

2015/2016

# Annual Report







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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.

## Acknowledgement of Country

Sunshine Coast Council acknowledges the traditional Country of the Kabi Kabi Peoples and the Jinibarra Peoples of the coastal plains and hinterlands of the Sunshine Coast and recognise that these have always been places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Sunshine Coast community.



# Contents

|   |           |  |           |
|---|-----------|--|-----------|
| Welcome   | 4         |  |           |
| <b>Section 1: Introduction</b>                                      | <b>5</b>  | <b>Section 3: Annual disclosures</b>                               | <b>38</b> |
| Message from the Mayor  | 6         | Corporate governance   | 39        |
| Message from the Chief Executive Officer                            | 8         | Councillor remuneration  | 40        |
| About our region - Key statistics                                   | 10        | Councillor expenses and facilities                                 | 41        |
| Sunshine Coast local government area divisions                      | 10        | Councillor meeting attendance                                      | 42        |
| Sunshine Coast local government region                              | 11        | Conduct and performance of councillors                             | 43        |
| Councillors   | 12        | Remuneration packages to senior contract employees                 | 43        |
| Leadership team   | 13        | Public sector ethics   | 44        |
| Our organisation  | 14        | Registers  | 44        |
|   |           | Beneficial enterprises   | 44        |
| <b>Section 2: Implementation of corporate and operational plans</b> | <b>16</b> | National competition policy  | 45        |
| A new economy   | 18        | Administrative action complaints                                   | 45        |
| A strong community  | 22        | Service, facility, activity supplied by another Local Government   | 45        |
| An enviable lifestyle and environment                               | 26        | Service, facility, activity for which special rates/charges levied | 45        |
| Service excellence  | 30        | Summary of concessions for rates and charges                       | 46        |
| A public sector leader  | 34        | Changes to tenders   | 48        |
|   |           | Overseas travel  | 49        |
|   |           | Grants to community organisations                                  | 51        |
|   |           | Glossary   | 60        |
|   |           | <b>Section 4: Financial Information</b>                            | <b>62</b> |



# Welcome

Welcome to Sunshine Coast Council's Annual Report 2015/2016.

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 2014-2019* and *Operational Plan 2015-2016*.

The annual report is one of the ways council connects with our community and is the culmination of regular reporting. It shows:

- Council's commitment to achieve its vision for our region
- The results of actioning the corporate and operational plans
- Details of council's achievements
- Details of the services that have been provided to our region
- Transparency and accountability of council





# Section 1

# Introduction





## Message from the Mayor

This is an exciting time to be on the Sunshine Coast and 2015-2016 has been a historic marker in time, as a number of our region's transformative projects have moved from planning to implementation.

Council's plan for the region was affirmed by the community at the March 2016 local government election, providing a clear impetus to continue the journey we commenced in 2012.

Our council has been entrusted by the residents of the Sunshine Coast to shape a prosperous future – one which offers enduring employment opportunities, better access to facilities and services, greater connectivity between communities and an outstanding natural environment. This is not something we take lightly and it drives the approach our council takes as an organisation in everything that we do.

Our region is evolving as a leading city region, with new precincts, projects and developments helping to shape a future for the Sunshine Coast that is smart, healthy and creative – a region that has a strong identity of its own, but is intimately connected with the world.

In the last financial year, council's region-making initiatives that will help build a more prosperous future for our community, achieved some important milestones.

After several years of intensive work, council secured the approvals required from the State and Federal Governments of the Environmental Impact Statement for the expansion of the Sunshine Coast Airport. This will now enable council to proceed to implement its financing strategy for this project, which will deliver an economic benefit to the region of some \$4.1 billion through to 2040.

Australia's only greenfield central business district at Maroochydore is also out of the starting blocks. On 9 February 2016, I had the honour of assisting Premier Anastacia Palaszczuk turn the first sod to mark commencement of work on the Maroochydore City Centre – a project that will deliver more than 30,000 jobs by 2040 and a \$4.4 billion contribution to the Sunshine Coast economy. Our development company, SunCentral Maroochydore Pty Ltd, also commenced marketing of the initial commercial precincts and there has been a strong level of interest from the private sector in wanting to play a part in developing what will become Australia's first truly smart city.

The Sunshine Coast also attracted interest from across the globe when we commenced construction of the Sunshine Coast Solar Farm at Valdora in April 2016. Delivering a utility scale, grid-connected 15 megawatt solar farm is a strong and very tangible demonstration of council's sustainability credentials. Once operational in 2017, council will be offsetting 100% of its electricity consumption with electricity generated from a renewable source. Once again, we are leading the way nationally in an area of importance to our community and indeed, many other Australians.

Our leadership in charting a smart, healthy and creative region was also reflected in council's endeavours to secure the infrastructure that will underpin our region's participation (and that of Queensland) in the digital economy. In July 2015, council made application to the Australian Communications and Media Authority for the declaration of a submarine cable protection zone off-shore from the Sunshine Coast. The delivery of an international broadband submarine cable would potentially enable the region, and south east Queensland, to attract an entirely new calibre of business investment, as well as provide the eastern seaboard of Australia with an alternative point of connection to global broadband communication networks. Work is progressing on this initiative which also has strong bi-partisan support from other tiers of government, given the broader State and national benefits it would deliver.

During the year council also initiated a new campaign to promote the Sunshine Coast as the major events capital of regional Australia. "The World is Coming" campaign, showcased the extensive portfolio of major sporting, music and lifestyle events being hosted on the Sunshine Coast in 2016, which are estimated to contribute about \$100 million to the region. A centrepiece of this program of events was the hosting of the Australian Surf Lifesaving Championships in April, returning to the Sunshine Coast after 36 years.

At the heart of our agenda however, is the community we serve and the important charge that rests with council to preserve the region's outstanding natural assets for current and future generations. Through the facilities that we deliver and maintain for our community – from sporting fields to community halls to libraries – to the important work we do with our residents in protecting our foreshores, maintaining our public parks and gardens and working to improve the health





I doubt you'll find another region in Australia that has a future as exciting as the one we have here on the Sunshine Coast.

and quality of our waterways. This is the day to day work of council that often goes unnoticed, but is a crucial part of ensuring the richness and vitality of our community and way of life remains second to none. Council's partnerships across the community in many of these services and initiatives are testament not only to the dedication and commitment of our staff but also the personal investment that our community is making in its own future.

Something that I am particularly proud of is council's commitment to expanding the region's conservation estate through the use of our Environment Levy. Over the last four years, our council has acquired more land to add to the conservation estate than any of our predecessors and we are deeply committed to continuing this expansion further. Our natural assets are an intrinsic part of who we are and what we value as a community. Council's work with the Queensland Government throughout the year to shape the next iteration of the South East Queensland Regional Plan is not only about accommodating growth and new employment nodes, but also about ensuring that our commitment to our natural assets and landscape values, like preservation in perpetuity of the regional inter-urban break, is well recognised in this important policy and planning document for our region.

In rounding off the year, council achieved the second highest financial sustainability rating available for a local government – and no other council in Queensland is higher than our organisation. Council also received its seventh consecutive unqualified audit report from the Queensland Audit Office. With our continuing prudent fiscal discipline, this not only enables council to invest in the future of the region, it also gives confidence to ratepayers that the financial management of their council is in good hands.

As I travel the length and breadth of this region, I continue to encounter people who are optimistic about their future and that of their families. I also detect that confidence is continuing to grow and I doubt you'll find another region in Australia that has a future as exciting as the one we have here on the Sunshine Coast.

Our Annual Report provides a window into how our council is helping to shape that future. It reflects the efforts of councillors and staff and I commend them all for their outstanding passion, enthusiasm and commitment to our beautiful Sunshine Coast.

Mark Jamieson  
Mayor



“

The council is, I believe, one of the pre-eminent councils in Queensland, and on its way to be number one in Australia.



8



## Message from the Chief Executive Officer

In September 2015 I arrived on the Sunshine Coast to take up the position of Chief Executive Officer of an already highly successful organisation.

During this time I have been working closely with the Mayor and Councillors, the Executive Leadership Team and senior managers, and meeting and connecting with as many employees as possible. The council is, I believe, one of the pre-eminent councils in Queensland, and on its way to be number one in Australia.

I would like to thank the Mayor, Deputy Mayor and Councillors for their commitment and leadership over the past financial year. Their aspirations for the region are enabling the organisation to strive for excellence in its governance and service standards.

Financially the council is in excellent shape. The organisation has achieved seven consecutive unqualified audits and also awarded the second highest credit ranking available by the Queensland Treasury Corporation. No other council in Queensland is higher than the Sunshine Coast – that’s an outstanding achievement.

I have been greatly impressed by the high level of enthusiasm that everyone has for the organisation and the region. I can’t speak highly enough of the skills of our workforce and I believe there is a great level of depth across the organisation. Our people are physically doing the work of the council and delivering outcomes for our community every day and I thank them for their tireless efforts.

The 2016 local government election was held on Saturday 19 March. One new councillor representing Division 4 was elected due to the past councillor not recontesting the election. The Mayor and all sitting Councillors were re-elected. The direction of the council has been reaffirmed by the

community and this will ensure the continuity of the important services being delivered in our region, which will in turn create a bright future for the region.

The Queensland Government released the State Coordinator General's report in 2016, accepting the Environmental Impact Statement (EIS) for the Sunshine Coast Airport Expansion Project. This means the project is now a step closer to delivery. The expansion of the airport by 2020 is expected to contribute \$4.1 billion to the Sunshine Coast economy.

Expressions of interest were invited from investors and developers to be a part of the new Maroochydore city centre which will be the most technologically advanced CBD in Australia. This offer is a unique opportunity for companies and businesses in the professional services, education, research and development, business tourism and civic services sectors to secure a presence in the Maroochydore and be part of creating a brand new city centre in one of the fastest-growing regions in the country.

Council continued to dedicate resources towards a range of place making initiatives in the region. These important projects included Bulcock Street streetscape project (Caloundra), Evans Street four land upgrade (Maroochydore), Maroochydore city centre civil works, design of the Palmwoods Town Square, and master plans were developed for Caloundra Centre, Bli Bli, Palmwoods and Mooloolaba.

In a council led consortium, that included the Melbourne Storm Rugby League Club and the University of the Sunshine Coast, a licence was secured for a national netball team on the Sunshine Coast. This is a major coup for our region with the new national competition commencing in March 2017.

The Environment Levy program delivered many opportunities for council to work collaboratively with the community to protect the lifestyle and environmental values of the Sunshine Coast. During the past year 0.99 square metres of land per resident was acquired for conservation and preservation purposes. Two new land parcels were acquired adding approximately 80 hectares to council's conservation estate, and there was continued investment into improving the health of riparian areas along Bells Creek and Maroochy River. Council also provided support for 115 landholders to undertake environmental improvement activities on private lands.

Council has continued to develop ongoing collaborations to support and build a smart region. Programs supported included Inaugural Mayor's Telstra Technology Awards, Sunshine Coast Hackfest, Start-Up Weekend, GovHack and hosting the Advance QLD Investment and Innovation Summit in May 2016.

