



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



Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 3 – 2020/21

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 Custodians and the broader First Nations community to support self-determination through economic and community development.

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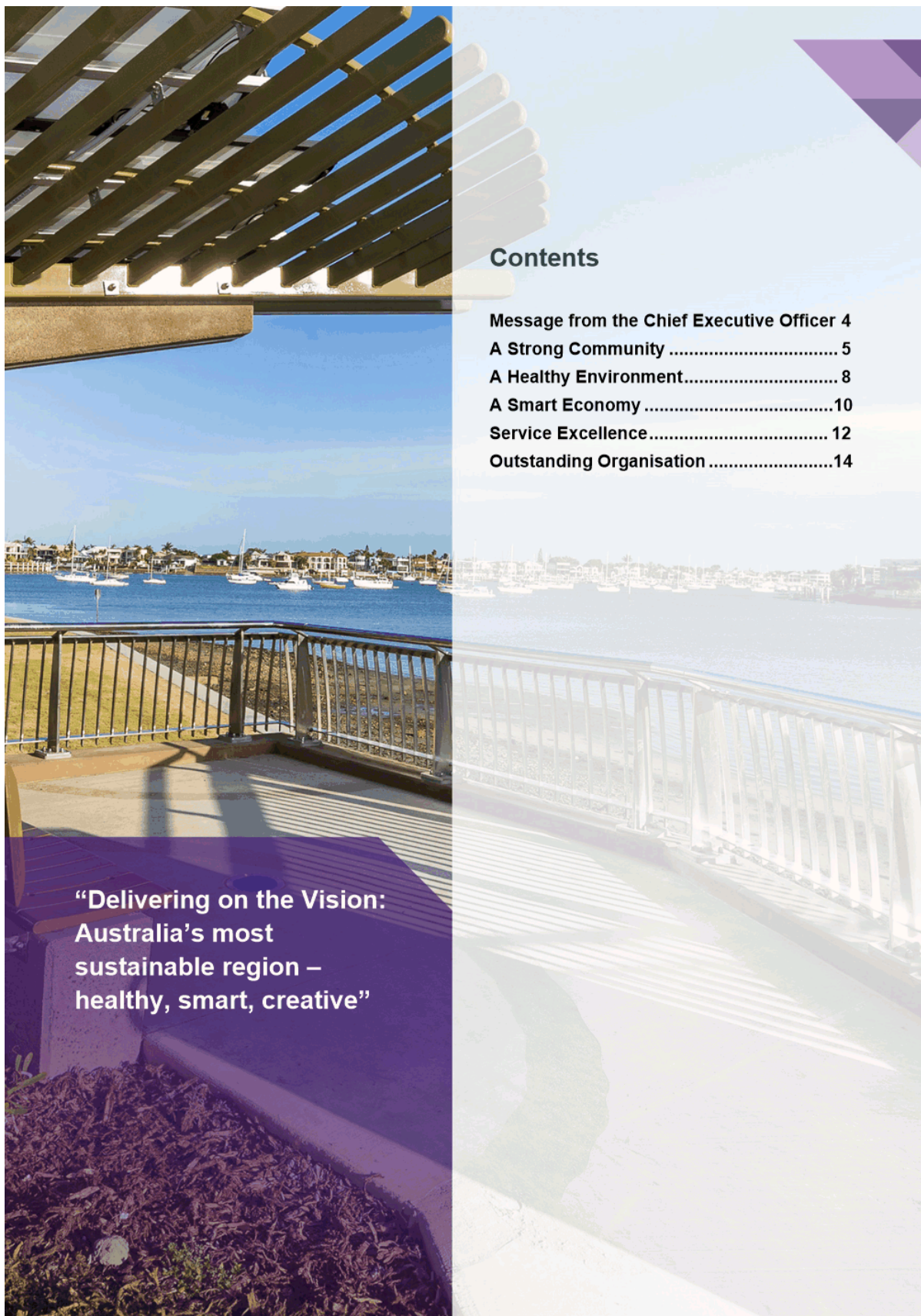
Acknowledgements

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

Disclaimer

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



Message from the Chief Executive Officer

Over the past quarter our Council has continued to partner with our community, business and other tiers of government to progress our vision for the Sunshine Coast: Australia's most sustainable region. Healthy. Smart. Creative.

