



CEO's Quarterly Progress Report Quarter 1, 2016/2017



*"Delivering on the Vision:
To be Australia's most sustainable
region - vibrant, green, diverse"*

Message from the Chief Executive Officer

This quarter saw significant milestones achieved by the organisation, building on our existing momentum to ensure we have a sustainable, compelling and effective platform to realise our vision.

The framework to revitalise the centre of Caloundra was unveiled with the release of the draft Caloundra Centre Master Plan for public consultation. The draft master plan outlines a vision for Caloundra's future supported by innovative strategies, initiatives and actions to achieve economic, social and urban design outcomes.

The Ironman 70.3 World Championships were held on the Sunshine Coast, the first time the championships have been held outside the Northern Hemisphere, featuring 3,000 competitors from more than 80 countries.

Crowds in excess of 30,000 attended the 10th anniversary of the Caloundra Music Festival, ensuring the event was once again a resounding success.

The Sunshine Coast made national headlines in September by unveiling Australia's first, high-tech, automated waste collection system for a CBD, to be installed in the new Maroochydore City Centre.

Serving our community:

- 52,500 calls were answered by our call centre and there were 12,230 customer visits
- Over \$1.4 million in grants funding was distributed to 257 community recipients
- 48% of infrastructure capital works underway
- 1066 hectares of mowing maintenance
- Over 66% of the total purchasing spend to local businesses
- Over 136,000 rates notices were issued
- 1830 building approvals were issued with a construction value of \$425 million
- 552 lots created under the plan sealing process and 118 free pre-lodgement meetings held
- 3,000 athletes from more than 80 countries competed in the 2016 Ironman 70.3 World Championship
- Over 49,000 people visited or participated in 13 major events

Corporate plan highlights:

A New Economy

Caloundra Centre Master Plan

The framework to revitalise the centre of Caloundra was unveiled in September with the release of the draft Caloundra Centre Master Plan for public consultation. The draft master plan outlines a vision for Caloundra's future supported by innovative strategies, initiatives and actions to achieve economic, social and urban design outcomes. The draft Master Plan includes the following proposals:

- New open air town square for arts and cultural events and activities
- New and renewed community facilities
- New transformative development sites and new approaches to built form and building heights
- New road entries, bikeways and pedestrian paths and public transport initiatives
- New mix of residential development, sports-related accommodation and allied health facilities
- New look urban design, built form and landscaping

Sunshine Coast Airport

Sunshine Coast Airport announced new services during the quarter. QantasLink announced it would operate seasonal direct flights between Melbourne and the Sunshine Coast during December this year and January.

Jetstar launched direct return flights between Adelaide and the Sunshine Coast that will boost tourism with 56,000 seats available between the two destinations each year.

Bulcock Street Streetscape Project

Work on Stage 3 of the Bulcock Street Streetscape project continued during the quarter. The streetscape upgrade is an investment that will create a vibrant new look for Bulcock Street and transform the Caloundra CBD.

The project will enhance the look and experience of the area, improve safety and access, and provide a new drawcard which

maintains and builds a sustainable economy for Caloundra.

When completed the streetscape will include a modern, dynamic canopy lighting feature, a new street profile that removes upright kerbs to cater for events, contemporary street furniture, and extra trees and shrubs. Other features include advanced smart city technology, a major stormwater drainage upgrade (which included replacing the water main in cooperation with Unitywater), directional signage and public art.

Council understands that construction may impact businesses during the various stages of the project. Council is encouraging the community to help support local businesses as the works progress and during the quarter a Shop Caloundra campaign was launched. The campaign is an initiative by council and the Caloundra Chamber of Commerce.

The upgrade will transform the section of Bulcock Street from Felicity Park to just past the Minchinton Street roundabout and is scheduled to be completed in early December.

Place Making in the region

A number of key place making projects in the region have made significant progress during the quarter:

- The Schematic Design stage of the Mooloolaba Foreshore design is nearing completion. This design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area
- Pacific Paradise Streetscape concept, recently received support from the local community, traders and property owners at the July/August community engagement meetings. The detailed design phase is now progressing
- The Palmwoods Town Square Schematic Design received support from the Palmwoods community during meetings with the Streetscape Reference Group. Council will now work collaboratively with the community on an activation approach, with construction due to start mid-2017

Ironman 70.3 World Championships

The Ironman 70.3 World Championships were held on the Sunshine Coast in September. This was the first time the championships have been held outside the Northern Hemisphere. The event featured 3,000 competitors from more than 80 countries and generated an estimated economic contribution of \$15 million to the local economy.

A Strong Community

Caloundra Music Festival

Crowds in excess of 30,000 attended the 10th Caloundra Music Festival over the September long weekend.

The festival was a resounding success due to the efforts of the festival team, the hard working volunteers and the positive atmosphere generated by the crowd. More than 80 local, national and international artists entertained festival goers over the four day event.

Over 500 volunteers, including many council staff, assisted in the planning and running of the event to ensure the 10th Anniversary of the festival was one to remember.

Horizon Festival of Arts & Culture

The inaugural Horizon Festival was held at the beginning of September and provided a dynamic cultural experience for the region and its visitors with more than 220 events held over 10 days. The festival attracted and audience in excess of 35,000 people and included performances, street art, projections, interactive art displays, laneway bar, food and market stalls. The festival provided exceptional community engagement and showcased established and emerging local artists.

50th birthday celebrations for the region

The countdown to the special birthday celebrations for the region was launched in August. The 50th Anniversary of the Naming of the Sunshine Coast will be officially commemorated on 1 August 2017 and council has planned celebrations throughout 2017 to mark this historic occasion.

The launch of a \$150,000 grant program signalled the start of the birthday celebrations. The 50th Anniversary Community Grants Program will provide grants to Sunshine Coast individuals and community groups for events and activities that support the 50th Anniversary and its legacy

Transport Levy Annual Report

The 2015/16 Transport Levy Annual Report was published during the quarter featuring the highlights and achievements of the levy. The levy delivered a number of achievements to the community, including:

- \$634,384 towards upgrading 39 bus stops across the Sunshine Coast
- \$557,767 in financial support for the continuation of the Light Rail Feasibility and Business Case development
- \$181,636 contribution to TransLink to jointly fund the Maleny-Landsborough-Beerwah Bus Service
- 4,301 passenger trips on the levy-funded Flexilink Services
- 12,322 passenger trips on the levy-funded Council Link services

A Healthy Environment

Environment Levy Annual Report

The 2015/16 Environment Levy Annual Report was published during the quarter, highlighting the significant contributions the program makes to the management of our waterways and coastal foreshores and maintaining our diversity for native vegetation and animals.

Key highlights include:

- \$1.6 million spent on purchasing two new Environment Levy reserves totalling 76.9 hectares at Bald Knob and Maleny
- Partnering with 842 Land for Wildlife members, supporting 68 voluntary conservation agreement partners and 22 not-for-profit community groups
- Providing \$950,000 of funding for on-ground environmental projects, such as removing weeds in road reserves, rehabilitating coastal dunes and reserves and restoring waterway vegetation

Environmental Sustainability Benchmarking Report

Council published its first Organisational Environmental Sustainability Benchmarking Report during the quarter that focuses on the carbon footprint and sustainability performance of the organisation.

The 2015/16 report includes a number of key indicators that measure the organisation's greenhouse gas emissions, waste disposal, energy consumption and sustainability outcomes. Some of the key highlights include:

- 12.3% reduction in emissions generated compared to the 2014/15
- 6.3% reduction in fuel usage compared to the 2014/15
- 3.4% reduction in the number of organisation fleet vehicles compared to the 2014/15

Service Excellence

Sunshine Coast Solar Farm

Construction of the 15 megawatt Sunshine Coast Solar Farm is well underway. Works during the quarter included completion of the design, completion of the PV module manufacturing and installation of 40% of the screw piles.

The first solar panel table was also lifted into place and secured during the quarter, which is a major milestone for the project. Over 25 solar panel tables, each holding 40 solar panels, have now been installed at the Valdora solar farm site.

Financial statements audit

Council received the highest possible assessment of timeliness and quality for its financial statement preparation from the Queensland Audit Office (QAO). The assessment also highlighted the effectiveness of internal controls including information systems and overall financial sustainability.

QAO's closing report, presented to the Audit Committee in early October, advised they would be issuing an unmodified audit opinion and did not raise any internal control or financial reporting issues.

QAO acknowledged and thanked council for the support and professionalism shown by staff in the conduct of the final audit.

An Outstanding Organisation

Sunshine Coast leads waste revolution

Council and the region made national headlines in September by unveiling Australia's first, high-tech, automated waste collection system for a CBD, to be installed in the new Maroochydore City Centre.

Rather than using wheelie bins, waste will be transported from commercial buildings and apartments at up to 70kmh through a 6.5km system of underground vacuum pipes located beneath Australia's newest city centre.