Enhanced infrastructure, increased spectator seating, improved field lighting and parking are some of the key recommendations of the Sunshine Coast Stadium Facility

Development Plan 2015-2030, which was adopted by council during the year. As the region's premier venue for sport and recreation, it is estimated that the Sunshine Coast Stadium generates \$12.6 million annually in economic impact on the region's Gross Regional Product.

Council remains focused on ensuring a balanced approach to the community, environmental and economic interests of the region. This is being achieved through a range of services, capital works projects, support programs, environmental acquisitions, forward planning initiatives and community engagement.

More than ever before it is important we strengthen our relationships and work positively with other levels of government, Federal and State MPs and commercial entities to deliver better outcomes for the Sunshine Coast and our community.

There continues to be a strong focus on ensuring our customer service standards are enhanced and, at the same time, we are also driving the provision of key capital works delivery while keeping costs down so we can provide value for money to our residents.

I am proud to report a team of six council employees achieved national recognition in 2016 in winning the Australasian Local Government Management Challenge. The council team were victorious against others teams from around Australia and New Zealand. The annual event is run by the Local Government Professional Association and aims to help maintain and promote problem solving, team work and leadership skills within the workplace.

Working with council's wider leadership team, my focus over the next 12 months is on developing workforce and leadership practices that build a productive culture. It is important the organisation is focused on performance, capability building, personal accountability and nurturing of leadership potential.

Michael Whittaker  
Chief Executive Officer

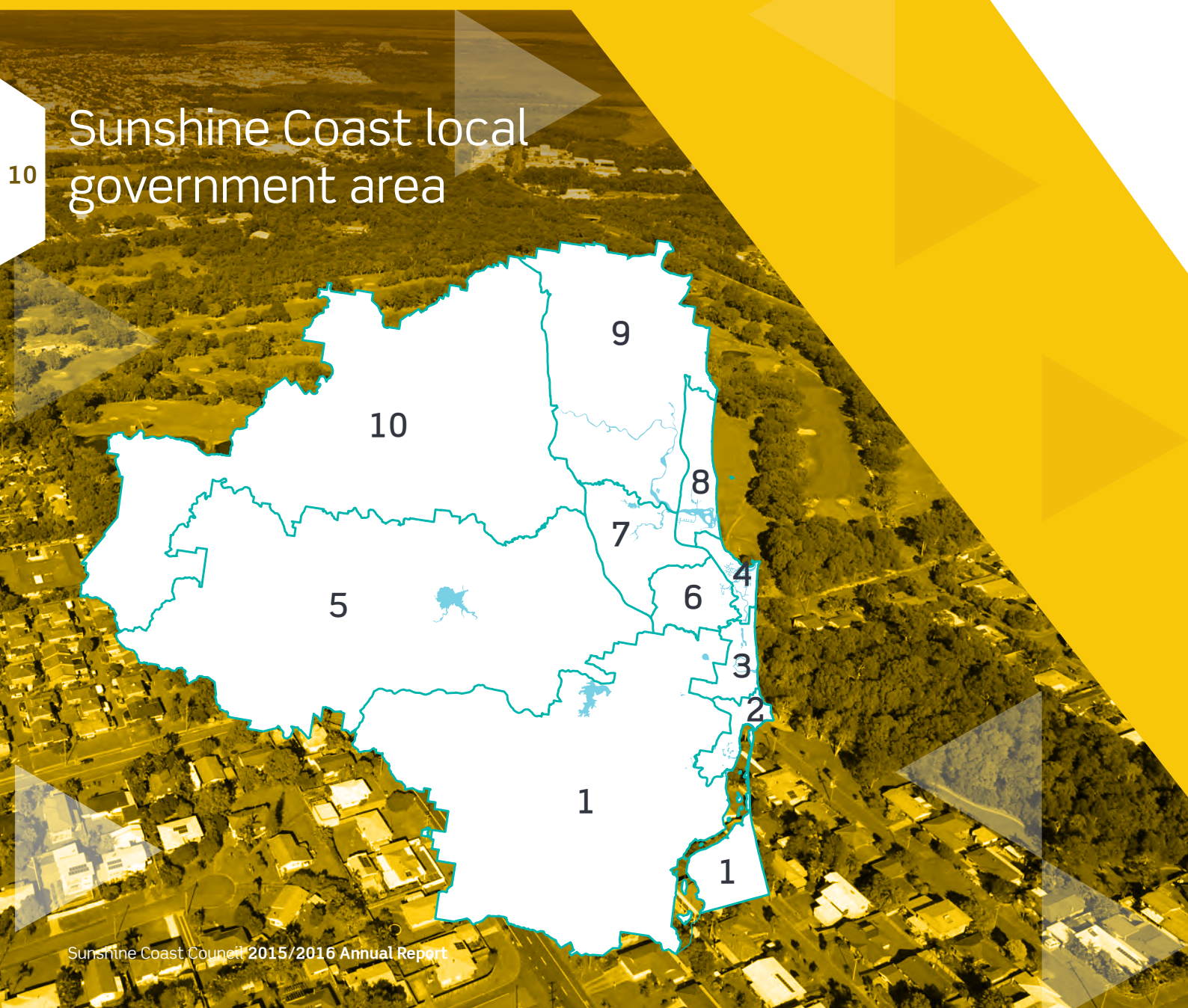


# About our region - Key statistics

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.

## Sunshine Coast local government area

10



# The Sunshine Coast local government region

## The Sunshine Coast has:

- ▶ An area of **2291km<sup>2</sup>**
- ▶ **130 kilometres** of coastline
- ▶ **More than 3700 kilometres** of waterways
- ▶ **1102** recreation parks / landscape and amenity reserves
- ▶ **5883 hectares** of environmental reserves
- ▶ **2848 kilometres** of roads
- ▶ **1140 kilometres** of pathways
- ▶ **130, 216** rateable properties
- ▶ **10 million** waste and recyclable collections per annum (domestic and commercial)

## The economy:

- ▶ **\$12.36 billion** Gross Regional Product<sup>#</sup>
- ▶ **6789** building approvals issued by council and private certifiers+, with an estimated value of construction of more than **\$1.29 billion**
- ▶ **2389** development approvals<sup>+</sup>

Source:

# National Institute of Economic and Industry Research (NIEIR) ©2016.

+ Sunshine Coast Council Development Indicators reports.



Current population estimate

**290,000** persons



# 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

**Portfolio:**  
1 July 15 - 19 March 16  
Economic Development  
21 April 16 - 30 June 16  
Region Making Projects,  
Regional Advocacy and  
Intergovernmental Relations



**Deputy Mayor**  
**Division 2**  
Cr Tim Dwyer

**Portfolio:**  
1 July 15 - 19 March 16  
Regional Projects  
21 April 16 - 30 June 16  
Corporate Strategy and  
Finance; and councillor  
assisting on Economic  
Development and Innovation



**Deputy Mayor**  
1 July 15 - 4 April 16  
**Division 4**  
Cr Chris Thompson

**Portfolio:**  
1 July 15 - 19 March 16  
Finance and Water; and  
Corporate Planning



**Division 1**  
Cr Rick Baberowski

**Portfolio:**  
1 July 15 - 19 March 16  
Transport Strategy  
21 April 16 - 30 June 16  
Transport, the Arts and  
Heritage



**Division 3**  
Cr Peter Cox

**Portfolio:**  
1 July 15 - 19 March 16  
Economic Development;  
Health and Medical Precinct  
and Education  
21 April 16 - 30 June 16  
Place Development and  
Design



**Division 4**  
5 April - 30 June 16  
Cr John Connolly

**Portfolio:**  
21 April 16 - 30 June 16  
Councillor assisting on  
Planning and Development;  
and councillor assisting on  
Tourism, Events and Sport



**Division 5**  
Cr Jenny McKay

**Portfolio:**  
1 July 15 - 19 March 16  
Community Programs; and  
Environment  
21 April 16 - 30 June 16  
Community and Environment;  
and councillor assisting  
the Mayor on International  
Relations



**Division 6**  
Cr Christian Dickson

**Portfolio:**  
1 July 15 - 19 March 16  
Regional Planning  
21 April 16 - 30 June 16  
Planning and Development



**Division 7**  
Cr Ted Hungerford

**Portfolio:**  
1 July 15 - 19 March 16  
Service Delivery  
21 April 16 - 30 June 16  
Governance and Customer  
Service; and councillor  
assisting on Local  
Infrastructure Delivery



**Division 8**  
Cr Jason OPray

**Portfolio:**  
1 July 15 - 19 March 16  
Economic Development -  
Tourism, Sport, Major Events  
21 April 16 - 30 June 16  
Tourism, Events and Sport



**Division 9**  
Cr Steve Robinson

**Portfolio:**  
1 July 15 - 19 March 16  
Economic Development -  
New and Emerging  
Industries  
21 April 16 - 30 June 16  
Economic Development and  
Innovation



**Division 10**  
Cr Greg Rogerson

**Portfolio:**  
1 July 15 - 19 March 16  
Place Management and  
Delivery  
21 April 16 - 30 June 16  
Local Infrastructure Delivery;  
and councillor assisting on  
Tourism, Events and Sport

## 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  
*Commenced 21 September 2015*

Michael Whittaker



Director Community Services

Coralie Nichols



Director Corporate Services

Ray Turner



Director Economic Development and Major Projects

Greg Laverty



Director Infrastructure Services

Andrew Ryan



Director Planning and Environment

Warren Bunker





# Our organisation

Council's structure consists of six departments.

## Elected council (Mayor and Councillors)

## Chief Executive Officer

### Community Services Department

Community Facilities and Planning

Community Relations

Community Response

### Corporate Services Department

Procurement and Contracts

Corporate Governance

Finance

Information Communication Technology Services

Property Management

Human Resources

### Economic Development and Major Projects Department

Commercial

Economic Development

Sunshine Coast Airport

Communication

In April 16 changes were made to the structure to improve alignment and strategic focus. These include the Office of the Mayor and CEO being recognised as a Department and renaming of two departments being:

- Planning and Environment Department
- Economic Development and Major Projects Department



Council has been awarded a **silver certificate** under the 50:50 Vision Councils for **Gender Equity Program**



Council supports

efforts to create jobs for **youth, long-term unemployed** and other groups

**Infrastructure Services Department**

- Project Delivery
- Civil Asset Management
- Environmental Operations
- Parks and Gardens
- Transport Infrastructure Management
- Waste and Resource Management
- Fleet and Quarry Services

**Planning and Environment Department**

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


**Office of the Mayor and CEO**

- Office of the Mayor and CEO
- Audit and Assurance
- Legal Services
- Strategy and Coordination



# Section 2

## Implementation of corporate and operational plans



Council remains firmly committed to its vision for the Sunshine Coast first articulated in 2009:

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

In contributing to achieving the vision for the region, council's purpose is:

“  
To serve the community well and position the region for the future  
”

The Corporate Plan is structured around five corporate goals (shown below), each supported by a suite of outcomes that council is committed to achieve. Highlights under each of the corporate goals are detailed in the following pages.

