


Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 3 – 2022/23






The background of the page features a series of flowing, wavy lines in various shades of green, creating a sense of movement and depth. These lines are more prominent on the left side and fade towards the right.

Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 3 – 2022/23

An aerial photograph of a coastal town at sunset. The sky is a gradient of blue and orange. The ocean is a deep blue with white waves crashing against the shore. A road winds through a green, hilly area that slopes down to the beach. Buildings are visible on the right side of the image.

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Acknowledgements

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

Disclaimer

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Traditional Acknowledgement

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share.

We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

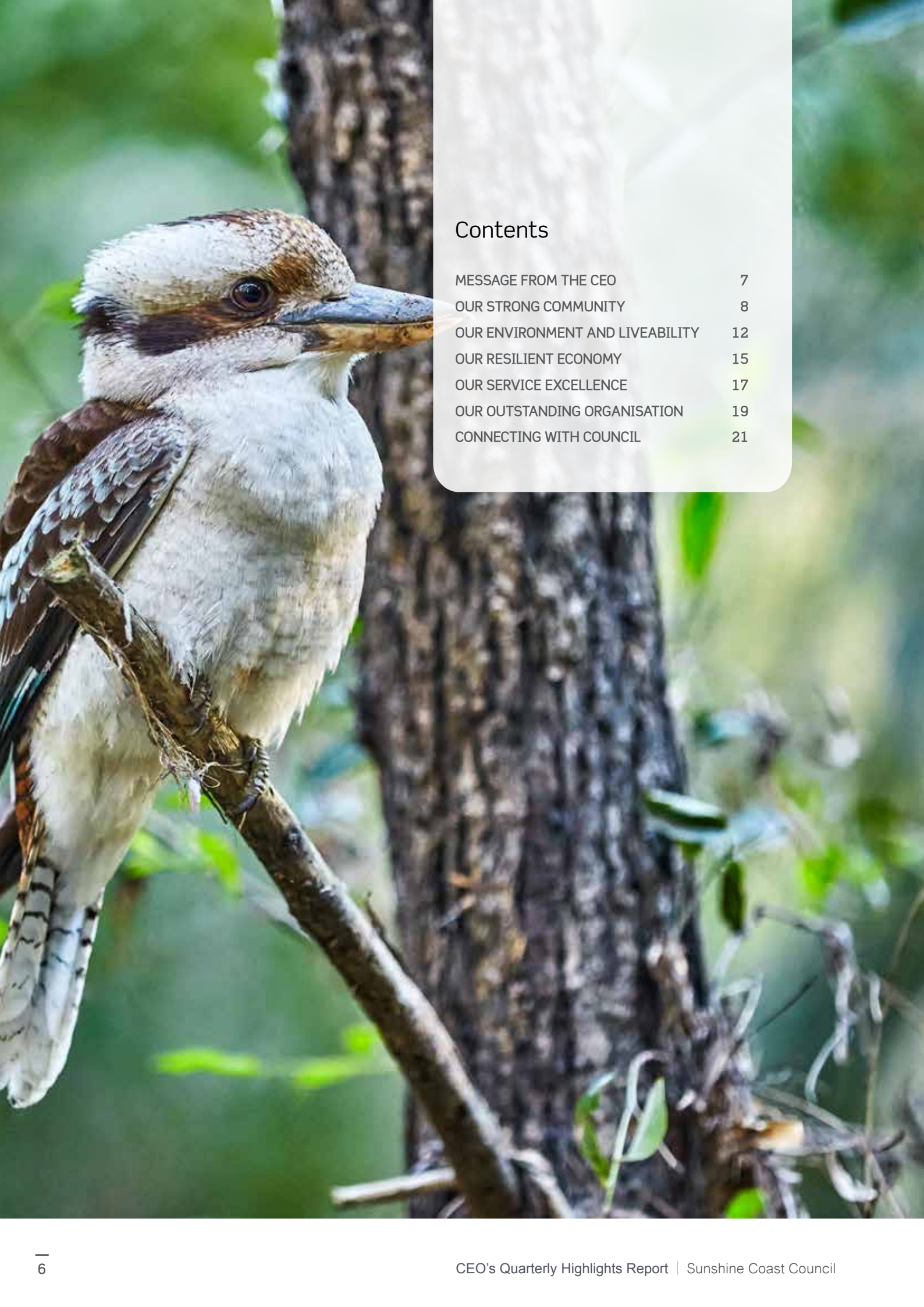
We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

Truth telling is a significant part of our journey. We are committed to better understanding the collective histories of the Sunshine Coast and the experiences of First Nations peoples. Legacy issues resulting from colonisation are still experienced by Traditional Custodians and First Nations people.

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi and the Jinibara peoples.

We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations people continue to play within the Sunshine Coast community.

Together, we are all stronger.



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Message from the CEO



Emma Thomas
Chief Executive Officer

Balancing the needs of our current community and those that will call the Sunshine Coast home in the future is an important part of Council's purpose and our genuine commitment to advance our vision as Australia's most sustainable region: Healthy. Smart. Creative.

To effectively position our region for the future it is important that we continue to engage with our community and, where required, adjust our strategies and plans to proactively manage risk and capitalise on opportunities for our region.

Following extensive environmental scanning, inclusive of a community satisfaction survey the Corporate Plan 2023-2027 was adopted by Council in February 2023. This plan establishes Council's strategic priorities and the blueprint to advance the vision over the next five years as we continue to build a strong and thriving community, maintain and enhance our liveability and natural assets and build the resilience of our economy.

In parallel, Council has embarked on a process to review the implementation plans of our regional strategies that provide the

long term directions and shape the future of our region. During the quarter our community was asked to share their thoughts on the Regional Economic Development Strategy 2013-2033 through a multi-channel engagement process which included an online survey that received almost 700 responses.

Community engagement has also commenced on the Sunshine Coast Community Strategy Action Plan 2019-2024 that will inform the implementation priorities for the next five years. Further engagement on our regional strategies will continue over the coming months to be reflected in this refreshed document that are intended to be presented to Council by the end of 2023.

As we look to the future it is hard not to get excited by the Brisbane 2032 Olympic and Paralympic Games. This worldwide event provides a once in a lifetime opportunity to secure critical infrastructure for our community and showcase our liveability and sustainability credentials of our region. In January 2023, Council launched the '10+10+ vision'. This vision has been developed in collaboration with members of the Sunshine Coast 2032 Legacy Plan Community Reference Group and clearly guides our planning in the lead up to the Games and identifies the necessary advocacy and funding required from the Queensland and Australian governments. This 10+10+ vision is critical so that current and future Sunshine Coast generations can all enjoy the outcomes from the Games.

The concept design for the new Sunshine Coast international indoor sports stadium - located

in the Kawana sports precinct - was released in January 2023. The indoor stadium will host the basketball program for the Games with construction commencing in late 2025 that will provide the capacity for 11 courts with the ability to convert to a 6000-seat show court. This world-class facility will benefit a range of groups, sports and businesses in the lead up to and well beyond the Games.

Lastly, I'm thrilled to see our grassroots sporting clubs are now benefiting from the recent upgrades in Palmwoods at the Warriors Football Club headquarters, which included a major makeover to improve access for all abilities, and the new LED lighting to support cricket and AFL sports on the adjacent Graeme Rae Oval. Sporting clubs engage with many thousands of participants across the Sunshine Coast and support healthy and active lifestyles that assist our communities to stay connected and thrive.

There are many more fantastic highlights mentioned throughout this progress report and I encourage you to read on and find out how Council is partnering with our community, business and other tiers of government to and advance our healthy, smart, creative region.

Emma Thomas
Chief Executive Officer



Our Strong Community

Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.



111,748

people attended community events at Council's venues



90%

customer satisfaction with library and cultural programs



278,281

attendances to Council owned aquatic centres



36

community grant applications awarded, allocated more than \$44,000 for the quarter

Community Strategy 2019-2041

Council is undertaking a review and refresh of the Sunshine Coast Community Strategy 2019-2041 and supporting Community Strategy Action Plan 2019-2024 to reflect current community priorities.

Since the development of the last action plan in 2019, the community has changed due to the COVID-19 pandemic, a growing population, extreme weather events and, more recently, cost of living pressures.

The community was encouraged to get involved in this first stage of community engagement by visiting Council's 'Have your Say' website. Draft action plan priorities will be created and made available to all community members to review and provide feedback on.

Community and cultural development and partnerships

Waived permit fees for temporary living arrangements

In recognition of the housing crisis and cost of living across South East Queensland, Council waived permit fees of \$514 for those having to temporarily live in a tent, car, caravan or mobile home and who, due to extenuating circumstances, find it difficult to pay.

The decision was made in February 2023 through the 2022-2023 Register of Cost-Recovery Fees and Commercial Charges. Council understands

the rising housing pressures placed on many local families with some people having no choice but to live in a temporary home until their circumstances improve.

Approval is for a limited duration and where more time is required, the fee to reapply for a temporary home approval is \$392.

Healthy Sunshine Coast

The Healthy Sunshine Coast program bounced back in 2023 with a range of 30 exciting and innovative health and wellbeing activities held across the region each week.

These include activities such as strength and stability for older people, family yoga, fitness by the lake, pilates, tai chi, aqua aerobics and finding presence in nature.

The program is an affordable and holistic community health and wellbeing initiative that supports and encourages our community to be active, have fun and meet new friends. The program aim is to encourage:

- Positive mental health and resilience
- Regular physical activity
- Healthy eating
- Strong social connections, and
- Participation across all ages and abilities.

Harmony Week – Everyone Belongs

The Sunshine Coast celebrated our vibrant and diverse region with Harmony Week from 20 to 26

March 2023. In collaboration with the Sunshine Coast Multicultural Network and Nambour Community Centre, Council coordinated a week-long program of community conversations, workshops and events inviting residents to experience and explore the cultural diversity on the Sunshine Coast. This year's theme was 'Everyone Belongs' and included activities such as live music, dancing, and cultural activities (as part of Nambour Forecourt Live), to ancestral heritage sessions and active bystander training workshops to prevent racism.

The week demonstrated the Sunshine Coast's understanding, respect and compassion for the wealth of cultural, faith, linguistic and ethnic diversity we all share on the Sunshine Coast.

The Refinery 5.0

The Refinery 5.0 launched in January 2023 with this year's program being led by the Sunshine Coast Creative Alliance (SCCA). Council will be the Refinery 5.0's major investment partner and will work closely with SCCA, and The Refinery participants to continue to strengthen the creative ecology of our region and success of the program.

The Refinery is a 10-week program covering topics such as personal growth and leadership which is designed to build participants' capacity to grow their practice, gain visibility, understand their value and the context in which they operate.

The program will support a total of 20 artists, creative practitioners and entrepreneurs, with five identified First Nations positions, who will also participate in a dedicated First Nations-led series, curated and facilitated by leading Aboriginal and Torres Strait Islander mentors and creatives.

Community Venues

Council's Venue 114 had an impressive start to 2023 facilitating and delivering a number of successful events during the quarter, including the:

- Annual Sunshine Coast Bridal Expo
- Creation of Youth Recycle
- Re-purpose Market (promoting sustainability initiatives)

- Conscious Life Festival
- Burlesque performances, and
- VIP fund-raiser events for Sunny Kids and Travis Shultz Suncoast Legal Service.