The waste system would be installed in stages over the coming decade and would make the 53-hectare Maroochydore City Centre one of the cleanest and greenest cities in the country.

New urban developments in Stockholm, Seoul, Barcelona, London, Singapore and Beijing have all utilised the Swedish-designed Envac waste collection system, but no Australian city has done so, until now.

Organisational climate survey

The results of the Organisational Climate Survey were circulated to all staff during the quarter. The results are very positive and they reflect a high level of engagement across the organisation, commitment to our vision and a sense of pride in our achievements.

The feedback also shows council is a high performing organisation and we are all passionate, proud and engaged.

The results include:

- 90% of employees agree council contributes positively to the wider community
- 88% of employees are proud to be working here
- 87% of employees will do extra work to help council succeed
- 87% of employees agree council provides for the health and wellbeing of its people

Employees also indicated there are opportunities to make further improvements across the organisation, including a need to further invest in our people and to invest in systems that enable you to do your best work.

The climate survey results will form part of the 2016-2018 Sunshine Coast Council People Strategy that will be developed over the coming months.

Managing and developing the workforce

Council is operating with a workforce headcount of 1759 (1695 council employees and 64 labour hire staff). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

Awards

- The **Sunshine Coast Social Strategy** was recognised as an Australian Business Awards Winner of the Australian Business Award for Community Contribution
- The **Disaster Hub** was recognised as the Queensland winner at the Resilient Australia Awards and will be a finalist in the national competition in November

For further information on how we are serving the community and delivering on our corporate and operational plans, refer to the Director reports which follow.

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council



Coralie Nichols,
Director Community Services

A message from the Director

The inaugural **Horizon Festival** provided a dynamic cultural experience for the region and its visitors with more than 220 events held over 10 days and attracting an audience of more than 35,000. The Festival provided exceptional community engagement with its showcase for established and emerging local artists.

The **Sunshine Coast Lightning Netball Team** has been finalised with Noeline Taurua being announced as Head Coach and team players finalised. Pre-season training will commence in mid-December with the first competition round commencing in February 2017. Council will continue to work with local, state and national netball associations to ensure local player pathways for athletes and the provision of local sporting infrastructure for our community.

Sunshine Coast Council's **Social Strategy** was recognised as an Australian Business Awards Winner for its contribution to the community. While strong local government leadership on social issues is important, the partnerships with community are a key part of how communities are shaped. It is exciting that the strategy has been acknowledged as a national leader in the Community Contribution field.

The new **animal pound** located at Sippy Downs is on track in terms of construction and due to be officially operational in mid-November. The new facility will replace the two pound facilities currently operated by council.

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

Service snapshot of the quarter:

Customer Contact

- 52,500 calls answered
- 12,230 customer visits
- 9,205 email requests
- 2,010 webchats

Community Response

- 10,841 infringements issued
- 380 animals impounded (44% reunited)
- 2,367 new animals registered
- 208 environmental nuisance complaints received and investigated

Libraries

- 556 library programs and workshops delivered
- 15,344 participants in library programs

Community Venues

- 606 community venue events held
- 120,839 attendees at venue events

Sporting facilities

- 29 sporting events held
- 23,004 spectators at sporting events

Grants

- 257 grants awarded
- Over \$1.4M in grant funding allocated

Delivery of council's services

Community and Cultural Development & Partnerships

The **Horizon Festival** was held from 2 – 11 September and provided a dynamic cultural experience for the region including performance, street art, projections, interactive art displays, laneway bar, food and market stalls. With 220 events over 10 days to an audience of approximately 35,000, the Festival provided a showcase of arts and entertainment. While a complete report is currently being finalised in relation to the outcomes for the festival, preliminary planning for the 2017 event is underway, noting that it will align to the 50th anniversary of the naming of the Sunshine Coast celebrations.

The winner of the **Sunshine Coast Arts Prize** was announced in September. The Awards included cash prizes of \$25,000 for the winning and highly recommended categories. Major sponsor Audi contributed to the prize's increased value. The winning entry *Mother – Tennis* was submitted by Sunshine Coast based photographer Michael Cook and will now become part of the Sunshine Coast Art Collection. The 40 finalists' artworks were on display at Caloundra Regional Gallery for a month, with a People's Choice Award to be announced next quarter.

The **Caloundra Regional Gallery** celebrated National Science Week with science and art related workshops. The Gallery has also been hosting Friday3Live – a fresh new program held on the third Friday of every month and aimed at attracting new audiences by providing a relaxed, social environment to engage with the arts. School holiday activities were again popular for children to learn about mixed-media collage, clay construction and sculpturing.

Sunshine Coast Council's **Social Strategy** was recognised as an Australian Business Awards Winner of the Australian Business Award for Community Contribution. Now in its 11th year, the Australian Business Awards are a comprehensive national awards program recognising excellence in organisations across all industries via an established set of business and product award categories.

Seniors Week was held in August with the theme *It's on for young and old*. Events

included a high tea, social media information sessions at our libraries, dance workshops, crafts and collectible displays. The community was invited to join the *As / Age* conversation by writing statements and thoughts about the journey of ageing on two interactive modular chalk boards at Caloundra and Nambour libraries.

Disability Action Week was held in September with the theme *Inclusion: it's a game changer* which aims to promote the inclusion of people with disability in all levels of sport and the community. Council partnered with State Government to deliver the *Is Everybody Here Day* to raise awareness of the physical activity opportunities available to children with a disability.

Free physical activities are being offered over 10 weeks as part of the Healthy Sunshine Coast program. Classes commence in October under the banners of Healthy Sunshine Coast Mums (with children aged 0 – 5 years) and Healthy Sunshine Coast Teens (for young women 12 – 20 years).

In partnership with the multicultural sector, council hosted the inaugural **Multicultural Conversations Forum**, shining the spotlight on three months of community engagement findings which will assist in the development of a regional Multicultural Action Plan.

Funding totalling \$1,449,407 to 257 recipients was distributed as part of **council's grants programs**. The 50th Anniversary of the Naming of the Sunshine Coast grant program was launched to provide grants to community groups for events and activities relating to the celebrations. Six heritage groups received nearly \$30,000 as part of the Heritage Levy funded Resourcing the Region grant to develop new educational resources which supports increased visitation to cultural heritage organisations by schools.

Membership of **Sunshine Coast Heritage Reference Group** was endorsed this quarter. *Full Steam Ahead – Stories of Nambour-Mapleton Heritage Tramway* DVD was launched in September, capturing the rich history of this important icon and how it helped shape the Sunshine Coast Region.

Community Venues and Sporting Facilities

The community were invited to have their say on the draft **Conondale Memorial Recreation Park Master Plan**. The Plan identifies future requirements for facilities and infrastructure and future management arrangements whilst articulating the protection of the Park as a Motorcycle Precinct. The Plan will be considered by council again next quarter for adoption.

Sunshine Coast Stadium provided a suite of sporting events this quarter including the Trans Tasman Gubbi Gubbi Championship, Vorgee Brisbane Open Water Swim Championships, National Youth Touch Football Championships, Brisbane School Girls Rowing Head of River Event, Oztag All Schools Tournament and 2016 Northern Uni Games. A fantastic announcement for this venue was securing the Nitro Circus Live event in May 2017.

Lake Kawana Community Centre provided entertainment through the *Peasant Prince*, *Kranksy Sisters*, *Womens Lifestyle Expo*, *Little Red in the Hood*, *Sunshine Coast Symphony Orchestra* and *Supergirly*. The venue management has also built a strong relationship with Sunshine Coast Hospital for regular hire of Lake Kawana Community Centre for hospital staff recruitment and induction.

Nambour Showgrounds hosted the ever popular Queensland Garden Expo, Swap Meet and Relay for Life to raise funds for cancer research. The Sunshine Coast Equestrian Club held their high profile annual competition, attracting competitors from Queensland and interstate.

The outcomes of **review of the management and operation of councils aquatic centres** was presented to council this quarter, with recommendations to be implemented to promote consistency in time for lease renewals mid-2017.

Skaters, BMXers and scooter riders were invited to provide feedback on two draft concept plan options for an upgrade to the **Alexandra Headland skate park**. Both concept designs incorporate shade and shelter to increase the time the skate park is used; include features to suit all user skill levels; and

integrate the skate park with the nearby infrastructure and iconic beachfront location.

The Maroochydore Multi Sports Complex played host to the **School Sport Australia Combined AFL National Championship** while the **National Under-17 cricket championships** were held at Landsborough Sports Complex and Elizabeth Daniels Sports Complex. Recent improvements to our facilities has been a real drawcard to attracting national calibre events, including the Brisbane Heat Big Bash pre-season camp and two practice matches against the Hobart Hurricanes in December.

