



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

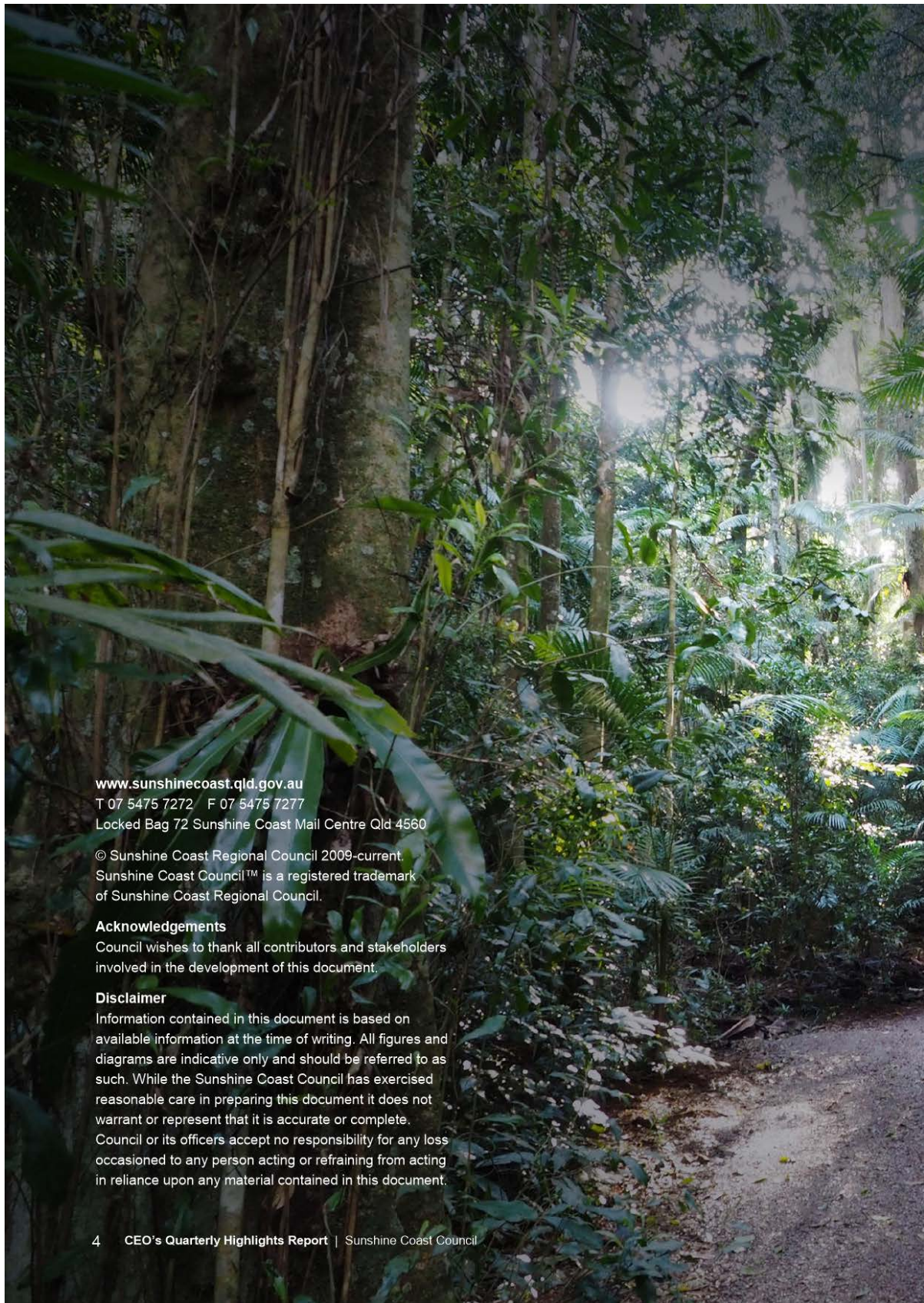


Sunshine Coast Council  
CEO's Quarterly Highlights Report  
Quarter 2 – 2019-20





Sunshine Coast Council  
**CEO's Quarterly Highlights Report**  
Quarter 2 – 2019-20



[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)  
T 07 5475 7272 F 07 5475 7277  
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

© Sunshine Coast Regional Council 2009-current.  
Sunshine Coast Council™ is a registered trademark  
of Sunshine Coast Regional Council.

