



CEO's Quarterly Progress Report Quarter 4, 2016/2017



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

Message from the Chief Executive Officer

This quarter saw significant milestones achieved by the organisation, building on our existing momentum to ensure we have a sustainable, compelling and effective platform to realise our vision.

Council has established a project to transform a great organisation into being an outstanding one, capable of delivering on our commitments to support the region and community. The Next Steps project will identify the optimum structure for the organisation to ensure it is better placed to deliver on its broad agenda.

A record \$722 million budget focusing on delivering Australia's leading healthy, smart and creative region was handed down by council in June. The budget includes a capital works program totalling \$237 million and will also deliver a positive operating result of \$24.9 million.

Stimulating Nambour and Caloundra is the goal of the new joint council and Unitywater policy that was endorsed in June. The Infill Development Incentives Policy is aimed at encouraging developers to invest in infill development sites in the centres of Nambour and Caloundra. The initiative offers a 50% reduction on infrastructure charges for targeted developments

The Sunshine Coast Solar Farm is now physically complete and preparing to feed electricity into the power grid. The completion of this game changer project makes council the first local government in Australia to offset 100% of its electricity consumption with energy from a renewable source.

Serving our community:

- 38,325 calls were answered by our call centre
- Over \$1 million in grant funding allocated to the community
- Over 200,000 people attended events held at council venues
- 25,300 lineal metres of road delivered
- 2130 hectares of landscape and garden beds maintained
- 1645 building approvals issued with a construction value of \$394 million
- 728 lots created under the plan sealing process
- \$59.5 million of total purchasing spend for the quarter to local business
- Over 23,500 guests to the region attended 16 major events which generated approximately \$10 million in economic activity for the region.

Corporate plan highlights:

A Smart Economy

Sunshine Coast Airport expansion

Council continued to work with the commercial partner at the Sunshine Coast Airport, Palisade Investment Partners Pty Ltd, to satisfy the Commercial Partner Agreement that will take effect from October 1.

The expansion project reached a milestone during the quarter with the design contract signed. Beca Consultants Pty Ltd has been named the successful tenderer after a competitive tender process. The contract, worth almost \$1.9 million, will see Beca designing a new 2450m long x 45m wide compliant runway.

International Broadband Submarine Cable

Council has called tenders for the preparation of a feasibility study for the international broadband submarine cable, following the signing of the Funding Deed between the Commonwealth and council.

Council is looking to facilitate the project by attracting investors to deliver infrastructure that will deliver benefits to South East Queensland and beyond.

Locally, the cable will act as a catalyst for technology businesses and the associated high value jobs. The attraction of businesses in this sector will deliver access to a greater array of communication options for local businesses and residents.

Regional Economic Development Strategy implementation

Implementation of the Regional Economic Development Strategy continued during the quarter with more than 400 participants attending eight events and over 350 businesses assisted with access to specialist advice, information and services.

Other initiatives included:

- Engagement with peak industry bodies through funding and support for a "strategic doing" planning session for the Kawana Chamber and the 4556 Chamber
- Funding for the Sunshine Coast Business Awards

- The regional investment brand implementation continued with Stage 2 of the HQ with IQ Digital campaign
- Delivering the 180 actions developed and in partnership with industry representatives on the seven High-Value Industry Taskforces.

Infill development incentives policy

Stimulating Nambour and Caloundra is the goal of the new joint council and Unitywater policy that was endorsed in June.

The Infill Development Incentives Policy is aimed at encouraging developers to invest in infill development sites in the centres of Nambour and Caloundra. The initiative offers a 50% reduction on council infrastructure charges for targeted developments in central Nambour and Caloundra, built to a deadline and where spare network capacity exists.

The centres of Nambour and Caloundra have been selected to implement this initiative with the potential to extend to other areas, depending on measured outcomes.

A Strong Community

Multicultural Action Plan

The Multicultural Action Plan 2017-2020, endorsed during the quarter, provides direction for inclusive economic and social opportunities, leadership and capacity building, organisational development and advocacy, and education around the value of diversity.

The plan details actions to recognise, value and support people from a multicultural background, and strives to create opportunity for all. This is council's first Multicultural Action Plan and it has been developed in conjunction with the state government and community organisations.

Draft parking management plan

Consultation on the Draft Parking Management Plan and associated Draft Local Area Parking Plans was completed during the quarter.

There was strong interest through the online community consultation platform, with more than 5000 visits and just over 500 submissions completed.

The submissions received showed strong interest in the critical role an effective public transport system plays for our community.

Another key concern raised by the community was the need to investigate and introduce parking related smart technology such as hi-tech parking infrastructure including sensors, parking apps and smart meters.

Community feedback will be used to inform and finalise the Parking Management Plan and associated Local Area Parking Plans for presentation to council later this year.

New cycle and pedestrian bridge

A new \$2.98 million dedicated cycle and pedestrian bridge across Eudlo Creek on David Low Way was officially opened during the quarter.

The Queensland Government contributed \$2.24 million towards the project, which was jointly funded with council.

The new three-metre-wide, stand-alone pedestrian and cyclist bridge over Eudlo Creek now completes the missing link in the cycle network by providing a dedicated cycle path along David Low Way from Maroochydore to Bli Bli.

The new bridge is part of a \$5.68 million investment by council and the Queensland Government for a cycleway between Maroochydore and Bli Bli, making sustainable travel easier for residents.

Sunshine Coast Lightning

The history-making Sunshine Coast Lightning were presented with a key to the city after becoming the inaugural Suncorp Super Netball champions.

In front of hundreds of jubilant fans, in a welcome home celebration at the Kings Beach Amphitheatre at Caloundra on Sunday 18 June, Sunshine Coast Mayor Mark Jamieson awarded the key to Lightning captain – Geva Mentor – to formally recognise the team's achievement.

The Lightning, who came together less than a year ago as the Coast's first team in an elite national sporting competition, defeated the Giants 65-48 in the grand final at the Brisbane Entertainment Centre.

A Healthy Environment

Draft Environment and Liveability Strategy

The Draft Environment and Liveability Strategy was released for community consultation during the quarter. The Draft Strategy provides an integrated framework and sets strategic directions to guide the actions of council and its partners to maintain a healthy environment and liveable Sunshine Coast in 2041.

It identifies the key challenges that will confront the region over the next 25 years and sets a course for action through the setting of policy positions and identification of transformational actions.

Key objectives of the strategy are to:

- Maintain and nurture our natural environment
- Tackle the challenge of population growth
- Build resilience against the potential impacts of climate change
- Create liveable spaces and places to live, work and play
- Drive renewable energy, efficiency and technical know-how
- Live up to the expectations of future generations.

The public consultation period closed on 4 June 2017 with more than 3500 people engaged, approximately 288 surveys completed, and 80 submissions received.

Environment land acquisition

Council's latest addition to the Environment Levy Land Acquisition Program includes a significant rainforest habitat in the Mary Cairncross Scenic Reserve at Maleny.

The 26.8 hectare property, located on the north-eastern boundary of the Mary Cairncross Scenic Reserve will connect and expand existing ecological networks in the area.

The purchase adds to the Sunshine Coast's existing 584 environmental network reserves and delivers excellent environmental outcomes to protect our habitat at Mary Cairncross Scenic Reserve and the headwaters of the Mary River catchment.

Wildlife and landholder partnerships

During the quarter 117 landholder applications were received for this year's round of the Landholder Environment Grants. A total of \$303,968 was provided to 97 successful applicants.

The region now has 942 registered Land for Wildlife properties with 20 new registrations during the quarter.

Volunteer hours between April to June for the Community Nature Conservation Program were in excess of 2800 hours. This resulted in the planting of over 4000 native plants and over 224 wheelie bins of weeds removed from council's bushland reserves.

One new Voluntary Conservation Agreement (VCA) property was signed up this quarter, bringing the total number of VCAs to 74, protecting a total area of 1150 hectares across the Sunshine Coast.

Service Excellence

Budget for 2017/18 delivered

A record \$722 million budget focusing on delivering Australia's leading healthy, smart and creative region was handed down by council in June.

The budget includes a capital works program totalling \$237 million to support the region's unique lifestyle, economy and environment. The budget will also deliver a positive operating result of \$24.9 million.

General rates for the majority of ratepayers will increase by \$28 per annum.

Council will also continue its commitment to the region's game changing projects. Work will continue on the Maroochydore City Centre and council will invest \$62 million in the Sunshine Coast Airport Expansion Project, which will be funded from the initial payment received from council's commercial partner in the airport, Palisade Investment Partners.

Thank you to staff across the organisation who have assisted council to shape the 2017/18 budget to ensure we are in a good position to achieve positive results for the organisation and the region over the coming 12 months.

Sunshine Coast Solar Farm

The Sunshine Coast Solar Farm is now physically complete and preparing to feed electricity into the power grid.

The completion of this game changer project makes council the first local government in Australia to offset 100% of its electricity consumption with energy from a renewable source.

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

MyCouncil offers improved user experience

The new and improved online portal for doing business with council went live in June. MyCouncil now provides an improved user experience for external customers.

There are more convenient and easier ways to access online services with customers now having the ability to view:

- Personal and business information
- Rates notices and balances
- Pet information
- Council requests and applications.

Aerodrome Road intersection

Construction on the new Aerodrome Road intersection commenced this quarter. The intersection at Aerodrome Road and First Avenue is a key entry point into the new Maroochydore city centre.

These upgrades on Aerodrome Road are a significant project for council and our community. Streetscaping and large trees will create a vibrant green space to create a sense of arrival into the new city centre. Access for cyclists and pedestrians is a priority, and there will be improved access for public transport, including an allowance for future light rail implementation.

Construction is expected to be completed by end-2018.

