



Operational Plan Activities Report

Quarter Ended: 09/2017

Quarterly Progress Report on Implementation of Corporate and Operational Plans

NOTE:
% Complete - shows the progress in completing the operational activity
On Time - indicates on track for completion by finish date
On Budget - indicates will be completed within the allocated budget

Goal: A smart economy

A prosperous, high-value economy of choice for business, investment and employment.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
1.1 Strong economic leadership, collaboration and identity							
Finalise the 2018-2023 implementation plan for the Regional Economic Development Strategy.	Jul 2017	Jun 2018	40	Yes	Yes		KPMG appointed to undertake Implementation Review which is underway. Consultation with wide range of stakeholders. First draft of findings and possible actions for new 5 year Implementation Plan have been presented to the Futures Board for feedback. KPMG are updating the draft report.
Engage peak industry bodies in the promotion of the region's success in implementing the Regional Economic Development Strategy 2013-2033 and the investment credentials of the region.	Jul 2017	Jun 2018	25	Yes	Yes		At the end of FY16/17, results were 489 real and measurable investment leads now being converted to opportunities (active potential investments) and awareness outside the region. These were generated by, among other things, more than 29,000 views of LinkedIn articles, over 3000 C-suite clients receiving hand signed correspondence, 472 accepting to receive direct email, and 10 national companies entering a competition to meet local agribusiness representatives.
Continue to administer the Sunshine Coast Planning Scheme including progression of council nominated investigations and priority amendments and responding to changes arising from the commencement of a new Planning Act and South East Queensland Regional Plan.	Jul 2017	Jun 2018	50	Yes	Yes		Awaiting approval from Planning Minister to adopt Round 2 amendments (Site Specific, Twin Waters West and Maroochydore Principal Regional Activity Centre (PRAC)). Awaiting approval from Planning Minister to commence public consultation on Round 3 (Site Specific) amendments. Round 3 (Mooloolaba Master Plan) amendments took effect on 31 July 2017. Round 4 amendments (Planning Act alignment) took effect on 3 July 2017.
Implement high priority actions identified in the Caloundra Centre Master Plan.	Jul 2017	Jun 2018	25	Yes	Yes		Drafting of planning scheme amendments to implement the Caloundra Centre Master Plan is well advanced and is expected to be presented to council for endorsement in the next quarter.
Support the implementation of integrated planning and the delivery of infrastructure and services identified for key development areas at Kawana, Palmview, and Caloundra South.	Jul 2017	Jun 2018	25	Yes	Yes		Continued assessment and advocacy of key development areas in accordance with relevant planning documents and Infrastructure Agreements.
Develop an economic impact and benefits study for Nambour.	Jul 2017	Dec 2017	100	Yes	Yes		Complete - Study received by council at the September Ordinary Meeting
Complete studies to inform the development of a Beerwah East Structure Plan.	Jul 2017	Jun 2018	25	Yes	Yes		On going development of key strategy documents to guide the preparation of a Structure Plan.

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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
1.2 New capital investment in the region							
Develop and negotiate the Sunshine Coast's priorities for inclusion in a south east Queensland City Deal.	Jul 2017	Jun 2018	30	Yes	Yes		Economic Narrative for South East Queensland (SEQ) City deal has been developed with input from Sunshine Coast Council and is being finalised. This provides the evidence base for a SEQ City Deal framework. Initiatives will be identified in early 2018. SEQ Mayors are working collaboratively through the Council of Mayors SEQ to agree a set of priority initiatives.
Work with SunCentral Maroochydore Pty Ltd advance the opportunities to secure investment in a premium hotel and entertainment, convention and exhibition facilities.	Jul 2017	Jun 2018	25	Yes	Yes		Draft functional brief and specification for entertainment, convention and exhibition facilities has been prepared, which will form the basis of a business plan.
Finalise the procurement arrangements to progress the development of region making projects including the Brisbane Road Car Park development and the Sunshine Coast Airport Expansion Project.	Jul 2017	Jun 2018	25	Yes	Yes		Progress being made on major projects with Brisbane Road Carpark progressing toward construction commencement in February 2018, the Airport Commercial Transaction due for financial close on 7 November 2017 and the Design and Construction of the new runway tracking for award in December 2017.
Implement actions to facilitate the landing of an international broadband submarine cable on the Sunshine Coast.	Jul 2017	Jun 2018	25	Yes	Yes		The Director's attendance at the Submarine Networks World 2017 Conference in Singapore in September provided the opportunity to meet with industry leaders, and exchange knowledge and present in relation to the Sunshine Coast International Broadband Submarine Cable Project. In the next quarter (October), the project's Market Sounding Process will commence.
Implement the transition arrangements for the operation of the Sunshine Coast Airport and establish appropriate arrangements for managing the partnership with Palisade Investments Pty Ltd.	Jul 2017	Nov 2017	75	Yes	Yes		Transition arrangements continued through the work of the Transition Steering Group, the Transition Project Control Group, and the Transition Team. Work is expected to be completed in November 2017.
Continue works on the construction of the new runway, including appointment of design and construction contractors.	Jul 2017	Jun 2018	25	Yes	Yes		The Principal Reference Design was completed and released to tenderers. The Design and Construct (D & C) Contract tendering process commenced, with five Early Tender Information Sessions delivered to those shortlisted and all technical documentation provided. Negotiations with Palisade Investment Partners continue on the D & C Contract.

