



Quarterly Progress Report Quarter 2, 2014/15



Chief Executive Officer's Report

A message from John Knaggs

This quarter saw significant project milestones achieved by the organisation during the first half of the financial year 2014/15.

Overview

Shaping Our Future

A new publication titled "Shaping Our Future" was produced and distributed across the Sunshine Coast during the quarter.

Shaping Our Future provides information about the services we provide and some of the projects we are working on to provide a strong and prosperous future that is in line with the values of our community.

Solar Farm

Council lodged a Material Change of Use (MCU) development application during the quarter to build a 15 megawatt (MW) solar farm at Valdora to offset the organisation's entire electricity consumption at its facilities and operations. Subject to the outcome of the development application and tender process, the project will see a utility-scale solar farm installed on 24 of the site's 49 hectares.

Light rail

The proposed light rail network route options for the Sunshine Coast were released during the quarter for community comment.

Three route options have been proposed for the Maroochydore area, four options for Mooloolaba and Kawana, and three options for Caloundra. The routes also include connections between these areas.

The route options were selected following engineering and environmental assessments which considered community accessibility, current travel patterns, location of tourism centres, constructability and position in relation to major facilities and service centres

such as the Maroochydore city centre and the Kawana Health Campus.

The community engagement follows the recent release of the *Sunshine Coast Light Rail – Shaping Our Future* document which outlined the findings from a study into the potential for light rail to be part of a long-term transport solution between Sunshine Coast's major growth centres.

Sunshine Coast Airport Expansion

The public notification period for the Environmental Impact Statement (EIS) in relation to the Sunshine Coast Airport Expansion project concluded last quarter with over 900 submissions made to the Coordinator-General. The Coordinator-General is yet to formalise his response to Council's EIS.

Caloundra Music Festival

The eighth annual Caloundra Music Festival was held in October at Kings Beach. The festival again featured a diverse line-up entertainment featuring the best of the Australian music industry as well as international artists.

The festival attracted over 30,000 which provides a multi-million dollar boost to the Coast economy.

One of the key ingredients of success for the festival is the outstanding contribution made by the hundreds of volunteers. That team includes many council employees and their families who volunteer their time, skills, energy and good will to make the festival such an outstanding success. I would like to thank everyone who contributed to staging an event of this scale, which is no easy task.

Community grants program

Youth, cultural, sporting, Christmas and festive projects received over \$415,000 during the quarter as part of council's community grants program.

Council's community grants support local communities across seven categories with the

inclusion of a new Community Facilities category. This round of funding includes:

- \$93,292 for community development
- \$154,744 for community facilities
- \$63,465 for cultural development
- \$11,109 for cultural heritage
- \$17,500 for economic development
- \$14,650 for festive season activities
- \$60,547 for sport, recreation and healthy living.

Buderim Village Park

The first three stages of works on the Buderim Village Park were officially unveiled in October. Council, the local community and the State Government have all played a major role in the \$1,189,123 development.

Council purchased the land in 2010 to provide the community with a district level recreation park in central Buderim. The community have been proactive in sharing ideas for the park and this feedback has enabled council to develop the park.

The State Government provided support by contributing a total of \$204,000 in grants that have enabled stages two and three of the park to be completed ahead of schedule.

Completed works include bulk earthworks, new turf and irrigation, an entry harbour and park sign, park furniture and stone walls, tree planting and a Glasshouse Mountain viewing area. Stage four works commenced in November and include the installation of additional park lighting and pathways.

Beerwah streetscape

Beerwah received a fresh new look courtesy of council's streetscape upgrade in Simpson Street. The \$5 million works were unveiled in October.

Key aspects of the upgrade include improvements to road infrastructure and raised pedestrian crossings to create a low speed traffic environment. New public seating has been installed along with provisions for outdoor dining. Improved street lighting,

increased footpath space and new shade trees are also features.

Disaster preparedness

During the quarter many areas of council participated in the annual disaster coordination exercise. "Exercise Railbrake" provided a realistic scenario in the form of a freight train derailment in the Nambour CBD, testing the readiness of the Sunshine Coast Disaster Management Group, numerous Council staff, emergency response agencies and many other support and volunteer services.

Over 230 Council staff and emergency service personnel joined together to manage the disaster exercise. It was pleasing to see so many areas of Council working together with unified purpose, forming teams to work in the local disaster coordination centre and field coordination centre, and including for the first time, activation of our emergency operations and recovery team and testing of our business continuity plans.

There were valuable lessons learned from the exercise and there is a greater connectivity between our own departments and with our external emergency partners as we move into the summer storm season.

Council rewarded for engineering excellence

Council's commitment to outstanding engineering was officially acknowledged at state level during the quarter. Council collected three awards at the Institute of Public Works Engineering State Excellence Awards.

The awards were received for:

- Maroochy Sand Renourishment Project
- Landscape Infrastructure Manual
- Place+ Beerwah Public Domain Improvement Project.

This is an outstanding achievement for council to have our work acknowledged at a state level. Congratulations to everyone involved whose professional expertise, dedication and hard work contributed to the winning of these

very prestigious awards. Each of these projects have delivered outstanding outcomes for the Sunshine Coast community.

Environment Levy

In December Council endorsed the Environment Levy Annual Report for 2013/14. Over \$11 million was spent in 2013/14 on environmental projects in our region.

With the support of the Environment Levy Council continued to:

- Buy, protect and enhance environmentally significant land
- Deliver on-ground environmental projects
- Build Council's knowledge of its environmental reserves and sunshine coast waterways through scientific research and monitoring projects
- Engage, support and partner with the community to deliver conservation outcomes.

Council spent \$6.13 million purchasing environmentally significant land in the form of four new reserves totalling 398 hectares. That brings the total to over 2,761ha since the Levy began in the early 1990's.

The levy also helped fund an extensive \$570,000 four year fauna monitoring project covering 10 existing reserves and contributed \$162,000 to support the Healthy Waterways organisation.

Draft Sunshine Coast Waste Strategy 2015 – 2025

In December Council agreed to release the draft Sunshine Coast Waste Strategy 2015 – 2025 to the community for comment in January and February 2015.

The draft strategy outlines the construction of a new resource recovery centre, expansion of services and delivery of innovative, financially viable infrastructure. The strategy also outlines the future waste infrastructure needs for the Sunshine Coast, supports the development of resource recovery markets, ensures waste management remains cost effective and customer focused and focuses

on protecting public health and the natural environment.

The draft waste strategy, including any amendments coming from the consultation process, will be presented to Council for adoption in April 2015.

Certified Agreement

The draft certified agreement terms were not agreed by staff in December, in the face of a considerable union campaign. Negotiations will resume in the first half of 2015.

De-amalgamation cash allocation

In December the Local Government Minister made an announcement on the cash allocation between our Council and the Noosa Council.

The Minister advised that, of the \$22 million that had been claimed by Noosa Council, our council will only be required to pay \$1.6 million.

This amount includes Unitywater dividends and a carbon tax liability payment. Both of these matters relate to external agencies and both arose after 1 January 2014 when the Transfer Committee had finalised its approach to costs.

This announcement brings to an end the cash allocation issue and the de-amalgamation process which has been challenging for all of us. I would like to specially thank the finance staff under the leadership of Ray Turner and Michael Costello for their tireless and outstanding work in difficult circumstances.



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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

- 39,044 calls answered
- 8,063 customer visits
- 9,029 email requests
- 1,289 webchats

Community Response

- 7,817 infringements issued
- 431 animals impounded (32% reunited with owner)
- 2,736 new animals registered
- 204 environmental nuisance complaints received and investigated

Libraries

- 386 library programs and workshops delivered
- 11,511 participants in library programs

Community Venues

- 1,250 venue events held
- 121,001 attendees at venue events

Grants

- 163 grants awarded
- Over \$614,000 in grant funding allocated.



A message from Coralie Nichols, Director Community Services

Council adopted the *Domestic Animal Management (Cats and Dogs) Strategy 2014-2020* this quarter, and staged a vibrant launch that attracted over 300 attendees.

