









Operational Plan Activities Report Quarter 1 2020-21





Quarterly Progress Report

Corporate Plan Goal : A Strong Community





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

Safe and healthy communities



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Implement key actions from the Sunshine Coast Community Strategy 2019-2041 Action Plan in collaboration with partners and key stakeholders.	01/07/2020	30/06/2021	25%			The Community Strategy Action Plan continues to be delivered. The Community Strategy Leadership Group has been established with key partners, convening on a monthly basis, to oversee and contribute to the Plans implementation and track and report upon its progress. The Migrant Work Ready program, delivered as an initiative under the Outcome of Inclusive Communities within the Action Plan was announced as the winner of the 2020 Multicultural Australia category of the 2020 National Awards for Local Government.	CPD: Community Planning and Development
1.1.2	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including delivery of key projects including completion of Nambour Aquatic Centre Splash Park project.	01/07/2020	30/06/2021	25%			Significant works have been scheduled to occur at Nambour Aquatic Centre during 2020/21 financial year, with splash park and waterslide projects set for delivery from February to August 2021. Preliminary planning for the Cotton Tree and Caloundra Aquatic Centre master plans has commenced.	SCV: Sports and Community Venues
1.1.3	Develop and attract events and sporting opportunities at Council managed venues - Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium, and Venue 114.	01/07/2020	30/06/2021	25%			COVID-19 has meant a significant number of community events have been cancelled or postponed throughout 2020. Current focus is on rebuilding the 2021 event calendar as restrictions continue to ease. Events held this quarter include six NRL games at Sunshine Coast Stadium and the Airwaves Outdoor Music event at Nambour Showgrounds. Women's State of Origin has been confirmed for mid-November with the Monster Truck Thrill Masters show also to be held at Sunshine Coast Stadium. The State Age Netball Championships, AFL Queensland Primary Schools Cup and Netfest are planned for Maroochydore Multi Sports Complex late September through to November. National Senior, Youth, Junior and Para Table Tennis Championships have just been secured for Caloundra Indoor Stadium in July 2021. Venue 114 has attracted new events including memorial services and annual general meetings whilst also facilitating a number of live stream events.	SCV: Sports and Community Venues
1.1.4	Support the Sunshine Coast Lightning in the Suncorp Super Netball League and maximise benefits associated with the partnership.	01/07/2020	30/06/2021	25%			As a result of Suncorp Super Netball League shifting to Queensland, additional teams have been hosted at Caloundra Indoor Stadium for training. Additional activation and event management has been provided during this time to assist Sunshine Coast Lightning operate both the contracted and additional game days held at USC Stadium.	SCV: Sports and Community Venues









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.5	Covid-19 business and community response and recovery.	01/07/2020	30/06/2021	25%			The Economic Resurgence Plan was created to stimulate economic activity for the region over the next 12-18 months to return the regional economy to the level of economic growth experienced in 2019/20. The plan includes a number of actions for COVID-19 recovery. The Economic Resurgence Taskforce has been formed and has worked on several projects thus far including: Next Level - a platform for digital upskilling created by Amazon Web Services; an online talent board connecting people to jobs; and a retail activation initiative to boost retail take-up will be trialled in Caloundra, Mooloolaba and Nambour during 2020. More than \$435,000 was awarded to 104 successful applicants under the COVID-19 Community Response Grants. A State-funded Housing Crisis Response has been established to respond to individuals and families who are rough sleeping and/or are in immediate housing crisis. Round 2 of the Lift Project was delivered to 721 registrants, which provided a free online wellbeing program for residents.	ECDEV: Economic Development
1.1.6	Implement priority activities from the Disaster Management Plan 2019-2022.	01/07/2020	30/06/2021	25%			<p>The Local Disaster Management Plan 2019-2022 has undergone the yearly audit from the Office of the Inspector General Emergency Management, the results indicate that Sunshine Coast has maintained its placing in the top percentage of Local Governments in Queensland.</p> <p>The implementation of the Sunshine Coast Disaster Resilience plan continues, with consistent engagement and effective disaster management coordination and response to meet the needs of the community prior to, during and post events affecting the Sunshine Coast Region. Particular focus has been on developing innovative ways to engage with the community and vulnerable groups during the COVID-19 pandemic which has placed limitations on specific face-to-face delivery.</p> <p>The annual disaster management exercise - Exercise PANDANUM was delivered, which was a bushfire scenario requiring evacuations of residents within the affected community, with particular focus on developing operational strategies to encompass COVID-19 restrictions currently in place for our region. Sunshine Coast Local Disaster Management Group have plans in place to ensure that the required operations will be carried out in accordance with current State Government guidelines and restrictions.</p>	SF: Specialist Functions

