



## Annual Report 2013/2014



## Welcome

Welcome to the Sunshine Coast Council's Annual Report 2013/2014.

This report describes council's achievements in delivering services to the Sunshine Coast region and shows council's progress in delivering the actions from the Corporate Plan 2009-2014 and Operational Plan 2013/2014.

It is the culmination of regular reporting to the community and other stakeholders and continues council's efforts to be transparent and accountable.

## About council

The Sunshine Coast Council is one of the largest local governments in Australia – serving a community of more than 280,000 residents across an area of approximately 2,291 square kilometres.

Sunshine Coast Council aims to be a public sector leader and an employer of choice. We value the diversity of skills and experience that people bring to the organisation and which they deploy in servicing the community on a daily basis. Our employees' passion and commitment to the region and their willingness to go above and beyond, coupled with a great place to work, is what sets Sunshine Coast Council apart in local government.

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### Acknowledgements

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

### Disclaimer

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

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## Message from the Mayor



Our Council and the region entered a new era this year.

The de-amalgamation of the Noosa Council from the Sunshine Coast Council occurred during the year. This resulted in the new Sunshine Coast Council opening its doors on 1 January 2014. Our new council now extends from Eumundi and Peregian Springs in the north to Beerburrum in the south, including the many coastal and hinterland areas.

De-amalgamation has been a difficult and challenging period for Council, our employees and our communities. Despite these challenges, Council has continued to build on the momentum established in the region to provide strong leadership, establish strategic partnerships and undertake effective advocacy to attract investment, secure key infrastructure and create new opportunities for the region.

Council remains committed to delivering its vision for the Sunshine Coast to be Australia's most sustainable region – vibrant, green and diverse.

A new Regional Economic Development Strategy, a first for the region, was launched during the year. The strategy is a collaborative effort between council, business, industry and the community, and it provides a 20-year outlook to deliver a new economy which is more prosperous, resilient and productive. The strategy charts a course for the region's economy to nearly triple in size by 2033.

The new economy supports our traditional pillars – like tourism, retail and construction – but also seeks to capitalise on new opportunities emerging from our game changing projects, including the Sunshine Coast University Public Hospital, the Sunshine Coast Airport expansion, the development of the Maroochydore City Centre, expansion of the University of the Sunshine Coast, and widening of the Bruce Highway from Caboolture.

A new corporate image and brand was launched in May 2014. The new brand conveys the essence of our organisation – what we are today and what we aspire to be in the future – and provides us with fresh opportunities to communicate our vision. The new brand also allows council to build respect and awareness in our operations, business and strategic endeavours.

The delivery of the new planning scheme for the Sunshine Coast was a major achievement during the year. The new planning scheme will ensure there is a balance between a sustainable economy, environment and community. The new planning scheme delivers one plan for the region – giving the property industry, investors and residents one clear set of rules for development across the Coast.

The scene was set during the year for the Maroochydore City Centre to become a leading business, services and employment hub for the Sunshine Coast after the Queensland Government's declaration of a Priority Development Area and the preparation of a draft development scheme for the site. This project, which will be delivered over the next 25 years, will be instrumental in building and strengthening the economic and civic base of our region.

This is a new and exciting time for the Sunshine Coast. It is a time of new beginnings, new energy and new opportunities for Council and the region.

**Mark Jamieson**  
Mayor

## Message from the Chief Executive Officer



The year was marked with the de-amalgamation of the Sunshine Coast Regional Council. Two new local governments were created in the region and the new Sunshine Coast Council commenced on 1 January 2014.

A new structure for the organisation was also implemented on 1 January 2014. This resulted in five new departments being created: Corporate Strategy and Delivery; Corporate Services; Community Services; Infrastructure Services; and, Regional Strategy and Planning.

Both de-amalgamation and the organisation restructure have presented significant challenges for the organisation. I acknowledge and thank all staff for the way they have conducted themselves professionally and remained focused on serving our community.

Our focus has remained on the future success of the Sunshine Coast Council and the communities it serves. Council has continued to provide quality services and first class customer service, and delivered value for money to residents and communities.

The preparation and launch of the new Corporate Plan 2014-2019 was a key achievement for the organisation during the year. The Corporate Plan is an important roadmap for the organisation and will provide the central directions and priorities over the next four years, and also resets the values and behaviours of the organisation. The Corporate Plan will focus the organisation on delivering key services to the community, maintaining existing community assets and planning for new infrastructure where it is most needed.

Our organisation and staff were recognised for their dedication to sustainability by winning the inaugural Local Government category at the national Banksia Sustainability Awards. Integrating sustainability principles and practices into operational activities, and reducing the organisation's footprint, were key achievements behind this award. This award recognises the hard work that all staff have put into driving sustainability forward both within the organisation and across the region.

Going forward our communities can expect strong leadership, strategic partnerships and effective advocacy so the region, and each community, can reach its full potential. The organisation will also remain focused on its most important priority – delivering the extensive range of core local government services to keep our communities growing and prospering.

This is an important time for the Sunshine Coast and our organisation. While the past year has been difficult and challenging, we are prepared and ready for the exciting times ahead.

**John Knaggs**  
**Chief Executive Officer**



## Key statistics

The Sunshine Coast Council area is located in south-east Queensland, about 100 kilometres north of Brisbane. It is bounded by the Noosa region in the north, Gympie in the west, the Coral Sea in the east, the Moreton Bay region in the south, and the Somerset region in the south-west. The Sunshine Coast is a diverse region with picturesque hinterland towns, coastal urban centres, waterways, national parks, state forests, bushland, rural areas and scenic mountains.

Current population estimate	285,000 persons*
The Sunshine Coast has	An area of 2,291km <sup>2</sup>
	130km of coastline
	Over 3,700km of waterways
	1,325ha of parks and reserves
	5,480ha of environmental reserves
	2,971km of roads
	1,168km of pathways
	124,989 rateable properties
	8.3 million garbage collections per year (domestic and commercial)
Source: Sunshine Coast Council. For more facts and figures refer to council's website. *projected resident population as at 30 June 2014 based on Queensland Government Population Projections, 2013.	
The workforce	125,155 residents employed#
	15.8% work in Health Care and Social Assistance#
	14.1% work in Retail#
The economy	\$12.63 billion Gross Regional Product #
	5,460 building approvals issued by council and private certifiers+, with an estimated value of construction of more than \$1 billion
	1,662 lots approved through council's development approval process+
Source: #Australian Bureau of Statistics 2013 and National Institute of Economic and Industry Research 2013. +Sunshine Coast Council Development Indicators reports.	

## Sunshine Coast local government area



## Councillors

The role of councillors is to represent the community. They make decisions that benefit their divisions as well as the whole Sunshine Coast region, now and into the future.



Mayor  
Cr Mark Jamieson  
Economic Development Portfolio



Division 1  
Cr Rick Baberowski  
Transport Strategy Portfolio



Division 2  
Cr Tim Dwyer  
Regional Projects Portfolio



Division 3  
Cr Peter Cox  
Economic Development Portfolio –  
Health and Medical Precinct and  
Education



Division 4  
Cr Chris Thompson  
Finance and Water Portfolio and  
Corporate Planning Portfolio



Division 5  
Cr Jenny McKay  
Community Programs Portfolio and  
Environment Portfolio



Division 6  
Cr Christian Dickson  
Regional Planning Portfolio



Division 7  
Cr Ted Hungerford  
Service Delivery Portfolio



Division 8  
Cr Jason O'Pray  
Economic Development Portfolio –  
Tourism, Sport, Major Events



Division 9  
Cr Steve Robinson  
Economic Development Portfolio – New  
and Emerging Industries



