



Quarterly Progress Report Quarter 1, 2014/15



Chief Executive Officer's Report

A message from John Knaggs

This quarter saw significant project milestones achieved by the organisation for the first part of the financial year 2014/15.

Overview

Maroochydore City Centre

The Maroochydore City Centre Priority Development Area achieved a number of significant milestones during the quarter.

In July the State Government approved the project's development scheme. The development scheme approval comes after 12 months of detailed planning and preparation, and extensive community consultation between January and March 2014.

Council will now embark on the next stage of detailed design and precinct planning in readiness for work to start on the Horton Park Golf Club site in June 2015.

In August the community started to see the size of the future Maroochydore City Centre with the demolition of buildings on the perimeter of the Horton Park Golf Course. The council-acquired commercial properties, from the old Dolphin Centre to the building formerly occupied by Bendigo Bank, were demolished to make way for a new intersection extending First Avenue across Aerodrome Road.

The demolition site has been graded, stabilised, seeded and fencing erected until infrastructure works can begin in 2015. The project team will now focus on operational works and delivering key infrastructure, such as site preparation and major services.

Sunshine Coast Airport expansion

A major milestone for the Sunshine Coast Airport expansion was achieved in September with the release of the Environmental Impact Statement (EIS) for public comment as authorised by the State Coordinator General.

The EIS, which has been undertaken by a range of specialist technical teams, examines the economic, environmental and social aspects of the proposed airport expansion project. The EIS will be available to the community for comment during a 30-business day period ending on Thursday, November 13, 2014.

The EIS is one of the most detailed investigations undertaken by council. The Queensland Government's Office of the Coordinator-General, in consultation with the Australian Government, will assess all submissions.

The major component of the airport expansion project involves a new, longer (2450 metres) and wider (45 metres) runway that would meet international civil aviation standards and accommodate aircraft designed to reach destinations around Australia and into the Asia Pacific region. The project also encompasses the expansion of the existing passenger aircraft apron, the staged expansion of the terminal in its current location, taxiway loops and navigation aids, as well as a new air traffic control tower and fire-fighting station.

Sunshine Coast Libraries Plan 2014-2024

During the quarter Council endorsed the Sunshine Coast Libraries Plan 2014-2024. Our libraries are one of Council's most visible, highly utilised and valued services to the community and the new plan will ensure our community continues to have equitable access to library facilities in a way that meets their changing needs.

The new plan is a vital step towards ensuring Council can progress its delivery of a contemporary library service in a targeted and efficient way over the next 10 years. Seven guiding principles have been developed for Sunshine Coast Libraries. These are: Pillars of Community, Catalysts of Place, Pioneers of Innovation, Champions of Reading, Supporters of Literacy, Incubators of Learning and Nurturers of Expert Staff. These principles provide a charter to aspire to in the daily operations, design and objectives of the region's libraries.

Sunshine Coast Performance and Community Venues Service Plan 2014-2029

The Sunshine Coast Performance and Community Venues Service Plan 2014-2029 was adopted in August. The plan will allow Council to develop and manage six of Council's key performance and community venues and ensure they are equipped to cater for a diverse range of activities and events.

The six venues include The Events Centre Caloundra, Nambour Civic Centre, Lake Kawana Community Centre, Coolool Civic Centre, Kawana Community Hall and Beerwah and District Community Hall. These venues provide a platform for the community to gather and participate in a range of activities and events, while also supporting arts and cultural development for the region.

The first of the Plan's actions to be implemented this financial year will be preparation of a facility development plan for The Events Centre Caloundra.

Sunshine Coast Stadium and Kawana Sports Precinct

In July Council announced it would retain the naming rights of the Sunshine Coast Stadium and Kawana Sports Precinct.

The 45 hectare Kawana Sports Precinct consists of the re-branded Sunshine Coast Stadium, Lake Kawana, Kawana Aquatic Centre, Eastern Fields and the Western Fields. The precinct is the region's premier sport, recreation and events venue and this decision strengthens Council's commitment towards sourcing and securing new major events.

The precinct injects millions of dollars into the local economy by attracting international, national, state and local games across a range of codes, training camps, travelling shows, community events as well as major music and entertainment events. The Sunshine Coast Stadium, the region's flagship sporting venue, will build on its reputation as a highly visible and widely recognised facility delivering exceptional and diverse experiences to the community.

Carbon accreditation for Sunshine Coast Airport

During the quarter the Sunshine Coast Airport was recognised as Australia's first airport to be accredited under the Airport Carbon Accreditation program at Level 2 Reduction.

Our airport is now internationally recognised for managing its carbon emissions and reducing its carbon footprint under the program. The airport now ranks alongside the likes of London City, Dublin, Prague and Macau International Airports in being certified at the Reduction level.

In achieving Level 1 Mapping last year and now Level 2 Reduction, this is an important step for Sunshine Coast Airport towards achieving Level 3+ Neutrality, the fourth and ultimate level of accreditation.

Since mapping its carbon usage in 2013, Sunshine Coast Airport has now been able to demonstrate reductions in carbon emissions through innovative methods in low energy lighting, air conditioning, recycling, waste management, water usage reduction and water harvesting.

This is a significant achievement for the airport and recognises the efforts of the team as they work towards achieving the ultimate goal of carbon neutrality.



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

Service snapshot of the quarter:

Customer Contact

- 54,159 calls answered
- 13,940 customer visits
- 9,219 email requests
- 1,602 webchats

Community Response

- 7,575 infringements issued
- 316 animals impounded (40% reunited with owner)
- 1,477 new animals registered
- 87 environmental nuisance complaints received and investigated

Libraries

- 528 library programs and workshops delivered
- 9,057 participants in library programs

Community Venues

- 2,261 venue events held
- 97,941 attendees at venue events

Grants

- 203 grants awarded
- Almost \$2 million in grant funding allocated.



A message from Coralie Nichols, Director Community Services

This quarter saw the adoption of two significant plans for the Sunshine Coast Region, being the *Sunshine Coast Libraries Plan 2014-2024* and the *Sunshine Coast Performance and Community Venues Service Plan 2014-2029*. The undertaking of facility development plans are now commencing across the networks.

The Kawana Meeting Place was awarded first place in the Master Builders Queensland Awards.

The Sunshine Coast Art Prize exhibition was officially opened this quarter and the winner announced, judged by the Queensland Art Gallery / Gallery of Modern Art (QAGOMA) Director, Chris Saines.

Council endorsed the local law review for cat registration and dogs in outdoor dining areas. Mandatory cat registration has been retained for the region, and local laws have been aligned with state law regulations for allowing dogs in outdoor dining areas if certain criteria are met.

Service delivery

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

Goal: A strong community

Community and cultural development and partnerships

The region's reputation in all things arts, culture and events was placed under the spotlight this quarter with the Great South East program showcasing the **Sunshine Coast Art Prize** and other arts and cultural offerings across the region. Likewise, the Sunshine Coast Daily's Business eNews was promoting the significance of our nationally recognised *scene* program. This quarter our **scene events** attracted over 110 attendees.

Queensland Art Gallery / Gallery of Modern Art Director, Chris Saines announced Matthew de Moiser from Preston, Victoria as the winner of the prestigious national **2014 Sunshine Coast Art Prize**. Over 1,300 people attended the exhibition.

