



Quarterly Progress Report Quarter 2, 2015/16



Chief Executive Officer's Report

A message from Michael Whittaker, CEO

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

Overview

Clean audit report for Council

In December 2015 council received a clean audit report for the seventh consecutive year.

Council's 2014/15 financial statements have been audited by the Queensland Audit Office (QAO) to ensure accounting and legislative compliance. The QAO issued an unqualified audit report and confirmed an operating surplus of \$33.188 million for the year.

This is an outstanding result and I thank council's accounting staff for their proficiency. This also the sixth consecutive year that council had achieved operating surpluses.

The 2014/15 financial statements show the Sunshine Coast community's net assets have increased by 8.9% over the previous year, to a total of \$4.5 billion. All three financial sustainability measures have improved compared to the previous year.

Festive activities come alive on the Coast

Council kicked off its Christmas and New Year festivities following the official switching on of the Mooloolaba Christmas tree lights in December 2015. This signalled the official opening of the Coast's Christmas Tree Trail.

Over December and January, a variety of fun, family-friendly activities were on offer across the region. Including the biggest free end-of-year event – the Mooloolaba New Year's Eve celebrations, which attracted over 45,000 locals and visitors. This was an exciting night with great entertainment and spectacular fireworks displays.

Thanks to our Civic and Community Events team for coordinating the festivities, which has become a signature event for our region.

Sunshine Coast Stadium Facility Development Plan

The Sunshine Coast Stadium Facility Development Plan 2015-2030 was adopted at council's Ordinary Meeting in December 2015.

Enhanced infrastructure, increased spectator seating, improved field lighting and parking are some of the key recommendations of the Development Plan. The stadium is the region's premier venue for sport and recreation and it is estimated that it generates \$12.6 million annually in economic impact on the region's Gross Regional Product.

Expanding the capacity and capability of the stadium to host larger-scale events has the potential to further increase the economic benefits and sport and recreational pursuits to be generated for the region.

The home of Australian Rules Football

The Sunshine Coast and the Maroochydore Multi Sports Complex are fast becoming the capital of Australian Rules Football (AFL). Over the summer period the complex hosted seven AFL club pre-season camps over the summer period – St Kilda, Hawthorn, Collingwood, Melbourne, Brisbane Lions, GWS Giants and the Western Bulldogs.

On the back of these visits it has also been announced the complex will host the School Sport Australia 2016 Combined Australian Football National Championship in July. This demonstrates the high standard of the facility to attract sporting events of this calibre.

Maroochydore City Centre

Demolition works were completed on the former Horton Park Golf Course in November 2015, including the clubhouse and related infrastructure being removed from the site.

SunCentral Maroochydore Pty Ltd signalled the start of construction on the new CBD site in December 2015, inviting tenders for bulk earthworks for the first stage of the development to commence in early 2016.

The works to begin in February 2016 will prepare part of the 53-hectare site for construction of civil works, including roads, landscaping and public areas.

Construction of civil works for the first stage of the new CBD is scheduled to commence when bulk earthworks are completed.

Sunshine Coast Airport expansion

In November 2015 council welcomed the State Co-ordinator General's determination that it has substantially addressed issues raised during Sunshine Coast Airport expansion project's Environmental Impact Study (EIS).

The public was invited to make submissions on the original EIS in late 2014 and were provided with a second opportunity to comment on the additional information council provided in response to the EIS.

Submissions closed on 30 November 2015 and will be considered by the State Co-ordinator General with a decision expected in the first quarter of 2016.

CEO Excellence Awards

In early December I had the pleasure of hosting the inaugural CEO Excellence Awards. The awards are part of our Employee Recognition program which is designed to notice, share, recognise and celebrate employees who are living our values each day. It is our values that define the culture and behaviours of the organisation and this shapes our interaction with the community, partners and each other.

The award recipients in the five organisation values categories are:

RESPECT FOR EACH OTHER

- **James Lillis**, Senior Strategic Planner, Strategic Planning, Regional Strategy and Planning

BEING OUR BEST

- **Kirrily Sneddon**, Acting Asset Maintenance Supervisor, Sunshine Coast Airport, Corporate Strategy and Delivery
- **Denise Lindon**, Coordinator Community Catchment Partnerships, Environmental Operations, Infrastructure Services

WORKING AS ONE TEAM

- **Mary-Ann Vaile**, Administration Officer IDAS, Development Assessment, Regional Strategy and Planning
- **Ron Coyle**, Coordinator Funding Partnerships, Strategy and Coordination, Corporate Strategy and Delivery
- **Sam Klein**, Web Support Officer, ICTS, Corporate Services

HIGH STANDARDS

- **Mark Condon**, Service Delivery Leader, Civil Asset Management, Infrastructure Services

SERVICE EXCELLENCE

- **Debbie Kleidon**, Library Officer, Community Relations, Community Services
- **Troy Clark**, Works Technical Officer, Civil Asset Management, Infrastructure Services

The CEO EMPLOYEE OF THE YEAR for 2015 is **Mark Condon**.

Congratulations to each of the award recipients, this recognition is well deserved for your contributions to council and the region.

Tell Mike engagement initiative

In December 2015 I launched a new communication and engagement tool called "Tell Mike".

Tell Mike is a new and additional way for employees across the organisation to make constructive suggestions and provide ideas about ways to further improve our organisation and add value to our community.

I want employees to consider questions like:

- My great idea for the organisation is ...?
- If you could do one thing to improve service delivery, what would it be?
- What decision would help you do your job better, faster, easier?
- How can the CEO help you be more successful?

Tell Mike encourages input from everyone in the organisation, with ideas for their own area or other areas across council. Suggestions

and feedback will provide another great way to put our values and behaviours into action.

The intention is to see how many positive ideas can be actioned across the organisation, but it also acknowledged that in some cases suggestions may not be able to be enacted for a variety of reasons, even though the idea itself may have real merit.

Pumicestone Passage Action Plan

The Pumicestone Passage and Catchment Action Plan 2013-2016 was released in October 2015 in partnership with the Moreton Bay Regional Council. The total catchment area covers 785 square kilometres, 58% of this is within the Sunshine Coast Council boundaries. The plan outlines a range of actions, including what is being done to improve water quality, protect and restore wildlife, minimising impacts from population growth, and improving social values and economic values.

Environment Levy

Council continued to deliver one of the most successful and progressive environmental programs administered by any local government in Australia. During the quarter the Environment Levy program worked collaboratively with the community to protect the lifestyle and environmental values of the region. Some of the highlights include:

- Protecting and enhancing our environment – including the establishment and management of environmental reserves.
- Providing healthy waterways – with planning and on ground activities associated with rehabilitation projects on the Pumicestone Passage, Mary River and Maroochy River.
- Building our knowledge – through monitoring fauna populations.
- Engaging and supporting the Sunshine Coast community – this includes the provision of 22 community partnerships, pest management, a Flying Fox and Koala programs.

Caloundra South development

A significant milestone for the Sunshine Coast occurred in October 2015 with the launch of the Caloundra South development.

The 20,000-lot project will be delivered over the next 30 to 40 years and will create thousands of new jobs and economic stimulation. There will also be a strong focus on the ongoing preservation and rehabilitation of environmentally sensitive areas.

For the past five years council has led the intensive negotiations that have delivered a major win in the form of the Infrastructure Agreement having been secured for the Caloundra South development area.

Council's main objective throughout this process has been to ensure the project went ahead with the benefits it will bring to the region, but without any residual costs for ratepayers beyond those that would normally be the responsibility of council. The infrastructure agreement will see well-sequenced infrastructure delivered in pace with the development.

First separated bikeway

During the quarter the first two stages of the Sunshine Coast's first separated bikeway were completed. This bikeway provides dedicated bicycle access along Brisbane Road in Mooloolaba.

The \$3 million Mooloolaba to Minyama Cycleway project has been taking shape where bike riders have their own dedicated road space. This facility provides the highest level of safety and intends to encourage riders of all abilities to ride into Mooloolaba and beyond to their favourite destinations. A project of this nature is poised to take council into the future toward truly sustainable transport solutions.

A strong and performing organisation

Council is operating within its workforce budget of 1506 FTE established positions (full-time, part-time and casual) and 69 non-establishment positions. This equates to a workforce headcount of 1732 (1649 council employees and 83 labour hire staff). There is also an additional budget allocation equivalent to approximately 50 full time positions. This

provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

I have continued to be greatly impressed by the high level of enthusiasm that everyone has for the organisation and the region. I can't speak highly enough of the skills of our workforce and I believe there is a great level of depth across the organisation. I want to encourage staff to tell me how we can do our jobs better so we can continue adding real value to our community

My focus over the next 12 months is on developing workforce and leadership practices that build a productive culture. It is important the organisation is focused on performance, capability building, personal accountability and nurturing of leadership potential.

Award winning quarter

Our council was in the awards spotlight this quarter with recognition received for our hard work, dedication and excellence in serving the community. These awards included:

- Council's Customer Contact Team received the **Highly Commended Award for Customer Service Team of the Year** at the National Local Government Customer Service Network Awards in October. The Team were recognised as a local government pioneer for introducing contemporary communication channels for customers, including web chat and self-service options.
- Council was recognised with a **Silver Award in the 5050Vision – Councils for Gender Equity program**. The Award was presented at the annual LGAQ conference in October 2015. The national program is designed to increase participation of women in local government at both senior management and elected representative levels.
- Council was announced as the joint winner of the **2015 LGM Queensland Risk Management Excellence Awards** at the annual LGAQ conference in October 2015. The award, shared with Cairns Regional Council, recognises our Risk Awareness Project. The project was considered by the Board of Local Government Mutual to

have significant relevance to other members in Queensland.

