



CEO's Quarterly Progress Report Quarter 3, 2015/2016



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

Message from the Chief Executive Officer

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

The new Council was welcomed following the completion of the local government election. The organisation looks forward to working closely with the council over the next four years.

Work began on SunCentral Maroochydore with the Premier turning the first sod on the 53 hectare development site.

Stage 3 of the Bulcock Street, streetscape master plan commenced which will be a catalyst for maintaining and attracting new business.

"The World is Coming" promotional campaign was launched to showcase the portfolio of event comings to the region in 2016.

Council has been heavily involved in preparing for the Australian Surf Life Saving Titles, the first time the titles have been hosted on the Coast since 1980.

Council received recognition for its hard work with three awards during the quarter that further demonstrates the organisation's dedication and excellence in serving the community.

Serving our community:

- 49,500 calls received by our call centre
- 80 grants totalling \$180,00 allocated
- 8,662 participants in library programs
- 61% of Council's \$166.1 million Capital Works Program has been financially expended.
- 205 hectares of landscape and gardens beds maintained
- 20,630 tonnes of asphalt surfacing across 20.7km of the road network
- \$132.9 million of council expenditure awarded to local business
- 95% of development applications assessed within set time frames
- 1,419 building approvals issued with a construction value of \$256 million

Corporate plan highlights:

A New Economy

SunCentral Maroochydhore

Construction began in February on the new central business district for the Sunshine Coast with Premier Annastacia Palaszczuk, turning the first sod on the prime 53-hectare development site on 11 February. The first phase of bulk earthworks are being undertaken by a local contractor and work has commenced on the northern end of the site. The SunCentral development will showcase excellence in urban design, technology and innovation, including some Australian firsts, such as automatic waste collection.

Caloundra Bulcock Street Refurbishment

Stage 3 of the Bulcock Street streetscape master plan commenced, which includes the area from Felicity Park to the Minchinton Street roundabout. The upgrade will deliver improved safety, and is a catalyst for maintaining and attracting new business.

Promoting our region

A new campaign promoting the Sunshine Coast as the major events capital of regional Australia, was launched in February.

"The World is Coming" promotional campaign, will showcase the massive portfolio of events coming to the Sunshine Coast in 2016. The Sunshine Coast will host 60 major sporting, music and lifestyle events this year, estimated to contribute about \$100 million to the region's economy.

The Today Show also highlighted the region when the popular television show broadcast nationally from Mooloolaba in March.

A Strong Community

Embracing our Cultural Heritage

Our heritage, our stories was launched in March and provides a comprehensive Heritage Guide of the Sunshine Coast region. It includes information on the Coast's Aboriginal sites, historic sites, museums and heritage places, and historical societies and research collections.

New Local Disaster Management Plan

The revised Sunshine Coast Council Local Disaster Management Plan 2015-18 was endorsed by Council and builds on the previous plan with the focus on ensuring the safety of the Sunshine Coast community. It aims to preserve lives and prevent injuries, to mitigate property damage and to protect the environment.

Sport on the Coast

The Maroochydhore Multi Sports Complex played host to a number of AFL clubs for the 2016 pre-season. The Sunshine Coast Stadium hosted the Color Run, a NRL trial game and a new event called the Ridiculous Obstacle Course.

An Enviably Lifestyle & Environment

World Class Mooloolaba

The plan to turn Mooloolaba into a world class beach destination progressed, with the calling for local, national and international design specialists to tender for the detailed design of the revitalised foreshore. The foreshore design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area.

Bokarina Beach Master Plan

In February Council approved the Master Plan for the Bokarina Beach development, with the recommendation forwarded to the State Government for ratification. The Master Plan covers the almost 30 hectare site with building heights up to eight stories. This significant project will contribute a range of high quality mixed used residential, retail, community, recreational and open space areas.

Caring for our environment

Work continues to enhance the pristine environment of the region. During the quarter projects included continuing to deliver the environment levy program, working closely with our land and wildlife volunteers, flying fox management, new works at the Maroochy Regional Bushland Botanic Garden and the interpretive upgrade of the Cane Cutters building at the Maroochy Wetland Sanctuary.

Service Excellence

Sunshine Coast Solar Farm

Council signed 'design/construct' and 'operate/maintain' contracts with Downer Utilities Australia Pty Ltd for the Solar Farm at Valdora. This project was officially launched on 27 April with construction to be completed by mid-2017. This project will result in 100% of council's electricity offset by renewables.

Surf Life Saving Championships

The Australian Surf Lifesaving Championships arrived on the Sunshine Coast in April. Four years of planning went into the single largest event the Coast has ever hosted, with more than 7,000 surf lifesavers participating in over 400 events. Council was heavily involved in the preparation work to ensure the event was a success. Works undertaken by Council included the beach replenishment program, maintenance of parks and gardens, promotion of our region, event management, permits and the delivery of all works and projects in and around the event precinct.

A Public Sector Leader

Developing our leadership capacity

The second Sunshine Coast Council Leaders Conference was held in March that brought together the organisation's extended leadership group. The conference provided an opportunity for our leaders to share ideas and hear from range of international, national and council speakers.

Smart Communities Summit

The inaugural Australian Smart Communities Summit was held in Caloundra in March. The three day summit provided the first opportunity within Australia for national and international leaders to reveal technologies that will be part and parcel of our cities and communities in the near future. Council's Coordinator Smart City Framework, Michael Whereat, played a lead role in organising the summit and bringing it to the Sunshine Coast.

Managing and developing the workforce

Council is operating within its workforce budget of 1513.01 FTE established positions (full-time, part-time and casual) and 81.24 non-

established positions (as at 7 April 2016), a total of 1594.25 FTE. This equates to a workforce headcount of 1734 (1643 council employees and 91 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.

Organisation Improvement Plan

In consultation with the Councillors, Directors and Managers, an Organisation Improvement Plan was developed during the past quarter. This plan will guide a number of improvements and enhancements to both internal and external services that the organisation provides. The plan will also enable departments and branches to ensure the Councillors and the community continue to be well served by the organisation.

Awards

- **LGPA Management Challenge** – a team of Council employees won the state title of the Local Government Professionals Australia Management Challenge. The team will now represent Council and Queensland at the Australasian finals to be held in June.
- **IFLA BibLibre International Library Marketing Award** – our library service achieved third prize in the 13th IFLA BibLibre International Library Marketing Awards (2016) for its creative pop up library campaign.
- **Sunshine Cove UDIA Award** – this development won the 2016 Urban Development Institute of Australia's National Awards for Excellence in the Queensland and national residential subdivision categories. Council's development services team worked closely with the Sunshine Cove developer to assist in delivering this major development and ensuring lifestyle facilities were provided.

