



SUNSHINE COAST CITIZENS' PANEL

REPORT BACK + OPEN SPACE

What was said report - Session 6

10 June 2026



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Together with Council, we will learn, deliberate and advise, to make sure community perspectives are heard on key issues.

- Sunshine Coast Citizens' Panel Overall Purpose

EXECUTIVE SUMMARY

On 10 June 2026, 34 members of the Citizens' Panel came together to hear back from the Sunshine Coast Council team leaders on the four topics discussed over the process, namely Budget and Services Prioritisation, Waste - Large Bulky Items, Brisbane 2032 Olympic and Paralympic Games Legacy and Planning for Growth. Each presentation outlined how the Panel's insights and recommendations have informed and supported Council's work.

The Panel also participated in an "Open Space" process. This provided the opportunity for participants to 'nominate' topics they wished to discuss with others in the group. For each topic, participants were asked to capture 1-2 key messages they would like Council to know on the topic.

REFLECTIONS FROM THE COUNCIL REPORT BACK

After hearing the four presentations by Council, Panel members were invited to offer reflections on what they liked, wished and wondered. Themes emerging most strongly from the responses include:



Liked

- ◆ The Panel are feeling 'heard' and that they have made a difference.
- ◆ Specific issues important to some Panel members have been incorporated into Council plans – for example, feedback on Olympics and waste processes.



Wished

- ◆ Ongoing transparency of Council spending and general operations.
- ◆ Continuation of this form of engagement.
- ◆ Improved innovation, promotion and communication of Council initiatives and programs.