Councils **Sports Field Maintenance Program** – developed to provide financial assistance to local sporting clubs – provided more than \$550,000 in funding to 44 clubs.

Libraries

Our libraries hosted over 556 public education events attended by over 15,344 people. New memberships for the quarter totalled 4,545 taking the grand total of library memberships to 111,464.

As part of the **First 5 Forever** literacy program our libraries held Building Blocks sessions and Libraries in the Parks. The program aims at increasing reading for 0 to 5 year olds and is highly popular with parents, grandparents, carers and children alike.

Cemeteries

The Cemeteries team is focusing efforts on water service relocation at Caloundra Cemetery, installation of niche walls and paths at Kulangoor Cemetery and upgrades of carparks at Buderim, Woombye and Nambour Garden Cemeteries. Discussions are occurring with other areas of council for delivery.

Customer & Community Relations

Telephone and physical visits were the main methods of **interacting with council** this quarter, with 52,500 calls, 12,230 visitors to our centres, 9,205 email requests and 2,010 webchats managed by the Customer Contact Centre. Customer satisfaction ratings remained very high a 4.72 out of a possible score of 5. It is encouraging to note that all interaction methods are higher than last quarter

and the customer satisfaction ratings also improved. 87% of calls were responded to within 60 seconds.

Council's customer contact centre has introduced a **web call-back service** which allows customers to log an online call-back request whenever they want to contact council for information or to conduct business over the phone.

Work commenced on reviewing council's **Customer Charter** and a report will be considered by council in October. The review has incorporated feedback from staff and councillors; and benchmarked charters of other local councils.

Local Amenity & Local Laws

A **Best Value Service Review of the Community Land Permits team** was undertaken this quarter with a report being submitted to council of the outcomes. The review found that the team is highly regarded across the board and that significant improvements have been made in developing stakeholder relationships, with an appropriate balance between community and permitted usage. This quarter the team was instrumental in the issue of permits for the high profile Sunshine Coast Marathon and Ironman World Championship events.

Pet registration renewals have been issued for approximately 64,000 dogs and cats. Council commenced regulated dog inspections to check on containment, tag, signage and registration requirements for dangerous, menacing or restricted dogs.

The new **animal pound** is due to be fully operational mid-November. A Pound Supervisor has been recruited who is developing operational procedures for the new facility.

Public Health

Night time feral animal surveying occurred in the areas of Kenilworth, Conondale and Cambroon to determine distribution, population, size, habitat use and impacts of feral animals.

The Pest and Vector Team commenced a six week **midge treatment** at Currimundi Lake timed to coincide with the lunar cycle to ensure

flooding of the midge habitat and disruption to their breeding cycle as much as possible.

The spring **1080 baiting program** to target wild dog activity and their breeding cycles was completed. This baiting program is an important initiative of council to protect livestock and native animals from the impacts of wild dogs.

Approximately 95% of food business licence renewals are being issued electronically, with SMS reminders being sent for unpaid notices. The electronic system is now being investigated for animal registrations and community land permit renewals.

Outlook

The forward outlook for the next quarter will be:

- *Planning for council's 50th anniversary of the naming of the Sunshine Coast*
- *Finalise the Sunshine Coast Council Customer Service Charter 2016*
- *Draft a Customer Relationship Management System discussion paper*
- *Finalise the Conondale Memorial Recreation Park Draft Master Plan for council's consideration*
- *Commence work on the Sunshine Coast Stadium Feasibility Study*
- *Host the Australasian Police and Emergency Services Games*
- *Investigate options for the Nambour Splash Park*
- *Contribute to events and education during Mental Health Week*
- *Opening of the new Sippy Creek Animal Pound*
- *Contribution to planning for enforcement of the Birtinya Parking Management System and Sunshine Coast Parking Management Strategy.*
- *Engage in an independently facilitated two day Strategic Workshop with Council's Arts Advisory Board*
- *Prepare and complete a 'Strong Community' Strategic Planning Workshop with the Mayor and Councillors*
- *Announce the Sunshine Coast Arts Prize People's Choice Award*



Ray Turner, Director Corporate Services

A message from the Director

QAO's closing report of 29 September 2016 was presented to the 5 October 2016 Audit Committee. QAO advised they would be issuing an unmodified audit opinion and did not raise any internal control or financial reporting issues. Council received the highest possible assessment of timeliness and quality with respect to financial statement preparation, effectiveness of internal controls including information systems and overall financial sustainability. QAO acknowledged and thanked council for the support and professionalism shown by staff in the conduct of the final audit.

The Disaster Hub was awarded State Winner at the Resilient Australia Awards in September and will be a finalist in the national competition in November.

There have been several visits to the Smart Centre in Bullcock St Caloundra by interested parties from overseas and interstate agencies to learn how SCC is adopting smart technologies using bin, lighting and water sensors.

Mental Health awareness will continue throughout the year with HR facilitating workshops and introducing new initiatives to encourage the conversation. A Fresh Minds video is being released in October to coincide with Mental Health Week.

The Employee Recognition Program is attracting quality nominations for employees demonstrating council values. All nominations will be considered for the annual CEO Excellence Awards planned for late 2016.

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

Service snapshot of the quarter:

- \$53.6 million or 66.36% of the total purchasing spend for the quarter is to local businesses.
- 4213 subscribers currently registered for council's tender alert service.
- A total of 136,710 rate notices (131,927 general rateable properties) were issued, for a total of \$144.4 million in July 2016.
- 99.97% of computer network available during the quarter.
- A total of 1,615,179 emails in and out of Council for the quarter.
- 638,660 threats to our ICT systems blocked during the quarter.

Delivery of council's services

Property Management

- Depot Strategy position – received by council.
- Maroochydore CBD Work Space Accommodation – Report received by council.

Land Management

- Twelve community (not for profit) leases/licences finalised this quarter, including the lease to Maroochydore Beach Gymnastics Association Inc.
- Three residential properties recently purchased for future road purposes were handed over and residential tenancies are being put in place - Two units in Maud Street, Maroochydore and a house in Turner Street, Beerwah.
- Two new operating commercial properties were acquired in August, including a restaurant on Brisbane Road.
- 43 Requests for Comments considered this quarter.
- 42 Requests for Owner's Consent considered this quarter.

Buildings & Facilities Assets Management

- Kawana Sports Stadium - Cable Upgrade.
- Kawana Sports Precinct - Lighting Replacement Field 3.
- Nambour Administration Precinct - Fire System Upgrade.
- Nambour Showgrounds - Re-roof Stable A & B.
- Work space accommodation fit out at 127-135 Horton Parade, Maroochydore.
- Reconfiguration of work space accommodation on Level 1, Caloundra Admin Building (Building & Plumbing Services).
- Reconfiguration of work space accommodation on Level 1, Fred Murray Building (Human Resources Branch).
- Contract Awarded - Saltwater Recreational Facilities - Kings Beach & JR Ford Park.

- Contract Awarded - Security Maintenance Variation & Extension 1.

Human Resource Management

The HR Branch has progressed initiatives included in the SCC People Strategy and the Corporate and Operational Plans.

In this quarter the HR Branch and Management team continued to communicate the findings from the Organisational Climate Survey to employees through a series of workshops, information sessions and focus groups, giving employees the opportunity to share stories and offer insights into key organisational findings. The organisational findings will form part of the SCC People Strategy for 2016 – 2018 which will be launched in the coming months.

Health and Safety continues to foster a culture which encourages everyone to take personal responsibility for their health and safety. Training in first aid, emergency control organisation, drug and alcohol risk management, tactical communications and operational safety and resilience sessions have been delivered within the organisation. New Fire Indicator Panels have been installed in all major council buildings enabling high quality communications and control in the event of an emergency. Lost time injury days have remained steady in this quarter.

HR continues to partner with business areas to streamline recruitment and selection processes to ensure high quality candidates are employed.

Monthly HR KPI reports are provided to Branch Managers for them to manage their employees' completion of mandatory training. These HR KPIs form part of the Branch Managers' performance review to be completed annually each July.

HR are continuing to promote mental health awareness in an effort to reduce the stigma associated with mental illness. In October, HR will release a video which shares the mental health stories and experiences from council employees in aim to encourage others to speak openly about their mental health experience by understanding they are not alone.

Financial Services

Draft 2015/16 Financial Statements were tabled at the September 2016 Audit Committee Meeting. External Auditors, Queensland Audit Office (QAO) were on site during September conducting their final audit of the 2015/16 Financial Statements which reflect a \$26 million operating result against a budgeted result of \$24 million.

QAO's closing report of 29 September 2016 was presented to the 5 October 2016 Audit Committee. QAO advised they would be issuing an unmodified audit opinion and did not raise any additional internal control or financial reporting issues. SCRC's financial sustainability is based on the results of the three sustainability ratios. QAO benchmarked SCRC against other SEQ councils. SCRC compares favourably against the other SEQ councils in all of the ratios. SCRC has the highest possible overall Financial Sustainability rating available from QAO.

