



## CEO's Quarterly Progress Report Quarter 2, 2016/2017



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

### Message from the Chief Executive Officer

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

*Two significant announcements were made regarding the expansion of the Sunshine Coast Airport. The Federal Government advised it would be providing a \$181 million loan to assist with the expansion project and Palisade Investment Partners was announced as council's preferred partner for the project.*

*Council acquired a new site in Buderim as part of the Environment Levy land acquisition program. The 27.5 hectare eucalypt and rainforest habitat is one of the largest remaining vegetated lots in the Buderim area and home to tall habitat trees along with a number of the coast's protected plant and animal species.*

*For the eighth consecutive year council received an unmodified audit report from the Queensland Audit Office, achieving the highest possible assessment of timeliness and quality with respect to financial statement preparation.*

*Congratulations to each of the recipients at the 2016 CEO Excellence Awards. Your recognition is well deserved for your contributions to the organisation and the community.*

### Serving our community:

- 39,000 calls were answered by our call centre
- Over \$774,000 in grant funding allocated to the community
- Over 400 library programs and workshops delivered
- \$129 million of total purchasing spend to local business
- The 1,000,000<sup>th</sup> passenger mark was reached at the Sunshine Coast Airport
- Over 1100 hectares of landscape and gardens maintained
- 1694 building approvals were issued with a construction value of \$445 million
- 93% of development applications assessed within set time frames
- Over 3800 subscribers registered for council's tender alert service
- Over 15,000 guests to the region attended nine major events which generated approximately \$9.7 million in economic activity for the region.

## Corporate plan highlights:

### A New Economy

#### Sunshine Coast Airport expansion

During the quarter two significant announcements were made regarding the expansion of the Sunshine Coast Airport.

In November, the Federal Government advised it would be providing a \$181 million loan to assist with the expansion project. In December, Palisade Investment Partners was announced as council's preferred partner for the project.

The Palisade Investment Partners announcement followed an extensive process which included preliminary market testing conducted by Royal Bank of Canada followed by a call for Expressions of Interest, an invitation to chosen respondents to submit indicative bids and then an invitation to submit binding bids.

Confidential negotiations will continue over the next two months, after which time the council will make a final decision on whether to move forward to a final partnership agreement with Palisade or pursue other options available to the council. The investment by the commercial partner, if final terms are agreed with council, will facilitate the Sunshine Coast Airport expansion which will include construction of a new runway, apron expansion and related infrastructure.

#### Airport continues to grow

In October, the Federal Minister for Infrastructure and Transport announced Sunshine Coast Airport as Australia's newest international airport. This is a key milestone for the Airport in its transition towards delivering a wider array of destinations into the future.

Domestic airline partners recognised the growing demand in the region and responded by adding more than 65,000 extra seats to Sunshine Coast services for the summer period (November 2016 to March 2017).

In addition, the Airport saw the one million passenger mark reached – the first time this has been achieved in a 12 month period.

#### Bulcock Street Streetscape Project

Major construction of the Bulcock Street Streetscape Project (Stage 3) was completed in early December in time for the school holidays. This stage of the works included the area from Felicity Park to the eastern side of the Minchinton Street roundabout. The works completed so far have enhanced the look and experience of the area, and improved safety and access. The streetscape is already providing a new drawcard which maintains and builds a sustainable economy for Caloundra.

#### SEQ Regional Plan

In October the Queensland Government released the draft South East Queensland (SEQ) Regional Plan (called 'ShapingSEQ'), with the community feedback period closing on 3 March 2017.

Through consultation with the community over many years, council is well-placed to advocate to the Queensland Government on the key issues for managing the future growth of the Sunshine Coast. These positions are further outlined in the Sunshine Coast Planning Scheme 2014 and the Preliminary Submission to the SEQ Regional Plan review 2014.

Council initiated a public campaign to encourage the community to review the positions and make a submission to the State Government.

#### Strong development activity

Strong development activity continued during the quarter, further highlighting the confidence in the local development market. Activity included the following:

- 93% of applications are being assessed within legislative timeframes, 72% of these are within the first 20 business days
- 8% increase in applications decided by council compared to the same quarter in 2015
- \$311 million of new dwellings and units, a 33% increase on the same quarter in 2015
- Applications to create 321 multiple dwelling units have been received
- 33% of eligible applications were lodged under the FastTrack application system.

## A Strong Community

### Storm clean up response

A severe storm cell hit the southern end of the Sunshine Coast in early November, which resulted in major damage to the Dicky Beach Caravan Park and surrounding area. Council's field crews jumped into action to clear the roads, parks and public areas, and assisted in the clean-up of the caravan park. The park itself had to be closed for four days whilst the debris was cleared, including asbestos. This was successfully removed by council contractors, and with the assistance of the Building and Facilities branch.

I would like to acknowledge our Disaster Management Staff and Crews for their efforts make safe the areas in and around Caloundra following the storm. Our people did an outstanding job to quickly clear bikeways, footpaths and roads of debris, reopen beach accesses and make the Dicky Beach Holiday Park safe for residents and visitors to return.

### Festive Season program

The Festive Season program was again welcomed across the region with family-friendly activities held throughout December and January. The program included 20 community Christmas trees and major carols events in Nambour, Coolool, Cotton Tree, Beerwah and Caloundra.

Council, in partnership with My Weekly Preview, put together the My Christmas publication, which was delivered to 73,000 businesses and households.

New Year's Eve celebrations were held at Mooloolaba with live music, fireworks and energetic DJ sets on the beach stage. Council also supported New Year's Eve celebrations at Kings Beach and Coolool Beach.

### Community grants awarded

Grants totalling \$744,183 were awarded to 259 recipients during the quarter through a collective suite of grants programs, including Community Partnership Funding Program, Environment Levy, Regional Arts Development Funding, Sports Field Maintenance Fund, Major and Minor Grants, Emergency Grants and Councillor Discretionary Funding. A total of

79 applications were received as part of the 50th Anniversary grants program that will be announced in the next quarter.

## A Healthy Environment

### Buderim land acquisition

During the quarter council acquired a further 27.5 hectare site in Buderim as part of the Environment Levy land acquisition program.

The 27.5 hectare eucalypt and rainforest habitat is one of the largest remaining vegetated lots in the Buderim area and home to tall habitat trees along with a number of the coast's protected plant and animal species. This site will now be protected and enhanced for many future generations to come, bringing the total land acquired to approximately 104 hectares purchased since the beginning of 2016.

### Biodiversity Report published

The Biodiversity Report 2016 was published in November, providing a snapshot in time of the biodiversity assets of the region. The results of the report will enable council to better understand the region's biodiversity assets, identify priority investment areas and inform the review and development of new environmental strategies for biodiversity conservation.

The report found the Sunshine Coast landscape continues to support a diverse range of flora and fauna and ecosystems, making the region one of the most bio-diverse areas in South East Queensland.

## Service Excellence

### Finances on track

For the eighth consecutive year council received an unmodified audit report from the Queensland Audit Office, achieving the highest possible assessment of timeliness and quality with respect to financial statement preparation.

Council delivered a \$26.1 million operating surplus and our overall financial sustainability has been assessed at the highest achievable rating. Our other financial sustainability indicators are better than the average for SEQ

councils and this is a significant achievement for our ratepayers and our community.

#### **New Customer Charter**

Council's commitment to customer service was confirmed in October with the endorsement of a revised Customer Charter. The Charter includes regular online reports of our service levels and how they are being achieved. The Charter also encourages and provides opportunities for our customers' feedback, and demonstrates a willingness of council to regularly assess its performance and determine areas for improvement.

#### **Stadium capacity increased**

The capacity of the Sunshine Coast Stadium has been boosted to around 10,000 following a capital upgrade to include turf hills along the eastern, northern and southern sides of the playing surface. A new LED score board, irrigation system, electrical works, pathways, driveways, fencing, landscaping and tree planning will complete the \$2.5 million upgrade.

#### **Sunshine Coast Solar Farm**

Construction of the 15 megawatt Sunshine Coast Solar Farm at Valdora continued during the quarter. More than 88% of the 15,174 screw piles and 18% of the 1,456 PV module tables have now been installed. The power control units, high voltage cables, switchyard control room, electric fence and conduits were also installed or connected.

Council and the contractor were able to make progress at the solar farm despite a five-week closure due to contamination onsite and wind velocity impacting on table installation.

### **An Outstanding Organisation**

#### **2016 CEO Excellence Awards**

The 2016 CEO Excellence Awards were held in December. 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 2016 award recipients are:

#### **Being our Best**

- Anne Lawrence, Coordinator High Value Industries – Economic Development
- Kate Hofmeister, Conservation Officer (Wildlife / Turtle), Environmental Operations.

