



## Quarterly Progress Report Quarter 1 2015/16



### Chief Executive Officer's Report

#### A message from Michael Whittaker, CEO

This quarter saw significant milestones achieved by the organisation, building on our existing momentum to ensure we have a sustainable, compelling and effective platform to realise our vision: To be Australia's most sustainable region – vibrant, green, diverse.

### Overview

In September I arrived on the Sunshine Coast to take up the position of Chief Executive Officer of the council and I'm now looking forward to being a part of a highly successful organisation.

I'm also looking forward to working closely with the Mayor and Councillors, the Executive Leadership Team and senior managers, and one of my priorities is to meet and connect with as many employees as possible.

I would like to acknowledge and thank Ray Turner for his leadership as Acting CEO since the end of April. Ray and each of the Directors have remained focused on continuing to deliver council's services, programs and major projects over the past few months.

The organisation is headed for greater success as we continue to deliver quality services to our community, focus our energy on the region's 'game-changer' projects and establish the Sunshine Coast as the premier investment, employment and lifestyle destination in Queensland.

The council is, I believe, one of the pre-eminent councils in Queensland and I will be working closely with the elected representatives to make it the number one council in Australia.

Financially the council is in very good shape. The organisation has achieved six consecutive unqualified audits, with the seventh expected to be received shortly, and also awarded the second highest credit ranking available by the Queensland Treasury Corporation. No other council in Queensland is higher than the Sunshine Coast. That's an

outstanding achievement and my job is to build on that.

Council staff had already experienced major changes with amalgamation, de-amalgamation and an organisation review, so providing stability within the organisation is high on my agenda. I will be working with Mayor and Councillors to ensure that happens.

I'm looking forward to developing very strong relationships with the community, the councillors and staff so together we can take the Sunshine Coast confidently into its next chapter.

### **Economic activity remains high in the region**

The high level of regional economic activity has continued in the new financial year with a number of significant events and initiatives having taken place. Some of these include:

- The Mayor led a successful Health Mission to Melbourne from 15-17 July 2015. The delegation met with over 35 representatives from potential investment companies and global research institutions to explore future collaborative projects.
- Three major events, the Queensland Garden Expo, the Sunshine Coast Winter Bowls Carnival and the Sunshine Coast Ironman 70.3, took place during the quarter resulting in a significant economic impact and increased visitors to the region.
- The P&O vessel Pacific Pearl anchored off Mooloolaba on 18 July with approx 1700 passengers disembarking and over 340 of the passengers joining pre-booked tours to various locations in the region. Unfortunately the Pacific Pearl was unable to transfer passengers into Mooloolaba for its second visit on Friday 21 August due to poor weather, however a further 12 visits could take place over the coming 12 months.
- Council lodged a submission with the Australian Communications and Media Authority to start the process to declare an offshore cable protection zone. The zone would encourage the private sector to deliver an international undersea

broadband cable that, if successful, would link the region directly to global communications systems in Asia, the Pacific and the United States.

- Qantas announced their return to the Sunshine Coast with new same day business flights to Sydney to commence in February 2016.

The inaugural Sunshine Coast Job Show was held during the quarter. This event showcased available jobs throughout the region in the one place, at the one time, generating immediate links to employment opportunities and job outcomes. This is an initiative of our organisation and also fully funded by council. More than 1,600 job seekers and over 60 local private and public sector agencies participated in the event, with a high number of placements expected in the coming weeks. A special thanks to the Economic Development branch for leading this initiative.

### **Protecting and enhancing the region's environment as an essential service**

The region's enviable natural environment was further protected and enhanced over the last financial year as council, in partnership with the community, continued to roll out the benefits of the \$7.6 million Environment Levy.