In aligning with the directions of the *Animal Management Strategy*, Council also endorsed the developed designs for the new Sippy Creek Animal Pound and referred the project costs to the 2015/16 Budget deliberation process to progress its construction. The new pound will have the ability to service the Sunshine Coast region's animal management needs for 50 years and beyond.

The Caloundra Regional Gallery hosted *Cream: Four Decades of Australian Art*, providing a unique opportunity for regional audiences to view a survey of 20th Century Australian art by some of Australia's most recognised artists.

The Sunshine Coast Stadium and Kawana Sports Precinct continue to cement themselves as the focal point for active events in the region, hosting some significant events including the Sunshine Coast Home Show and Caravan, Camping and Boating Expo, Colour Run and Webers Circus.

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

The **Caloundra Regional Gallery** hosted a number of significant **exhibitions** this quarter, including *Cream: Four Decades of Australian Art* – a touring exhibit of some of Australia's most recognised artists, with the collection of paintings, drawings and prints estimated to be worth \$8 million. Over 2,300 people attended the exhibition. In addition, local Aboriginal artist De Greer-Yindimincarlie showcased the diversity of her *Aspects of Me* exhibition, with performance, paint and digital media forms.

In total, over \$614,000 was awarded for 163 **grant applications** this quarter. Of this, Council endorsed recommendations for over \$415,000 of funding to support 70 projects through the major round of the Community Grants Program. A further \$56,080 was allocated toward 13 projects under the Regional Arts Development Fund Program. The remaining \$142,648 in funding allocations was awarded in the areas of minor grants, Individual Development, RADF Minor, Environment Levy Partnerships, Emergency, Councillor Discretionary Funding, and Divisional Discretionary Festive Funding grants.

Council hosted one **Australian Citizenship Ceremony** this quarter, with 261 local residents officially becoming Sunshine Coast's newest Australian Citizens. Over the course of 2014, a total of 1,256 locals became citizens amongst 2,001 guests.

Christmas and New Year celebrations officially kicked off, with the Mayor 'switching on' the first Christmas tree at Mooloolaba. A total of 22 Christmas trees progressively lit up across the region with all council trees donning sustainable LED lights. Over 80 family-friendly Christmas and New Year events and activities were on offer from November through to January, with New

Year's Eve festivities attracting over 50,000 people.

The Mayor also turned the first sod for the new archival, visitor and interpretive centre at the council-owned heritage property, **Bankfoot House**, whilst council noted two management plans to guide the continued conservation of council-owned and heritage listed **Fairview** (also known as Pattermore House) at North Maleny. Business modelling was also undertaken to resolve the long term future, sustainable use of Fairview.

At its December Ordinary Meeting, Council adopted the **Community Safety Policy** and **Public Space CCTV Policy**. The intent of the policies is to outline the principles which guide council's decisions in addressing community safety, and the installation and management of CCTV systems in public spaces across the region.

Community venues

Performances at our three **major venues** and seven community spaces continued to be popular hosting 1,250 events, and attracting 121,000 patrons. Key performances included Michael Veitch's play, *Flak – True stories from the men who flew in World War Two* and Queensland's leading youth circus company Flipside Circus' show, *CircUS*. Musically the region hosted performances by OPERATIF, and the following Sunshine Coast groups - Symphony Orchestra, Oriana Choir and Choral Society. The Nambour Arthouse Cinema hosted screenings of various 'old skool' films including *Labyrinth*, and *Indiana Jones and the Raiders of the Lost Ark*.

Budding young performers participated in the Little Seed Theatre Company **Drama Workshop Program** at the **Nambour Civic Centre** this quarter, creating and performing their very own show. Due to the success of the program, weekly acting classes for young people were made available for the remainder of the quarter.

Libraries

Sunshine Coast Libraries launched two **promotional videos** to help promote the wide variety of free services on offer. With a diverse range of physical collections, eResources and activities to choose from, the library is a vibrant physical and virtual space.

Techbars have been rolled out at the Beerwah, Nambour and Maleny library branches, providing an opportunity for the public to discover how to use a range of technologies through experimentation and play. The project has been supported through funding from the State Library of Queensland.

Author events this quarter included the Nicole Alexander Literacy Luncheon, with over 80 people in attendance, whilst over 11,500 people participated in almost 400 lifelong learning **programs and workshops**, ranging from school holiday activities, technology tutorials, small business seminars, and wellbeing and hobby sessions.

The long-standing **Adult Literacy Program** and its participants were celebrated in December, bringing together students, their families and volunteer tutors. The program helps adults improve their practical literacy, numeracy and digital skills so they can participate independently in civic life. Sunshine Coast Libraries has been a Registered Training Organisation for the past 15 years and offers nationally accredited Adult Literacy training.

In recognition of the diverse and dynamic service that libraries offer, the **My Weekly Preview** publication featured a **three-page spread on Sunshine Coast Libraries** during October, quoting "The Coast's libraries are a hive of activity.... If you think libraries are dying, well, think again".

Sporting facilities

Some key achievements in regard to encouraging active lifestyles in the region include:

- The completion and unveiling of **Nambour's first district skate park and youth activity precinct**. Future plans for the site include a basketball half-court, shade structures, terrace seating, pathways, shade trees, climbing structures and community event spaces (*Skate and BMX Strategy 2011–2020*).
- Adoption of the **Maroochydore Junior Rugby League Club - Facility Development Plan 2014** at council's October Ordinary Meeting. The Plan seeks to confirm and prioritise the next stages of development for the precinct,

ensuring that site uses and new features complement and enhance community use over the next 20 years (*Sport and Active Recreation Plan 2011-2026*).

The **Sunshine Coast Stadium and Kawana Sports Precinct** continue to cement themselves as the focal point for active events in the region, with this quarter hosting some significant events.

The "happiest 5k on the planet", **Colour Run**, took place at the Sunshine Coast Stadium during October with over 7,000 runners celebrating their healthiness, happiness and individuality.

More than 220 exhibitors from around Australia exhibited their products and services at the 2014 **Sunshine Coast Home Show and Caravan, Camping and Boating Expo**. The event is a major drawcard for the region and it continues to grow each year. More than 15,000 people visited the Expo over three days in October, a 15% increase on 2013 attendance figures.

The circus came to town, taking up residence within the Kawana Sports Precinct. **Webers Circus** provided fantastic family fun with highlights including the wheel of death, miniature ponies, clowns and performing dogs.

Goal: Service excellence

Cemeteries

Cemetery Services have focused on proactive **technology, maintenance and infrastructure upgrades** this quarter.

Key projects for the quarter include:

- The continuation of detailed mapping of cemetery sites as part of system upgrades
- Completion of upgrades and maintenance works within the Nambour Garden Cemetery, including drainage upgrades, and the installation of a new entry statement – formed from recycling and refurbishing the old entrance sign to the site
- Investigation of new information and technology enhancements to enable customers greater access to information online and via Cemetery Services.

A total of 214 **cemetery applications** were received this quarter, which is consistent with previous quarters.

Customer and community relations

Telephone and email requests were the main methods of **interacting with council** this quarter, with over 39,000 calls, 8,063 visitors to our centres, over 9,000 email requests and 1,289 webchats managed by the Customer Contact Centre. The utilisation of online methods to interact with council continues to increase.

In addition, 84% of online and 86% of phone contacts were resolved during the customer's first contact. **Customer satisfaction ratings** with the Customer Contact Officer remained very high at 4.67 out of a possible score of 5. These figures are consistent with previous quarters.

The average speed of answer for phone calls was 28 seconds, with 89% of calls responded to within 60 seconds.

Local amenity and local laws

Council adopted the **Domestic Animal Management (Cats and Dogs) Strategy 2014-2020** at its October Ordinary Meeting. The Strategy endorses the vision of 'Your pet, your responsibility'. This intent was promoted at an active community launch, which was attended by over 300 people, with more than 130 pets getting microchipped, and half of these also registered. TV personality, Agro was the ambassador for the day, even getting microchipped himself.