#### **High Standards**

- Ros McDermott, Technical / Compliance Officer (Pools) – Development Services
- Scott Buchanan, Technical / Compliance Officer – Development Services
- Guy Boughton, Coordinator Transport Network – Transport and Infrastructure Policy.

#### **Respect for Each Other**

- Di Brown, Heritage Library Officer – Community Relations
- International Investment Mission project team: Gabrielle, Troon, Julie Clements, Kerriane Haggie, Sally Welch, Nicki Duckworth, Ron Coyle (Office of the Mayor and CEO).

#### **Service Excellence**

- Matt Painter, Technical Officer – Information Communication Technology Services
- Adam Stewart, Project Officer (Civil Projects) – Project Delivery
- Mary Cairncross Building Renewal project team: Michael Gilles, Dean West, Suzanne Aspland (Environmental Visitor Centres).

#### **Working as One Team**

- The World is Coming project team: David Hopper, Peter Egan, Nick Stewart, Gwyn Bruce, Nicole McNaughton, Joe Stevenson, Nikki Clements, Holly Archibald
- Project Management Office project team: Chris Campbell, Selina Harper, Damian Drouyn, David Greenwood, Hela Warden, Gary Taylor, Jessica Joyce, Tanya Peters, Shirley Hall.

#### CEO Employee of the Year

- Matt Painter – internal focus
- Adam Stewart – external focus

Congratulations to each of the award recipients, this recognition is well deserved for your contributions to the organisation and the community. This year, I made the decision to award two CEO Employees of the Year – Matt and Adam. Their commitment to Service Excellence is exemplary both from an internal and external focus.

#### FRESHminds program launched

To mark our ongoing commitment to mental health and wellbeing a new mental health and wellbeing program called FRESHminds was launched across the organisation in October.

FRESHminds is a new organisational approach to mental health awareness and support that aims to increase mental health awareness and understanding through education, promote and encourage help seeking behaviours, and reduce the stigma associated with mental health.

#### Managing and developing the workforce

Council is operating with a workforce headcount of 1779 (1713 council employees and 66 labour hire staff). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

#### Awards

- The **Disaster Hub** Disaster Hub won the 2016 Resilient Australia Award. The win was announced at a national awards ceremony hosted by the Australian Institute for Disaster Resilience in Melbourne in November
- At the Economic Development Australia Awards for Excellence in October **Alex Lever-Shaw**, Coordinator Investment Attraction in the Economic Development Branch, was recognised for his efforts in making a positive change for economic

development in the region, winning the 'Agent of Change Honorary Practitioner Award'

- Sunshine Coast Airport General Manager **Peter Pallot** received national recognition during the quarter. Mr Pallot received the award for Outstanding Contribution to the Airport Industry at the Australian Airports Association National Airport Industry Awards in Canberra
- The **Nambour Youth Activity Precinct and RSL War Memorial (Heroes Walk)** took out the Innovation in Public Works Award and also received the Overall Winner Award at Institute of Public Works Engineering Australasia awards
- The **Jack Morgan Park Upgrade Project (Stage One)** received the Excellence in Design and Delivery of Public Works Project under \$2 million Award at the Institute of Public Works Engineering Australasia awards.

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

*Michael Whittaker*

**Michael Whittaker**  
**Chief Executive Officer**  
Sunshine Coast Council



**Coralie Nichols,**  
**Director Community Services**

### **A message from the Director**

*Council's Festive Season program was again a huge success filled with family friendly activities throughout December and January. The season saw 20 community Christmas trees lit progressively throughout the region and major carols events taking place in Nambour, Coolool, Cotton Tree, Beerwah and Caloundra. The carols events at Cotton Tree and Kings Beach, Caloundra attracted a combined audience of approximately 12,000.*

*New Year's Eve celebrations were held at Mooloolaba and entertained an audience of approximately 30,000 with live music and fireworks. Council's New Year's Eve Mooloolaba Facebook event listing received a huge response, reaching 61,000 people, 2900 viewings and over 1000 combined likes and shares.*

*Work commenced this quarter on the Sunshine Coast Stadium Feasibility Study with KPMG being engaged as the consultants. Further information - particularly surrounding traffic and transport considerations of the proposed sites - will be the focus of the next key piece of work.*

*The region's new animal pound at Sippy Creek is now fully operational. This facility takes the place of the previous two pounds. An official launch of the pound will occur early next quarter.*

*Council's commitment to customer service was confirmed in October with the endorsement of the new Customer Charter. The Charter includes regular online reporting of council's service levels.*

*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**

- 38,845 calls answered
- 7174 customer visits
- 10,386 email requests
- 1999 webchats.

#### **Community Response**

- 11,875 infringements issued
- 343 animals impounded (39% reunited)
- 2748 new animals registered
- 243 environmental nuisance complaints received and investigated.

#### **Libraries**

- 418 library programs and workshops delivered
- 12,945 participants in library programs.

#### **Community Venues**

- 741 community venue events held
- 87,454 attendees at venue events.

#### **Sporting facilities**

- 19 sporting events held
- 82,237 spectators at sporting events.

#### **Grants**

- 259 grants awarded
- Over \$774,000 in grant funding allocated.

## Delivery of council's services

### Community & Cultural Development & Partnerships

Council's **Festive Season** program was again a huge success filled with family friendly activities throughout December and January. The season saw 20 community Christmas trees lit progressively throughout the region and major carols events taking place in Nambour, Coolumb, Cotton Tree, Beerwah and Caloundra. The carols events at Cotton Tree and Kings Beach, Caloundra attracted a combined audience of approximately 12,000.

**New Year's Eve** celebrations were held at Mooloolaba with live music and fireworks over two sessions. Council's New Year's Eve Mooloolaba Facebook event listing received a huge response, reaching 61,000 people, 2900 viewings and over 1000 combined likes and shares. The event on the night attracted approximately 30,000 people.

An engaging two day **Sunshine Coast Arts Advisory Board** strategic planning meeting was facilitated this quarter to discuss and plan for a future Regional Arts and Cultural Plan. The diversity of board members in terms of skills and expertise will bring a robust plan to help guide, promote and build the identity of the Sunshine Coast as an arts destination for tourism and industry.

The **Caloundra Regional Gallery** welcomed 4078 visitors this quarter. Exhibitions included *The Holmes Acquisitive Art Prize for Excellence in Realistic Australian Bird Art*, *2016 Local Artists – Local Content Art Prize* and *After Reflecting on the Matter*. The *Arduino 101* workshop was held over four weeks, enabling participants to learn countless ways to create devices that interact with the world around us.

The Sunshine Coast **Multicultural Conversations Community Showcase** was held in October and delivered the benefits of improved community connections and progressing of a Multicultural Action Plan. A key initiative of the plan is to develop actions and partnerships which recognise, value and support people who come from a multicultural background. Over 70 community representatives attended the showcase, taking the number of community members engaged

over the process to 515. The Multicultural Action Plan is expected to be presented to council next quarter.

**Social Inclusion Week** was held in November and encourages communities to reconnect and be inclusive of all cultures, age groups, nationalities and the disadvantaged. Other community and social awareness events this quarter included Queensland Mental Health Week, International Volunteer Day and White Ribbon Day.

**Free physical activities** were expanded to include Healthy Sunshine Coast Seniors over a 16 week period, aligning with our target to maintain our regions status as the healthiest in the state, expanding the Healthy Sunshine Coast initiative. Total numbers for all of the programs on offer are 182 for Mums & Bubs program, 53 registered for Teen Fitness and 93 registered for the TAFE Personal Training student program.

The **Council Link** program continues to provide a valuable service to the elderly, people with a disability or mobility impairment and their carers. This quarter 12,322 trips were undertaken servicing 85 suburbs across the region.

**Grants** totalling \$744,183 to 259 recipients were endorsed by council this quarter through the collective suite of grants programs including Community Partnership Funding Program, Environment Levy, Regional Arts Development Funding, Sports Field Maintenance Fund, Major and Minor Grants, Emergency Grants and Councillor Discretionary Funding. Seventy-nine applications were received as part of the 50<sup>th</sup> Anniversary grants program. The 50<sup>th</sup> Anniversary event calendar is being drafted and expected to be finalised next quarter.

The **Heritage Levy** funded the *Still Shining – Celebrating 50 Years* 2017 cultural heritage calendar which showcases photos from the 1960s and 1970s was launched this quarter. Our Heritage Services team offered five programs which attracted 213 attendees.

### Community Venues and Sporting Facilities

**Conondale Memorial Recreation Park 2016-2031** was endorsed in November. Key recommendations include improved

community access, improved signage and retention of the Sunshine Coast Motorcycle Club as a tenant of the site. The master plan aligns with community needs while protecting the environmental value of the site.

