


Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 3 – 2023/24



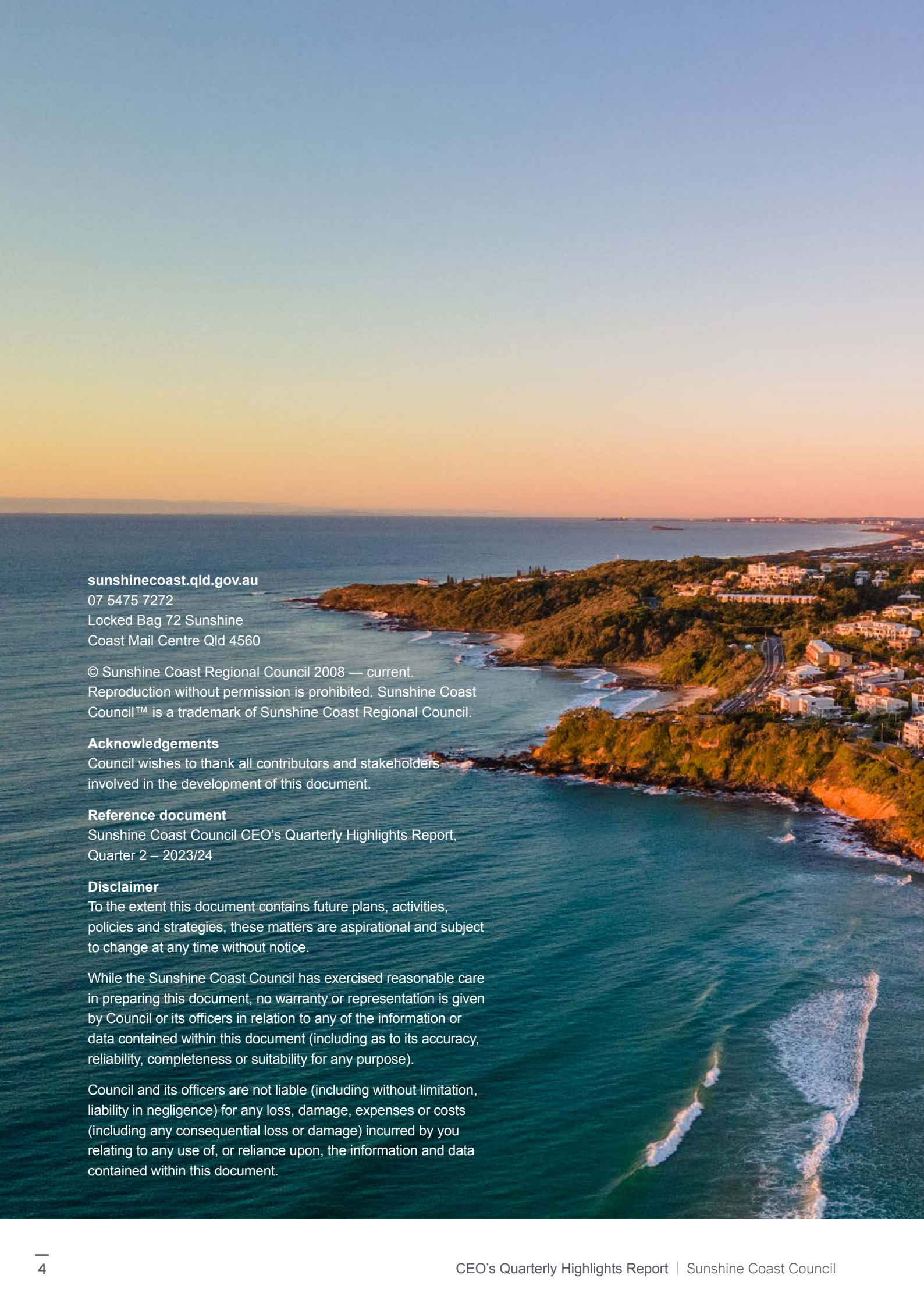


Artist's Impression only

The background of the page features a series of overlapping, wavy lines in various shades of green, creating a sense of movement and depth. The lines are most prominent on the left side and fade towards the right.

Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 3 – 2023/24

An aerial photograph of a coastal town at sunset. The town is built on a hillside overlooking the ocean. The sky is a mix of orange, yellow, and blue. The water is a deep blue-green. The town has many buildings and a road that curves along the coast. The sun is low on the horizon, creating a warm glow over the scene.

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Acknowledgements

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Reference document

Sunshine Coast Council CEO's Quarterly Highlights Report, Quarter 2 – 2023/24

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Traditional Acknowledgement

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share.

We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

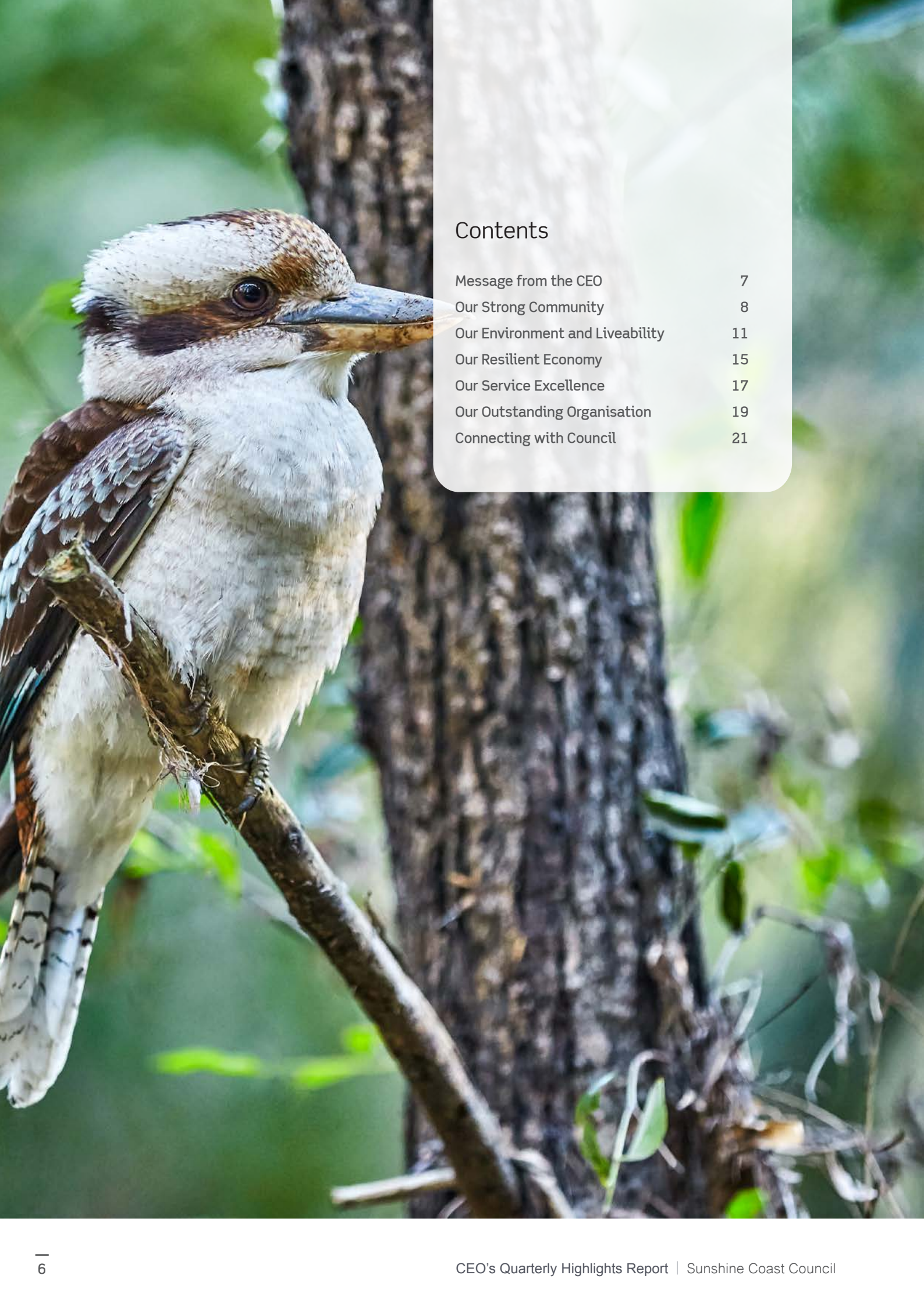
We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

Truth telling is a significant part of our journey. We are committed to better understanding the collective histories of the Sunshine Coast and the experiences of First Nations peoples. Legacy issues resulting from colonisation are still experienced by Traditional Custodians and First Nations people.

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi and the Jinibara peoples.

We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations people continue to play within the Sunshine Coast community.

Together, we are all stronger.



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Message from the CEO



Emma Thomas
Chief Executive Officer

The 2024 local government elections were held on March 16 and declared on April 2. I extend a warm welcome to Madam Mayor, our new Councillors, and welcome back returning Councillors who collectively embark on steering our region over the next four years.

Looking back over Quarter 3, there were some significant milestones achieved for our region. In January, an important decision was made which paves the way for more affordable housing to be delivered on the Sunshine Coast. At Council's Ordinary Meeting, amendments were endorsed to change Council's Infrastructure Charges Rebates for Eligible Community Organisations Policy which enables community organisations who deliver affordable housing on the Sunshine Coast, to receive a 100 per cent rebate on standard Council infrastructure charges. Council acknowledges Queensland and more broadly our nation is experiencing a "housing crisis". This rebate, coupled with the delivery of Council's Housing and Homelessness Action Plan 2023, will contribute to support for more housing, including boarding and emergency facilities, for those who needed it most.

Our region has a strong volunteering culture and our partnerships with community organisations, businesses and schools help facilitate great outcomes. The Clean-up for Turtle Hatchlings event, held in February, is a fantastic example of this. In collaboration with our partners and with the help of our 643 community volunteers, we collected a phenomenal 227 kilograms of rubbish from our beaches. An outstanding result that helps our turtle hatchlings survive, and our region's fauna and flora to continue to thrive. Council appreciates the many inspirational groups and individuals who participate in and lead our region's clean-up activities.

The future of the Maroochydore City Centre has taken another step forward with Council welcoming the amendments to the Development Scheme for the Maroochydore City Centre Priority Development Area which were adopted by the Minister for Economic Development Queensland on 6 March 2024. The amendments, which followed a public consultation period throughout September and October 2023, aim to deliver greater experiences for our community when visiting the precinct by consolidating open space, showcasing a more attractive and contemporary city heart and making it easier for people to access the area. By designing green, open spaces integrated with proposed transport and social infrastructure, the changes to the Maroochydore City Centre master plan will enhance the overall liveability. I look forward to watching these designs come to life over the coming years.

Finally, our local road network

continues to benefit from our road rehabilitation program with 38 projects completed during the quarter. This equated to \$18.1 million invested to resurface and/or rehabilitate roads around our region from Peregian Springs to Coolum, Ilkley and more.

In addition, unsealed roads in our hinterland communities have been repaired or works continue to progress since the region was hit hard by the severe flooding event in early 2022. Council has worked closely with the Queensland Reconstruction Authority to secure the funding to enable these repairs. It is crucial for our communities to be connected and for our residents and visitors to safely travel throughout the region and I can advise that the final repairs are on track for completion by mid-year, weather dependent.