In keeping in line with the responsible management of the region's pets, council endorsed the developed designs for the **new Sippy Creek Animal Pound** at its final Ordinary Meeting for the year and referred the project costs to the 2015/16 Budget deliberation process. The new facility will have the ability to service the Sunshine Coast's animal management needs for the next 50 years and beyond.

Council's hard lined approach to **irresponsible pet ownership behaviours** was implemented with force this quarter. In an unprecedented first for Queensland, a woman was fined \$15,000 and convicted of grievous bodily harm in November after her already declared dangerous dog attacked another

person whilst not muzzled in public. In December, a man was fined more than \$16,000 after his unattended and unrestrained dogs attacked another man earlier in the year.

In an effort to support local businesses and Caloundra shoppers through the busy holiday period, council endorsed a six week **paid parking amnesty** in the Caloundra CBD.

Public health

The Environmental Health Unit is responsible for licensing over 1,850 premises across the region that require annual inspections. For the quarter, 340 **inspections** were conducted with 76 **new licence applications** issued.

Following changes to the *Public Health Act 2005*, legal responsibility for all **non-work related asbestos matters** will become the responsibility of council as of March 2015. To accommodate this change, the Environmental Health Officers have undertaken intensive training and certification, and are implementing processes and procedures to support this new role.

A range of key programs have taken place around **vector and pest plant education and control** this quarter, including:

- 300 routine site surveys, resulting in 2,090 hectares of mosquito aerial treatments
- Software advancements in field data collation processes
- Private property inspections for compliance with the *Land Protection Act*. Currently 98 properties are being monitored for non-compliance issues regarding class 2 pest plants.

Likewise, **feral animal education and control** programs continued to be implemented with the:

- Development and implementation of the *Feral Deer Management Strategy*
- Continued implementation of the Wild Dog Partnership Program and Coastal Fox Program
- Deployment of remote sensing systems to effectively and humanely trap feral pigs
- Initiation of feral animal activity monitoring in conservation reserves, and continued trapping support for Land for Wildlife conservation partnerships.

Outlook

The forward outlook for the next quarter will be:

- Further development of a number of planning documents including the progression of a regional Social Strategy, Heritage Strategy, and draft Kawana Sports Precinct Master Plan
- Reviews of a number of programs and documents including the Community Grants and Community Partnership Funding Program and Local Laws
- Reports to Council for consideration include the draft Reserve 1000 Master Plan, Kunda Park Site Concept and Land Management Plan, DASSI community land leases and a number of proposals to name council infrastructure
- Endorsement of Individual Development Grants and Emergency Grants recommendations.



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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.



A message from Ray Turner, Director Corporate Services

Service snapshot of the quarter:

- \$3.96 million operating surplus from Holiday Parks to 31 December 2014, or 5.9% above budget
- 398 employees attended governance training including risk awareness, Conflict of Interest, RTI, Privacy.
- 88.5% result achieved by council in Workplace Health & Safety Audit
- \$86 million spent with local business for the first six months of the year
- Eight university students selected for My Summer Workplace program
- Queensland Audit Office provided unqualified audit opinion for 2013/14 being council's 6th consecutive annual unqualified audit

The second quarter of 2014/15 saw all department branches progressing well on delivering on our 2014/15 plans and commitments.

The finalisation of the cash allocation to Noosa Shire Council by the Minister in December was a significant milestone in concluding the de-amalgamation process.

During the quarter council received an unqualified audit opinion from the Queensland Audit Office for its 2013/14 financial statements. This is the sixth unqualified audit opinion for the council since amalgamation.

The strong operating result of \$25.8 million at 30 June 2014 has been reinforced by financial results at the end of December 2014 which remain strong and well above budget.

The Annual Report, including 2014/15 financial results, was published in December 2014.

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

- Revenue to 31 December - \$7.778 million (increase on budget by \$157,000).
- Expenditure to 31 December - \$3.817 million (decrease on budget by \$76,000).
- Net Operating Surplus 31 December - \$3.960 million (increase on budget by \$234,000).

Capital Works:

- Coolum Beach Holiday Park camp area re-development complete \$520k.
- Purchase of land adjacent to Mudjimba Beach Holiday Park from Queensland Ambulance Service completed.
- Water Isolation valves installed at all parks.
- 40% Capital program delivered.

Goal: Service excellence

Property management

Continuing to work towards the development and implementation of a "whole of council" approach to the management of council's property portfolio to ensure the use of the property assets are optimised, centrally managed, and supports council's objectives.

Council's buildings and facilities continue to be maintained to a safe and compliant standard. All maintenance requests are responded to and actioned accordingly in a timely manner. Building and facility projects are proceeding in accordance with the endorsed program.

At its meeting held on 11 December 2014, council endorsed the Community Groups Occupying Council Owned or Council Controlled Land/Infrastructure Policy. The policy seeks to establish a structured, consistent and transparent approach to the provision and management of community

occupancy arrangements over council owned/controlled land/infrastructure.

Some other notable issues include:

Business Continuity Planning - The Council Building Business Continuity Plan was tested in October 2014.

Sustainability – Continue to work closely with Environment and Sustainability Branch with a view to achieving better sustainability outcomes for council's Building and Facilities portfolio.

Security – Undertaken a complete review of security monitoring and patrolling contractual arrangements. A detailed tender process was undertaken and new contracts awarded.

Land Dealings – Continue to manage the various land dealings associated with Council's Land Portfolio (1563 Freehold Properties and 2278 properties as Trustee on behalf of the State). Since 1 July 2014 council has acquired 18 parcels of land and finalised 18 community leases and two Licence Agreements over council controlled land.

Caloundra Aerodrome - Lease arrangements for all existing leaseholders at Caloundra Aerodrome have now been finalised. Council officers are now working with the lessees and tenants to ensure compliance with the lease terms.

Building Management Plans – Building Management Plans are being developed in order to document future maintenance and capital funding requirements for the following buildings and facilities – 10 aquatic centres, five performance venues, Kawana Sports Precinct, five administration buildings, eight libraries and one art gallery.

Goal: A strong community

Lifeguards

- Monthly contract meetings have been conducted with the representatives of Surf Life Saving Queensland.
- Regular patrolled beach inspections by council officers have been conducted to

ensure compliance with contract requirements.

- All council leased equipment has expired. Surf Life Saving Queensland have made their own arrangements for equipment.

Goal: A public sector leader

Human resource management

In alignment with the newly endorsed SCC People Plan, organisational survey results and corporate values, a comprehensive, action learning based leadership development program "Our Transformation and Identity" was scoped and launched, to support the extended leadership group across council and provide opportunities for contemporary professional development.

A number of technology enabled projects have been undertaken to streamline systems and processes in the areas of payroll, health and safety incident capture and reporting, end to end recruitment management and employee performance management.

The inaugural My Summer Workplace program was launched, providing university students from a range of diverse disciplines to participate in a funded three month work placement, offering valuable real work experiences for local students.

Financial services

De-amalgamation

In early December 2014 the Minister for Local Government announced that the claim from Noosa Shire Council was to be settled at \$1.6 million. This amount includes Unitywater dividends and a carbon tax liability payment.

This is a very good outcome for the Sunshine Coast Council and an outstanding effort from those involved from within the Finance and other Branches.

2015/16 Budget Development

Initial 2015/16 Councillor Budget Workshop was held on 3 November 2014 with discussions on the budget framework and the generation of revenue through new sources to commence during the 2015/16 Budget Development process. Workshop 2 with councillors to be held in mid-February 2015.

