



Quarterly Progress Report Quarter 4 2014/15



Chief Executive Officer's Report

A message from Ray Turner, Acting CEO

This quarter saw significant milestones achieved by the organisation, building on our existing momentum to ensure we have a sustainable, compelling and effective platform to realise our vision: To be Australia's most sustainable region – vibrant, green, diverse.

Overview

New council CEO appointed

On Friday 19 June the Mayor announced that Mr Michael Whittaker has been appointed as the new CEO of the Sunshine Coast Council.

Michael is presently the General Manager (CEO) of Wyong Shire Council and has held similar roles in other councils around Australia.

Michael will start in the role on Monday 21 September.

Michael will be warmly welcomed to our organisation and we are looking forward to getting to know him and working with him.

It is acknowledged that in times of change – particularly in a senior leadership role – this can give rise to concern and uncertainty as to what the future may hold. Neither time nor people stand still and in organisations such as ours, change is something that we must respond to on a regular basis.

As an organisation we have a strong and enviable reputation for responding proactively and positively to changing circumstances. We only have to look at how as an organisation, we responded to the significant challenges of both amalgamation and de-amalgamation to know that we are well placed to demonstrate our capabilities, our professionalism and ability to get things done.

The Executive Leadership Team has already commenced preparation of transitional briefings and a program of activities that will assist to introduce Michael to our organisation and to enable him to get across the business of the Council as quickly as possible.

Michael is looking forward to joining our organisation and holds the council in very high regard. He also believes that we have one of the most interesting agendas of any council in Australia.

This is an exciting time for our organisation and one that I know everyone will embrace.

Council adopts 2015/16 budget

On Thursday 25 June Council adopted its budget for 2015/16. The \$588 million budget balances delivering council's core responsibilities with implementing a visionary direction to shape the region's future.

The 2015/16 budget highlights include:

- \$98 million to maintain, renew and replace roads, pathways and stormwater.
- \$58 million to maintain, renew and replace council's many parks, gardens and sporting facilities.
- More than \$40 million for economic initiatives including major events, airport and holiday parks.
- \$74 million for the environment including beaches, foreshores and bushland conservation.
- \$34 million for libraries and galleries and community facilities.
- More than \$6 million for events and grants.
- \$32 million to begin works at Maroochydore City Centre.

Council has developed a budget that builds on our status as one of the most financially-sound local governments in Queensland. The budget will continue to grow the local economy and create better paying jobs, protect the region's environment and lifestyle, and fund game-changing projects to benefit generations to come.

The bottom line rate increase for the majority of ratepayers will be 1.5% or 39 cents a week. Council has made the decision to refund more than \$2 million in carbon tax charges. This means ratepayers with a waste service will receive a \$17 rebate on their July rate notice – resulting in a bottom line rate increase of 1.5%.

There will be a 2.6% (\$6.90 per annum) increase for a standard 240 litre wheelie bin,

and the garden waste bin charge has been reduced from \$70 to \$60 per annum to encourage more residents to make use of this service.

The Tourism and Major Events Levy has risen by 10%, and this increase will only affect 10% of ratepayers. Council will invest \$1.4 million in major events in 2015/16 which will benefit the region's economy.

The early bird and pensioner discounts have been maintained, and the transport, environment and heritage levies remained unchanged.

Developing a budget is never an easy task and I thank those staff across the organisation who have assisted Council to shape the 2015/16 budget. Everyone's hard work will ensure a good result is achieved for the organisation and the region over the coming 12 months.

First Social Strategy adopted

At the June Ordinary Meeting, Council adopted the region's first social strategy, with the launch of the strategy taking place on Friday 3 July.

The Sunshine Coast Social Strategy 2015 outlines Council's social priorities to contribute to a stronger Sunshine Coast community.

Council engaged with many not-for-profit organisations, community groups, government agencies and social enterprises to ensure they made important contributions to the development of the Social Strategy.

The Sunshine Coast Social Strategy 2015 provides the overarching social direction for seeking to advance the Corporate Plan 2014-2019 goal of developing 'a strong community'. The Social Strategy vision aims to ensure "our community will continue to thrive and enjoy a lifestyle that sets us apart. In all of our communities, people are included, treated with respect and opportunities are available to all". The document seeks to build on the region's existing social attributes and outlines further actions to improve community outcomes and strengths.

Council's response to social challenges and the opportunities that arise require leadership, collaboration and partnerships between a range of government agencies, organisations

and various communities across the region. The adoption of the Social Strategy will allow the organisation to considerably and meaningfully serve the community and shape the future with a long-term social direction that builds on the region's positive social attributes.

The strategy aims to achieve four targets:

- Sunshine Coast maintains a healthiest region in Queensland ranking.
- Increase in the number of people that benefit from council's funding program.
- Increase in the frequency the population attending council's venues, aquatic facilities, libraries, gallery and events.
- One in four of the population contributing to volunteering.

Developing the region's new city centre

This quarter another milestone for Australia's newest CBD development at Maroochydore was reached when council took possession of the Horton Park Golf Club land.

With a 2015-16 budget allocation of \$32 million to progress works at SunCentral Maroochydore, our community will soon see site preparation works and construction activities on the site.

With SunCentral Maroochydore Pty Ltd progressing development of the Maroochydore City Centre project, Council established a Shareholder Representative Group during the quarter which held its inaugural meeting in June. The group will oversee Council's and the community's interests in the project.

Mooloolaba place making project commences

During the quarter the first phase of the place making project for Mooloolaba commenced. This involved an extensive community consultation process which resulted in engagement with Mooloolaba residents, business owners and visitors to capture their views and vision for the town.

Consultation activities included a community 'Chalk Day', public information event at the Loo with a View, project webpage, online and

hardcopy surveys, one-on-one key stakeholder meetings, a two-day design workshop, and 'Postcards from the Future' that involved local schools. As part of the consultation participants were asked three key questions:

- What they love about Mooloolaba?
- What they'd like to see change?
- What their vision for the future may be?

These activities generated a great deal of interest and ideas for place making in Mooloolaba.

The next phase in the project is to develop a draft masterplan. The feedback generated from the consultation activities will assist in developing the draft masterplan, which is expected to be circulated in late 2015 for community comment.

Palmview agreement reached

During the quarter a significant milestone was achieved regarding the planned Palmview development.

In April council executed an Amendment Agreement with the three Palmview landowners and Unitywater that covers necessary infrastructure to support this new community of 16,000 people, without impacting on existing ratepayers.

The first development application for the Palmview development was also submitted during the quarter.

Roads reseal program

During the quarter 98 per cent of projects within council's Reseal Program were delivered. Over 44,799 tonnes of material for 131 asphalt projects were required during the quarter, bringing a total of 235 of 240 projects completed for 2014-15.

Key achievements within the last quarter include Sugar Road, which proved to be challenging. A collaborative effort by the team was required to overcome various design and construction issues. Glenfield's Boulevard and Leichardt Drive were also completed within this quarter.

Further reseal projects focusing on Perwillowen Road, Nutley Street (car park),

Upper Mount Mellum Road, Bahdilli Crescent and Sternberg Road, valued at \$1,054,081, will commence in July to complete the 2014-15 program.

Draft koala conservation plan

A draft Koala Conservation Plan was released by council during the quarter for community consultation. The draft plan includes 30 actions to be delivered over five years for the management and protection of the region's koala population.

Workshops were held with key koala and wildlife stakeholder groups as part of the broader engagement with the community. The feedback received will be used to finalise the plan.

In response to one of the actions in the draft Koala Conservation Plan, a new Koala Tree incentive will be included in the next Land for Wildlife (LFW) incentive round. Registered LFW members will be given the opportunity to receive 40 koala food trees to plant on their property.

Human resource initiatives

Two key outcomes from the Organisational Climate Survey and SCC People Strategy 2014 - 2016 were launched during the quarter.

Life in a Day corporate video was launched in May 2015 under the "Recruit" strategy. The video showcases the diverse range of jobs, experience and lifestyle opportunities of the organisation. It also highlights our capable, committed and professional staff in a wide range of different careers.

The Employee Recognition program was launched across the organisation in April. The program is designed to notice, share, recognise and celebrate employees who are living our values each day.

Recognition notices were received for all five of our organisation values, and for employees and work teams across our organisation. This highlights that our employees are being noticed by their work colleagues and the community.

Our organisation highly values the diversity of skills and experience of our people, and our willingness to go above and beyond is what

sets us apart from other councils and organisations.

The first Employee Recognition e-book was launched in July.

ICT Professional of the Year Award

During the quarter Ann Yardley from the ICTS Branch received the ICT Professional of the Year Award at the 2015 Australian Government ICT Awards. Ann was recognised as an accomplished professional who commenced her IT career 16 years ago, and is currently the manager of the Business Solutions and Strategy Unit within ICTS.

Combined with her leadership style, strategic insight and application of modern digital technology, Ann has inspired an agile and innovative culture ensuring an effective interface between the ICTS and all areas of our organisation. Ann's combination of business focus and implementation, of new approaches to solving problems, and the delivery of new functionality has transformed the information and communications of our organisation.

Council was also recognised as a finalist for the SCC Disaster Hub in the Excellence in eGovernment Award category. This is also an outstanding achievement for this group.

LGMA Queensland Awards for Excellence

In April our organisation won the Innovation Award at the LGMA Queensland Awards for Excellence. The award was for the online Development Information Site Report that makes it easier to access general town planning information for individual properties.

The report aims to make navigating through a planning scheme significantly easier for both industry and the community. The online tool has been hugely beneficial to land owners, potential purchasers, real estate agents, private building certifiers, development consultants, councillors and council staff.