An Outstanding Organisation

An Outstanding Organisation – The Next Steps

Council has established a project to transform a great organisation into an outstanding one, capable of delivering on our commitments to support the region and community. The Next Steps project aims to identify the optimum structure for the organisation to ensure it is better placed to deliver on its broad agenda.

The project objectives are:

- Align functions and resources to the new Corporate Plan vision and strategies, whilst maintaining the focus on the organisation's customers
- Identify opportunities in the structure to create capacity from within existing resources to support growing demand for services and the delivery of capital works and regional projects
- Position the organisation structure and its staff to take advantage of future opportunities, and to best respond to the needs of the rapidly growing Sunshine Coast community
- Establish structural arrangements that supports performance, employment security, professional development and a positive workplace culture for the organisation's employees, contractors and volunteers.

The Corporate Plan was adopted in February and council revised its vision to "Australia's most sustainable region – healthy, smart, creative". This reflects council's commitment to advancing the region to the next level environmentally, economically and socially. The importance of this is perhaps most strongly highlighted by the need to service the 200,000+ population growth of this region over the coming years and the fact that we are now into the delivery/implementation stages of a range of our region making projects.

Accordingly, one of the revised goals was about the organisation aspiring to be an outstanding organisation, capable of supporting that ambition and delivering on those commitments. To a large extent, that's already the case – we have a solid record of achievement, wonderful staff and a great track record of service delivery to our customers.

The next piece of work to be done is to make sure our structure is best-aligned with our corporate priorities, strategies and service obligations.

The Next Steps project is simply about looking at our current positioning of functions and responsibilities and identifying ways to better position the organisation to take the next steps to being an outstanding organisation, and taking advantage of the opportunities emerging for our organisation and the region.

An external firm was engaged to undertake the process with our organisation, with the completion of a final report to council at the Ordinary Meeting on 17 August.

Certified Agreement negotiations

The Single Bargaining Unit held a total of seven meetings to develop a Certified Agreement in consultation with unions.

A draft agreement was put to the Unions in June, however they are yet to support a vote on the current offer. Management representatives have participated in the bargaining process in good faith and continue to be genuine in a commitment to achieve agreement.

A one-off administrative pay increase for the 2017/2018 year has been approved and will be effective from 1 July 2017 for all eligible employees.

This increase will be a one-off increase of 2.25% of an employee's current wage or \$25 per week, whichever is the greater. The increase will not apply to existing Certified Agreement allowances.

The increase will be paid from the second pay period of the new financial year (back paid to 1 July 2017) and will be paid in accordance with the normal fortnightly pay cycle from then onwards.

Additional conditions which will also apply as a result of changes to legislation are:

- 10 days paid Domestic Violence Leave
- 2 days paid Compassionate Leave
- 5 days unpaid Cultural Leave
- Choice of superannuation fund.

These changes do not impact on the current bargaining process. That process is ongoing and Management representatives will continue

to bargain with Union delegates in good faith and continue to work towards presenting employees with the opportunity to vote on a certified agreement.

FRESHminds recognition

During the quarter there was recognition of the FRESHminds video by WH&S Queensland.

In October 2016, the Human Resources Branch launched council's mental health program FRESHminds to provide and promote a supportive work environment that fosters mental health and wellbeing. Council's FRESHminds video, which features council employees sharing their mental health story, aims to bust common myths regarding mental illness.

The work has now been acknowledged by WH&S Queensland and they are now seeking to develop a state-wide approach with councils and private businesses.

Managing and developing the workforce

Council is operating with a workforce headcount of 1832 (1770 council employees and 62 labour hire staff). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

Awards

During the quarter council received four awards at the Parks and Leisure Australia, 2017 Regional Awards of Excellence. Three of the awards went to Parks and Gardens' Landscape Design and Planning team who work closely with, and are supported by, Recreation Project team from the Project Delivery branch:

- Nambour's **Quota Park Youth Activity Precinct and Heroes Walk** won Queensland's Park of the Year 2017
- **Moffat Beach Park Fig Tree Playground Renewal** won the Best Playspace Under \$500,000 award
- Council's **Open Space Landscape Infrastructure Manual** was also recognised, winning the Queensland Research Project Award
- Council's **Sport and Community Venues Branch** took out the fourth Parks and

Leisure Australia award: 'Event of the Year' for the 2016 IVF VAA World Sprint Outrigger Championships

- Council's **FRESHminds** video, featuring council employees sharing their mental health story, won the Local Government Managers Australia Queensland 2017 Award for Excellence in Workplace Wellbeing.

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

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council



Coralie Nichols,
Director Community Services

A message from the Director

Councils first **Multicultural Action Plan 2017 – 2020** was endorsed this quarter with the intent to recognise, respect and embrace diverse cultures. With three priority areas of 'Valuing cultural diversity', 'Accessing opportunity' and 'Enabling contribution and participation', the document provides direction and coordination of council, sector agencies and community centres to create equal opportunity for all.

The **Speak Up Engage** program was launched, with 27 people aged 13-25 recruited to work with staff to create a new Youth Action Plan, which is anticipated to be presented to council late 2017.

Staff at Sunshine Coast Stadium are to be congratulated for securing and hosting the world class **Nitro Circus**. Extreme athletic stunts from freestyle motorbike riders, skateboarders and scooter riders amazed over 10,000 spectators.

The inaugural **Sunshine Coast Lightning** netball team are the season premiers, delighting the audience at the Brisbane Entertainment Centre with a 17 goal advantage over the Giants. All players have confirmed they will play next season; and coach Noeline Taurua will return to the coaching role. This is fantastic news for the region. Staff in Community Services played a vital role in contributing to this successful first season.

The final planning for **HORIZON** is coming to a close and promises to be a world class event to be delivered next quarter.

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

- 38,325 calls answered
- 6266 customer visits
- 9959 email requests
- 1691 webchats.

Community Response

- 12,745 infringements issued
- 381 animals impounded (47% reunited)
- 2152 new animals registered
- 265 environmental nuisance complaints received and investigated.

Libraries

- 444 library programs and workshops delivered
- 13,372 participants in library programs

Community Venues

- 932 community venue events held
- 202,447 attendees at venue events.

Sporting facilities

- 40 sporting events held
- 53,731 spectators at sporting events.

Grants

- 299 grants awarded
- Over \$1,080,674 in grant funding allocated.

Delivery of council's services

Community & Cultural Development & Partnerships

Multicultural Action Plan 2017 - 2020 was endorsed this quarter and provides a regional direction for inclusive economic and social opportunities, leadership and capacity building, organisational development and advocacy and education around the value of diversity. The plan details actions to recognise, value and support people from a multicultural background and strives to create opportunity for all; is an exciting partnership between council, state government and community organisations.

It was exciting for staff in the Department to be recognised for their efforts with the **HORIZON** Sunshine Coast festival of arts and culture being showcased by Arts Queensland as an exemplar for other councils and those in the arts/cultural sector. Staff are busy finalising the Horizon program for 2017 (to be launched 14 July), while the official program will be held from August 25 to September 3 for its second year.

Nambour Activation has been through the NamJam busking and street performance competition and Sideshow events during April and June. These events have brought good crowds to the area and provided a social event for residents and visitors alike.

Forty finalists were revealed this quarter for the **Sunshine Coast Art Prize**, to be showcased at Caloundra Regional Gallery next quarter. Caloundra Regional Gallery hosted exhibitions of Re-View: Selected works from the Sunshine Coast Art Collection (over 300 artworks); and Passing Through: Project Another Country. Gallery numbers remain steady with 3386 visitors this quarter.

Council's **public art project** saw 32 traffic signal boxes across the region being painted and creating engaging and creative public spaces. As part of the 50th anniversary of the naming of the Sunshine Coast, the project was themed 'Our Sunshine Coast'. Through an expression of interest process, 32 individual designs were selected from 16 local artists.

Council successfully delivered **Drawn Together in Nambour** in partnership with the Drawn Together Nambour Working Group, consisting of:

- educating local businesses on graffiti management, including the provision of graffiti removal packs and education material including Council's Graffiti Action Toolkit
- removal of graffiti tags in the Nambour CBD by young offenders that was completed in partnership with the Department of Justice and Attorney General (Youth Justice)
- a series of art workshops at the Police Citizens Youth Club, Florence Street Park and the Nambour Old Skate Park engaging local young people in the development of a design of new artworks
- new artworks installed in graffiti hot-spots, including Dixon Bakery alleyway, Queen Street fence, Nambour Transit Centre wall, Nambour Transit Centre Subway, C-Square Entrance, Lowe Street Alleyway, Currie Street Alleyway, Florence Street Park and Old Skate Park
- community events as part of the Brisbane Street Art Festival Satellite Event, including an exhibition of artworks by the artists involved in Drawn Together and an artist's development workshop at the Old Ambulance Station.

The leadership and advocacy skills of 27 young people aged 13 to 25 is set to get a huge boost after being recruited to participate in the **Speak Up Engage** program. Program participants will be given the unique opportunity to work with council staff to create a new Youth Action Plan that will shape how young people are supported into the future.

Other social messaging events this quarter included National Reconciliation Week, Domestic Violence Prevention Month, Heart Week and Men's Health Week

Community Venues & Sporting Facilities

Our **Sport & Community Venues** branch this quarter hosted exciting events and entertainment of all ages including Nitro Circus, The Very Hungry Caterpillar Show, Playschool Prince of Bears, Mozart's Requiem and Vespers, Lifeline Bookfest, The Planets and Walton's Belshazzar's Feast, Strassman's iTedE, Discovery Expo and Trash Test Dummies. Events such as these will be promoted in the **COAST Arts and Culture Guide**, launched in May. With everything from

music, arts and literature to performance, dance and workshops.

The Elizabeth Daniels Sport Complex hosted the Australian Women's Cricket Team – the Southern Stars – for their final week of preparation leading into the ICC Women's World Cup in England

The Kings Beach Life Saving Facility Development Plan was endorsed by council, providing stakeholders and council with a clear and focused direction to implement improvements and provide a foundation for grant applications and facility planning.