- Andrew Ryan, Director Infrastructure Services, was named the **Institute of Public Works Engineering of Australia (IPWEA) Queensland Engineer for 2015**. The award was presented to Andrew at the IPWEA Conference in October 2015.
- Council received the **2015 Group Wildlife Conservation Award** by the Australia Zoo Wildlife Warriors at the prestigious Steve Irwin Gala Dinner in November 2015. The award recognises a suite of environmental programs that council delivers.
- Council received a Merit Award at the **Australian Information Industry Association Awards** for the innovative Disaster Hub website.



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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

- 41,058 calls answered
- 7,777 customer visits
- 10,219 email requests
- 1,689 webchats

Community Response

- 6,278 infringements issued
- 385 animals impounded (32% reunited)
- 2,424 new animals registered
- 320 environmental nuisance complaints received and investigated

Libraries

- 384 library programs and workshops delivered
- 9,867 participants in library programs

Community Venues

- 1,149 community venue events held
- 63,123 attendees at venue events

Sporting facilities

- 40 sporting events held
- 43,286 spectators at sporting events

Grants

- 195 grants awarded
- Over \$600,000 in grant funding allocated



A message from Coralie Nichols, Director Community Services

Council's Customer Contact Team has been recognised as a local government pioneer for its introduction of contemporary communication channels for customers. The Team received the Highly Commended Award for Customer Service Team of the Year at the National Local Government Customer Service Network Awards in October.

An array of family-friendly activities were on offer this quarter, as part of the 2015 Christmas and New Year festivities. Over 45,000 people attended the regional New Year's Eve celebrations at Mooloolaba.

The Sunshine Coast and the Maroochydore Multi Sports Complex are fast becoming the capital of Australian Rules Football (AFL), hosting seven AFL club pre-season camps over the summer period.

The introduction of the new Environmental Health iCouncil application has significantly improved the customer experience for the region's food businesses, caravan sites, personal appearance services and environmentally hazardous industries.

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A strong community

Community and cultural development and partnerships

Council kicked off its 2015 **Christmas and New Year festivities** following the official switching on of the Mooloolaba Christmas tree lights, also signalling the official opening of the Coast's Christmas Tree Trail. Over December and January, a variety of fun, family-friendly activities were on offer across the region. Including the biggest free end-of-year event – the Mooloolaba New Year's Eve celebrations, which attracted over 45,000 locals and visitors.

Volunteer organisations from across the region joined forces to develop a unified vision for the future at council's inaugural **Volunteer Sector Forum** hosted in November. Information gleaned from the forum will assist council to work with volunteers and volunteer organisations to improve their capacity and provide ongoing opportunities for people to participate in volunteering activities on the Sunshine Coast.

Council has demonstrated its commitment to implementing the *Sunshine Coast Social Strategy 2015* and providing leadership through strong **messaging on social issues**. The Mayor, Councillors and council staff united to support the #saferfamilies and White Ribbon Day initiatives, seeking to raise awareness and take a stand against domestic violence.

This quarter, council has reinforced its support of the **Friends of the Maroochy Regional Bushland Botanic Garden**, with the signing of the first official Memorandum of Understanding (MOU) between the two organisations. The signing of the MOU was a formal acknowledgement of the valuable work undertaken by the group, which has been active for 19 years.

In total, more than \$666,000 in **grant funding** was awarded this quarter. Of this, almost \$600,000 was distributed via council's Community Grants Program. A further

\$81,109 in funding was awarded through Individual and Emergency grants, as well as Councillor Discretionary and Divisional Festive Funding grants.

Community venues

Performances at our **community venues and spaces** continued to be popular hosting 1,149 events and attracting over 63,000 patrons. Key performances included the *Timewarp Variety Show* – showcasing an assortment of local singing, dancing and acting talent. Musically, the region hosted performances by Sydney based avant-pop artist *Montaigne*, performing at the Raw Sounds Music Festival; and the hosting of eight Golden Guitar Award winner, *Adam Harvey* and his country jamboree. The Nambour Arthouse Cinema, now under the management of Majestic Cinemas, hosted various screenings including the premiere of the box office hit, *Star Wars – The Force Awakens*.

Libraries

Sunshine Coast Libraries invited the community to engage with fun and interactive technology at the **Sunshine Coast Tech Expo** hosted at the Beerwah Library. People could experience 3D printing, Ozobots, animation, retro gaming, green screen photography and much more. The expo provided an important opportunity for the community to view, try and ask questions about emerging technologies.

Acclaimed Australian **author, Di Morrissey** joined 200 guests at the Flaxton Gardens to talk about her latest book and life as an author. The event was part of a well-attended series of Sunshine Coast Libraries author talks, hosted at various locations across the region.

Sunshine Coast Libraries 'popped up' at the **Epic Diem Nerd Culture Expo** at the University of the Sunshine Coast in November. The Vault pop-up library and gaming centre returned to the event for the third year in a row due to popular demand. The Vault and gaming centre offered participants the opportunity to watch panel sessions, become a library member and to learn about the library's free collections and eResources, including the new OnePlay gaming database.

Sporting facilities

Enhanced infrastructure, increased spectator seating, improved field lighting and parking are some of the key recommendations of the **Sunshine Coast Stadium Facility Development Plan 2015-2030**, which was adopted at council's December Ordinary Meeting. As the region's premier venue for sport and recreation, it is estimated that the Sunshine Coast Stadium generates \$12.6 million annually in economic impact on the region's Gross Regional Product. This quarter, some of the events contributing to this positive economic impact included the:

- Tag World Cup, which attracted more than 26,000 spectators and participants from all corners of the globe over the four day event
- Sunshine Coast Home Show and Caravan Camping Expo, with over 15,000 attendees; and
- Gatorade Tri, Triathlon Pink, and the launch of the 2016 Australasian Police & Emergency Services Games.

Expanding the capacity and capability of the Stadium to host larger-scale events has the potential to further increase the economic benefits and sport and recreational pursuits to be generated for the region.

The Sunshine Coast and the **Maroochydore Multi Sports Complex** are fast becoming the capital of **Australian Rules Football (AFL)**. Riding on the back of hosting seven AFL club pre-season camps over the summer period (St Kilda, Hawthorn, Collingwood, Melbourne, Brisbane Lions, GWS Giants and the Western Bulldogs), the recent announcement that the Complex will host the School Sport Australia 2016 Combined Australian Football National Championship in July demonstrates the high standard of the facility, which helps to attract national sporting events of this calibre.

Goal: Service excellence

Cemeteries

Cemetery Services have focused on **memorials, safety and signage** this quarter, with key projects including the:

- Unveiling of the Buderim Men's Shed Lighthouse Memorial at Cotton Tree Park in November 2015. The monument has

been received positively by the community.

- Installation of new signage at a number of Cemeteries across the Coast, with the remainder to be completed over the next quarter.
- Purchase of new grave fencing and surrounds to improve the safety of community members when attending a burial service.

A total of 277 **cemetery applications** were received this quarter, which is slightly higher than the previous quarter.

Customer and community relations

Council's Customer Contact Team received the **Highly Commended Award for Customer Service Team of the Year** at the National Local Government Customer Service Network Awards in October. The Team were recognised as a local government pioneer for introducing contemporary communication channels for customers, including web chat and self-service options.

Telephone and physical visits were the main methods of **interacting with council** this quarter, with over 41,000 calls, more than 7,700 visitors to our centres, over 10,000 email requests and 1,689 webchats managed by the Customer Contact Centre.

In addition, a combined total of 81% of online, email and phone contacts were resolved during the customer's first contact. Customer satisfaction ratings with the Customer Contact Officer remained very high at 4.65 out of possible scores of 5.

The average speed of answer for phones calls was 27 seconds, with 88% of calls responded to within 60 seconds, contributing to the high satisfaction rates.

Local amenity and local laws

Surf schools, sky diving, beach equipment hire and coffee vans are just some of the local businesses set to operate at community locations across the Sunshine Coast next financial year, after successfully applying for a three year **Commercial Use of Community Land** permit.

The community were invited to have their say on proposed changes to a range of council's

local laws this quarter. The proposed amendments are expected to be presented to council's Ordinary Meeting in January 2016.

At its November 2015 Ordinary Meeting, council supported a **parking meter fee amnesty in the Caloundra CBD** area during the Christmas-New Year period. The amnesty provides added convenience for locals and visitors at this busy time of year.

In promoting the **responsible management of pets**, as directed by the *Sunshine Coast Domestic Animal Management (Cats and Dogs) Strategy 2014-2020*, council reminded residents of the risks of giving pets as presents this Christmas. Commonly, the three month period following Christmas is the busiest time for the region's animal refuges, due to receiving an influx of unwanted pets given as gifts.

Public health

Council's **new iCouncil application** has not only improved the health and safety for customers, but has also cut red tape for the region's 1,978 food business, caravan sites, personal appearance services and environmentally hazardous industries. The introduction of the new technology means that all information is automated with no more paperwork or manual entry of data, significantly improving the customer experience and business efficiencies.

The project to close Currimundi Lake and **reduce midge numbers** has been deemed a success, with a survey undertaken this quarter reporting an over 85% reduction in larval abundance. The entrance to the lake was closed off in late August.

Outlook

The forward outlook for the next quarter will be:

- Delivery of the 2016 Australia Day Awards to celebrate the outstanding achievements of individuals and groups in the region
- Reports to council for consideration will include the Maleny Recreation Master Plan 2015-2030 and the local laws review
- Endorsement of the Regional Arts Development Fund (RADF) grants

- The hosting of the happiest 5K on the planet, the Color Run™ at the Sunshine Coast Stadium in January 2016; along with the pre-season trial game between the Melbourne Storm and Wests Tigers in February; and the Ridiculous Obstacle Course (ROC), inspired by the TV show *Wipeout*, in March.



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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:

- The 2014/2015 Annual Report (Sections 1 to 3) was presented to the Ordinary Meeting held on 12 November 2015.
- 2014/15 Audited Financial Statements adopted at December Ordinary Meeting.
- 12 students recruited for the "My Summer Workplace" internship program.
- \$89.3 million or 68% of the total purchasing spend for the quarter is to local businesses.
- Holiday Parks Revenue to 31 December 2015 is up by \$493,000 (6.4%) on last year and up on budget by \$341,000 (4.3%).
- 99.99% computer network availability during Q2
- 352,796 – number of hacks and spam attempts stopped in Q2
- 1,517,537 – total number of emails in and out of council.