The 2014/15 Environment Levy Annual Report was endorsed by council at the September Ordinary Meeting. The report highlighted where funding was spent:

- \$2.9 million for buying, protecting and enhancing environmentally significant land (includes reserved funds for future land acquisitions).
- \$2.1 million for environmental management activities including funding for flying fox and pest management, and support of Council's environment education facilities.
- \$1.4 million for engagement and support of the Sunshine Coast community, including the Environment Levy Partnership Program and Landholder Environment Grants.
- \$843,000 for delivering on-ground environmental projects, like removing weeds in road reserves, rehabilitating coastal dunes and reserves, and restoring

waterway vegetation in the Pumicestone Passage and Maroochy River.

- \$356,000 towards building our knowledge through projects like the pioneering flying fox tracking project or by using 'Maya' the trained border collie to detect koala scats (droppings), the outcomes of which informed aspects of the draft koala conservation plan.

Through the levy, council has been protecting and enhancing environmentally significant land, delivering on-ground actions, building our knowledge, and engaging and supporting the Sunshine Coast community.

#### **Multi-screen cinema complex announced for Nambour**

During the quarter an announcement was made regarding a multi-screen cinema complex for Nambour. The Nambour Civic Centre at C-Square in Currie Street will be transformed into a multi-screen cinema complex from November this year. The Art House Cinema will continue to be a part of the movie offer in Nambour.

Council relinquished its lease at C-Square so the proposal by the cinema complex owners, Majestic Cinemas, could proceed.

Our staff at the Nambour Civic Centre were advised of this announcement and the organisation will work closely with the staff to support them through this period. Staff will be exploring options around potentially transitioning to employment with Majestic Cinemas, redeployment into other Council cultural venues or looking for new opportunities.

While this is great news for Nambour, the hinterland and the region, our focus is currently on supporting our staff through this process.

From November, Majestic Cinemas will operate a two-screen cinema at C-Square and a multi-million dollar internal refurbishment will be undertaken over the next 12-18 months to establish five cinemas.

#### **New mobile library service launched**

In September council launched its new, state-of-the-art mobile library which has the latest technology for all the community to access.

The fresh new look for the existing mobile library is an enhancement to library services aimed at improving access to information and technology for the region.

The new mobile library has been designed specifically to suit our region's needs and has been built to cope with our rural roads. On its 24 stops throughout the region, the mobile library attracts in excess of 5000 people a month.

Congratulations to our library and fleet management staff who worked closely together to design the new mobile library to meet the needs of the community.

#### **Smart City Framework**

During the quarter the Smart City Framework for the Maroochy City Centre priority development area and the wider Sunshine Coast region moved from a development phase to implementation. The framework was developed through consultation with key stakeholders and is designed to help make the Sunshine Coast even more liveable, workable and sustainable. Seen as a key competitive advantage for the region, the Smart City Framework illustrates how smart, integrated technologies can promote synergies and growth within the region.

A governance structure of the Smart City principles has been developed to ensure reliability, predictability and accountability of the objectives. This structure includes incorporating the actions into councils Corporate and Operational Plans, development of a Project Control Group and appointment of a Smart Cities Coordinator.

#### **Construction continues on the Evans Street upgrade**

During the quarter council's \$20 million Evans Street Upgrade remained on track with work focused on the Millwell Road and Evans Street intersection.

The intersection is being upgraded from a roundabout to a signalised intersection and

significant earth and civil works are being undertaken. This work has resulted in the temporary closure of Millwell Road (west), and the road is expected to be reopened before Christmas.

The Evans Street Upgrade involves the duplication of Evans Street from Maroochydore Road to Plaza Parade from two lanes to four, two new signalised intersections at School Road and Millwell Road East and u-turn facilities at School Road and Maroochydore Road.

This is one of the largest projects undertaken by council and work is due completion in late 2016.

#### **Sunshine Coast Airport passenger growth**

Sunshine Coast Airport experienced a record in July with more than 80,000 passengers travelling through the airport. This was a 7.3% increase on the same time last year.

