



CEO's Quarterly Progress Report Quarter 3, 2017/2018



Message from the Chief Executive Officer

This was a historic quarter with the Commonwealth Games hosted in South East Queensland and the Sunshine Coast hosting visiting teams as the perfect place to prepare.

The games proceedings were a huge success with some 5000 members of the public connecting with more than 500 athletes from 10 different countries at events organised by council. The visiting teams praised the Sunshine Coast, including the quality facilities, great training conditions and welcoming locals. It has been particularly rewarding to see the local schoolchildren embracing the festivities and opportunities to meet elite sporting stars of an international calibre.

This has proved a great time for local tourism, with many visitors choosing the Sunshine Coast as a preferred destination to visit. Encouraging signs as preliminary works commence on our airport expansion providing a gateway for more people to come and experience the Sunshine Coast in the future.

*"Delivering on the Vision:
Australia's most sustainable region
– healthy, smart, creative"*

Service highlights for the quarter

- \$47.5 million or 71.5% of the total purchasing spend for the quarter has been to local businesses
- Over 77,000 customers assisted through the main contact centre
- Over 14,600 development information enquiries
- Community organisations and individuals benefited from 75 grants worth over \$95,000
- 5953 hectares of mowing maintenance
- 1688 building approvals issued with a construction value of \$358 million
- 44,000 guests attended 12 major events which generated approximately \$31 million in economic activity
- The last of the 106 events was held to celebrate the 50th Anniversary of the naming of the Sunshine Coast, with a total of 72,000 people having attended across the region.

Corporate plan highlights:

A Smart Economy

Sunshine Coast solar farm

The Sunshine Coast Solar Farm (SCSF) is expected to exceed the targeted \$22 million public savings identified in the May 2016 business case. Year to date (YTD) generation of 18,279 megawatt hours (MWh) offset around 87% of total electricity consumption with a saving of 14,243 carbon dioxide equivalents (tCO₂e).

Sunshine Coast Airport expansion

The Sunshine Coast Airport (SCA) Expansion Project progressed, with the Design and Construct (D&C) Contract executed on 13 March 2018 and preliminary works commencing on site.

On 21 February 2018, SCA Expansion Project and Council were joined by the Mayor and Kabi Kabi Claimant Representatives and Elders for a joint signing of the Cultural Heritage Management Plan, held at the Sunshine Coast Airport.

Sunshine Coast international broadband network

Support for the Sunshine Coast International Broadband Network (SCIBN) continued with the Queensland Government confirming a \$15 million grant.

The Queensland Treasury Corporation workshop advised that a working group would be formed to ensure the coordinated response from State Government departments in relation to the SCIBN.

A Strong Community

Welcoming the Commonwealth Games

The Welcoming the Commonwealth (WTC) Project came to life this quarter with some 5000 members of the public connecting with more than 500 athletes from 10 different countries at 12 key events organised by council.

Queen's Baton Relay

On 27 March 2018 more than 3500 people attended the Queen's Baton Relay and associated community events. Attendees included Minister for the Commonwealth Games Kate Jones, Mayor, Deputy Mayor,

Councillors, current and former athletes, school groups and community members.

Piccabeen Green Town Square

The new Piccabeen Green Town Square in Palmwoods was officially opened in March. The \$3 million project connects the three shopping precincts of Palmwoods with improved pedestrian links. The space provides seating, shade, and outdoor dining with smart city technologies including Wi-Fi and smart lighting.

Businesses were supported throughout construction, with Piccabeen Green and CoDesign Studio consultants running small scale, sustainable, community-led activation programs enhancing the vibrancy and identity of Palmwoods.

Integrated Transport Strategy

A review of the Sustainable Transport Strategy is underway with engagement including councillor consultation and a residents' attitude survey. The Strategy will be rebadged as an Integrated Transport Strategy and will be complementary to the North Coast Regional Transport Strategy that the Department of Transport and Main Roads (DTMR) is currently developing.

A Healthy Environment

Community nature conservation volunteers

This quarter Community Nature Conservation Program volunteers spent a total of 811 hours planting 2280 native plants and removing over 138 wheelie bins of weeds from council's bushland reserves.

Verge gardens

In February, council endorsed a Verge Gardens Framework that proposes changes to our local laws that supports a flexible and sustainable approach to verge gardens. The Verge Gardens Framework supports low risk, low impact planting.

The self-assessment criteria would not require permits, fees, bonds, and insurances. A permit application and \$2 million public liability insurance coverage would be required for planting outside of the self-assessment criteria.

Street Tree Master Plan

Consultation on the Draft Sunshine Coast Street Tree Master Plan was undertaken. The feedback was positive, with 90% of survey respondents 'supportive' or 'mostly supportive' of the principles and strategies presented in the draft Plan.

Over 97% of respondents attested for more street tree planting on the Sunshine Coast, with mixed responses regarding the type of trees that should be planted. Key issues expressed in feedback included the need to minimise loss of trees from development and the need for trees to soften and cool built up areas as well as shading pathway networks.

Service Excellence

Community safety

In relation to enhancement of council's Community Safety offerings, council officers and Queensland Police Service commenced discussions relating to the use and sharing of Wi-Fi data metrics between both organisations, with the purpose of understanding the usefulness of these being made available by council. Workshops on this matter will be facilitated by council officers from the Smart Cities team.

Customer Relationship Management System (CRMS)

The CRMS will help provide a single view of council customers, improve business relationships with its customers and in turn manage and promote council's brand reputation.

A tender for the purchase of council's CRMS was released this quarter with six vendors being considered. Evaluations are continuing with a preferred vendor expected to be contracted next quarter.

Local Government Infrastructure Plan

Consultation was open to the public this quarter for the Local Government Infrastructure Plan (LGIP). The LGIP identifies council's plans for trunk infrastructure necessary to service urban development in a coordinated, efficient and financially sustainable manner.

The proposed LGIP is on target to be adopted by council no later than 1 July 2018.

An Outstanding Organisation

Enterprise Project Management Framework

A detailed project brief was prepared this quarter for the development of the Enterprise Project Management Framework. The Framework is key to Sunshine Coast Council's (SCC) approach to managing the broad range of projects both currently committed and proposed, particularly in the context of a rapidly growing regional population and increasing levels of service and infrastructure demand.

Operational Plan 2018/ 2019

A list of 2018/19 draft operational activities has been compiled for the development of the Operational Plan 2018/19. The Operational Plan 2018/19 is being developed in parallel to the Annual Budget 2018/19 to ensure consistency between commitments in council's work program and the resourcing allocations determined as part of the annual budget. A report seeking endorsement of the Operational Plan 2018/19 will be prepared for the May 2018 Ordinary Meeting.

Awards for the quarter

- **Smart City Award**

Members of the Smart City Team and Digital and Information Services, on behalf of council, received a Smart City Award from the Municipal Association of Victoria for the 3D visualisation tool which actively engages with the community on complex planning and development issues, which is being used by council for the Maroochydore City Centre development.