**Sunshine Coast Stadium** has had its capacity boosted to around 10,000 following a capital upgrade to include turf hills along the eastern, northern and southern sides of the playing surface. A new LED score board, irrigation system, electrical works, pathways, driveways, fencing, landscaping and tree planning will complete the \$2.5 million upgrade. This quarter the Stadium hosted the *Australasian Police and Emergency Services Games* which saw police, firefighters, ambulance and volunteer emergency services personnel compete in more than 50 sports. In addition the Stadium hosted the *All Schools Triathlon*, *Gatorade Triathlon* and *The Treehouse Initiative Christmas Party* – a Christmas carnival for children with special needs and their families. The *Sunshine Coast Home Show and Caravan, Camping and Boating Expo* was also a key highlight on the events calendar and well attended.

**Lake Kawana Community Centre** provided musical entertainment through the *Boy & Bear* concert; theatrical entertainment via the mesmerising stage production *Mother* starring Noni Hazlehurst and *Tequila Mockingbird*; and community interest events through the *Conscious Life Festival*, *Yogafest* and *Lifeline Bookfest*.

**Nambour Showgrounds** hosted the graduation of the 2016 Nambour State College Equestrian School of Excellence. The Showgrounds has been a perfect location for the course throughout the year due to its close proximity to the College and permanent facilities such as indoor/outdoor arenas, stabling, yards and amenities. Other events hosted by the Showgrounds include *Collectorama*, *Sunshine Coast Gemfest*, *Sunshine Coast Dressage Championships*, *Pony Club Qld Teams Showjumping Challenge* and *Nambour Community Carols*.

Our sporting complexes have seen many significant achievements this quarter. **Maroochydore Multi-Sports Complex** secured camps with Hawthorn, Richmond, Western Bulldogs and Melbourne AFL clubs in preparation for the teams' upcoming 2017

season. **Elizabeth Daniels Sports Complex** hosted two pre-season Big Bash League matches between Brisbane Heat and Hobart Hurricanes and the venue looks forward to hosting the Big Bash League again next year. A Cricket Facility Development Plan for fields at the University of the Sunshine Coast was endorsed by council and provides improvement which can be collectively achieved between council, the University and cricket associations. **Caloundra Indoor Stadium** provided venue for Sunshine Coast Lightning to undertake training sessions, and in the New Year will host pre-season trial games between the Lightning and Melbourne Vixens. Finally, the Kawana Aquatic Centre has secured three National Water Polo League games which will be held next quarter.

### Libraries

Four concept plans to extend the **Maleny Library** were released for community feedback to help prioritise future investment that aligns with community needs, patterns and interests. The libraries team looks forward to progressing this key project into next quarter.

The **Maroochydore Library** has diversified its space and will provide an exhibition space for the 2017 local exhibition program.

Our libraries hosted **418 public education events** attended by over 12,945 people. Part of these events included free Music to Grow sessions for toddlers as part of the First 5 Forever literacy program.

New **memberships** for the quarter totalled 3571 taking the grand total of library memberships to 11,630.

### Cemeteries

Officers continue to implement the annual program of activities as outlined in the **Cemetery Plan**.

Niche walls are currently being designed for Kulangoor Cemetery and this work will progress into next quarter.

### Customer & Community Relations

Council's commitment to customer service was confirmed in October with the endorsement of the new **Customer Charter**. The Charter includes regular online reporting of council's



service levels and how they are being achieved.

Telephone and email requests were the main methods of **interacting with council** this quarter with 38,845 calls, 7174 visitors to our centres, 10,386 email requests and 1999 webchats managed by the Customer Contact Centre. Importantly to note, email volumes have outstripped counter volumes for the first time ever, indicating a strong change in customer preference. Customer satisfaction ratings remained very high at 4.63 out of a possible score of 5. 91% of calls were responded to within 60 seconds.

### Local Amenity & Local Laws

The **new animal pound** is now fully operational and provides a modern service to our region for large and small animals.

The local laws team continue to be very active in the region to the benefit of the community. Statistics for the quarter include:

- 359 proactive beach patrols undertaken with an emphasis on responsible dog ownership
- 332 barking dog complaints finalised
- 135 overgrown/unsightly property issues investigated and resolved.

### Public Health

The closure of Currimundi Lake since early September as part of council's **midge control program** has been deemed a huge success. Closing the lake in spring disrupts the lifecycle of the midge at a critical time. Before the introduction of the program, there was an average of 240 larvae per square metre in the lake. Figures now are an average of 54 larvae per square metre – a 78% reduction.

Twenty-eight **foxes** were removed in coastal bushland areas between Mudjimba and Peregian in a collaborative project between council and Queensland Parks and Wildlife. Through the program, council aims to protect animals such as water mice, ground parrots and loggerhead turtles at the egg and hatchling stage. Canid Pest Ejectors, foot hold trapping, den searches and den fumigation were used in the control program.

Officers have been delivering a project on **Giant Rats Tail Grass** in the Hinterland region

and will be able to provide feedback and data on the trial next quarter.

356 food health licence **inspections** were conducted to ensure a high standard of food safety across the region.

### Outlook

The forward outlook for the next quarter will be:

- *Australia Day programming and associated citizenship ceremonies*
- *Sporting events including National Water Polo League, Wheelchair Basketball Competition, Lightning Netball League and Storm vs Warriors Pre-Season game*
- *Working towards a Customer Relationship Management System paper*
- *Progress the Stadium Feasibility Study*
- *Continued planning for the 50th Anniversary of the Naming of the Sunshine Coast and finalisation of the events calendar*
- *Facility Development Plans developed for Maroochydore Multi Sports Complex and Kings Beach*
- *Presentation of council's first Multicultural Action Plan*
- *Presentation of council's revised Reconciliation Action Plan*
- *Presentation of Art and Cultural Collections Policy*
- *Presentation of Facility Development and Business Plan for the Caloundra Regional Gallery*
- *Further work on establishing a Centre of Excellence in Community Engagement.*



**Ray Turner, Director Corporate Services**

### **A message from the Director**

*2015/2016 audited financial statements were adopted by council on 10 November 2016. Council received an unmodified audit opinion with no management points which is an excellent result. Council received the highest possible assessment of timeliness and quality with respect to financial statement preparation, effectiveness of internal controls including information systems, and overall financial sustainability. Queensland Audit Office (QAO) acknowledged and thanked council for the support and professionalism shown by staff in the conduct of the final audit.*

*The first council workshop for the 2017/2018 Budget Development was held in November 2016 to set the high level parameters and principals for the next budget.*

*The Human Resources (HR) branch launched council's mental health program FRESHminds to provide and promote a supportive work environment that fosters mental health and wellbeing.*

*The CEO Excellence Awards were held to celebrate employees who are living council's values each day. Overall winners were Matthew Painter from ICTS branch and Adam Stewart from Project Delivery branch.*

*The Organisational Climate Survey findings informed the HR initiatives in the Sunshine Coast Council People Strategy for 2017 – 2019 which will be launched in February 2017.*

*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:**

- \$129 million or 72% of the total purchasing spend for the quarter is to local businesses
- 3831 subscribers currently registered for council's tender alert service
- 99.96% of computer network available during the quarter
- A total of 1,685,408 emails in and out of council for the quarter
- 766,520 threats to our ICT systems blocked during the quarter.

## Delivery of council's services

### Property Management

#### Land Management

- The following Community Tenure arrangements were finalised in the quarter:
  - Caloundra Little Athletics
  - Lions Club of Coolum Beach
  - Old Witta School
  - Sunshine Coast Bocce
  - Sunshine Coast Family Contact Centre
  - Glasshouse Country Community Centre
- 32 requests for comments processed in the quarter
- 22 requests for owner's consent processed in the quarter
- Commercial lease for Maroochydoore Transit Centre finalised
- Official Gazettal of land Honey Farm Road - last parcel of land to be acquired for this project.

#### Buildings and Facilities Assets Management

- Level 5 Maroochy on First - fitout for Office of Mayor & CEO
- Relocation of Animal Pound Sippy Creek to newly constructed facility
- RPQS Trade and General Maintenance Services - on-boarding / establishment commenced in October
- Contract awarded for Backflow Prevention
- Contract awarded for Security Services - Extension 1 Contract Variation (Naskam & Wilson)
- Contract awarded for Fire Prevention Services
- The Events Centre - load rating on floor of foyer, main theatre and Glasshouse room
- Whole of region Lifeguard towers - rectification from WHS Audit
- Kings Beach Pool - soft upgrade.

### Human Resource Management

In October, the HR Branch launched council's mental health program *FRESHminds* to provide and promote a supportive work environment that fosters mental health and wellbeing. Council's *FRESHminds* video, features council employees sharing their

mental health story, aims to bust common myths regarding mental illness.

As part of council's Employee Recognition Program which is designed to notice, share, recognise and celebrate employees who are living our values each day, council held its annual CEO Excellence Awards. The Mayor, Councillors, Executive and Management Team attended and participated in presenting employees with their awards.