Our Corporate Plan 2021-2025 contains this vision for the future and was adopted at the Ordinary Meeting in February 2021. The corporate plan sets the blueprint to guide our decisions over the next five years by establishing our strategic goals, pathways and priorities that will advance our vision. The corporate plan will now inform the development of the operational plan, budget and business plans for the 2021/22 financial year.

Community engagement is an important part of Council business and continues to be a strategic priority to inform our service delivery and planning for the future. Council's commitment resulted in a review of our current practices and establishing a revised Community Engagement Policy and Excellence in Engagement Framework that was adopted at the Ordinary Meeting in March 2021. This policy delivers a robust structure for authentic, meaningful and fit for purpose engagement. It provides ways for Council to work in partnership with the community to co-create a region that is inclusive, connected and where opportunities are available to all. Meaningful community engagement informs good decisions and builds confidence, relationships, trust and mutual respect with our community.

During March 2021, Council built on its commitment to reconciliation with our First Nations people adopting the 'Innovate' Reconciliation Action Plan 2021-2022 (RAP). We value the rich contribution by First Nations people and their connection to the history, heritage and the culture of this region. A solid foundation has already been developed to support local First Nations communities, and the latest RAP provides an opportunity for Council and our community to continue to build its capacity to support and sustain reconciliation outcomes for our region.

This is an exciting time for the region as we commence the next stage of planning for our future after Council resolved to prepare a new Sunshine Coast planning scheme in January 2021. We understand that our community is very passionate about our region and it is really important that the

planning framework reflects community aspirations, values and our vision for the region. Council is committed to meaningful engagement throughout the development of the planning scheme, to assist this we have provided the opportunity to register and directly receive [project updates](#) and be notified of consultation activities.

It is encouraging that as we start preparing our new planning scheme that our long-term strategies continue to get recognised. During March 2021, the Sunshine Coast Environment and Liveability Strategy won the Government category at the prestigious Banksia Sustainability Awards. The Banksia awards are regarded as Australia's most prestigious sustainability awards and are the longest running award of their type in the world. The award recognises Council's proactive planning and ground-breaking and significant projects that preserve the natural environment, ecosystems and liveability of the Sunshine Coast. This is great recognition of our vision in action.

Our volunteers continue to work hard for our community, including more than 2400 volunteers who helped Council to remove invasive weeds, pick up rubbish and protect our turtle hatchlings during the quarter. This work contributes to the conservation and protection of our natural environment and ecosystems and I wanted to take the opportunity to thank all our volunteers across the region.

Council has also released a new online platform - RoadsHub. The mobile friendly tool provides up-to-date information on changed road conditions and provides user alerts for road closures, crashes, hazards, flooding, road works, congestion and special events.

Finally, I would like to thank everyone in our community for adapting quickly to the health restrictions that were put in place as we were reminded of the presence of COVID-19 during March 2021. This is really important to keep our community safe and thriving.

The following report highlights many more outstanding achievements as we continue to work together to serve our community and position the region for the future.

Emma Thomas
Chief Executive Officer

A Strong Community

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



31,077

people attended community events at Council's venues



85%

Customer satisfaction with library and cultural programs



231,239

attendances to Council owned aquatic centres



209

community grant applications awarded, allocating more than \$495,000 for the quarter

Community and cultural development and partnerships

Reconciliation Action Plan 2021-2022

Council adopted its third Reconciliation Action Plan 2021-2022 (RAP) in March 2021 to further embed reconciliation commitments within the organisation and the region.

To date, these plans have set out a vision for regular engagement and support initiatives to enable First Nations people to enjoy social and economic opportunities through the values of respect and equality.

Under this 'Innovate' RAP, actions include deepening meaningful partnerships and relationships, embracing diversity and enhancing respect, and providing equitable opportunities for our First Nations community. Council is working in partnership with Traditional Custodians, the Kabi Kabi peoples and Jinibara peoples and the boarder First Nations community of the region.

First Nations Forum

In a first for the Sunshine Coast, a community forum was held in March 2021 to bring together voices of First Nations people with a strong focus on fostering relationships, representation and future wellbeing.

With Council facilitating the event, the forum was an opportunity to forward plan while recognising

the needs and trauma experienced by generations of First Nations people.

Heritage Plan 2021-2031

The new 10-year Heritage Plan 2021-2031 endorsed by Council in February, aims to respect our past whilst ensuring *our heritage is our gift for the future*.

More than 600 responses were received during the community consultation period in November 2020 and more than 90 percent of respondents rated cultural heritage as very important or important.