In total, almost \$2 million was awarded for 203 **grant applications** this quarter. Of this, Council endorsed recommendations for over half a million dollars of funding to support 41 organisations under the second iteration of the Sports Field Maintenance Funding Program. A further \$742,622 was allocated to 84 not-for-profit community organisations under the Community Partnership Funding Program. The remaining \$638,470 in funding allocations was awarded in the areas of Individual Development, Environment Levy Partnerships, Emergency, and Councillor Discretionary Funding grants.

Council has now endorsed its new approach to the **delivery of Christmas Carols**, handing over the reins to selected local community organisations and moving into the role of sponsor and major partner for the family friendly events.

Council adopted the **2014-15 Heritage Levy Program** at its July Ordinary Meeting. The Levy raises approximately \$634,000 annually to fund the implementation of heritage projects. Partially funded through the Levy, an

online catalogue was launched, documenting and promoting the region's heritage and art collections.

With two **Citizenship Ceremonies** held this quarter, 375 local residents officially became Sunshine Coast's newest Australian citizens.

Community venues

The **Sunshine Coast Performance and Community Venues Service Plan 2014-2029** was adopted at Council's August Ordinary Meeting. The Plan will see Council strive to achieve a portfolio of venues that are well equipped to cater for a diverse range of activities and events, offering captivating and creative experiences for the Sunshine Coast community and its visitors.

The **Kawana Meeting Place** was awarded first place this quarter in the 'Sporting and Community Facilities up to \$5 million' category at the Master Builders Queensland Awards.

Performances at our three major venues and seven community spaces continued to be popular hosting 2,261 events, and attracting almost 100,000 patrons. Key performances included Crocodile Dundee, Paul Hogan starring in *Hoges: One Night Only!*, as well as the *Sydney Comedy Festival Showcase*. Musically the region hosted performances by X-Factor finalist, *Taylor Henderson*, and Seychelles Islander *Grace Barbe*. The Nambour Arthouse Cinema hosted screenings of various classic films including *The Rocky Horror Picture Show* and *Ghostbusters*.

Libraries

This quarter saw the achievement of a significant milestone with the adoption of the **Sunshine Coast Libraries Plan 2014-2024**. With a vision to stretch minds and unlock opportunities, the adoption of the Plan is a vital step towards ensuring Council can progress its delivery of a contemporary library service in a targeted and efficient way over the next ten years.

In line with Council's vision to be carbon neutral by 2020, Sunshine Coast Libraries have now installed cutting edge **LED lighting** at the Caloundra Library Branch. The replacement of the 544 fluorescent lamps with 138 LED lights is estimated to save \$4,000 per year – approximately 30% off the annual power bill.

Lifelong learning opportunities continue to be offered to the community through our libraries. This quarter saw the delivery of over 500 programs and workshops, ranging from school holiday activities, technology tutorials, small business seminars, and wellbeing and hobby sessions.

Author events included the sold-out *Evening of Wine and Cheese with Rick Stein*, and *Elizabeth Evans* talking about her latest book *Real stories, real people*, whilst over 11,000 children experimented and played in various Corner scenes across the library network.

Sporting facilities

The naming of the **Kawana Sports Precinct and the Sunshine Coast Stadium** (formerly known as Stockland Park) was officially launched this quarter, with Council retaining the naming rights of the region's premier sport, recreation and events venue.

This decision strengthens Council's commitment towards sourcing and securing new **major events** for the region, as was seen this quarter with the hosting of the National Outrigger Junior Titles, and the National Youth Touch Football Championships, which were on show to thousands of locals and visitors.

To maintain this momentum, a **draft master plan for the Kawana Sports Precinct** is nearing finalisation. It is anticipated that the draft document will be presented to Council within the next quarter seeking endorsement for the purposes of public exhibition and comment.

Goal: Service excellence

Cemeteries

Cemetery Services have undertaken a significant amount of work this quarter refining their **technologies** and implementing **infrastructure upgrades**.

Key projects for the quarter include:

- Detailed mapping of cemetery sites as part of the UniCEM system upgrade, which will allow for customers to access and explore cemeteries more easily and accurately
- Upgrades to entries and driveway areas at Caloundra Cemetery

- Office redevelopments at the Kulangoor Lawn Cemetery to allow customers a more enhanced service experience.

During September, Cemetery staff conducted an **excursion** of the Eumundi Cemetery with 24 school students. Additionally, Council's Heritage Library Services Team arranged a **heritage tour** of the Mooloolah Cemetery. This event received such positive community feedback that another tour is now planned for late October.

A total of 232 **cemetery applications** were received this quarter, which is consistent with previous quarters.

Customer and community relations

Telephone and physical visits were the most popular methods of **interacting with Council** this quarter, with over 54,000 calls, 13,940 visitors to our centres, over 9,000 email requests and 1,600 webchats managed by the Customer Contact Centre.

The introduction of one consolidated waste contractor saw an increase of 2,735 calls presented for July, followed by a decrease for both August and September in comparison to the previous year.

In addition, 80% of online and 85% of phone contacts were resolved during the customer's first contact. **Customer satisfaction ratings** with the Customer Contact Officer remained very high at 4.6 out of a possible score of 5. These figures are consistent with previous quarters.

The average speed of answer for phone calls was 37 seconds, with 82% of calls responded to within 60 seconds.

Local amenity and local laws

Consultation on the **draft Domestic Animal Management (Cats and Dogs) Strategy 2014-2020** concluded this quarter with a total of 74 submissions received. The final Strategy will be presented to Council for consideration during the second quarter, with a vibrant community launch to take place upon adoption.

At its Ordinary Meeting in August, Council endorsed the undertaking of a systematic inspection program to **monitor the compliance of mandatory conditions for regulated dogs** across the region. The

program will run from October to December 2014.

Analysis of community feedback and determination on the local law review for cat registration and dogs in outdoor dining areas was undertaken this quarter. Council approved the **continuation of mandatory cat registration**, and decided to **regulate dogs in outdoor dining areas in line with the Food Act 2006**.

Work continues on the **Sippy Creek Animal Pound redevelopment project** with finalised concept plans anticipated to be presented to Council in the third quarter. The next stage includes securing funding for construction of the facility.

Council adopted the **Approval of Limited Facilities Camping – Interim Policy** at its September Ordinary Meeting, allowing for increased opportunity for the provision of lower cost tourism infrastructure across the region.

Public health

The Environmental Health Unit accommodated three **student placements** from the University of the Sunshine Coast this quarter, with Environmental Health Officers also **conducting a number of lectures at the university** on subjects such as environmental compliance, food safety and environmental resources.

In total 1,830 **annual licence renewal notices** were distributed, 54 **new licence applications** were approved, and 201 **annual inspections** were completed, alongside the implementation of a new online inspection process, which will increase a number of efficiencies for the Unit and business operators.

A range of key programs have taken place this quarter around **feral animal education and control**, with the:

- Appointment of a Feral Deer Officer
- Commencement of the 1080 baiting program
- Development of the Wild Dog Partnership Program, offering support and training for landholders in the use and setting of traps to control wild dogs

- Continuation of Land for Wildlife conservation partnerships, offering assistance with trapping feral cats and foxes on properties.

Likewise, the **Vector and Pest Plant Education and Control** Unit have continued implementation of key programs this quarter, including:

- The inspection of 600 private properties through the Declared Pest Plant Survey Program inspecting all properties over 1 acre for declared pest plants
- Proactive road reserve declared pest plant control of over 2000km of road reserve
- Removal of over 150 weedy tree species from Council road reserves through the Environment Levy Woody Weed Program
- Biting midge and mosquito surveillance, including attempts to minimise populations and impacts on communities.

