




# Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 1 – 2021/22







Sunshine Coast Council  
**CEO's Quarterly Highlights Report**  
Quarter 1 – 2021/22



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#### **Acknowledgements**

Council wishes to thank all contributors and stakeholders involved in the development of this document.

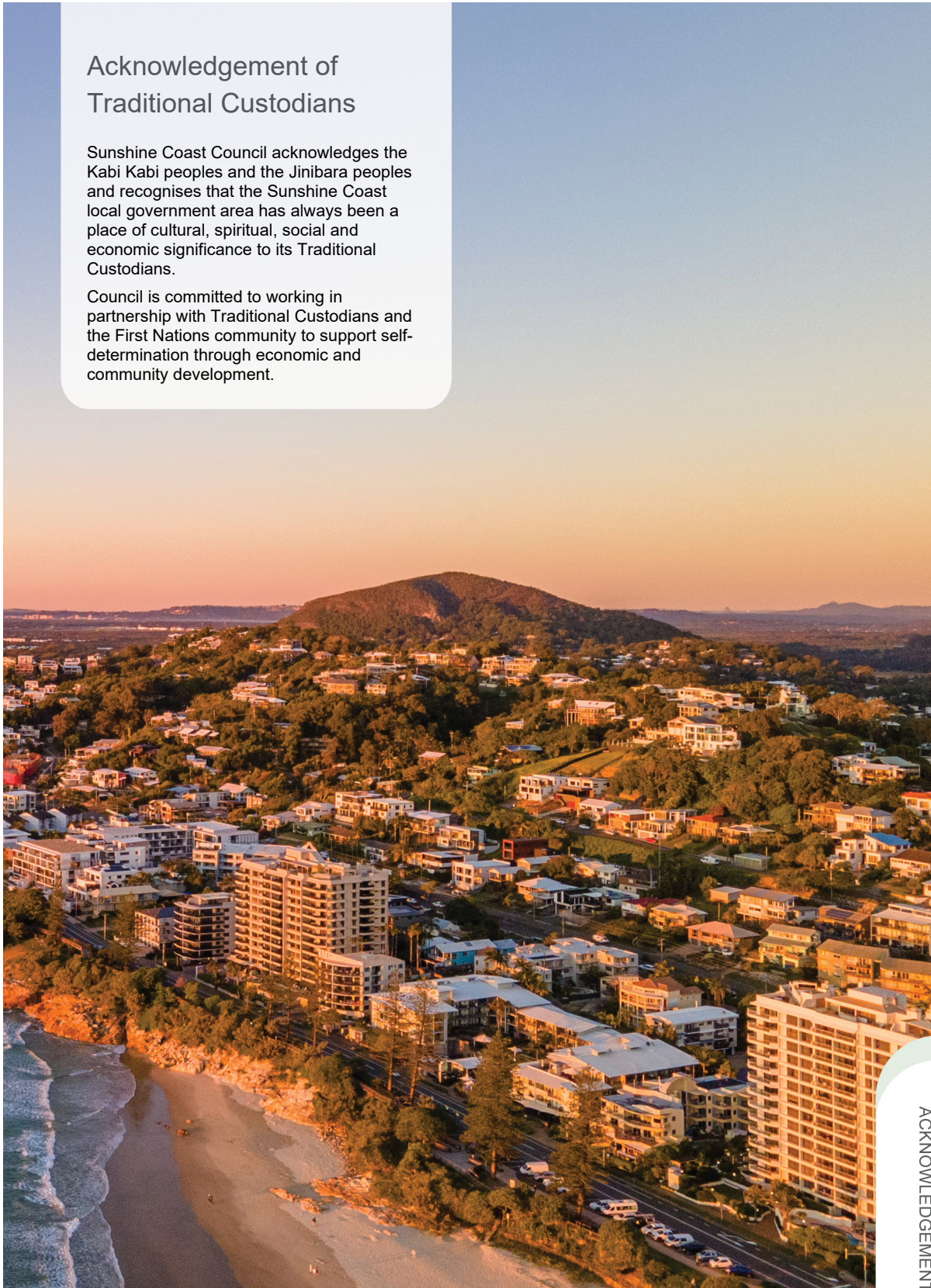
#### **Disclaimer**

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## Acknowledgement of Traditional Custodians

Sunshine Coast Council acknowledges the Kabi Kabi peoples and the Jinibara peoples and recognises that the Sunshine Coast local government area has always been a place of cultural, spiritual, social and economic significance to its Traditional Custodians.

Council is committed to working in partnership with Traditional Custodians and the First Nations community to support self-determination through economic and community development.



ACKNOWLEDGEMENT



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## Message from the CEO



This Quarterly Progress Report provides an overview of the many highlights Council has achieved in quarter one and showcases how Council is working with, and for our wonderful community to create a healthy, smart, creative region.