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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
1.3 Investment and growth in high-value industries							
Progress implementation of the industry and investment plans for high-value industries: Agribusiness - Aviation and aerospace - Clean technologies - Education and research - Health and wellbeing - Knowledge industries and professional services - Tourism, sport and leisure	Jul 2017	Jun 2018	25	Yes	Yes		Actions continued to be delivered in concert with the seven High-Value Industry Taskforces. Notable achievements in terms of industry development events included the Fine Food Australia Exhibition involving 12 exhibitors and the Cleantech Effect Conference which attracted 280 attendees. The Level Up Digital Upskilling program progressed into its final stage. Forward planning in relation to the new financial year has been advanced across the seven high-value industries.
Facilitate local business access to specialist advice, information and services and assistance.	Jul 2017	Jun 2018	25	Yes	Yes		455 businesses were assisted via access to specialist advice and services in the first three months of the financial year. 27 events were delivered in support of the Regional Economic Development Strategy, involving 797 participants in this quarter.
Facilitate investment through the implementation of the Regional Investment Brand and Sunshine Coast Investment Incentive Scheme, targeting the high-value industries.	Jul 2017	Jun 2018	25	Yes	Yes		Three investment outcomes totalling \$52 million in economic impact and 357 jobs were secured during the quarter. These investments had an estimated one-off economic impact to the Sunshine Coast economy during construction phase of \$140.82 million and 463 jobs, and once completed will have an annual recurring impact of \$175.40 million and 763 jobs. Major briefings were held in Brisbane with three corporate partners attracting over 90 potential investors.
Continue to work with the University of the Sunshine Coast, TAFE and the broader education and training sector to implement Study Sunshine Coast, and better prepare and connect young people to education opportunities in the region.	Jul 2017	Jun 2018	25	Yes	Yes		Visit Sunshine Coast took ownership as council's partner in the implementation of the Study Sunshine Coast marketing campaign. Twelve new volunteer student ambassadors from five countries commenced in their roles to promote the region's education benefits as part of the Study Sunshine Coast student ambassador program and were introduced to councillors in August.
Encourage private sector investment in the Oceanside Health Precinct.	Jul 2017	Jun 2018	25	Yes	Yes		Planning commenced for delivery of two marketing campaigns/symposium: participation and exhibition at AusBiotech 2017 in Adelaide in September 2017 and a Medicinal Cannabis Symposium scheduled for December 2017. The Symposium is a regional initiative to inform and train Specialists, GPs and Nurse Practitioners on access legislation and prescribing of the S8 category medicine which will be to market in March 2018.

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1.3 Investment and growth in high-value industries

Develop a comprehensive business case to support further implementation of the Caloundra Aerodrome Master Plan.	Jul 2017	Jun 2018	75	Yes	Yes		The draft Business Case for the Caloundra Aerodrome Master Plan was completed. The Business Case will be reviewed and finalised, with a report to be prepared for presentation of the Business Case to council for its consideration.
Promote and support local suppliers to be able to provide goods and services to Council by holding "doing business with Council" workshops.	Jul 2017	Jun 2018	25	Yes	Yes		Two Doing Business with council sessions completed in quarter. More sessions scheduled for remainder of the calendar year. Supplier briefing held on in July 2017 with more than 250 attendees.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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1.4 Strong local to global connections

Plan and coordinate delivery of the approved 2017-2018 International Missions Program.	Jul 2017	Jun 2018	25	Yes	Yes		2017-2018 International Missions Program endorsed by council at the July 2017 Ordinary Meeting. Investment Mission to the United Kingdom, The Netherlands, Israel and South Korea in August-September 2017 delivered. Consultation and planning for Industry Trade and Export Missions underway.
Continue to support local business participation in the Sunshine Coast Export Network and associated programs.	Jul 2017	Jun 2018	25	Yes	Yes		Promoted the Premier of Queensland Export Awards and provided opportunity for local businesses to attend the Awards Dinner in October 2017. Council will sponsor the Environmental Solutions Category for these Awards. Twelve exhibitors were supported by council at the Fine Food Australia event that focuses on exporting held in September 2017.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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1.5 A natural, major and regional event destination

Contribute to the Council of Mayors South East Queensland detailed feasibility study for a potential Olympic Games bid.	Jul 2017	Jun 2018	25	Yes	Yes		Ongoing. Council of Mayors SEQ is engaging with Sunshine Coast Council (SCC) officers to understand SCC capability and facilities. Mayor has participated in Council of Mayors SEQ Olympics Taskforce.
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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
1.5 A natural, major and regional event destination							
Manage Council's major and regional events sponsorship in line with the Major and Regional Events Strategy.	Jul 2017	Jun 2018	25	Yes	Yes		Fifteen major events were held during the quarter, attracting more than 50,000 guests to the region, generating an estimated \$23 million in economic activity, and equivalent to an estimated 254 jobs. Highlights of the quarter were the inaugural Velothon Sunshine Coast in July, the Sunshine Coast Marathon in August, and the IRONMAN 70.3 Sunshine Coast and the National Youth Championships (Touch Football) in September.
Support the activities of the Sunshine Coast Events Board.	Jul 2017	Jun 2018	25	Yes	Yes		The Board and its two Working Groups met once each during the quarter, reviewing four sponsorship applications - all of which were supported. These comprised six individual events to be staged between 2017 and 2019.
Source and secure new major and regional events.	Jul 2017	Jun 2018	25	Yes	Yes		Of the six individual events supported by the Events Board during the quarter, two were new events to the region.
Finalise the National Stadium Feasibility Study and present to Council for consideration.	Jul 2017	Jun 2018	60	Yes	Yes		Stage one completed and presented to Council at the August 2017 Ordinary Meeting with Kawana site selected and endorsed as the preferred location. Feasibility Study stakeholder consultations are currently underway.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
1.6 A regional hub for innovation, entrepreneurship and creativity							
Establish a regional policy framework to foster innovation, entrepreneurship and creativity.	Nov 2017	Jun 2018	50	Watch	Yes		New Chief Innovation Officer to review and advise on direction.

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In all our communities, people are included, treated with respect and opportunities are available to all.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
2.1 Safe and healthy communities							
Undertake stage 1 of the Stormwater Asset Identification Project (16-17 carryover)	Jul 2016	Jun 2018	40	Yes	Yes		Stage 1 of the asset identification plan is well underway. Stage 2 will progress due to new Stormwater Asset Team now in place.
Develop partnerships and programs which encourage residents to lead more active healthy lifestyles	Jul 2017	Jun 2018	25	Yes	Yes		Council's Healthy Sunshine Coast program continues to progress and reach a large proportion of our community. Over the last quarter council's mums class has had over 130 attendees, Yoga in the Gardens has had more than 560 attendees, 400 people participated in the TAFE boxing sessions and the Healthy Sunshine Coast Seniors class had more than 630 seniors participate. These numbers will only improve with the successful award of Get Out Get Active (GOGA) funding through the State Government.
Support the Sunshine Coast Lightning in the Suncorp Super Netball competition and maximise benefits associated with the partnership	Jul 2017	Jun 2018	25	Yes	Yes		First season completed with Sunshine Coast Lightning. Significant support provided by council and success of team leveraged for the benefit of the region.
Undertake a detailed sports needs assessment of existing and future demand to prepare a detailed Sports Facility Plan for the Sunshine Coast.	Jul 2017	Jun 2018	10	Yes	Yes		Background documents prepared and ready to go to market in October to engage a suitable consultant.
Implement emergency warning and advice services to the community utilising new technologies (Disaster Hub Stage 4 Push Notification Capability)	Jul 2017	Jun 2018	25	Yes	Yes		The push notification capability has been delivered and currently trialing in real event time.
Conduct a two year trial of paid parking in Birtinya.	Jul 2017	Jun 2018	80	Yes	Yes		All infrastructure and technology has been implemented and working. Some fine tuning and testing to be undertaken in relation to inground sensors and integration with Technology One.
Develop contemporary flood studies and models to support appropriate land use decisions, disaster preparation and response.	Jul 2017	Jun 2018	25	Yes	Yes		A Peer Review was completed for the Pumicestone Catchment Flood Study.