A tender process was undertaken this quarter for aquatic centre leases. The result was new leases at six centres to commence 1 July 2017. Other sporting facilities highlights for the quarter include:

- Coolool Aquatic Centre 25m pool refurbishment
- Caloundra Aquatic Centre new shade structure
- two resurfaced netball courts at Victory Park, Woombye
- new beach volleyball courts on Mooloolaba Beach supported and implemented.

Libraries

Coolool Library expansion commenced this quarter and will create modern, flexible and functional spaces to meet the needs of a growing community. Works are expected to be complete late September, with the library remaining open during this period. The \$2.48 million required for the expansion is being partly funded by a Queensland Government grant of approximately \$900,000.

A new children's area at Kawana Library has been unveiled which provides a vibrant and innovative recreation and learning space for children under five years. Furthermore, Caloundra Library improvements include new laptop and tablet spaces, outdoor courtyard, reading nooks and new seating.

Sunshine Coast Council has re-launched its **First5Forever** campaign to support parents and carers in creating stronger language and literary environments for under-fives through stories, conversations and songs in everyday situations.

Our libraries this quarter hosted 444 **public education events** attended by over 13,372 people. Some events included Toxins in Products, Experience London, Write Mysteries, Lift Your Energy, Photography Skills, Communication Development, Move Your Body, Healthy Fit Kids and Stop-Go Animation.

Cemeteries

The Cemeteries team continued delivery of tasks identified in the Cemetery Plan 2012 – 2027. One key project is ensuring sufficient land within the network for current and future use.

The team has also continued their participation in Queensland Council Cemeteries Network enabling benchmarking and identification of new opportunities within the Sunshine Coast network.

Customer & Community Relations

With a new Customer Charter in place and a renewed focus on ensuring its customer service model is moving with the times, council commenced development of a **Customer Experience Strategy**. The Community Relations branch led the survey this quarter to find out what local residents, suppliers, investors, home owners and visitors to the region think is critical in delivering a great customer experience. The results will provide valuable insight into how we can provide excellence and a better experience to customers when they contact council.

Telephone and email requests were the main methods of **interacting with council** this quarter with 38,325 calls, 9959 email requests, 6266 visitors to our centres and 1691 webchats. Customer satisfaction ratings remained very high at 4.75 out of a possible score of 5; and 89% of calls were responded to within 60 seconds.

Local Amenity & Local Laws

A free **barking dog seminar** hosted by renowned animal behaviourist Dr Cam Day covered real examples of barking dog cases, which dogs bark the most, solving barking behaviour and solutions. The seminar was well received and attracted over 200 participants.

Public Health

Council endorsed the **Pest Survey Program** for the next 12 months to monitor the presence and extent of invasive plants in selected locations across the region in Beerwah, Booroobin, Conondale, Diamond Valley, Doonan, Dulong, Glenview, Harper Creek, Hunchy, Kiels Mountain, Landsborough, Meridan Plains, Mooloolah Valley, Palmview, Peachester, Perwillowen, West Woombye, Weyba Downs and Wootha. Pest plants replace more productive grasses, they also invade and compete with pastures, destroy native wildlife habitat and impact upon livestock that eat the plants, all of which can have a huge economic impact on our farmers.

In addition, the **Feral Animal Prevention and Control Program** has been endorsed for 12 months. The program also allows council to implement control programs to reduce the presence and destructive impact of these pest animals in our region. Feral animal impacts include damage to agricultural and horticultural crops, irrigation and fences, competition with livestock for pasture and supplementary feed, attacks on livestock, domestic pets and native animals, damage to trees and native regeneration, the dispersal of weed seeds and erosion.

Mosquito control was high on the agenda with the worst season numbers wise recorded in 25 years. This resulted in a 52% increase in aerial treatments to combat mosquito population across the region.

Outlook

The forward outlook for the next quarter will be:

- *Finalise the second Major Grants round of the financial year*
- *Presentation of Facility Development and Business Plan for the Caloundra Regional Gallery*
- *Carols sponsorship arrangements finalised for 2017 – 2020*
- *Review of Skate & BMX Plan which will be presented to council next quarter.*



Ray Turner, Director Corporate Services

A message from the Director

On 15 June 2017 council adopted its \$722 million Budget for 2017/18. This Budget includes a Capital Works Program of \$237 million and will result in a positive operating result of \$24.9 million.

Queensland Treasury Corporation undertook a credit review of council which maintained its rating of strong with a neutral outlook. The rating reflects Sunshine Coast Council's (SCC) strong operating performance, strong liquidity position and solid debt servicing capacity.

Since the launch in May, over 5000 registrations have been received for the Disaster Hub – "CoastAlert" emergency notifications which are now available to people who have downloaded the "SCCApp" on their mobile device.

Council's FRESHminds video featuring council employees sharing their mental health story has been acknowledged by Workplace Health and Safety (WH&S) Queensland and also won the Local Government Managers Australia Queensland 2017 Award for Excellence Workplace Wellbeing. The video aims to bust common myths regarding mental illness.

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:

- \$59.5 million or 69% of the total purchasing spend for the quarter is to local businesses
- 3762 subscribers currently registered for council's tender alert service
- 99.70% of computer network available during the quarter
- A total of 1,689,178 emails in and out of council for the quarter
- 720,836 threats to our ICT systems blocked during the quarter.

Delivery of council's services

Property Management

Land Management

- 328 Pontoon/Waterway Leases managed within the quarter
- 242 Community Tenure arrangements currently managed within the quarter. This includes Leases, Licences, Management Agreements and Permits
- 92 Commercial Tenure arrangements managed within the quarter
- 46 Requests for Comments processed in the quarter
- 22 Requests for Owner's Consent processed in the quarter.

Buildings and Facilities Assets Management

The following projects have been completed in Quarter 4:

- Caloundra Library Amenities Upgrade
- Maroochydore Cricket Club Drainage Works
- Caloundra Bus Interchange Lift Controller Upgrade
- Kings Beach Aquatic Centre Installation of Bird Perch
- Caloundra Library Carpet Replacement
- Buderim Aquatic Centre Replace Light Poles
- Kawana Aquatic Centre Replace Light Poles
- Property Management have procured in conjunction with Brisbane City Council an upgrade to a new and improved Local Government Tool Box (LG Toolbox) portal. This allows the Property Management Branch, council stakeholders and contracted service providers secure access to a shared environment within the web portal to access common deliverables and information under contract including:
 - Contract documents
 - Service records
 - Defect reports
 - Test/Certification reports
 - Communication forums; and
 - Notices.

Human Resource Management

Throughout this quarter there was recognition of the FRESHminds video by WH&S Queensland (Qld); Human Resource (HR) Information System developments; new training opportunities; and progress on a new Certified Agreement for council employees.

In October 2016, the HR Branch launched council's mental health program FRESHminds to provide and promote a supportive work environment that fosters mental health and wellbeing. Council's FRESHminds video, which features council employees sharing their mental health story, aims to bust common myths regarding mental illness. The work has now been acknowledged by WH&S Qld and they seek to develop a state approach with councils and private businesses. This is a testament to the employees involved who were willing to tell their story and the support shown by the Mayor and Executive Leadership team in breaking down the stigma of mental health.

The Sunshine Coast Connect Project Control Group has met on three occasions to discuss and govern the implementation of a new HR technology solution to manage the end to end employment process within council. This solution will improve HR engagement in employee's journey with council. Presentations have been made by the vendors and a final decision will be made shortly with regard to an implantation partner.

Health and Safety continues to foster a culture which encourages everyone to take personal responsibility for their health and safety. Training in first aid, emergency control organisation, Risk Management, Traffic Management and drug and alcohol risk management sessions have been delivered within the organisation. A workshop will be conducted in July to further develop a Safety Leadership Culture in council.

The Single Bargaining Unit held seven meetings to develop a Certified Agreement in consultation with unions. At this stage a draft document is available and council is seeking the endorsement of unions to hold a vote prior to certification of the agreement at the Qld Industrial Relations Commission. An administrative pay increase of 2.25% or \$25 was endorsed by the Chief Executive Officer (CEO) on 5 July and all eligible employees will receive this increase.

Financial Services

2017/18 Budget:

The record \$722 million 2017/18 Budget was adopted by council on 15 June 2017, consisting of a Capital Works Program of \$237 million and a positive operating result of \$24.9 million. The Budget includes:

- \$106 million to maintain, renew and replace roads, pathways and stormwater assets
- \$70 million to maintain, renew and replace parks, gardens and sporting facilities
- \$37 million for libraries, galleries and community facilities
- \$30 million for economic initiatives, major events and holiday parks
- \$32 million for preserving and enhancing the region's environmental assets, including beach, foreshore and bushland conservation projects and clean energy projects.

General rates have increased by a minimum of \$28.00, and Waste Management charges for a wheelie bin by \$4.00. Combined, this results in a 2.3% increase.

Combined increases of \$20 for Environment, Heritage and Transport levies.

The following 2017/18 documentations were adopted:

- General Fees and Non-Commercial Charges 2017/18, with an approximated revenue of \$34.5 million
- Budget policies for 2017/18 (Revenue, Debt and Investment Policies)

Queensland Treasury Corporation (QTC) Credit Review:

QTC undertook a credit review of council. Council maintained its rating of strong with a neutral outlook. The rating reflects SCC's strong operating performance with historical and forecast operating surpluses, a strong liquidity position and solid debt servicing capacity.

The neutral outlook reflects council's continuing ability to produce strong financial performance and flexibility to absorb unforeseen financial shocks.

Audit:

An Audit Committee Meeting was held on 22 May and included the Interim Management

Report, Queensland Audit Office (QAO) Briefing Note and other QAO updates along with council's Shell Financial Statements, Asset Revaluation Update, Landfill Rehabilitation Position Paper, Sunshine Coast Airport Transaction Briefing Paper and Financial Statement Risk and Planning Assessment.