Council received the highest possible assessment of timeliness and quality with respect to financial statement preparation, effectiveness of internal controls including information systems, and overall financial sustainability. QAO acknowledged and thanked Council for the support and professionalism shown by staff in the conduct of the final audit.

July 2016 Rate Run was successfully generated and 136,710 Rate Notices were issued on 19 July 2016, totalling \$144.4 million. SMS Rate Reminder messages were issued for the first time, during August with a total of 15,000 messages sent.

Budget Review 1 2016/17 adopted at the September Ordinary Meeting, resulting in decreasing the operation result to \$26.9 million, Capital revenue increasing to \$100.3 million and Capital expenditure increasing to \$263.7 million. Cash position increased after adjustments by \$16.8 million to \$235.8 million.

CiAnywhere: Requisition and Stock Requisition modules were rolled out in early September to the organisation including the delivery of training sessions to key stakeholders.

Procurement Services

Procurement and Contracts Branch has been working with other teams to deliver some of council's largest and most challenging projects, including:

- Tender for Automated Waste Collection System at SunCentral;
- EOI and tender for Sunshine Coast Airport – Commercial Partner;
- EOI and tender – Brisbane Road Carpark Development;
- Tender for a consultant to undertake Sunshine Coast Stadium Feasibility.

Procurement and Contracts Branch has also been facilitating useful procurement and contract management training and education. So far:

- 88 people attended Procurement training;
- 66 attended Contract Management training;
- 174 trained in Contract Lifecycle Management Solution; and
- Procurement Specialists undertaking specialised procurement training and education programs.

Governance

Consolidation of SCC Local Laws

A consolidated version of council's local laws incorporating a number of amendments adopted by council in 2015 and 2016 was adopted by council at the Ordinary Meeting held on 5 September 2016. Consolidating local laws is an important activity as it provides stakeholders and the community with a comprehensive and readable suite of local laws. The concept of a consolidated version of a local law is similar to the process of producing reprints of legislation.

Preparation of the 2015/2016 Annual Report

Work has progressed during the quarter on the 2015/2016 Annual Report. A completed draft had been provided to Communication Branch for graphic design and layout work. The branch worked closely with the Office of the Mayor and CEO to identify and prioritise the many major achievements for inclusion in the report. The Annual Report will be presented for consideration and adoption at

the Ordinary Meeting scheduled for 10 November 2016. It is expected that the Financial Information will also be presented to council at the same meeting.

Enterprise Risk Management Audit

The Branch worked closely with Deloitte consultants and the Internal Audit & Assurance Unit to provide input into the Enterprise Risk Management System Audit across the organisation. The audit review entailed a risk maturity and culture assessment, and considered both formal and informal risk management processes across the organisation.

Deloitte concluded that Council is at a similar level of risk maturity to other comparable organisations (in terms of industry and size). However, there are a number of opportunities to further mature and improve their risk management activities which the Governance team will work on over the coming months.

Risk Management – Additional Assets Insured

MARSH Risk Consulting provided Corporate Governance with a report titled Asset Insurance Risk Review. It provides an analysis on the risks of assets insured/not insured. Over the past three months the report has been considered and additional assets were insured from 30 September. The additional premium will be around \$25,000. The value of additional assets covered is \$48M taking our total asset value insured to \$546M (covering 2600 assets). The key changes to assets insured being:

- Playgrounds - now insured total coverage \$15M
- Mechanical/Electrical - assets at locks/weirs, power cabinets (caravan parks and parks). Previous combined cover \$5M now itemised cover of \$14M
- Plant and Equipment – further cover for selected assets of \$6M
- Shelters (basic structures in open spaces) now insured \$4M

Information & Communication Technology

- First project completed – P&E Community Consultation - System live and currently

used for three new consultations, two external consultations and one internal consultation.

- Digital Connect Platform- Design for a new cloud based intranet completed with implementation planned for the next phases.
- Cloud Transition – The Identity and Access Management (Single Sign On solution, OKTA) has been rebranded as MyOffice to increase uptake across the organisation. The Enterprise Service Bus element will continue to build in the next phases.
- The Disaster Hub was awarded State Winner at the Resilient Australia Awards in September and will be a finalist in the national competition in November.
- IgnITe 2016 was held at Sunshine Coast Stadium in July. Positive feedback received from stallholders and attendees.
- Smart Cities Precinct Pilot – Living Lab – There have been several visits to the Smart Centre in Bullcock St Caloundra by interested parties from overseas and interstate agencies to learn how SCC is adopting smart technologies using bin, lighting and water sensors. External agencies included Indonesian Ministry of Home Affairs, Amsterdam Smart Cities, Eurobodalla Shire Council, Redlands City Council, Ipswich City Council, Brisbane City Council, Caloundra Chamber of Commerce, CSIRO Data 61, Sun Central, Cleantech Effect and KPS Taskforce. Progressing smart city management platform to first phase operational deployment. Assisting SunCentral and Street scape projects with technology solution identification.
- Asset Management Information System to the Cloud –Business requirements validation and formation of the ITT underway with an intent to approach the market prior to the end of October.
- Open data initiative sees further data being added to the council's open data portal, and planning for HackFest 2016 in November where the community and business areas can help identify and/or develop solution utilising this data to

improve services, and provide business opportunities.

Outlook

The forward outlook for the next quarter will be:

- *HR will release the second edition of the SCC People Strategy for the years 2016-2018. This document will guide the future of council employees under our four workforce pillars; Recruit, Retain, Develop, Inspire.*
- *Commencement of the 2017/18 Budget – Councillor Workshop has been scheduled for 8 November 2016*
- *2016/17 Budget Review 2*
- *Sale of Land – Auction date scheduled in October 2016*
- *Development and review of council's Fraud Control documents including Fraud Control Policy, Fraud and Corruption Control Plan and Organisational Better Practice Guidance Notes.*
- *Updating of Delegation of Authority Sub-delegations inline with the CEO's Innovation Challenge.*
- *Finalisation of the 2015/2016 Annual Report.*
- *Local Law Amendment dealing with Dog Off-Leash areas.*
- *New Residents Kits – Councillors - From next month new residents to the region will receive a new resident kit from their divisional councillor. The kit has been developed over the quarter in liaison with the Communications Branch and the Electoral Commission of Queensland. The Communications Branch has developed a brochure for attachment to a letter which will be forwarded to all new residents moving into a councillor's division. The resident information will be extracted from subscription data received from the Electoral Roll.*



Greg Laverty
Director Economic Development and Major Projects

A message from the Director

People make events. I'm sure this has been written or said many times before, however it's worth mentioning in relation to event activity within our region this quarter. We welcomed competitors, artists and visitors from all corners of the globe who, along with our local community, enjoyed a new event – as well as an "old" favourite.

In a first for our region and for the Southern Hemisphere, the Ironman World 70.3 Championship was held on the Sunshine Coast. The week of world titles had something for everyone – competitors, supporters, event officials and the many volunteers who make such events possible.

The last day of the quarter saw the 10th Caloundra Music Festival kick off four days of sun, surf and soul. More than 31,000 locals and other festival lovers from around the world set a new crowd record for this iconic event. The festival, like all Sunshine Coast events, is only possible because of an amazing group of people who come from among us and from all over the world to participate – as volunteers.

This year, 571 happy hard-working individuals ranging from teenagers to retirees – locals, visitors from outside our region, council colleagues, backpackers, and exchange students – spent in excess of a combined 9,000 hours performing 40 diverse roles before, during and after the Caloundra Music Festival.

The Economic Development and Major Projects Department is responsible for council's strategic planning and management, with a focus on continued economic development for the Sunshine Coast region. The Department has the lead role in delivering major projects including the Sunshine Coast Airport Expansion, SunCentral Maroochydore, and the Sunshine Coast Solar Farm; managing council's commercial entities and strategic marketing; and keeping the community informed.

To everyone who has ever been a volunteer at one of our region's events – thank you.

You are the people who make events.

Service snapshot for the quarter

- Approximately 1.7 million beachgoers were watched over by our lifeguards, who performed 33 rescues and undertook 129,237 preventative actions.
- The quarter commenced on a high for the Sunshine Coast Airport, with July being the 13th consecutive month of year-on-year growth and 964,362 passengers using the Airport during the preceding 12 months.
- At the Sunshine Coast Solar Farm, two crews using 100 tonne cranes commenced installing about 25 solar panel tables, each holding 40 solar panels.
- Over 49,000 visitors/participants attended 13 major events which generated approximately \$30.5 million in economic activity for the region.
- 25,000 people watched 3,000 athletes from more than 80 countries compete in the 2016 Ironman 70.3 World Championship.
- More than 80 local, national and international bands played to a record audience of more than 31,000 at the 10th Caloundra Music Festival.
- Study Sunshine Coast continued to grow its online presence with over 20,000 likes since it was launched.