A message from Ray Turner, Director Corporate Services

Council provides a wide range of training, education and assistance tools to ensure it can attract and retain the best people and operate at the highest level. In the second quarter, a range of training, education and assistance was provided to our people including 574 employees attended Employee Code of Conduct training, 3613 Take 5 online training on Work Health and Safety were completed over the quarter and 53 employees are accessing study assistance to complete formal qualifications, in addition to all technical training that is on offer.

Council's mental health focus has continued with the introduction of mental health training conducted in partnership with Connetica.

Council also engaged 12 university students in the My Summer Workplace program which aims to provide experience and opportunities from the Sunshine Coast and south east region. This not only provides opportunities for students, but also makes them aware of council and what it has to offer its future employees.

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A new economy

Holiday parks

Sunshine Coast Council's six Sunshine Coast Holiday Parks have experienced very strong occupancy for the first half of the year. Occupancy rates at the holiday parks are maintaining a 2% increase on the previous year.

It's really pleasing that our great holiday parks, which have undergone some significant improvements over the past five years, are seeing more and more visitors.

Revenue to 31 December 2015 is up by \$493,000 (6.4%) on last year and up on budget by \$341,000 (4.3%).

Goal: A strong community

Lifeguards

YTD December 2015

- 197 total rescues
- 3,960,835 total attendance
- 2456 total first aid
- 56,779 total preventative actions
- 124,795 total Local Government ordinances

Contract compliance inspections conducted on all patrolled beaches.

Goal: Service excellence

Property management

Portfolio Management Unit

- Completion of Refurbishment Works at Level 2, 10 First Avenue
- Completed final review of 10 Year Capital Programming analysis on Aquatic Centres, Kings Beach Pool, Performance Venues, Administration Buildings, Kawana Sports Precinct, Art Galleries, Libraries & Nambour Showgrounds.

- Assetic: Reload of building, fences and facility data.
- Assetic: Development of plant and equipment asset register for HVAC for administration buildings.
- Completion of Level 1 Eddie De Vere part refurbishment.
- Commenced development of furniture contract arrangement with Procurement.
- Building Management Plans Stage II – consultant appointed, inspections underway.
- 16 new community tenure arrangements have been finalised; working through the back log of expired community tenure arrangements.
- Council conducted 41 community group inspections for the quarter. The inspections ensure that facilities are safe, in a sound condition and maintained in accordance with the lease.

Property Projects and Development Unit

- Three council freehold land holdings surplus to council requirements have been sold; four others currently on the market.
- A small subdivision is being developed from excess land at the Maleny Community Precinct.
- Two large and one small Environmental Levy funded sites contracted for late January settlement; four additional properties being pursued.
- Feasibility Analysis Project is into its second phase focusing on Reserve Land held in Trust. There are 2300 parcels of reserve land held as either Operational Reserves or Community Reserves.
- Caloundra Aerodrome Capital Works underway, delivery on the Master Plan.
- Negotiations underway for seven Maroochydore properties to be acquired for road purposes.
- Maleny Trail's Wayfinding and Interpretative Signage Program nearing completion.
- North Maroochy Sports and Recreation land requirements investigation completed.

Facilities Management Unit

Completed projects for last quarter:

- Maroochydore Depot Awning.
- Cotton Tree Holiday Park Cabin Deck Replacements.
- Caloundra Library Air Conditioning Duct Cleaning.
- Caloundra Aquatic Centre Skate Park Shade Sails Replacement.
- Kawana Community Hall Awning.
- Dicky Beach Holiday Park Refurbishment BBQ Shelter.
- Sunshine Coast Stadium Access Ladder.
- Mudjimba Holiday Park Sewage Pump Station Upgrade.
- Nambour Aquatic Centre Replace Softfall.
- Caloundra Indoor Sports Chiller Plant Lagging and Blygold Treatment.

Land Management Unit

- The Memorandum of Understanding between Unitywater and council on the process for proposed infrastructure on council controlled land, including Local Government roads has been completed.
- An outcome of hearing the objections to the acquisition of land by council for the proposed acquisition of road for the extension of South Coolool Road resulted in further studies being required for the north south section and approval to take the east west section.
- Facilitated to the satisfaction of all, a land access conflict between the Metropolitan Caloundra SLSC, Unitywater and council involving a proposed sewer upgrade and deck construction.
- 96 Request for Comments and Owner's Consent were considered for the quarter.
- There were 18 land acquisitions, resumptions, grants of easements or other tenure dealings completed during the quarter.
- The proclamation of the land situated at 586 Bli Bli Road, Bli Bli for waste management was completed in September. An advance payment of \$1,600,000 has been made.
- The Department of Energy and Water Supply have lifted their objection to the freeholding of the remaining site to be included in the Sunshine Coast Airport. This will allow the freeholding process to

continue, which is anticipated to be completed in January 2016.

Goal: A public sector leader**Human resource management**

The HR Branch has continued to focus on delivery of initiatives identified in the SCC People Strategy and the Corporate and Operational Plans.

In this quarter the continued development of the Work Safe Live Well safety program and the release of an online performance management system are key achievements. The inaugural CEO Awards were held in December with five winners from each value category and the nomination of the CEO Employee of the Year Mr Mark Condon from Infrastructure Services. In late November 1800 employees and their families enjoyed fine weather when attending the Aussie World Christmas party which was coordinated by the HR Branch.

The Work Safe Live Well campaign and the Seven Safety Essentials have been widely promoted and included in tool box talks and employee information sessions. This ongoing program will seek to promote knowledge and awareness in regard to working safely and staying healthy. The promotional events through 2015 utilising the Caravan of Courage were well attended. A WH&S Audit was conducted in January by Workcover Queensland with indicative results showing another excellent result for Sunshine Coast Council.

HR Branch will continue to share information about mental health and wellbeing with more sessions for of Conversations For Life scheduled for 2016.

Financial services*Development of 2016/17 Budget:*

The initial 2016/17 Councillor Budget Workshop was held on Monday, 16 November 2015, with discussions on the framework of the budget parameters and principals that are aligned and in accordance with the adopted Financial Sustainability Plan 2015 – 2025. The next Councillor Budget Workshop is scheduled for 15 and 16 February 2016.

2014/15 Financial Statements:

External Auditors, Queensland Audit Office issued council an unqualified audit for the 2014/15 Financial Statements. Final statements were tabled and adopted at the December 2015 Ordinary Meeting. Council derived an operating surplus of \$33.2 million.

Sale of Land:

The Sale of Land process was finalised on 14 November 2015 with only two properties being presented at auction. The original Sale of Land list commenced with 46 properties that had rate arrears over three years or more totalling \$383,000. The number of properties reduced significantly with payment received. An outstanding effort by the Credit Management Team.

Procurement services

Procurement and Contracts Branch has continued to manage the procurements associated with some of council's larger projects.

During this quarter the Expression of Interest for the Brisbane Road Carpark was completed, with a report to be presented to council in January 2016. Negotiation of the Solar Farm Contract has progressed with the contract to be finalised and executed in the coming quarter.

Automated Waste Collection System tender for SunCentral Maroochydore has been closed and evaluated. Council is in negotiations with the preferred supplier.

Governance*Local Law Amendments*

A review of council's local laws was undertaken in response to a number of changes instigated by key operational users and legislative amendments to ensure council's local laws remain current, responsive and flexible to changes in our environment.

Following a series of workshops, information sessions, individual stakeholder meetings and a rigorous decision making process, several proposed amendments were presented to council's Ordinary Meeting in October 2015

for consideration. Council resolved to propose to make Amendment Local Law No. 1 (Miscellaneous) 2016, Amendment Subordinate Local Law No. 1 (Miscellaneous) 2016 and Subordinate Local Law No. 1 (Administration) 2016 and to commence the local law making process.

The draft amendments were referred to the community for consultation and a public interest review during the month of November 2015. A State Interest Review by all State Government Agencies was also undertaken during the month of November 2015.

During the consultation phase submissions were invited from the community, business and State agencies. 53 community submissions were received and 4 State agencies provided comment. No submissions relating to public interest test or possible anti-competitive provisions were received.

A report to resolve to make the local law amendments will be considered by council at the Ordinary Meeting scheduled for 28 January 2016.

Employee Code of Conduct Information Sessions

Employee code of conduct information sessions commenced roll-out across the organisation on 27 July 2015. The training builds awareness of behavioural expectations of employees and informs on good governance activities and practices. Training is mandatory for all staff and attendance will be noted and recorded in ESS. During the quarter 462 employees across the organisation attended the training. Feedback from the training has been very positive. Training for the Infrastructure Services Department will be the focus for quarter 2.

2016 Local Government Election Preparation

Preparation for the 2016 Local Government Elections is well underway. Enquiries from Councillors, staff, residents and prospective candidates are now increasing. A project group has been formed to co-ordinate the implementation of necessary actions and tasks. The group is currently working on developing a range of tools and materials for use in the lead up to and post the election.

Communications from the Chief Executive Officer have been issued to Councillors and staff on a regular basis.

Fraud Risk Management in local government

The Queensland Audit Office (QAO) released a report on Fraud Management in Local Government Report 19: 2014-2015. A report was considered by council's Audit Committee at its Meeting held on 7 September 2015 to address the key findings from the report and to document council's planned approach towards implementation of the QAO recommendations. A project plan to commence SCC Fraud Risk Assessments has been prepared. Independent consultants KPMG have been engaged to provide expertise on the project and advise on fraud risk management documentation and practices. A number of workshops and interviews were undertaken during December 2015 by KPMG consultants to identify the key fraud risk areas to be included in a fraud risk management plan. KPMG has provided a progress report which will be provided to the Audit Committee Meeting on 25 January 2016. Phase 3 of the project will include input from branch managers across the organisation.

