

Australia's most sustainable region  
Healthy. Smart. Creative.



Sunshine Coast Council  
CEO's Quarterly Highlights Report  
Quarter 2 – 2020/21



## Acknowledgement of Country

Sunshine Coast Council acknowledges the Traditional Owners of this region, the Kabi Kabi and Jinibará peoples. Council commits to working in partnership with the Traditional Custodians and the broader First Nations community to support self-determination through economic and community development.

[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)

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### Acknowledgements

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

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**“Delivering on the Vision:  
Australia’s most  
sustainable region –  
healthy, smart, creative”**



## Message from the Chief Executive Officer

I am pleased to be providing my first quarterly progress report since commencing the role of Chief Executive Officer in November 2020. It is not lost on me that I have come into the role at a pivotal time in history as the presence of COVID-19 in the world impacts us all.

It has presented challenges to people from across our community, our businesses and our employees as we work together to respond to changes and keep each other safe. However, alongside these challenges, COVID-19 has also provided a catalyst for change and a number of new opportunities have emerged across our community and Council.

Our resilience is on display every day as we adapt and evolve to circumstances, and I am really impressed by the way we have embraced new innovations along the way.

Our early planning and ability to quickly transition to the 'new normal' has enabled the Sunshine Coast to remain open to visitors, providing an important stimulus into our economy and creating a high demand for many of our services.

Our Council staff have done a great job to meet this demand and continue to take great pride in their work. Our assets and facilities have continued to be presented in outstanding condition and we have continued to find ways to engage and be inclusive in our decision-making.

Our extensive program of community engagement is an example of how we are focusing on, and valuing, our diverse community. During the quarter, we engaged on the Draft Coastal Hazard Adaptation Strategy, Draft Heritage Plan, a community satisfaction survey on Council services and placemaking improvements in Caloundra, Woombye, Eumundi and Eudlo.

Through all this, there have been some major achievements as we continued to progress our healthy, smart, creative agenda.

Council celebrated NAIDOC Week with an intimate flag-raising ceremony in November to pay tribute to Traditional Custodians of the Sunshine Coast – the Kabi Kabi peoples and Jinibara peoples, providing an opportunity for all to reflect, learn and build strong community connections.

Our first Renewable Energy Facility opened in Caloundra that will convert waste to electricity and create 7000 megawatt hours of renewable electricity per annum. This will reduce greenhouse gas emissions by approximately 41,000 tonnes each year.

A new landmark development agreement was signed with one of Australia's leading private property groups, Walker Corporation, to accelerate investment in the Maroochydore City Centre. Walker Corporation will invest \$2.5 billion into the project and bring with them experience, capital and expertise, enabling the project to reach its potential.

The new eight-storey Brisbane Road car park named 'ParknGo Mooloolaba Central' opened to the public in December, providing 700 public spaces for residents, visitors and business traders to utilise while accessing the area. The \$23.5 million facility follows considerable community consultation and is an important component of the Placemaking Mooloolaba Master Plan. The construction delivered improvements to surrounding infrastructure and provided jobs for approximately 800 construction workers.

Finally, I would like to sincerely thank everyone for the warm welcome and kindness I have received since commencing. I look forward to meeting many more of you and working together to deliver more outstanding achievements throughout 2021.

**Emma Thomas**  
Chief Executive Officer



# A Strong Community

In all our communities, people are included, treated with respect and opportunities are available to all.



**41,394**

people attended community events at Council's venues



**87%**

Customer satisfaction with library and cultural programs



**133,209(m<sup>2</sup>)**

total area of roads delivered, valued at \$4.9 million this quarter



**206**

community grant applications received, allocating more than \$2.5 million for the quarter

## Community and cultural development and partnerships

### Community Grants

Council has continued to offer grants as a strategic investment tool in response to COVID-19 and the community's changing needs. Council's community grants are focused on supporting projects which deliver on Council's priorities; activate the community in a resilient and vibrant way; inject money into the local economy; are ready to get started and be successfully completed; and deliver maximum community benefit. During the quarter:

- \$1,060,632 was awarded through 206 new community grants for a range of projects and activities
- \$1,498,667 in previously committed multi-year operational funding was provided to 144 community organisations through partnership programs
- \$65,946 was awarded to 11 projects through the Regional Arts Development Fund grant.