**Acknowledgements**

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

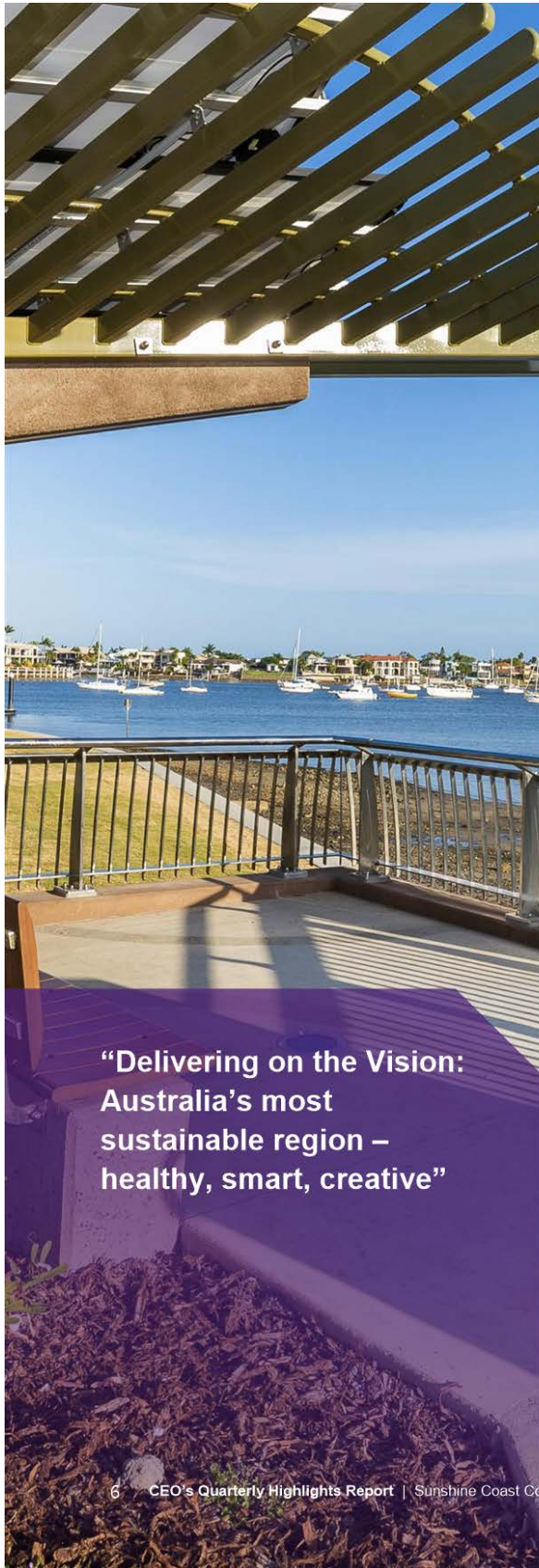
**Disclaimer**

Information contained in this document is based on  
available information at the time of writing. All figures and  
diagrams are indicative only and should be referred to as  
such. While the Sunshine Coast Council has exercised  
reasonable care in preparing this document it does not  
warrant or represent that it is accurate or complete.  
Council or its officers accept no responsibility for any loss  
occasioned to any person acting or refraining from acting  
in reliance upon any material contained in this document.



## 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.



**“Delivering on the Vision:  
Australia’s most  
sustainable region –  
healthy, smart, creative”**

6 CEO's Quarterly Highlights Report | Sunshine Coast Council

## Contents

Message from the Chief Executive Officer...	2
A Strong Community .....	2
A Healthy Environment.....	2
A Smart Economy .....	2
Service Excellence.....	2
An Outstanding Organisation .....	2



## Message from the Chief Executive Officer

The *Sunshine Coast Community Strategy 2019-2041* was launched in December 2019. This 20 year strategy will help shape the social fabric of the Sunshine Coast community in a way that is connected, healthy and vibrant.

It will provide the platform for how Council, the community and other tiers of government will work together to achieve the Community Strategy vision of 'together we thrive'.

The strategy is the culmination of 18 months of collaboration with community representatives and organisations.

The Sunshine Coast is experiencing a transformation from a regional centre to a regional city, and it is vital that Council has a clear framework for the future so that people and places remain connected, inclusive and cohesive. The purpose of the strategy is to focus on and achieve several key outcomes for the community.

The Community Strategy now joins the Environment and Liveability Strategy and the Regional Economic Development Strategy as Council's long-term regional strategies, which provides a balanced social, environmental and economic direction for our region.

To continue to work towards this vision, Council has developed a nomination for our region to be recognised by UNESCO as an international site of excellence, known as a biosphere.

The biosphere nomination positions our region as an international site of excellence—where responsible development and people living sustainably sit along-side active conservation.

A UNESCO Biosphere credential can bring many benefits. It is a commitment for the future and supports our vision to be Australia's most sustainable region—healthy, smart, creative. The nomination recognises our focus on protecting and enhancing the region's liveability, economy, built environment and natural assets for both current and future generations.

The nomination has been lodged with the State Government as part of the journey through to Federal Government, for submission to UNESCO in September 2020.

The International Broadband Submarine Cable is on track to be operational by mid-2020, with two significant milestones achieved during the second quarter of the financial year.

