

# CEO's Quarterly Progress Report Quarter 2, 2018/19

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## CEO's Quarterly Highlights Report Quarter 2, 2018/2019



*“Delivering on the Vision:  
Australia’s most sustainable region  
– healthy, smart, creative”*

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

Council remains committed to securing great prospects for the Sunshine Coast and in this quarter we have taken significant steps towards delivering what we say we are going to do.

After securing an agreement with RTI Connectivity for the international broadband submarine cable, we have awarded Australian arm of Vertiv the contract to design and construct the cable landing station in Maroochydore. This means the delivery of the international cable connection is on track to be operational in 2020.

Vertiv is a global leader in critical infrastructure and has committed to maximising the use of locally-based contractors throughout the project, which is great news for jobs, our economy and our community. The entire cable project is forecast to deliver up to 864 jobs.

I'm also pleased to know that, unlike traditional cable landing stations that are normally anonymous, non-descript buildings out of view from the general public, our \$6.6 million station will be designed to reflect the vision for the Maroochydore city centre and a healthy, smart and creative region.

This quarter we also endorsed the Integrated Transport Strategy, which sets the future direction for transport on the Sunshine Coast.

This is a critical plan to establish a transport system that will keep up with the expected growth, protect our quality of life and support a growing economy.

The strategy provides a solid base to advocate for what is required in terms of infrastructure and services, as well as prepare for the expected disruptive changes that are occurring in the smart mobility area.

The strategy has specific targets to progressively reduce car travel from the current state of 85% to 70%, and increase active travel from 12% to 20% and public transport from 3% to 10% by 2041—ambitious targets but we can all play a part through our individual travel choices.

Exciting times ahead ... and this is only a small glimpse of all the work we're doing to deliver excellence through service and a bright future for our community. Please read on to find out more.

*Michael Whittaker*

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

## A smart economy



**\$4.57 million**

in revenue for Sunshine Coast holiday parks



**568**

businesses accessed specialist advice and information. Four events were delivered, and more than 333 participants benefited from services provided by council through its Regional Economic Development Strategy



**15,689**

guests attended 12 major events which generated approximately \$6.89 million in economic activity for the region

## Delivery of council's services

### Economic development

#### *Study Sunshine Coast*

*Study Sunshine Coast* was successful in its application to Trade and Investment Queensland's International Education and Training Partnership Fund for \$106,770 in matched funding to deliver three specific projects including a Student Employability Initiative, a Brand Activation Project and the development of an Industry Membership Program. The projects commenced in November 2018 and will continue to roll out through 2019.

#### *Sunshine Coast International Broadband Network*

Briefings on the *Sunshine Coast International Broadband Network* project were provided:

- to international and Australian bankers
- to property and development stakeholders
- throughout Australia and Asia via an online investment campaign
- for 30+ Queensland Government senior executives.

#### *Regional events*

### Holiday parks

Sunshine Coast holiday parks achieved a solid result with good occupancy and revenue for the second quarter of the financial year. Revenue to 31 December was \$4.57 million. This was a slight decrease from the same period in the previous year, due to the later start of the Christmas school holiday period (15 December 2018).

In November 2018, the redevelopment of the Mooloolaba Holiday Park was announced to the public.

## A strong community



290

volunteers gave more than 13,000 hours-time at council's libraries



92,352 patronage

attended 967 community events at council's venues



261

community grant applications received, allocating \$984,078 for the quarter



181,194m<sup>2</sup>

total area of roads delivered valued at \$4.9 million this quarter

## Delivery of council's services

### Community & cultural development & partnerships

#### *Regional Social Enterprise Forum*

The Regional Social Enterprise Forum was held in October, attracting more than 150 entrepreneurs and social innovators who formed new collaborations, connections and knowledge. Council co-hosted the forum, with the State Government, to facilitate greater collaboration and innovation among local community housing providers.