The Organisational Climate Survey Focus Groups continued to discuss findings and each branch submitted their branch-level action plans for future improvement. The Organisational Climate Survey findings informed the HR initiatives in the Sunshine Coast Council People Strategy for 2017 – 2019 which will be launched in February 2017.

The People Solutions Program Steering Committee was formed to govern the implementation of a new HR technology solution to manage the end to end employment process within council. This solution will improve HR engagement in an employee's journey with council.

Health and Safety continues to foster a culture which encourages everyone to take personal responsibility for their health and safety. Training in First Aid, Emergency Control Organisation, Snake and Insect Awareness, Traffic Management Implementation, and Drug and Alcohol Risk Management sessions have been delivered within the organisation. Training for the New Fire Indicator Panels has continued to enable high quality communications and control in the event of an emergency.

### Financial Services

- 2015/2016 audited financial statements were adopted by council on 10 November 2016. Council received an unmodified audit opinion with no management points which is an excellent result. Council received the highest possible assessment of timeliness and quality with respect to financial statement preparation, effectiveness of internal controls including information systems, and overall financial sustainability. QAO acknowledged and thanked council for the support and professionalism shown by staff in the conduct of the final audit
- 2015/2016 Community Financial Report was completed and included with the 2015/2016 Annual Report

- 2016/2017 Budget Review 2 - council workshop was held on 24 November 2016 to advise of the proposed budget changes with the Budget Review 2 adopted in December 2016
- The first council workshop for the 2017/2018 budget development was held in November 2016 to set the high level parameters and principals for the next budget
- An Accounts Payable Fraud Risk Workshop facilitated by KPMG occurred in November 2016
- CEO Excellence Awards - the Capital Management Accounting team (Tanya Peters and Jess Joyce) were recognised for their contribution to "working as one team" through the implementation of Project Online
- The Sale of Land report was tabled at the Ordinary Meeting held in May 2016 seeking approval to commence legal action on 29 properties that had more than 3 years of rates in arrears. Statutory notices were issued in June and October 2016, in which 27 properties had made payment prior to October 2016. With an auction date scheduled for 29 October 2016, all properties had their outstanding balances paid and no properties were presented at auction. An outstanding effort and congratulations to Credit Management staff.

### Procurement Services

Procurement and Contracts Branch has collaborated with every department within council to deliver some of our most innovative projects, including:

- EOI and tender for airport commercial partner, and the tenders for the design and construction contracts for the new runway
- EOI, tender and negotiations with a preferred supplier for the development of the Brisbane Road car park.

For the 2016 calendar year, Procurement and Contracts Branch worked with all areas of council to:

- Release 82 tenders, 6 request for quotes and 1 expression of interest collectively valued at \$127.4m

- Establish, vary or extend 185 contracts and/or supplier arrangements, collectively valued at \$223.2m
- Facilitate procurement and contract management training and education, which was attended by more than 450 council officers
- Participate in supplier briefing, Doing Business with Council Workshops and other business engagements attended by more than 400 business and community members.

### Governance

#### Local Laws

*Proposed local law amendment (Subordinate Local Law No.2 (Animal Management)) - dog off-leash areas*

A proposed local law amendment to provide for two additional dog off-leash areas at Peregrin Beach and Nambour has been in progress during the quarter. The local law amendments are currently out for community consultation and council will consider the results of the consultation in February 2017.

#### Preparation of the 2015/2016 Annual Report

Council adopted its 2015/2016 Annual Report at the Ordinary Meeting held on 10 November 2016. The Annual Report highlights council's key achievements during the 2015/2016 financial year. The report is now available on council's website, at our libraries and customer service centres.

#### Risk Management – Enterprise Risk Management Audit

The branch worked closely with Deloitte consultants and the Internal Audit & Assurance Unit during the quarter to provide input into the Enterprise Risk Management System Audit.

Key findings from the Audit have been considered and a revised Risk Management Manual has been published. Risk review workshops have also been held with 26 branches across the organisation to update council's risk registers and review risk tolerance levels and council's overall risk profile.

#### Delegations of Authority Review – CEO's Innovation Challenge

During the quarter all Delegations of Authority from the Chief Executive Officer to council

officers were reviewed and updated. Upon review of the delegations, the Chief Executive Officer has provided authorisation as relevant and the delegation database is currently being updated with the new delegations.

#### Councillor Newsletters

The first of the new divisional newsletters were prepared and distributed across the region during the quarter. The newsletters will be distributed on a twice yearly basis with the next newsletter scheduled for April/May 2017.

### Information & Communication Technology

34 of the 35 ICTS capital projects for financial year 2016-2017 are now underway with one being completed and one on hold.

#### Highlights:

- Digital Connect Platform - Intranet and MyCouncil implementation is underway. Business areas are developing their topic and collaboration sites in the new intranet. The Express Registration for MyCouncil is almost complete. MyCouncil dashboard and rates notices online scheduled for the next phases
- Cloud Transition - new applications added to MyOffice with several more planned. The exchange decommissioning is scheduled to be completed by the end of January. Work on the scoping and design of the Nambour Data Centre decommissioning has commenced
- The Disaster Hub received the National Resilient Australia Award in November. This is another crowning achievement for the multi-award winning Sunshine Coast Council Disaster Hub
- Smart Cities Living Lab - implementation of CCTV experiment underway. Investigating/experimenting with Cisco Community Digital Platform (CDP). Citelum lighting experiment commenced. The Management Platform RFQ has closed and evaluation underway. Presentation of Smart City Management Platform trial given to South East Queensland CIO Forum, with considerable interest from South Queensland Councils and beyond in the developments by Sunshine Coast Council in this area

- Asset Management Information System to the Cloud - evaluation of the ITT is currently underway
- The Events Management System went live in December at seven of council's major events and sporting venues. Planning for phase 2 has commenced
- The ITT evaluation for the Library Auto Circulation and Security System will be completed in March 2017 with contract finalisation in April 2017
- The HR Information System to the Cloud Project has completed a market sounding in preparation for a tender early in Quarter 3.

### Outlook

The forward outlook for the next quarter will be:

- *Proposed Local Law amendment – Subordinate Local Law No. 2 (Animal Management) – dog off-leash areas*
- *Updating of Delegations Database to incorporate new delegations approved by the CEO in November 2016*
- *Review of Strategic and Organisational Policy for branding and departmental references*
- *2017/2018 budget development process continues from February 2017*
- *HR will release the second edition of the Sunshine Coast Council People Strategy 2017-2018. This document will guide the future of council employees under our four workforce pillars; Recruit, Retain, Develop, Inspire.*



**Greg Laverty**  
Director Economic Development and Major Projects

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

### A message from the Director

*The last quarter of 2016 was one that we will look back on with much pride – as a time when one of our major projects moved closer to becoming a reality.*

*Christmas came early not once – in fact, twice – for our Sunshine Coast Airport Expansion Project.*

*In November, council received the news that the Federal Government would provide a \$181 million loan to assist with the expansion of our recently designated international airport.*

*And, soon after, on 23 December, we saw Palisade Investment Partners announced as the preferred Commercial Partner for the project.*

*If that wasn't all we had to celebrate, our airport hit the one millionth passenger mark – capping off an amazing 18 months of growth in passenger numbers and route expansion.*

*The Airport Expansion Project, due for completion by December 2020, may seem a few years away yet. However, I am sure the time will fly between now and when we will welcome the global community to our region via our new runway.*

*That will be another early Christmas gift to look forward to.*

### Service snapshot for the quarter

- At the Sunshine Coast Solar Farm 88% of the 15,174 screw piles, 18% of the 1456 PV module tables and just under 11,000 solar panels have been installed
- The 1,000,000<sup>th</sup> passenger mark was reached at Sunshine Coast Airport
- The online *Your HQ with IQ* campaign achieved 29 million impressions – reaching 75,000 C-Suite executives and leading to 136 unique contacts
- By the end of December, more than 50 high-value industry taskforce members contributed \$250,000 in volunteer time for the past 12 month period
- Lifeguards, who watched over our beaches with more than 2.6 million attendances, performed 103 rescues and undertook 353,951 preventative actions
- Over 15,000 guests to the region attended nine major events which generated approximately \$9.7 million in economic activity for the region
- Over 350 local businesses and 415 participants at 12 events received special advice, information and services through council's *Regional Economic Development Strategy*.

## Delivery of council's services

### Sunshine Coast Airport

In October, the Federal Minister for Infrastructure and Transport announced Sunshine Coast Airport as Australia's newest international airport – a key milestone for the airport in its transition towards delivering a wider array of destinations into the future.

Domestic airline partners recognised the growing demand in the region and responded by adding more than 65,000 extra seats to Sunshine Coast services for the summer period (November 2016 to March 2017).

An incredible period of growth and development for the airport saw the one million passenger mark reached – the first time this has been achieved in a 12 month period.