Providing Queensland's first direct international data and telecommunications connection to global markets is another step closer following the completion of the \$7.2 million cable landing station at Maroochydhore in September 2019.

In December 2019, the undersea fibre optic cable was pulled ashore on the Sunshine Coast. Over 550 kilometres of cable now connects the Sunshine Coast to the 7000 kilometre Japan-Guam-Australia South submarine cable.

Sunshine Coast's new airport runway reached a critical milestone in December 2019 with the first layer of asphalt being laid.

In the lead up to the opening of the new runway on May 21 2020, more than 400,000 tonnes of fine crushed rock and 64,000 tonnes of asphalt will be placed on top of a compacted sand embankment.

The airport expansion project remains the single largest construction project happening on the Sunshine Coast. The new runway will result in greater opportunities for travel, work, tourism and exporting businesses in our region.

Council continued to be recognised for its projects and events, winning two national awards. Council received the Banksia Government Award for the Mary Cairncross BioBlitz project in December 2019. The Banksia Sustainability Awards are the longest-running sustainability awards globally and are recognised as the most prestigious of their kind in Australia.

The Caloundra Music Festival was announced as the Queensland 'Live Event of the Year' at the 2019 National Live Music Awards. This award recognises our highly professional event team, including volunteers, musicians, sponsors, businesses, Council, supporters and attendees.

**Michael Whittaker**  
Chief Executive Officer

## A Strong Community

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



**71,916**

people attended 716 community events at Council's venues



**44,809**

spectators attended 26 sporting events at Council's facilities



**269,393(m<sup>2</sup>)**

total area of roads maintained, valued at \$6.5 million this quarter



**481**

community grant applications received, allocating \$1,350,863 for the quarter

### Sunshine Coast Community Strategy

The *Sunshine Coast Community Strategy 2019-2041* was adopted by Council at its Ordinary Meeting in November 2019. The strategy provides a long-term framework for how Council and our community will work together to advance our shared goal of a strong community through to 2041.

The purpose is to achieve five outcomes:

- Empower our community to live healthy and active lifestyles
- Focus on ensuring community places and spaces are vibrant, inclusive, accessible, adaptable and meet the needs of people of all ages, abilities and backgrounds
- Strengthen connection, inclusion and opportunity for all people in our community
- Build capacity in our communities to be connected resilient and to respond to local issues
- Nurture creative and innovative approaches to building a strong community.

The Community Strategy consists of two parts – the strategy that sets a vision, outcome areas, guiding principles and methods for how the goal of a strong community will be achieved, and an action plan that outlines the key priorities in order to achieve our five desired outcomes.

The strategy and action plan also provide a clear approach to the regular measuring and reporting of the progress towards achieving the goal and outcomes.

### Grant Guru

Sunshine Coast Council has partnered with Australia's most powerful grant search engine, Grant Guru, to connect the region's businesses and community groups to more than 900 grants worth \$36 billion.

The Sunshine Coast Funding Finder is a comprehensive search engine that connects Council, businesses, community groups and not-for-profits to local, state, federal and private grants.

Funding Finder is a comprehensive and up-to-date funding database that makes finding and applying for grants easy.

### Homelessness round table

In October 2019, Council hosted a round table discussion with key government agencies and human services organisations on addressing homelessness in the region.

Local specialist services, housing providers and Council staff participated in the discussion, which considered the current drivers of homelessness in the region and issues for priority attention. Census data from 2016 showed an estimated 785 people on the Sunshine Coast were experiencing homelessness, representing an increase since 2011. The roundtable helped to inform how Council can best continue to advocate on behalf of the workbeing done by government agencies, community services and housing providers.





## Community and cultural development and partnerships

### Community grants

This quarter Council received 481 applications for funding through its Environment Levy Grants, Heritage Levy Grants, Community Grants and Mayoral and Councillor Discretionary Grants programs. Major grants for the Event and Cultural Development categories were awarded to 25 projects, receiving a total of \$98,365 in funding.

In total more than \$1.3 million was allocated through 385 grants to support a range of projects, events and activities contributing to the achievement of Council's vision for the region.

Council sponsored and supported a number of events including the Sunshine Coast Open House; Peachester 130 years; Landsborough Placemaking; Heritage Calendar launch; and the Built Heritage Symposium.

### Sub Tropic Studio

The Caloundra transit centre building has undergone an exciting transformation with a vibrant creative hub of artist studios, workshops and exhibition spaces unveiled. An unused space was given a creative makeover thanks to a joint initiative between Sunshine Coast Council's Creative Spaces program and the Sunshine Coast Creative Alliance to create the Sub Tropic Studio project.

The new studio provides a great space for artists to work and collaborate, it will also be a wonderful opportunity for residents and visitors to experience Caloundra's thriving creative centre. Three artists in residence and 11 artists engaged for a six month creative placemaking project.