#### *Cultural heritage*

Implementation of actions from the *Sunshine Coast Reconciliation Action Plan 2017-2019* continued, with a number of activities being undertaken, including:

- progression of the establishment and convening of a First Peoples Advisory Committee (enriching relationships)
- sourcing a local supplier to engage employees in cultural learning and development (enhancing respect)
- provision of ongoing assistance to the Jinibara and Kabi peoples on current/future projects (creating opportunities).

### Community venues and sporting facilities

#### *Sport facilities*

Initial Dicky Beach skate park location analysis was completed and design processes got underway for the Beerwah Aquatic Centre upgrade and the Nambour splash park.

Sunshine Coast Falcons headquarters designs were completed as well as new floodlights installed at the Palmwoods AFL and Buderim Wanderers football clubs.

### **Attractions and events**

Development and attraction of new events to the Sunshine Coast Stadium included securing:

- a three-year agreement with South Sydney Football Club to play a home game annually until 2021
- an NRL pre-season trial game between the North Queensland Cowboys and the Gold Coast Titans in 2019.

### **Disaster management**

The development and adoption of the 2019–22 Local Disaster Management Plan (LDMP), which now includes the state-first Disaster Resilience sub-plan, occurred this quarter. The LDMP has been assessed by the Inspector General Emergency Management as being in the top percentage of all local governments in Queensland.

The Stand-Up activation of our Local Disaster Coordination Centre was triggered during December to respond to requests from Queensland Fire and Emergency Services for a large fire in Caloundra. Council assisted in providing heavy plant machinery to cut fire-breaks to contain the blaze and coordinated a possible evacuation of an aged care facility in the area.

Get Ready Queensland Week was held 8–14 October 2018, involving numerous community education events throughout the region.

### **Libraries**

Planning continued for the Maroochydore Library refurbishment, including a request to reorganise space to provide additional meeting/quiet space for the public.

### **Lifeguards**

Statistics for the second quarter of the 2018/19 year are as follows:

- 125 rescues
- 2,731,068 attendances
- 1,144 first aid actions
- 52,016 preventative actions.

### **Public lighting**

In Caloundra the Nutley Street car park lighting has been designed and includes public lighting. The smart node lighting trial is ongoing with nodes and base stations delivered to SunCentral for installation in the Maroochydore city centre. The draft Asset Management Plan which includes public lighting has been completed and 30% street lighting has been completed.

### **Roads, cycleways and pathways**

#### **Mooloolaba Walk and Ride Bridge**

The new Mooloolaba Walk and Ride Bridge officially opened in early December. The \$5 million pedestrian and cycle bridge was co-funded by Sunshine Coast Council and the Queensland Government's Cycle Network Local Government Grants program.

#### **Road Reseal and Rehabilitation Program**

The draft 2019/20 Road Reseal and Rehabilitation Program (\$20 million) has been developed and distributed across relevant stakeholders for comment and feedback after extensive modelling and field testing. Detailed engineering design of the road rehabilitation projects has commenced as has scoping of preparatory costs for the reseal projects.

### **Road network management**

#### **Integrated Transport Strategy**

The Integrated Transport Strategy was endorsed at the December Ordinary Meeting and now sets the future direction for transport on the Sunshine Coast. The Strategy provides a solid base to advocate for what is needed in terms of infrastructure and services as well as prepare for the expected disruptive changes that are occurring in the smart mobility area. The Strategy has specific targets to

progressively reduce car travel from the current state of 85% to 70% and increase active travel from 12% to 20% and public transport from 3% to 10% by 2041.

### ***Memorandum of Understanding (MoU)***

At council's November Ordinary Meeting, endorsement of a Memorandum of Understanding (MoU) between Transport and Main Roads and council was unanimously supported. This MoU acknowledges a 'one-network' approach and recognises the necessity for a partnership to best resolve Caloundra's transport challenges. The MoU lists projects to deliver the optimum benefits, recognising the interdependencies of the State and Council Controlled Road Networks, and provides an additional opportunity for attracting State Government investment. Council investment will total around \$60 million over an approximate 20-year timeframe.