The final figure of 83,108 passengers was a 10-month high, with all three airlines – Jetstar, Virgin and Air New Zealand – posting double-digit growth.

The airport plans to grow these numbers through their successful Fly Local campaign, and support the great work being done by Sunshine Coast Destination Ltd in highlighting what our region has to offer to our interstate and overseas visitors to the Coast.

The recently announced Sydney to Sunshine Coast route has already experienced strong demand. The Qantas service begins in December, and this will be a leisure-based schedule to meet the Christmas and school holiday demand. The new business flight service will get underway from February 2016.

On the 29 September 2015 the Mayor and I presented to the Coordinator General on the expansion plans.

#### **New mental health initiative**

A new health and wellbeing initiative was implemented across the organisation during the quarter as part of the organisation's FRESH program.

This initiative provides an ongoing commitment to understanding and providing

support for people experiencing mental health issues in our workforce.

Around one in five people experience a mental health challenge at any one time in Australian society. These problems can be personal or work related, and includes anxiety, depression, sleep difficulties, fatigue, stress, alcohol, drug use and sometimes suicidal thoughts. In Australia, it is estimated only a quarter of employees feel comfortable seeking support or making their employer aware of their circumstances.

The Executive Leadership Team are committed to providing and promoting a work environment where people experiencing mental health concerns feel they can:

- speak up;
- be supported by colleagues and management; and
- receive ongoing recovery support.

The HR Branch will be working to build the capacity of our managers to handle discussions and to raise awareness of the program.

#### **Gold heritage award for Mary Grigor Centre**

The design and construction of the Mary Grigor Centre, a newly constructed archival and interpretive centre located within the Bankfoot House Heritage Precinct at Glass House Mountains, was recognised with a Gold Award at the prestigious National Trust Queensland Heritage Awards held in August.

Funded by council's Heritage Levy, the Mary Grigor Centre received the gold award within the Agency Conservation category which was open to government agencies and government organisations for programs and projects that demonstrated excellence in planning, conservation, interpretation and promotion of heritage.

This project demonstrates best practice in planning excellence and innovation in conservation of a museum quality archival collection. The purpose-built centre provides an enhanced visitor experience offering 24/7 climate control archival storage for the paper and textile collections, work space for the

Friends of Bankfoot House, visitor and interpretative space and public amenities.

Council staff have worked closely with the Friends of Bankfoot House to ensure the success of the Mary Grigor Centre. I would like to thank everyone who has made a contribution to the Mary Grigor Centre and the overall Bankfoot House Heritage Precinct. The Gold Award is a great outcome for the precinct, our organisation and the region.

#### **IAwards success for the Disaster Hub**

Our organisation was the centre of attention at the IAwards held in August in Melbourne. The IAwards are hosted the Australian Information Industry Association who is the peak industry body and advocacy group for the ICT industry.

The Disaster Hub received a merit award in the Government Category. This category covers e-Government, governance, and the public sector and the Disaster Hub received more votes than major projects from the Telstra, QLD Government, WA Police, TechnologyOne and other large Government projects from the other States and Territories.

The Disaster Hub was just edged out of the top spot by the National Blood Authority from ACT for their BloodNet Laboratory Information System Interface.

The Disaster Hub is now a state and national award winning product and it put council up there as an innovative organisation at the leading edge of technology in Australia.

Congratulations and well done to everyone involved in the development of the Disaster Hub. I would particularly like to thank the Disaster Management and ICTS teams for their collaboration and expertise in developing a contemporary and innovative tool.

#### **A strong and performing organisation**

Council is operating within its workforce budget of 1506 FTE established positions (full-time, part-time and casual) and 57 non-establishment positions. This equates to a workforce headcount of 1742 (1652 council employees and 90 labour hire staff). There is also an additional budget allocation equivalent to approximately 50 full time positions which is utilised for temporary, consultancy-type arrangements as may be needed for short

term projects, peak workload management and specialised expertise.