Venue 114 also curated and successfully delivered another 'In Conversation' forum for the International Women's Day event with guest speaker Leisel Jones.

Libraries

Key library statistics highlighted from the quarter include:

- 89 events and workshops were delivered to 961 attendees
- Summer Reading club recorded 309 per cent increase in participants from the previous year
- Early literacy (Rhymetime and Storytime) program has grown substantially in comparison to the previous quarter with class sessions upwards of 35 children in attendance
- Literacy services delivered 38 literacy classes with 177 attendances, and 20 English conversation circles with 108 attendances, and
- Library collections both physical and digital continue to perform well with 8.6 per cent increase in digital loans and a 5.3 per cent increase in physical loans.

Kathleen McArthur Lunch Hour Theatre Podcast

The Kathleen McArthur Lunch Hour Theatre Podcast is now airing on 4ZZZ radio in Brisbane, promoting the content to a wider metropolitan audience. Supported by the State Library of Queensland and the Queensland Government, Council produced a podcast series of 22 episodes based on the Kathleen McArthur's Lunch Hour Theatre Scripts Collection.

Founded by Kathleen McArthur, the Lunch Hour Theatre Scripts series ran for more than twenty years with the vision of broadening public knowledge on environmental, biographical, and historical subjects. Many of the scripts focused on local and regional issues as well as providing an archive of historically significant portrayal of events, people, and places.

Roads, cycleways and pathways

Mobility Maps project expanded

Council expanded its award-winning mobility maps in March 2023 - a shining example of accessible tourism opportunities on the Sunshine Coast.

The mobility maps are a clever project that makes it easier for people of all abilities to get out and enjoy the Sunshine Coast way of life. The first maps focused on the popular area between Maroochydore to Mooloolaba and since then, more maps have been developed for the health precinct at Birtinya. Next on the list is the major sports precinct in Kawana, Caloundra and our hinterland areas.

The initiative began a year ago as a trial where specially trained “pilots” backed by advanced technology tracked some of our busiest routes, providing accessibility mapping for those living with a disability, using wheelchairs or using mobility aids to help plan their routes.

The project provides a clear solution for those with disabilities to plan and map their routes and is a comfort to travellers and visitors to our region with mobility issues in identifying where they can get to with ease.

New pathway and LED lights in Sippy Downs

Council commenced construction of a pathway inclusive of 29 LED lights along Claymore Road, Sippy Downs, ready for heavy foot traffic to the Coast's education precinct.

Once complete, the lights will be situated between Sippy Downs Drive and Bainbridge Circuit which will greatly improve the thoroughfare's safety at night as many students and locals walk, ride and scoot along the pathways connecting the community to nearby shops, schools and the local university and sports precinct.

This project is funded by the Australian Government's Local Roads and Community Infrastructure Program in association with Council.

Eco-friendly scooter trial

Council sought expressions of interests to attract a broad spectrum of electric scooter and electric bike hire operators that will trial hire services in the Maroochydore and Mooloolaba area. The trial of affordable and environmentally friendly transport will explore whether electric scooters and bikes can make life on the Sunshine Coast even better.

The trial, which is proposed to start mid-year, will be an opportunity for Council, residents and visitors to experience and test electric scooter and electric bike hire services within specific controls and locations on the Sunshine Coast. The subsequent aim is to encourage more people to spend more time actively enjoying our pathways and outdoor spaces.

Council is committed to finding the right service provider with the right equipment and experience to provide a safe, eco-friendly alternative to getting around our region, while helping to ease traffic congestion.

Sporting facilities

Sunshine Coast Stadium

In a first for our region, the Sunshine Coast Stadium hosted two Brisbane Broncos pre-season games and an open training session in February 2023. Proudly, Council was able to utilise the newly installed 16 metre by nine metre big screen for these games.

Other events hosted at the stadium include:

- Two Queensland Oztag State Cups (juniors in February 2023 and seniors in March 2023), and
- the Canberra Raiders training camp in March 2023.

In addition, the Dragon Boat Queensland State Championships were held at Lake Kawana in March 2023, and upgrades to the Sunshine Coast Stadium car park, located on Sportsmans Parade, opened with 157 formalised car parks, fencing, lighting and boom gate controls.

10+10+ vision - our legacy for the Games

Council launched its 10+10+ legacy vision in January 2023, which outlines what our region should seek to achieve from being a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games.

The milestone document was developed in collaboration with the Sunshine Coast 2032 Legacy Plan Community Reference Group to create a shared vision and aspirations for our region. A range of outcomes are identified within the vision include:

- new and improved transport systems
- a range of community-based programs
- programs and projects to protect and enhance our natural environment
- increased hotel and accommodation options, and
- greater participation in community sport along with delivering world class, accessible multi-purpose sporting venues.

Sunshine Coast's new international indoor sports centre

Council, in conjunction with Brisbane 2032 Games Delivery Partners, has revealed a concept for a new international indoor sports centre that will have capacity for 11 courts and the ability to convert to a 6000-seat show court.

As planning steps up for the Brisbane 2032 Olympic and Paralympic Games, Kawana has been chosen for an exciting sporting expansion that will benefit a range of groups and sports (including basketball, netball, volleyball, pickleball, futsal and badminton) and will also benefit business, tourism and allied health providers.

It is expected to be up and running in 2027 and funded by the Australian and Queensland Governments under their Brisbane 2032 Olympic and Paralympic Games funding agreement with the cost to be determined once the design process is completed.





Our Environment and Liveability

Our natural assets, healthy environment and liveability credentials are maintained and enhanced.



7109 hectares

of landscape and garden beds maintained



10,350 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



417

wheelie bins of weeds removed by 357 volunteers with the Community Nature Conservation Program



1582 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and associated reduction in greenhouse gas emissions of 24,834 tonnes

Beaches, foreshores, coastal infrastructure and canals

Funding for climate risk study

Council, in partnership with Noosa Shire Council, successfully received \$1.1 million from the Queensland Reconstruction Authority under the Queensland Resilience and Risk Reduction Fund which will be used for a climate risk study.

The project will run for two years and aims to better understand the implications of climate scenarios, how this will cause cascading impacts Sunshine Coast and Noosa's key services, the population, critical infrastructure and the environment.

Clean up for hatchlings 2023

More than 500 dedicated Sunshine Coast volunteers participated in cleaning up our beaches on 4 February 2023, ready for our hatchlings to make their way to the ocean as part of the annual 'Clean up for the Hatchlings' event.

Across 18 sites, 562 children and adults picked up 280 kilograms of rubbish – the largest item recorded was a stand up paddle board.

Our region is a turtle friendly community. Council acknowledges the fantastic work of event partners who make the clean up such a success and give our little hatchlings the best start in life. Partners of the event are TurtleCare Sunshine

Coast, Reef Check Australia, Unitywater, SEA LIFE Sunshine Coast Aquarium and Noosa Council.

Sand re-nourishment at Mooloolaba Beach

Council, in partnership with the Department of Transport and Main Roads, collaborated on a dredging campaign to remove sand from the Mooloolaba harbour entrance and within Mooloolaba bay and re-nourish Mooloolaba Beach.

Through these works, Council utilised a booster sand pump for the first time to nourish sand from the 'Cheese block' on Parkyn Parade, Mooloolaba to the Mooloolaba Surf Club. The re-nourishment is in response to erosion events associated with the La Nina weather patterns over previous years and provides an essential buffer from any future storm events.

Upgrades to Wurtulla beach accesses

Beach accesses at Wurtulla received upgrades to help beachgoers stay on the right track and protect the sensitive environment.

At beach accesses 247 Wurley Drive and 251 Petrel Court, Wurtulla, the old sets of timber stairs were completely replaced with an aluminium frame, timber handrails and fibre mesh treads and landings. Accesses 249, Poatina Street, Wurtulla and 250 near Bellbird Circuit, Wurtulla both received a refresh.

The upgrades mean our local community can continue to get safely to the beach while helping to protect the dunes and coastal foreshore areas from erosion and damage by staying on the right track to access the beach.

Bushland Conservation and habitat

Clean up Australia Day 2023

Council proudly supported Clean up Australia Day on 5 March 2023, in collaboration with local schools, businesses and community groups.

This year, almost 1200 volunteers collected 4.2 tonnes (the equivalent of 300 bags of general rubbish) and almost a tonne of recyclables over 103 Sunshine Coast sites.

Council recognises we all can play a part in keeping our region beautiful and healthy and thank those who volunteered time to participate.

Recreation parks, trails and facilities

Green Flag Award for the Kings Beach Park and Community Precinct

The Kings Beach Park and Community Precinct has been internationally recognised with a Green Flag Award. The international Green Flag Award® recognises and rewards well-managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces around the world.

The Kings Beach Park and Community Precinct is only the fourth Queensland park to receive this prestigious accolade and winning brings with it a wealth of benefits, from the status of being affiliated with a prestigious awards program through to tangible benefits such as boosting tourism and opening up revenue opportunities.

Electronic mower fleet expanded

Council introduced the largest fleet of fully electric, commercial grade, ride-on mowers of any Australian local government. The five new

mowers are environmentally friendly and reduce noise pollution by up to 50 per cent and join Council's growing eco-friendly fleet of vehicles and plant tools.

The new fleet is in line with Council's Environment and Liveability Strategy 2017 Transformational Actions to be a zero-net emissions organisation and low-carbon community by 2041.

These clean, green machines will be used to service our parks and recreation spaces, cemeteries, and Sunshine Coast Stadium and are proof of our Council consistently taking a proactive, evidence-based approach to deliver on its sustainability commitment.

Stormwater drainage

With a changing climate and a growing community, effective stormwater management is critical to ensuring that Council can achieve its vision as Australia's most sustainable region: Healthy. Smart. Creative.

Throughout the quarter, Council inspected and actioned the following stormwater infrastructure:

- 25 pipes were relined and 47 patched
- 45 pits were upgraded and 18 repaired
- 5512 condition inspections were undertaken, and
- 280 customer requests were investigated and responded to.

Sustainable growth and network planning

Mooloolaba's Central Meeting Place

Following an extensive community engagement process which commenced April 2022, Council determined in January 2023 the design for the Mooloolaba Foreshore Revitalisation Central Meeting Place (which encompasses the Loo with a View) would be 'Concept Blue'.

Two distinct designs were presented for a foreshore rejuvenation and presented to the community. Feedback was received through more than 1300 surveys, conversations with the

community and stakeholder groups with 'Concept Blue' being the clear preference. Council was also presented with engineering reports and State authority advice before voting commenced.

The precinct design includes new viewing decks, meeting places, picnic areas, beach showers, significant native landscaping, integrated seawall and a coastal pathway. The project also involves replacing the existing 'Loo with a View' with fully inclusive public amenities – that are separate from the viewing deck and meeting place – to address its aged state and current accessibility issues.

Community Engagement - Sunshine Coast Ecological Park

The Sunshine Coast community were invited to 'Have your Say', in March 2023, on the Draft Master Plan for the proposed Sunshine Coast Ecological Park.

