



## Operational Plan Activities Report Quarter Ended: 09/2013

### Quarterly Progress Report on Implementation of Corporate and Operational Plans

**NOTE:**

% Complete - shows the progress in completing the project/activity

On Time - indicates on track for completion by finish date

On Budget - indicates will be completed within the allocated budget

Operational Plan Reporting Quarter Ended:

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## Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 1.1 A broad economic base

Footpath Trading - review current footpath trading processes and charges for council consideration and adoption	Jul 2013	Jun 2014	0	Yes	Yes	Footpath Trading workshop scheduled with council next quarter.	Community Response
Regional Economic Development Strategy - develop and implement a new strategy	Jul 2013	Sep 2013	100	Yes	Yes	Sunshine Coast - The Natural Advantage: Regional Economic Development Strategy 2013-2033 was finalised and launched on 24 September 2013. The Strategy establishes clear measurable goals to achieve a new economy for the region over the next 20 years. Implementation of the Strategy by Council, industry and business partners has commenced.	Economic Development

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 1.2 Support for local businesses

Local Business Support - develop and maintain procurement policies, strategies and information sessions to assist competitive local business win council business	Jul 2013	Jun 2014	25	Yes	Yes	\$43m or 70% of total active procurement was procured from local business. 4,570 subscribers are currently registered for council's tender alert service. Presentation to the State Government Industry Supplier Briefing was well received by local suppliers. Tender information sessions and development workshops are conducted regularly to assist prospective tenderers. Contribution to the local economy and local employment is an important element in the evaluation of tenders.	Commercial and Procurement
Building and Plumbing Regulatory Services - provide regulatory functions in accordance with relevant legislation, statutory guidelines and adopted policies	Jul 2013	Jun 2014	25	Yes	Yes	Ongoing core function, including provision of specialist planning advice on the Sunshine Coast University Hospital project.	Development Services
Development Auditing and Response - audit material change of use developments and assess and decide vegetation protection applications and referrals in accordance with relevant legislation and adopted policies	Jul 2013	Jun 2014	25	Yes	Yes	86 development permits for MCUs were audited in this quarter, which is a 45% increase compared with the same quarter last year (59). 115 vegetation applications received and decided.	Development Services

## Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 1.2 Support for local businesses

Emerging developments - engage with stakeholders to facilitate development and deliver employment results within key business and tourist centres including Palmview, Kawana Waters, Caloundra and Maroochydore	Jul 2013	Jun 2014	100	Yes	Yes	The planning for developments at Maroochydore, Sippy Downs, Palmview, Kawana Waters and Caloundra South is progressing.	Major Urban Developments
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 1.3 Infrastructure for economic growth

Sunshine Coast Airport Capital Program - implement program	Jul 2013	Jun 2014	30	Yes	Yes	Projects are proceeding - 32% actual or committed on expenditure.	Sunshine Coast Airport
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Airport Terminal Precinct Master Plan - develop and implement the plan for Sunshine Coast Airport	Jul 2013	Jun 2014	50	Yes	Yes	Data gathering has commenced - partially complete. Finalisation of this stage will enable the project to progress to project design and consultant appointment.	Sunshine Coast Airport
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Airport New Runway Strategy - implement strategy for preliminary approvals and funding	Jul 2013	Jun 2014	14	Yes	Yes	Project proceeding to draft EIS for Council in November 2013 - 65% actual or committed expenditure.	Sunshine Coast Airport
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Business Opportunities - continue to identify opportunities to increase volume and frequency for existing and new routes for Sunshine Coast Airport	Jul 2013	Jun 2014	30	Yes	Yes	Recently commenced negotiations for further trans tasman flights. Met with Tiger, Virgin and Jetstar to promote additional volume. Working with Mackay Airport on potential flights north.	Sunshine Coast Airport
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 1.4 A sustainable tourism industry

Major Events Strategy - implement the Major Events Strategy in accordance with budget allocations and review the governance arrangements	Jul 2013	Jun 2014	25	Yes	Yes	The Sunshine Coast Major and Regional Events Strategy 2013-2017 was endorsed by Council on 20 June 2013. Key events that have been delivered between July and September 2013 include the inaugural Tough Mudder event (which attracted over 23,000 participants), the inaugural Ironman 70.3 Sunshine Coast, the Real Food Festival and the Noosa Jazz Festival. Other new event proposals are presently being investigated.	Economic Development
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## Theme: Robust economy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>1.5 A strong rural sector</b>							
Rural Futures Strategy - implement the Rural Futures Strategy in accordance with budget allocations	Jul 2013	Jun 2014	15	Yes	Yes	Implementation arrangements for initial actions under the Rural Futures Strategy are progressing. The objectives and intent of the Strategy are being considered in the review of the draft Sunshine Coast Planning Scheme.	Economic Development



## Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.1 The impact of climate change

Climate Change and Peak Oil Strategy - implement initiatives in accordance with budget allocations	Jul 2013	Jun 2014	25	Yes	Yes	The implementation of the 2013/14 actions of the strategy are underway. The Valdora Solar farm Expression of Interest process is underway. The Spearhead Energy projects are complete. Energy efficiency works are being scoped with available funds. Council libraries are progressing on their goal to become Carbon Neutral by 2015.	Environment Policy
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.2 Our natural environment preserved for the future

Environment Levy, Initiatives and Land Acquisition Program - review and implement the endorsed 2013-14 program	Jul 2013	Jun 2014	25	Yes	Yes	The Environment Levy Program has continued to deliver outcomes in this quarter including acquisition of 312ha of environmentally significant land, allocation of more than \$800,000 in grants to support active community groups through the Partnerships Program. Celebration by conservation volunteers through hosting of the Sunshine Coast Conservation Forum and empowering our local schools to develop capacity to address local environmental issues through the Kids in Action Conference.	Environment Policy
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Environmental Management Program - deliver programs aimed at preserving, protecting and rehabilitating the regions natural ecosystems	Jul 2013	Jun 2014	25	Yes	Yes	Integrated programs currently being delivered relevant to strategic and tactical outcomes.	Environmental Operations
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.3 Viable ecosystems that maintain biodiversity values