Contracted external Auditors, Queensland Audit Office were on site in May 2017 undertaking the 2016/17 interim audit. The interim management report has been received and will be tabled at the July 2017 Ordinary Meeting.

Fringe Benefits (FBT) Return was lodged with the Australian Tax Office (ATO) – a refund of approximately \$50,000 is expected. This is mainly due to the use of vehicle log books.

Procurement Services

Procurement and Contracts Branch (PCB) has collaborated with every department within council to deliver some of our most innovative projects, including:

- Tenders for the Design and Construction of the new Airport Runway
- Finalisation of the Tender process for the Airport Commercial Partner and contract in place
- Expressions of Interest, tender and negotiations with a Preferred Supplier for the development of the Brisbane Road Carpark
- Release to market of the whole of council tender for cleaning of buildings and facilities
- Tender for the Submarine Cable Feasibility Study.

For the financial year to date, PCB worked with all areas of council to:

- Release 83 Tenders, 9 Request for Quotes collectively valued at \$387.6 million
- Establish, vary or extend 119 Contracts and/or Supplier Arrangements, collectively valued at \$281.6 million
- Facilitate procurement and contract management training and education
- Take part in Supplier Briefings, Doing Business with Council Workshops and

other business engagements attended by more than 400 business and community members.

Information and Communication Technology

Highlights of the Information Communication Technology Services Branch capital projects are as follows:

- Digital Connect Platform – MyCouncil, delivered a greatly improved user experience for external customers when accessing council services online and went live on the 3rd of June. Electronic rates notices for January are now accessible, and July notices will be available after issue. Design and architecture for the Intranet reworked in line with Microsoft newly released functionality in the Cloud. Implementation commencing in July will utilise the effective and diverse collaboration tool set available in SharePoint and Office 365
- Cloud Transition – Data Centre transition-detailed market sounding and pricing analysis was completed June 17, to compare on premise Data Centre hardware refresh costs with transition of both Data Centre's to Infrastructure-as-a-Service (IaaS). Request for Quote preparations are under way to ascertain vendor. Finance Cloud labs have been established. Applications continue to be added to MyOffice, including Citrix, Eddie Web Client, Tangoe and ESS. CiAnywhere, OpenWindows, Accellion and Fleet Booking System are scheduled for July
- The Disaster Hub - "CoastAlert" emergency notifications are now available to people who have downloaded the "SCCApp" on their mobile device. This service has proven popular with over 5000 registrations received since its launch at the Sunshine Coast Stadium Lightning game in May
- Smart Region Management Platform and Living Lab - Urban Pulse Informatics platform has been installed as a pilot Management Platform. It can access information from multiple sources to display a consolidated view of our region. Living Lab experiments completed include waste bin levels, water quality and water usage

monitoring; multi use light poles and lighting control technologies; Wi-Fi analytics and Car parking space monitoring

- Asset Management Information System to the Cloud – Invitation to Tender was reissued in June with procurement scheduled to be completed and vendor appointed by December
- Tagging assets for the Library Auto Circulation and Security System commenced in May and Radio Frequency Identification (RFID) system implementation will commence early in the 17-18 financial year
- The HR Information System to the Cloud procurement process is almost complete and vendor appointment scheduled for August.

Outlook

The forward outlook for the next quarter will be:

- *July 2017 rates run*
- *Queensland Audit Office will return to council on 11 September 2017 to conduct the final audit of the 2016/17 financial statements, with the final audit report due on 30 October 2017*
- *A new HR Information System will start to be rolled out in late 2017*
- *A revised Performance Management approach will be available in July for all employees reducing the formal reviews to one per year, and encouraging more frequent discussions based on a conversational framework.*



Greg Laverty
Director Economic Development and Major Projects

A message from the Director

As one of the region's game changer projects nears completion, another moves to an exciting new stage.

The Sunshine Coast Solar Farm is now physically complete and preparing to feed electricity into the power grid, making our council the first local government in Australia to offset 100% of its electricity consumption with energy from a renewable source.

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

While this impressive project is delivered, another even more pioneering and far reaching project is about to move to the next stage.

Council has called tenders for the preparation of a feasibility study for the international broadband submarine cable. Council is looking to facilitate the project by attracting investors to deliver infrastructure that will deliver benefits to South East Queensland and beyond. Currently cables only land in Sydney, and an additional location on the east coast of Australia will address a national security issue in relation to our international communication networks.

Locally, the cable will act as a catalyst for technology businesses and the associated high value jobs. The attraction of businesses in this sector will deliver access to a greater array of communication options for local businesses and residents within the community we serve.

The Economic Development and Major Projects Department is responsible for council's strategic planning and management, with a focus on continued economic development for the Sunshine Coast region. The Department has the lead role in delivering major projects including the Sunshine Coast Airport Expansion, SunCentral Maroochydore, and the Sunshine Coast Solar Farm; managing council's commercial entities and strategic marketing; and keeping the community informed.

Service snapshot for the quarter

- Holiday parks revenue for the quarter is up by \$1.6 million (11%) on the same period last year
- Lifeguards performed 72 rescues, provided first aid to 759 people, and took preventative action on a total of 22,376 occasions for more than 1.3 million beachgoers
- In one month, a council Facebook video post reached more than 16,500 people; and had almost 7000 views, 540 reactions, comments and shares, and 1674 clicks
- Over 23,500 guests to the region attended 16 major events which generated approximately \$10 million in economic activity for the region
- More than 350 local businesses and over 400 participants at eight events benefited from services provided through council's Regional Economic Development Strategy
- At the end of the quarter, more than 1500 businesses had accessed specialist advice, information and services for the preceding 12 month period.

Delivery of council's services

Sunshine Coast Airport

Sunshine Coast Airport commenced preparations for the first flight from Auckland to touch down – marking the start of the three month season that will see thousands of visitors from across the Tasman fly direct to the Sunshine Coast. The service is now in its sixth year of operation, with New Zealand visitor numbers growing each year.

Communications

Social media videos, a popular style of communication for reaching social media audiences, continued to perform well and attracted significant attention through the number of people reached, views, and reactions, comments and shares. Posts focussed on interesting and fun content. For example, in May, the most popular video was a short (22 second) Hyperlapse tour of the new boardwalk at the Maroochy Wetlands Sanctuary.

Promotional support for the Sunshine Coast Lightning Grand Final saw staff closely involved with a Meet the Players event at Nights on Ocean Street (Maroochydore), a Wear Yellow to Work Day that was adopted throughout the region, and the Fan Day Sunday event at Kings Beach at which the Grand Final winners were presented with the key to the city by the Mayor.

Commercial

Sunshine Coast Council's six *Sunshine Coast Holiday Parks* experienced very strong occupancy for the quarter, with growth of 7% on the previous year to date figure. The business benefitted from some significant capital improvements over the past five years, together with continued favourable weather conditions and online bookings.

Revenue for the year to date to the end of the quarter was up by \$1.6 million (11%) for the same period last year.

During the quarter, the following capital works were completed:

- A new amenity building at Mudjimba Holiday Park

- A new internal concrete road at Dicky Beach Holiday Park – servicing eight new caravan slab sites
- Installation of six new annexe slabs at both Mudjimba and Dicky Beach Holiday Parks.

The business case to support the implementation of the *Caloundra Aerodrome Master Plan* and associated investment attraction, property management and leasing arrangements was completed.

Economic Development

Implementation of the *Regional Economic Development Strategy* saw more than 400 participants attend eight events and over 350 businesses assisted with access to specialist advice, information and services. The Strategy also supported engagement with peak industry bodies through funding and support for a "strategic doing" planning session for the Kawana Chamber and the 4556 Chamber, and funding for the Sunshine Coast Business Awards.

The *regional investment brand* implementation continued with Stage 2 of the HQ with IQ Digital campaign (conducted from 27 March to 21 May) resulting in 10.8 million impressions; 5030 clicks; and 3800 views on landing pages. Digital advertising from 27 March to 26 June resulted in 6.8 million impressions; 8200 clicks on ads; and 3600 views on landing pages. These campaigns produced 120 leads.

During the quarter, work continued to be delivered across the 180 actions developed and delivered in partnership with industry representatives on the seven *High-Value Industry Taskforces*, which were extended to 30 June 2018 to see out the first five-year implementation program.

Study Sunshine Coast continued to grow as the region's student attraction and retention program. Eight new ambassadors were recruited, and the Future Careers +2025 Expo was attended by more than 1000 school students and educators.

The *Sunshine Coast Export Network Program* saw council host the local launch of the Premier of Queensland Export Awards and its associated regular network event with 50 in attendance. Council also delivered an Asia E-Commerce Export Workshop attended by 40 businesses. A total of 23 individuals and 18

businesses participated and nine businesses graduated from the Export and Global Capability Program.

Council continued to encourage private sector investment and promote the *Oceanside Health Precinct*. Queensland's first full medicinal cannabis licence was awarded to the Sunshine Coast based business, Medifarm. The Healthy Aging Partnership was launched, and six Health and Wellbeing start-ups were showcased, along with facilitation of investment opportunities, to 150 industry players at the Innovation Centre Demo Day held in May.

During the quarter, 16 *major events* were held attracting more than 23,500 visitors to the region and generating an estimated \$10 million in economic activity – the equivalent of an estimated 113 full-time jobs. The Special Olympics State Games featured in April with events held at the Caloundra Indoor Stadium, the Maroochy Basketball Stadium and locations in the Central Park area of Caloundra.

The *Sunshine Coast Events Board* and its working groups met on six occasions, and reviewed 10 applications – all of which were supported. These comprised 18 individual events expected to be staged during the period 2017-2020. Of these 18 individual events, four are new to the Sunshine Coast region.