Resilient and engaged communities









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Implement priority activities from the Sunshine Coast Libraries Plan 2014-2024.	01/07/2020	30/06/2021	25%			More than 69,000 attendees (all age groups) tuned into the 241 online learning programs delivered through the libraries website and social media platforms. The first non-digital program since COVID-19 library closures, a drive-in cinema showcasing To Sir with Love aired to a sold out audience at the Eumundi Showgrounds. Libraries re-opened this quarter with COVID Safe Plans in place. Read and Write for Life (currently an online service) delivered 50 literacy classes and 14 one-on-one tutoring sessions and English conversation classes. The service supported 82 students to improve their reading, writing and conversation skills.	AHL: Arts, Heritage and Libraries
1.2.2	Continue to ensure the manner in which Council distributes grant monies to community and not-for-profit organisations supports Councils vision for the region.	01/07/2020	30/06/2021	25%			Council has received a total of 459 applications for funding through its Community Grants Program, which is inclusive of Councillor Discretionary Funding, Major Grants, Emergency Grants, Community Partnership Funding, Sports Field Maintenance Funding, Stage 2 COVID-19 Community Response Grants and Regional Arts Development Fund. A total of \$1,361,943 was allocated through 200 grants to a range of projects and activities that contribute to the achievement of Council's vision for the region and provide support for community organisations impacted by the COVID-19 pandemic.	CPD: Community Planning and Development

A shared future that embraces culture, heritage, diversity



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival events program for 2020.	01/07/2020	30/06/2021	100%			Horizon was one of the first major festivals in Australia to respond to COVID-19 by moving to an online format. With mostly Sunshine Coast content and a three month rolling program from June to August, focus was on supporting our local arts sector in a time of great need. The result was inspiring and high quality artistic content that was extremely well received by industry, artists and audiences with 116 (60 local, 29 Queensland, 23 national and 4 international) artists participating in 24 events viewed by over 100,550 audience members (42% interstate or overseas). In response, 82% were satisfied to very satisfied with the event they attended online, and 90% were inspired to attend a future Festival.	AHL: Arts, Heritage and Libraries

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.2	Develop the annual Heritage Levy program to implement the priority activities and projects identified in the Sunshine Coast Heritage Plan 2015-2020.	01/07/2020	30/06/2021	25%			The Heritage Levy Program focus has been on digital initiatives including online exhibitions and digital stories and tours, attracting over 20,000 viewers. Other projects have progressed including: First Nations and Bankfoot House Virtual Reality experience (testing phase October); transcription of Council's collections; updates to Bankfoot House Conservation Management Plan; Regional Heritage Discovery Guide and marketing campaign launched; onsite professional support programs for heritage organisations including Significance and Preservation Needs Assessments, Exhibition Development and Strategic Planning. Heritage Levy Grants programs provided \$207,500 to heritage groups and projects.	AHL: Arts, Heritage and Libraries
1.3.3	Development of a new Stretch Sunshine Coast Reconciliation Action Plan.	01/07/2020	30/06/2021	25%			Council continues to operate under the 2017-2019 Reconciliation Action Plan (RAP), drafting of a new RAP for 2020-2022 is underway. Due to Reconciliation Australias revised RAP requirements the 2020-2022 RAP will be Councils second innovate level RAP. As part of the development of the 2020-2022 RAP, Council facilitated an Artwork Workshop with 10 Traditional Custodians. The Workshop achieved a number of social and creative outcomes and will culminate with the production of artwork to be included in the 2020-2022 RAP.	CPD: Community Planning and Development
1.3.4	Implement priority activities from the Sunshine Coast Arts Plan 2018-2038.	01/07/2020	30/06/2021	25%			Caloundra Regional Gallery showcased 12 local artists to 3178 visitors this quarter, with the new live-streamed In Conversation interviews on Wednesday nights attracting 13,000 followers to the Gallery's Facebook platform. The Gallery celebrated First Nations peoples and artists via an exhibition of Sunshine Coast Collection artworks by First Nations artists. The exhibition attracted 995 visitors to the gallery during the two week display. Regional Arts Development Fund July grants round attracted 24 applications with 11 recommended for \$57,657 in funding. The Place2 - Public Art Work Emergence and Place Play programs in Caloundra engaged 11 local artists.	AHL: Arts, Heritage and Libraries
1.3.5	Implement, monitor and report on the actions of Sunshine Coast Council Parking Management Plan.	01/07/2020	30/06/2021	25%			Projects for the Parking Management Plan and Local Area Parking Plans are currently in planning phase for delivery. Schedule of the timing on the delivery of 2020/21 actions will be presented to Council for consideration.	TIP: Transport & Infrastructure Planning