I encourage you to read on and discover for yourself the many highlights and achievements from the quarter and how Council continues to advance our vision.

Emma Thomas
Chief Executive Officer



Our Strong Community

Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.



127,728

people attended community events at Council's venues



94%

customer satisfaction with library and cultural programs



410,432

attendances to Council owned aquatic centres



29

community grant applications awarded, allocating \$29,796 this quarter

Community and cultural development and partnerships

Rebate to assist affordable housing

A decision by Council that paves the way for more affordable housing to be delivered in the region was endorsed at Council's Ordinary Meeting in January 2024. The decision will provide identified community organisations, which deliver affordable housing on the Sunshine Coast, with a 100% rebate on standard Council infrastructure charges, until 2028.

The rebate supports Council's Housing and Homelessness Action Plan 2023 and will support more housing, including separate housing, boarding and emergency facilities, to be delivered for those who needed it most. The rebate will be made available to entities registered on the national and/or state register as providing community housing services under Section 37 of the *Housing Act 2003*. The rebate applies to all forms of affordable housing provided by registered entities that meet the eligibility criteria of the newly adopted changes to Council's rebate policy.

Council also invested in a web-based tool, the Sunshine Coast Housing Monitor which is available to the community and provides statistics on housing affordability and availability. The website presents the statistics in the form of tables and

graphs and provides this information for a range of Sunshine Coast locations households and income types. The website is located at <https://housing.id.com.au/sunshine-coast>.

Young Leaders Academy

Following an expression of interest and an extensive interview process, eight successful applicants, aged from 16 to 25 years became part of Council's Young Leaders Academy. These inspired leaders will create a diverse, honest, authentic group who strive to make a real difference in the community.

The Young Leaders Academy is a year-long program which aims to increase and strengthen civic and participatory leadership and community action. Through this comprehensive program, young people will develop essential leadership skills and gain a deep understanding of participatory and community leadership practices, enabling them to drive sustainable and positive change in their communities.

The Healthy Sunshine Coast Program

The low-cost Healthy Sunshine Coast program launched into action on 29 January 2024, comprising of activities including new pilates classes at the Maroochy Bushland Botanic Gardens, laughter yoga in Maleny and Caloundra and over 50s fitness classes in Buderim and more.

Healthy Sunshine Coast is an affordable and holistic community health and wellbeing initiative, supporting and encouraging our community to be healthy, have fun and meet new friends. The aim of the program is to encourage positive mental health and resilience, regular physical activity, healthy eating, strong social connections, and participation across all ages and abilities.

In addition, in early March 2024, residents were able to participate in Parks Week 2024, which celebrated the theme 'How spending time in our parks and open spaces positively influences our wellbeing'. The Sunshine Coast's recreation parks and open spaces play a fundamental role in creating liveable places and thriving communities. During Parks Week, Healthy Sunshine Coast encouraged everyone to enjoy time in nature with low-cost classes in some of Council's most beautiful park locations. As part of the event, ratepayers were able to collect two free trees from Council's nursery and learn more about our region's native plants.

Grant Writing Workshops

A series of interactive online and in-person grant writing workshops were delivered during February and March 2024 with the aim of increasing participant confidence in grant writing and providing helpful tips on submitting successful applications to Council and/or external funding programs.

Workshops included an online webinar and five in-person workshops at Baringa, Yandina, Maleny and Maroochydore. A sector specific workshop targeting Chambers of Commerce and Industry groups was held at Sunshine Coast City Hall. Overall, close to 100 people from a range of community and business groups and not-for-profit organisations attended the workshops. Feedback from participants was overwhelmingly positive with 93 per cent post-workshop survey respondents confident or strongly confident in writing a grant application.

Community Venues

Venue 114 successfully hosted the Amity Affliction concert, Sunshine Coast Wedding Showcase, Conscious Life Festival, Burlesque L'amour and BiG Day In.

Altitude Nine was host to the Brisbane Lions Leadership Lunch, the Venue Managers Australia networking function, the Sunshine Coast Lighting Partnership Forum, Ray White Auction and the sold-out International Women's Day event.

The Events Centre hosted 16,689 patrons across 29 events during the quarter. Events included An evening without Kate Bush, Dreams Show – Fleetwood Mac and Stevie Nicks, Disney Newsies – Sunshine Coast Youth Theatre, Jimeoin, Charley Crockett and The Blue Drifters, Best of The Bee Gees, Tommy Little, Anh Do – The Happiest Refugee, Queensland Ballet on Tour and more.

Libraries

Baringa Book Locker

The Baringa Book Locker, Council's first express library went 'live' during the quarter. Located inside the Baringa Community Centre, this book vending kiosk provides increased access to library services for residents of Caloundra South (Aura).

Sunshine Coast Library members can choose from a selection of up to 160 books, with the locker including genres such as adult fiction and non-fiction, young adult fiction, junior fiction and non-fiction, and toddler board books and picture books.

Caloundra Library+

Construction works advanced significantly at the Caloundra Library+, with the internal demolition completed and structural preparations for the existing building and entrance expansion commenced. Works will prepare the building for its transformation into a new multi-purpose library, community and corporate facility.

Developed over three levels, it will include a contemporary district library, a customer service centre and community spaces built over levels 1 and 2. The building is expected to be completed

by mid-2025.

StoryCast Studio

The StoryCast Studio located at Kawana Library, has been home to Hamish Adams-Cairns and Victoria Vanstone, podcast hosts of 'Sober Awkward' and winners of the Australian Wellness Podcast of the Year at the Australian Podcast Awards.

Since November 2023, the duo have been recording their podcast weekly from the StoryCast Studio, which provides users with an acoustically treated room and access to quality microphones, a podcast production mixer/interface, Audacity editing software and the library's free WiFi.

The studio is free for community members with a current library membership to use and allows anyone to explore, create and produce podcast content on any subject that is of interest in a welcoming environment.

Roads, cycleways and pathways

Stringybark Road pedestrian and cycle bridge

Construction commenced in March 2024 on a new stand-alone pedestrian and cycle bridge aimed to complete a "missing link" between Buderim and Sippy Downs. The three-metre-wide Stringybark Road bridge will span the Sunshine Motorway, connecting the two key areas and providing a safe shared pathway for bicycle riders and pedestrians. In addition to the new bridge, the pathway on the existing vehicle bridge will be removed and the bridge reconfigured to provide on-road cycle lanes on both sides.

The separation of bridges encourages people to adopt more sustainable methods of transport and provides a vital safe route over the Sunshine Motorway for residents and students making their way to the nearby Sippy Downs and Buderim schools, the University of the Sunshine Coast or the local shops.

Construction is anticipated to be completed by late 2024. The \$11.8 million project is proudly supported by the Queensland Government's Cycle Network Local Government Grants program

and Council.

Sporting Facilities

A number of exciting events were held at Council's sporting facilities and showgrounds during the quarter. Key highlights include:

Sunshine Coast Stadium

- 16,000 people attended the largest ever Queensland Oztag Junior State Cup from 1 to 4 February 2024
- 1500 people watched the Melbourne Storm Academy play a round-robin style trial event on 10 February 2024 against both feeder teams, the Sunshine Coast Falcons and Brisbane Tigers
- 7291 attendees (a sold-out crowd) watched the Dolphins verse the Gold Coast Titans in the NRL pre-season trial on 18 February 2024
- 140 teams and 13 divisions registered to play in the Queensland Oztag Senior State Cup from 8 to 10 March 2024, and
- 4956 attendees came to watch Freestyle Kings LIVE motocross on 23 March 2024.

Caloundra Indoor Stadium

- a Sunshine Coast Lightning clinic was facilitated on 17 January 2024
- Suncoast Spinners Wheelchair Basketball Tournament was held from 19 to 21 January 2024
- the National Seniors Pickleball Tournament was held from 13 to 14 February 2024
- 3500 people attended the Fashion Thrift Society event on 11 March 2024, and
- local fixtures and sports recommenced including Trish Buckley Volleyball, Caloundra Basketball and Caloundra District Netball Association.

Maroochydore Multi Sports Complex

- The Brisbane Lions held their pre-season camp from 24 to 26 January 2024, including two open training sessions attracting approximately 2000 people
- The Western Bulldogs held a pre-season camp from 30 January to 1 February 2024, and
- local sports fixtures recommenced including the Maroochy Roos, Sunshine Coast Netball Association and the Buderim United Churches.



Our Environment and Liveability

Our natural assets, healthy environment and liveability credentials are maintained and enhanced.



6750 hectares

of landscape and garden beds maintained



10,602 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



391

wheelie bins of weeds removed by 253 volunteers with the Community Nature Conservation Program



1460 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, with an associated reduction in greenhouse gas emissions of 30,867 tonnes

Beaches, foreshores, coastal infrastructure and canals

Clean Up for the Hatchlings

On 3 February 2024, our community was invited to come together to tidy up their local beach as part of the 10th anniversary of the annual Clean Up for the Hatchlings.

This year, 227 kilograms of rubbish was removed from our regions beaches by 643 volunteers at a critical time during turtle nesting season. The annual event, which helps turtle hatchlings make it to the ocean is thanks to a partnership between Council, Reef Check Australia, Unitywater, SEA LIFE Sunshine Coast Aquarium and Noosa Council.

The achievement is a testament to the ongoing passion and dedication of the wider Sunshine Coast community to look after our coast and wildlife above and below the surface of the water. Council thanks all our volunteers who picked up litter at various beach locations between Noosa and Caloundra. All volunteers were invited to Coopers Lookout Park, south of the Kawana Surf Club to enjoy a free barbecue and to take part in other fun activities and, most importantly, to weigh and sort the collected debris.

Sand replenishment at Mooloolaba beach

Council worked with the Queensland Government (Marine Safety Queensland) to remove sand from the mouth of the Mooloolah River. Marine Safety Queensland removed around 2000 metres-cubed of sand from the entrance channel of the Mooloolaba harbour and the surrounding sand shoal for marine safety.

Sunshine Coast beaches are vulnerable to erosion during storms, swells and weather events and sand replenishment plays an important role in keeping our community safe and protecting our foreshore areas and important community assets such as beach stairs, roads, parks and playgrounds.

The work involved the dredging of sand from the mouth of the Mooloolah River and the shoal in Mooloolaba Bay. The dredge connected to Council's pipeline that is already buried beneath the sand along Mooloolaba Beach and transported sand through the pipeline to where it was needed further up the beach.

Bushland Conservation and habitat

Saving Sunshine Coast Koalas

The Saving Sunshine Coast Koalas project commenced during the quarter to provide a region-wide view and understanding of the local population of koalas.

Council and its partners, First Nations Peoples, University of the Sunshine Coast Detection Dogs for Conservation research group, Brush Turkey Enterprises and Mooloolah River LandCare will work together to increase knowledge on the much-loved animals. Cutting-edge science, such as artificial intelligence, koala bellow recognition programs, drone-mounted thermal imagery, detection dogs and next-generation scat genetic analyses will be used. They will provide a valuable insight into the local koala population, including where they live, numbers, state of their health and what they eat.

The project is made possible thanks to \$200,000 funded by the Australian Government's Saving Koalas Fund.

