



Australia's most sustainable region
Healthy. Smart. Creative.



Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 4 – 2019-20





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www.sunshinecoast.qld.gov.au
T 07 5475 7272 F 07 5475 7277
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

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Acknowledgements

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

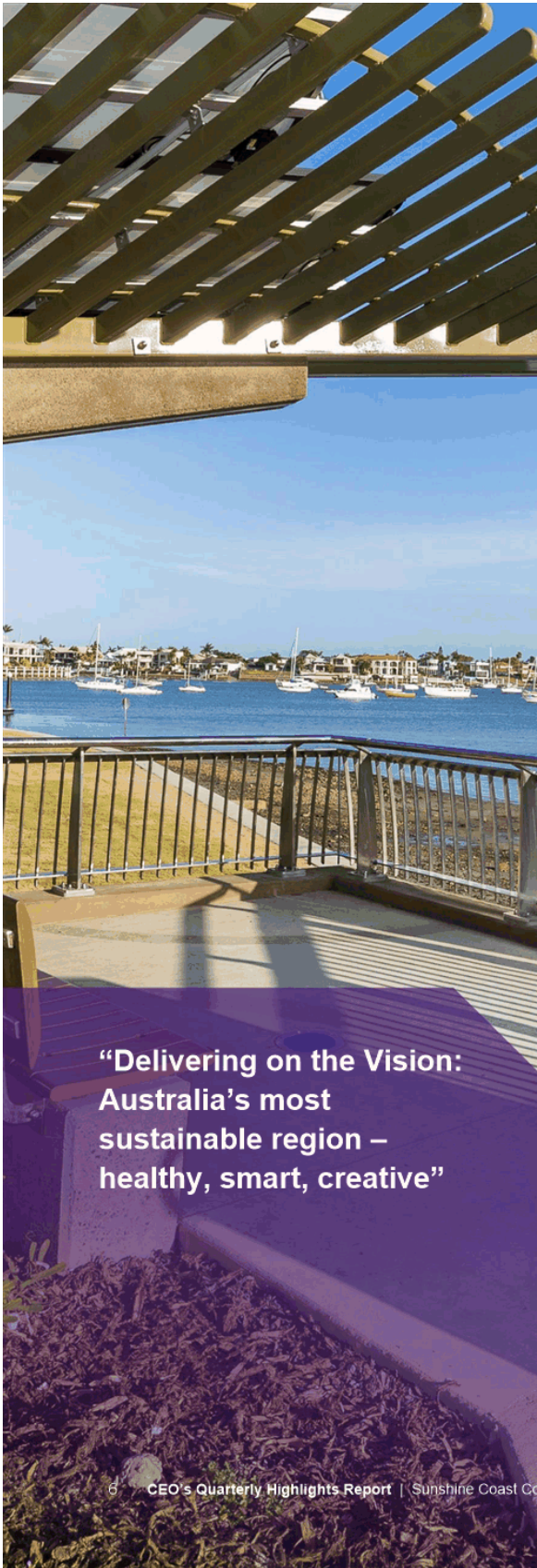
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Acknowledgement of Country

Sunshine Coast Council acknowledges the Traditional Owners of this region, the Kabi Kabi and Jinibara peoples. Council commits to working in partnership with the Traditional Owners and the broader First Nations community to support self-determination through economic and community development.



**“Delivering on the Vision:
Australia’s most
sustainable region –
healthy, smart, creative”**

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Message from the Acting Chief Executive Officer

The Sunshine Coast, like the rest of the world spent quarter four in uncharted territory as we monitored and responded to the novel coronavirus (COVID-19) pandemic.

Throughout this uncertain time, I witnessed the true spirit of the Sunshine Coast's community in action, demonstrated by the care and generosity provided to fellow residents, and the tireless work of the region's volunteers and community organisations.

Council's 'At Home in My Neighbourhood' program and the #CovidKindness initiative continued to encourage neighbours to stay connected with one another, and offer help to the more vulnerable in our community. The #CovidKindness campaign has been shared and used by several councils Australia-wide and has had over 28,000 hashtag mentions and been seen more than 201 million times globally.

More than 3000 Sunshine Coast residents enrolled in the first round of the 'Lift Project Sunshine Coast.' Focussing on mental wellbeing, the program draws on the latest research from leading experts, and is designed to lift your mood and your life. Council was able to deliver this important program online at no cost to our residents to make it broadly accessible to the community.

History shows us that in times of adversity and challenge there is also great opportunity for creativity, collaboration and innovation. Council has shown great agility to respond to the changing operating environment. Our face-to-face services and programs were transformed, and new ways of connecting with and assisting our communities were designed and implemented.