People and places are connected

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Implement priority activities from the Integrated Transport Strategy 2018.	01/07/2020	30/06/2021	25%			Many actions of the Integrated Transport Strategy are incorporated into Council's day to day activities, leading towards achieving the Strategy objectives. Specific Integrated Transport Strategy actions are underway in relation to the development of a Travel Behaviour Change Program, and the development of a Transport Infrastructure Sequencing Plan.	TIP: Transport & Infrastructure Planning
1.4.2	Coordinate the delivery of Councils Transport Levy policy and program.	01/07/2020	30/06/2021	25%			The Transport Levy Program 2020/21 and budget have been approved by Council and deliverables directed to the participating stakeholders for action. The Transport Levy Annual Report 2019/20 was endorsed by Council at the September Ordinary Meeting.	TIP: Transport & Infrastructure Planning
1.4.3	Progress the Sunshine Coast Mass Transit business case and Urban Transformation project in partnership with key stakeholders.	01/07/2020	30/06/2021	40%			Following on from Council's endorsement of the community engagement framework in August 2020, efforts are currently concentrated on progressing preparation for further stakeholder and community engagement.	UGP: Urban Growth Projects
1.4.4	Provide input into the Maroochydore City Centre project via planning advice and administration of the Infrastructure Agreement to ensure that the infrastructure provided satisfies Council's requirements.	01/07/2020	30/06/2021	25%			Council continued to work with the State Government as represented by the Department of Transport and Main Roads and the Minister for Economic Development Queensland in implementing the Maroochydore City Centre Infrastructure Agreement (IA), and to ensure the IA obligations are implemented as required.	UGP: Urban Growth Projects









A creative identity that supports community cohesiveness, development and wellbeing

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including the delivery of key projects: Maroochydore Multi Sports Complex (new AFL field), Stage 1 of Caloundra Road Sports Complex, Stage 3 of Sunshine Coast Tennis Centre Caloundra and Reserve 1000 improvements.	01/07/2020	30/06/2021	25%			Maroochydore Multi Sports Complex eastern field construction is underway and due for completion by November 2020. Community consultation regarding Stage 1 of the Honey Farm Road Sport and Recreation Precinct was very positive, and civil construction and utility connections are now underway. Official opening and media event for the completion of Stage 2 of the Sunshine Coast Regional Tennis Centre was held in late July.	SCV: Sports and Community Venues

Corporate Plan Goal : A Healthy Environment

Goal Objective: Maintaining and enhancing our regions natural assets, liveability and environmental credentials.







A resilient region shaped by clever planning and good design

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Implement priority activities from the Environment and Liveability Strategy 2017.	01/07/2020	30/06/2021	25%			The Environment and Liveability Strategy Annual Report 2019/20 was endorsed by Council at its September Ordinary Meeting. The report highlighted some of the Strategy's collective achievements delivered by Council and its partners. An updated implementation plan has also been prepared to maintain its relevance and a current five-year implementation horizon.	ESP: Environment and Sustainability Policy
2.1.2	Develop the Coastal Hazard Adaptation Strategy which will plan for the impacts of climate change along our coastline.	01/07/2020	30/06/2021	40%			The development of the Sunshine Coast Coastal Hazard Adaptation Strategy is progressing with recent community engagement undertaken through online surveys and webinars seeking people's experiences and observations with different coastal adaptation methods and thoughts on adaptation for their local area. The project's Community Advisory Group has reconvened to further guide the development and finalisation of the Strategy early in 2021.	ESP: Environment and Sustainability Policy
2.1.3	Progress development areas including Caloundra South and Beerwah East.	01/07/2020	30/06/2021	25%			Council continued to work with the State Government as represented by the Minister for Economic Development Queensland (EDQ) in implementing the Caloundra South Priority Development Area Infrastructure Agreement (IA), and to ensure the IA obligations are implemented as required. Council continued to support EDQ with the consideration of development applications. Council continued to work in collaboration with Queensland Treasury to progress the planning for the Beerwah East Major Development Area (BEMDA).	UGP: Urban Growth Projects
2.1.4	Prepare a new 10 year Place Plan to guide the placemaking and streetscape capital works program for the next 10 years.	01/07/2020	30/06/2021	20%			Background workshops and liaison took place to support development of a new 10 Year placemaking plan.	DPS: Design and Placemaking Services