### Heritage development

The draft Sunshine Coast Heritage Plan was available for public consultation between 16 November and 13 December 2020.

Council received 583 responses to the online survey which will be used to inform the final amendments to the 10-year plan before it is presented to Council for consideration in 2021.

### NAIDOC Week 2020

After being postponed due to COVID-19, Council celebrated NAIDOC Week with an intimate flag-raising ceremony in November to pay tribute to Traditional Custodians of the Sunshine Coast – the Kabi Kabi peoples and Jinibara peoples, providing an opportunity for all to reflect and learn.

The theme for NAIDOC Week 2020 was '*Always was, Always will be*' - recognising that First Nations people have occupied and cared for this continent for over 65,000 years.

Other NAIDOC Week activities included online programs, curated library resources, and a family event at the Nambour Showgrounds.

### Support against domestic violence

Council partnered with the 'Sunshine Coast Make It Stop' committee to deliver a special tree planting event (Seeds of Hope) in December 2020 in an act of solidarity and support for victims of domestic violence.

Council provided 500 native trees, shrubs and groundcovers for up to 300 people to help plant on the dunes at Mooloolaba Foreshore Reserve to help raise public awareness of domestic and family violence in our community. The trees are intended to act as a lasting legacy to acknowledge victims on the Sunshine Coast as well as rehabilitating and building resilience in our coastal dunes.

## Transport Services

The catchment area of the Kenilworth Community Transport Service was broadened in October to include a number of new suburbs that will enable an additional 1000 properties to utilise the service.

In addition to a widened area, trips to the Sunshine Coast University Hospital were included and guests of registered users can also access the service.

## Disaster management

Council continues to work with our emergency service partners and Queensland Health to ensure plans are in place for a dual hazard event (an emergency event concurrent with a COVID-19 overlay). Evacuation centre management plans for this type of event were finalised and are able to be implemented, should they be required.

Resources are in place to respond to the La Nina weather pattern and the Local Disaster Management Group are prepared for a potential activation to provide a response and recovery effort, should it be required.

## Libraries

Council launched the myLibrary app in October, providing a convenient, time-saving platform for customers. The new app provides members with easy access to their account, the ability to explore the catalogue and new releases, renew loans, reserve titles and link in with other family memberships including children.

Over the quarter, 4615 new library members and 183,310 visitors to our Libraries were recorded. In comparison to the same period last year, the usage of digital services such as the borrowing of eBooks, eAudiobooks and eMagazines has increased significantly.

Educational program services continue to be delivered online and some volunteer services are gradually returning to the Libraries following the COVID-19 and subsequent restrictions.

## Lifeguards

Lifeguard services increased in preparation for the peak summer holiday season for all patrolled areas. During the quarter, lifeguards provided:

- 61,981 preventative actions to ensure the safety of beachgoers
- 2055 people received first aid, and
- 118 rescues were performed.

## Roads, cycleways and pathways

### Road rehabilitation

A detailed condition survey of the region's road network was undertaken. Analysis from this survey will be used to inform the draft Road Resurfacing and Rehabilitation program for Council consideration.

## Sporting Facilities

### Infrastructure upgrades

During the quarter a number of key infrastructure initiatives progressed, including:

- \$2.6 million Nambour Aquatic Centre upgrades commenced and include the new 'Splash Park' and improved car parking facilities
- \$2.3 million Maroochydore Multi Sports Complex multi-use oval and 133 additional car parks.

### Sunshine Coast Stadium

Touch Football Australia held the National Youth Championships at the Sunshine Coast Stadium in October and the venue also welcomed a number of first-time events including:

- the Harvey Norman Women's State of Origin - held on Queensland soil for the first time ever in November
- the Gridiron Queensland Sunbowl Championships was held in December
- local dance company, Dance Edge Studios conducted their end of year concert on the field.

# A Healthy Environment

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



**6219 hectares**

of landscape and garden beds maintained



**9261 hectares**

managed for conservation under Sunshine Coast Land for Wildlife program



**238**

wheelie bins of weeds removed by 430 volunteers with the Community Nature Conservation Program



**121 kilograms**

or almost 4000 pieces of litter picked up from Sunshine Coast beaches

## Waste diversion online platform - ASPIRE

Council launched a free business-to-business platform called ASPIRE in October to provide an opportunity to create a circular economy.