Biodiversity Strategy - implement initiatives in accordance with budget allocations	Jul 2013	Jun 2014	25	Yes	Yes	Implementation of the 2013/14 actions are underway. A Sunshine Coast Biodiversity Report is being progressed which will provide a comprehensive benchmark of the state of the regions biodiversity.	Environment Policy
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## Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.3 Viable ecosystems that maintain biodiversity values

Road Reserve Vegetation - develop an operational guide outlining the management of significant vegetation on road reserve (12-13 carryover)	Jul 2012	Sep 2013	95	Yes	Yes	Mapping product completed and posted to Geohub for internal use. Operational guideline in development and anticipated for completion Q2 2013/14.	Environmental Operations
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.4 Healthy waterways and foreshores

Waterways & Coastal Management Strategy - implement, monitor and report on activities planned for 2013-14	Jul 2013	Jun 2014	25	Yes	Yes	Natural Waterways Theme on track with catchment planning for Noosa and Pumicestone catchments well progressed. Coastal Management Theme progressing steadily with policy and planning framework in place and draft Coastal Management Policy and draft Shoreline Erosion Management Plan being prepared.	Environment Policy
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.5 Innovative programs to protect our ecology

Waste Minimisation Strategy 2009 -2014 - review and revise the waste minimisation strategy	Jul 2013	Jun 2014	30	Yes	Yes	Progressing with an outline of the strategy nearing completion. The proposal is to have a verbose document which identifies objectives, responsibilities and timelines.	Waste and Resources Management
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 2.6 Environmentally friendly infrastructure and urban design

Environment and Landscape Assessment - continue to encourage quality and locality specific infrastructure in development approvals.	Jul 2013	Jun 2014	25	Yes	Yes	Ongoing. External landscape associated with the Sunshine Coast Hospital project was taken on maintenance, and included transplantation of mature trees from the areas that were cleared as a result of works.	Development Services
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## Theme: Ecological sustainability

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>2.7 Integrated water cycle management</b>							
Total Water Cycle Management Plan - develop a plan for the Sunshine Coast in line with State Government guidelines	Jul 2013	Jun 2014	95	Yes	Yes	On hold pending State Government determination of Water Quality Management KPI's for Local Government.	Infrastructure Policy
Stormwater Management and Flood Studies - provide flood studies and stormwater management plans that align with requirements of the Floods Commission of Inquiry and meet State Government statutory obligations	Jul 2013	Jun 2014	10	Yes	Yes	Ongoing upgrading of the Maroochy River Flood model progressing.	Infrastructure Policy
Stormwater Capital Program 2013-14 - implement program	Jul 2013	Jun 2014	23	Yes	Yes	Program on target for delivery, efforts are being made to have critical works delivered before the wet season begins.	Transport and Engineering Services

## Theme: Innovation & creativity

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 3.1 Partnerships and alliances that drive innovation

University of Sunshine Coast - facilitate joint research activities and initiatives	Jul 2013	Jun 2014	25	Yes	Yes	Ongoing discussion with the University to align research and development with Council's strategic direction.	Environment Policy
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 3.2 The education sector as a catalyst for business development

Education - work with the Universities, the Institute of TAFE, and the Innovation Centre to inform education and training priorities to deliver the workforce to support transformational infrastructure and service investment and other emerging opportunities for the region	Jul 2013	Jun 2014	25	Yes	Yes	Council continues to actively contribute to the development of the Regional Education and Training Project - which is a collaborative approach to improving education and training outcomes and access in the region. A key focus of the Regional Economic Development Strategy 2013-2033 is investing in talent and skills to ensure the region provides an appropriately skilled and experienced workforce to meet the demand generated by key infrastructure projects and new industry investments.	Economic Development
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 3.3 A creative and artistic region

Supporting creativity - provide infrastructure, cultural services, awards and festivals to support a creative and artistic community in accordance with budget allocations	Jul 2013	Jun 2014	25	Yes	Yes	Efforts to support creativity this quarter have included collaborations with the Nambour Creative Alliance to activate vacant shopfronts; partnering with the Eudlo creative community; continued efforts to make the Smart Arts+ program sustainable in the longer-term; and collaborating with Woodford Folk Festival on their new initiative for 2013. Creative Industries continue to be supported through the Regional Art Development Funding Program in partnership with Arts Queensland.	Community Development
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Community Performance Venues Plan - finalise regional network plan and implement actions (12-13 carryover)	Jul 2013	Dec 2013	90	Yes	Yes	The draft plan is being finalised based on feedback received during internal consultation and will be presented to council next quarter.	Community Facilities
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Collections Policy - develop and implement policy and associated guidelines (11-12 carryover)	Jul 2011	Jun 2014	25	Yes	Yes	Work on the Collections Policy will not recommence until after January 2014.	Library and Gallery Services
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## Theme: Innovation & creativity

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>3.4 Council's working culture is dynamic, flexible and entrepreneurial</b>							
Learning and Development - partner with departments to deliver learning and development programs to build and enhance organisational capability	Jul 2013	Jun 2014	0	Yes	Yes	This project will commence in January 2014 following de-amalgamation.	Human Resources
Certified Agreement - review current Sunshine Coast Council Certified Agreement and prepare for a new agreement commencing in July 2014	Jan 2014	Jun 2014	10	Yes	Yes	Preliminary work has commenced on the drafting of the Certified Agreement.	Human Resources
Organisational Climate Survey - prepare to deliver a second organisational climate survey for council employees post January 2014	Jan 2014	Jun 2014	0	Yes	Yes	This project is not due to commence until January 2014 following de-amalgamation.	Human Resources

