



Australia's most sustainable region
Healthy. Smart. Creative.



Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 1 – 2019-20





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Acknowledgements

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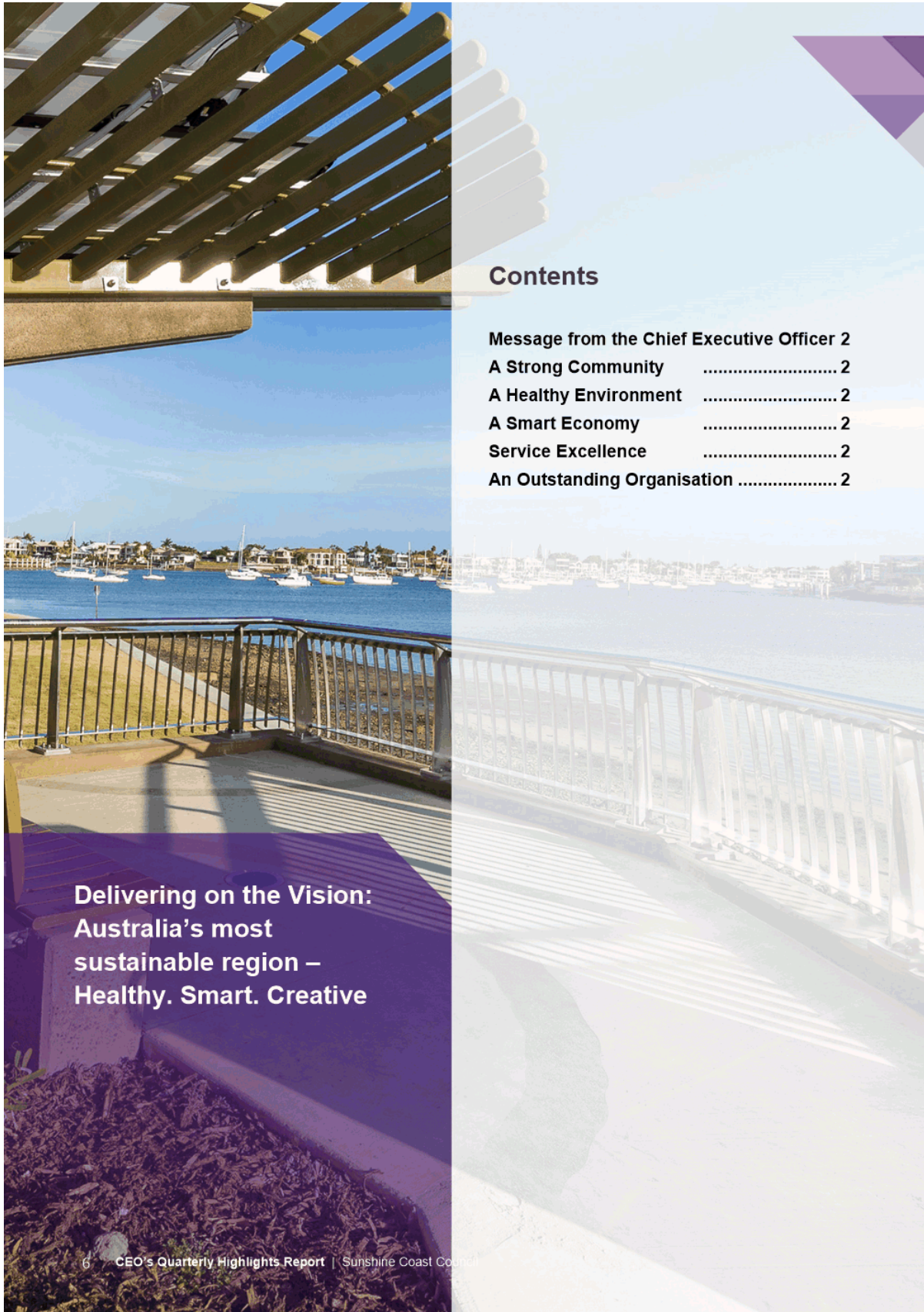
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Acknowledgement of Country

Sunshine Coast Council acknowledges the Traditional Owners of this region, the Kabi Kabi and Jinibara peoples. Council commits to working in partnership with the Traditional Owners and the broader First Nations community to support self-determination through economic and community development.