The project was developed in house by Regional Strategy and Planning and ICTS – utilising the organisation's own capabilities and skills. In particular thanks must go to Mark Fox and Paul Grambauer for guiding the development of a fully integrated tool that has now been recognised across the state.



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

Service snapshot of the quarter:

Customer Contact

- 37,443 calls answered
- 7,575 customer visits
- 6,686 email requests
- 1,227 webchats

Community Response

- 8,606 infringements issued
- 441 animals impounded (40% reunited with owner)
- 2,147 new animals registered
- 214 environmental nuisance complaints received and investigated

Libraries

- 503 library programs and workshops delivered
- 9,804 participants in library programs

Community Venues

- 2,316 major venue events held
- 133,632 attendees at major venue events

Grants

- 325 grants awarded
- Over \$1.1M in grant funding allocated.



A message from Coralie Nichols, Director Community Services

In a first for the Sunshine Coast community, Council adopted its first Social Strategy at the June 2015 Ordinary Meeting. The *Sunshine Coast Social Strategy 2015* vision aims to ensure that "our community will continue to thrive and enjoy a lifestyle that sets us apart. In all of our communities, people are included, treated with respect and opportunities are available to all".

Coinciding with Heritage Month taking place this quarter, the Department has delivered on a number of initiatives to conserve, promote and celebrate the region's heritage assets:

- Release of the Sunshine Coast Draft Heritage Plan 2015-2020 for community comment
- Endorsement of the Cultural Heritage Levy and the Cultural Heritage Reference Group appointments for 2015/16
- Official opening of the Mary Grigor Centre

In an effort to promote and enforce responsible pet ownership in shared public spaces, a new all-terrain vehicle has been commissioned to assist officers to more effectively patrol our region's beaches.

Service delivery

Council's Operational Plan outlines the services that Council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A strong community

Community and cultural development and partnerships

At its June Ordinary Meeting, Council adopted its first Social Strategy. The **Sunshine Coast Social Strategy 2015** provides the overarching social direction for seeking to advance the *Corporate Plan 2014-2019* goal of developing 'a strong community'. The Social Strategy vision aims to ensure "our community will continue to thrive and enjoy a lifestyle that sets us apart. In all of our communities, people are included, treated with respect and opportunities are available to all". The document seeks to build on the region's existing social attributes and outlines further actions to improve community outcomes and strengths.

In another first, a draft of the Sunshine Coast's first **Heritage Plan** was released for public comment. The five year plan focuses on actions aimed at identifying, conserving and celebrating the region's valued traditions, memories, places and artefacts. It is anticipated that a final draft will be presented to Council for consideration in August 2015.

Coinciding with Heritage Month, this quarter continued to see a flurry of activity surrounding heritage initiatives. Council endorsed the annual **Cultural Heritage Levy Program**, as well as the **Sunshine Coast Heritage Reference Group** and its nine appointed representatives for 2015/16. In addition, the official opening of the purpose-built interpretive and archival building, the **Mary Grigor Centre** (in the Bankfoot House Heritage Precinct) was marked with a commemorative re-enactment of the history of the Centre's namesake.

Council, in partnership with the Department of Education and Training Queensland's North Coast Region, delivered free **professional development workshops** for people working in the **youth services** sector throughout June. The free 'Supporting Young People with

Mental Health Concerns' workshops were offered in response to specific learning and development needs identified by local youth support workers. The initiative stems from Council's commitment to building strong and resilient local youth services as outlined in the *Sunshine Coast Youth Strategy 2010-2015*.

In total, over \$1.1M was awarded for 325 **grant applications** this quarter. Of this, Council endorsed recommendations for over \$500,000 of funding to support 79 projects through the Major round of the Community Grants Program. Additionally, a further \$341,000 was allocated towards 118 projects under the Landholder Environment Grants Program. The remaining \$271,221 in funding allocations was awarded in the areas of Minor grants, Individual Development, RADF Major and Minor grants, Environment Levy, Emergency, and Councillor Discretionary Funding grants.

Community venues

Performances at our **major venues** and community spaces continued to be popular hosting 2,316 events, and attracting over 133,000 patrons. Key performances, focussed at our younger audiences, shed light on a number of social and environmental issues in our communities. The stage show, *Octonauts Live! Operation Reef Shield*, rallied audiences to join the sea creature crew on their mission to save the Great Barrier Reef; and the theatre production, *I am Jack* exposed the pressures of bullying in the schoolyard. Musically, the region hosted performances by the *Brisbane Symphony Orchestra*; the Australian Chamber Orchestra string ensemble ACO2; and the vibrant song, dance and drumming entertainment of the *African Children's Choir*. The Nambour Arthouse Cinema hosted screenings of various documentaries including *That Sugar Film* and the revered and reviled *Banksy Does New York* film.

Council also unveiled the designs for a major upgrade to the **Coolum Civic Centre** and surrounding parkland this quarter. Works on the Civic Centre will consist of internal and external renovations, including the foyer, toilets, kitchen, meeting rooms and entry areas. The staged upgrades of Jack Morgan Park and its facilities are planned to take

place over the next four years, subject to available funding.

Libraries

In a recent survey of Sunshine Coast Library members, the **social benefits of library patronage** was reinforced, with figures showing that 43% of visitors either accidentally or intentionally meet people that they know at the library, and 83% of library visitors specifying that they engage in interactions with staff.

The Maroochydore Library Branch turned gallery this quarter, displaying a series of **exhibitions**. Fiona Groom exhibited her animal life inspired range of quirky and realistic portraits; Megan Davies displayed her Alice in Wonderland inspired works; and the heritage *Ladies in Lifesaving from 1900-1939* exhibit, presented the significance of ladies in the early days of the volunteer lifesaving movement.

Almost 10,000 people participated in more than 500 **lifelong learning programs** and workshops across Sunshine Coast Libraries this quarter, ranging from school holiday activities, technology tutorials, small business seminars, and wellbeing and hobby sessions.

Sporting facilities

Junior sporting clubs can look forward to a new multi-use sports field, with a \$2.4 million expansion of the **Coolum Sports Complex** now underway. The field will cater for junior cricket and rectangular field sports. Further additions and upgrades will include a training area, new car parking facilities, access road improvements, and the installation of pathways, lighting and shade trees.

The **Sunshine Coast Stadium and Kawana Sports Precinct** continued to host some significant events, including the Oztag Australia State of Origin, which showcased the best of Queensland and New South Wales Oztag in a State versus State tag off. The event attracted over 3,500 patrons. The Stadium once again hosted the worldwide Weet-Bix Kids TRYathlon during May, which aims to get Aussie kids healthy and active through participating in the swim, ride and run series. More than 2,500 were in attendance.

Maintenance regimes for the region's **aquatic centres** were prioritised this quarter, with

Coolum, Nambour, Eumundi and Caloundra pools undergoing routine maintenance. The Caloundra Aquatic Centre also received a valuable and sustainable upgrade to its water filtration units, providing improved water quality and significant water and electrical cost savings for the facility.

Goal: Service excellence

Cemeteries

To take advantage of the drier and cooler months, garden **maintenance and improvements** to the amenity of the region's cemeteries have been a key focus this quarter.

In addition, the safety of cemetery operations and processes has also been prioritised. In a proactive approach to assess and improve safety measures, the unit commissioned the undertaking of a **safety audit**, the results of which are being compiled for review and implementation.

Over 260 **cemetery applications** were received this quarter, with the total figure nearing almost 1,000 applications for the 2014/15 financial year.

Customer and community relations

Telephone and physical visits were the main methods of **interacting with Council** this quarter, with over 37,000 calls, more than 7,500 visitors to our centres, over 6,500 email requests and 1,227 webchats managed by the Customer Contact Centre. Customers are increasingly utilising contemporary communication channels, with a 12% increase in the use of email and a 15% increase in the use of webchat channels experienced over the past year.

In addition, 78% of online and 80% of phone contacts were resolved during the customer's first contact. Customer satisfaction ratings with the Customer Contact Officer remained very high at 4.8 out of a possible score of 5. These figures are consistent with previous quarters.

The average speed of answer for phone calls was 29 seconds, with less than 3% of calls abandoned, contributing to the high satisfaction rates.

Local amenity and local laws

In a novel approach to Council's **animal patrols**, a new all-terrain vehicle will now patrol the region's beaches. The vehicle will assist officers to effectively cover more ground, in an effort to promote and enforce responsible pet ownership in shared public spaces, and to ensure that dogs do not unnecessarily annoy beach goers.

The Easter holidays saw an increase in **animal impoundment** with figures doubling in comparison to prior year data for the same period. In total, over 400 animals were impounded this quarter, with almost 7% of this figure attributed to cats and dogs being picked up or abandoned over the five day Easter period. Council continues to promote messaging that urges residents to make informed choices when taking on the responsibility of a pet.

Public health

The Environmental Health Unit is responsible for **licensing** over 1,780 premises across the region that require annual inspections. For the quarter, 809 **inspections** were conducted with 32 **compliance** notices issued.

Over the past financial year, the Sunshine Coast community has achieved 88% self-compliance in helping to prevent pest weeds, which are damaging to both the environment and community amenity. At its June Ordinary Meeting, Council resolved to continue its war against weeds, approving the rollout of its next series of **Pest Survey Programs**. Council has been undertaking consecutive Pest Survey Programs over numerous years, the results of which are having a significant positive impact on the Coast's environment.