### Communications

Following the increased focus on video production implemented in the previous quarter, social media and video productions achieved greater reach.

Media monitoring analysis delivered "indicated positive and on message" coverage across all outlets.

### Commercial

At its December Ordinary Meeting, council received an updated *Public Lighting Project* business case which included financial modelling.

Procurement for a contractor to prepare the *Caloundra Aerodrome Master Plan Business Case* was completed. It is expected that the business case will be delivered in April 2017, following which time council will be presented with the business case for review.

Sunshine Coast Council's six *Sunshine Coast Holiday Parks* experienced very strong occupancy over the first half of 2016-2017 financial year.

The business benefited from significant capital improvements over the past five years together with website specials when occupancy is lower. Continued favourable weather conditions have also assisted good occupancy. The 82% average occupancy rate at the holiday parks for the first half of 2016-2017 financial year

indicated a 5% improvement on the same period in the previous year.

Revenue to 31 December 2016 was up by \$1.3 million (15%) on the same period in the previous year.

During the quarter, work was finalised on the expansion of the Mudjimba Beach Holiday Park, with the construction of the additional 46 multi-purpose sites ready for the Christmas school holiday period.

Other capital works completed included refurbishment of the BBQ facility at Mudjimba Beach Holiday Park, and extension of power, water and drainage to 16 sites at Dicky Beach Holiday Park.

Upgrade of the Wi-Fi service coverage at Coolum Beach Holiday Park was completed to provide guests with free Wi-Fi within 90% of all sites in the holiday park.

A major weather incident in November caused Dicky Beach Holiday Park to suffer considerable damage – to property only. Council undertook and completed remedial emergency work costing \$190,000.

### Economic Development

The taskforces established to implement the seven *High-Value Industry and Investment Plans* ensured that more than 180 actions represented by programs and partnerships continued to be delivered. The volunteer time provided by the taskforce members (more than 50) equates to \$250,000 in monetary value.

Further implementation of the *Regional Economic Development Strategy* saw more than 350 businesses assisted with access to specialist advice, information and services; more than 415 participants attend 12 events; and provision of council funding for the region's combined Chambers Alliance to conduct a *Strategic Doing* workshop and develop a website.

Through *Study Sunshine Coast*, council worked with education providers to enhance the student experience and leverage the new International Education and Training Fund in order to maximise student numbers growth in the region. Increased website and social media usage was recorded during the quarter.

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

In October, council provided sponsorship support at the *2016 Premier of Queensland Export Awards* held in Brisbane. A local business, Maroochydore-based *Typefi Systems*, won the Small Business Exporter Award at the Premier's Awards and went on in November to win the National Small Business Exporter Award.

In December, 17 participants from 13 companies graduated from the second intake of the *2016 Sunshine Coast Export and Global Capability Program*. The program – facilitated by Export Council of Australia with the participation of guest export specialists – is aimed at businesses that are export ready, currently exporting, and those that are already successful exporters seeking to enter a new market.

The *Oceanside Health Precinct* saw the collaborative regional health portal go live. Further investment attraction enquiries were progressed along with Queensland Government interest in a biomedical facility.

Nine major events were held during the quarter, attracting more than 15,000 visitors from outside the region. These events are estimated to have generated \$9.7 million in economic activity.

Council continued to identify and source potential new events, and launched a new cycling event for 2017 – the *Velothon Sunshine Coast*.

## Delivery of major projects

### Sunshine Coast Airport Expansion

During the quarter, significant progress occurred – culminating in two major announcements which will see the project progress according to schedule.

In November, the Federal Government advised that it would be providing a \$181 million loan to assist with the expansion project.

In the following month, Palisade Investment Partners was announced as council's preferred partner for the project.

The project director oversaw commencement of preliminary works on the site and tenders were called for the design of the new runway.

### Sunshine Coast Solar Farm

Installation of infrastructure at the solar farm continued to progress with more than 88% of the 15,174 screw piles, 18% of the 1456 PV module tables and just under 11,000 solar panels in place. The six power control units and high voltage cables were connected to two units, and the switchyard control room, the electric fence and conduits were installed.

Council and the contractor were able to make progress at the solar farm despite a five-week closure due to contamination onsite and wind velocity impacting on table installation.

### SunCentral Maroochydore

Council continued to provide support to SunCentral Maroochydore and manage its shareholder interests in the company. The company reported on activities undertaken during the period July - September 2016 and this quarterly report was presented to council at its November 2016 Special Meeting.

### International Submarine Broadband Cable

Discussions continued between council and the Commonwealth Government in relation to finalisation of the \$250,000 election commitment for the development of a business case for the International Broadband Submarine Cable.

### Brisbane Road Car Park Development

At its December Ordinary Meeting, council received a report on the outcomes of the procurement process for the development of the Brisbane Road Car Park site at Mooloolaba.



## Outlook

The forward outlook for the next quarter will be:

- *Continued implementation of the Sunshine Coast Airport Expansion Project Funding Strategy*
- *Further negotiation on the Brisbane Road Car Park site*
- *Continued engagement with Sunshine Coast Solar Farm neighbours at the next in a series of community barbeques.*



**Andrew Ryan,**  
**Director Infrastructure Services**

### **A message from the Director**

*Delivery of our capital programs are in full swing with over 50% of projects underway.*

*Progress has been helped along by having forward designs in place and only minor impact from weather conditions, other than the storm cell that hit Dicky Beach in November. The Dicky Beach storm was a sudden onset event of significant intensity, and thankfully no-one was injured, while the resulting damage to the caravan park and surrounding area was cleaned up quickly, services restored and residents assisted, thanks to the council staff who worked around the clock in tough conditions.*

*Our whole of council response to this event was excellent, having recently conducted our annual Disaster Management exercise – “Sudden Deluge”, highlighting the importance of continually testing and learning from disaster simulations. Formal recognition of the work council has done in this area has been ongoing, and we were delighted to see council’s Disaster Hub, a collaboration between staff across council, received the 2016 Resilient Australia National Award. Awards also came our way in the 2016 Institute of Public Works Engineering Excellence Awards for:*

*Nambour Youth Activity precinct – stage 3, which won both the Innovation in Public Works award and was also the Overall Winner*

*Jack Morgan Park (Coolum), which won the Public Works Project under \$2 million award.*

*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:**

- 1103 hectares of landscape and garden beds maintained
- 4610 hectares of mowing maintenance
- 54% of Capital Works Projects underway (excluding reseals) with 11% financially completed
- 62,725 tonnes of waste received
- 19,723 tonnes of waste recovered
- 13,208 customer requests received
- 11,894 customer requests closed
- Delivered a total area of 28km road reseal and 18,200 tonnes of asphalt surfacing.

## Delivery of council's services

### Disaster Management

The Disaster Management team has been in action this quarter with a number of storm events including a severe storm cell hitting the Dicky Beach area, which resulted in major damage to the Dicky Beach Caravan Park and surrounding area in early November. The council field crews jumped into action to clear the roads, parks and public areas, and assisted in the clean-up of the caravan park. The park itself had to be closed for 4 days whilst the debris was cleared particularly as there was asbestos located amongst the materials. This was successfully removed by council contractors, and with the assistance of the Building and Facilities branch the park was up and running again a short time later. Although there was damage to private property, vehicles and caravans in the park, there were no reports of injury throughout the whole event. A big thank you goes to all council crews involved in the clean-up, and also to the building and facilities staff for their organisation and response to the event.

In November the annual Disaster Management exercise was conducted from the Local Disaster Coordination Centre in Nambour. "Exercise Sudden Deluge" focused on a sudden onset event which was caused by a number of storm super-cells, which caused major flooding levels across the Sunshine Coast area, combined with a dam burst in the Wappa Dam wall. The fully functional exercise encompassed all parties and agencies from the Local Disaster Management Group, the council Emergency Operations and Recovery Team, the Council Crisis Management Team and the Field Coordination Centre at Wisers Road. A number of council's disaster management sub-plans have been reviewed and updated throughout the year, and these were tested during the event. There were over 200 persons involved in the exercise, both from council and external agencies, and it ran very well with all participants taking away learnings from the day.

We are now well into our storm season, so much of our focus is on making sure our community remain diligent in their storm preparation. The BoM predictions continue to be that we are likely to experience a

combination of severe super-cell storms, possible heat waves, flash flooding events and East Coast Lows (possible cyclones) throughout the season, so we will be continuing the promotion of the "Get Ready" campaign, with a strong focus on the Disaster Hub being the main information source for the public to stay alert of the current situations.

### Public Lighting

Two days before Christmas shut down, staff were contacted regarding the lack of lighting at Mooloolaba Beach to conduct the New Year's Eve celebrations. In two days, Transport Infrastructure Management staff worked with council's Events staff and Health & Safety advisor, plus Police and TMR to co-ordinate resources to have large heavy equipment and specialist electricians at the site to have light globes replaced without damaging the grassed area at Mooloolaba. All this was achieved before council's Christmas shutdown, and before a heavy vehicle permit embargo came into force, allowing further planning and rollout for the conducting of a premier annual event on the Sunshine Coast. Without the lights working and shining on the sand and water, Police were unlikely to support the event being held as security and public safety could not be guaranteed. A wonderful example of staff working as one team.