### **Stormwater drainage**

Six new Master Stormwater Drainage studies have commenced for the following areas:

- Cotton Tree
- Picnic Point
- Coolum Beach
- Kings Beach
- Nambour North
- Beerwah.

The Stormwater Assets team have increased their pipe network CCTV inspection and condition rating by another 2540 meters this quarter. An additional 314 pits have also been inspected and condition rated. A contract has been finalised for the next stage of condition inspections and assessment of 152 large box culverts, commencing in early 2019.

## A healthy environment



**1272**

hectares of landscape and garden beds maintained



**3.04 tonnes**

of litter removed from the region's waterways



**26,565**

tonnes of waste recovered



**8843 hectares**

managed for conservation under Sunshine Coast Land for Wildlife program—inclusive of six new Land for Wildlife properties registered this quarter, bringing the total to 1101 properties (863 registered and 236 working towards)

## Delivery of council's services

### Beaches, foreshores, coastal infrastructure and canals

This quarter saw a range of key activities progressed, in the delivery of both operational and capital components:

- completed the Jellico stage two revetment wall renewal project, undertaken to ensure coastal protection measures are in place and consistent with the Bribie Island Breakthrough Action Plan
- completed capital funded resurfacing works for boat ramp at Picnic Point
- completed revetment wall maintenance at Black Swan Park, Cotton Tree
- completed section of wall renewal works at Bradman Avenue
- completed dredging operations at Currimundi Lake.

### Bushland conservation and habitat

Key activities and events this quarter include:

- implementation of hazard reduction at Doonan Creek Environmental Reserve adjoining Peregian Springs
- completion of fire trail capital works projects at Bobbie Sattler Environment Reserve and Quarry Road, Coolum Beach
- start of turtlecare program for 2018–19 season, with volunteer sign-on, inductions and nesting activities being recorded from early November
- community engagement activities with residents adjoining flying-fox roosts in Coolum, Maroochydore and Battery Hill
- six new Land for Wildlife properties registered, bringing the total to 1099 (863 registered and 236 working towards) with 8,843 ha being managed for conservation

- four new Voluntary Conservation Agreements bringing the total to 79, protecting 1,212 ha with approximately six more agreements in advanced stages of negotiation
- 417 people volunteered with the Community Nature Conservation Program over October–December period contributing 2777 volunteer hours (equates to \$83,310 in labour), with 3518 native plants installed and over 316 wheelie bins of weeds removed by volunteers from council’s bushland reserves
- 30 students from Kawana State High participated in a six-week elective school program undertaking bushcare activities at Bokarina Beach
- community planting day held at Whitecross Environmental Reserve—56 volunteers planted 760 plants as part of the offset for the Buderim Men’s Shed.

## Recreation parks, trails and facilities

### *Bio-retention basins*

Consultation took place in an effort to develop a bio-retention basin fact sheet that can be passed onto residents as part of an education process. The basins are a vegetated area that collects and filters stormwater run-off from local streets that protect our natural waterways, and the types of plants chosen are selected based on their ability to improve water quality and grow within the environment.

### *Street tree planting*

This quarter over 2000 native trees were provided to residents and nearly 400 street trees planted as part of council’s Street Tree Master Plan and Street Tree Planting Program. After many years of care and attention, the nursery delivered 37 advanced trees for the new Maroochydore Central Business District and Bulcock Street development.

## Rivers, streams, estuaries and water bodies

Work undertaken during the quarter included:

- 3042kg of litter removed from our waterways, with an additional 600kg removed by 107 volunteers at the Currimundi Lake Community Clean Up
- commenced design and procurement arrangements for a community supported bird hide in Park Lakes 1
- undertook Ibis egg and nest removals from seven sites across the region to manage Ibis populations consistent with council’s management program
- decrease in single use plastic bags removed from our waterways since the beginning of the Plastic Bag Ban. Only 10 of the new thicker reusable plastic bags have been found.

## Sustainable growth and network planning

A proposed planning scheme amendment offering a building height incentive for development in key centres and tourism areas incorporating public roof top uses was finalised by council following the consideration of submissions and has now been forwarded to the Planning Minister for second state interests review.