Delivery of council's services

Sunshine Coast Airport

Sunshine Coast Airport announced new services during the quarter, and the month of July became the 13th month of consecutive year-on-year growth.

QantasLink announced it would operate seasonal direct flights between Melbourne and the Sunshine Coast between 16 December 2016 and 21 January 2017 to meet increased demand and meet the airline's commitment to supporting tourism on the Sunshine Coast.

Jetstar launched direct return flights between Adelaide and the Sunshine Coast that would boost tourism with 56,000 seats available between the destinations each year.

Communications

With an increased focus on video production, there were significant opportunities to utilise social media platforms. In the month of August, for example, a new record was established for the number of videos produced – with 23 recorded across the community, major events, and infrastructure.

During the quarter, use of traditional media platforms was expanded to include a fortnightly double-page spread in *My Weekly Preview*. This publication provides council with an alternate method of publicising news and information directly to the community.

A media monitoring project commenced to provide an avenue for council to measure media coverage in relation to "on message", "off message" and "neutral" indicators.

The high quality of in-house graphic design work has led to an increase in requests and, as the provider of choice, the graphic design team will be expanded.

Commercial

The endorsement of the *Urban Lighting Master Plan* will see council become the first local government in Australia to deploy LED lighting across the entire Sunshine Coast region.

The Request for Quotation documentation for the *Caloundra Aerodrome Master Plan*

Business Case was finalised and the Master Plan further implemented.

Council's six Sunshine Coast Holiday Parks experienced very strong occupancy, with the business benefiting from significant capital improvements undertaken during the past five years and continued favourable weather conditions. The quarter commenced with a 93% average occupancy rate – a 5% improvement on the same period last year. Revenue to the end of the quarter was up by \$575,000 (12%) on budget. The \$1.5 million expansion at Mudjimba Beach Holiday Park – the largest Holiday Parks capital works project for 2016/17 – continued to progress. The project includes construction of an additional 46 multi-purpose sites.

Contract compliance inspections were conducted on all patrolled beaches in the region, and a full Workplace Health and Safety audit was conducted on all lifeguard facilities.

Economic Development

As part of council's Regional Economic Development Strategy, implementation of the seven High Value Industry and Investment Action Plans continued.

More than 405 businesses were assisted with access to specialist advice, information and services. In addition, 18 events with more than 810 participants were conducted in support of the strategy.

In a continuation of implementing the region's investment brand, a feature article was published in *The Australian* promoting investment and growth across the Sunshine Coast region.

Study Sunshine Coast continued to grow its online presence with over 20,000 likes since its launch last quarter. In addition, the project supported a *Future Careers+ 2025 Expo* that delivered information on the influence of technology on future career paths to more than 500 Year 9 students, 83 parents, career advisors and business representatives. This collaborative effort involved 53 exhibitors from all high-value industries, 27 volunteers and eight *Study Sunshine Coast* Student Ambassadors.

The *Sunshine Coast Export Network Program* continued to provide opportunities for local businesses involved in the export industry.

The Sunshine Coast Airport Expansion project was listed on the Network; the September Export Networking Forum hosted 56 participants who learnt from "export experts"; and 12 companies registered for the second offering of the *Sunshine Coast Export and Global Capability Program*. The program – facilitated by Export Council of Australia with the participation of guest export specialists – is aimed at businesses that are export ready, currently exporting, and those that are already successful exporters seeking to enter a new market.

Over 420 members have joined the *Sunshine Coast Export Network LinkedIn Group*.

The export capabilities of Sunshine Coast industries have been recognised with the naming of two local companies as finalists in the *2016 Premier of Queensland Export Awards*. Council's involvement in the Awards includes sponsorship of the Environmental Solutions Award category.

Marketing opportunities for the *Oceanside Health Precinct* were undertaken following a number of international health missions.

Thirteen major events were held during the quarter, attracting more than 49,000 visitors from outside the region. These events are estimated to have generated \$30.5 million in economic activity. The Ironman 70.3 World Championships, held for the first time outside the Northern Hemisphere, featured 3,000 competitors from more than 80 countries – and generated an estimated economic contribution of \$15 million to our economy.

Council continued to identify and source potential new events with 11 new leads identified. In partnership with Visit Sunshine Coast, council secured the Australian Events Awards which were delivered during the quarter and it was announced that the Sunshine Coast would host the 2017 Australian Cruise Ship Conference.

Delivery of major projects

Sunshine Coast Airport Expansion

Council received major approvals from the State and Federal governments in relation to the Sunshine Coast Airport Expansion Environmental Impact Statement and the lower level approval process commenced.

In relation to securing the required investment for the project, all three levels of government actively worked together to finalise finance for the project.

The procurement process to secure a commercial partner for the project continued.

The project director, who commenced in the role mid-way through the quarter, oversaw commencement of preliminary works on the site.

Sunshine Coast Solar Farm

Construction and commissioning of the *Sunshine Coast Solar Farm* included completion of the design; completion of the PV module manufacturing; installation of 40% of the screw piles and the first of the PV module tables; and near completion of civil earthworks for the Energex switchyard.

The first in a series of community barbecue events was held in August, with Solar Farm "neighbours" taking up the opportunity to meet with Councillors, council officers and contractors to learn more about the operations of the Solar Farm.

SunCentral Maroochydore

Council continued to provide support to SunCentral Maroochydore and manage its shareholder interests in the Company. The Company reported on activities undertaken during the period April - June 2016 and this quarterly report was presented to Council.

International Submarine Broadband Cable

Council provided further information to the Australian Communications and Media Authority on the importance of a Cable Protection Zone on the Sunshine Coast.

Subsequent to the Federal Government's commitment towards a feasibility study for the project, council submitted its application for a \$250,000 grant.

Brisbane Road Car Park Development

The project continued to its next stage with the tender for the development of the site closing.

Outlook

The forward outlook for the next quarter will be:

- *As part of the Sunshine Coast Airport Expansion project, tenders will be called for the design of the new runway.*
- *Submissions for the development of the Brisbane Road Car Park site will be assessed.*
- *Council will continue to engage with its Sunshine Coast Solar Farm neighbours at the next in its series of community barbeques.*
- *Further meetings will be held between council officers, Energex and the contractor to and finalise agreements in relation to the Public Lighting project.*
- *The successful tender to prepare the Business Case for the Caloundra Aerodrome Master Plan is expected to be awarded.*
- *An action plan to market the Oceanside Health Precinct will be coordinated by Stockland, following the completion of a benchmarking exercise.*
- *Construction of the additional 46 multi-purpose sites at the Mudjimba Beach Holiday Park is scheduled for completion.*



Andrew Ryan,
Director Infrastructure Services

A message from the Director

With the success of 2015/2016 financial year now behind us, we have launched into our plans for 2016/2017. It is noteworthy the effort taken to get to the stage where plans and designs are ready for implementation and construction in July. Our forward planning process has greatly improved and 'hitting the ground running' at the start of the financial year pays off by being better placed to meet our works targets and service schedules.

We made national news recently, unveiling Australia's first, high-tech, automated waste collection system for a CBD, to be installed in the new Maroochydore City Centre. Rather than using wheelie bins, waste will be transported from commercial buildings and apartments at up to 70km/h through a 6.5km system of underground vacuum pipes. New urban developments in Stockholm, Seoul, Barcelona, London, Singapore and Beijing have all utilised the Swedish-designed Envac waste collection system – but no other Australian city has done so as yet.

Automated underground waste collection is just one of the smart technologies planned for upcoming projects and the Living Lab, set up in Bulcock St, Caloundra, showcases other technologies being trialed such as bin sensors to improve waste collection services, environmental sensors to test air and water quality, temperature and moisture, as well as smart lighting systems that can be dimmed, brightened and change colours.

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

Service snapshot of the quarter:

- 209 hectares of landscape and garden beds maintained
- 1066 hectares of mowing maintenance
- 48% of Capital Works Projects underway, 14% completed
- 59,735 tonnes of waste received
- 21,549 tonnes of waste recovered
- 11,344 customer requests received
- 9,970 customer requests closed
- Delivered a total area of 5,200 lineal metres of asphalt surfacing, valued at approximately \$1.7million

Delivery of council's services

Disaster Management

The upcoming storm season has been the main focus of the Disaster Management Team this quarter, with planning and preparations of both council resources and the Sunshine Coast community underway. The team have been attending schools in our region and delivering programs to year five students to assist them in understanding why we need to plan and prepare for disasters and emergencies, and how they can ensure they and their families stay safe during these events. Community groups have also been developing and reviewing their plans in order to ensure they are ready for what is expected to be quite a wet season.