- **2018 Place Leaders Asia Pacific – Small Scale Place Project**

Council received a commendation for the community led 'Palmwoods Activation Program'. A great reward for the brand new place making 'activation' approach. The awards recognise high quality results, community led/participatory processes, and long term influence or impact.

Managing and developing the workforce

Council is operating with a workforce headcount of 1852 (1788 council employees, 27 labour hire staff and 37 contractors). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

For further information on how we are serving the community and delivering on our corporate and operational plans, please refer to the following report.

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council

A smart economy



\$3.3 million

in revenue for Sunshine Coast Holiday Parks



408

businesses accessed specialist services. Fifteen events were delivered, and 708 participants benefited from services provided by council through its Regional Economic Development Strategy



Over 44,000

guests to the region attended 12 major events which generated approximately \$31 million in economic activity for the region

Planning for the future

Regional Economic Development Strategy

Actions continue to be delivered in partnership with the seven High Value Industry taskforces. Highlights include the results of the Sunshine Coast Business Confidence Survey demonstrating ongoing high business confidence; an economic profile of the region's Agribusiness showing 4% growth on previous year's values; and strong representation at industry development events and expos showcasing regional goods and services across all industries.

During the quarter, 17 new investment opportunities were progressed, and the HQIQ Holiday advertising campaign that commenced in December 2017 and concluded in February 2018 generated 64 new leads.

Youi Insurance held the official opening by the Mayor of Youi's Global Head Office located at Sippy Downs. Stage 1 of the build cost \$70 million and saw the relocation of 1000 employees to the site.

Major and Regional Events Strategy

The Sunshine Coast Events Board and its two Working Groups met on five occasions during the quarter, reviewing nine sponsorship applications – eight of which were supported. These comprised of 13 individual events to be staged during the period 2018 to 2021. Of the 13 individual events, eight are new to the region.

Event highlights during the quarter include the Mooloolaba Triathlon, Queensland Surf Life Saving Championships, Australian Dragon Boat Federation National Championships, and Queensland Oztag Junior and Senior State Cups.

The 12 major events conducted attracted more than 44,000 guests to the region and generated an estimated \$31 million in economic activity – equating to an estimated 344 jobs.

Major projects

Sunshine Coast Solar Farm

The SCSF is performing above expectation. The financial year to date (YTD) savings, against business as usual for electricity supply have surpassed \$1.2 million after all costs, including debt repayments. Overall and near term the Solar Farm is on track to exceed the targeted \$22 million public savings identified in the May 2016 business case. YTD generation of 18,279 MWh offset around 87% of total electricity consumption with carbon savings of 14,243 tCO₂e.

Caloundra Centre activation

Councils Project Director, in conjunction with the Strategic Planning Branch has taken a lead role in the Town Square redevelopment project which is a significant component of the Caloundra Centre Master Plan. This project involves redeveloping council owned sites to create a new Town Square, community facilities and mixed use development which showcase sustainability and subtropical design as the new heart for Caloundra.

Sunshine Coast Airport (SCA) expansion

Council continued with facilitation of the SCA Expansion as part of the 99-year lease agreement with Palisade Investment Partners (Palisade) in their commercial operations of SCA.

Discussions continued in relation to the commercial partnership with Palisade and these included consultation with SCA on its 2018 Operational Plan and the transfer of Business Intellectual Property. Council and Queensland Treasury Corporation finalised matters on the Commonwealth concessional loan.

The Design and Construct (D&C) Contract was executed in March 2018 and preliminary works commenced on site. This work included fencing of the airside perimeter and clearing of drains. Possession of the site will be granted to the Contractor with the provision of all contract management plans, insurances and bank guarantees.

An important event for council and the SCA Expansion Project was the joint signing of the Cultural Heritage Management Plan by the Mayor and Kabi Kabi Claimant Representatives and Elders. The event took place onsite at Sunshine Coast Airport in February 2018.

Sunshine Coast International Broadband Network (SCIBN)

The SCIBN project continued to gain support within the public and private sectors.

A Queensland Treasury Corporation workshop determined that a working group be formed to ensure a coordinated response from State Government departments. The Queensland Government confirmed a grant of \$15 million. The Evaluation Panel considered responses to the Expression of Interest process and interviewed shortlisted respondents in March.

Delivery of council's services

Airport

The operation of Sunshine Coast Airport was transferred to Palisade Investment Partners as from 1 December 2017 under a 99 year lease.

Economic development

Welcoming the Commonwealth

In addition to the activities highlighted under the Regional Economic Development Strategy category, and the other work noted below in relation to council's Smart Economy goal, the quarter was an especially busy time – as the Welcoming the Commonwealth Project came to life.

An extensive range of activities was coordinated to embrace visiting athletes, coaches, officials and their supporters. Some 5000 members of the public, 18 schools (hundreds of school students), 75 volunteers, and 41 local stakeholders connected with 10 visiting countries and more than 500 athletes and officials at 12 key events organised by council.

Traditional and social media campaigns and subsequent coverage was extensive and included the University of the Sunshine Coast, participating local and international athletes and schools.

Council and the many officers who made up the Welcoming the Commonwealth (WTC) project team received overwhelmingly positive feedback from athletes, officials, media and council stakeholders.

Investment in Health and Wellbeing

The Health Panel identified new opportunities across the entire Health and Wellbeing portfolio. Investment attraction meetings included The Florey Neuroscience and Mental Health Institute along with the University of the Sunshine Coast, as well as Medrobotics, with the intention to relocate to the Sunshine Coast Health Precinct and/or partner with local researchers to enhance the region's reputation.

Study Sunshine Coast

A group of 14 international student agents visited the region as part of Study Sunshine Coast's Familiarisation Program aimed at increasing international student enrolments. Agents representing key international student markets including China, Europe, India, Japan, Korea and Latin America visited local education providers including the University of the Sunshine Coast, TAFE Queensland, and Lexis English.

Export Networking

More than 35 businesses benefitted from a workshop by Export Connect focused on preparing for food and beverage trade shows and access to ASEAN markets. The workshop provided welcome assistance to attendees of Food Hotel Asia, Fantastic Food, Regional Flavours and Fine Food 2018 - events that are all being supported by council.

An export networking evening held in March and attended by over 60 businesses was described as the best yet, with participants receiving learnings from successful exporters: Buderim Ginger, Emphyrean Lighting, Four Cow Farm, and Smartline Machinery.

Holiday parks



Sunshine Coast Holiday Parks have achieved a solid result, despite a wetter than usual summer and autumn, recording increased revenue for the third quarter of the financial year.

Revenue and occupancy was boosted by the earlier than usual start to the Easter School Holiday Period with most guests arriving by 30 March 2018.

Revenue for the third quarter was \$3.34 million, up by \$382,000 on the same period last year.

Revenue for the year to date was up by \$586,000 (4.7%) on the same period last year, despite the Mooloolaba Caravan Park not operational since July 2017.