Organisational Risk Review

As part of the implementation of the 2014/2015 Risk Awareness project a minor risk review was underway across the organisation. Meetings were held with all branch managers across the organisation from mid October 2015. The purpose of the review was to evaluate net risk ratings on or above the agreed risk tolerance levels and to give consideration to any treatment or mitigation action required (if any). The Audit Committee will receive a report on the minor review in January 2016 particularly focused on council's higher rated risks.

Additionally, Business Continuity plans were updated and republished in December 2015 following a debrief of the Disaster Management exercise held in November 2015.

Local Government Internal Boundary Review

During August 2015 council received the Change Commissioner's final determination in relation to the internal divisional boundaries of the Sunshine Coast Council. The Commission's final determination reflects the proposal resolved by council and affects Divisions 1, 2, 3, 6, 7, 9 and 10. The Governor in council approved the implementation of the boundary changes on 17 December 2015. The Electoral Commission of Queensland (ECQ) will now provide data for inclusion in council's GIS mapping system. ECQ will advise all affected voters in due course.

Councillor Remuneration

On 30 November 2015, the Local Government Remuneration and Discipline Tribunal finalised its determination of remuneration arrangements for Mayors, Deputy Mayors and Councillors to apply from 1 July 2016. The tribunal's determination was published in the Government Gazette on 11 December 2015. The Tribunal determined Sunshine Coast Council to be category 7 (the renumbered equivalent of the current category 8). The maximum remuneration payable to category 7 councils from 1 July 2016 is:

- Mayor: \$214,604
- Deputy Mayor: \$148,689
- Councillor: \$130,295

These amounts represent a 2% increase on current councillor remuneration levels.

2014/2015 Annual Report

The 2014/2015 Annual Report was finalised following presentation of the Annual Report financial information to council at the Ordinary Meeting of 10 December 2015. Final publication occurred in December 2015 with flipbook versions published on council's web site and hard copies sent to Customer Contact Centres and Libraries.

Information and communication technology

BRICK Phase 2

- W Drive replacement rollout continued with only 10 business areas remaining.
- A tool has been developed by our implementation partner that automates the folder structure creation and this

has provided substantial savings to the project team.

- TI Property integration is progressing very well and baseline integration has been proven. This is now 90% complete.
- ECM migration has proven to be very complex due to unique way ECM is structured. This has caused some delays however is not expected to impact project timelines significantly.
- A prototype of Office 365 integration is being developed both internally via the Service Bus and by our implementation partner and is expected to be available either late January or early February.
- The Optical Character Recognition (OCR) tool is in the process of being purchased from Hewlett Packard and should be available to us by the end of January. Conversion of document formats previously unable to have their content read will begin in February.

Digital Connect Platform

- Functional development for corporate website and iteration reviews/UAT completed.
- Airport sub-site design signed off.
- Sub-sites prototype and final functional specification signed off.
- Stage 2 (MyCouncil replacement) estimate finalised and agreed and development work began in December.
- Successful go live for Release 1 of the corporate website achieved on 15 December. Initial issues have been resolved.
- Warranty period of four weeks January/February during which time remaining issues will be resolved.

SCC Disaster Hub Phase 3

- BOM radar images are now available to Agency staff
- Flood sign data feed now available.
- Guardian jobs displayed on map and dashboard.
- Road closure image display in-progress • New Public Twitter page in-

progress. • Higher Availability option being implemented.

- New Dashboard functionality available:
 - Guardian bulletin reformatted.
 - Copyright notice updated and symbol included in Titles.
 - New Social Media page.
 - Rainfall contour layer.
 - Road Closure images displayed in the list.
 - Geo-fence distances displayed for perimeter lines.
 - Spotlight Banner now has two items and they scroll up every 5 seconds.
 - Warning Banner colour change.
 - Council emergency warning messages have been removed from the corporate web site and are part of Disaster Hub.
- Remaining funding will now only allow for small changes and updates.

Open Data Phase 1

- Hackfest successfully completed in November. This was enthusiastically attended by software developers and awards were presented in December.
- Data sets confirmed for future automation of data updates

Smart Cities Precinct Pilot

- Soft launch of release 1 of the SCC App coincided with the launch of the Smart Cities Framework in September. Functions include:
 - Service requests
 - Events guide
 - App feedback
 - Access to Smart City Framework launch details
 - Contact council
- Phase 2 of the SCC App made available in the App Store 23rd December. Additional functions include:
 - Access to Development Information Report
 - Around Me (find council services using device mapping)
 - Guided walks (interacting with Bluetooth beacons)

- Request for quotes evaluated and vendors have been chosen for the 'Living Lab' experiments. Some of these include:
 - Lighting
 - Parking
 - Waste
 - Water
 - Wifi
 - Trial of management platform

Project Management Tool

- Evaluation of MS Project Server (cloud version) continues and is expected to be completed by the end of January.
- Integration scope has been confirmed with Business Owners and proof of concept to be available by end of January.

Bushfire Hazard GIS Modelling

- State Government model has been reviewed and quality assured by SCC
- Reviewed model is with the State government for update and will be sent to SCC for final evaluation

My Council Expansion

- Direct debit functionality has been completed and tested
- Deployment is scheduled for January once the Commonwealth Bank has accepted the electronic direct debit data process.

Events Management System Replacement

- Tender released to market and closed on the 15 December 2015 – 2 conforming tenders accepted.
- Evaluation of tender offerings has begun.

Augmentation and Visualisation

- Two vendors chosen for trial – Augview and Appearance.
- Visualising Sun Central buildings is the primary focus of the trial.
- Heritage Trail branding components for the mobile app delivered by marketing.
- Testing the ability to visualise SCC 3D models (i.e. the Aria building and

Mayes Canal bridge) using Augview underway.

- Appearance's first prototype of the SCC Heritage Trail for Bulcock St has been tested.
- Testing the ability to visualise the Maroochy PDA building height model has begun.
- Testing has begun for Bulcock St heritage trail app on Android.
- Heritage Realtime App in UAT on Apple App Store.

Cloud Infrastructure Services Transition

- Cloud Strategy development has highlighted the need for consistent reviews through the transition period as cloud providers continue to mature in their service offerings.
- The Office 2013/Office 365 project is well underway with all possible ICTS users migrated and ICTS testing of major risk items complete.
- Branch Manager briefings and roadshows are scheduled to take place in January, with pilot users from all areas to be migrated shortly afterwards to prove compatibility with line of business applications.
- Scoping for the other streams is complete.

Wifi in Council Buildings

- Wifi has been fully fitted into the Eddie De Vere building, Maroochydore Depot, and Maroochy on First.
- A test group has been established and are currently using the Wifi without any issues.
- Other locations are scheduled to be installed during January/February.
- The currently installed wifi will be made available to all staff once the Optus 100mb link has been established in Caloundra. This is scheduled for the 23rd January.

Cloud Architecture Services Transition

- Tender released to market and closed on the 15 December 2015 – 7 conforming tenders accepted.
- Evaluation of Tender offerings has begun.

Outlook

The forward outlook for the next quarter will be:

- Continuation of Code of Conduct sessions for Infrastructure Services Staff
- Implementation of Local Law amendments
- Continuation of Fraud Risk Management Project
- Finalisation and execution of Solar Farm contract
- 2016 SCC Leaders Conference to be held in early March 2016.
- Continuing health and safety messaging throughout the organisation and working with providers to deliver risk management information including drug and alcohol testing.
- Reviewing council's workers compensation insurance to ensure the best approaches are being taken.



Quarterly Progress Report Quarter 2, 2015/16

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



Service snapshot for the quarter:

- 19% year-on-year growth rate for passenger figures at Sunshine Coast Airport in December – which saw 508,808 passengers fly to and from the Sunshine Coast Airport.
- 31,800 visitors – a record attendance – enjoyed four days of music and entertainment at the ninth Caloundra Music Festival.
- 180 persons aged 45 years or more, 151 unemployed persons, and 107 persons aged 15-25 years placed in jobs through *The Work Shop*, the joint council and Sunshine Coast University Hospital employment service.
- 162 job placements resulting from *The Jobs Show* hosted by council and regional education providers.
- Five new major events were confirmed for the Sunshine Coast region, with a combined anticipated economic impact of \$4.8 million.
- 13 major events attracted approximately 23,500 visitors and participants from outside the region to the Sunshine Coast.

A message from Greg Laverty, Director Corporate Strategy and Delivery

Triple bottom line reporting for an organisation such as ours involves communicating to our stakeholders how we deliver in terms of the economic, environmental and social dimensions of our activities.

The Work Shop, an outstanding success for council and the Sunshine Coast University Hospital, provided 807 jobs for locals and an estimated economic impact of \$115 million in local wages/salaries. While the economic benefits of this initiative are obvious, the positive social impact of these jobs, which flows on to our community, is invaluable.

The *Caloundra Music Festival* also brings economic and social benefits to the region. The Festival's direct economic impact is approximately \$7.2 million, and locals along with so many others heed the call of 'Sun, Surf and Soul' to make the Festival one of our most significant regional events.

Our Airport passenger figures continued to grow – with December being the highest on record for that month as 87,097 passengers transited through the Sunshine Coast. Finally, in 2016 we will welcome the Flying Kangaroo back to the Sunshine Coast!

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A new economy

Council, through its Shareholder Reference Group, received SunCentral Maroochydore's inaugural Annual Report (2014/2015) and the July - September 2015 quarterly report. At a joint meeting of Councillors and SunCentral Board members and senior executive staff from both organisations, strategic opportunities and challenges ahead were discussed. The meeting included further briefings around council's objectives and expectations for the identified site of the hotel, entertainment and convention centre.