This quarter it is evident that our Council has been extremely productive, even amid ongoing challenges we continued to experience from the COVID-19 pandemic. Our Council projects – like everything else – are not immune to the pandemic impacts occurring on a national and international level and we are seeing a cumulative effect within our own region - such as an increased demand on contractors and materials as well as significant price escalations. We will continue to monitor these impacts and adjust where necessary to ensure the continuity of our projects, services and facilities to our community.

Our invaluable not-for-profit community organisations play an essential role in delivering our shared priorities for the region and this quarter \$2.5 million was provided in funding for a range of community, environment and economic development focused organisations and groups.

The Sunshine Coast's newest community facility – the Beerwah Community Meeting Place opened to the public in September 2021 and is located next to the Beerwah library, creating a fantastic community precinct. The innovative and sustainable building will become the heart of the community with its multifunctional and adaptable indoor/outdoor spaces fostering community culture, arts and heritage.

The Sunshine Coast Stormwater Management Strategy was adopted by Council in August 2021. With a changing climate and a growing community, effective stormwater management is critical to ensuring we can maintain and enhance a liveable Sunshine Coast. The strategy establishes a series of objectives, strategic directions, policy positions and actions to address the issues identified. This strategy builds upon the work undertaken in the Environment and Liveability Strategy 2017 to provide a consistent, strategic direction for stormwater management for the Sunshine Coast.

In an effort to prepare our community for the summer bushfire and storm season, Council commenced a number of activities to enable our region to become disaster-ready. We were excited to launch our new 'Get Ready Sunshine Coast' podcast in September 2021, which is focused on helping our community better understand and manage through the impacts of disasters. The podcast covers topics related to disaster and features a mix of disaster experts, first responders and community members with lived disaster experiences. I would encourage all Sunshine Coast residents to go and check it out via your favourite [podcast application](#) (including Apple Podcasts and Spotify).

In July 2021, we welcomed the news that the International Olympic Committee announced Brisbane, Queensland as the host city for the 2032 Olympic and Paralympic Games. This is a fantastic outcome for our region, as the Sunshine Coast will play an integral role in the games. We will be home to four key venues and several sporting events during the Olympic Games and will host multiple days of road-based events during the Paralympic Games. Not only will the games provide an outstanding opportunity to showcase the natural beauty and attractions of our coastline and our hinterland to a global audience, it will also provide economic stimulus for our region leading up to and beyond the games.

This is a snapshot of the many highlights achieved this quarter and I encourage you to read on and learn more about how Council is working with, and for our wonderful community to create a healthy, smart, creative region.

**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.



**69,818**

people attended community events at Council's venues



**91%**

Customer satisfaction with library and cultural programs



**159,844**

attendances to Council owned aquatic centres



**256**

community grant applications awarded, allocating more than \$2.5 million for the quarter

### Community and cultural development and partnerships

#### New community engagement platform – 'Have your Say' Sunshine Coast

Council launched its new [Have Your Say](#) website in July 2021 to provide a freshly designed place for our community to engage with Council.

The website is easy-to-navigate and provides the ability for our community to engage with Council quickly. The upgraded site also provides improved functionality such as a mapping tool which collects geographic-based feedback and can also conduct polls and use intuitive forms to gather input.

Meaningful community engagement is an essential and valuable input into future Council projects, decision-making and outcomes for our region and is a core action of our Sunshine Coast Community Strategy 2019-2041.

#### Grants to our community

The next three years of community, maintenance and environment funding was endorsed by Council during the quarter to support our region's invaluable non-for-profit community organisations.

A total of \$2,418,816 was allocated to 209 community groups through the Community Partnership Funding Program, Sports Field Maintenance Program and Environment Levy Partnerships.

The Community Grants programs funded \$98,582 to 47 successful applicants through the various grants such as the Individual Development,

Emergency, Councillor Discretionary Funding and the Regional Arts Development Fund. The first Major Grant round for the 2021/22 financial year attracted 113 applications seeking a total of \$1,117,512.

#### NAIDOC Week

Sunshine Coast members joined in to celebrate a NAIDOC week flag raising ceremony at Council's Nambour administration building forecourt on 5 July 2021 to acknowledge and attribute respect to elders past, present, and emerging, and all First Nations peoples.

The theme for NAIDOC Week 2021 was 'Heal Country!' and called on everyone to continue seeking greater protections of our lands, waters, sacred sites and cultural heritage.

Other Sunshine Coast events included the NAIDOC 2021 Exhibition – Culture Remembered, Revitalised; Reactive at the Caloundra Regional Gallery and the NAIDOC family fun day at Crushers Park Sports Complex, held on 22 September 2021.