The outcomes of an independent review of return on investment from the *Tourism and Major Events Levy* was completed.

Delivery of major projects

Sunshine Coast Airport Expansion

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

In relation to statutory approvals, the State Government was reviewing final financial and governance approvals.

Construction of the new runway saw preliminary works underway with design work well progressed. The first stage of the tender process for the Design and Construct (D&C) contract was completed.

Sunshine Coast Solar Farm

With the commissioning of the Sunshine Coast Solar Farm within sight, there was much activity in readiness for completion of the project. The solar array was completed; accreditation under the Large-Scale Renewable Energy Target was approved subject to grid registration; the contract was established with the retailer to implement the Pool Price Pass Through Strategy, and the Australian Energy Market Operator registration was effected. Grid connection commission commenced with switchyard energisation.

SunCentral Maroochydhore

Council continued to provide support to SunCentral Maroochydhore. The company reported on activities undertaken during the period January to March 2017 and this quarterly report was presented to council at its 8 June 2017 Special Meeting.

International Submarine Broadband Cable

The Funding Deed between the Commonwealth and council was signed, and tenders were called for the preparation of a feasibility study for the International Broadband Submarine Cable project.

Brisbane Road Car Park Development

Negotiations and execution of contract/s for the Brisbane Road Car Park site at Mooloolaba were authorised in line with parameters around the preferred supplier.

Outcomes of negotiations between council and the preferred supplier, including the broader negotiated position, were presented to council at its June Ordinary Meeting.

Outlook

The forward outlook for the next quarter will be:

- *At the Sunshine Coast Solar Farm, practical completion is anticipated, with power to be exported to the grid and the official opening to be conducted onsite*
- *Work on conditions precedent to be performed by council and Palisade Investment Partners Pty Ltd is expected to be completed, with the 99 year lease of Sunshine Coast Airport to take effect in October 2017*
- *Council will seek to finalise negotiations into a Development Agreement in relation to the Brisbane Road Car Park site*
- *The successful tenderer to conduct the International Broadband Submarine Cable feasibility study will be engaged*
- *The Caloundra Aerodrome Master Plan Business Case will be presented to council for consideration*
- *Council will be presented with the independent review of return on investment from the Tourism and Major Events Levy.*



Andrew Ryan,
Director Infrastructure Services

A message from the Director

The year's end has seen our teams setting high standards for the delivery of the capital program yet again, along with completion of our operational and maintenance programs on time and on budget. Collaborative approaches has enabled us to continue to deliver beyond expectations, in a year where we had Ex Tropical Cyclone Debbie and the usual challenges of keeping up service standards to our rapidly growing community.

Construction of the region's Solar Farm at Valdora is complete with the official opening on 24 July 2017. The project has been a cross organisational effort with teams across council.

Aerodrome Road / First Avenue intersection which incorporates the access road in the new Maroochydore City Centre commenced and has the majority of major service relocation work underway. Expected completion is expected in September 2018.

We have also obtained recertification of ISO 9001:2015 internationally recognised standard for Quality Management Systems. The standard ensures a common-sense approach and benefits include greater customer satisfaction, process improvement, operational efficiency, internal auditing, risk management and competencies.

Finally, we continue to focus on looking after our staff and contractors to work safely. Our staff often work in high risk areas and we remain committed to safety comes first and promoting councils' Worksafe, Live Well initiatives.

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:

- 2130 hectares of landscape and garden beds maintained
- 6863 hectares of mowing maintenance
- Achieved 93% spend on capital works projects against 95% target
- 62,606 tonnes of waste received
- 23,407 tonnes of waste recovered
- 13,634 customer requests received
- 11,958 customer requests closed
- 25,300 lineal meters (25.3 km) of road delivered - valued at \$7.1 million equating to the delivery of 64 roads and 24,300 tonnes.

Delivery of council's services

Disaster Management

The last quarter has seen the continued clean-up and repair from the effects of Ex Tropical Cyclone Debbie, with the majority of works being concentrated in the parks and gardens area. Both council and contractors have worked tirelessly to ensure that public areas have been cleaned up and restored to high standards for community use and enjoyment. After several months of hard work, the restoration is near complete. Staff have done a fantastic job which is a testament to all involved.

The Disaster Management Unit have been busy reviewing and updating the hazard risk assessment and subsequent Local Disaster Management Plan and sub-plans. This is to ensure that the plans remain current and support councils *All Hazard Approach* in managing any risks which could potentially affect the region. Risks include any infrastructure growth impacting the region both current and future, along with maintaining an awareness of the changing and possibly increasing risks to our community as a consequence of these. Staff will be using this assessment to ensure that the best possible tools are in place to minimise any effects from disasters and emergencies and educating the community with the most up-to-date current knowledge available.

During the quarter the Local Government Association of Queensland held the annual forum on Disaster Management in Mackay with several members of councils Disaster Management Unit representing the Sunshine Coast at the forum. This forum provided an excellent opportunity for staff to network, share ideas and forge relationships aimed at building knowledge to keep processes, practices and plans up to date to current best practice.

Across the quarter the Disaster Management Unit commenced the planning and preparation phases for the upcoming annual Disaster Management Exercise.

The event will take place in 2017/18, early October, and will include a scenario on heat wave and perceived consequences that could affect the community with an event of this type. For example, major fires and heat related

illness. Council and external teams will come together for the day with the aim of testing not only the Local Disaster Management Plan and Local Disaster Management Group, but also the District plan and relationships between local and district agency groups.

Public Lighting

Across the quarter 370 customer requests were received relating to street lighting. These included 29 request for glare shields, 31 requests for new lights, 97 requests for repair of council owned lights, 168 requests for repair of Energex lights and 45 other miscellaneous requests.

Additionally, a project to install LED street lights to Glen Kyle Drive, Buderim is underway. Glen Kyle Drive is a neighbourhood collector street which links Wisers Road and Cumberland Way and is currently unlit. Provision of street lighting will enhance the safety of the street for motorists and pedestrians.

Roads, Cycleways and Pathways

Major road construction upgrade projects are now underway at a number of keys sites. The \$2.6 million Mons Road / Owen Creek Road roundabout is now in full construction with completion expected in late 2017. The Aerodrome Road / First Avenue intersection which incorporates the access road in the new Maroochydore City Centre commenced this quarter and has the majority of major service relocation work underway including a major stormwater drainage connection to Cornmeal Parade. This project will continue throughout 2017 with completion expected in September 2018. The Valdora Road reconstruction and widening is now complete and Stages 1 and 3 of Doonan Bridge Road reconstruction and bitumen sealing is now underway and expected to be complete in late 2017. Finland Road, the low frequency haul road for the airport expansion project, is in the final stages of construction with road stabilisation activities nearing completion so pavement material haulage can start for the new runway project during late 2017.

As well as many much needed local pathway renewals, new dedicated cycle infrastructure continues to be rolled out to meet council's Sustainable Transport Strategy. The Mooloolaba to Minyama Separated Cycleway

Stage 4b – River Esplanade section is now complete with much anticipation now focused on the Stage 5 cycle and pedestrian bridge over Mayes Canal, which has recently been successful in gaining a \$2,578,500 grant from the State Government's Cycle Network Program. This \$5 million bridge is a key link in the overall vision of connecting Kawana to Mooloolaba and beyond to boost safe access to our premier beach locations for commuters, families and recreational cyclists wishing to avoid Brisbane Road traffic congestion. The Goonawarra Drive shared cycleway is also well advanced linking the Mountain Creek School, Tafe and further afield to the University under the Sunshine Motorway to the coastal centres of Mooloolaba, Alexandra Headland and Maroochydore.

The Palmwoods Streetscape project commenced during April to realign Main Street further away from the new town square so that the main contract works could commence in July for the major streetscape and town centre component of the project. The Timari Street Pacific Paradise streetscape project is out to tender and will also commence early in the 2017/18 financial year.

Council's Cycle Education programs have gone back to the very basics with 'Progression to Two Wheels' workshops held during the Easter school holidays. Event days were well attended and resulted in great outcomes for all involved. The excitement on the faces of the many young participants was uncontainable as nearly all of them confidently rode around on two wheels towards the end of each session. These sessions were included as part of our regular school holiday workshops which are proving to be very popular.

Walk Safely to School Day promotion has been another outstanding success. Aligned with the national event day, it attracted 1653 registrations from students at schools right across the coast. This is up 8% on last year's figures and the fourth year in a row of noted increases in registrations. Many schools coordinated their own 'Walking to School' event, and a number of schools included their regular "Walking School Bus" Day as part of the celebrations. Although many more students actually walk on the day, those who registered

went into the draw for prizes, including razor scooters and skateboards. TravelSmart officers have attended numerous school assemblies to present them to the winning students.

Clear sunny weather led to a successful turnout at the Sunshine Coast Heart Week event. Held in and around the Sunshine Coast University Hospital precinct, TravelSmart officers were in attendance to help promote Walking and Cycling. Officers also had the pleasure of being involved in the Eudlo Creek Pedestrian/Cycle Bridge and Aura Pedal Park opening events. The new Eudlo Creek Bridge will be a tremendous asset for pedestrians and cyclists, and the Aura Pedal Park in the Caloundra South development will add to the many other dedicated facilities across the coast designed to provide a safe environment for children to develop their cycling skills.

The Sunshine Coast Public Transport Guide is now in circulation. The updated publication, which includes a fold out network map, shows a comprehensive overview of public transport options on the Sunshine Coast and includes a summary of important fare and travel information. This is a great resource for users of public transport.

Road Network Management

The road reseal program completed 25,300 lineal meters (25.3 km) of roads valued at \$7.1 million, with 64 roads completed and 24,300 tonnes of asphalt laid. Major works included Chancellor Village Boulevard 5700m², Redwood Road 8400m², Lindsay Road 13,100m² and Tanawha Tourist Drive Stage 2 - 10,700m². Interestingly, during the financial year 2016/17, more than 88.6 km of roads have been improved as part of council's \$23 million Road Reseal and Rehabilitation Program. The largest spend in the history of the council with 67,551 tonnes of asphalt laid.