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2.1 Safe and healthy communities							
Continue to enhance community safety partnerships with state agencies and community groups to enhance resident and visitor safety	Jul 2017	Jun 2018	25	Yes	Yes		Work continues with a variety of stakeholders and state agencies to broaden opportunities for collaboration within the Community Safety portfolio across the region. Council has developed partnerships with the Sunshine Coast Crime Stoppers and Bli Bli Neighbourhood Watch committees and offers expert advice and guidance in the areas of project deliver, governance, community development, strategic planning and community consultation.
Implement the annual program of actions in the Sunshine Coast Domestic Animal Management (Cats and Dogs) Strategy 2014-2020	Jul 2017	Jun 2018	25	Yes	Yes		The actions of the Plan continue to be implemented and reported on every six months.
Continue to focus on education and communication to enhance customer understanding of responsible pet management practices, pest animal and plant advice and Local Law and State Legislation information.	Jul 2017	Jun 2018	25	Yes	Yes		Community Education continues to be a proactive component of interactions with animal owners. A third 'Park the Bark' seminar is being planned for the Hinterland in November. Pest plant and pest animal education continues with the community.
Implement prioritised projects from community facility master plans and facility development plans	Jul 2017	Jun 2018	25	Yes	Yes		Projects progressed over last quarter include Reserve 1000 (North Street) car park construction, Nambour Showgrounds Multi-use Facility detailed design and Caloundra South Sports Clubhouse detailed design.
Implement prioritised actions as identified in the Sunshine Coast Aquatic Plan 2011-2026	Jul 2017	Jun 2018	25	Yes	Yes		Review of Beerwah Aquatic Centre Concept Plan commenced with appointment of consultant. Project brief developed for Kawana Aquatic Centre Master Plan and sent out to market in early September. New lessees have commenced at Beerwah and Nambour Aquatic Centres as part of recent tenure renewal process.
Implement prioritised actions as identified in the Sunshine Coast Sport and Active Recreation Plan 2011-2026	Jul 2017	Jun 2018	25	Yes	Yes		New cricket facilities constructed at USC to provide capacity for Buderim Cricket Club to continue senior competition. Facility Development Plan nearing completion for Maroochydore Multi Sports Complex for AFL and netball improvements. Situational analysis complete for Nambour-Woombye Sports Demand Project.
Implement prioritised actions as identified in the Sunshine Coast Skate and BMX Plan 2011-2020	Jul 2017	Jun 2018	25	Yes	Yes		August 2017 review of Plan endorsed. New facilities at Mooloolah Valley and Alexandra Headlands set to open in September and October 2017 respectively.

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2.1 Safe and healthy communities

Further develop corporate events Continue to develop and attract events and sporting opportunities at the Sunshine Coast Stadium and Kawana Sports Precinct	Jul 2017	Jun 2018	50	Yes	Yes		Events attracted for 2018 include two NRL Pre-season trial games and one Super Rugby trial game. One confirmed major International music act in March 2018 and another tentative act for October 2018 have been booked. Sunshine Coast Stadium is building strong relationships with major promoters in live music, exhibitions and sport. Bids are in to host world Gridiron championships in June 2018. New events for 2017 include the Beer and Cider festival, movie nights, car shows and The Color Movement.
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2.2 Resilient and engaged communities

Implement prioritised actions as identified in the Sunshine Coast Social Strategy 2015.	Jul 2017	Jun 2018	25	Yes	Yes		Prioritised initiatives continue to be progressed. Volunteering participation on track with 20.6% residents taking part. Attendance at council facilities approximately 10.5 visits per resident over the 16/17 year. Year in review report to be finalised in October.
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Lead the community recovery phase response following declared disasters and natural events.	Jul 2017	Jun 2018	25	Yes	Yes		Council's newly appointed Disaster Recovery Officer commenced this quarter and is conducting strategic and detailed reviews of council's recovery needs to develop an annual work plan. This includes new projects, memorandum of understanding (MoU) development, branch and agency engagement, exercise planning, financial planning, capacity building and improving disaster recovery coordination.
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Implement the annual program of actions in the Sunshine Coast Libraries Plan 2014-2024.	Jul 2017	Jun 2018	25	Yes	Yes		Actions in the Sunshine Coast Libraries Plan 2014-2024 are being implemented and delivered on time and on budget.
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Continue to ensure the manner in which Council distributes grant monies to community and not-for-profit organisations supports Council's vision for the region.	Jul 2017	Jun 2018	25	Yes	Yes		Creative Arts and Events: Officers sit on Community Connections grant panels to assess grant applications that support council's vision for the region. (Community Events and Cultural Development categories). Cultural Heritage Services: Officers sit on relevant assessment panels (Cultural Heritage category, advice on other categories if required); Guidelines developed with Grants team for two Levy grants: National Standards Program and Regional Collection Support Program now open for submissions
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2.2 Resilient and engaged communities

Implement prioritised actions as identified in the Sunshine Coast Performance and Community Venues Service Plan 2014-2029.	Jul 2017	Jun 2018	25	Yes	Yes		Actions ongoing. Rebranding exercise and development of new Lake Kawana Community Centre Website underway.
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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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2.3 A share future that embraces culture, heritage and diversity