Core Budget Review

Core Budget Review completed with all outcomes to be implemented in the 2015/16 Budget Development. The objective of the Core Budget Review was for ELT to gain knowledge and assurance around the items that make up 90% of council's operating budget. Outcomes of the review include:

- Identified savings of \$832k to be included in Budget Review 3
- Specific natural accounts that will no longer be "core" ie zero base for future budget development. These natural accounts amount to over \$3.5M in the 2014/15 core budget (excluding projects, business units and levies)
- Increased scrutiny by ELT during the budget process of
 - All vehicles
 - Natural accounts with budgets greater than \$200,000 and
 - Core items that are not statutory obligations of local government ie "discretionary core"

Procurement services

Procurement Policies and practices

Council apportions a weighting in each procurement to the contribution made by the respondent to the local economy. Council strategy is to, where possible; create smaller and more manageable contracts that match with the capability of the relevant local industry. These strategies have resulted in local business being awarded contracts worth \$86 million, or 66% of available procurement expenditure in financial year to date.

The procurement process has been modified to incorporate a more effective and robust performance framework, including the incorporation of KPI's into each tender. These changes, along with the recent acquisition and implementation of a contract lifecycle management solution, ensure the necessary systems are in place to effectively manage contracts.

Procurement & Contracts Branch continues to provide advice, as required, to support the implementation of the governance model for development of the PDA. The branch has also conducted three large tenders and assisted with smaller RFQ's to progress the

project, while awaiting to transfer project delivery to the GOC.

The Gateway Project Review Process has been implemented within the organisation. This process includes a capital works specific procurement process.

Governance

Governance Awareness Training

The Governance Awareness sessions are aimed at informing staff about key governance matters. Since October 2014, 398 employees have attended awareness sessions on topics such as risk management, conflicts of interest, gifts and disclosures, right to information, information privacy, integrity and changes to the Crime and Corruption Act.

Risk Awareness Project

The project has taken a fresh approach to risk management at SCC. Based on a core set of risks around service delivery (operational risks), the project has provided data for analysis to determine the risk tolerance range based on the current acceptable risk level (net risk). This information highlights the risk appetite (i.e. the need to reduce the risk rating further or the opportunity to accept more risk.) Throughout the last quarter, 20 workshops have been conducted with the participation of Branch Managers and other key staff members.

Information and communication technology

Electronic Document Records

Management System - BRICK Phase 1

Tender closed and eight responses received, three were deemed as non-conforming. Five offers evaluated and Project Control Group agreed to short list three for risk analysis via scripted product demonstrations. Product demonstrations completed 18 December and risk factors added to evaluation scores.

Site visits and contract negotiations planned for January 2015 following further guidance from the Project Control Group.

Digital Connect Platform

Tender closed and nine responses received, none were deemed as non-conforming.

Nine offers evaluated and Project Control Group agreed to short list four for risk analysis via scripted product demonstrations. Product demonstrations completed 19 November and risk factors added to evaluation scores. Site visits completed and contract negotiations in progress.

Electronic Planning Phase 2

Following the release of external Development Application (DA) report it has been hailed by the development community as being the best available.

Several councils have asked for information on how we developed the report.

The mapping of DA's in an area by type (displayed on an online map) is now in development and due for completion in Q4. The data integration between Property and the GIS system aligning the data to enable more accurate and enhanced reporting has been scoped and is due for completion in Q4. Automated mapping of adjoining owners to a DA application has been scoped and is in development.

HR Recruitment Solution

Tender has been issued and five responses received.

Further clarifications sought from the leading vendor prior to beginning contract negotiations.

Open Data – Publicly accessible data

After reviewing three vendor solutions, Socrata was chosen as the vendor of choice for the SCC Pilot of an Open Data program. The Socrata solution architecture was presented and approved. Contract negotiations were challenging but were finalised successfully. An amended version of the SCC SaaS contract was combined with the Socrata End User agreement to ensure that all required contractual conditions were met.

The first steps of setting up the pilot site is underway, with the infrastructure and branding requirements currently being investigated.

Sensor Networks Expansion Trial

Use of beacons being further investigated and planning has begun.

SCC Disaster Hub

Public release of the Disaster Hub by the Mayor mid-December including flood maps, road closures, evacuation centres, traffic cameras, be prepared information, Bureau of Meteorology warnings and useful aggregated information from internal systems.

Business Intelligence

Regional Strategy and Planning requirements are in data warehouse and five reports are completed.

Development application indicators are completed and being reviewed.

Specific indicators added to the corporate services dashboard for review.

Fixes from data audit across BI insights completed.

Airport data automation is now enabled into the data warehouse and several reports are available for review.

LIDAR (Laser Imaging detection and Ranging) – digital imagery.

This project is now completed with the LiDaR data now being used in a number of projects.

Mobilisation (Mobile Electronic Timesheets)

First pay run comparison for the parallel run (comparing electronic timesheet data with paper timesheets) provided excellent results with no errors recorded.

Additional crews have begun using the electronic timesheets in parallel with the paper timesheets further extending the size of the parallel run.

Contracts System

T1 financials integration testing completed in December.

Vendor fix for the security requirements of who can view contracts is due at the end of March 2015. This is likely to delay go live until testing is completed in April.

3D

Request for Quote sent to 22 selected vendors. Responses received from six and evaluation is completed.

Contract negotiations have begun with a view to having a contract signed by early January 2015.

Outlook

The forward outlook for the next quarter will be:

- Certified Agreement – Employee focus groups are planned for early 2015 to support the further development and finalisation of certified agreement documentation that will then be provided for employee vote.
- In-house Leadership Conference – The extended leadership cohort across council, approximately 150 employees, are invited to attend a customised event in March 2015 aimed at encouraging corporate citizenship and pride in the organisation.
- New Governance Awareness sessions will be rolled out in early 2015; topics include - managing complaints, delegations of authority and the Employee Code of Conduct.
- 2015/16 Budget development with Council and ELT. Developing budget from February 2015 within the organisation.
- The invitation to Tender for the Sunshine Coast Solar Farm is scheduled for release to the shortlisted respondents in the first quarter of 2015. This will conclude the large body of work associated with preparing the tender, contract and specifications and move the project into the tender evaluation and contract negotiation and formation stage.



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



Service snapshot for the quarter:

- 986 submissions were received by the Coordinator-General following release of the Sunshine Coast Airport Expansion Project Environmental Impact Statement.
- 1,400+ local businesses were supported by Council and we conducted or partnered in 31 business events.
- 200+ locals secured employment on the Sunshine Coast Public University Hospital site through The Work Shop.
- Seven Industry and Investment Plans were finalised for the region's high-value industries.
- Four major events attracted 10,800 visitors and/or participants to the Sunshine Coast region and generated approximately \$9 million in economic activity.
- Three overseas Trade and Investment Commissioners and three international delegations from the Asia region visited the Sunshine Coast.

A message from Greg Laverty, Director Corporate Strategy and Delivery

During this quarter, Council's Sunshine Coast Airport Expansion Project reached a major milestone with the conclusion of the public notification period.

During the required 30 business day period, 986 submissions from members of our community, organisations, and government agencies were received by the Office of the Coordinator-General. The project team was able to deliver on its commitment to responding to each of the submissions in a short period of time, and I would like to congratulate them on their outstanding efforts.

The determination on the Environmental Impact Statement is anticipated by July 2015 and, following the outcome of this determination, the project will enter another exciting phase as we consider funding options for this major infrastructure project within our region.

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

The Maroochydhore City Centre project saw Council endorse the use of a Corporations Law company to guide the project, while discussions continued with Queensland Treasury Corporation around financing arrangements.

A council working group, in conjunction with external consultants Cisco/Telstra, developed the Smart City Framework which will provide clear direction for the design and development of Smart City technologies across the Sunshine Coast Enterprise Corridor and other key urban centres.

The public notification period for the Environmental Impact Statement in relation to the Sunshine Coast Airport Expansion Project concluded, with 986 submissions being received by the Coordinator-General. Responses to each of the submissions were provided to the Coordinator-General in line with the process, with a determination on the Environmental Impact Statement anticipated by July 2015. Following the outcome of this determination, Council will formally consider the funding options provided in the Royal Bank of Canada report.

All Industry and Investment Plans for the high-value industries were completed, as required by council's Regional and Economic Development Strategy, and council was updated on the progress of implementation of the plans.