#### Homelessness outreach program

Council joined the Sunshine Coast Housing and Homelessness Network and other outreach providers to provide three information sessions in August 2021.

Sessions provided a range of support services and information highlighting the help that is available to Sunshine Coast people experiencing homelessness or at risk of becoming homeless. Information included recommendations on how to



access public or social housing, private rentals and also hardship support.

Council encourages anyone experiencing homelessness (or at risk of homelessness, including experiencing domestic and family violence) to call the Homelessness Hotline on 1800 474 753 or DVConnect on 1800 811 811.

### The Keeper Project 2021

The Keeper Project is a live public art project where artists work in a temporary role as observer, collector, maker and storyteller within a community. The Keepers are archaeologists of stories.

Commencing in July 2021, the project takes place in Coolumbia and runs until February 2022. It involves 10 Sunshine Coast based artists and creative practitioners along with numerous local community groups and businesses. The artists come from a range of practices including visual arts, music, spoken word and inter-disciplinary practice.

This quarter 34 community members participated in the project and it was experienced by 16,000 people across 50 events. The project is supported by Council, the Regional Arts Development Fund and the Queensland Arts Showcase Program.

### Sunshine Coast Art Prize 2021

The Sunshine Coast Art Prize winners were announced at a special event on 23 September 2021, with Marian Tubbs taking out the major prize for her inkjet print *The farm*.

The art prize is a dynamic visual arts award reflecting outstanding contemporary 2D arts practice in Australia. Now in its 16th year, this significant art award is the flagship event for the Sunshine Coast's Regional Gallery in Caloundra, attracting entries from emerging and established artists across the nation.

The Sunshine Coast Art Prize 2021 is proudly supported by Council, Argon Law Sunshine Coast, De Deyne family, Caloundra Chamber of Commerce, Coastline BMW, Montville Country Cabins, International Art Services and Horizon Festival 2021.

### Community venues

#### Beerwah Community Meeting Place

The Sunshine Coast's newest community facility – the Beerwah Community Meeting Place opened to the public in September 2021. The facility was constructed following \$1.65 million in funding from the Queensland Government's Unite and Recover

Community Stimulus Package with work done by local Sunshine Coast businesses Be! Building Group and Bark Design Architects.

The facility is located next door to the Beerwah Library and is inspired by the natural environment that surrounds it. The new facility includes sustainability measures such as using recycled and locally sourced hardwood, plantation pine lining and other low maintenance and durable building materials. It boasts flexible, multi-functional and adaptable indoor/outdoor meeting areas and social spaces suitable for all sorts of group sizes and ages.

### Disaster management

#### Mock oil spill training

The Sunshine Coast's Local Disaster Management Group (LDMG) participated in a training drill in August 2021 to test the group's ability to respond to, and recover from, a major oil spill in the Mooloolaba Wharf precinct.

Exercise 'OLEUM AQUA' explored the impacts an oil spill would have on the community, environment and local economy in a highly populated tourist area. Hosted by Council at Venue 114 in Bokarina, the exercise involved LDMG members partnering with the District Disaster Management Group.

Realistic training such as this one is a crucial part of the group's commitment to being ready when disaster strikes and gives all participants the opportunity to discuss and further refine their disaster management procedures, plans and partnerships.

#### Get Ready Sunshine Coast podcast

Council launched Get Ready Sunshine Coast – a disaster management podcast - in September 2021. The aim is to help our community better understand and manage through the impact of disasters and encourage everyone to get prepared.

Six episodes have been released with topics ranging from bushfires to storms and pandemics, immersing listeners in real lifechanging experiences, stories and unravelling disaster impacts.

The podcast is hosted by radio personality Caroline Hutchinson and can be accessed via podcast applications including Apple Podcasts and Spotify. Council received funding for the podcast through the Australian Government's Disaster Recovery Funding Arrangements.

## Libraries

There were 169,219 visitors and 569,434 items loaned at Sunshine Coast Libraries over the quarter. Libraries were closed for one week during August 2021 due to COVID-19 pandemic and Queensland Government health restrictions. The libraries online catalogue service enables convenient access for our community to browse the library collection and this quarter 82 percent (of almost 92,500 reservations) were undertaken by our customers.

Libraries continue to deliver a wide range of programs with community members attending 1900 face-to-face programs and more than 11,800 participating in online programs. Libraries programming included 31 online literacy classes, 20 conversation circles, outreach with early literacy sessions for playgroups and pop up library and play spaces at Bankfoot house. The E-library continues to be popular with an increase in usage of three percent for eBooks and 27 percent for eMovies.

## Lifeguards

Council has injected \$5.7 million into lifeguard services in the 2021/22 financial year to ensure our residents and visitors are kept safe across our region's beaches.