Local Government Election

The 2016 local government election was held on Saturday 19 March. One new councillor representing Division 4, Cr John Connolly, was elected due to Chris Thompson not recontesting the election. The Mayor and all sitting Councillors were re-elected.

The Post Election Meeting was held on 7 April with Cr Tim Dwyer appointed to the position of Deputy Mayor.

With the local government election now concluded, the organisation will continue to work closely with the new council to deliver important services to the community and create a bright future for the region.

Council portfolios

At the Ordinary Meeting on 21 April, Council approved its new portfolio system for the current term of the Sunshine Coast Council.

The new portfolio system better aligns to the Corporate Plan, and will also provide improved alignment with each department. The portfolio system also reflects the critical role the Councillors have in ensuring important services are delivered to our community and working towards creating a bright future for the region.

The allocation of portfolios are intended to facilitate Council's engagement with the community on its strategic priorities and services, and facilitate productive, professional and appropriate relationships within the organisation to advance the delivery of Council's strategic priorities and services.

The portfolios are:

- Region Making Projects, Regional Advocacy and Intergovernmental Relations – Councillor Mark Jamieson
- Corporate Strategy and Finance and Councillor Assisting on Economic Development and Innovation – Councillor Tim Dwyer
- Economic Development and Innovation – Councillor Stephen Robinson
- Tourism, Events and Sport – Councillor Jason O'Pray
- Community and Environment and Councillor Assisting the Mayor on International Relations – Councillor Jenny McKay
- Transport, the Arts and Heritage – Councillor Rick Baberowski
- Place Development and Design – Councillor Peter Cox

- Governance and Customer Service and Councillor Assisting on Local Infrastructure Delivery – Councillor Ted Hungerford
- Local Infrastructure Delivery and Councillor Assisting on Tourism, Events and Sport – Councillor Greg Rogerson
- Planning and Development – Councillor Christian Dickson
- Councillor Assisting on Planning and Development and Councillor Assisting on Tourism, Events and Sport – Councillor John Connolly

Michael Whittaker

Michael Whittaker
Chief Executive Officer
Sunshine Coast Council



Coralie Nichols, Director Community Services

A message from the Director

An outstanding achievement this quarter was Sunshine Coast Libraries securing third prize at the 2016 International Federation of Library Associations and Institutions BibLibre International Marketing Award. The clever 'pop up' library concept created an opportunity for people to think differently about their library and to broaden their understanding of what libraries have to offer and deservedly attracted international attention.

Opportunities for the arts and cultural sector on the Sunshine Coast will strengthen with council endorsing the establishment of the Sunshine Coast Arts Advisory Board. Recruitment is underway to establish the Board whose aim will be to provide strategic advice to council on issues and to support and grow investment in the arts on the Sunshine Coast.

Events this quarter hosted by the Sunshine Coast Stadium included the Color Run™, the Storm vs Wests Tigers NRL trial game and the Ridiculous Obstacle Course (ROC), inspired by the TV show Wipeout which incorporated larger than life obstacles including the Wrecking Ball, Sweeper, Jump Balls and the World's Largest Inflatable Waterslide.

Construction of the new animal pound at Sippy Creek commenced in January and is expected to be completed by October 2016. This will bring together the existing small and large animal pounds and modernise the way this service is delivered.

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

- 49,496 calls answered
- 10,790 customer visits
- 9,362 email requests
- 1,256 webchats

Community Response

- 7,440 infringements issued
- 320 animals impounded (40% reunited)
- 2,283 new animals registered
- 289 environmental nuisance complaints received and investigated

Libraries

- 420 library programs and workshops delivered
- 8,662 participants in library programs

Community Venues

- 890 community venue events held
- 42,187 attendees at venue events

Sporting facilities

- 679 sporting events held
- 34,033 spectators at sporting events

Grants

- 80 grants awarded
- Over \$178,915 in grant funding allocated

Delivery of council's services

Community & Cultural Development & Partnerships

The Cultural Heritage Team have had an extremely busy quarter with the launch of the *Our Heritage, Our Stories Discovery Guide*, developing the commemorative film *Time and Tide – The SS Dicky Story* in partnership with the Friends of Caloundra Lighthouse and facilitating the *Cultural Heritage Discovery Showcase*. All of these activities aim to encourage the community to understand the places, stories, people and things from our rich and colourful past.

Australia Day and Harmony Day were celebrated this quarter. Council's citizenship ceremony resulted in 215 recipients while the Australia Day Awards Ceremony was attended by 450 people and attracted 91 entrants. Harmony Day was celebrated in March with a welcome to country ceremony, multicultural food, live music, displays of traditional dance and Colourfest Film Festival.

The creative arts sector on the Sunshine Coast will undoubtedly strengthen with the endorsement by council of a Sunshine Coast Arts Advisory Board. Recruitment of Board members is underway with the assistance of an independent consultancy firm with industry experience. The Caloundra Regional Gallery exhibited *Black Art White Walls*, *Friday Three Live Events*, *Outskirts*, *Along the Line* and *The Hinterland* this quarter all of which generated wonderful feedback and collectively welcomed 3051 attendees.

\$178,915 of grant funding was awarded this quarter. The total pool was made up of 24 individual grants, four emergency grants, 25 Councillor Discretionary grants, nine minor events, five Environment Levy grants and 13 RADF grants.

The Sunshine Coast Events Network Events Expo was held in March, providing a great opportunity to see what the coast event's industry had to offer and learn some event tips. The event attracted 51 showcase suppliers and over 250 attendees.

Community Venues

Performances at our community venues continued to be popular hosting 890 events and

attracting 42,187 attendees. Key performances included Aboriginal Comedy Allstars, Queensland Theatre Companys' latest production *Quartet* at Lake Kawana Community Centre and The Divine Miss Bette at Coolum Civic Centre.

Libraries

Sunshine Coast Libraries secured third prize at the 2016 International Federation of Library Associations and Institutions BibLibre International Marketing Award for its creative pop up library campaign. The 'pop up' marketing campaign was created to connect with the community aged between 40 and 55 to let them know about the free access to the diverse online eLibrary resources any time of the day. The clever concept created an opportunity for people to think differently about their library and to broaden their understanding of what libraries have to offer.

Our libraries continue to offer informative sessions to our community and this quarter included topics on Saving Money, Property Investment, Smart Job Seeking, Essential Oils, Paleo Lifestyle, Mind Over Matter, Sustainable Living, Seasonal Gardening, Local Food Revolution, Marine Ecology and Creative Photography.

During the school holidays the libraries entertained the kids with Dinosaur Clay Fun, Scavenger Hunts, Shark Discovery, Wonderland Mirrors, Ozbots and Geckoes Wildlife presentations in addition to the regular Storytime and Rhymetime activities.