The plan features numerous highlights including two treetop bridges, a forest lookout with 360 degree views over the Glass House Mountains and down to the coast, a community pavilion, operations and research facility and 'forest rooms' for play, discovery, rest and contemplation.

The 65 hectare land parcel, currently used for cattle grazing, lies in Jinibara country adjacent to the existing Mary Cairncross Scenic Reserve at Maleny, and within the Mountain View Green Space, one of the Sunshine Coast's five major green spaces. Council is in the process of reviewing the community feedback which will inform the final master plan.

Community and Creative Hub Precinct

For the first time in 28 years, Council's Customer Service counter in Omrah Avenue, Caloundra relocated to 77 Bulcock Street, Caloundra heralding the start of an exciting development. The move will allow for the refurbishment and repurposing of the Omrah Avenue administration building.

Once renovated, levels one and two of the administration building will be home to a new district library, a new customer service centre, community meeting spaces and covered outdoor

areas. The upper level of the building will provide community venue space and staff administration offices.

The Community and Creative Hub precinct will be managed in stages and delivered over the coming years. It is set to boost investment confidence and establish Caloundra as a leading business employment, cultural and community service hub and act as a catalyst for private investment in the Caloundra centre.



Our Resilient Economy

Our resilient, high-value economy of choice drives business performance, investment and enduring employment.



\$5.3 million

in revenue for Sunshine Coast holiday parks



2438

businesses accessed specialist advice and information



35,152

guests attended 10 major events, which generated approximately \$17.1 million in economic activity for the region



\$70.4 million

or 67% of the total available purchasing spend for the quarter went to local businesses

Economic development

Regional Economic Development Strategy 2013-2033

After a period of significant growth and change within our region, Council and its partners are undertaking a 2023 review of the Regional Economic Development Strategy 2013-2033.

Our community, local businesses and industry groups were invited to 'Have your Say' on the future direction of the Strategy over the next 10 years through an online survey in March 2023.

More than 690 survey responses were received in addition to feedback through several external consultation opportunities. Council is currently reviewing all feedback and will use it to inform the final strategy.

This quarter, priorities and initiatives from the existing strategy continued to be implemented, which included:

- Business Sustainability Workshops, encouraging businesses to find out how to cut costs, improve efficiencies and reduce impacts on the environment
- Level Up Your Business website launch, aimed to help with business planning, networking, permits, licenses, grants and more
- Scaling Up Program, focused on business planning and performance
- Place activation initiatives in Nambour, Mooloolaba and Caloundra, including the Buy

Local promotional campaign developed to encourage consumers to purchase local gifts for Mother's Day,

- Sunshine Coast Workforce Development and Skills Gap Analysis project (being delivered in collaboration with the University of the Sunshine Coast), and
- Support for key stakeholder groups, Visit Sunshine Coast, Food and Agribusiness Network, Clean Tech Industries, Manufacturing Excellence Forum, Sunshine Coast Tech Industry Alliance, Screen Collective and Study Sunshine Coast.

Sunshine Coast Jobs Hub

The Sunshine Coast Jobs Hub was launched in January 2023 to connect local talent with local industry by showcasing the latest job and career opportunities within the Sunshine Coast region.

The platform has been created through a partnership between Council and Study Sunshine Coast and already has more than 700 opportunities listed. It is an important initiative to boost business and industry growth and attract, retain and develop talent in the region – consistent with the intent of the Regional Economic Development Strategy 2013-2033.

The platform is free for businesses to advertise their job opportunities, and it also aggregates employment opportunities from other job sites to showcase roles specifically located on the Sunshine Coast. The one-stop-platform features

information, insights and opportunities on the region's high value industries and employers from tourism and hospitality to health, education, manufacturing and more.

Caloundra Music Festival confirmed until 2025

The much-loved Caloundra Music Festival - which attracts fans and musicians from far and wide and injects more than \$3 million into the local economy each year - was secured in February 2023 for another three years.

Council recognised the festival continued to provide affordable, family-friendly entertainment to a broad demographic, performance opportunities for local artists and support for charities, venues, businesses, accommodation providers and schools. The event also promotes accessibility, diversity and inclusivity and helps bind the community, attracting more than 500 volunteers.

An integral part of the festival's delivery has been a focus on sustainability and, in 2022, more than 80 per cent of all waste generated by the festival was diverted away from landfill. The Caloundra Music Festival aims to build on the Sunshine Coast's environmental credentials with the goal of becoming the region's first zero net emissions music event by 2027.

Water sports championships bound for Sunshine Coast

Mooloolaba will play host to one of the most-exciting up and coming water sports in the world after securing hosting rights for the 2023 Australian Coastal Rowing and Beach Sprint Championships between 27 and 30 July 2023, which for the first time incorporates the Oceania Championships.

Coastal Rowing is a high-octane, white-water variant of traditional flat-water racing and a discipline on the rise, having been included in the program for the 2026 Commonwealth Games in Victoria and on the radar for both the Los Angeles 2028 and Brisbane 2032 Olympic and Paralympic Games. Surf Sports are an important cultural aspect of our community which will provide spectacular viewing for Mooloolaba Beach visitors and locals.

Revitalising Nambour's town centre.

Council, in collaboration with Nambour businesses and community groups, worked closely together to develop digital material to sustainably promote living, working and shopping.

Developed to encourage locals and visitors to explore Nambour, the digital makeover includes dynamic #ExploreNambour video series, e-newsletter, blogs, social media content, and a revamp of the I AM NAMBOUR website. The innovative new video series captures the vibrant night economy, the café culture and broad variety of shops, including Nambour's highly regarded vintage shopping offering. The website has been updated to include newly created parking map (inclusive of accessibility options) and a Vintage and Retro Op Shop Hip Hop map, plus up-to-date small business and local industry content, links to investment information and destination marketing information.

Multi-deck parking facility within the Maroochydore City Centre

A 40-metre crane was erected on the construction site for the new multi-deck parking facility in the Maroochydore City Centre in February 2023, marking another milestone for the project. The project continues to progress well with the help of state-of-the-art equipment and a highly skilled team of construction professionals. The next phase of the project will include the construction of the eight level concrete structure. Works already completed to date include bulk earthworks, 60 deep foundation piles, footings and ground services. Once complete, the eight-storey car park will include 295 paid parking spaces, including accessible parking and electric vehicle charging spaces plus 39 motorcycle and 28 bicycle spaces.

Holiday Parks

Occupancy across all of Council's Holiday Parks was 73 per cent for the quarter. The 'Top of Dunes' refurbishment works at Coolum Beach Holiday Park were completed formalising 19 new caravan sites and sealing the roadway through these sites. This work included the replacement of the southern boundary fence and an ease of access staircase to the beach, providing direct access to the patrolled surf of Coolum Beach and making this park one of the Sunshine Coast's most popular camping and caravan destinations.



Our Service Excellence

Our services are consistent and accessible and provide positive experiences for our customers and value to our community.



89%

of development applications assessed within statutory timeframes



1767

building approvals issued with a construction value of \$511 million



80,965

customers assisted through the development and customer contact centres



\$13.4 million

invested into our local road network to rehabilitate and resurface 73.7kms of road with a total area of 415,620m² for the safety of our community

Capital works program

Palmwoods Warriors Football clubhouse and LED lighting project

Council completed construction of the Palmwoods Warriors Football Clubhouse in March 2023, in addition to the new LED lighting being delivered separately to the Graeme Rae Oval.

This modern, inclusive clubhouse includes refurbished change areas, canteen, meeting room and office, storage area, public amenities and an extensive undercover viewing area. The \$560,000 Palmwoods Warriors Football Club project was jointly funded through the Queensland Government's South East Queensland Community Stimulus Program in association with Council and Sunshine Coast Churches Soccer Association.

The new 300 lux LED lights over the wicket box and 200 lux outer field lighting will greatly improve competition and training opportunities. The \$519,000 Palmwoods Cricket/AFL LED lighting project was jointly funded by the Australian Government and Council. The Australian Government committed \$450,000 through its Local Roads and Community Infrastructure Program.

Customer and community relations

Council received a strong customer satisfaction result for the quarter and noted reduced contacts

to Council's contact centre. This can be attributed to Council's online waste forms, which have provided customers with a quick and convenient channel to 'self-service' and get the right outcome easily, the first time.

Development services

Council has continued to see development activity returning to pre-COVID-19 levels, noting a reduction in the extraordinary workloads associated with the HomeBuilder Scheme, increased interest rates, changes in development market appetite and impacts of construction costs and resourcing.

Local amenity and local laws

ParkSmart program expanded

The ParkSmart program introduced its third vehicle during the quarter (equipped with number plate recognition, high-speed cameras and advanced computer software) to monitor Maroochydore, including the Cotton Tree and Picnic Point areas, Mooloolaba and Alexandra Headland.

Similar to phase one and two, Council implemented a four-week educational period with caution notices issued before infringements are imposed.

The program is focused on providing a safer work environment for parking officers and reducing

the risk of occupational violence. It also supports local businesses in Maroochydore, Mooloolaba and Alexandra Headland as ParkSmart provides greater coverage and capacity to encourage visitor turnover.

Quarries

Key quarry initiatives undertaken during the quarter include:

- The quarry crushing contractor commenced and as a result has increased the production of road base and gravel road products for maintenance, and
- Large rock products were provided for Council's high-flow, low-flow dry creek bed projects, including the Honey Farm Road Sports Recreation Precinct.

Road network management

Upgrades to Brandenburg Road, Mooloolah Valley

Council commenced upgrades to Brandenburg Road in Mooloolah Valley in March 2023 to widen and improve safety for all road users.

The works are located near the intersection of Viewland Drive and continue west for approximately 500 meters. Upgrades include the road widening on the up-hill side to provide a more uniform road width between 6 – 6.5 metres, installation of kerb and channel to improve drainage, and the installation of three speed humps and additional signage to control traffic speed.

Replacement of 100-year-old bridge

A 21 metre-long timber bridge located at 298 River Road, Maroochy River underwent a \$650,000 replacement in March 2023 as it had reached the end of its viable life. The bridge which was 100-years-old and described as a complex, rare and logistically challenging operation, was successfully completed.

Historically, the three-span bridge was designed for minimal traffic and up to 40-tonne loads,

however more recently the weather and neighbouring developments saw an increase in traffic movements and load capacity up to 55 tonnes, meaning it was at risk of failure.

The new bridge is a cost-effective and long-lasting solution providing a safe and reliable crossing for connecting our growing communities into the future.

Waste and resource management

Free Mulch thanks to green organics bins

In March 2023, Council announced the offer of free mulch at Council's resource recovery centres.

Residential and commercial customers can attend one of Council's resource recovery centres (located at Beerwah, Caloundra, Buderim and Nambour) and with the help of a machine, pick up a free load.

The announcement follows the introduction of green garden organic bins in July 2022. Mulching and reusing garden waste, instead of dumping it, will extend our landfill life and reduce greenhouse gases being released into the atmosphere. When you recycle your garden waste, it gets turned into mulch – creating new life from old.



