry's emergency procedures.

The Quarry team has successfully achieved 845 injury free days as at 19<sup>th</sup> September.

Planning has commenced for shut down maintenance of asphalt plant hot mix conveyor proposed for November/December.



## An outstanding organisation



### Award Winner

Coastal Pathway project wins Heart Foundation Local Government Award



### \$57.7 million

of total purchasing spend for the quarter to local business



### 140,340

rates notices (136,710 rateable properties) were issued in June, for a total of \$155.3 million



### 2,234,833

emails in and out of council for the quarter

## Delivery of council's services

### Financial and procurement services

#### Financial Services

Draft 2016/17 Financial Statements were tabled at the September 2017 Audit Committee meeting. External Auditors, Queensland Audit Office, were on-site during September conducting their final audit of the 2016/17 Financial Statements. The 2016/17 draft statements reflect a \$23.5 million operating result against a budgeted result of \$22.8 million. The final result is subject to review by council's external auditors, to be finalised and signed off in October 2017.

July 2017 rate run was successfully generated and 140,340 rate notices were issued on 18 July 2017, totalling \$155.3 million. SMS rate reminder messages were issued during August with a total of 13,000 messages sent.

Budget Review 1, 2017/18 was adopted at the September Ordinary Meeting, resulting in decreasing the operation result to \$10.2 million, capital revenue increasing to \$101 million and capital expenditure increasing to \$262.7 million. Cash position increased after adjustments by \$8.8 million to \$218 million.

#### Systems:

- Finance has assisted with the go-live of MYOB accounting package at Sunshine Coast Airport
- Tender evaluation for Asset Management Information System has commenced.

#### Procurement Services

For the financial year to date, Procurement and Contracts Branch worked with all areas of council to:

- release 24 Tenders and 1 Request for Quote, collectively valued at \$25.9 million;
- establish, vary or extend 45 Contracts and/or Supplier Arrangements, collectively valued at \$46.4 million.

Procurement and Contracts Branch has collaborated with every department within council to deliver some of our most innovative projects, including Tenders for the Design and Construction of the new Airport Runway, the Submarine Cable Feasibility Tender, and the

new whole of council Cleaning Services Tender. The branch has also assisted in establishing a number of new Supplier Arrangements, expanding on the scope of council's current Supplier Arrangements.

Procurement and Contracts Branch:

- continues to facilitate procurement and contract management training and education
- has taken part in a further Supplier Briefing attended by more than 250 business and community members
- undertaken two Doing Business with Council Workshops this quarter, as well as other business engagements.

### Fleet management

During the quarter 35 light vehicles were ordered. This will facilitate a smooth transition at end of lease agreements. Fleet currently has around 25 outstanding trucks due for replacement. Vehicle audits have been undertaken to establish a priority list for replacement. With this information, we are looking at strategies to stagger the replacements of the outstanding trucks and also those due for replacement, and allow for delivery and build times of bodies.

Procurement for financial year 2017/18 Capital Replacement Program currently stands at \$150,000 expenditure to date. Replacements valued at \$1 million is currently underway.

Training on plant and equipment has been provided to 216 employees in the last quarter. This comprises of 178 Verification of Competency and 38 training courses to uphold the high level skills and capabilities within the organisation.

### Human resource management

In this quarter, development of a Safety Leadership program, HR Information System developments, new training opportunities and progress on a new Certified Agreement for council employees.

The HR Branch, in collaboration with Infrastructure Services is working towards launching council's Safety Leadership program. The branch has engaged a videographer and gathered expressions of interest from employees who will cast in

council's first safety video. This video will be launched at this years' Safety Symposium. Safety Leadership Workshops are being rolled out as part of the program with a focus on defining a great safety culture in a large organisation, and how to practice great safety behaviours and hold effective safety discussions with team members.

New learning this quarter included the program, *Explore* as a pilot focused on employees' over the age of 55. The course was facilitated by *Partners in Change* who are joined by representatives from *LGIA Super* and *Centerlink* to assist participants with finances, superannuation and entitlements as they explore the next stage of life beyond work. The response has been very high and additional programs will be scheduled.

The Single Bargaining Unit has held eight meetings during 2017 to develop a Certified Agreement in consultation with unions. At this stage council's wage increase proposal now exceeds the management offer previously tabled.

- 1st July 2017 2.25% or \$25 or CPI whichever is the greater
- 1st July 2018 2.3% or \$25.75 or CPI whichever is the greater
- 1st July 2019 2.3% or \$26.50 or CPI whichever is the greater.

The draft document(s) have been updated to include the updated Wage and Salary information, an amendment to the Contracting Out Clause, and inclusion of organisational commitment to projects such as the Next Steps. The respective unions will be discussing this offer with employees and members this month and council will await the advice to hold a vote.

### Information and communication technology

Highlights of the Information Communication Technology Services (ICTS) capital projects are as follows:

- Customer Relationship Management System: Cultural Change Program Manager commenced late August and external consultant was appointed to partner in preparation of tender documentation for release to market in November

- Strategic Asset Management Project (SAMS): in the procurement phase has achieved a shortlist of vendors for the invitation to tender (ITT) currently underway. Demonstrations, final moderation and contract negotiations are scheduled for the next quarter
- Cloud Transition: Data Centre Transition (DCT) – Contract negotiations are underway with preferred respondent, with conclusion expected in October. Corporate apps continue to be added to the MyOffice portal including Open Windows; Vehicle Booking System; Finance CiAnywhere, and the new Eddie web client
- Library Auto Circulation and Security System: tagging assets is 90% complete and planning for radio-frequency identification (RFID) hardware and software is underway, with building work being scoped by Building and Facilities. Work to be completed in the next quarter includes information technology (IT) hardware and software configuration and testing and finalisation of building work
- Living Lab experiments continue and the latest activities include: Image detection of licence plate, people movement and person demographics, Smart water metering prospective sites review and IoT connectivity options review
- Annual showcase of digital business and technology developments, igniTe, occurred with one day provided for staff, and another day for community and business representative. Over 400 people attended during the two day event
- Continued development of data analytics solutions to support council decision making, and improvements in service delivery. Activities include supporting the Local Government Association of Queensland (LGAQ) LG Sherlock initiative, artificial intelligence to help identify pest animals, and also use of anonymous network data to improve transport models.