Progress approvals, and ongoing project development for the Nambour Heritage Tramway (16-17 carryover)	Jul 2016	Mar 2018	10	Yes	Yes		Council resolution on project direction has allowed progress on civil specifications, tram specifications, leasing arrangement, funding agreements and heads of agreement
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Implement the events program for the 2017 Horizon Festival.	Jul 2017	Jun 2018	75	Yes	Yes		<ul style="list-style-type: none"> 14 July - launch event: 115 guests 25 Aug - opening event – William Close 6pm 2500/8pm 1500pax 27 August – Kia Ora Club 7pm 200 pax 01 Sep – REMIX 120 pax (shared delivery with REMIX) Architects of Air Aboria – 25 Aug – 31 Aug 13,000 pax . Final debriefs and reporting underway.
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Implement the annual program of actions in the Sunshine Coast Heritage Plan 2015-2020.	Jul 2017	Jun 2018	25	Yes	Yes		Actions in the Sunshine Coast Heritage Plan 2015-2020 are being implemented and delivered on time and on budget in accordance with the annual Levy Budget 2017/18.
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Deliver a celebration, events and cultural program which encourages community participation and capacity and celebrates diversity.	Jul 2017	Jun 2018	25	Yes	Yes		NAIDOC Flag Raising Ceremony: 3 July – 120 guests. Citizenship: 14 July - 93 recipients; 200 guests. 18 Sept – 141 recipients, 150 guests. Australia Day Awards Media Launch: 15 Sept – 25 guests including media. 50th Anniversary: 24 July - Solar Farm opening: 120 guests. Horizon festival 25 Aug - 3 Sep final numbers to be confirmed. A number of events, workshops & programs have been delivered planned for the year, including SC50 exhibition at USC and the region-wide Sunshine Coast Open House event
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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
2.3 A share future that embraces culture, heritage and diversity							
Implement the grants and events program to celebrate the 50th Anniversary of the naming of the Sunshine Coast, including a grants program to support community groups to participate in these celebrations. (For completion December 2017).	Jul 2017	Jun 2018	75	Yes	Yes		50th grants have been fully allocated to a variety of community groups across the region. Total funding of \$170,000 (50th \$150,000, Heritage Levy \$20,000) supporting 56 events—21,551 attendees (as at 31 Aug). Included community concert at the Stadium-500 performers-crowd of 4000. Noosa Council is a partner in the 50th Anniversary Sunshine Coast Open House & ran a 50th Anniversary exhibition at Noosa Regional Gallery. SC50 received over \$278,500 in media coverage and reached an audience of 5.8M.
Develop and implement the Sunshine Coast Arts Plan with a 20 year focus.	Jul 2017	Jun 2018	50	Yes	Yes		The Sunshine Coast Arts Advisory Board (SCAAB) discussion paper to inform the engagement program was completed and the community engagement program started. The first phase of the program which is focussed on the arts sector will test the discussion paper and inform the draft plan. The draft plan is anticipated to be considered by council in the third quarter.
Implement prioritised actions as identified in the Reconciliation Action Plan 2017 - 2019.	Jul 2017	Jun 2018	25	Yes	Yes		Council's newly appointed Reconciliation Action Plan (RAP) officer commenced this quarter and has started promoting the RAP internally and externally, developing council's website page, distributing hard copies of the RAP, attending meetings with internal and external stakeholders, drafting the terms of reference for the First Peoples Advisory Group and providing extensive feedback on council's draft plans and policies as available.
Finalise and implement a cultural heritage management plan with the Traditional Owners of the new runway site.	Jul 2017	Jun 2018	50	Yes	Yes		In September, the draft Cultural Heritage Management Plan was provided to the Kabi Kabi First Nation Claimant Representatives and the legal representative for comment and finalisation. In the next quarter, a meeting is scheduled with the representatives to finalise the plan.

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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
2.4 People and places are connected							
Progress and deliver major road infrastructure projects (16-17 carryover)	Jul 2016	Mar 2018	50	Yes	Yes		Road Infrastructure project carry overs included Evans Street (Wi-Fi and landscape maintenance), Doonan Bridge Road (Gravel Road Sealing) and Finland Road (Airport Expansion Haul Route) all of which are on track for completion by the end of Qtr 2. Doonan Bridge Road - Stages 1 & 3 are complete as at end of Qtr 1 with Stage 2 in construction.
Successfully host the Queens Baton Relay as part of the 2018 Commonwealth Games	Jul 2017	Jun 2018	25	Yes	Yes		Project Officer was appointed and prepared a community event plan. A number of planning meetings with key internal and external stakeholders - Gold Coast Commonwealth Games Corp. (GOLDOC), Queensland Police Service, Department of Transport and Main Roads, Translink, Queensland Fire and Emergency Services - have been held through July – Sept period. Future meetings scheduled and communication with GOLDOC ongoing.
Progress the concept and detailed design for the Mooloolaba Master Plan and deliver initial works	Jul 2017	Jun 2018	80	Yes	Yes		Continuing design phase with Aecom P/L - Commenced detailed design phase in Mar 2017, which will be completed by Dec 2017, supported by funding for all design works in 2017/2018.
Deliver road infrastructure projects including Aerodrome Road intersection upgrades and Burke Street extension to Pelican Waters Boulevard.	Jul 2017	Jun 2018	25	Yes	Yes		The Aerodrome Road / First Avenue Intersection upgrade project is now in full construction and is on time and budget as at end Qtr 1. All major service relocations have progressed well and will be complete by October 2017 with works now focused on the Aerodrome Rd traffic lane adjustments. The Burke Street project is planned for construction commencing Qtr 2 and is a split funded project which will continue past Qtr 4.
Deliver community facility projects including Coolool Public Library upgrade.	Mar 2017	Nov 2017	80	Yes	Yes		Works are progressing well and are on track to be within both timeframe and budget. Opening event with Mayor and Assistant Minister for Transport & Infrastructure scheduled for 20 November 2017.

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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
2.4 People and places are connected							
Deliver streetscape projects including Palmwoods and Pacific Paradise.	Jul 2017	Jun 2018	25	Yes	Yes		The Palmwoods Streetscape project is in full construction during Qtr 1 and will be substantially complete by end of Qtr 2 (Dec 2018). The Hill Street / Churchill Street intersection is to be added to scope after being removed from the IGA developers conditioned works. The Pacific Paradise streetscape project commenced in Qtr 1 after being retendered to achieve a better contract value. Works will be completed in Qtr 3.
Progress the Smart City Implementation Plan through the integration of smart cities principles into capital works projects and operational activities.	Jul 2017	Jun 2019	30	Yes	Yes		Significant progress with the Smart City Implementation Plan (SCIP) with results against all 6 program headings. The Report Card report to council (November 9) will highlight progress, learnings, revised structure and implementation approach to the SCIP.
Monitor and report on the implementation of the Sunshine Coast Parking Management Plan.	Jul 2017	Jun 2018	25	Yes	Yes		Consultation feedback is being reviewed and documents updated accordingly, for presentation to council for consideration for adoption by council in the next quarter.
Continue to progress the Sunshine Coast Light Rail business case and corridor securement in partnership with key stakeholders.	Jul 2017	Jun 2018	25	Yes	Yes		Continued advocacy role for light rail, corridor protection and associated land use planning.
Develop an Integrated Transport Strategy that resets the strategic outlook for traffic management on the Sunshine Coast.	Jul 2017	Jun 2018	25	Yes	Yes		The Sustainable Transport Strategy is under review and will become the new Integrated Transport Strategy. This document will outline how the Sunshine Coast will travel now and into the future using multi-modal means including emerging travel options.