## Theme: Health & well-being

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>4.1 Safe and healthy communities</b>							
Feral Deer Control Project - acquire/install specialist trapping equipment and trap alarm technology to assist in deer management.	Jul 2013	Jun 2014	25	Yes	Yes	Equipment has been obtained and a draft Work Method Statement has been written.	Community Response
Declared Pest Plant Public Education Program - Provision of displays at events and shopping centres to increase community knowledge to increase compliance levels	Jul 2013	Jun 2014	50	Yes	Yes	Several displays have been held at key events (local shows and Queensland Home and Garden Expo).	Community Response
Animal Management - prepare for council adoption a Sunshine Coast Council Animal Management Strategy in order to deliver the objectives of the Animal Management (Cats and Dogs) Act 2008, Animal Care and Protection Act 2001 and council local laws.	Jul 2013	Jun 2014	0	Yes	Yes	Some minor background has work commenced with resources to be allocated after January 2014.	Community Response
Dog Exercise Areas - prepare report to council on the findings of the audit of council's dog off leash areas.	Jul 2013	Jun 2014	80	Yes	Yes	Data has been gathered. A report will be drafted and presented to council next quarter.	Community Response
Disaster Management - Continue to work closely with government and support agencies to plan for, respond to and recover from disaster events.	Jul 2013	Jun 2014	25	Yes	Yes	Recovery plan completed and presented to LDMG for endorsement at September meeting. Planning for establishment of two LDMGs (Noosa and Sunshine Coast) from 1 January 2014 underway. Major annual exercise scheduled for 13 November.	Executive Office
Disaster Response - continue to refine department operational processes and systems and provide training for key staff	Jul 2013	Jun 2014	20	Yes	Yes	Training of field staff continues. Focus in Q1 has been on the process for capture to support of photographic evidence of damaged infrastructure for future National Disaster Relief and Recovery Arrangement claims.	Business and Major Projects
Community Safety - seek endorsement and implement Community Safety Plan (12-13 carryover)	Jul 2012	Dec 2013	50	Yes	Yes	A Community Safety Plan has been drafted, but further work is required on the relationship between this document and council's other strategic plans. Work has commenced on improving the management of existing Closed Circuit Television systems across the Sunshine Coast to ensure compliance with state legislation.	Community Development

## Theme: Health & well-being

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>4.2 Active lifestyles</b>							
Aquatics Plan - implement, monitor and report to council on activities planned for 2013-14 including capital works program; centralised software database across council owned facilities; tender facilities; and continue support and agreements with community pools	Jul 2013	Jun 2014	50	Yes	Yes	Four aquatic centres (Beerwah, Buderim, Kawana and Coolum) went to tender resulting in three-year management agreements being awarded. The agreements include shared resource responsibilities with no capital works obligations for council. Community pool support through partnership funding has been rolled over for further year. Audit compliance tool developed and implemented across all sites.	Community Facilities
Skate and BMX Strategy - implement initiatives in accordance with budget allocations	Jul 2013	Jun 2014	25	Yes	Yes	Ongoing delivery via capital works program.	Community Facilities
Sport and Active Recreation Plan - implement, monitor and report to council on activities planned for 2013-14 including the 2013-14 capital works program; recommendations of the adopted sports precinct master plans; support mechanisms to maximise the capacity of sports clubs; and establish a major venues unit for higher level facilities	Jul 2013	Jun 2014	25	Yes	Yes	Adoption of draft Elizabeth Daniels Sports Complex Master Plan, and final Mooloolah Recreation Reserve and Maroochy Multi-Sports Master Plans. Completion of Maroochy Indoor Sports Complex Feasibility Study. Two 'Come-and-Try' days were held at Noosa and Landsborough. Continued ongoing delivery of 2013-14 planned activities via capital works program.	Community Facilities

## Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>5.1 Equity and opportunities for all</b>							
Youth Strategy - implement, monitor and report to council on activities planned for 2013-14 including delivering and/or promoting programs for young people; working with youth organisations to improve youth support services; and promoting delivery of programs to facilitate social inclusion.	Jul 2013	Jun 2014	25	Yes	Yes	Council partnered with the University of the Sunshine Coast to deliver Epic Diem. Council also has continued collaboration with Headspace youth services.	Community Development
Positive Ageing Strategy - implement, monitor and report to council on activities planned for 2013-14 including library services which cater to the aged population including opportunities for lifelong learning; providing volunteering opportunities for all community members including older people; improving content available on CommunityHub specific to an ageing population; and marketing opportunities for social connection and inclusion to the older population	Jul 2013	Jun 2014	25	Yes	Yes	The number of volunteering opportunities in libraries and galleries remains stable with in excess of 2500 hours of volunteer time contributed per month. Work also continues on improving the content available on CommunityHub. Opportunities for social inclusion in libraries and galleries remain strong, with many educational and workshop sessions being held.	Community Development
Affordable Living Strategy - implement initiatives in accordance with budget allocations	Jul 2013	Jun 2014	25	Yes	Yes	Implementation of the 2013/14 actions are underway. Housing Affordability Task Force has continued to meet and make representation to council on key policy issues in the drafting of the Sunshine Coast Planning Scheme. The Halcyon Landing affordable housing project at Bli Bli was awarded the Affordable Living Award at Council's annual Glossies Awards.	Social Policy

## Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 5.2 Strong community groups and networks

Reconciliation Action Plan - implement, monitor and report to council on activities planned for 2013-14 including investigating development of Indigenous Land Use Agreements with local indigenous communities; implementing indigenous projects using the Cultural Heritage Levy; and continuing to develop partnerships and collaborations with indigenous groups	Jul 2013	Jun 2014	25	Yes	Yes	Relationships with Kabi Kabi and Jinibara peoples continue to improve. Initial discussions have been held to improve clarity of protocols and determine long-term possibilities to enhance relationships. Investigations continue into the potential to develop formal agreements between council and both parties. Work is progressing in relation to the Descendants of South Sea Islanders and their 150th celebrations, with the Cultural Heritage Levy funds supporting the celebration.	Community Development
Community Leasing Policy - continue development and implement policy (12-13 carryover)	Jul 2012	Aug 2013	25	Yes	Yes	A Councillor workshop was held on 24 September 2013. A further workshop will be held in near future followed by a report to council in 2014 to present the new policy for adoption.	Community Facilities