The official volunteer patrol season commenced on 18 September 2021, in line with the start of the September school holidays and will run until May 2022. More than 20 locations across our Sunshine Coast are patrolled by highly skilled lifeguards and lifesavers throughout the season.

## Public Lighting

Council is progressing the installation of new pathway lighting along Meridan Way, Meridan Plains to the entrance of the Meridan Sports Fields, Red Cedar Drive, Meridan Plains. The installation will facilitate safe pedestrian movements to this community facility after dark.

Council received \$350,000 in funding from the Australian Government's Local Roads and Community Infrastructure Program to undertake the lighting installation.

Council is also continuing to improve asset management practices in relation to electrical and lighting assets through the ongoing completion of electrical safety audits, asset condition rating inspections and completion of priority maintenance on these assets.

## Roads, cycleways and pathways

### Nambour Connection Road pathway

A new one kilometre stretch of pathway alongside Nambour Connection Road was completed in July 2021. The infrastructure was a missing pathway link between Nambour Christian College, the Nambour town centre and residential areas.

The pathway also provides connectivity to sports facilities, the business precinct and enables a much safer, smoother and more enjoyable journey for pedestrians.

The project was funded by Council's Local Government Infrastructure Plan (LGIP) Program and included upgrades to the Erbacher Road intersection, funded by the Queensland Government.

## Sporting facilities

### 2032 Olympic and Paralympic Games

Council has welcomed the International Olympic Committee's announcement on 21 July 2021 that Brisbane, Queensland has secured the rights to host the 2032 Olympic and Paralympic Games.

The Sunshine Coast will play an integral role in the games and be home to four key venues and several sporting events during the Olympic Games, including football, basketball, marathon, mountain biking, cycling and kiteboarding. The Sunshine Coast will also host multiple days of road-based events (marathon and road cycling) during the 2032 Paralympic Games.

Extensive detailed planning has commenced for staging of the Games and to support the liveability and connectivity of south east Queensland, which is one of the fastest-growing regions in Australia.

An independent economic assessment by KPMG (commissioned by the Queensland Government) has indicated the Games will deliver a total benefit of \$8.1 billion for Queensland, and \$17.61 billion for Australia. The report also found that the Games would create 91,600 Full Time Equivalent jobs for Queensland.

### Sunshine Coast Stadium

The Sunshine Coast was declared part of the National Rugby League (NRL) south east Queensland 'bubble' to ensure the NRL season could continue safely during the COVID-19 pandemic outbreaks in southern states.

From July to September 2021, the Sunshine Coast Stadium became a training venue for the Melbourne Storm, South Sydney Roosters, Penrith Panthers, Newcastle Knights and Manly Sea Eagles. In addition to being a training venue, Sunshine Coast Stadium hosted seven NRL matches and a qualifying final (a first for the Stadium) to sold-out crowd, between Melbourne Storm and Manly Sea Eagles on the 10 September 2021. The game was watched by 1.43 million viewers around the nation.

#### Yandina cricket club

Council, in partnership with the Queensland Government and Queensland Cricket, has delivered a modern clubhouse for the Yandina cricket community.

The 117-year-old Yandina cricket clubhouse received a \$720,000 upgrade that included internal renovations, new walls, water and sewerage connections and a complete roof renewal which was fitted out with solar panels.

The upgraded design for the facility includes unisex change rooms and dedicated umpire facilities, reinforcing our commitment to encourage women and girls to participate in sport, as well as supporting the needs of umpires and officials who are critical contributors to club sport.

#### Sunshine Coast Hinterland AFL and Palmwoods cricket club

The new \$1.46 million Sunshine Coast Hinterland AFL and the Palmwoods cricket clubhouse and change rooms at Graham Rae Oval, Palmwoods officially opened in September 2021.

The modern facility includes four female-friendly change rooms, umpire facilities, a new canteen, meeting room, storage area, first-aid room and an improved spectator embankment.

Importantly, the building has been raised above Q100 flood level to avoid flooding issues which have happened in the past.

The new clubhouse and change rooms have been jointly funded by Council, the Queensland Government's COVID Works for Queensland program, the AFL Grand Final Facilities Fund, Queensland Cricket and Nambour and Hinterland AFL Club.



## Our Environment and Liveability

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



**3370 hectares**

of landscape and garden beds maintained



**9275 hectares**

managed for conservation under Sunshine Coast Land for Wildlife program



**423**

wheelie bins of weeds removed by 737 volunteers with the Community Nature Conservation Program



**1687 MWh**

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 14,141 tonnes

### Stormwater Management Strategy

Council adopted the Stormwater Management Strategy at the Ordinary Meeting in August 2021.