Recreation parks, trails and facilities

Stage 2 upgrades complete at Dicky Beach

Council completed the final stages of the Dicky Beach Precinct Plan during the quarter which honours the 129-year-old S.S. Dicky wreck. A 'barnacle wall' featuring restored wreck pieces, artefacts, lifebuoy, replica bell, and stories of locals inspired by the S.S. Dicky was the final piece of the plan.

The wreck's significance to the local area will continue to live on and serve as a interactive way to share the memories and history of what the S.S. Dicky meant to our community. The second stage of works complements the first with connecting pathways, improved beach access, custom furniture and seating which encourages locals and visitors to grab lunch from the nearby shops,

or just spend time outdoors.

Earlier upgrades include the new skate park and major upgrade of the beachside park, including S.S. Dicky propellor relocation, new and improved community facilities such as the public amenities, connecting pathways, a new picnic shelter and beach showers. The precinct is a welcoming space for locals and visitors to enjoy with something for all ages and abilities. The upgrade is a welcome addition to the Dicky Beach Coastal Pathway upgrade which aims to better connect locals and visitors to the park and with businesses across the street, the Dicky Beach Holiday Park, beach and surf lifesaving club house.

Sustainable growth and network planning

Amendments to Development Scheme for the Maroochydore City Centre Priority Development Area

In March 2024, Council and its partners, SunCentral Maroochydore Pty Ltd and Walker Corporation, welcomed the adoption of Amendment No. 3 to the Development Scheme for the Maroochydore City Centre Priority Development Area (PDA) by the Minister of Economic Development Queensland, the Honourable Grace Grace MP.

The amendments to the Development Scheme – which were the subject of public consultation throughout September to October 2023 – aims to deliver greater community outcomes by creating a more consolidated open space experience, showcasing a more attractive and contemporary city heart and making it easier for people to access the area. Key elements of the amendment include:

- combining the waterway and parkland elements to create a central park and lake at the heart of the city centre
- moving the proposed Exhibition and Convention Centre to be closer to the transit centre, and
- re-locating the amphitheatre to the northern end of the central park.

Cost efficiencies will be realised through the consolidation of open spaces and waterways, as the delivery of the associated infrastructure and maintenance requirements for Council will be less complicated.

The co-location of the proposed exhibition and convention facility with the future transit station will better enable visitors to access the facility by public transport. Moving the exhibition and convention facility near the gateway to the city heart integrates the Sunshine Coast Public Transport project, the infrastructure associated with the Olympic and Paralympic Games Brisbane 2032 and, ultimately, the Sunshine Coast direct rail connection.

Street trees to aid Urban Cooling

Council sought interest from community volunteers to become tree custodians through the Adopt-a-Street-Tree Program who in turn help Council care for young street trees while they establish. Council's nursery is home to more than 100 different species of plants that have been used in planting 2668 street trees in 2023.

Native street trees provide a range of benefits including cooling urban areas, improving the look and feel of our neighbourhoods and helping to make the Sunshine Coast a healthy and vibrant place to live. Planting in our urban areas is vital to reducing heat risks and keeping built-up areas cool. Street trees absorb and store carbon, release oxygen, are an essential food source and shelter for native wildlife and play a key role in stormwater load reduction.

Nambour (Namba) Place Plan community engagement

Council received 446 survey responses to the Draft Nambour (Namba) Place Plan between 28 August and 24 September 2023 with an overwhelming response resulting in 94 per cent support for the plan. The community engagement process included conversations at five community drop-in sessions, more than 30 stakeholder meetings and 20 community activation sessions.

The plan aims to improve the centre's streetscapes, facilitate a diverse range and scale

of events, and bring new playful experiences, and cultural connections to the community. The plan is informed by history, stories of its people and contemporary aspirations and suggests five key areas for improvement.

The third and final stage of engagement will present the final Place Plan for the community's information in mid-2024.

Mooloolaba Foreshore Revitalisation – Stage 2 Central Meeting Place

The Mooloolaba Foreshore Revitalisation project will ensure Mooloolaba remains an attractive and competitive destination providing economic stimulus for the region, while also playing an important role in relation to the Olympic and Paralympic Games Brisbane 2032.

Council sought expressions of interest between 23 January and 13 February 2024 from individuals who wish to participate in the Mooloolaba Business Activation Group or the Mooloolaba Stakeholder Interest Group, which will include community representatives, local businesses and sporting members.

The two groups will bring together interested parties to share information, insights and ideas aimed at making the construction planning for Stage 2 of the foreshore revitalisation phase as smooth as possible for businesses, locals and visitors. In addition, Council is preparing a Business Activation Strategy and a short survey to learn more about how we can support local businesses before, during and following the construction period.

The process to secure an expert construction contractor will continue following the local government election.

Waste and resource management

More than three million bin collection services were provided during the quarter and 161,041 transactions were recorded at Council's Resource Recovery Centres.

Sunshine Coast Clean Up Australia Day

Council proudly supported the Clean Up Australia Day, held on 3 March 2024. Each year, Council collaborates with schools, businesses and community groups in running clean-ups, including Currimundi Catchment Care Group, Eumundi Rotary, Kawana Scouts, Night Eyes Water and Landcare, Twin Waters Residents Association and many more.

Council appreciates the many inspirational groups and individuals who participate in and lead our region's clean-up activities. These efforts help us to achieve our vision of a sustainable region.

Recycling Bins at popular beaches

Council has made it easier to do the right thing for the environment and keep the Sunshine Coast beautiful, thanks to more recycling bins being installed by Council at popular beaches and parks across the region.

Recycle bins will be rolled out to prominent areas across the region in stages, with a total of 208 new bins installed from February 2024. When determining the most appropriate location for the bins, consideration was given to local community feedback, accessibility for garbage trucks, as well as the type of activities that take place, ensuring the bins provide the most benefit.



Our Resilient Economy

Our resilient, high-value economy of choice drives business performance, investment and enduring employment.



\$5.6 million

in revenue for Sunshine Coast holiday parks



32,479

guests attended 11 major events, which generated approximately \$13 million in economic activity for the region



2025

businesses accessed specialist advice and information



\$78.9 million

or 70% of the total available purchasing spend for the quarter went to local businesses

Economic development

Council provides industry and businesses support through a variety of methods including business support programs, workshops, place activation, consultation sessions with industry, supporting and sponsoring key stakeholders in the delivery of events and forums, investment attraction and event sponsorships. During the quarter, key initiatives undertaken included:

- 18 events were provided to 323 participants, including the TAFE Build a Better Business workshop, a Sustainable Solutions for a Profitable Tourism Business workshop and a tailored Grants Writing workshop for Chambers of Commerce and Industry Groups
- In partnership with Silicon Coast and Noosa Council, Council hosted the FWD Climate Tech event showcasing local climate tech innovation, investment and procurement opportunities to 140 participants
- two consultation sessions provided an update on the proposed strategic plan for the development of the Sunshine Coast Innovation Ecosystem.

Council delivered key place activation events in Nambour, Mooloolaba and Caloundra, attended by more than 11,000 community members. Events included Business Walk in Mooloolaba, Business Activation Group meetings, Downtown Caloundra Taskforce Meetings, two new Nambour markets

and a night-time economy industry event.

Canntic - therapeutic goods

Council has provided business support measures over a number of years to Canntic, through finding potential sites, providing investment support and assisting with promotion through its Sunshine Coast Economic Resurgence Plan.

Canntic is a new facility in Coolum Beach which is fully licensed to provide Therapeutic Goods Administration compliant products to any Australian-licensed pharmacy, which can then dispense the products on prescription.

Canntic will bring patient and tele-health access to plant-based medicine for regional and interstate patients and advances our region in line with the priorities from our Regional Economic Development Strategy 2013-2033.

This major company has a forecasted economic impact to the region of \$9.44 million, generating more than 29 direct and indirect local jobs for our region.

Cure Marine

Sunshine Coast boat building company Cure Marine proudly unveiled the 'Cure Custom 70' as the first of its kind built in Australia over the past five years. The catamaran was crafted within Cure Marine's state-of-the-art facility at Coolum Industrial Estate using high-tech equipment, including the

southern hemisphere's largest 3D printer.

Council's investment support services played a crucial role in bringing this ground-breaking project to life by providing vital support to Cure Marine including logistics and other investment support services. Innovation and quality craftsmanship of Sunshine Coast businesses like Cure Marine help elevate our region by creating more jobs and investment through national and international markets.

The launch of 'Cure Custom 70' is not only a leap forward for the boating industry, it aligns with the priorities in our Regional Economic Development Strategy 2013-2033 which identified Production and Digital Economies as essential for our region's thriving future.

BiG Day In Sunshine Coast

The never-ending opportunities in science, technology, engineering and maths (STEM) were showcased to 400 Sunshine Coast students, teachers and parents at the Australian Computer Society Foundation BiG Day In STEM careers day on 12 March 2024, at Council's Venue 114.

Students had the opportunity to speak directly to over 20 different education providers, companies and organisations about their future career pathways, as well as hear the inspirational career stories and insights.

The Council-supported event included local industry representatives, Josie Collins CPA from HeliMods, Rylea McGlusky from Geospatial Intelligence, Jameson Harvey from Red Dirt Robotics, Malte von Ruden from RAIDER Targetry and ACS Young Tech Ambassador Sarah Eisenmenger alongside the ever-informative Tim Kitchen from Adobe.

Holiday Parks

Council operates six holiday parks across the region, offering low cost accommodation options in prime tourist locations.

This quarter, holiday parks hosted 30,737 visitors and operated at an average occupancy of 71 per cent, which is slightly down from the previous quarter due to the inclement weather experienced across South East Queensland.



Our Service Excellence

Our services are consistent and accessible and provide positive experiences for our customers and value to our community.



91%

of development applications assessed within statutory timeframes



1368

building approvals issued with a construction value of \$387 million



82,598

customers were assisted through the development and customer contact centres



\$18.1 million

invested into our local road network to rehabilitate and resurface 50kms of road with a total area of 110,917m² for the safety of our community

Cemeteries

Kulangoor Cemetery Masterplan review 2023

The Kulangoor Cemetery Community Reference Group was formed in January 2024 and consists of 12 representatives from within our community.

The Community Reference Group met twice during the quarter, once to review the concept plan developed and once to conduct a walk-through of the cemetery site as a part of the review process. Insights and feedback from the Group will inform the final concept design before it is presented to Council for consideration.

Development services

During this quarter, Council has continued to see a steadying of development activity in the region, associated with increases in interest rates, changes in development market appetite and impacts of construction costs, supply chain and construction resourcing issues.

Council is working collaboratively with a range of industry stakeholders to improve the assessment experience for customers and staff through improved communication and streamlined processes. Council is also engaging with the community via social media, radio and print media to advertise our services and provide information

on key issues of interest to the community, such as how to deal with stormwater issues and what enquiries require building work approval.

Project Delivery

Stage 2 of Cribb Street, Landsborough

Works commenced on Stage 2 of Cribb Street, Landsborough during the quarter, which is the second and final stage of the project. The project is part of the multi-stage Landsborough Placemaking Master Plan, endorsed by Council in 2020.

