

Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Chief Executive Officer's Report

A message from John Knaggs

Overview

This report provides information on the operations and achievements for the Sunshine Coast Regional Council in relation to implementing its Corporate and Operational Plans for the period January to March 2014.

This is an exciting time for the region as 2014 promises to be a year of both opportunity and achievement for our organisation. It is a time of new beginnings and new opportunities following the de-amalgamation of Council on 1 January 2014 and the implementation of the new organisational structure.

Important consultations were undertaken during the quarter, including the proposed development scheme for the Maroochydore City Centre Priority Development Area, the Sunshine Coast Performance and Community Venues Plan 2013-2028 and the Sunshine Coast Libraries Plan 2014-2024.

Our customer contact remained high during the quarter, demonstrating our continued commitment to providing positive experiences for our customers.

Overview

This is first quarter for the organisation following the Council de-amalgamation on 1 January 2014.

De-amalgamation has been a difficult and sensitive period for the organisation and I would like to thank employees for the ways in which they have continued to conduct themselves professionally and remained focused on serving our community.

Organisationally, one of our points of focus this year will be developing our preferred working culture post de-amalgamation. In February, the Directors and I were out and about talking with staff about the priorities ahead. Included in these conversations were the need to reset the values and behaviours for the organisation and the incorporation of these into the new Corporate Plan.

At the council level, the preparation of the new Corporate Plan is a key activity for the first half of the year. The Corporate Plan is an important roadmap for us all and will provide the central directions and priorities for the work of the organisation over the next four years. It is expected this document will be finalised in May.

This quarter council completed the comprehensive engagement with the community and key stakeholders on the proposed development scheme for the Maroochydore City Centre Priority Development Area.

A large mail-out with information about the city centre proposal and the public notification period was sent to more than 22,000 residents

and council also provided presentations to key industry and resident groups.

More than 300 people visited the display office at Horton Park Golf Club and the information sessions at Sunshine Plaza and Millwell Road Community Centre to seek further information.

There was a positive response from community about new city heart for Maroochydore from the submissions received. The initial assessment of the submissions indicate the community supports a new and dynamic city heart for the Sunshine Coast.

A more detailed assessment of the submissions will be undertaken and the development scheme for the Maroochydore City Centre Priority Development Area will be presented to council in the next quarter for finalisation.

I am pleased to report that approximately 85 per cent of projects within council's Reseal Program have been delivered at the end of the quarter. A total of 185 projects have now been delivered that required over 45,000 tonnes of asphalt.

Some of the projects that have been completed include:

- Substantial resurfacing works within the Mooloolaba precinct, comprising nearly four weeks of staged night works.
- Resurfacing works in Howard Street, Nambour.
- Resurfacing of various streets within Cotton Tree including Sixth Avenue, King Street and Kingsford Smith Parade.

This is a great effort by all staff and contractors as the work has been achieved in areas with significant residential, commercial and traffic volumes.

During the quarter Infrastructure Services also completed a number of significant projects in the capital works program. Some of the key projects completed include:

- Beerwah Rugby League Club – completion of the design and installation of Stage 2 sports field lighting.
- Fairview House Restoration in Maleny.

- Beausangs Lane gravel road upgrade in Conondale.
- Magenta Drive Park, Coolum – pathway upgrades complete along with seating nodes and custom timber shelters.
- Car park upgrade at the Yandina Sports Complex.
- Nambour Showgrounds landscape upgrade.
- Muller Park upgrade at Bli Bli.
- Boongala Terrace, Maroochydore School Precinct – a pathway has been constructed as part of the Maroochydore School Precinct pathway improvement strategy.

The 2014-2015 budget process commenced during the quarter. Councillor workshops were held in February and March, with further workshops planned over the coming months.

These workshops will assist staff in the Corporate Services department to prepare our budget for the next financial year. The adoption of the 2014-2015 budget is scheduled for 26 June 2014.

The *Sunshine Coast Performance and Community Venues Plan 2013-2028* was released for public comment during the quarter, with over 40 submissions received.

The plan aims to transform council's existing network of performance and community venues into one which is able to keep pace with industry standards and meet the creative and cultural needs of the region.

Performances at our three major venues and seven community spaces continued to be popular during the quarter. More than 2000 events occurred over the past three months that attracted over 123,000 patrons.

During the quarter the community were invited to have their say on the *Sunshine Coast Libraries Plan 2014-2024*. Consultation techniques were innovative including the use of 'pop-up libraries' on our beaches to encourage people to provide feedback and become members of the library.

A number of accommodation changes occurred during the quarter to consolidate staff groups at key office locations and depots.

As a result of these changes the organisation has made better use of available work spaces, set up for more efficient co-locations and synergies between work areas and achieved a significant accommodation saving. Many branches, teams and staff are now working more closely with each other and not separated across multiple locations.

Providing quality services and experiences to our customers is a high priority for our organisation. During the January to March quarter telephone and email contacts continued to be the most popular methods of contacting council. Data shows that 51,500 calls, 12,000 visitors to the contact centres, 7500 email requests and 1150 web chats were managed by the Customer Contact Centres.

In addition to these figures, 88 per cent of phone enquiries and 74 per cent of online contacts were resolved during the customer's first contact, and further 87 per cent of phone calls were responded to within 60 seconds. Customer satisfaction ratings for Customer Call Centre staff were high at 4.7 out of a possible score of 5.