The Sunshine Coast Airport Expansion Project continued to progress with council submitting the Additional Environmental Impact Statement to the Queensland Coordinator-General, who subsequently released the statement for public notification during the period 2-30 November 2015. Work continued with key advisors in relation to the funding strategy for the project.

Following submission to the Australian Communications and Media Authority of an application to declare a Cable Protection Zone, council made representations to the then Federal Minister for Communications. In addition, the Mayor and senior Council officers met with the Chair and other members of the Authority to discuss the application.

Expressions of interest were called for the development of the Brisbane Road Car Park site. Following the evaluation of submissions, highly ranked respondents presented to a panel of internal specialist officers and a council-appointed probity advisor.

Council's submission on the draft State Infrastructure Plan provided a comprehensive outline of the region's key infrastructure priorities.

The Sunshine Coast Economic Futures Board provided advice to council on matters such as the draft regional Investment Attraction Action Plan and other investment matters, and key regional initiatives including SunCentral Maroochydore and the Sunshine Coast Solar Farm. Two key business leaders joined the Board as new members for a two-year term.

The Sunshine Coast region was promoted locally and internationally through council's regional investment brand, INVEST Sunshine Coast and the region's Investment Prospectus 2015. Briefings, export roundtables and networking events were conducted on the Sunshine Coast for Shanghai-based investment and commodities companies; Queensland Government Trade and Investment Commissioners and Austrade officials from the Middle East and Northern Africa; and the Xiamen Municipal Government.

Leading up to 2016, the communication and marketing plan for INVEST Sunshine Coast was refined to ensure a targeted and integrated approach would be in place that would focus on key domestic and international event activities.

Council hosted an international delegation from Jimei University who held discussions with the University of the Sunshine Coast around the development of closer linkages between the two institutions.

Council's efforts to enhance the region's global reputation was rewarded with the receipt of two requests to establish closer linkages with international cities.

Council celebrated the achievements of its joint employment services partnership with the Sunshine Coast University Hospital at a media event for *The Work Shop*, which included the placement of 807 previously challenged local workers at the Hospital. The initiative had a total economic impact estimated at \$115.3 million in local wages and salaries, and \$183.5 million Gross Regional Product.

Another of council's employment initiatives, *The Jobs Show*, was held in August and resulted in 162 job placements.

Council collaborated with TAFE, the University of the Sunshine Coast and the wider education sector to develop the Study Sunshine Coast marketing campaign, aimed at establishing the region as a study destination.

Council's Health Investment Mission to Melbourne in the previous quarter saw a Memorandum of Understanding signed by the University of the Sunshine Coast and Swinburne University to further education collaboration opportunities and co-investment in the region's Oceanside Kawana Health Precinct.

The *Regional Economic Development Strategy* saw work continue on the 180 actions in the seven high-value industry and investment plans, with approximately 60% of the actions directly progressed. The remainder, if not already completed, are on track for completion within the four-year implementation schedule. In addition, more than 300 local companies received specialist advice, information and services and seven events attended by more than 200 participants were supported through the Strategy.

Council's commitment to supporting local business participation in the Export Capability Program included a number of well-received regional events. A senior Department of Foreign Affairs & Trade and an Austrade delegation provided opportunity to discuss investment in and export to the Middle East. A Sunshine Coast Export Networking event saw 65 local companies come together, and membership of the Sunshine Coast Exporters Linked In group grew to 300 participants.

Country Chef, a food product manufacturer of long-standing in the region, received support for expansion of its activities through council's Sunshine Coast Investment Incentive Scheme. This will result in Country Chef spending \$8.45 million in capital expenditure and retaining or expanding its workforce within the region to the equivalent of 104 full-time jobs.

Council sponsored 13 major events during the quarter that attracted approximately 23,500 visitors and participants from outside the Sunshine Coast Region – generating an

estimated \$16.1 million in economic activity. Among these events was the ninth Caloundra Music Festival that saw a record attendance of 31,800 visitors across four days of music and entertainment. The Festival had a direct impact of approximately \$7.2 million on the local economy.

The Sunshine Coast Events Board and its working groups met on six occasions to review 10 sponsorship applications. Nine events, five of which are new to the region, were recommended to council for support. These five new events are anticipated to have an economic impact of \$4.8 million and generate a return on investment of 1:46.

The Mayor and the Chair of Sunshine Coast Events Board jointly hosted 25 high-profile business representatives to garner their support for the region's major events.

Goal: A public sector leader

Council provided the Deputy Premier with clear advice and supporting information details its adopted position of no change to the external boundaries of the Sunshine Coast local government area in relation to the localities of Eumundi, Doonan, Verrierdale and Weyba Downs.

Communication with council's stakeholders included widespread distribution of the *Shaping our Future* collateral to inform business and community groups, and ratepayers of council activities. Channels used included a 28-page booklet launched at the 2015 *State of the Region* event, a six-page feature in the locally-produced magazine *My Weekly Preview*, an updated Sunshine Coast promotional video, and a competition launch.

As part of council's integrated corporate performance framework, the annual review of the Corporate Plan commenced.

Council disbursed funds from the Tourism and Major Events Levy to Visit Sunshine Coast (previously known as Sunshine Coast Destination Limited) in accordance with the Funding Agreement between the two organisations. Visit Sunshine Coast

representatives presented to Councillors on its 2014-2015 Annual Report.

Implementation of council's corporate brand included the commencement of a signage audit, with branding to be implemented in accordance with budget availability. The update of corporate documentation continued throughout council.

Goal: A strong community

Work in relation to 'smart LED deployment' continued in accordance with council's endorsed Public Lighting program. An in-principle agreement was received from the Energex Board to transfer public lighting, subject to pre-conditions and a regulatory decision resulting in a decrease to Energex's street light tariffs reduced 'business-as-usual' costs. SunCentral Maroochydore and Stockland (in the Caloundra South Priority Development Area) considered installation of Rate 3 Smart LED.

Goal: Service excellence

Progress in relation to the Sunshine Coast Solar Farm project included a best-and-final offer process that resulted in capital and operational savings from the preferred contractor. Council received advice that its application to the National Stronger Regions Fund was not successful.

The consultant research company engaged to conduct the community survey completed its survey interviews, with 1,000 responses to be analysed.

Outlook

The forward outlook for the next quarter is as follows:

- Council anticipates the preparation of a report for determination by the Queensland Coordinator-General in relation to the Sunshine Coast Airport Expansion Project Environmental Impact Statement.
- Council will receive a report in relation to the Brisbane Road Car Park site tender process.
- The Study Sunshine Coast marketing campaign, a partnership between council, TAFE, the University of the Sunshine Coast and the wider education sector will be readied for launch to establish the Sunshine Coast as a study destination.
- As part of INVEST Sunshine Coast, selected promotional opportunities will be developed and pursued through both domestic and international channels to promote the region's investment prospects.
- Council will receive its second annual report on international relations activities, and will develop the 2016 International Missions Program based on the outcomes of a review of these activities.
- As part of council's efforts to keep the community informed, a *Shaping Our Future* brochure will be distributed to ratepayers with January rates notices.



Quarterly Report Progress Quarter 2, 2015/16

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:

- 202 hectares of landscape and garden beds maintained
- 1091 hectares of mowing maintenance
- 47% (586 Projects Excl. Reseals) of Capital Works Projects underway (215) with (63) completed
- 63,873 tonnes of waste received
- 22,856 tonnes of waste recovered
- 13,008 customer requests received
- 11,826 customer requests closed
- Delivered a total area of
- 39,943lineal metres worth of roads valued at approximately \$6,061 million.



A message from Andrew Ryan, Director Infrastructure Services

This report provides a snapshot of the department's achievements as it marks the end of yet another successful quarter. In looking back we are reminded of all the small things that the department does to contribute to the liveability of this beautiful region from our minor works projects, to the day to day services undertaken by our dedicated staff and local contractors.

Two noteworthy achievements for this quarter are: completion of the first two stages of the Sunshine Coast's first separated bikeway. This bikeway provides dedicated bicycle access along Brisbane Road in Mooloolaba. The second achievement was Council being awarded a Merit Award at the Australian Information Industry Association Awards for council's innovative Disaster Hub website.

Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A strong community

Disaster management

The past quarter has been very productive with the Disaster Management Team steering the way for planning, preparation and exercising our coordination skills prior to beginning of the storm season. During this time the team has been working with our wider communities to promote the "Get Ready" message, and to ensure people are aware the season is upon us and they need to have their storm plans in place. This includes working in partnership with the RACQ and state government agencies to endorse the "If it's flooded forget it" messaging and media campaign.

A number of council representatives attended the Bureau of Meteorology pre-season workshops in which we learned the prediction for the coming months (January through April). The prediction is that the Sunshine Coast Region is likely to experience higher than average rainfall due to the breakdown of the El Nino weather pattern we have been experiencing from the last season.

This quarter also saw the running of Exercise Firestorm – our annual disaster management exercise. This year's exercise was the largest that council has coordinated and taken part in. It was based on a wildfire scenario, which had fire fronts extending from the Sunshine Coast through to Gympie. This incorporated three local government disaster management groups (Sunshine Coast, Noosa and Gympie), and also two Disaster Districts (Sunshine Coast and Gympie). The exercise was a great success, with many learnings coming out of it. A debrief report has been completed and endorsed by the LDMG at the last quarterly meeting on the 2 December 2015. A copy of this report is available on the Disaster Hub.

Also at the last LDMG meeting the new Sunshine Coast Local Disaster Management Plan (2015 – 2016) was adopted, and shall be presented to council in February 2016 for endorsement. For a copy of the new plan, and any other information in regard to the seasonal outlook, disaster and emergency planning, and up-to-date information throughout the season, please visit the Disaster Hub

Public lighting

Across the quarter routine maintenance of street and public lighting continued with 219 customer requests received regarding council owned lights with \$23,000 subsequently spent on repairs and 100 requests for repairs to Energex owned street lights. Details of a project to replace deteriorated council controlled lights and poles along Tay Avenue, Caloundra have been determined for implementation in the third quarter. A project to install additional LED pathway lighting along Mujimba Beach Drive, Mudjimba, has now been completed.