A strong community

	Over 344,500 people visited council libraries across the region.
	65,000 spectators enjoyed sporting events at council's 41 sporting facilities
	Over \$95,000 in grant funding allocated this quarter through the Community Grants Program
	175,519m² total area of road reseal delivered valued at \$4.9 million

Planning for the future

Integrated Transport Strategy

Council's Sustainable Transport Strategy is under review and will be rebadged as an Integrated Transport Strategy. Engagement activities to date include consultation with councillors and a residents' attitude survey. Drafting is underway and a document will be ready for community feedback in mid-2018. The Department of Transport and Main Roads is developing a North Coast Regional Transport Plan and our Integrated Transport Strategy will be complimentary. The Department plans to adopt their North Coast Regional Transport Plan this calendar year.

Sippy Downs Master Plan

The Draft Sippy Downs Master Plan was presented to council in January and further consultation with the Sippy Downs community continued until 26 March. Public feedback will be reviewed and considered in the finalisation of the Plan which will then be proposed for adoption.

Sunshine Coast Social Strategy

Prioritised initiatives from the Sunshine Coast Social Strategy continued to be progressed, including delivery of a renewed Youth Action Plan adopted by council. Internal consultation on the draft Positive Ageing Action Plan and Sunshine Coast Arts Plan concluded this quarter, with drafts due to be presented to council for broader community engagement in the next quarter.

On 21 March, council's Harmony Day event celebrated cultural diversity on the Sunshine Coast and delivered the message that 'Everyone Belongs'.

Caloundra Music Festival

Preparations for the 12th Caloundra Music Festival, to be held from 28 September to 1 October 2018, have commenced with the first artist announcement made on 16 April 2018 and tickets on sale the following week.

Major projects

New Mooloolaba pedestrian and cycle-bridge

The design of the new \$5.15 million pedestrian and cycle-bridge has been unveiled with construction due to start soon.

The five metre wide bridge will be an entry statement into Mooloolaba, spanning Mayes Canal and connecting the two complete stages of the region's flagship separated bikeway and adjacent coastal pathways.

The bridge incorporates distinctive architectural detailing with precast façade panels reflecting wave details, flowing paths and landscaping to each approach to compliment the design.

It is the latest in a series of new cycling infrastructure constructed by council and jointly funded by council and the Queensland Governments' Cycle Network Local Government Grants program. Recent additions include a new shared cycleway on Goonawarra Drive in Mooloolaba and a shared bridge over Eudlo Creek in Maroochydore.

Brisbane Road car park

Agreements for the Brisbane Road Car Park Development are still under negotiation with councils preferred respondent, Abacus Property Group (Abacus).

During the quarter, Abacus obtained a Development Approval with Conditions, following an assessment by an independent assessor appointed by council.

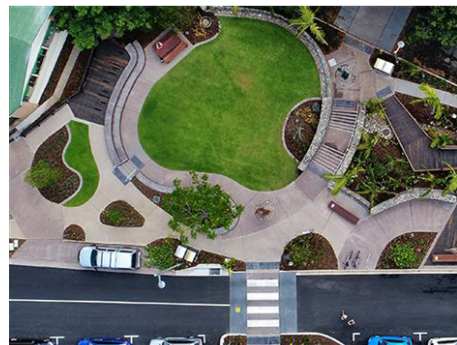
The development will incorporate 704 council owned public car parks, retail, residential, retirement living, a hotel and will contribute significantly to the revitalisation of Mooloolaba.

Piccabeen Green Town Square

The new \$3 million Piccabeen Green town square in Palmwoods was officially opened and features:

- Seating, shade and outdoor dining opportunities
- Improved pedestrian links through the town, connecting the three shopping precincts
- Water bubblers with in-built dog bowls and bespoke art features including seating, historical information and directional signage
- Smart city technologies, including Wi-Fi and smart lighting

In tandem with building Piccabeen Green, council engaged CoDesign Studio consultants to run a small scale, sustainable, community-led activation program to enhance the vibrancy and identity of Palmwoods. This activated the town to help support businesses during construction and will help the community continue with activation events in the town now that Piccabeen Green is complete.



Delivery of council's services

Community & cultural development & partnerships

2018 Horizon Festival

Planning for the 2018 Horizon Festival commenced. An Expression of Interest process was undertaken for the 2018 Horizon Festival categories – Art in Place, Immersive, Workshops and Exhibitions – with 83 submissions received and 14 to be accepted. Other actions include a brand refresh resulting in the launch of a new look, program development, partner acquisition, and continued internal engagement and briefings. Along with incoming sponsorship received from SunCentral Maroochydoore.

50th Anniversary report

The final report on the grants and events program celebrating the 50th Anniversary of the naming of the Sunshine Coast was received. The report outlined delivery of 106 events, projects and activities with 72,000 people attending, 2000 volunteers contributing 23,558 hours to the celebrations and \$150,000 in grants distributed. Along with the unveiling and placement of the time capsule with an official chronicle of items in the Heritage Library for archival purposes.

Healthy Sunshine Coast

Council's *Healthy Sunshine Coast* program benefitted from additional external funding being secured. The expanded program will include the addition of dance classes, the extension of the seniors' program offered across the region, and the migrant swim program.

Disaster recovery

Disaster recovery capacity building initiatives continued, with council's inaugural meeting of the Evacuation Centre Planning Group taking place. This group will address the recommendations from *Exercise Heatburn* and increase council's operating standards at evacuation centres. Memorandums of Understanding were finalised with two disaster recovery agencies and initial stakeholder engagement. Scoping works were conducted to commence development of council's

approach to volunteer management in recovery.

Community Grants Program

A total of 75 grants distributed \$95,943 to community organisations and individuals for a range of initiatives that support council's vision for the region through Regional Arts Development Funding (RADF), Environment, Individual Development, Emergency, and Mayoral and Councillor funding programs. Council officers engaged more than 160 community members through six Grants Information workshops, two Landholder Environment Grants workshops, and a range of capacity building activities with local community groups.

Bankfoot House

An annual calendar of public programs for Bankfoot House was developed to deliver a range of events and activities to celebrate the heritage listed property's pioneering and indigenous 150 year history – as well as the 150th anniversary of Cobb & Co in the region's hinterland towns.

Reconciliation Action Plan

A Reconciliation Action Plan priority included Welcome to Country experiences for all Commonwealth Games teams upon arrival to the region, with dignitaries receiving gifts with meaning and appropriateness for the region. Further partnerships, mentoring and relationship building continued, empowering Traditional Owners and First Nations people in the region.

Community venues and sporting facilities

Sunshine Coast Lightning

Council officers commenced development of the 2018 Sunshine Coast Lightning Season Activation program planning which will continue into the next quarter when matches commence.