Year 1 of the 2 year line marking maintenance cycle has been completed with Divisions 1, 5, 9 and 10 (excluding Nambour) complete and line marking maintenance now commencing in Division 2. Two hundred and seven roads have been line marked at a cost of \$368,558 which

consists of 114.70km of centre lines, 139.92km of edge lines, 6.6km of yellow parking restriction lines, 2505m² of transverse lines, 1793.10m² green cycle lane, 116 bike symbols reinstalled, 8 disabled bays maintained, 756.42m² of thermo plastic applied and 6456 raised permanent markers installed and replaced.

Two-hundred and ninety seven stormwater quality improvement devices were cleaned capturing approximately 225.9m³ of material at a cost of \$162,865 which consisted of 20% general waste including plastics, coffee cups and plastic bags, 60% organic waste including grass clippings and leaves and 20% sediment for soil, sand and silt.

One cycle was completed for the Roadside Vegetation contract this quarter with 297 hectares maintained valued at \$155,000 and 6 cycles completed for the financial year for a total of 1698 hectares maintained costing \$632,000.

Stormwater Drainage

Across the quarter 100% of the drainage minor capital works was completed with major drainage works currently being progressed through the Projects Delivery Branch.

Work continues on identifying and progressing concepts for potential future capital works projects, these include asset renewals as well as upgrades to existing systems to relieve known flooding problems.

Water quality monitoring and testing is being undertaken at a number of sites, in conjunction with other branches. This will enable the systematic identification of problem hotspots, and provide a reference platform for the design and installation of future stormwater quality improvement devices to improve the quality of stormwater discharge to receiving waters.

A number of collaborative and shared cost projects have been undertaken with the Coastal Unit to improve beach stormwater discharge outlets; and the Geospatial Information Unit to improve the accuracy of stormwater asset mapping.

Beaches, foreshores, coastal infrastructure and canals

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

- Completed detailed cost benefit analysis and next level of design for the Maroochydore Groyne Field Renewal project. Work has commenced on forming the Maroochy River Consultation Group (MRECG) and broader community consultation, which includes identifying the independent chair via the CEO/ Mayor's office, calling for Expression of Interest for non-standing members and sending out invitations to standing group members (e.g. state agencies)
- Completed emergency works at Beach Terrace, Mooloolaba utilising internal civil services
- Completed service delivery arrangements and launched the disabled beach access matting at Alexandra Headland Surf Club
- Delivered the Third Biennial Coastal Forum. Guest speakers included CSIRO jellyfish expert Dr Lisa-Ann Gershwin and representatives from Department of Environment & Heritage Protection, University of Sunshine Coast and Department of Agriculture and Fisheries
- Commenced delivery of organisational Coastal Hazard Adaptation Strategy (CHAS) utilising grant funds from the State Government
- Successful mobilisation of council's dredging contractor into Mooloolaba Harbour mouth to remove excess sand
- Commenced desilting operations in Minyama Canals
- Completed renewal of Muller Park boat ramp
- Finalised approvals for both Outrigger and Muller Park dredging campaigns
- Completed the second revision of the organisational oil spill booklet

- Completed second year of fish surveys to support coastal lake management research
- Completed Bindaree wall renewal project
- Completed Lake Kawana launch facility
- Undertook rock pool renewal at Kings Beach
- Monitoring increasing numbers of bull shark sightings within Twin Waters Lake
- Finalised designs for Beach Access 88, Yaroomba for community consultation
- Developed schools based and general community plastic free July events associated with beach litter
- Completed first stage salinity exchange smart tech trials and currently scoping stage 2
- Council's Remotely Piloted Aircraft fleet undertook 21 hours of flight tasks over the quarter.

Bushland Conservation & Habitat

One hundred and seventeen landholder applications were received for the 2017 Landholder Environment Grants round. Ninety seven high quality applications were funded for a total of \$303,968.

Twenty new Land for Wildlife properties were registered in the last quarter, bringing our total to 942 registered and 339 working towards protecting 8291 hectares.

Community Nature Conservation Program volunteer hours for April to June is 2869 hours, with 4029 native plants installed and over 224 wheelie bins of weeds removed from council's bushland reserves.

Second round of Environment Levy Grants – four grants approved to a value of \$10,010.

Eighteen expressions of interest received for the Environment Levy Partnerships round. Following discussions with representatives from each community group, 18 applications were submitted. Assessments undertaken in last week of June 2017.

One new Voluntary Conservation Agreement (VCA) property was signed up this quarter, bringing the total number of VCAs to 74, protecting a total area of 1150 hectares across the Sunshine Coast. The 75th VCA is in progress.

School planting and bushcare activities were held with students from Glasshouse Christian

College, Toowoomba Grammar School and GEMS World Academy (from Singapore). A total of 153 students participated.

Flying-fox roost management continued. Delivery of the Australasian Bat Night at Mary Cairncross Scenic Reserve with increased numbers from previous year's event in attendance.

Contractors finalised this year's programmed works including: tree maintenance, slashing, and pathway maintenance and weed control across the reserve network, with both operational and environment levy funding.

The Natural Areas team continued to support a number of broader branch and council requests including: Land review initiated by Property, Aura and Palmview operational works and the Landscape Infrastructure Manual.

Final drafts of 4 Plans of Management for environment levy reserves were received and the landscape plan for Doonan Creek Environmental Reserve was finalised. All documents to be circulated for both final internal and public comment.

Council's fire program management commenced planning with permits for the program obtained from Queensland Fire and Emergency Services (QFES). Completion of planned burn at Lake Weyba Bushland Reserve. Remaining program will be implemented over the next quarter. Natural Areas staff supported request for assistance from QFES on two fires, Corbould Road East Bushland Reserve and Ben Bennett Bushland Reserve.

Rehabilitation works on the Southern Wetland on the Maleny Community Precinct commenced. With preparation works for community engagement planned for next quarter.

Mary Cairncross Scenic Reserve Rainforest Discovery Centre has completed a full quarter of operation with visitor numbers to the reserve and centre increasing by nearly 100% for the same period in 2016.

The main Natural Resource Management contract ITT1434 was extended for one year. The contract supports six local contractors delivering weed and bush regeneration maintenance works on councils reserve network.

Rivers, Streams, Estuaries & Water Bodies

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

- Over 2500 kg of litter was removed from the region's waterways in the last quarter
- Environment Levy Mary River Rehabilitation project – approximately 45,000 plants have been installed along Mary River at Kenilworth
- The Green Army project on the Mary River near Kenilworth has commenced. Work will include weed management, revegetation, and a vetiver grass trial
- Five hundred and thirty six plants installed at the Environment Levy Bunbubah Creek project, Dicky Beach
- Litter boom trial at Cornmeal Creek is continuing and proving to be successful
- Investigating disturbance and shading trials for Lake Magellan to reduce shed sea grass loads.
- Planning for Phase 2 of the Environment Levy Mooloolah River Rehabilitation Project is well underway with 20 property owners either side of the river expressing interest in the project. The reach being targeted is 2.5 km in length between Old Gympie Road and Stephens Road.

Recreation, Parks, Trails & Facilities

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

Completion of the design for the Mooloolaba Spit Boardwalk Renewal project.

Design for the next stages of the Maroochy River Foreshore Open Space – Bradman Ave.

Design of Coastal Pathway Improvements at First Bay Coolum. (Point Perry Staged Master plan Implementation).

Glass House District Park stage 3 is currently under construction.

The Bulcock Street stage 4 design is well underway.

The final phase of public consultation on Caloundra Town Reserve (Sugar Bag Road) is

now closed. Feedback gathered will be used to finalise a concept plan for the reserve before presenting to council later in the year. The concept plan includes infrastructure for off road cycling from beginner to advanced, as well as a number of passive recreation and nature based opportunities.

Planning has commenced for the landscape design of the popular and highly used Alex Bluff Foreshore Park. Design will allow for greater capacity for growth for locals and tourists, whilst building on the existing natural environment, views and location. Important north to south linkages and access will be strengthened.

Council staff, Mode Design and concept design competition winner Michael Lennie have been working together to develop the detail design on the Isaac Moore Park Toilet Block (Kenilworth Designer Dunny). The project is now being documented so that a detailed costing can be carried out. The building height has been lowered to the Q20 which has helped to reduce some costs however the elliptical building form, cladding and vertical post façade treatment continue to be a challenge in reducing the cost. The team will reassess the design once the Cost Estimate Report has been received.

Eddie De Vere Building forecourt design process has commenced. Three landscape consultants were invited to submit a concept design for the Eddie De Vere Building forecourt, including James Birrell, son of Architect James Birrell who designed the building in the 1970's. The submissions were well received and are currently being assessed. The three designs highlighted the complexity of the space and challenge presented by having a limited budget to work with.

The Parks and Gardens Landscape Design Planning team with the support of the Project Delivery Recreation Project's team had great success at the recent Queensland Parks and Leisure Australia Awards of Excellence. Three of the four award submissions took home the win. 'Quota Park Youth Activity Precinct & Heroes Walk' took out the state's top prize at the Parks & Leisure Australia Awards of Excellence, being named Queensland's Park of the Year. The 'Moffat Beach Park Fig Tree

Playground won the 'Best Playspace Under \$500,000' award and council's Open Space '*Landscape Infrastructure Manual*' (LIM) was also recognised, winning the Queensland Research Project Award. We eagerly await the National Awards of Excellence to be held later this year.

Waste & Resource Management

During the quarter solid and liquid waste services provided under contract to the community continued to be delivered to a very high level standard. Acknowledgements of contractors' staff going the extra mile continue to be received with increasing frequency from the community.