To inform the Internet Gateway project, two reviews on Australian Communication and Media Authority carrier licence costs and obligations were completed. Progress was also made in relation to securing State Government support, identifying a single point of contact, and meeting with senior Authority officers.

The Sunshine Coast Economic Futures Board continued to meet formally, as well as engaging in other council activities. Board members participated in a briefing on the financing strategy for the Sunshine Coast Airport Expansion Project and the Sunshine Coast Futures Conference, and contributed to finalisation of the regional investment brand and development of a number of Industry and Investment Plans.

Clemenger BBDO completed development of the new regional investment brand name and the marketing and online strategy, and work progressed on the content of the investment prospectus.

Council furthered its global connections through a number of targeted activities which provide a basis for more effective in-market advocacy for the region, its key industries, and major investment opportunities such as the Maroochydhore City Centre and the Sunshine Coast Airport.

Council hosted visits to the region by Trade and Investment Commissioners from the United Arab Emirates, Japan, and the United Kingdom/Europe and three international delegations from Asia; participated in a range of activities with other commissioners during Export Week; and partnered in a trade mission to New Zealand with Sunshine Coast Destination Limited to promote the region's tourism offerings and major sporting facilities.

Promotion of the region occurred globally in a number of ways: through delivery of the Export and Global Capability Program (a partnership of Council, Trade and Investment Queensland/Austrade, and Australian Business and Consulting Solutions); participation in meetings of the Sunshine Coast Export Network; and partnering with local companies in the Premier of Queensland Export awards. Of the 12 Sunshine Coast companies named as finalists, one was successful in receiving an Export award.

Council continued to pursue its priority areas for advocacy through meetings with government ministers and key Queensland Government representatives to reinforce the priorities for the region and influence potential funding commitments.

Council provided support to more than 1,400 local businesses and conducted or partnered in 31 business events. The economy.id suite of market and data intelligence was re-launched, with support collateral that includes the Sunshine Coast ICN Gateway opportunities portal. Assistance was provided to eight businesses under the Local Business Support Program and to more than 120 businesses through council's partnership in the Sunshine Coast Business Awards program.

Council's support for investment within the Kawana Health Precinct continued through partnering with Queensland Health/Sunshine Coast Health and Hospital Service, Stocklands, Savills, the University of the Sunshine Coast, and TAFE Queensland. A major milestone was achieved in the precinct with the commencement of work on a \$40 million hotel.

Funding for the first year of operation for The Work Shop concluded, with more than 200 locals securing employment on the Sunshine Coast Public University Hospital site. In recognising the value in this employment services partnership, Council confirmed support for the project for another 12 months.

Four major events were conducted during the quarter: the Caloundra Music Festival, the Kawana Triathlon, the Triathlon Pink/Fun Run, and the Holden Scramble finals. These events attracted approximately 10,800 visitors/participants from outside the Sunshine Coast region and generated approximately \$9 million in economic activity.

The Sunshine Coast Events Board and its working groups met on five occasions. The Board recommended one existing major event sponsorship proposal to Council for funding support. The event is expected to have a \$1.3 million economic impact for the region, generating a return on investment ratio of 1:102.

Goal: A public sector leader

Following the Mayor's advice to the Minister for Local Government, Community Response and Resilience that council did not support

any changes to the current Sunshine Coast Local Government boundary, council was notified by the Minister that there will be no boundary changes at this time.

Council continued to implement corporate image updates across key programs, with a focus on branding guidelines and human resources advertising.

As part of the annual review of council's Corporate Plan, draft policy and corporate plan measurement options were prepared for consideration by council.

Goal: A strong community

Negotiations with Energex for the transfer of lights progressed to Heads of Agreement stage. Additionally, an external consultancy was engaged to perform a peer review of the public lighting project business case, with briefings and workshops with council officers being conducted over a two-day period.

Goal: Service excellence

A revised Material Change of Use development application was lodged in relation to the Valdora Solar Farm, and the outcome of this process will inform the contractual arrangements for the solar farm.

A Request for Quote, including a project brief, was completed in relation to the review of the Caloundra Music Festival and its associated infrastructure.

Outlook

The forward outlook for the next quarter will be:

- The draft Smart City Framework will be presented to the Maroochydore City Centre Project Control Group to provide advice to a Strategic Discussion Forum on what formal endorsement and recommendations Council should consider at its March Ordinary Meeting.
- Council will publicly launch its seven Industry and Investment Plans and public the plans on Council's website.
- The Sunshine Coast Events Board continued its work on identifying options to expand the funding base for major and regional events, and its recommendations will be provided to Council for consideration.
- The regional investment brand name, the regional investment prospectus, and the marketing and online strategy developed to promote the investment potential of the Sunshine Coast Enterprise Corridor should be finalised for presentation to Council.
- The first annual report on Council's international relations activities will be finalised for Council's consideration.
- Council will be presented with options on the approach to be taken in conducting the community and customer survey.
- The appointment of a provider to undertake a review of the performance of the tourism levy is expected (with the review to be completed and presented to Council in the final quarter of 2014/2015).
- The appointment of a provider to undertake a review of the Caloundra Music Festival and its associated infrastructure is expected (with the review to be completed and presented to Council in the final quarter of 2014/2015).



Quarterly Report Progress Quarter 2, 2014/15

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.



A message from Andrew Ryan, Director Infrastructure Services

Service snapshot of the quarter:

- 199 hectares landscape and garden beds maintained
- 985 hectares mowing maintenance undertaken
- 88% (567 Projects) of Capital Works Projects underway (311) with (188) completed
- 61,108 tonnes of waste received
- 23,389 tonnes of waste recovered
- 12,415 customer requests received
- 11,281 customer requests closed
- 10.5km road resurfaced

The department has a strong community commitment to deliver, the best of the best high-quality services and products. The key drivers in achieving this are - workforce development, technology transformation, engagement with stakeholders, and maximising operational effectiveness.

Two noteworthy projects this quarter are : annual disaster coordination exercise. "Exercise Rail Brake" which provided a chillingly realistic scenario in the form of a freight train derailment in the Nambour Central Business District, testing the readiness of the Sunshine Coast Disaster Management Group, numerous council staff, emergency response agencies, and many other support and volunteer services.

Secondly, the rollout of *Assetics*, Strategic Asset Management System - a key aspect of the Asset Management framework. The system has capabilities of optimisation analysis, lifecycle costing and determination of the best levels of services.

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

During the quarter the Disaster Management Unit were busy coordinating activities and preparations for 2014/2015 storm season.

Including testing of the disaster management plans during the training exercise "Rail Brake". This fully functional exercise involving 230 personnel from local, state and non-government agencies. Including: Queensland Police Services, Queensland Fire Emergency Services, State Emergency Services, Ambulance, Red Cross and Energex. This real life simulation involved a dangerous goods train derailment in the centre of the Nambour CBD. Consequently the exercise enabled the activation and testing of the following: Local Disaster Coordination Centre, Caloundra; Field Coordination Centre Wisers Road Depot, Maroochydore; Crisis Management Team; Business Continuity Plans; Local Disaster Management Group and the Emergency Operations and the Recovery Teams. The exercise was a great success, with a number of recommendations made. These are to be progressed and are intended to improve both the disaster management plans and coordination centres for future activations.

Interestingly, *Exercise Rail Break* coincided with the official launch of the State Government funded Sunshine Coast "Get Ready" Campaign. This campaign is a public awareness campaign with the message being - to understand the risk of the summer storm season and get ready through proactive steps to safeguard people and their property.

The last month has shown that summer is not always about sunshine and blue sky, as it can be a time of wild weather. Across the quarter the disaster team was required to move the Local Disaster Management Group to Alert Level in preparation and response to a

number of serious storms and weather events. The message to our communities continues to be: to make sure they are ready for any weather events by keeping their emergency plans up-to-date and their personal properties storm-ready for the length of the season. With the launch of council's new Disaster Hub during the quarter, council is urging the public to head to the council's website to access the "one-stop-shop" for interactive flood and fire mapping, information and preparedness initiatives to assist them in managing their own properties during the season.