Council has worked with the Landsborough community over several years to develop an overall master plan with a key focus to beautify and improve the town's historic main street. The streetscape project aims to create a stronger, more functional destination and focuses on the park/station side of Cribb Street which will provide an improved central gathering space for the community. It includes shelters and seating, a play space, lawn area for community events, more shade trees and creative lighting elements to build on the signature night-time lighting of the township. Council will also install an expanded heritage trail developed in consultation with the community.

The project has received \$500,000 through the Queensland Government's South East Queensland Community Stimulus Program.

Road network management

Repairs to unsealed roads

Council is progressively rebuilding unsealed roads across the Sunshine Coast damaged during the 2022 natural disaster flood event. The damage to unsealed roads totalled almost 250,000 square metres, which for perspective, would cover more than 980 tennis courts or over three Suncorp Stadiums.

Since the region was hit hard by severe weather events in February and March 2022, Council has been busy assessing and fixing public assets across the region, with the most impacted local areas during the weather event being Bald Knob, Wootha, Glenview, Eudlo, Coolum, Peachester, Montville and Towen Mountain. Repairs are on track to be completed by mid-2024, weather dependent.

Council continues to work with the Queensland Reconstruction Authority to secure the funding to reconstruct damaged roads and other civil assets with assistance from the jointly funded State and Federal Disaster Recovery Funding Arrangements.



Our Outstanding Organisation

Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.



98%

of Council's total electricity consumption was offset by the Sunshine Coast Solar Farm



3

awards were received during the quarter

Digital Information Services

Council progressed a number of key digital information initiatives, including:

- a cyber security exchange event held at Altitude Nine with other local government and security agencies, strengthening our cyber security capability
- our data centre disaster recovery site was successfully commissioned in March 2024
- technology planning for Caloundra Library+ workplaces and community spaces commenced, and
- the installation of technology commenced for the new CoLab Community space within Sunshine Coast City Hall.

Elected Council

The 2024 Local Government election for the Sunshine Coast Council local government area was held on Saturday, 16 March 2024 by the Electoral Commission Queensland. The final poll for Sunshine Coast Council was declared on 2 April 2024 with the former Council continuing to be responsible for performing duties until this date.

Council brand

In March 2024, Council rolled out a new Brand Strategy that unifies all of the projects, programs, facilities, services and events Council delivers for our community.

Brand consistency ensures our residents, ratepayers and visitors can connect the many

services, programs and activities that are delivered by Council. It also promotes our purpose, professionalism and reduces brand confusion.

Used consistently across the organisation, our new brand strategy will strengthen our reputation, build trust and provide awareness and recognition for all the great work Council does for our community.

Development of an Organisational Excellence Strategy

Council has commenced the development of an Organisational Excellence Strategy that is intended to establish clear priorities for Council as an organisation, building the capabilities and capacity to enable regional outcomes to be progressed and ensure our services are future ready and continue to deliver value to our community.

This strategy is intended to sit alongside the three existing regional strategies - the Community Strategy, Environment and Liveability Strategy and Regional Economic Development Strategy – to provide a quadruple bottom line approach to advance the strategic directions and vision for the region.

Funding partnerships

Funding partnerships with State and Federal government agencies assist in the delivery of a number of Council's strategic projects. Highlights of successful funding approved or announced during the quarter included:

- \$5.7 million through the Australian Government's Local Roads and Community Infrastructure Program Phase 4 for a range of upgrades to community facilities, assets and roads across the region
- \$950,000 through the Queensland Government's Minor Infrastructure Grant to develop a skate park in Maleny, construct amenities to support horse sports at the Nambour Showgrounds, and to construct amenities to support multi-sports at Baringa.

Awards

Council and a Council employee were recognised with three awards during the quarter:

- **Council employee** Teresa Kohne was identified as a Local Government Influencer in 2024 by the Local Government Managers Australia for her contribution to the Sunshine Coast Libraries and across the wider sector.
- Council's **Cotton Tree Holiday Park** was recognised in the Gold List of Australian Accommodation for the Caravan Holiday Park category.
- **Sunshine Coast City Hall** was named winner of the Excellence in the Social and Community Infrastructure category at the 2024 Urban Development Institute of Australia National Awards for Excellence.

Connecting with Council

Council invites the community to take part in many forms of community engagement.

To receive Council news and information you can subscribe to Council's [e-newsletters](#) by visiting Council's website at sunshinecoast.qld.gov.au.

Through social media, Council aims to keep you up to date on a range of Council activities.

Follow Council on:



Visit our have your say website at haveyoursay.sunshinecoast.qld.gov.au to comment on current consultations and projects or read about how community engagement helped shape Council projects.

Contact us via MyCouncil online anywhere, anytime to ask a question, report a problem, lodge a request or provide your feedback. Complete an [online form](#) or chat with a Customer Service Officer using Council's [SMS](#), or [request a callback](#) service from 9am–4.30pm Monday to Friday or email mail@sunshinecoast.qld.gov.au.

Customer contact counters are open 8.30am–4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour, for visits in person, or by phone on (07) 5475 7272. For after-hours emergencies, Council receives calls 24 hours a day, seven days a week.

We encourage you to visit sunshinecoast.qld.gov.au.



Our region. Healthy. Smart. Creative.



Our region.
**Healthy.
Smart.
Creative.**

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Operational Plan Activities Report Quarter 3, 2023/24







Quarterly Progress Report

Corporate Plan Goal : Our strong community









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







Healthy and active communities



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.1.1	Identify and secure an enduring legacy for the Sunshine Coast as a key delivery partner in the Olympic and Paralympic Games Brisbane 2032 and work collaboratively with our Community Reference Group and key partners to identify and implement Sunshine Coast specific themes, opportunities and challenges.	01/07/2023	30/06/2024	75%			During the 2023/24 financial year, Council has been actively engaged in the development of the State Government's Olympic and Paralympic Games Legacy Strategy, Elevate 2042, released on 10 November 2023. The four transformational themes and focus areas within Elevate 2042 align well with those identified in our Sunshine Coast 10+10+ Legacy Vision. Council is now involved in progressing the Elevate 2042 Implementation Plan.
1.1.2	In collaboration with our Games Delivery Partners, progress the planning, design and delivery of the three Olympic and Paralympic Games Brisbane 2032 venues - Sunshine Coast Stadium, Sunshine Coast Indoor Sports Centre and Sunshine Coast Mountain Bike Centre.	01/07/2023	30/06/2024	75%			Project Validation Reports for all three projects have now been completed by the State Government with significant input from Council officers. The Project Validation Reports formed part of the State Government's Sport Venue Review and have all been approved for further progression. Final investment decisions and announcements are pending.
1.1.3	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2023	30/06/2024	75%			Healthy Sunshine Coast continues to enjoy strong membership with more than 4000 registered members. There are close to 50 regular health and wellbeing activities offered across the region facilitated by more than 30 providers. A survey was conducted in March 2024 with 379 responses. The survey showed very positive feedback on the program with 75% of respondents indicating their health and wellbeing had improved since commencing the program, 70% indicating that the lower cost of classes has enabled them to participate in activities that might normally be beyond their means, and 83% of respondents would like to see the program expanded.
1.1.4	Develop and commence implementation of the Sunshine Coast Lifeguard Services Plan 2023-2028 to enhance community safety along the region's beaches.	01/07/2023	30/06/2024	75%			Lifeguards continue to service Sunshine Coast beaches aligned to Council's endorsed Lifeguard Services Plan 2023-2028. Visitation throughout the 2023/24 summer period was strong and comparable in numbers to the 2022/23 season. This quarter, safety cameras were approved for installation across the region's 19 lifeguard service locations.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.1.5	Partner with the State Government and school communities to deliver travel behavioural change programs that support active transport options, including the 'RideScore Active School Travel' program, walking and cycling to school events, the cycle skills education course and the safe school travel program.	01/07/2023	30/06/2024	75%			The RideScore Active School Travel Program relaunched on 22 January 2024 in line with the school term. A total of 2047 students have registered to date across 11 local state primary schools. Two new schools, Talara State School and Palmview State School, have joined the program. To date both new schools have a combined registration of 378 students representing 25% of the school population and the program has attracted 217 new riders who were previously driven to school. The response at both new schools has been very positive encouraging the use of existing active transport infrastructure and assisting with reducing peak school traffic congestion. National Ride to School Day promotion was held on 22 March 2024, in conjunction with local state primary schools. The event encourages students, teachers and parents to register and consider riding to school, reducing private vehicle usage, a key objective of the Council's Integrated Transport Strategy. Unfortunately the event was affected by significant wet weather reducing participation numbers from previous years.
1.1.6	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026, including: the completion of upgrades to the North Shore Multi-Sports Complex and Nambour Yandina United Football clubhouses, completion of Caloundra Indoor Stadium roof replacement and commencement of the Kings Beach Surf Life Saving Facility redevelopment.	01/07/2023	30/06/2024	75%			The Nambour-Yandina United Football clubhouse upgrade is progressing well, with a new office and storage facility complete. Inclement weather has resulted in a revised completion date of April 2024. Local company Hall Contracting were awarded the civil works tender at Honey Farm Sport and Recreation Precinct and have mobilised all plant and equipment in readiness for commencement of the first stage of civil works.
1.1.7	Progress implementation of the Honey Farm Road sport and recreation project with a focus on preparing the fields and facilities to activate the designated sporting uses.	01/07/2023	30/06/2024	60%			The Bulk Earthworks and Buried Services package has been awarded and the contractor is ready to start. Unfortunately works have been unable to start in January as scheduled due to the rainfall. If a start in early April is achieved (weather and site conditions dependent) it is expected the program and final end date will not be overly impacted by this commencement delay. Multiple supporting works packages are moving through the procurement process at the moment to ensure continuity of progress on site.