The strategy provides more effective stormwater management for our community and addresses existing and future challenges and opportunities by ensuring our waterways are healthy, protect people and property from flooding and utilises stormwater and rainwater as a resource. Meeting the stormwater management needs of our growing community in a changing climate is critical to delivering a healthy environment and liveable Sunshine Coast.

The Strategy builds on the work done in the Environment and Liveability Strategy 2017 and complements other major projects such as Blue Heart Sunshine Coast and the Coastal Hazard Adaptation Strategy.

### Flood Mapping

Council provided a range of online [flood mapping](#) products for our community to access and enable informed decision-making, manage potential risks and build our region's resilience.

By planning for the future to manage the potential impacts of climate change and severe weather events, Council aims to make sure the community

has access to the most up-to-date flood mapping and detailed information relevant to them, ensuring our residents understand existing risks.

### Green waste collection

Commencing from July 2022, Council will implement a garden waste service for Sunshine Coast residential households. This follows extensive community feedback from more than 7500 residents who revealed overwhelming support for the garden waste bin service to create a cleaner, greener environment.

The project was endorsed by Council at the July 2021 Ordinary Meeting and is just one of the ways Council is moving towards a circular economy approach to waste management.

Garden clippings, weeds and leaves will be diverted from our landfills, extending their life and reducing greenhouse gas emissions.

### Plastic Free July Challenge

Council supported our community to refuse single-use plastics as part of the 2021 Plastic Free July Challenge to help alleviate the recycling crisis, reduce landfill waste and mitigate the effects of climate change.

Plastic Free July is an international initiative established as a way for people to reduce single-use plastic waste every day at home, work, and school, by taking simple actions in our daily lives and habits.

Council implemented a number of actions to support the initiative, including updates to our Sustainable Catering Policy; sharing information resources of next stage of Queensland Plastic Bans; connecting with our community via online forums; and sharing tips and tricks on the Living Smart website and through our Waste to Resources program.

### Our Environment Forum

Council hosted the Our Environment Forum on 24 September 2021 to discuss the important roles of Sunshine Coast plants, animals, water, waste, insects, oceans and our climate. The Sunshine Coast community, local and national experts were invited to share, learn, acknowledge and inspire to help our environment – from the hinterland to the coast.

The online event was funded by the Environment Levy and was an opportunity to thank and celebrate the achievements of more than 3000 of Council's environment volunteers, conservation partners and Land for Wildlife members.

The forum was streamed to a live audience with a combination of in-person and online presentations and panellists who explored bold conservation interventions.

### Climate Change survey

Council, in partnership with Noosa Shire Council, has received a Local Government Association of Queensland grant to pilot the first phase of the Queensland Climate Resilient Council's Climate Risk Management Framework – an approach to assist local governments address climate risk now and into the future.

Commencing in September 2021, Council is seeking input through a [survey](#) to establish a baseline understanding of the community's collective thoughts on climate change. The survey results will inform the creation of a toolkit to inform our community on ways to mitigate and adapt to projected climate risks in the future.

## Bushland conservation and habitat

### Biosecurity Surveillance Program

Council endorsed the 12-month Biosecurity Surveillance Program at the Ordinary Meeting in July 2021.

In accordance with the *Biosecurity Act 2014*, Council officers will assist Sunshine Coast landholders with education materials and equipment to help manage invasive plants on their property which will help landholders meet their legal obligations.

The program will be conducted at Balmoral Ridge, Diamond Valley, Beerwah, Mt Mellum, Bells Creek, Crohamhurst, North Maleny, Flaxton, Dulong, Eerwah Vale, Verrierdale, Belli Park, Peachester, Montville, Obi Obi and Mapleton.

### Protection of native wildlife

A renewed 12-month Feral Animal Prevention and Control Program was endorsed by Council at the Ordinary Meeting in July 2021.

Through this program, Council is able to identify the presence (or absence) of feral animals; educate and assist residents to minimise the impacts on their property, pets, livestock and agricultural crops; and implement control programs to reduce the presence and destructive impact of these pest animals in our region.

### Wildlife Grants

Nineteen Sunshine Coast environmental community groups can continue to focus on their core work, caring for our precious wildlife and stunning natural environment, following added support from Council's Environment Levy Partnership Funding Program.

The groups, including 18 continuing and one new partnership, were approved at Council's Ordinary Meeting in August 2021. They will share in \$610,000 each year for the next three years, (subject to completing a yearly progress report and the adoption of Council's annual Environment Levy budget).

### Bushfire Management Program

Planned burns are undertaken to help to reduce the amount of fuel on the ground before bushfire season, lessen the intensity of any subsequent bushfires and help plant species to survive that rely on fire to regenerate.