Across the quarter the Disposal Unit have ramped up the plasterboard recycling program with customers able to recycle clean plasterboard at Caloundra, Buderim and Nambour at a special rate. This product gets turned into a soil conditioner and is used by some farmers in the region to assist with crop production. So far this calendar year council have recycled nearly 100 tonnes of plasterboard.

Council lodged a development application on the 29 June to expand the current footprint of the Nambour landfill. This should extend the life of the current landfill until 2050 or beyond.

Quarries

During the 2016/17 financial year, the quarry team have achieved 59,308.95 tonnes of asphalt production for supply to the Capital Reseal program with all product supplied within required specifications.

A 40,000 tonne blast was successfully completed at Dulong Quarry intended to provide asphalt products for the 2017/18 Capital Reseal program.

A new crushing tender is currently out for submission. Once completed, a wider range of road based products will be produced for internal consumption from the Image Flat Quarry. The Quarry team has successfully achieved 746 days injury free, this is great news as a strong emphasis is placed on safety values.

Fleet Management

A lease and procurement team has been established to streamline the delivery of the fleet capital replacement and light vehicle lease programs.

The Fleet team engaged with 109 external local equipment businesses across 24 categories aimed at assisting the field staff to conduct core business more effectively.

Training on plant and equipment has been provided to 109 employees during the quarter. This comprises: 38 Verification of Competency and 71 training courses to maintain the high level skills and capabilities within the organisation.

Across the quarter Fleet Services completed 100% of the Capital Fleet Replacement Program for 2016/17 with staff now focusing on delivery of 2017/18.

Place Making

Mooloolaba Foreshore

With the schematic design completed, detailed design work and documentation is well underway for the main foreshore by AECOM Australia Pty Ltd. Advancements in the design of specific elements and areas are revealing exciting new concepts that will cement Mooloolaba foreshore as a premier tourist destination on the Sunshine Coast.

Aerodrome Rd Intersection

The Aerodrome Road intersection upgrade is a key entry point to the new Maroochydore city centre, and an important connection for the wider Maroochydore area. These upgrades on Aerodrome Road are a significant project for council and our community. Streetscaping and large trees will create a vibrant green space to create a sense of arrival into the CBD. Access for cyclists and pedestrians is a priority, and there will be improved access for public transport, including an allowance for future light rail implementation. Construction has commenced, and is expected to be completed by end-2018. It is projects like this that are helping to shape the future of Maroochydore.

Bulcock Street, Caloundra - Stage 4

With lower Bulcock Street (Stage 3) work now complete and well received by the public, council has commenced design for Stage 4

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

Palmwoods Town Square

Construction has commenced in this exciting green community space for people to gather in the heart of town with the contract being awarded to The Landscape Construction Company. The project team have also held a number of community meetings with local Palmwoods businesses to assist in organising a 'Makers & Shakers' festival that will showcase the community's food and creative culture. This is an exciting council initiative to help activate Palmwoods during construction, and to celebrate the upcoming completion of the square. Completion is expected in time for Christmas 2017.

Sunshine Coast Corridors and Gateways Strategy

The Place Making team is delivering a strategy to enhance the region's overall character through the improvement of its key movement corridors and gateways. The main objectives of this strategy are to welcome people to the region, our towns and suburbs, and to enhance the region's wayfinding and legibility. There is a current perception of a lack of delineation and character between the Sunshine Coast's suburbs along its road network. The project proposes a transformational approach that moves away from typical suburb signs/entry statements to a corridor based method, whilst acknowledging the importance of place making and connection to our unique communities and local character. It will identify and prioritise the key corridors and associated gateway sites into a logical program, and develop a toolkit that will detail a consistent design language that can be applied.

Delivery of major projects

Mt Ninderry Platform Project

Construction works were recently completed for the new viewing platform at Mt Ninderry. The location of the viewing platform required materials and equipment to be physically carried to the summit. As well as arrange and manage challenging helicopter operations to deliver key structural elements of the viewing platform with pinpoint accuracy. The end result is stunning and breathtaking views for everyone to enjoy.

Eudlo Creek Pedestrian / Cycle Bridge

The new \$3 million Eudlo Creek Pedestrian / Cycle Bridge was completed in May 2017. The vehicle bridge previously had a very limited verge for pedestrians and cyclists which has been an on-going safety concern for both council and the Department of Transport and Main Roads. It had been subject to numerous investigations and options analysis over a number of years, but it was through persistence and a partnership approach with the Department of Transport and Main Roads, that eventually resulted in State Government funding being secured.

Solar Farm, Valdora

Construction of council's region making Solar Farm at Valdora was completed with testing and commissioning to take place ahead of the official opening on 24 July 2017. The project has been a cross organisational effort with teams from Infrastructure Services and Economic Development and Major Projects leading the design, construction and registration processes. Incredibly around 58,000 panels have been installed along with control room, switch yard, road intersection, vegetation buffer, security fencing and electrical reticulation network upgrades. Council will become Australia's first local government to offset more than 100 percent of its electricity consumption across all its facilities and operations. This includes administration buildings, aquatic centres, community and performance venues, as well as holiday parks, libraries, art galleries and sporting facilities.

Aerodrome Road

Aerodrome Road moved into full construction during this quarter after receiving final Department of Transport and Main Roads approval. The project is being managed by the Project Delivery branch with Civil Asset Management as the principal contractor. Early works are highly complex in nature with almost all of the underground service relocations (incl. electricity, water and various telco's) being undertaken simultaneously as well as major underground stormwater drainage connection occurring along First Avenue into the Cornmeal Parade Carpark. Town Centre Boulevard (the new road into the new Maroochy city centre) now has all its kerb, pavement and road surfacing completed to the Maroochydhore city centre boundary from Aerodrome Road and all sub contract components of the project have now been procured. Work in 2017/18 Q1 will now include the commencement of the Aerodrome Road reconstruction.

Outlook

The forward outlook for the next quarter will be:

- *During the next quarter a significant amount of planning will occur due to the 2017/18 budget being approved with an additional \$2.6 million to be spent on items such as, street tree planting, condition auditing, development of the parks recreational plan, and growth via asset management / maintenance.*
- *Over the next 3 months council's Asset Management and Capital Planning team will be moving forward with the assessment and award of an Asset Management Information System (AMIS). The implementation of a new AMIS is planned to be undertaken throughout the 2018 calendar year and will allow council to establish a consistent approach to asset management that aligns closely with the requirements of the international standard for asset management ISO55001 and the global asset management best practice publication the International Infrastructure Management Manual.*



Warren Bunker, Director Planning and Environment

A message from the Director

This quarter has completed an extremely rewarding 2016/17. A significant milestone was unveiled with the opening of Peter Crosby Way on 26 June 2017 – the gateway to Palmview's largest master planned community, 'Harmony'. The opening is a significant milestone for the region and will service future Harmony residents, and those in neighbouring communities.

The Draft Environment and Liveability Strategy was released on 27 April 2017 for community consultation. The Draft Strategy will guide growth and shape the region for the next 25 years. A large focus is on the natural environment and how it can be preserved and enhanced. This is demonstrated through the integrated framework and strategic directions to maintain a healthy environment and liveable Sunshine Coast in 2041.

The Infill Development Incentives Policy was endorsed on 15 June 2017, aimed at attracting developers to invest in infill development sites in Nambour and Caloundra. The initiative offers a 50% reduction on infrastructure charges for targeted developments in these centres.

Both the Environment and Transport Levies saw an increase during the quarter with the adoption of the 2017/18 Budget. The Environment Levy will increase by \$2.00 with the Transport Levy set to increase by \$15.00. These increases will support the focus on delivering council's vision to be Australia's most sustainable region, healthy, smart and creative.

The Planning and Environment 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 development approvals and infrastructure charges relating to planning applications, subdivisions, engineering and landscaping works, building and plumbing.

Service snapshot of the quarter:

- 1645 building approvals issued with a construction value of \$394 million, including:
 - 704 new dwelling houses approved totalling \$217 million in value
 - 357 multiple dwelling units were approved with a value of \$63 million
- 3373 building and plumbing applications lodged and 3106 decided
- 661 development applications lodged and 558 decided
- 728 lots created under the plan sealing process
- 108 free pre-lodgement meetings held
- 90% of development applications being assessed within statutory timeframes.

Delivery of council's services

Strong Economic Leadership, Collaboration & Identity

The **Draft Environment and Liveability Strategy** was released for community consultation on 27 April 2017; part of the cornerstone of council's vision to be Australia's most sustainable region – healthy, smart, creative.

The Draft Strategy will guide growth and shape the Sunshine Coast region for the next 25 years, primarily focussing on how the natural environment can be preserved and enhanced, whilst enabling a good quality of life for all residents in an accessible and well-connected built environment.

The Draft Strategy provides an integrated framework and sets strategic directions to guide the actions of council and its partners to maintain a healthy environment and liveable Sunshine Coast in 2041.

The Draft Strategy has evolved from, and builds on, a suite of council strategies adopted in 2010/11. It identifies the key challenges that will confront the region over the next 25 years and sets a course for action through the setting of policy positions and identification of transformational actions.

Key objectives of the strategy are to:

- Maintain and nurture our natural environment
- Tackle the challenge of population growth
- Build resilience against the potential impacts of climate change
- Create liveable spaces and places to live, work and play
- Drive renewable energy, efficiency and technical know-how
- Live up to the expectations of future generations.

The public consultation period closed on 4 June 2017 with strong interest shown through the online community consultation platform. More than 3500 people were engaged, approximately 288 surveys completed, and 80 submissions received.

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

A comprehensive plan to manage the Pumicestone Passage and its catchment for the next three years was endorsed by council on 15 June 2017.