Our Outstanding Organisation

Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.



98

offers of employment
for the quarter



4

national and international
awards received during
the quarter

Council's Corporate Plan 2023-2027

Council adopted its Corporate Plan 2023-2027 in February 2023, which will guide our directions and priorities for the region over the next five years.

The Corporate Plan has been informed by consultation with our community across a broad range of activities, including the Community Satisfaction Survey 2022, and has been considered alongside an environmental scan of key changes that have arisen since the last plan was adopted.

The Corporate Plan outlines the ways Council will advance our vision and deliver on our purpose. It presents five strategic goals which provide a balanced approach to planning and are aligned to our Councillor Portfolio system:

- Our strong community
- Our environment and liveability
- Our resilient economy
- Our service excellence
- Our outstanding organisation.

These goals will cascade into the development of the Operational Plan 2023/24 and the subsequent annual and quarterly progress reports that monitor delivery.

Digital information services

Council replaced its website in February 2023, transitioning to a new platform that provides enhanced cyber security, and provides more sophisticated artificial intelligence and reporting analytics.

The new platform is an important foundation allowing the overarching project to deliver continuous improvements relating to the customer

and user experience. The platform will give Council great opportunities for new governance frameworks and practices to deliver optimal customer experience based on customer needs.

Council continues to invest in cyber security, ensuring safe and secure digital services and maintaining the integrity and reputation of Council and the community.

Financial and procurement services

Assistance to ratepayers and suppliers

Council's bi-annual rate run was undertaken during January 2023 and to assist ratepayers unable to pay in full by the deadline, Council has continued to offer interest-free payment arrangements for those who made an arrangement by the due date.

Awards

Council and a Council employee received international and national recognition during the quarter:

- The **Kings Beach Park and Community Precinct** was awarded the international Green Flag Award for being a well-managed park and green space and for setting the benchmark standard for the management of recreational outdoor spaces, in January 2023.
- **Council employee, Peter Armstrong**, received international recognition from the International Erosion Control Association at the Annual Conference and Awards, in February 2023.

- **The Construction Management and Waterway Protection Taskforce** won the National Award in Policy and Education at Stormwater Australia's National Awards for Excellence, in March 2023. This Taskforce has been a catalyst for positive change management in the construction sector in regards to environmental performance.
- **The Caloundra Music Festival** was awarded the People's Choice Award for Festival of the Year at the Queensland Music Awards, in March 2023.

Connecting with Council

Council invites the community to take part in many forms of community engagement.

To receive Council news and information you can subscribe to Council's [e-newsletters](#) by visiting Council's website at sunshinecoast.qld.gov.au.

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

Follow Council on:



Visit our have your say website at haveyoursay.sunshinecoast.qld.gov.au to comment on current consultations and projects or read about how community engagement helped shape Council projects.

Contact us via MyCouncil online anywhere, anytime to ask a question, report a problem, lodge a request or provide your feedback. Complete an [online form](#) or chat with a Customer Service Officer using Council's [SMS](#), or [request a callback](#) service from 9am–4.30pm Monday to Friday or email mail@sunshinecoast.qld.gov.au.

Customer contact counters are open 8.30am–4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour, for visits in person, or by phone on (07) 5475 7272. For after-hours emergencies, Council receives calls 24 hours a day, seven days a week.

We encourage you to visit sunshinecoast.qld.gov.au.



Our region.
**Healthy.
Smart.
Creative.**

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Image credit: iStockphoto.com/Markus Spiske





Operational Plan Activities Report Quarter 3, 2022/23



Quarterly Progress Report

Corporate Plan Goal : Our strong community



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







Healthy and active communities





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2022	30/06/2023	70%			The Healthy Sunshine Coast program recommenced in February 2023 with more than 30 weekly activities delivered by 26 different providers. The activities are spread across the Sunshine Coast to ensure the community can access activities close to them. There are 2500 registrations for the program via Council's website and more than 1200 members on the program's Facebook page. Further work has commenced to expand targeted program to young people, the First Nations community and people with disability to provide a holistic low-cost community program for all. Programming includes diverse activities such as aqua aerobics, family yoga, circuit classes, jazzercise and meditation.	CD: Community Development
1.1.2	Partner with the State Government and school communities to deliver travel behavioural change programs that support active transport options, including the 'RideScore Active School Travel' program, walking and cycling to school events, the cycle skills education course and the safe school travel program.	01/07/2022	30/06/2023	75%			Ride to School Day 2023 was a success with 37 schools and 2400 school children registered. Ten schools are now involved in the RideScore Program with more than 50% of Nirimba children registered for the event. The separated cycling facilities at Nirimba and extensive active transport network at Aura development largely supports walking and cycling to Nirimba State School were 129 bicycles and 41 scooters were counted. There was a more diverse spread of schools as part of Ride to School Day from coastal through to hinterland. This result is encouraging and supports the need to continue to improve active transport infrastructure right across our growing region to provide a healthy and sustainable travel option. Council commenced planning for the delivery of the Cycle Skills program at RideScore schools. Cycle Skills is an introductory lesson to safe cycling from local qualified cycle coaches to reinforce essential bike handling skills, road rules to assist with safe school travel behaviours, and support the promotion of active school travel.	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.3	Identify and secure an enduring legacy for the Sunshine Coast as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games and work collaboratively with our Community Reference Group and key partners to identify Sunshine Coast specific themes, opportunities and challenges.	01/07/2022	30/06/2023	75%			On 24 January 2023, Council launched its '10+10+ legacy vision' for what the region should seek to achieve from being a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games. The vision document was unveiled with members of the Sunshine Coast 2032 Legacy Plan Community Reference Group, who have worked with Council to develop a shared legacy vision and aspirations for our region arising from the Brisbane 2032 Games. More than 20 Sunshine Coast community and Council representatives attended the Brisbane 2032 Legacy Forum where around 500 of Australia's community and business leaders, sports stars and school leaders came together to help shape the overarching Brisbane 2032 Legacy Plan.	ECDGE: Group Executive Economic and Community Development





Vibrant community places and spaces that are inclusive, accessible and adaptable





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexilink and Kenilworth Community Transport Service.	01/07/2022	30/06/2023	60%			<p>Implementation of the Transport Levy initiatives progressed with the continuation of existing services such as Council Link, support of the Kenilworth Trial and the Flexilink bus services in the Hinterland. The delivery of a 2-year trial to extend bus route 631 to better serve Yandina will be funded by Council and the State.</p> <p>The bus stops scheduled for upgrade are on track for delivery this financial year.</p> <p>The Transport Levy is also funding the delivery of ThinkChange, Council's Travel Behaviour Change Program and the Ridescore initiative across participating schools. The Levy will contribute to the Detailed Business Case for Sunshine Coast Public Transport project, which is being led by the Queensland Government in collaboration with Council as a funding partner.</p> <p>There have been some minor delays to the program resulting in year-to-date underspends. Any remaining funds at the end of the year will return to the Transport Levy reserve to be allocated in accordance with the supporting policy.</p>	SIPP: Strategic Infrastructure Planning and Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.2	Continue implementation of 'smart parking' technology with two additional car park locations in Maroochydore and Maleny that will improve car park usage data to inform future planning, travel choices for our residents and assist to reduce traffic congestion.	01/07/2022	30/06/2023	75%			Progress for the install of parking counters has been delayed due to preparatory works not being completed. All equipment has been commissioned and is ready to be installed, pending upgraded poles for mounting new signs and parking counter systems. Once poles are in place, installation of the parking counter systems is expected within a few weeks. It is anticipated to be completed before end of financial year.	TIM: Transport Infrastructure Management
1.2.3	Expand the trial and implementation of regulated parking technology to provide a safer work environment while encouraging vehicle turnover to provide fair and equitable access to the town centres, destinations and tourism locations.	01/07/2022	30/06/2023	90%			Implementation of Council's ParkSmart Program has continued with an additional vehicle fit-out completed and ParkSmart patrols commencing this quarter in the wider Maroochydore, Alexandra Headlands and Mooloolaba areas. The introduction of Council's ParkSmart Program into these new locations continues to support vehicle turnover in business centres and during community events. Educational cautions are being issued in the first four weeks of rollout, which is consistent with the rollout of the initial two vehicles. The program continues to highlight a reduction in occupational violence towards Council officers, with zero ParkSmart related incidents reported since 1 July 2022.	CR: Customer Response
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: commencing civil works at Honey Farm Sport and Recreation Precinct, completion of the equestrian arena upgrade at Nambour showgrounds, and major upgrades to the North Shore Multi-Sports Complex and Palmwoods football clubhouses.	01/07/2022	30/06/2023	75%			Construction of key sport and recreation projects came to completion this quarter, including: <ul style="list-style-type: none"> The Palmwoods Warriors Football clubhouse upgrade, ready for the football season The installation of field lighting at Coolum Sports Complex to support rugby league and cricket activities, and The Moss Day Pavilion Indoor Equestrian Arena upgrade at the Nambour Showgrounds. The tender for new oval lighting and construction of a new clubhouse for the North Shore Multi-Sports Complex was awarded.	SCV: Sports and Community Venues









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Aquatic Centre water slides, completing the Kawana Aquatic Centre staged detailed designs with commencement of stage 1 construction including a new program pool, and improved car parking and demolition of the existing Learn to Swim pool.	01/07/2022	30/06/2023	75%			The Kawana Aquatic Centre stage 1 works commenced during the quarter, which includes the demolition and rebuild of the existing program pool, improved car parking and demolition of the existing Learn to Swim pool. The Palmwoods Aquatic Centre underground pipework and filtration upgrade was completed in March 2023.	SCV: Sports and Community Venues
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2022	30/06/2023	75%			Council library physical and digital loan numbers grew this quarter with an 8% and 5% increase respectively. Attendance of the Early Literacy Program grew by 133% (compared to the same period in 2022). Changes to the Summer Reading Club format to improve accessibility saw a 309% increase in participants from the previous year. A new libraries initiative, the Seed Library, was launched in March 2023 to offer collections of seeds for members of the community to swap in a sustainable manner. Seeds are from local and heirloom fruit and vegetable varieties that might otherwise be lost, as well as new local varieties including flowers. The seed collection allows our communities to swap, grow, work towards seed sustainability and education in the Sunshine Coast region. The initiative relies on a strong partnership with a community group to supply seeds. This quarter 1112 seed packets were borrowed and 145 seed packets were donated by community members.	AHL: Arts, Heritage and Libraries



An inclusive community, with opportunities for everyone

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Implement key actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 and develop a new Stretch Reconciliation Action Plan that strengthens relationships and supports social and economic opportunities for the First Nations community.	01/07/2022	30/06/2023	65%			Actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 continue, with a small number likely to be carried over into the new financial year. Key initiatives undertaken this quarter include monthly meetings held with the Sunshine Coast First Nations Accord (corporate round table) and the Sunshine Coast First Nations community to build relationships and facilitate community conversations. Work is continuing on developing a First Nations Engagement Guideline and First Nations Cultural Protocols Guideline. Scoping work has commenced this quarter to develop a new 'Stretch' Reconciliation Action Plan.	CD: Community Development
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2022	30/06/2023	75%			<p>A number of Youth Council initiatives have progressed during the quarter with youth-led activities including:</p> <ul style="list-style-type: none"> Youth Council members volunteering to join the organising group to plan the first youth-led National Tree Day on the Sunshine Coast (a collaboration between Council, the Youth Council and Zero Positive - a world-first, not-for-profit emissions reduction program developed specifically to empower Australian schools to become climate positive). Planning has commenced on a variety of Youth Week celebrations (which the Youth Council will be involved in at various levels), and Planning has also commenced for a regional youth summit to be delivered later in 2023 with various community partners - including The Thompson Institute - which will focus on mental health and wellbeing. 	CD: Community Development