Throughout the colder months, Council has been working with the Queensland Parks and Wildlife Service to implement its **fox control program**. The program aims to control fox breeding activity and reduce fox predation on native species, particularly on coastal wildlife species such as endangered loggerhead turtles at the vulnerable egg and hatchling stages.

Outlook

The forward outlook for the next quarter will be:

- Further development of a number of planning documents including the progression of the draft Maleny Recreation Master Plan
- Reports to Council for consideration include the Sunshine Coast Heritage Plan 2015-2020 and Reserve 1000 Master Plan
- Endorsement of Sports Field Maintenance Funding, and Community Partnership Funding programs recommendations
- The hosting of the Qantas Wallabies Rugby training camp at the Sunshine Coast Stadium
- The hosting of the 2015 Queensland Garden Expo at the Nambour Showgrounds.



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

Service snapshot of the quarter:

- 2015/16 budget adopted.
- Bottom line rate increase for the majority of ratepayers is 1.5%
- \$169 million of contracts awarded to local business which represents 72% of total purchasing spend for the 2014/15 financial year
- Over \$100,000 insurance savings realised.
- Total revenue of \$14 million for Holiday Parks is up by \$1 million on original budget.
- Total Holiday Park bookings/arrivals for the year were 39,819 with an average stay of 7.9 nights.
- 97 community group inspections were conducted for 2014/15. The inspections ensure that facilities are safe, in a sound condition and maintained in accordance with the lease.
- 128 Total Lifeguard Rescues for the quarter (total for Year 574).
- 2298 participants attended 195 courses, totalling over 9500 hours of training in the year to date.



A message from Michael Costello, Acting Director Corporate Services

2015/16 Budget was adopted on 25 June 2015 ensuring long term financial sustainability for the Sunshine Coast. The Budget was aligned with Council's Long Term Financial forecast, Financial Plan and Operational Plan and delivers important core responsibilities while implementing a visionary direction to shape the region's future - to become the most sustainable region in Australia— vibrant, green, diverse.

The tender for the Sunshine Coast Solar Farm closed in late June 2015 and has now moved into the critical evaluation stage.

The Sunshine Coast Holiday Parks business has continued to perform strongly with good weather providing above average occupancy and higher revenues. The total revenue of \$14M is up by \$1M on original budget.

EDRMS contract with Hewlett Packard signed on 28 May 2015. Implementation to commence in July, 2015.

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A new economy

Holiday parks

The Sunshine Coast Holiday Parks business has continued to perform strongly with good weather providing above average occupancy and higher revenues. The total revenue of \$13.6M is up by \$1M on original budget.

The Sunshine Coast holiday parks website continues to grow on-line bookings to the six holiday parks with 5,198 bookings with a value of \$1.16M for the year. This is an increase of 11% of value of on-line bookings from previous year.

Total bookings/arrivals for the year were 39,819 with an average stay of 7.9 nights. Total nights used was 316,909 an increase of 5,459 nights (1.7%) on previous year.

Amenity 3 refurbishment at Dicky Beach Holiday Park was completed in June 2015 and is a welcome improvement for guests. See attached photo.



Goal: Service excellence

Property management

Property Projects and Development

- Completion of Highest & Best Use analysis of Council held freehold land.
- Negotiated and leased 144 Currie St Nambour to the Health Department.
- Acquired a significant site on the Mt Ninderry ridge fronting Ocean Vista for the

protection of the Mount Ninderry Escarpment from future development.

- Maleny Golf Course and Maleny Community Precinct Amenities completion after many years of planning and development.
- Maroochy Principal Activity Centre - completion of access acquisition at 58/60 Maud St Maroochydore.
- Awarded six agistment licences over large holdings for private use.

Land Management

- There continues to be a considerable increase in the number of land tenure matters such as Request for Comments and Owners Consent. 46 Request for Comments and Owner's Consent were considered for the quarter compared to 44 for the previous.
- 12 land acquisitions, resumptions, grants of easements and other tenure dealings were processed in the quarter.
- Work continues on formalising the backlog of tenure arrangements for community groups in accordance with the endorsed policy. There are 70 new or renewal of community leases being progressed, 20 of which are close to being finalised.
- 97 community group inspections were conducted for 2014/15. The inspections ensure that facilities are safe, in a sound condition and maintained in accordance with the lease.

Facility Management

Projects that were delivered this last quarter include:

- The Events Centre Basement Carpark Storage Areas Refurbishment;
- The Events Centre Beausang Room Repaint.
- Mooloolah Sportsground Public Amenities Renewal.
- Kawana Aquatic Tiling Works
- Coolum Aquatic Tiling Works
- Caloundra Aquatic Centre 50m Pool Filtration System
- Kawana Aquatic Centre 25m Pool Structure Replacement.
- Eumundi Aquatic Seals Replacement.
- Coolum Aquatic Centre 25m Pool Coping Tiles.

Portfolio Management Unit

- The Events Centre Facility Development and Maintenance Plan Scheduled Discussion Forum held.
- Building Management Plans (Stage 1) completed.
- Depot Strategy (Stage 2) completed.
- Depot Strategy (Stage 3) underway.
- Works Space Accommodation – multiple fitouts and refurbishments undertaken.

Goal: A strong community**Lifeguards**

- 128 Total Rescues (total for Year 574)
- 1,527,000 Total Attendance (Yr 6,624,000)
- 587 First Aid (Yr 4,006)
- 20,921 Preventative Actions (Yr 120,817)
- 58,921 Local Government Ordinances (Yr 207,675)

Contract compliance inspections conducted on all patrolled beaches.

Goal: A public sector leader**Human resource management**

Two key outcomes from the Organisational Climate Survey (OCS) and SCC People Strategy 2014 - 2016 were launched this quarter.

[Life in a Day](#) corporate video was launched in May 2015 under the "Recruit" strategy. It showcases the diverse range of jobs, experience and lifestyle; capable, committed and professional staff in a wide range of different careers. completed and released to the organisation & public.

The concept of corporate reward and recognition, especially CEO recognition was a feature of the OCS. It was identified by respondents as an area of importance and one requiring some improvement. [The Employee Recognition](#) program was launched across the organisation in April. The program will be a vehicle to highlight the efforts our staff are making in their performance and associated values and behaviours. An e-book with all comments and recognition items was launched in July and it has proven very positive with employees.

Year to date we have seen 2298 participants attend 195 courses, totalling over 9500 hours with regards to Corporate Learning and Safety Training. This is in addition to e-Learning and online training through the SCC Learning Centre.

The HR Branch also moved all recruitment to an on-line system in July to streamline the process for applicants and council staff managing the recruitment process. This will improve candidate management and allow improved sourcing of passive candidates with career sites.

Financial services**2015/16 Budget**

2015/16 Budget was adopted on 25 June 2015 ensuring long term financial sustainability for the Sunshine Coast. The Budget was aligned with Council's Long Term Financial forecast, Financial Plan and Operational Plan and delivers important core responsibilities while implementing a visionary direction to shape the region's future - to become the most sustainable region in Australia – vibrant, green, diverse.

Budget Snapshot:

- Balanced budget of \$588 million
- \$183 million Capital Works Program
- Bottom line rate increase for the majority of ratepayers is 1.5%
- \$17 carbon tax refund for the majority of ratepayers
- No increase to general levies
- Pensioner discount continues, about \$3.1 million
- Early payment discount continues, about \$7.6 million

2015/16 Fees & Charges

2015/16 Fees & Charges were adopted by Council on 1 June 2015 at a Special Budget Meeting. Overall revenue for general fees and charges is expected to approximately generate \$54.2 million

Revaluations

Revaluations have been performed by external valuers for Land, Buildings and other and Roads and Stormwater. Analysis has been conducted and all valuations have been accepted.

Procurement services

Procurement and Contracts Branch have been involved in managing the procurements associated with some of Council's largest projects. The tender for the Sunshine Coast Solar Farm closed in late June 2015 and has now moved into the critical evaluation stage. The branch was involved in finalising the procurement and settling the contract for the new Electronic Document Records Management System and will continue to assist in contracting associated with the Maroochydore City Centre.

The Branch has also overseen the introduction of the contract lifecycle management solution, which is now being used for all tenders and contracts formed from those tenders. The solution is currently being rolled out to the organisation with trials starting in select branches. When fully implemented, the solution will provide capability for conducting all procurement activities and contract administration and performance management functions across Council.

Governance

During the quarter the Corporate Governance branch delivered a number of awareness sessions on a number of governance topics including conflicts of interest, gifts and disclosures, information privacy, right to information and integrity management. These sessions took the tally of sessions held this financial year to 77 and with over 621 staff trained.

New training material for the SCC Employee Code of Conduct has been completed and mandatory information sessions for all staff will roll out from July 2015.

Administrative preparation for the 2016 Local Government election has commenced with the formation of a project group. The group is scoping out necessary information and activities to ensure a smooth progression pre and post the election.

Finalisation of the Risk Awareness Project was completed during the quarter with the organisational policy and guideline being reviewed and updated. All areas of council are now operating and reporting under the

new risk framework and all operational and strategic risks have been reviewed.

The quarter also saw the appointment of a new insurance broker and the negotiation of insurance premiums for 2015/2016. Overall a positive result with savings in the vicinity of \$100,000.00.

Information and communication technology

BRICK Phase 1

Contract with Hewlett Packard signed on 28 May 2015. Implementation kick off meeting with the Vendor have been completed. The Communication Plan and Rollout Strategy have been endorsed by the Project Control Group (PCG).

The PCG have requested five clear messages be given to the organisation.

The cloud infrastructure for hosting the application is currently being negotiated. A presentation has been completed to ELT and another is scheduled for the Managers Forum.