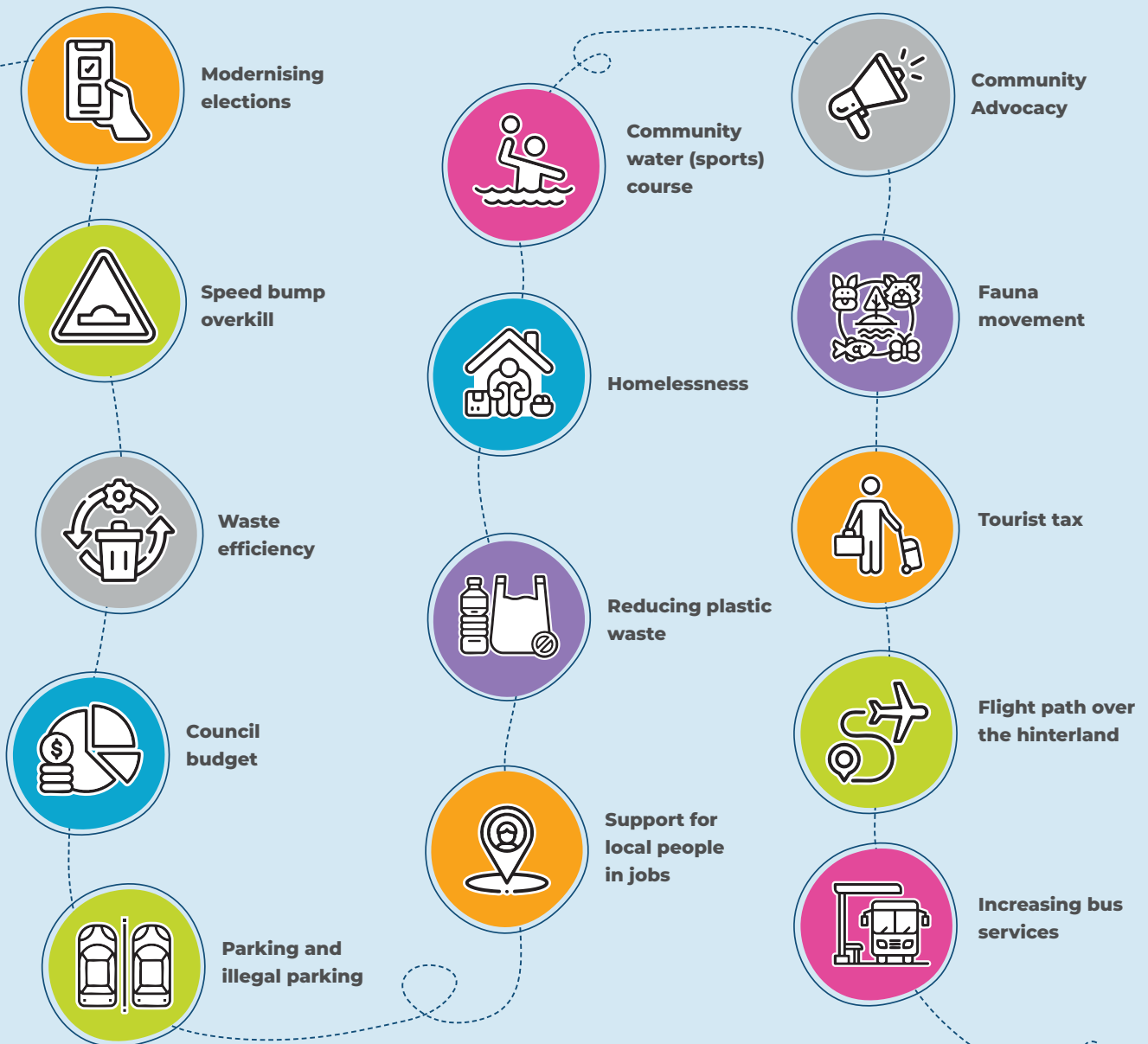
Wondered

- ◆ Ongoing progress to implement transport and housing to support population growth and the Olympic Games.
- ◆ If engagement like the Citizens' Panel will continue.
- ◆ Future reviews of waste management and services.



OPEN SPACE TOPICS

A total of 14 topics were discussed over two conversation rounds, and are listed below:



Panel members were grateful to have their topics raised and discussed, as it was an important reason for them joining the Panel process.

PANEL'S VOICE

Overwhelmingly, the Panel commended the Council on how they have incorporated their ideas and feedback across the four topics discussed over the year, expressing a sense of feeling heard and knowing they have contributed to Council's work now and into the future.

The Panel is also eager to ensure processes like these can continue, are showcased beyond the Sunshine Coast, and are seeking ways to stay connected and involved in civic issues.

Enjoy reading the full report below.

INTRODUCTION

BACKGROUND

The session held on 10 June 2026 was the final deliberative session of the Sunshine Coast Citizens' Panel. 34 members of the Panel came together to hear reports from the Sunshine Coast Council team leaders on the four topics they had discussed over the process, namely Budget and Services Prioritisation, Waste - Large Bulky Items, Brisbane 2032 Olympic and Paralympic Games Legacy and Planning for Growth.

The Panel also participated in an "Open Space" process, which gave participants the opportunity to nominate topics they wished to discuss with others in the group. The person who nominated each topic hosted the conversation (but was not expected to formally facilitate it) and ensured that high-level notes were captured. For each topic, participants were asked to identify and record one to two key messages they wanted Council to understand.

This report summarises the process of the session, capturing participants' key messages, insights and reflections.

SESSION PURPOSE

The purpose of the session was to:

- ◆ Hear from Council reporting back on the four topics covered over the year
- ◆ Enable Panel members to nominate topics for discussion and capture key insights for Council to know

ATTENDANCE

A total of 34 panel members attended the session.

A number of Councillors, Executive Leadership and Council staff also attended as presenters and observers.

Facilitation was provided by Melinda Jacobsen, Naomi Oosting and Keith Greaves from MosaicLab, who guided discussions and ensured all participants had the opportunity to contribute.

SESSION AGENDA

TIME	AGENDA
6:00PM	Welcome and getting started Acknowledgement of country, purpose of the session, agenda and reconnecting.
6:15PM	Scene setting by the Mayor and CEO Opening remarks by the Mayor and CEO providing a high-level update.
6:25PM	Hearing back from Council Four presentations by Council staff to report back on how the Panel insights and recommendations have informed and/or guided their work. Group activity to capture high level reflections on what they heard.
7:15PM	Break
7:30PM	Open Space Two rounds of Open Space conversations on topics nominated by the Panel. Key messages for Council were captured in each conversation.
8:50PM	Closing remarks, final reminders and next steps
9:00PM	Close



SESSION OUTPUTS

REPORT BACK FROM COUNCIL

To start the session, the Mayor and CEO offered high level opening remarks in response to recent Council budget decisions as well as their own positive reflections on the Citizens' Panel process to date.