The new plan ensures our community keeps a close connection with our past as we forge a bright future.

Community Engagement Policy

Council's Community Engagement Policy and Excellence in Engagement Framework were adopted in March 2021 to provide clarity on how Council will fulfil its commitment to engaging with the community.

The policy positions community engagement as an embedded component of Council's regular business practice. It seeks to establish a culture of excellence in engagement that delivers genuine, inclusive, fit-for-purpose and transparent community engagement activities and outcomes.

The policy and framework are actions of the Sunshine Coast Community Strategy.



Community grants

Council allocated funding through its grant programs to community organisations who contribute to the region's economic, environmental, social or cultural wellbeing and are aligned to Council's vision and strategic priorities.

During the quarter, a number of key funding activities were undertaken:

- Council reviewed the Community Partnership Funding Program and the COVID-19 Community Partnership Funding Boost programs to ensure it adequately supported community organisations impacted by the COVID-19 pandemic
- \$180,452 was provided in response to 88 submissions for a funding boost from existing multi-year funding agreements
- 46 community members participated in five online grant information sessions offered by Council.

Through Council's remaining community grants programs:

- \$497,370 was awarded to 209 successful applications to support a range of projects and activities
- \$50,071 was allocated to 11 creatives under the Regional Arts Development Fund (March round).

Healthy Sunshine Coast

Council's 2021 Healthy Sunshine Coast program commenced in February 2021 with more than 2000 Sunshine Coast residents joining the movement.

The program offers free and low cost community activities, both indoor and outdoor, that encourages people to be well and stay active. The program is aligned to the Sunshine Coast Community Strategy empowering our community to live healthy and active lifestyles.

Harmony Week

The region celebrated its cultural diversity and unity during Harmony Week from 15 to 21 March 2021.

A key priority of the Sunshine Coast Community Strategy is to collaborate and partner with our multicultural community to raise the level of

understanding and awareness of the value and opportunities a diverse community brings.

Council partnered with Sunshine Coast Multicultural Network and the Queensland Government to support a full program of activities held across the region.

Homelessness roundtable

Council alongside key government agencies, church groups and other community organisations gathered in February 2021 for a roundtable discussion on homelessness issues and needs within the region.

The roundtable discussions focused on 2021 priorities to help address homelessness on the Sunshine Coast, such as innovative options including overnight accommodation, crisis options needed in our region and ongoing advocacy work required.

The roundtable forms part of Council's commitment to work in partnership with the relevant State Government agencies, housing providers and community services to take collaborative action on homelessness across the Sunshine Coast.

Libraries

Sunshine Coast Council Libraries continue to be an integral part of the community. More than 194,400 people visited our libraries equating to an increase of 6 percent on the previous quarter.

The digital uptake by library members continues to increase, particularly with eAudiobooks which recorded a 7 percent increase in usage. To support this growing trend, Council released 43 new online programs through its libraries website.

In-house programs were reintroduced under COVID Safe Plans to enable face-to-face delivery to our community. This included 114 programs for young people and eight programs targeting adults.

Caloundra District Library

Council adopted the concept design to transform the Caloundra administration building into a new green-star, district level library. Over the past year, Council has completed a detailed feasibility and preliminary design to repurpose the building into a new district library, customer service centre,



community meeting space and Council administration offices.

It is an important milestone for the Sunshine Coast and a key piece of community infrastructure which will contribute to the ongoing vitality of the Caloundra Centre. The district library is part of the Libraries Network Plan, Caloundra Centre activation vision and aligns to the Caloundra Centre Master Plan, endorsed in 2017.

Roads, cycleways and pathways

Mooloolaba transport corridor upgrade

Construction commenced on the four lane upgrade at Walan Street, Mooloolaba in January 2021 and included the finalisation of major Unitywater water-main connections, final asphalt surfacing, line-marking, signage and landscaping.

Travel behaviour

During the quarter, a number of key travel behaviour initiatives were progressed:

- four new active transport maps for the region were completed and distributed across tourist information outlets, bike shops and accommodation providers
- the Ride to School initiative received more than 2400 registrations - the second highest number in four years despite significant wet weather leading up to event
- 500 customer requests relating to road safety and traffic operations were actioned
- \$1 million was allocated to 'Black Spot' projects, signs and line marking improvements, road safety reviews and speed limit reviews.