Sunshine Coast Stadium

Corporate meeting spaces were activated at the Sunshine Coast Stadium resulting in increased bookings. A major Stadium event was cancelled due to ill health of the performer (Neil Diamond), and conversations are underway to find replacement acts. There was excellent marketing from the proposed event, with an increased interest in the venue by Live Music event promoters.

National stadium feasibility study

Councillors have received development options in relation to the National Stadium Feasibility Study and will be consulted further before presentation to council of the final feasibility study this financial year.

Implementation of plans

Implementation of prioritised projects from master plans and development plans continued with the following projects completed:

- Maroochy Junior Rugby League car park
- Maroochy Multi Sports Complex Stage 2 netball court resurfacing
- Nambour Showgrounds ring road car parking and drainage works
- Beerwah Sportsground car park improvements.

Implementation of prioritised actions from published plans included the following:

- The Royal Life Saving Society Queensland Safety Audit is nearing completion across all sites identified in the Sunshine Coast Aquatic Plan 2011-2026
- The Beerwah Aquatic Centre Master Plan review was completed
- Kawana Aquatic Centre Master Plan is nearing completion with a four staged project proposed, and planning and tender for the centre tenure renewal is underway
- Development of the Sunshine Coast Sports Infrastructure Plan
- Safety element installed at the Coolum Skate Park.

Disaster management

The storm and severe weather season has continued this quarter, with a combination of severe storm cells and extended rain periods causing minor flooding throughout our region. Our 'Get Ready' campaign and resilience work within the community continues to be in full swing with the engagement of many schools, community groups and business areas across the region. Our Disaster Management Team were visited by the Queensland Reconstruction Authority who have stated that Sunshine Coast Council is one of the State's leading organisations/innovators in the promotion of resilience within our communities, in particular the programs we are running in our local schools. They have profiled our team and displayed some of our work on the official "Get Ready" webpage, so other councils are able to see what we do, and look to implement some of our initiatives in their own local areas.

Of note, we have collated data on the Parks and Gardens Branch in managing the work outcomes of the micro storm on 9 December 2017. The Branch handled over 180 service requests and spent \$280,000 on clean up associated with the event.

Libraries

Actions in the Sunshine Coast Libraries Plan 2014-2024 are being implemented and delivered on time and on budget. Activities include:

- Completion of the Beerwah Library refurbishment
- Implementation of the Radio Frequency Identification for a May launch
- Libraries Network Plan consultant appointed
- Marketing Strategy finalised with ongoing delivery now underway
- A meeting of the Libraries First Nations Focus Group was held with stakeholders
- Community participation was encouraged by celebrating and recognising Library Lovers and Harmony Day, and special Harry Potter celebration and games events across council's Libraries.

Lifeguards

Statistics for the quarter are as follows:

- 138 rescues
- 2,577,618 attendees
- 1326 first aid applications
- 42,188 preventative actions.

Contract compliance inspections were conducted on all patrolled beaches.

Council endorsed the 2018 to 2022 Sunshine Coast Lifeguard Service Plan at its February Ordinary Meeting.

Public lighting

Internal collaboration has occurred for appropriate lighting in the vicinity of beaches known to be turtle hatching sites. Replacement of existing light fittings with more 'turtle friendly' lights and fitting of glare shields is underway to minimise the impacts to turtle hatchlings.

New street lighting installation is progressing at sites where there are safety concerns. Including Glen Kyle Drive, Buderim. Glen Kyle Drive is a connecting road between a major residential area and Wisers Road which was previously unlit. Street lighting on the Stringybark Road Bridge was upgraded improving pedestrian access to the university precinct.

The installation of telecommunications smart nodes and controllers to the Maroochydore City Centre is to commence soon. The works are in addition to SunCentral's infrastructure and will ensure that the system will be operational July 2018.

Roads, cycleways and pathways

Baringa School

TravelSmart will be delivering an Active Safe Schools program in Term two comprising:

- RideScore – an innovative incentive based program that records students' trip to and from school by Bluetooth beacon with notifications to parents on students arrival/departure
- Cycle skills – to entire school
- Educational materials including map on safest routes to and from school
- Various TravelSmart days.

Road network management

Road reseal program

The road reseal program completed 175,519m² of roads valued at \$4.9 million with 16,569 tonnes of asphalt laid. Major works included Image Flat Road, Isabella Avenue, Hunchy Road, Careen Street and Jubilee Drive.

Line marking in Division 4 is being completed with 106 roads reinstated costing \$163,509.

Linemarking

Green Cycle lane treatment of 754.7m², 28.5km of centre lines, 58.5km of edge line, 3.98km of yellow parking restriction, 822m² of transverse lines, 207 bike symbols reinstalled, 8 disabled bays reinstalled, 579m² of thermo re-applied and 1952 reflective pavement markers (RPM) installed and replaced.

Maintenance

Across the quarter 282 Stormwater Quality Improvement Devices (SQID) were cleaned capturing approximately 131.3m³ of material at a cost of \$119,914. This consisted of 83m³ organic waste (grass clippings and leaves), 23m³ general waste (plastics, coffee cups and plastic bags), 11m³ sediment (soil, sand and silt) with a noticeable increase in organic waste and reduction in sediment this quarter due to the dry weather.

During this quarter, grass slashing was completed for 451 hectares of property (bringing the cumulative amount to 1300 hectares for 2017-18 financial year).

Traffic engineering and road safety

A 'Speed Limit Review Process' document has been developed to guide the manner in which requests from customers for review of posted speed limits are considered to ensure consistency and stakeholder engagement.

Stormwater drainage

There were 201 customer requests received this quarter on stormwater matters. This is a high volume in comparison to a typical work load of 350 requests per annum.

Collaborative work continues with the University of the Sunshine Coast. An interim report has been prepared on the *Optimisation of Culvert Design to Reduce Flooding, Environmental Damage and Community Costs on the Sunshine Coast*.

Collaboration internally with council's Property Management Branch progresses with a flood mitigation solution for the Mooloolaba Child Care Centre. The cost beneficial solution, for construction this financial year, will see the flood risk to residents and property managers in the area reduced by two fold.

A healthy environment



1366

hectares of landscape and garden beds maintained



3.8 tonne

of litter removed from the region's waterways



28,893

tonnes of waste recovered



8449 hectares

managed for conservation under Sunshine Coast Land for Wildlife program. Inclusive of 18 new Land for Wildlife properties registered this quarter, bringing the total to 1040 properties (818 registered and 222 working towards)

Planning for the future

Environment and Liveability Strategy 2017-2041

The strategy continues to be rolled out via presentation and promotion to key stakeholders and also in hard copy publication. In addition, delivery of the Environment and Liveability Strategy Part B – Five year implementation plan commenced. Part B consists of the transformational actions associated with the strategy.

Koala Conservation Plan

Implementation of the Koala Conservation Plan continued with genetic profiling of 250 koalas underway to enable reporting on the following:

- Genetic diversity
- Population relatedness
- Inbreeding coefficients
- Population structure inferences.