The use of our eLibrary resources is becoming more popular with eBooks, eMusic and eAudiobooks increasing by 7%, 3.6% and 18% respectively.

Sporting Facilities

The Maroochydore Multi Sports Complex played host to AFL clubs in Collingwood, Brisbane, Western Bulldogs and Melbourne this quarter, bringing the total number of clubs to conduct their camps on the Sunshine Coast to seven for the 2016 pre-season; while the Sunshine Coast Stadium hosted the Color Run™, the Storm vs Wests Tigers NRL trial game and the Ridiculous Obstacle Course (ROC), inspired by the TV show *Wipeout*.

A Maleny Sport and Recreation Master Plan 2016-2031 was adopted by council in January. The Plan provides improved functionality, usage and capacity at key sport and recreation sites within the Maleny locality.

Enhanced infrastructure and new grandstand seating are part of the \$1.5 million upgrade which commenced this quarter at Maroochydore Junior Rugby League Club, \$770,000 of which was contributed by the Department of National Parks, Sport and Racing.

The Cotton Tree Aquatic Centre had new heat pumps installed this quarter; and a 30 year lease was endorsed for the Maroochy Beach Gymnastics Club to facilitate an exciting expansion of the region's premier gymnastics facility.

Cemeteries

Future planning and review of sufficient land and facilities has commenced as a proactive response to the change and demand of the growing Sunshine Coast region. Cemetery Services has been working to progress the acquisition of land in the south of the region to cover future demand.

Our Cemetery Services Team continues to partner with the Youth Justice Department and Work for the Dole to assist with tasks relating to the upkeep and amenity of cemeteries in the region.

A total of 245 cemetery applications were received this quarter, slightly lower than the previous quarter.

Customer & Community Relations

Telephone and physical visits were the main methods of interacting with council this quarter, with 49,496 calls, 10,790 visitors to our centres, 9362 email requests and 1256 webchats managed by the Customer Contact Centre. Customer satisfaction ratings with the Customer Contact Officer remained very high a 4.45 out of a possible score of 5. 91% of calls responded to within 60 seconds, contributing to the high satisfaction rates.

Local Amenity & Local Laws

The Community Land Permits Team has been working with Economic Development to streamline and better coordinate the delivery of

major events in the region in terms of permits and sponsorship. Further, a review of the Community Land Permits process has also commenced.

Several Local Laws were amended in January and the Community Response Branch has been doing a terrific job in educating the public about the changes in regards to restrictions for dogs at Kings Beach, Shelly Beach, Dicky Beach, Currimundi, Mooloolaba Beach and North Shore.

Public Health

18 officers from the Healthy Places team attended training this quarter delivered by Biosecurity Queensland in preparation for new legislation to be introduced 1 July 2016.

The team has also been working closely with Queensland Health to protect our community from mosquito borne diseases such as Dengue Fever, Barmah Forest and Ross River Virus through surveillance and trapping processes.

Animal Pound Facility

Construction of the new animal pound facility commenced in January and is expected to be completed by October 2016. The new pound will bring the existing small animal compound at Tanawha and large animal compound at North Landsborough together. It will include a cattery building with 32 individual cat enclosures, 32 individual kennel modules, assessment facility for administering animal procedures, a large animal enclosure and central administration and reception building. This enhanced service will be part of the 2016/17 Council budget discussions.

Outlook

The forward outlook for the next quarter will be:

- Expression of Interest for Brightwater Community Facilities Land
- Council endorsement of the membership of Sunshine Coast Arts Advisory Board
- Community Safety Plan to be presented to council for endorsement.
- Delivery of Pest Plants and Animals Field Day.
- Investigation into an affordable housing proposal presented by Coast2Bay Housing.

- Investigation into potential for national sporting team/code to be based on the Sunshine Coast.
- Presentation to council (as part of the 2016/17 budget process) of the enhanced model of service delivery at the new pound.
- Commence planning for council's 50th Anniversary celebrations for 2017.



Ray Turner, Director Corporate Services

A message from the Director

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

Revenue to 31 March 2016 is up by \$1.13M (10%) on last year and up on budget by \$455,000 (4.1 %).

In this quarter Council held its second Sunshine Coast Council Leaders Conference to bring together Directors, Managers and Coordinators from across our organisation to share ideas and hear from industry experts on topics about mental health, leadership principles, and important projects for our environment and region.

The 2016/17 Budget process is well underway with budget workshops being held in October and November, 2015 and February, 2016. Further Councillor budget workshops are scheduled in April and May and it is anticipated that the Budget will be adopted at a Special Meeting on 16 June, 2016.

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

Service snapshot of the quarter:

- \$132.9 million or 68.19% of the total purchasing spend for the 2015/16 financial year to date is to local businesses.
- 3,973 subscribers currently registered for council's tender alert service.
- A total of 134,848 rateable properties were issued, for a total of \$142 million in January 2016.
- Holiday Parks Revenue to 31 March 2016 is up by \$1.13M (10%) on last year and up on budget by \$455,000 (4.1 %)
- 565 employees attended Code of Conduct Training
- 57 Insurance claims received
- 99.97% of computer network available during the quarter.
- A total of 1,502,929 emails in and out of Council for the quarter.
- 318,866 threats to our ICT systems blocked during the quarter.

Delivery of council's services

Holiday Parks

Sunshine Coast Council's six Sunshine Coast Holiday Parks have experienced very strong occupancy for period ended 31 March 2016.

Occupancy rates at the holiday parks are maintaining a 2% increase on previous year.

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

Revenue to 31 March 2016 is up by \$1.13M (10%) on last year and up on budget by \$455,000 (4.1 %).

Lifeguards

Statistics for quarter

- 280 Total Rescues
- 2,659,122 Total Attendance
- 2,886 Total First Aid
- 44,923 Total Preventative Actions
- 127,078 Total Local Government Ordinances

Contract compliance inspections conducted on all patrolled beaches.

Deed of Variation of contract for changes in services executed.

Property Management

Portfolio Management

- Building Management Plans - data has been received and under review for implementation by Facilities Management Unit.
- Completion of minor refurbishment works at Level 3 Eddie De Vere Building.
- Completion of minor refurbishment works Level 2 Caloundra Administration Building.

Facilities Management

- Nambour Precinct Security System Upgrade.
- The Events Centre Kitchen Staff Toilet Soft Refurbishment.
- Kawana Aquatic Centre 25m Replace Pool Hoist.
- Fred Murray Basement Lighting Upgrade.