Goal: A healthy environment

Maintaining and enhancing the region's natural assets, liveability and environmental credentials.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
3.1 A resilient region shaped by clever planning and design							
Prepare a draft ten year program based on the Street Tree Master Plan for Enhanced Entry Statement Improvement	Jul 2017	Jun 2018	30	Yes	Yes		Strategic Discussion forum completed and a report prepared seeking council permission to go to public consultation.
Finalise the Coastal Path Master Plan and present to council for adoption	Jul 2017	Jun 2018	80	Yes	Yes		Community consultation outcomes are currently being incorporated into the final draft of the masterplan before being re-presented to Divisional Councillors and key internal stakeholders. Once this is finalised officers will submit to council for the masterplan adoption in the December 2017 Ordinary Meeting.
Commence installation of the automated waste collection system pipe network and construction of the collection station in the new Maroochydhore City Centre	Jul 2017	Jun 2018	10	Yes	Yes		Construction of the automated waste collection pipe network for stage 1a has commenced and construction of the collection station is scheduled for completion February, 2019.
Finalise and implement an Environment and Liveability Strategy 2017-2041	Jul 2017	Jun 2018	80	Yes	Yes		Environment and Liveability Strategy finalised and adopted by council in September 2017. Implementation commenced in accordance with the Five-Year Implementation Plan.
Develop Sunshine Coast Sustainable Design guidelines, tools and standards	Jul 2017	Jun 2018	20	Yes	Yes		Background research and investigations progressing.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
3.2 Protection and enhancement of our natural assets and distinctive landscapes							
Finalise the Sunshine Coast Recreation Parks Plan (16-17 carryover)	Jul 2016	Jun 2018	10	Yes	Yes		Recruitment for a 12 month contract position to undertake the drafting of the Recreation Parks Plan is underway.
Trial new approaches to beach nourishment to provide for healthy and resilient beach systems	Jul 2017	Jun 2018	25	Yes	Yes		Sand sourcing study tabled for early 2018 which will introduce trial options to council.
Investigate and implement initiatives and partnerships to respond to marine debris collection on non-bathing reserve beaches and waterways	Jul 2017	Jun 2018	25	Yes	Yes		Three year Request for Quote process currently being progressed.

Goal: A healthy environment

Maintaining and enhancing the region's natural assets, liveability and environmental credentials.

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3.2 Protection and enhancement of our natural assets and distinctive landscapes

Prepare a Sunshine Coast Bio-Security plan	Jul 2017	Mar 2018	70	Yes	Yes		Draft Biosecurity Plan prepared and endorsed by council in August 2017, for the purposes of community and key stakeholder consultation.
Advocate for the protection of the inter-urban break	Jul 2017	Jun 2018	25	Yes	Yes		Council advocacy has assisted with identification of a slightly increased inter urban break identified in the final South East Queensland (SEQ) Regional Plan. Ongoing advocacy will occur in working groups and other projects to ensure better protection of the inter-urban break and its values.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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3.3 Responsive, accessible and well managed assets and infrastructure

Develop a community environmental and sustainability benchmarking report to inform future program development and delivery (16-17 carryover)	Jul 2016	Dec 2017	20	Yes	Yes		Background research and investigations progressing.
Implement the annual program of activities in the Sunshine Coast Cemetery Plan 2011-2027	Jul 2017	Jun 2018	25	Yes	Yes		Review of Cemetery Plan commenced with draft scope of works and project description developed in consultation with Community Planning & Development. Project Sponsor to be identified to endorse and fund project. Routine and operational actions on schedule.
Finalise and implement Environmental Reserves Master Management Plan	Jul 2017	Jun 2018	90	Yes	Yes		Report has now been professional proof-read and is with communications and graphic design team to finalise for publishing on council's website. A graphic design request has been submitted with a completion date of 31 October 2017.
Investigate and deliver opportunities from the Recreation Trails Activation Plan	Jul 2017	Jun 2018	25	Yes	Yes		Currently engaged in consultation with State Government, regarding partnership arrangements for recreation trails development.
Develop a business case for future asphalt plant operations and present to Council	Jul 2017	Jun 2018	25	Yes	Yes		Ongoing. Preliminary assessment has taken place enabling the Branch Manager to proceed with the business case report.
Develop a report on the long term options for Council's quarry operations and present to Council	Jul 2017	Jun 2018	25	Yes	Yes		Completed. Assessment for long term options for council's quarry have taken place. An extraction plan will be submitted imminently.

Goal: A healthy environment

Maintaining and enhancing the region's natural assets, liveability and environmental credentials.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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3.3 Responsive, accessible and well managed assets and infrastructure

Finalise Business Case for Councils 'Future Regional Waste Infrastructure' needs.	Jul 2017	Jun 2018	70	Yes	Yes		Branch Leadership Meeting scheduled for end October to review, progress, draft Waste Infrastructure Plan.
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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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3.4 Transitioning to sustainable an affordable way of living

Develop a community sustainability reporting framework	Jul 2017	Jun 2018	20	Yes	Yes		Background research and investigations progressing.
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Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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3.5 A reputation of innovation and sustainability

Continue to strengthen council's approach to working with the Queensland Government, industry, community groups and land owners to manage pest plants and feral animals in the region.	Jul 2017	Jun 2018	25	Yes	Yes		Council's relationship with Biosecurity Queensland remains strong and officers continue to work closely with the community and land owners.
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Review conservation volunteer engagement initiatives and develop additional opportunities to broaden engagement and the participation base.	Jul 2017	Jun 2018	25	Yes	Yes		Youth engagement opportunities continue to be investigated.
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Introduce telemetry system for irrigation for major destination parks to build resilience and future proof these assets.	Jul 2017	Jun 2018	10	Yes	Yes		Parks and Gardens have undertaken an extensive audit of irrigation assets. Information has been analysed and will form part of the current and future capital works budget. Procurement of a telemetry system will be initiated during 2017/18 financial year.
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Goal: Service excellence

Positive experiences for our customers, great services to our community.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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4.1 Respecting and valuing our customers