The Panel then heard from the respective Sunshine Coast Council team leaders reporting back on the four topics they had discussed over the process, namely Budget and Services Prioritisation, Waste - Large Bulky Items, Brisbane 2032 Olympic and Paralympic Games Legacy and Planning for Growth.

Each presentation recapped the key question (remit), the Panel's insights and recommendations in response to the remit, and then an update from Council on how this work had informed and/or been incorporated into the Council plans and activities.

In small groups, the participants discussed what they'd heard and provided reflective comments guided by the following prompt questions:

- ♦ **One thing they liked**
- ♦ **One thing with wished**
- ♦ **One thing they are wondering**

A high level summary of themes from the Panel responses, as well as their verbatim comments, are provided in the tables below.



Liked

- ♦ The Panel are feeling 'heard' and that they have made a difference.
- ♦ Specific issues important to some Panel members have been incorporated into Council plans – for example, feedback on Olympics and waste processes.

Appear to have listened to feedback

Appreciate that the protection of natural environment is highest priority in every topic discussed

Feedback was comprehensive

Feeling like we have made a difference

Glad to see that the feedback about the Olympics has been taken on board and reported to the relevant bodies

Good to hear we have been listened to, and opinions somewhat taken on board

Individuals making a difference

It feels that they heard us

Nice to hear our feedback was incorporated into their decision making.

Organising team have done a great job at keeping things positive even when there have been diverse opinions and some negative moments. It's a tough job and they've made it easy.

People with no experience in Zoom have been able to participate and been supported by the group

Waste presentation: transparent, specific and showed outcomes



Wished

- ◆ Ongoing transparency of Council spending and general operations.
- ◆ Continuation of this form of engagement.
- ◆ Improved innovation, promotion and communication of Council initiatives and programs.

3D mapping to show new projects is helpful to get an insight on how it will look in the future.

Council should look to more Innovate recycling strategies and look to overseas--> how can we reuse materials?

Council would promote the good things and how a Council operates.

For more transparency with the general workings and plannings of the Council.

Having a watercourse here, we could provide more sports for more people to come to the area and provide more employment for hospitality.

Hoping that there will be transparency in spending from Council for increased trust from the public.

Nice to see this interaction continue maybe not monetarily, people that are interested.

That the engagement continues.

Opportunity for promoting a private company to pick up large bulky items - user pays? Council helps with marketing to help prevent illegal dumping etc.

Rate rises within CPI.

See more \$\$\$ for the Budget.

We could attract more younger people to be engaged in the committee ... they've had some of the best ideas, and have more skin in the game than some of the fossils in the room.

We could better blend idealism and pragmatism.

We could consider making the general waste bins smaller.

We still need better ways to communicate with the Sunshine Coast residents (RE waste and what tips will take and how to understand planning).

Wish that some members of the Group could continue into a new membership so there is continuity and experience, as well as new ideas.



Wondered

- ◆ Ongoing progress to implement transport and housing to support population growth and the Olympic Games.
- ◆ If engagement like the Citizens' Panel will continue.
- ◆ Future reviews of waste management and services.

Did "the wave" miss out on the federal budget money we were expecting.....?

How are they to accommodate the workers who will work to build the houses to help with the housing crisis?

How beneficial this panel has been. For the panel to come to an agreement about limiting rate rises and it not to be implemented.

How do you balance such waste and growth with keeping us green and clean (single use items especially the Games)?

It would be nice in 12 months to revisit all the topics and really see the actions and tangible outcomes of our advice (Citizen Panel class of 25/26 review)

Was there a plan for accommodation for the Olympians being built on the Coast?