Roads, cycleways and pathways

Over the past quarter the \$3 million Mooloolaba to Minyama Cycleway project has been taking shape along the Brisbane Rd corridor as the coast's first separated cycleway where bike riders have their own dedicated road space. This facility provides the highest level of safety and intends to encourage riders of all abilities to hopefully ride into Mooloolaba and beyond to their favourite destinations. A project of this nature is poised to take council into the future toward truly sustainable transport solutions.

The Travelsmart team have been extremely busy during the quarter with the coordination of cycling events for Sunshine Coast Bike Week and Ride to Work Day both held in October. The two events were well attended and successful, with the overall goal being, to encourage more people to cycle more often.

Sunshine Coast Bike Week also consisted of a series of mostly free cycling events that the community could participate in. Events included: come & try days, maintenance workshops, guided recreational rides and skills workshops.

Ride 2 Work Day was a more focussed promotion encouraging people to ride a bike to work. Event statistics and survey results:

- Almost 900 people participated in various events throughout the week.
- Thousands of coast residents received specific road safety messages related to cycling, via television, radio and print media.
- 12% of participants surveyed cycled more often 4 weeks after Bike Week than before.
- A 75% increase in the number of people who registered for Ride 2 Work Day when compared to last year.
- 9% of participants surveyed cycled more often to work 4 weeks after Bike Week than before.
- 58% of participants surveyed felt their cycle skills, confidence and road safety knowledge had improved as a result of participating in Bike Week events.
- 24% of participants surveyed felt motorists behaviour had improved towards them whilst cycling.
- 99% of participants surveyed said they would encourage others to participate in Bike Week next year.

Road network management

Achievements for the 2015/2016 Road Reseal Program has been the completion of roads within the Caloundra area including Bowman Road (2,047 tonnes), Pelican Waters Boulevard (2,813 tonnes), Anning, Churchill, Constellation, Cooma, Drake, Esplanade, Gosling, Knox, Lamerough, Ormuz, Oval, Taylor and Mark Roads with treatments of asphalt. Works within the Currimundi, Battery Hill, Bokarina, Wurtulla areas are 97% complete.

Twenty two roads covering 28km have been accomplished for chip seals using a single coat seal. Major rehabs have been completed for Old Gympie Road - Glass House Mountains using cementitious stabilisation 250mm depth, Collins Road using granular combined with cementitious including widening, Seaside Boulevard, University Way using foamed bitumen stabilisation, spray seal

and asphalt overlay. In addition to this, Civil Asset Management delivered 13,822.94 tonnes of asphalt to 12 km of roads which has been a successful collaborative effort by all teams to deliver under challenging conditions.

One hundred and fifty nine (159) roads have been repainted under maintenance, valued at \$245,566 within the suburbs of Glenfield's, Mountain Creek, Sippy Downs and Buderim. Line marking has been reinstated on resurfaced Roads 2 Recovery Program roads including Bowman, Pelican Waters, University Way, Old Gympie, Collins Roads and Seaside Boulevard. Under the Reseal Program line marking has been reinstated on Wust, Sunrise, Diddillibah, Landershute, Bald Knob, Witta and Reeseville Roads with all roads for the overlay program up to date.

One hundred and seventy nine (179) Stormwater Quality Inline Devices (SQIDS) have been cleaned creating a combination of 129.6m³ of recycle material, green waste and silt at a total cost of \$63,819.55. A new mechanical grab cleaning machine has been designed and developed to remove organic material in the SQID, without dewatering. It will improve safety for operators (eliminating confined space, noise and reducing manual handling), increase productivity based on current methods (i.e. vacuum excavation) and will extend the service life of the SQIDs.

Stormwater drainage

Delivery of the 2015/2016 capital works drainage program is well underway, with 65% of the work either completed or in progress.

Forward planning of the 2016/2017 and 2017/2018 capital works drainage program is in progress, with the development of project scopes at an advanced stage. This will then be followed by the detailed planning and design phases.

Water quality monitoring is continuing at selected sites across the Region and is proving beneficial as a number of potential improvement measures have been identified. These will be investigated in more detail, and where necessary any identified work will be

put forward for consideration by council in future programs.

Further research into culvert design improvements is being undertaken, with the commencement of a 3 year study and monitoring program in collaboration with the University of the Sunshine Coast, which will be modelling some existing culverts where we have known issues in the University of the Sunshine Coast laboratory through a scale model. These improvements in culvert design will ensure the provision of more resilient infrastructure into the future, and well as more effective flood control.

Goal: An enviable lifestyle and environment

A number of key projects have progressed this quarter with the delivery of council's beaches and foreshore operational program and coastal infrastructure capital renewal program.

Work has been completed on the second stage of bank stabilisation work at Fisherman's Road, Maroochydore. This project includes utilising rubber matting to stop localised bank erosion while still allowing recreational access and nearby mangrove restoration work by the Bunya Bunya Country Aboriginal Corporation with plants grown from Maroochy River seed.

Planning and the necessary approvals process is progressing well for a proposed second dredge program if it is required at Maroochydore Beach in February 2016 to support the Australian Surf Life Saving Titles in April 2016.

Construction has commenced on the public boat ramp as part of the Brightwater development at Mountain Creek. This is a partnership project between Stocklands and council with great support from the Divisional Councillor.

Staff have been investigating for some time the need to have an ongoing, low cost and reliable coastal monitoring program to ensure the organisation can respond to both short

term and long term risks associated with key infrastructure and human settlement along the coastal areas of the Sunshine Coast. A number of options in terms of profile surveys across dune, near shore and ocean, utilising a variety of technologies is currently being explored in conjunction with both Griffith and Sunshine Coast Universities.

Canal dredging programs are continuing across the region at Mooloolaba and Minyama and more recently at Hideaway Waters and Maroochy Waters. This ensures council's legislative responsibilities to maintain the approved system design profile to both provide for safe navigation and clearance for pontoons where applicable and to also place sand above this design profile to provide structural support for the revetment walls bounding the systems.

The Lakes & Wetlands Team have been managing ibis on the island at North Buderim Lake with monthly roost counts/ egg and nest removals and vegetation modification work. Latest counts indicate a reduction in numbers of nests and eggs on site with ongoing work for the remainder of season and beyond. Roost counts are also occurring at other urban lakes as a proactive management approach.

The design work for the Nojoor Road boat ramp is progressing well. This project will include a new boat ramp and floating pontoon, renewed access road and car park and is supported by state government funding. Construction is due to commence in May 2016.

Staff have been supporting, as a trial, the installation of a constructed floating wetlands for storm water treatment at Parklakes 2 at Bli Bli in collaboration with Regional Strategy & Planning staff. In addition to this project a trial of plant species other than sedges will also be performance monitored over several years on small constructed wetlands at this location. This project is supported by the developer, council and the university.

Finally a number of significant capital projects have commenced design and construction this quarter. They include:

- Coolum boat ramp renewal

- Twin Waters marine creatures signage project
- Twin Waters wall renewals
- Jessica Park redesign
- Black Swan Park revetment wall design
- Shelly Beach seawall design
- River Esplanade revetment wall design.

Turtle season is well underway and the first nest was laid on the 17 November 2015 at Buddina - a Loggerhead turtle that was tagged and dubbed "First Lady of the Sunshine Coast" by volunteers who witnessed her laying. Her nest was relocated after three weeks due to possible inundation from king tides. This relocation was used as a training exercise for some of the TurtleCare volunteers and multiple media outlets were involved.

As at 16 December 2015 there had been a total of 14 nests laid with one Green Turtle at Wurtulla on 15 December 2015. The "First Lady" returned to Buddina and laid a second clutch on 1 December 2015.

We are about to enter the 'census' period for loggerhead turtles on the Sunshine Coast. This is the two week period in our nesting season where almost every single turtle nesting for the season will be on the beach laying a clutch.

Bushland conservation and habitat

During the second quarter a number of key activities and projects have progressed or are underway.

Operational planning

Environment Levy Reserves and Planning. Engagement of contractors for fauna surveys planned for this year completed.

Wildlife Management including Flying-fox roost management continued over this quarter at Mooloolaba (Emerald Woods) with the installation of sprinklers and selective tree removal works. The ongoing research project of tracking local flying-foxes from the Coolum roost continued with GPS tracking continuing on two Flying-foxes. The write up of the research project has commenced and will provide further information to enhance council's approach to managing Flying-foxes.

Preparations commenced for the beginning of the turtle breeding season with induction for new volunteers and training refresher undertaken for existing volunteers.

Progress of the Natural Areas Master Management Plan is currently under final review in preparation for community and stakeholder feedback planned for Q1 2016. The draft of the Racemosa Environmental Reserve Management Plan is completed with preparation to progress to community and stakeholder comments currently progressing.

Environmental visitor and education centres

The detailed design for the Mary Cairncross building renewal project is now completed. Preparation is underway for a final report to council at the January 2016 Ordinary Meeting for a decision on progressing to construction.

Maroochy Regional Bushland Botanic Garden – Whipbird walk garden renewal project continues. The finalisation of the Memorandum of Understanding with the Friends of the Maroochy Regional Bushland Botanic Gardens was undertaken with Natural Areas and Community Services staff.

The completion of building work at the Cane Cutters building at Maroochy Wetlands Sanctuary and the appointment of the Interpretation display renewal contractor has been completed. The display renewal will commence early in the new calendar year.

Operational Delivery

Implementation of the new arrangements for the Natural Areas Management Services Contract (ITT1434) has now occurred with all contractors undertaking works within designated zones. The team's fire management program was also completed early in this quarter.

The commencement of a new vegetation management (slashing, brush cutting) contract in conjunction with Parks & Gardens commenced this quarter.

The Environmental Operations team commenced support for the Skilling Queensland Project with Maroochy

Waterwatch and with projects at Kirby's Road Environmental Reserve and Stumers Creek Foreshore Reserve.