Division 10  
Cr Greg Rogerson  
Place Management and Delivery  
Portfolio



Division 11  
Cr Russell Green\*



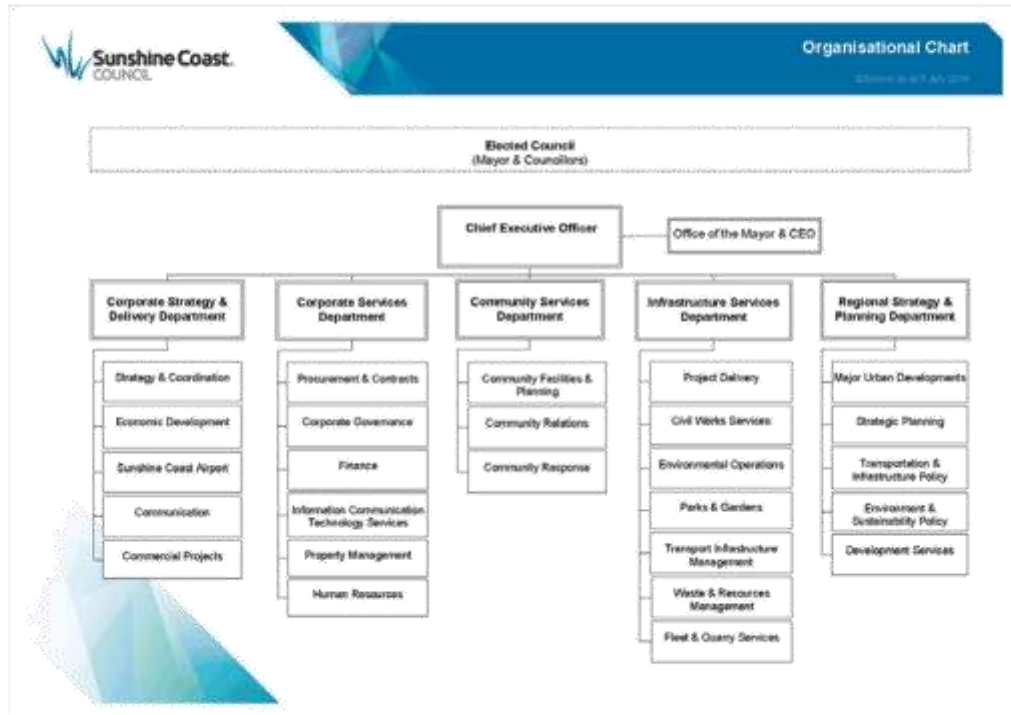
Division 12  
Cr Tony Wellington\*

\*Serving Councillor until de-amalgamation 31 December 2013



## Our organisation

Council's structure consists of five departments each headed by a director. These directors, along with the Chief Executive Officer, make up the Executive Leadership Team.



## Leadership team

The Chief Executive Officer and five Directors make up council's Executive Leadership Team. This team has the shared responsibility for providing the organisation with leadership and direction to achieve the outcomes determined by council.



Chief Executive Officer, John Knaggs



Director Community Services, Coralie Nichols



Director Corporate Services, Ray Turner



Director Corporate Strategy & Delivery, Greg Laverly



Director Infrastructure Services, Andrew Ryan



Director Regional Strategy and Planning, Warren Bunker



## Implementation of corporate and operational plans

## Major Achievements

Council worked hard to deliver the lowest possible rate rise to its customers despite rising costs and the impact of de-amalgamation. The budget delivered schemes which encourage investment and create jobs. This will support the long-term economic success of the region.

### Building economic sustainability

- Capital works program to the value of \$109 million
- Launched Regional Economic Development Strategy 2013-2033
- Launched a new planning scheme
- Started works for building Maroochydore City Centre
- Developed international relations with China and Japan
- Process underway to establish a solar farm to supply council electricity
- Expanded Air New Zealand flights to half-yearly seasons (from 2015)

### Building environmental sustainability

- Acquired close to 400 hectares of environmentally significant land at a cost of approximately \$5.7 million
- Supported 26 not-for-profit community groups through the Community Environment Partnership Program
- Established 15,000 native plants along Maroochydore/Alex Beach to rehabilitate the coastal dunes
- Awarded more than 100 landholder environment grants to improve and protect environmental values on private properties
- Commenced the largest fauna monitoring project to be undertaken in council's environmental reserves to improve conservation management practices.

## Building a sustainable community and lifestyle

- Consolidated three customer contact call centre locations into one, with significant improvements in service
- Major reforms to animal management; cat registration, dogs in outdoor dining areas, dog off leash areas, and the drafting of a Domestic Animal Management (Cats and Dogs) Strategy
- The 2013-2014 Festive Season offered over 80 family friendly activities
- Our venues played host to more than 7,000 performances and events, attracting almost half-a-million people
- Community Grants Program of \$4.4 million provided to support community organisations.



## Vision

*To be Australia's most sustainable region – vibrant, green, diverse*

## Aspiration

*A council the Sunshine Coast community is proud of*

To achieve this we will:

- focus on the future
- connect with our community
- be transparent and accountable
- develop and nurture partnerships
- provide a great place to work.

Vision and supporting themes (2009-2014)



Note: On 12 May 2014 council re-committed to the vision and adopted a new Corporate Plan 2014-2019, focused around five goals. The new corporate plan came into effect 1 July 2014.

## Robust economy

### Emerging priorities

- A broad economic base
- Support for local businesses
- Infrastructure for economic growth
- A sustainable tourism industry
- A strong rural sector.

### Overview

Our quality of life is dependent on a strong economy and in planning for the future we need to be aware of the constraints and opportunities arising from global financial conditions. The region's economic base has been built upon its geography, natural resources and in particular the rural, tourism, construction and retail sectors. Council, through its economic development strategies, will continue to broaden this base to include creative and knowledge-based industries and clean, green businesses that lead to high value jobs and career opportunities.



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### Highlights for 2013/2014:

#### **Boosting the local economy – launched strategies and initiatives including:**

- Sunshine Coast – The Natural Advantage: Regional Economic Development Strategy 2013-2033
- Town Proud (in conjunction with partners) to help towns and communities prosper by encouraging local trade.

**New Economic Futures Board** – board members have been appointed to guide the implementation of the economic development strategy and help transition to the new economy of the Sunshine Coast.

**New Sunshine Coast Events Board** – members of the inaugural Sunshine Coast Events Board have been appointed to promote the Sunshine Coast as a perfect destination for a wide range of major events and to maximise the potential of events to which the region already plays host. Members bring a wide range of experience in the events industry as well as sporting, artistic and cultural areas.

#### **Supporting local business:**

- Council conducted workshops to assist local business in tendering for contracts associated with the Sunshine Coast University Hospital
- \$169 million (69.5%) of council purchases spent with local businesses in the last financial year contributing to a sustainable economy.

#### **Attracted business, tourism and events:**

- Machjet Pty Ltd to headquarter its fixed-wing aircraft maintenance operations at Sunshine Coast Airport
- Westfund Health opened its Queensland state office in Maroochydore
- Best Western gained approval for an international motel at Kawana
- Australian Dragon Boat Championships held at Lake Kawana
- Tough Mudder, 70.3 Ironman and 7 Sunshine Coast Marathon events staged locally
- The first Queensland Special Olympics State Games held at Caloundra
- Developed international relations with China and Japan
- Expansion of season for flights between Sunshine Coast and New Zealand

**Digital community** – Sunshine Coast was selected as Queensland's most web-savvy region at the national Google eTown Awards, recognising the achievements of council and its partners in positioning the region as a dynamic digital community.

**Sunshine Coast Airport runway** – secured land for the construction of the new east-west runway, which is part of the Sunshine Coast Airport Expansion project.

**Capital works** – implemented the Sunshine Coast Airport Capital Program.

**Doing business with council** – encouraged businesses to work with council by providing free consultations, incentive packages, attractive development fees and electronic lodgement options for development applications resulting in 70% of applications being lodged online.

## Ecological sustainability

### Emerging priorities

- The impact of climate change
- Our natural environment preserved for the future
- Viable ecosystems that maintain biodiversity values
- Healthy waterways and foreshores
- Innovative programs to protect our ecology
- Environmentally friendly infrastructure and urban design.