## Corporate goals 2014-2019

A new economy

A strong community

An enviable lifestyle and environment

Service excellence

A public sector leader





# A new economy

18

Providing the regional policy, regulatory settings and identity that shape a globally competitive economy

## Outcomes

- Strong economic leadership, collaboration and identity
- New capital investment in the region
- Investment and growth in high-value industries
- Strong local to global connections
- A natural, major and regional event destination

## Highlights for 2015/16

### Maroochydore city centre

Construction of Stage 1 of the new Maroochydore city centre started with the first sod for the development turned by Queensland Premier Annastacia Palaszczuk and Mayor Mark Jamieson. Stage 1 construction includes the bulk earth works and public realm (road corridors, canals and waterways, utility placements).

Expressions of Interest were invited from investors and developers to be a part of the new city centre which will be the most technologically advanced Central Business District (CBD) in Australia. The new 53-hectare Maroochydore city centre offers 150,000m<sup>2</sup> of commercial space and 65,000m<sup>2</sup> of retail floor area.

The highly anticipated CBD is forecast to create more than 30,000 jobs for the region by 2040 and provide a \$5.9 billion boost to the Queensland economy over the project's 20-year life.



A new record achieved

**960,000** passengers

through Sunshine Coast Airport

### Sunshine Coast Airport expansion

The development of the Environmental Impact Statement (EIS) for the expansion of the Sunshine Coast Airport was completed in order to secure the necessary approvals and reduce the risk to a potential investor of having to pursue regulatory approvals prior to the project commencing. The State Coordinator-General approved the EIS after considering more than 2200 submissions received from both the draft EIS and the Additional Information to the EIS periods. The Commonwealth Government provided approval to construct and operate a new runway, revised apron and expanded passenger terminal. This means the project is now a step closer to delivery.

Council is seeking a partner to progress the project through Expressions of Interest. The expansion by 2020 is expected to contribute \$4.1 billion to the Sunshine Coast economy.

### Airport passenger growth

Sunshine Coast Airport set a new 12-month passenger record with 964,362 people flying in and out of the airport in the 12 months from July 1, 2015 to June 30, 2016, beating the old record set in January 2009.

### Building our economy

There has been a significant positive shift in the regional economy. Strong indicators that the commitment to the *Sunshine Coast – The Natural Advantage: Regional Economic Development Strategy 2013-2033* and its implementation are producing results include:

- Gross Regional Product for the broader Sunshine Coast region (inclusive of Noosa) increased to more than \$16 billion in 2015. (Source: AEC Group May 16)
- The region has been independently ranked for two consecutive years as having the second highest performing regional (i.e. non capital city) economy in Queensland, and fifth highest performing regional economy nationally. (Source: Australian Local Government Association: State of the Regions Reports 2014-2015 and 2015-2016)
- Business confidence in the region has been highly ranked in the last three successive Westpac CCIQ Business Confidence Surveys with the Sunshine Coast having the highest level of business profitability, sales and revenue of any region in Queensland. (Source: Westpac CCIQ Queensland Business Confidence Survey, December 15)

### Focusing on the economic future

Council has worked collaboratively with the Sunshine Coast Economic Futures Board to broaden the regional economy and support the growth in the new industries such as education, healthcare and professional services. The Board has a strong commitment to building innovation and entrepreneurial sectors and has continued to seek new investment opportunities in the region associated with the seven high-value industries.

### Building council's reputation and attracting investors

Council's partnerships were enhanced and new avenues for regional promotion built through a number of international and national investment missions to destinations including Hong Kong, China, South Korea, USA, New Zealand, Singapore, Philippines, Indonesia, Sydney, Melbourne and Canberra.







### Major achievements:

- Sunshine Coast Airport expansion moved a step closer with the environmental impact statement approved
- Record number of passengers flew in and out of Sunshine Coast Airport
- Development activity reached a seven-year high
- \$180 million of total purchasing spend was awarded to local business
- Major events generated about \$100 million in economic activity

### Supporting local business

\$180 million (65%) of the total purchasing spend for 2015/16 financial year was awarded to local business. This is a great win for the local business economy.

### The World is Coming

“The World is Coming” promotional campaign has showcased the outstanding range of events to be hosted by the Sunshine Coast in 2016. The region will host 60 major sporting, music and lifestyle events this year, estimated to contribute about \$100 million to the local economy. These events are forecast to attract 150,000 visitors and supporters from more than 70 countries.

### Caloundra South development

A significant milestone for the Sunshine Coast occurred with the launch of the Caloundra South development. The 20,000-lot project will be delivered over the next 30 to 40 years and will create thousands of new jobs and economic stimulation. For the past five years council has led the intensive negotiations that have delivered a major win in the form of the Infrastructure Agreement that has been secured for the Caloundra South development area.

### Palmview development

The Palmview Planning Scheme Amendment gazetted on 1 April 16 allowed for the negotiated Infrastructure Agreement signed with the three landowners to become fully effective. One of the developers of the land, Investa, advanced the master planning for its landholding with the first development application lodged with council. It is expected that the first homes will be completed by early 2017.



In 2015/16 the Sunshine Coast hosted **44 major events** attracting 140,000 visitors





## Bokarina Beach

Council approved the Master Plan for Bokarina Beach, including conditions to minimise the impact of development on turtle nesting sites, with the recommendation forwarded to the State Government for ratification. The Master Plan covers about 30 hectares with building heights up to eight stories and will include:

- 291 detached houses
- 829 multiple dwelling units
- Commercial space
- Retail and tourism space
- Village park
- Recreation and community facilities including two hectares of recreational parkland area
- Surf Lifesaving Club

## Kawana Health Precinct

The Kawana Health Precinct continued to take shape as construction on the Sunshine Coast University Hospital entered the final stages before the hospital opens in 2017. Master Plans for the Kawana Health Precinct and development processes for key sites in the area were finalised.

The broader Kawana area has also had a number of developments progress, including the approval of Master Plan applications for Birtinya Island.

## Major events

In 2015/16 the Sunshine Coast region hosted 44 major events, attracting 140,000 visitors/participants from outside the region, generating about \$100 million in economic activity.

## Sunshine Coast Jobs Show

A major employment initiative undertaken by council was the inaugural Jobs Show, resulting in over 160 job placements.

## Performance Measures

| Measure   | Annual Target | Performance Result |
|---|---------------|--------------------|
| Council actions in the Regional Economic Development Strategy implemented in accordance with agreed timelines | 70%           | 77%                |
| Local business graduates' satisfaction with council's Export and Capability Program                           | 75%           | 96%                |
| Estimated economic impact from council-supported major and regional events                                    | \$53 million  | \$98.6 million     |
| Development applications decided within target decision timeframes  | 90%           | 93%                |



# A strong community

## Highlights for 2015/16

### Experiencing our heritage

*Our heritage, our stories* was launched and provides a comprehensive heritage guide to the Sunshine Coast region. The easy-to-use guide includes information on the Coast's aboriginal sites, historic sites, museums and heritage places, and historical societies and research collections. Heritage is an important asset of our region and for this reason the Cultural Heritage Levy was introduced in 2009 to provide ongoing funds towards a range of heritage-related initiatives. The new Heritage Discovery Guide is just one initiative funded by the levy.

### Community grants

In addition to grants from mayoral and councillor discretionary funding, \$3.8 million was provided to more than 760 grant applicants for one-off projects, events and activities that benefit our region.

### Library services

Council held more than 1800 library programs over the financial year with more than 46,000 participants. Council also launched its state-of-the-art mobile library which has the latest technology for all the community to access. The fully accessible new mobile library was an enhancement to library services aimed at improving access to information and technology for the region. The mobile service also includes technology such as iPads to access the many online resources provided for free to library members.

Supporting an engaged, resilient and inclusive community that embraces diversity

### Outcomes

- Safe and healthy communities
- Resilient and engaged communities
- Culture, heritage and diversity are valued and embraced
- People and places are connected

# More than 9000 events held at community venues



## Events Centre Caloundra

Council is committed to increased investment in the Events Centre Caloundra. Some of the key improvements over the next five years will include new seating, an air conditioning upgrade, improved disability access and various backstage upgrades. The enhanced capital works investment is expected to improve the experience for both patrons and visiting artists to the venue.

## Community venues

More than 9000 events were held at community venues over the financial year, attracting more than 600,000 patrons.

## Building a smart region

Council continued to develop ongoing collaborations between research institutions, business and industry to support initiatives, innovation and growth. Programs supported included:

- Inaugural Mayor's Telstra Technology Awards
- Sunshine Coast Hackfest
- Second Generation Innovation challenge
- Start-Up Weekend
- Start-Up Weekend Youth
- GovHack
- Advance QLD Investment and Innovation Summit

## Sunshine Coast safety

Council has endorsed the *Sunshine Coast Community Safety Action Plan 2016-2020*. The Community Safety Action Plan delivers on council's Corporate Plan commitment for a strong community and supporting an engaged, resilient and inclusive community that embraces diversity. The plan will focus on the delivery of actions through three priority areas - stronger, resilient and safer communities.

## A creative community

### Sunshine Coast Art Prize 2016

The 2016 Sunshine Coast Art Prize received a total of 625 entries. This was a substantial increase of 84% on the 2015 entries.

## New art and photography awards

The 10th year of the Sunshine Coast Art Prize celebrated the introduction of the inaugural Environment Art Award, supported by the Living Smart Program and the Landscape and Wildlife Photography Award, supported by the Environment Levy.

## Sunshine Coast Arts Advisory Board

The important role of arts and culture in the region was formally recognised by council with the endorsement of the Sunshine Coast Arts Advisory Board. The Board will be tasked with providing strategic advice and recommendations to council to grow the arts on the Coast. Expressions of interest for Board members were called in April 16.







## Major achievements:

- More than 9000 events were held at community venues, attracting more than 600,000 patrons
- Delivered more than 1800 library programs and workshops to more than 46,000 participants
- Provided \$3.8 million in grants to more than 700 community applicants

### National netball team

A consortium that included council, the Melbourne Storm Rugby League Club and the University of the Sunshine Coast secured a licence for a national netball team on the Sunshine Coast. The Sunshine Coast Lightning will enter the new nationally televised competition in 2017.

### Sunshine Coast Stadium

Enhanced infrastructure, increased spectator seating, improved field lighting and parking are some of the key recommendations of the *Sunshine Coast Stadium Facility Development Plan 2015-2030*, which was adopted by council. As the region's premier venue for sport and recreation, it is estimated that the Sunshine Coast Stadium generates \$12.6 million annually in economic impact on the region's Gross Regional Product. Expanding the capacity and capability of the stadium to host larger scale events has the potential to further increase the economic and community benefits to the region.