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**Delivering on the Vision:
Australia's most
sustainable region –
Healthy. Smart. Creative**



Message from the Chief Executive Officer

The 2019–20 financial year is off to a great start with many projects making exciting progress through the quarter and significant milestones achieved.

In a history-making event for our region, Australia's newest CBD came alive with the opening of the Maroochydore City Centre.

People's Day was a true community celebration, with thousands lining up to be among the first to walk through what will be the civic and business heart of the Sunshine Coast.

The first stage of this region-shaping project included upgrades to five intersections along Aerodrome Road and Maud Street, and construction of a new four-lane entrance to the city centre from the Aerodrome Road and First Avenue intersection.

This is a key piece of infrastructure as we continue to build a case for the development of an integrated Mass Transit System to service the Sunshine Coast's growing population.

In July Council endorsed the submission to the Queensland Government of the Sunshine Coast Mass Transit Strategic Business Case, marking the completion of the first stage of a government-established review framework through which state and federal government funding may be accessed.

Providing Queensland's first direct international data and telecommunications connection to global markets got another step closer with the completion of the cable landing station, also in Maroochydore.

The station will house the connection point for the international broadband submarine cable and will help position our region to become Australia's first Digital Trade Hub—taking a region-wide approach to data and digital connectivity, which will benefit a wide cross section of businesses and industries. This project is forecast to deliver up to 864 new

jobs and stimulate \$927 million in new investment in Queensland.

Council remains committed to service excellence on all fronts. In September, we endorsed the revised Sunshine Coast Cemetery Plan 2019–28, which balances the needs and expectations of our ageing population with the growth of the region, while also considering the emerging faiths of our changing community.

The Sunshine Coast has a diverse and growing multicultural population—20 percent of our population was born overseas. We want to make sure that we provide for a strong community, where people are included, treated with respect and opportunities are available to all.

I was delighted with the launch of the Multicultural Welcome Hub, a one-stop web portal providing essential information for new migrants on the Sunshine Coast. The Hub aims to help new residents feel welcome and enable them to connect with services and their community.

The Hub was created in partnership with community centres, serviced providers, agencies, government departments and residents, with the Sunshine Coast Multicultural Advisory Group providing strategic oversight. This is a great testament of what we can achieve when we work together as one team.

A team that has made us all proud again this year was the Sunshine Coast Lightning, who for the third year in a row made it to the national Suncorp Super Netball Grand Final. Although we didn't get the win this year, we can still lay claim to having a champion team full of inspirational players and role models for us all.

Also placing our region in the national sporting arena was the announcement of a two-year deal with the Cronulla Sharks, to host one of

their home games at our Sunshine Coast Stadium in the 2020 and 2021 seasons.

Attracting high-performance sports to the coast plays an important role in supporting our economy and our active and healthy lifestyles, so I'm really pleased to see these events happening here.

Council continues to be recognised nation-wide as an outstanding organisation, with six awards received this quarter, including:

- The Mary Cairncross Scenic Reserve Rainforest Discovery Centre received a top gong for Excellence in Project Innovation at the *Institute of Public Works Engineering Australasia (IPWEA) Awards* in Hobart. The award recognises the dedication, commitment and talent of those in the public works engineering field.
- Bankfoot House, the Sunshine Coast's heritage listed House Museum took home a Finalist Award at the prestigious 2019 Gallery and Museum Achievement Awards (GAMAA) in September. The GAMAA are presented by Museums & Galleries Queensland to honour the achievements of individuals and organisations in striving towards excellence.

Please read on to find out more about our many other achievements this quarter, as we continue to progress our commitment to delivering our healthy, smart, creative vision.

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council

A Strong Community

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



34,839

people attended community events at Council's venues



41,973

spectators attended 9 sporting events at Council's facilities



54,520m²

total area of roads delivered, valued at \$3.50 million this quarter



222

community grant applications received, allocating \$470,455 to 205 successful applicants for the quarter

Community and cultural development and partnerships

The Community Grants Program had more than 74 potential applicants attend grant writing and information sessions across the Sunshine Coast. The first Major Grant round for 2019-20 closed on 26 August 2019, with 148 applications received requesting total of \$1,434,091 in funding.