Recreation parks, trails and facilities

The Waterways crew lead another successful flotilla of Christmas lit canoes and kayaks at the "Lights on the Lake" event held at Currimundi Lake organised by the Currimundi Catchment Care Group. Large numbers of the community came out and enjoyed wonderful entertainment and a colourful water procession. With more than a hundred volunteers on the day, local artists giving freely of their time, local stallholders, support from local and state government agencies and almost 70 sailors in the water procession. Lights on the Lake creates a sense of community and belonging.

A second community planting day was held in October at the Mary River bank stabilisation work at Charles Street Park, Kenilworth, as part of "Mary River Month". Another 500 plants were installed by 16 volunteers. The community planting site is actively maintained by the Little Yabba Creek Community Nature Conservation group.

A meet and greet morning tea was held for residents involved in the Environment Levy Maroochy River Riparian Rehabilitation Project. They were provided with an overview of the total project and introduced to the contractors who will be undertaking the work. On-ground work has commenced for the project with large scale control of camphor laurel trees underway and planting to commence in the New Year. As part of the work a large camphor laurel was felled and donated to the Sunshine Coast Camphor Laurel Timber Initiative - a not for profit timber venture focusing on working with camphor laurel, and staffed by volunteers.

Alluvium Consulting were successful in gaining the contract for the development of the Southern Arm Currimundi Creek Bank Management Plan. This is the next phase following on from the Bank Stability Study completed earlier this year. They commenced work a couple of weeks ago and have been

out collecting bathymetric data and other background information. This plan will develop and assess a range of bank stabilisation and riparian vegetation management options and determine the most appropriate for each management zone. A program will also be developed to help council plan and implement the bank stabilisation and vegetation work. It is likely that the program will include staged work over a 5-10 year period based on council's budgetary constraints. It is hoped to have a draft by February/March.

As part of the ARC Linkage project in Currimundi Lake and Pumicestone Passage, QUT and USC released GPS drifter technology in Currimundi Lake during the opening of the entrance after it had been closed as part of the midge management program.

Catchment management staff continue to assist in the implementation of the Pumicestone Catchment Action Plan. The latest Pumicestone Catchment Network meeting was held in November: 15 actions have been completed with 22 actions underway. These actions will be reviewed in the development of the next plan due to commence in 2016.

Rivers, streams, estuaries and water bodies

Conservation Partnerships staff attended the South East Queensland (SEQ) Land for Wildlife (LFW) Steering Committee End of Year Luncheon at the LFW property "Secrets on the Lake" at Montville. Council's Land For Wildlife program continues to be the largest council led program in Australia and SCC had the largest number of registrations for SEQ for 2014/2015. SEQ has the highest density of private conservation area in Australia.

A number of workshops have been held for LFW landholders associated with this year's incentives round, including herbicides, nest boxes and vegetation restoration. Local Area Network field days were held at Mt Mellum and Eudlo as well as a revegetation field day held at Flaxton. A floating wetlands workshop was held where they learnt to build their own floating wetland for their farm dams to improve

water quality. It was fully booked and was well received with feedback such as "Thank you to you and the LFW Officers who organised this wonderful "Floating Wetlands" workshop, Sat 5 December. It was even more inspiring and interesting than we thought it would be and the venue was good too. Great ideas to guide us through making our own floating wetlands for our dams/ponds - complete with sedge plants and seeds to plant into it. We're looking forward to seeing it in action here. We've told our LFW neighbours what a great workshop this is, so now they're hoping you repeat this workshop for those that missed out this time. We're very grateful for SCRC and its support for the environment including the ever vibrant Land for Wildlife Program."

Conservation Partnership Officers attended the Belli Community meeting held on 10 December, which was organised by the Mary River Catchment Coordinating Committee. Fifty local residents joined with staff from local catchment care and land care groups, University of the Sunshine Coast and local council staff to find out what is going on in the world of sustainable land use and conservation in the Belli area. Special guests were Peter Wellington MP and Maya the Koala scat detection canine.

Conservation Partnership Officers are working in conjunction with the Pest & Vector Team to undertake pest animal management and monitoring at a selection of LFW properties. Cameras will be installed before, during and after to assess the biodiversity outcomes of the program.

One new Voluntary Conservation Agreement (VCA) at Kiamba has been finalised with 3 more approved to proceed at Mapleton, Belli Park and Bli Bli, whilst another two are currently under assessment. A VCA at Braehead Nature Refuge has been sold however a new VCA has been signed with the new owners.

Council's Koala Conservation Plan was endorsed at the November council meeting. It includes 34 actions to be delivered over 5 years for the management and protection of the coast's koala population. Implementation is now underway.

Our 46 Community Nature Conservation Program (CNCPP) community groups continue their great work in the restoration and conservation of our natural environment and as a thank you an end of year "Volunteers Day Out" was held in November. Seventy-one conservation volunteers joined a tour of working bee sites and a cruise along Pumicestone Passage.

Kirbys Road Environmental Reserve Community Planting Day was held in October where 22 volunteers and 9 staff planted 500 plants. Attendees also learnt about the importance of the reserve as an important wildlife corridor for frog species from Eva Ford (MRCCC). The volunteers that attended were reoccurring visitors and have been a part of all the previous planting days and were pleased to be part of the progress. A local Green Army team also attended - they found the day enjoyable and beneficial and were really impressed with the 'oldies' they worked alongside.

The Senior Community Nature Conservation Officer attended and presented at the Volunteer Sector Forum organised by Community Services. Their presentation gave an overview of the Community Nature Conservation Program and highlighted the future challenges and how we are planning for the future.

Finally, council received the 2015 Group Wildlife Conservation Award by the Australia Zoo Wildlife Warriors at the prestigious Gala event held in Brisbane. The award recognises a suite of environmental programs that we deliver, including our Environment Levy Program. Specific projects that were highlighted included:

- Koala Conservation Plan
- Environmental land acquisition program
- Environmental grants program
- Volunteer programs such as TurtleCare and Community Nature Conservation.

We continue to deliver one of the most successful and progressive environmental programs of any local government in Australia.

Goal: Service excellence

Waste and resource management

Landfill and Resource Recovery Contractors are performing well and meeting all key performance indicators under the contract. Nambour landfill gas field expansion has resulted in a significant increase in gas being captured and flared at the site. The landfill gas contractor is also planning an extension to the Caloundra landfill gas field. Consultants have been engaged to develop the Nambour landfill expansion master plan, which is scheduled for completion in March/April 2016. A new high efficiency sediment basin was commissioned at the Caloundra bulk stockpile area and was delivered in partnership with both the Project Delivery and Civil Asset Management branches.

The performance of the contractors responsible for the collection of solid waste dropped slightly during the period due to a depot management restructure, however remains within Key Performance Indicators.

The liquid waste contractor continues to perform to a very high standard with key performance indicators confirming service provision levels in excess of 99% regularly being achieved.

Tonnages processed through the Material Recovery Facility are consistent with seasonal variations.

Actions and objectives in the Sunshine Coast Waste Strategy 2015-2025 are being prioritised for the 2016/2017 financial year. Performance measures and goals are also being aligned with KPIs for end of financial year reporting. The strategies initial phase of a full review of both current and emerging alternative waste technology/treatment systems is currently in progress.

Work is also continuing on the waste financial model for the 2016/2017 budget process, to complement this finalisation of the capital program and restructure of the rehab provision model is also being worked on to ensure proper accounting treatment.

Quarries

Quarry Services are committed to delivering superior products and services. Across the quarter the Unit continued development of its systems to ensure an emphasis on quality control within the product range. Community engagement continues with local residents notified prior to the commencement of a successful blasting program at the Image Flat Quarry in preparation for the production of road bases. The crushing contractors have been mobilised and production of material commenced in October.

Further work has been completed within the asset maintenance schedule for fixed plant. Additionally, critical planning for the next quarter's maintenance has been completed in consultation with internal stakeholders to ensure product availability during this time. Key appointments have now been completed and integrated into the business, which provides the necessary skills to progress the established plans for business improvement.

Goal: A public sector leader

Fleet management

This quarter has seen a focus on the capital replacement program with Fleet Procurement engaging with teams and suppliers to complete asset specification schedules. This has ensured that assets are ordered within current lead times for delivery this financial year. Engagement with Civil Asset Management has concluded and orders placed for a medium rigid and a heavy rigid road maintenance truck, totalling \$537,000. The focus now shifts to Parks & Gardens with the specification for beach cleaning tractors now being completed.

Additionally, Sunshine Coast Council was recognised at Vero's annual Risk Management Awards as runner up in the Motor Vehicle category, the best result of any local government in the awards history. The submission detailed the strategies implemented to reduce at fault claims by 30% over the past three years, reducing the cost of the fault claims by more than \$100,000.

Outlook

The forward outlook for the next quarter will be:

- *Facilitation of the 3rd Workshop of Capital Works Review, aimed at accelerating delivery of the program and providing realistic projections of expenditures to create a platform for increased delivery rate.*
- *Commencement of a number of significant projects for the community including: Bulcock Streetscape, Maroochydore Rugby League Club facilities upgrade and the new Dog Pound at Sippy Downs.*
- *Pilot of the Smart City Project in Bulcock Street Caloundra.*
- *A stakeholder meeting aimed at progression of a trial for a Works Assignment Dispatch Centre. The objective for the Centre is to improve operational efficiency, increase productivity and deliver better value services to the community.*



Quarterly Progress Report Quarter 2, 2015/16

The Regional Strategy and Planning 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 infrastructure charges and development approvals relating to planning applications, subdivisions, engineering and landscaping works, building and plumbing.