The **Draft Pumicestone Passage Catchment Action Plan 2017-2020** has been prepared through a collaborative approach led by officers from both Sunshine Coast and Moreton Bay Councils, and underpinned by the 'Pumicestone Catchment Network' – a group of more than 30 community, industry and government organisations working together to improve the health of the passage and its catchment.

Building on the success of the existing Action Plan, the new plan delivers a further 32 actions for the 2017-2020 period. The new plan responds to current knowledge, issues and opportunities and builds on the achievements and partnerships of the initial plan. Its implementation will strengthen the platform for a healthy Pumicestone Passage Catchment into the future.

Road Network Management

Stimulating Nambour and Caloundra is the goal of the new joint council and Unitywater policy endorsed on 15 June 2017. The **Infill Development Incentives Policy** is aimed at encouraging developers to invest in infill development sites in the centres of Nambour and Caloundra.

The initiative offers a 50% reduction on council infrastructure charges for targeted developments in central Nambour and Caloundra, built to a deadline and where spare network capacity exists.

The centres of Nambour and Caloundra have been selected to implement this initiative with the potential to extend to other areas, depending on measured outcomes.

Steady and sustainable growth through successful infill development schemes like this help with complete, well-functioning neighbourhoods and continue to support council's vision, to be Australia's most sustainable region - healthy, smart, creative.

A copy of the Policy can be found on [council's website](#).

The **Draft Parking Management Plan** and 37 associated **Draft Local Area Parking Plans** public consultation period closed on 5 May 2017.

There was strong interest through the online community consultation platform, with more than 5000 visits and just over 500 submissions completed.

The submissions received showed strong interest in the critical role an effective public transport system plays for our community. Another key concern raised by the community was the need to investigate and introduce parking related smart technology such as hi-tech parking infrastructure including sensors, parking apps and smart meters. Topics such as resident parking permit schemes, verge parking, paid parking locations, school and event parking also received a high volume of community interest.

Community feedback received during the consultation period will be used to inform and finalise the Parking Management Plan and associated Local Area Parking Plans.

Infrastructure Charges revenue is used to assist in the delivery of the region's growth assets in accordance with the *Infrastructure Charges Resolution* as required under the *Sustainable Planning Act 2009* and the *State Regulatory Provisions*. The resolution sets out certain requirements for new development to pay Infrastructure Charges for the following trunk infrastructure networks:

- Transport
- Public Parks and Land for Community Facilities
- Stormwater
- Water Supply
- Sewerage.

Infrastructure Charges revenue for the quarter was approximately \$5 million. This contributed to a year to date total of approximately \$28 million, supporting significant development activity on the Sunshine Coast and contributing towards funding to meet the requirements of a growing population.

Sustainable Growth Network Planning

The **Sunshine Coast Planning Scheme 2014** (planning scheme) sets the regulatory framework for economic activity on the

Sunshine Coast by identifying what type of development is appropriate for a specific area.

Following community consultation and consideration of submissions, at the Special Meeting on 13 April 2017, council decided to proceed with the below proposed planning scheme amendments:

- Round 2 – Site Specific and Operational Matters
- Round 2A – Twin Waters West
- Round 2B – Maroochydore Principal Regional Activity Centre
- Round 3A – Mooloolaba Master Plan.

Council wrote to the Minister for Infrastructure and Planning seeking approval to adopt the proposed planning scheme amendments.

On 18 May 2017, council approved the *Sunshine Coast Planning Scheme 2014 (Alignment Amendment) No. 9*. The amendment will align the planning scheme with the new State planning legislation, namely the *Planning Act 2016* and *Planning Regulation 2017*, commencing 3 July 2017.

The amendment has been made in accordance with the Planning Minister's Alignment Amendment Rules. The amendment is operational in nature, will not involve any policy changes, and will take effect with the commencement of the new Act on 3 July 2017.

Details of the *Sunshine Coast Planning Scheme 2014 (Alignment Amendment) No. 9* and subsequent proposed amendments can be found on [council's website](#).

On 26 June 2017, council and AVID Property Group celebrated the official opening of Peter Crosby Way – the gateway to **Palmview's** largest master planned community, Harmony. The road will be used by 12,000 future Harmony residents, as well as those in neighbouring communities.

Over the next 15 to 20 years, Harmony will deliver more than 4800 quality homes, 100 hectares of parklands and a new Town Centre.

The **World Environment Day Festival** was held on 4 June 2017 at Cotton Tree Park. The Planning and Environment Department coordinated council's presence for this event which included representation from a number of other council areas. The Festival provides the opportunity to raise awareness of local, regional and global environmental issues, and allows the community to learn about various

environmental related activities on offer around the region. It also showcases many of the region's environment and sustainability related businesses.

Transport Levy

The **Transport Levy** is an important part of investing in the future of transport on the Sunshine Coast and assists council to progress future transport options, undertake important long-term planning and trial services that provide greater connectivity within our region.

To create greater community awareness and understanding about The Transport Levy Program and its role in the long term future of the region, an infographic was prepared providing a high level analysis of some of the items the Levy has delivered. These include:

- Sunshine Coast Light Rail Studies
- Public Transport Service Trials and increased frequency of some services
- Improved bus stops
- Flexilink and Council Link Services.

The Transport Levy enhances council's ability to effectively advocate to the State Government for an improved public transport network linked to travel demand management and mode shift initiatives.

For further information and to view a copy of the infographic can be found on [council's website](#).

The 2017/18 Budget was adopted by council on 15 June 2017. The Budget includes an increase to the Transport Levy from \$27.00 to \$42.00 per annum. The increase is proposed to go directly towards building a Transport Futures Fund, focussing on the Sunshine Coast Light Rail Project and is said to raise approximately \$5.7 million, taking the Transport Futures Fund to an estimated \$9 million.

The Levy will also be invested in modelling and research to promote travel behaviour change and to influence better transport outcomes and investment.

Environment Levy

The **Environment Levy** program continues to provide opportunities to work collaboratively to protect the lifestyle and environmental values of the Sunshine Coast.

Council's latest addition to the Environment Levy Land Acquisition Program includes a significant rainforest habitat at Mary Cairncross Scenic Reserve in Maleny.

The 26.8 hectare property, located on the north-eastern boundary of the Mary Cairncross Scenic Reserve will connect and expand existing ecological networks in the area.

The purchase is a great addition to the Sunshine Coast's existing 584 environmental network reserves and delivers excellent environmental outcomes to protect our habitat at Mary Cairncross Scenic Reserve and the headwaters of the Mary River catchment.

Preserving and enhancing the region's natural environment was given the green tick of approval in council's 2017/18 Budget adopted on 15 June 2017. The environment remains a clear priority for council and as such saw an increase in the Environment Levy by \$2.00 to \$72.00 per annum. This increase will contribute to buying, protecting, enhancing and managing environmentally significant land alongside a host of other important local conservation programs.

The Environment Levy helps to protect our beaches, foreshores, bushland and waterways and supports and assists many community members and volunteers who work tirelessly with council to protect and enhance our environment.

Development Services

The final quarter continued to show strong development activity with over 4000 applications (building, plumbing and development) lodged with council. Approvals for building construction were approximately \$394 million.

The **2017/18 Development Services Register of Cost Recovery Fees and Commercial Charges** was approved by council on 18 May 2017. This includes the relevant fees for development assessment, development information, development audit and compliance as well as building and plumbing services. For ease of use for customers, two separate schedules were created:

- Planning, Engineering and Environment Assessment
- Building and Plumbing Services.

Across both schedules, fees were generally increased by 1.9%. The Planning, Engineering, and Environment Assessment fees were updated to incorporate the terminology of the *Planning Act 2016*.

A significant review was completed on the Building and Plumbing Services fees to deliver:

- A simpler schedule of charges to facilitate the expansion of online business opportunities
- A clear and precise charging methodology, particularly in relation to the high volume plumbing applications
- Processing improvements reducing administrative time both internally and for our customers
- Improved terminology and wording to improve consistency
- Readiness for the proposed legislative changes in the *Plumbing and Drainage Act 2002* and relevant building codes.

Both schedules are due to commence on 3 July 2017 in line with the introduction of the *Planning Act 2016*.

On 5 June 2017, council launched a new **Development Advice Service**. All types of advice requests have been rolled into a simple request form to be lodged either through MyCouncil or via a hard copy form.

A dedicated member of staff will manage this service for the Development Services Branch. Based on the level of information provided by the customer, the Branch can determine the most appropriate and efficient method of responding e.g. via email, phone, pre-lodgement or pre-design meeting.

Further information can be found on [council's website](#).

In the lead up to the commencement of the ***Planning Act 2016***, a number of Industry Engagement Sessions were convened. The organisation and delivery of these sessions were a combined effort from the State Government and council. The aim of these sessions was to deliver key messages, inform and prepare key development stakeholders in readiness for the implementation of the new *Planning Act 2016*.

The Act is due to commence on 3 July 2017 and will establish a new planning system for Queensland, replacing the existing *Sustainable Planning Act 2009*.

Outlook

The forward outlook for the next quarter will be:

- *Implementation of the Planning Act 2016 commencing on 3 July 2017*
- *Deliver development assessment processes within new statutory timeframes under the Planning Act 2016*
- *Continue to progress the priority amendments for the Sunshine Coast Planning Scheme 2014*
- *Finalise the Environment and Liveability Strategy post completion and review of feedback received through community consultation process*
- *Continue to progress the Local Government Infrastructure Plan through State Government reviews, community consultation and council adoption, prior to 1 July 2018*
- *Finalise the Sunshine Coast Parking Management Plan and associated Local Area Parking Plans post completion and review of feedback received through community consultation process*
- *Continue to progress the planning and infrastructure delivery solutions for the major development areas including Palmview, Maroochydore City Centre, Caloundra South, and Kawana Town Centre (including Bokarina Beach)*
- *Publish the 2016/17 Environment Levy Annual Report*
- *Publish the 2016/17 Transport Levy Annual Report.*