Outlook

The forward outlook for the next quarter will be:

- Further development of a number of planning documents including the progression of a *Regional Social Strategy*, *Heritage Strategy*, and *Kawana Sports Precinct Master Plan*
- Endorsement of Major Community Grants and RADF recommendations
- Reports to Council for consideration include the *Domestic Animal Management (Cats and Dogs) Strategy 2014-2020*, *Fairview Property Management Plan*, *Maroochydore Junior Rugby League Club – Facility Development Plan 2014*, *Community Safety Policy* and *CCTV Policy*
- Reviews of a number of programs and documents including the Community Partnership Funding Program, Community Grants Program, Local Laws, and *Community Gardens Policy*.



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



A message from Ray Turner, Director Corporate Services

Service snapshot of the quarter:

- 131,000 rates notices issued
- \$40m spent with local business
- \$19m of payments made to suppliers
- \$3.8m revenue from holiday parks
- \$96,000 saving in computer equipment
- \$569m of council assets insured

Key activities across the quarter focused on implementing the 2014/15 Budget and actions flowing from council's new five year corporate plan.

The Finance team were extremely busy preparing for the July rate run with notices sent to 126,000 properties. Payments for 84.5% of the properties were received by the discount due date.

Contracts Governance Committee approved 10 tenders and 2 requests for quotes collectively valued at \$9.2m; and established, varied or extended 36 contracts valued at \$34.2m.

Analysis of September 2014 Accounts Payable spend has identified \$18,965,956 associated with procurement. Of this, \$13,248,561 (69.85%) was spent with suppliers having a local office presence.

The Department continued to finalise issues associated with Noosa de-amalgamation.

Service delivery

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

Goal: A new economy

Holiday parks

- Revenue to 30 September - \$3.840 million – increase on budget by \$149,000.
- Expenditure to 30 September - \$1.793 million – decrease on budget by \$120,000
- Net Operating Surplus 30 September 2014 - \$2.046 million – increase on budget by \$269,000.
- Draft 5 year Sunshine Coast Holiday Parks business plan completed (2014-19).

Capital Works

- 80% of Coolum Beach Holiday Park camp area re-development complete.
- Contract signed for purchase of land adjacent to Mudjimba Beach Holiday Park.
- New resident Managers appointed and commenced at Maroochydore Beach Holiday Park.

Goal: Service excellence

Property management

Working towards the development and implementation of a "whole of Council" approach to the management of Council's property portfolio to ensure the use of the property assets are optimised, centrally managed, and supports Council's objectives.

Council's buildings and facilities are currently being maintained to a safe and compliant standard. All maintenance requests are responded to and actioned accordingly in a timely manner.

Council Report presented resulting in ability to commence negotiations for 45 land parcels for lease to community or sporting/recreation groups.

Completion of 15 Not-For-Profit groups lease performance inspections in July.

Five infrastructure projects are underway at present within the Maleny Community Precinct, with Maleny District Sport and Recreation Club lease waiting for consideration. The residential sub-precinct is currently under re-design and a small portion of four sites will be released on to the market by the end of June 2015.

Goal: A strong community

Lifeguards

- 45 Total Rescues
- 1,078,806 Total Attendance
- Attendance 214,798 Swimmers; 43,584 Swimmers Outside Flags; 151,981 Craft; 668,443 On Beach
- 537 Total First Aid
- 11,785 Total Preventative Actions
- 34,821 Total Local Government Ordinances

Goal: A public sector leader

Human resource management

Council has updated key Human Resource documents to reflect the introduction of the five SCC Values under the Corporate Plan. The changes include new templates and instructions for performance planning, position descriptions and recruitment advertising.

An action plan was also endorsed by ELT which provides details of the key activities related to the Organisational Climate Survey. New initiatives will include a CEO Reward and Recognition program and strategies to increase the diversity and mobility of the workforce across all Departments.

A draft SCC People Plan has been endorsed by ELT. The final document is being prepared for circulation by the CEO to Managers and subsequently all SCC employees.

On 18 August 2014 a number of local businesses and council sponsored the "Creating Constructive Young Women" Try-a-Trade Day. Female high school students were given the opportunity to try out a range of trade occupations whilst receiving mentoring and advice from industry experts. Feedback from all who either contributed or participated marked the day as highly successful and planning is well underway for

the 2015 event. In October a number of council women in non-traditional roles will visit the Sunshine Coast Technical Trade Training Centre to offer guidance and support to young women seeking alternative working careers.

Since January, 120 students have been successfully placed in work experience across the organisation.

Financial and procurement services

Maroochydore PDA:

Procurement & Contracts Branch continue to support the implementation of the governance model for the development of the Maroochydore PDA. Both the governance arrangements and the legislative implications of both Council and a Council owned company procuring goods and services and disposing of non-current assets (land) has been completed and provided.

Local Contracts:

Council apportions a set weighting in each procurement to the contribution made to the local economy by the respondent. Council strategy is to where possible create smaller and more manageable contracts that match with the relevant local industry. These strategies have resulted in local business being awarded contracts worth \$40 million or 64% of available procurement expenditure in the financial year to date.

Procurement process:

The procurement process has been modified to incorporate more robust performance measures, including the incorporation of KPI's into each procurement. These changes, along with the recent acquisition of a contract lifecycle management solution will ensure the necessary systems are in place to effectively manage contracts.

Capital Works Gateway Process Review:

Both Finance and Procurement & Contracts Branches have formed internal partnerships with the Project Delivery Branch to develop a Capital Works Gateway Review Process. The gateway process will be implemented in quarter 2 reporting on Capital Works Programs, with multiple benefits for reporting, project delivery and budget profiling.

Sustainable Waste and Resource Management:

Procurement and Contracts Branch has partnered with Waste and Resource

Management (WRM) to review the performance of all contractors engaged by the WRM. The Contract Performance Specialist will continue to conduct performance assessments with WRM throughout the year.

De-amalgamation:

A recent announcement from the State Government appointed an external analyst to determine the validity of the five issues referred by Sunshine Coast Council to the Minister for Local Government, Community Recovery and Resilience. To date supporting documentation has been provided to the appointed third party, illustrating that the approved and adopted QTC and Transfer Committee methodology has been applied consistently throughout the entire process. The five issues referred to the Minister are:

- Unitywater Dividend
- Unearned Revenue
- Water & Sewerage Restricted Cash
- Regional Specific Developer Contributions
- Carbon Tax Restricted Cash

Sale of Land Process:

At the end of September 2014 eighty-six properties remained on the list of properties with outstanding rates in arrears for more than three years. The value of outstanding rates on these properties is \$942,000. The contracted external debt recovery agent and Council's Credit Management area continue to communicate with the ratepayers in an endeavour to recover all outstanding monies. An Auction has been scheduled for 15 November 2014.

Draft Financial Statements were finalised and tabled at the September Audit Committee meeting.

The Core Budget Review 2014/15 was commenced with ELT.

July Rate Notices were issued for the period 1 July to 31 December 2014. 130,723 rate notices were produced with total gross rates and charges of \$135.2 million. There are 125,978 rateable properties with total rates and charges of \$122.8 million.

Council's Debt – The debt pools have changed resulting in longer term debt and reducing 2014/15 interest and expense costs,

ie cash available. Council draws down loan funds in June 2015.

External Auditors - An Interim Management Letter from Queensland Audit Office (QAO) was received with no financial reporting issues identified.