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and accessibility.	01/07/2022	30/06/2023	75%			This quarter, Council has placed a strong focus on the development of an Inclusion Action Plan for people with disability. A reference group was formed comprising 14 people who participated in two workshops. Reference group members represented disability, carers and services on the Sunshine Coast to provide a lived experience voice into the Inclusion Action Plan. A targeted survey was conducted and received 97 responses. Alongside internal stakeholder data, this information will be used to inform a draft Action Plan. The Multicultural Advisory Group met in February 2023 with a focus on considering the Welcoming Cities framework as a mechanism to understand progression in being a welcoming region. The Harmony Week (20-26 March 2023) festivities, inclusive of 14 events across the region, was successfully delivered.	CD: Community Development
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2022	30/06/2023	75%			Council's focus on delivering excellence in engagement continues to strengthen with the development of an Inclusive Engagement Guideline to recognise the individuals that make up our community and to advance inclusive engagement by addressing barriers to participation. The first phase of a broad engagement program to undertake a review of the Community Strategy Action Plan 2019-2024 launched on 30 March 2023. The Environment and Liveability Strategy 2017 and Regional Economic Development Strategy 2013-2033 are also undergoing a review process and associated broad and targeted engagement activities. The review of all three regional strategies will ensure that these positions continue to reflect and align with community need and direct localised priorities and transformative action for our region.	CD: Community Development



Connected, resilient communities, with the capacity to respond to local issues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Provide support to the community and other not-for-profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the grants program.	01/07/2022	30/06/2023	75%			<p>This quarter, 36 community grants were allocated, totaling \$44,042.</p> <p>Significant community capacity building activity was undertaken by grants officers during this period to support major grant applicants with project development and grant writing for Council's Major Grant round which closed on 13 March 2023. Activities included:</p> <ul style="list-style-type: none"> Eight in-person and online Grant Writing Information Workshops, attracting a total of 124 participants Six in-person sessions which comprised three sector specific workshops (Cultural Heritage, Creative Arts, and Multicultural), and three general sessions. 	CD: Community Development
1.4.2	Undertake a review and develop the next version of the Active Transport Plan that sees walking and cycling playing an essential part in an integrated transport system to provide improved mobility, safer streets, healthier residents and a reduced impact on global climate	01/07/2022	30/06/2023	15%			This project is currently on hold. Active Transport remains a key priority for Council and this project will be progressed in the next financial year following budget allocation to resource its delivery.	SIPP: Strategic Infrastructure Planning and Policy
1.4.3	Develop a Roads Plan that ensures the road network plays its intended role in moving people and goods while connecting our communities efficiently and effectively, including: applying technology to improve network efficiency, guiding future investment in Council roads and informing advocacy for State and Federal Government investment.	01/07/2022	30/06/2023	40%			Development of the Roads Plan is on hold and will be progressed in the new financial year. This is to ensure there is consistency with the new Local Government Infrastructure Plan and the new Planning Scheme.	SIPP: Strategic Infrastructure Planning and Policy
1.4.4	Progress a detailed business case with the State Government for staged development of a local mass transit solution that integrates transport and land use planning to maintain the liveability of the region.	01/07/2022	30/06/2023	75%			<p>Council continues to work with Department of Transport and Main Roads to progress the preparation of the Detailed Business Case for the Sunshine Coast Public Transport (SCPT) project.</p> <p>Expressions of Interest for the SCPT Community Reference Group closed in mid December 2022, and it is anticipated the group and an independent facilitator will come together in mid 2023.</p>	UGP: Urban Growth Projects

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.5	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2022	30/06/2023	75%			<p>Planning commenced this quarter in preparation for Domestic and Family Violence Prevention Month activities (May 2023). These activities include the annual march and candlelight vigil to remember those impacted by family violence.</p> <p>Council has collaborated with Queensland Police Service to understand the challenges facing the region in regard to Domestic and Family Violence and internal to Council a dedicated Domestic and Family Violence Prevention Group has helped prioritise areas of focus and provided training in how to be an 'Ally'.</p> <p>Issues surrounding homelessness continue to be a challenge. There has been a strengthening of Council's internal response processes with various departments improving communication and understanding of areas of concern. A new lived experience project has been developed in partnership with neighbourhood centres that will support people who have experienced homelessness to become trained advocates to organisations and businesses in regard to responding to homelessness. Expressions of interest for people with lived experience opened in March 2023.</p>	CD: Community Development







Creative and innovative approaches to building a strong community









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2022 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2022	30/06/2023	75%			<p>The cost of delivering the 2023 Horizon Festival has increased considerably from the previous year as a result of current market conditions. Council has identified and applied for funding opportunities from the State Government to assist in the delivery of the festival and was successful in receiving \$25,000 from Tourism and Events Queensland. An application has been submitted for Queensland Arts Showcase funding to cover two years of the Horizon Festival's signature event 'Dawn Awakening'.</p> <p>The festival was featured as a hero event in the Visit Sunshine Coast annual magazine, and has commenced its off-season marketing campaign 'Beneath the Surface' which dives into the work and life of local artists. The First Nations Advisory Group met to review the draft festival program and agreed the 'Kabi Kabi connections' - artworks celebrating the stories of Kabi Kabi people and contemporary representations of Country - would be delivered on a larger scale, and the festival would feature a Jinibara-led exhibition.</p>	AHL: Arts, Heritage and Libraries
1.5.2	Plan and coordinate Council's Arts Levy Program to deliver an annual program of developmental opportunities for the creative sector and, in line with the Sunshine Coast Arts Plan 2018-2038 coordinate the delivery of the Regional Arts Development Fund, plan and implement the delivery of the Regional Arts Infrastructure Framework and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2022	30/06/2023	75%			<p>The Arts Plan and Arts Levy Program delivered 69 initiatives which attracted audiences of 7127 and engaged more than 147 local artists. Initiatives included the Community Partnerships Funding Program, networking activities, artists in residence, exhibitions, professional development, public showings, pop ups, First Nations programs and The Refinery creative incubator program's Bootcamp.</p> <p>A dedicated First Nations Arts newsletter has been launched and an Arts Plan Audit and Opportunities Report has been completed and is available to view on Council's website. In development is the Business Case for a new Regional Gallery at Caloundra and a Regional Audience Development Plan to support art businesses.</p>	CD: Community Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including: next stage planning for the Sunshine Coast Regional Collection Store, delivery of activation events for Bankfoot House and the Landsborough Museum, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2022	30/06/2023	75%			<p>The 'Historians in Residence' program commenced with two academics researching farming practices in the region and the impact of World War II.</p> <p>A range of programs for schools and all ages were delivered at Bankfoot House, attracting 917 people this quarter. Landsborough Museum projects are underway and include improvements to the State heritage listed building, exhibitions, visitor experience, operations and collections management.</p> <p>Visitation to the Landsborough Museum has reached 3485 people (year-to-date).</p>	AHL: Arts, Heritage and Libraries





Corporate Plan Goal : Our environment and liveability

A resilient region shaped by clever planning and good design



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Undertake a review of the Environment and Liveability Strategy 2017 five-year implementation plan and progress embedding sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast through emissions reduction and climate risk management.	01/07/2022	30/06/2023	75%			<p>A number of actions progressed this quarter, including:</p> <ul style="list-style-type: none"> The review process for the Environment and Liveability Strategy 2017 (an independent review is underway, and external stakeholder engagement is currently being planned) Sustainability and Zero-net Emission Plan implementation and engagement, and Council, in partnership with Noosa Shire Council successfully received a \$1.1 million grant from the Queensland Reconstruction Authority under the Queensland Resilience and Risk Reduction Fund to better understand the implications of Cascading Climate Risks to Sunshine Coast and Noosa Council Services and Critical Infrastructure. 	ESP: Environment and Sustainability Policy
2.1.2	Progress the drafting of the new planning scheme informed by the preliminary community consultation outcomes and the state interest review, prior to undertaking formal community consultation on the proposed planning scheme that will shape future settlement patterns across the region.	01/07/2022	30/06/2023	60%			The new Planning Scheme continues to progress informed by preliminary consultation feedback. This quarter, Council confirmed its policy positions and regulatory approaches which will inform the new Planning Scheme. There has also been ongoing consultation with external stakeholder groups to inform the detailed drafting of the planning scheme including meetings, briefings and workshops with the State Government, Technical Reference Group, and Cross-Functional Working Group.	SP: Strategic Planning
2.1.3	Continue to negotiate with parties to the Palmview Infrastructure Agreement to ensure the timely delivery of all infrastructure obligations under the agreement.	01/07/2022	30/06/2023	85%			Council is continuing to negotiate amendments to the Infrastructure Agreement with the Palmview Landowners. Budget impacts are being monitored, however will not be known until such time that all matters are resolved and drafting is finalised.	UGP: Urban Growth Projects





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.4	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2022	30/06/2023	60%			The South East Queensland Regional Plan review process has formally commenced following a presentation of the scope and timing by the State Government in March 2023. Council is developing content to reinforce our position on key matters where advice has, or is being sought, by the State Government. Council officers continue to advocate for the identification and statutory protection of the northern Inter-urban Break, as well as seeking support for Council's growth management strategy as outlined in Council's Corporate Plan and regional strategies.	SP: Strategic Planning
2.1.5	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2022	30/06/2023	50%			Council is continuing to work in collaboration with the State Government to progress the Detailed Business Case, the preparation of which is being managed by the State Government.	UGP: Urban Growth Projects
2.1.6	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent, identifying and acquiring strategic land and implementing the Inter-urban Break Outdoor Recreation Plan with partners.	01/07/2022	30/06/2023	75%			Council has continued to advocate to the State Government for the protection of the Regional Inter-urban Break as a critical major green space separating the Sunshine Coast from the Greater Brisbane area. This includes as part of the South East Queensland Regional Plan.	ESP: Environment and Sustainability Policy
2.1.7	Develop a project to enable improved identification and updating of stormwater assets in Council's asset register, to better shape appropriate levels of service in accordance with the Stormwater Management Strategy.	01/07/2022	30/06/2023	80%			Work is progressing with around approximately 250 previously undiscovered stormwater assets being identified. These will be recorded in Council's asset management database and will now receive regular maintenance.	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.8	Deliver placemaking initiatives including streetscape improvements for Eumundi, Woombye, Nambour, Landsborough, Maleny, Glass House Mountains and Maroochydore (First Avenue and Ocean Street).	01/07/2022	30/06/2023	65%			<p>Council continues to experience project delivery challenges due to changes in the broader market, including cost escalations, market supply impacts, rising labour costs and labour shortages. These impacts have placed pressure on the delivery of our placemaking projects. Key activity undertaken during the quarter includes:</p> <ul style="list-style-type: none"> • Woombye Streetscape construction is well underway and nearing completion • The Nambour Streetscape Concept Design is in review with community groups • Stage 2 Landsborough Streetscape is being re-tendered with increased budget due to market conditions • The Glass House Streetscape project was reassessed to allow Landsborough stage 2 to proceed • The Maleny Streetscape design is being re-scoped and will go out to community engagement mid-2023 • The First Avenue Streetscape project budget is under review due to construction market costs • The Ocean Street Concept Design is being finalised for community engagement in mid-2023, and • The Eumundi Placemaking Detailed Design will be finalised following an additional community engagement workshop to be held in late April 2023, with construction earmarked to commence towards the end of the year. 	DPS: Design and Placemaking Services



