

2017-2021 Sunshine Coast Council Corporate Plan

Section	2014-2019 Corporate Plan – Current	2017-2021 Corporate Plan - Proposed
Structure	<p>Sections:</p> <ol style="list-style-type: none"> 1 Foreword, messages from Mayor and CEO 2 Our organisation narrative – <ol style="list-style-type: none"> a. Striving for excellence b. Serving the community c. The journey so far d. Shaping our future 3 Our plan – framework and operational priorities listing <ol style="list-style-type: none"> a. Our commitment to the future b. Our values c. Achieving our goals (annual operational plan activities by goal) d. A focus on delivery e. Definition of key terms 4 Fold out double page corporate plan framework 	<p>Sections:</p> <ol style="list-style-type: none"> 1 Double page corporate plan framework 2 Forewords from Mayor and CEO, introduction to Our Team 3 Vision and Goals – explanation 4 Services – description, future focus, key statistic <p>Note 1: Organisation narrative transferred to on-line interactive website Note 2: List of annual operational priorities not included – will appear in operational plan only</p>
Vision	Australia's most sustainable region – vibrant, green, diverse	Australia's most sustainable region – healthy, smart, creative
Goal 1	A new economy	A smart economy
Description	Providing the regional policy, regulatory settings and identity that shape a globally competitive economy	A prosperous, high-value economy of choice for business, investment and employment (as per Regional Economic Development Strategy vision)
	<p>Outcomes</p> <ol style="list-style-type: none"> 1. Strong economic leadership, collaboration and identity 2. New capital investment in the region 3. Investment and growth in high-value industries 4. Strong local to global connections 5. A natural, major and regional event destination 	<p>Pathways</p> <p>1-5 remain the same.</p> <p>New 6. A regional hub for innovation, entrepreneurialism and creativity</p>
Goal 2	A strong community	No change
Description	Supporting an engaged resilient and inclusive community that embraces diversity	In all our communities, people are included, treated with respect and opportunities are available to all (adapted from Social Strategy vision)
	<p>Outcomes</p> <ol style="list-style-type: none"> 1. Safe and healthy communities 2. Resilient and engaged communities 3. Culture, heritage and diversity are valued and embraced 4. People and places are connected 	<p>Pathways</p> <p>1, 2 and 4 remain the same.</p> <p>3 amended to: A shared future that embraces culture, heritage and diversity</p>

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Goal 3	A Healthy Environment	No change
Description	Managing and enhancing the region's natural assets, liveability and environmental credentials	No change
	Outcomes 1. Healthy, natural ecosystems and protected remnant vegetation 2. Well-managed and maintained open space waterways and foreshore assets 3. A reputation for innovative environmental practices 4. A region shaped by clever planning and design	Pathways 1. A resilient region shaped by clever planning and design 2. Protection and enhancement of our natural assets and distinctive landscapes 3. Responsive, accessible and well managed assets and infrastructure 4. Transitioning to a sustainable and affordable way of living 5. A reputation for innovation and sustainability
Goal 4	Service Excellence	No change
Description	Providing value-for-money services responsive to the needs of the community	Positive experiences for our customers, great services to our community
	Outcomes 1. Customer focussed services 2. Services and assets are efficient, appropriately maintained and managed to meet the needs of a growing community 3. Sustainable waste and resource management services	Pathways 1. Respecting and valuing our customers 2. Regular and relevant engagement with our community 3. Service quality assessed by performance and value to customers 4. Assets meet endorsed standards for sustainable service delivery
Goal 5	An outstanding organisation	No change
Description	Delivering a high performance, organisation, supported by good governance, robust decision-making and regional leadership	A high performing, customer-focused organisation marked by great people, good governance and decisive regional leadership
	Outcomes: 1. Robust and transparent decision-making 2. A financially sustainable organisation 3. An employer of choice 4. Productive, professional partnerships	Pathways: 1. A great workplace culture, with engaged, energised and skilled people 2. Strong leadership that enables Councillors, individuals and teams to be their best 3. A financially sustainable organisation that continually delivers valuable community outcomes 4. Collaborative, proactive relationships with community, business & government 5. Digital technology is fundamental to innovative solutions for future service delivery 6. Information, systems and process underpin quality decisions and enhance customer relationships
Services	Services Snapshot List of 25 external services and descriptions over 2 pages with additional paragraph relating to corporate services.	Council services and Corporate Services Photo, name, description, future focus statement and one key service statistic for each of 25 external council services and 6 internal corporate services.