Sporting Facilities

Honey Farm Sport and Recreation

A Master Plan for the Honey Farm Sport and Recreation precinct at Meridan Plains was adopted by Council in March 2021 to create a multi-use sporting and recreational precinct that will accommodate a range activities and facilities.

Community engagement activities on the Master Plan were undertaken in 2020 to ensure the planning was shaped by our community, for our community.

The 75 hectare precinct will create a place for all ages and abilities to access active sports, outdoor recreation and a range of events. The site will embrace best-practice for climate-responsive design and promote a healthy, smart and creative community.

Caloundra Indoor Stadium

The Caloundra Indoor Stadium is the Sunshine Coast's only four court multipurpose air-conditioned stadium and hosts a wide range of events, from local fixtures to national level tournaments as well as expos, trade shows, conferences and community events.

Upgrades were completed during the quarter and included new showers, amenities and kiosk facilities to enable greater service for the thousands of people who use the venue each year.

Maroochydore Rugby Union Club

New change rooms at the Maroochydore Rugby Union Club were officially opened in January 2021 to encourage and support even more women to get involved in rugby union.

The new facility includes two change rooms with showers and toilets and one referees' change room with a shower and toilet. A new unisex, accessible toilet has also been constructed.

The project was made possible by grant contributions from Australian and Queensland Government, Council and the Maroochydore Swans Rugby Union Club.

A Healthy Environment

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



6191 hectares

of landscape and garden beds maintained



9148 hectares

managed for conservation under Sunshine Coast Land for Wildlife program



323

wheelie bins of weeds removed by 324 volunteers with the Community Nature Conservation Program



1711 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 20,116 tonnes

Banksia Sustainability Award

Council's Environment and Liveability Strategy was the winner of the Government category at the prestigious Banksia Sustainability Awards in March 2021.

The Banksia awards are the longest-running sustainability awards globally and regarded in high esteem as Australia's most prestigious sustainability awards.

The award recognises Council's proactive planning, ground-breaking and significant projects that preserve the natural environment, ecosystems and liveability of the Sunshine Coast.

Bushland conservation and habitat

First Nations fire management program

Council commenced working closely with Sunshine Coast Traditional Custodians to develop a First Nations Partnership Program for bushfire management, as part of the Australian Government's National Bushfire Recovery Fund.

Kabi Kabi and Jinibara representatives identified key priorities for the program, which include:

- capacity building through the provision of both contemporary and cultural fire management training
- cultural heritage assessments at prescribed burn sites
- collaboration on prescribed burn planning, preparation and delivery.

Council has commenced the preparation for the 2021 prescribed burn season in collaboration with Kabi Kabi and Jinibara representatives and will embed the program long term for better fire management outcomes for our region into the future.

Koala Conservation

Council has worked with a number of stakeholders to implement a safe road-crossing structure for a significant koala population at Howell's Knob, Reesville.

The structure will protect koalas from the threat of being hit by a vehicle travelling on roads that run through the core area that the koalas inhabit. The structure will be used as a test case to determine if similar structures could be installed elsewhere in the region.

Funding contributions have been provided by Council, the University of Queensland Koala Ecology Group, Aurecon and Energy Queensland.

Clean Up Australia Day

Approximately 1400 registered volunteers pitched in to help make the Sunshine Coast environment a cleaner place, picking up 207 wheelie bins of rubbish as part of Clean Up Australia Day.

Groups collected close to eight tonnes of general rubbish and recycled almost one tonne from 98 registered sites across the region.

Clean up for hatchlings

More than 495 kilograms of rubbish was picked up by 697 volunteers from 19 locations across the Sunshine Coast in February 2021 to clean up beaches ahead of turtle hatchlings making their progression to the ocean.

Stormwater drainage

Council responded to 135 customer service requests during the quarter and installed 860 meters of pipe re-lining.

Assets inspected this quarter include:

- 8,200 metres of stormwater pipes using CCTV
- 260 drainage pits inspected for structural condition ratings, and
- 22 flooding and drainage investigations.

Sustainable growth and network planning

Planning Scheme Review

Council's has commenced working with the community to review its planning scheme. The planning scheme is a mechanism to address the community, environmental and economic needs and aspirations of our local community and to describe Council's plan for managing growth and change within our local government area. It will focus on land use, infrastructure and valuable features of an area, whilst setting the standards that new development must meet.

The planning scheme review will require input from stakeholders from across our community, business and development industries and the State Government.