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.5	Lead and influence a place-based design and activation process for the future Caloundra Community and Cultural Hub as part of the broader Caloundra Centre Activation Project.	01/07/2020	30/06/2021	15%			Delivery and involvement in the Create Caloundra activation and engagement program was ongoing.	DPS: Design and Placemaking Services
2.1.6	A performance review of the existing planning scheme will be undertaken, background planning studies prepared and a community reference group established.	01/07/2020	30/06/2021	25%			A performance review of the current planning scheme has substantially progressed. Scoping and preparation of background studies has commenced.	SP: Strategic Planning
2.1.7	Preparation of design guidelines for projects in the public realm in the coastal strip between Caloundra and Maroochydore.	01/07/2020	30/06/2021	10%			Council progressed an ongoing background study and work to enable development of design guidelines for the public realm in the growth corridor.	DPS: Design and Placemaking Services
2.1.8	Mooloolaba Place Making - deliver stage 1 of the northern precinct.	01/07/2020	30/06/2021	50%			Construction documentation is 90% complete for the full Mooloolaba Foreshore design. Successful State Government grant funding achieved for \$4.5 million for northern parklands. The design and construction contract was awarded for the first component of the northern parklands (boardwalk) in September 2020 to Murphy Builders (local Sunshine Coast company). Construction is anticipated to commence on site in November 2020.	DPS: Design and Placemaking Services

Protection and enhancement of our natural assets and distinctive landscapes



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Councils Environment Levy including the strategic land acquisition program.	01/07/2020	30/06/2021	25%			The 2019/20 Environment Levy Annual Report was presented and endorsed at Council's September Ordinary Meeting. A limited number will be published for distribution and will be promoted online. The 2020/21 Environment Levy program is underway. There are four land acquisitions currently being negotiated. These acquisition will provide a significant contribution to Council's major green spaces, and build on the existing environment reserve network.	ESP: Environment and Sustainability Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.2	Plan for the protection of the Regional inter-urban break in perpetuity to secure the environmental, production and recreation values.	01/07/2020	30/06/2021	25%			Planning is continuing for the ongoing protection of the Regional Inter-urban Break as one of Council's major green spaces. Outdoor recreation is being managed and coordinated through the implementation of the Inter-urban Break Outdoor Recreation Plan.	ESP: Environment and Sustainability Policy
2.2.3	Lead a Biosphere nomination for the local government area.	01/07/2020	30/06/2021	25%			The Sunshine Coast Biosphere nomination is still being reviewed by the State Government. During this time further planning work has been progressed to support a future biosphere including the scoping, development and management, governance and performance frameworks.	ESP: Environment and Sustainability Policy
2.2.4	Upgrade and replace the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2020	30/06/2021	100%			Stage One of the Maroochy River Groyne Field project is now complete, Stage Two will commence in the 2021/22 financial year.	EO: Environmental Operations

Responsive, accessible and well managed assets and infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government.	01/07/2020	30/06/2021	25%			Further planning and research is being undertaken to progress Blue Heart Sunshine Coast's recreation and offset opportunities. Unitywater's Yandina Creek Wetland Trail was formally opened and engagement with local landholders has continued.	ESP: Environment and Sustainability Policy
2.3.2	Conduct a review of the waste and resource management business model.	01/07/2020	30/06/2021	10%			Financial modelling for the 2020/21 operational budget has commenced with a review of last financial year's budgeting activities to enhance model outputs.	WRM: Waste and Resource Management





A reputation for innovation, sustainability and liveability





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Operate the Sunshine Coast Solar Farm, including the sale of electricity and large-scale generation certificates, and ongoing maintenance.	01/07/2020	30/06/2021	25%			The Solar Farm has generated 7.7 GWh of renewable energy avoiding approximately 6140 tonnes of CO2e carbon emissions from traditional electricity sources and offset 106% of Councils total consumption this quarter. Large-scale generation certificate revenue benefited from the upward trend in the market during the quarter. Export revenue has been lower than forecast as wholesale electricity prices fell to their lowest level since 2014. This is due to low demand, increasing amounts of low priced renewable generation and lower offers from coal and gas generators as fuel costs trend lower.	BI: Business and Innovation

Corporate Plan Goal : A Smart Economy



Goal Objective: A prosperous, high value economy of choice for business, investment and employment.