During the quarter, eight prescribed burns were undertaken, including:

- Forest Oak Court Bushland Reserve, Tanawha in July 2021
- Town Reserve, Sugar Bag Road, Caloundra West in July 2021, and
- Jill Chamberlain Bushland Reserve, Caloundra Road, Little Mountain in August 2021.

Council ensures fauna corridors are always maintained for wildlife to reduce the potential impact on animals.

#### Cultural burning knowledge

A workshop held with Kabi Kabi and Jinibara representatives, Indigenous Rangers from across south east Queensland and Council officers was facilitated by Firesticks Alliance Indigenous Corporation in September 2021 at Tuan Environmental Reserve, Kenilworth.

Firesticks Alliance is an Indigenous-led network that aims to re-invigorate the use of cultural burning by facilitating cultural learning pathways to fire and land management. The initiative is aimed for Indigenous and non-Indigenous people to look after Country, share experiences and collectively explore ways to achieve goals that manage of the region's bushland.

#### Sunshine Coast National Tree Day

National Tree Day was held at Doonan Creek Environmental Reserve, Verrierdale on 29 August 2021.

190 participants attended the tree planting event in which included activities such as a Kabi Kabi First Nations cultural guided walk with Biral Tours, Wildlife HQ presentations and kids' activities.

2000 trees were planted on the day and a free native plant was provided to each participant.

#### Student volunteers

During National Student Volunteer week in August 2021, Council thanked all the students who volunteered in our BushCare Mates program during the 2020/21 financial year.

In a combined effort, 455 students and 38 teachers from 11 Sunshine Coast schools and youth groups made a big impact to their local environment. Contributions included:

- 2963 native trees, shrubs and ground covers planted, and

- 78 wheelie bins of weeds were hand-weeded from Council's environment reserves.

### Recreation parks, trails and facilities

#### Sunshine Coast parks and gardens

Key initiatives undertaken during the quarter to maintain and manage our region's recreational open space network and assets included:

- 543 trees were planted in alignment with the Street Tree Master Plan
- 7700 cubic metres of mulch was spread over the extensive network of gardens and street trees
- 2243 hectares of mowing and 1127 hectares of garden beds were maintained, and
- broadleaf weeds were treated in 30 district parks across the region.

#### Sugar Bag Road Mountain Bike Hub

Stage one of the \$2 million Sugar Bag Road Mountain Bike Hub building works were completed. The new hub includes:

- Sunshine Coast's first pump track and junior skills area
- south east Queensland's first public dual slalom 400 metre track
- a bike hub café and bike hire facility, and
- a toilet and shower block facility with bike wash down area, and barbeque shelter.

A number of events have already been held at the hub including a Sunshine Coast school challenge and a cross country event. Stage one received \$1.3 million through the Queensland Government's COVID Works for Queensland program.

### Sustainable growth and network planning

Ten Sunshine Coast residents joined the New Planning Scheme Community Reference Group (CRG) in August 2021 to guide future opportunities for the community to have a say on developing a new planning scheme. CRG members represent a range of interest areas and demographics to ensure that the group is representative and inclusive of our diverse Sunshine Coast community. During the quarter, the CRG met on three occasions to help inform the development of the preliminary consultation program.



## Our Resilient Economy

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



**\$5.1 million**

in revenue for Sunshine Coast holiday parks



**51,000**

guests attended 12 major events, which generated approximately \$24.3 million in economic activity for the region



**2336**

businesses accessed specialist advice and information



**\$70 million**

or 71% of the total purchasing spend for the quarter was to local business

### Support for Council suppliers

Council is committed to supporting local businesses and has a 20 percent local preference weighting in our Procurement Guidelines.

During the quarter, \$70 million or 71 percent of Council's total purchasing spend was allocated to local businesses.

Council encouraged Sunshine Coast businesses to subscribe to opportunities on Council's [Tender Alert Service](#), and the Queensland Government's [QTenders website](#).

### Economic development

Key economic development initiatives to support the growth of the regional economy progressed during the quarter, including:

- support for the 2021 Sunshine Coast Business Awards with 133 finalists announced from 187 entries
- 15 events delivered in support of the Regional Economic Development Strategy 2013-2033, involving 549 participants
- place activation initiatives for Caloundra, Mooloolaba and Coolum Beach continued including the Retail Activation program
- support for industry events including the Smart Building Design and Cleantech Networking Event, two Manufacturing Excellence Forum sessions, and the Cleantech Industries

Sunshine Coast led Sustainability in Business Sustainability Development Goals Game Workshop

- research and consultation was undertaken to support the growth of industry clusters in the region
- support was provided to the creation of a new Information and Communication Technology industry association, and
- ASPIRE circular economy platform continued to be rolled out with 100 companies.

### Professional business advice

Council continued to facilitate the free professional advice program to local businesses in an effort to help them be ready for the new financial year and cope with COVID-19 impacts.