During my first two weeks with the organisation I had the opportunity to talk with over 1300, or 75 percent, of our workforce. I visited some of our major workplaces including the Caloundra Depot, Caloundra administration building and Nambour administration buildings as part of the *Spring Into Spring* celebration. I attended the Nambour Civic Centre to address our outdoor staff at the Safety Symposium, and I also visited the Sunshine Coast Stadium to meet with staff and address the Managers Forum.

I have been greatly impressed by the high level of enthusiasm that everyone has for the organisation and the region. I can't speak highly enough of the skills of our workforce and I believe there is a great level of depth across the organisation. Our people are physically doing the work of the council and delivering outcomes for our community every day and I want to continue supporting them in their roles.

I plan on being out and about in the organisation on a regular basis and I have put together a schedule to visit the remaining workplaces and talk with staff over the next quarter. I want staff to tell me how we can do our jobs better so we can continue adding real value to our community.

#### **Thank You**

I would like to thank the Mayor, Councillors, Staff and many business and community leaders who have gone out of their way to make my family and I welcome to the Sunshine Coast and Council. The sincerity of the support has enforced by view I have come to the best region in Australia.



## Quarterly Progress Report Quarter 1, 2015/16

The Community Services Department provides an integral connection between Council and our community. It provides social, cultural, sporting and recreational services, and community facilities. Services are aimed at encouraging communities to be safe, healthy, active and vibrant.

Service snapshot of the quarter:

### Customer Contact

- 48,566 calls answered
- 13,668 customer visits
- 9,855 email requests
- 1,852 webchats

### Community Response

- 7,663 infringements issued
- 369 animals impounded (38% reunited with owner)
- 2,277 new animals registered
- 221 environmental nuisance complaints received and investigated

### Libraries

- 452 library programs and workshops delivered
- 10,444 participants in library programs

### Community Venues

- 2,028 major venue events held
- 191,580 attendees at major venue events

### Grants

- 31 grants awarded
- Over \$39,482 in grant funding allocated.



### A message from Coralie Nichols, Director Community Services

Following on from hosting the Melbourne Storm and Qantas Wallabies at the Sunshine Coast Stadium this quarter, in an NRL-first, the Melbourne Storm announced that its National Youth Competition team will relocate to the Stadium from 2016.

The recently launched purpose-built archival and interpretive centre, the Mary Grigor Centre, was recognised with a Gold Award at the prestigious National Trust Queensland Heritage Awards in August. The Centre was recognised for demonstrating excellence in the conservation and promotion of Queensland's historic and Indigenous cultural heritage.

Council has now relinquished its lease of the Nambour Civic Centre, enabling plans for the C-Square asset to be converted into a multi-screen cinema complex, offering more than 200 screenings per week once development is finalised.

Sunshine Coast Libraries launched their new state-of-the-art mobile library this quarter, with an aim to promote and improve access to information and technology for the region.

**Service delivery**  
Council's Operational Plan outlines the services that Council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

**Goal: A strong community**

**Community and cultural development and partnerships**

The recently launched purpose-built archival and interpretive centre, the **Mary Grigor Centre**, was recognised with a Gold Award at the prestigious National Trust Queensland Heritage Awards in August. Mayor Mark Jamieson accepted the award, which highlights projects and people that demonstrate excellence in the conservation and promotion of Queensland's historic and Indigenous cultural heritage.

To further heritage conservation and promotion efforts, Council, at its August 2015 Ordinary Meeting, adopted the **Sunshine Coast Heritage Plan 2015-2020**. The five-year plan aims to identify, conserve and celebrate the region's valued traditions, memories, places and artefacts.

The **2015 Sunshine Coast Art Prize** was officially launched this quarter with the announcement of the winner of the Two Dimensional Award at the Caloundra Art Gallery in September. To celebrate the 10<sup>th</sup> anniversary of the Art Prize, Council is partnering with visual art awards across the Coast to promote a region-wide celebration.