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Strategies, plans	Relevant regional strategies, supporting strategies. Master plans listed under goal	Minor modification – relevant regional and supporting strategies, condensed listing of master plans for each goal
Measures	<p>Total of 33 activity and outcome measures across 5 goals monitored and reported on either a quarterly, half-yearly, annual or biennial basis.</p> <p>New economy</p> <ol style="list-style-type: none"> 1. Council actions in the Regional Economic Development Strategy 2. implemented in accordance with agreed timelines 3. Local business graduates' satisfaction with council's Export Capability Program 4. Estimated economic impact from council-supported major and regional events 5. Development applications decided within target decision timeframes. <p>Strong community</p> <ol style="list-style-type: none"> 6. Completed actions in council's Social Strategy in accordance with agreed priorities 7. Average patron satisfaction with council venues provided for hosting community events and programs 8. Increased patronage of council controlled major sporting facilities, performance and community venues 9. Increase in new library memberships 10. Ratio of desexed animals registered with council compared to total animal registrations <p>Healthy environment</p> <ol style="list-style-type: none"> 11. Council's greenhouse gas emissions reduced 12. Audited parks meeting maintenance standards 13. Hectares of land per resident acquired through environment levy for conservation and preservation purposes maintained 14. Increase in landholder and community groups partnering council in environmental and conservation programs <p>Service excellence</p> <ol style="list-style-type: none"> 15. Operating surplus ratio 16. Asset sustainability ratio 17. Asset consumption ratio 18. Capital works achieving physical completion 19. Percentage of successful prosecutions relating to vicious dog attacks 	<p>Total of 18 measures with greater outcome focus, across 5 goals monitored and reported annually.</p> <p>Smart economy</p> <ol style="list-style-type: none"> 1. \$ value of committed (or in the pipeline) major public and private investment in the region 2. Value of construction from building approvals 3. Estimated economic impact from Council supported major and regional events <p>Strong community</p> <ol style="list-style-type: none"> 4. Population engaged in volunteering 5. Maintain healthiest region in Queensland ranking 6. Frequency of attendance at major venues, aquatic facilities, libraries, gallery and events 7. Number of people that benefit from council's funding program <p>Healthy environment</p> <ol style="list-style-type: none"> 8. Council's greenhouse gas emissions reduced 9. No loss of the inter-urban break from its 2017 extent 10. Maintain hectares of land per resident acquired through environment levy for conservation and preservation purposes 11. Renewable energy capacity increased <p>Service excellence</p> <ol style="list-style-type: none"> 12. Level of community involvement in local issues and activities 13. Average gap score between community satisfaction and importance of councils services 14. Asset sustainability ratio <p>Outstanding organisation</p> <ol style="list-style-type: none"> 15. Operating surplus ratio 16. Net financial liabilities ratio 17. Days lost to injury 18. Customer and employee experiences reflect organisation values

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	<p>20. Percentage of calls to customer contact centres answered within 60 seconds</p> <p>21. Total waste diversion rate</p> <p>22. Customer interactions conducted online compared to other contact Channels</p> <p>Outstanding organisation</p> <p>23. Reduction in work time (days per month) lost due to workplace injuries</p> <p>24. Right to information decisions set aside or amended on external review reduced</p> <p>25. Net financial liabilities</p> <p>26. Debt servicing ratio</p> <p>27. Unqualified Audit</p> <p>28. 'Open data sets' published on council's website increased</p> <p>29. Percentage of employees who would recommend council as an employer</p>	
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