Governance

During the quarter the Corporate Governance branch facilitated the gazettal of a number of consolidated local laws and subordinate local laws incorporating amendments relating to cat registration, removal of provisions relating to Noosa Council region, Brightwater off-leash dog area and animals in eating establishments. The consolidation of local laws provides stakeholders and the community with a comprehensive and readable suite of local laws. It is good practice to consolidate local laws and subordinate local laws as soon as practicable following amendment. In adopting the consolidated versions of the local law and subordinate local laws, the consolidated versions are taken to be the local laws and subordinate local laws relevant to the Sunshine Coast.

The Boards and Committees Toolkit was presented to ELT on 27 August 2014. The Branch has received great testimonials from various areas of the organisation as well as interest in using the toolkit. Final checks are now being undertaken to finalise the document and online tool.

Information and communication technology

An annual \$96,000 saving to the business operational costs was achieved by reducing the numbers of PC and Laptop replacements during the recent rollout (July)

Business Records Information Content and Knowledge (BRICK) Phase 1 – Tender documents prepared for submittal to Contracts Governance Committee on 8 October seeking approval to publish immediately thereafter.

Digital Connect Platform – Council's Digital Connect Platform will provide one place for the community, business, agencies and staff to connect with council by interacting via contemporary channels through:

- enabling access to information and services, anywhere, anytime by anyone on any device.
- providing easy access to information allowing collaboration with customers
- developing and supporting community groups
- developing communications capacity
- effectively managing business and customer relationships
- educating the community allowing easier business transitions with council.

The Tender for the Digital Connect Platform has been published and is due for closure on 8 October 2014.

Electronic Planning Phase 2 – External Development Application (DA) report (providing information about the properties related to a Development Application) is in development and progressing well. This will also assist in analysing adjoining owners' requirements. The mapping of DA's in an area by type (displayed on an online map) is scoped and development about to begin. Development has begun on the data integration between the Property and Geospatial Information Systems to better align the data between the two systems. This will enable more accurate and enhanced reporting.

HR Recruitment Solution – Tender documents are being prepared in conjunction with Procurement Branch. Target date for publishing is 11 October.

SCC Disaster Hub – Flood mapping component is being prepared to meet the "Get Ready Campaign" on 14 October. Other functionality is due to be released to the public in the coming weeks.

Strategic Asset Management (Assetic) – Assetic software has been installed into the test environment to begin configuration and testing. Initial bridge data has been uploaded into the test environment. Configuration training has been completed. Business processes related to Bridge data capture and maintenance are being reviewed and updated. Integration between Assetic and the Geospatial Information System – requirements have been scoped and possible solutions are being analysed. Reporting requirements are being scoped.

Flood Mitigation – The Project Completion Report has been sent to the State Government to enable grant monies of approximately \$136,000 to be paid to council.

Laser Imaging Detection and Ranging (LIDAR) – High density LIDAR: Quality Assurance has been finalised and the invoice paid. Regional Strategy and Planning are currently assessing required data changes. These are to be resolved by mid to late October. The digital elevation model is 95% complete.

Mobilisation – Maximum Height gauge and Asphalt Traceability forms deployed to production 1 October. Mobile timesheet pilot scheduled to commence 27 October in several Infrastructure Services teams.

Process Automation – Full Performance Appraisal online – New form live as of 29 September.

Automation of the Delegations Register – Delegations Register Production data has been verified and final user acceptance testing and report testing will be completed ready for go live in the week commencing 20 October.

Contracts System – Vendor provided feedback after T1 financials integration specification was completed by Finance staff 19 September. This was reviewed and a quote requested from the Vendor. Full rollout beyond the Procurement Branch is dependent on this integration being in place.

ECM Upgrade – Upgrade completed 28 July. We are still waiting for several fixes from Technology One and these have been escalated within Technology One due to lack of response.

Workplace Health and Safety – Integration to CHRIS completed in July enabling automated employee data updates. Skillport (online training system) has been upgraded to better facilitate Workplace Health and Safety training course development, monitoring and use.

Cemetery System – Project completed and handed over to the business area for further operational data cleansing.

Aquatic Centre Point of Sale and Reporting – Due to centre availability to switchover (Caloundra) to the new platform the implementation is delayed until late October.

Outlook

The forward outlook for the next quarter will be:

- **Business Continuity Plan Exercise** – A Disaster Management exercise planned for October 2014 will 'trigger' several Business Continuity Plans to be tested.
- **Risk Capable Culture Project** – The Governance Branch will be commencing a project to update risks registers and raise awareness of risks and how these are managed. The project will take a fresh approach to risk management following the establishment of the new organisational structure and the roll out of the new Corporate Plan.
- **Balancing work and life demands** –the following seminars are being scheduled over the next three months:
 - Mental Health Awareness
 - Juggling Skills for Parents
 - Striking the Balance
 - Don't Sweat the Small Stuff
 - Secrets to Staying Motivated
- **Electoral Requirements** - Notification has been received from the Minister for Local Government, Community Recovery and Resilience that the analysis for enrolment numbers are due in March 2015. Project scoping has started with internal stakeholder consultation to commence in October 2014.
- **Draft Fraud Control Plan** has been developed and is expected to be implemented in October 2014.
- **2015/16 Budget Development** to be commenced in November 2014.
- **External Auditors** have commenced reviewing the end of financial year statements and it is expected the Interim Report will be issued in late October 2014
- **Modern Industrial Award** – Awaiting the delivery of the new Local Government Industry Award from the Queensland Industrial Relations Commission. Once received the negotiations on a new Certified Agreement can commence.



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



A message from Greg Laverty, Director Corporate Strategy and Delivery

Service snapshot of the quarter:

- 3,434 people had registered on The Work Shop database (seeking employment on the Sunshine Coast University Public Hospital)
- 124 employment positions secured with contractors engaged on the Sunshine Coast University Hospital
- 10 major events, attracting 20,000 visitors, generating approximately \$15 million in economic activity
- Five new major event sponsorships recommended for funding
- Eight projects of regional significance were progressed by Council
- An international mission was conducted in the US to pursue potential investment leads
- Hosted three international delegations.

We celebrated the first anniversary of Council's Regional Economic Development Strategy and, at an event to mark the occasion, it was clear that the strategy has been well received within the Sunshine Coast business community.

The Sunshine Coast Economic Futures Board, which drives the strategy, celebrated the publication of its first annual report. A read of the report clearly shows that much has been achieved and in a short period of time – not even a full twelve-month period.

Two game changer projects, the Maroochydore CBD and the Sunshine Coast Airport expansion, also entered exciting new stages. The making of the development scheme for the Maroochydore CBD site saw the delivery of early civil works, with initial demolitions being completed and the intersection design underway – while the Environmental Impact Statement for the airport expansion was released for exhibition.

Service delivery

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

Goal: A new economy

The Maroochy CBD project saw work on the governance model undertaken, discussions around financing arrangements progressed with Queensland Treasury Corporation, the finalisation of initial sequencing of precincts for release to market for development, initial demolitions completed, and intersection design underway.

The Environmental Impact Statement for the expansion project was accepted by the Coordinator-General and released for public and State government advisory agency consultation for exhibition.

The Sunshine Coast Airport Expansion project progressed to its next stage of realisation, with the submission to Council of a report on funding options by the Royal Bank of Canada.

The Sunshine Coast Economic Futures Board met on two occasions and continued to implement the Regional Economic Development Strategy, with input from the business community, chambers of commerce, and industry associations within the region. The Board also published its first annual report that noted the key priorities to have been implemented.