Public lighting

As part of the 2014/2015 public lighting renewal program across the quarter, eight street lights and poles located in the Shelley Beach car park were replaced due to corrosion from salt spray.

Whilst council's focus is on renewal of existing public lighting assets, approximately 30 requests per year are received for new lights on streets or car parks, that are considered by members of the community as being dark and unsafe. Each request received is assessed on an individual basis by staff, at which point it is prioritised against specific criteria including existing lighting levels in the area and vehicle/pedestrian safety. A submission is then prepared for projects of high priority, to seek approval for funding in a future Capital Road Works program. This submission is considered by the Investment Steering Committee.

Roads, cycleways and pathways

During the quarter the traffic team continued to focus on resolving traffic issues through the investigation and response of over 720 customer service requests received. The requests relate to a diverse range of traffic issues, including, parking, pedestrian and cyclist facilities, road safety and public transport infrastructure. A focus on stakeholder consultation, efficiency and effectiveness are the key drivers to achieve best community outcomes.

Across the quarter council's TravelSmart team successfully delivered a staff Ride to Work Day event. The event itself is about promoting and celebrating commuter cycling, and encouraging council staff and the general working public to leave their car at home and ride to work. This function helps work towards council's targets to increase the active transport mode share and reduce use of the private vehicle, particularly for short trips. This program also promotes health and wellbeing.

Furthermore, across the quarter the TravelSmart team were successful in receiving state government grant funding for a number of bicycle education programs all planned to commence in 2015. The team also played an integral part in preparations for the promotion of Real Time Information for public transport on the Sunshine Coast. This is to increase customer awareness of public transport running times and hence increase the public transport mode share in the Sunshine Coast.

Road network management

This quarter is usually the drier period of the year and Civil Projects staff have been busy managing various major culvert upgrades and pipe relining work. Works are well advanced on the Ninderry Road, Yandina and Surf Road, Alexandra Headland culvert upgrades with the Okinja Road, Alexandra Headland upgrade due to commence soon. While Christmas is usually the time for winding down and celebrating it's also the time to be undertaking improvements around schools and this year's \$400,000 school precinct improvement work is targeted at upgrading pathways and access to schools in the Beerwah area. This work also compliments the recent unveiling of the Beerwah Streetscape with a huge street festival that drew many thousands of people from the community and was appreciated by all.

The end of Quarter 2 saw the completion and opening of the much awaited Alexandra Parade Streetscape project as well as the Ocean Street Taxi Rank upgrade. Planning and Design work is now focussed on the Brisbane Road, Mooloolaba and Bulcock Street, Caloundra streetscape projects. Both projects provided challenging environments in

which to work. Designs are also now complete on all gravel road sealing projects for the 2014/2015 financial year. Major road works are now complete on the four (4) lane Sippy Downs Drive upgrade with overhead power now underground and a new signalised intersection at the Siena College entrance, along with new wider pathways and landscaping to finish out the project early in 2015. Design work is also nearing final completion on the multi-million dollar Evans Street, Maroochydore four (4) lane upgrade. It is expected that early works in the form of services replications will start in Quarter 3, with road work's planned for Quarter 4 and into the 2015/2016 financial year.

Sports Road, Delcia Road, Arthur Street and Mawsons Road will all move into the construction phase during Quarter 3, with some likely to take until May/June 2015 to complete because of the scale of work involved. Work is also commencing on the school precincts pathway improvement works in the Beerwah area in early 2015 with a number of new pathways planned in January and February 2015. Bridgeworks will also commence on the Eudlo School Road bridge early in Quarter 3. This will see the old timber structure removed and a new reinforced concrete bridge built to service the Eudlo township, for many decades to come.

Thirty-two percent of projects within Council's Reseal Program have been delivered, requiring over 20,000 tonnes of asphalt (55% by tonnage) for some 57 of 176 projects. Key achievements within the last quarter include Maleny Showgrounds, Maleny, Buderim Street, Battery Hill and substantial resurfacing work at Simpson Road, Beerwah to tie in with council's recent award winning streetscape project, and a joint project between TMR and Council along Nicklin Way at Battery Hill resurfacing the parking lanes.

Chevallum Road, Chevallum and Kiamba Road, Kiamba, pavement rehabilitation projects valued at \$900,000 are due to start early in the new year. Sustainability and fit for purpose design solutions have been achieved for these projects by reusing the existing pavement materials rather than replacing with new. These projects should be completed by April 2015.

Continued planning and preparation for remaining 2014/2015 reseal and rehabilitation projects has been undertaken by Civil Works Services Contracts staff throughout the quarter. Field staff utilising mobile devices for inspection and reporting functions have continued the improvement of our Quality Assurance processes for reseal and rehabilitation works. Contract development and planning activities for a road surface crack sealing program for 2014/2015 have also been effectively undertaken.

This quarter, Civil Works Services Contracts staff has supervised the renewal of \$200,000 worth of pavement marking across the region under our operational pavement marking contract. This equates to the renewal of pavement markings on 193 of our local roads. As a component of pavement marking contract work, integrated pavement marking application techniques have provided high quality solutions for pavement marking in high-wear road sections.

Civil Works Services Contracts team have continued to assist with the preservation of our waterways and drainage network through routine cleaning of our Stormwater Quality Improvement Devices (SQIDS) under the SQID – Routine Cleaning Services Contract. Since last quarter, 450 devices (\$75,000.00 value of work) were serviced, with ongoing improvement to our routine maintenance program in partnership with GIS and Drainage Services branches.

Stormwater drainage

Delivery of the 2014/2015 capital works drainage program is well underway, with around 42% in progress and nearing completion. Three of the larger flood mitigation projects at Ninderry Road, Ninderry, Surf Road, Alexandra Headland and Okinja Road, Alexandra Headland have also commenced, and are on target for completion early in the new year.

Preliminary investigations into flood prevention options are continuing along Nicklin Way and Aerodrome Road. A number of anomalies have been identified and will be

followed up in more detail to establish whether flood amelioration options are feasible.

The collaborative drainage investigation project with Regional Strategy & Planning to investigate a number of flood mitigation options in the Dixon Road/Karawatha Drive Mountain Creek areas is complete. The project confirmed that flood mitigation options are limited, due to the flat topography and heavily vegetated natural area to the south of Karawatha Drive.

Water quality improvements are being jointly investigated with Regional Strategy & Planning and a number of designs have been issued to Project Delivery for construction. Included are sediment basins at Golden Beach and gross pollutant traps in Mooloolaba. Council has continued to partner with a number of Catchment Care groups to monitor water quality at various locations along Currimundi Creek, and the Maroochy River. An initial water quality testing report has been received for the southern Maroochy River and testing for the northern section is currently underway.

Across the quarter, CCTV drain inspections continued to progress. These inspections identify those pipe drainage assets which required relining, or other alternate rehabilitation measures. Project Delivery have been requested to undertake pipe relining worth around \$1 million during the current financial year.

Goal: An enviable lifestyle and environment

Beaches, foreshores, coastal infrastructure and canals

Across the quarter, a number of key projects have progressed in the delivery of council's beaches and foreshore operational program and coastal infrastructure capital renewal program. Including:

- renewal of Lake Dunethin pontoon and jetty which addressed both recent vandalism at the site but also programmed maintenance that was due to be undertaken this financial year

- development of key tender documents associated with sand nourishment tasks at both Maroochydore Beach and Mooloolaba Spit
- submission of the development permit to seek approval for the Maroochydore Beach Seawall as a 'last line of defence' for key infrastructure protection in this area
- implemented key works to extend the asset life of the weir at Twin Waters which also includes dredging of sand from within the lake system to protect the footings and associated infrastructure of the boardwalk
- delivered a new kayak launching facility at George Best Park
- finalised the rationalisation of canal dredging permits within the region
- undertook dredging works to nourish sand profiles within the Golden Beach area
- undertook dredging works to nourish Chambers Island and also safe navigation into and from Maroochy Waters canal system
- progressed site planning and state approval requirements for revegetation of breakthrough areas on the northern section of Bribie Island
- completed and distributed the Artificial Waterways Resident Handbook which looks to answer some common questions about residents' responsibilities as well as information on how the range of systems function and what is required to improve and maintain these systems
- supported the ongoing planning of the HMAS Onslow Mangrove project which is looking to utilise a tiered mangrove planting design to protect the area from erosion
- discussions with CSIRO continued around refined modelling for Pumicestone Passage and also proof of concept for seagrass bed establishment.