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 5.3 A sense of identity and belonging

Regional Libraries Plan - seek council endorsement of the plan (12-13 carryover)	Jul 2013	Dec 2013	70	Yes	Yes	The Sunshine Coast Libraries Plan is in draft form and consultations with Councillors and the Mayor are underway. A Councillor workshop is scheduled next quarter with a final Libraries Plan scheduled to be presented for council consideration in November.	Library and Gallery Services
Community Venues - develop a strategic plan for council's community venues (12-13 carryover)	Jul 2012	Dec 2013	90	Yes	Yes	The draft plan is being finalised based on feedback received during internal consultation and will be presented to council next quarter.	Community Development
Library & Gallery Workshops and Training - provide opportunities for community members to attend workshops and training on life skills and Sunshine Coast lifestyle topics.	Jul 2013	Jun 2014	25	Yes	Yes	More than 250 educational sessions were conducted this quarter, attended by more than 5000 people. There was a broad range of activities and workshops offered to the community across a broad demographic range. The vast majority of sessions were conducted by individuals and organisations in partnership with libraries.	Library and Gallery Services

## Theme: Social cohesion

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>5.3 A sense of identity and belonging</b>							
Festive and Community Events - in accordance with council's direction, implement Festive Season activities and community events across the region	Jul 2013	Jun 2014	25	Yes	Yes	The Civic & Community Events Team delivered three Citizenship ceremonies with 444 new citizens. The NAIDOC Flag Raising Ceremony attracted an audience of 100 people. 138 people registered across three Scene workshops and one Scene networking evening. The Australia Day Awards program was launched and planning is now underway for the upcoming Festive Season.	Customer Relations
Library Collections and Usage - continue to increase the usage of libraries particularly through online spaces and resources; and regularly review the mix and delivery of library collections	Jul 2013	Jun 2014	25	Yes	Yes	The utilisation of collections of loanable items remains high, with the average loans per month for this Quarter up approximately 5.1% when compared to the average monthly loans last Quarter. A renewal contract has been signed with Collections HQ for management software designed to assist with enhancing the utilisation of the collection. The diversity of the collection has been enhanced through the introduction of electronic magazines, additional eBooks and eMusic also available for loan.	Library and Gallery Services
Libraries and Galleries - ensure libraries and galleries are inclusive places with access to community meeting spaces	Jul 2013	Jun 2014	25	Yes	Yes	Library membership one week before the end of the quarter was 148,237 - a 3.4% increase on last quarter and a 5.6% increase over the past two quarters. This has been achieved with no new expenditure in advertising or promotion.	Library and Gallery Services

## Theme: Accessibility and connectedness

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 6.1 A transport system that allows ease of movement

Transportation Capital Program 2013-14 - implement program	Jul 2013	Jun 2014	16	Yes	Yes	Program on target for delivery, Moy Pocket Bridge works currently under construction is a good example of the well planned and executed civil works using day labour and contractors undertaken by the IS department.	Transport and Engineering Services
Transportation Capital Program - develop forward program including scope and estimate projects and develop and complete designs	Jul 2013	Jun 2014	25	Yes	Yes	This is a critical element that enables the delivery of the capital program within reasonable time frames. Civil works planning, design and approvals can require lead times of many months and some times years, particularly where State approvals or land acquisitions are required. Council locking in the second capital year is essential.	Transport and Engineering Services
Sustainable Transport Strategy and Active Transport Plan - implement, monitor and report to council actions planned for 2013-14	Jul 2013	Jun 2014	10	Yes	Yes	Implementations of actions from the strategy are ongoing.	Transportation Strategy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 6.2 Better public transport

Public Transport Levy - continue to advocate and utilise funds for improvements to public transport	Jul 2013	Jun 2014	10	Yes	Yes	The PT Levy funds are allocated via the budget process. Existing initiatives are renewed and continuing. New service based initiatives requiring TransLink partnerships are on hold and alternative projects are being developed for consideration.	Transportation Strategy
Travel Forecasting - develop and maintain the Sunshine Coast travel forecasting models including integrated transport modal priorities and capabilities	Jul 2013	Jun 2014	10	Yes	Yes	The new Sunshine Coast Integrated Multi-Modal Model (SCIMMM) has been operational since June 2013 and will continue to provide travel forecasting information informing development assessment, forward planning & future Cap Ex programmes.	Transportation Strategy
Light Rail Feasibility - continue working with the taskforce to prepare a feasibility study (12-13 carryover)	Jul 2012	Dec 2013	100	Yes	Yes	Preliminary engineering and environmental assessment of corridor options has been completed along with commercial advice regarding project deliverability and funding opportunities.	Major Urban Developments

## Theme: Accessibility and connectedness

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 6.3 Affordable access to contemporary communication services

Telecommunications - continue advocacy for improved broadband and telecommunication infrastructure services, enhance the competitiveness of local business, and support and retain new business investment	Jul 2013	Jun 2014	25	Yes	Yes	Council continues to work proactively with carriers to improve accessibility to high quality broadband and telecommunications services. Council has recently advocated to each of the major carriers and the new Federal Government to address (as a matter of priority) poor mobile telephone coverage in the Conondale to Kenilworth and Obi Obi Valley. Council has also worked with NBN Co to facilitate the availability of community information in relation to its fixed wireless roll-out.	Economic Development
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 6.4 A community that recognises the importance of universal access and equity