In its efforts to promote the region's capabilities, products and services in key markets, Council engaged Clemenger BBDO to develop a regional investment brand name, a regional investment prospectus, and associated marketing and online strategy. The brand name was determined and work progressed on the prospectus and the marketing and online strategy. While awaiting the development of these resources, Council utilised its international missions, targeted meetings with major domestic investors and participation in key industry events to promote the value proposition, economic direction and key industry strengths of the Sunshine Coast

region, its businesses, and its major investment opportunities.

In line with its International Relations Policy that recognises the value in visiting delegations that support the region's key economic objectives, Council hosted three international delegations with areas of interest focused on education links, tourism opportunities and agribusiness."

An advocacy plan for eight projects of regional significance was developed and will be progressed by Council in the pursuit of funding commitments from State and Federal governments and the private sector. The first phase of implementation focuses on Council's submission to the Strong Choices Investment Program. Construction ready projects information and cost estimates were generated for a suite of Council projects, in readiness for future advocacy as new funding opportunities emerge.

Following an extensive market sounding exercise and selection process, a preferred consulting firm and consortia were determined for the development of a Sunshine Coast Smart City Framework.

A project plan for the delivery of an Internet Gateway was developed and a number of specific actions progressed.

Industry and Investment Plans for the high-value industries of Health and Wellbeing; Education and Research; and Tourism, Sport and Leisure were completed, with draft plans prepared for the remaining industries.

In addition to a range of services to local businesses (including the economy.id suite of market and data intelligence, and free workshops and seminars on business growth and strategy), Council expanded its offerings. In September, the Business Gateway was

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launched and specialist advice was provided during three events conducted as part of Small Business Week.

Council provided continued support for investment within the Kawana health precinct through the Sunshine Coast Investment Incentive Scheme and the Building and Benefit initiative, and assisted in identifying potential investors for the Learning and Transit Centre. A regional delegation visited the Mission Bay Hospital in the US to identify additional investment opportunities.

Council's investment in The Work Shop, an employment services partnership for the Sunshine Coast University Public Hospital project, saw almost 3,500 registrations on its database from people seeking employment on the project. One hundred and twenty-four employment positions were secured with contractors engaged in the project.

Ten major events, including the Ironman 70.3, the National Youth Touch Football competition, the National Junior Outriggers, and The Real Food Festival, were held during this quarter. The events attracted 20,000 visitors/participants from outside the Sunshine Coast region and generated approximately \$15 million in economic activity.

The Sunshine Coast Events Board and its working groups met on seven occasions. Of nine new event sponsorship funding applications it considered, the Board recommended five to Council for support. Other activities included assisting event managers to maintain and grow their events, advocating for a decrease in government charges for major events, and considering alternative funding options.

Goal: A public sector leader

Council passed a resolution that it did not support any boundary changes to the Sunshine Coast local government boundary, and the Minister for Local Government, Community Response and Resilience was advised of this resolution.

The internal rollout of Council's new corporate brand continued, with delivery of corporate

image updates to all departments across key priority programs.

Following the submission in the last quarter of a Tourism Levy Options Paper, preliminary steps in relation to the review of the performance of the tourism levy were undertaken.

Stakeholder engagement for an integrated corporate performance framework was conducted and a draft strategic policy for the performance framework was developed for consultation with key internal stakeholders.

Council became a member of AUSTCHAM in Hong Kong and Shanghai to build its presence in these markets by raising the region's profile globally.

Goal: A strong community

As part of managing contractual arrangements for public lighting, Council focused its efforts on negotiations with Energex in relation to the transfer value of street light assets. This will enable Council to resume ownership of the street light asset base.

Goal: Service excellence

The Expression of Interest process in relation to the Valdora Solar Farm was completed.

A project brief was completed in relation to undertaking a review of the Caloundra Music Festival and its associated infrastructure.

A cross-organisational reference group was established to conduct a customer satisfaction survey and existing customer, client and community satisfaction survey instruments and data were collated.

Outlook

The forward outlook for the next quarter will be:

- A report and a recommendation in relation to the governance model for the development of the Maroochydore PDA will be presented to Council.

- In the next two quarters, Council will formally consider the funding options presented in relation to the Sunshine Coast Airport expansion project. Following this, a market sounding and expression of interest process will be conducted to determine the investment partner to progress the expansion project.

The Sunshine Coast Airport Expansion project team will conduct Community Information Sessions to inform and respond to queries from the public about the Environmental Impact Statement.

- Development of the Sunshine Coast Smart City Framework is expected to commence.
- Discussions will take place with ACMA and the Queensland Government in relation to progressing the Internet Gateway project.
- Council will consider Industry and Investment Plans for Health and Wellbeing; Education and Research; and Tourism, Sport and Leisure at a Strategic Discussion Forum; the draft plans for Clean Technologies; Aviation and

Aerospace; Knowledge Industries and Professional Services; and Agribusiness will be completed.

- Council will request quotes for and appoint a provider to undertake the review of the Caloundra Music Festival.
- The regional investment brand name, the regional investment prospectus, and associated marketing and online strategy are expected to be ready for implementation.
- Council will participate in hosting Sunshine Coast visits by Trade and Investment Commissioners from United Arab Emirates, Japan, and the United Kingdom and Europe, and engage with other Commissioners during Export Week in October.
- Council will consider recommendations on the extent of, and the process and timing for the customer satisfaction survey.



Quarterly Report Progress Quarter 1, 2014/2015

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.



A message from Andrew Ryan Director Infrastructure Services

Service snapshot of the quarter:

- 1,091 hectares landscape and garden beds maintained
- 2,587 hectares parks mowed
- 43% (49 Projects) of Capital Works projects underway
- 61,000 tonnes of waste received
- 24,000 tonnes of waste recovered
- 14,467 customer requests received
- 13,209 customer requests closed
- 10 kilometres road resurfacing.

Key activities across the quarter focused on delivery of the capital works program and asset maintenance and renewal activities.

Whilst there are many capital projects making headway the most noteworthy is the support projects to the Maroochydore Principal Activity Centre.

Work on the project to-date includes demolition work of the following properties: Dolphin Centre, Camping Works and the Bendigo Bank. The site has now been graded, stabilised and fenced until intersection works commence in 2015.

Other key projects include Alexandra Headlands Streetscape now in full swing and expected to be completed towards the end of Quarter 2 and the Maleny Riverside Boardwalk a key project for the Maleny community. Furthermore, our maintenance and operations crews continue to deliver timely, flexible and efficient high quality services and responses to community requests.

Service delivery

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

Goal: A strong community

Disaster management

During the quarter Disaster Management staff stepped up their community engagement activities targeted at local community groups from across the Maleny, Mooloolah, Kenilworth and Conondale areas. The purpose of the activities lies in building and sustaining relationships in these areas which consequently have been identified as being at risk of isolation during severe weather events. Furthermore, plans have been established within those communities in the event of this happening.

Engaging local school group communities in preparedness learning workshops has continued to progress. The purpose of the workshops is to educate and promote the importance of prevention, preparedness, response and recovery plans during disaster and emergency events. Feedback received from the schools to date has been extremely positive. Further, ongoing promotional activities are planned for Quarter 2, 2014/2015.

In partnership with the Information Communication Technology Branch and Regional Strategy & Planning's, Flooding & Stormwater Unit, across the quarter the development of the Disaster Management Hub continued to progress. The initial launch of the hub will be at the annual disaster exercise on 14 October 2014, and will include public access to efficient and interactive flood mapping information. Further development of the hub will continue, and a secondary launch is expected in Quarter 3, 2014/2015.