Approval was given for \$31,424 to two sporting organisations to join the multi-year Sports Field Maintenance Funding Program. A further 12 community organisations established new partnerships with Council through the multi-year Community Partnership Funding Program, with \$61,000 being allocated towards their operational costs.

The Sunshine Coast Arts Plan 2018-2038 continues to progress, this quarter:

- The Sunshine Coast Arts Foundation registered as a charity
- The Regional Arts Infrastructure Framework development commenced.

Community venues

Venue 114 hosted and delivered a diverse range of community focused events including:

- Main Event EndED
- Sunshine Coast Daily Careers Expo
- Evolution Regional Dance competition
- Ball Park Music gig
- I Age Well Expo
- Ink Attack Tattoo and Arts Festival
- Possum Magic children's live theatre
- Disability Expo
- Yamato Japanese Drummers performance.

The Events Centre hosted significant conferences and meetings that boosted the economic and tourism growth for the region, including:

- 2019 National Performing Arts Exchange
- 2019 Performing Arts Connections Australia Venue Managers Conference
- Visit Sunshine Coast Industry Consultation
- Post-traumatic Stress Disorder Fearless Conference
- Gideons International



- Conservation Forum
- Awards Dinners
- Queensland Council of Social Service State Conference.

Nambour Showgrounds held major events in August including:

- Power On Petrie (run by 3Mods Events)
- Sunshine Coast Caravan and Outdoor Expo (run by Caravanning Queensland)
- Nambour Street Sprints (run by Sunshine Coast Motorsport Club).

Disaster management

The annual disaster management exercise, Exercise IGNIS, was held in conjunction with capacity building training for the Local Disaster Coordination Centre with over 200 participants from internal and external agency stakeholders attending over two days.

Council coordinated the full activation, response and recovery of the Local Disaster Management Group and Coordination Centre for the Peregian fire disaster. This involved the movement and evacuation of hundreds of residents in our region to places of refuge and evacuation centres coordinated by Council emergency services and volunteer agencies.

Libraries

Council's libraries provide access to information and learning opportunities.

Highlights for the quarter include:

- 600 new members
- 600,000 physical items were loaned to 110,000 customers
- 75,000 eLibrary loans from library collections including movies, music, comics, magazines, eBooks and eAudiobooks
- 65,000 interactions with databases on topics such as Antiques Online

Lifeguards

Over the quarter lifeguards oversaw the safety of over 1.4 million beachgoers, undertaking:

- 45 rescues
- 554 first aid actions
- 42,508 preventative actions.

Public Lighting

A public lighting audit recommended replacement of all existing sodium light bulb luminaire with LED lights. Council will prioritise this recommendation based on the life cycle of the sodium light bulb luminaire and will continue to correspond with Energy Queensland with regard to future public lighting programs.

The change over from existing sodium light bulb luminaires to LED will have significant cost savings for Council.

Roads, cycleways and pathways

Road, cycleway and pathway maintenance continues to be delivered through a combination of day labour and contractors. Vegetation management programs have been delayed due to ongoing fire bans, as works such as slashing cannot safely be undertaken during these extreme fire risk periods.

Sippy Downs Drive final stage upgrade is 75% complete. This project is on track and will provide four lanes (two each way) between Siena Catholic College and the Sunshine Motorway.

The bus program upgraded 19 bus stops this quarter with 92% of existing bus stops now disability compliant. This shows a strong commitment to connecting communities and significantly exceeds the Federal Government's target of 80%.



Road network management

Eight Cycling Grant applications were submitted and Council was successful in receiving funding for six of the applications totalling \$2.7 million.

Mass Transit Project

Council has continued to build a case for the development of an integrated mass transit system to service the sunshine Coast's growing population.

On 25 July 2019 Council endorsed the submission to the Queensland Government of the Sunshine Coast Mass Transit Strategic Business Case, representing the completion of the first stage of a government-established review framework through which Queensland and Federal government funding may be accessed.

Sporting Facilities

Sunshine Coast Stadium announced a two-year deal with the Cronulla Sharks to host one of their home games in both the 2020 and 2021 seasons.