Digital Connect Platform

Testing of the corporate site designs has been completed. The designs for all the sub sites have also been signed off with the exception of the Airport

The functional specification (the main body of work) has been signed off and the building of prototypes will commence early in July. Usability testing has been developed and will now go through a two phase testing process, firstly by council staff and then with the community.

Stage 2 of the project (replacement of MyCouncil and the CommunityHub) is now overlapping with Stage 1 and work has begun to detail the requirements.

Electronic Planning Phase 2

The mapping of DA's in an area by type (displayed on an online map) is now completed.

The automated mapping of adjoining owners to a DA application has been completed.

The data integration between Property and the GIS system aligning the data to enable more accurate and enhanced reporting will now be completed in August due to RS&P staff availability.

HR Recruitment Solution

All implementation activities have been completed and the public recruitment site went live on Monday 29th June.

SCC Disaster Hub

2 new iterations of the Disaster Hub have been released which include:

- A dashboard for external agencies (Fire, Ambulance etc). This also incorporates BoM imagery.
- A warning banner has been added for immediate alerts to be posted advising people of disaster events. (i.e. torrential rain)
- Rainfall and water level data is now available.
- A document store is now available for Get Ready, State Government Disaster Management Strategies etc.

Strategic Asset Management (Assetic)

The integration between Assetic and the GIS is now complete enabling source data alignment between asset systems and further population of asset information for all asset classes.

This project is now complete for its initial scope.

Operationally, IS have completed the asset mapping for all assets classes and migration will now begin.

Business Intelligence

This project is now complete.

Any new BI indicators required by business areas will have to be funded by the requesting area in 2015/16.

Mobilisation (Mobile Electronic Timesheets)

More than 100 staff are now using mobile timesheets. Some usability issues still exist and we are addressing this in two ways, through consultation with users and requesting fixes from the Vendor.

Contracts System

This is now live and being used in two council business areas. All further rollouts will be done operationally and the project is now completed.

Aquatic Centre Point of Sale and Reporting

The integration for reporting is now completed and this project is now finalised.

Project Tracking Expansion

Following redevelopment this is now completed and will be available early in July.

3D

The core parts of this project are now complete with only additional business modelling to be done in the new financial year.

Organisational Service Desk

The product is currently being configured and tested. The likely completion time will now be August.

Open Data – Publicly accessible data

A presentation was made to SKSC covering current available data. Approval has been received for a separate web site for budget data. Phase 1 of this project is scheduled for completion at the end of July.

Smart Cities Precinct Pilot

The project is now in the design phase. We are working with Vendors and business areas within council on selecting technologies to pilot. This project will carry over into 2105/16.

Outlook

The forward outlook for the next quarter will be:

- A focus on awareness and support for mental health in the workplace
- Finalise user acceptance testing of the new e-recruit solution
- A refreshed approach to health and safety messaging throughout the organisation
- Workforce reporting and analysis to assist decision making in business areas.
- Further discussion about the Certified Agreement
- SCC Employee Code of Conduct mandatory information sessions for all staff will roll out from July 2015.
- Adoption of a number of local law amendments relating to residential parking permits, waste legislation, dog off-leash areas and standard conditions for permit approvals.
- Completion of a new business continuity plan for People Management.
- Adoption of a number of updated delegations of authority in line with legislative updates and requirements.
- Commencement of Fraud Risk Assessment activities.



Quarterly Progress Report Quarter 4, 2014/15

The Corporate Strategy and Delivery department is responsible for the Sunshine Coast's economic development and corporate strategy. This includes Council's commercial entities and strategic marketing, and keeping the community informed.



A message from Greg Laverty, Director Corporate Strategy and Delivery

Service snapshot for the quarter:

- 105 local residents placed through *The Work Shop*, the joint Council and Sunshine Coast Public University Hospital employment service
- \$32 million budgeted to progress works at the Maroochy PDA site.
- \$18 million of economic activity for each dollar from the Tourism and Major Events Levy invested by Council
- An initial suite of corporate plan measures endorsed as part of the 2015 Corporate Plan and 2015-2016 Operational Plan updates
- 30,000+ people reached through Council's social media activity **#what lifts you**, a joint project with the Community Services Department
- 10,450+ visitors/participants to nine major events generated approximately \$14.2 million of economic activity for the region
- 1,385 projects completed in Stage 1 of the re-branded Sunshine Coast Council
- 467 local businesses and 13 business events, supported by Council, attended by 276 participants

In this, the last quarter of the 2014/15 financial year, staff members have worked strenuously to bring significant stages of Council's major projects to fruition.

Of particular note, again, is our green field CBD project – the only such one in Australia at present. Last quarter, we welcomed the establishment of SunCentral Maroochy Pty Ltd, its Board of Directors, and its inaugural CEO. This quarter, we reached yet another milestone for this game-changer project when Council took possession of the Horton Park Golf Club.

With a 2015/16 budget allocation of \$32 million to progress works in the Maroochy Priority Development Area, our community will soon see a physical presence in the shape of construction workers and machinery on the site where we once saw golfers and buggies.

SunCentral is not just a word – it is the embodiment of the Sunshine Coast's new business, community and employment heart.

Service delivery

Council's Operational Plan outlines the services that Council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A new economy

With SunCentral Maroochydore Pty Ltd progressing development of the Maroochydore City Centre project, Council established a Shareholder Representative Group which held its inaugural meeting in June. The group will oversee Council's and the community's interests in the project.

The 2015/2016 Budget provided an allocation of \$32 million in funding for progression of works at the Maroochydore Priority Development Area site, and work continued on the sequencing of precincts on the site.

Following Council's formal consideration of the Royal Bank of Canada report on funding options for the Sunshine Coast Airport Expansion project in the previous quarter, Council engaged RBC to undertake the next stage of the project. The Project Control Group for the Airport Expansion continued to meet on a monthly basis to oversee the coordination of all activities relating to project delivery.

The Smart City Framework moved from development stage to implementation stage, with this reflected in Council's Corporate and Operational Plans. Resourcing for the framework was secured through a number of capital and operational projects, along with funding for a Smart City Coordinator position.

As part of implementation of the Regional Economic Development Strategy, Council provided support to more than 476 local businesses and managed or contributed to 13 events with 276 people participating.

Council continued to support the Oceanside Kawana Health Precinct through its work with Stockland and Savills on investment attraction activities, publication of marketing collateral to promote the precinct, and planning for a

Health Investment Mission to Melbourne scheduled for July 2015.

The Work Shop facilitated 124 placements in relation to the Sunshine Coast Public University Hospital site, of which 105 were local employees. The economic impact of these placements to the Sunshine Coast region is estimated at \$41.5 million (GRP), including \$26 million in additional wages and salaries

Nine major events were conducted during the quarter including the Mooloolaba Mile-Ocean Swim, Sunshine Coast Pro-Surfboard Riding, the Aussie AITO-Outrigger, the National Outrigger Canoe Marathon titles, the Australian Motocross Championships, the International Rally of Queensland, and the Queensland State Club Gymnastics Championships. These events attracted approximately 10,450 visitors/participants from outside the Sunshine Coast region and generated approximately \$6.4 million in economic activity.

The Sunshine Coast Events Board and its working groups met on six occasions to discuss and determine issues and activities in relation to the Major and Regional Events Strategy. These included the recommendation of seven sponsorship funding applications to Council (expected to generate approximately \$16.8 million in economic impact for the region); the advancement of the Events+ campaign; and the development of the alternative event funding initiatives that are supported by Council.

The Sunshine Coast Economic Futures Board actively engaged with Council by providing ongoing advice on high-value industry taskforce activities, and finalising and launching the region's 2015 Investment Prospectus and investment branding. Board members participated in an investment attraction workshop, with industry stakeholders, to develop the seven high-value industry and investment forward plans.

Council's advocacy plan was updated to reflect current opportunities in advancing the organisation's 'game-changer' infrastructure projects. The major projects were brought to the attention of the Queensland Government

ministers to provide feedback on the proposed Infrastructure Plan for Queensland, and its associated project funding pipeline. High-level engagement and advocacy was undertaken with potential investors and State and Federal ministers.

Council global activities included a second planned investment mission by the Mayor – to Hong Kong, Germany and the United Kingdom. Meetings were conducted with over 65 organisations to outline the economic credentials of the Sunshine Coast region and the key investment opportunities. Council also hosted two Trade and Investment Queensland international delegations (from Japan and China) with a focus on gaining an understanding of the investment and business opportunities available in the Cleantech sector. Planning commenced for the annual visit in October 2015 by the Queensland Trade and Investment Commissioners – the first time that the visit is to be conducted on the Sunshine Coast.

Goal: A public sector leader

Stage 1 of Council's corporate branding activities was completed. This included 1,385 projects that involved fleet and administration building signage, internal templates, stationery, Council's intranet and internet sites, and departmental requests.

Increases in social media activity and media interest from outside the region were of particular note including (i) the successful Instameet #whatliftsyou promotion – conducted in partnership with Council's Community Services Department – which reached more than 30,000 people and (ii) Brisbane and national media interest in Council's 'game-changer' projects.

Council was presented with an independent report with the findings of a review of the performance of the Tourism and Major Events Levy. The report identified that income from the levy generated \$18 million of economic activity for the sunshine Coast local government area for each dollar invested via the levy and that the levy was considered 'fit for purpose'.

The annual review of Council's Corporate Plan was completed. Council endorsed an initial suite of corporate plan measures as part of adoption of the 2015 updates to the Corporate Plan and the 2015-2016 Operational Plan. Ongoing review and refinement of measures will occur through the annual corporate plan review and the annual operational plan development processes.