Vibrant community places and spaces that are inclusive, accessible and adaptable







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.1	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011-2026 including completion of stages 1 and 2 of the Kawana Aquatic Centre upgrade.	01/07/2023	30/06/2024	75%			Stage 1 works at the Kawana Aquatic Centre including new program pool, demolition of the old learn to swim pool and improved car parking were completed in March 2024. Stage 2 works which include a new administration building, change rooms, kiosk, meeting space and amenities will commence next quarter. New shrouding for Cotton Tree Aquatic Centre pool lights were installed this quarter.
1.2.2	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041, including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2023	30/06/2024	75%			This quarter, library visitation increased by 13.7%, physical loans increased by 10% and digital loans increased by 34% when compared to the same quarter in 2022/23. The first Express Library, a book vending service was installed this quarter at Baringa. Membership reached over 120,000 for the first time in the library's history with 3% growth from last quarter. The MyLibrary App had an 18% increase in launches compared with last quarter. Additional Rhymetime and Storytime sessions to meet increasing demand were implemented at two libraries. A total of 3514 people attended the 89 Rhymetime sessions and 1587 people attended the 62 Storytime sessions held this quarter. Harmony Week was celebrated from 18 to 24 March 2024 with multicultural programs across three libraries.
1.2.3	Implement prioritised actions from the Cemetery Plan 2019-2028, including: site planning for key cemetery sites at Kulangoor and Caloundra, updating content and information regarding cemetery services on Council's website, and forming a Cemetery Community Reference Group.	01/07/2023	30/06/2024	75%			A Community Reference Group was established for the Kulangoor Master Plan, with the first meeting held in January 2024 to discuss the draft proposal of the Kulangoor Cemetery Masterplan. Members then participated in a walk-through of Kulangoor Cemetery in early February 2024. Council has continued to improve public access to Cemetery Services information, with fact sheets regarding ash internment sites, burial monuments and plaques, natural burials and reservations now available online through Council's website.
1.2.4	Progress a whole of region initiative to investigate, design and construct outcomes targeted specifically towards accessibility improvements in the public realm, which includes mobility mapping.	01/07/2023	30/06/2024	75%			Projects identified within the Accessibility Improvement Funding Project Plan have been allocated to relevant design and delivery teams for implementation. All projects are on track for full delivery this financial year.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.5	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexilink and Kenilworth Community Transport Service.	01/07/2023	30/06/2024	75%			Proposed project submissions have been evaluated against the current Transport Levy Policy. Submissions aligning with the intent of the policy have been put forward for Council's consideration in an information package that includes the Transport Levy Policy and Transport Futures Fund Plan. This information will be considered as part of Council's 2024/25 budget development process.
1.2.6	Expand the trial and implementation of regulated parking technology to provide a safer work environment while encouraging vehicle turnover to provide fair and equitable access to the town centres, destinations and tourism locations.	01/07/2023	30/06/2024	75%			Implementation of the ParkSmart Program continued throughout the quarter with a focus on risk reduction, more efficient patrols, broadening employment opportunities, and allowing the team to absorb the growth in demand without requiring an increase in resources. ParkSmart vehicle patrols to investigate and respond to regulated parking complaints continued and Council recommenced the static camera trial at Buderim Mountain State School in line with the commencement of the 2024 school year. The assessment phase will identify if the static camera trial can be scaled in a sustainable way to allow Council to provide similar services to other schools in different locations. A proposal to operationalise the project has been developed and will be considered as part of Council's 2024/25 budget development process.
1.2.7	Facilitate and progress the Nambour centre activation project including advancing the planning and feasibility required for re-purposing the Nambour administration precinct buildings.	01/07/2023	30/06/2024	60%			Detailed feasibility and engineering / certification analysis has been completed and is being used to inform staging and methodology options to guide repurposing of the Eddie De Vere and library buildings in Nambour. The intent is to provide enhanced library, community and Council corporate office outcomes. Planning for sequencing of works to be delivered over multiple financial years continues, including detail design of early works to create additional community accessible spaces and repurposing of corporate areas.







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.2.8	Commence construction of the repurposing of the Caloundra administration building to incorporate library and community facilities, ensuring functional readiness through an operational management plan.	01/07/2023	30/06/2024	75%			The Caloundra Administration building refurbishment works have advanced significantly through the work of local firm Hutchinson Builders. Internal demolition on all levels are well advanced, along with structural preparations for the existing building and entrance expansion. Project control measures and governance are functioning effectively to monitor plans relative to actual time, cost and scope. The preliminary Operational Management Plan for the building is undergoing further development, review and refinement ahead of building reopening. Completion of the building's transformation into a library and community facility with corporate office spaces is forecast for mid-2025 subject to onsite progress.







An inclusive community, with opportunities for everyone



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.3.1	Develop and commence implementation of the Sunshine Coast Stretch Reconciliation Action Plan that is focused on longer-term strategies, and working towards defined measurable targets and goals.	01/07/2023	30/06/2024	65%			Development of the Sunshine Coast Stretch Reconciliation Action Plan (RAP) is underway and is expected to be completed by the end of this calendar year. The first draft is being developed after targeted consultation with First Nations community partners. Development is being led by the Stretch RAP Working Group which represents all areas of Council. A community RAP Advisory Group is also being established to guide development and implementation of the RAP. Development of the Stretch RAP has been slightly delayed to ensure respectful and meaningful engagement with First Nations representatives.
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2023	30/06/2024	75%			The inaugural Young Leaders Academy launched in February 2024 with eight participants attending the three workshops delivered this quarter, including a retreat day. Planning is well advanced for the Youth Week Festival in Baringa in April 2024 as part of a calendar of events across the region. Youth agency network, Youth Connect, has continued to develop with a steering group now in place to support future direction and build partnership around future youth initiatives.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and improving accessibility and inclusion for people with disability.	01/07/2023	30/06/2024	75%			Harmony Week was celebrated between 18 and 24 March 2024 with Council supporting a program of activities held across the Sunshine Coast to enable the community to experience, explore and appreciate the cultural diversity of our region. The week-long celebration was about inclusion, respect and a sense of belonging. The Migrant Business Ready Scholarship program for 2024 has been developed and will soon be promoted to the community. The program is anticipated to start in early May over 10 fortnightly sessions. Work with partners also continues to plan the Multicultural Jobs Fair and Business Expo program for May 2024. Work on the Welcoming Cities standard has continued, looking at potential recruitment, work experience and internship opportunities. Potential partnerships and opportunities are also being explored with Multicultural Affairs Queensland.
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2023	30/06/2024	75%			The annual four-day Excellence in Engagement training program concluded in March 2024, alongside the delivery of an Excellence in Engagement Roadshow, to further embed the Excellence in Engagement Framework and best practice engagement processes and capability within Council. A 'Have your Say' Sunshine Coast registration campaign was also launched during March, encouraging residents to sign up to Council's online engagement hub to be kept informed of opportunities to have a say on matters important to them.
1.3.5	Develop and implement a Housing and Homelessness Action Plan to support Council activities to achieve affordable living outcomes for the Sunshine Coast community.	01/07/2023	30/06/2024	75%			Council continues to implement the actions identified in the endorsed Housing and Homelessness Action Plan, including the recently updated and endorsed Council Policy relating to Infrastructure Charges Rebates for Eligible Community Organisations.





Connected, resilient communities, with the capacity to respond to local issues



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.4.1	Provide support to the community and other not-for-profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the community grants program.	01/07/2023	30/06/2024	75%			A total of \$29,796 in funding to 29 applicants was approved during this period through Environment Levy Grants, Individual Development Grants and Emergency Grants. In line with opening of the second Major Grant round for the 2023/24 financial year in February 2024, a series of interactive online and in-person grant writing workshops were delivered during this period with the aim of increasing participant confidence in grant writing and providing helpful tips on submitting successful applications to Council and/or external funding programs. The series comprised of an online webinar and five in-person workshops held at Baringa, Maleny, Yandina and Maroochydore, and included a sector specific workshop targeting Chambers of Commerce and Industry Groups that was delivered at Sunshine Coast City Hall. Following the courses, 93% of respondents were confident or strongly confident in writing an application.
1.4.2	Undertake a review of the Community Strategy Action Plan 2019-2024 to develop a renewed set of actions for the next five years, working with the community towards our shared goal of a strong community for the Sunshine Coast region.	01/07/2023	30/06/2024	75%			Drafting continued on the refreshed Community Strategy and Action Plan. Internal consultation and community feedback received to-date is informing and refining priorities and actions. The refreshed Community Strategy will focus on a simplified structure, clearer language, transparent measures and renewed actions for the next five years. Work also continues on planning for the next phase of community engagement to assist in finalising the refreshed Strategy in readiness for Council's consideration.
1.4.3	Undertake a review and develop the next version of the Active Transport Plan that sees walking and cycling playing an essential part in an integrated transport system to provide improved mobility, safer streets, healthier residents and a reduced impact on the global climate.	01/07/2023	30/06/2024	70%			ARUP Australia (ARUP) have been engaged by Council to prepare the new Active Transport Plan. ARUP will undertake community consultation and engagement activities as part of the preparation of the new plan. ARUP has undertaken a project definition meeting with Council officers alongside gathering background data from Council. ARUP will report to the Sunshine Coast Active Transport Advisory Committee meetings.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.4.4	Advance the Caloundra Transport Corridor Upgrade project in collaboration with Council's funding partners to provide safer and more direct access to Caloundra for motorists, with a strong focus on active transport.	01/07/2023	30/06/2024	70%			The design continues to be progressed and is due to reach 85% completion by mid-April 2024, inclusive of detailing all major features of the corridor including transitions to adjacent infrastructure, lighting and traffic signals, service relocations, drainage and landscaping. Design optimisation continues with a sustainability focus to reduce project impacts and enhance user connectivity, safety and efficiency. Demolition of a number of properties along Oval Avenue for the new transport corridor (Section One) of the project is progressing, with the majority of the demolition forecast to be completed next quarter. Additional works will be required to remediate the land in recognition that many of the older buildings demolished contained asbestos. Following withdrawal of the Australian Government contribution for Section Two of the project (Arthur Street and Nicklin Way section), alternate funding is being sought through the State Government, to secure delivery of this link to the Nicklin Way.
1.4.5	Progress a detailed business case with the State Government for Sunshine Coast Public Transport project to maintain the liveability and connectivity for the Sunshine Coast.	01/07/2023	30/06/2024	75%			A review of all the technical reports prepared by the Department of Transport and Main Roads has been completed by Council's project team and the review of the draft Detailed Business Case (DBC) chapters is currently underway. The preparation of the DBC is on track to be completed by mid-2024.
1.4.6	Review the Road Safety Plan and implement initiatives that support liveable neighbourhoods and limiting the number of road related injuries, protecting our most vulnerable road users, including pedestrians, cyclists and motorcyclists, and ensuring all three tiers of government work towards a common goal of reducing the impact of road trauma through a 'One Network' approach to road management.	01/07/2023	30/06/2024	60%			The review of the Road Safety Plan is now complete, and a final draft Network Safety Plan has been prepared for internal consultation. The timeline on this plan has been extended due to the change in direction from a Road Safety Plan to a Network Safety Plan.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.4.7	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2023	30/06/2024	75%			<p>A new initiative has commenced to provide free showers across Council's network of nine aquatic centres to people experiencing homelessness. The Lived Experience leaders have been working on the group vision and purpose and will be called Street Up. Street Up has provided feedback to the State Government on their Homelessness Service Design. The group are involved in creating a video to raise community awareness and understanding of homelessness and are working alongside Maleny Neighbourhood Centre to improve responses to homelessness.</p> <p>Council is working with community partners to prepare events and activities to occur during Domestic and Family Violence Prevention Month in May 2024. Conversations are continuing with men from a range of backgrounds and community groups to understand more on the role of men and boys in acting to support the prevention of domestic violence.</p>









Creative and innovative approaches to building a strong community









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2023	30/06/2024	75%			Planning is underway for the next Horizon Festival. An open Expression of Interest to all regional artists was distributed with well over 150 responses. Meetings with potential partners is underway and external funding is being actively sought.
1.5.2	Plan and coordinate Council's Arts Levy Program to deliver an annual program of developmental opportunities for the creative sector and, in line with the Sunshine Coast Arts Plan 2018-2038 coordinate the delivery of the Regional Arts Development Fund, and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2023	30/06/2024	75%			<p>The Local Contemporary Art Prize saw 40 finalists selected from 280 entries to vie for \$17,000 in prize money. Maroochydore Library Artspace exhibited nine local artists with another nine leading public programs. This quarter, \$88,616 was granted to 14 Regional Arts Development Fund recipients and \$165,000 to nine arts initiatives through the Creative Industries Investment Program. Project 24 supported 17 artists-in-residence at 2ND Space in Nambour, a mentoring program for 12 artists, and three public showings to 123 attendees featuring six new works in development. Spaces for Creatives provided subsidised studio space to four creative enterprises.</p>











Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including: next stage planning for the Sunshine Coast Regional Collection Store, delivery of activation events for Bankfoot House and the Landsborough Museum, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2023	30/06/2024	75%			The annual Historian in Residence program is nearing completion with two areas of research - Sunshine Coast Cemeteries and Bankfoot House personalities. Our heritage facilities remain popular with heritage talks, holiday programs and educational programs attracting increasing visitation rates. Ongoing support for regional heritage groups and museums is provided through expert advice, training workshops, marketing campaigns and grants. This quarter, Council staff met with every heritage group and museum in the region to provide information and advice on Council's Community Partnership Funding Program.