Multiple projects are currently underway on sporting facilities across the Sunshine Coast. These facilities have been many years in the planning and with construction nearing completion will soon deliver benefits to the community. These include:

- improvements to the Maroochy Multi Sports Netball and AFL administration facilities
- new building works and car park at the Caloundra Tennis facility
- an upgrade to the Beerwah Aquatic Centre, including a new program pool, street frontage improvements and amenity upgrade.

A Healthy Environment

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



2643 hectares

of landscape and garden beds maintained



8839 hectares

managed for conservation under Sunshine Coast Land for Wildlife program



445

wheelie bins of weeds removed by 608 volunteers with the Community Nature Conservation Program, contributing 2930 volunteer hours

Beaches, foreshores, coastal infrastructure and canals

The launch of the Coastal Discovery Van took place in September 2019 in conjunction with a beach clean-up attended by students from Caloundra State School. The van is retrofitted with interpretive and informational displays about coastal processes and invites residents and tourists to immerse themselves in the wonder of our beaches and waterways. The van will be at a number of locations through to Christmas including a schools beach clean-up at La Balsa Park on 7 November 2019 and the Lights on the Lake event at Currimundi Lake on 8 December 2019.

Bushland conservation and habitat

Council has been named as a finalist in the 2019 Banksia Sustainability Awards for the Mary Cairncross Scenic Reserve BioBlitz. The BioBlitz was an interdisciplinary biodiversity conservation research and community engagement project. A diverse team of scientists, artists and Traditional Owners worked together at the reserve to research and celebrate biodiversity, from the floor of the forest to the emergent canopy, in what was Australia's first vertical BioBlitz.

Further highlights were:

- Council's National Tree Day event took place on 28 July 2019 with 300 volunteers planting 3,000 plants at the Doonan Environmental Reserve.
- The bi-annual Conservation Coastal Forum to show thanks and appreciation to Council's volunteers and partners was held in August 2019 and was attended by 300 guests.

Recreation parks, trails and facilities

The trailhead at Parrot Park Bushland Reserve in Beerburrum was completed and includes further parking, picnic amenities and interpretative signage. This important facility is a gateway to a network of trails in the area and is the culmination of a working partnership between Council and Queensland Parks and Wildlife Services to provide the community with access of trails in the Glass House Mountains region.



Stormwater Drainage

Progress on stormwater capital works has seen above average (29%) projects either complete or underway. This could be contributed to the prolonged dry spell that also allowed for faster than expected progress on condition inspections for pipes, pits and culverts. Condition inspections undertaken include:

- 26km of pipe
- 1800 pits/manholes
- 85 box/pipe culverts.

Sustainable growth and network planning

Council provided advice to Economic Development Queensland in relation to a major application lodged for Caloundra South (Aura) in August 2019 for approximately 3500 lots.

The following annual reports were presented to Council at the September Ordinary Meeting:

- Environment and Liveability Strategy Annual Report
- Environment Levy Program Annual Report
- Organisational Environmental Sustainability Benchmarking Annual Report

These reports provide an update on the environment and liveability outcomes for the Sunshine Coast

Major projects continue to be progressed including the preparation of the Coastal Hazard Adaptation Strategy. The first round of community consultation and engagement reached over 2500 community members with 631 online surveys being completed.

There have over 3000 community members engaged with 609 online surveys received in relation to the Sunshine Coast Council Biosphere nomination. A Community

Reference Group has also been established to provide input into the preparation of the final nomination to be submitted to the United Nations Educational, Scientific and Cultural Organisation (UNESCO).

A Smart Economy

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



\$5.08 million

in revenue for Sunshine Coast holiday parks



65,000

guests attended 20 major events, which generated approximately \$38 million in economic activity for the region



184

businesses accessed specialist advice and information with 8 events delivered

Economic development

Regional Economic Development Strategy

The updated Regional Economic Development Strategy (REDS) was launched by the Mayor to 100 business leaders and new REDS pathway plans were finalised.

More than 480 clients were serviced and eight events delivered in support of the REDS. Local business support was also provided to 184 businesses (including businesses impacted by the Peregian fires) under Council's Economic Recovery Program.