Goal: A strong community

Council considered the draft Urban Public Lighting Master Plan. Energex confirmed its final position on the transfer negotiation and which included obtaining agreement from the Department of Transport and Main Roads. Consultation with development industry and chambers of commerce was completed in conjunction with the Smart City Framework, and internal consultation took place with the Smart City Pilot Working Group. Delivery of the public lighting project was transferred to the Infrastructure Services department.

Goal: Service excellence

Following external independent assessment, Council approved the Material Change of Use Development Application in relation to the Valdora Solar Farm. Tenders for the project were received in accordance with the 29 June 2105 deadline for submission.

Council received the draft findings of the review of the Caloundra Music Festival and its associated infrastructure. The review consultant conducted workshops with the Festival Steering Committee prior to and subsequent to Council's consideration of the initial draft findings.

Outlook

The forward outlook for the next quarter will be:

- Sequencing of precincts on the Maroochydore Priority Development Area site would be refined (with a presentation to Council upon completion), and market sounding and expressions of interest for

the development of the iconic precinct will be the subject of discussions at a Strategic Discussion Forum.

- At its July Ordinary Meeting, Council will be presented with a project update report on progression of the Brisbane Road Car Park at Mooloolaba.
- The Royal Bank of Canada would continue its activities in relation to determining an investment partner for progressing expansion of the Sunshine Coast Airport. Council, including work on a market sounding of potential investors.
- Council will pursue submission of a formal request to the Australian Communication and Media Authority to declare a Cable Protection Zone in relation to the Internet Broadband Gateway project.
- Council's seven high-value Industry and Investment Plans will be reviewed by the new Industry and Investment Taskforces.
- The Sunshine Coast Events Board will continue to meet with leading businesses to discuss potential sponsorship opportunities.
- Stages 2 and 3 of Council's Corporate Branding project will commence with a focus on signage for all Council-owned buildings yet to be signed (libraries, venues, gallery), waste facilities, departmental-specific requests, way finding, trails, placemaking, beaches, and parks.



Quarterly Report Progress Quarter 4, 2014/15

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



Service snapshot of the quarter:

- 205 hectares landscape and garden beds maintained
- 1060 hectares mowing maintenance
- Managed over 900 projects on the infrastructure capital program across the years
- 64,827 tonnes waste received
- 27,947 tonnes waste recovered
- 11,625 customer requests received
- 10,185 customer requests closed
- 28 kms road resurfaced

A message from Andrew Ryan, Director Infrastructure Services

Across the quarter, a focus on delivering our core services with an eye on the budget and meeting council's set targets has ensured that the department finished the year strongly across all programs including capital works, operations, maintenance and construction. Two notable highlights this quarter are:

The Sunshine Coast Local Disaster Management Group and council were again tested when an east coast low developed near Fraser Island and made its way down the coastline and across our region. The Glass House area of our region received 350mm of rainfall in the 72hrs leading up to the 1 May severe weather event, producing a deluge of 250mm rainfall in just 6 hours which caused widespread issues with our community and resulted in around \$400,000 in damage.

The continued roll out of mobile technology and the trialling of a timesheet app with our field staff should see a great reduction in time to process timesheets and allow staff to work from anywhere in the region and not always have to return to one particular depot or office.

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A strong community

Disaster management

The first month of this quarter saw the Local Disaster Management Group activate again for an east coast low severe weather event which this time impacted on the southern end of our region. The Local Disaster Management Group moved to an "Alert" status on 30 April in readiness for the weather event which was expected to bring isolated heavy rainfalls and possible flash flooding to the Sunshine Coast.

On Friday 1 May the significant rainfall caused the Bruce Highway to be cut off at King John Creek for 6 hours, blocking all north bound and south bound lanes of traffic. The Queensland Rail network was also damaged at Elimbah delaying all Queensland Rail transport north of Caboolture for 2 days.

The Disaster Management Team operated from the disaster management coordination room on the mezzanine level for this event, and the field coordination centre at Wises Road activated to coordinate field operations and asset damage assessment. "Make safe" operations were carried out immediately after the event to ensure public safety and to prevent damaged infrastructure from becoming further damaged in preparation for restoration work which is estimated to cost around \$300k.

Some minor private property flood inundation was reported and damage to council infrastructure was contained mainly to roads and pathways. Coast beaches held up reasonably well with minimal sand loss despite huge surf and a massive 11 metre wave being recorded off Mooloolaba by a wave buoy at 12 noon on 1 May. A further 10 metre wave was recorded at 6pm.

The disaster hub performed extremely well again providing timely information about road closures and traffic delays and providing public warnings to prepare our communities and road travellers for the heavy rainfall and

flash flooding associated with the severe weather event.

Thankfully, no loss of life was recorded on the Sunshine Coast for this disaster event. We are however, reminded that flash flood events can occur at very short notice and can cause significant disruption to our day to day activities. Flash flooding is one of our highest community risks and poses a significant risk to life reminding us that driving through flood waters is extremely dangerous. The key message to our communities is unexpected travel delay caused by flooded roads is far better than risking life by attempting to cross a flooded road.

Public lighting

Routine maintenance of street lighting continued and a number of requests were received for new lights on streets and car parks which are considered by community members as being dark.

Each request received has been assessed on an individual basis and prioritised against specific criteria including existing lighting levels in the area and vehicle/pedestrian safety.

All requests will be considered in 2015/2016 for possible inclusion in a future capital upgrade program in conjunction with council's contractual arrangement with Citelum.

Place Making

During the quarter, the first phase of an exciting Place Making project for Mooloolaba was undertaken. This project involved a far-reaching community consultation process which involved Mooloolaba residents, business owners and visitors, all of who participated in sharing their views and vision for the town.

Phase 1 has involved a wide range of consultation tools, i.e. a community 'Chalk Day', public information event at Loo with a View, project webpage, online and hardcopy surveys, one-on-one key stakeholder meetings, and a 2-day design charrette workshop, 'Postcards from the Future' from local schools. As part of the consultation, participants were asked three key questions: what they love about Mooloolaba? what they'd like to see change? and what their vision for the future may be?

A consultation letter was mailed to 800 landowners, hand delivered to 300 local businesses, posters displayed in local shops, a project webpage on council's website, and advertising on radio, TV, newspaper, and social media channels.

The effort generated a great response from the community and over 1,000 participants attended the 'Chalk Day' at the Loo with a View on Saturday, 9 May - the participants drew their vision on the footpath along the esplanade with chalk.

Place Design Services staff walked the street chatting to over 300 traders, held one-on-one meetings with key stakeholder groups, and held a two-day workshop with portfolio councillors, integral council officers, local community groups and other stakeholders including Mooloolaba Business and Tourism, Merlin Entertainments, Sunshine Coast Destination Limited and a variety of local professional organisations.

The next phase in the project is to develop a draft masterplan in a partnership consortium with AECOM, lead design consultant. The project team consists of AECOM and council's Place Design Services unit, a Project Control Group and a project Taskforce. The objective is to use the consultation feedback to assist in developing the draft master plan and following this, the community will be invited to comment in late 2015.

During the quarter the TravelSmart team were once again instrumental in promoting Walk Safely to School Day to schools across the Sunshine Coast Council region. Thousands of students across the coast walked to school in celebration of the day. The event is an effective way to reinforce travel alternatives and to help create travel behaviour change. More students walking to school reduces traffic congestion and parking problems in and around school precincts.

TravelSmart

The TravelSmart team continued with the rollout of various cycling workshops. Since the beginning of this year, over 130 people have participated in Absolute Beginners, Basic Skills, Better Road Cycling and Pathway Awareness Rides. Participants increased their cycling knowledge and skills and also gained a greater appreciation of the importance of

interacting safely with cyclists whilst driving. Further workshops are planned for the Q1 2015/2016 with an intention to expand the workshops to include Basic Bike Maintenance.

Education and skill development are major barriers to participation in cycling. Addressing barriers by creating opportunities for coast residents to engage in cycling will ultimately lead more people to consider riding a bike as a legitimate form of transport and not just a recreational pursuit.

Road network management

Ninety eight percent of projects within council's Reseal Program have been delivered, requiring over 44,799.23 tonnes for 131 asphalt projects with a total of 235 of 240 projects completed for 2014/15.

Key achievements within the last quarter include Sugar Road which proved to be challenging and a collaborative effort by the team to overcome various design and construction issues and latent conditions due to poor, soft/weak subgrade material encountered during construction. Glenfields Boulevard and Leichardt Drive were also completed within this quarter.

Perwillowen Road, Nutley Street car park, Upper Mount Mellum Road, Bahdilli Crescent and Sternberg Road projects valued at \$1,054,081 commenced in July to complete the 2014/15 program with well suited sustainability designs. The final planning and preparation has been undertaken by staff throughout the quarter with the quality assurance processes supporting continual improvement for this work.

The new schedule is expected to commence in August once the Roads Surfacing, Rehabilitation and Associated Work contract is awarded which will comprise six separable portions currently under evaluation.

Planning for the road surface crack sealing program for 2015/16 has been completed. Two programs were undertaken and finished in 2014/15 with a collective cost of \$379,654 for 302.8klm in total of crack sealing.

Pavement marking is 100% complete for 2014/15 delivering to 1100 roads totalling \$1,029,000 worth of work and this quarter delivering to 192 local roads valued at

\$270,000 with high quality solutions for pavement marking in high-wear road sections.