Continue the development and implementation of a Customer Relationship Management System and program of cultural change.	Jul 2017	Jun 2018	25	Yes	Yes		A program manager has now been appointed and the activities for the cultural change program being developed in line with the internal engagement and communication strategy. The tender documents for the system are now under development. It is anticipated the procurement process will begin in December.
Survey community attitude on importance and performance of council services.	Nov 2017	Jun 2018	0	Yes	Yes		To be conducted in early 2018, Initial planning for survey to be undertaken following completion of revision of Corporate Plan.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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4.2 Regular and relevant engagement with our community

Continue to develop the concept of a centre of excellence in community engagement.	Jul 2017	Jun 2019	25	Yes	Yes		Progress towards the development of a community engagement centre of excellence continues. Renewed operational processes and a refresh of council's online community engagement platform have been completed; a roving pop-up community engagement program was delivered during August and September as the first step in a community visioning process; and the first in a series of think tank sessions with the University of the Sunshine Coast is scheduled to be delivered next quarter.
Review effectiveness of corporate plan webpage narration and videography as a communication resource.	Jul 2017	Jun 2018	30	Yes	Yes		Underway. Sunshine Coast Council App now has link to Corporate Plan
Deliver education and audit programs with a focus on demonstrating compliant development outcomes and safe conditions for the community.	Jul 2017	Jun 2018	25	Yes	Yes		Development Services continues to proactively audit development approvals prior to commencing use/lot. A rolling program continues to be delivered for onsite sewerage facilities informing property owners on how to maintain and operate their facility effectively. Investigation work will commence next quarter for unauthorised filling and earthworks in floodplains, including an education and awareness program.

Goal: Service excellence

Positive experiences for our customers, great services to our community.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
4.3 Service quality assessed by performance and value to customers							
Administer and review council's local laws and relevant State legislation in a manner that supports council's economic, community and environmental goals for the region and is consistent with statutory obligations.	Jul 2017	Jun 2018	25	Yes	Yes		Working closely with Governance Branch to commence a review of all Local Laws. Officers continue to administer in a manner that supports the community, economy and environment.
Finalise the construction and commissioning of the retail and regulatory arrangements for the Sunshine Coast Solar Farm and monitor the performance of the facility.	Jul 2017	Jun 2018	25	Yes	Yes		The retail agreement with Diamond Energy was executed on 29 June 2017. The Generator Performance Standard Test Plan was approved by Energex and the Australian Energy Market Operator on 17 July 2017. The Clean Energy Regulator accredited the power station under the Renewable Energy Target with effect from 19 July 2017 - the date it began generating electricity. The Solar Farm was officially opened on 25 July 2017. Commissioning continued and practical completion is expected in the next quarter.
Progress the field service model of service delivery, including procuring and implementing a new asset management system.	Jul 2017	Jun 2019	10	Yes	Yes		Procurement of a new Strategic Asset Management System (SAMS) is progressing well with vendor shortlisting and demonstrations occurring on schedule. Target milestone for contract award for SAMS is December 15th 2017. Implementation of the new system is planned to be undertaken during the 2018 calendar year and will be integrated with council's Customer Relationship Management System (CRMS) system that is also to be implemented in the same time frame.
Position Development Services to effectively meet business requirements into the future with a focus on statutory compliance, ensuring timely decision making, positive customer experiences and strong industry engagement.	Jul 2017	Jun 2018	25	Yes	Yes		Development Services continued to process requests and applications with a focus on meeting statutory requirements. Market activity continued to be positive and assessment times were within statutory timeframes 88% of the time. Planning Act 2016 commenced on 3 July 2017 and business processes have been maintained and enhanced to continue to deliver development assessment services during this transition period.
Manage the infrastructure network planning and charges to optimise funding for future growth assets.	Jul 2017	Jun 2018	25	Yes	Yes		The Local Government Infrastructure Plan is with the State Government and has been the subject of exchanging correspondence on issues raised by the State. Infrastructure Charges continues to be managed with a great deal of care and diligence.

Goal: Service excellence

Positive experiences for our customers, great services to our community.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
4.4 Assets meet endorsed standards for sustainable service delivery							
Secure land and develop plans for the establishment of Councils secondary northern depot.	Jul 2017	Jun 2018	50	Yes	Yes		Land acquired. Master planning to be scoped.
Identify the impacts of growth and build into asset management/service delivery models.	Jul 2017	Jun 2018	10	Yes	Yes		The Asset Management & Capital Planning team are in the process of consulting with Development Services officers to fully understand the current processes in place for contributed assets. The intended outcome of this consultation is to ensure the new SAMS system is designed to accommodate contributed assets and that the 'To Be' processes are mapped and built into the new system to ensure council has clear visibility on all assets that council is responsible to maintain.
Develop Stormwater Asset Management Plan (intermediate).	Jul 2017	Jun 2018	100	Yes	Yes		Draft Asset Management Plan complete and adopted by council in July Ordinary Meeting.
Commence construction of the Nambour Resource Recovery Centre.	Jul 2017	Jun 2018	10	Yes	Yes		Finalisation of concept design anticipated by end October with commencement of detailed design and obtaining planning approvals to then commence.
Undertake review of the corporate buildings portfolio in preparation for relocation of council's administration to Maroochydore CBD.	Aug 2017	Jun 2018	20	Yes	Yes		An initial workspace review of the Caloundra Administration Building Level 2 has been completed as a representative Sunshine Coast Council administration space by Woods Bagot architects. Reviews of the remainder of the administration portfolio will be completed in the scheduled timeframe.
Deliver agreed 2017-2018 Capital Works Program construction projects.	Jul 2017	Jun 2018	30	Yes	Yes		Continuing projects such as Aerodrome Road and Mons Road, and good weather has allowed the delivery to continue uninterrupted.
Deliver the agreed 2017-2018 Road Reseal and Rehabilitation program.	Jul 2017	Jun 2018	20	Yes	Yes		A good start to the program following the planning done last year. Reseal pavement preparatory works completed for full program, with major asphalt works programmed in next quarter. Rehabilitation program well underway with 3 projects likely to be completed within first quarter.
Review the transportation service levels taking into consideration projected growth.	Jul 2017	Jun 2018	40	Yes	Yes		Review and benchmarking against other SEQ councils well underway. Recommendations forwarded for consideration to changes to planning scheme requirements. Maintenance levels draft completed and being monitored for cost and performance.