During the quarter 20 sponsored major events took place with an economic impact of more than \$38 million and attracted almost 65,000 guests from outside the region.

Sunshine Coast Airport expansion

The construction of the new Sunshine Coast Airport runway remains on schedule with significant progress made. The Marcoola Flood Mitigation wall was completed and the vegetation management works addressing

penetrations identified on approach and departure commenced.

Ponded water on the project site significantly reduced with fine weather conditions prevailing. The runway flanks progressed to the stage that 75% of the site is now free draining.

International Broadband Submarine Cable

The construction of the cable landing station was completed with the official opening held on 26 September 2019. Mayor Mark Jamieson was joined by Premier Annastacia Palaszczuk and Minister for State Development, Manufacturing, Infrastructure and Planning Cameron Dick to mark the completion of this \$7.2 million facility.

The cable landing station will house the connection point for the international submarine cable with landside communication networks. The terrestrial duct connection, beach man hole and cable landing station were completed by local firm Auscom.

The International Broadband Submarine Cable project is on schedule to be completed in the first half of 2020.



Education Sunshine Coast

The Deputy Mayor officially launched the Study Sunshine Coast Industry Membership Program (IMP). This program will further enable Study Sunshine Coast to bring together local education providers, and business and tourism operators to promote the region's education, tourism and lifestyle offerings to the world. In partnership with TAFE Queensland, Study Sunshine Coast also hosted ten International Education Agents, and partnered with Nexus English to bring 50 International English language students to the Sunshine Coast to showcase the lifestyle and study options available within the region.

Trade and investment opportunities

Council implemented the "Always On" campaign this quarter to promote the Sunshine Coast domestically (Sydney, Melbourne and Brisbane). This was supported with tactical campaigns for specific initiatives including the Cable Landing Station announcement. Online investment attraction activity supported by client visits, information requests, stakeholder presentations and overseas trade and investment missions to China and Singapore.

Smart city implementation

The People's Day Opening of Maroochydore City Centre in August 2019 represented a key milestone and provided an opportunity to show case some of the smart city initiatives.

The first 12 month plan is now progressively being implemented with a focus on three core areas:

- Internet of Things,
- Connectivity
- Data Driven Intelligence.

Holiday parks

The revenue for holiday parks this quarter was \$5.08 million, which is \$31,000 favourable to budget.

The Mooloolaba Holiday Park refurbishment project substantially progressed. This will provide significantly improved facilities and ensure the Sunshine Coast is a destination-of-choice for caravan and camping enthusiasts.

Additionally, the newly completed adjoining spit boardwalk re-opened to the public ahead of schedule and prior to the September school holidays.

Service Excellence

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



90%

of development applications assessed within statutory timeframes



1765

building approvals issued with a construction value of \$317 million



91,448

customers assisted through the development and customer contact centres



2732

building and plumbing applications decided

Cemeteries

Sunshine Coast's growing population will impact on an increased demand for cemetery services. Council endorsed the revised *Sunshine Coast Cemetery Plan 2019-2028* in September 2019. The Plan will guide Council's cemetery network over the next ten years, addressing key challenges and building on opportunities to ensure ongoing service excellence to the Sunshine Coast community.

Related capital projects that commenced during the quarter include:

- the shelter within Gheerulla Cemetery was renewed to ensure ongoing accessibility to the community
- upgrade a portion of Mooloolah Cemetery for future interments
- conservation of existing shelters within Buderim Cemetery.

Customer and community relations

Community relations

In August 2019, the Multicultural Welcome Hub, a one-stop web portal providing essential information for new migrants on the Sunshine Coast was launched. The Hub aims to help new residents feel welcome and enable them to connect with services and their community and is available 24 hours a day.

The Hub was created in partnership with community centres, service providers, agencies, government departments and the community with the Sunshine Coast Multicultural Advisory Group.

Customer satisfaction

Customer satisfaction remained positive with Council receiving a:

- 4.78 out of 5 rating for customer satisfaction
- Net Promotor Score (NPS)¹ of +44 (compared to +42 last quarter).

¹ NPS is a measure of customer's advocacy. The index ranges from -100 to 100. A score above 0 is considered good and above 50 is considered excellent.