Bushland conservation and habitat

During this quarter several key projects and operational based maintenance programs have been finalised and ongoing delivery is

underway on council's bushland reserve network.

Environment Levy and Planning

The Management Plan for Kirby's Road Environmental Reserve was finalised after the public comment period. Implementation of the twelve hectare (12 ha) koala offset was completed with a successful media launch. Stage 2 of the Bushland Reserve Fauna Monitoring project is underway with the first round of survey work having commenced.

Wildlife Management

Flying-fox roost management continued over the last quarter with ongoing responses to customer requests, media and roost surveys, and implementation of stage 1 of ground works at Emerald Woods. A community meeting was held with the Landsborough, Vidler Street community and the presentation of the outcomes associated with the Cassia Wildlife Corridor and Tepequar through a Strategic Discussion Forum for councillors. There was successful delivery of the inductions for this season's Turtlecare program and the completion and implementation of the Turtlecare volunteer guidelines.

Environmental Visitor and Education

The Mary Cairncross building renewal project continued with public consultation associated with the concepts and preparation of the council report to progress the renewal project to detailed design. The awarding of the contract to deliver the upgrade and renewal of picnic and drainage facilities has been completed with the contractor expected to commence work at the end of January 2015. At the Maroochy Bushland Botanic Garden work has commenced on implementing the renewal of the Whipbird Garden. Repair work to address water damage has commenced on the Canecutters Hut at Maroochy Wetlands Sanctuary.

Operational Delivery

Three Green Army projects involving 33 personnel and supervisors have commenced across the region including the Maleny Community Precinct, Bells Creek, and the Lowlands Rainforest Rehabilitation project at Petrie Creek, Nambour. The two remaining projects are planned to commence in the first

quarter of 2015. On ground maintenance work, including weed, tree and infrastructure and investigating customer requests is ongoing across the Bushland Reserve network including the implementation of weed control work within the coastal foreshore areas. The ongoing delivery of the Bells Creek Riparian project is supported by a Wetlands Care Australia grant of \$18,000.

Recreation parks, trails and facilities

Across the quarter the construction of the much awaited Nambour Skate Park, the first purpose built district Skate Park was completed and opened to the public. The facility provides a unique recreational focal point for Nambour. The skate park has ramps and jumps designed for all ages and are located beside the enormous 35-tonne sculpture of a set of cogs and gears from the old Moreton Sugar Mill. A successful community day was held on Saturday, 1 November to celebrate the opening of the Nambour Skate Park and Youth Activity Precinct.

The expanded Caloundra Tennis Complex is starting to look like the finished product, with some courts already completed and construction expected to be finished before the new year. With concrete pours done, activities are now focused on the installation of playing surfaces, fencing, lights and shelters. When completed an additional nine courts will be available and will make the complex an ideal facility for regional events. The project is being funded by council in partnership with the Australian Government along with support from Tennis Queensland and Tennis Australia.

Rivers, streams, estuaries and water bodies

At a recent regional Land for Wildlife Steering Committee meeting it was revealed that the council's Land for Wildlife Program signed up 75 new properties in 2014. This is the highest number of new properties for any year, since the program's inception in 1998. It was also the highest number for any of the participating SEQ councils, accounting for approximately 36% of all new signups for the entire SEQ

region in 2014. These figures not only reflect all the hard work and dedication of our Land for Wildlife Officers, but also continue to demonstrate the value of the program within the community.

In the last quarter, Land for Wildlife Program incentives totalled over \$50,000 - 56% went towards plants, 31% towards nest boxes and 13% towards herbicides. The supply of plants is via a partnership with a number of our community group nurseries.

Community Nature Conservation Program

A number of workshops were held as part of the Community Nature Conservation Program. Of note was the "Tour of Success". This bus trip show-cased a number of community group working bee sites and highlighted the power of volunteers and their endeavours in the conservation and protection of natural areas across the region. Also of note was the Community Nature Conservation Volunteer Group Coordinator Workshop. This workshop reviewed the program for the year and was an opportunity for our volunteers to share their learnings and experiences and help shape the future direction of the volunteer conservation activities in the region.

Pumicestone Passage and Catchment Action Plan 2013-2016

A stakeholder meeting was held for the Pumicestone Passage and Catchment Action Plan 2013-2016. Of the 41 actions, 11 have been completed and 25 are in progress. This is great progress and demonstrates the value of taking a collaborative approach for catchment management planning.

Maroochy River Rehabilitation Project

Planning for the Environment Levy funded Maroochy River Rehabilitation Project has commenced with the Esplanade areas at the confluence of North and South Maroochy Rivers at Yandina, being identified as a primary area for investigation for riparian restoration. It is aimed that this will be a collaborative project with neighbouring private landholders. Initial discussions with landholders have commenced.

Goal: Service excellence

Waste and resource management

During the quarter, mobilisation challenges of council's largest contract have been on the most part resolved, leaving only minor service issues requiring action. Performance by the contractor is high in most areas of evaluation with some improvements identified during the monthly performance review process.

Across the quarter, the provision of kerbside waste collection services in rural areas has been reviewed. The goal is to provide services to residents who previously were not able to have their waste collected at their property. The program is continuing with many rural residents now able to have a waste and recycling collection service if not at their property at nearby "cluster" points. The assistance of our Civil Works Services Branch is acknowledged in constructing adequate facilities to enable the large collection trucks to turn around on rural roads, an essential factor to the program's success.

New major contracts are currently being prepared for landfill operations and the Resource Recovery Centres. Regional efficiencies are being pursued, as well as some operational and customer service improvements.

Council's most recently constructed cell at the Caloundra Landfill is now filled and capped off. The cut off wall that will contain all leachate at the site will collect the leachate via an underground drainage system, and pump it to a series of holding tanks via an automatically controlled pumping system is now completed. Construction of a sewer rising main at Caloundra Landfill is now underway which will be the conduit (instead of tankers) between the leachate storage tanks and the sewerage treatment plant.

Additionally, a second High Efficiency Sediment (HES) basin has been constructed at Caloundra Landfill and is operating manually. (The first one is operating at Nambour Landfill). Installation of a supporting remote controlled automatic data and control system is progressing and underway. This will control the needed chemical dosage as the

water goes through the system, and will provide continual data and advice back to centre of operations and mobile communication devices.

The past quarter has also seen a large body of work continue to progress on the development of the new waste strategy. The draft strategy was presented to council, with intent to go out for public consultation in Q3 January 2015. The draft waste strategy, including any amendments coming from the consultation process, will be presented to council for adoption in Q3, April 2015.

Across the quarter, work commenced on the development of the Waste and Resource Management 2015/2016 Budget. Capital works projects are being collated, along with operational projects and core budget adjustments for input into the Financial Model.

Goal: A public sector leader

Fleet management

Across the quarter, Fleet Services has continued to engage with internal clients to optimise product and service delivery. The Fabrication team were kept busy constructing coach's boxes for the Maroochydhore Multisport complex. The custom made boxes equate to around \$26,000, intended to achieve savings of around 23% due to productivity output from doing the work in-house. The coaches' boxes will add value to the facility allowing for improved supervision and skill development of the patrons.

The Fleet capital replacement program continued progressing. Notable, is the delivery of a skid steer loader allocated to Civil Works Services Branch. This machine incorporates the latest technology, delivering more power with fewer emissions. This will reduce council's environmental footprint to support council's mission statement.