### Bankfoot House

Bankfoot House holds a significant place in Queensland's history as the only known oldest surviving Cobb & Co coach station on the Brisbane-Gympie route. This quarter Bankfoot House received two High Commendation awards at the prestigious 2019 Queensland Heritage Awards. The high commendations were in the Interpretation and Promotion category for its Enhancing Experience project and in the Conservation Work category for the Shed Conservation and Restoration Project.

## Community venues

Venue 114 hosted a large and diverse range of community events including school formals, graduations, end of year dance performances and Christmas functions. The venue also welcomed a performance from Amy Shark, who performed to a sell-out crowd of 1400 people.

Venue hire satisfaction was high with a 100% Venue Hire Satisfaction Survey result achieved for Venue114, the Events Centre also achieved a high Customer Satisfaction result of 88%.

## Disaster management

### Peregian fires

During the quarter the Local Disaster Management Group held debriefs for the Peregian fire event in September 2019, and subsequent fire events affecting the region. These debriefs assist to further develop and refine procedures during events affecting our region in the future.

### Get Ready Schools Program

Council's Disaster Management Team have been recognised as national leaders in disaster preparedness, winning the Local Government Award at the 20th Resilient Australia Awards, local government category, for the Get Ready Schools Program. The awards celebrate initiatives that build whole-of-community resilience to disasters and emergencies around Australia.

## Libraries

### Library programs and events

Almost 700 library programs were delivered this quarter, attracting over 12,000 participants. Booked out events included talks by the authors of Strong Aboriginal Women, and high profile authors Kim McCosker and Rachel Johns.

### Library membership

Over 350,000 people visited Sunshine Coast libraries, with membership increasing to 115,518.

Library members borrowed 560,000 items across the library service, including 35,300 large type books, 26,000 magazines and 34,200 junior fiction titles. Customers completed 96% of loans at self-service kiosks.



## Lifeguards

Lifeguard service coverage was strengthened over the Christmas break due to the peak summer visitation period, this will continue to the end of the Queensland School Holidays in January 2020.

- 82 rescues performed for the quarter
- First Aid was provided to 774 people
- 50,333 occasions preventative action was taken
- 1,434,992 beachgoers attendance

## Road network management

### Sippy Downs Drive

The final stage of the Sippy Downs Drive four lane upgrade (two lanes each way) between Siena Catholic College and the Sunshine Motorway is now complete and was opened to traffic ahead of schedule. This completes the link to the Sunshine Motorway interchange project and is now ready for the return of the school and university year in early 2020 when peak traffic volumes are generated. A media opening is planned for late January 2020 and the final entry statement work will be installed in early 2020 in collaboration with the University of the Sunshine Coast.

### Major intersection upgrades

The upgrade of Walan Street in Mooloolaba to four traffic lanes will move into the construction stage, following Council awarding the construction contract to Hall Contracting.

Walan Street is part of the multi-stage Mooloolaba Transport Corridor Upgrade of Brisbane Road, and is between Venning and Smith Streets. This stage of the upgrade is expected to start in February 2020 and be completed in late 2020.

The Walan Street upgrade is expected to improve the capability from 13,000 vehicles per day to accommodate the forecast volume of around 20,000 vehicles per day.

### Funding

An innovative Australian-first active travel program delivered by Sunshine Coast Council which uses smart technology to encourage students to ride to and from school was launched at Baringa State Primary School in November 2019.

RideScore Active Schools utilises Bluetooth technology to provide real-time notifications to parents when their children arrive at or depart school. The incentive-based program combines student engagement, skills training and education to deliver behaviour change across the school community.

The program is a partnership between Council and We Ride Australia and is supported by Sport Australia's Move it AUS program, the Queensland Government and Stockland.

The RideScore program is scheduled to commence in February 2020, with nine Sunshine Coast schools set to participate across the region.

## Sporting Facilities

### Sporting events

In October 2019 the State Government, Sunshine Coast Regional Council and NRL confirmed that the 2020 Women's State of Origin Match will be hosted at Sunshine Coast Stadium in June 2020. The major event is expected to see thousands of fans from across the country descend on the Sunshine Coast, injecting significant funds to the local economy.

It was announced that four National Rugby League (NRL) heavyweights will also do battle on the Sunshine Coast next year after the NRL released its 2020 premiership season draw. The Cronulla Sharks will tackle the North Queensland Cowboys in May, and the South Sydney Rabbitohs will play the New Zealand Warriors in August.

The Maroochydore Multi Sports Complex welcomed three national AFL clubs (Greater Western Sydney, Port Adelaide and Hawthorn) who held pre-season camps, including open sessions for the community.

### Sporting facilities upgrades

This quarter Council approved a concept design for an initial \$68 million expansion to the Sunshine Coast Stadium, which would increase fixed seating capacity from 1046 to 11,618 seats and better cater for our community attending the plethora of events now being hosted at the venue.