As a result of this experience, staff responsible for the detail design for the Mooloolaba foreshore upgrade are liaising with Events staff to ensure when the upgrade commences, that suitable lighting facilities are in place for future events that require lighting of the beach, as well as the foreshore and esplanade.

165 customer requests were received for the quarter including 14 for glare shields, 5 for new lights, 51 for repair on council owned lights, 65 requests for repair on Energex lights and 12 other miscellaneous requests.

Replacement of carpark lighting at Kawana Surf Club was delivered, with LED luminaires which have dimming capabilities for this Turtle friendly area.

Coopers Lookout Park, next to the Kawana Surf Club, LED car park lighting was also delivered.

### Roads, Cycleways & Pathways

Mooloolaba Cycleway Stage 4b was completed in December and included:

- Approx 340m of separated off road cycleway
- Drainage upgrades
- Landscaping improvements.

Evans Street upgrade was also completed in December with:

- Approx 500 metres of dual carriageway 4 lane road
- Dedicated on road cycle lanes
- 2.5 metre wide concrete footpaths on both sides of the road.

Cycle education and the promotion of cycling continues to be one of the TravelSmart team's key priorities. The 2016 Sunshine Coast Bike Week and Ride to Work Day events have once again proven to be effective ways to engage the community and encourage more people to cycle more often.

Bike Week (September 24 to October 2) - 19 separate events were held, attracting hundreds of participants. Events ranged from Commuter Cycle Training, Basic Cycle Skills, BMX Come & Try, guided mountain bike rides, and road cycling events.

Ride to Work Day (October 12) – attracted over 300 registrations, a 50% increase from 2015.

Community cycling workshops also continued through to November, giving participants the added knowledge and skills to help make their cycling experience safer and even more enjoyable

The team have been out and about on pathways at key locations to promote and help encourage good pathway etiquette. Our pathways are becoming increasingly busier places these days and although it is not common, conflicts between different users do occur. A visit was made to a number of busier locations with the aim to promote a number of key messages:

- Bicycle riders are required to give way to pedestrians
- Ring your bell
- Keep left
- Watch your speed.

Similar promotions are planned at other locations across the coast in the New Year.

### Road Network Management

Works are well underway for the 2016/2017 roads program with the delivery of 28,000 lineal metres of roads valued at \$6.1 million with 45 roads completed and 18,200 tonnes of asphalt laid. Major roads completed included:

Oceanic Drive 30,336m<sup>2</sup>; Ilkley Road 25,630 m<sup>2</sup>; Petrie Creek Road 18,903m<sup>2</sup>; and Seib Road 18,683m<sup>2</sup>.

Major road rehabilitations completed are Coonowrin Street and Mellum Court, Dicky Beach; University Way - Stage 3, Sippy Downs; and Bell Street, Battery Hill.

A significant effort has been made to step up our communications and engagement with the community when we are undertaking reseal projects. Completion of a new logo, templates, road signs, a marketing campaign and a web site for the road reseal program have been launched, increasing customer service engagement.

The line marking two year maintenance program has been completed in Division 1 and Division 5 and works in Division 10 are currently underway. 236 roads have been re-lined at a cost of \$316,000 including 138 km of centre lines, 172 km of edge lines, 664 parking bays, 2339.9m<sup>2</sup> of green cycle lane treatment, 9km of yellow parking restriction lines, 860m<sup>2</sup> of thermo plastic, 1000m<sup>2</sup> of transverse lines, 36 disabled bays and 479 missing raised pavement markers reapplied.

763 Stormwater Quality Improvement Devices have been cleaned capturing 165.8m<sup>3</sup> of material at a cost of \$101,595 with waste material captured this quarter slightly down on last quarter due to the unseasonal dry weather.

The new Roadside Vegetation contract is running well with two slashing cycles completed maintaining 288 hectares of roadside vegetation across the region, a total of 576 hectares of vegetation costing \$153,070.

### Stormwater Drainage

Delivery of the 2016/2017 capital works drainage program is progressing effectively, with 60% of the budgeted projects either completed or underway.

Concept designs for the flood improvement options along Nicklin Way are currently being prepared, and these will inform future capital works programs when complete. Drainage analysis of the Mountain Creek catchment is underway, and a number of augmentation options have been identified for the Toral Drive area. These are currently under consideration by council.

Discussions on the consolidation of future water quality monitoring is underway across a number of council branches. This will ultimately streamline data collection and distribution via a central system, and reduce a number of duplications which currently exist.

The drainage research projects being undertaken in collaboration with the University of the Sunshine Coast are progressing steadily, and will:

- a) Improve the accuracy of flood modelling parameters by providing more precise Time of Concentration (TC) data
- b) Provide recommendations for optimal culvert siting and design in order to obtain maximum flow benefits during storm events.

### Beaches, foreshores, coastal infrastructure & canals

Delivery of council's beaches and constructed waterways operational program and capital renewal program included:

- Presentation to council and targeted community consultation associated with future Maroochy Beach Renourishment program and river mouth infrastructure upgrades
- Commenced dredging operations at Maroochy Waters to assist boat access for canal residents
- Undertook a number of fauna removals from Lake Nelson due to lowering lake levels
- Completed the loading of all coastal assets onto the 'Collector' application to facilitate application-based asset inspections across the region
- Completed works on weir wall damage at Maleny
- Completed Shelly Beach wall works
- Undertook two rounds of unmanned aerial vehicle (UAV) pilot training and now have ten trained operators

- Commenced design on Beach Access 84 (Third Bay, Coolumb)
- Continued to support the 'Floating Wetlands' research project at Park Lakes 2
- Completed design documentation for emergency works at Beach Terrace, Mooloolaba
- Undertook fish surveys to support ongoing research of council's Intermittently Closed and Open Lakes and Lagoons (ICOLL)
- Completed disability beach access matting trials in conjunction with disability support groups
- Conducted community-based beach litter clean-up activities at Mooloolaba and Maroochy North Shore
- Established new contract arrangements for canal dredging within the region
- Completed coastal fencing works at Muller Park
- Undertook a feasibility study for an underwater art gallery/recreational snorkel site in Mooloolaba Bay.

### Bushland Conservation & Habitat

Key activities and projects progressed, including:

- Flying-fox roost management. Presented at Wildlife Conference Workshop on Sunshine Coast Council flying-fox management. Finalised Conservation Agreement with Commonwealth Government on flying-fox roost management within the region. Successful grant submission, partnering with University of Melbourne and others for Commonwealth Governments ARC grant
- Finalised report to council providing an update on flying-fox management actions to date
- Maroochy Regional Bushland Botanic Garden completed tendering for the operations of the café at the Arts and Ecology Centre. Commencement of café operations is expected in the first quarter of next year. Finalisation of the scope for the review and update of the Gardens master plan was completed
- Planning and community engagement on rehabilitation of Southern Wetlands (Maleny Community Precinct) and preparation for reporting to council on final plan

- Two new environmental properties received, located in Buderim - 27.5ha Ninnox Environmental Reserve off Crosby Hill Road and 4.5ha reserve adjoining Buderim Village Park
- Turtlecare program commenced with the first turtle laying on Sunshine Coast beaches in late November.
- Major capital works projects progressed, including:
  - Mary Cairncross Scenic Reserve Discovery Centre. Works are on track to be completed February 2017
  - Bobbie Sattler fire trail works and submission of final grant payment from the Qld State Government completed
  - Maroochy Bushland Botanic Gardens Whipbird Garden Stage II progressing with initial preparation works on trail and interpretative spaces laid out and contractor engaged
  - Mt Ninderry Stage II walking trail completion of signage and viewing platform design. Contractor appointed to install signage and platform.
- Koala Conservation Plan - 8 koala were collared at Reesville. Verrierdale/Doonan collaring program commenced
- Pinelands Park established as koala fodder plantation site under Memorandum Of Understanding with Glass House Mountains Advancement Network (GMAN), Parks and Gardens branch and Environmental Operations branch
- Land For Wildlife - 15 new properties registered during the quarter. Five Land for Wildlife Workshops delivered
- Two new Voluntary Conservation Agreement properties registered, bringing the total number to 71, protecting a total area of 1111 hectares across the Sunshine Coast
- 89 year 6 students from Pacific Lutheran College planted 400 trees in the Kawana Forest Bushland Reserve
- Community Nature Conservation Program volunteers logged 2704 hours for October to December.

- A Volunteers Day Out was held to thank all our active Community Nature Conservation Program volunteers.