As part of Civil Asset Management's Pavement Marking Services Program, a prominent pedestrian crossing on Sportsmans Parade, Bokarina received a Cold Applied Plastic (CAP) pavement treatment. CAP is a longer wearing alternative to more traditional thermoplastic pavement treatments, providing a safe and durable surface for pedestrian traffic with longer wearing expectancies.

The Stormwater Quality Improvement Devices (SQIDS) for this quarter have been completed with 536 serviced at a value of \$106,500 in partnership with GIS and Drainage Services. Total spent for the 2014/15 was \$356,000 with 1221 assets visited; both projects were completed on time and within budget.

During the quarter, an important body of work involving both investigation and survey components has seen the finalisation of the Reseal/Rehabilitation and Renewals Programs for 2015/16. The staff focus is towards obtaining full condition data on all council pathway and bridge/boardwalk networks.

Modelling using the Road Pavement Management System and Assetic software has progressed and is intended to develop appropriate long term funding models and allow better management of risk and targeted use of finite funds with respect to whole of life considerations.

The Asset Management and Capital Programing unit progressed the review and update of council's seven Asset Management Plans (AMPs). These plans include and take into consideration the recent adoption of the 2015/16 10 year Capital Program. It is planned to present the revised Asset Management Plans to council towards the end of Quarter 2015/16.

During the quarter, the 7 State of the Assets reports were presented to council. These reports provide a quick snapshot of the position of council's assets in the form of a brief dashboard type report. As AMPs are revised every 3 years, the State of the Asset Reports provides an interim update on assets annually.

IT Enabling Strategy

The department continued progressing the mobility strategy with a focus on the implementation of a timesheet application software "Replicon". This product is currently being trialled through field crews from Civil Asset Management as well as Parks and Gardens branches. To date, the rollout has involved 116 users in a 'live' environment and 142 users in a 'sandbox' (training) environment. It is clear from feedback and results that mobile technology can greatly reduce time taken to process traditional manual processes whilst enabling greater mobility to staff.

Stormwater drainage

A severe storm event with very heavy rain affected the southern inland areas, resulting in a large number of flood related matters being dealt with. Although some flooding of private property was experienced due to the event being greater than a 1 in 100 year storm, the effects were generally confined to a fairly small geographical area and little damage occurred to existing council drainage infrastructure.

Delivery of the 2014/2015 capital works drainage program is continuing with 82% of drainage and water quality projects completed. Work on the balance is either already underway or are about to commence.

Investigations into flood prevention options in the Coonowrin Creek catchment are about to commence. This has been triggered by the number of flooding concerns in this catchment over the past few years. It is anticipated that an initial assessment will be completed by August 2015.

Water quality monitoring in conjunction with a number of Catchment Care groups is continuing at various locations along Currimundi Creek and the Maroochy River. Regular testing is being performed and will result in more accurate data being available to assist in determining the optimal siting of future water quality improvement devices.

Goal: An enviable lifestyle and environment

Beaches, foreshores, coastal infrastructure and canals

A number of key projects have progressed in the delivery of council's beaches and foreshore operational program and coastal infrastructure capital renewal program.

These achievements include:

- Commenced dredging operations associated with sand nourishment tasks at both Maroochydore Beach (\$1m) and Mooloolaba Spit (\$1m).
- Two key constructed water bodies rehabilitation projects at Ivadale Boulevard and Peony Circuit.
- Pontoon and jetty refurbishment at Parrearra Lock with signage updated with councils new logo.
- Regional bathymetric and canal survey work.
- Refurbishment of portage steps over Parrearra Weir.
- Finalisation of the development permit to seek approval for the Maroochydore Beach Seawall as a 'last line of defence' for key infrastructure protection in this area.
- Pre-lodgement meeting for stage 2 of coastal permit reform process to access whole of system dredging permits in Maroochydore and Mooloolah.
- Bribie Island community revegetation project and pre-lodgement meeting for dredge permit expansion of 40,000m³ for Golden Beach as per Bribie Island Breakthrough Protection Plan.
- Sand pipeline works at Mooloolaba Spit.
- Commenced revetment wall stabilisation work at Penny Lane.
- Commenced design for construction of a tide gauge at Lamerough Canal to measure both storm tide increases and longer term sea levels.
- Council endorsement for the preferred option for the long term management of the SS Dicky with application to State Government submitted for approval.
- Progressing design and approvals for construction projects at Sunshine Cove Portage Infrastructure, Beach Terrace Seawall and Fisherman's Road Seawall.

Bushland conservation and habitat

Progression of a range of programs run by Community Catchment Partnerships and Natural Areas Management have continued; specific achievements included 118 of 131 applications for Landholder Environment Grants (LEGs) approved to a total of \$341,348. Council's contribution will support projects with a total value of \$1,056,091. The total value of projects completed will be more than three times the amount of funding allocated by council. Additionally, four of the six applications for an Environment Grant were approved to a total of \$6,650. Council's contribution will support projects with a total value of \$27,210 in this funding round. The total value of projects completed will be four times the amount of funding allocated by council.

This year's Environment Partnerships round is underway with five applications received for a share of \$105,000 in available funding. Panel recommendations will be reported to council at the August Ordinary meeting. With these additional applications, council will have a total 26 active Environment Partnerships in 2015/2016.

Eight new Voluntary Conservation Agreement (VCA) properties were signed up in 2104/2015 financial year covering 143 hectares. The total number of VCAs as at June 2015 is 66 reaching the milestone of over 1000 ha of private land now protected under the VCA program.

Koala Conservation Plan:

Council's Draft Koala Conservation Plan was released for community consultation and includes 30 actions to be delivered over 5 years for the management and protection of the Coast's koala population. Workshops have been held with key koala and wildlife stakeholder groups as part of the broader engagement with the community. The feedback received will be used to direct final amendments to the plan. In response to one of the actions in the Draft Koala Conservation Plan, a new Koala Tree incentive will be included in the next Land for Wildlife (LFW) incentive round. Registered LFW members will be given the opportunity to receive 40 koala food trees to plant on their property.

For the month of May as part of the Community Nature Conservation Program, council hosted 22 weed swap events across the region offering residents the chance to replace backyard pests with free native plants.

Preparation is underway for National Tree Day on 26 July with 4 sites across the Sunshine Coast at Mudjimba, Yaroomba, Little Mountain and Kenilworth. This year's event marks the 20th anniversary of the much-loved campaign and we are expecting a great turnout.

Invitations have been sent to our community conservation volunteers for the Conservation Forum to be held in August. The program is packed with a broad range of presentations from experts in their field, landholders and community group members.

Flying-Fox:

Wildlife Management Flying-Fox Roost Management continued to address community issues which included commencement in obtaining approval from Brisbane Catholic Education to undertake non-lethal dispersal action. A community meeting was held for residents of Emerald Woods confirming the next stage of management works which were completed at the end of the quarter.

A non-lethal dispersal action was undertaken at the splinter camp located at Elizabeth Street Drain in Coolum which provided temporary relief for residents. Vegetation work was completed at the Vidler Street roost providing an increased buffer between residents and flying-foxes.

The flying-fox tracking project commenced this quarter in conjunction with CSIRO and is aimed at providing improved knowledge on flying-fox movements within the region and to assist in the ongoing management of the urban flying-fox roosts. Finalisation of media material was also achieved; this material has been developed to provide a community perspective on flying-fox management. Continuation of weekly and monthly surveys occurred and regular updates were provided on the council website.

Turtlecare:

An end of year celebration was held for Turtlecare volunteers thanking them for their contribution over the turtle season.

Environmental Visitor and Education:

The Mary Cairncross building renewal project continued with finalisation of the concept design and moving into detailed design by the end of the quarter. Progress of 30% of detailed design had been achieved.

Development of the interpretation design and commencement of the detailed development had progressed significantly. The upgrade and renewal of picnic and drainage facilities had been completed with positive feedback from visitors to the reserve.

At the Maroochy Bushland Botanic Garden, work is continuing on implementing the renewal of the Whipbird Garden with the Friends. Completed work included the finalisation of the new walking trail and detailed design for the children's pods.

The interpretative strategy for the Maroochy Wetlands Sanctuary was completed with engagement with the support group and key community representatives. Work is progressing to implement the strategy direction for the interpretative displays identified for the building.

Operational Delivery:

The final two Green Army projects have continued with Alexandra Headland to Wurtulla Foreshore and Coolum-Stumers Foreshore projects still underway.

On ground maintenance work included weed, tree and infrastructure, and investigation of customer requests.

Commencement of the new Natural Areas Asset Officer commenced and is progressing with implementation of the branch's migration to Assetic.

Contracts were finalised for the provision of Tree Audits and inspections and a new service contract for the provision of ecological management services to commence early in the next financial year.

The ongoing delivery of vegetation offset projects continues as well as ongoing discussions with third parties on opportunities for projects to be delivered on council managed lands. Wet weather has delayed the implementation of the natural areas fire management plan.

Capital projects included the renewal of walking trails at Foote Sanctuary and Ben Bennet reserves, fire trail renewals at Coolum Creek, Bobbie Sattler and Crohamhurst.

Progress continued on the development of environment levy acquisitions with the initial community engagement plan commencing for Doonan Creek, finalisation of the management plan for Kirbys Road, the installation of a new bridge at London Creek.

The final round of base line fauna surveys was completed in which will then provide the basis for the development of an ongoing monitoring plan for the natural areas estate. Development continued on the Natural Area Master Management Plan with finalisation of internal consultation and preparation for external consultation to occur.