Our environmental programs, art galleries and libraries transitioned to online exhibitions, programs and activities for all ages. The highly anticipated Horizon Festival 2020 was reimaged to ensure the continuity of an outstanding arts and cultural festival that delivered seven breathtaking events to more than 22,300 people in June.

Support measures continued to assist our local businesses with tranches two and three of Council's economic stimulus package rolled out in April and June with the aim to fast track the region's economic recovery.

Tranche three included a strengthened 'buy local' procurement policy, incentive assistance program for shovel ready projects, and the economic resurgence plan and governing taskforce. The new taskforce is made up of seven private-sector Sunshine Coast leaders who will provide a strong focus on rebuilding business and consumer confidence, increasing productivity, and facilitating innovation. Under this plan, Council has collaborated with Amazon Web Services to offer digital training to the community that will build new skills in cloud computing, machine learning and data analytics. The new Council commenced in April and the post-election meeting marked the end of the election process. Councillors wasted no time with a busy commencement schedule and immersing themselves in budget and policy discussions. They attended a total of 47 workshop sessions including 10 budget workshops throughout the quarter. This was a huge undertaking by the new Council and I commend everyone involved for their focus and determination throughout this period.

Council adopted the \$782 million budget for the 2020-21 financial year on 25 June 2020. The cornerstone of the budget is supporting our community to recover from the impacts of the COVID-19 pandemic.

The budget includes a financial relief for General Rate ratepayers through a COVID-19 rebate, along with no increase to the Environment, Transport and Heritage levies, meaning the majority of ratepayers on the minimum general rate will pay the same as last year.

Council and our community have shown solidarity and immense resilience in our ability to adapt to an extremely challenging time. I look to the future with optimism as we continue to respond to COVID-19 and embark on the road to recovery, forging a new chapter on the Sunshine Coast and progress towards our vision: Healthy, Smart, Creative.

Warren Bunker

Acting Chief Executive Officer

A Strong Community

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



3549

people attended community events at Council's venues



97%

customer satisfaction with library and cultural programs



98,643(m²)

total area of roads delivered, valued at \$4.1 million this quarter



573

community grant applications received, allocating over \$1.1 million for the quarter

Community Engagement Survey

The Community Engagement Survey was launched in May to understand how Council can better engage with customers and the community online. As reliance on online mediums increased during the COVID-19 pandemic, it is important that Council ensures its online tools and channels are an effective means of communication and engagement. Council will use the feedback to tailor community engagement approaches and programs to suit the needs of the community.

commitment, and thanked the organisations on the Sunshine Coast who contribute to making the lives of others better. The Sunshine Coast spirit has been alive and well throughout the COVID-19 pandemic, evident in the generosity of our volunteers who continue to be the essence of the social fabric of our community.

Council's registered volunteers help across a suite of Council programs including Sunshine Coast Libraries, Sunshine Coast Stadium, Maroochy Regional Bushland Botanic Garden, Mary Cairncross Scenic Reserve and its art galleries.

Horizon Festival 2020

This year the Horizon Festival - Sunshine Coast's leading multi-arts festival - adapted the usual 10-day format to deliver a high-calibre online program of digital artworks, events and experiences to run over 12 weeks. The event commenced in June and showcased the ingenuity and determination of artists and creatives in their response to the COVID-19 pandemic. For more information visit www.horizonfestival.com.au

Reconciliation

National Reconciliation Week was celebrated this quarter with a range of virtual events for the community to enjoy and participate in. The Sunshine Coast community was encouraged to take to social media to acknowledge the Traditional Owners of the land with images, video, text or silent reflection.

Nambour Tramway

The unique \$840,000 Nambour Heritage Tramway Depot (terminus) building located in Mill Street was completed during the quarter and works are underway on the tramway tracks. The terminus includes an information centre that will provide visitors with a rich historical experience as well as providing the town with an exciting point of difference. The construction of the terminus has been jointly funded by Council and the Federal Government.

A three-metre high First Nation's warrior's shield has been created as part of the new series of Kabi Kabi artworks installed along the David Low Way streetscape in Bli Bli. As the largest ever First Nations commissioned public art sculptures, Traditional Custodians Lyndon Davis and Brent Miller worked with Urban Art Projects to design the piece using 3D scanning technology.

The First Nations art is an important part of the \$1.5 million multi-stage streetscape project in Bli Bli that will also include safer pathways, undergrounding of overhead power, green space and street furniture.