The team are again partnering with RACQ and the State Government to run the "Get Ready" campaign, which will be officially be launched by Mayor Jamieson on the 12th of October. This launch will be combined with the official opening of the new Nambour district SES depot at Woombye.

Coming up in November is the annual Disaster Management exercise – Exercise Sudden Deluge, which will focus on a sudden onset flooding event and dam wall failure. Writing and preparations for this event are underway, and shall prove to again test our Local Disaster Management Group, Field Coordination Centre crew, Emergency Operations Team, and Recovery Team. The revised Local Disaster Management Plan shall also be exercised and tested during this event, along with other relevant council plans as well as external agencies.

Public Lighting

Street lighting is a vital community asset that keeps the community safe and secure. Across the quarter routine maintenance of street and public lighting continued with 80 customer requests received regarding council owned lights, 115 requests for repairs to Energex owned street lights and 35 other requests relating to new glare shields, new street lights or other related electrical assets. A project to replace deteriorated council owned street lights and poles in the car park north of the Buddina Surf Club is progressing with installation of LED

lights and will be completed in the second quarter of 2016/17.

Roads, Cycleways & Pathways

The TravelSmart Team continued to progress the RIDESCORE project – the aim is to increase the frequency of active travel to and from school by encouraging students to ride. The potential benefits are enormous, not only in helping to increase health and wellbeing but also in reducing traffic congestion and parking problems within school precincts. The program will be trialed at Brightwater and Peregrin Springs State Schools in Term 1 2017. With the use of Radio Frequency Identification Technology (RFID), students who ride to school can be tracked and rewarded for doing so. The technology will also have the capacity to send notices through to parents (email or SMS) informing them that their child has either arrived or left school.

Community cycling workshops began again in August, with well over 100 participants taking part in various events. Participants have been able to brush up on their cycling skills, become more familiar with our pathway networks and learn more about maintaining their bikes. The latest round of workshops will continue through until November.

The four week Love to Ride Cycle Challenge concluded Sunday September 18. The event was a community workplace challenge aimed at getting as many people as possible from participating organisations to ride a bike. Overall, 730 people from 45 organisations across the coast registered. Some of the companies / businesses included YOUI, University of the Sunshine Coast, Lendlease, Project Urban and TAFE. Sunshine Coast Council led by example, placing first in many of the different business categories for the most number of employees to ride a bike during the challenge period. Our CEO, Michael Whittaker, was one of many council representatives who took part.

Sunshine Coast Bike Week occurred on Sep 24 – Oct 2. In conjunction with Sunshine Coast Cyclefest, there are 20 separate cycling events for people to either participate in or watch. Events include Commuter Cycle Training, Basic Cycle Skills, BMX Come & Try, guided mountain bike rides and road cycling events.

Road Network Management

Preparation works have been the focus for the first quarter of the 2016/17 roads program with a total of 21 roads undergoing preparation works with 11 new asphalt overlays and 3 rehabilitations completed for Dyer St, Beerwah St and Bunya Rd. This includes 5.2km of roads resealed with 5115 tonnes of asphalt, 73km of crack sealing at a total spend of \$1.7 million for the quarter. Two new contractors were appointed for the delivery of this program.

Quarterly line marking figures for this quarter resulted in 298 roads re-lined and marked at a cost of \$400,574. This included the reapplication of:

- 122km centre line
- 128km edge line
- 1224 parking bays
- 710m² green cycle lane treatment
- 1625 raised pavement markers
- 9.4km yellow line
- 34 bike symbols
- 1250m² thermo plastic
- 2343 hatching

The Stormwater Quality Improvement Devices contract had 748 of the smaller quarterly maintained assets visited with approximately 215m³ of material captured and removed at a cost of \$162,000 for this quarter.

Stormwater Drainage

Delivery of the 2016/2017 capital works drainage program has commenced, with expenditure to date being slightly above the target for the first quarter.

Investigations into flood improvement options along Nicklin Way are being undertaken, and drainage analysis of the Mountain Creek catchment will commence soon. The results of these investigations will identify any potential drainage improvements for inclusion in future programs.

Water quality monitoring is underway at 24 identified sites along Currimundi Creek and the Maroochy River. Test results received to date have indicated that overall water quality discharge is generally good, however there are sites which may benefit from minor modifications to the existing water quality improvement devices that are already installed.

A number of drainage research projects are being undertaken in collaboration with the University of the Sunshine Coast. These will investigate potential improvements to the design of culverts in order to provide additional flow benefits during storm events.

Beaches, foreshores, coastal infrastructure & canals

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

- Completion of groyne emergency works at Gregory Street, Golden Beach
- Commenced planning for a Strategic Discussion Forum associated with future Maroochy Beach Renourishment program and river mouth infrastructure upgrades
- Engaged with Department of Transport and Main Roads on regional boating facilities as part of a state demand study
- Commenced works on weir wall damage at Maleny
- Supported floating wetlands research project at Park Lakes 2
- Commenced design documentation for emergency works at Beach Terrace, Mooloolaba
- Progressed disability beach access matting trial selection in conjunction with a range of disability support groups
- Established beach litter management program for non-bathing beach areas
- Closed Currimundi Lake for a six week period to combat midge numbers
- Completion of beach construction at Sunshine Cove to support recent kayak portage works
- Attained desilting permits for Mooloolaba canal system and currently undertaking exploratory desilting works
- Continuation of monitoring and maintenance program for Earnshaw Infiltration Basin, Golden Beach.

Bushland Conservation & Habitat

During this quarter a number of key activities and projects have progressed, including:

- Flying-fox roost management, finalisation of buffer management works and installation of sprinklers
 - Report to council with update on flying-fox management actions to date
 - Mary Cairncross building renewal construction - installation of steel fabrication and roofing
 - Maroochy Regional Bushland Botanic Garden Stage Two of the Whipbird Garden Renewal Project - trail treatments.
 - Finalised interpretative display upgrade at the Maroochy Wetland Sanctuary with an official opening
 - Contractors delivering works including: tree maintenance, slashing, pathway maintenance and weed control
 - Vegetation offset project planning in relation to the Sunshine Coast Airport and Dept of Transport & Main Roads Bruce Hwy projects
 - Capital works projects, including:
 - Completed four projects including trail works at Alex Forest and Landscape design plan for Kirby's Road Reserve
 - Mt Ninderry Stage 2 walking trail upgrade viewing platform and signage.
- Community Catchment Partnerships**
- Environment Levy Partnerships – Council endorsed 22 partnerships with community groups, being 17 third (final) year partnerships, 3 second year partnerships, and 2 new partnerships for one year
 - Environment Levy Grants - The July round awarded 3 grants valued at \$6365 total
 - Koala Conservation Plan - Koala collaring program at Reesville revealed a healthy Koala population
 - Land For Wildlife - 25 new properties registered during the last quarter. Three workshops delivered with 75 people attending
 - Land for Wildlife Incentives - 175 Land for Wildlife partners applied for Land for Wildlife incentives resulting in:
 - 28,440 native trees in the ground at 101 properties;
 - 225 nest boxes installed at 45 properties; and
 - 29 landholders received weed management kits and training.
 - Voluntary Conservation Agreements - two new properties registered this quarter, bringing the total number of VCAs to 69, covering 1098 hectares. Trial partnership has commenced with Qld Trust for Nature to deliver Nature Refuges on high ecological value properties
 - Garden Expo – Council's Living Backyard exhibit and information sessions had exposure to 40,000 attendees
 - National Tree Day - hosted two sites at Little Mountain (Bancrofts Reserve) & Twin Waters (BA 135) where 176 volunteers planted 2,800 trees
 - Conservation Field Day – 105 LFW landholders, CNCP volunteers & CCLP volunteers attended
 - Wildflower Festival - 12 community groups, non-for-profit organisations hosted guided wildflower walks over the week
 - School/youth planting activities included:
 - Caloundra State High School – 34 students planted at Watson Street, Currimundi
 - 23 Japanese, international students join in for a planting activity in Coolool area
 - 20 youth with Rustic Pathways joined a Coolool working bee

Rivers, Streams, Estuaries & Water Bodies

Work over the quarter includes:

- Commencement of Bunbubah Creek restoration project. Woody vines have been removed and two-thirds of the Singapore Daisy has been treated.
- Awarded tender for Environment Levy Mary River Rehabilitation Project. Barung Landcare will commence works in the Kenilworth area in October.
- Completion of the Southern Arm Currimundi Creek Bank Stabilisation Bank Management Plan.

Recreation Parks, Trails & Facilities

A \$1.5 million facility upgrade to the Maroochydore Junior Rugby League Club was officially opened before the Rugby League Sunshine Coast A-grade grand final in September. This project delivers a number of key outcomes from the adopted Facility Development Plan 2014 including:

- new grandstand seating and shade structure
- home and away players change rooms
- first aid and referees room
- pathways for improved accessibility

The upgrades meet the NRL standards for state competition facilities and provide improved amenities for the many local sporting clubs that use the site.