Customer service in our libraries also remained high, particularly with the ongoing delivery of The Corner children's program and community education programs. More than 440 programs were delivered in our libraries during quarter in response to community demand. Attendance levels also remained high with more than 13,000 people visiting our libraries.

In addition to the figures above, around 400,000 people visited council's website during the quarter. This continued to highlight the importance of our online resources in communicating and engaging with the community, visitors and stakeholders.



Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Infrastructure Services

A message from Andrew Ryan,
Director

This reports provides a brief snapshot into a purposely driven quarter where the department harnessed the opportunity for a fresh start – a time to begin anew. Accomodation changes were a highlight for the quarter with the consolidation of staff groups into key offices and depots. This has achieved great benefits in terms of increased opportunities for staff who work closely with each other, no longer separated by being spread across multiple offices and depots. This consolidation has also delivered significant accommodation saving to the organisation.

Another noteworthy highlight has been the further deployment of mobile technology to our field based staff. Purposely driven to change the way we work and interact with others – both professionally and personally. The most compelling call to action is the mobile technology's recognised contribution to productivity for staff and customers. The staff are more effective, connected and productive in both the efficiency and effectiveness of operations. This translates to better outcomes for the community.

About the Department

This department is responsible for the delivery, operations and maintenance of infrastructure, both built and natural environment. It encompasses roads, drainage systems, canals, parks, waterways, bushlands, lakes and beaches.

The branches within the department are:

- Transport Infrastructure Management
- Project Delivery
- Civil Works & Fleet
- Parks & Gardens
- Environmental Operations
- Waste & Resources Management

Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

Ecological sustainability

2.2 Our natural environment preserved for the future

During the quarter, a number of operational and capital programs commenced aimed at restoring and protecting our natural environment. Highlights include: the finalisation of the first environmental off-set agreement at Doonan Environmental Reserve and the continuation of the staged renewal of the Maroochy Wetlands Boardwalk.

2.5 Innovative programs to protect our ecology

Following consultation with key stakeholders associated with the Maroochy Regional Bushland Botanic Gardens council staff finalised a mobile site that provides information and background to the centre's sculpture gardens delivered by an individual's mobile devices. Recent usage surveys identified this mobile site as the fourth most popular site of all council applications. This is great outcome for our community.

Across the quarter the Waste Services Councillor Working Group held it's first meeting. The focus of the meetings are to provide a forum for discussion of the region's Strategic Waste and Resources Management issues. The main area currently under discussion has been council's revised Waste Strategy, intended to set the direction for Sunshine Coast Council's waste management for the next 5 years.

Also on the agenda is the rating and charging processes for waste, with an aim to deliver a more equitable regime, together with the waste education process, and encouragement of green waste diversion.

drive waste education, has been a focus with encouragement towards green waste diversion.

2.7 Integrated water cycle management

During the quarter the Stormwater Capital program continued progressing, with 76% of the program now complete. It is anticipated that if no unforeseen impediments are caused, the full program will be delivered by the end of quarter 4, thus ensuring that the community expectations will have been met, and that the specified works will supplement the existing drainage network.

Across this quarter the Pumicestone Water Quality Improvements concept project also continued progressing. This project will provide additional water quality improvements to the stormwater runoff prior to discharge into Pumicestone Passage. The project is being undertaken in partnership with Regional Strategy and Planning, and is currently in the final design stage.

Health and well-being

4.1 Safe and healthy communities

During the quarter the focus for the council's Disaster Management Team has been on the encouragement of both council and the community for their ongoing diligence in staying prepared during the storm season. The Get Ready Queensland campaign continued throughout the season, reminding the community to be aware of dangers and consequences. Assisting in promoting the message, council field crews have remained committed to preparation of council assets and maintenance of public areas to ensure we are ready for deployment should they be required.

Additionally a focus on implementing the learnings and debrief recommendations from the exercise Super Cell, and the final Local Disaster Management Group meeting have continued to progress. A key point that was identified, was that in order to assist the community with the best service we can provide during disaster events, council needed a dedicated Recovery Team. What has emerged is that the Council's Emergency Operations Team (previously known as EOT) would become the Emergency Operations and Recovery Team (EORT). The membership for

the team includes a manager from each area of council's five departments along with representatives from essential service providers external to council. This new operating model will see meetings occur bi-monthly, ensuring that council not only have capacity in the planning, preparation and response, but also in recovery from disaster events on the Sunshine Coast.

Over the last quarter a body of work progressed which involved the initiation and development of the Disaster Management Hub available via council's Intranet site. Along with a Town Square site hosted externally by LGAQ for the disaster management internal and external teams.

The Disaster Management Hub contains information, operational documents, and links to external government sites, which assist council employees. There was also extensive updates to the Sunshine Coast Council Disaster web information, which aids the community to plan, prepare, respond and recover from emergency/disaster events which affect our region. Some of the key resources include:

- The Local Disaster Management Plan;
- Operational plans for the Local Disaster Coordination Centre and Field Coordination Centre;
- Current guidelines and procedures for the coordination of the Local Disaster Management Group during times of both activation and planning/non-activation stages;

The hub is being continuously updated to ensure that council is implementing and promoting industry best practice both with our internal council operations, and with the information, guides and advice we provide to our wider Sunshine Coast Community.