National Volunteer's Week

During National Volunteer Week in May, Council thanked its 2000 volunteers for their outstanding

Community and cultural development and partnerships

The Lift Project - Sunshine Coast free wellbeing project

Council partnered with internationally renowned experts to provide The Lift Project – a free 10-week online wellbeing program available to every Sunshine Coast resident. The program, presented by Dr Darren Morton, consists of evidence-based research from Neuroscience, Lifestyle Medicine and Positive Psychology with a particular emphasis on mental wellbeing. Commencing in May, more than 3000 residents enrolled in the first round of the program. Topics explored throughout the 10 weeks include emotional wellbeing, physical activity, being outdoors, the importance of community, healthy eating and more. For more information visit www.sunshinecoast.qld.gov.au/liftproject.

Community grants program

Delivery of the Community Grants program involved responding to the COVID-19 pandemic by expanding the Emergency Grants program and developing the COVID-19 Community Response Grants.

Council received 573 applications for funding through the Community Grants program (Mayoral & Councillor Discretionary Funding, Major Grants, Minor Grants (event category), Emergency Grants, Individual Development Grants, Regional Arts Development Fund and COVID-19 Community Response Grants.

A total of \$1,105,455 was allocated through 257 grants to support a range of projects and activities that contribute to the achievement of Council's vision for the region and community organisations impacted by the COVID-19 pandemic.

The Refinery

The Refinery 2020 was delivered in partnership with Sunshine Coast Creative Alliance, SunCentral, Central Queensland University and Advance Queensland through the Sunshine Coast Regional Innovation Program.

The Refinery is a free eight-week program that joins the dots between creativity and business, with access to mentors and a network of inspiring industry leaders providing participants with the business skills, tools and connections to refine, test and launch their creative ideas into sustainable business. For more information visit www.therefinerysunshinecoast.com.

Community venues

Venue 114 EarthCheck rating

In June, Venue 114 was recognised for its sustainability commitment by receiving an outstanding 5 star rating from EarthCheck, the world's leading scientific benchmarking, certification and advisory group for travel and tourism.

Venue 114 is committed to operating a sustainable venue, in line with the Environment and Liveability Strategy, which is something music artists, performers and patrons are increasingly requesting of venues.

Sustainable practices at Venue 114 include reusable packaging, crockery and utensils, solar, LED lighting and timed security lights, sustainable commitment from food vendors, underground water tanks for gardens and toilets, and partnerships with Eastbank Community Garden and Oz Harvest for composting waste and donations of leftover catering.

Venue 114 works around COVID-19 impacts

Venue 114, the Events Centre and community venues remained closed this quarter due to COVID-19, which allowed for maintenance and property upgrades to be undertaken during the closure.

In April and May, Venue 114 partnered with a community group to create Personal Protective Equipment (masks) for COVID-19. Venue 114 provided the use of the Kawana Community Hall for the group to use.

In June, Venue 114 hosted the STEPS Virtual Ball.

Venue 114 and community venues re-opened on 8 June however have been operating with limited capacity in compliance with Queensland Health COVID-19 guidelines.

Disaster management

Council has been coordinating the Local Disaster Management Group response to the COVID-19 pandemic, providing support to Queensland Health as the lead agent, and providing guidance and assistance to our community throughout the event.

During the quarter Council lead the implementation of actions deriving from recommendations from the Office of the Inspector General Emergency Management post the Black Summer 2019-2020 debrief process, and the Council endorsed Plan of Works for expenditure of the Federal Bushfire Funding.

Libraries

The COVID-19 pandemic had a significant impact on library services during the quarter. Due to restrictions, Council's Libraries were unable to open their doors to the public, but successfully transferred programs online and adapted services to meet community needs.

Library employees worked hard to develop eLibrary education resources that included a wide range of materials and online resources to support home-base learning for children during term 2.

Home Service deliveries to 76 customers and a Click and Collect service with 3410 users started on 1 May. The click and collect service was introduced where book packs of up to 10 books are assembled on request, and once returned enter quarantine for four days.

The children literacy program Toddler Tuesday was transferred online to continue to provide educational, fun and engagement content to families.

- Visitor numbers in libraries were lower due to the closure of libraries with a total of 50,343 visitors for the quarter
- Total library membership is currently 115,091
- A total of 15,794 online only members includes an increase of 689 members this quarter
- eLibrary usage increased by an average of 35% across all eCollections
- Online programming delivered 135 programs with 84,477 attendees
- Maleny Library refurbishment completed.

Lifeguards

Some modifications were made to the lifeguard service during the COVID-19 pandemic, including shifting volunteer beach patrols and lifeguard services to surveillance patrols.