- Caloundra Admin Building Chilled Water Valve Replacement Design.
- Caloundra Admin Building LED Lighting Upgrade Design.
- Kings Beach Pool & Fountain Filtration and Seawater Intake Pumping Configuration Design.
- Wilkinson Park Public Amenities Renewal Design.
- Fairview Public Amenities Water Tank Installation.
- Nambour Aquatic 50m Heat Pump Replacement.
- Cotton Tree Aquatic Centre 50m Heat Pump Replacements.
- The Events Centre Theatre Seating Replacement.

Property Projects and Development

- Acquisition Strategic - Mary Cairncross - 71 Burgess Avenue, Maleny;
- Acquisition Strategic - London Creek -183 MacDonald Road Bald Knob.
- Acquisition Strategic - 44-56 & 66 Maud Street, Maroochydore - one property settled during this quarter.
- Disposal - 131 Forestry Road, Landsborough - sale post auction; settlement on 27 January 2016.
- Disposal - 180 Lower Landershute Road, Landers Shoot - sale post auction at market value. Settlement 17 February 2016.
- Easements - Dicky Beach Surf Club - encroachment issues by Dicky Beach Surf Club - project now complete.

Human Resource Management

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

In this quarter Council held its second SCC Leaders Conference to bring together Directors, Managers and Coordinators from across our organisation to share ideas and hear from industry experts on topics about mental health, leadership principles, and important projects for our environment and region.

The Annual Safety Management Plan 2016 was endorsed by the Chief Executive Officer and posted to the Safeplan intranet page. Communication about health and safety

continued throughout the organisation through the delivery of information sessions on drug and alcohol risk management. Lost time injury days have reduced significantly in this quarter.

Branch Managers now receive monthly reports for KPI reporting purposes of all employee completion rates for the mandatory Workplace Health and Safety training.

HR are continuing to explore ways to promote mental health awareness across council and two sessions are scheduled for Managers and Coordinators in May on Managing Mental Health in the Workplace.

Council celebrated its first International Women's Week and scheduled four activities which attracted 93 employees.

2015 trainees have finished and the four new 2016 trainees have commenced. The 2015 trainees celebrated their graduation with the CEO and the Executive Leadership Team by hosting a presentation and morning tea. The event allowed the trainees to share what they have learned and experienced and to demonstrate their valuable contribution.

Financial Services

January 2016 Rate Run:

January 2016 Rate Notices were issued on 19 January 2016, with a due date of 19 February 2016, to 134,848 rateable properties, totalling \$142 million. Reminder letters were issued to the outstanding properties on 3 March 2016 and as at the end of March 2016 16,140 properties rates remained outstanding, totalling \$13.6 million.

Budget Review 2 2015/16:

Budget Review 2 2015/16 was adopted at the January 2016 Ordinary Meeting, amending the 2015/16 budget to reflect Council's anticipated revenue and expenditure forecasts to June 2016. The cash position increased by \$62.2 million, of which \$57 million is restricted. The cash increase for this financial year has been impacted by:

- \$6.8 million improved operating position
- \$12.5 million additional capital revenue; and
- \$44.1 million reduction in the capital expenditure budget.

Audit:

The Audit Committee was held on Monday, 25 January 2016. Finance tabled the 'Queensland Audit Office Closing Report and Final Management Certificate 2015 and Queensland Audit Office 2016 Draft External Audit Plan at the Audit Committee Meeting. This report was received and noted.

2016/17 Budget Development

The second Councillor Budget Workshop was held in February 2016, with discussions held on:

- Long Term Financial Forecasts
- Revenue
- Levy Policies
- Capital Works Program
- Corporate Plan.

The next Councillor workshop has been scheduled for 19 April 2016.

Procurement Services

Procurement and Contracts Branch has been involved in managing the procurements associated with some of Council's largest projects. The contract for the Sunshine Coast Solar Farm was awarded in February 2016. Procurement and Contracts Branch continues involvement with the Brisbane Road Car Park Development EOI and tender and the Automated Waste Collection Service at SunCentral.

Procurement and Contracts Branch will present the 2016/17 Procurement Policy and a new Local Preference in Procurement Guideline to the April OM of Council. The new Guideline is designed to drive a greater engagement with local suppliers, which in turn has some inherent benefits to Council.

Governance

Local Law Amendments

A review of council's local laws was undertaken and a report was presented to the Ordinary Meeting held on 28 January 2016 where Amendment Subordinate Local Law No. 1 (Miscellaneous) 2016 and Subordinate Local Law No. 1 (Administration) 2016 were adopted. Publication in the Government Gazette occurred on 5 February 2016. The process to

consolidate the local laws will occur later in the year.

Employee Code of Conduct Information Sessions

565 employees received training to build awareness of behavioural expectations of employees and inform on good governance activities and practices. Training is mandatory for all staff.

2016 Local Government Election Preparation

Following the election, a councillor orientation program was developed and includes mayor/councillor events, AICD Program, and LGAQ Program. An intranet Councillor Hub has been developed as a one-stop-shop of information for councillors.

Fraud Risk Management in local government

KPMG are providing expertise and advice to develop a two year fraud and corruption risk plan. KPMG finalised their report which will be considered by the Audit Committee Meeting in May 2016.

Policy Development and Review

During the quarter a Policy Manual and Toolkit has been finalised to assist in the development, review, monitoring and reporting on policies. The manual and toolkit will be uploaded on to the intranet and will operate as a how-to interactive tool suitable for the whole of the organisation to use.

Information & Communication Technology

- EDDIE, the new records and document management system, is now live for all Council including integration to Property and PD Online.
- The Digital Connect Platform (DCP) schedule has been revisited to ensure completion of Stage 1 (the final aspects of the corporate web site, and sub sites) this financial year.
- Office 365 and new version of MS Office has now been rolled out to 1000 staff, this includes moving email to the computing environment.
- Pilot of the Identity Management tool will finalise the tender, this system enabling single sign on for applications, including those in the cloud.

- The Events Management System tender is nearing completion.
- The Smart City Living Lab experiments, principally based in Caloundra, have begun.
- Other Smart City initiatives, including the development and upgrade of the public WiFi offering, and design work for the future Maroochydore CBD.
- Project Management solution vendor selected and the first version of the capital project request has been completed. This project will see all capital projects in the council managed and viewed in the one system.
- Continued the implementation of the ICT strategy, including skills development, digital workshops for the business, and cloud computing migration.

Outlook

The forward outlook for the next quarter will be:

- Code of Conduct training sessions completed
- Commencement of the first round of Fraud & Corruption Risk Assessments
- EDDIE will now be entering Phase 3 of the project providing value added functionality such as enhanced workflows, more integration and migration of RecFind.
- DCP project completed mid June.
- Office 365 completed by mid June.
- Implementation of the Identity Management tool.
- Implementation to begin of the Event Management system.
- Reporting and integration completed for the Project Management solution.
- The Organisation Climate Survey is scheduled for June 2016 to indicate the 'health' of council's workforce. Outcomes of this survey will inform initiatives included in the SCC Peoples Strategy for 2016-2018
- The Reward and Recognition Program will continue with regular nominations coming in on-line and using the postcards.