Quarries

Dynamics in the operations of the Quarry unit changed during the quarter following the recruitment of a new Quarry Coordinator. This role is fundamental in progressing a recently developed action plan which includes a comprehensive list of objectives and actions documented after the recent safety audit and operational review. Importantly during this period of review, the quarries financial performance has been realigned and now moving toward delivering a profitable result for council.

Furthermore, across the quarter the Quarry Unit has progressed a large body of work which will see a total rewrite and revamp of all Quality management procedures and processes.

Outlook

The forward outlook for the next quarter will be:

- **Quarry Unit** - Internal consultation will be coordinated between key customers and the Quarry Coordinator. The intent is to discuss and identify process and product improvements that will assist in continuing to deliver high quality road infrastructure to the community.
- **Commence rollout of Mobile Timesheets** – to enable staff to accurately track work times and improve accuracy of project costing. Enabling, greater productivity through automating manual processes currently undertaken by Payroll Unit.
- **Waste Management Business Intelligence Video collection** - facilitating a pilot where video camera technology is installed onto several Waste Collection trucks and analysing where this footage might bring value to the organisation. Some examples include: asset condition assessment, asset discovery.



Quarterly Progress Report Quarter 2, 2014/15

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 approvals relating to development covering planning applications, subdivisions, engineering and landscaping works, building and plumbing.



A message from Warren Bunker, Director Regional Strategy and Planning

This quarter we have been out in the community getting feedback on proposed options for a Light Rail corridor between Maroochydore and Caloundra. It was very encouraging to receive over 700 submissions during the consultation period with more than 85% supporting council's investigation.

A new Development Information Report has been released to provide quick and easy access to site specific general town planning information and interactive mapping. This free report can be accessed online through any device with an internet connection. The report has been well received by industry, investor groups and general users with over 500 hits a week.

The Environment Levy 2013-2014 Annual Report has been released and highlights the significant outcomes that this levy delivers. From the four reserves acquired last year, 398 hectares have been added to the conservation estate providing a habitat for 21 species that have been identified as endangered, vulnerable or threatened.

Service snapshot of the quarter:

- 1325 building approvals issued with a construction value of \$277 million
- 2364 building and plumbing applications lodged and 2206 applications decided
- 441 development applications lodged and 429 applications decided
- 610 lots created under the plan sealing process
- 60 free pre-lodgement meetings held
- 39% of eligible applications are being assessed within 10 business days under the FastTrack process.
- 83% of relevant development services applications lodged electronically
- 27,919 PD Online sessions.
- 8,179 development enquiries were received and responded to.

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

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

The planning scheme is now fully operational and work has commenced on priority amendments. On 7 November 2014 Sunshine Coast Planning Scheme 2014 (Minor Amendment) No.1 was gazetted becoming active on 10 November 2014. This amendment clarifies the application and interpretation of the filling and excavation provisions in the dwelling house code and the provisions relating to dwelling houses in the landslide hazard and steep land overlay code.

Sunshine Coast Council has released an online [Development Information Report](#) that makes it easier and more convenient to access general town planning information for individual properties. By entering a property address users can automatically generate a report that contains planning scheme information, interactive maps and other site information. The report is device-responsive so potential investors and other industry users can access the report on any mobile device with an internet connection – 24 hours a day.

Significant work has been completed on the planning and infrastructure delivery solutions for the key development areas at Palmview and Kawana.

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

- A 5000m² Community Facilities Site has been approved for short term emergency accommodation and to provide for future community facilities.
- Construction and embellishment of the village park has continued and is nearing completion.
- Approval of a Child Care Centre that can accommodate 90 children.
- An application for a 5 storey, 140 room aged care facility has been received.
- An application for an 8 storey multi deck car parking facility (580 spaces) with ground floor for commercial and retail uses has been received by Council and is currently being assessed.

Parking solutions for the Kawana Health Hub have been adopted. To provide for desirable urban design outcomes a proportion of on-site parking is intended to be offered through a centralised facility. Additional on-street parking is also likely to be available.

From 1 October 2014, Kawana Master Plan applications are available through PD Online. **PD Online** is a self-help development tool that provides access to basic property information and enquiries about development applications. 9,913 PD Online users were recorded between 1 October and 31 December 2014 registering 27,919 sessions.

A revised **Infrastructure charges** resolution (No.6) was approved by Council during November 2014 to comply with state government requirements.

Goal: A strong community

Network management

On 2 October 2014 Council released the document: '[Sunshine Coast Light Rail: Shaping Our Future](#)'. This document was jointly funded by the Australian Government and highlights that the Sunshine Coast is forecast to grow by approximately 50% over

the next 20 years and provides an overview of the benefits and opportunities that light rail could provide in shaping the future of the Sunshine Coast. It addresses a range of matters raised during the feasibility studies and is available through council's web site.

Public consultation for the **Sunshine Coast Light Rail** corridor options between Maroochydore and Caloundra commenced on 8 October and continued through to 28 November 2014.

The Sunshine Coast community embraced the opportunity to comment on the proposed light rail route options with more than 700 submissions received during the four week public display period. The feedback from the process was positive with more than 85% of respondents supportive of council's investigation into light rail.

The **Transport Levy** has partnered with TransLink to deliver "Real Time Information" for bus services on the Sunshine Coast. This is the first roll-out of Real Time Information in South East Queensland and reduces uncertainty around bus timing at stops with the goal of increasing patronage. The levy also retendered the [Council Link](#) program (formerly Council Cabs) during the quarter to provide affordable door to door transport services to people aged over 60, people with a disability or mobility impairment as well as carers and minors accompanying eligible people.

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

Updated **Disaster Management Flood Mapping** was released during December 2014 and is publicly available through Council's [Disaster Hub](#) and [My Maps](#).

Goal: An enviable lifestyle and environment

Sustainable growth and network planning

Council has finalised its preliminary submission to the **South East Queensland Regional Plan**. In addition, a joint preliminary submission has been made with Moreton Bay Regional Council in relation to the inter-urban break between the two local government areas. Both have been finalised and presented to the Deputy Premier and local members for consideration.

The **Environment Levy Annual Report** for 2013/14 was released during the quarter and highlights some of the significant achievements that have been delivered in partnership with community groups and government agencies. During 2013/14, a total of \$11.27 million was invested towards protecting our local environment, some of the key outcomes include:

- \$6.13 million in acquiring four new reserves totalling 398 hectares.
- \$1.52 million supporting the Sunshine Coast community progress environmental initiatives.
- \$454,000 on coastal rehabilitation over ten coastal reserves covering 120 hectares.
- 21,570 native plants and 190 nest boxes distributed through the Land for Wildlife incentive program.
- 12 animal and nine plant species that are endangered, vulnerable or threatened have been found in the four new reserves.

Full details of the many outcomes of the Environment Levy are available on [Council's web site](#).

The implementation of the **Pumicestone Passage and Catchment Action Plan** has continued including the Bells Creek rehabilitation program funded by the Environment Levy.

Goal: A service excellence

Development applications

Development activity has remained encouraging for the second quarter of 2014/15, continuing the positive start to the financial year.

Some points of interest for the quarter include:

- 176 lots have been approved through reconfiguration applications compared to 103 lots in the same quarter of 2013/14.
- 97% of applications were assessed within legislative timeframes, the majority of which are within the first 20 days.
- 39% of eligible applications were assessed within 10 business days under the FastTrack process.
- 83% of Development Services applications were lodged electronically.

Council's plumbing inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. As the buildings take shape additional dedicated officers are located on-site to meet timeline demands and provide fast and reliable service for this significant region making project.

Outlook

The forward outlook for the next quarter will be:

- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*
- Continued review of legislation and state policy, including:
 - *The Draft Planning and Development Bill*, and
 - *Review of the South East Queensland Regional Plan*.
- Deliver the 2014/15 Environment Levy and Transport Levy programs.
- Continue to deliver development assessment processes within statutory timeframes.