Access and Inclusion Plan - implement, monitor and report to council on activities planned for 2013-14 including improving sharing of community facilities amongst community groups; enhancing utilisation of CommunityHub as an information source for the community; upgrading accessibility to council facilities within budget; and reviewing and improving the provision of CouncilCabs	Jul 2013	Jun 2014	25	Yes	Yes	Work continues to develop and implement initiatives aimed at increasing accessibility to Council's facilities where the capital works budget permits. Visitations to the CommunityHub have increased by approximately 16% to 34,000 this quarter. Council Cabs program continues to be well used in line with past usage levels and discussions continue about better marketing and promoting many of council's facilities in order to attract more visitations from the community.	Community Development
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## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 7.1 The areas for growth and renewal are clearly defined

Review planning reform initiatives of State and Federal Governments and prepare New Draft Planning Scheme	Jul 2013	Jun 2014	100	Yes	Yes	Preparation of the new Sunshine Coast Planning Scheme is progressing with council carefully considering all submissions received and providing direction for modification to the advertised scheme.	Strategic Land Use Planning
Development, Building and Operational Works Applications - determine, assess and decide applications made in accordance with relevant legislation, planning scheme codes and standards, council policy and to agreed timeframes	Jul 2013	Jun 2014	25	Yes	Yes	261 OPW applications lodged, i.e. 16% increase from last quarter, 94% of OPW applications meeting the KPI and being processed within the first statutory time period. 70 MCU application lodged, i.e. 85% increase from last quarter. 85% of MCU applications processed within the first 20 business days. 33 REC applications lodged, i.e. 28% decrease. 74% of REC applications processed within the first 20 business days. 255 private cert applications lodged, i.e. 12% increase from last quarter.	Development Services

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 7.3 Well designed and beautiful places

Parks and Gardens Maintenance - maintain, operate and manage parks and gardens to the council endorsed service levels and standards and budget	Jul 2013	Jun 2014	25	Yes	Yes	Parks and gardens are being managed and maintained to endorsed service levels.	Parks and Gardens
Capital Works Program - deliver capital works projects that are quality assured to Australian standards and to budget	Jul 2013	Jun 2014	29	Yes	Yes	Fine weather has greatly assisted progress into the annual program of works.	Civil Works Services

## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 7.4 Timely and appropriate infrastructure and service provision

Open Space Strategy - implement, monitor and report to council on activities planned for 2013-14	Jul 2013	Jun 2014	25	Yes	Yes	Implementation of the 2013/14 actions are underway. Key actions include land investigation for future open space needs in Coolum & Maroochydore. A significant purchase of land in Glasshouse Mountains township for the establishment of a district park and important pedestrian link has been a highlight of the quarter. Ongoing discussion with State Government in regard to motorcross/sports continues.	Social Policy
Social Infrastructure Strategy - implement, monitor and report to council on activities planned for 2013-14	Jul 2013	Jun 2014	25	Yes	Yes	Implementation of the 2013/14 actions are underway. A background study has commenced to consider the community facility needs of the emerging workforce/residents of the Oceanside Health Hub. Negotiations and discussions continue with developers in regard to the timing and delivery of community facilities in key areas.	Social Policy
Priority Infrastructure Plan (PIP) - continue the development of a single priority infrastructure plan and outlining councils infrastructure objectives for inclusion in council's new planning scheme	Jul 2013	Jun 2014	90	Yes	Yes	Continuing to work with the new Planning Scheme team to finalise.	Infrastructure Policy

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 7.5 Council's services and assets meet the needs of our growing community

Asset Management System (Maximo 7) - implement phase 4 of the project (11-12 carryover)	Jul 2012	Sep 2013	100	Yes	Yes	Now completed. Further implementation of business areas will be undertaken as part of phase 5 as indicated by Information Communication Technology Systems Project Management.	Business and Major Projects
Project Management - develop process for post project implementation reviews, including peer reviews and benchmarking (11-12 carryover)	Jul 2012	Sep 2013	100	Yes	Yes	Completed. However ongoing refinement of the process continues.	Business and Major Projects

## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>7.5 Council's services and assets meet the needs of our growing community</b>							
Vegetation Offsets - implement Stage 1 of the Vegetation Offsets required as a result of the clearing the Pierce Avenue gun club site (12-13 carryover)	Jul 2013	Sep 2013	25	Watch	Yes	Two stages of clearing pine trees and exotic vegetation have been completed. Some areas to be cleared are still unavailable due to wet muddy conditions. Alternative sites within the clearing plan have been prioritised for clearing to maintain progress with the clearing plan. Revised completion date March 2014.	Waste and Resources Management
Buildings and Facilities Maintenance Program - implement renewal and maintenance activities to agreed service levels and standards and within budget	Jul 2013	Jun 2014	20	Yes	Yes	Buildings and Facilities are being maintained to a safe and compliant standard.	Building and Facility Services
Buildings and Facilities Capital Program - implement program	Jul 2013	Jun 2014	20	Yes	Yes	The majority of projects in the Building & Facilities Capital Program have progressed into the planning and design phase.	Building and Facility Services
Waste Capital Program - implement program as determined by budget allocations	Jul 2013	Jun 2014	20	Yes	Yes	Capital Program well underway with Buderim recycle shop due for public opening Q2, giving an increased ability to store and sell recovered goods. Additionally a leachate cutoff wall for improved environmental performance is under construction and due for Q4, 2014. Unfortunately construction of a new cell at Pierce Avenue landfill has been seriously delayed due to contractor issues involving notices issued by Department of Environment and Heritage Protection.	Waste and Resources Management
Waste revenues - develop tiered charging system for waste collections for 2014-15	Jul 2013	Jun 2014	25	Yes	Yes	Inspection of over 7,000 commercial premises is near completion in preparation for structuring a tiered charging system for domestic and commercial premises. A waste working group of 4 councillors and staff has been established to discuss tiered charging and other waste initiatives prior to reporting to council.	Waste and Resources Management

## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>7.5 Council's services and assets meet the needs of our growing community</b>							
Waste Contract - implement new Waste Collection Contract by 1 July 2014	Jul 2013	Jun 2014	30	Yes	Yes	Council approved the successful tenderers for Liquid Waste and Solid Waste Collections and Recyclables Processing on 26th August 2013. A decision to implement a mandated garden waste service was also endorsed but was overturned at the Council meeting 19th September 2013. Final contract negotiations are ongoing in preparation for signing of contracts early October.	Waste and Resources Management
Road Maintenance - refine service levels in accordance with budget parameters; benchmark service delivery methods in conjunction with service standards	Jul 2013	Jun 2014	15	Yes	Yes	Again fine weather has assisted catch-up work from last wet season. Rolling out Maximo 7 benchmark remains a work in progress.	Civil Works Services
Roads Asset Management - define, estimate and deliver annual road reseal and rehabilitation program	Jul 2013	Jun 2014	16	Yes	Yes	Design set-up phase of program ahead of schedule permitting early start to field contract work	Civil Works Services
Fleet Capital Program - implement program	Jul 2013	Jun 2014	70	Yes	Yes	Seven trucks delivered during the quarter. It is anticipated that there will be an additional 3 trucks delivered towards the end of Q2 to complete the program.	Fleet Management
Vehicle Monitoring System - develop a governance framework to ensure effective fleet management	Jul 2013	Jun 2014	40	Yes	Yes	A draft policy has been developed and presented to the Executive Leadership Team for final approval. This allowing for the progression of the governance framework.	Fleet Management
Capital Works Program - review 10 year capital works program and develop program for 2014-15 in line with Asset Management Plans, strategic priorities and Long Term Financial Plan	Nov 2013	Jun 2014	5	Yes	Yes	Preliminary scoping of projects has been undertaken.	Business and Major Projects
Asset Management Plans - improve asset data and refine adopted Core Asset Management Plans (annual review)	Jul 2013	Jun 2014	25	Yes	Yes	Refinement of asset data and a detailed rewrite of asset management template in progress, particularly in light of de-amalgamation.	Business and Major Projects
Quality Management System - undertake a full review of the system and expand its application and certification across all capital activities	Jul 2013	Jun 2014	35	Yes	Yes	Phase 1 full review completed. Phase 2 expansion of the system to cover all capital activities is in progress.	Business and Major Projects

## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>7.5 Council's services and assets meet the needs of our growing community</b>							
Service Delivery Models - develop and implement information technology solutions with particular reference to mobilisation to improve service delivery models, efficiency and asset management outcomes	Jul 2013	Jun 2014	25	Yes	Yes	Information Technology Enabling Strategy continues progressing with further integration of technologies now forming part of staff working patterns. The next phase is to expand functionalities for asset classes.	Business and Major Projects
Coastal and Canals Capital Program - implement program	Jul 2013	Jun 2014	25	Yes	Yes	Commenced implementation of 13/14 program. Range of projects include: sea wall integrity checks, Neill Street Dicky Beach rockwall, and a range of canal hydrographic surveys.	Environmental Operations
Environmental Assets Capital Program - implement program	Jul 2013	Jun 2014	25	Yes	Yes	Commenced implementation of 13/14 program. Range of projects include: renewal of sections of Maroochy Wetlands Boardwalk and various reserve walking track upgrades.	Environmental Operations
Parks and Gardens Capital Program - implement program	Jul 2013	Jun 2014	25	Yes	Yes	Priority has been given to: construction of projects where design and permits have been resolved and obtained in prior years and non-complicated projects that can be designed and constructed by one contractor eg playgrounds; asset replacement projects where the project is to replace existing, like for like. This style of project can be fast tracked with little delay regarding the design process; and projects requiring extensive design and permits to ensure completion by 30/6/14	Parks and Gardens
Cemetery Plan - implement, monitor and report to council on activities planned for 2013-14 including capital works program; upgrade and further development of the Unicem software to provide comprehensive records of all burials, ashes placements and historical information	Jul 2013	Jun 2014	25	Yes	Yes	Ongoing delivery of Cemetery Plan activities for 2013-14 via capital works program and budget has been approved for upgrading Unicem software.	Community Facilities
Regulated Parking - complete the trial of regulation of Sunshine Coast University Paid Parking Scheme and evaluate council's involvement in the regulatory function.	Jul 2013	Jun 2014	90	Yes	Yes	A briefing paper has been prepared and will be presented to the Chief Executive Officer and Divisional Councillor next quarter to determine council's future involvement in the regulatory function.	Community Response

## Theme: Managing growth

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>7.5 Council's services and assets meet the needs of our growing community</b>							
Pounds - conduct a location and infrastructure review of the Sippy Creek Pound	Jul 2013	Jun 2014	5	Yes	Yes	An officer has been identified to conduct scoping of location and infrastructure requirements of council's pound for the future. Department of Main Roads are progressing resumption and alterations to the service road at the entrance of the Sippy Creek Pound.	Community Response

## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.1 Ethical, accountable and transparent decision-making

Governance Compliance Framework - scope and develop a framework covering legislation, risk, accountabilities and delegations	Jul 2013	Jun 2014	70	Yes	Yes	Updated Corporate Governance Framework completed. Governance Manual, Visual Mind Map and draft compliance checklist commenced.	Corporate Governance
Councillor Remuneration - review the Councillors' Expenses Reimbursement and Provision of Facilities Strategic Policy in accordance with the Local Government Regulation 2012	Nov 2013	Mar 2014	100	Yes	Yes	Task completed.	Corporate Governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.2 Effective business management