The initial expansion will boost the overall venue capacity from 12,000 to 16,618 in stage one, with a new eastern grandstand (8085 seats) and an expanded western grandstand (increased to 3533 seats). Mounds at the southern and northern ends of the stadium will remain to accommodate around 5000 spectators.

Council agreed to commit \$17 million towards the project, subject to matching funding being secured from each of the State and Federal governments and other sources.

A number of major sporting facilities projects are now complete across the region. These projects include the new AFL precinct at Meridan Fields which was opened in December 2019, and improvements to the Netball and AFL administration facilities, clubhouse and change room at the Maroochy Multi Sports Complex, and



significant progress on the new Caloundra Tennis facility and car park.

Sunshine Coast Council is investing \$250,000 to construct an additional 500 tiered seats at the Caloundra Indoor Stadium, doubling its seating capacity. A move designed to attract further high-quality sporting events to the precinct. The improvements follow a \$380,000 upgrade in August which added three outdoor netball courts to the precinct.

#### Aquatic Centres

The \$1.8 million upgrade of the Beerwah Aquatic Centre was opened in December 2019, just in time for the start of the school holidays. The upgrade includes a new 17 metre, heated and covered pool, with accessibility features including wheelchair ramp, handrails and seating. The new pool will complement the existing 25 metre heated pool, 12.5 metre heated pool and toddler's pool. A fresh-look main entry from the carpark has also been constructed, along with an impressive facelift for the Roberts Road façade and refurbished amenities.

## A Healthy Environment

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



**6116 hectares**

of landscape and garden beds maintained



**8880 hectares**

managed for conservation under Sunshine Coast Land for Wildlife program



**309**

wheelie bins of weeds removed from environmental reserves, and 3514 stems planted, by 629 volunteers with BushCare Sunshine Coast, contributing 2761 volunteer hours

### UNESCO Biosphere nomination

In October 2019, Council unanimously endorsed a nomination for the Sunshine Coast local government area to become a United Nations Educational, Scientific and Cultural Organization (UNESCO) Biosphere.

A biosphere is a special place where responsible development and people living sustainably sit alongside active conservation. Becoming a biosphere would help enhance our national and international reputation and support our economy, lifestyle and environment for future generations.

The UNESCO Biosphere nomination for the Sunshine Coast has been informed by our community, diverse range of industry sectors, interest groups and government. The nomination to become a UNESCO Biosphere is an important step in the Sunshine Coast's commitment to remain future facing.

The nomination has begun its journey through state and federal governments for their endorsement, with nomination submission to UNESCO planned in September 2020.

### Environment Levy annual report

The Environment Levy annual report for 2018-19 was released during the quarter. The annual report showcases the program's achievements and details the funding expenditure for the past year. Council invested \$9.7 million into Environment Levy programs, projects and initiatives during the 2018-19 financial year.

An important part of Council's work is using the Environment Levy to connect nature and people by

providing the community with opportunities to participate in conservation, to experience the natural environment and support our flora and fauna. Some of the highlights in 2018-19 include:

- \$2.28 million invested into the purchase of three properties totalling 56 hectares
- \$1.28 million invested into the establishment and management of previously acquired lands
- \$609,000 provided to 22 Environment Levy-partnership groups
- \$90,000 invested into the Land for Wildlife program. More than 30,550 native plant seedlings and 162 nest boxes provided
- \$845,000 invested into on-ground works to protect our coastal areas

### Beaches, foreshores, coastal infrastructure and canals

#### Maroochy Groyne

Following 12 months of research to develop suitable options for the groyne renewal at Maroochy River, two preferred designs for the river mouth's geotextile containers have been selected.

The two preferred design options were the key components of the construction tender that was advertised on 23 November 2019.



The successful tender will be awarded late February 2020 after a detailed assessment process and it is expected construction will start late April 2020. Construction works will be undertaken in two stages, with Stage 1 focusing on the two northern-most groynes and the seawall surrounding the Cotton Tree Holiday Park.

### Coastal Discovery Van

Environmental Operations took final delivery of the Coastal Discovery Van during the quarter. The van is a new educational tool, fitted with interpretative and information displays to demonstrate the coastal processes that influence our beaches and waterways. The van hosted and attended 12 events, with more than 1335 people visiting the van to learn more about our beaches and waterways, and the many ecosystems that play a key role in our coastal environment.

## Bushland conservation and habitat

### Environmental land

Almost 14 hectares have been added to the Sunshine Coast Council's conservation estate thanks to a land acquisition at Bli Bli during the quarter, using funds from the community's Environment Levy. The acquisition of the new site builds on the public land component of the Blue Heart, an area of more than 5000 hectares in the Maroochy River's natural floodplain, forming the basis for an Australian-first blue carbon tripartite initiative being led by Council, in collaboration with Unitywater and Department of Environment and Science.