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.9	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events and undertake a review of Council's Local Disaster Management Plan.	01/07/2022	30/06/2023	75%			Disaster Management activities for the quarter include the Local Disaster Management Group meeting, held in March 2023 and the facilitation of training for 70 Council employees to enhance local disaster coordination in the event of activation. Key Relationships and stakeholder engagement continues to be maintained through informal and formal meetings. The Queensland Emergency Risk Management Framework (current hazard risk assessment for disaster preparedness), has been endorsed for use in the Local Disaster Management Plan review. The final draft of the Local Disaster Management Plan will be presented to Council for consideration.	SF: Specialist Functions
2.1.10	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2022	30/06/2023	75%			Implementation continues for the following key Coastal Hazard Adaptation Strategy (CHAS) actions: <ul style="list-style-type: none"> Progressing planning for integrated coastal management and shoreline erosion management plan Collaborative Design of Special Area Adaptation Plans Project Case Study Options Analysis of Coastal Hazard Adaptation Infrastructure, and Embedding CHAS actions within organisation as part of Council's broader climate risk governance. 	ESP: Environment and Sustainability Policy





Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2022	30/06/2023	75%			Implementation of the Environment Levy Program is continuing through acquisition, projects and partnerships. Properties for acquisition are continually being considered to protect, preserve and enhance our natural environment and expand our public conservation estate. Planning for the 2023/24 financial year Environment Levy Program is being considered as part of Council's budget development processes.	ESP: Environment and Sustainability Policy





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.2	Complete the upgrade and replacement of the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2022	30/06/2023	100%			This project was completed in quarter 1. The projected budget was impacted by unforeseen conditions produced in this weather impacted coastal environment, given the work occurs in the beach zone. The completed groyne will protect the current beach area and river mouth environment from coastal erosion, providing a stabilised beach environment protecting the very popular Cotton Tree Holiday Park.	PD: Project Delivery
2.2.3	Progress the Point Cartwright Master Plan project, including management of the Community Reference Group, consultation activities, master plan development and readiness for implementation.	01/07/2022	30/06/2023	85%			The draft Master Plan is nearing completion, with all internal review and feedback passed onto lead consultant. The next phase of community engagement is planned to be conducted in two parts. The first component aims to inform and provide educational content to the community about the reserve's key values, as a basis for the second part, which will present the draft Master Plan for feedback. The engagement process will include a community workshop and other online and in-person methods. The final Master Plan will be presented to the Council for consideration.	DPS: Design and Placemaking Services

Responsive, accessible and well managed assets and infrastructure



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project, land acquisitions, land management activities and stakeholder engagement.	01/07/2022	30/06/2023	75%			Implementation of the Australian Government's Blue Carbon restoration grant is continuing, with planning to support the introduction of tidal waters onto public lands to establish estuarine wetlands. Gaining a better understanding of blue carbon farming is also progressing.	ESP: Environment and Sustainability Policy







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.2	Progress the master planning and strategic business case development to support establishing a Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2022	30/06/2023	75%			Council completed stage 3 of the Sunshine Coast Ecological Park community engagement process between 6 -20 March 2023. It included a campaign on Council's 'Have your say' project page which received close to 3000 visitors during the engagement period. Council also engaged Jinibara people seeking feedback on the draft Master Plan. The draft Master Plan received strong support from the project's Excellence Advisory Panel, Community Reference Group and broader community. It is intended a final Master Plan will be presented to Council for consideration.	ESP: Environment and Sustainability Policy
2.3.3	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2022	30/06/2023	75%			Works continue on the invasive weeds project at the Maleny Community Precinct and additional work commenced on the Obi Obi creek banks, planting out where slash pines were removed. A community field day is being planned for 2023 and will provide the broader public an opportunity to see a range of weed management treatments in the field for educational purposes. ECOllaboration were successful in securing the tender for works at the Witta Stockpile until June 2026 and commenced zone treatments. The State Government provided assistance with a grooming machine along Maleny-Kenilworth Road and remote mulching has been undertaken for track maintenance. Witta residents were invited to a drop-in session in March 2023 to discuss site plans. The pepper tree mapping trial is progressing, with drone imagery developed. Queensland University of Technology have been engaged to undertake the machine learning and deep learning aspects of the trial.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2022	30/06/2023	75%			Implementation of Council's Street Tree Master Plan progressed with a total of 651 trees planted throughout the quarter. The Adopt A Street Tree Program completed planting 39 trees along 16 streetscapes and four Councillors 'Free Tree' days were held this quarter.	P&G: Parks and Gardens
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community.	01/07/2022	30/06/2023	75%			<p>Council continued the progression of the Sunshine Coast Biosphere transitional implementation phase, including:</p> <ul style="list-style-type: none"> Community Advisory Group progressing planning and action to raise awareness and understanding of the Biosphere across the community Progressed trademarking of Sunshine Coast Biosphere brand, which has also been submitted for an international graphic design award, and Collaboration with the Council's Kids in Action team to inform a 'BiosPHEROES' program theme for 2023. 	ESP: Environment and Sustainability Policy



A reputation for innovation, sustainability and liveability



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Commence construction of the new hi-tech material recovery facility at Nambour waste precinct to improve the quality of processed recyclable materials, key deliverables include: procuring plant and equipment, designing and constructing a weighbridge and an internal site access road.	01/07/2022	30/06/2023	60%			<p>Key activity progressed at the new Materials Recovery Facility at Nambour includes:</p> <ul style="list-style-type: none"> Building construction is nearing completion Equipment install is on track for mid-2023, and Dry and wet commissioning is on track as scheduled. <p>Supplier delays may impact provision of power to the site and options for alternate electricity provision in the interim are being considered. As a result, full transition of recyclables processing from the current Materials Recovery Facility to the new Materials Recovery Facility may be delayed.</p>	WRM: Waste and Resource Management



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.2	Develop a new Sunshine Coast Waste Strategy to guide service provision, emissions reduction, diversion of waste from landfill and continued modernisation of Council's waste management facilities and practices.	01/07/2022	30/06/2023	75%			<p>A proposed format for the new Waste Strategy has been developed. The aim of the new strategy is to outline a more succinct visionary approach to waste management that supports regional collaboration towards achieving key National and State objectives and targets for waste reduction.</p> <p>A draft Strategy based stakeholder feedback has been prepared for internal consultation, before proceeding to community consultation. The community will be asked to comment on the proposed waste reduction and recycling objectives and targets and provide feedback on the proposed strategy and reasons for change.</p>	WRM: Waste and Resource Management
2.5.3	Deliver education programs that make a difference to household waste behaviours towards a cleaner, greener and sustainable Sunshine Coast.	01/07/2022	30/06/2023	70%			The 2022/23 Waste Education Plan is in progress and on schedule. A total of 57 Waste to Resource presentations were provided to schools, community and business groups during the quarter as well as a school tour of a landfill site and links into the Clean up Australia Day campaign.	WRM: Waste and Resource Management
2.5.4	Expansion of the garden organics program to reduce the amount of material that goes into general waste and landfill.	01/07/2022	30/06/2023	100%			<p>This activity was completed in July 2022 when the expanded garden organics collection service commenced and 45,000 new services were introduced. The organic bin collection service provides residents with an easy, convenient way to recycle their garden waste and help the environment.</p>	WRM: Waste and Resource Management

Corporate Plan Goal : Our resilient economy







Strong economic leadership, collaboration and identity





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Undertake a review of the Regional Economic Development Strategy Implementation Plan 2019-2023 to drive further progress towards the delivery of a resilient and strong economy for the Sunshine Coast region.	01/07/2022	30/06/2023	75%			This quarter, Council commenced economic benchmarking and analysis of local industry and economic data to inform the review of the Regional Economic Development Strategy. External consultation included over 690 survey responses and several external consultation opportunities. Economy.id were commissioned to undertake an annual Sunshine Coast Economic Health Check which will be delivered in mid-2023.	ECDEV: Economic Development

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.2	Enhance the sports industry through the 'Sport Industry Development' program that maximises the use of existing assets and enhances the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2022	30/06/2023	100%			<p>Through the completion of the Sports Industry Development Program, the following key outcomes were identified:</p> <ul style="list-style-type: none"> • Development of virtual venue tours, which included the Train Play Stay marketing campaign • Promotional activities with the Australian Cycling Academy to promote the region as a premier cycle destination • Hosting of teams for training camps including the Australian Women's Water Polo Team, Melbourne Storm, Brisbane Lions AFLW, and Super Netball teams • Development of the Sunshine Coast Lightning coaching portal and EventsConnect, a local events industry supplier directory and business to business portal • Support to the Indigenous Marathon Foundation and Sunshine Coast Marathon, enhancing the event's capabilities as an all-inclusive event with World Label event classification • Upskilling of kite racing instructors and content capture of the sport to strengthen its development in the region • The hosting of 15 sporting events as part of an Event Attraction Strategy • Industry development through initiatives such as the Accessible and Inclusive Tourism Conference, USC High Performance Talent ID and Sunshine Coast Sports, and • Research projects including the Sunshine Coast Events Industry research project, park and trail audit, and a trail run feasibility study. 	ECDEV: Economic Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.3	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, and develop and finalise a new performance deed.	01/07/2022	30/06/2023	75%			A financial agreement is in place between Visit Sunshine Coast and Council. Visit Sunshine Coast activity for the quarter included sub-regional promotion, the launch of a new industry sustainability program and development of a new campaign which encourages holiday-makers to visit the Sunshine Coast to find their own 'Sunshine Moment' that will leave them beaming from the inside out. Consultation has taken place with Council in preparing for Visit Sunshine Coast's 2023/24 budget request, and negotiations are continuing in the preparation of a new funding deed.	ECDEV: Economic Development