Bokarina Beach was gazetted as a bathing reserve and a lifeguard tower is now installed in readiness for lifeguard patrols which will commence in September 2020.

Public Lighting

The provision of lighting this quarter included the installation of street lighting along Mace Drive Buderim, the installation of solar pathway lighting at the Kawana Way underpass to improve pedestrian safety at this location and the installation of a vibrant canopy of lights, including nine custom made light poles and an overhead web of cables, in Bulcock Street Caloundra to complement the recent streetscape upgrade works

undertaken and to also improve lighting for the night markets frequently held.

The level of service offered by Council in regard to public lighting requests remains a key outcome for the organisation. During the past quarter Council focused on improving business processes for new street light and glare shield requests, including electrical standards and safety documentation.

Roads, cycleways and pathways

Resurfacing and Rehabilitation

All projects in the 2019-20 Road Resurfacing and Rehabilitation Program have been delivered as well as those identified in the Bridges/Structures and Roadside Assets Capital Renewal Programs.

The Road Resurfacing and Rehabilitation Program for 2020-21 has been developed and is ready for delivery throughout the next financial year.

Council has also reviewed six reseal projects to investigate opportunities for low cost improvements to on-road cycleways.

Parklands Boulevard, Meridan Plains

Construction of the \$14 million Parklands Boulevard road upgrade in Meridan Plains is continuing, with major service relocations now complete including extension of telecoms relocations ready for future upgrade stages. Road reconstruction and upgrade works are underway in several areas to accelerate completion. Road widening, pedestrian connections and footpaths remain the focus with a number of areas now complete or significantly progressed.

Major milestones which have recently been achieved or are due for completion in the next two months include opening of the reconstructed Meridan Way intersection (one of two major intersection upgrades for the project), new 3m wide footpath in front of the Meridan State College and new bus stops (East and West bound) in front of Parklands Village shopping centre. The project remains on track for completion end 2020.

Road network management

Safe school travel

Council has secured \$2.2 million in grant funding from the Queensland Government's School Transport Infrastructure Program to deliver safe infrastructure for school travel. Detailed design for safe school travel infrastructure has commenced and investigation for further funding submissions are underway.

Share the path

Share the path community road safety campaign is being delivered in response to the increase in path use during COVID-19 supported by a \$10,000 State Government road safety grant.

Upgrades

Council has completed a number of high profile projects including the Landsborough Public Realm Masterplan and the Aerodrome Road Intersection project.

A total of 62 engineering designs and concepts have also been prepared in the 2019-20 financial year. These plans include:

- Designs for a number of major intersection upgrades to allow option assessment
- Designs for the reseal program and prepared complex road sections
- Fit for purpose concepts and designs for proposed gravel and sealed road upgrades to achieve safe and affordable upgrades.

Sporting Facilities

Aquatic Centres

During the COVID-19 closures, Council brought forward \$1.9 million of capital works refurbishments to Caloundra, Kawana, Cotton Tree, Eumundi and Nambour aquatic centres.

Sporting facilities

Highlights for the quarter include:

- Construction commenced on a new multi-use oval at Maroochydore Multi Sports Complex
- Completion of the Sunshine Coast Stadium Sports broadcast standard lighting project that will attract national and international events to the Sunshine Coast
- The development of Maroochydore Multi sports precinct supporting key Sunshine Coast sports for AFL and Netball
- The completion of the new regional tennis facility including clubhouse and car parking at Caloundra
- Council commenced engagement with the community on the draft Master Plan for the 75-hectare Honey Farm Road Sport and Recreation Precinct at Meridan Plains.

A Healthy Environment

Maintaining and enhancing the region's natural assets, liveability and environmental credentials.



4648 hectares

of landscape and garden beds maintained



8906 hectares

managed for conservation under Sunshine Coast Land for Wildlife program



18

wheelie bins of weeds removed by 51 volunteers with the Community Nature Conservation Program, contributing 139 volunteer hours

Changemaker Challenge Series

Council has partnered with business leaders throughout the community to create a powerful, online conversation series. The series took place in June and challenged businesses to shift their habits to a circular economy approach. The series intended to embed innovative sustainability practices, support business opportunities and increase profit for purpose.

Sustainable living is core to Council's Environment and Liveability Strategy and the Changemaker Challenge Series is one of the many projects and initiatives helping to achieve a healthy environment and liveable Sunshine Coast.