ASPIRE is a free online tool that aims to divert waste from landfill and connect local businesses, allowing them to list items they no longer want or to register to receive notifications when waste they need is listed. The new green solution is aimed at reducing the amount of waste going to landfill and is a great opportunity for local businesses to save money and improve their environmental credentials. Visit the ASPIRE webpage at: <https://www.sunshinecoast.qld.gov.au/Business/Business-Programs/Circular-Economy>.

## Waste to renewable energy

In a first for the region, Council is now converting waste to electricity at its Caloundra Renewable Energy Facility in Bells Creek.

The facility, which opened in November, creates enough energy to power 1200 homes 24-hours a day, seven days a week. It is linked to the power grid, and generates 7000 megawatt hours of renewable electricity per annum, and reduces greenhouse gas emissions by approximately

41,000 tonnes each year, which is the equivalent to removing approximately 9000 cars from the road.

## Beaches, foreshores, coastal infrastructure and canals

Eight schools, 262 students, teachers and parents, picked up 121 kilograms (almost 4000 pieces) of litter from Sunshine Coast beaches over eight days to get the sand ready for the arrival of nesting turtles as part of the annual Schools Beach Clean Up.

Students brainstormed solutions to cut out litter at the source and stop it ending up on the beach in the first place, and were able to see firsthand the impact the rubbish has on the marine environment.

The litter was counted and entered into the Australian Marine Debris Initiative database, recording the location, quantities and types of marine rubbish collected, to give an overview of the impact on each beach.

## Bushland conservation and habitat

Council has been working with Kabi Kabi Elder Uncle Tais K'Reala Randanpi to help activate Endriandra Park, Yandina and transition it into a spiritual site for cultural tours and experiences. The site has strong connection to several generations of Traditional Custodians, the Kabi Kabi people. Council has improved the environmental and

recreational values of the site and created yarning circles using fallen trees and trails that access significant cultural sites on the property through the rainforest and creek areas.

## Conservation

During the quarter a number of key initiatives progressed, including:

- more than 150 TurtleCare volunteers participated in the annual TurtleCare training day
- 100 new BushCare volunteers signed up as a result of a recent recruitment campaign
- \$228,881 was approved for 69 Landholder Environment Grants.

## Recreation parks, trails and facilities

### Planning and design

Council is coordinating the planning and design of more than 100 recreational parks, trails, assets and facilities.

Significant recreational park projects include Sippy Downs Forest Park West, Nambour Petrie Creek Parklands, Dicky Beach Park Precinct, as well as design for Coastal Pathway sections at Bokarina to Warana, Buddina and Alexandra Headland.

Council received State Government stimulus funding as part of the 'Covid Works for Queensland' and the 'Unite and Recover' programs to accelerate projects such as the \$1.3 million Sugarbag Road Trails Hub, and the \$150,000 Albany Lakes park play space in Sippy Downs. Planning and design for these projects was finalised in December, ready for construction in early 2021.

## Sustainable growth and network planning

Council continues to monitor and provide advice in relation to Economic Development Queensland's role as the assessment manager for Caloundra South and Maroochydore Priority Development Areas and to ensure infrastructure is delivered in accordance with the infrastructure agreements for these areas.

Council also continues to collaborate with the State Government to progress the planning for the

Beerwah East Major Development Area and to progress the preparation of the Options Analysis phase of the business case process for Sunshine Coast Mass Transit.

Transport planning continues to address the network needs of the growing community with particular attention given to our major centres of Maroochydore, Caloundra, Mooloolaba, Sippy Downs and Nambour.



# A Smart Economy

Delivering a prosperous, high-value economy of choice for business, investment and employment.



**\$5.5 million**

in revenue for Sunshine Coast holiday parks



**\$7 million**

is the estimated economic benefit for the region from 9 sponsored major events



**1010**

businesses accessed specialist advice and information

## Brisbane Road car park

The new eight-storey Brisbane Road car park named ParknGo Mooloolaba Central opened to the public in December and provides 700 public spaces for residents, visitors and traders to utilise while accessing the area.

The \$23.5 million facility follows considerable community consultation and is an important component of the Placemaking Mooloolaba Master Plan. The construction provided improvements to surrounding infrastructure and roadworks and provided jobs for approximately 800 construction workers.