Corporate Plan Goal : Our environment and liveability



A resilient region shaped by clever planning and good design





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.1.1	Progress the drafting of the new planning scheme informed by the preliminary community consultation outcomes and the State Interest Review, prior to undertaking formal community consultation on the proposed planning scheme that will shape future settlement patterns across the region.	01/07/2023	30/06/2024	60%			During this quarter, Council officers have been responding to requests for further information and working collaboratively with State Government officers to discuss and, where possible, resolve preliminary State Interest Review feedback on the proposed planning scheme. Other key focus areas in this quarter have included ongoing drafting of planning scheme policies that support the proposed planning scheme. It is anticipated that the State Interests Review process will remain ongoing for the foreseeable future with potential implications for the timing of the next project phase.
2.1.2	Continue to negotiate with parties of the Palmview Infrastructure Agreement to ensure delivery of all infrastructure obligations under the agreement.	01/07/2023	30/06/2024	75%			Preparation of Palmview Infrastructure Agreement (PIA) No. 2(a) and PIA No.3 proceeded in consultation with Palmview landowners to enable the continuity of residential lot supply. The related instruments (a Temporary Local Planning Instrument to override the Palmview Structure Plan and the Infrastructure Agreement with the Department of Transport and Main Roads) were also progressed to produce a consistent package of enabling instruments and agreements.
2.1.3	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2023	30/06/2024	90%			Council officers continue to engage with the State Government through the Local Government Working Group, one on one meetings and written correspondence. Council has undertaken a more detailed review of the updated South East Queensland Regional Plan and confirmed initial views that there is a strong level of alignment between the updated Regional Plan and many of the positions reflected in Council's current Corporate Plan and existing regional strategies. The State Government's attention now turns to implementation actions and Council will actively participate in these processes as they arise.
2.1.4	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2023	30/06/2024	75%			Council is continuing to work in collaboration with the State Government to progress the planning for the Beerwah East South East Queensland Development Area under the South East Queensland Regional Plan. The Plan strengthens the commitment to the development of Beerwah East and acknowledges the importance of Beerwah East to accommodating the region's future population growth.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.1.5	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent, identifying and acquiring strategic land and implementing the Inter-urban Break Outdoor Recreation Plan with partners.	01/07/2023	30/06/2024	75%			Advocacy efforts have continued for the protection of the Regional Inter-urban Break as a major green space. Council's Environment and Liveability Strategy website has been updated to reflect the State Government's South East Queensland Regional Plan and the formal recognition of the Northern Inter-urban Break.
2.1.6	Finalise the review of the Environment and Liveability Strategy and continue to embed sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast region through emissions reduction and climate risk management.	01/07/2023	30/06/2024	90%			The Environment and Liveability Strategy Part C: Network Plan is undergoing a review and update which is intended to be finalised in 2024. Progress has been made to embed sustainability and climate risk reduction across our organisation including, staff training and a leadership forum on Creating a Climate Ready Organisation. Implementation of the Cascading Climate Risk project in partnership with Noosa Shire Council and critical infrastructure providers has continued.
2.1.7	Design improved identification and updating of stormwater assets in Council's asset register to better shape appropriate levels of service in accordance with the Stormwater Management Strategy.	01/07/2023	30/06/2024	85%			All Capital Works funds have been expended and all major stormwater rehabilitation works for the 2023/24 financial year have been completed. The culvert improvement research project with the University of the Sunshine Coast has progressed to the final stage. Improvement were made to the 'Confirm' reporting system dashboard to display live progress on pipe cleaning maintenance projects. Key statistics from this period include: <ul style="list-style-type: none"> • 3140m of stormwater pipes via CCTV, and 527 drainage pits for structural condition and 32 easements for unauthorised encroachments were inspected • 47 pipe relining projects, 72 pipe patches, nine full pipe renewals, 68 pit upgrades and six detailed flood investigations were completed • 296 customer requests were investigated, and • 26 Build Over Stormwater development approvals and 12 Easement Encroachment approvals were issued.
2.1.8	Commence preparation of Urban Design Guidelines for Multi-Unit Dwellings to demonstrate and create a better built environment.	01/07/2023	30/06/2024	75%			Drafting of the Multi-Unit Development Design Guide is progressing, with consideration being given to the built examples, diagrams and photos to be included in the design guide. It is anticipated that this project will be completed and launched in the new financial year.



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.1.9	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, progressing the Shoreline Erosion Management Plan and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2023	30/06/2024	75%			Implementation of the Coastal Hazard Adaptation Strategy has continued, including ongoing planning for Maroochydore, Mooloolaba and Golden Beach.
2.1.10	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events and undertake a review of Council's Local Disaster Management Plan.	01/07/2023	30/06/2024	75%			The Local Disaster Coordination Centre staff participated in exercises and training sessions to support the community during events when required. The Community Engagement Plan is on track for delivery in the new financial year with resilience activities including community resilience building workshops and Get Ready Schools visits underway across the region.
2.1.11	Finalise construction of the new hi-tech material recovery facility at the Nambour waste precinct to improve the quality of processed recyclable material and mobilise the operations contract.	01/07/2023	30/06/2024	100%			This activity is complete with the facility operational since 1 December 2023.
2.1.12	Develop and commence implementation of a refreshed Sunshine Coast Waste Strategy to guide service provision, emissions reduction, diversion of waste from landfill and continued modernisation of Council's waste management facilities and practices.	01/07/2023	30/06/2024	100%			The Resource Recovery Strategy 2023 was adopted by Council at November 2023 Ordinary Meeting and implementation has commenced.
2.1.13	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2023	30/06/2024	75%			Implementation of the 2023/24 Environment Levy Program has continued. A joint acquisition of a 155 hectare property in Peregrin Beach containing coastal heath vegetation was made in partnership with the State Government.





Protection and enhancement of our natural assets and distinctive landscapes



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.2.1	Finalise the Point Cartwright masterplan including management of consultation activities and any other formal processes required for implementation.	01/07/2023	30/06/2024	100%			The Point Cartwright masterplan was endorsed at Council's Ordinary Meeting in August 2023. A separate consultation process was undertaken for the local law amendments regarding animal management, endorsed at Council's Ordinary Meeting in December 2023.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.2.2	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2023	30/06/2024	75%			On-going weed maintenance works continue at the Maleny demonstration site. Works continue at the Witta demonstration site, with additional planting being completed in the drainage lines and roadside verge. Maintenance works have commenced for ongoing weed management. Fauna monitoring has also been undertaken for a 6 month period due to community requests for fox monitoring. The Broad Leaf Pepper distribution and artificial intelligence proof of concept trial has been completed. Analysis of results is being finalised and will inform communications. The herbicide capsule trial for cats claw creeper has commenced, with plot design and trial implementation progressing. Difficult terrain is further impacting available treatment locations, however the trial design will remain flexible to ensure contractor safety. The Environmental DNA (eDNA) research trial with the University of Sunshine Coast is progressing, with reference library sequences available for two of the target weed species. Plant samples are currently being collected to trial extracting DNA from water samples in the lab environment, as well as trialling several water filtering process and DNA filters.
2.2.3	Finalise community consultation and seek endorsement for implementation of wildlife conservation plans for Marine Turtles and Macropods, which will deliver identified actions to support the recovery and conservation of these populations on the Sunshine Coast by reducing threats, improving habitat quality, and strengthening community-based management.	01/07/2023	30/06/2024	100%			The wildlife conservation plans for Marine Turtles and Macropods were endorsed by Council at the Ordinary Meeting in August 2023 and implementation has commenced.



Responsive, accessible and well managed assets and infrastructure





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project, land acquisitions, land management activities and stakeholder engagement.	01/07/2023	30/06/2024	75%			Implementation of the Blue Heart has continued with new information clarifying the project published on Council's website, further strategic land acquisition investigations, and a research forum with university partners. The project's Blue Carbon application is still being considered by the Australian Government's Clean Energy Regulator.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.3.2	Finalise the master plan for the Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2023	30/06/2024	100%			The Sunshine Coast Ecological Park Master Plan was endorsed at the Council Ordinary Meeting in July 2023. Implementation of the Sunshine Coast Ecological Master Plan is progressing, including establishment of implementation governance frameworks, detailed site investigations, scoping of staged delivery of design works and applying for Australian Government grant funding.
2.3.3	Progress projects funded through the Queensland Reconstruction Authority for the reconstruction of essential public assets in our region that have been affected by natural disasters.	01/07/2023	30/06/2024	67%			The Queensland Reconstruction Authority program is currently 67% complete. Landslip Packages 2 and 3 have moved forward, with Package 2 at 62% complete and Package 3 at 50%. Unsealed road works, drainage works, and sealed road works are progressing however, delays have occurred. Several factors have slowed project timelines including bad weather, design finalisation, landowner access approval, land acquisitions and stakeholder engagement.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.3.4	Progress delivery of placemaking initiatives including streetscape improvements for Maroochydore (First Avenue and Ocean Street), Eumundi, Nambour, Maleny and Coolum.	01/07/2023	30/06/2024	75%			<p>Placemaking initiatives progressed with significant highlights including:</p> <ul style="list-style-type: none"> Landsborough Cribb Street Stage 2 construction commenced Eumundi Memorial Drive Streetscape Project procurement is being finalised with the aim to commence construction mid-2024 Nambour Place Plan has progressed to detailed design following community consultation and is awaiting potential grant funding outcomes to determine scope for delivery Maleny Maple Street is in the final stages of detailed design, with tender proposed for Quarter 4 Ocean Street Refresh has been rescope allowing for delivery of creative lighting outcomes Marcoola Lorraine Avenue design has been finalised with construction postponed to early 2025 in response to recent site constraints posed by the development of a private lot near to the site First Avenue construction contract tender is being reviewed due to proposed costs exceeding the project budget. Council are exploring various staging and cost saving options that will form part of the revised capital budget development process, and Coolum connections has commenced concept design phase with community engagement proposed for the new financial year.

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through additional planting, better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2023	30/06/2024	75%			The Street Tree Master Plan refresh project has continued to progress with the development of a detailed project plan and process map for internal review. Planning has commenced for a community engagement program.