As part of the Koala Conservation Plan, the Community Catchment Partnerships team planted 200 koala food trees at Howells Knob Lookout (the old quarry site) at Reesville.



Coastal Hazard Adaptation Strategy

Work has been completed to finalise stage 1 & 2 of the Coastal Hazard Adaptation Strategy and seek approval for subsequent phases. The strategy will position council and the community to respond in a considered and strategic manner to the long term implications of climate change and sea level rise.

Planning for urban growth

Key development areas

Support for integrated planning and the delivery of infrastructure and services for key development areas - Kawana, Palmview and Caloundra South, continued in accordance with planning instruments and infrastructure agreements.

Beerwah East

Studies are underway to inform the development of the Beerwah East Structure Plan.

Light rail

Advocacy for the Sunshine Coast Light Rail project continued through corridor protection, land use planning initiatives and development of business case parameters. Engagement with key stakeholders and potential partners has also taken place.

Smart irrigation

The Parks and Gardens (Business and Technical Unit) have been actively investigating opportunities for an irrigation system. A system would allow centralised management of the numerous irrigation sites across the region.

The benefits from a smart irrigation system include:

- Reduced water usage
- Efficient – no longer require site attendance to program systems or turn them on or off
- Reporting data
- Predictive functions, i.e. turn on and off based on weather conditions at the time
- Automated fault reporting.

This technology will provide users with the ability to receive data through mobile notifications – allowing more efficient and effective management of faults or leaks.

Parks and Gardens are working with SunCentral to implement this technology in the new Maroochydore Central Business District precinct.

Street Tree Master Plan

Feedback from the consultation on the Draft Sunshine Coast Street Tree Master Plan has been received and reviewed. In general the response was positive – with over 90% of survey respondents 'supportive' or 'mostly supportive' of the principles and strategies presented in the draft Plan. In relation to street tree strategies devised for specific localities - 87% were 'supportive' or 'mostly supportive', with residents of Buderim, Caloundra, Coolumb, Kawana Waters and Nambour most responsive.

The majority of respondents believe the most important street tree benefit to our region is the environmental value provided (shade, cooling, carbon sequestration, storm water load reduction and food and shelter for wildlife). Key issues expressed in feedback included the need to minimise loss of trees from development and the need for trees to soften and cool built up areas and shade pathway networks. There were mixed responses regarding the types of trees for planting and comments included more native species, less native species, more edible species, less high maintenance species, and the need for a greater diversity of species. There was unquestionable support for increased street tree numbers - with over 97% of respondents attesting for more street tree planting on the Sunshine Coast. In addition 136 respondents volunteered to partner with council and help care for new street trees as a part of the Adopt a Street Tree Program to launch shortly.

A final report on the Draft Sunshine Coast Street Tree Master Plan will be presented to council for endorsement.

Waste infrastructure needs

An action of the Sunshine Coast Waste Strategy 2015 – 2025 is to consider the region's future waste infrastructure needs. With international markets placing more stringent restrictions on the acceptance of recyclable materials from Australia, councils nationwide are considering how best to utilise collected recyclable materials from their region. The Waste and Resource Management Branch considered options for the Sunshine Coast at a workshop in April.

Major projects

Glasshouse Mountains District Park

The latest stages of the community master planned Glass House Mountains District Park, in the Sunshine Coast hinterland, was officially opened by Local Government Minister Stirling Hinchliffe, Mayor Mark Jamieson and Councillor Rick Baberowski. The park, designed by the community provides a spacious, safe and enjoyable recreation area, along with protecting the natural assets.

The improvements are in the third and fourth stages of the community's master plan for Glass House Mountains District Park, new facilities include:

- A playground, shade sail and stone pitched walls
- Amenities building
- An entry statement and bench seats overlooking the lake, pathways, landscaping and drainage works
- Shelter, seating and barbecue
- Fenced dog off-leash area
- 15-bay car park.

State Government's Local Government Grants and Subsidies Program contributed \$400,000 along with council contribution of \$600,000.

Future stages of the Glass House Mountains District Park will include new pathways and trail network, park entry node and structure, additional playground equipment, shelter, picnic table and seats, park seats, and additional landscaping.



Automated waste collection

Construction of the Automated Waste Collection pipe network for Stage 1A is progressing and construction of the collection station is scheduled for completion in February 2019. Council's Waste Management Branch are responsible for the design, construction and ongoing operation and maintenance of the system.

Verge gardens

The Parks and Gardens team proposed a Verge Gardens Framework to council during February. This new framework proposed changes to our local laws that would support a more flexible and sustainable approach where residents want to plant gardens on the verge.

The framework includes self-assessment criteria which supports low risk and low impact plantings without the requirement for a permit, fee, bond and insurance. Where the intentions are outside the self-assessment criteria, a permit application, no fee, no bond, and two million public liability insurance coverage is required.

The framework was endorsed by council and is now proceeding through the Local Law amendment process.

Parks and Gardens and Customer Response Branches will progress a training package for staff working on verge garden matters.

Delivery of council's services

Beaches, foreshores, coastal infrastructure and canals

After community consultation and council adoption of the geobag to geobag renewal option for the Maroochy Groyne Field Renewal Project, council has gone out to tender for the design.

A number of other key activities progressed this quarter, in the delivery of council's beaches and constructed waterways operational program and capital renewal program. These works included:

- Tender for a two financial year Mooloolah desilting campaign
- Commenced earthworks at Duck Holes in preparation as a treatment site
- Continued support of an additional sand renourishment program at Mooloolaba Spit under Transport and Main Roads (TMR) funding arrangements
- Completed Maroochy Waters entrance dredging
- Undertook a range of beach profile works/ access repairs associated with key beach-based events across the region
- Commenced Maroochy Beach climate adaptation cost benefit analysis pilot study.

Bushland conservation and habitat

A number of key activities and projects have progressed, including:

- Celebrations for 12 months of operations for the new Mary Cairncross Rainforest Discovery Centre



- Consultant engaged to commence review of the Maroochy Bushland Botanical Garden

Master Plan and completion of initial community consultation

- Continued flying-fox roost monitoring and management at urban roosts and support investigations with Elizabeth Street drain tree poisoning
- Delivery of the holiday and educational outreach programs across Centres for Conservation Learning and Partnerships
- TurtleCare program continued with 54 recorded nests for the southern part of the coast and 71 for the northern area of the coast. Records to date have approximately 95% being Loggerheads and 5% Green turtles
- Continued management of Environment Levy Reserve sites including monthly weed and bush regeneration contracts underway on 11 levy reserve sites and finalisation of the first stage planting of approximately 3500 plants for the Rainforest Offset being delivered on the Lower Mooloolah River Environment Reserve
- Doonan Creek Environmental Reserve School Planting Day – St Andrews Anglican College and community volunteers installed 1200 plants
- Community Nature Conservation Program volunteer hours for January - March was 811 hours, with 2280 native plants installed and over 138 wheelie bins of weeds removed from council's bushland reserves
- Landholder Environment Grant site visits underway with 144 expressions of interest received
- Two Environment Levy Grants awarded to the Maroochy Wetlands Sanctuary Support Group Inc. and Hinterland Bush Links Inc. to support projects to a value of \$6020.