### *Regional Inter-Urban Break*

Ongoing involvement in key state government programs and working groups related to growth monitoring, protection of the Northern Inter-Urban Break and other implementation actions of the SEQ Regional Plan remains a focus for advocacy.

Council is also leading an outdoor recreation planning project within the Inter-Urban Break and has recently been successful in securing a \$50,000 subsidy from the State Government to support phase two of the project.

### *Coastal Hazard Adaption Strategy*

In October 2018, Council received confirmation of a funding allocation of \$444,000 and an agreement with the QCoast2100 Program has been completed for the funding.



## Service Excellence



**90%**

of development applications assessed within statutory timeframes



**68,000**

customers assisted through the development and customer contact centres



**1850**

building approvals issued with a construction value of \$407 million



**3060**

building and plumbing applications decided

## Delivery of council's services

### Cemeteries

Work is progressing on streamlining processes so customers are receiving memorials in quicker timeframes delivering improved customer experiences of cemetery services. Achievements include improvements to the aesthetic presentation at cemeteries, such as refurbishment of gardens, repainting, cleaning and making minor repairs to assets.

Capital projects being delivered in 2018/19 include renewal of existing fencing at Caloundra, new driveway installation and shelter renewal at Yandina and the replacement of water tanks for continued provision of water supplies in locations not serviced by town water.

### Customer and community relations

#### *Pet education*

Education programs continue with their success delivering:

- the *Australian Veterinary Association* PetPEP program
- pet owner starter packs, developed to educate new pet owners through pet shops, veterinarians and at pop-up events.

#### *Customer contact*

Customer satisfaction was rated 4.71 out of 5 for the quarter (satisfaction with the officer).

The Net Promoter Score (NPS) for the quarter was 40%. The score is an index ranging from -100 to 100 and is a measure of customer's advocacy of council.

A concierge service pilot was introduced in the Caloundra service counter to further assist customers in completing their transactions.

## Development services

Sunshine Coast Council released Development.i on 10 October 2018

Development.i allows users on any device to navigate, visualise, track and be alerted to development applications. This provides a much simpler and more user friendly interface for our community to stay informed in relation to development activity on the Sunshine Coast

The key features of the new system, which is one of the first of its kind in Australia, include:

- modern and fresh interface making it easier to find application or property details
- enhanced ability to search applications by specific address, locality or division
- ability to visualise application activity on a map and easily change filters
- ability to save searches, favourite properties and applications you are interested in and receive email alerts on new applications or changes to the status of applications.

Since launching, Development.i has recorded a 27% increase in use when compared to PD Online, with over 2,000 email alerts already being provided to users free of charge.

## Property management

### ***Building and facilities assets management***

Contracts procured over the quarter include Security Services, Aquatic Centre Plant Room Maintenance, Servicing and Maintenance of Leachate and Sewerage Pumps and Cleaning of Buildings and Facilities.

## Public health

### ***Food licence renewals***

The past three months has seen an outstanding result of 99.5% for businesses renewing licences. This result is due to number of customer experience improvements being implemented including 92% renewals via email and SMS

reminders, improved data validation and a renewals hotline.

### ***Biosecurity laws review***

Sunshine Coast Council has been included with 19 other local governments on the Local Government Biosecurity Legislation Review Group. The aim is to make contributions to the review of the Biosecurity Act 2014

The first meeting was held in early December to progress the development of draft proposals for intended legislation changes.

## Quarries

A business plan has commenced for the two quarries at Image Flat Quarry and Dulong Quarry. Council quarries had one of the busiest days on record recently, with 92 trucks passing over the Image Flat Quarry weighbridge before 1.30pm. This equated to one truck exiting the quarry every 4 ½ minutes loaded with either unbound pavement, rubble, asphalt or gravel. The product was trucked out across the region for use on various council projects (construction, grading and Road Reseal Program) and maintenance for the Department of Main Roads.