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community and investigate other complementary protection mechanisms.	01/07/2023	30/06/2024	75%			Biosphere implementation continued with a focus on governance and establishing formal Biosphere partnerships. A flagship research project with the University of the Sunshine Coast has commenced to better understand Biosphere stakeholder connections and planning is progressing to undertake a series of community conversations.
2.4.3	Implement strategic actions within the Recreation Parks Plan to design and deliver recreation parks that support the health and lifestyle needs of our region's communities that complement the character of the region.	01/07/2023	30/06/2024	75%			The internal stakeholder consultation for the draft Play Opportunities Plan has been completed. The Recreation Parks Plan is currently being incorporated into the new Sunshine Coast Planning Scheme. Key elements have been included in the Planning Scheme Codes and Local Government Infrastructure Plan Desired Standards of Service, with additional guidance provided in the Planning Scheme Policy for Development Works. A park shade analysis has been completed, which will assist with scoping for new park trees and identification of potential sites for community tree planting.

A reputation for innovation and sustainability





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
2.5.1	Review of energy transition opportunities including the development of a business case and integration studies of additional renewable energy and battery energy storage systems.	01/07/2023	30/06/2024	75%			The battery energy storage technical specification is complete. Preparation of the tender documentation has commenced for the design and construction of the battery energy storage system.
2.5.2	Award a contract and progress the design and construction of a Food Organics and Garden Organics (FOGO) processing facility which will support achieving landfill diversion targets and improve emissions reductions.	01/07/2023	30/06/2024	75%			Stage 2 of the tender process was released to the market in February 2024 with tenders closing on 23 April 2024.





Corporate Plan Goal : Our resilient economy

Strong economic leadership, collaboration and identity





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.1.1	Undertake a review of the Regional Economic Development Strategy 2013-2033 and associated Implementation Plan to further progress towards the delivery of a resilient economy for the Sunshine Coast region.	01/07/2023	30/06/2024	100%			The review of the Sunshine Coast Regional Economic Development Strategy 2013-2033 and associated five-year Implementation Plan was successfully completed with Council endorsing the refreshed document at the Ordinary Meeting in October 2023. Implementation of the refreshed Strategy is now underway.
3.1.2	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, deliver complementary initiatives and develop and finalise a new performance deed.	01/07/2023	30/06/2024	75%			Visit Sunshine Coast is undertaking a review of the final draft of the funding deed and it is anticipated the deed will be submitted for Council's consideration in mid-2024. The key performance indicators and reporting format have been agreed by both parties.

New capital investment in the region



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.2.1	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2023	30/06/2024	75%			Economic Development Queensland circulated a preliminary draft Development Scheme to Sunshine Coast Airport, Council and the State agencies for comment. The consideration of stormwater management and traffic and transport arrangements was progressed to inform the content of the scheme.
3.2.2	Progress implementation of the Caloundra Centre Master Plan 2017 in alignment with the Caloundra centre activation project, including finalising the business case for the new Caloundra Regional Gallery, and preliminary feasibility and design for the Community and Creative Hub Precinct.	01/07/2023	30/06/2024	75%			The Council endorsement of the business case for the proposed new Sunshine Coast Regional Gallery in Caloundra has been used to prepare a draft funding strategy, developed in consultation with the region's arts community representatives. Significant partnership funding will be required to deliver this facility, which the draft strategy seeks to support. The feasibility, staging and implementation planning for the broader Community and Creative Hub precinct has advanced and will support planning for the precinct's delivery in future years. Detailed design of the first stage (improvements to Bill Venardos Park) is advancing.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.2.3	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2023	30/06/2024	75%			Council, in conjunction with MySecurity Media, is delivering a Testing Tech in Paradise promotional series throughout 2024. The series features two live webinars with industry guest presenters and a networking event. The first webinar held this quarter generated awareness of the region's technical and critical infrastructure capabilities. Presenters included Dr Adrian McCallum (University of the Sunshine Coast), Jasmine Vreugdenburg (Sunshine Coast Innovation Centre), Tim Kelly (Manufacturing Excellence Forum) and Rylea McGlusky (Geospatial Intelligence). Council also hosted representatives from Trade and Investment Queensland's North America and Japan offices to discuss investment attraction activities and promotions including Council's digital marketing campaigns running in North America.
3.2.4	Progress amendments to the Maroochydore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2023	30/06/2024	75%			Council continued to act as the Minister's delegate for Plan Making for the Maroochydore City Centre Priority Development Area (PDA) in progressing an amendment to the Maroochydore City Centre Priority Development Area Development Scheme. Council forwarded the Proposed Amendment No. 3 and submissions report to the Minister for Economic Development Queensland (MEDQ) for determination on 21 December 2023. The MEDQ adopted the amendment on 6 March 2024 and it was gazetted on 15 March 2024.



Investment and growth in high-value industries, innovation and entrepreneurship



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.3.1	Progress implementation of Mooloolaba Master Plan, including design finalisation and commencing construction of the foreshore Central Meeting Place and next stages of the Brisbane Road, Mooloolaba four lane road upgrade (Bindaree Court section).	01/07/2023	30/06/2024	70%			Mooloolaba Master Plan work continues with the Mooloolaba Foreshore Revitalisation Stage 2 Central Meeting Place and Southern Parklands Seawall design complete and construction procurement progressing. In January 2024, a report was presented to Council's Ordinary Meeting with an addition to the resolution requesting the Chief Executive Officer provide a report to the new Council (post the 2024 local government election) prior to awarding the tender for Stage 2 of the project. The resolution also proposed establishment of two Mooloolaba community reference groups and endorsed each group's respective terms of reference. The Mooloolaba Business Activation Group and Stakeholder Interest Group commenced meetings in February 2024 with presentations on design, Q&A session and workshop activities. Reactivate Consulting is engaged to bring together a Business Activation Strategy designed to support the Mooloolaba Business community during the project. Stage 4 early works for the Brisbane Road four-lane upgrade (Mooloolaba Transport Corridor Upgrade - between Bindaree Crescent and Kyamba Court) are progressing for the demolition of the existing buildings and the construction of a noise wall. Civil works for Stage 4 of the four-lane road upgrade are scheduled for future years.
3.3.2	Work with key stakeholders to identify investment and industry development opportunities, undertake marketing activities and support aligned projects across the region's high value industries.	01/07/2023	30/06/2024	75%			The Testing Tech in Paradise campaigns were marketed for three months with the North America campaign providing 84 new leads, and the Australian campaign delivering 114 new leads. The Vitamin SC Season 3 campaign resulted in 446 new leads. Electronic direct mail correspondence was also sent each month to over 4700 recipients based outside of the Sunshine Coast.

Strong local to global connections



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing direction to specialist services, contacts, training and partnering with State and Federal government trade agencies for in-market assistance.	01/07/2023	30/06/2024	75%			Council facilitated an Intellectual Property Law and Trademark Workshop hosted by the Manufacturing Excellence Forum on the topic 'Freedom to Operate - what you don't know and how to avoid losing your business.' The workshop received exceptional feedback and seven complementary half-hour sessions were provided for attendees of the workshop to discuss their intellectual property and export questions. Council and Trade and Investment Queensland collaborated to hold a workshop for 65 attendees to provide invaluable insights into the Indian market and guide both new and seasoned exporters on the path to successfully exporting to India.



A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.5.1	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114 and other community spaces.	01/07/2023	30/06/2024	75%			Caloundra Indoor Stadium attracted two new events during the quarter - the National Seniors Pickleball Tournament and Fashion Thrift Society. The stadium also played host to the Suncoast Spinners Wheelchair Basketball Tournament, Sunshine Coast Lightning holiday clinic and Brazilian Jiu Jitsu. Maroochydore Multi Sports Complex hosted the Brisbane Lions and Western Bulldogs AFL training camps. The Nambour Showgrounds held Collectorama and a new event, Soundbox Live. Freestyle Kings Live was a new major event held at Sunshine Coast Stadium. The stadium also hosted two Oztag Championships, Melbourne Storm Academy games, Dolphins verse Titans NRL pre-season match, Dragon Boat Queensland State Championships, Gympie Rugby League 9's and Sunshine Coast Falcons 2024 games. The Amity Affliction music concert commenced Venue 114's 2024 events, followed by the Sunshine Coast Wedding Showcase, Conscious Life Festival and Burlesque L'amour. Altitude Nine hosted the Brisbane Lions Leadership Lunch, Venue Managers Australia networking function, a sold-out International Women's Day event and Ray White Auction.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.5.2	Undertake a review of the Major Events Strategy 2018-2027 to prioritise a broad and balanced major events calendar for the region and ensure close alignment with legacy opportunities of the Brisbane 2032 Olympic and Paralympic Games.	01/07/2023	30/06/2024	100%			The Sunshine Coast Major Events Board recommended a review and update of Sunshine Coast Major Events Strategy 2018-2027 after five years, to keep up to date on evolving regional and wider events. The review was undertaken, with the 'refreshed' strategy for 2023-2028 endorsed and adopted at the Ordinary Meeting in August 2023. Implementation of the refreshed Strategy is now underway.





Encourage investment in talent and skills

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.6.1	Work with education and training sector and the broader industry to implement 'Study Sunshine Coast' and better prepare and connect young people to education and employment opportunities in the region including through skills development, innovation and employability initiatives.	01/07/2023	30/06/2024	75%			Study Sunshine Coast supported O-Week at the University of the Sunshine Coast, talking with new students about the region, free programs, and support services available to them during their stay, including assistance in sourcing jobs to support their studies through the Sunshine Coast Student Jobs Hub. Over the two days, Study Sunshine Coast and their ambassadors collected over 440 new leads and signed up an additional student ambassador for the 2024 program. Hailing from both the University of the Sunshine Coast and TAFE Queensland, these advocates cover key markets of South Korea, Colombia, South Africa and the Philippines and will attend events and activities and post on social media. The Study Sunshine Coast Project Global Citizen program has been delivered with 25 participants attending the online program that helps build cultural competencies and prepares students for the global workforce. Study Sunshine Coast joined TAFE Queensland Student Services and the International Team to welcome the newest arrivals to the region. The Migrant Employability Working Group met this quarter to support, skill and activate our migrant and international student workforce and provide connections to industry in our region.



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
3.6.2	Strengthen the collective resilience of our business communities through local business support programming and initiatives, and enhance the destination appeal of identified gateway precincts through the development and implementation of activation plans.	01/07/2023	30/06/2024	75%			The Local Business Support Program delivered tailored and specialist advice to 253 businesses across the region. There were 18 events delivered in support of the Regional Economic Development Strategy involving 323 participants which included the Build a Better Business Planning workshops, the Sustainable Solutions for a Profitable Tourism Business workshop, and a tailored Grants workshop for Chambers of Commerce and Industry Groups. The Place Activation team supported seven key events in Nambour, Mooloolaba and Caloundra, attended by more than 11,000 community members. The events included Business Walks in Mooloolaba, Business Activation Group meetings, Downtown Caloundra Taskforce Meetings, New Years Eve at Kings Beach, two new Nambour markets - The Twilight Market and The Rummager's Market, and a Nighttime Economy industry event.