### Rivers, Streams, Estuaries & Water Bodies

Bunbubah Creek Restoration Project - site preparation and weed management. Progression has slowed due to impacts from storm that hit the Dicky Beach area.

Environment Levy:

- Maroochy River Rehabilitation Project - Plant growth is developing well at the Maroochy River project site
- Mary River Rehabilitation Project - stakeholder invitation day conducted to meet the contractors and council staff for this project. Site preparation has commenced in the Kenilworth area
- Pumicestone Passage Rehabilitation project - the Bells Creek site is continuing to progress positively with regular maintenance and weed control.

Internal pre-wet season erosion and sediment control project site reviews were undertaken with no major issues identified; council works remain to be of a high standard.

### Recreation, Parks, Trails & Facilities

Parks & Gardens Capital Program:

- Design development for the 2017/2018 construction projects completed and issued for implementation. The 2016/2017 design only projects are also progressing very well. Completion of the designs for the 2016/2017 construction projects in 2015/2016 assisted in a strong headstart on implementation. The same process has been applied for the 2017/2018 and 2018/2019 designs.

Design and Planning projects:

- Completed feasibility study for provision of a Sport and Recreation Park in Diddillibah Road, Woombye
- Completed feasibility study for Sport and Recreation Park in Caloundra Road, Meridan Plains which indicates the land has the potential to provide approximately 47 ha of sports fields, establishing a large strategically located sport and recreation park for the region

- Endorsement of Dicky Beach Precinct Master Plan
- Finalisation of construction documentation for:
  - Reserve 1000 North Street car park
  - Buderim Village park stage 6
  - Jack Morgan Park, and
  - Alexandra Headland Skate Park.
- Coastal Pathway - staged implementation ongoing in concurrent stages, including detailed design for:
  - Mooloolaba spit boardwalk replacement
  - Bokarina coastal pathway rollout
  - Kings Beach headland staged rollout
  - La Promenade, Maloja Avenue, Caloundra.

Coastal Pathway Masterplan development is currently out for community engagement prior to the document being finalised.

### Waste & Resource Management

Construction of cell 5.3 at Nambour is complete pending QA certification. Cell 10 at Caloundra will recommence construction in January. Planning for the Nambour Waste Precinct expansion is still progressing with the first draft Master Plan due later this year.

The 'first for Australia' Automated Waste Collection System (AWCS) that will be installed in the SunCentral Maroochydore CBD is still progressing. The first 'sod' is expected to be turned soon.

Recently conducted a successful plasterboard recycling trial in the month of December at our Caloundra Resource and Recovery Centre, 9.2 tonne of clean plasterboard was recovered and recycled in 30 days. This, when spread across our other two major sites, could result in a minimum 300+ tonne per annum saving to landfill. The recycled material is used in gypsum products, suitable for manufacturing and agricultural applications.

Three new recycling contracts were also awarded this quarter including green waste processing, scrap metal and battery recovery.

The detailed design of the upgraded Buderim Resource and Recovery Centre bulk area is approximately 95% complete. This project

should go out for tender on or before April 2017 and will allow for shorter waiting times and easier processing of larger loads at our Buderim facility.

The Waste and Recycling Collection Contractors continue to deliver outstanding results in compliance with key indicators regularly in excess 95% for each reporting period.

### Quarries

Site improvement works have continued at the Quarry with the installation of boom gates to finalise improvements to traffic flow on site. Additionally, the Pug Mill plant has been inspected and restarted to evaluate its operational condition with a view to producing new additional road based type products to add to the range. Image Flat quarry has obtained Transport and Main Roads (TMR) approval meaning that all products produced meet or exceed TMR specifications.

Engagement with the Department of Environment and Heritage Protection has continued, resulting in an application submitted to change the current blasting limits to align to national standards.

Finally, the quarry business has delivered a positive budget result across the quarter which has positioned the quarry well to commence 2017.

### Fleet Management

Working with the procurement team, the plant Dry Hire arrangement has been finalised. The new arrangement adds additional national suppliers providing an increase to the range and volume of plant & equipment available.

An analysis of the Fleet insurance data has commenced with preliminary results identifying a significant increase in the frequency of incidents during the quarter, particularly involving reversing into a stationary object. Strategies are currently being developed to counter this trend and will be presented in a detailed report during the third quarter.

The operator competency review has progressed to training delivery stage with over 500 training requests identified across the organisation. These requests are now being prioritised based on risk and will be completed in early 2017.

A review of the administration functions of the Fleet Services team has commenced and will continue into 2017. The review will continue investigating work flow processes and procedures to identify opportunities for improvement.

### Placemaking

Mooloolaba Foreshore - AECOM Australia Pty Ltd have completed the Schematic Design stage of the Mooloolaba Foreshore design. This design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area, and will inform future capital works submissions, grant applications and conditions for developments that front the master plan locale.

Palmwoods Town Square - SMEC Australia Pty Ltd have been contracted to complete the detailed design of the Palmwoods Town Square and document the project ready for construction to start in mid 2017. Concurrent to this, an expression of interest has been issued for the project seeking creative artists, designers and craftspeople to design furniture and elements of the new town square. This is a new approach undertaken by the Place Making team, to help bring out Palmwoods' unique character. By getting creative input from artists at the detailed design phase it is envisaged better integration of the artistic elements will be achieved. To date the expression of interest has had exposure on television, radio, local papers, social media, and directly with the local artistic community, where a good response rate is expected. The detailed design of the square and the artistic elements will be presented to the local community in coming weeks.

Pacific Paradise Streetscape - AECOM Australia Pty Ltd have completed preliminary design for streetscape improvements at Pacific Paradise. The plans include widened footpaths, decorative lighting, public art, increased shade trees and greater opportunities for outdoor dining. Construction is anticipated to commence mid-2017.

## Delivery of major projects

### Sunshine Coast Solar Farm

Construction is well underway at the 15 megawatt (MW) Sunshine Coast Solar Farm in Valdora, which is on track to be operational by mid-2017. Design is now complete and 30% of panels installed. On a good day, three crews, using 100 tonne cranes install about 20 tables, comprising 40 panels per table. Wind velocity can impact installation efficiency. Installation of the switchyard, by Energen, has commenced.

### Bulcock Street Streetscape Project

Major construction of Stage 3 (lower) was completed in early December to alleviate trader impact during the school holidays. This stage of the works included the area from Felicity Park to the eastern side of the Minchinton Street roundabout. The streetscape upgrade completed so far, has significantly enhanced the look and experience of the area, improved safety and access. Work will continue in line with the Master Plan and the streetscape is already providing a new drawcard which maintains and builds a sustainable economy for Caloundra.

### Mary Cairncross Scenic Reserve Discovery Centre

Works are on track to be completed in early February 2017. Works are currently underway on internal fit out, second fix for utilities, paving and outside civil works. Appointment of café lease has been successfully undertaken with commencement planned in March 2017.

### Outlook

The forward outlook for the next quarter will be:

- *Development of the 2017/2018 capital works program for council projects*
- *Finalisation of the Coastal Pathway Masterplan, including community feedback, for presentation to council*
- *Progress planning for the Nambour Waste Precinct expansion including the first draft Master Plan*
- *Official opening of the new Mary Cairncross Scenic reserve Discovery Centre.*





**Warren Bunker, Director Planning and Environment**

### **A message from the Director**

*During October 2016, the State Government released the Draft South East Queensland Regional Plan 2016-2041 for public comment. The Draft Plan has an amended planning horizon to 2041 and will assist in guiding how we accommodate and plan for long term growth in South East Queensland and shape the future of the Sunshine Coast.*

*The major projects continue to progress with the first bridge being opened in Caloundra South, signalling the beginning of public access to the city of colour 'Aura'. The opening of the bridge coincides with the release of two new land stages, and the initial work beginning on the first houses in 'Baringa'.*

*The 2015/16 Developer Contributions summary was released in November highlighting that \$123 million of developer contributions were received over the 12 month period. These collections assist in managing growth on the Sunshine Coast with the private development industry delivering much of the important infrastructure for the coast community.*

*During the quarter council acquired a further 27.5 hectare site at the foothills of Buderim as part of the Environment Levy land acquisition program. This site will now be protected and enhanced for many future generations to come, bringing the total land acquired to approximately 104 hectares purchased since the beginning of 2016.*

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

### **Service snapshot of the quarter:**

- 93% of development applications being assessed within statutory timeframes
- 1694 building approvals issued with a construction value of \$445 million, including:
  - 598 new dwelling houses approved totalling \$181 million in value
  - 347 multiple dwelling units were approved with a value of \$129 million
- 2994 building and plumbing applications lodged and 2989 decided
- 531 development applications lodged and 580 decided
- 554 lots created under the plan sealing process
- 99 free pre-lodgement meetings held.