As part of the **Drawn Together** program, which creatively educates and mentors young people who have engaged in graffiti and vandalism, Council launched its Graffiti Action Toolkit. This resource is tailored to help schools, businesses and the community understand, manage and prevent graffiti vandalism in their local community.

In total, over \$39,000 was awarded for 31 **grant applications** this quarter. Of this, almost \$34,000 was distributed via Councillor Discretionary funds. A further \$5,493 in funding was awarded in the areas of Individual Development and Emergency grants.

Council hosted two **Australian Citizenship Ceremonies** this quarter, with more than 400

local residents officially becoming Sunshine Coast's newest Australian Citizens.

**Community venues**

Performances at our **major venues** and community spaces continued to be popular hosting 2,028 events, and attracting over 190,000 patrons. Key performances included the *Sydney Comedy Festival Showcase* for the third year in a row; and the production of *Revolting Rhymes and Dirty Beasts*, based on the children's book by Roald Dahl. Musically, the region hosted performances by Australian country music legend, *Lee Kernaghan*; ARIA Award winners, *The Waifs* returned to the Sunshine Coast to promote their new album; and founding member of *The Seekers*, Athol Guy unveiled the untold story of the folk/pop supergroup in a musical and visual production. The Nambour Arthouse Cinema hosted various screenings including new films, *Last Cab to Darwin*; *Ricki and the Flash*; and the *Minions* movie as part of its school holiday program.

Council resolved to relinquish its lease of the **Nambour Civic Centre** at C-Square this quarter. The Centre will be transformed into a multi-screen cinema complex, eventually offering more than 200 screenings each week. From November, Majestic Cinemas will operate a two-screen cinema to offer a greater movie selection and increased sessions seven days per week. By late 2016, an extensive internal refurbishment will provide five cinemas for the community to access.

At its July Ordinary Meeting, Council committed to increased investment in the **Events Centre Caloundra**. Some of the key improvements over the next five years will include new seating, an air conditioning upgrade, improved disability access and various backstage upgrades. The enhanced capital works investment is expected to improve the experience for both patrons and visiting artists to the venue.

Further activity in venue development for the region saw Council officially open the first stage upgrade of Jack Morgan Park, including the refurbished **Coolum Civic Centre**. Upgrades to the Centre include internal and external renovations to the Civic Centre foyer, toilets, kitchen, meeting rooms and entry areas. Surrounding external infrastructure

upgrades consist of new outdoor seating areas and trees, better footpaths and lighting, bike racks and way-finding signage, and a safer 'drop off' zone for vehicle passengers.

### Libraries

In September, Sunshine Coast Libraries launched their **new state-of-the-art mobile library** which has the latest technology for all of the community to access. The new mobile library and the fresh new look for the existing mobile library are enhancements to library services aimed at promoting and improving access to information and technology for the region.

Library staff and children alike celebrated the 70<sup>th</sup> anniversary of **Children's Book Week** in August by dressing up as their favourite book characters. Each year across Australia, public libraries and schools spend a week celebrating books and Australian authors and illustrators in an effort to highlight the importance of reading. To further encourage reading and exploration from a young age, Sunshine Coast Libraries also unveiled their new range of **children's library cards**.

Libraries supported **Seniors Week** this quarter by hosting a range of free events from morning teas, tech tutorials, author talks and Wii play sessions for people aged 50 years and over.

### Sporting facilities

The **Sunshine Coast Stadium** continues to grow in status as the region's premier sporting facility, attracting numerous high-profile football clubs to train at the facility this quarter. The Stadium hosted NRL club, **Melbourne Storm** for a four day training camp in late August, following on from the **Qantas Wallabies** week long camp held earlier in the month. These camps provide significant economic benefit for the region and give the community a chance to get up close to the players at open training sessions and events.