Across the quarter an indepth review of the Waste and Resources Management Branch disaster management processes was completed. The aim for the review was to ensure that information on key contact details and emergency waste disposal sites were still relevant. Additionally the review was to reveal if

the branch had sufficient staff trained in branch response requirements.

Accessibility and connectedness

6.1 A transport system that allows ease of movement

Work is progressing well in delivering the Maroochydore schools precinct pathway upgrades. Consecutively, planning for next year's Beerwah schools precinct upgrades has been progressed. The roll out of the annual public transport infrastructure upgrades for the financial year is now in full swing along with the expected full completion of the new Maroochy Bus Transit facility prior to Easter, 2014.

Furthermore, work is ongoing with the University of the Sunshine Coast in relation to the installation of pavement monitoring equipment. These are subsequently planned in projects such as the Roys Road, Beerwah, reconstruction and Bellvista Boulevard, Caloundra, rehabilitations. It is planned to study the performance of road pavements for future improvement in design and construction techniques.

Managing growth

7.3 Well designed and beautiful places

The development of draft revised service levels are currently under discussion and being workshopped within Parks & Gardens with an intent to further refine and ensure that operational activities align with the proposed service levels. This will also provide an opportunity for Parks & Gardens operational activities to be further aligned across the region.

7.5 Council's services and assets meet the needs of our growing community

At Caloundra Landfill a new sediment pond has been constructed at the rear of the site. This is in line with the Department of Environment Heritage Protection requirements for managing the sediment laden waters that are generated from the site during construction and filling. The connections and treatment facilities

associated with this pond are currently being installed.

A new contract for the processing of kerbside collected recyclables has commenced with Visy Recycling awarded the contract. The company has been undertaking minor upgrades of the Nambour Material Recovery Facility to cater for receipt of all of the materials from across the region.

Across the quarter discussions have taken place for the continued receipt of Noosa materials. As well both the Gympie and Kilcoy materials are currently received at but continuation will be subject to new agreements with those respective regions.

During the past quarter a block of land adjacent to the Nambour Landfill (informally known as the "cow candy" site) was acquired. This has the potential to provide for a range of longer-term waste facilities in an area that is already ideally suited to waste disposal activities. A clean-up of the site has commenced, and the next step will be master planning to identify the ideal site layouts and best usage options.

At the closed Cooloolum landfill, where an unprecedented demand for leachate disposal continues, two projects have been undertaken. Firstly a direct connection to sewerage (via a 2.5 km pipe) has been installed and the connections are now currently being finalised. This will significantly reduce the current costs associated with pumping and trucking of the leachate to the treatment facility. Secondly a project involving the installation of testing equipment on the upper perimeter of the site to try and assess what groundwater inflows are occurring, and how they might be prevented. Measuring will continue through the next quarter, hopefully with some large rain events recorded to assess their impact as well.

Implementation of mobile technology continued progressing with Infrastructure Services Department now using real time information both in the field and in the office resulting in reduced response times and therefore resulting in greater flexibility in meeting demands during a disaster situation.

Across the quarter it was agreed at the Strategic Knowledge Services Committee that

Council would progress with the purchase of a strategic asset management system. Funding has been allocated in the 2014-15 capital works program to implement the system.

State of the Assets Reports have been developed and will be presented to Council during the 2014-15 budget development. It is intended to present Asset Management Plans to Council during the first quarter of 2014-15 with update information from the adopted budget.

Around 85% of projects within Council's Reseal Program have been delivered, requiring over 45,000 tonnes of asphalt for 185 projects. Key achievements within the last six months include substantial resurfacing works within the Mooloolaba precinct, comprising nearly four weeks of staged night works: a great effort by all involved given the quantity and quality of work achieved within the high density residential and commercial environment surrounding the works. During the remaining quarter major resurfacing works in Howard St, Nambour and various streets within Cotton Tree including Sixth Ave, King Street and Kingsford Smith Parade will be completed. Infrastructure Services Contracts staff will also be busy for the remaining months as major pavement rehabilitation contract works will be commencing on Beerburrum Street Battery Hill, Rosevale Avenue, Aroona, University Way, Sippy Downs and Bellvista Boulevard Caloundra. The rehabilitation techniques include in-situ bitumen stabilisation, use of geo fabric, traditional granular pavements and deep lift asphalt.

Operational Performance

Capital Programs

Infrastructure Services has completed 57% of the annual capital works program with planning well under way for delivery of the remaining projects on the program.

Key projects completed during the quarter include:

Beerwah Rugby League Club (\$180,000)

Completion of the design and installation of Stage 2 sports field lighting for the Beerwah Rugby League Club along with the update of the existing electrical switchboard.

Fairview House Restoration, Maleny (\$100,000)

The 1908 pit sawn Beech farmhouse work, included interior and exterior painting, roof maintenance, stabilisation of the rear veranda, and restoration of lost elements. All work performed according to best conservation practice and will facilitate the use of Fairview at Pattermores's to interpret and increase access to Maleny's history and heritage for the wider community.

Beausangs Lane Gravel Road Upgrade (\$286,000)

Work is now complete on the northern section of Bemusing's Lane, Conondale Road and culvert. Improvements will provide residents with better access when the adjacent Mary River is in flood.

Magenta Drive Park, Coolum (\$51,600)

Pathway upgrades complete along with seating nodes and custom timber shelters - all reflecting the character of the Coolum area.