### Overview

Council has a local and global responsibility to current and future generations to protect and enhance the quality of our environment. Preserving our natural environment will ensure that the unique biodiversity of the Sunshine Coast is maintained. In planning for the future, council will lead by example in valuing, promoting and protecting the ecological and diverse values of the region and addressing key environmental issues such as climate change, waste management and healthy waterways.



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### Highlights for 2013/2014:

**Reducing carbon emissions** – Sunshine Coast Airport became the third major airport in Australia and the first in Queensland to be internationally recognised for mapping its carbon footprint and for its commitment to reduce carbon emissions. It now ranks alongside the likes of London City Airport, Singapore Changi Airport, Abu Dhabi International Airport, Barcelona-El Prat Airport and Vienna Airport.

**Environmental off-sets** – engaged with external parties to deliver over \$2 million worth of environmental off-sets to rehabilitate key council reserves over the next four years at no cost to council.

**Environmental Impact Statement** – is underway for the proposed new runway at Sunshine Coast Airport.

**Sunshine Coast solar farm** – council has shortlisted submissions for the design, construction and operation, and associated retail energy services for the proposed solar farm. The project will deliver benefits such as cost savings and carbon footprint reduction, taking another step closer to becoming the most sustainable region in Australia.

**New recycle market at the Buderim Resource Recovery Centre** – the state of the art facility, designed and built by two local companies, opened in November 2013 as part of council's National Recycling Week activities. The facility will help residents minimise waste by keeping useful resources out of landfill.

**Environmental Land** – purchased land to protect the natural environment including sites at Verrierdale (252ha adjoining an existing nature reserve), Cambrook (27 ha) and Ilkley (87ha).

**Healthy Waterways Ecosystem Health Report Card** – our river systems rate among the cleanest in South-East Queensland according to the 2013 report card. Most waterways recorded improved ratings from 2012.

**Environmental programs** – raised environmental awareness through programs and initiatives such as:

- Land for Wildlife – the largest program delivered by a local government in Australia, with over 850 actively engaged landholders
- Kids in Action environmental sustainability conference
- E-waste and mattress recycling to reduce landfill
- Support for 26 not-for-profit community groups through the Community Environment Partnership Program
- Landholder Environment Grants to improve and protect environmental values on private land
- Fauna monitoring project in environmental reserves to improve conservation management practices.

**Pumicestone Passage and Catchment Management Plan** – was adopted by council in March 2014 and provides tailored management responses for the passage and catchment which are highly valuable assets of the Sunshine Coast.

**Coastal Management Policy and Shoreline Erosion Management Plan** – were adopted by council in April 2014 and continue council's commitment to protecting and managing its coastline. The Coastal Management Policy guides existing and future coastal management activities on council-managed land such as the sand nourishment works on Maroochydore beach. When necessary, council will protect significant public assets identified in the Shoreline Erosion Management Plan.

**Capital Works** – implemented the following capital works programs:

- Parks and gardens
- Coast and canal
- Stormwater
- Environmental assets.



## Innovation and creativity

### Emerging priorities

- Partnerships and alliances that drive innovation
- The education sector as a catalyst for business development
- A creative and artistic region
- Council's working culture is dynamic, flexible and entrepreneurial.

### Overview

A culture of innovation and creativity will help brand the region, attract new investment and build on our competitive advantage. It will also ensure that Sunshine Coast communities are able to respond positively to the challenges of the 21st century. Council will develop partnerships and alliances to drive innovation, while also developing arts and cultural opportunities to help foster and encourage creativity.



### Highlights for 2013/2014:

**Innovative management** – council continually reviews its operations and practices to ensure the community receives excellent service delivery and to raise the profile of the Sunshine Coast region. Our key innovative achievements for the year were:

- Customer Service Centre – significant improvements in service through centralising our customer and call centres
- Technology – continued to roll out field based computers to our workforce to allow staff to do 'business on the go'
- Image and branding – raising the profile of the region nationally and internationally by having an easily recognisable brand.

**Art exhibitions** – 22 exhibitions were held across the region including:

- Desert Psychedelic: Jimmy Pike – following Jimmy Pike's artistic journey
- Sons of Beaches 72 – art and film installation charting the development of the seminal pro-surfing movement that rose from the Gold Coast in the early 1970s
- Sunday Drive – works drawn from the Sunshine Coast Art Collection, celebrated the local artists and landmarks that characterise the Sunshine Coast
- Aurukun: Stories of the Wik People – an exhibition of rare indigenous art forms collected for Cape York community.

**Regional Development Fund (RADF) grants** – RADF is a partnership between the Queensland Government and regional councils. During the 2013/2014 year council administered funds of \$182,000 supporting projects in excess of \$1 million. Projects covered a range of creative and artistic work from design, new media and music to theatre, craft and writing.

**Sunshine Coast Venues** – hosted more than 7,000 performances and events, attracting almost 500,000 people. In addition, the draft Sunshine Coast Performance and Community Venues Plan 2013-2028 was endorsed by council for public exhibition and community feedback. The Plan will shape the future of six of council's key performance and community venues over the next 15 years including The Events Centre Caloundra, the Nambour Civic Centre, Lake Kawana Community Centre, Coolool Civic Centre and Beerwah and District Community Hall.

**Sunshine Coast Art Prize (SCAP)** – brought some of the best contemporary art to the Sunshine Coast. Celeste Chandler received the 2013 SCAP 2D art prize. A New Media category has been announced for 2014 and is open to any emerging artist aged 15 to 30 years in the first five years of their practice, who resides in the Sunshine Coast Local Government Area.

**Caloundra Music Festival 2013** – was held in October and attended by 25,000 people over four days. The event is now recognised nationally on the festival calendar and provides opportunities for both international and local artists and new and emerging talent to be showcased. Popular acts were Xavier Rudd, Eskimo Joe and The Baseballs. Just under 50% of attendees came from outside the Sunshine Coast. As part of a sustainable approach, the event provided water bottle filling stations instead of disposable bottled water.

**Worked closely with education providers** – including the University of the Sunshine Coast, TAFE and the Innovation Centre to develop skills and career paths that are required in the region over the next 10 years. The Sunshine Coast Education and Training Consortium was established to coordinate the strategic direction of education services in the region.

## Health and wellbeing

### Emerging priorities

- Safe and healthy communities
- Active lifestyles.

### Overview

An active and healthy community is resilient and enhances people's quality of life. Council plays a role in community wellbeing through safety initiatives, preventative health and education programs, provision of community sport and recreational opportunities and facilitating community interaction. It also has responsibility for ensuring the region's preparedness to deal with natural disasters.



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### Highlights for 2013/2014:

**Recreation** – council allocated \$14 million for the support of aquatic centres and sporting facilities. Major developments and advancements for recreation areas and sports complexes include:

- Adopted the Mooloolah Recreation Reserve Master Plan, which includes the adjoining Mooloolah Pony Club providing a long-term strategy for the next 15 years
- Adopted the Maroochydore Multi-Sports Complex Master Plan, providing a long term vision for the Complex, identifying what it will look like and how it will function for the next 15 years
- Adopted the Elizabeth Daniels Sports Complex Master Plan which provides guidance for the long-term development of the site to maximise its functionality
- Adopted the Nambour Showgrounds Master Plan to provide clear direction on how the Nambour Showgrounds will look and function in the future
- Commissioned Master Plan for Reserve 1000 at Golden Beach which includes land and facilities utilised by the Caloundra City Soccer Club, Caloundra Indoor Stadium, Caloundra Panthers AFL Club, Caloundra Little Athletics, Caloundra District Indoor Bowls Association and the Caloundra and District Rugby League Club
- Makeover of Beerwah Aquatic Centre including tiling the 25m pool, improving dive stands and resealing the timber deck area
- Constructed new sports fields at Parklakes, Bli Bli – the facility includes: three full-sized fields, a clubhouse, meeting space, carpark, and children’s play area.