During the quarter, 94 Landholder Environment Levy Grants were funded by Council, totalling \$223,248.

### Land for Wildlife

The number of Land for Wildlife properties increased, with 12 new Land for Wildlife properties registered this quarter. This now brings the total Land for Wildlife properties to 1143 (895 registered and 248 working towards) with 8880 hectares being managed for conservation.

### BushCare Sunshine Coast

The BushCare Sunshine Coast Program welcomed 629 volunteers this quarter, contributing 2761 volunteer hours (equating to \$82,830 in labour). A total of 3514 native plants were planted and over 300 wheelie bins of weeds were removed from Council's bushland reserves.

### Mary Cairncross Scenic Reserve

Mary Cairncross Scenic Reserve BioBlitz, Australia's first vertical BioBlitz Project, won the local government category of the national 2019 Banksia Sustainability Awards. The project provided unprecedented access to

a diverse team of scientists, artists and Traditional Owners to explore five giant strangler figs to research and celebrate biodiversity, from the floor of the forest to the emergent canopy.

The Mary Cairncross Scenic Reserve walking track upgrade was finalised, with approximately 350m (piccabeen grove to the intersection of the middle track) of composite fibre boardwalk.

### Environmental programs

The Kids in Action Conference was held in September 2019. The event was attended by over 300 students from 25 Sunshine Coast schools presenting amazing projects that drew upon their partnership working with First Nations People about the significant and special flora and fauna species that can be found on the Sunshine Coast.

The Biosecurity Surveillance Program for 2019-20 has commenced delivering education and control options for affected landholders with invasive plants. With over 283 new landholders engaged this quarter, the program aims to assist landholders to meet their biosecurity obligations.

## Recreation parks, trails and facilities

The Parks and Gardens' Recreation Parks and Landscape Amenity Capital Works Sub-Program currently has 219 capital projects listed for completion in 2019/20. At the end of quarter two, 34% (74) of the projects were complete or in asset finalisation.

Council continues to monitor, maintain and manage Council's open space network recreational infrastructure with a focus on Work Health and Safety and field audits. Over 1020 asset condition audits have been completed this quarter, over 2000 infrastructure related jobs have been completed and approximately 92 projects have been scoped for capital funding consideration.

## Rivers, streams, estuaries and water bodies

Council's regular litter removal program from waterways across the region has recognised a 50% reduction in the number of plastic bags and plastic bottles removed from waterways since the introduction of the Plastic Bag Ban and Container Recycling Scheme. A 34% decrease in straws was also evident which may be contributed by the many community lead programs in banning the straw and Council's BYO Sunshine Coast initiative, which aims to challenge the community to swap out single use plastics for reusable items.



### Sustainable growth and network planning

Council's planning for Beerwah East Major Development Area progressed this quarter. The planning will enable the State Government to make decisions in relation to the future development of Beerwah East for urban purposes, which has been listed as a high priority in the South East Queensland Regional Plan.

The acquisition of four properties in Landsborough, Maleny and Bli Bli were shared with the community which will assist to support the protection and enhancement of conservation, open space and landscape and character values as part of delivering a healthy environment and liveable Sunshine Coast.

## A Smart Economy

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



**\$4.7 million**

in revenue for Sunshine Coast holiday parks



**\$15.2 million**

was the economic impact; and 168 jobs were generated by 14 sponsored events, that attracted 26,000 visitors to the region



**159**

businesses accessed specialist advice and information. 15 events saw 998 participants benefit from services provided by Council through its Regional Economic Development Strategy

### International Broadband Submarine Cable

Queensland's first direct international data and telecommunications connection to global markets is on track for mid-2020, with the undersea fibre optic cable being pulled ashore on the Sunshine Coast in December 2019.

This is another major milestone for the project that will deliver Australia's fastest telecommunications connection to Asia from the East Coast when completed. Over 550 kilometres of cable now connects the Sunshine Coast to the 7000 kilometre Japan-Guam-Australia South submarine cable.

The cable, which is laid on or buried under the sea floor, will now be connected to the recently completed cable landing station adjacent to the Maroochydoore City Centre project.

### Smart21

The Sunshine Coast has again been named in the top 21 smartest communities in the world for 2020. In October 2019, the Intelligent Community Forum (ICF) announced its annual Smart21 Awards at its Global Cities Digital Revolution Conference in Rochester, USA. This is the sixth time the Sunshine Coast has been recognised by the ICF in its Smart21 Awards as a global leader. The Sunshine Coast now has the opportunity to again be recognised as one of the Top7 intelligent communities in the world, after being the only location in the southern hemisphere to achieve this recognition in 2019.