Beaches, foreshores, coastal infrastructure and canals

Proactive maintenance work commenced on the southern side of Currimundi Lake to protect the roads, lifeguard tower, beach access, showers and park area from erosion. The work is in response to the significant erosion that occurred during Tropical Cyclone Oma and following a large amount of rain in February.

Bushland conservation and habitat

As part of an exciting initiative to celebrate International Dawn Chorus Day in May 2020, the dawn soundscape of Mary Cairncross Scenic Reserve was broadcasted live around the world through the Reveil 2020 – International Dawn Chorus Day. Starting just before daybreak in the United Kingdom, the Reveil broadcast picked up live microphone feeds from natural areas around the world. More than 6000 people from various

countries tuned in to listen to different bird species greet the day as the sun rose over Mary Cairncross.

Other notable highlights for the quarter include:

- Control of feral animals in reserves and adjacent lands continued with the success of the program resulting in the recent discovery of spotted tailed quoll
- The Mary River Turtle Protection program is moving from clutch protection to catchment protection
- Deer continue to be controlled leading to lower impacts across the region
- BushCare volunteer working bees of up to 10 volunteers, and Land for Wildlife landholder visits have now recommenced
- The Mary Cairncross Rainforest Discovery Centre has re-opened in a gradual way with the support of volunteers
- 2020 bushfire hazard reduction program commenced with a successful burn at Ben Bennett Bushland Reserve in Caloundra
- Strategic network planning for the Sunshine Coast's biodiversity continues.

Recreation parks, trails and facilities

Nambour boardwalk and pathway

A new \$300,000 boardwalk and pathway project was delivered for the area bordering Ferntree Creek National Park, alongside Zealey Road through to National Park Road, Nambour. The 1.8 metre wide off-road pathway

was developed for the safety and enjoyment of both pedestrians and cyclists.

Russell Family Park

The final phase of the Russell Family Park in Montville is complete, delivering a significant terraced car parking facility, stormwater management infrastructure, extensive landscaping and a major playground upgrade. With 75,000 square metres of recreational park and green open space the park creates a place which actively connects us to our environment and provides the opportunity to explore the outdoors. Designed to attract families, the park is home to an inviting cone-structured playground that stands just under 10 metres high with butterflies eclipsing the tip of the equipment.

Field audits

Council continues to monitor, maintain and manage Council's open space network recreational infrastructure with a focus on Work Health and Safety and field audits. Over 1000 asset condition audits have been completed this quarter, over 2000 infrastructure related jobs have been completed and approximately 45 projects have been scoped for capital funding consideration.

Landscape Infrastructure Manual

Council continued finalising the annual Landscape Infrastructure Manual (LIM) website update which includes many amendments to reflect current best practice as well as the inclusion of three new categories:

- LIM Boardwalks and Viewing Platforms
- LIM Handrails and Balustrades
- LIM Trees – Sensitive Design (existing and new trees).

Rivers, streams, estuaries and water bodies

On-site meetings are being undertaken with Aura (Caloundra South) development staff for significant wetlands and water-sensitive urban design assets (water quality improvement devices) to be transferred to Council post off-maintenance period. Individual assets are up to and larger than 1 hectare in size.

Stormwater Drainage

Golden Beach stormwater trial

Golden Beach became the first suburb on the Sunshine Coast to trial a functional, cost-effective and sustainable way to water street trees. The trial will see a range of methods implemented to collect and capture stormwater run-off from our roads and kerbs, which will then be redirected to the roots of our street trees.

Asset inspection program

This quarter the inspection program of stormwater drainage assets continued. This included:

- 19km of stormwater pipes (out of a total of 1460km)
- 870 pits/manholes (out of a total of 50,000)
- 98 box and pipe culverts (out of a total of 2000).

Stormwater drainage assets are inspected on a rotational basis. On average around 10% of the network is inspected for structural condition annually.

Sustainable growth and network planning

Council has progressed the planning for the Beerwah East Major Development Area (MDA) as an input to the State Government's consideration of the future development of the MDA in accordance with the priority actions set down in ShapingSEQ. Council has also provided advice to Economic Development Queensland and Stockland about key aspects of the development of community hubs in Caloundra South and the delivery of infrastructure in accordance with the executed infrastructure agreement.

Network Planning which recognises the inputs of land use, social needs, funding requirements, impacts of flooding and environmental needs is ongoing, with the outputs reflected in Council's Local Government Infrastructure Plan and Ten Year Capital Works Program.

Pavement Rehabilitation Program

Council is the first local government in Queensland to install an innovative eco-product made from 100% recycled polyethylene terephthalate (PET) bottles to upgrade a road. Council used HaTelit C Eco; a recycled polymer grid which effectively reinforces asphalt layers which was used during the upgrade of Parklands Boulevard, Meridan Plains. The use of 100% recycled polymer is a great innovation and sustainable outcome for Council.