Recreation parks, trails and facilities

The planning and design for the Parks and Gardens Capital Works Program has been completed for this financial year along with an additional \$1m worth of 2015/2016 projects having been issued ahead of time and prior to the adoption of next financial year's program.

A number of significant projects have been realised this financial year including staged implementation of Buderim Village Park, progression of the Landscape Infrastructure Manual, Maroochydore Lions Park, Alexandra Headland Beach Foreshore upgrades, Coolum Sports Complex, Coastal Pathway - Bokarina to Wurtulla Link, Maroochy Foreshore Bradman Avenue, Turner Park Beerwah Stage 1, Palmwoods Sports Ground upgrade works, Victory Park Woombye sports ground upgrade, Mooloolaba Spit Foreshore, Nambour Skate Park.

The 2015/16 Capital works program has been scoped and design on many projects is underway ahead of time.

Planning for park visitor surveys was completed and surveys will be conducted within a range of council's recreation parks and environmental reserves in July. The aim of these surveys is to gauge community levels of satisfaction with council's parks and environmental reserves, allowing better informed decision making and improved service delivery.

A new community garden located in Nelson Park, Alexandra Headland is taking shape with dedication and help from both the Garden Coordinator and the Parks Community Partnership Team. The community garden group has many volunteers who are keen to be able to grow their own food and the garden is getting ready for its first harvest. This is now the fourth community garden supported by council.

Work has progressed on the development of a Street Tree Master Plan for the Sunshine Coast Council region. This master plan will identify where new trees are needed the most and will guide the way street trees are selected, planted and established to ensure the provision of a street tree network that is sustainable, attractive, resilient and compatible with the wishes of the local community and expectations of visitors to the coast. Background work is currently underway on an analysis of the existing street tree population, identification of areas that need street trees the most and formulation of specific street tree planting strategies for each of the regions 27 localities of interest to be the focus of 2015/2016.

There has been significant focus on completing the delivery of the 2014/2015 Parks & Gardens capital works program. Also planning and in some cases finalising the detailed design for our 2015/2016 capital works program.

The Landscape Design & Planning team has completed \$2 million worth of 13 projects in the 2015/2016 program which have now been issued ahead of time to the Project Delivery Branch for tender and construction and in preparation for an efficacious 2015/2016 year.

Some of the more significant projects completed by the Landscape Design & Planning team during 2014/2015 were:

- Staged implementation of Buderim Village Park.
- Staged development of the Landscape Infrastructure Manual.
- Maroochydore Lions Park.
- Alexandra Headland Beach Foreshore upgrades.
- Coolum Sports Complex.
- Coastal Pathway - Bokarina to Wurtulla Link.

- Maroochy Foreshore Bradman Avenue.
- Turner Park Beerwah Stage 1.
- Palmwoods Sports Ground upgrade work.
- Victory Park Woombye sports ground upgrade.
- Mooloolaba Spit Foreshore.
- Nambour Skate Park.
- Nambour Hero's Walk, Anzac Memorial.

Rivers, streams, estuaries and water bodies

Waterways staff assisted in two fish surveys in Bells Creek and Currimundi Lake. These surveys continue to build on our knowledge and understanding of the fish communities within these systems. Species found are comparable to many other estuarine systems in sub-tropical Australia.

The Waterways Team also assisted the Currimundi Catchment Care Group (CCCG) with the replacement of coir logs along the foreshore of Noel Burns Park. With the help of a Green Army crew, a 2 day project was completed in half a day.

A geomorphic assessment was undertaken in the southern arm of Currimundi Creek to assess bank stability and provide an understanding and clarity of the active erosional processes and the trajectory of the system. The assessment identified that boat wash and changes in the hydrology due to urbanisation are the primary causes for bank instability in this area and now provides clear direction for any future bank stabilisation work for this section of Currimundi Creek. Council is now in the process of scoping a project brief for the next stage which will be an overall bank management plan including a bank stabilisation concept plan, boat wash protection and riparian vegetation management. This bank management plan will form the base documentation required for the prioritisation of future on-ground work.

To obtain better understanding of the flow parameters in Currimundi Lake, a joint project with USC and QUT has been developed using GPS drifter technology. These drifters are deployed at the top of the system and monitored over a time period in which they flow with the tide. From the position data accumulated over the time of deployment, certain flow parameters can then be derived for the water system including velocity and

acceleration. A trial was undertaken in May and it is hoped to utilise this technology during the next midge management program in the lake. We are currently awaiting confirmation of an Australian Research Council grant that will progress this research further and provide more data on the performance of the Currimundi and Pumicestone Passage systems.

Bank stabilisation work has commenced at Charles Street Park, Kenilworth as part of a joint project between Seqwater, Sunshine Coast Council, Mary River Catchment Coordinating Community (MRCCC) and Burnett Mary Regional Group (BMRG). Seqwater will be undertaking bank stabilisation and structural work to protect Kenilworth's water intake well and improve water quality for the community of Kenilworth. In conjunction with this structural work, in-stream and riparian revegetation will be undertaken by council.

Site selection for the Maroochy River Rehabilitation Project has been finalised with the identification of approximately 13 ha of esplanade to be rehabilitated. Pre-work fencing to exclude cattle has been completed at 2 locations and slashing where required. A planting trial of 300 tube stock using a water spear was conducted to assess the viability of using this method in riparian areas.

To celebrate the implementation of the Pumicestone Passage Catchment Action Plan, four two hour boat tours of the Pumicestone Passage were organised to provide local residents with accurate information from a historical perspective through to current and future direction and pressures of the catchment and how council contributes to its management. The feedback survey was very positive and highlighted that the day was successful.

Eight council staff attended an IECA Flocculation and Coagulant workshop in Brisbane to improve the understandings of the use of these products to assist erosion and sediment controls in civil works projects in council.

As part of the National River Prize, the Sunshine Coast Rivers Initiative (SCRI) has developed a twinning program with Capricornia Catchments. Community group representatives of the SCRI recently travelled

to Rockhampton to start the development of the project and a return visit is planned for Capricornia Catchment members to visit the Sunshine Coast and learn from SCRI members.

Goal: Service excellence

Waste and resource management

Three new contracts commence in Q1 July 2015:

Contractor JJ Richards was appointed to manage council's landfill operations at both Nambour and Caloundra for the next 7 years.

Endeavour Foundation was appointed to manage the Resource Recovery Facilities and Recycle markets at both the Buderim and Caloundra facilities for the next 3 years.

Iolar Consulting was appointed to manage Beerwah Resource Recovery Facility and the 4 minor rural Resource Recovery Centres at Witta, Yandina, Kenilworth and Mapleton for the next 3 years.

At Caloundra landfill, construction of the new Cell 9 is now complete. Filling is expected to commence in Q1 - mid July 2015 subject to completion of the new access road and the leachate system upgrade. Northern batter capping work is now well underway and at Nambour Landfill the construction of cell 5.2 is nearing completion with filling expected to commence by end of July 2015.

Performance of the waste and recycling collection contractor continues to be at a very high standard, meeting all key performance indicators. Recycling revenue from the Material Recovery Facility (MRF) is higher than originally anticipated as a result of commodity market prices.

The Maple Street, Maleny public place bins revamp program is well advanced and the Bulcock Street, Caloundra bin revamp program is scheduled to commence August 2015. Public Place bins along a portion of the Mooloolaba Esplanade and Parkyn Parade, Mooloolaba will be the next areas to undergo face lifts.

The draft Sunshine Coast Waste Strategy including additions introduced as result of the consultation process will be presented to council for adoption at the August Ordinary Meeting.

Waste & Resources Management administration completed a comprehensive update to all Collection Service T1 data as part of an extensive overhaul of our commercial waste collection service charging methodology. In line with Queensland Competition Authority recommendations, commercial properties with bulk bin waste collection services will be separately charged for their waste and recycling services.

Goal: A public sector leader

Fleet management

Fleet Services initiated a review of council training records. This is to ensure plant operators receive appropriate training and have the skills to safely operate plant and for council to demonstrate legislative compliance. A review has commenced with Civil Asset Management and Parks & Gardens teams as these branches account for approximately eighty five percent of the organisation before progressing to the remaining branches.

Consultation has continued with departments, branches and teams in identifying vehicles in line with the budget requirements of the light vehicle review. The Vehicle Booking System has provided vehicle access to assist in staff movement in areas where vehicles have been reduced. The rollout has now concluded and progress been made in developing a suite of reports to summarise vehicle availability and identify misuse.

The tender for the hire of plant and operator (wet hire) was called with 101 submissions being received. The submissions came from a large cross section of the Sunshine Coast community including small local family businesses to large local contracting companies employing hundreds of staff. This has provided access to a greater range of equipment totalling approximately 600 items across 24 individual categories at a reduced cost compared to the previous arrangement. Having such a large range of equipment available in flexible working arrangements has provided council with the ability to source specialist equipment with highly skilled operators to complete work efficiently and cost effectively as required. Evaluation of the submissions continues with the new arrangement set to commence in Q1 2015/2016 September.

Quarries

Operation of Image Flat Quarry has progressed well with a new health and safety management system being specially designed and built in line with quarry legislation and linking to the department's Quality Management System. This has proven to be a positive process that has involved all of the quarry team and generated a strong workable system for managing the hazards at the quarry.

Development of a tender for mobile crushing and screening services has progressed with the project definition and scoping works completed. The tender is designed to identify and engage a professional organisation possessing specialised equipment to produce high quality road bases and also asphalt and concrete aggregate products to main roads specification.

Additionally, extensive maintenance work has been completed on the site based asphalt plant to improve production capacity and reliability for the supply of asphalt products for the 2015/2016 capital reseal program.