Strong economic leadership, collaboration and identity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Implement priority activities and projects from the Regional Economic Development Strategy 2013-2033 (2019-2023 Implementation Plan).	01/07/2020	30/06/2021	25%			In direct response to the impacts of COVID-19, the Economic Resurgence Plan was developed which focuses on the five pathways in the Regional Economic Development Strategy, building upon its track record of success and specifically addresses the following five key themes: winning back confidence, connecting the labour market and opportunities, business assistance and renewal (building and bridging capacity), enhancing digital connectedness and supporting supply chains. An Economic Resurgence Taskforce has been formed to bring together key business leaders and industry partners to provide advice on the delivery of councils economic resurgence programs and provide ongoing support to local businesses as they seek to recover from the economic impacts of COVID-19. Three meetings have been held covering topics including retail activation, digital skills training, connecting the community to jobs and skills and accelerating exports.	ECDEV: Economic Development
3.1.2	Manage the delivery of the Visit Sunshine Coast funding deed and marketing deliverables for the Sunshine Coast region.	01/07/2020	30/06/2021	25%			In July 2020, Visit Sunshine Coast submitted an updated Annual Tourism Plan in response to Council feedback, which outlines the key project activities that will be undertaken by Visit Sunshine Coast under the Funding Deed for the 2020/21 financial year. The updated Annual Tourism Plan was accepted by Council without requiring further change, however the performance targets set out within the Funding Deed will remain subject to ongoing review, taking into consideration the impacts of COVID-19 restrictions that are outside of Visit Sunshine Coast's scope of influence. Additional funding from the Queensland Government for destination marketing was pursued and secured for the region by Visit Sunshine Coast, which now triggers an additional investment by Council for the same purpose. Additional terms and conditions associated with this funding are currently being worked through with Visit Sunshine Coast.	ECDEV: Economic Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.3	Implement the high priority actions as identified in the Caloundra Centre Masterplan.	01/07/2020	30/06/2021	20%			Preliminary design and feasibility work for repurposing of Caloundra Administration Building is ongoing. Concept design and feasibility work for the Caloundra Community and Creative Hub is underway. A draft consultant brief for the preparation of a detailed business case for the proposed new Caloundra Regional Gallery is currently being developed. Council is continuing to monitor the impacts of COVID-19 on project timeframes for the Caloundra Administration Building Repurposing and the Community and Creative Hub Precinct.	MPSP: Major Projects and Strategic Property
3.1.4	Delivery of economic activation programs in Caloundra and Mooloolaba and specialist advice and support to more than 1500 businesses across the region, including programs in economic resilience.	01/07/2020	30/06/2021	25%			Support for businesses impacted by COVID-19 has continued with many traditional event elements still curtailed but with forward planning progressed for both Caloundra and Mooloolaba. Delivery of key initiatives resulting from the Mooloolaba Economic Activation Plan are in process including the Beach Activation Program and ongoing business engagement. In Caloundra, implementation actions for a COVID-19 safe 'Luminate' event associated with the Bulcock Street catenary lighting has proceeded for delivery in October. Extension of the ferris wheel presence in Caloundra has been delivered to enhance activation outcomes in the context of cross border restrictions. Recruitment for renewal of the Downtown Caloundra Taskforce has been completed and the annual markets survey undertaken, with result analysis pending. Engagement regarding the regionally focussed weddings strategy has been further advanced with project scoping for the retail retention and attraction strategy completed and initial implementation actions commenced.	ECDEV: Economic Development

New capital investment in the region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress the Maroochydore City Centre project to achieve a high density city centre and to deliver an identifiable city heart for the wider Sunshine Coast.	01/07/2020	30/06/2021	25%			Precinct 3 in the Maroochydore City Centre, which is the northern part of the site, is busy with three buildings currently under construction. Activation of traffic, pedestrian and recreational areas open to the public is increasing, including temporary Sunday markets being held on a weekly basis. Design work is continuing for additional stages while a small carryover of final works in the first stage is occurring.	MPSP: Major Projects and Strategic Property