### Caloundra Music Festival

The ever popular Caloundra Music Festival was held in October 15, attracting around 32,000 people over four days. It is recognised nationally as a highlight of the festival calendar. The festival is a major contributor to the Coast economy and continues to put Kings Beach, Caloundra and the Sunshine Coast in the national spotlight.



More than **1800**  
library programs



## Hosting major sporting events and teams

Council rolled out the welcome mat over the past year to host a number of significant sporting events and teams. These included:

- The Qantas Wallabies camp at Sunshine Coast Stadium
- An NRL pre-season trial game between the Melbourne Storm and Wests Tigers
- The first year of the Melbourne Rugby League Club's Storm Academy based at the Sunshine Coast Stadium, with a team playing in the NRL's National Youth Competition, the Holden Cup
- International Va'a Federation World Elite and Club Sprint Championships
- The Color Run
- Tag World Cup, which attracted more than 26,000 spectators and participants
- Sunshine Coast Home Show and Caravan Camping Expo
- Gatorade Triathlon Series
- Triathlon Pink
- The launch of the 2016 Australasian Police and Emergency Services Games

- Pre-season camps for AFL clubs St Kilda, Hawthorn, Collingwood, Melbourne, Brisbane Lions, GWS Giants and the Western Bulldogs
- The School Sport Australia 2016 Combined Australian Football National Championship

## Capital Works Program

The Transport Capital Works Program was implemented.

## Performance Measures

| Measure   | Annual Target | Performance Result |
|---|---------------|--------------------|
| Average patron satisfaction with council venues provided for hosting community events and programs    | 70%           | 90%                |
| Increased patronage of council controlled major sporting facilities, performance and community venues | ≥ 5%          | 35%                |
| Increase in new library memberships   | ≥ 5%          | 6.1%               |
| Ratio of desexed animals registered with council compared to total animal registrations               | 91%           | 92%                |



# An enviable lifestyle and environment

26

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

## Outcomes

- Healthy natural ecosystems and protected remnant vegetation
- Well-managed and maintained open space, waterways and foreshore assets
- A reputation for innovative environmental practices
- A region shaped by clever planning and design

## Highlights for 2015/16

### Protecting the environment

Council worked collaboratively with the community to protect the lifestyle and environmental values of our region. Highlights included:

- Establishment and management of environmental reserves
- Rehabilitation projects on the Pumicestone Passage, Mary River and Maroochy River
- Monitoring fauna populations
- 22 community Environment Levy partnerships
- Pest management, Flying-fox and koala programs

### Protecting our beaches

Council pumped more than 20,000 cubic metres of sand onto Maroochydoore beach as part of its ongoing re-nourishment program. This helped with the very successful staging of the 2016 Australian Surf Lifesaving Championships.

A Sand Sourcing Study was undertaken to understand the impact of beach erosion and identify innovative ways to re-nourish foreshores. The study considered a number of regional erosion hotspots within our region and how these can be addressed in a sustainable way





# 77 new Land for Wildlife properties

## Environmental land purchases

Council's Environment Levy Land Acquisition Program acquired two properties located in the Sunshine Coast Hinterland to protect and enhance a number of endangered species of flora and fauna spread across 80 hectares of land. Since the program began in the early 1990s, council has purchased almost 3000 hectares of environmentally significant land in a bid to preserve and improve the biodiversity of the region.

## Land for Wildlife Program

Highlights include:

- 77 new Land for Wildlife properties registered with a total property size of 850 hectares
- 20 workshops and field days held, involving 300 members
- Land for Wildlife Incentive Program provided 22,725 native plants, installed 239 nest boxes and offered weed management materials and training to 32 landholders
- Landholder Environment Grants program provided \$329,600 of funding to 115 properties to conduct bushland rehabilitation, revegetation and other conservation works
- Five new Voluntary Conservation Agreements (VCA) protecting 77 hectares of habitat
- The total area of habitat protected through the VCA program on the Sunshine Coast now exceeds 1090 hectares

## Pumicestone Passage

The *Pumicestone Passage and Catchment Action Plan 2013-2016* was released in October 15 in partnership with the Moreton Bay Regional Council. The catchment area covers 785 square kilometres, 58% of this is within Sunshine Coast Council boundaries. The plan outlines a range of actions, including what is being done to improve water quality, protect and restore wildlife, minimise impacts from population growth, and improve social values and economic values.

## Mary Cairncross Centre

Mary Cairncross Scenic Reserve received a boost with the improvement of a main walking trail. The upgrade is one of many recreational projects on council's \$183 budgeted capital works program to improve our region's beautiful outdoors. The construction of the new \$4.7 million Mary Cairncross Scenic Reserve Discovery Centre, café and boardwalk will improve council's ability to reflect the conservation values of the reserve. More than 200,000 people visit the Mary Cairncross Scenic Reserve each year and the new centre will improve the experience at this destination.





## Major achievements:

- A number of key centres throughout the region are being revitalised and transformed
- 2830 hectares of environment land acquired since the 1990s
- 115 landholder environment grants approved to the value of almost \$330,000
- 77 new Land for Wildlife properties registered with a total property size of 850 hectares

## Planning and designing places

The following key areas are being revitalised to improve our region's lifestyle and the environment:

- Maroochydore City Centre - Civil works commenced
- Caloundra City Centre - Masterplan developed
- Bulcock Street – Major transformation
- Evans Street – Major road transformation
- Coolum Civic Centre – Jack Morgan Park upgrade and revitalisation
- Palmwoods – Masterplan developed
- Mooloolaba – Masterplan developed
- Nambour - Activation Plan adopted
- Bli Bli – Masterplan developed

## Caloundra transformation

The Bulcock Street makeover is well underway and is set to reinvigorate the Caloundra area, bringing visitors, activities and events to the area. The upgrade, which is scheduled to be completed in late 2016, aims to build on the existing character, enhancing the look and feel whilst incorporating advanced smart city technology.

## Maroochydore accessibility

Council's \$20 million Evans Street upgrade progressed significantly with earth and civil works being undertaken. The Evans Street Upgrade involves the duplication of Evans Street from Maroochydore Road to Plaza Parade from two lanes to four, two new signalised intersections at School Road and Millwell Road East and U-turn facilities at School Road and Maroochydore Road. This is one of the largest projects undertaken by council and work is due for completion in late 2016.



**22** community Environment  
Levy partnerships





## Mooloolaba bikeway

Families and bike riders of all ages and abilities are now taking advantage of Mooloolaba's new separated bikeway which runs between Minyama and Mooloolaba. This new bikeway provides a safe avenue for cyclists and has revitalised the precinct. This infrastructure compliments council's goal to provide safe coastal bikeways between Coolum and Caloundra whilst also helping to ease traffic congestion.

## Coolum upgrade

Council officially opened the first stage upgrade of Jack Morgan Park in Coolum, including the refurbished Coolum Civic Centre. Surrounding external infrastructure upgrades consist of new outdoor seating areas and trees, better footpaths and lighting, bike racks, way-finding signage, and a safer "drop off" zone for vehicle passengers.

## Coolum Sports Complex

Council has worked with the State Government on a \$2.4 million expansion to the Coolum Sports Complex. This upgrade was part of council's Coolum Sports Complex Masterplan. The new multi-use field caters for a variety of sports, including junior cricket and soccer. The expansion includes a new field, which has a synthetic turf cricket pitch with a junior boundary, a training area, 78 car parks with LED lighting, pathways, smart city field lighting and shade trees.

## Reducing emissions

Nambour landfill gas field expansion has resulted in a significant increase in gas being captured and flared at the site, further reducing emissions that are a contributor to global warming. The expansion has resulted in an average increase in gas captured and flared from 45,894m<sup>3</sup> per month to 393,226m<sup>3</sup> per month.

## Capital works program

The following capital works programs were implemented:

- coast and canals
- environmental assets
- parks and gardens
- holiday parks
- waste
- stormwater



## Performance Measures

| Measure   | Annual Target | Performance Result |
|---|---------------|--------------------|
| Council's greenhouse gas emissions reduced (tonnes per employee)  | 23            | 23.5               |
| Audited parks meeting maintenance standards   | 90%           | 95.4%              |
| Hectares of land per resident acquired through environment levy for conservation and preservation purposes maintained | 1.5sqm        | .99sqm             |
| Increase in landholders and community groups partnering with council in environmental and conservation programs       | 7.5%          | 13.1%              |



# Service excellence

30

Providing value-for-money services responsive to the needs of the community

## Outcomes

- Customer focussed services
- Services and assets are efficient, appropriately maintained and managed to meet the needs of a growing community
- Sustainable waste and resource management services

## Service delivery 2015/16

### Customer satisfaction survey

In November 15, council conducted its bi-annual Community Satisfaction Survey. The survey is important for understanding the community's view of the importance of each of council's services and the level of satisfaction with each service. This is an important part of council's review process, and a consideration in the annual prioritisation and allocation of financial and human resources. Satisfaction with council's overall performance increased by 15% - rating 3.74 out of 5 compared to 3.51 in 2012. Across all services, council scored 66, three points higher than in 2012, and one point higher than the mean average for 23 comparable metropolitan councils across Queensland and New South Wales.

### Connecting with customers

Customer service centres provided a variety of ways for customers to interact with the organisation, including in person, by phone and online. During the year around:

- 39,000 customers visited a service counter
- 37,000 customers emailed
- 177,000 customers phoned the main call centre
- 6000 customers took advantage of council's live-chat facility



**177,000** customers  
phoned the main call centre

### Development service support

Council works closely with the community to provide development services.

Key indicators included:

- \$1.29 billion building approvals recorded
- 40,900 development enquiries
- 44,000 PD online users, an increase of 40%
- 14,609 applications received
- 1760 plumbing inspections conducted at Sunshine Coast Public University Hospital
- 359 free pre-lodgement meeting requests

### Building and development activity

Development activity achieved a seven-year high point with 2015 one of the busiest years on record for development in our region. A total of \$1.29 billion in building approvals were issued for the 2015/16 year, and the number of approvals increased 15% on previous year. November 2015 resulted in the largest lot approval month since 2009, with 429 new lots created.

Significant developments approved included:

- Global YOU! headquarters and Coles supermarket in Sippy Downs
- Aged care facilities at Coolum and Warana
- A large medical complex in Birtinya
- A \$20 million development at Bli Bli for new commercial offices, short-term accommodation units, hotel, gym, tavern and children's play area as well as streetscape upgrades

### Making it easier to connect with council

#### New web platform

Council launched a new web platform, incorporating a new design and improved functionality behind the scenes. The update included a contemporary and responsive design which allows our website to be easily and accurately viewable on all mobile devices, as well as desktop or laptop computers. The search capability and revised navigation will make it far easier for our community to find what they are looking for quickly, and complete tasks on the website easily and efficiently.

### Council App

Council created and launched an app to provide customers with an efficient and user friendly way of connecting with the organisation. The app streamlines communications, enabling council to serve residents more quickly and efficiently, while also providing useful information to visitors, such as the locations of wifi and patrolled beaches. While providing key services, the app can also offer interactive experiences for visitors.