Car Park Upgrade, Yandina Sports Complex (\$585,000)

Two car parks have now been constructed in the Yandina Sports Complex which provides parking for an additional 105 cars. This will ease parking congestion and increase public safety at critical peak times and weekends.

Nambour Showgrounds Landscape Upgrade (\$110,000)

Work included landscape upgrade to turf areas with concrete block retaining walls, also

softscape planting of existing gardens beds. This work will increase the useable space of the area.

Muller Park Bli Bli Upgrade (\$130,000)

Work included construction of a shelter and furniture installation.

Boongala Terrace, Maroochydore School Precinct (\$75,000)

A pathway has recently been constructed as part of the Maroochydore School precinct pathway improvement strategy to ensure that there are connected safe pathways for students to access schools whether walking or cycling.

Outlook

The forward outlook for the next quarter will be:

- In partnership with the community the monitoring of turtle hatchlings emergence success will continue in the next quarter. The results of the monitoring program will provide council with both valuable data associated with the ongoing turtle nesting activity on sunshine coast beaches and also support the ongoing conservation of these endangered species.
- Next quarter will see work commencing on large transportation flagship projects. These projects are split funded to ensure the completion of the work across the duration of the 2014 calendar year. Work includes continuation of the four laning of Sippy Downs Drive across the Siena School frontage, Alexandra Headland Streetscape, Windsor Road TAFE College roundabout and the Myla Road Bridge replacement at Landsborough. Additionally emphasis will be on completion of a number of other key transport projects. Including; Stage 1 of the Glenview Road widening and rehabilitation at Mooloolah, sealing of the final missing link of Doonan Bridge East Road accessing the Peregian Springs area and the majority of the Beerwah Streetscape project works.



Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Community Services

A message from Coralie Nichols,
Director

Highlights for the quarter:

The 2013-14 Festive Season officially concluded this quarter with the hosting of three Australia Day events. Following an extensive review process, Council also chose to endorse an exciting new way forward for the Festive Season program for 2014-15.

A new Cultural Heritage Reference Group has been endorsed by Council. With its experienced and active membership, the Group will be well positioned to provide advice on the delivery of Heritage Levy funded projects and strategy development.

Broad public exhibition was undertaken on two significant plans for our region – the *Sunshine Coast Libraries Plan* and *Sunshine Coast Performance and Community Venues Plan*.

The Community Response branch has undertaken a significant amount of work relating to animal management such as cat registration, dogs in outdoor dining areas and off leash dog exercise areas. Considerable work has also been undertaken for the pending redevelopment of Sippy Creek Pound.

About the Department

This department provides an integral connection between council and our community. It provides social, cultural, sporting and recreational services; and community facilities. Services are aimed at encouraging communities to be safe, healthy, active and vibrant.

The branches within the department are:

- Community Response
- Community Relations
- Community Planning and Facilities

Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

Robust economy

1.1 A broad economic base

Council endorsed a process to identify a Naming Rights Sponsorship partner for the Quad Park precinct. Quad Park is an area of 45 hectares and boasts multiple sporting facilities including a national standard playing field, a 1050 seat stadium, 10 sports fields and Lake Kawana. The benefits of Naming Rights Sponsorship include:

- Exclusivity to precinct naming rights;
- All precinct signage to incorporate sponsors logo/brand;
- Signage at all entry points to the precinct;
- Integration of sponsors logo on all letterheads, business cards, media advertising, website, Facebook, event marketing and promotional material; and
- Corporate hospitality at all major events held at the precinct.

The selection of shortlisted applicants is expected to occur next quarter and a report will be provided to council regarding this matter.

Library presentations to assist small business this quarter included *Social Media Marketing* and *Business Boosting Books*.

Innovation and creativity

3.3 A creative and artistic region

The *Sunshine Coast Performance and Community Venues Plan 2013-2028* was released for public exhibition and attracted 42 submissions. The Plan aims to transform council's existing network of performance and community venues into one which is able to keep pace with industry standards and meet the creative and cultural needs of the region. The Plan covers the Caloundra Events Centre,

Nambour Civic Centre, Lake Kawana Community Centre, Coolum Civic Centre, Kawana Community Hall and Beerwah and District Community Hall.

Performances at our three major venues and seven community spaces continued to be popular with more than 2000 events for the quarter attracting over 123,000 patrons. Key performances included *Lakurassic Park*, George Orwells *1984*, *Careful What You Wish For* (David Strassman) and the *STUFFit* student film festival. Musically the region hosted performances by *Jose Carbo and the Grigoryan Brothers* and *Neil Finn*. A number of expos were also held including the Yoga Festival, Sunshine Coast Destination Expo and LEGO Expo.

The Caloundra Gallery hosted the *Sunday Drive* exhibition, celebrating local artists and landmarks that characterise the region. In addition, the gallery teamed up with the Caloundra Events Centre and Caloundra Library for a very successful collaborative delivery of *Sons of Beaches '72* and *Surfing the Decades*. The exhibition saw an astounding 1610 visitors in January. Workshops at our galleries attracted more than 100 participants for the quarter.

The Regional Arts Development Fund saw 28 applications being received. This quarter also saw the launch of the Sunshine Coast Arts Prize (SCAP). The Cultural Programs team were successful in obtaining \$7500 in cash sponsorships and over \$22,000 in-kind sponsorships for SCAP.