Goal: Service excellence

Positive experiences for our customers, great services to our community.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
4.4 Assets meet endorsed standards for sustainable service delivery							
Develop the Capital Works Program for 2018-2019 including determining timing, sequencing and identification of funding opportunities for supporting key projects.	Sep 2017	Mar 2018	10	Yes	Yes		Planning for the commencement of the 2018-2019 Capital Works Program has commenced this quarter. Initial briefing meetings with Divisional Councillors will be held during late September and early October. Budget workshop 1 is planned for November 2017.
Develop the 10 year capital program aligning with long term financial plans, including determining timing, sequencing and identification of funding opportunities.	May 2017	Mar 2018	10	Yes	Yes		Development of the 10 year capital works program will be undertaken in close consultation with the nominated representatives from the Finance team to ensure alignment of the 10 year program with council's Long Term Financial plan and Asset Management Plans as required by the Local Government Act. The Investment Steering Committee will oversee the development of the program to ensure all sequencing and funding opportunities are identified and explored to the full extent.
Develop and review intermediate total asset management plans for all major asset classes to align with ISO 55000.	May 2017	Jun 2019	10	Yes	Yes		Work is progressing with the Asset Institute to complete an asset maturity assessment and also identify the gaps that need to be bridged in order to achieve this goal.
Review the whole of life costing model for all asset classes to reduce life cycle costs.	Jul 2017	Jun 2018	10	Yes	Yes		A review of the prioritisation process for Capital Works projects (CWP) is currently being undertaken to ensure that a process is used for the development of the 10 year CWP that provides a value for money program.

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.1 A great workplace culture, with engaged, energised and skilled people							
Develop an organisational Sustainability and Innovation Policy (16-17 carryover)	Jul 2016	Jun 2018	0	Yes	Yes		Review of options currently occurring pending development of broader council-wide innovation policy.
Monitor safety key performance indicators.	Aug 2017	Jun 2018	25	Yes	Yes		A review has been completed on the reporting of lost time injury (LTI) rate and injury management processes. The outcomes were to draft definitions, including identifying data source for calculating all safety key performance indicators, Review the Safety Management System to include these new indicators and definitions and take change to the WH&S Committee for approval.
Provide a proactive HR Business Partner and Workplace Relations service for all Departments.	Aug 2017	Jun 2018	25	Yes	Yes		The Human Resources (HR) Business Partners will be working closely with Branch Managers as part of the Next Steps Transition. As the new Group Executives on board into the organisation, the Human Resources Business Partners will be available to provide HR service.
Implement a skill development plan to transition ICT staff to the new ICTS service delivery model.	Jul 2017	Jun 2018	20	Yes	Yes		As part of ICTS transition plan utilising relevant projects to provide capability development opportunities for staff.
Actively engage with staff in relation to the relocation of council's administration to Maroochydore CBD.	Aug 2017	Jun 2018	20	Yes	Yes		A change management consultant will be advertised and appointed shortly. Consultation with staff on level 2 Caloundra Administration Building has taken place via workshop.
Implement a graphic design process to ensure the council brand remains lively and interesting across all communication tools.	Jul 2017	Jun 2018	10	Yes	Yes		Confidential preliminary discussions have been held with key stakeholders to outline key areas for improvement. A casual fulltime graphic designer has commenced in the position which was approved in the 2017/18 Budget and will improve service delivery.
Design and establish Organisation Development/Performance Framework.	Sep 2017	Jun 2018	10	Yes	Yes		Work to continue following Next Steps outcomes and implementation

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.2 Strong leadership enabling Councillors, individuals and teams to be their best							
Implement stage 1 components of the People Strategy including a "Performance Matters" program.	Aug 2017	Jun 2018	25	Yes	Yes		There has been a new approach to performance matters, including the roll out of the yearly form. Training session are available for those who manage others' performance in the organisation. Further changes to the form and reporting may not be possible until a new Human Resources System is available.
Review the performance appraisal forms and the associated processes being used by managers, supervisors and employees.	Aug 2017	Jun 2018	25	Yes	Yes		There has been a new approach to performance matters, including the roll out of the yearly form. Training session are available for those who manage others' performance in the organisation. Further changes to the form and reporting may not be possible until a new Human Resources System is available.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.3 A financially sustainable organisation							
Coordinate the delivery of Council's heritage levy and report outcomes to council as part of annual budget deliberations.	Jul 2017	Jun 2018	25	Yes	Yes		Council's heritage levy and report outcomes are on track
Adoption of the preferred procurement approach for relocation of council's administration to Maroochydore CBD.	Jul 2017	May 2018	10	Yes	Yes		Reviews of the remainder of the administration portfolio will be completed in the scheduled timeframe.
Coordinate the delivery of Council's tourism and events levy and report out comes to council as part of annual budget deliberations.	Jul 2017	Jun 2018	25	Yes	Yes		The report on the independent review of return on investment from the Tourism and Major Events Levy was completed and will be presented to council in the next quarter. Renewal of the Visit Sunshine Coast Funding Deed commenced.
Coordinate the delivery of Council's environment levy and report outcomes to council as part of annual budget deliberations.	Jul 2017	Jun 2018	50	Yes	Yes		2016/17 Environment Levy Annual Report prepared and endorsed by council. 2017/18 Environment Levy Program prepared, endorsed by council and implementation has commenced.

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.3 A financially sustainable organisation							
Coordinate the delivery of Council's transport levy and report out comes to council as part of annual budget deliberations.	Jul 2017	Jun 2018	25	Yes	Yes		The Transport Levy program of initiatives was confirmed by council in August 2017. Responsible officers across three departments of council were briefed to progress each initiative. Council considered and endorsed the Transport Levy Annual Report 2016-2017 at the September Ordinary Meeting.
Establish and implement a program for rolling asset revaluation.	Jul 2017	Jun 2018	25	Yes	Yes		Rolling assets revaluation program established for 2017/18. Process will commence in Quarter 2.
Manage Councils budget in alignment with asset sustainability ratios.	Nov 2017	Jun 2018	25	Yes	Yes		2018/19 Budget Development commences in November 2017 with first council workshop.
Sustainable financial position maintained.	Jul 2017	Jun 2018	25	Yes	Yes		Budget Review 1 2017/18 adopted at the September Ordinary Meeting, resulting in decreasing the operation result to \$10.2 million, Capital revenue increasing to \$101.0 million and Capital expenditure increasing to \$262.7 million. Cash position increased after adjustments by \$8.8 million to \$218.0 million.
2016-17 financial audit completed on program, with unmodified audit opinion.	Jul 2017	Oct 2017	50	Yes	Yes		2016/17 financial audit is still in progress, with finalisation scheduled for October 2017. Planning for the 2017/18 financial audit is anticipated to commence in November 2017.
Ensure Council's contracts are managed effectively and meet performance levels.	Jul 2017	Jun 2018	25	Yes	Yes		Council has a comprehensive procurement and contracting lifecycle framework including: - Contract Management System including performance management tools and data - Gateway Capital Review Process including gates for procurement and contracting - Contract Administration/Management training implemented - Performance measures, performance review and feedback process and procedures implemented.