While the public car park is operational, further construction works to complete the commercial tenancies and associated street frontages will occur in early 2021.

## Maroochydore City Centre

A landmark development agreement was signed in November between Council and SunCentral Maroochydore with one of Australia's leading private property groups - Walker Corporation to accelerate investment in the Maroochydore City Centre.

Walker Corporation will invest \$2.5 billion into the project and bring with them extensive expertise in urban regeneration, placemaking, and the development of quality commercial, retail and residential precincts.

With the development agreement in place, it is anticipated that the project will gain considerable momentum as a result of having such a highly-

regarded project delivery partner, who can help drive the delivery of the future stages of development. It is forecast that Council will now break even on the project in 2035, approximately ten years earlier than originally projected, and ultimately achieve ratepayers an overall profit of approximately \$41 million.

## Economic development

Council delivered a range of economic programs - the majority of which focused on helping the region's economy recovery from the impacts of COVID-19. The Economic Resurgence Taskforce met during the quarter and progressed the following projects:

- Next Level Sunshine Coast: a platform for digital upskilling created by Amazon Web Services - formally launched in November.
- Retail activation – a collaboration with local Chambers of Commerce and commercial real estate agents in Caloundra and Mooloolaba.
- Data Community – a data sharing platform where multiple organisations can collaborate.
- Jobs Now campaign – launched in November to encourage the local community to fill tourism and hospitality vacancies.
- Business Champions – a promotional project to highlight local business success stories and promote business confidence. Seven businesses were highlighted during the quarter.

- Smart Manufacturing Food Hub – brings like-minded businesses together to share resources, ideas and infrastructure.
- Bring back capital – accelerates shovel-ready projects on the Sunshine Coast. During the quarter 12 applications were received for determination.

## Holiday parks

Following a period of business disruption due to COVID-19, all holiday parks experienced very good levels of occupancy during the quarter with revenue reaching \$5.5 million.

The creation of 31 new camp sites at Mudjimba Beach Holiday Park was completed in December and Council awarded a contract for the replacement of 43 washing machines and four driers across Sunshine Coast Holiday Parks.



# Service Excellence

Positive experiences for our customers, great services to our community.



**86%**

of development applications assessed within statutory timeframes



**2416**

building approvals issued with a construction value of \$437 million



**65,366**

customers assisted through the development and customer contact centres



**3441**

building and plumbing applications decided

## Cemeteries

The Sunshine Coast Cemetery Plan 2019-2028 recognises emerging cultures on the Sunshine Coast and the future needs of a growing population.

Council continues to plan for a natural burial area within the existing cemetery network and additional interment space works continued at Caloundra, Kulangoor and Beerwah cemeteries.

A number of projects were completed including seating at Kulangoor, Diddillibah and Gheerulla cemeteries.

## Customer and community relations

Council's customer satisfaction results remained high at an average of 4.76 (out of five). Over the quarter Council reported an increase in resolved enquires at the first point of contact.

## Development services

Council reported increases in plumbing applications and inspections over the quarter, this is likely a result of the Australian Government's HomeBuilders Grant Scheme and associated mandatory timeframes.

Council continues to proactively audit development approvals prior to commencing use/lot in accordance with legislative processes and timeframes.

## Local Amenity and Local Laws

A strong educational focus in relation to fines continued during the quarter, with approximately 56% of those issued being caution notices.

Council has continued to work closely with organisers of scheduled events to arrange cancellations, rescheduling or redesigning of their events to manage ongoing impacts from COVID-19 restrictions.

## Waste and resource management

Three million bin collection services were provided during the quarter, with 99% collected on schedule.

More than 158,000 customer transactions were recorded at Council's Resource Recovery Centres and 31% of the total waste collected was diverted from landfill.

## Quarries

Council awarded an \$8.5 million contract to local company Black Cat Civil to support quarry services at Image Flat and Dulong. The two-year contract starts early 2021 and provides mobile crushing and screening services.

The contract was awarded in November following a robust procurement process to achieve the best quality outcome and value-for-money for ratepayers. Black Cat Civil is a local company crushing, scalping, blending and screening approximately 350,000 tonnes per annum of

rhyolite and basalt shot rock for a variety of sizes and products.