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.2	Advocate for funding commitments from the Federal and State Governments for the Sunshine Coast Exhibition and Convention Facility.	01/07/2020	30/06/2021	20%			In the 2020 State Election - Priorities for Our Region advocacy document, the Mayor released a statement seeking a commitment from the political parties and candidates contesting the 2020 State election to provide \$100 million (to be matched by the Federal Government) to deliver the \$226 million Sunshine Coast Convention and Exhibition facility by 2023-2024.	MPSP: Major Projects and Strategic Property
3.2.3	Progress the development of the Brisbane Road multi-deck carpark.	01/07/2020	30/06/2021	80%			The local contractor engaged to design and construct the 700 bay Council owned car park, Evans Built, has been proceeding on time and budget. The car park is scheduled for completion in December 2020. The car park management and access control system has been awarded to SKIDATA Pty Ltd, and is scheduled to be fully operational by December 2020.	BI: Business and Innovation

Investment and growth in high-value industries



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Manage the Sunshine Coast Airport Expansion Project, ensuring compliance with state and federal agency regulatory requirements.	01/07/2020	30/06/2021	50%			<p>With the new runway officially handed over to Sunshine Coast Airport, the Design and Construction Contractor is now focused on works being undertaken on the Apron Parking Bays (east of terminal) and the starter extension to the new runway. The underground fuel main has been installed and the Aviation Rescue and Fire Fighting Services response route was completed and validated during the quarter. The obstacle light pole on Twin Peaks Road, Bli Bli was commissioned on 24 August 2020.</p> <p>Management of soil and groundwater containing very low levels of per and poly-fluoroalkyl substances (PFAS) continues.</p> <p>Budget continues to be monitored with the potential impact of PFAS management costs associated with soil movement on and off-site being the primary focus.</p>	BIGE: Group Executive Built Infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast', and better prepare and connect young people to education and employment opportunities in the region.	01/07/2020	30/06/2021	25%			Study Sunshine Coast has created a memorandum of understanding with Study Queensland / Trade and Investment Queensland to receive additional funding to deliver a range of programs and activities as part of the Study Sunshine Coast student attraction, marketing, employability and student experience strategy.	ECDEV: Economic Development
3.3.3	Implement prioritised actions from Sunshine Coast Holiday Parks Business Plan 2015-2020 and develop a revised 5 year plan.	01/07/2020	30/06/2021	20%			The Holiday Parks Business Plan 2020-2025 is being developed and will be presented to Council for consideration.	SCV: Sports and Community Venues





Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Plan and coordinate delivery of an annual International Relations (including missions) Program.	01/07/2020	30/06/2021	25%			The annual international relations program continues to deliver sister cities, trade development and investment attraction activities, however due to COVID-19 and the restrictions around international travel, an International Missions Program has not been planned for 2020/21. Council has actively hosted inbound delegations from Trade and Investment Queensland - Korea and the UK Consul General and Department of Trade representatives. An independent review of Council's international engagement has been completed and consideration of the recommendations will be undertaken to inform the revision of Council's international relations policy and development of a revised international relations program for 2021/22.	ECDEV: Economic Development
3.4.2	Promote the trade and investment credentials and opportunities across the Sunshine Coast economy and beyond.	01/07/2020	30/06/2021	25%			The first lead generation campaign for 2020/21, "Vitamin SC" was launched. This initiative promotes the region as a potential investment location for satellite offices for companies/individuals who wish to relocate their operations to lower urban density locations. Between the launch of the campaign on 4 September and 30 September 2020, the campaign achieved 66,227 impressions in the target market with over 30,751 engagements with the video component. 66% of respondents were from Brisbane, 22% from Sydney and 12% from Melbourne.	ECDEV: Economic Development

A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Implement priority activities from the Major Events Strategy 2018-2027.	01/07/2020	30/06/2021	25%			The implementation of the Major Events Strategy has continued this quarter, despite the impacts of COVID-19. The Sunshine Coast Events Board resumed regular meetings in July 2020 and considered six sponsorship applications, all of which were subsequently endorsed by Council. These six applications cover 12 events estimated to generate \$8.3 million economic benefit, \$1 million in local supply chain contracts and nearly 16,000 visitors to the region between 2020 and 2022. During this quarter, 13 events were held, delivering an estimated economic impact of \$14.6 million, 22,623 visitors from outside the region and an estimated 162 new jobs. This result is significantly lower than originally projected, with a total of 11 events being cancelled or postponed during the quarter due to COVID-19 restrictions, resulting in an estimated loss of 29,032 visitors and \$11.7 million in economic activity. As of 30 September, 45 events are scheduled for delivery for the remainder of the 2020/21 financial year.	ECDEV: Economic Development