Outlook

The forward outlook for the next quarter will be:

- Rollout of an exciting Travelsmart campaign titled "Safer Cycling". The intent of this campaign is to increase the awareness and safety of on-road cyclists. with a comprehensive marketing campaign underway. This is an exciting concept which will be promoted with two key messages:
 - 1) *Stay Wider of the Rider;* and
 - 2) *Share with Care.*
- Continuation of asset data conversion into the new Strategic Asset Management System "Assetic" and progression of the project for collecting video footage from Remondis Waste Trucks, procurement of a new "Project Management System", and commencing preliminary development of the 2016/17 ten year Capital Works Program.



Quarterly Progress Report Quarter 4, 2014/15

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

Service snapshot of the quarter:

- 1473 Building approvals issued with a construction value of \$296 million.
- 3147 Building and Plumbing applications lodged and 2941 decided.
- 540 Development Applications lodged and 445 decided.
- 769 lots created under the plan sealing process.
- 268 lots have been approved through the reconfiguration process.
- 88% of relevant development services applications lodged electronically.
- 88 free development pre-lodgement meetings for the quarter - 38 meeting requests in June 2015 making it the highest figure recorded for an individual month since 2008.
- 34,818 PD Online individual sessions.
- 8,393 development enquiries were received and responded to.

The [Development Indicators](#) Report provides full details of the quarter's statistics.



A message from Warren Bunker, Director Regional Strategy and Planning

This quarter has completed a very rewarding 2014/15. Development activity has remained positive and key milestones have been delivered that pave the way for the future success of the Sunshine Coast:

- On 20 May 2015 the *Sunshine Coast Planning Scheme 2014* had its first birthday. The planning scheme provides the conditions for investment to prosper on the Sunshine Coast and is the framework for managing growth. Overall the implementation of the scheme has been successful with positive feedback from the development industry and stakeholders.
- An Amendment Agreement was executed by Council for the *Palmview Structure Plan* on 23 April 2015. This provides clarity around the delivery of infrastructure for this new community of 16,000 people and facilitates construction to commence in 2016.

This is an exciting time for the Sunshine Coast as together we plan for the future of our beautiful region.

Service Delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A New Economy

Strong Economic Leadership, Collaboration and Identity.

The **Sunshine Coast Planning Scheme 2014** (planning scheme) sets the regulatory framework for economic activity on the Sunshine Coast by identifying what type of development is appropriate for a specific area.

The planning scheme commenced on 21 May 2014. For the first 12 months applicants could request to be assessed under the conditions of the superseded planning scheme/s – *Maroochy Plan 2000* and *Caloundra City Plan 2004*. The final date for superseded planning scheme requests to be submitted was 20 May 2015. All applications received past this date will be assessed under the *Sunshine Coast Planning Scheme 2014*.

Preliminary investigations have begun to inform a potential planning scheme amendment to transition the **Maroochydore Principal Regional Activity Centre Structure Plan** into a Local Area Plan.

Planning scheme amendments for the **Palmview Structure Plan** and Planning Scheme Policy were forwarded to the State government on the 21 October 2014 for the first State interest review. Council is awaiting approval from the State to proceed to public notification.

On 23 April 2015, council executed an Amendment Agreement with the three Palmview landowners and Unitywater that covers necessary infrastructure to support this new community of 16,000 people, without impacting on existing ratepayers.

The first development application ([REC15/0110](#)) has been submitted seeking realignment of four existing lot boundaries to create the lots required to support the future Halcyon retirement village.

The higher order master plans for **Kawana Health Precinct** have been finalised and development processes and activity for key sites in the area have progressed, including:

- Construction commenced for an 8 storey multi deck car parking facility (580 spaces) with ground floor area for commercial and retail uses.
- Construction commenced for a 24 hour a day, 90 place child care centre on Shine Court.
- The Village Park within the health precinct was completed and is now open to the public.
- Construction continued for the development of 33 detached lots and a Precinct Park located at the southern end of the health precinct.
- Construction continued for the Pulse Building and Best Western Hotel opposite Sunshine Coast Public University Hospital.

The broader Kawana area has also had a number of developments progress, including:

- Master plan applications for the remaining developable area of Birtinya Island were lodged and assessment has commenced.
- Construction continued on the new display village on Birtinya Island, with parts of the display village, including the sales office and café, now open to the public.
- Operational works approvals were issued for stages 70 and 71 of Birtinya Peninsula.
- Progress on the duplication of Lake Kawana Boulevard.
- Construction continued for the 17 lot subdivision on Entrance Island.

Negotiations have continued on the **Caloundra South Infrastructure Agreement**. With the aim to deliver community facilities and reduce council's potential financial liability associated with the development.

The **Build and Benefit** Incentive Scheme was introduced as a program to encourage developments to "come off the shelf" and bring forward construction. This was a tiered system that provided a reduction in infrastructure charges for specific development types; in some cases, the earlier the construction was completed the larger the incentive. 30 June 2015 was the final date for approved applications to be completed for eligibility to receive a reduction in infrastructure charges.

Overall, a total of 57 (93%) applications were approved under the incentive package providing \$2 million of incentives to the industry to bring forward construction and create local job opportunities.

Goal: A Strong Community

Network Management

The outcomes of the consultation on the **Light Rail Project** and route options were presented to Council at the Ordinary Meeting on 23 April 2015. Council recommended a proposed route between Maroochydore and Caloundra that will form the basis of further engineering and costing investigations to be undertaken over the coming year.

The outcomes of the community consultation, which indicated 87% of respondents supported Council's investigations into light rail, were prepared for public release.

Background studies for input into the **Local Government Infrastructure Plan** have continued. This has included a preliminary review of trunk network priorities.

Management and maintenance of the telemetry based **flood warning system** has continued in preparation for any potential disaster management and response activities.

The Mooloolah River Flood study has now been completed and work has progressed on the Maroochy River Study.

Goal: An Envable Lifestyle and Environment

Sustainable Growth and Network Planning

The **Environment Levy** has continued to finalise projects for 2014/15. The levy has shown support for the Sunshine Coast Art Prize 10th anniversary by supporting the development of the inaugural national Landscape and Wildlife Photography Prize, for excellence in depictions of the Sunshine Coast natural environment. The aim is to raise awareness of the beauty and significance of the environment, to assist the broader community and to take ownership of the natural values which support their lifestyles and livelihoods.

Preliminary investigations have continued on potential priority land acquisitions and their biodiversity values for the community.

In addition, the 2015/16 Environment Levy program was endorsed by Council as part of the budget development process, maintaining the levy at \$60 per rateable property, generating \$7.7 million to invest in the Sunshine Coast environment.

The implementation of the **Pumicestone Passage and Catchment Action Plan** has continued and a communication campaign has been progressed to outline the values of this important waterway.

The **Transport Levy** continues to deliver its program and implement new approaches to connecting communities, improving ease of travel on the Sunshine Coast. Initiatives for the quarter include:

- Hinterland Connect Bus Service – the State Government publicly committed to fully fund this service following an eight year partnership arrangement with the Transport Levy.
- Public Transport modelling has been progressed to improve data for future planning decisions.
- The new and improved [Sunshine Coast Public Transport Guide](#) has continued to be distributed providing information on buses, trains, regional taxi services, Flexilink and Council Link

services as well as how to access real-time information.

- The 2015/16 Transport Levy program was adopted by Council, maintaining the levy at \$20 per rateable property to invest over \$2.5 million in the transport future of the Sunshine Coast.

The **Nambour** project has progressed with the preparation of a draft Nambour Activation Plan for community feedback.

Goal: A Service Excellence

Development Services

Development activity has remained strong for the June quarter maintaining the positive trend in development throughout 2015/16.

Some points of interest include:

- Over \$1 billion of building activity has been recorded on the Sunshine Coast for third financial year in a row. This is a significant increase from \$737 million in 2011/12. Current activity is encouraging with the June 2015 quarter up 26% from the previous year.
- Development applications lodged have increased by 15% compared to 2013/14. 526 were lodged in the June quarter, 438 were decided.
- Plumbing applications continue to experience high demand with a 47% increase for the June 2015 quarter, compared to the previous year.
- 769 subdivision lots were plan sealed during the quarter; the highest figure for any quarter since 2012. This takes the total for 2014/15 to 2,568 compared to 1,770 the previous year (up 45%).
- 88 pre-lodgement meetings were held during the quarter, with a record 38 in June 2015. This free service provides the opportunity for early discussion on potential applications as Council partners with industry to delivery good development outcomes.
- 93% of development applications for 2014/15 were assessed within legislative timeframes, the majority of which are within the first 20 days.

Council has continued to engage with the community and provide access to information on past and current development applications. This has included the release of PD Online data as part of **GovHack 2015**. By presenting this information through the [Open Data](#) portal development activity on the Sunshine Coast can be easily visualised. This is another important tool for sharing information and establishing strong transparent communication channels with industry and community.

Details of all Development Applications remain available on [PD Online](#).

Council's Plumbing Inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. Dedicated officers have completed approximately 135 inspections and tested 93 backflow devices during the quarter to facilitate the commercial demands of this region building project. Sanitary testing is now up to level 6 of the main building as work continues towards opening in 2016.

Outlook

The forward outlook for the next quarter will be:

- Continued review of legislation and state policy, including:
 - Consideration of proposed planning reform, and
 - Review of the *South East Queensland Regional Plan 2009-2031*.
- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*.
- Continue to deliver development assessment processes within statutory timeframes.
- Progress stakeholder engagement and communication tools.