Health and wellbeing

4.1 Safe and healthy communities

The Community Response branch has been undertaking work on the future management of dogs in outdoor dining areas and a review of off leash dog exercise areas. Other key statistics from the branch include:

- 5512 infringements issued
- 312 animals impounded
- 1786 new animals registered

- 172 environmental nuisance complaints received and investigated.

4.2 Active lifestyles

Key achievements in regards to encouraging active lifestyles in the region include:

- A new funding agreement for Mooloolah School pool and ongoing progress on developing a centralised software database to monitor visitation at various aquatics facilities (*Aquatics Plan 2011-2026*);
- Parklakes Sportsfields official opening, activation of Martins Park Bli Bli and continued negotiations with the YMCA for the lease of Arthur Street Hall for a regional gymnastics facility (*Sport and Active Recreation Plan 2011-2026*);
- Ongoing progression of the Nambour Skate Park development (*Skate and BMX Strategy 2011-2020*).

Stockland Stadium continued to host a number of key sporting activities with the Queensland Junior Oztag State Cup and National Outrigger Canoe Sprint Titles. These championships provide a great opportunity to showcase the region and our local athletes as they compete against the best from across the state and nation. The competitions bring more than 6000 spectators and the economic benefit to the region has been estimated to be in excess of \$2.4 million.

Social cohesion

5.1 Equity and opportunities for all

A Deed of Variation with the Commonwealth Government for the *Drawn Together* graffiti removal and education program as part of councils *Youth Strategy 2010-2015*. In addition, staff initiated discussions with other youth services stakeholders to identify future directions and the role council can play to assist.

Lifelong learning opportunities continue to be offered to the community through our libraries. This quarter saw the delivery of Tech Tutorial sessions (eBooks, eMagazines, eAudio books),

Cupcake Decorating, Life in your Element, Simple Nutrition, Hearing Health, Build Great Relationships, Emotions and Health, From Home to Aged Care, Finding Happiness, Right Brain Genius, Integrated Wellness, Creative Photography, Power Cooking, Life Writing Skills, Save Your Sight, Three Brain Learning, Tapping for Health and Creating Wealth.

5.2 Strong community groups and networks

Council opened funding rounds under the Community Grants Program (Major), Regional Arts Development Fund and Landholder Environment Grants with assessments being made next quarter for Council approval and funding. In addition, almost \$40,000 in funding was granted this under the Mayoral and Councillor Discretionary Funding Program and Individual Development Grant program.

Council continues to collaborate with representatives of Descendants of the South Sea Islander community and claimants of the Kabi Kabi and Jinibara peoples on a number of initiatives, including enhancing working relationships between the groups and council. The Gubbi Gubbi canoe project, which was supported with council funding and logistical support, is currently touring South East Queensland.

The Nambour Library celebrated Australia's diversity in March by inviting the community to enjoy Harmony Day. Activities included:

- Morning tea
- Informative workshops hosted by the Department of Immigration
- Photographic exhibitions
- Multicultural cooking demonstrations
- Tai Chi demonstrations.

5.3 A sense of identity and belonging

This quarter saw the conclusion of the 2013-14 Festive Season events with more than 57,000 patrons attending the suite of community events including Carols at Cotton Tree (7000+), Carols on Kings (8000+) and New Year's Eve (42,000+). Council was successful in securing \$97,000 in sponsorship for its Festive Season.

In January Council endorsed upcoming Festive Season program for 2014-15, including:

- A local approach to community carols events across the region, including a partnership program to grow established events;
- The opportunity for council to provide support to local business groups for Christmas decorations where trees within a division have been consolidated to one;
- Council to continue to deliver a signature regional New Year's Eve event at Mooloolaba; and
- Delivering an Australia Day program of civic events including an Awards program, formal flag raising event and citizenship ceremony rotated annually across the region.

The Community Relations branch delivered the Australia Day Awards ceremony where 82 nominations were received. Awards were presented in the categories of:

- Citizen of the Year
- Young Citizen of the Year
- Senior Citizen of the Year
- Community Group or Organisation
- Creative
- Environment
- Sport and Recreation.

Two citizenship ceremonies were held this quarter for 371 recipients.

A new Cultural Heritage Reference Group has been endorsed by Council, and with its experienced and active membership, this Group will be well positioned to provide advice to Council on the delivery of Cultural Heritage Levy funded projects and the development of a Cultural Heritage Strategy.

Accessibility and connectedness

6.4 A community that recognises the importance of universal access and equity

Community Development Officers and Sport & Recreation Officers continue to gain an increased understanding of utilisation rates of existing facilities and are improving efforts to understand demand for space by community organisations.

Council's CommunityHub continues to be well used and is a key tool for the community to advertise events across the region. The site has 704 groups listed in the directory and this quarter had 33,000 page visits.

Managing growth

7.5 Council's services and assets meet the needs of our growing community

The community were invited to have their say on the *Sunshine Coast Libraries Plan 2014-2024*. Consultation techniques were innovative including the use of 'pop-up libraries' on our beaches to encourage people to provide feedback and become members of the library. The vision of the Plan is to 'stretch minds and unlock opportunities' by outlining opportunities to enhance current services and create a sustainable, responsive and appealing library service for all users.

A significant amount of work has been undertaken this quarter regarding the pending redevelopment of the Sippy Creek Pound. A Strategic Discussion Forum was held with Councillors in March. Redevelopment of the pound has been identified as necessary due to future population growth; ageing and non-compliant infrastructure; potential service efficiency gains; and resumption of land for the Bruce Highway Upgrade at the entrance of the current pound.