Information Communication Technology Services (ICTS) Capital Program - implement program	Jul 2013	Jun 2014	25	Yes	Yes	eBusiness program continue to provide new online solutions; Asset management project completed main Infrastructure Service needs, now progressing cemetery and airport requirements. EDRMS upgrade project on schedule.	Information Communication Technology Services
Business Systems - manage and deliver prioritised business systems and reporting solutions	Jul 2013	Jun 2014	25	Yes	Yes	Systems improvements developed for some key applications, and new business intelligence solution now released to management.	Information Communication Technology Services
Services and Support - provide information and communication technology services and support	Jul 2013	Jun 2014	25	Yes	Yes	Major works underway to support de-amalgamation. Continued provision of services to support SCC operations, including system upgrades.	Information Communication Technology Services
Value and Success - oversee ongoing review of the services provided by council and the effectiveness and efficiency of the provision of those services	Jul 2013	Jun 2014	50	Yes	Yes	Organisation review recommendations in relation to services are being progressively actioned. Of the 44 recommendations supported by Council, 23 are either completed or incorporated within the new structure which is effective 1 Jan 2014, 12 are in progress and 9 are yet to be commenced.	Value and Success
Corporate Plan - develop and have adopted a new five-year corporate plan	Jul 2013	Feb 2014	50	Yes	Yes	Draft corporate plan prepared for review by CEO and Cr Dickson. Expect to have it presented to council in November for consideration.	Corporate Governance

## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>8.2 Effective business management</b>							
Procurement and Contracts - develop and establish procurement contracts and supplier panel arrangements for council works, goods and services	Jul 2013	Jun 2014	25	Yes	Yes	The Contracts Governance Committee approved 13 tenders collectively valued at \$47m, and established, varied or extended 29 contracts collectively valued at \$35m for delivery of the capital works, operational and service delivery programs. The key focus is an open, transparent and sound probity environment to maximise commercial, environmental and social outcomes, and contribution to the local economy and local employment.	Commercial and Procurement
Business Support - evaluate business cases, maintain the Register of General Fees and Charges and cost recovery, and apply national competition policy reform framework to council nominated business activities	Jul 2013	Jun 2014	25	Yes	Yes	Key business support activities included: comprehensive financial evaluation and modelling of the waste contract tender submissions; significant progress with advancing the public lighting project with Energex and the preferred contractor; and energy and carbon cost modelling.	Commercial and Procurement
Purchasing and Supply Services - manage and support council's purchasing transaction systems, and provide stock supply services at council's supply depots	Jul 2013	Jun 2014	25	Yes	Yes	The purchase order system raised 4,800 purchase orders valued at \$113m; receipted 21,700 items valued at \$60m; and processed 3,300 purchase card transactions valued at \$570k. Supply depots issued 7,950 items to field staff valued at \$387k. Currently stock valued at \$537k is held in supply depots for regular use, safety, and emergencies.	Commercial and Procurement
Quarries Business - operate the quarries business as a financially sustainable business supplying internal and external customers with quarry and asphalt paving material; review the quarry business operating model	Jul 2013	Jun 2014	25	Yes	Yes	The Quarries business unit supplied 16,565 tonnes of road base, fill and drainage material, and 10,390 tonnes of asphalt for road resealing and maintenance, generating revenue of \$1.5m.	Commercial and Procurement
De-amalgamation Process - project manage relevant responsibilities as required under the Local Government Regulation 2012	Jul 2013	Dec 2013	60	Yes	Yes	Implementation continues as per the De-amalgamation Regulation, inclusive of the new SCRC structure, the process for determining staff for transfer to the new Noosa Council, Transfer Committee activities and preparation for SCRC post 1 January 2014.	Executive Office
Strategic Land and Commercial Properties Program - implement program	Jul 2013	Jun 2014	25	Yes	Yes	Annual Program Currently on Track	Property and Business
Holiday Parks Capital Program - implement program	Jul 2013	Jun 2014	10	Yes	Yes	New hot water systems installed under LGEEP grant funding	Property and Business



## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>8.2 Effective business management</b>							
Management Systems - finalise the development of the Land Database Module and Land Use Index	Jul 2013	Jun 2014	50	Yes	Yes	Programming continues in test mode	Property and Business
Land Holdings - optimise opportunities for council in its land holdings and operations	Jul 2013	Jun 2014	5	Watch	Yes	Pilot program under testing and review	Property and Business
Business Process Improvements and Reporting - undertake systematic reviews for service improvements including e-business initiatives, community profile and development statistics	Jul 2013	Jun 2014	25	Yes	Yes	Continue to improve approach to standard conditioning in conjunction with the development industry.	Development Services
Information Communication Technology (ICT) Infrastructure Upgrades - upgrade infrastructure to ensure reliable uptime of business systems (12-13 carryover)	Jul 2012	Sep 2013	90	Yes	Yes	Major aspects of infrastructure upgrades complete, with storage archive solution and new virtual cloud development environment near completion. Small delays due to technical needs of system being addressed by supplier.	Information Communication Technology Services
Information Communication Technology Services Culture Program - develop and implement strategies to align with the I&T Roadmap (12-13 carryover)	Jul 2012	Aug 2013	80	Watch	Yes	Strategy principles review with business, and information and technology roadmap re-drafted, now awaiting new SCC corporate plan to ensure alignment with business priorities	Information Communication Technology Services
Strategic Property Plan - develop for whole of council (12-13 carryover)	Jul 2012	Jun 2014	10	Yes	Yes	Work is progressing	Property and Business
Mooloolaba Road - widening and strategic site development (12-13 carryover)	Jul 2012	Jun 2014	10	Yes	Yes	Long term project	Property and Business
Service Planning - implement the service planning continuous improvement process (12-13 carryover)	Jul 2012	Dec 2013	35	Watch	Yes	Implementation was suspended pending outcomes from the org review. The process will recommence from 1 January 2014 when the new organisational structure takes effect.	Value and Success

## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
<b>8.3 Strong financial management</b>							
Dashboard Reporting - continue development with linkages to the Value and Success Program and service output statements	Jul 2012	Sep 2013	85	Yes	Yes	Continue to rollout the Corporate Balanced Scorecard to each Department, receiving positive feedback from all levels of management.	Finance
Organisation Review - implement agreed outcomes taking into account the impacts and implications of de-amalgamation	Jul 2013	Dec 2013	60	Yes	Yes	The new organisation structure has been adopted by Council and the process for population of positions within that structure commenced.	Executive Office
Grant Funding - maximise federal and state government grant funding, seek out projects for partnership funding, and inform community organisations of government grant funding	Jul 2013	Jun 2014	25	Yes	Yes	\$19m grant funding has been announced from competitive funding applications and recurrent government funding programs. \$1.8m funding applications are currently under consideration, plus applications to assist with funding the solar farm project. 38 funded projects totalling \$31m are work-in-progress under funding contracts. Over 770 subscribers currently registered for council's community funding alert service.	Commercial and Procurement
Financial Management - ensure that key operational functions including the annual financial statements, the annual budget, and issuance of rate notices occur in accordance with statutory requirements	Jul 2013	Jun 2014	25	Yes	Yes	The Budget Review 1 2013/14 Report to be tabled at September 2013 OM, seeking Council approval for adjustments, carry-overs & additional budget allocations. The July 2013 Rate Notices were issued on 27 July 2013, totalling \$158,667,770 (158,932 notices produced). The financial impacts from the de-amalgamation of Noosa and the Organisational Review beginning to be more evident in the ledger.	Finance
Long Term Financial Plan - continue to develop and update; implement a new robust financial planning application	Jul 2013	Jun 2014	45	Yes	Yes	Development continues into the new application, Jedox.	Finance
Land and Buildings Revaluation - undertake revaluation of assets and review other assets	Jul 2013	Jun 2014	10	Yes	Yes	A full comprehensive revaluation of council's land & buildings is currently being planned for early 2014. Analysis and reconciliation of property's Land Asset Registers is currently being performed, preliminary to tenders for revaluation work.	Finance
Financial Sustainability Plan - review the plan to reflect the impact of de-amalgamation	Jul 2013	Jun 2014	10	Yes	Yes	Continue to monitor the financial impact of the de-amalgamation of Noosa. Have commenced reviewing the Financial Sustainability Plan.	Finance

## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.4 Highly skilled, engaged and valued workforce

Health, Safety and Wellbeing - continue commitment to 'Zero Harm - Great Health' initiatives for all council employees in accordance with the Work Health and Safety Regulation 2011	Jul 2013	Jun 2014	25	Yes	Yes	The FRESH Habits pilot program was launched with 86 participants; five reFRESH workshops were conducted with 38 participants; two additional facilities were added to the Fitness Passport program; and a Quit Smoking program was launched with 31 participants.	Human Resources
Performance Management - continue to develop workforce capability through promotion and monitoring of performance management framework.	Jan 2014	Jun 2014	50	Yes	Yes	The development of an online appraisal tool has commenced this quarter. The Check In performance tool is the first to be converted, with the longer forms likely to be developed in the future.	Human Resources

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.5 Advocacy and partnerships

Stakeholder Relationships - establish and maintain regular briefing meetings and communication forums with local members of parliament and state government representatives.	Jul 2013	Jun 2014	25	Yes	Yes	Maroochydhore is closer to becoming the leading business, community services and employment hub for the Coast after the State Gov't's declaration of the Maroochydhore City Centre Priority Development Area. The Sunshine Coast Regional Economic Development Strategy was launched. Preparations commenced for the second meeting of the 'Sunshine Coast First' team (partnership between Sunshine Coast Councillors, State and Federal MPs)	Executive Office
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.6 An informed and engaged community

Portfolio Communications - develop, implement and manage marketing and communication strategies reflective of council's portfolio responsibilities	Jul 2013	Jun 2014	25	Yes	Yes	This was an important quarter for communicating about council's portfolio priorities with a particular focus on the economy, environment and community. Among the most significant events; launch of the Sunshine Coast Economic Development Strategy, strategic purchase of two land parcels for conservation corridors, solar farm announcement and another opportunity for not-for-profit community groups to apply for funding through Sunshine Coast Council's Community Grants Program.	Executive Office
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## Theme: Great governance

Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.6 An informed and engaged community

Community Engagement - conduct a review of council's community engagement policy (12-13 carryover)	Jan 2013	Jun 2014	50	Yes	Yes	A strategic level Engagement Policy has been drafted following internal consultation about existing engagement techniques and processes. An organisational policy is also being prepared.	Community Development
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Emerging priority and project/activity	Start	Finish	% Complete	On Time	On Budget	Status Commentary	Branch
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### 8.7 Excellence in customer service

Library Customer Service - develop and implement innovative solutions to enhance the library customer experience and improve operating efficiencies and virtual services to library customers	Jul 2013	Jun 2014	25	Yes	Yes	Key partnerships delivering outcomes this quarter include the official launch of The Corner project in conjunction with State Library. Spydus 9 was launched incorporating a new generation search interface developed in partnership between Sunshine Coast Library and Civica. Local community partnerships abound delivering relevant services and programs into local communities e.g. Hinterland Readers' Cup	Library and Gallery Services
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Customer Survey - develop a Customer Experience Strategy	Jul 2013	Jun 2014	0	Yes	Yes	This strategy will be developed in the third quarter when a series of focus/survey work can be completed to better measure the needs and expectations of our customers. In the meantime, the Customer Contact Centre continues to provide a positive customer experience.	Customer Relations
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Enhanced Customer Service - develop and implement innovative solutions to enhance customer experience and improve operating efficiencies and virtual services to customers	Jul 2013	Jun 2014	25	Yes	Yes	Council continues to deliver innovative ways for customers to select their communication channel of choice. Most recently, via Mycouncil, customers can now update and register details on their companion animals through one online portal.	Customer Relations
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