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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5.4 Collaborative, proactive relationships with community, business and government

Manage incoming sponsorship arrangements for Council's community programs and events.	Jul 2017	Jun 2018	25	Yes	Yes		Incoming sponsorship (cash) received for Horizon festival and Sunshine Coast Art Prize \$37,540 - University of Sunshine Coast (USC), Audi, De Deyne Family, Youi, SunCentral, Telstra.
Review and monitor all communication tools and implement best practice in the use of contemporary communication channels to ensure increased reach within and outside the Sunshine Coast region.	Jul 2017	Jun 2018	25	Yes	Yes		Training was undertaken to improve videography skills of Communication Branch officers, with further training planned by both external providers and skilled internal officers. Social media training has seen ongoing attendance and has been well received, with an enthusiastic response to broaden contemporary channel knowledge.
Finalise and implement the Commonwealth and State Advocacy Plans.	Jul 2017	Jun 2018	50	Yes	Yes		State Advocacy Plan discussion paper drafted for discussion with mayor and council

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
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5.5 Digital technology is fundamental to innovative solutions for future service delivery

Undertake consultation and needs analysis to inform behaviour changes required for organisation wide digital literacy take up, as part of the ICT Transition Strategy, with a view to offering customised skill development training and up skilling.	Aug 2017	Jun 2018	25	Yes	Yes		Human Resources (HR) has recruited an Office 365 trainer to roll out training across the organisation commencing in August 2017. 136 employees from 7 Branches have attended customised training in the Office 365 suite. HR are regularly using new software's. The Digital Literacy program has been developed in consultation with ICT Branch.
Deliver focussed learning and development to build digital literacy awareness.	Aug 2017	Jun 2018	25	Yes	Yes		The program is progressing in consultation with ICT Branch. A training consultant has been engaged and sessions are continuing for employees.
Continue to develop and support the Living Lab, Hackfest, 3D development, Ignite, new MyCouncil services and updated app. Including showcase and digital awareness events.	Jul 2017	Jun 2018	25	Yes	Yes		Progressing CCTV and related experiments in the Living Lab. Planning for HackFest well underway, event to occur late November. Ignite held in August for staff, and a separate day for community and business groups. New version of MyCouncil launched.

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.6 Information, systems and process underpin quality decisions and enhance customer relationships							
Tender and implement a new People Solutions System.	Aug 2017	Jun 2018	25	Watch	Yes		On hold until further notice.
Identify and undertake improvements to asset and land information services.	Jul 2017	Jun 2018	25	Yes	Yes		New Corporate Knowledge Co-ordinator has commenced and is assisting the Asset Information team in reviewing the support of key projects, and looking into productivity improvement opportunities for both teams to address demand.
Establish a position for the management of road closures within the region.	May 2017	Jun 2018	80	Yes	Yes		Consulted with Manager Transport (Nick Cooney) & Planning and Environment (James Lillis). A position paper has been developed for tabling with council with the intent to take it to the Local Government Association of Queensland (LGAQ). This paper is with Manager Transport for actioning.
Commence 5 yearly Local Law review including the addition of automatic waste systems and constructed water bodies.	Jul 2017	Jun 2018	20	Yes	Yes		Project planning for local law review 90% complete. Stakeholder groups identified and planning for workshops underway. Drafting of the automatic waste system underway. Still awaiting further information from Waste Services on the Prescribed Waste Infrastructure Standards. Working with Community Response on list of proposed amendments for upcoming local law review.
Manage staff communication and business process changes associated with implementation of new 'people solutions' system.	Aug 2017	Jun 2018	25	Watch	Yes		On hold until further notice.
Review and develop new performance management system based on feedback from focus groups.	Aug 2017	Jun 2018	25	Yes	Yes		There has been a new approach to performance matters, including the roll out of the yearly form. Training session are available for those who manage others' performance in the organisation. Further changes to the form and reporting may not be possible until a new Human Resources System is available.
Build data analytics capabilities.	Jul 2017	Jun 2018	25	Yes	Yes		Continue to progress Wi-Fi analytics solution, image analytics capabilities, and working with Telstra on location analytics pilot. Supporting LGAQ with their LG Sherlock initiative and advancing machine learning solutions by piloting the use in Lidar processing and identification of pest animals.

Goal: An outstanding organisation

A high performing, customer-focused organisation marked by great people, good governance and regional leadership.

Outcome and operational activity	Start	Finish	% Complete	On Time	On Budget	Status	Commentary
5.6 Information, systems and process underpin quality decisions and enhance customer relationships							
Progress stage 1 movement of corporate systems to the Cloud and subsequent decommissioning of data centre.	Jul 2017	Jun 2018	25	Yes	Yes		Request for Quote/tender for Infrastructure as a Service solutions to replace current data centres well underway. Procurement phase advanced, including local development opportunities.
Progress Line of Business (LoB) systems and support implementation to new Customer Relationship Management, Human Resource and Asset Management systems transition to cloud computing environments.	Jul 2017	Jun 2018	25	Yes	Yes		Supporting business areas in the progress of the Customer Relationship Management System (CRMS) project, now finalising specification for tender. Also supporting the procurement process for the Asset Management project. Working with Human Resources and the CEO in the Human Capital Management (HCM) / Human Resources Information System (HRIS) project.
Implementation of mobility project to improve systems and services to support mobile staff (indoor and outdoor officers), and new office accommodation.	Jul 2017	Jun 2018	25	Yes	Yes		Mobility project has recruited new business analyst to assist in progressing mobility solutions, currently assessing applications for training resource. Working with Property and advising and preparing for new accommodation solutions. Back end mobility needs have been finalised.
Implement further improvements to document and records management by advancing new features available in EDRMS upgrades.	Jul 2017	Jun 2018	25	Yes	Yes		Upgrade of EDDIE has occurred providing fixes for a number of issues, as well as other adjustments to improve performance. Progress integration of Project Online and Sharepoint Online into EDDIE, as well as other changes recommended from Health Check Report.
Continued management and support of IT and network solutions to support business needs, including cyber security updates.	Jul 2017	Jun 2018	25	Yes	Yes		Supporting the business in the continued demand for IT mobility options, normal operational support of service requests and implementation of cyber security review recommendations. As part of transition plan will be consolidating service desk operations across the branch and introducing improved management service.