Council constructed the upgrades in partnership with the Department of National Parks, Sport and Racing.

This quarter saw the completion of a variety of projects to enhance our region. Including:

- Stage 5 of Buderim Village Park
- Caloundra headland foreshore development
- Caloundra Cricket Club elite training facility
- Beach shower upgrades at Pelkana Park, John Hotton Park and Keith Hill Park
- Stormwater and landscaping upgrades at Elizabeth Daniels Park
- Picnic Point amenities renewal
- Playground upgrades at Newton Park, Tickle Park, Coopers Lookout, Garden Vale, Sam Bowda Park, Rosella Park and George IV Park
- Sand storage facility for the SES in Coolum
- Fencing upgrades at Adolph Blanck Park, Mooloolaba Foreshore and Jill Chamberlain Reserve
- Skate park upgrades at Mudjimba and Eumundi.

Design development for the 2017/18 construction projects along with the 2016/17 design only projects is progressing well.

Waste & Resource Management

Construction of Cell 5.3 at Nambour Landfill and Cell 10 at Caloundra Landfill continues. When completed these cells will provide sufficient airspace to meet councils waste disposal needs till approximately 2024. Planning for the Nambour Waste Precinct expansion also progressed well, with a first draft Master Plan due later this year.

In an Australian first, details of the Automated Waste Collection System (AWCS) that will be installed in the SunCentral Maroochydore CBD were announced following contract signing with the Korean associate of Swedish-based company ENVAC. Waste and Resource Management is currently working with a range of internal and external stakeholders to ensure AWCS project delivery aligns with the SunCentral Maroochydore CBD civil works program.

Our Resource Recovery Centre and Landfill Operation contracts reached their one year anniversary this quarter. Sound contractor performance over the first 12 months has delivered improved service levels across the board and increased sales revenue through the recycling markets. A new contract was recently awarded for television and computer waste recycling which re-established access to the Commonwealth's 'ewaste' product stewardship program and public tenders for scrap metal, household hazardous waste collection and green waste processing are in varying stages of advertising or evaluation. New contracts will be awarded and mobilised next Quarter.

The Waste and Recycling Collection Contract and Liquid Waste Contract continue to deliver outstanding results with many compliments received from members of the public praising the high level of service provided by both contractors.

Quarries

Throughout the quarter the Quarry has continued to implement business improvements measures including:

- Installation of a new Programed Logic Controller (PLC) within the asphalt plant
- Replacement of the burner in the asphalt plant
- Traffic management and site orientation improvements.

With the delivery of these improvements, the quarry's operational capacity has been increased and has been supplemented with improvements to the asphalt plant's reliability and enhanced future outputs. The additional works within the stockpile area have now been completed with improve traffic flow and the storage capacity within this area has increased by 30%.

Additionally during the quarter the Quarry achieved the Health and Safety milestone of surpassing 500 days without a lost time injury (LTI).

Fleet Management

Fleet Services has developed a new Dry Hire arrangement in conjunction with the Procurement team to improve the terms and conditions attached to the arrangement. External consultants were engaged by the Procurement team who developed a specific set of terms, conditions and documents for the Dry Hire arrangement. The arrangement is currently being advertised.

Additional staff have been appointed within Fleet Services. A permanent position has been appointed within the Hire team, strengthening our ability to deliver customer service. Also a position in the Procurement team has been filled improving the capacity of the team with a focus on assets specification documents and processes.

The competency review continues having completed the majority of Infrastructure Services, the attention now moves to Community Services. Urgent training identified has been completed and the scheduling of the remaining items continues. Licence codes and descriptions have been updated in Chris21, with records now in line with current legislative requirements.

Placemaking

A number of key place making projects in the region have made significant progress across the quarter:

- AECOM Australia Pty Ltd are approaching completion of the Schematic Design stage of the Mooloolaba Foreshore design, estimated to bring around \$40M of new park outcomes to the foreshore. This design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area
- Pacific Paradise Streetscape concept, recently received the thumbs up from the local community, traders and property owners at the July/August community engagement meetings. The detailed design phase is progressing well, incorporating widened footpaths, art outcomes, increased shade trees and landscaping with construction anticipated mid-2017
- The Palmwoods Town Square Schematic Design received great support from the Palmwoods community at recent meetings with the Streetscape Reference Group. CoDesign Studio have been engaged by council to support a community led activation approach as part of the overall project outcomes, demonstrating council's commitment to work collaboratively and empowering the local community in achieving their desires. Construction is due to start mid 2017.

Delivery of major projects

Sunshine Coast Solar Farm

Construction is well underway at the 15 megawatt (MW) Sunshine Coast Solar Farm in Valdora, on track to be operational by mid-2017. Design is now complete and first panels installed: The first solar panel table has been lifted into place and secured – a major milestone for the project. Two crews using 100 tonne cranes will install about 25 tables each day. Weather dependent, all tables should be up by Christmas.

Bulcock St Streetscape Project

Work is continuing on Stage 3 (lower) of the upgrade, which includes lighting feature, re-shaped road and footpath, installation of smart technology, additional street furniture, more trees and shrubs, directional signage and public art. Major construction is being scheduled to alleviate trader impact during the December 2016 school holidays.

Mooloolaba to Minyama separated bikeway

With stages 1, 3 and 4a complete, stage 4b is next to be delivered and contract for construction has been awarded. Works include a new, separated bikeway for cyclists of all abilities along River Esplanade between Mayes Canal and Foote Street, landscaping improvements, upgrade to the Charles Clarke Park public car park and improved lighting.

Outlook

The forward outlook for the next quarter will be:

- *Finalisation of works at Evans St, Maroochydore including drainage, earthworks, asphaltting, landscaping and new underground power cabling*
- *Commence Maroochydore Intersection Upgrades – begin work on Maud Street and Aerodrome Road to upgrade to a number of key intersections essential to improve road safety, connectivity and to cater for the future growth of Maroochydore.*
- *Conduct a workplace health and safety symposium for Infrastructure Services staff to reinforce the good work being done to “work safe, live well”*



Warren Bunker, Director Planning and Environment

A message from the Director

During September 2016, both the Draft Caloundra Centre Master Plan and Draft Nambour to Coolool Strategic Trail were released for community consultation. Both projects will help shape our region and plan for our community both now and into the future. Also proposed amendments to the Sunshine Coast Planning Scheme 2014 were released for public display to seek community discussion.

Both the Environment and Transport Levies have released their 2015/16 Annual Reports. These documents both outline the significant contributions and extensive activities these programs invest in and deliver.

The Organisational Environmental Sustainability Benchmarking Report was published during September 2016, detailing council's commitment to achieving their vision for the region. The report provides the community with an annual snapshot of council's environmental sustainability performance over time.

Development activity continues to be positive across the region during the quarter, with a 7% increase in Building Approvals compared to the same quarter in 2015/16. This is particularly evident within the Enterprise Corridor as illustrated on the Building Approvals Heat Map.

The Planning and Environment Department prepares the integrated policy and strategy framework for the region covering land use, environment, transportation, open space, flooding and drainage and social infrastructure. This involves development approvals and infrastructure charges relating to planning applications, subdivisions, engineering and landscaping works, building and plumbing.

Service snapshot of the quarter:

- 94% of development applications being assessed within statutory timeframes
- 1,830 building approvals issued with a construction value of \$425 million, including;
 - 688 new dwelling houses approved totalling \$201 million in value
 - 259 multiple dwelling units were approved with a value of \$81.7 million
- 2,898 building and plumbing applications lodged and 3,015 decided
- 509 development applications lodged and 525 decided
- 552 lots created under the plan sealing process
- 118 free pre-lodgement meetings held.

The Development Indicators Snapshot provides full details of the quarter's statistics.

Delivery of council's services

Strong Economic Leadership, Collaboration & Identity

The **Draft Caloundra Centre Master Plan** was released for community consultation on 13 September 2016. The Draft Master Plan aims to achieve greater activation, connection and vibrancy for the centre of Caloundra. It also proposes a range of economic, social and urban design initiatives aimed at securing the centre's position as a vibrant, welcoming and prosperous hub on the Sunshine Coast.

Highlights of the Draft Master Plan include a new town square, new community facilities, new parks and green spaces, better road access and new cycleways and footpaths, as well as initiatives to stimulate investment.

The Draft Master Plan features four distinct, interconnected precincts including the Central Park Urban Village which will capitalise on the extensive health, education, sport and recreation activities in and around Central Park.

Community consultation closes on 7 October 2016, with any feedback received during this period informing the final Master Plan, to be presented to council for consideration.

Full details and community consultation material can be found on council's website or alternatively on the project website.