In a major development, it was announced that the Melbourne Rugby League Club's **Storm Academy** will be based at the Sunshine Coast Stadium from 2016. The pioneering program will see the NRL Club's **National Youth Competition team**, which plays in the high-profile under 20s Holden Cup, relocated to the Stadium alongside

feeder team, the Sunshine Coast Falcons. This NRL-first project will provide the best possible pathway for young footballers to gain recruitment into the Storm's NRL squad.

Now in its 31<sup>st</sup> year at the Nambour Showgrounds, the region hosted the **Queensland Garden Expo** during July. The event included 360 exhibitors, 55 local nurseries and 45 guest speakers over three days, attracting over 26,000 visitors and injecting millions of dollars into the local economy.

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

- Adoption of the **Reserve 1000 Master Plan** at Council's August Ordinary Meeting. Developing additional AFL fields and outdoor netball courts, and improving on-site parking are some of the recommendations outlined in the recently adopted Plan (*Sport and Active Recreation Plan 2011-2026*)
- Contribution of additional funding towards the **expansion of the Maroochydore Eagles Basketball Association's stadium** at the Elizabeth Daniels Sports Complex. This investment will result in a further two indoor courts being developed to complement the existing one court stadium (*Sport and Active Recreation Plan 2011-2026; Elizabeth Daniels Sports Complex Master Plan 2013-2028*).

### Goal: Service excellence

#### Cemeteries

Cemetery Services have focused on **maintenance, safety and enhanced service provision** this quarter. Key projects include:

- Improvements to the amenity of cemetery sites and in particular for this quarter, the Peachester Cemetery. Maintenance is a continual focus for Cemetery Services.
- Implementation of actions as outlined in the commissioned safety audit to allow for greater public and personnel safety protection.
- Completion of the Fairhill Provisional School Memorial. The business of plaques and monuments continues to



experience significant growth within Cemetery Services.

- The detailed mapping of cemetery plots. This activity is ongoing, with collected mapping data now being digitised.

A total of 211 **cemetery applications** were received this quarter, which is slightly lower than the previous quarter.

#### Customer and community relations

Telephone and physical visits were the main methods of **interacting with Council** this quarter, with over 48,000 calls, more than 13,500 visitors to our centres, over 9,800 email requests and 1,852 webchats managed by the Customer Contact Centre.

In addition, a combined total of 80% of online, email and phone contacts were resolved during the customer's first contact. Customer satisfaction ratings with the Customer Contact Officer remained very high at 4.79 out of possible scores of 5.

The average speed of answer for phone calls was 24 seconds, with 90% of calls responded to within 60 seconds, contributing to the high satisfaction rates.

#### Local amenity and local laws

Annual renewal notices for **pet registrations** were once again distributed this quarter. The fees collected from registration help Council to provide a variety of animal management activities and facilities across the region, including the pound facilities, dog off leash parks, proactive patrols and education programs.

Throughout September, Council encouraged local businesses to apply for a three-year permit to undertake a range of **activities on public land** across the Sunshine Coast. As the main purpose of public land is for community use and enjoyment, Council has a number of designated locations across the region where businesses can conduct activities on public land which benefit the community.

#### Public health

The Environmental Health Unit is responsible for **licensing** over 1,973 premises across the region that require annual inspections. For the

quarter, 430 **inspections** were conducted with 22 **compliance** notices issued.

The owner of a local food business was fined \$17,000 this quarter for critical **food safety non-compliances** relating to food hygiene and cleanliness. This approach enforces Council's commitment to ensuring the health and safety of residents and visitors to the region.

Management of midge populations has been a key focus for **vector and pest plant education and control** this quarter, involving the closure of the entrance to Currimundi Lake for a six-week period to help combat midge populations leading into the Summer months.

**Feral animal education and control** programs continued to be implemented with the:

- recommencement of Council's community led bi-annual wild dog baiting program to control wild dog numbers and mitigate occurrences of attacks on livestock, domestic pets and native fauna
- completion of the fox control pilot program, resulting in the successful removal of 32 foxes from the coastal strip, saving thousands of native wildlife.