New capital investment in the region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress amendments to the Maroochydore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2022	30/06/2023	75%			Council is continuing to engage with Economic Development Queensland in relation to amendments to the Maroochydore City Centre Priority Development Area.	UGP: Urban Growth Projects
3.2.2	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2022	30/06/2023	75%			Council is working in collaboration with the Sunshine Coast Airport and Economic Development Queensland to progress the designation of the Sunshine Coast Airport as a Priority Development Area.	UGP: Urban Growth Projects
3.2.3	Progress implementation of the Caloundra Centre Master Plan 2017 in alignment with the Caloundra centre activation project, including finalising the business case for the new Caloundra Regional Gallery, and preliminary feasibility and design for the Community and Creative Hub Precinct.	01/07/2022	30/06/2023	70%			The detailed design for the Caloundra Administration Building is complete. The second stage of procurement is underway with the tender released on 20 March 2023 and programed to close early-May 2023, with evaluation and award to follow. The Regional Gallery Business Case - stage 2 Preliminary Evaluation is complete. The detailed business case is now being developed for presentation to Council in late-2023. Concept design for the broader Community and Creative Hub work has recommenced and is expected to be completed late-2023.	LANAGE: Group Executive Liveability and Natural Assets



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.4	Work with Walker Maroochydore Developments Pty Ltd and SunCentral Maroochydore Pty Ltd to support the implementation of the Maroochydore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2022	30/06/2023	75%			Council and SunCentral Maroochydore Pty Ltd have continued to work with Walker Maroochydore Developments Pty Ltd this quarter to progress the review of the Master Plan for the City Centre and the development of associated amendments to the Maroochydore City Centre Development Scheme. New commercial office building (A1) was completed and opened during the quarter.	EMSS: Executive Management and Support Services
3.2.5	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2022	30/06/2023	75%			'The Connected Worker' videos that highlight Council's partnership with the AVR Lab to test augmented reality wearables and software using the Maroochydore City Centre's high speed/low latency Wi-Fi 6 Network have been shared with the Advance Robotics Manufacturing Hub, AI Hub, Sustainable Minerals Institute, The University of Queensland and various government areas with very positive feedback and two investment opportunities generated. Council attended the New Zealand Trade & Enterprise Waitangi Day event to network with attendees and promote the Food and Agriculture Network and Critical Infrastructure - Information Sharing Analysis Centre. Contacts were made from the Australia Pacific Business Council and Austmine, who have 600 members across Australia and are a target for Testing Tech in Paradise campaign leads. This quarter, 13 new opportunities were generated which are being nurtured through the investment sales funnel.	ECDEV: Economic Development

Investment and growth in high-value industries



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Progress implementation of Mooloolaba Master Plan, including consultation and design of the Foreshore Central Meeting Place project and completion of the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) that incorporates the new Mayes Canal Bridge.	01/07/2022	30/06/2023	65%			<p>Informed by community feedback, engineering reports and State authority advice, Council endorsed the 'Concept Blue' design for the Mooloolaba Foreshore Revitalisation Central Meeting Place. The community was informed via a media release and stakeholder database email. The Central Meeting Place design phase has advanced to 60% complete. Construction timing will be influenced by design outcomes, budget and grant funding availability, remaining asset life and a community and economic constraints overlay of the Mooloolaba precinct.</p> <p>The Mooloolaba Transport Corridor Upgrade project (stages 2 and 3), are now 90% complete. Stage 2 and 3 have been delayed due to material and resource shortages and wet weather experienced on the project. Revised completion date is now the end of May 2023, which includes three lanes across the bridge, full asphalt surfacing and minor works relating to the timber boardwalk. Sufficient budget exists to complete stage 2 and 3 works. Design documentation has commenced for stage 4 including assessment of acoustic management, landscaping, and service relocations. Stage 4 design finalisation will include a review of estimated costs required for project completion.</p>	PD: Project Delivery



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries.	01/07/2022	30/06/2023	75%			Council supported the Start-up Blink Ecosystems Summit with a video of the region promoting the local Innovation Ecosystem and a call-to-action for participants to bring their business to the Sunshine Coast. A presentation on the Sunshine Coast International Broadband Network leveraging opportunities was provided to the SunCentral Board. Council supported the announcement of the Australian Critical Infrastructure - information Sharing and Analysis Centre (CI-ISAC), which has located its national office in Maroochy. Council and CI-ISAC issued media releases which were published in national journals including Industrial Cyber, Innovation Australia, Mirage News, Council Magazine and iTnews. Council met with a company looking to establish a premium co-working space in the Maroochy City Centre and made introductions to Walker Corporation.	ECDEV: Economic Development

Strong local to global connections





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing access to specialist services, contacts and training and partnering with State and Federal Government trade agencies for in-market assistance.	01/07/2022	30/06/2023	75%			Council entered into a sponsorship agreement for the Queensland Government's Premier of Queensland Export Awards for 2023 to promote the awards to Sunshine Coast local businesses and support their entry and attendance at the awards ceremony. The Awards are a key event in the export business calendar and the winners are automatically entered into the Australian Export Awards. The Trade Capability Program workshop series commenced in March 2023 at Maroochy Surf Club with 10 local business owners and 12 attendees. The series of three half-day workshops will prepare local businesses to be export-ready, including a step-by-step strategy and tailored business plan ready for implementation.	ECDEV: Economic Development



A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2022	30/06/2023	75%			<p>Caloundra Indoor Stadium hosted the Suncoast Spinners Basketball Championships, school regional sport trials, a Sunshine Coast Pickleball Tournament and First Nations netball teams trials in the Thunder Premier League.</p> <p>The Maroochydore Multi Sports Complex held both Carlton and Gold Coast Suns AFL pre-season training camps, a netball twilight carnival, AFL carnival, school sports trials and the Netball Queensland Senior State Age Championships.</p> <p>Successful events held at Nambour Showgrounds included the Sunshine Coast Antique Car Club Sign On Day, Nursery & Garden Industry Queensland Trade Day and Collectorama.</p> <p>Sunshine Coast Stadium hosted two Brisbane Broncos NRL pre-season games in February 2023 utilising the new big screen commissioned during the quarter. In addition, activity undertaken in the sports precinct included, two Queensland Oztag State Cups, the Dragon Boat Queensland State Championships, a Canberra Raiders NRL training camp and the Sportsmans Parade carpark upgrade was opened.</p> <p>Venue 114 delivered the annual Sunshine Coast Bridal Expo, a new Youth Recycle, Repurpose Market, Conscious Life Festival, two burlesque performances, VIP fundraisers for Sunny Kids, Travis Shultz Suncoast Legal Service and an In Conversation event with guest speaker Leisel Jones.</p>	SCV: Sports and Community Venues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.2	Implement priority activities from the Major Events Strategy 2018-2027 including: strengthening arts and cultural events, capitalising on the growing demand for off road and adventure style events and ensuring close alignment with opportunities identified from the 2032 Brisbane Olympic and Paralympic Games.	01/07/2022	30/06/2023	75%			<p>During the quarter, 10 Council sponsored major events were held, attracting 35,152 visitors to the region and generating an estimated economic benefit of \$17.14 million and 190 Full-Time Equivalent jobs. The number of visitors to the region for this quarter increased by 18% when compared to the same period last year. Key events include the Suncoast Spinners Wheelchair Basketball Tournament, Queensland Surf Life Saving Youth Championships and Senior & Masters Championships, Caloundra Triathlon, Queensland Oztag Championships Junior State Cup and Senior State Cup, and the Mooloolaba Triathlon.</p> <p>The Sunshine Coast Events Board met twice during the quarter and considered 16 applications and 11 acquittals. Three event applications assessed were not supported, whilst the remaining 13 applications consisted of two lifestyle events, one cultural event and 10 sporting events with many aligning strategically to the Brisbane 2032 Olympic and Paralympic Games including off-road and adventure style events.</p>	ECDEV: Economic Development





A regional hub for innovation, entrepreneurship and creativity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast' and better prepare and connect young people to education and employment opportunities in the region including through skills development within schools and working closely with the State Government on regional initiatives.	01/07/2022	30/06/2023	75%			<p>Study Sunshine Coast delivered the Sunshine Coast Jobs Hub and Sunshine Coast Student Jobs Hub project, which connects job seekers and students to all of the available jobs in the region as well as information on high-value and focus industries and opportunities. Study Sunshine Coast took part in the TAFE East Coast International Student O-Week presentations. This was an opportunity to get in front of new students from the Philippines, Vietnam, UK, Brazil, Columbia and India to name just a few, and to promote the free programs including the International Swim Program, Ambassador Program and Student Jobs Hub. Study Sunshine Coast was also proud to partner with UniSC and TAFE Queensland to sponsor their international students engagements events in March 2023.</p> <p>On 7 March 2023, University of the Sunshine Coast celebrated 'Welcome to Australia' day where Study Sunshine Coast had a stall to meet and educate students about free services and support, and over 21-22 March 2023, Study Sunshine Coast attended the TAFE Queensland Mooloolaba and Nambour campuses at to promote Harmony Day.</p>	ECDEV: Economic Development
3.6.2	Finalise the Caloundra Aerodrome Master Plan and prepare the implementation plan.	01/07/2022	30/06/2023	100%			Council endorsed the Caloundra Aerodrome Master Plan, including an implementation plan in November 2022 completing this activity.	STP: Strategic Property





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.3	Strengthen the collective resilience of our business communities and the destination appeal of precincts, through the development and delivery of activation plans, and support the business community through the 'Small Business Friendly Council' initiative and to help drive the 'Buy Local' initiative within the region.	01/07/2022	30/06/2023	75%			<p>Place Activation activities undertaken in Caloundra this quarter included the:</p> <ul style="list-style-type: none"> • Family movie and live music event in Felicity Park, Caloundra • Build a Better Business Program was delivered to 10 Caloundra businesses • The Shopfront Improvement Program supported five businesses with facade improvements (the Facebook reach was 43,283, and 11,530 for Instagram). <p>Nambour activations included:</p> <ul style="list-style-type: none"> • Three Nambour Forecourt Live music events involving approximately 600 participants, and • the successful delivery of an I AM NAMBOUR promotional campaign involving Council, Visit Sunshine Coast and Nambour Business Groups. <p>The I AM NAMBOUR launch event included 75 participants, a website refresh, development of social media assets and an Explore Nambour video series.</p> <p>Mooloolaba Place Activation activities included:</p> <ul style="list-style-type: none"> • Five Mooloolaba cruise ship arrival activations and a map of Mooloolaba developed for cruise ship visitors, and • Mooloolaba Summer Cinema Series in the Northern Parklands. <p>A Buy Local promotional campaign has been developed including Council, Buy Local Sunshine Coast, the Sunshine Coast Business Women's Network and Sunshine Coast Lightning to encourage consumers to purchase local gifts this Mother's Day.</p>	ECDEV: Economic Development

Corporate Plan Goal : Our service excellence





Engage with our community to inform asset management and service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.1.1	Develop Service Excellence principles that consider customer insights to support the design of contemporary business approaches and deliver efficient and effective customer experiences.	01/07/2022	30/06/2023	75%			Work commenced on the design of Service Excellence principles based on customer feedback and service opportunities. These principles guide Council to get it right for customers first time, every time and to design more efficient, effective and more accessible services.	CR: Customer Response
4.1.2	Develop and implement a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2022	30/06/2023	75%			Feedback on the draft Strategic Asset Management Plan continues to inform the development of the final plan. The final plan will be presented to Council for consideration in late 2023.	AM: Asset Management