- The Health and Safety team will be working with all client groups to implement the 2016 WH&S Action Plan.
- A new version of CHRIS will be rolled out in consultation with ICTS.
- 2016/17 Councillor Budget Workshops
- 2016/17 Budget adoption scheduled for 16 June 2016



Greg Laverty
Director Economic Development and Major Projects

A message from the Director

During this quarter, activity within all branches of the Department continued to gain momentum around Council's major projects – as we saw tangible evidence of these game changers coming to life.

This could not be more apparent than on the site of our new CBD at Maroochydore.

Following the successful SunCentral Maroochydore sod-turning event, attended by the Queensland Premier and other dignitaries from private and public sectors, the earth really did move. The first phase of bulk earthworks being undertaken by a local contractor began immediately, with work on the northern end of the site clearly visible to passers-by.

The transformation of the former golf course into a 21st Century Smart City centre will be one for our whole community – and the rest of the world – to watch and eagerly await.

Next quarter another major project will be one to watch – as we anticipate the start of construction on one of the most exciting initiatives for a local government to undertake.

Our Council is realising its vision of being Australia's most sustainable region.

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.

Service snapshot for the quarter:

- Sunshine Coast Airport saw 65,261 passengers pass through its gates in February – a 25% growth rate year on year.
- 30,578 visitors/participants to eight major events generated approximately \$16.9 million in economic activity for the region.
- More than 260 local businesses were provided with access to specialist advice, information and services as part of Council's Regional Economic Development Strategy.
- In addition, 65% of the 180 actions in the Strategy's seven High Value Industry and Investment Action Plans were directly progressed.
- More than 1,000 locals attended *The Today Show* outside broadcast at Mooloolaba Beach, putting them in the viewing rooms of more than 1.5 million Australians.

Delivery of council's services

Airport

New investment opportunities in the region were promoted to key domestic and international markets through INVEST Sunshine Coast. This was achieved as part of the commencement of the Qantas business flight schedule and through the development of an advertorial spread in the Qantas magazine, a digital display advertisement at Sunshine Coast Airport, and negotiation of direct marketing prospects in key Asian and US markets.

Communications

Council continued to strengthen links with its various communities by increasing communication and community engagement requirements. Much preparatory work was undertaken in relation to upcoming announcements around significant projects and major events. The comprehensive marketing campaign for the 2016/17 Budget began to take shape to ensure ratepayers are informed in a timely manner, and a social media advertising campaign was rolled out with high community engagement outcomes.

A signage audit was undertaken across Council to identify high priority tasks for the continued implementation of the organisation's corporate brand.

Economic Development

The Sunshine Coast Economic Futures Board met and provided advice on key Council projects being developed, including the International Submarine Broadband Cable submission, the Investment Attraction Action Plan and the Food Hub Feasibility Study.

Delivery of the Regional Economic Development Strategy continued with activities being undertaken throughout the region and beyond. Council hosted six events and provided more than 260 businesses with access to specialist advice, information and services. Work continued on the 180 actions documented for the seven High Value Industry and Investment Action Plans – with approximately 65% of the action directly progressed and the remainder either already completed or scheduled for completion within

the four-year implementation schedule to 2018. The Business Investment Mission to Sydney provided avenues for Council to engage with peak industry bodies (including the Sunshine Coast Combined Chambers Alliance) in promoting successes in economic delivery and investment within the region.

Council's global connections were further enhanced through incoming international delegations, visits by Austrade representatives, and delivery of the *Export and Global Capability Program 2016*. Council hosted a delegation from Izumisano, Japan; finalised arrangements for the Senior Trade Commissioner Tokyo and the Queensland State Director Austrade to attend an international education roundtable and receive Council briefings on the Regional Economic Development Strategy and major investment opportunities; and held the first Export Networking event of the year which was attended by more than 80 guests. Key speakers at this event came from Advance Aquarium Technologies and the Export Finance and Insurance Corporation.

Council's major and regional events continued to bring participants, visitors and millions of dollars in economic impact to the region and a new campaign promoting the Sunshine Coast as the major events capital of regional Australia was unveiled. Eight major events were held during the quarter and attracted more than 30,000 guests from outside the region. More than 10,000 of these visitors came for the Mooloolaba Triathlon, now in its 24th year on the Sunshine Coast. And, in conjunction with Visit Sunshine Coast, *The World is Coming* campaign showcased the massive portfolio of events for the region in 2016.

Governance and Advocacy

In response to its submission to the Queensland Government on a proposed external boundary change between the Sunshine Coast and the Noosa local government areas, Council received confirmation from the Deputy Premier that the matter would not be referred to a Change Commission for assessment.

In relation to State and Federal government responsibility for core road, rail and public transport infrastructure, Council continued to advocate to secure funding and timing

commitments for solutions to transport infrastructure concerns within the region.

Delivery of major projects

Sunshine Coast Airport Expansion

The Sunshine Coast Airport Expansion project saw all submissions received in response to the Additional Environmental Impact Statement addressed and referred back to the Officer of the Coordinator-General (OCG). Negotiations continued with the OCG and State agencies in relation to likely conditions of approval.

Work on the financing strategy for the Airport expansion continued with a market sounding process, detailing an approach to be taken when going to market, presented by Royal Bank of Canada for consideration.

Sunshine Coast Solar Farm

Council and Downer Utilities Australia Pty Ltd, a large Australian-based engineering company, signed 'design/construct' and 'operate/maintain' contracts for the Solar Farm.

SunCentral Maroochydore

Council, through its Shareholder Representative Group, received an update on SunCentral Maroochydore activities for the period October - December 2015. Of particular note is the outstanding success of the SunCentral sod-turning event attended by the Queensland Premier and other dignitaries from the private and public sectors. Technical work undertaken by council and SunCentral included civil design details, the Smart City framework, the construction program, and the Aerodrome Road Intersection Design Consultancy.

Work continued in relation to the provision of entertainment, convention and exhibition facilities in the Maroochydore Priority Development Area, with council and SunCentral working together to progress an initial market sounding process.

International Submarine Broadband Cable

Discussions around council's Cable Protection Zone application continued at a senior level

between Council officers and the Australian Communications and Media Authority.

Brisbane Road Car Park Development

Council received an update on the Expression of Interest process and approved the project continue to the next stage of calling for tenders from shortlisted proponents.