Corporate Plan Goal : Our service excellence



Engage with our customers to design inclusive, contemporary and sustainable community services

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.1.1	Commence implementation of a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2023	30/06/2024	75%			The draft Strategic Asset Management Plan is complete and has progressed to internal consultation.
4.1.2	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long-term financial plans.	01/07/2023	30/06/2024	60%			<p>Prolonged wet weather and ongoing high construction cost challenges have impacted a range of projects during Quarter 3 resulting in 62% of Council's \$332.6 million Capital Works Program being financially expended. The Core Capital Program has expended 54% of the budget, and is undoubtedly the most affected by delays, however is forecast to achieve the annual 90% delivery target.</p> <p>A range of significant construction projects progressed during early 2024 including the Caloundra Library+, Honey Farm Road Sports and Recreation Precinct, Stringybark Road Pedestrian and Cycle Bridge, Charles Clarke Park Revetment Wall and the Outrigger Park Boat Ramp and Carpark at Mooloolaba.</p> <p>Other highlights include the community and corporate facilities program progressing to 64% completion, and the Coastal Pathway program progressing to 74% with key projects underway at Caloundra Headland and the Warana missing link section. The \$25 million road resurfacing and rehabilitation program progressed to 70% delivered with the Unsealed Road Upgrade program progressing to 83% complete. Major upgrade works at the Nambour Waste Precinct have progressed well and are now more than 80% complete. The new Materials Recovery Facility is in full operation and the liner is being placed for the landfill expansion.</p>



Deliver consistent services that provide positive experiences for our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.2.1	Develop an approach that embeds customer experience into all of Council's operations and aligns to the International Customer Service Standard.	01/07/2023	30/06/2024	75%			<p>During Quarter 3, efforts continued with a focus on transforming Council to be more customer centric and supporting organisational alignment to optimising customer experience. This included but was not limited to:</p> <ol style="list-style-type: none"> 1. Monthly reviews of service delivery performance and actions underway to drive improvement in experience and responsiveness. 2. Reviews into a number of escalated customer issues to help understand customer pressure points, inform improvement of policies, procedures, information, and service delivery, and the future Customer Experience roadmap. 3. Customer Experience training was rolled out to the Executive Leadership Team in advance of sharing with all Council team members. <p>The project plan for the development of the Customer Experience roadmap was supported, with key development actions occurring between Quarter 4, 2023/24 and Quarter 1, 2024/25.</p> <p>Development and embedding of a Customer Experience roadmap is intended to help Council:</p> <ul style="list-style-type: none"> • Be more customer centric - placing our customers at the centre of everything we do: and • Deliver service excellence in the most effective, efficient, and economical manner to maximise use of valuable public resources.

Assess service performance using data driven insights to inform sustainable service delivery







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.3.1	Implement the new Smart City Framework and commence execution of the implementation plan to realise Smart City opportunities and further develop Council's data driven decision making capability.	01/07/2023	30/06/2024	75%			<p>Actions from the Smart City Framework Implementation Plan continue to be progressed across all five pathways and include:</p> <ul style="list-style-type: none"> provide Smart Infrastructure Manual input to major projects, e.g., Caloundra Community Creative Hub, and Caloundra South Peoples Place Trailer Data service was made available to Council office to inform decision making in Capital Works design and assist with policy decisions and budget/grant documentation Smart Infrastructure Manual 2024 consultation was completed and approval provided to publish expanded and updated version 'Internet of Things' dashboard reports are now accessible to all staff on request, and evaluations of the innovation pipeline progressed focusing on high-value and short timeframe to deployment at scale.

Optimise our services through operational excellence, digital enablement and agile delivery models







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
4.4.1	Develop and implement a new outcomes based model for Council's products and services to inform the planning for the 2024/25 budget and shape future service review priorities, including consideration of the most cost-effective service arrangements reflective of customer needs.	01/07/2023	30/06/2024	75%			<p>Service Output planning has been embedded into the early stages of the budget development process for the 2024/25 financial year. These plans have been delivered as part of a Sustainable Service Planning program that analyses the 10 trends most likely to impact Council's service delivery over the next 10 years and how service offerings may need to adapt to remain efficient, effective and affordable. During the quarter further work commenced on a sub-set of services to consider whether their current service offerings, levels and delivery models continue to be appropriate or where adjustments may result in enhanced community value.</p>

Corporate Plan Goal : Our outstanding organisation





Maintain a sustainable organisation that is well placed to respond to the needs of our growing region









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.1.1	Review the long-term financial plan based on sound financial modelling that includes improved contributed asset processes, enhanced asset management valuation systems and the delivery of a well informed budget.	01/07/2023	30/06/2024	75%			Council's 2023/24 adopted budget provides a strong financial outlook, maintaining Council's financials within the recommended financial sustainability metrics, while also delivering services and key infrastructure for the region. Council's Long Term Financial Model is consistent with the most recent revision of the 2023/24 budget, with a review of forward years required to ensure financial sustainability is maintained. An external review was undertaken to improve the contributed and constructed asset write on process. The review is to be implemented over the coming financial year, with an outcome being to provide improvement in the workflow process.
5.1.2	Implement the information technology management program that provides a focus on cyber security, systems rationalisation, network infrastructure, workplaces technology, enterprise data management platform, customer experience (digital), enterprise service management and information and records management.	01/07/2023	30/06/2024	65%			The 2023/24 program of work is progressing as planned. During the quarter a ramp up in the digitisation of paper based records was achieved improving the ability to search and share these records reducing cost to store and speed to respond to queries. During March 2024, Council hosted a cyber security exchange at Altitude Nine, with other local government and security agencies. Working together these agencies are strengthening our cyber security capability, reducing potential impact on our services to the community. Technology planning for the workplaces and community spaces has commenced for the redevelopment of Caloundra library and offices. Installation of technology is underway for the new CoLab Community space in City Hall. Council's data centre disaster recovery site was successfully commissioned in March 2024, strengthening our position and providing savings.
5.1.3	Undertake a review of Council's approach to procurement to maximise organisational and community outcomes.	01/07/2023	30/06/2024	75%			Work is continuing to identify opportunities to improve Council's approach to procurement. Initial discussions have taken place with Unity Water to investigate possible opportunities to work collaboratively. Meetings with similar organisations will take place between now and the end of the financial year in order to benchmark Council's approach to procurement .

Embrace a safe, values based workplace culture that attracts and retains high performing and engaged people





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.2.1	Develop and implement a People Plan which seeks to embed a workplace culture that encourages people to work for Council, incorporates employee feedback from surveys and develops capability that contributes to achieving the vision for the region.	01/07/2023	30/06/2024	50%			The development of the People Plan is on hold until the recruitment and onboarding process for the People and Culture Branch Manager is finalised, which is anticipated for mid-April. The People Plan will align to Council's Corporate Plan and the Outstanding Excellence Strategy currently under development.
5.2.2	Implement wellbeing, health and safety initiatives that focus on managing critical risks and continue to improve the safety management system.	01/07/2023	30/06/2024	75%			Council continues to reshape the way it views Workplace Health and Safety for the remainder of the 2024 and is in a strong position to deliver what's important to our employees and the community. Critical risk management has recommenced with a focus on field-based observations with an end-user experience at hand. Council has focused attention on refreshing information to support our wellbeing initiatives for employees along with a number of psychosocial risk workshops being conducted.
5.2.3	Complete staff relocations between the Maroochydore, Caloundra and Nambour administration centres and progress the review of the depot strategy to guide future investment for all workplaces.	01/07/2023	30/06/2024	60%			Maroochydore relocations were finalised in Quarter 1, 2023/24. Temporary staff movements at Caloundra have been completed and will remain in place until the Caloundra Administration Building repurposing works are completed (forecast mid-2025). The Nambour Administration Buildings have retained additional activity based working spaces through the reuse of furniture and technology ahead of proposed more substantial redevelopment in future years. Refresh of the Depot and Satellite Sites Strategy has advanced with internal stakeholder engagement, data analytics and future service provisions progressing.

Maintain a contemporary governance framework that inspires trust and confidence in the operations of Council

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.3.1	Deliver the adopted 2023/24 Audit and Assurance Plan and support Council's Audit Committee in the discharge of its responsibilities.	01/07/2023	30/06/2024	65%			The 2023/24 Audit and Assurance Program of Work continues to be progressed with three reviews fully completed in the quarter and the remaining six ongoing.
5.3.2	Provide advice on, and support the effective management of, Council's legal risks and statutory compliance activities.	01/07/2023	30/06/2024	75%			Legal Services has provided advice on and supported the effective management of Council's legal risk and statutory compliance activities.

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.3.3	Update and maintain a contemporary Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic risks across Council's statutory and service delivery responsibilities.	01/07/2023	30/06/2024	70%			The Strategic Risk review has now been completed with input from Council's executive team and relevant subject matter experts. The Risk Management Framework and Manual are being peer reviewed. Once the review is complete, the Risk Management Manual and Risk Management Policy will be considered for approval.
5.3.4	Support the Electoral Commission of Queensland as it discharges its responsibilities to conduct the 2024 local government elections, manage the implementation of the caretaker requirements in advance of the elections and facilitate arrangements to support the commencement of the next term of Council.	01/07/2023	30/06/2024	100%			The 2024 local government elections have now concluded with the final poll for Sunshine Coast Regional Council declared on 2 April 2024. Information is being collected to inform feedback to the Electoral Commission of Queensland. The induction and commencement program for the 2024 Council is now underway.
5.3.5	Review the organisation's progress to transition to electric vehicles to inform the development of a transition plan that integrates Council's approach to decarbonising our fleet, identifying the future locations for charging infrastructure that support efficient service delivery as well as opportunities for energy demand management and optimisation.	01/07/2023	30/06/2024	75%			The draft Electric Vehicle (EV) transition plan was developed and presented for internal review. This review is still underway as Council assesses its readiness for EV transition. The project includes the consideration of Council and Community charging infrastructure needs.
5.3.6	Embed climate change into our operational and asset planning processes to inform our everyday business.	01/07/2023	30/06/2024	75%			Embedding climate change and sustainability into Council's everyday business is an ongoing continual improvement process. As Council reviews, updates or develops new strategies and plans they are aligned to the United Nations Sustainable Development Goals (SDG's) - including SDG-13: Climate Action. These strategic directions have then been cascaded into branch, service and asset management plans to further embed climate action into Council's operational delivery and decision making. Early work on the scoping and structure of an Organisational Excellence Strategy has also identified being a climate ready organisation as a key pathway towards advancing the outcomes and vision for the region.

Partner with community, business and other tiers of government to fulfil the needs of our region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments
5.4.1	Manage Council's statutory, governance and contractual responsibilities associated with the Maroochydore City Centre project and Council's relationship with Sunshine Coast Airport Pty Ltd.	01/07/2023	30/06/2024	80%			Council has continued to work with SunCentral Maroochydore Pty Ltd (SCM) and Walker Maroochydore Developments Pty Ltd (Walker) to further the development of the Maroochydore City Centre (MCC). Council's application to the Minister for a Ministerial Exemption to facilitate the continuation of a land disposal model is pending consideration by the relevant Minister. Council has also engaged with an external consultant, SCM and Walker regarding the location and development of the Sunshine Coast Athlete Village within MCC. Council continues to engage with Sunshine Coast Airport Pty Ltd (SCAPL) regarding the existing contractual arrangements. Council has also been facilitating a service arrangement between SCAPL and UnityWater for the maintenance of water and sewerage assets within Sunshine Coast Airport.
5.4.2	Continue to work productively with the other tiers of government, the private and community sectors on prioritising and delivering on the region's infrastructure, services and program needs to advance the liveability, sustainability and productivity of the Sunshine Coast.	01/07/2023	30/06/2024	75%			Work is underway to draft a transformative infrastructure plan to 2050, for briefing of the new Council.