## Waste and resource management

Council has signed a Memorandum of Understanding (MoU) with Unitywater, Moreton Bay Regional Council and Noosa Council to undertake a feasibility study for a regional waste management facility (or facilities) located within the region of the three councils. The feasibility study will cover waste collection, storage, processing and sorting/reuse across the three Council areas with a view to identifying Alternate Waste Treatment technologies that will reduce the amount of waste currently being disposed of to landfill.

## An outstanding organisation



**6 awards**

received during the quarter



**\$65 million**

of total purchasing spend for the quarter to local business



**376,498**

threats to our ICT systems blocked during the quarter



**2,271,000**

emails in and out of council for the quarter

## Delivery of council's services

### Awards

#### *Australian Smart cities*

The Sunshine Coast has been recognised as the nation's leader in smart cities at the inaugural Australian Smart Cities Awards in October held in Sydney winning the following awards:

- Leadership City
- Regional Leadership
- Smart Cities Leader – Government.

#### *Horizon Festival*

The Horizon Festival was awarded the Best Achievement in Marketing, Communication or Sponsorship at the 2018 Australian Event Awards.

#### *Regional and National Awards*

- Winner of the Parks and Leisure Australia Regional Awards Community Facility of the Year.
- Multiple winners in the 2018 National Economic Development Awards for Excellence.

### Financial and procurement services

#### *Finance*

Council received an unmodified audit opinion from Queensland Audit Office for the 2017/18 financial statements, as well as 9 green lights out of a possible 9 for the related audit assessments.

All outstanding rates on the 45 properties listed for potential Sale of Land have now been paid in full to council prior to the scheduled auction date.

#### *Procurement services*

In this quarter, there were 18 tenders and four requests for quote valued at \$58.9m released to the market that established 26 procurement arrangements valued at \$49.15m.

Commercial analysis completed a 10-year agreement for electricity supply for street lights. The whole of government arrangement will see annual savings of \$200,000 compared to the current arrangement. The pricing leverages the Queensland Government ownership of generation and retail entities.

### **Business development**

Smart Cities Implementation Plan continued working towards execution of some smart city solutions with the view to adopt a new three-year rolling plan which is under development and is to be actioned in 2019/20.

## **Fleet management**

### **In-Vehicle Monitoring System**

The In-Vehicle Monitoring System has successfully been deployed to 658 of council's fleet assets. The system enables live-time tracking of all fleet assets. Results can be provided relating to speeding, location and heavy braking of the user. In terms of plant, the system is useful for the tracking of utilisation. An additional feature is a duress button that can be used by the operators when in times of trouble.

## **Governance**

### **Corporate Governance**

Preparation of Phase 1 amendments to Council's Local Laws as part of the five yearly review were finalised for presentation to the January Ordinary Meeting.

### **Sunshine Coast Exhibition and Convention Facility**

Detailed Business Case assessments and analysis to generate technical, economic and delivery outcomes for the Sunshine Coast

Exhibition and Convention Facility commenced during the quarter.

## **Human resource management**

### **Workplace Health and Safety**

Health and Safety have actioned 132 of 143 (87%) opportunities for improvement which were identified by a WHS desktop audit. The Health and Safety Policy and the Annual Safety Management Plan were endorsed by Board of Management and preparations continue for the Office of Industrial Relations (OIR) external audit late January 2019.

## **Information and communication technology**

### **Sunshine Coast Adventures**

Sunshine Coast Adventures is a website developed in-house was released in December 2018 with the official public launch scheduled for March/April 2019. The website will promote awareness and usage of Sunshine Coast natural recreational trails – providing a focus on our vision – Healthy. Smart. Creative.

## **Managing and developing the workforce**

Council is operating with a workforce headcount of 1882 (1818 council employees and 64 contingent workers). There is also additional budget allocation that provides capacity for temporary arrangements as may be needed for short term projects, peak workload management and specialised expertise. This provides a cost effective approach to sourcing the skills and capability required to deliver on our \$864 million annual budget.