Arrangements for State Governments funded "Get Ready Sunshine Coast" campaign has progressed with the intent to also launch this campaign on 14 October 2014 at the annual disaster exercise. The Sunshine Coast

community campaign incorporates promotion, prevention, preparedness, response and recovery. The main focus is on what the community can do both prior to and during the 2014/2015 storm season. Activities to encourage the general public to participate in the campaign have been arranged, with the first community forum activity focussed on ensuring that individual households have their personal emergency plans in place.

Public lighting

The 2014/2015 renewal program for public lighting has been commenced with 10 floodlights along the main pedestrian focal area of Esplanade Headland, Kings Beach, being replaced. In addition, two floodlight poles which light the beach area have been replaced due to corrosion. This work was completed prior to the Caloundra Music Festival.

Council continues to receive approximately 50 requests per year for the shading of streetlights where glare causes nuisance to individual residences. Each request is accessed on an individual basis with glare shields being installed at the customers cost.

Roads, cycleways and pathways

During the quarter the Alexandra Headlands Streetscape project continued progressing. The new traffic signalised intersection is now fully functional at Mari Street and was fast tracked to cater for the Sunshine Coast Marathon and Ironman events as their path runs through the construction site. The project is expected to be completed in Quarter 2, 2014/2015.

Notable is that both the northern and southern car park extensions are complete and work is now being focussed on the revamp of the surf club frontage along with relocation of the signalised pedestrian crossing. New bus stops and wider pathways link the project and will assist people access to the beach, parks and shops, while ensuring public safety. Eye catching new landscaping is being incorporated into the road medium and throughout the project to soften the hard road

environment. This will consequently enhance the visual amenity of the Alexandra Headland public realm.

Road network management

Across the quarter Stage 3 of the four lane upgrade of Sippy Downs Drive continued to progress. Successful liaison and negotiation with the Siena College and adjacent developers has resulted in a fully integrated approach to the new signalised intersection construction at the Siena College entry.

This project also brings together other funding partners including Energex and State Government who are contributing to underground power and high quality cycling infrastructure along with more ground breaking road pavement monitoring equipment being installed by the Sunshine Coast University. The project clearly demonstrates council's commitment to working with stakeholders and setting the building blocks in place for the future private development of this fully master planned town centre.

Twenty percent of projects within council's Reseal Program have been delivered, requiring over 12,000 tonnes of asphalt (32% by tonnage) for some 32 of 176 projects. Key achievements within the last quarter include substantial resurfacing work at Coes Creek Road, Nambour, Mons School Road, Mons, Sugar Bag Road, Caloundra, and various projects within Aroona and Currimundi including Erang Street, Kalana Road, Creekside Boulevard and Bellara Drive. The majority of these works were undertaken during the recent school holidays to minimise disruption to the public.

Four rehabilitation projects valued at \$2,850,000 were completed in Beerburum Street, Battery Hill, University Way, Sippy Downs, Rosevale Avenue, Aroona and Bellvista Boulevard, Caloundra. These projects which included in-situ bitumen stabilisation, use of geo

fabric, traditional granular pavements and deep lift asphalt were completed late August.

Across the quarter Civil Works Services Contracts staff continued with preparation for the remaining 2014/2015 reseal and rehabilitation projects while working on the continual improvement of the Quality Assurance processes through the use of internally developed Apps for use by field staff on mobile devices.

Since last quarter Civil Works Services Contracts staff has supervised the renewal of \$400,000 worth of pavement marking across the region under councils operational pavement marking contract. This equates to the renewal of pavement markings on 232 of our local roads with a total length in excess of 337 kilometres.

The past quarter Civil Works Services have also been busy with work continuing on preserving the region's waterways and drainage network through routine cleans of Stormwater Quality Improvement Devices (SQIDS) under the SQID – Routine Cleaning Services Contract. Since June this year there has been 509 devices (\$90,000) serviced with ongoing improvement to the routine maintenance program, through the identification and decommissioning of assets in partnership with other departments in council.

Stormwater drainage

Scoping and preliminary planning for the majority of the capital works drainage items for 2014/2015 have been completed, and allocated to the project Delivery Branch. Council was been successful in obtaining State and Federal assistance for three of the larger flood mitigation projects - Ninderry Road, Ninderry, Surf and Okinja Roads, Alexandra Headland. These grants will collectively fund around \$1 million of costs for these projects.

Investigations are continuing into a number of areas where flooding has been experienced over the past few years to ascertain whether

or not any mitigation options are available. Among these are Nicklin Way, Aerodrome Road, Alexander Headland, and Golden Beach areas. Flood information obtained for the Nicklin Way area is being provided to the Major Urban Development Branch for use in planning the Light Rail Corridor. The Water Management & Drainage Services Unit is also working collaboratively with the Flooding & Stormwater Unit of Regional Strategy & Planning to investigate a number of regional flood mitigation options in the Dixon Road/Karawatha Drive areas.

Water quality improvements are being jointly investigated with Regional Strategy & Planning Department and a number of designs have been finalised for construction in future years. Council has partnered with a number of Catchment Care groups to monitor water quality at various locations along Currimundi Creek and the Maroochy River. This will enable particular hotspots to be targeted for specific attention and improvement. During a recent slip remediation project in Rim Road, Buderim, council also collaborated with Immanuel Lutheran College, Buderim, to provide learning opportunities for their students to undertake revegetation of the drainage area within the school property. This was subsequently used by the students to obtain a credit for their mid-year excursion, by being able to demonstrate a reduced carbon footprint.

Council has been working collaboratively with the University of the Sunshine Coast on a number of projects to reduce the amount of debris that blocks culverts during heavy rain events, and thus reduce flooding. Another project is aimed at reducing maintenance costs of bio filtration devices, by developing a simple test which will detect the intervention levels where maintenance is required.

Across the quarter data inspections continued progressing. These inspections identify assets which are redundant or which have erroneously been listed as council owned. To date around \$12million worth of non-council assets have been de-listed, with resultant savings in maintenance and rehabilitation costs. Examples include State owned

drainage assets along Kawana Way, and privately owned drainage assets within gated communities.

Goal: An enviable lifestyle and environment

Beaches, foreshores, coastal infrastructure and canals

Across the quarter, work continued to progress on a number of projects in relation to the delivery of key components of council's Shoreline Erosion Management Plan (SEMP) and asset management planning. These projects include:

- Finalisation of the Bribie Island Breakthrough Implementation Plan.
- Finalisation of the documentation for the development application of the seawall at Maroochy-dore Beach.
- Completion of the Bradman Avenue, Maroochy-dore, revetment wall renewal.
- Design of the Sunshine Cove Portage Steps
- Design of the extension of the geobag wall along Mooloolaba Spit.

Bushland conservation and habitat

During this quarter several key projects and operational based maintenance programs have commenced or are underway on councils Bushland Reserve network. The following key activities have commenced:

- *Environment Levy and planning*
A draft Management Plan for Kirby's Road Environmental Reserve was completed and available for public comment: Work has commenced on the Management Plan for London Creek Environmental Reserve: Ongoing establishment works across ten previously acquired Environment Levy properties including weed control, pest animal and trail maintenance: Bushland condition assessments commenced on eleven Bushland Reserves: Delivery of a twelve hectare (12ha) Koala offset commenced at Doonan Creek Environmental Reserve: Final reports provided for Stage 1 of the Bushland

Reserve Fauna Monitoring project: Tender commencement of tendering for Stage 2 of the Bushland Reserve Fauna Monitoring project.