**Community Sporting Grants** – council assisted community sporting organisations to obtain \$1.2 million in grants under the State Government’s “Get Playing” and “Get Going” programs.

**Disaster Management** – an Emergency Operations and Recovery Team was established. It includes representatives from council and essential service providers, to assist the community during disaster events. Council also continued to promote the “Get Ready Queensland” campaign to residents to help prepare for the storm season.

**Animal Management** – major reforms were conducted to animal management including cat registration, dogs in outdoor dining areas, dog off leash areas and the drafting of a Domestic Animal Management (Cats and Dogs) Strategy.



## Social cohesion

### Emerging priorities

- Equity and opportunities for all
- Strong community groups and networks
- A sense of identity and belonging.

### Overview

Strong communities provide lifestyle choices, share ideas, provide mutual support, and celebrate their local identity and culture. Relationships between governments, community and business sectors build trust and encourage sharing of ideas and resources. Through its social planning strategies and programs, council will help develop a sense of identity and belonging, promote and encourage interactions, ensure equal opportunities and provide information to help strengthen community groups and networks.



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### Highlights for 2013/2014:

**Community parks** – during the year council completed planning and works in many parks including:

- Peregian Beach Park, Peregian Beach. Completed park improvements and landscaping works
- Howard Street to Quota Park, Nambour. Completed pedestrian linkage, new plants and trees, pavement treatments, seats, bollards and public art as part of Nambour Central Park Open Space Master Plan
- Quota Park, Nambour. Commenced construction of skate and recreation hub including district level skate park catering for beginners through to advanced, sunken 3-on-3 basketball court and open space grassed play and recreation areas
- Muller Park, Bli Bli. Construction of a barbeque shelter and two double barbeques, new table and chair settings including a wheelchair compliant setting, an equal access drinking fountain and recycling bin
- Ash Lane Park, Diddillibah. In a two stage program, the park has been landscaped and upgraded with two contemporary shelters and a new barbeque
- Mary Cairncross Scenic Reserve, Maleny. A newly created playground has many innovative and interactive elements including tactile elements for people of all ages and abilities.

**Sunshine Coast Libraries Plan 2014-2024 (draft)** – will shape the future of the Sunshine Coast Council's library network. The vision of the draft Libraries Plan is to "stretch minds and unlock opportunities" to ensure the future operation and direction of the region's library service is sustainable, responsive and appealing. The plan has been endorsed by council for public exhibition and community feedback.

**Sunshine Coast Libraries** – a variety of learning programs continue to be offered through Sunshine Coast Libraries and library membership continues to grow.

**Community Grants** – council provided support to a diverse range of community organisations for the work undertaken through the Community Grants Program. \$4.4 million for community grants and partnership programs was committed in the 2013/2014 budget. A range of projects received funding including: community gardens and heritage exhibitions, street festivals, community projects, sporting groups and an array of community events and celebrations.

**Cultural Heritage Reference Group** – new membership has been endorsed by council to provide advice on the delivery of Cultural Heritage Levy funded projects and the development of a cultural heritage strategy.

**Festive season events** – council promoted and supported a program of more than 80 community events throughout the festive season. This included delivering two major community carols, a regional New Year's Eve event and the Australia Day Awards, flag raising and citizenship ceremonies.

## Accessibility and connectedness

### Emerging priorities

- A transport system that allows ease of movement
- Better public transport
- Affordable access to contemporary communication services
- A community that recognises the importance of universal access and equity.

### Overview

People of all ages and abilities need to get around the region simply and easily in order to conduct business and go about their daily lives. Providing excellent public transport and reducing people's dependence on the motor vehicle will be a significant challenge in our large and dispersed region and council will focus on opportunities to contribute to and champion this outcome. By enhancing accessibility and communication networks, council will help to better share information, reduce our environmental footprint, create wealth and become more involved in community life.



### Highlights for 2013/2014:

**Light rail** – council continues work to assess the feasibility of a rail system. It is envisaged the first stage of light rail, could connect Maroochydore to Caloundra via the Kawana Town Centre and Sunshine Coast University Hospital. This is a long-term project, providing solutions to public transport on the Coast.

**Transport initiatives** – council committed \$1 million to deliver initiatives such as free holiday buses, FlexiLink and CouncilCabs to assist people in getting around the region.

**Streetscapes** – council allocated \$6.2 million for streetscape enhancement across the region. Projects included:

- PLACE+ Beerwah – construction is nearing completion on the \$4 million upgrade of Beerwah's Simpson Street. The end result will be a safe, pedestrian-friendly town centre that encompasses environmental sustainability, continues tourism links with the Glasshouse Mountains and strengthens local business
- Palmwoods streetscape – defining an identity and sense of place for Palmwoods is the aim of council's draft Place Making Masterplan for the streetscape of Palmwoods. Planning has commenced with workshops held to seek local input
- Alexandra Headland streetscape project – the \$3.5 million streetscape project in Alexandra Headland will deliver significant improvements to pedestrian, cyclist and motorist safety
- Coastal Pathway – connecting Kathleen McArthur Park at Currimundi Lake to Oceanic Drive South in Wurtulla is now complete. It is now possible to safely walk, run or cycle almost continuously from Bells Creek to Oceanic Drive. The Coastal Pathway is council's longest shared pathway. It stretches from Coolum Beach in the north, to Golden Beach (Bell's Creek) in the south.

**Major capital works** – council's budget included an allocation of \$47.7 million for transportation. Projects included:

- Doonan Bridge Road East, Coolum – sealing and widening works
- Beausangs Lane, Conondale – gravel road upgrade
- Howard Street, Nambour – pedestrian link
- Bradman Avenue, Maroochydore – shared coastal pathway
- Myla Road, Landsborough – concrete bridge to improve flood immunity, traffic flow and pedestrian safety
- Moy Pocket, Kenilworth – two lane concrete bridge to improve flood immunity and access for residents.

**Capital works** – implemented the transportation capital works program.

**High speed broadband** – continued to advocate for high speed broadband access for the region. Council has identified the digital economy as a key driver of economic growth in the region, with high-speed broadband enabling businesses to transition to the digital economy a priority



## Managing growth

### Emerging priorities

- The areas for growth and renewal are clearly defined
- The heritage and character of our communities is protected
- Well designed and beautiful places
- Timely and appropriate infrastructure and service provision
- Council's services and assets meet the needs of our growing community.

### Overview

Managing growth on the Sunshine Coast positively contributes to the diverse lifestyle choices available to our community. The protection of our environmental, open space, heritage and community values are integral to our future. Council will pursue balanced planning and partnerships with developers, builders, designers and the community to deliver a high quality built environment within an outstanding natural environment.



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### Highlights for 2013/2014:

**Maroochydore City Centre** – the development scheme for the Maroochydore City Centre Priority Development Area was approved by Economic Development Queensland. It is expected to be delivered over the next 20 years, with early staging intended to deliver major roadways, community infrastructure and future transport outcomes.

Works have also begun on the new subdivision on the vacant land beside the Maroochydore Homemaker Centre, with two six-storey commercial developments approved on Plaza Parade.

**Sunshine Coast Planning Scheme** – commenced in May 2014 with an official launch event held at Lake Kawana Community Centre. The planning scheme provides the framework for economic development and prosperity within the region and provides for the right developments to take place in the right locations. It also consolidates the existing schemes so that one set of rules apply, which simplifies development requirements.

**Development approvals** – council undertook a number of initiatives to encourage growth, development and create employment opportunities including:

- Scrapped fees for pre-lodgement meetings between council officers and developers. 280 meetings were held for the year which equates to over \$200,000 value for the industry
- Capped development assessment fees at 2012/2013 prices
- Maintained reduced application fees for all commercial business and industrial land uses
- Introduced "Build and Benefit" scheme which offers up to 50% reduction in infrastructure charges
- Expanded the "Fast Track" assessment program to provide a consistent approach to progressing low-risk applications and to deliver opportunities for fast business. Over 90% of relevant

applications have been assessed within 10 business days

- Provided greater opportunities for electronic business with over 70% of relevant applications now being received electronically.