Recreation parks, trails and facilities

Upgrade of Power Memorial Park

The Parks Infrastructure team refurbished the playground at Power Memorial Park, Mudjimba.

The playground was at end of life and ready to be decommissioned, however refurbishment work has extended the useful life by an additional four years – improving the condition rating to allow for future replacement funding to become available.

Rivers, streams, estuaries and water bodies

A geographic information system (GIS) analysis for fish barrier prioritisation in coastal catchments has commenced and the field work component is planned for May.

Other activities during the quarter included:

- Environment Levy Mooloolah River Corridors Phase 2 project – weed management and site preparation for planting commenced
- Environment Levy Currimundi Creek Project - site preparation for planting
- Field ground-truthing has been undertaken and new Light Detection and Ranging (LiDAR) capture underway for the Geomorphic assessment and stream restoration plan for the Conondale reach of the Mary River
- Delivered erosion and sediment training to 60 internal staff.

Sustainable growth and network planning

The draft Local Government Infrastructure Plan was placed on public display during the quarter and submissions open until 13 April 2018. Strategic Planning Branch supported the Built Infrastructure Group in preparing the planning instrument and explanatory material to ensure the plan-making process conducted was consistent with the standard planning scheme amendment protocol and procedures.

There have been two amendments to the *Sunshine Coast Planning Scheme 2014* commence this quarter. These are:

- *Sunshine Coast Planning Scheme 2014 (Qualified State Interest Amendment) No. 11* to delete the requirement for the Muraban Street extension through Key Site 1 (Brisbane Road Carpark) from the Mooloolaba/Alexandra Headland local plan code. This will allow council to utilise its ownership of the Brisbane Road Carpark site to ensure that any development provides appropriate local access arrangements
- *Sunshine Coast Planning Scheme 2014 (Major Amendment) No. 12 – Twin Waters West* to amend the zoning of land at Twin Waters West from the Rural zone to the

Emerging community zone; amend the Maroochy North Shore Local plan code to include specific provisions to guide future development of the Twin Waters West land for residential purposes; and undertake all necessary consequential amendments to other parts of the planning scheme for consistency with the above amendments.

Two proposed planning scheme amendments have also recently been approved by the State Government for public notification after the completion of the 1st State Interest Review Process. One of these amendments relating to roof top uses was on public display until 27 April 2018.

A number of planning scheme amendments remain in either the 1st or 2nd State Interest Review Process and are awaiting approval from the Planning Minister before adoption or public notification can take place.

Waste and resource management

Council is investigating options regarding recyclable materials following China's decision not to purchase recycled materials from Australia. Sunshine Coast Council is monitoring the ongoing flow-on effects of China's decision to review the standard of recyclable materials it would accept for reprocessing. There is no change at this time to the current collection of the yellow top recycling bins and residents are encouraged to continue their efforts to use recycling bins. Council has its own Material Recovery Facility for the primary sorting of material from yellow top recycling bins. Once sorted, the material is sent to secondary processing facilities in Australia, and in some instances overseas, by council's contractor Visy.

Installation of additional volume sensors into public place bin enclosures across the region as well as the trial of a solar compacting bin enclosure have commenced as part of the data collection in preparation for the next waste contract.

The success of the plasterboard recycling trial continues and was rolled out to Beerwah Resource Recovery Centre in January 2018.

Service Excellence



79%
of development applications
assessed within statutory
timeframes



Over 91,700
customers assisted through the
development and customer
contact centres



1688
building approvals issued with a
construction value of \$358 million



2978
building and plumbing
applications lodged

Planning for the future

Local Government Infrastructure Plan (LGIP)

The proposed LGIP, an amendment to the Sunshine Coast Planning Scheme 2017, was open to public consultation and is on target to be adopted by council no later than 1 July 2018.

The LGIP identifies council's plans for trunk infrastructure necessary to service urban development in a coordinated, efficient and financially sustainable manner.

The LGIP was signed-off by QLD Minister Cameron Dick (Minister for the Department of State Development, Manufacturing, Infrastructure and Planning), allowing for the public consultation phase.

Major Projects

Customer Experience Strategy

A Customer Experience Strategy is being developed that details council's commitment to customer focus and provides a framework for the organisation to deliver services in a manner that has the customer at the centre of its business, while meeting the operational and efficiency requirements of the organisation. The strategy will be rolled out in 2018, and involves collection of data from our customer base to better inform council in how to undertake continuous improvement in customer experiences.

Customer Relationship Management System (CRMS)

The development and implementation of a Customer Relationship Management System and program of cultural change is progressing. A tender for the purchase of the system was released this quarter with six vendors considered. Evaluations are continuing with a preferred vendor expected to be contracted next quarter. Technical project management has commenced and will partner in the implementation of the chosen CRMS.

The CRMS will help provide a single view of council customers, improve business relationships with its customers and in turn manage and promote council's brand reputation.

Delivery of council's services

Cemeteries

A range of capital works projects for the Sunshine Coast cemeteries were undertaken this quarter, including:

- Replacement of reflection shelter within Buderim cemetery
- Profile analysis of Nambour garden cemetery assets and future planning for the site to assist retention of service levels and usability for the community, pending successful capital project bids.

Efforts are also underway for the development of standard engineered specifications for concrete lawn beams to be used throughout council's cemetery network to enable:

- Confidence in ensuring memorials placed by next of kin are suitably founded with a design life commensurate of the cemetery context (i.e. multiple generations)
- Standard profiling to introduce consistent dimensions and ease of management for Cemeteries Team and ability to provide accurate advice to council's customers with regards to placing memorials in council's cemeteries
- Ability to accurately cost future capital bids required to ensure council continues to provide capacity for interments responsive to community needs.

The mapping project for cemeteries is continuing with Kulangoor cemetery being the focus for verification of burial records.

Customer and community relations

Telephone and email requests were the main methods of interacting with council this quarter with:

- 50,467 calls
- 1165 web call-backs
- 13,642 email requests
- 9207 visitors to our centres
- 2536 web chats.

Customer satisfaction ratings remained very high at 4.72 out of a possible score of 5; and 87% of calls were responded to within 60 seconds.

Development services

There have been several large scale development applications considered by Development Services. One such significant application is the Brisbane Road car park site at Mooloolaba. The development will deliver a five storey car park with 704 public parking bays, plus a retail component, hotel, residential and retirement facilities. This development will instigate the gateway for the initiatives envisaged in the Mooloolaba Master Plan.

Technology wise, Development Services Branch implemented an application program for on-site sewerage facilities with an aim to help inform property owners on how to maintain and operate their facility effectively. In addition, work has commenced on developing an online booking system for plumbing inspections and construction compliance inspections. Council has continued work on its Development Eye project which is the result of \$150,000 in successful grant money through the Queensland Government Innovation Fund. The project aims to provide an easy to use interface for the community to check development applications within the Local Government area.