Outlook

The forward outlook for the next quarter will be:

- Council will receive a report for consideration of the market sounding process for financing the Sunshine Coast Airport Expansion.
- Construction on the Sunshine Coast Solar Farm is expected to commence.
- The world's biggest surf sports event, the Australian Surf Lifesaving Championships, will return to the region's beaches for nine days of competition in April. The "Aussies", last held on the Sunshine Coast 36 years ago, will attract more than 7,000 surf lifesavers from 313 surf clubs and a further 20,000 supporters.
- Council will consider a decision in relation to "Smart LED deployment" and the transfer of public lighting from Energex.
- A Health Investment Mission to Sydney will be undertaken to continue promoting private sector investment in the Oceanside Kawana Health Precinct.
- The *Study Sunshine Coast* portal, developed to encourage local students and others from outside the region (including international students) to study here, will be launched to more than 150 education and business stakeholders, and hundreds of local students. The *Future Careers+* program that identifies future career opportunities on the Sunshine Coast in the next 25 years will also be launched.
- Council will receive the annual report on international relations activities, indicating that the 2015 missions program was delivered well under the approved budget, and will consider the proposed International Missions program for the 2016/17 financial year.
- Council will receive the results of the Community Survey which will inform the future design and delivery of Council services.
- Visit Sunshine Coast will present as part of Budget deliberations, in line with its Funding Agreement with Council.



Andrew Ryan, Director Infrastructure Services

A message from the Director

The department continues to focus on serving our community, delivering quality responses and proactive services to meet the needs of our community. We continually strive to ensure successful outcomes are delivered through communication, engagement and joint efforts across council, which is testament to the tireless efforts of our staff.

Across the quarter two key initiatives are noteworthy:

Commencement of Stage 3 Bulcock Street Streetscape Master Plan, which builds on the existing character of Bulcock Street and is intended to make sure the area remains a safe and enjoyable place for visitors and locals.

Establishment of a Project Management Office, which involves a corporately consistent methodology aimed at delivering project management excellence.

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:

- 205 hectares of landscape and garden beds maintained
- 110 hectares of mowing maintenance
- 56% of Capital Works Projects underway (203) with (124) completed.
- 60,733 tonnes of waste received
- 20,137 tonnes of waste recovered
- 13,951 customer requests received
- 12,216 customer requests closed
- Delivered a total area of 20,630 tonnes of asphalt surfacing and 20.7km road reseal.

Delivery of council's services

Disaster Management

The summer storm season has been the primary focus of attention this year, following the advice from the Bureau of Meteorology for a moderate storm season and a possible late wet season. Isolated severe storms impacted Peachester and Kenilworth in recent months causing vegetation damage and power outages. Tropical cyclone Winston headed our way in February, impacting Fiji as a category 5 tropical cyclone. Fortunately for the Sunshine Coast it weakened into a low pressure system as it moved along the Queensland coastline, delivering powerful surf conditions and causing minor beach erosion along our beaches.

A milestone was achieved with a comprehensive re-write of the Sunshine Coast Local Disaster Management Plan. The Plan was subsequently endorsed by the Local Disaster Management Group in December 2015 and was formally adopted by council in February 2016. The new plan provides guidance for council, Emergency Service Agencies, Non-Government Organisations, Volunteer Groups and the community for disaster preparedness, response and recovery actions. The new plan is now available to the public through the councils Disaster Hub Website

<http://disaster.sunshinecoast.qld.gov.au/>

All disaster sub-plans will also be reviewed by relevant departments in 2016. The Economic Recovery Plan has been revised and recently published, the current Sunshine Coast Evacuation Plan review has commenced and the review of the Evacuation Centre Management Plan is also underway. The community education 'Get Ready' program has been delivered to a wide range of groups, including community groups, LDMG vulnerable community sub-groups and primary schools. Grade 5 classes have been identified as a target group for the program, aligning the Get Ready education content to disaster studies in the Queensland Grade 5 school curriculum.

Public Lighting

Street lighting is a vital community asset that keeps the community safe and secure. Across the quarter routine maintenance of street and public lighting continued with 55 customer requests received regarding council owned lights with 110 requests for repairs to Energex owned street lights. A project to replace deteriorated council owned street lights and poles along Tay Avenue, Caloundra and replacement of deteriorated lights and poles in the car park north of Buddina Surf club has been arranged for quarter 4.

Roads, Cycleways & Pathways

Bulcock Street Streetscape Master Plan includes a streetscape design that builds on the existing character of Bulcock Street and is intended that it remains a safe and enjoyable place for visitors and locals. Stage 3 of the project commenced which includes an area from Felicity Park to the eastern side of the Minchinton Street roundabout. The upgrade will include: improved safety, access and support for the extension of the evening economy, a catalyst for maintaining and attracting new business, an enhanced social environment and encouragement and support for community events.

The TravelSmart team are delivering a series of Start Cycling Stay Cycling Workshops. The workshops have included pathway rides, family cycle skills and basic cycle skills sessions. The latest workshop, "Basics Skills for Women", attracted over 25 women, some of which had not been on a bike for over twenty years. Many of the participants commented on how beneficial the workshop was and how it has inspired them to get back into cycling and ride more often.

Council endorsed the Sunshine Coast Road Safety Plan 2016-2020 which describes the vision for the Sunshine Coast to be recognised as a place which provides a safe travel environment for all road users. Targets to evaluate the progress towards this vision include fewer fatalities, hospitalisations and total crashes in our region than the Queensland average. The plan focuses on driver education, crash investigation and prevention, pedestrian and cycling facilities and speed management measures. Copies of the plan will be made

available in council customer service centres.

Road Network Management

A total of 67 asphalt overlays were completed as part of the 2015/2016 Road Reseal Program, including the completion of four Roads to Recovery projects - Dixon Road, Plaza Parade, Gallery Drive and Creekside Boulevard. Major rehabilitations for Beerburrum and Deloraine Streets are 95% completed and Parklands Boulevard has commenced. Final completion of all rehabilitations estimated to be mid-April. All up, 73% of the program has been completed totalling YTD \$15,184M, with \$6.88 million spent delivering 20,630 tonnes of asphalt surfacing and 20.7km road reseal this quarter. The estimated completion date for the program is May.

We cleaned 400 units under the Stormwater Quality Improvement Device contract, totalling \$72,000 capturing 150.3m³ of material - 10% plastics, cans and bottles; 70% organic material, lawn clippings and leaf litter and 20% sediment. This contract has currently been awarded for two years and includes the new innovation 'The Claw' which enables units to be cleaned without dewatering and entering confined spaces. This results in efficiencies, a safer working environment and savings over the two year period.

There has been 350 roads line marked totalling \$320,000. This contract has recently been extended for two years with the negotiation of a new line marking machine capable of applying highly reflective lines, at no extra cost to the council.