A Smart Economy

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



\$4.3 million

in revenue for Sunshine Coast holiday parks



\$7.5 million

is the estimated economic benefit for the region from 11 sponsored major events



2777

businesses accessed specialist advice and information



\$52.7 million

or 67% of the total available purchasing spend for the quarter was to local business

Smart21 Intelligent Community

The Sunshine Coast was named as one of the Intelligent Community Forum (ICF) Smart21 communities in 2021 – the seventh time the region has achieved this recognition.

The ICF is a global network that researches how intelligent communities use information and communications technology to build inclusive prosperity, solve social problems and enrich quality of life. Based on ICF indicators of broadband, knowledge workforce, innovation, digital inclusion, engagement and sustainability, the ICF selects 21 finalists with the potential to become one of the ICF's Top7 Intelligent Communities of the year.

- Jobs Now campaign – to encourage the local community to fill tourism and hospitality vacancies
- Business Champions – 11 businesses participated in a promotional project to highlight local business success stories and promote business confidence
- Smart Manufacturing Food Hub – brings likeminded businesses together to share resources, ideas and infrastructure.
- Bring back capital – accelerates shovel-ready projects on the Sunshine Coast. During the quarter 25 applications were received for determination.

Economic development

A range of economic development programs continued, with the majority focused on helping the region's economy recover from the impacts of COVID-19.

The Economic Resurgence Taskforce met twice during the quarter and progressed the following initiatives:

- Next Level Sunshine Coast: a platform for digital upskilling created by Amazon Web Services
- Retail activation – a collaboration with local Chambers of Commerce and commercial real estate agents in Caloundra and Mooloolaba
- Data Community – a data sharing platform where multiple organisations can collaborate

Major events

Eleven sponsored major events were held throughout the region during the quarter. Of significance was the Mooloolaba Triathlon which attracted more than 4000 athletes to the region in March 2021. This event provided an economic boost of approximately \$5 million to the region's economy, specifically to tourism and hospitality providers in the region.

The Sunshine Coast Events Board met on five occasions during the quarter and approved four major event submissions. These comprised of 10 individual events to be staged between 2021 and 2023 (eight existing major events were retained and two newly secured). It is estimated these events will result in an economic impact of over \$4 million and will bring 14,000 visitors to the region.



Study Sunshine Coast

Over the quarter, 445 domestic and international students participated in the Study Sunshine Coast Employability Program, aimed to give students studying on the Sunshine Coast a competitive edge when starting their career and entering the workforce.

As part of the Employability Program, Sunshine Coast was the first region in Queensland to offer students the opportunity to participate in the Project Global Citizen Scholarship Program which improves students' cultural competency skills for studying, living and working across cultures.

The Program includes a series of career workshops including the Talent Essentials workshop focused on helping students develop employability skills including resume and cover letter writing, interview skills, LinkedIn profile development, interview preparation and enterprise skill development.

Mooloolaba Activation

In Mooloolaba, a social media campaign is underway to help stimulate business activity during current and planned construction work as part of the Mooloolaba Foreshore Revitalisation Project.

Activities identified in the Mooloolaba Economic Activation plan have commenced, including the:

- Mooloolaba wedding initiative designed to increase the economic activity through the attraction of weddings and wedding related business, and
- Retail Attraction Program to increase business confidence, activate vacant retail premises and add to the vibrancy of the precinct.

The Brisbane Road multi-deck carpark, named ParknGo Mooloolaba Central, commenced operation in January 2021. Remaining streetworks and commercial space associated with the project are underway.

In addition, planning and engagement has commenced to increase the promotion and utilisation of the parking facility.

Service Excellence

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



90%

of development applications assessed within statutory timeframes



2314

building approvals issued with a construction value of \$528 million



82,174

customers assisted through the development and customer contact centres



\$3.1 million

invested into our road network to rehabilitate and resurface 76,063m² in total area or 9km in length for the safety of our community

Customer and community relations

Council received a strong customer satisfaction rating of 4.41 (out of 5) for ease of business over the quarter. A noticeable customer behavioural change was recorded, with an increase of customers moving to self-service, email and chat.

- Perwillowen Road and Burnside Road, Burnside
- Kiel Mountain Road, Woombye
- Amarina Avenue, Mooloolaba

Roads network management

Roads Hub

Council developed a free online mapping tool called 'Roads Hub' to minimise road user frustration and improve road safety by helping users plan ahead and be aware of road works or other events which may impact traffic.

The mobile friendly tool provides up-to-date information on any changed road condition and provides user alerts for road closures, crashes, hazards, flooding, road works, congestion and special events.