When will the bulky waste issue be reviewed?

Where to from here, what comes next?

Whether the train line will be completed on time ... or will the Olympic Torch still need to drive up by car?

Will Council be continuing further panel type involvements from citizens?

Will these sessions continue in some form?

Wonder what Council's priorities really are and how they conduct themselves.

Wondering how the transport for the Olympics will be completed on time.

Wondering re waste management - our discussion was focused on bulky items only and yet it seems like we voted for no change to the general waste management plan.

OPEN SPACE

The Panel also participated in an “Open Space” process, which gave participants the opportunity to nominate topics they wished to discuss with others in the group. The person who nominated each topic hosted the conversation (but was not expected to formally facilitate it) and ensured that high-level notes were captured. For each topic, participants were asked to identify and record one to two key messages they wanted Council to understand.

A total of 14 topics were nominated. The table below provides the Panel’s verbatim comments. The main key message/s appear at the top of each section in **bold** and *italic* for easy reference.



MODERNISING ELECTIONS

Can Council provide an online platform to replace the large volume of election signs to create a fairer system from equity perspective with environmental benefits?



SPEED BUMP OVERKILL

Review alternatives such as traffic islands to slow drivers rather than speed bumps and keep them in their own lane instead of crossing over or driving down middle of road.

When parking, the bar at the front of the parking spot is high and you end up getting your car stuck on it and think you are going to lose your bumper bar.

Create noise to residents especially with large vehicles such as buses.

Frequency of speed bumps in certain areas 3 -5 in a row and in shopping centre carparks.

Height restriction on speed bumps as can be damaging to cars and they seem to vary. People often swerve to avoid.



COUNCIL BUDGET

Give us a summary of where the money is going



REDUCING PLASTIC WASTE

In the lead up to the Games, how can the community and Council implement strategies now so by the time the Games come we are well versed in reducing our plastic waste. We have already set the standard!

More campaigns like “plastic free July”. Council could market and run similar interventions. We can start small and build from here.

Council imposes rules on restaurants about BANNING single use plastic (straws, cutlery) --> like the Noosa Council-- they lead the way in implementing rules to their vendors.

Coffee cup--> can we ban plastic lids? How can we encourage more reusable cups?

Plastic single use water bottles during the Games. How can we reduce sales of plastic bottles? Can we have fountains everywhere and water trucks etc?

Is Council really recycling all the things we put in the recycle bin or is it ending up shipped overseas or in landfill? More transparency on this and more education to public on how it is being recycled.

More Council bin pick-ups by the water by Council in peak times so bins don't overflow and end up in ocean.

More public recycle bins to give residents opportunity to recycle.



WASTE EFFICIENCY

Measure how much trash is coming from certain areas and maybe reduce the collections from areas with less trash



INCREASING BUS SERVICES

Buses don't meet all of the trains from or to Nambour or to the city. There are only trains about once an hour both ways. It was brought up by a SCUH worker not able to get public transport for his early shift. There are times in the evening when I have had to wait up to 45 mins at Landsborough station to go home. The service needs an increase of frequency to and from the train stations.

Ease of use will bring more people to use it. Making it more popular and justifying improvements.

Ease of arriving to train station to line up with every train to Brisbane.

Desire for increase in bus routes particularly for 24-hour destinations (e.g hospitals for shift workers).

Reduce congestion for dense suburbs like Aura.



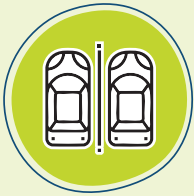
**SUPPORT FOR
LOCAL PEOPLE
IN JOBS**

Building early training supports for staff that will be needed as Olympics approach NOW. Even basic skills need time to master- early preparation will prevent panic closer to the event & provides skills in the lead up & after completion!

How can we better connect unemployed residents on the Coast with these job opportunities coming up, with the growth of the Sunshine Coast?

What practical pathways exist—or need to be created—for training and certification?

Without local job opportunities, families are moving away to find jobs that pay well. Also, they can't afford to stay in area to care for older parents. Families can stay together when well-paying jobs are available on the Coast.