A Smart Economy

Delivering a prosperous, high-value economy of choice for business, investment and employment.



\$1.6 million

in revenue for Sunshine Coast holiday parks



246

businesses accessed specialist advice and information.

Sunshine Coast Airport Expansion

A monumental milestone was achieved on 14 June, with the first aircraft landing on the new 2450 metre international-standard runway at the Sunshine Coast Airport. The new runway will provide the Sunshine Coast and surrounding regions with direct travel and export opportunities, connecting our communities to all ports in Australia as well as Asia and the Western Pacific.

The runway has taken 26 months to construct and at every opportunity utilised local suppliers and workforce. The airport expansion project will help build new opportunities for current and future generations and contribute more than \$4.1 billion to our economy over the next 20 years, as well as generating approximately 2230 jobs in that time.

Significant milestones were achieved during the quarter leading up to this achievement, with the completion of:

- Drainage works
- Asphaltting on runway and taxiways
- Line marking
- Grooving and friction testing, and
- Landscaping.

International Broadband Submarine Cable

Amazon Web Service

Council has collaborated with Amazon Web Services to offer digital training to our community to enable continual education that includes new skills in cloud computing, machine learning and data analytics. This collaboration complements the International Broadband Submarine Cable Network and is in line with the objectives of the Regional Economic Development Strategy.

Cyber Security Innovation Node

The Sunshine Coast Cyber Security Innovation Node was established in June making it one of only two

regional nodes appointed in the country. The Node will deliver increased cyber security capability, talent and education programs across the region, as well as fast-tracking cyber security exports internationally.

The establishment of the Node comes after the activation of the Sunshine Coast International Broadband Network in March and will connect and upskill Queensland cyber companies, and provide security for our local businesses. The Node will foster increased focus on this emerging sector, increase local capacity and also attract business to the Sunshine Coast.

Economic Recovery and Resurgence

Council's Economic Resurgence Plan, in response to COVID-19, was created to fast track the region's economic recovery over the next 12-18 months, and return the regional economy to the level of economic growth experienced in 2019-20. The focus of the plan is to rebuild business and consumer confidence, increase capacity, job creation and productivity in the local economy, and facilitate innovation and new technologies. This plan will position the Sunshine Coast in domestic and global markets as a Healthy, Smart and Creative destination to live, work and be a partner of choice.

A taskforce, which is made up of seven private-sector Sunshine Coast leaders, will provide advice and guidance to Council on the tactics to employ to deliver the highest value results in the shortest timeframe in light of the COVID-19 pandemic. Economy Portfolio holders, Councillors Jason O'Pray and Terry Landsberg will co-chair the taskforce.

Two economic stimulus programs were released this quarter to support industry and businesses, along with the delivery of new economic programs such as the Professional Advice Support Program, Business Signage Support, enhanced business wellbeing support through the B-Well and Prosper program and fortnightly online workshops and sessions with industry.



A major initiative was also launched with local Chambers and industry groups to promote business successes in spite of COVID-19, via an 'Operation Bounce Back' business magazine with 60,000 copies printed/distributed throughout the region, an ebook distributed to more than 10,000 people and specific features of 20 Chambers and industry groups.

Mooloolaba multi-story car park

The Mooloolaba multi-storey car park continued to come out of the ground over the quarter with concrete pours progressing up beyond level 5. Scheduled completion remains on track to be delivered in time for the 2020 Christmas school holidays (weather and site conditions dependant).

The Brisbane Road Car Park Redevelopment is a major investment by Council to increase the car parking capacity of this important Sunshine Coast precinct, supporting the adopted Mooloolaba Masterplan and vision to be a world class destination.

Brisbane Road development

Council has endorsed KPAT Asset Management Pty Ltd as the successful proponent of a 4.5 star hotel on the Brisbane Road and First Avenue Mooloolaba site, known previously as the Brisbane Road Car Park.

Brisbane Road Car Park was previously divided into two parcels, one for the Mooloolaba multi storey car park and the other for the development of a hotel comprising of 160 hotel rooms, additional car parking and a ground level retail space.

Benefits from a project of this nature will flow onto many local contractors, suppliers and businesses. Subject to successfully negotiating the contracts and the proponent obtaining the requisite approvals, approximately 186 construction workers will be involved throughout construction with an ongoing 137 jobs in the local retail and accommodation sector.

The project is forecast for completion in late 2023, subject to development approvals being obtained by the proponent in late 2021.