These initiatives have enabled major developments to get underway faster.

There were 1,662 development approvals in 2013/2014, which is almost a 50% increase on the previous year. Over 90% of these were assessed within statutory timeframes. This resulted in over \$1.2 billion of building construction on the Sunshine Coast, the most encouraging figure for the past five years.

Major approvals included:

- Sippy Downs – shopping complex comprising retail and commercial uses, an educational establishment, conference centre, hotel, community meeting hall and 152 residential units
- Buderim – office space on the last remaining area of vacant land along King Street adjoining Buderim Village Park
- Bli Bli – preliminary approval for Park Lakes II, a master-planned, staged residential development
- Pelican Waters – 243 residential lots and 16 super lots as well as two parks
- Twin Waters – 100-bed aged care facility
- Extension of Maroochy River Resort that incorporates an integrated tourist facility.

**Capital works** – implemented the following capital works programs:

- Building and Facilities
- Fleet
- Waste.



## Great governance

### Emerging priorities

- Ethical, accountable and transparent decision-making
- Effective business management
- Strong financial management
- Highly skilled, engaged and valued workforce
- Advocacy and partnerships
- An informed and engaged community
- Excellence in customer service.

### Overview

Council aspires to be recognised as a highly regarded and reputable organisation. We have an obligation to show leadership and engage with the community, operate according to the law, ensure professional and ethical standards and plan services to meet the needs of current and future generations. Great governance will allow council to achieve these goals and build community trust and pride in our organisation.



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### Highlights for 2013/2014:

**Council budget** – delivered initiatives which encourage investment and create jobs, supporting the long-term economic success of the region including:

- \$29.2 million for environment programs
- \$10.3 million for parks, gardens and beaches
- \$13.2 million for libraries and galleries
- \$6.2 million for streetscapes
- \$4.4 million for community grants and partnership programs
- \$4.1 million for public transport initiatives
- \$3.4 million for major events and festivals
- \$2.9 million for community facilities
- \$14 million for aquatic centres and sports facilities.

**New brand for council** – launched a new corporate identity for the Sunshine Coast Council which reflects the modern and creative organisation. The bright, bold new branding was designed to capture council's vision "To be Australia's most sustainable region".

**New Corporate Plan** – was developed which:

- outlines council's core strategic direction for the next five years
- guides council's decision-making
- identifies key operational actions for the financial year
- is the organisation's primary business planning and performance tool
- steers budget operations and resource allocations.

**Organisational restructure** – council has adopted a new organisational structure following a review and council de-amalgamation. In addition to this, a number of changes to office

accommodation have been completed to assist in building teams, achieve financial efficiencies and establish better connections between areas across the organisation.

**Audit results** – received an unqualified audit report for the fifth consecutive year – an outstanding result given the accounting challenges associated with the former Caloundra, Maroochy and Noosa Council amalgamation and recent de-amalgamation. Council also continued to meet five out of six Queensland Treasury financial ratios.

**Customer Service** – consolidated three customer contact call centres into one, with significant improvements in service. Each year, staff serve more than 46,000 people annually at the counters and handle more than 188,000 phone calls a year, 31,000 email and online enquiries and approximately 5,500 web-chat and web call-back enquiries.

**Capital works** – implemented the following capital works programs:

- Information Communication Technology Services
- Strategic Land and Commercial Properties
- Holiday Parks.

**De-amalgamation** - managed the process for de-amalgamation of the Sunshine Coast Regional Council.

On 1 January 2014, the new Sunshine Coast Council commenced operations, consisting of 10 divisions.

Two of the previous divisions of the Sunshine Coast Regional Council were separated to form the Noosa local government area.



## Annual disclosures

## Corporate governance

Corporate governance guides culture and business practices in the organisation. It covers effective decision-making through strategic and operational planning, risk management and compliance, financial management and external reporting.

At council, governance practices are aligned to a governance framework, which was developed in consultation with the Queensland Audit Office. The framework focuses on:

- organisational accountability, needs and aspirations
- clear and objective strategic thinking
- ethical decision-making
- the importance of the community as a key stakeholder
- the effective discharge of responsibilities
- fiscal responsibility
- council's commitment to good governance and continuous improvement.

In addition to this, council also operates within the relevant legislative requirements at both state and federal levels. Council's policies take into account legislative requirements and good governance practices to guide decision-making and operational activities in the organisation.

## Risk management

Risk management is the identification, assessment and prioritisation of risks. It includes the steps taken to minimise such risks.

At council, the Enterprise Risk Management Framework has been developed to assist in identifying risks and opportunities in all aspects of council operations. The framework is based on AS/ NZS/ISO 31000:2009 which is an international standard for risk management. Strategic risks are reported to council every three months. The Audit Committee review the extreme and high rated risks throughout the year.

## Audit Committee

The overall objective of the Audit Committee is to assist council and the Chief Executive Officer to discharge their duties in accordance with the Audit Committee Charter:

- Corporate governance and responsibilities in relation to the organisation's financial reporting, internal control structure, risk management systems and the external and internal audit functions;
- maintain an independent and objective forum promoting transparency, accountability and an ethical culture throughout council;
- maintain by scheduling regular meetings, open lines of communications with council, executive management, external audit and internal audit, to exchange information and views.

The Audit Committee was comprised of Councillors and independent external representatives as follows:

- Mr Peter Dowling AM (Independent Chair)
- Mr Len Scanlan (Independent Member)
- Cr Chris Thompson
- Cr Christian Dickson

Key activities undertaken by the Audit Committee during the year include:

- Monitor the financial statements annual preparation process and review the draft financial statements prior to certification
- Oversee governance reporting including risk management and workplace health and safety
- Review both external and internal audit plans, reports and recommendations.

External auditors, directors and internal auditors also attend meetings and contribute toward a culture of continuous improvement. The Audit Committee is an advisory committee reporting to council.

## Audit and assurance

The Audit and Assurance Team conduct activities in accordance with best practice principles including guidance issued by the Institute of Internal Auditors. Activities for the period July 2013 to June 2014 covered revenue and expenditure control processes across operational areas of council and the provision of advice and assistance to council staff.

## Councillor remuneration

In August 2013 the provisions of the *Local Government Regulation 2012* relating to councillor remuneration were amended. These amendments saw the removal of a "reference rate", ie the salary payable to a Member of the Queensland Legislative Assembly. A maximum remuneration rate will be set for each local government category by the Local Government Remuneration and Discipline Tribunal annually. In accordance with the legislation, the remuneration rate applicable from 1 January 2013 applied until 30 June 2014.

Importantly, Sunshine Coast Council was the subject of de-amalgamation. Councillors representing de-amalgamated divisions were

remunerated by Sunshine Coast Council until 31 December 2013.

The below table confirms the remuneration paid to Sunshine Coast councillors for the period 1 July 2013 to 30 June 2014:

### Councillor remuneration and allowances

Councillor	Salary(\$)	Employer Superannuation (\$)
Mayor Jamieson	196,809	23,883
Cr Baberowski	119,491	14,339
Cr Dwyer	119,491	14,339
Cr Cox	119,491	14,339
Cr Thompson (Deputy Mayor)	136,361	16,363
Cr McKay	119,491	14,339
Cr Dickson	119,491	14,339
Cr Hungerford	119,491	14,339
Cr O'Pray	119,491	14,339
Cr Robinson	119,491	14,339
Cr Rogerson	119,491	14,339
Cr Green*	62,962	7555
Cr Wellington*	62,962	7555

\*Serving Councillor until de-amalgamation 31 December 2013



### Councillor expenses and facilities

Councillors' Expenses Reimbursement and Provision of Facilities Policy provides for the payment of reasonable expenses incurred, or to be incurred, by councillors in carrying out their duties. The policy also outlines the facilities to be provided to councillors for the same purpose.