Great governance

8.7 Excellence in customer service

MyCouncil continues to deliver customer focussed on-line services. During the January and February rating period, customers were able to pay rates by instalments via MyCouncil.

725 customers took up this offer which ultimately resulted in efficiencies of staff time.

Telephone and email contacts continue to be the most popular methods of contacting council with 51,500 calls, 12,000 visitors to our centres, 7500 email requests and 1150 webchats managed by the Customer Contact Centre this quarter.

In addition 88% of phone and 74% of online contacts were resolved during the customer's first contact. 87% of phone calls were responded to within 60 seconds. Customer satisfaction ratings for Customer Call Centre staff are very high at 4.7 out of a possible score of 5. These figures are consistent with previous quarters.

Customer service in our libraries remains high, particularly with the ongoing delivery of The Corner children's program and community education programs. More than 440 programs were delivered this quarter in response to community demand. Attendance levels remained high with more than 13,000 participants.

Operational Performance

Not applicable.

Outlook

The forward outlook for the next quarter will be:

- Implementation of an endorsed Pest Survey Program throughout the region.
- Commence work with the identified Councillor Working Group and the Sunshine Coast Heritage Reference Group on the development of a Heritage Strategy for Council.
- Reports to Council on the future management of cat registration; future management of dogs in outdoor dining areas; Footpath Trading and Dining fees; and review of Off Leash Dog Exercise Areas.
- Continued work on the Sippy Creek Pound redevelopment project with a report to Council on the potential option/s available.
- Further development of a Sunshine Coast Animal Management Strategy.
- Ongoing public presentation of the *Sunshine Coast Libraries Plan 2014-2024* and *Sunshine Coast Performance and Community Venues Plan 2013-2028*.
- Identification and Council endorsement of a Naming Rights Sponsor for the Quad Park precinct.
- Finalisation of a Collections Policy for corporate and cultural heritage collections including the Heritage Library.
- Assessment of Regional Arts Development Fund, Landholder Environment Grants and Community Grants Program applications.



Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Corporate Services

A message from Ray Turner,
Director

Highlights for the quarter:

The January 2014 Rate Run resulted in notices being sent to 130,450 ratepayers, with total rates and charges of \$127.7 million levied.

Councillor workshops on the 2014-2015 budget commenced in February, with further workshops scheduled until budget adoption, which is currently planned for 26 June 2014.

The Organisational Climate Survey commenced on 26 March 2014. This important process will allow all employees to provide feedback on a range of topics and issues. Feedback from the survey will be shared with employees.

Council's computer network achieved a very high 99.95% availability for the quarter.

About the Department

This department is responsible for providing internal support to the organisation necessary for organisation development, good governance and compliance with legislation and standards.

The branches within the department are:

- Procurement & Contracts
- Corporate Governance
- Finance
- Human Resources
- Information Communication Technology
- Property Management

Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

Robust economy

1.2 Support for local businesses

For the eight months to the end of February 2014, Council has spent in excess of \$115 million with local businesses which represents 67% of total purchasing spend.

Innovation and creativity

3.4 Council's working culture is dynamic, flexible and entrepreneurial

The State Government is currently undertaking a major change and modernisation of the awards that apply to our employees. This process is expected to be complete in the June quarter of this year and will bring significant changes to the industrial relations governing our workforce.

Social cohesion

5.2 Strong community groups and networks

The Events Hub is now available via mobile devices with over 14,000 hits over the New Year period.

Managing growth

7.5 Council's services and assets meet the needs of our growing community

A Public Amenities Plan for the Sunshine Coast Council area has been compiled and will be presented to Councillors in April 2014.

Great governance

8.1 Ethical, accountable and transparent decision-making

Work has commenced on a draft Compliance Manual and compliance checklist.

8.2 Effective business management

Council's computer network achieved a very high 99.95% availability for the quarter.

Around 400,000 people visited Council's website during the quarter, highlighting the importance of this medium in communicating with our community, visitors and other stakeholders.

8.3 Strong financial management

Work on the de-amalgamation of the Noosa Shire Council is drawing to a close. The final cash settlement is expected to be complete by early April. A comprehensive report on the total de-amalgamation process will be compiled and presented to Council later in the year.

The January 2014 Rate Run resulted in notices being sent to 130,450 ratepayers, with total rates and charges of \$127.7 million levied.

Councillor workshops on the 2014-2015 budget commenced in February, with further workshops scheduled until budget adoption, which is currently planned for 26 June 2014.

There has been an increase in activity in relation to change of property ownerships with around 90 per day received during the quarter.

8.4 Highly skilled, engaged and valued workforce

The Organisational Climate Survey commenced on 26 March 2014. This important process will allow all employees to provide feedback on a range of topics and issues. Feedback from the survey will be shared with employees.

Operational Performance

Capital Programs

The \$3 million project to upgrade the airconditioning in the Eddie De Vere Building was completed in the quarter.

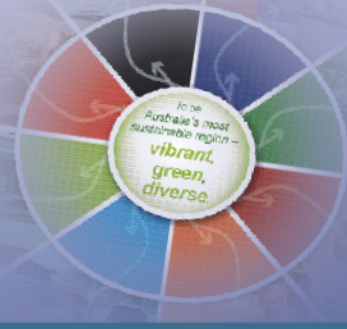
Operational Programs/Projects

The TARDIS Flood warning and disaster hub system trial has been successful and meets requirements. The Disaster Hub prototype is now in the production environment for further refinement and testing.