Stormwater Drainage

The 2015/2016 capital works drainage program is on target for delivery by the end of the financial year, with 75% of the work either completed or in progress. Forward planning of the 2016/2017 and 2017/2018 capital works drainage programs have been completed and detailed designs are in progress. This will speed up future delivery times for projects by permitting early construction start dates.

Water quality monitoring is continuing at 15 selected sites across the Region and a number of emerging improvement options have been identified for more detailed investigation.

Where feasible, these will be scoped for inclusion in future capital works projects. The draft Stormwater Asset Management Plan has been completed, and will be presented for council endorsement when finalised. The collaborative research into improved culvert designs with the University of the Sunshine Coast is continuing and initial recommendations are expected by the end of the year.

Beaches, foreshores, coastal infrastructure & canals

A number of capital projects were completed during the quarter. These include: Coolool boat ramp renewal, Twin Waters Marine Creatures (signage project), Twin Waters wall renewals and Shelly Beach seawall design.

Works have been completed on the second (and final approved phase) of dredging at Maroochydore Beach to provide an erosion buffer for essential infrastructure and support the Australian Surf Life Saving Titles in April 2016. A report to council will now be submitted looking at the result of the campaign and future renourishment considerations for this beach.

Due to ongoing coastal erosion at key locations associated with recent weather activity, design and construction has commenced on two emergency coastal projects at Golden Beach (groyne renewal) and Black Swan Park (revetment wall construction).

Bushland Conservation & Habitat

A number of key activities and projects have been progressed or are underway. These include:

Wildlife Management including Flying-fox roost management continued with finalisation of the agreements with Brisbane Catholic Education to progress with management works at Tepequar Drive in the final quarter of the year.

The final draft of the Natural Areas Master Management Plan has been prepared and is planned for stakeholder review in the final quarter of this year. The Racemosa Environmental Reserve Management Plan was placed on the councils website for public comment with final comments now being incorporated into the plan.

The Mary Cairncross building renewal project was approved by council to progress to construction with tenders currently being evaluated; construction is expected to commence in April.

At the Maroochy Regional Bushland Botanic Garden (MRBBG), the Whipbird Garden renewal project continues with key elements finalised and constructed in preparation to present an update to garden visitors in April. The finalisation of the Memorandum of Understanding (MoU) with the Friends of MRBBG was undertaken with Natural Areas and Community Services staff.

The interpretative display upgrade in the Cane Cutters building at the Maroochy Wetland Sanctuary has commenced. The MoU with the support group is now being finalised and final leasing arrangements are being made between the key partners.

Turtlecare volunteers have been actively responding to and monitoring nests to undertake relocations to safer sites, as necessary, when nests have been laid in inappropriate areas.

There have been 170 expressions of interest for Landholder Environment Grants with assessment to occur in early May.

Six applications for the Environment Levy Grant were approved to a total of \$16,034.

Rivers, Streams, Estuaries & Water Bodies

The Waterways team conducted several shorebird surveys prior to, during and post dredging in the vicinity of the Maroochy River mouth.

Planning for the environment levy Mary River Rehabilitation Project is progressing with private landholders along Mary River near Kenilworth being very interested in participating in the project.

Planting of 11,000 plants commenced on the Environment Levy Maroochy River Rehabilitation Project.

Erosion and sediment reviews have been carried out on council work sites, with positive results being recorded.

Waste & Resource Management

Planning has commenced for the installation of up to 24 additional landfill gas collection wells at Caloundra landfill. Landfill gas is a complex mix of different gases created by the action of microorganisms within a putrescible landfill. The gas is approximately forty to sixty percent methane, with the remainder being mostly carbon dioxide. Twenty landfill gas wells are currently installed at Caloundra landfill and now that significant portions of the landfill have reached final waste filling levels, installation of the additional landfill gas wells is underway. As a result of anticipated increased gas capture, council's landfill gas contractor Landfill Management Services (LMS) has commenced feasibility planning for electricity generation at both Caloundra and Nambour Landfills using landfill gas. If the quality and quantity of gas production proves viable, use of landfill gas as a fuel to generate electricity will provide council with a revenue stream while reducing its carbon dioxide footprint.

A new regional Concrete Crushing contract has also been awarded and mobilised during the last quarter. The crushing contract will be utilised by both the Waste Management and Civil Asset Management branches and is a great example of cross branch collaboration. By segregating and processing clean concrete, council is able to divert large volumes of otherwise waste material from landfill to create a usable product.

Kerbside collection services and liquid waste pump outs continue to be delivered at a high level region wide with many compliments being received from satisfied residents via councils Customer Service Centre.

Actions to deliver objectives itemised in the Sunshine Coast Waste Strategy 2015-2025 are being prioritised for the 2016/2017 financial year. The performance measures and goals are also being aligned with landfill diversion key performance indicators for end of financial year reporting. The research and development phase of current and emerging alternative waste technology/treatment systems and future needs infrastructure is also progressing well.

Quarries

Quarry Services has continued engagement with internal customers to ensure the production of an appropriate product range. Additionally, preliminary meetings have been conducted with Sun Central to determine potential future product demand and specifications to commence production planning.

The plant maintenance program has concentrated on improvements to safety this quarter with inspections of safety guards and key plant componentry with any subsequent repair completed.

Fleet Management

Significant progress has been made with the delivery of the Capital Replacement Program this quarter with all orders for this financial year now lodged. New assets totalling \$1.8 million are now in service across the region with twelve major assets totalling \$2 million ordered and confirmed for delivery in the fourth quarter to complete the program.

Fleet Services has also actively promoted the Work Safe Live Well campaign by engaging the Workplace Health and Safety Steering Committee to endorse a review of plant operator competencies. This review will identify any training needs based on position requirements and update corporate records to ensure the currency and accuracy of records and improve site safety.

Placemaking

The plan to turn Mooloolaba into a world class beach destination has taken a step forward, with the calling for local, national and international design specialists to tender for the detailed design of the foreshore. The foreshore design is one of the first stages of the endorsed Place Making Mooloolaba Master Plan, which outlines a long-term vision for the area. Council are seeking exceptional landscape architecture firms who can bring together a team of specialist consultants including aquatic designers, playground designers and urban artists to deliver high calibre designs for this premier foreshore parkland. The outcomes will aim to retain the natural aspects of Mooloolaba, increase beachfront public parkland and create

better public spaces. It will include 40% more public parkland, 2.4km of enhanced waterfront pathways and improved spaces for sporting and entertainment events.

A number of key place making projects in Maroochydore have made significant progress across the quarter. These include:

The west side of Evan Street which is starting to take shape with road pavement being laid and planting making a big impact.

Demolition work on the new Maroochydore CBD is underway as the city gets ready for its commencement. Additionally the design of the Aerodrome Road and First Avenue intersection and new gateway into the future CBD are progressing towards award of the design contract.