Council business is described as activities conducted on behalf of council where a councillor is required to undertake certain tasks to satisfy a legislative requirement, perform ceremonial activities or achieve the business objectives of council. Council business should result in a benefit being achieved either for the local government and/or the local community. This includes, but is not limited to:

- Preparing, attending and participating in council meetings, committee meetings, workshops, strategic briefings, deputations and inspections
- Undertaking professional development opportunities
- Attending civic functions or civic events
- Attending public/community meetings, presentation dinners, annual general meetings where invited as a Councillor
- Attending a community event (eg school fete, community group awards, presentations and fundraisers) where a formal invitation has been received.

Budget per councillor under the policy for the 2013/2014 financial year: \$5400.

Councillors were provided with the following facilities to enable them to perform their duties and undertake council business:

- Administrative support of one full time equivalent officer per councillor
- Office accommodation at one of four council owned or leased premises as well as access to meeting rooms
- Business and communication tools
- Mobile devices\*
- Vehicle<sup>‡</sup>.

\* With the exception of the Mayor, councillors are invoiced 5% of the total call and data

charges in recognition of costs attributable to personal use of such devices.

# The Mayor is provided with a council owned vehicle for council business. Councillors are entitled to be provided with a council vehicle for council business, with access to private use of that vehicle subject to reimbursement to council for expenses associated with private use. Councillors may enter into an alternative arrangement in lieu of the provision of a council vehicle at the discretion of the CEO. Such arrangement equates to no more than the value of the general vehicle entitlement.

It is recognised that community expectations and demands on the Mayor are such that mobile phone and vehicle costs are deemed to be council business.

The following table confirms expenses for Sunshine Coast councillors for the period 1 July 2013 to 30 June 2014.

### Councillor expenses

Councillor	Expenses (\$)
Mayor Jamieson	4834
Cr Baberowski	2215
Cr Dwyer	3765
Cr Cox	1438
Cr Thompson (Deputy Mayor)	2863
Cr McKay	4640
Cr Dickson	2379
Cr Hungerford	1242
Cr O'Pray	3276
Cr Robinson	2975
Cr Rogerson	3733
Cr Green*	4159
Cr Wellington*	281

\*Serving Councillor until de-amalgamation 31 December 2013

## Councillor meeting attendance

Council meetings comprised ordinary meetings, special meetings and strategic discussion forums.

The Ordinary Meeting has a membership comprising all councillors and the mayor.

### Ordinary Meetings

Meetings held: 11

Councillor	Member Attendance*
Mayor Jamieson	10
Cr Baberowski	11
Cr Dwyer	11
Cr Cox	11
Cr Thompson (Deputy Mayor)	11
Cr McKay	10
Cr Dickson	9
Cr Hungerford	11
Cr O'Pray	9
Cr Robinson	11
Cr Rogerson	11
Cr Green**	5
Cr Wellington**	5

\*All councillors are required to attend Ordinary Meetings  
 \*\*Serving Councillor until de-amalgamation 31 December 2013

### Strategic Discussion Forums

Meetings held: 10

Councillor	Member Attendance*
Mayor Jamieson	8
Cr Baberowski	10
Cr Dwyer	6
Cr Cox	9
Cr Thompson (Deputy Mayor)	10
Cr McKay	10
Cr Dickson	6
Cr Hungerford	10
Cr O'Pray	8
Cr Robinson	9
Cr Rogerson	9
Cr Green**	2
Cr Wellington**	3

\*No statutory obligation to attend Strategic Discussion Forums. Councillors notify any absences and reasons for such. These may include competing diary commitments, medical leave, annual leave, professional development and personal commitments.

\*\* Serving Councillor until de-amalgamation 31 December 2013

### Special Meetings

Meetings held: 30

Councillor	Member Attendance*
Mayor Jamieson	29
Cr Baberowski	28
Cr Dwyer	26
Cr Cox	27
Cr Thompson (Deputy Mayor)	25
Cr McKay	26
Cr Dickson	24
Cr Hungerford	28
Cr O'Pray	27
Cr Robinson	24
Cr Rogerson	30
Cr Green**	15
Cr Wellington**	5

\*All councillors are required to attend Special Meetings  
 \*\*Serving Councillor until de-amalgamation 31 December 2013

## Conduct and performance of Councillors

To ensure appropriate standards of conduct and performance are maintained by councillors, a code of conduct has been adopted and a process is in place to deal with complaints. The Code of Conduct for Councillors sets out the standards of behaviours expected of councillors of Sunshine Coast Council. The requirements of the code are in addition to the roles, responsibilities and obligations of councillors set out in the *Local Government Act 2009*.

During the year the following matters relating to conduct of councillors were raised:

Orders and recommendations made under section 180(2) or (4) of the Act.	Nil
Orders made under section 181 of the Act: <i>Cr Rogerson – Concerns of inappropriate behaviour</i> <i>Provision of a written order reprimanding the councillor for the inappropriate conduct</i>	1
Complaints about the conduct or performance of councillors for which no further action was taken under section 176C(2) of the Act	2
Complaints referred to the department's chief executive under section 176C(3)(a)(i) of the Act	Nil
Complaints referred to the mayor under section 176C(3)(a)(ii) or (b)(i) of the Act	2
Complaints referred to the department's chief executive under section 176C(4)(a) of the Act	1
Complaints assessed by the chief executive officer as being about corrupt conduct under the Crime and Corruption Act	Nil
Complaints heard by a regional conduct review panel	Nil
Complaints heard by the tribunal: <i>referred/carried over from previous financial year;</i> <i>referred in 2013/2014 to be heard in 2014/2015 year.</i>	1 1
Complaints to which section 176C(6) of the Act applied.	Nil

## Remuneration packages to senior contract employees

Council has five Directors who are senior contract employees reporting to the Chief Executive Officer.

CEO and senior contracted employees	Total remuneration package per employee
1	\$350,000 - \$390,000
5	\$190,000 - \$250,000

## Public sector ethics

### Code of Conduct

Council has a current Code of Conduct which is operational. New employees are provided with a copy of the Code of Conduct at induction.

### Education and training

Learning and development opportunities are widely available with a focus on communication, leadership, interpersonal skills and performance management.

### Procedures and practices of public sector entities

Council's management and administration procedures align with the principles of the *Public Sector Ethics Act 1994*. Employment and financial delegations are closely monitored to ensure the accountability of officers working with council.

## Registers

Council keeps and makes available a number of registers as required by legislation, these include:

- Gifts and disclosure
- Local law database
- Roads
- Delegations
- Register of interests
- Regulated dogs
- Registered animals
- Environmentally relevant activities
- Waste transporters
- Register of enterprises
- Community engagement
- Lobbyists
- Assets
- Fees and charges
- Business activities to which the national competition policy applies
- Pre-qualified suppliers.

## Change to tenders

### Contract number 1213091

Sunshine Coast Airport –Terminal Building Air Conditioning

Changes to tender specifications occurred following close of tender box on 27 June 2013.

On 29 July 2013, all conforming tenderers were notified via email that council was deleting the air curtains and associated works from the tender. Tenderers were requested to update their Bill of Quantities to remove these line items and resubmit.

### Contract number SP07000

Maintenance and Servicing of Heating, Ventilation and Air Conditioning

Changes to tender specifications occurred following close of tender box on 1 May 2013.

Post Tender Box Close Notice to Tenderers One (1) was sent to all tenderers on 25 July 2013 requesting best and final offers.

### Contract number 1112141

Waste Collection and Recyclable Processing Contract – Separable Portion A – Waste Collection Service

Changes to tender specifications occurred following close of tender box on 28 March 2013.

As a result of possible de-amalgamation Post Tender Box Close Notice to Tenderers One (1) was issued on 13 June 2013.

A further Revised Alternate Service Rate Schedule was issued with Post Tender Box Close Notice to Respondents Two (2) on 1 July 2013.

### Contract number 1112142

Waste Collection and Recyclable Processing Contract – Separable Portion B – Recyclables Processing Services

Changes to tender specifications occurred following close of tender box on 28 March 2013.