### Trialling smart technology

Council has opened the doors of its first Smart Centre at 63 Bulcock Street, Caloundra. The Smart Centre showcases how we are introducing smart, energy efficient and new technology solutions, which will enhance the Sunshine Coast's liveability, workability and sustainability.







### Major achievements:

- Customer satisfaction with council's services increased by 15%
- 177,000 phone calls from customers were received at our main call centre
- 40% increase in PD Online users
- Construction on the Sunshine Coast Solar Farm commenced

### Solar farm construction

Council's quest to become Australia's first local government to offset its entire electricity consumption from green energy, powered ahead with the announcement that Downer Utilities Australia Pty Ltd had been awarded the tender to construct a 15 megawatt (MW) solar farm on council-owned land. Council is striving to become Australia's most sustainable region and the Sunshine Coast Solar Farm at Valdora will help achieve that vision. This project will enable our council to become the first local government in Australia to build a utility scale, grid-connected solar farm. The 15MW solar farm, covering 24 hectares of a 49 hectare site, will be the biggest solar farm in Queensland. By mid 2017, the solar farm will offset 100% of the organisation's electricity consumption across all its facilities and operations. This will include our administration buildings, swimming pools, performance venues and community centres, our holiday parks, libraries, art gallery and sport and recreation facilities. Energy produced by the solar farm will also go into the electricity grid.

### Improving road safety

Council endorsed the *Sunshine Coast Road Safety Plan 2016-2020* which describes the vision for the Sunshine Coast to be recognised as a place which provides a safe travel environment for all road users. Targets to evaluate the progress towards this vision include fewer fatalities, hospitalisations and total crashes in our region than the Queensland average. The plan focuses on driver education, crash investigation and prevention, pedestrian and cycling facilities and speed management measures.



By mid 2017  
the solar farm will offset

**100%** of the

organisation's electricity consumption



## Disaster readiness

The revised *Sunshine Coast Council Local Disaster Management Plan 2015-18* was endorsed by council and builds on the previous plan with the focus on ensuring the safety of the Sunshine Coast community. It aims to preserve lives and prevent injuries, to mitigate property damage and to protect the environment. The new plan provides guidance for council, emergency service agencies, non-government organisations, volunteer groups and the community.

## Sippy Creek Animal Pound

Construction of the new animal pound facility commenced. The new pound will bring the existing small animal compound at Tanawha and large animal compound at North Landsborough together. It will include a cattery building with 32 individual cat enclosures, 32 individual kennel modules, assessment facility for administering animal procedures, a large animal enclosure and central administration and reception building.

## Pest management

A Pest Survey Program was conducted with properties in the localities of Peachester, Conondale, Eudlo, Hunchy, Mapleton, Reesville, Witta, Weyba Downs, Tanawha and North Arm being inspected for declared pest plants. In addition, officers performed routine night time feral animal surveying in the areas of Kenilworth, Conondale and Cambrook in April to

determine the distribution, population, size, habitat use and impacts of feral animals. Council also worked with Queensland Parks and Wildlife Service to implement the coastal fox control program from Mudjimba to Peregian.

## Surf Life Saving Championships

The Australian Surf Lifesaving Championships were held on the Sunshine Coast in April 16. Four years of planning went into the single largest event the Coast has ever hosted, with more than 7000 surf lifesavers participating in more than 400 events. Council was heavily involved in the preparation work to ensure the event was a success. Works included the beach replenishment program, maintenance of parks and gardens, promotion of our region, event management, permits and the delivery of all works and projects in and around the event precinct.

## Performance Measures

| Measure   | Annual Target | Performance Result |
|---|---------------|--------------------|
| Operating surplus ratio ( <i>ratio between operating revenue and operating expenses</i> )     | 3.5%          | 6.5%               |
| Asset sustainability ratio ( <i>spending on existing assets through renewal</i> )             | 70%           | 88%                |
| Asset consumption ratio ( <i>ratio of asset current value relative to replacement value</i> ) | 80%           | 78%                |
| Capital works achieving physical completion   | 90%           | 76%                |
| Percentage of successful prosecutions relating to vicious dog attacks                         | 97%           | 100%               |
| Ratio of customer interactions conducted online compared to other contact channels            | 27%           | 28.5%              |
| Percentage of calls to customer contact centre answered within 60 seconds                     | 80%           | 89.5%              |
| Waste diversion rate  | 32%           | 38.25%             |



# A public sector leader

34

Delivering a high performance organisation, supported by good governance and robust decision-making

## Outcomes

- Robust and transparent decision making
- A financially sustainable organisation
- An employer of choice
- Productive, professional partnerships

## Highlights for 2015/16

### Strong financial management

Council received a clean audit report for 2014/15. This is the seventh consecutive year that council has achieved this outcome.

Council's 2014/15 financial statements were audited by the Queensland Audit Office (QAO) to ensure accounting and legislative compliance. The QAO issued an unqualified audit report and confirmed an operating surplus of \$33.19 million for the year. This is a significant result and also the sixth consecutive year that council had achieved operating surpluses. The 2014/15 financial statements show the Sunshine Coast community's net assets have increased by 8.9% over the previous year to a total of \$4.5 billion. All three financial sustainability measures improved compared to the previous year.

Delivered a balanced  
**\$717 million**  
budget for 2016/17



### Council budget

In June, council approved a \$717 million budget for the 2016/17 financial year which focused on building Australia's smart region – economically and environmentally – while also delivering the core services which continue to grow a strong community. The budget included a \$253 million capital works program and a positive operating result of \$30.9 million.

The 2016/17 budget highlights included:

- \$59 million for environment
- \$63 million for parks and gardens
- \$46 million for economic initiatives and major events, airport and holiday parks
- \$33 million for libraries, galleries and community facilities
- \$100 million to maintain, renew and replace roads, pathways and stormwater assets

General rates increased by 2.5%, and waste management charges for a wheelie bin by 1.7%. Combined, this resulted in a 2.2% increase which is in line with the LGAQ Council Cost Index. Combined increases of \$20 for Environment, Heritage and Transport levies were also adopted.

### Local Government Election

The 2016 Local Government Election was held on Saturday, 19 March 16. The mayor and all sitting councillors who sought re-election were successful with one new councillor, representing Division Four, also elected.

### Local Government Management Challenge

A team of six employees from across the organisation achieved national recognition in winning the Australasian Local Government Management Challenge. The council team was victorious against other teams from around Australia and New Zealand. The annual event is run by the Local Government Professional Association and involves hundreds of local government employees. It aims to help maintain and promote problem solving, team work and leadership skills within the workplace.

### Recognising employee excellence

The inaugural CEO Excellence Awards were presented. These awards are part of council's employee recognition program designed to notice, share, recognise and celebrate employees who are living council's values each day.

The award recipients were recognised for:

- Respect for each other
- Being our best
- Working as one team
- High standards
- Service excellence





### Major achievements:

- Clean audit report for the seventh consecutive year
- Delivered a balanced \$717 million budget for 2016/17
- Recognised with more than 15 awards

### Awards for excellence

Council continues to be recognised as an outstanding organisation receiving a number of significant awards. They included:

- Council's Customer Contact team receiving the Highly Commended Award for Customer Service Team of the Year at the National Local Government Customer Service Network Awards
- Council receiving the 2015 Group Wildlife Conservation Award by the Australia Zoo Wildlife Warriors for the suite of environmental programs that council delivers
- Council receiving a Merit Award at the Australian Information Industry Association Awards for the innovative Disaster Hub website
- Council being announced as the joint winner of the 2015 LGM Queensland Risk Management Excellence Awards at the annual LGAQ conference. The award, shared with Cairns Regional Council, recognises council's Risk Awareness Project
- Council being recognised with a Silver Award in the *5050Vision – Councils for Gender Equity* program at the annual LGAQ conference
- Council's Director of Infrastructure Services, Mr Andrew Ryan, being named the Institute of Public Works Engineering of Australia (IPWEA) Queensland Engineer for 2015
- Council's library service being acknowledged by the International Federation of Library Associations and Institutions (IFLA). The library service achieved third prize in the 13th IFLA BibLibre International Library Marketing Awards (2016) for its creative pop up library campaign

Sunshine Coast Council  
recognised

with more than  
**15 awards**



- The Place Making Mooloolaba Master Plan earning two awards at the 2016 Australian Institute of Landscape Architects State Awards
- Council and the Nursery and Garden Industry QLD winning the Events Award at the Parks and Leisure Australia QLD Branch Awards for The Queensland Garden Expo
- The Mary Grigor Centre design and construction being recognised with a Gold Award at the National Trust Queensland Heritage Awards
- The *Pumicestone Passage and Catchment Action Plan 2013-2016* receiving a highly commended award at the prestigious Healthy Waterways Awards
- The Sunshine Coast Light Rail Project earning recognition at the 2016 Sunshine Coast Regional Architecture Awards
- The *Sunshine Coast Social Strategy* being recognised as a winner of the Australian Business Award for Community Contribution
- Council receiving national recognition by winning the Policies, Programs and Concepts Large Scale category at the Planning Institute of Australia Urban Design Awards for the development of the *Sunshine Coast Light Rail - Shaping Our Future* program

- *Sunshine Coast Light Rail – Shaping our Future* receiving a commendation for the Best Planning Ideas – Large Project Award at the National Awards for Planning Excellence 2016, and winning the State Urban Design Award at the Architecture awards (Karl Langer Award for Urban Design)

### Capital works

Capital works programs for Fleet, Quarries, Information Communication Technology and Building and Facilities were implemented.

### Performance Measures

| Measure  | Annual Target             | Performance Result          |
|--|---------------------------|-----------------------------|
| Reduction in work time (days per month) lost due to workplace injuries                                 | Average 85 days per month | Average 42.5 days per month |
| Right to information application decisions set aside or amended on external review                     | < 5 (7.5%)                | 0                           |
| Net financial liabilities  | 46.8%                     | 9.7%                        |
| Debt servicing ratio ( <i>indicates ability to repay loans</i> )                                       | 4.8                       | 4.2                         |
| Unqualified audit ( <i>auditors report provides assurance about reliability of financial reports</i> ) | Unqualified               | Unqualified 2014-15         |
| “Open data sets” published on council’s website increased  | 112                       | 130                         |





# Section 3 Annual disclosures

# Corporate governance

Governance at Sunshine Coast Council focuses on the ethical business activities and relationships between councillors, senior management, employees, the community, government departments, business clients and other key stakeholders.

The Corporate Governance framework provides the mechanism through which council's vision and objectives are set, monitored, reviewed and achieved. It involves the development of appropriate systems, policies, processes and structures, all of which guide the business practices and culture of the organisation.

The framework in conjunction with the Governance in Action Program focuses on:

- Building awareness of organisational responsibilities and accountabilities
- Strong financial stewardship and fiscal responsibility
- Monitoring and maintaining compliance with legislation, policy, standards and controls
- Integral practices, procedures and ethical decision-making with continuous improvement activities and transparent reporting
- Involving the community as a key stakeholder in decision making and consultation opportunities

## Risk management

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

Council has a Risk Management Policy, Risk Management Guideline and Risk Management Framework to assist in identifying risks and opportunities in all aspects of council operations. The policy and framework are based on AS/ NZS/ ISO 31000:2009 which is an international standard for risk management.