- *Wildlife Management*
Activities focussed on management issues associated with the impact that Flying-fox roosts, located within the urban areas, were having on adjoining residents. Staff and contractors undertook an additional three days of non-lethal dispersal at the Cassia Wildlife Corridor, the preparation of Flying-fox options papers for the Dunning Street roost, Emerald Woods Environmental Park, Mooloolaba, Vidler Court Bushland Reserve, Landsborough. The implementation of vegetation management works at the Dunning Street Bushland Reserve, Palmwoods. Responding to media and community meeting requests associated with the above work. Preparation has commenced for the upcoming turtle season with data consolidation and guidelines for our volunteers being reviewed and updated.
- *Environmental Visitor and Education*
The Mary Cairncross building renewal project has been the focus over the last quarter with the development of concepts for the renewal of the education, café and display areas. The concepts are now open for community consultation. The design upgrade and renewal of picnic and drainage facilities has been completed in preparation for final endorsement before tendering for construction of work. Within the Maroochy Bushland Botanic Garden the landscape design work is well underway for the renewal of the Whipbird Garden and the replacement of the two pedestrian bridge replacements within the Fern Glade was completed. A successful opening of the newly replaced boardwalk event was held at Maroochy Wetlands Sanctuary.
- *Operational Delivery*
Completion of the prescribed burn program across ten (10) reserves, commencement of fire trail renewal works at three (3) reserves including Coolum Creek, Chrohamburst and Bobbie Sattler and council endorsement of the Sunshine

Coast Council Bushfire Management Guidelines. Council supported several Green Army submissions across the region and were successful in seeing projects approved for the Maleny Community Precinct, Bells Creek, Coastal foreshore areas and the Petrie Creek, Nambour. On ground maintenance works including weed, tree, and infrastructure and investigating customer requests have commenced across the Bushland Reserve network including the implementation of weed control works within the coastal foreshore areas.

Recreation parks, trails and facilities

During the quarter work continued progressing towards delivering the Maleny Riverside Boardwalk a key project for the Maleny community. The boardwalk will provide an essential link into the Maleny Precinct which subsequently is under construction. Stage 1 work includes many challenges with environmental constraints such as completing piers before the platypus breeding season, the continuation of outdoor dining opportunities and accessibility ramps.

This is an exciting project for the Maleny community and once complete the boardwalk will provide a picturesque travel route for pedestrians and cyclists with views of Obi Obi Creek and the natural surrounds

The Alexandra Headlands Streetscape works are further complemented by the incremental upgrade of the Alexandra Foreshore Upgrade. The recent completion of Stage 4 (east of the Surf Club) of the Alexandra Foreshore Upgrade works comprise new pavement treatment, a suite of new outdoor furniture, hard and soft landscaping and electrical infrastructure. Club patrons and the wider community have been very grateful for this improved amenity which received significant use on a daily basis, following construction completion earlier this financial year. Detailed design for Stage 5 and 6 is currently underway which will see further improvements along this iconic foreshore area. Works will include the upgrade of existing infrastructure (shelter, BBQ facilities, bins, seating) and

provide more intimate access to this glorious coast line via a generous width of coastal pathway, topping the existing sea wall. Across the quarter a first-of-its-kind skate and recreation hub within Quota Park has been completed. This exciting project was identified as the highest short-term priority in the Sunshine Coast Skate and BMX Plan 2011-2020 adopted by the council in 2010.

The new Quota Park development is a multi-function hub with a range of active recreation facilities that will not only appeal to youth but also to families, groups as well as individuals. The key features of the new precinct are really impressive. In addition to the district-level skate park, catering for beginners through to advanced skaters, the design also remembers the history of Nambour with some spectacular industrial relics from the old Nambour Sugar Mill namely two large gears, the largest of which weighs 20 tonne. In addition to this skate park initiative council has worked closely with the Nambour RSL to design a special First World War memorial within this precinct that will be constructed before ANZAC commemorations 2015.

This initiative will foster a sense of ownership, pride and understanding that defies age and culture while upholding contemporary landscape design principles. As an important part of Nambour's revitalisation program this new precinct will be a place for people to meet, play, have fun, celebrate and socialise or simply relax and reflect in a purpose built environment.

Rivers, streams, estuaries and water bodies

During the quarter work commenced on the Pumicestone Catchment Rehabilitation Project. This is an Environment Levy funded project intended to rehabilitate close to 7km of creek frontage along the southern bank of Bells Creek. Planning has also commenced for the Maroochy River Rehabilitation Project with on ground works due to commence in July 2015.

An internal erosion and sediment control training session has been conducted for Civil Works staff and site inspections are ongoing.

Litter management and water quality monitoring of our natural waterways is ongoing. Of particular note is the investigation of elevated nitrate levels in Coochin Creek. Council is working collaboratively with DAFF and landholders to identify the source of the nitrates and encourage and support the use of best management practices. Initial meetings have been held with the landholders.

Goal: Service excellence

Waste and resource management

During the quarter the Waste and Resources Management Branch unveiled a new fleet of waste management trucks that will service the Sunshine Coast for the next seven years. This is the first single waste collection contract that will service the whole region. Within the constant image of the fleet is a prominent ribbon device coloured to reflect the type of collection services the vehicle undertakes i.e. red ribbon for waste, yellow ribbon for recycling and green ribbon for garden waste.

This contract is one of the largest ever signed by council and will amount to \$120 million plus over seven years. The new waste collection contract provides more flexibility and diversity of services, such as the expansion of low noise bulk bin services into the southern areas of the region and access to improved recycling with the introduction of 360 litre recycling bins available on request at no additional cost.

Four of the Sunshine Coast Waste Facilities, Caloundra, Buderim, Beerwah and Witta, have a recycle market attached to them, where they recover pre-loved and unwanted goods (some would say second-hand), clean them up as needed, and sell them at remarkably cheap prices. Recently, the opening days at Beerwah and Caloundra have been extended to provide more opportunity for bargain hunters to snag that treasure. Both these facilities now open on Thursday and Saturday each week. Witta is open Saturdays only and Buderim is open seven days a week.

Across the quarter a large body of work continued progressing on the development of a new waste strategy. The draft strategy is being developed to align with Sunshine Coast Council's vision to become Australia's most sustainable region – vibrant, green and diverse. The strategy sets a direction for waste management across the region over the next ten years. It will shape council's future waste management infrastructure needs and support the development of strong resource recovery markets.

Goal: A public sector leader

Fleet management

Across the quarter Fleet Services, have been working in partnership with council's Information Communication Technology Branch on the initiation and rollout of a staff vehicle booking system. This system provides vehicle access to all staff through a web based system intended to improve vehicle access and utilisation. Currently, the Caloundra Administration precinct, Maroochy on First building and part of the Nambour Administration precinct has been completed.

Furthermore, Fleet Services has been working closely with internal branches to provide advice and expertise in fleet management, identifying opportunities to improve vehicle utilisation by providing tools to assist branches with vehicle sharing and processes.

Work has also progressed on the biodiesel project, with the Nambour site ready to accept biodiesel. Software systems for fuel delivery are currently being evaluated by Information Communication Technology Branch to progress this exciting project.

Quarries

During the quarter a comprehensive review of quarry operations was undertaken. This review focussed on key elements: Safety, Environment, Legislation, Plant/buildings/equipment and Operations. The intent of the review has been to establish a prioritised action list to ensure the continued delivery of quality products to customers.