Council's Professional Advice Support Program connects critically impacted local businesses to confidential professional advice. Eligible businesses gain access to an initial session of professional advice at no charge in three categories - accounting and insolvency, human resources and legal services.

During the quarter, 2236 businesses accessed this program. Businesses interested in accessing this service can complete a short and easy [Expression of Interest form](#), located on Council's website.

### SunRamp HealthTech Accelerator program

Seven Sunshine Coast based startups graduated from the first round of the SunRamp HealthTech Accelerator program in September 2021.

The program runs for 12-weeks and aims to help healthtech startups succeed by providing mentoring, network development and support to help secure new deals, build revenue and begin to scale the business in national and international markets.

The program supports the implementation of the Regional Economic Development Strategy 2013-2033 which aims to attract and support accelerators and programs to foster innovation in our high-value industries and continue to grow our region's innovation ecosystem. The program is jointly supported by Council and the Queensland Government's Advance Queensland initiative.

### Buy Local Sunshine Coast – for our community

Buy Local Sunshine Coast connects our community with local businesses. The Sunshine Coast is home to more than 33,000 local businesses – many of which are small businesses owned by local families.

To build community awareness about the importance of buying local, Council launched a buy local, win local promotion, in September 2021. Running over four weeks, residents were provided an opportunity to win \$5000 per week to spend on Sunshine Coast region services and products.

### IRONMAN 70.3 Sunshine Coast

More than 1500 athletes took part in the IRONMAN 70.3 event on the 12 September 2021, completing a 1.9 kilometre swim, 90 kilometre ride and 21.1 kilometre run in stunning conditions on the Sunshine Coast.

Aside from the global exposure from being part of IRONMAN 70.3 series, this event provided an estimated economic impact of \$1.4 million to the region. Due to the COVID 19 pandemic and public health directions, only Queensland based participants were able to attend, making it an invaluable contribution to many of our local businesses at a time when it is needed most.





## Our Service Excellence

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



**88%**

of development applications assessed within statutory timeframes



**2519**

building approvals issued with a construction value of \$525 million



**87,189**

customers assisted through the development and customer contact centres



**\$6 million**

invested into our road network to rehabilitate and resurface 15.3kms of road with a total area of 121,651m<sup>2</sup> for the safety of our community

### New trial to reduce cigarette litter

To help combat cigarette butt litter on the Sunshine Coast, Council partnered with the Queensland Government to trial a cigarette butt litter intervention campaign through the testing of a Litter Butt Check methodology (developed by the NSW Government).

The aim of the trial was to identify the most effective strategies for reducing smokers' cigarette butt litter behaviour and further test the effectiveness and usability of project materials and collateral. Three key areas were chosen at Coolum Beach and Councils' learnings will then support the development of a final toolkit for use by local councils, non-government organisations and community groups hoping to reduce cigarette butt litter.

Given the prevalence of cigarette butts in the litter stream it's important to increase understanding of the behaviours and barriers around cigarette butt littering, in order to effectively reduce this negative behaviour.

### Customer and community relations

Quarter one is the busiest period of the year for Council's contact desks. This is attributed to a range of information, notices and renewals sent out to our community between July and September each year.

This quarter Council experienced challenges with customers contact desk closed between 2 to 6 August 2021 due to the COVID-19 pandemic and Queensland Government health directions.

Compared to the same period last year, face-to-face contacts increased by 20 percent and online email channels increased by 50 percent.

### Development services

Council undertakes an end-to-end role in the development cycle – from approval of subdivisions and development applications, to overseeing building and plumbing assessment and compliance actions.

During this quarter, Council continued to see a significant increase in building and plumbing activity associated with an increase in the number of new lots created in the region. Development advice enquiries are higher than usual, particularly in relation to search and certificate services.

### Local amenity and local laws

#### Management Plan for Domestic Animals 2021-2030

Council officially launched the Management Plan for Domestic Animals (Cats and Dogs) 2021-2030 on 18 September 2021.

The plan provides a framework for the delivery of animal management services and initiatives and incorporates community feedback from pet owners and non-pet owners, with a goal to create harmonious co-existence between people, pets and places. The objectives of the plan is to have educated and informed people, happy healthy pets and, safe and inclusive places.

#### Responsible pet ownership

Council attended three community events, two dog training facilities and held one pop-up event during the quarter to provide education and information regarding responsible pet ownership.

### Project Delivery

#### Albany Lakes Park

Council, in partnership with the Queensland Government, has delivered stage one of the Albany Lakes Park Landscape Concept Plan, allowing for a much larger play space and improved accessibility.

The park caters for prep to late primary school-aged children with a range of play equipment to encourage fun, adventure and sensory experiences. The playground's design links to open space and lakeside areas, (with new pathways) and has spaces for the community to sit, relax or enjoy a picnic.