### Economic development

#### Sunshine Coast Airport expansion

Construction works for the new runway progressed significantly this quarter with construction milestones being achieved. The project is on schedule for the planned May 2020 runway opening.

Asphalt works for the new runway commenced in mid-December 2019, with 700 metres of the first layer of the runway laid. In the lead up to the opening of the new runway, more than 400,000 tonnes of fine crushed rock and 64,000 tonnes of asphalt will be placed on top of a compacted sand embankment.

The Civil Aviation Safety Authority approved the Airspace Change Proposal in October 2019 after assessment to ensure that it meets the required regulations. The detailed Runway Readiness Program planning is continuing with all relevant stakeholders.

#### Local business

A joint initiative of Council and BDC Market Intelligence is helping to raise the profile of producers and processors from across the region, with the launch of The Wharf Mooloolaba's newest store – Flavours of the Sunshine Coast.

The Sunshine Coast food and agribusiness industry is valued at more than \$700 million, and Council has been a key project leader working closely to collaborate with local producers, to create this unique outcome. This initiative is supporting local businesses towards exporting, which is in line with the objectives of our Regional Economic Development Strategy, as we work towards 20% of local goods and services being exported by 2033.



The Local Business Support Program delivered tailored and specialist advice to 159 businesses across the region. The delivery of 15 events involving 998 attendees, included the Sunshine Coast Business Awards as well as capacity building workshops aimed at developing business management systems, tendering, business planning and digital marketing skills for local businesses.

### Holiday parks

Redevelopment of the Mooloolaba Beach Holiday Park was completed on time, reopening for the commencement of Queensland school holidays in December 2019. Council's \$3.8 million investment in the redevelopment will enable the Mooloolaba Beach Holiday Park to remain a destination-of-choice for years to come.

The redeveloped Mooloolaba Beach Holiday Park includes 59 large sites all with improved access, new amenities including a camp kitchen, landscaping and improved connections to the beachside boardwalk, part of the highly-utilised coastal path network.

At the southern end of the coast, upgrades were completed at the Dicky Beach Holiday Park. Work included the conversion of 21 unpowered tent sites to fully serviced caravan and RV sites that will increase capacity in the park.

Council received an Online Guest Satisfaction Survey result of 94% for Holiday Parks for the quarter.



## Service Excellence

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



**89%**

of development applications assessed within statutory timeframes



**1386**

building approvals issued with a construction value of \$282 million



**69,774**

customers assisted through the development and customer contact centres



**2238**

building and plumbing applications decided

### Cemeteries

The development of a concept plan for the Mooloolah Cemetery upgrade was finalised this quarter, along with the progression of conservation planning works for the Everest Memorial Gate, Buderim Cemetery.

Council continued to investigate the acquisition of additional land within the south of the region to prepare for future growth needs.

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.

### Customer and community relations

Council's customer satisfaction rating remained positive with a 4.75 out of 5 rating achieved this quarter.

- 38,970 phone contacts – answered on average in 29 seconds (including 614 web call-backs)
- 1816 chats - answered on average in 14 seconds
- 13,999 emails
- 5667 counter visits
- Net Promoter Score (NPS)\* 45%.

\*NPS is a measure of customer's advocacy of Council with an index ranging from -100 to 100.

### Local Amenity and Local Laws

In December, Council endorsed a range of local law amendments, including:

- A new category of parking permit to be created for health and community services, such as home care providers
- A new approval process for building noise including building site delivery outside of normal hours in extraordinary circumstances
- Introduction of a new timed dog off leash area on Bokarina Beach between 5pm to 8am for beach accesses 245-259
- Clearer understanding around the ability for authorised persons (parking inspectors) to mark tyres using crayon, chalk or similar substance for enforcing parking regulation
- The ability to regulate temporary placement of shipping containers for storage
- Flexibility with eligibility requirements for commercial vehicle parking permits.

### Development services

Council's Development.i platform, now 12 months into its implementation, has continued to be recognised nationally. Development.i won the Improving Planning Processes and Practices award at the 2019 Planning Institute of Australia Awards for Planning Excellence and was also recognised as a finalist in the Community Engagement category at the 2019 Urban Development Institute of Australia Queensland Awards for Excellence.

In the delivery of responsible pet ownership, there was a focus on building stronger partnerships with the Sunshine Coast Animal Refuge, 4PAWS and RSPCA to better educate the community at regional events.

A mobile application was developed and launched to provide all dog owners easy access to information on dog exercise areas across the region.

During the quarter:

- 2637 new animals registered
- 36 education events held for the community in relation to responsible pet ownership, this is an increase of 56.5%
- 15 abandoned vehicles/vessels impounded
- 278 permits issued for community land with a number of major event permits issued and events held including - Cycle Queensland and Caloundra Music Festival.

### Public health

The region's aerial mosquito control program continued to be delivered with 1045 hectares treated this quarter. Investigations of new treatment innovations and monitoring techniques continue to be a key focus.