A message from Warren Bunker, Director Regional Strategy and Planning

Service snapshot of the quarter:

- 95% of development applications being assessed within statutory timeframes
- 1,643 building approvals issued with a construction value of \$336 million
- 534 new dwelling houses approved totalling \$147 million in value
- 166 multiple dwelling units were approved with a value of \$38 million
- 2,779 building and plumbing applications lodged and 2,730 decided
- 608 development applications lodged and 561 decided
- 865 lots created under the plan sealing process
- 85 free pre-lodgement meetings held.

The [Development Indicators](#) Report provides full details of the quarter's statistics.

The Sunshine Coast continues to experience increased development activity illustrating the confidence in the local market. The Development Indicators [Annual Highlight Report 2015](#) confirms this with the highest application volumes since 2008.

The major projects continue to contribute to shaping the future growth of the region with a planning scheme amendment submitted to the State Government for the Palmview Structure Plan area, formal commencement of the Infrastructure Agreement for Caloundra South and significant construction activity around the Kawana area as the public university hospital works towards a 2016 completion date.

To show the community how the Sunshine Coast is anticipated to change in terms of projected population, age structure, dwellings and household types, council has released a [Population and Household Forecast 2011 to 2026 Report](#). This is an important data set for council, businesses and the community to plan for the future.

Service Delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

Goal: A new economy

Strong economic leadership, collaboration and identity.

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 23 November 2015, council adopted the *Sunshine Coast Planning Scheme 2014 (Transitional Interim Local Government Infrastructure Plan Amendment) No.4*. The adopted amendment was gazetted on 4 December 2015 and took effect on 7 December 2015.

The purpose and general effect of the proposed *Sunshine Coast Planning Scheme 2014 (Transitional Interim Local Government Infrastructure Plan Amendment) No.4* is to:

- Remove all references to water supply and sewerage trunk infrastructure networks in the Priority Infrastructure Plan (including associated mapping) in accordance with Unity water's requirements.
- Include a small number of new trunk infrastructure projects and to amend the description of existing trunk infrastructure projects which are incorrectly stated.
- Correct Priority Infrastructure Plan mapping anomalies that have been identified post-commencement of the planning scheme.
- Undertake minor revisions to correct errors and help improve the consistency and operation of the Priority Infrastructure Plan.
- Reflect changes made to the Priority Infrastructure Plan elsewhere within the *Sunshine Coast Planning Scheme 2014* to ensure consistency.

An additional planning scheme amendment has been proposed during the quarter in relation to the **Palmview Structure Plan**.

Following public consultation between 14 September 2015 and 26 October 2015, council reviewed the 155 submissions received and considered at a Special Meeting on 23 November 2015. A [Key Issues Discussion Paper](#) was developed to summarise the items raised and provide the basis for the position adopted by council.

On the 9 December 2015, the *Sunshine Coast Planning Scheme 2014 (Major Amendment - Palmview Structure Plan, Palmview Structure Plan Planning Scheme Policy and Consequential Amendments)* was submitted to the Minister for Infrastructure, Local Government and Planning for ministerial review. Once the Minister is satisfied with the proposed modifications, council will proceed to adopt the proposed amendment. Further details are available on [council's website](#).

The higher order master plans for **Kawana Health Precinct** have been finalised and development processes and activity for key sites in the area have progressed, including:

- Construction completed on the Best Western Hotel opening opposite Sunshine Coast Public University Hospital in November 2015.
- Construction was completed for a 90 place child care centre on Shine Court.
- Construction completed for the development of 33 detached lots and a Precinct Park located at the southern end of the health precinct (Stage 3).
- Completion of the pedestrian bridge over the western waterway and Birtinya Island.
- Construction completed for the 17 lot subdivision on Entrance Island.
- Construction continued on the eight storey multi deck car parking facility (580 spaces) with ground floor area for commercial and retail uses.
- Construction continued on the new display village on Birtinya Island, with parts of the display village, including the sales office and café, now open to the public.
- Bulk earthworks for the initial stages of Birtinya Island have commenced and civil works are underway.

- Construction continued for the Pulse Building.
- Duplication of Lake Kawana Boulevard has progressed and is nearing completion.
- Assessment of the master plans for Bokarina Beach is nearing completion.

Following five years of intensive negotiations the **Caloundra South Infrastructure Agreement** formally commenced on 2 November 2015. Under the Agreement, Stockland will provide a wide range of social and environmental infrastructure contributing to the road, cycle and pedestrian networks as well as substantial open space. They will provide land for community facilities, while contributing around \$22 million to the construction of clubhouses and the establishment of a Community Development Infrastructure Fund and Community Benefit Fund.

Stockland are marketing the development as "*Aura – the city of colour*". Work continues as the development progresses, including:

- Plan sealing applications for 161 lots (45%) of Precinct 1.
- Bulk earthworks are underway for Precinct 2. This includes commencing construction of Lamerough Creek Bridge.
- Bells Creek Arterial has commenced with clearing of the corridor south of Peirce Avenue.

Goal: A Strong Community

Road Network Management

Consultants have been appointed to the **Light Rail Project** to undertake further transport modelling, engineering and costing investigations on the proposed route between Maroochydore and Caloundra.

The Maroochydore Transport Model has been updated to inform transport planning in the **Maroochydore Priority Development Area**. The model includes updated demographic data and is a key tool for ongoing discussions with the Department of Transport and Main Roads to agree on the base transport network priorities supporting the development through to 2041.

Background studies for input into the **Local Government Infrastructure Plan** have continued. This has involved detailed reviews of trunk network priorities.

Work has continued on the implementation of the **Sustainable Transport Strategy** with 70% of identified actions either completed or underway. This has included progressing parking surveys to provide input into a Sunshine Coast Parking Management Strategy.

Management and maintenance of the telemetry based **flood warning system** has continued in preparation for any potential disaster management and response activities.

Goal: An Envable Lifestyle and Environment

Sustainable Growth and Network Planning

In December 2015, council released the [Sunshine Coast Council area Population and Households Forecast 2011 to 2026 report](#).

The report provides council and the community with readily accessible, comprehensive information about how the Sunshine Coast is anticipated to change between 2011 and 2026 in terms of projected population, age structure, dwellings and household types. The projections are available for the Sunshine Coast Council Local Government Area and each locality of interest.

The **Pumicestone Passage and Catchment Action Plan 2013-2016** was released in October 2015 in partnership with the Moreton Bay Regional Council. The total catchment area covers 785 square kilometres, 58% of this is within the Sunshine Coast Council boundaries. The [Pumicestone Passage Catchment](#) webpage provides further details on what is being done to respond to the management challenges:

- Improving water quality.
- Protecting and restoring wildlife challenges.
- Minimising impacts from population growth.

- Preserving and improving social values.
- Preserving and improving economic values.

The **Environment Levy** program continues to provide opportunities to work collaboratively to protect the lifestyle and environmental values of the Sunshine Coast. A quarterly update is published on council's [website](#) highlighting some of the key achievements:

- Protecting and enhancing our environment – including the establishment and management of environmental reserves.
- Providing healthy waterways – with planning and on ground activities associated with rehabilitation projects on the Pumicestone Passage, Mary River and Maroochy River.
- Building our knowledge – through monitoring fauna populations.
- Engaging and supporting the Sunshine Coast community – this includes the provision of 22 community partnerships, pest management, a Flying Fox and Koala programs.

The **Transport Levy** has continued to execute the 2015/16 program with a strong focus on connecting communities. This includes the provision of:

- Council Link services for people over 60, with a disability or mobility impairment as well as carers and minor accompanying eligible people
- Flexi-Link Trail Services in areas with limited public transport. Providing a pre-booked scheduled service that provides links with the existing public transport network
- Funding of additional services including a trial on the Maleny-Landsborough-Beerwah Bus Service
- Delivery of the next stages of the Light Rail Feasibility Study.

The **Draft Nambour Activation Plan** was adopted by council in October 2015. The plan

is a collaborative and creative approach to place making and provides a framework to activate the streets and enable local businesses and community to enervise their township and celebrate their place.

Goal: A Service Excellence

Development Services

Development activity has remained strong for the quarter ending 31 December 2015.

Some significant points of interest include:

- 95% of applications are being assessed within legislative timeframes, 83% of these are within the first 20 days
- 865 lots have been plan sealed and endorsed by council compared to 610 lots in the same quarter of 2014
- 25% increase in applications decided by council compared to the same quarter in 2014
- \$234 million of new dwellings and units, a 34% increase on the same quarter in 2014
- Applications to create 247 multiple dwelling units have been received
- 61% of eligible applications were lodged under the FastTrack application and processed within 10 days.

The final applications with approved superseded planning scheme requests (*Maroochy Plan 2000 or Caloundra City Plan 2004*) were lodged during December 2015. From the 237 requests received, 155 resulted in subsequent applications, 18 were exempt or self-assessable, 10 were withdrawn, 31 have lapsed and 23 remain undetermined.

Details of all Development Applications are available on [PD Online](#).

Council has released the [Development Indicators 2015 Annual Highlights](#) report providing comparisons and trends of development activity between 2008 and 2015. This report shows that the past 12 months have continued to build upon the encouraging development activity experienced in 2014. Some of the key comparisons include:

- 20% increase in building approvals

- 32% increase in both development enquiries and applications lodged
- 28% increase in lots created through the plan sealing process.

This increase of development activity has resulted in a corresponding increase in infrastructure charges collected. This provides critical funding to contribute to the delivery of trunk infrastructure to accommodate the growing population and requirements of the Sunshine Coast.

Council has also been actively implementing the Swimming Pool Fencing compliance program in accordance with the state government regulations. All swimming pool barriers were required to be compliant by 30 November 2015.

Council's plumbing inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. The final slab of the main hospital has now been poured and dedicated officers continue to work on-site to progress critical inspections and facilitate construction times.

Outlook

The forward outlook for the next quarter will be:

- Continued review of the legislation and state policy, including:
 - Consideration of proposed better planning for Queensland reform and Draft Planning Bill.
 - Review of the *South East Queensland Regional Plan 2009-2031*.
- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*.
- Continue to deliver development assessment processes within statutory timeframes.