As a result of possible de-amalgamation Post Tender Box Close Notice to Tenderers One (1) was issued on 11 June 2013.

### Contract number 1112143

Waste Collection and Recyclable Processing Contract – Separable Portion C – Liquid Waste Collection Services

Changes to tender specifications occurred following close of tender box on 28 March 2013.

As a result of possible de-amalgamation Post Tender Box Close Notice to Tenderers One (1) was issued on 12 June 2013.

### Contract number 1213074

Superintendent – Construction Supervision of Pierce Avenue Landfill Cut Off Wall

Changes to tender specifications occurred following close of tender box on 11 April 2013.

After some consideration, council determined that the role of Superintendent for this project could be successfully performed on a part time basis on site, rather than full time as specified in the tender documents.

Post Tender Box Close Notice to Tenderers One (1) was sent to all tenderers on 23 April 2013 advising that council was considering an alternate methodology for the delivery of the tendered specification.



#### Contract number 1314019

Nambour Skate Park and Landscape Construction Works

Changes to tender specifications occurred following close of tender box on 28 January 2014.

Post Tender Box Close Notice to Tenderers One (1) was issued to all tenderers on 21 February 2014 requesting best and final offers.

The Post Tender Box Close Notice to Tenderers included revised Landscape Construction Drawings and revised Detailed Skate Park Drawings.

#### Contract number 1314035

Caloundra Junior Rugby Union Change Room Construction

Changes to tender specifications occurred following close of tender box on 25 March 2014.

The internal and external painting component was removed from the scope of works.

This was confirmed in the letter of acceptance.

#### Contract number 1314026

Doonan Creek Revegetation Offset Project – Stage 1

Changes to tender specifications occurred following close of tender box on 9 May 2014.

After the initial evaluation and as a result of the original prices tendered, council determined that an additional revegetation area, Area 4, could be included in the works specification.

Post Tender Box Close Notice to Respondents One (1) was issued on 26 May 2014 to all tenderers with a revised technical specification and requesting revised pricing for the additional area. A further Post Tender Box Close Notice to Respondents Two (2) was also issued on 28 May 2014 requesting a revised gantt chart for the additional area.

## Beneficial enterprises

Council participated in beneficial enterprises with the following entities during the 2013/2014 financial year:

- Forestry Products Queensland Pty Ltd
- Noosa Biosphere Ltd
- Sunshine Coast Destination Ltd
- Sunshine Coast Events Centre Pty Ltd.

## National Competition Policy

Council conducted the following business activities during the 2013/2014 financial year:

- Waste and Resource Management
- Sunshine Coast Airport
- Sunshine Coast Holiday Parks
- Quarries.

Waste and Resources Management was a significant business activity and applied the competitive neutrality principle. There were no new significant business activities.

No investigation notices were issued in 2013/2014 by the Queensland Competition Authority for competitive neutrality complaints.

## Administrative action complaints

Council is committed to dealing with complaints fairly, confidentially, promptly and in a respectful manner. It is also committed to providing a superior level of service to its customers, and to open and transparent government. Council aspires to provide a level of service and conduct its business in a way that does not attract complaints. However, where a customer is not satisfied, council is equally committed to the prompt and efficient resolution of complaints. This process supports council's priority to ensure clear accountabilities, ethical standards of behaviour and a commitment to act in accordance with the "local government principles" within the Act.

During the course of the year council adopted a revised Administrative Action Complaints Management Process and it is made available to the public via council's external website as well as being available to staff via the intranet.



The effectiveness of the new process will be monitored through feedback and also the resolution process. In relation to the resolution process particular emphasis will be placed on complaints being appropriately investigated and satisfactorily completed by operational managers with a view to fewer concerns being elevated to an internal review or to the Queensland Ombudsman. The ability to resolve complaints at the frontline demonstrates council's commitment to a superior service level as well as managing customer concerns promptly and respectfully.

During 2013/2014 council:

- received 25 administrative action complaints
- resolved 22 complaints via the administrative action complaints management process
- received three complaints that were not resolved under the administrative action complaints management process (note: these three matters were received in late June 2014 and were unable to be resolved within the 2013/2014 financial year
- had one complaint that was not resolved under the administrative action complaints management process that was made in the previous financial year.

## Summary of concessions for rates and charges

### General Rate Concession

In addition to those classes of land granted a general rate exemption under Section 93(3) of the *Local Government Act 2009* and Section 73 of the *Local Government Regulation 2012*, council grants a general rates concession to land identified in Section 120(1)(b) of the *Local Government Regulation 2012* to the extent council is satisfied the land is owned by an entity whose objects do not include making a profit or an entity that provides assistance or encouragement for arts or cultural development and is one of the following:

- Boy Scout and Girl Guide associations
- Surf Lifesaving and Coastguard organisation

- Community sporting organisation – not for profit organisations without a commercial liquor licence or a community club liquor licence
- Community cultural or arts organisation – not for profit organisations without a commercial liquor licence or a community club liquor licence
- Charitable organisations
  - a) Not for profit organisation; and
  - b) Registered as a charity institution or a public benevolent institution; and
  - c) Providing benefits directly to the community; and
  - d) Endorsed by the Australian Tax Office – Charity Tax Concession.

The concession shall be 100% of the general rate.

### Deferral of general rate

Chapter 4 Part 10 of the *Local Government Regulation 2012* allows council to enter into an agreement with certain ratepayers to defer payment of their general rates. Council's pensioner rate deferment concession for eligible pensioners shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*, Section 120(1)(a) and council's business and enterprise rate deferment concession to eligible businesses or enterprises shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*, Section 120(1)(d).

### Deferment for pensioners

To assist eligible pensioners who have experienced large increases in the value of their property as determined by the Department of Natural Resources and Mines or have experienced financial hardship, council will allow deferment of up to 50% of the general rate. The deferred rates will accumulate as a debt against the property until it is sold or until the death of the ratepayer. The deferment of general rates applies only to ratepayers categorised in Differential General Rates Categories 1, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 28 & 30.

To be eligible to defer up to 50% of the general rate the applicant must:

- own and occupy the property; and

- have no overdue rates and charges on the said property; and
- be the holder of a Pension Concession Card issued by Centrelink or the Department of Veteran Affairs; OR
- a Repatriation Health (Gold) Card issued by the Department of Veteran Affairs; OR
- a Commonwealth Seniors Health Card; OR
- a Queensland Seniors Card issued by the Queensland State Government.

*Note that automatic eligibility applies to those ratepayers currently receiving a Pension Concession on their rate notice. Eligibility for those ratepayers with a Seniors Card will be assessed accordingly.*

#### Deferment for businesses or enterprises

To assist businesses and enterprises in accordance with the Business Investment Policy, council will allow deferment of the general rate to approved applicants under the Sunshine Coast Investment Incentive Scheme. The deferred rates will accumulate as a debt against the property until it is sold or until the payment is required in accordance with the provisions of the Sunshine Coast Investment Incentive Scheme.

#### Interest Charges

Interest Charges, or the payment of an additional charge, shall be applied to all deferred general rates under Section 122(5) of the *Local Government Regulation 2012*. The interest shall be compound interest, calculated in daily rests. The interest rate shall be set at the 90 day bank bill rate as at the adoption of the 2013/2014 Budget.

#### Pensioner Concessions

Council's pensioner rate concession to eligible pensioners shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*.