A regional hub for innovation, entrepreneurship and creativity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Progress the Smart City Implementation Program which outlines a three year rolling program of smart city solutions to be installed at key locations across the region.	01/07/2020	30/06/2021	25%			Smart Cities implementation is progressing well with new solutions now operational or pre-operational. Council is currently working to include Smart City solutions in key current year capital works projects or future design planning. All solutions are now evaluated based on their business impact value and contribution towards Corporate Plan services or organisation wide strategy actions.	BI: Business and Innovation
3.6.2	Delivery of the regional innovation program and enhancement of the innovation ecosystem through leadership, programs, awards and promotion of the region nationally and internationally to contribute to the regional economic development strategy goals.	01/07/2020	30/06/2021	25%			The Intelligent Community Forum Top7 Virtual Site Visit took place on 31 August and 1 September. The Visit was a TV style production live-streamed to the judging panel in New York. The six-hour event was hosted over two-days, receiving extremely positive feedback from judges and community participants. The results of judging will be announced on 21 October 2020 as part of the Intelligent Community Forum Virtual Global Summit.	ECDEV: Economic Development



Corporate Plan Goal : Service Excellence

Goal Objective: Positive experiences for our customers, great services to our community.







Flexible and customised solutions for our customers

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.2.1	Continue the Customer Experience Management Program, including the ongoing rollout of a Customer Relationship Management System.	01/07/2020	30/06/2021	25%			The implementation of the Customer Relationship Management System continued, enabling a more seamless customer experience including commenced scoping of streamlined complaints processes, development of enhanced customer experience and service reporting. The development of the integrated marketing/engagement platform is currently being finalised, enabling Council to connect with customers in a more innovative way and enable proactive and reactive communication campaigns where and how our customers request.	CR: Customer Response
4.2.2	Commission the Automated Waste Collection Station.	01/07/2020	30/06/2021	10%			Collection Station construction completed, however COVID-19 travel restrictions have delayed system commissioning. Visa applications to allow ENVAC engineers entry to Australia is in progress. The revised commissioning start date is February 2021.	WRM: Waste and Resource Management







Regular and relevant engagement with our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Adopt the Excellence in Engagement Framework to guide delivery of coordinated, consistent and contemporary best practice community engagement.	01/07/2020	30/06/2021	50%			The draft Community Engagement Policy and Framework has been developed, with internal consultation continuing to refine the documents.	CPD: Community Planning and Development

Service quality assessed by performance and value for our customers

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Deliver Planning and Development Services to ensure statutory requirements are met to achieve positive customer experiences and maintain strong industry engagement.	01/07/2020	30/06/2021	25%			<p>During quarter 1, Council continued to see challenges associated with the COVID-19 pandemic, with notable changes in development activity for customers and significant adjustments continuing for Council working arrangements. Taking into consideration these challenges, it is noted that applications being decided within statutory timeframes for the first quarter of 2020/21 is 87%, remaining consistent with the result for the entire 2019/20 year.</p> <p>Council continues to work with its customers and development industry to proactively support them throughout the COVID-19 pandemic. Council has contributed towards incentives for the development industry in Councils Economic Resurgence Plan, with an emphasis on streamlining shovel-ready construction projects through the Business Response Champions initiative, including fee incentives.</p> <p>The annual Planning Institute of Australia (PIA) National Awards for Planning Excellence 2020 were held on 24 September 2020 and Councils Development.i was successful in winning the Improving Planning Processes and Practices award, demonstrating leading practice, leadership and achievement in planning.</p>	DS: Development Services
4.4.2	Undertake parking surveys to enable Council to identify trends and make informed decisions on parking management.	01/07/2020	30/06/2021	25%			2020/21 data program and surveys are currently being scoped for quotation. Survey delivery will commence in October 2020.	TIM: Transport Infrastructure Management
4.4.3	Develop a Service Excellence Strategy guiding value and positive outcomes for our customers and Council.	01/07/2020	30/06/2021	35%			Council has commenced service user surveys and interviews to provide further insights to help shape the strategy and to assist Council to continuously improve end to end experiences and drive improvement where it matters most to our customers.	CR: Customer Response