The **Draft Nambour to Coolum Strategic Trail** was endorsed by council on 18 August 2016 and released for public consultation during the quarter on 19 September 2016.

The Draft Trail consists of a network of trails located predominantly on public land, and aims to be achieved over approximately a 20 year timeframe.

The Draft Trail proposes a network of over 48 kilometres, offering a diverse array of recreational opportunities. It would also offer the first east-west trail link on the Sunshine Coast. Local residents in Nambour, Bli Bli and Coolum would be the first to benefit from the proposed trail with local trail experiences proposed to be delivered in the initial stages of delivery.

Community consultation closes on 17 October 2016, with any feedback received during this period assisting in more detailed consultation, planning and on-ground alignment investigations to be undertaken, and subsequently presented to council for consideration.

Full details and community consultation material can be found on council's website or on the project website.

Road Network Management

Infrastructure Charges revenue for the quarter was \$8.5 million; an increase of \$300,000 from Quarter 1 in 2015/16. This supports significant development activity on the Sunshine Coast and contributes funding to meet the requirements of a growing population.

Infrastructure Charges revenue is used to assist in the delivery of the region's growth assets in accordance with the *Infrastructure Charges Resolution* as required under the *Sustainable Planning Act 2009* and the *State Regulatory Provisions*. The resolution sets out certain requirements for new development to pay Infrastructure Charges for the following trunk infrastructure networks:

- Transport
- Public parks and land for community facilities
- Stormwater
- Water supply
- Sewerage.

Background studies for input into the preparation of the **Local Government Infrastructure Plan (LGIP)** have continued. This has involved growth projections and detailed reviews of trunk network priorities. An LGIP is a specific part of the planning scheme that identifies the local government's plans for trunk infrastructure necessary to service urban development at the desired standard of service.

Council has continued its advocacy role in the **Sunshine Coast Light Rail Project** with a series of meetings held with stakeholders throughout the quarter including the Department of Transport and Main Roads and

the Department of Infrastructure, Local Government and Planning.

Sustainable Growth Network Planning

The **Sunshine Coast Planning Scheme 2014** sets the regulatory framework for economic activity on the Sunshine Coast by identifying what type of development is appropriate for a specific area.

On 26 September 2016, notice was given under the *Sustainable Planning Act 2009* to propose the following amendments to the planning scheme:

Maroochydoore Principal Activity Centre

The 'Maroochydoore Principal Regional Activity Centre' proposed amendment is in response to legislative changes and the declaration of the Maroochydoore City Centre Priority Development Area (PDA). The primary purpose of this amendment is to simplify and streamline the planning provisions applicable to that part of the Maroochydoore Principal Regional Activity Centre (PRAC) located outside of the PDA.

Site Specific and Operational Matters

The 'Site Specific and Operational Matters' proposed amendment solely relates to zoning and overlays for a number of specific land parcels located within a variety of locations to better reflect the existing or desired future use of the land. The amendment also proposes to address a range of operational matters to improve the clarity and efficiency of the planning scheme.

Twin Waters West.

The Twin Waters West planning scheme amendment proposes to make amendments to zoning and local plan codes.

The proposed amendments and explanatory material are on public display until 7 November 2016 at all council administration buildings. Additionally, the proposed amendments are available on council's website.

The **Organisational Environmental Sustainability Benchmarking Report** was published on 15 September 2016. The report provides an annual snapshot of council's environmental sustainability performance over time and is one of the ways for council to

demonstrate its commitment to achieving the vision for the region.

The benchmarking report communicates:

- The environmental sustainability activities council is taking to achieve its goal of 'A Healthy Environment'.
- Leadership to our community by describing a range of activities that showcase sustainability and innovation.
- A robust, accountable and transparent decision making process.
- How we are embedding sustainability and innovation into processes, systems and organisational culture.

Some of the key highlights include:

- 12.3% reduction in emissions generated compared to the 2014/15 financial year
- 6.3% reduction in fuel usage compared to the 2014/15 financial year
- 3.4% reduction in the number of organisation fleet vehicles compared to the 2014/15 financial year.

The full report is available on council's website.

Transport Levy

The **Transport Levy** continues to help secure the Sunshine Coast's transport future. The 2015/16 Transport Levy Annual Report was published during the quarter featuring the annual highlights and achievements for the levy.

The Transport Levy is an important part of investing in the future of transport on the Sunshine Coast and assists council to investigate future transport options, undertake important long-term planning and trial services that provide greater connectivity within our region.

Throughout the 2015/16 financial year, the Transport Levy delivered a number of achievements to the community, including:

- \$634,384 towards upgrading 39 bus stops across the Sunshine Coast including the installation of 24 new bus shelters, provided in compliance with the Disability Discrimination Act.

- \$557,767 in financial support for the continuation of the Light Rail Feasibility and Business Case development.
- \$181,636 contribution to TransLink to jointly fund the Maleny-Landsborough-Beerwah Bus Service.
- 4,301 passenger trips and 44,680 kilometres travelled on the levy-funded Flexilink Services.
- 12,322 passenger trips and 82,365 kilometres travelled on the levy-funded Council Link services.
- \$907,653 contribution to the Transport Futures Fund in the 2015/16 financial year.

The full report is available on council's website.

Environment Levy

The 2015/16 **Environment Levy** Annual Report was published during the quarter. The report highlights the significant contributions the Environment Levy Program makes to the management of our waterways and coastal foreshores, and to maintaining our diversity for native vegetation and animals. Some of the key highlights were:

- \$1.6 million spent on purchasing two new Environment Levy reserves totalling 76.9 hectares at Bald Knob and Maleny.
- Partnering with 842 Land for Wildlife members, supporting 68 voluntary conservation agreement partners and 22 not-for-profit community groups and providing \$329,600 in Landholder Environment Grants to 115 private landholders.
- A foreshore planting program established 13,000 native plants at Buddina, Alexandra Headland and Mooloolaba.
- Providing \$950,000 of funding for on-ground environmental projects, such as removing weeds in road reserves, rehabilitating coastal dunes and reserves and restoring waterway vegetation in the Pumicestone Passage, Maroochy and Mary Rivers.

The full report is available on council's website.

Development Services

The first quarter of the new financial year continued to record strong development activity highlighting the confidence in the local development market.

The **Building Approvals Heat Map** was released during the quarter, providing a geographic visualisation of planning and development activity.

The map includes insets that identify the volume of building approvals over the past 12 months in the "hot spots" and illustrates that the 'Sunshine Coast Enterprise Corridor' continues to contain a significant proportion of the building activity. This corridor runs between the Sunshine Coast Airport to Caloundra South and is anticipated to accommodate 70% of the Sunshine Coast's population growth over the next 20 years.

The 'hot spots' of building approvals for the last 12 months included:

- 311 building approvals with a value of \$92.2 million in the Maroochydore (Inset 1)
- 243 building approvals with a value of \$82.3 million in the Mooloolaba and Brightwater area (Inset 2)
- 349 building approvals with a value of \$127.5 million in Kawana and surrounding areas (Inset 3)
- 380 building approvals with a value of \$91.2 million in the Caloundra area (Inset 4)
- 361 building approvals with a value of \$110.7 million including Peregrin Springs and Peregrin Breeze (Inset 5).

Details of all Development Applications are available on PD Online.

Building and Plumbing Services finalised work throughout the quarter on the **Sunshine Coast Public University Hospital**. Dedicated plumbing officers finished work on-site and are now continuing to process the completing final inspections. Officers have worked across all facets of the hydraulic design, installation, testing and commissioning phases of the project inspecting approximately:

- 74 kilometres of PVC pipe and 21 kilometres of hot water flow and return pipework
- 260,000 clips supporting all types of pipework (PVC, galvanised pipe, copper, tube etc.)
- 13,000 passive fire penetrations.
- 2,500 hand basins, 950 water closets and 3,660 thermostatic mixing valves
- 115 tonne of copper tube
- Solar hot water plant consisting of 90 solar panels

The construction of the hospital is a major milestone for the Sunshine Coast and is the result of the collaborative efforts and commitment of all stakeholders to achieve the very best outcome for the community.

Outlook

The forward outlook for the next quarter will be:

- Continuing to deliver development assessment processes within statutory timeframes.
- Continued review of the legislation and state policy including:
 - Consideration of proposed better planning for Queensland reform and *The New Planning Act*.
 - Review of the *South East Queensland Regional Plan 2009-2031*.
- Preparation of the finalised Caloundra Centre Master Plan, incorporating community consultation feedback.
- Preparation of the finalised Nambour to Coolool Strategic Trail, incorporating community consultation feedback.
- Progress the planning and infrastructure delivery solutions for the major development areas including Palmview, Maroochydore City Centre, Beerwah East, Caloundra South, Kawana Town Centre (including Bokarina Beach), and the Sunshine Coast Light Rail Project.
- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*.