##### 2.4.1 Eligibility Criteria

The pensioner:

1. Must comply with eligibility criteria contained in the Queensland Government's Rate Subsidy Scheme and must possess a current, valid qualifying concession card, namely:

- Pensioner Concession Card issued by Centrelink or the Department of Veteran Affairs; OR
- Repatriation Health (Gold) Card – (for all conditions) issued by the Department of Veteran Affairs; and

2. Must be the owner (either solely or jointly), or be an eligible life tenant, in accordance with the guidelines for the State Government Rate Subsidy Scheme, of property within the region which is their principal place of residence, AND must have (either solely or jointly) with a co-owner, the legal responsibility for payment of rates and charges which are levied in respect of the said property by the council. In the case of joint ownership, the concession will apply only to the approved pensioner's proportionate share of the applicable rates and charges, except where the co-owners are an approved pensioner and his/her spouse. In this situation the concession will apply to the full amount of applicable rates and charges; and

3. Must, if a 'first time' applicant, lodge and complete the prescribed application to be entitled to a rate concession. The information on this application form will be used by council to verify the eligibility of all pensioners (Centrelink and Veteran Affairs pension recipients). Upon proof of eligibility, the entitlement to a concession will commence from either the card start date shown on the Pensioner Concession Card or the date of occupation of their principal place of residence or the start of the current rating period, whichever is the latter date. Such entitlement shall continue until the sale of that property or until the entitlement to a pension ceases to exist; and

4. Must, if an 'existing' applicant, lodge another application if required by council OR on the acquisition of a replacement property within the region. Entitlements to a concession will continue without interruption if such application is received within a month of the request for a new application or of the property settlement; and

5. Must have owned, or otherwise paid rates on, property within the region for the preceding three years. Pensioner concession may be allowed where the applicant has paid rates on property within the region for five of the last 10 years, so long as the "gap" between ownerships in this period does not exceed 12

months. Discretion may be applied in relation to contribution to the region regarding continuous residency, consistent with pensioner concession arrangements as listed above. For holders of the Repatriation Health (Gold) Card issued by the Department of Veteran Affairs who have been classified as totally and permanently incapacitated the three year ownership provision is waived.

*2.4.2 Method of Calculation*

Pension Rate	Sole title to the property	Joint title to the property
Maximum level of pension	\$230 p.a. maximum	\$180 p.a. maximum
Not Maximum level of pension	\$115 p.a. maximum	\$65 p.a. maximum

**2.4.2.1 Single Owner on the Maximum Rate of Pension**

Where the pensioner is in receipt of the maximum level of pension and has sole title to the property that is their principal place of residence the concession shall be 25% of the general rate up to a maximum amount of \$230.00 per annum.

**2.4.2.2 Joint Owner on the Maximum Rate of Pension**

Where the pensioner is in receipt of the maximum level of pension and owns the property jointly with one or more people the concession shall be 25% of the general rate up to a maximum amount of \$180.00 per annum.

**2.4.2.3 Single Owner not on the Maximum Rate of Pension**

Where the pensioner is not in receipt of the maximum level of pension and has sole title to the property that is their principal place of residence the concession shall be 25% of the general rate up to a maximum amount of \$115.00 per annum.

**2.4.2.4 Joint Owner not on the Maximum Rate of Pension**

Where the pensioner is not in receipt of the maximum level of pension and owns the property jointly with one or more people the concession shall be 25% of the general rate up to a maximum amount of \$65.00 per annum.

**Service, facility, activity supplied by another Local Government**

Nil

**Service, facility, activity for which special rates/charges levied**

- Environment Levy
- Public Transport Levy
- Heritage Levy
- Montville Beautification Levy
- Tourism Levy
- Noosa Waters Lock and Weir Maintenance Levy
- Noosa Junction Levy
- Noosa Main Beach Precinct Streetscape Levy
- Rural Fire Charge
- Brightwater Estate Landscaping Charge
- Twin Waters Maintenance Charge
- Hastings Street Community Safety Charge
- Lower Noosa North Shore Electricity Charge
- Sunshine Cove Maintenance Charge
- Mooloolah Island Maintenance Charge

For additional information refer to the revenue analysis of the Financial Statement 2013/2014.



## Overseas travel

The following table provides details of travel made in an official capacity during the financial year.

Attendee	Destination	Purpose	Cost (\$)
Mayor Mark Jamieson	<ul style="list-style-type: none"> <li>Kaohsiung, Taiwan</li> <li>Xiamen, China</li> <li>Hong Kong</li> </ul>	To attend the Asia Pacific Cities Summit 2013 in Kaohsiung as part of a delegation with the Council of Mayors South East Queensland; to attend the China International Fair for Investment and Trade in Xiamen; and to conduct briefings on key Sunshine Coast Council projects with potential investors in Xiamen and Hong Kong	8752
Mayor Mark Jamieson	<ul style="list-style-type: none"> <li>Hong Kong</li> <li>Shanghai, China</li> <li>Tokyo and Osaka (Japan)</li> </ul>	To undertake an Investment Mission to key Asian markets to conduct briefings on key Sunshine Coast projects with potential investors	9817
John Knaggs, Chief Executive Officer	<ul style="list-style-type: none"> <li>Hong Kong</li> <li>Shanghai, China</li> <li>Tokyo and Osaka, Japan</li> </ul>	To participate in an Investment Mission to key Asian markets to conduct briefings on key Sunshine Coast projects with potential investors	5212
Craig Matheson, Manager, Strategy and Coordination	<ul style="list-style-type: none"> <li>Hong Kong</li> <li>Shanghai, China</li> <li>Tokyo and Osaka, Japan</li> </ul>	To support the Mayor and Chief Executive Officer in an Investment Mission to key Asian markets to conduct briefings on key Sunshine Coast projects with potential investors	5212
Craig Matheson, Manager Strategy and Coordination	<ul style="list-style-type: none"> <li>Kaohsiung, Taiwan</li> <li>Xiamen, China</li> <li>Hong Kong</li> </ul>	To attend the Asia Pacific Cities Summit 2013 in Kaohsiung as part of a delegation with the Council of Mayors South East Queensland; to attend the China International Fair for Investment and Trade in Xiamen and to support the Mayor in the conduct of briefings on key Sunshine Coast Council projects with potential investors in Xiamen and Hong Kong	5922
Cr Chris Thompson, Deputy Mayor and Councillor Division 4	<ul style="list-style-type: none"> <li>Beijing, China</li> <li>Xiamen, China</li> <li>Hong Kong</li> </ul>	To lead the Sunshine Coast Trade and Export Mission of local businesses in the tourism and education industries seeking to gain access to key Asian markets	9117
Paul Martins, Manager, Economic Development	<ul style="list-style-type: none"> <li>Beijing, China</li> <li>Xiamen, China</li> <li>Hong Kong</li> </ul>	To support the Sunshine Coast Trade and Export Mission of local businesses in the tourism and education industries seeking to gain access to key Asian markets	4879
Peter Pallot, General Manager, Sunshine Coast	Auckland, New Zealand	Sunshine Coast – Auckland Route Development	1611

Airports			
Attendee	Destination	Purpose	Cost (\$)
Sue Bamford, Coordinator Business & Commercial, Sunshine Coast Airports	Auckland, New Zealand	Sunshine Coast – Auckland Route Development	1329
Cr Jason O'Pray	Auckland, New Zealand	Sunshine Coast – Auckland Route Development	1135



## Glossary

### Advocacy

The act of speaking or arguing in favour of something, such as a cause, idea or policy.

### Biodiversity

The variety of all life-forms including the different plants, animals and micro-organisms and the ecosystems they form.

### Capital works program

A council plan, which prioritises the construction of the necessary infrastructure (e.g. roads, bridges, buildings) to support the development of the region.

### Corporate Plan

Strategic document that identifies the priorities for council for the next five years and beyond.

### Ecology

The natural environment we live in.

### Governance Framework

Outlines the relationship between the governing and accountability processes of council. It covers management structure, management standards and control and review processes.

### Infrastructure

The basic facilities, services and installations needed for the functioning of a community or society, such as transport networks, drainage, water and sewerage and the like.

### Operational Plan

Details the activities and projects that council will undertake during a 12 month period to achieve the broader strategic direction and outcomes identified in the Corporate Plan which are funded through the budget.

### Place making

Capitalises on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promote people's health, happiness, and wellbeing.

### Sustainable

Meeting the needs of the present without compromising the ability of future generations to meet their own needs.



## Financial information



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