Roads resealed and rehabilitated

Council is committed to providing and maintaining local roads across the region. The road reseat and rehabilitation program provides new roads and restores existing roads to a safe and serviceable condition.

During the quarter, significant works occurred on the following roads:

Development services

Council provides end-to-end services in the development cycle and understands the importance of maintaining productivity for customers and the community during the COVID-19 pandemic.

During this quarter, there has been a noted increase in plan sealing, construction compliance and plumbing assessments and inspections which is related to the Federal Government HomeBuilders Grant Scheme and meeting associated mandatory timeframes to be eligible for this scheme.

Waste and resource management

Waste collection, disposal and resource recovery services continue to be delivered to our community with excellence. Approximately three million bin collection services were provided and 162,175 transactions were recorded at Council's Resource Recovery Centres.

Quarries

Council's quarries continue to blast, crush and screen quality quarry products for customers approximately every six weeks.

Increased testing at the onsite National Association of Testing Authorities accredited laboratory has allowed the Image Flat Quarry to produce a certified high quality road base that meets the State Government's new specification requirements.

Asset Management

More than 1000 asset condition audits and 1000 infrastructure related jobs were completed over the quarter to monitor, maintain and manage the open space network and recreational infrastructure across the region.

Project Delivery

Dicky Beach Skate Park

Works commenced on Stage 1 of the Dicky Beach skate park in March 2021. The upgrade includes new public amenities, picnic shelter and pathways, beach showers, park lighting, furniture such as seating, drinking fountain, bike parking, bins and landscaping.

In addition to the skate park, Council is also improving disability parking so this soon to be revitalised area can be accessed by everyone in our community.

Amenities for high support needs

Council upgraded the public amenities block at Grahame Stewart Park, Currimundi to cater for people with high support needs.

In a first for the region, the new amenities ensure adequate space and equipment is available for people with high support needs and includes a shower, adult sized change table, ceiling hoist, a toilet privacy screen and additional circulation space.

These new amenities have been built in accordance with the Changing Places guidelines, an initiative which began in the United Kingdom.

Coolum Tennis Centre

Works were completed at the Coolum Tennis Centre to install four acrylic hard courts and reposition the courtside lights.

New concrete bases were installed to replace the original asphalt base which had deteriorated due to wet weather. The project included new fences, gates and perimeter pathways to match the new court heights. With the repositioning of lights, the centre is now ready to hold tournaments.

The majority of this project was funded by the Queensland Government under the 2020-21 COVID Works for Queensland grant program.

Outstanding Organisation

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



43

offers of employment for the quarter



3

awards received during the quarter

Corporate Plan 2021-2025

Council adopted its Corporate Plan 2021-2025 in February 2021 to guide Council's direction and priorities over the next five years.

More than 1850 people combined participated in phone interviews and an online survey to inform the development of the new corporate plan and provide important insight into community satisfaction on Council's service delivery. The results from the Community Satisfaction Survey were published on Council's 'have your say' platform through the quarter.

The corporate plan reinforced Council's continuing commitment to our vision to be Australia's most sustainable region – healthy, smart, creative.

It presents five strategic goals that provide a balanced approach to Council's performance and are aligned to the Councillor Portfolio system:

- Our Strong Community
- Our Environment and Liveability
- Our Resilient Economy
- Our Service Excellence
- Our Outstanding Organisation

Implementation of the corporate plan has now commenced through the development of the operational plan and budget for the 2021/22 financial year.

People and Culture

The Salaried Officers Certified Agreement was certified by the Queensland Industrial Relations Committee and negotiations continue in relation to the new draft Field-Based Certified Agreement.

Governance

The review and update to Council's delegations were endorsed in March 2021, following the new federal legislation - *Australia's Foreign (State and Territory) Arrangements Act 2020* (Cth) - and to satisfy Council's legislative obligations under section 257(5) of the *Local Government Act 2009* to annually review all instruments of delegation.

Awards

Council was recognised with three awards during the quarter:

- Council's innovative pilot project that diverts storm water to street trees was the winner of the Excellence in Research and Innovation Award from Stormwater Queensland
- The Environment and Liveability Strategy 2017 was the winner of the 2021 Banksia Sustainability Awards in the Government category
- The Sunshine Coast has been recognised as a Smart21 Community of the Year by the Intelligent Community Forum.

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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Healthy. Smart. Creative.

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