Over the quarter:

- 2102 food licences were renewed with six businesses interviewed for operating without a current licence
- 258 environmental nuisance complaints received and investigated
- 283 biosecurity property inspections and one property being considered for an 'enter and clear'.

### Waste and resource management

The aftermath of the super cell storm that hit the Sunshine Coast in November caused extensive damage across the region. Impacted residents were able to take advantage of free green waste disposal at Resource Recovery Centres.

During the quarter 56,833 tonnes of waste were received and 14,193 tonnes were recovered.

The Expression of Interest (EOI) for Alternative Waste Treatment closed this quarter and submissions started to be evaluated.

## An Outstanding Organisation

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



9

award received during the quarter



**\$63.6 million**

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



106

offers of employment were accepted and 13 work experience students were placed



110%

of Council's total electricity consumption was offset by the solar farm that generated 7.3GWh

### Annual report showcases strong and balanced approach

Council endorsed its 2018-19 Annual Report, demonstrating Council's strong financial position and showcasing Council's approach to balance community, environment and economic outcomes.

The annual report demonstrates Council's strong financial position and showcases our approach to balancing community, environment and economic outcomes, including \$5.8 billion in assets, an operational surplus of \$13 million and \$242 million of cash holdings.

It also outlines how we continued to work collaboratively with our community, business, industry and other tiers of government to fulfil our vast and growing service delivery commitments.

In 2018-19, we managed more than 1200 parks and gardens, spent \$244 million with local businesses, collected 10.6 million kerbside bins (that's 200,000 a week!) and invested \$12.6 million in sporting facility upgrades. We also hosted 240,000 people at Council-run events, cleaned our beaches for 8 million visitations and loaned out 2.4 million books.

### Sunshine Coast City Hall

In December 2019, it was announced that local construction company McNab has been named the preferred supplier to design and construct the \$59.9 million Sunshine Coast City Hall at Maroochydore city centre. City Hall will be built on the corner of First Avenue and South Sea Islander Way within the new

Maroochydore city centre. Construction is expected to start in mid-2020, and City Hall will be occupied in the second half of 2022. This follows the approval of the development application by Economic Development Queensland in October 2019.

### People and Culture

Council's new human resources system, PeopleHUB, was successfully launched this quarter. PeopleHUB provides a great opportunity for Council to lead and manage its workforce to deliver services to the community.

The launch of the new system is the result of many months of tireless work, extensive testing and training. PeopleHUB now becomes the one-stop-shop within the organisation for best practice human resources and learning management within Council.

### 2019 CEO Excellence Awards

More than 1300 employees were recognised at the 2019 CEO Excellence Awards ceremony held in December. The annual awards celebrate our people and our organisational values.

The awards had more than 320 nominations, with more than 1300 employees recognised—that's an increase of approximately 25 percent compared to the previous year.

The awards recognise the level of skills and professionalism we have here at Council, and the level of service and commitment that our people do day in, day out for our community.

## Awards

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

- Adventure Sunshine Coast Website – winner of the Outdoors Queensland Awards 2019 for The Queensland Outdoor Recreation Federation (QORF) Government Achievement Award
- Get Ready Schools Program won the National Disaster Resilience Award for the Local Government category
- Mary Cairncross Scenic Reserve BioBlitz, Australia's first vertical BioBlitz Project - winner of the local government category of the national 2019 Banksia Sustainability Awards
- Development.i won the Improving Planning Processes and Practices Award at the 2019 Planning Institute of Australia Awards for Planning Excellence
- First augmented reality mural on the Sunshine Coast won 2019 Best External Mural at Australian Street Art Awards
- Mooloolaba Walk and Ride Bridge won the IPWEAQ Excellence Awards 2019 for Projects between \$2 - \$5 million
- The Caloundra Music Festival won the QLD Live Event of the Year at the National Live Music Awards 2019
- The International Economic Development Council awarded Council the Promotional Video Award for its multimedia marketing of the Sunshine Coast International Broadband Network, at the 2019 International Excellence in Economic Development Awards in Indianapolis, USA
- Council was the winner of the Local Government Mutual Services Risk Excellence Awards for 2019 for its Integrated Risk and Performance Management initiatives. This was for Council's level of alignment with Australian Standard; the efficiency, effectiveness and impact of the activity on reducing risk; and progress made with risk maturity.



## 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](http://www.sunshinecoast.qld.gov.au)



Quarter 3, 2018/2019 | Sunshine Coast Council 23



 **Sunshine Coast**  
COUNCIL

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

[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)  
[mail@sunshinecoast.qld.gov.au](mailto:mail@sunshinecoast.qld.gov.au)  
T 07 5475 7270 F 07 5475 7277  
Locked Bag 72 Sunshine Coast Mail Centre Qld 4580