The following risk types are monitored and reported:

### Strategic risks

- Council receive a quarterly report at the confidential session of the ordinary meeting
- Audit Committee receive a report each meeting

### Operational risks

- Audit Committee receive information on strategic risks and all operational risks exceeding the set risk tolerance
- Directors monitor their department risks each quarter

### Project risks

- Governance committees overseeing large projects, monitor project risks

## Audit Committee

The overall objective of the Audit Committee is to assist the council and the Chief Executive 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

Three formal Audit Committee meetings were held throughout the year with the Committee comprised of both councillors and independent external representatives as follows:

- Mr Peter Dowling AM (Independent Chair)
- Mr Len Scanlan (Independent Member)
- Cr Tim Dwyer
- Cr Christian Dickson
- Cr Chris Thompson (1 July 15 to 4 April 16)

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

- Monitor Financial Statement annual preparation process and review the draft Financial Statements prior to certification
- Oversee governance reporting including risk management and work 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 15 to June 16 covered revenue, expenditure, contributed assets, associated systems and internal control processes across operational areas of council and the provision of advice and assistance to council staff.



# Councillor remuneration

Sunshine Coast Council mayor and councillors were remunerated in accordance with section 247 of the Local Government Regulation 2012.

The table below sets out the remuneration paid to Sunshine Coast councillors for the period 1 July 15 to 30 June 16.

## Councillor remuneration and superannuation

| Councillor  | Salary (\$) | Employer Superannuation (\$) |
|---|-------------|------------------------------|
| Mayor Mark Jamieson   | 210,269     | 25,232                       |
| Cr Rick Baberowski  | 127,663     | 15,320                       |
| Cr Tim Dwyer<br>Councillor: 1 July 15 to 6 April 16<br>Deputy Mayor: 7 April 16 to 30 June 16 | 131,270     | 15,752                       |
| Cr Peter Cox  | 127,663     | 15,320                       |
| Cr John Connolly<br>Councillor: 5 April 16 to 30 June 16                                      | 26,531      | 3184                         |
| Cr Jenny McKay  | 127,663     | 15,320                       |
| Cr Christian Dickson  | 127,663     | 15,320                       |
| Cr Ted Hungerford   | 127,663     | 15,320                       |
| Cr Jason O'Pray   | 127,663     | 15,320                       |
| Cr Stephen Robinson   | 127,663     | 15,320                       |
| Cr Greg Rogerson  | 127,663     | 15,320                       |
| Cr Chris Thompson<br>Deputy Mayor: 1 July 15 to 4 April 16                                    | 115,410     | 13,849                       |

# Councillor expenses and facilities

Pursuant to section 250 of the Local Government Regulation 2012, the Councillors' Expenses Reimbursement and Provision of Facilities policy provides for the payment of reasonable expenses incurred, or to be incurred, by councillors in undertaking council business. The policy also outlines the facilities to be provided to councillors to assist them in carrying out their duties.

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.

The table below shows the total expenses incurred by councillors under the policy in the 2015/16 financial year.

## Councillor expenses

| Councillor  | Expenses (\$) |
|---|---------------|
| Mayor Mark Jamieson   | 1417          |
| Cr Rick Baberowski  | 1462          |
| Cr Tim Dwyer<br>Councillor: 1 July 15 to 6 April 16<br>Deputy Mayor: 7 April 16 to 30 June 16 | 3872          |
| Cr Peter Cox  | 3778          |
| Cr John Connolly<br>Councillor: 5 April 16 to 30 June 16                                      | 461           |
| Cr Jenny McKay  | 3525          |
| Cr Christian Dickson  | 1946          |
| Cr Ted Hungerford   | 3899          |
| Cr Jason O'Pray   | 4397          |
| Cr Stephen Robinson   | 688           |
| Cr Greg Rogerson  | 2910          |
| Cr Chris Thompson<br>Deputy Mayor: 1 July 15 to 4 April 16                                    | 3214          |

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 three council owned or leased premises as well as access to meeting rooms
- Business and communication tools
- Mobile devices\* and
- Vehicle#

\* 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.

# 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* | Special Meetings* | Strategic Discussion Forums** |
|--|--------------------|-------------------|-------------------------------|
| <b>Meetings held:</b>  | <b>12</b>          | <b>8</b>          | <b>11</b>                     |
| Mayor Jamieson   | 11                 | 8                 | 9                             |
| Cr Baberowski  | 12                 | 7                 | 10                            |
| Cr Dwyer   | 11                 | 7                 | 8                             |
| Cr Cox   | 12                 | 8                 | 11                            |
| Cr Connolly: 5 April 16 to 30 June 16<br>(attended all scheduled meetings) | 3                  | 4                 | 2                             |
| Cr McKay   | 12                 | 7                 | 10                            |
| Cr Dickson   | 10                 | 5                 | 10                            |
| Cr Hungerford  | 12                 | 8                 | 9                             |
| Cr O'Pray  | 12                 | 8                 | 10                            |
| Cr Robinson  | 12                 | 7                 | 10                            |
| Cr Rogerson  | 12                 | 8                 | 11                            |
| Cr Thompson: 1 July 15 to 4 April 16                                       | 9                  | 4                 | 8                             |

\*All councillors are required to attend Ordinary and Special meetings

\*\*There is 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



# 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:<br><i>Cr Rogerson – Order made reprimanding the councillor for inappropriate conduct in relation to treatment of staff</i> | 1   |
| Complaints about the conduct or performance of councillors for which no further action was taken under section 176C(2) of the Act                                    | 3   |
| 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  | Nil |
| 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   | Nil |
| 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                                   | \$390,000 - \$450,000                   |
| 5                                   | \$250,000 - \$280,000                   |

# Public sector ethics

## Code of Conduct

Council has an employee Code of Conduct based on the four ethical principles outlined in the Public Sector Ethics Act 1994. It is a public statement by council of our commitment to leading the way in all that we do, supported by openness, transparency and accountability. All employees have been provided with a copy of the Code of Conduct and new employees receive a copy as part of council's employee induction program.

## Education and training

During the 2015/16 financial year, 74 Code of Conduct training sessions were rolled out across the entire organisation. The compulsory training sessions highlighted the role all council employees have in maintaining the reputation and high standing of council and the importance of working together to build a culture of ethical practice, openness and integrity. The effective and equitable implementation and administration of the council's Code of Conduct relies on the commitment, skills and professionalism of all council employees and is reinforced with regular education and awareness programs. Council will continue to deliver education and awareness sessions to all employees on council's Code of Conduct as part of the council's commitment to the highest standards as a public sector leader.

## Procedures and practices of public sector entities

Council's administrative procedures and management practices have proper regard to the Public Sector Ethics Act 1994, as well as the Code of Conduct. Council's policies, procedures and delegations of authority are monitored and regularly reviewed.

# Registers

Council keeps a number of registers. These include:

- Asbestos register
- Asset information management system
- Beneficial enterprises
- Business activities to which the code of competitive conduct applies
- Business activities to which the competitive neutrality principle applies
- Community engagement
- Contract register
- Councillor register of interests
- Delegations
- Environmentally relevant activities
- Fees and charges
- Financial asset information management system
- Gifts and disclosure
- Local laws
- Pre-qualified suppliers
- Registered animals
- Regulated dogs
- Roads

# Beneficial enterprises

Council participated in beneficial enterprises with the following entities during the 2015/16 financial year:

- Forestry Products Queensland Pty Ltd
- SunCentral Maroochydore Pty Ltd
- Sunshine Coast Destination Ltd trading as Visit Sunshine Coast
- Sunshine Coast Events Centre Pty Ltd

## National Competition Policy

Council conducted the following business activities during the 2015/16 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.

*Note: No investigation notices were issued in 2015/16 by the Queensland Competition Authority for competitive neutrality complaints.*

## Service, facility, activity for which separate rate/special rates/charges levied

- Environment Levy
- Transport Levy
- Heritage Levy
- Montville Beautification Levy
- Tourism and Major Events Levy
- Rural Fire Charge
- Brightwater Estate Landscaping Charge
- Twin Waters Maintenance Charge
- Sunshine Cove Maintenance Charge
- Mooloolah Island Maintenance Charge
- Emergency Management Levy

For additional information refer to the revenue analysis of the Financial Statement 2015/2016.

## 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.

Council's Administrative Action Complaints Management Process is made available to the public via council's external website as well as being available to staff.

During 2015/16 council received and resolved 97 administrative action complaints. This represented a 24% increase over the 2014/15 (73 complaints) financial year.

Four complaints were not resolved under the process as they were assessed as outside the scope however, relevant advice was provided to each customer to assist in resolving their concerns.

An emphasis is placed on complaints being appropriately managed by operational areas in the first instance. Following this is a robust internal review process with improvements provided where appropriate. There is a demonstrable commitment to managing customer concerns promptly and respectfully.

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

Nil



# Summary of concessions for rates and charges

## General Rate Concession

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 association
- 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 organisation
  - 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 deferral 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 deferral 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 and 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.

## Additional Charges

Additional Charges will be applied to all deferred general rates under Section 122(5) of the Local Government Regulation 2012. The additional charges will be equivalent to compound interest, calculated in daily rests and set at 90 day bank bill rate as at the adoption of the 2015/16 Budget.

## Rates and Charges Debt Concession

In accordance with Section 120 of the Local Government Regulation 2012, a concession by way of an agreement to defer payment, for a period of up to 12 months, for rates and charges, may be granted to landowners that satisfy Council that payment of the rates and charges will cause them hardship.

The granting of this concession will be subject to conditions as included in council resolutions, policy and procedural documents prepared from time to time.

## 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; 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. If currently not eligible and upon meeting the qualifying period of 3 years, rating concession will be applied from the start of the next rating period. 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 – Per Property

| 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, the property is their principal place of residence and they own the property jointly with one or more eligible 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, the property is their principal place of residence and they own the property jointly with one or more eligible people, the concession shall be 25% of the general rate up to a maximum amount of \$65.00 per annum.