Holiday parks

Council injected a further \$355,000 into the local economy to support construction industry jobs to upgrade holiday parks across the region. While facilities were closed due to public health directions, Council accelerated programmed maintenance such as:

- Installation of Dump Ezy at Coolum Beach Holiday Park, Dicky Beach Family Holiday Park and Cotton Tree Holiday Park
- Installation of fly over roof/shelter to residence building at Coolum Beach Holiday Park

- Replacement of amenity hot water system at Cotton Tree Holiday Park
- Replacement of five electrical pits at Cotton Tree Holiday Park
- Refurbishment of residence bathroom at Mudjimba Beach Holiday Park.

Other highlights for the quarter include:

- A new online guest portal booking system was implemented to provide and streamline contactless check-in
- Dicky Beach Family Park management contract was awarded.

Service Excellence

Positive experiences for our customers, great services to our community.



83%

of development applications assessed within statutory timeframes



2659

building approvals issued with a construction value of \$369 million



57,447

customers assisted through the development and customer contact centres



3436

building and plumbing applications decided

Cemeteries

As an action from the Cemetery Plan, preliminary work has commenced towards the provision of online public access to Council's burial records.

Council is continuing to work with stakeholders on the acquisition of additional land within the south of the region to prepare for future growth needs.

During the quarter the refurbishment of the shelter and ashes interment garden within Kulangoor Cemetery was finalised.

Customer and community relations

Customer Service counters were closed due to COVID-19 restrictions from 6 April 2020 to 9 June 2020.

Council commenced a number of successful initiatives to improve the customer experience including:

- Extending chat hours - chat volumes increased by 48%
- Promotion of online channels through social media
- Customer service appointment system for customers was in place in early April 2020
- Developing efficiencies for responses to customers on applications and incoming mail.

Development services

In June 2020, the Planning and Environment Court delivered its judgement on the appeals and found the proposed Yaroomba Beach Master Plan development should be approved subject to conditions.

This development will deliver a new five-star hotel, public parklands, surf lifesaving facilities and public beach

access points and a new coastal pathway as well as providing substantial economic benefits to the Cooloom locality and wider Sunshine Coast area.

Local Amenity and Local Laws

Education programs were placed on hold during the June quarter due to COVID-19 health restrictions and school shutdowns.

Council officers assisted the community with the monitoring of social distancing in public spaces during the various levels of restrictions. Patrols were carried out across 103 days with animal management and safety concerns being addressed.

The community continued to support the mobile dog application program with 823 views in the first week of May 2020 and 4450 views in total during the quarter.

Council partnered with the State Government to accelerate the fight against illegal dumping. The program commenced on 26 May calling on the community to report illegal dumping - if you see it, report it. Ninety-six incidents have been reported to date identifying a total volume of 264,422 litres of waste.

A significant number of commercial permits were cancelled due to COVID-19 restrictions. Impacts included the cancellation of major events across the region, including Sunshine Coast Marathon, Queensland Surf Lifesaving Championships and Caloundra Music Festival.

Permit applications continued for commercial businesses pivoting their operations in response to the COVID-19 pandemic restrictions.

Parking patrols were withdrawn for the first six weeks of the quarter. Patrols recommenced in May 2020 with a

focus on education to encourage community members to park lawfully and safely.

Public health

Environmental Health, in conjunction with Queensland Health, have been undertaking COVID-19 'Ease of Restrictions' education visits to licensed premises including cafes, restaurants, tattooists and caravan parks. Business fees relief was provided to these businesses to deliver some financial support while restrictions were in place.

A reduction in the aerial mosquito control program was in place for the quarter due to the cooler weather with treatments conducted as required.

Due to COVID-19 restrictions, the Biosecurity Surveillance Program continued to be delivered in a reduced capacity. Educational letters were delivered to property owners to assist with the management of invasive plants identified on their property.

Quarries

The Image Flat Quarry pug mill has been brought up to standard with extensive guarding and structural work. The usage of the mill, used to grind and mix materials such as clay or the ingredients of cement, has increased as Quarry Services are now blending the high quality road bases to ensure a consistent quality product. Sales in the external market has increased with most of the landscape yards on the coast now selling Image Flat Quarry products.

Waste and resource management

Council's waste and resource service continued to operate unaffected throughout the COVID-19 pandemic, providing an essential services to our community. During the quarter the service:

- Received 69,900 tonnes of waste
- Recovered 28,211 tonnes of waste
- Achieved a 40% diversion rate, which is an improvement on the previous quarter due to increased sales of crushed concrete.