Progress has been made in all areas with meetings conducted with local residences and the divisional councillor to inform those in close proximity of quarry operations.

Consultation continued with meetings with government stakeholders including the Department of Environment & Heritage Protection to ensure environmental compliance. Further operational improvements have occurred with the development of a traffic management plan and completion of a full safety audit. Working continues on the identified actions while ensuring the continued supply of materials to our customers.

Further operational improvements have occurred with the development of a traffic management plan and completion of a full safety audit. Working continues on the identified actions while ensuring the continued supply of materials to our customers.

Outlook

The forward outlook for the next quarter will be:

- Development of an annual disaster management simulation exercise titled "Rail Brake". This dynamic large scale activity is planned for Quarter 2 (14 October 2014) and involves both internal and external stakeholders. Testing the Local Disaster Management Plan and council's internal Business Continuity Plans are key drivers in conducting the exercise.
- Continued focus on the delivery of the Capital Works Program
- Next quarter will see a service held by the Buderim War Community Association to celebrate the opening of the first stage of the Buderim Village Park. This service will include planting of a Lone Pine tree, which consequently is a direct descendent of the tree from the battle of Lone Pine during the Gallipoli campaign in World War 1. This project will provide the key location for an Anzac Memorial which will subsequently host the annual Australian Anzac Day dawn service. A formal opening of the park is currently in the planning and will recognise again the

great teamwork involved in bringing this significant project to the community.

- Across the next quarter a council commitment to finalising a range of approval documents associated with the relocation of the wreck of the SS Dicky at Dicky Beach will progress. Firstly the Wreck Interpretation Plan, a Heritage Impact assessment and lastly the Wreck Conservation Plan.
- A report will be presented to council in December for its consideration to endorse the Mary Cairncross Scenic Reserve Building Renewal Project proceeding to detailed design.
- A further report on the current status of Environmental Offsets is scheduled in December as well.
- A Fox management Strategic Discussion Forum is to be held in November to provide council an update on the issue and to consider future management practices.



Quarterly Progress Report Quarter 1, 2014/15

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



A message from Warren Bunker, Director Regional Strategy and Planning

September 2014 is the first full quarter the *Sunshine Coast Planning Scheme* has been in operation since commencing on 21 May 2014. During this time a number of briefing sessions have been held across the region and overall the feedback has been positive.

The local development market has continued to show encouraging signs with positive numbers for the first quarter. This has included a number of large applications that have resulted in a significant increase in both the number of lots created and multi-dwelling units approved.

The Kawana Health Precinct is also taking shape as construction on the Sunshine Coast University Public Hospital advances and development approvals for 3 significant sites opposite the hospital were granted during the quarter – Pulse, One Health and Best Western. These approvals provide for mixed uses including health care, retail, commercial and accommodation units within this key economic centre.

Service snapshot of the quarter:

- 1523 Building approvals issues with a construction value of \$340 million
- 2653 Building and Plumbing applications lodged and 2616 decided
- 457 development applications lodged and 480 decided
- 636 lots created under the plan sealing process
- 81% of relevant development services applications lodged electronically
- 88 free pre-lodgement meetings held
- 55% of eligible applications are being assessed within 10 business days under the FastTrack process.

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

Service delivery

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

Goal: A new economy

Strong economic leadership, collaboration and identity.

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

As part of the implementation of the new planning scheme Council officers have been presenting training sessions for industry and community groups. In addition the development counters in Maroochydore provide specialist advice, including a duty planner to assist people in the development process.

The first round of planning scheme amendments have now been considered by Council. Key actions include making operational refinements and rolling the Palmview Structure Plan and Maroochydore Principle Regional Activity Centre (PRAC) into the planning scheme.

Significant work has been completed on the planning and infrastructure delivery solutions for the key development areas at Palmview and Kawana.

The higher order master plans for **Kawana Health Precinct** have been finalised and Development Approvals for key sites in stage one are now complete:

- Pulse – a 6 storey commercial building with a gross floor area of 4,764m² and a mixture of health care, retail, restaurant and commercial uses.
- One Health – a 5 storey commercial building with a gross floor area of 9,105 m² comprising of health care premises, shops and commercial uses.
- Best Western – a 4 storey development with 80 rooms, a restaurant and conference facilities.

Parking solutions for the Health Hub have also been adopted with a balance of centralised and on-street parking to achieve desirable urban design outcomes.

Goal: A strong community

Network management

Initial feasibility and impact assessments have been undertaken to identify corridor options for the **Sunshine Coast Light Rail** between Maroochydore and Caloundra. These options will go on public consultation during October 2014 to seek community feedback on the proposal.

Management and maintenance of the telemetry based **flood warning system** has continued in preparation for any potential disaster management and response activities. Major updates to the Maroochy and Mooloolah River Flood Models have been progressed.

The **Transport Levy** commenced operation from 1 July 2014, with a revised policy position from the previous Public Transport Levy. This has included the establishment of the futures fund to provide long term transport benefits for the Sunshine Coast.

The Hinterland Connect bus service has been extended providing regular services between Maleny and Nambour, providing options to continue through to the coast. The Council Cabs program has also been re-tendered to provide a public transport option for areas where no regular services are available.

Council has also developed a program of bus shelter improvements in order to maintain compliance with the *Disability Discrimination Act*.

On 25 August 2014 Council formalised its partnership with Coast2Bay Housing Group through the signing of a Memorandum of Understanding (MOU). This MOU recognises the shared philosophies and understanding between Council and Coast2Bay related to the provision of community and **affordable housing**, and confirms Council's recognition of the importance of housing to our communities' wellbeing. The MOU will allow both organisations to advocate to the government, industry and the not-for-profit

housing sector on behalf of the community for an expanded social and community housing portfolio on the Sunshine Coast.

Goal: An enviable lifestyle and environment

Sustainable growth and network planning

Significant work has been completed to inform Council's preliminary submission to the **South East Queensland Regional Plan**.

Planning and delivery of the **Environment Levy** is underway including the preparation of a revised acquisition program for the local government area based on updated biodiversity data.

The implementation of the **Pumicestone Passage and Catchment Action Plan** has continued including the Bells Creek rehabilitation program funded by the Environment Levy.

Goal: A service excellence

Development applications

Development activity has remained encouraging for the first quarter of 2014/15 providing a positive start to the financial year.

Some points of interest include:

- 636 lots have been sealed and endorsed by council compared to 179 lots in the same quarter of 2013/14.
- There has been a 122% increase in number of lots endorsed and a 59% increase in applications approved by council for the September 2014 quarter compared to the same period in 2013/14.
- Applications to create 1130 multiple dwelling units have been received through the quarter including 3 applications with over 200 units each.
- 95% of applications are being assessed within legislative timeframes, the majority of which are within the first 20 days.
- Approximately 55% of eligible applications are now being assessed within 10 business days under the FastTrack process.

Council's Plumbing Inspectors have been actively involved with the construction phase of the **Sunshine Coast University Hospital**. Dedicated officers are located on-site to meet timeline demands and provide fast and reliable service for this significant region making project.

Outlook

The forward outlook for the next quarter will be:

- Sunshine Coast Light Rail consultation commencing 8 October 2014
- Publication of the 2013/14 Environment Levy Annual Report and Biodiversity Report Card
- Development of priority first round amendments for the *Sunshine Coast Planning Scheme 2014*
- Continued review of legislation and state policy, including the *Draft Planning and Development Bill* and review of the *South East Queensland Regional Plan*.