Finally, investigation work has commenced for unauthorised filling and earthworks in floodplains, including an education and awareness program.

Local amenity and local laws

The Unlawful Vehicle Parking on Road Verges Workshop was held in February and represented by 40 internal and 33 external stakeholders. The purpose of the Workshop was to provide all attendees the opportunity to voice their concerns and consider other points of view. A number of actions/potential solutions were discussed and these are being considered by council for implementation. Such actions include improved education, establishing a trial within identified areas, establishing industry and community working groups and investigate ideas/solutions of other councils.

The Customer Response Branch maintains a strong focus on building a culture of responsible pet ownership conducting Park the Bark seminars, PetPep in schools and participating in functions with Community Groups, 4 Paws and SCARS.

New signage from beach access 72 in Coolum to 136 in Twin Waters have been updated to advise beach goers that dogs are prohibited on the beach in flagged swimming areas. Also related to animal management, the community has strongly expressed their support (78%) for no changes to the existing off-leash area between beach access 226 and 247.

Response Services Branch conducted a free micro chipping day in Nambour; and noxious weed education has continued through videos, signage and education with commercial nurseries.

Property management

Land management

Business mapping

A process has been carried out to find efficiencies within business deliverables such as land acquisitions, leasing, request for comments processes and engagement with IT to develop a workflow.

Strategic Land Holdings

Parks and Gardens were engaged to maintain fire breaks on two strategic land holdings at Diddilbah Road and Hoopers Road.

Flaxton Mill Road

The upgrade of this road requires the acquisition of several small parcels of land from the Kondalilla National Park, managed by Environment and Heritage Protection (EHP).

EHP has agreed to excise land from the park in exchange for a section of unmade road being closed and incorporated into the National Park.

Council is considering a further proposal to close an additional part of the unmade road, which, due to the steep terrain, would be cost prohibitive and currently poses a risk to the community in accessing this through private land.

Building and facilities assets management

Capital Works Program

Draft 10 year Capital Works Budget developed and submitted for consideration and approval.

Non-conforming building products

An audit of nine identified council facilities has been completed, confirming that composite cladding has not been installed on buildings Sunshine Coast Council occupy.

Kings Beach shade structures

The Stunned Mullet and the Rolling Surf structures have been refurbished.

Victory Park Netball Complex

Following a State Government directive to isolate the existing clubhouse, Property Management Branch has provided temporary facilities to allow the Netball Club to continue to operate. Facilities provided include a demountable office block, canteen, cool room and amenities block. Reconfiguration of the site power supply has been performed to allow the sports field lighting to be utilised.

Public health

Council was awarded a contract with Department of Transport and Main Roads (DTMR) for the management of invasive plants on the DTMR road reserves within council's boundaries. The roads are currently being audited and treated for invasive plant infestations. This work is being coordinated with council road reserves invasive plant management programs to maximise the effectiveness of both programs and assist landholders to reduce invasive plant impacts.

Through the support of the Environment Levy the latest technology in regards to mobile interactive education display materials has now been procured to enhance the communities' awareness of their obligations under the *Biosecurity Act 2014*. Council endorsed the *Sunshine Coast Council Local Government Area Biosecurity Plan 2017* which establishes a framework for cooperative and coordinated management of priority invasive plant and animal species. A purpose built trailer has also been procured and is currently being manufactured to house and transport the equipment. This educational equipment will be used by a number of council units who undertake environmental levy programs.

The Feral Deer Program has recently completed its 100th deer reduction night which has resulted in 215 feral deer being removed since the program began. There have been many learnings along the way since the program commenced, with the support of the community and these learnings being incorporated into the current program.

Mosquito treatments of the salt marsh breeding mosquitos have been well above average for this time of year due to the wet weather and tides. This trend has now been occurring for the last three years and does not seem to be returning to normal levels. Whilst use of a cheaper chemical treatment has been trialled and found to be successful, the budget for this program has been exhausted and resulted in a request in the upcoming budget to resource this shortfall moving forward.

The Environmental Health team have now completed filming of the food safety videos to help educate food handlers operating in our 2000 local food businesses. Editing is underway and the videos will be launched by 30 June 2018.

An outstanding organisation



1 Award

and 1 commendation received during the quarter



\$47.5 million

of total purchasing spend for the quarter to local business



376,498

threats to our ICT systems blocked during the quarter



2,271,000

emails in and out of council for the quarter

Planning for the future

An Outstanding Organisation

A key focus for the quarter has been developing a forward program that directly aligns with the six performance pathways for an outstanding organisation defined in the corporate plan. The key themes from the Bendelta Next Steps report and the Transition and Culture program have been incorporated to establish An Outstanding Organisation framework that provides focus and structure for council's investment in the development of the organisation's capabilities. This whole of council program is supported by a governance structure that includes representation by all members of the Board of Management, showing council's commitment to continuing to invest in outstanding employee and customer experiences.

Operational Plan 2018/2019

Work began to develop the Operational Plan 2018/19, which apportions corporate responsibility and resources to progress the implementation of the *Sunshine Coast Council Corporate Plan 2018 - 2022*. A list of 2018/19 draft operational activities has been distilled from:

- 2017/18 operational activities extending beyond one financial year; resolutions and commitments of council
- Implementation of council plans associated with council endorsed strategies and commitments
- Statutory and legal obligations on council.

The Operational Plan 2018/19 and the Annual Budget 2018/19 are complementary documents and are developed in parallel to ensure consistency between commitments in council's work program and the resourcing allocations determined as part of the annual budget. A report seeking endorsement of the Operational Plan 2018/19 will be prepared for the May 2018 Ordinary Meeting.

Major projects

Sunshine Coast Exhibition and Convention Centre

Work began on an application to Stage 2 of the Queensland Government's Maturing the Infrastructure Pipeline Program for assistance towards the cost of developing the business case for the Sunshine Coast Exhibition and Convention facility. Applications closed on 9 April 2018.

Enterprise Project Management Framework

The development of the Enterprise Project Management Framework is key to Sunshine Coast Council's (SCC) approach to managing the broad range of projects both currently committed and proposed, particularly in the context of a rapidly growing regional population and increasing levels of service and infrastructure demand.

During the quarter a detailed project brief was prepared and a Request for Quote issued to the market to seek quotes from consultancy services to undertake the first tranche of the work towards an Enterprise Project Management Framework. The successful consultant commenced with the organisation in early April.

Delivery of council's services

Financial and procurement services

Finance

Budget Review 2 continued and was adopted at the February 2018 Ordinary Meeting.

The 2018/19 Budget Development Workshop 3 was held in March 2018. The Council Budget Workshop discussed the following:

- Long Term Financial Model
- State of the Assets report
- Capital Works Program
- Draft Revenue Statement, including Benefit area levies and Tourism levy
- Presentations from Visit Sunshine Coast and SunCentral Maroochydore
- Presentations from Business Units
- Heritage, Environment and Transport levies.