Design accessible, flexible and innovative services that meet community needs

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Implement the new Smart City Framework and commence execution of the implementation plan to realise Smart City opportunities and further develop Council's data driven decision making capability.	01/07/2022	30/06/2023	75%			<p>Council completed the 'Connected Worker' trial using voice-controlled headsets for hands-free and digitised management of assets and infrastructure. The framework has progressed capability for research organisations to use smart city assets for final pre-commercialisation in public testing as an 'Investment Attraction', which is a deliverable of Council's Regional Economic Development Strategy 2013-2033.</p> <p>Initial testing of object detection cameras (not optical surveillance/closed-circuit television) was completed to assist with counting parked vehicles, people and bikes at the Sugar Bag Road Mountain Bike Track, Caloundra.</p>	BI: Business and Innovation
4.3.2	Expand the online plumbing inspection system to include commercial permits which will provide efficiencies through allowing all plumbing inspections to be requested online.	01/07/2022	30/06/2023	75%			The second phase of the online plumbing inspection booking system has commenced for commercial inspections. Development, testing and refinements have been made based on comments from key internal users. The project team are working towards the final clarification phase prior to implementation this financial year.	DS: Development Services

Deliver consistent service levels that provide positive experiences for our community



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Utilise the customer experience program and analyse customer feedback and interactions to design solutions that improve outcomes for key business areas and our customers, including making it easier for our customers to find what they need and self service.	01/07/2022	30/06/2023	75%			<p>Throughout this quarter significant effort has been invested on improving customer experience, including:</p> <ul style="list-style-type: none"> Supporting the development and deployment of Council's website to enhance the customer experience Improving online services to make the customer experience easier and more positive, which has resulted in over 36% of contacts to Council now being digital with a significant increase in customers taking up self-service options Improving the information Council provides to new residents and property owners so they are aware of the services Council provides and what the Sunshine Coast region has to offer, and Collaborating with key internal and external stakeholders to better understand and improve services including Food Licenses and Cemetery Services. 	CR: Customer Response
4.4.2	Mobilise the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2022	30/06/2023	100%			The service provision under next generation waste collection contract commenced on 10 July 2022, ensuring essential waste services are delivered to the community, with the contractor performing to high standard.	WRM: Waste and Resource Management

Assess service performance and sustainability to inform evidence-based business planning



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long-term financial plans.	01/07/2022	30/06/2023	60%			The Capital Works Program delivery has advanced significantly through the quarter with a multitude of projects commenced, progressed, and completed. Capital projects across many local governments are facing delivery challenges, due to changing market conditions including cost escalations, market supply impacts, rising labour costs and labour shortages. While there has been some minor easing in the market of late, there continues to be pressure with ongoing resource shortages and supply chain restrictions. Council has readjusted its budget profiles to balance out budget shortfalls and surpluses, along with project deferrals and bring forwards. Forecasting indicates that the 90% delivery target is achievable but relies on a very productive quarter four.	PD: Project Delivery
4.5.2	Progress a program of service planning and reviews that explore more efficient ways to deliver the right services, at the right service levels at a sustainable cost.	01/07/2022	30/06/2023	55%			The Corporate Plan 2023-2027 was adopted at the February 2023 Ordinary Meeting. This was informed by the Community Satisfaction Survey 2022 as well analysis of changes with the global, national and region operating environments. This analysis is now being used as an input into the design of the sustainable service planning program that will explore opportunities to adapt to change and adopt new approaches to deliver on community need more efficiently and effectively into the future .	CPP: Corporate Planning and Performance



Corporate Plan Goal : Our outstanding organisation

Maintain a financially sustainable organisation that balances the needs of our growing region





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Review the long term financial plan based on sound financial modelling that includes improved contributed asset processes, enhanced asset management valuation systems and the delivery of a well informed budget.	01/07/2022	30/06/2023	75%			<p>Council's 2015–2025 Financial Sustainability Plan is currently under review, with the intention to finalise a revised plan in 2024. The long-term financial model, which underpins the Financial Sustainability Plan, is reviewed on a quarterly basis with the financial statements being adopted as part of the annual budget.</p> <p>Council's long term financial plan was reviewed by Queensland Treasury Corporation as part of the Credit Review process in February 2023. The aim of the review is to determine Council's ability to service its current and future debt obligations and identify any risks to Council's financial sustainability. The review provided Council with an improved result being a strong outcome and neutral outlook.</p> <p>An external review was undertaken to improve the contributed and constructed asset write on process. The review is to be implemented over the coming financial year, with an outcome being to provide improvements in the workflow process.</p>	F: Finance









Provide quality information, systems and processes to deliver fit for purpose solutions

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.1	Implement the information technology management program that provides a focus on software rationalisation, hardware replacement and progress the records and information management improvement program.	01/07/2022	30/06/2023	100%			The 10-year Information Communications Technology capital program has been established, supporting eight core programs: systems rationalisation, cyber security, workplaces technology, records and information management, data platform, IT infrastructure / networks, improved customer experience for online web and service management.	DIS: Digital and Information Services







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.2	Develop and implement an Information and Communication Technology Plan with a strong focus on cyber-security, mobility, connectivity, accessibility, cloud computing and building capability to provide efficient and secure systems and processes.	01/07/2022	30/06/2023	85%			The draft Digital Plan 2023-27 has been aligned to Council's Corporate Plan 2023-2027, regional strategies, action plans and priorities and is in its final review and approval phase.	DIS: Digital and Information Services

Embrace a safe and collaborative workplace culture that attracts and retains high performing and engaged people





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Progress people and culture strategic initiatives including a focus on the organisational priorities of diversity, inclusion and culture.	01/07/2022	30/06/2023	75%			Actions were taken to implement the new organisational values and bring them to life in daily activity within Council. A Diversity and Inclusion Advisory Group continues to meet regularly and share perspectives on how Council can continue to be inclusive of people from all backgrounds. Council continued to recognise important events such as International Women's Day and Harmony Day to promote an inclusive workplace. Council is currently bargaining the next Certified Agreements with the unions, which will provide certainty of the key employment conditions for employees.	P&C: People and Culture
5.3.2	Implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and continuing to improve the safety management system.	01/07/2022	30/06/2023	75%			<p>Several actions from the Wellbeing, Health and Safety Action Plan 2021-2025 were completed or are underway. The CultureBoost program has delivered a refreshed set of Council values, with implementation continuing to enhance the culture.</p> <p>The Safety Management System and the WHS Policy is being reviewed and updated. The 'My Health for Life' Program has been delivered. A suicide prevention program has been created and is ongoing. An external audit of high-risk activities was completed and critical risks are progressively being considered, critical controls are being identified and implemented. Leaders continue to participate in the safety leadership training.</p> <p>Learning events were undertaken to understand and learn from safety incidents. Training in risk management and contract management is underway.</p>	P&C: People and Culture

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.3	Complete staff relocations to the Maroochydhore, Caloundra and Nambour administration centres and progress the delivery of the 10-year depot refurbishment program that includes the provision of additional accommodation for service delivery teams at the Caloundra depot.	01/07/2022	30/06/2023	75%			A prioritisation approach that considers service continuity, user experience and cost efficiencies amongst other criteria has been applied for the relocations of staff into City Hall, which commenced late 2022 and continue through to mid 2023. Detailed planning following similar principals has commenced for remaining staff relocations between the Caloundra and Nambour administration centres. A variety of minor capital works improvements at depots have advanced into design, procurement and in some instances works completion. The Depot Strategy review is underway with the first leadership workshop completed in February 2023 with a wide range of stakeholders. Engagement with leadership and stakeholder groups will continue throughout first half of 2023 to guide the development and finalisation of the strategy review.	SCCW: SCC Workplaces
5.3.4	Finalise construction of the Sunshine Coast City Hall in the Maroochydhore City Centre by end of 2022 in preparation for staff relocations.	01/07/2022	30/06/2023	100%			The construction of the Sunshine Coast City Hall building has been completed and over 700 staff have now been inducted and transitioned to an activity based working environment. Levels 1 to 7 are now fully operational and final fit-out is being completed on levels 8 and 9 with expected completion July 2023.	SCCW: SCC Workplaces
5.3.5	Facilitate and progress the Nambour centre activation project including the preliminary feasibility and design for the Nambour administration precinct buildings.	01/07/2022	30/06/2023	60%			The functional requirements of Eddie De Vere, Fred Murray and Nambour library buildings have been confirmed. Initial concept design options and feasibility work were completed and estimated. Following significant market cost escalations further optioneering and feasibility analysis is required, including asset life examination to optimise future investment planning. Detailed design work unlikely to progress in the current financial year.	SCCW: SCC Workplaces
5.3.6	Complete detailed design for the Caloundra administration building repurposing project, including an associated operational management plan.	01/07/2022	30/06/2023	100%			Detailed design is complete. The construction tender expression of interest phase is also complete, with the second stage now progressing. Works are expected to commence by June 2023. A preliminary Operational Management Plan for the building has been completed.	SCCW: SCC Workplaces

Demonstrate accountable leadership, future planning, and good governance that provides confidence to our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.1	Develop an Outstanding Organisation Strategy that demonstrates positive culture, accountable leadership and future planning, underpinned by good governance that builds confidence and trust with our community.	01/07/2022	30/06/2023	75%			Development of the People Plan and Digital Plan are key pillars of the Outstanding Organisation Strategy, and these pieces of work are nearing completion.	BPGE: Group Executive Business Performance Group
5.4.2	Complete implementation of the recommendations of the Office of the Information Commissioner's compliance audit report within the agreed timeframes.	01/07/2022	30/06/2023	85%			Progress report provided to the Office of the Information Commissioner for the follow up Audit on 6 March 2023.	CG: Corporate Governance
5.4.3	Prepare a revised Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic level risks across the broad spectrum of Council's corporate and service delivery responsibilities.	01/07/2022	30/06/2023	50%			The Strategic Risk Management Framework is in the draft stage and is progressing through an internal review process including input from the independent auditors. The objective is to finalise the revised strategic risk register by 30 June to ensure it informs key planning and resourcing documents.	CG: Corporate Governance

Partner with community, business and government to represent and advocate the needs of our region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.5.1	Advance our region's major projects outlined in the Corporate Plan 2022-2026 through establishment of a strategic approach to stakeholder relationships, advocacy and funding partnerships.	01/07/2022	30/06/2023	75%			Funding partnerships and contributions from other tiers of government are critical to deliver the projects and important infrastructure required to ensure our region is resilient and safe, and that our community thrives now and for future generations. This quarter, Council was successful in receiving funding for the Horizon Festival, coastal hazard mitigation options analysis, cascading climate risk study (in collaboration with Noosa Shire Council), Community Flood Emergency Management Plan and flood mitigation investigations, parkland adaptation pilot and disaster recovery funding for the reconstruction of essential public assets following the declared disaster event in February 2022.	CPP: Corporate Planning and Performance
5.5.2	Develop a Relationship Framework to support stakeholder trust, confidence and connection with the Sunshine Coast Council.	01/07/2022	30/06/2023	80%			The Relationship Framework is nearing completion. This work included a review of all Council's communication practices.	C: Communication