Outlook

The forward outlook for the next quarter will be as follows:

- A draft Community Leasing Policy is expected to be presented at a Strategic Discussion Forum later in 2014.
- The Organisational Climate Survey will be completed in the next quarter with the evaluation and outcomes provided to the organisation from Insync Surveys.
- Award modernisation to be finalised by the Queensland Industrial Relations Commission in the next quarter.



Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Corporate Strategy & Delivery

A message from Greg Laverty,
Director

During this quarter, the new Department of Corporate Strategy and Delivery came into being as part of our new Sunshine Coast Council.

The Department brings together those council operations that define a number of our key interactions within the organisation and, importantly, engagement with our ratepayers, our business community, and our colleagues in other levels of government.

High on our action list this quarter have been implementation of actions from our Regional Economic Development Strategy, finalisation of our Corporate Plan, engagement with our corporate partners by the newly established Sunshine Coast Events Board, work on re-branding our new council, and realignment of our communication processes to ensure we reach out to members of our community, as well as our internal customers – our Sunshine Coast Council staff members.

Each quarter, this report will provide an opportunity to highlight these interactions and engagement – and what they mean in a tangible sense for the Sunshine Coast region.

About the Department

This department focuses on strategic planning and management for both the region and the organisation.

The department is responsible for the Sunshine Coast's economic development and corporate strategy. This includes council's commercial entities, strategic marketing, and keeping the community informed.

The branches within the department are:

- Commercial Projects
- Communications
- Economic Development
- Strategy and Coordination
- Sunshine Coast Airport

Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

Robust economy

1.1 A broad economic base

With the launch of the Regional Economic Development Strategy in the last quarter, implementation of actions from the strategy commenced. These included establishment of the Sunshine Coast Economic Futures Board; incorporation of the principles and priorities of the strategy into the Sunshine Coast Planning Scheme; commencement of the first three Industry and Investment Plans; adoption of the Sunshine Coast International Relations Policy and 2014 missions program; and commencement of a targeted professional mentoring program.

1.3 Infrastructure for economic growth

Implementation of the Sunshine Coast Airport Capital Program continued, and projects progressed with 89% actual and/or committed on expenditure.

Significant business opportunities for Sunshine Coast Airport continued to be identified. A substantial research project on the long distance commuter market was completed and staff continued their work with airlines in relation to new routes.

The Airport New Runway Strategy proceeded to draft Environmental Impact Statement stage. A change in scope/runway design has impacted on the project's timing and budget.

Tender documents for the Airport Terminal Precinct Master Plan are under development, for finalisation following completion of the Airport Expansion Environmental Impact Statement.

1.4 A sustainable tourism industry

The Sunshine Coast Events Board, launched in the last quarter, met on three occasions.

The quarter saw yet another very successful Mooloolaba Triathlon Festival. The festival, one of the Sunshine Coast's signature major events, entered its 22nd year on the Sunshine Coast. Approximately 6,000 triathletes took part in the Tri and 8,000 athletes participated across the festival, with 85% of competitors visiting from outside the region.

1.5 A strong rural sector

As part of its Rural Futures Strategy, council supported the Sunshine Coast Business Council's Agribusiness Forum. Actions and outcomes from the Strategy – and the Forum – will aid in the development of an Agribusiness Industry and Investment Plan which forms part of council's Regional Economic Development Strategy.

Innovation and creativity

3.2 The education sector as a catalyst for business development

Members were identified and a Chair approached for the formation of an Education and Research Taskforce.

Council continued with its participation in the Education Consortium, an initiative of Education Queensland, to stream pathways from secondary school into tertiary study.

Accessibility and connectedness

6.3 Affordable access to contemporary communication services

Advocacy continued with carriers to improve accessibility to high quality broadband and telecommunications services, as did international benchmarking on connectivity rates and opportunities.

Council made a submission to the Commonwealth Department of Communications in response to the department's Mobile Coverage Program Discussion Paper. The submission ensures that the blackspot areas of Belli Park, Conondale, Kenilworth, and Obi Obi Valley are recognised as potential candidates for the funding program to be released later this year.

Great governance

8.2 Effective business management

The Draft Corporate Plan was prepared and is the subject of consultation with Councillors and staff.

The Value and Success program was completed, with service reviews continuing to be prioritised by council through the annual budget process. Service planning continued as part of core council operations.

8.3 Strong financial management

\$23.4 million in funding was announced by other levels of government, and funding applications totalling \$272,000 are currently under consideration.

Works are in progress for 42 funding contracts valued at \$31.3 million.

Council's community funding alert service has 820 subscribers registered.

8.5 Advocacy and partnerships

Ongoing engagement at Ministerial and senior executive levels continued with the Federal and State governments in order to advance key regional policy and infrastructure priorities.

A new Advocacy Plan which will guide the direction and objectives of council's engagement with the State and Federal governments entered its final stages.

8.6 An informed and engaged community

A strategic communication plan was developed to provide focused delivery of council communications that align to the organisation's priorities.

Portfolios were reassigned to communication officers and media team processes were realigned to improve effectiveness and efficiency in management of the media – thus ensuring best outcomes for council.