## Delivery of council's services

### Strong Economic Leadership, Collaboration & Identity

On 20 October 2016, the State Government released the **Draft South East Queensland (SEQ) Regional Plan 2016-2041** for community feedback.

The Draft SEQ Regional Plan will guide how we accommodate and plan for long term growth in South East Queensland and will play a big part in shaping the Sunshine Coast's future.

Through consultation with the community over many years, council has been well-placed to advocate to the Queensland Government on the key issues for managing the future growth of the Sunshine Coast.

Based on this, council's key positions include:

- Rural, landscape and natural areas including protection and enhancement of the Inter-Urban Break for its values.
- Most future growth will be accommodated in areas south of the Maroochy River in locations that are relatively less constrained and already supported by significant infrastructure and services.
- The Sunshine Coast Enterprise Corridor will be the focus for urban transformation, in existing centres and new urban villages focussed around a transport network.
- Greenfield areas at Palmview and Caloundra South and small expansions to some urban communities will meet the majority of expected demand up to and beyond 2041.
- Beerwah East represents the preferred longer term option for a major greenfield development integrated with an efficient transport system.
- Halls Creek is not supported nor needed for urban development and should not be included in the urban footprint as it is an essential part of the Inter-Urban Break.

More information is available by viewing [council's video](#) or on [council's website](#).

The **Draft Caloundra Centre Master Plan** public consultation period closed on 7 October 2016.

There was strong interest through the community consultation platform with more than 4000 visits to the project website 'Have Your Say Sunshine Coast', and approximately 200 surveys completed.

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

The **Draft Nambour to Coolool Strategic Trail** public consultation period closed on 17 October 2016.

With more than 1200 visits to the project website, and approximately 80 surveys completed, the community showed strong interest and support for future change to the region.

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

### Road Network Management

On 2 November 2016, the first bridge was opened at **Caloundra South**, signalling the beginning of public access to the city to be known as 'Aura'.

The new 75 metre bridge over Lamerough Creek, incorporates a two-lane roadway, a footpath, and a two-way cycleway, eventually linking with the 200 kilometres of bike paths proposed throughout the city centre. The bridge has 75 different colour variations across the 39 facets giving it a different appearance from different directions and will be lit with LED lighting at night.

The opening of the bridge coincides with the release of two new land stages at the site, with the bridge soon to be busy with trucks and tradespeople as work begins on the first houses in Aura's suburb, 'Baringa'.

**Infrastructure Charges** revenue is used to assist in the delivery of the region's growth assets in accordance with the *Infrastructure*

*Charges Resolution* as required under the *Sustainable Planning Act 2009* and the *State Regulatory Provisions*. The resolution sets out certain requirements for new development to pay Infrastructure Charges for the following trunk infrastructure networks:

- Transport
- Public Parks and Land for Community Facilities
- Stormwater
- Water Supply
- Sewerage.

Infrastructure Charges revenue for the quarter was approximately \$7.5 million. This contributed to a year to date total of \$16 million, supporting significant development activity on the Sunshine Coast and contributing towards funding to meet the requirements of a growing population.

The Maroochydhore Transport model has been updated to inform transport planning in the **Maroochydhore 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 development in the area through to 2041.

### Sustainable Growth Network Planning

The **Biodiversity Report 2016** was published on 10 November 2016, providing a snapshot in time of the biodiversity assets of the Sunshine Coast Local Government Area. The results of this report provide essential information that will enable council to better understand the region's biodiversity assets, identify priority investment areas and inform the review and development of new environmental strategies for biodiversity conservation.

The Biodiversity Report 2016 details the extent and type of vegetation, habitat areas, threatened flora and fauna and the conservation estate at both a local government area and catchment scale.

The report found the Sunshine Coast landscape continues to support a diverse range of flora and fauna and ecosystems, making the

region one of the most bio-diverse areas in South East Queensland.

Additionally, the report sets a benchmark and provides a monitoring and reporting framework to assist in evaluating the effectiveness of council's and the community's biodiversity protection, enhancement and management efforts.

The full report is available on [council's website](#).

The **Sunshine Coast Planning Scheme 2014** (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.

On 31 October 2016, notice was given under the *Sustainable Planning Act 2009* to propose the following amendment to the planning scheme, referred to as the Mooloolaba Master Plan and Key Site Review, focussing on the central area of Mooloolaba.

This amendment was in response to council adopting the *Place Making Mooloolaba Master Plan*, and is the first land use planning step towards realising the transformative vision for Mooloolaba.

The purpose and general effect of the proposed planning scheme amendment is to amend the following in the Mooloolaba/Alexandra Headland Local Plan Area:

- Maximum building height of building and structures for a number of specific sites
- Include specific provisions relating to Key Site 1 – Brisbane Road Carpark and new Key Site 3 – Club Eatery and active street frontages to land in the High density residential zone fronting Walan Street
- Local Plan Elements Map (Figure 7.2.20A) to include additional active street frontages, additional Gateway/ Entry Points and add new Key Site 3 – Club Eatery
- Local Plan Precincts Map (LMP34) to expand the hospitality precinct to include new Key Site 3 – Club Eatery and create a new Mooloolaba Heart Street Activation precinct along Walan Street

- Table of Assessment relating to business activities in the high density residential zone for the new Mooloolaba Heart Street Activation precinct along Walan Street.

The proposed amendment and explanatory material were on public display at all council administration buildings through to 9 December 2016.

### Transport Levy

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

The Transport Levy has continued to execute the 2016/17 program with a strong focus on connecting communities, including the provision of:

- Council Link services for people over 60 years of age, with a disability or mobility impairment as well as carers and minors accompanying eligible people
- Flexi-Link Services in areas with limited public transport, providing a pre-booked scheduled service that 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.

### Environment Levy

The **Environment Levy** program continues to provide opportunities to work collaboratively to protect the lifestyle and environmental values of the Sunshine Coast.

On 16 November 2016, a 27.5 hectare eucalypt and rainforest habitat in the foothills of Buderim was purchased. This site is one of the largest remaining vegetated lots in the Buderim area and home to tall habitat trees along with a number of the coast's protected plant and animal species. This acquisition is fully funded by the Environment Levy and will be protected for many future generations to enjoy.

The Environment Levy also published a [quarterly update](#) on council's website during October 2016 highlighting some key achievements for the financial year to date:

- Protecting and enhancing our environment – including continuation of establishment works across the nine Environment Levy purchased reserves
- Providing healthy waterways and foreshores – the progression of further planning and on-ground activities associated with the various rehabilitation projects on the Maroochy River, Mary River, Pumicestone Passage and coastal shorelines
- Building our knowledge – through discovering and monitoring local flora and fauna populations
- Engaging and supporting the Sunshine Coast community – including the provision of flying fox management, education and research projects, koala conservation and management projects, 22 community partnerships, conservation field days, and a pest action and engagement plan.

### Development Services

The second quarter of the 2016/17 financial year continued to show strong development activity, highlighting the confidence in the local development market.

Some significant points of interest include:

- **93%** of applications are being assessed within legislative timeframes, **72%** of these are within the first 20 business days
- **8%** increase in applications decided by council compared to the same quarter in 2015
- **\$311** million of new dwellings and units, a **33%** increase on the same quarter in 2015
- Applications to create **321** multiple dwelling units have been received
- **33%** of eligible applications were lodged under the FastTrack application system.

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

In accordance with the *Sunshine Coast Planning Scheme 2014*, the private development industry delivers a significant amount of infrastructure for the Sunshine Coast region. On 2 November 2016, the 2015/16 **Developer Contributions** summary was published.

The summary shows the \$123.2 million of collections made through development contributions during the 2015/16 financial year. These collections included:

- \$90.2 million of Contributed Assets
- \$31.7 million collected through Infrastructure Charges
- \$1.2 million collected for community developed funds.

The asset capture reporting project is a fundamental part of gathering detailed information, particularly in relation to contributed assets. It is also essential in detailing how council partners with the development industry to plan for future growth and deliver priority infrastructure.

More information is available on [council's website](#).

## Outlook

The forward outlook for the next quarter will be:

- *Continued review of the legislation and state policy including:*
  - *Project planning and implementation of the New Planning Act 2016*
  - *Finalising the review and submission to the State Government for the South East Queensland Regional Plan 2016-2041*
- *Continue to progress the priority amendments for the Sunshine Coast Planning Scheme 2014*
- *Continue to deliver development assessment processes within statutory timeframes*
- *Continue to progress the planning and infrastructure delivery solutions for the major development areas including Palmview, Maroochydore City Centre, Caloundra South, and Kawana Town Centre (including Bokarina Beach).*





## Operational Plan Activities Report

Quarter Ended: 12/2016

### Quarterly Progress Report on Implementation of Corporate and Operational Plans

NOTE:  
% Complete - shows the progress in completing the operational activity  
On Time - indicates on track for completion by finish date  
On Budget - indicates will be completed within the allocated budget