# Changes to tenders

| Item No | Contract No. | Contract Title  | Details of changes   |
|---------|--------------|---|--|
| 1       | R14302       | Streetscape Project – Brisbane Road, Mooloolaba   | Minor changes to tender specification regarding requirements of methodology for delivery   |
| 2       | ITT1441      | Supply of Cleaning Products   | Changes to tender specification amending the configurations of Separable Portions. Respondents were asked to provide updated pricing taking into account this change             |
| 3       | ITT1448      | Road Surfacing, Rehabilitation and Associated Works   | Changes made to estimated quantities in the Schedule of Rates  |
| 4       | ITT1515      | Construction of Access Road and Car Park – Reserve 1000 Sports Complex, Caloundra – Stage 1 and 2 | Changes made to timing details and broadening of scope. Notice issued to all Respondents   |
| 5       | R14303       | Landscape Construction – Evans Street Maroochydore  | Changes made to timing and scope. This required a revised Schedule of Rates  |
| 6       | ITT1453      | Landscape Construction Works – Maroochy River Foreshore, Bradman Avenue, Maroochydore             | Changes made to reduce scope of works. Notice issued to all continuing Respondents   |
| 7       | ITT1532      | Design and Construct Caloundra Landfill Cell 9 Rising Main  | Changes made to increase scope of works. Notice issued to all Respondents  |
| 8       | ITT1523      | Construction of Change Room, Grand Stand and Car Park at Maroochydore Junior Rugby League Club    | Changes made to decrease scope of works. Notice issued to all Respondents  |
| 9       | ITT1555      | Sunshine Coast Airport – Terminal Screening Modifications   | Changes made to decrease scope of works. Notice issued to all Respondents  |
| 10      | ITT1522      | Construction of Indoor Training Facility – Caloundra Cricket Ground                               | Changes made to scope of works. Notice issued to all Respondents   |
| 11      | ITT1557      | Sunshine Coast Airport Cleaning Services  | Changes made to scope document to take into account minimum resourcing levels required at the airport terminal building during operating hours. Notice issued to all Respondents |



# Overseas travel

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

| Attendee            | Destination   | Purpose  | Cost (\$)              |
|---------------------|---|--|------------------------|
| Mayor Mark Jamieson | Hong Kong, Shenzhen, Shanghai, Seoul, San Francisco | Major Capital Markets Mission to generate investor interest in Sunshine Coast Council Major Projects and attend BIO 2016   | 20,855                 |
| Cr Tim Dwyer        | Auckland, New Zealand                               | Sunshine Coast Leaders Program   | 600<br>cost to council |
| Cr Jenny McKay      | Xiamen, China                                       | Participation in Sunshine Coast delegation to attend the China International Fair for Investment and Trade (CIFIT)   | 980 <sup>1</sup>       |
| Cr Jason O'Pray     | Auckland, New Zealand                               | To increase awareness of the region's offer as a sports training and tourism destination in particular showcasing the region's venues in sports disciplines planned for the 2018 Gold Coast Commonwealth Games | 1677                   |
| Cr Chris Thompson   | Singapore   | Inspect and obtain briefings from relevant government agencies on the development and operation of the pneumatic waste collection systems installed throughout Singapore                                       | 7218                   |
| Andrew Ryan         | London, Stockholm, Helsinki                         | Review underground waste vacuum systems in operation   | 2500                   |
| Brian Beswick       | Washington, USA                                     | Invited as a speaker and to understand how other global cities have used open data to further smart cities ideals  | Nil<br>cost to council |
| David Hopper        | Auckland, New Zealand                               | To increase awareness of the region's offer as a sports training and tourism destination in particular showcasing the region's venues in sports disciplines planned for the 2018 Gold Coast Commonwealth Games | 1678                   |
| David Hopper        | Auckland, New Zealand                               | Sunshine Coast Leaders Program   | 600<br>cost to council |
| Craig Matheson      | Hong Kong, Shenzhen, Shanghai, Seoul, San Francisco | Major Capital Markets Mission to generate investor interest in Sunshine Coast Council Major Projects and attend BIO 2016   | 14,385                 |
| Peter Pallot        | Jakarta, Indonesia                                  | Airline discussions/route development delegation   | 2022                   |
| Peter Pallot        | Auckland, New Zealand                               | Airline discussions/route development delegation   | 1852                   |
| Peter Pallot        | Manila, Phillipines                                 | Attend the Routes Asia 2016 Conference   | 5415                   |
| Jackie Schmidt      | Auckland, New Zealand                               | Airline discussions/route development delegation   | 1852                   |
| Michalie Steel      | Manila, Phillipines                                 | Attend the Routes Asia 2016 Conference   | 5369                   |

|                 |                       |   |                   |
|-----------------|-----------------------|---|-------------------|
| Gabrielle Troon | Xiamen, China         | Participation in Sunshine Coast delegation to attend the China International Fair for Investment and Trade (CIFIT)  | 2749              |
| Tony McDougall  | Rotorua, New Zealand  | IPWEA NZ Conference, Engineers conference   | 3403              |
| Michael Whereat | Amsterdam, Gemany     | Presentation at two conferences in Berlin and study tour of smart city initiatives  | 1150 <sup>2</sup> |
| Ron Piper       | Auckland New Zealand  | To meet with Auckland City Regeneration Agency (Panuku Development Auckland) to discuss governance models and inspect new Wynard Quarter development and other mixed use developments | 1800              |
| Tamara Clarkson | Auckland, New Zealand | To meet with Auckland City Regeneration Agency (Panuku Development Auckland) to discuss governance models and inspect new Wynard Quarter development and other mixed use developments | 1800              |

<sup>1</sup> Cr McKay's accommodation and on-ground transport costs were met by the Xiamen Municipal Government

<sup>2</sup> Balance travel costs were met by Australian Smart Communities Association

# Grants to community organisations

Successful recipients of Mayoral and Councillor Discretionary Funding for 2015/16:

**Mayor Jamieson:** Total 2015/16 Allocation \$50,000 (+ \$9110 carry over 2014/15)

| Applicant                                  | Project   | Amount Funded (\$) |
|--|---|--------------------|
| Buderim Male Choir                         | Concert   | 500                |
| Rotary Club of Caloundra                   | 2016 RYDA Road Safety Program                   | 1000               |
| University of the Third Age                | 30th Anniversary Commemoration                  | 500                |
| Sunshine Coast Legacy Group                | Remembrance Day Concert                         | 500                |
| Festuri                                    | 2015 Festuri Event at Caloundra Fringe Festival | 5000               |
| Sunshine Coast Rainbow Network             | Rainbow Serpent Photographic Exhibition         | 1004               |
| Landsborough School of Arts Memorial Hall  | Stationery Supplies                             | 300                |
| Maroochy River Rowing Club                 | Shed Construction Septic System                 | 10,000             |
| Maroochydore Revitalisation Association    | Ocean Street World Festival 2016                | 4000               |
| Woombye Snakes Football Club               | Floodlight Upgrade Project                      | 5000               |
| Coolum Beach Junior Rugby League Club      | City Country Cultural Exchange Carnival         | 2000               |
| Buderim War Memorial Community Association | Buderim ANZAC Day 2016                          | 1100               |
| Transfer of Funds                          | Allocation to Minor Operational Works Budget    | 23,406             |
| Sunnykids                                  | Mentoring Through Sport Program                 | 4800               |



**Division 1 Cr Baberowski:** Total 2015/16 Allocation - \$50,000 (+ \$12,846 carry over 2014/15)

| Applicant                                      | Project                                      | Amount Funded (\$) |
|--|--|--------------------|
| Rotary Club of Caloundra                       | 2016 RYDA Road Safety Program                | 500                |
| Queensland Country Women's Association Beerwah | Promotion of Beerwah Tower Green Markets     | 1390               |
| Transfer of Funds                              | Allocation to Minor Operational Works Budget | 2024               |
| Transfer of Funds                              | Allocation to Minor Operational Works Budget | 11,190             |
| Transfer of Funds                              | Allocation to Minor Operational Works Budget | 954                |
| Transfer of Funds                              | Allocation to Minor Operational Works Budget | 1400               |

**Division 2 Cr Dwyer:** Total 2015/16 Allocation - \$30,000

| Applicant                                     | Project   | Amount Funded (\$) |
|---|---|--------------------|
| Caloundra Fringe Film Festival                | 2016 Caloundra Fringe Film Festival             | 20,000             |
| Rotary Club of Caloundra                      | 2016 RYDA Road Safety Program                   | 500                |
| Caloundra State School P&C                    | Caloundra Lighthouse Artwork                    | 1640               |
| Festuri                                       | 2015 Festuri Event at Caloundra Fringe Festival | 1500               |
| Pelican Waters Caloundra Swim Club            | Dolphin Stop Watches                            | 3383               |
| Jaguar Drivers' Club of Qld                   | Jaguar National Rally April 2016                | 500                |
| Caloundra Branch Little Athletics             | Caloundra Open Day                              | 460                |
| Kawana Junior Rugby League                    | Training Equipment                              | 500                |
| Caloundra Committee of Services to the Ageing | Portable Urn                                    | 352                |

**Division 3 Cr Cox:** Total 2015/16 Allocation - \$20,000 (+ \$4110 carry over 2014/15)

| Applicant                                   | Project   | Amount Funded (\$) |
|---|---|--------------------|
| Rotary Club of Caloundra                    | 2016 RYDA Road Safety Program   | 500                |
| Sunshine Coast Legacy Group                 | Remembrance Day Concert   | 250                |
| Kawana Park Junior Australian Football Club | Install Electrical Connection For New Irrigation Pump                                 | 873                |
| Kawana Dolphins NRL Masters Team            | Daniel Morcombe Cup   | 1000               |
| The Treehouse Initiative                    | 2nd Annual Sunshine Coast Kids' Christmas Party                                       | 500                |
| Crime Stoppers Qld (Sunshine Coast Branch)  | Crime Stoppers Van Awning   | 1228               |
| Sunshine Coast Community and Sporting Club  | High Performance Sports and Community Hub - Preliminary Structural Engineering Design | 9500               |
| Sunnykids                                   | Mentoring Through Sport Program   | 4800               |
| endED                                       | Business Plan   | 1016               |
| SunnyKids Inc                               | SunnyKids Village Buddies Program – Stage 1   | 4000               |

## Division 4 Cr Thompson and Cr Connolly: Total 2015/16 Allocation - \$50,000

| Applicant  | Project                                     | Amount Funded (\$) |
|--|---|--------------------|
| <b>Cr Thompson Allocations: 1 July 15 to 4 April 16</b>  |   |                    |
| Alexandra Headland Surf Life Saving Club                 | Easement Construction Works                 | 30,000             |
| Sunshine Coast Legacy Group                              | Remembrance Day Concert                     | 500                |
| Kawana Waters Surf Life Saving Club                      | Beach Safety Equipment                      | 1000               |
| Kawana Tennis Club                                       | New Club Signage                            | 1500               |
| Sailability Sunshine Coast                               | 2016 Sailability Concert                    | 1000               |
| Mooloolaba Bowls Club                                    | Ladies Two Day Fiesta Fours                 | 3000               |
| Sunshine Coast Midweek Ladies Tennis Association         | Breast Cancer Research Tennis Day           | 1000               |
| Rotary Club of Kawana Waters                             | Purchase of a Projector                     | 874                |
| <b>Cr Connolly Allocations: 5 April 16 to 30 June 16</b> |   |                    |
| Sunshine Coast Community and Sporting Club               | Detailed Engineering Plans                  | 5000               |
| SunnyKids Inc  | SunnyKids Village Buddies Program – Stage 1 | 6000               |