The northern end of Duporth Avenue has received a streetscape make-over, completed in time for the Easter weekend's 'Ocean Street World Festival'. This project is part of a wider vision to improve the appeal of the Ocean Street/Duporth Avenue precinct and creates a strong entry marker with timber totems banner poles and feature tree planting.

Outlook

The forward outlook for the next quarter will be:

Field Service Management - the first phase of the project will progress. This phase involves an in-depth business analysis of customer requests, work orders and associated processes. Phase 1 also involves a series of staff workshops aimed at identification of the user and system requirements in order to establish the Field Service Centre. Benefits of establishing a Field service centre include: greater workforce productivity, better management resources and faster response to the community.

Organisational wide Project Management Solution - deployment of Microsoft Project Online being assisted by a project specialist team from **Sensei** (MS Project MVP). Basic configuration and roadmap for deployment to be developed.



Warren Bunker, Director Environment & Planning

A message from the Director

Development activity has remained positive for this quarter continuing the confidence in the local industry. This is confirmed by a 22% increase in development applications lodged, and a 20% increase in lots created under the plan sealing process when compared to the same quarter in 2015.

The Master Plan for Bokarina Beach was approved in February 2016. This significant project will contribute a range of high quality, mixed-use residential, retail, community, recreational and open space areas to the region across a 30 hectare site.

The Sunshine Cove development also received a National UDIA Award for the 'Development of the Year'. This highlighted the success of partnering between council and the developer, Chardon Development Group.

The major projects continue to contribute to shaping the future growth of the region with a major planning scheme amendment for the Palmview Structure Plan area being adopted and taking effect on 1 April 2016. This amendment reflects the revised land use locations, densities, and road layouts for the Master Planned Area and will contribute to shaping the future growth for the region and see the way for the future of the development.

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

Service snapshot of the quarter:

- 95% of development applications assessed within statutory timeframes
- 1,419 building approvals issued with a construction value of \$256 million
- 571 new dwelling houses approved totalling \$160 million in value
- 53 multiple dwelling units were approved with a value of \$20 million
- 2,938 building and plumbing applications lodged and 2,682 decided
- 548 development applications lodged and 543 decided
- 665 lots created under the plan sealing process
- 85 free pre-lodgement meetings held.

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

Delivery of council's services

Strong Economic Leadership, Collaboration & Identity

On 25 February 2016, council approved the Master Plan for **Bokarina Beach** with the recommendation forwarded to the State for finalisation. The Master Plan covers an almost 30 hectare site with building heights up to eight stories and will include:

- 291 detached houses
- 829 multiple dwelling units
- Commercial Space
- Retail and Tourism Space
- Village Park
- Recreation and Community Facilities including 2 hectares of recreational parkland area
- Surf Lifesaving Club.

With the higher order master plans finalised for the broader **Kawana Health Precinct**, a number of key developments have progressed including:

- Civil works on Birtinya Island are completed for the initial three stages with works commenced on the next three stages.
- Duplication of Lake Kawana Boulevard has now been completed.
- The new display village on Birtinya Island is now open to the public including a sales office, café and display homes.
- The pedestrian bridge/weir over the western waterway and Birtinya Island is now complete with the lake circulation pumps for the weir now operational.
- 90 place Child Care Centre in Shine Court opened in January.
- Preliminary planning assessment started on a number of multi storey residential tower proposals within the health precinct to provide permanent and short term accommodation.

In February 2016 a presentation was provided at the **Caloundra City Master Plan** Taskforce's Caloundra CBD Information Night. This presentation detailed the process and discussed the preliminary findings of the Master Plan.

Road Network Management

Infrastructure Charges revenue continues to be managed in accordance with statutory requirements. Revenue for the quarter was \$7.3 million; a 24% increase from the \$5.9 million for the same quarter in 2015. This provides a significant year to date total of \$23.3 million; a 53% increase for the same year to date period in 2015. This supports strong development figures.

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 Planning Regulatory Provisions*. The resolution set 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.

Work has continued on the implementation of the **Sustainable Transport Strategy** with 70% of identified actions either completed or underway. This has included progressing parking surveys to provide input into the *Sunshine Coast Parking Management Strategy*. During March 2016, a parking survey of the Caloundra CBD was completed, to provide input into the development of this plan.

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

Sustainable Growth Network Planning

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

On 22 March 2016, council adopted the *Sunshine Coast Planning Scheme 2014 (Major Amendment) No.5*. The adopted amendment was gazetted and took effect on 1 April 2016.

The purpose and general effect of the *Sunshine Coast Planning Scheme 2014 (Major Amendment) No. 5* is to reflect the revised land use locations, densities, and road layouts for the Palmview Master Planned Area. In addition, an amendment to the Palmview Planning Scheme Policy includes:

- Reflected changes made to the Palmview Structure Plan and standards of provision for infrastructure to ensure consistency with the *Sunshine Coast Planning Scheme 2014*.
- Removal of the water and sewer desired standards of service in accordance with Unitywater's requirements.
- Removal of the requirements for the preparation of the Energy Management Plan, Sustainable Transport Plan and Affordable Living Plan in accordance with changes to the Palmview Structure Plan.

Details of the *Sunshine Coast Planning Scheme 2014 (Major Amendment) No. 5* can be found on [council's website](#).

The **Pumicestone Passage and Catchment Action Plan 2013-2016** was released in October 2015 in partnership with Moreton Bay Regional Council. The implementation in partnership with network stakeholders continues with 14 of 41 actions being completed during this quarter. 22 of the 41 actions are underway.

Development Services

Development activity has remained strong for the quarter ending 31 March 2016.

Some significant points of interest include:

- **95%** of applications are being assessed within legislative timeframes, **82%** of these are within the first 20 business days.
- **665** lots have been plan sealed and endorsed by council compared to **553** lots in the same quarter of 2015.
- **7%** increase in applications decided by council compared to the same quarter in 2015.
- **\$180** million of new dwellings and units, a **4%** decrease on the same quarter in 2015.
- Applications to create **104** multiple dwelling units have been received.
- **52%** of eligible applications were lodged under the FastTrack application system and processed within the first **10** business days.

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

Council's plumbing inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. Construction is well and dedicated plumbing officers continue to work on-site to progress the completion of final inspections.

Transport Levy

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

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

- Review of the *South East Queensland Regional Plan 2009-2031*.
- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*.
- Progress the management of the Infrastructure Agreement for Palmview and Caloundra South.
- Continue to deliver development assessment processes within statutory timeframes.

Environment Levy

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

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

Outlook

The forward outlook for the next quarter will be:

- Continued review of the legislation and state policy including:
 - Consideration of proposed better planning for Queensland reform and the Draft Planning Bill.