Outcomes included council support of the 2018/19 Capital Works program. This is a major achievement as it allows planning with reliability for the projects included for 2018/19.

The Long Term Financial Model presented provided council with insight as to the funding constraints, not only for 2018/19 but for future years as well.

The Heritage, Environment and Transport levy policies and programs were supported.

A total of 142,000 rate notices (137,145 rateable properties) were issued, for a total of \$158,998,026 in January 2018.

The first Audit Committee meeting for the year was held in January and included the Queensland Audit Office (QAO) Draft External Audit Plan for 2018.

The interim audit by QAO commenced in March.

Business Development (including Procurement Services)

Business Development continues to grow following an amalgamation of teams from two former branches, and the recent addition of the Smart City Team. The teams and activities now include:

- Procurement and Contract Performance
- Contract and Supply Services
- Commercial Analysis
- Office of Strategic Property
- Smart Cities
- Commercialisation Strategy
- Innovation Incubator.

The teams collectively pursue opportunities for innovation, commercialisation, rationalisation, and the efficient expenditure of council funds.

There is a strong focus on engaging with local suppliers. Council seeks, wherever possible, to have Sunshine Coast locals provide the goods and services required by a large council.

Fleet management

Procurement for the 2017/2018 financial year capital replacement program currently stands at over \$2 million committed.

Approximately \$565,000 in fleet assets are currently in evaluation and/or to be issued, with outcomes announced mid-April 2018.

Training on plant and equipment has been provided to 160 employees - comprising of 121 Verification of Competency and 39 training courses to uphold the high level skills and capabilities within the organisation.

Quarry services

Product testing has commenced at Dulong Quarry to assess the suitability of our product to the Sunshine Coast Airport Runway expansion project. The scale of the runway and associated quantities of construction material required, means the supply of road based product to this project would be a significant area of development for the quarry business. A feasibility study is currently being undertaken.

Pugmill equipment at Image Flat Quarry has been commissioned in preparation for the expansion of our product range. Concrete

Treated Base (CTB) will be offered in the near future.

Asphalt production was 2100 tonnes higher than the quarterly budget target with zero product failures. Over 9500 tonnes asphalt was produced and supplied to the road reseal program.

Implementation of the Mandalay weighbridge software has commenced. This new system has many advantages for our business management and will improve transaction efficiency and system connectivity.

Human resource management

People and Culture Branch

The Health and Safety Management System was upgraded to the new Corporate Sharepoint Intranet platform. The new intranet site promotes Health and Safety using four categories, Workplace Safety, Emergency Management, Health and Wellbeing FRESH and Workplace Rehabilitation.

In readiness for the Human Capital Management (HCM) system project, the Branch has established a single point of truth for our entire workforce including employees, work experience, trainees and contingent workers workforce which will deliver both strategic and operational benefits to council and support the achievement of corporate goals.

Information and communication technology

Strategic Asset Management System (SAMS)

Contract negotiations have concluded and implementation partner on-boarding commenced. Detailed planning followed by detailed process design workshops for impacted business areas are planned from May to July. Data analysis has revealed the need for focus on completeness and consistency – working with business to achieve.

Mobility Support Project

Approximately 30 devices a month have been delivered along with training of staff. A communication plan has been developed to inform the organisation about the move to mobile devices from Desktop PC's as leases fall due. The support process is being refined with ongoing testing assistance from Economic Development.

Smart Region Management Platform (SRMP)

The SRMP will provide a central overview of the activities in a precinct or the region, by drawing on data from various source systems. The dashboard layout is being finalised, with the proposed insights to be reviewed by the data custodians. Work is well underway connecting to the source systems for 1 July Mayoral launch.

Living Lab

Round one experiments have been completed. Data analytics are providing valuable insights from these experiments. Round two experiments have begun and are subject to review by the Smart City Control Group. These include: Digfox Smart Water monitoring; Dynamic Waste Servicing; traffic monitoring and analytics at a key intersection (to be determined) via CCTV; and possible continuation of smart lighting trials in Clark Park and the Caloundra Transit Centre.

Line of business applications to cloud

Analysis continues identifying opportunities to migrate applications to the cloud as well as to decommission those no longer used. Three hundred items (applications or data repositories) have been decommissioned. Currently working with the business to trial major design applications Autocad and 12D as cloud solutions. Continuing to move critical business applications to more robust platforms including waste Scada and flood modelling applications. Working with software vendors to encourage the availability of cloud products for existing Sunshine Coast Council applications.

Development Eye

A minimum viable product has been completed and a six week pilot with external stakeholders commenced on 19 March. Personalisation development of product has commenced and includes features such as Sunshine Coast Council login, Personal Profile, Save searches, Favourite applications and automated alerts for new applications. Planning for the launch is underway with stakeholders to create imagery and a launch strategy targeting internal release later this financial year, and public release in the new financial year.

Elected council

During the quarter the elected council held three Ordinary Meetings and two Budget Workshops. A special meeting was also held to deal with region making projects.

Governance

Communication

Major events continued to be a focus with National Dragon Boat Championships and Mooloolaba Triathlon just two of the many events held on the Sunshine Coast this quarter. The branch also worked with key stakeholders on the Youi official opening.

Video and social media continue to be effective communication channels. The Clean Up for Hatchlings event was our most popular, with more than 122,000 unique people reached via Facebook over two weeks in January and February. The Sunshine Coast Airport announcement was also popular on social media, with a destination marketing campaign attracting additional interest, including metropolitan and national media coverage.

Corporate Governance

During the quarter the Corporate Governance Branch commenced the annual insurance renewal process with a review of insurable assets on council's database.

The branch assisted with the audit and analysis of council's strategies and plans.

Assistance was also provided to the Economic Development Branch through the production of ID Cards for volunteers assisting with the Commonwealth Games teams and officials on the Sunshine Coast.

The branch rolled out governance training sessions including:

- 7 x Delegation Awareness sessions (73 employees)
- 1 x Employee Code of Conduct Information session (22 employees).

Corporate Coordination

During the quarter the Corporate Coordination team focused on:

- The development of the Operational Plan 2018/19
- The preparation of the application for Stage two of the Queensland Government's Maturing the Infrastructure Pipeline Program for assistance towards the cost of developing the business case for the Sunshine Coast Exhibition and Convention facility
- The audit of council strategies and plans.

The team coordinated the development of the Outstanding Organisation Framework to provide focus and structure for council's investment in the development of the organisation's capabilities. This work also includes developing a draft Performance and Accountability Framework and a draft Internal Communication and Engagement Framework – both key enablers of the Outstanding Organisation Framework.

Meeting Management organised the meeting notices, agendas and minutes for a total of 23 meetings during the quarter. This included council's Ordinary Meeting, a Special Meeting, budget workshops, strategic workshops and forums.