Outlook

The forward outlook for the next quarter will be as follows:

- Adoption of the new corporate plan, which will define council's key goals for the next five years.
- Release/endorsement of council's new brand and corporate image.
- A new online news portal *News Centre* will be launched by the Communications Branch. Subscribers to the site will receive daily updates about council news, events and activities.
- Re-commencement of Air New Zealand flights between Sunshine Coast Airport and Auckland, with an extended season and increased frequency of flights.
- Announcement of new or updated NBN rollout plans for the region.
- Preparation by the Education and Research Taskforce of an appropriate Industry and Investment Plan.
- Presentation to council by the Sunshine Coast Events Board on its strategy and funding arrangements.



Sunshine Coast Council Quarterly Progress Report Quarter 3 2013-14



Regional Strategy and Planning

A message from Warren Bunker,
Director

During the quarter to March 2014, the department has reached a number of key milestones, including:

- Public consultation on the proposed development scheme for the Maroochydore Principal Activity Centre took place from 31 January to 17 March 2014. Submissions are being considered for future discussions with the State Government;
- The Environment Levy Program has continued to protect the regions biodiversity with the acquisition of 27 hectares of environmentally significant land in Cambroon;
- On the 25th March Council referred consideration of the proposed Sunshine Coast Planning Scheme to allow for further discussions with the State Government in relation to proposed conditions; and
- Development Services received a total of 2262 applications during the quarter; this is up from 2081 in the same quarter last year and is a positive sign for the Sunshine Coast.

About the Department

This department prepares the integrated policy and strategy framework for the region covering land use, environment, transportation, open space, flooding and drainage, and social infrastructure. It also deals with approvals relating to development covering planning applications, subdivisions, engineering and landscaping works, building and plumbing.

The branches within the department are:

- Development Services
- Environment & Sustainability Policy
- Major Urban Developments
- Strategic Planning
- Transportation and Infrastructure Policy

Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following table.

Robust economy

1.2 Support for local businesses

The planning for developments and infrastructure provisions at Maroochydore, Sippy Downs, Palmview, Kawana Waters and Caloundra South are progressing through regular meetings with the key landowners and developers.

Development Services continued to meet legislative timelines in the Building and Plumbing regulatory functions with over 70% of applications now being lodged electronically.

Demographic statistics have been updated to ensure the 2011 census information reflects the revised Sunshine Coast Council boundaries. This information is now available on Council's website.

Ecological sustainability

2.1 The impact of climate change

The implementation of the 2013/14 actions of the Climate Change and Peak Oil Strategy have continued with the staged implementation of energy efficiency measures into the Caloundra Library and Art Gallery in partnership with Infrastructure Services.

An Earth Hour event was scheduled to be held on 29 March 2014 at Moffat Beach, due to weather this has been postponed to 4 April 2014.

2.2 Our natural environment preserved for the future

The Environment Levy Program has continued to deliver outcomes this quarter including the acquisition of a further 27 hectares of environmentally significant land at Cambroon.

A bi-monthly e-newsletter has been developed to advise internal and external parties of Environment Levy achievements. Interested

parties can subscribe to the newsletter via Council's website.

2.4 Healthy waterways and foreshores

Pumicestone catchment action plan has been endorsed by Council to guide the protection of the catchment over the next 3 years.

A draft Coastal Management Policy and draft Shoreline Erosion Management Plan is being developed for presentation to Council.

2.7 Integrated water cycle management

Stormwater Management and flood studies continue with the upgrade of the Maroochy River and the Mooloolah River Flood models to aid flood hazard mapping and provide information for disaster recovery.

Managing growth

7.1 The areas for growth and renewal are clearly defined

On March 7 Council received advice from the Minister of State Development, Infrastructure and Planning that council could proceed to consider formal adoption of the Sunshine Coast Planning Scheme subject to a range of conditions. At a Special Meeting on 25 March 2014 Council referred consideration of the proposed Sunshine Coast Planning Scheme to allow for further discussions with the State Government in relation to the proposed conditions.

Public consultation on the proposed development scheme for the Maroochydore Principal Activity Centre took place from 31 January to 17 March 2014. Over 90 submissions were received and are being considered for future discussions with the State Government.

A total of 2,262 Development Applications were lodged between 1 January and 31 March 2014, up from 2081 for the same period in 2013.

This incorporated 32 Reconfiguration applications that equated to 528 new lots being approved, including new releases of stages at Pelican Waters, "The Ridges" Peregrin Springs and "Creekwood" at Meridan Plains.

Great governance

8.2 Effective business management

Development Services have continued to improve the suite of electronic services available to customers (including on-site sewerage facilities and backflow device reporting).

During January 2014 the "Development Indicators summary 2013" and "Annual Snapshot" were published on Council's website to provide some development trends and turning points for the 2013 calendar year.

Further statistical information is available quarterly through the DA Indicators Report.

Outlook

The forward outlook for the next quarter will be for:

- Council consideration of the Sunshine Coast Planning Scheme;
- Preparation for the effective implementation of the Sunshine Coast Planning Scheme.
- Continue to plan for a Sustainable Transport System on the Sunshine Coast through the consideration of options for parking management and Light Rail.
- Focus within Development Services areas, to provide early advice, continue to meet the assessments within the statutory timeframes and provide information to the public and the development industry with respect to the new planning scheme.