An Outstanding Organisation

A high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership.



5

awards received during the quarter



\$73 million

(72%) of council's purchasing spend with local business for the quarter



38

offers of employment for the quarter

COVID-19 Recovery Collaboration Challenge

Council has shifted its focus to the future by implementing the COVID-19 Recovery Collaboration Challenge. Council employees have been invited to contribute their ideas, solutions and inspiration for how Council and our employees can support each other, the community and businesses to recover from COVID-19.

Input into the challenge will focus on improvements to service delivery, internal working process and service models, new technologies, the reduction of social and economic impact in the community. Successful challenge ideas will assist Council with its ongoing planning, response and recovery.

Elected Council

Following the 2020 Queensland Local Government Elections held on 28 March 2020, the new Sunshine Coast Council was declared in April 2020. Of the 11 Councillors, six were re-elected. The statutory post-election meeting marked the conclusion of the election proceedings where Councillor Rick Baberowski was elected by his colleagues as the Deputy Mayor. New Councillors include Councillors Terry Landsberg, Joe Natoli, Winston Johnston, Maria Suarez and David Law.

The 2020-2024 Councillor Portfolio System was endorsed in April, designating Councillors to a new portfolio model that will strengthen alignment with the strategic framework and priorities of Council.

An induction program for the new term of Council has been completed, incorporating:

- 47 workshop sessions
- 10 budget workshop sessions
- 1469 workshop requests and questions responded to.

The organisation will continue to work closely with the new Council to continue delivering important services to the community and create a bright future for the region.

Financial and procurement services

2020-21 Budget

Council adopted the \$782 million 2020-21 budget at a Special Meeting on 25 June 2020. The budget focusses on:

- Assisting residents with their recovery efforts and primes our regional economy so local businesses can rebuild
- Supporting the community, focussing on their needs today, next year and into the future
- Reduces pressure on ratepayers.

Council is providing immediate relief for local businesses doing it tough by continuing to waive a range of charges, rents and permit fees for businesses until 31 October 2020.

Council will continue to support the Professional Advice and B-Well and Prosper programs to assist business operators through the economic recovery process in the wake of the COVID-19 pandemic.

Capital works program

The budget includes a \$243 million investment in capital projects.

Our capital works program delivers better infrastructure and facilities for our residents and at the same time, provides work for local trades and other businesses,



helps keep local people employed and keeps money circulating through our economy.

Our capital works projects are estimated to provide more than \$300 million in benefits to our Sunshine Coast economy and support well over 1000 jobs.

Procurement and contracting

In June, the 2020-21 Procurement Policy and Procurement and Contracting Framework was adopted to ensure continuity of Council procurement activity and legislative compliance. The updated procurement policy outlines that contracts up to \$250,000 will go to local companies, unless a genuine reason not to applies.

Operational Plan

In parallel with the Budget process, Council's annual Operational Plan was developed and adopted by Council in June. The Operational Plan is developed alongside the budget to ensure the resources for key activities, projects and core services delivery is allocated effectively.

The Operational Plan provides the program of works for the year ahead and identifies responsibilities and resources to support progress towards the delivery of the Sunshine Coast Council Corporate Plan 2020-2024.

Governance

Governance has been undertaking a review of major policies, this has resulted in updates being undertaken on the Complaints Management Framework, Public Interest Disclosure Program and the Procurement Policy.

Due to the COVID-19 restrictions, Council's Code of Conduct Training was delivered via a web-based platform, with a number of Council Officers participating in training sessions over the quarter.

Awards

- Council's Get Ready Schools program won the Champions of Change award from the Office of the Inspector General Emergency Management
- The Inter-Urban Break Outdoor Recreation Plan received a Regional Achievement Award in

Landscape Architecture in 2020 AILA QLD Landscape Architecture Awards.

- The Sunshine Coast Design Book won the award for Research, Policy and Communications in the 2020 AILA QLD Landscape Architecture Awards.
- The Aerodrome Road Intersection won the award for Civil Landscape in the 2020 AILA QLD Landscape Architecture Awards.
- The Sunshine Coast Kids in Action Program won the 2020 Queensland Reconciliation Award for Partnership.

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Connecting with Council

To receive Council news and information you can subscribe to Council's e-newsletters.

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

Follow Council on:

Facebook: @sunshinecoastCouncil

Twitter: @Councilscc

Instagram: @sunshinecoastCouncil

Council invites residents to participate in its many forms of community engagement. These engagement activities range from simply telling you about what Council is doing and giving updates on Council activities, to getting your feedback by asking you to have your say.

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



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