Development services

Development applications and requests continue to be processed with 90% of assessments being completed within statutory timeframes. Positive feedback has been received on the delivery of the Development Services Customer Charter. Market activity for the quarter is slightly down on last year.

Council continued to proactively audit development approvals prior to commencing use/lot in accordance with legislative processes and timeframes.

A rolling program continues to be delivered for on-site sewerage facilities in partnership with Seqwater to mitigate the risks of these facilities in Obi Obi Creek, South Maroochy River and Ewen Maddock Dam catchments.

Local Amenity and Local Laws

Council Local Laws are in place to assist with delivering great outcomes for the community, by improving the local amenity, managing animal control to provide a safe environment for the community and regulating parking to keep traffic moving in order to service our businesses and attractions.

Key Statistics for the quarter:

- 59,490 animal renewals issued in September 2019, a 3% increase from last year.
- 23 education events held for the community in relation to responsible pet ownership
- 31 abandoned vehicles/vessels impounded
- 304 permits issued for community land with a number of major held including; the Curated Plate, Ironman 70.3 and Horizon Festival
- 11,241 regulated parking offences issued and 748 educational cautions.

Public health

The aerial mosquito control program commenced in early September for the 2019-2020 season due to favourable environmental conditions with 400 hectares treated. Investigations of new treatment innovations and monitoring techniques continue to be a key focus.

Key service highlights:

- 2,104 food licence renewals issued
- 248 environmental nuisance complaints received and investigated
- 454 bio-security property inspections.

Quarries

Council's quarries have produced:

- 11,636 tonne asphalt products
- 8,140 tonne granular products
- 60,000 tonne of overburden.

Waste and resource management

The Queensland Government's new waste levy was introduced on 1 July 2019. Managing the impacts of this significant change has been a major focus at Council's disposal sites to ensure minimum customer disruption.

An Expression of Interest (EOI) for Alternative Waste Treatment was released on 21 September 2019. The EOI outcomes will help to inform planning for future waste infrastructure across the region to effectively manage landfill diversion targets and future demand through population growth.

An Outstanding Organisation

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



7

awards at 6 events received during the quarter



\$74.2 million

or 64.71% of the total purchasing spend for the quarter was to local business

Awards

Council continues to be recognised as an outstanding organisation, awards for the quarter include:

- 2019 Gallery and Museum Achievement Awards (GAMAA) - Bankfoot House Finalist.
- 2019 Institute of Public Works Engineering Australasia (IPWEA) Awards for Excellence - Mary Cairncross Scenic Reserve's Rainforest Discover Centre winner.
- Get Ready Schools Program for Council's Disaster Management Centre – Queensland winner.
- 2019 Australian Regional Development Conference, Planning and Building Innovation Award – Development.i winner.
- Sunshine Coast Business Women's Network Awards - with Council employees winning both the Outstanding Business Woman of the Year and Young Business Women of the Year awards.
- 2019 Civil Contractors Federation Queensland Excellence in Civil Construction Awards – with an employee winning the Outstanding Commitment to Training and Skill Development award.

Sunshine Coast City Hall

Detailed design for the Sunshine Coast City Hall as well as the Expression of Interest process have been completed. These designs form part of the closed tender that was released in September 2019 to the shortlisted contractors.

Fleet management

Training on plant and equipment has been facilitated to 101 employees, which comprises 52 Verification of Competency (VOC) and 34 training courses to build on and maintain the high level of skill and capabilities of the organisation's workforce.

There is approximately \$500,000 of fleet asset procurement currently out to market for evaluation.

People and Culture

In the last quarter 157 offers of employment were accepted and 14 work experience students were placed.



Australia's most sustainable region Healthy. Smart. Creative.

Connecting with Council

To receive Council news and information you can subscribe to Council's e-newsletters.

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

Follow Council on:

Facebook: @sunshinecoastcouncil

Twitter: @councilscc

Instagram: @sunshinecoastcouncil

Council invites residents to participate in its many forms of community engagement. These engagement activities range from simply telling you about what Council is doing and giving updates on Council activities, to getting your feedback by asking you to have your say.

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





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