Assets meet endorsed standards for sustainable service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the Capital Works Program based on robust scopes, cost and risk with well sequenced delivery schedules aligned to the corporate prioritisation policy and long term financial plans.	01/07/2020	30/06/2021	25%			As at the end of quarter 1, the \$130 million program allocated is on target to exceed 90% delivery for the 2020/21 financial year. There is now published weather forecast information suggesting the onset of a La Nina pattern with higher than average rainfall, this will be monitored closely over the coming months. The 2021/22 Capital Works Program development process commenced in early September as planned with a Capital Program Development workshop, building on the successful process of previous years and rolling out upgrades to the system technology that facilitates program assembly. The new Minor Works program has been successfully implemented and is 60% allocated as at the end of quarter 1, with full allocation expected in quarter 2.	PD: Project Delivery
4.5.2	Implement CONFIRM asset management system to enable more effective asset maintenance and ultimately improve service levels to the community.	01/07/2020	30/06/2021	80%			The CONFIRM asset management system is progressing well and on track to be complete by mid-December 2020, with all asset data loaded and all business areas operational.	AM: Asset Management
4.5.3	Implement a Public Lighting Pilot Project in partnership with Energy Queensland Limited to evaluate benefits of various smart node technologies and to establish unit rates to facilitate re-evaluation of the business case to consider reinstatement of the LED Street Light Replacement Program.	01/07/2020	30/06/2021	5%			The work being carried out with Energy Queensland has been impacted by COVID-19, however confirmation has been received that the Public Lighting Pilot Project will proceed in the 2020/21 financial year and suitable trial sites have been identified. The project plan is currently being finalised.	TIM: Transport Infrastructure Management

Corporate Plan Goal : An Outstanding Organisation

Goal Objective: A high performing, innovative and customer focussed organisation marked by great people, good governance and regional leadership.

A collaborative workplace culture, with engaged, energised and skilled people professionally ready for the future





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Provide a workplace that is fit for purpose and supports our people to deliver great services to the community across our administrative buildings and depots.	01/07/2020	30/06/2021	25%			Fitout design has commenced for Sunshine Coast City Hall, with the process currently involving review of design initiatives and learnings from test spaces. Concept designs will be developed for organisational consultation in readiness for a fitout construction tender process in 2021.	PM: Property Management
5.1.2	Progress the development of the Sunshine Coast City Hall in the Maroochydoore CBD.	01/07/2020	30/06/2021	25%			Following detailed design development, McNab Developments have established the construction site for Sunshine Coast City Hall throughout this quarter. Construction activities are on schedule.	BI: Business and Innovation

Strong and accountable leadership enabling, Councillors, individuals and teams to be their best



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Implementation of strategic initiatives and key projects to support safety performance including the annual safety management plan and the safety management system.	01/07/2020	30/06/2021	30%			Year to date has been focused on responding to the COVID-19 pandemic. A comprehensive safety service has been delivered to respond to COVID-19, including risk assessments, development of COVID Safe Plans, the implementation of controls, attending to mental health, and extensive consultation and communication. Ongoing review and improvement of the safety management system has continued, including responding to incidents and risks.	P&C: People and Culture

Information, systems and process underpin quality decisions and enhance the customer experience

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.6.1	Develop a new People Plan and implement processes and systems to support the delivery of the Council's vision; and provide a safe workplace that attracts and retains high calibre employees.	01/07/2020	30/06/2021	30%			A plan has been developed that outlines the people and culture strategies to proactively address opportunities in areas such as leadership, capability, attraction and recruitment, engagement, and health and safety. Implementation of the strategies are underway and on track.	P&C: People and Culture

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.6.2	Develop a comprehensive Legislative and Policy Compliance Framework providing a holistic view of our organisation which captures the legislative, policy and procedural obligations and requirements of all employees.	01/07/2020	30/06/2021	60%			Council has been advised by the Local Government Association of Queensland (LGAQ) that the Legislative Compliance Database subscribed to by Council, is unable to meet Council's requirements for monitoring legislative obligations. LGAQ are working with Council to address the changes that are required in order for the Legislative Compliance Database to meet Council's needs. Council is still doing further research to look at alternative options both within Council and externally.	CG: Corporate Governance
5.6.3	Enhance the Corporate Planning and Performance Framework, including the development of the Corporate Plan 2021-2025.	01/07/2020	30/06/2021	30%			Development of the 2019/20 Annual Report is underway for presentation to Council in line with statutory requirements. This report provides one avenue to communicate to our community the service delivery highlights over the past financial year and the progress that has been made towards achieving Council's vision for the region. In parallel, planning and analysis work has commenced on the development of the Corporate Plan 2021-2025.	OCEO: Office of the CEO

A financially sustainable organisation

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.7.1	Develop and monitor Council's budget, including legislated requirements.	01/07/2020	30/06/2021	25%			Council's financial performance for 2020/21 is currently within the adopted metrics for quarter 1. Financial performance is reported monthly and satisfies section 204 of the Local Government Regulation 2012.	F: Finance