## Division 5 Cr McKay: Total 2015/16 Allocation - \$50,000 (+ \$30 carry over 2014/15)

| Applicant                                    | Project  | Amount Funded (\$) |
|--|--|--------------------|
| Friends of Maroochy Botanic Gardens          | Bushland Vibes: Enjoy, Explore, Experience                     | 1448               |
| Woombye Community & Business Association     | Town Sign Refurbishment  | 660                |
| Mooloolah Valley Community Association       | Moofest  | 500                |
| Palmwoods Memorial Hall                      | 100 Year Anniversary E.S. & A. Bank                            | 500                |
| Transfer of funds                            | Allocation to Minor Operational Works Budget                   | 12,000             |
| Woombye Snakes Soccer Club                   | Christmas on the Field   | 2000               |
| Chevallum State School P&C                   | Strawbfest 2015  | 420                |
| University of the Third Age                  | 30th Anniversary Commemoration                                 | 250                |
| Parkrun Australia                            | Nambour Parkrun Start-up                                       | 910                |
| Palmwoods Bowls Club                         | Ladies Two Day Fiesta  | 200                |
| Palmwoods Memorial Hall                      | Christmas on Little Main Street                                | 1215               |
| Mooloolah Primary School P&C                 | Mooloolah Art and Fair 2015                                    | 500                |
| Hinterland Bush Links                        | Subtropical Forests Ecology Course                             | 500                |
| Montville Chamber of Commerce                | Restoration of Telephone Box                                   | 4000               |
| Palmwoods Community and Business Association | Summer Fair  | 300                |
| Montville Chamber of Commerce                | Street Lighting for Montville Christmas 2015                   | 540                |
| Special Olympics Sunshine Coast              | Special Olympics Golf Classic 2015                             | 500                |
| Montville Village Association                | Moveable Piano   | 200                |
| Mooloolah Valley Community Association       | Christmas Lights in the Park                                   | 500                |
| Palmwoods Scout Group                        | Cuboree  | 500                |
| Montville Village Association                | Security Chain Fence   | 930                |
| Sunshine Valley Men's Shed                   | Second Half of Tractor Shed and Ceiling Fans                   | 3696               |
| Barung Landcare                              | Children's Woodworking Workshops at the Maleny Wood Expo       | 1500               |
| Palmwoods Community and Business Association | Australia Day Citizenship Ceremony and Aussie Day Street Party | 1000               |
| Woombye Snakes Football Club                 | Flood Light Upgrade  | 15,000             |

## Division 6 Cr Dickson: Total 2015/16 Allocation - \$50,000

| Applicant                                   | Project  | Amount Funded (\$) |
|---|--|--------------------|
| Sunshine Coast Spartans                     | Protective Equipment                           | 750                |
| Lions Club of Buderim                       | Buderim Street Party 2015                      | 2500               |
| Bellflower Resort Community Gardens         | Continuing Development of Existing Gardens     | 1000               |
| Buderim War Memorial Community Association  | Buderim's Expo 2015                            | 2500               |
| Rotary Club of Caloundra                    | 2016 RYDA Road Safety Program                  | 500                |
| University of the Third Age                 | 30th Anniversary Commemoration                 | 1000               |
| Sunshine Coast Legacy Group                 | Remembrance Day Concert                        | 1500               |
| Sunshine Coast Health Foundation (Wishlist) | The House the Coast Built Merchandise          | 1250               |
| Fusion Sunshine Coast                       | Insurance Costs                                | 3000               |
| The Treehouse Initiative                    | 2nd Annual Sunshine Coast Kids Christmas Party | 500                |
| Maroochy River Rowing Club                  | Shed Construction, pipe laying for plumbing    | 1000               |
| Headland Buderim Croquet Club               | Replace Ageing Lawn Irrigation System          | 5000               |
| Transfer of funds                           | Allocation to Minor Operational Works Budget   | 25,000             |
| Brightwater Neighbourhood Centre            | Brightwater One Way Screws Project             | 1000               |
| Chancellor Park State College P&C           | Boys Life Skills Mentoring Project             | 1000               |
| Sunshine Coast Hockey Association           | Equipment for State Championships              | 637                |
| Mountain Creek Neighbourhood Watch          | Fridge Magnets                                 | 226                |

## Division 7 Cr Hungerford: Total 2015/16 Allocation - \$30,000

| Applicant                                  | Project                                      | Amount Funded (\$) |
|--|--|--------------------|
| Buderim War Memorial Community Association | Buderim's Expo 2015                          | 5000               |
| Transfer of Funds                          | Allocation to Minor Operational Works Budget | 25,000             |

## Division 8 Cr O'Pray: Total 2015/16 Allocation - \$50,000 (+ \$4842 carry over 2014/15)

| Applicant                                   | Project   | Amount Funded (\$) |
|---|---|--------------------|
| Disabled Surfers Association Sunshine Coast | New Surfboards and BBQ                                    | 3470               |
| Twin Waters Residents Association           | 19th Birthday Party                                       | 116                |
| CareFlight Rescue                           | Project Live and Breathe                                  | 4851               |
| University of the Third Age                 | 30th Anniversary Commemoration                            | 500                |
| Sunshine Coast Rowing Club                  | Purchase of Boat  | 6000               |
| Maroochy North Shore Lions Club             | Lions Convention 2016                                     | 4445               |
| Sunshine Coast Legacy Group                 | Remembrance Day Concert                                   | 400                |
| USC Spartans Swim Club                      | Quickbooks Subscription                                   | 180                |
| STEPS Group Australia Ltd                   | The Sunshine Coast's Very Special Chrissy                 | 4000               |
| Sunshine Coast Sports Hall of Fame          | 2015 Sunshine Coast Hall of Fame Induction Ceremony       | 1000               |
| Surf Life Saving Sunshine Coast             | Sunshine Coast Surf Life Saving Youth Development Program | 1500               |
| Maroochydhore Revitalisation Association    | Ocean Street World Festival 2016                          | 2000               |
| Marcoola Community Group                    | Administrative and Promotional Equipment                  | 2000               |
| Maroochydhore Uniting Church                | Replacement of Ride-On Mower                              | 3000               |
| Mudjimba Beach Board Riders                 | PA System   | 2400               |
| Maroochydhore Tennis Club                   | Undercover Shade Areas                                    | 1000               |
| Marcoola Surf Life Saving Club              | Youth Development and Junior Activities                   | 6500               |
| Maroochydhore Revitalisation Association    | Ocean Street Road Closure Trial                           | 4000               |
| Town of Seaside Parkrun                     | Defibrillator   | 1990               |
| SunnyKids                                   | 4 x Fun Adventure Rally                                   | 4000               |



**Division 9 Cr Robinson:** Total 2015/16 Allocation - \$50,000 (+ \$5000 carry over 2014/15)

| Applicant                               | Project                           | Amount Funded (\$) |
|---|-----------------------------------|--------------------|
| Coolum and District Netball Association | Shade Structure                   | 10,000             |
| Coolum Men's Shed                       | Shed Slab                         | 10,000             |
| Ausfunk Power                           | Purchase of Sprung Floor and Mats | 15,000             |
| Maroochy River Rowing Club              | Shed Construction Septic System   | 10,000             |
| Maroochy River Rowing Club              | Cultural Heritage Consultation    | 2000               |
| Maroochy River Rowing Club              | Earth Works (Spoil Removal)       | 1564               |
| Coolum Men's Shed                       | Site Preparation                  | 1702               |
| Coolum Beach Surf Life Saving Club      | Defibrillator                     | 2600               |

## Division 10 Cr Rogerson: Total 2015/16 Allocation - \$50,000

| Applicant  | Project  | Amount Funded (\$) |
|--|--|--------------------|
| Friends of Maroochy Botanic Gardens              | Bushland Vibes: Enjoy, Explore, Experience         | 1427               |
| Kenilworth Pony Club                             | Building Approval Fees – Canteen Project           | 1202               |
| Nambour Community Centre                         | Nambour Together                                   | 500                |
| Mary Valley Community News Association           | Isaac Moore Park Information Session               | 700                |
| Mapleton Bowls Club                              | Building Upgrade 2015                              | 2000               |
| Sunshine Coast Health Foundation                 | Community Movie Screening                          | 400                |
| Nambour Alliance                                 | TrackFest  | 700                |
| Mapleton & District Community Association        | Advertising for New Hall Trustees                  | 231                |
| Transfer of Funds                                | Allocation to Minor Operational Works Budget       | 4000               |
| Nambour & District Historical Museum Association | Soil Testing and Engineering Drawings for New Deck | 3000               |
| Mapleton & District Community Association        | Transport of Community Members to Nambour Museum   | 450                |
| Yandina Bowls Club                               | Cold Room Refurbishment                            | 781                |
| Sunshine Coast Creative Alliance                 | Turn Up! Conference                                | 2618               |
| Parkrun Australia                                | Nambour Parkrun Start Up                           | 910                |
| Sunshine Coast Legacy Group                      | Remembrance Day Concert                            | 526                |
| Nambour Alliance                                 | Retro Rocks Nambour 2015                           | 2869               |
| Maroochy River Rowing Club                       | Under Slab Plumbing for New Shed                   | 5000               |
| Nambour Alliance                                 | Tramfest   | 950                |
| Nambour Community Preschool and Kindergarten     | Water Tank for Sustainable Water Practices         | 1024               |
| Transfer of Funds                                | Allocation to Minor Operational Works Budget       | 450                |
| The Nambour Tramway Company                      | Company Registration                               | 1050               |
| Special Olympics Sunshine Coast                  | Special Olympics Golf Classic 2015                 | 500                |
| Nambour Alliance                                 | Social Videos for Tramfest Event                   | 400                |
| Yandina Community Centre                         | New Sign for Building                              | 870                |
| Mapleton Community Hall                          | Spoon Drain Fitment and Driveway Repair            | 2000               |

## Division 10 Cr Rogerson: Continued

| Applicant                   | Project   | Amount Funded (\$) |
|-----------------------------|---|--------------------|
| Nambour Bowls Club          | Toilet Upgrade  | 10,000             |
| The Nambour Tramway Company | Distribution and Power Switch Boards for Street Stalls          | 3905               |
| Sundale Men's Shed          | Purchase Makita Table Saw Bench                                 | 549                |
| Transfer of Funds           | Allocation to Minor Operational Works Budget                    | 391                |
| Yandina School of Arts      | 2006 - 2016 Book on the Last 10 Years of Yandina School of Arts | 400                |

## Glossary

### 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.

### 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.

### Liveability

Numerous factors that equate to a community's quality of life.

### 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.

### PD Online

Is a self-help planning and development tool. It allows users to access:

- basic property information; and
- information on past and current development, building and plumbing applications

### 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.

### Robust decision-making

Decision framework that identifies potential strategies and evaluates the outcomes.

### Seven high-value industries

Industries which have the greatest potential for success in the New Economy. High-value industries include:

- Health and well-being
- Education and research
- Professional services and knowledge industries
- Tourism, sport and leisure
- Agribusiness
- Clean technologies; and
- Aviation and aerospace

### Sustainable

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









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