## Project Delivery

### Bradman Avenue

Construction of Maroochydore's Bradman Avenue Maroochy River Foreshore was completed with an extensive \$2.6 million facelift in time for the summer holidays. The works were delivered in partnership with the State Government's Department of Transport and Main Roads' Cycle Network Local Government Grants Program.

This enabled the widening of two sections of the coastal pathway totalling 688 metres along Bradman Avenue. The eastern section included an undercover viewing deck on the riverbank which was constructed with an all abilities viewing node.

In addition to this, contemporary outdoor furniture has been custom designed to create comfortable places to rest together with the refurbished kayak ramp. The western section of works includes a modern amenity block at the Cod Hole Boat Ramp and the car park has been reconfigured for safer pedestrian and traffic management with significant landscape upgrades to compliment all works.

### Mooloolaba Foreshore revitalisation

The Mooloolaba Foreshore revitalisation project received \$4.5 million in State Government funding under the 'Unite and Recover' program enabling the commencement of Stage 1, Design and Construction of the Northern Parklands.

The \$11 million project caters for the provision of the seawall upgrade, boardwalk, shelter, BBQs, amenities and new open space.

The seawall is the first step in creating the new Northern Parkland, and although partially completed, it withstood its first severe weather test in December. The construction works on the boardwalk will commence in early 2021.



# An Outstanding Organisation

A high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership.



**\$58.5 million**

or 67% of the total purchasing spend for the quarter was to local business



**6**

awards received during the quarter



**49**

offers of employment for the quarter

## 2019/20 Annual Report

Council adopted its 2019/20 Annual Report at the Ordinary Meeting in November. This statutory report highlights significant achievements, progress measures, governance disclosures and financial statements for the period 1 July 2019 to 30 June 2020. This was the 12<sup>th</sup> consecutive year Council has received an unmodified audit opinion from the Queensland Audit Office. Copies of the report are available at Council Libraries and through Council's [website](#).

## Elected Council

The new integrity provisions under the *Local Government Act 2009* took effect this quarter which included additional requirements for conflict of interest declarations and additional disclosure requirements for registers of interest.

The Department of State Development, Infrastructure, Local Government and Planning made training available on the new integrity provisions to all local government elected members.

## Financial and procurement services

Council's 2019/20 Financial Statements were adopted at the Ordinary Meeting in November.

Council continued to pay all creditors within seven days since the COVID-19 pandemic commenced.

## People and Culture

Council continues to invest in the capability of our leaders through offering development opportunities. Council partnered with the University of the Sunshine Coast, to deliver the second round of the 'Leading High Performance Teams' program.

## Governance

The Governance Awareness Program continues to be delivered across the organisation providing education and leadership on a range of governance issues and topics including: Code of Conduct sessions; conflicts of interest; fraud; Human Rights; and risk.

## Awards

- The Sunshine Coast International Broadband Network project won the Australian Achievement of the Year Award at the Municipal Association of Victoria (MAV) Technology Awards for Excellence
- The Sunshine Coast Community Strategy was the winner of the Public Engagement and Community Planning category at the Planning Institute of Australia Awards for Planning Excellence 2020
- Blue Heart Sunshine Coast won the Regional Innovation Project of the Year at the Cities Power Partnership (CPP) Climate Awards
- The Environment and Liveability Strategy received a Commendation award under the Improving Planning Processes and Practices

category at the 2020 Qld Awards for Planning Excellence, Planning Institute of Australia

- Sunshine Coast Airport Expansion Project was recognised with two awards at the Annual Institute of Public Works Engineering Australasia (IPWEAQ) - Projects over \$10 Million and Best Project of the Year



# Australia's most sustainable region Healthy. Smart. Creative.

## Connecting with Council

To receive Council news and information you can subscribe to Council's e-newsletters.

Through social media, Council aims to keep you up to date on a range of Council activities.

### **Follow Council on:**

Facebook: @sunshinecoastcouncil

Twitter: @councilscc

Instagram: @sunshinecoastcouncil

Council invites residents to participate in its many forms of community engagement. These engagement activities range from simply telling you about what Council is doing and giving updates on Council activities, to getting your feedback by asking you to have your say.

We encourage you to visit  
[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)





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