The Queensland Government contributed \$150,000 as part of the Unite and Recover South East Queensland Community Stimulus program in addition to Council's \$230,000 contribution. The remainder of stage two works will be constructed in the later part of the 2021/22 financial year.

#### Dicky Beach Skate Park

Council completed the \$1.6 million major upgrade of the Dicky Beach Skate Park in September 2021.

A plan for the area was developed following the partial removal of the historic SS Dicky wreck from the beach in 2015 and the propeller from the ship has been installed as a feature in the precinct.

The community-designed skate park boasts innovative and high-quality ramps, rails, grind ledges, quarter pipes, open spaces, as well as new and improved community facilities and connecting pathways.

#### Road connectivity improvements in Caloundra

Careful planning over the last eight years has enabled Council to progress to the detail design of 1.6 kilometres of road upgrades between Omrah Avenue and Nicklin Way, Caloundra.

The multi-stage project will be delivered between 2021 to 2024 and once complete, will benefit commuters by reducing journey time from the Caloundra central business district to Nicklin Way north of the Caloundra Road roundabout.

Further community engagement occurred during the quarter to ensure the community had the opportunity to view the concept design and provide any additional information that may be useful prior to and during upcoming phases of the project.

### Road network management

#### Upgraded culvert

Council partnered with specialist in pipeline infrastructure, Interflow, to provide an innovative solution that would extend a culvert's life for more than 50 years whilst guaranteeing the safety of road users and the environment downstream.

An inspection of our stormwater assets led Council to discover that a large concrete box culvert located at Amarina Avenue, Mooloolaba was reaching the end of its service life. Constructed in 1975, the culvert ran under a busy street, taking run-off from the Sunshine Motorway to the Mooloolaba Canal.

In an effort to keep community disruption to a minimum, a custom-built glass-reinforced pipe liner was installed with minimal impact on commuters using the road above and no trees or vegetation were required to be removed.

#### Asphalt trials

Trials have commenced within the region using artificial intelligence to capture road asset defects. Trials were undertaken with asphalt containing recycled plastic and preliminary modelling of potential benefits to the road network when incorporating recycled materials into asphalt.

### Waste and resource management

Waste collection, disposal and resource recovery services were delivered on schedule during the quarter. Around three million bin collection services were provided and 142,595 transactions were recorded at Council's Resource Recovery Centres.



## Our Outstanding Organisation

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



69

offers of employment for the quarter



1

award received during the quarter

### Council's workplaces and community spaces

Key activities progressed during the quarter to create fit-for-purpose workplaces and spaces that will connect our community.

Structural works at the Maroochydore Administration Building were completed, including the Level 10 building top out in September 2021.

The detailed design for the Caloundra Administration Building repurposing project will commence in late 2021.

Planning continues to progress for the repurposing of the existing Nambour Administration Buildings for new uses that will potentially include a new district library, customer service centre, community facilities and office administration.

On 10 September 2021, Council collaborated with Peace Run Records to host the 'Nambour Forecourt Live!' event to celebrate the newly renovated forecourt on the corner of Currie and Bury Streets.

The event aimed to bring our community together for a live music and arts workshop and offered an afternoon and evening full of entertainment for toddlers through to adults.

### Corporate governance

Council's strategic risks are being revised in line with contemporary standards and a level of corporate maturity more commensurate with the size and scale of Council's operations.

### Financial and procurement services

Council provided our residents with an extra week in August 2021 to pay rates notice without incurring interest. The additional time was offered to assist ratepayers following the south east Queensland's lockdown due to the COVID-19 pandemic health directions.

Council also continued to offer interest free payment arrangements to assist ratepayers who couldn't pay in full by the August 2021 deadline. Payment arrangement options include fortnightly or monthly instalments.

### People and Culture

Council is committed to taking steps within our organisation to create a diverse and inclusive workplace that is safe and fair for everyone. An 'Inclusion Habits' pilot program commenced in September 2021 to implement inclusive initiatives that will assist Council's continuous improvement in this space. This pilot program is being complemented by other initiatives supporting diversity and inclusion.

### Award

Council's **Sunshine Coast Airport Expansion Project** was the winner of the Civil Contractors Federation Queensland Award for a Queensland project valued above \$75 million.

## 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](http://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](http://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. Chat with a Customer Service Officer using Council's online Live Chat from 9am–4pm Monday to Friday or email [mail@sunshinecoast.qld.gov.au](mailto:mail@sunshinecoast.qld.gov.au)

Customer contact counters are open 8.30am–4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour.

We encourage you to visit [sunshinecoast.qld.gov.au](http://sunshinecoast.qld.gov.au)