**PARKING
AND ILLEGAL
PARKING**

Better Council planning for residential and business parking.

How can Council change long term and illegal parking?

Planning for a least 2 car garage parking for residential



HOMELESSNESS

How do we solve the genuine, short term homeless problem? People milling in tents and cars. Older women.

Can we have tiny homes, or caravans to provide accommodation that is affordable and safe?

Should we restrict AirBNB's to increase the rental pool?



**FAUNA
MOVEMENT**

Would like to see more planning for fauna that is being dispersed due to development. More connectivity is needed for terrestrial animals that need to cross roads or enter residential areas to move around.

Work with developers to ensure they put in place ways to monitor and put in innovative structures to assist animals to move around.

Will the results of the Citizens Panel and the success of the program be shared with other Councils, State Government with the view to them taking it on too and incorporating a more consultative approach?

How can those of us that are on this Panel continue to be involved if we want to?

Bring together, from panel and elsewhere, people with expertise in certain areas to participate ongoing and advocate - nonpolitical - focus groups.

Focus groups, one topic in local library to capture community opinions.

How can the Sunshine Coast Council be more connected to the State and Federal MPs?

Broader forums on specific topics - strength in more voices to show how engaged a community we are.

More visible representation in State and Federal Parliament promoting Sunshine Coast

Making focus groups more promoted to members of the advisory panel to support providing advocacy.

Providing an overview of the panel's expertise to support any advocacy work for Council to call upon. Other panels have been compiled by people with specific expertise.

Transport keeps coming up in every session, but Council doesn't control most of it. How do we help Council make the case to the State?

Especially regarding transport/ roads - how do we as the citizens have more sway in State and Federal government? How can we influence the federal budget for example?

Will there be another Panel after this one?



COMMUNITY ADVOCACY



FLIGHT PATH OVER THE HINTERLAND

It's a balancing act between having the convenience of the airport and putting up with planes overhead.

Council's application to be recognised as a 'dark sky' region. People very interested in this and would like to know progress.

Difficult to balance accessibility/convenience with resulting impact (noise).



**COMMUNITY
WATER (SPORTS)
COURSE**

Can we build a water course here for Olympics (for rowing/ kayaking/ SUP/ dragon boating/ White water rafting/ rapids)? This can be used for the Olympics and then used as a tourist attraction for the future. Beerwah region --> can add artificial wave for surfing practice.

Can build a stadium around this, with storage for boats and gyms/ offices and other infrastructure. It could become the best facility in the country. Could also have extra areas for children playing with recreation with fountains etc that is commercial and makes money.

Dirt used to build the water course can be used to build roads and housing.

It could be an attraction here that lives in the hinterland.

State and Federal funding to contribute?

Tourist attraction for the economy.

Year-round tourist attraction and good for schools to use too.



TOURIST TAX

Bookings.com or flight tickets/money will directly go to Council to service the Sunshine Coast.

Tax tourist through bookings [of] hotel accommodation / websites /






NEXT STEPS

This report records the reflections, views and ideas of the Panel members across the range of conversations held over this session.

Overwhelmingly, the Panel commended the Council on how they have incorporated their ideas and feedback across the four topics discussed over the year, expressing a sense of feeling heard and knowing they have contributed to Council's work now and into the future.

The Panel is also eager to ensure processes like these can continue, are showcased beyond the Sunshine Coast, and are seeking ways to stay connected and involved in civic issues.

They have built a depth of knowledge of Council issues and are eager to continue to contribute to their community.



PLEASE NOTE: This report has been prepared by MosaicLab on behalf of and for the exclusive use of Sunshine Coast Council (SCC). The sole purpose of this report is to provide SCC with materials produced at the session on 10 June 2026.

This report has been prepared in accordance with the scope of services set out by the SCC. In preparing this report, MosaicLab has relied upon the information provided by the panellists present during the session. SCC can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

MosaicLab is a consultancy specialising in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching.

We acknowledge the Traditional Custodians of the lands on which we live, work and play and pay our respects to elders past and present and emerging leaders.



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