#### Outlook

The forward outlook for the next quarter will be:

- Progression of the Maleny Recreation Draft Master Plan
- Delivering events celebrating Christmas across the region and New Year's Eve at Mooloolaba.
- Reports to Council for consideration will include the proposed extension of Coolool Library, the Master Plan for the Sunshine Coast Stadium, and the Commercial Use of Community Land report.
- Endorsement of Major Community Grants and RADF recommendations
- The hosting of The Color Run™, Gatorade Tri, Triathlon Pink and the Sunshine Coast Home Show and Caravan Camping Expo.
- Hosting 5 AFL Clubs who will be conducting their end of year camps at the Maroochydoore Multi Sports Complex over the months of December and January.



## Quarterly Progress Report Quarter 1, 2015/16

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

Service snapshot of the quarter:

- \$42.2m (67%) of total purchasing spend with suppliers having a local presence for 2015/16 financial year.
- 4,512 subscribers currently registered for council's tender alert service.
- A total of 133,502 rate notices (128,798 rateable properties) were issued, for a total of \$140.2 million in July 2015.
- 47 community lease inspections conducted during the quarter to ensure that facilities are safe and maintained in accordance with the lease conditions.
- Holiday Parks Revenue for first quarter is up by \$340,000 (9%) on last year and up on budget by \$127,000 (3.1%).
- 99.94% of computer network available during the quarter.
- A total of 944,409 emails in and out of Council for the quarter.
- 443,364 threats to our ICT systems blocked during the quarter.



### **A message from Ray Turner, Director Corporate Services**

Safety in our workplace is of paramount importance to Council. Two key initiatives were introduced in the first quarter that demonstrates our commitment to our workforce and contractors:

- The Work Safe Live Well campaign introduces Seven Safety Essentials for all employees with a specific focus on high risk roles in the organisation. This ongoing program will seek to promote knowledge and awareness in regard to working safely and staying healthy. A series of events are scheduled for the remainder of 2015/16.
- A new CEO HR Procedure and Policy was introduced which demonstrates our commitment to raising awareness and support for employees experiencing mental health problems at work. Three sessions of a new program called Conversations for Life were conducted by Connetica Pty Ltd. More sessions are scheduled and the HR Branch will continue to share information about this important topic for the workforce.

## Service delivery

**Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:**

### Goal: A new economy

#### Holiday parks

Sunshine Coast Council's six Sunshine Coast Holiday Parks have experienced a very successful winter season with occupancy rates across the three months the best for a number of years.

This year there had been a trend of southern visitors starting to arrive on the Coast earlier and by end of August the majority had departed for the return trip home.

Occupancy rates at our holiday parks were 2% higher than 2014 which in itself was also a good year.

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

Revenue for first quarter is up by \$340,000 (9%) on last year and up on budget by \$127,000 (3.1%)

### Goal: A strong community

#### Lifeguards

##### YTD September 2015

- 58 - Total Rescues
- 1,536,713 -Total Attendance
- 584 -Total First Aid
- 20,601 -Total Preventative Actions
- 53,768 - Total Local Government Ordinances

Contract compliance inspections conducted on all patrolled beaches.

### Goal: Service excellence

#### Property management

##### **Portfolio Management Unit**

- A Work Space Accommodation Audit was completed for all Corporate Administration Buildings and Depots.

- Draft Property Management Policy completed.
- Draft Property Management Framework completed.
- Depot Strategy – Stage 1 & 2 to Organisation Review Panel.
- Work Space Accommodation – multiple fitouts and refurbishments undertaken.

##### **Property Projects and Development Unit**

- Six Council freehold land parcels surplus to Council requirements are going to market.
- One property disposal completed at Mt Mellum.
- Business case being developed to continue with Caloundra Aerodrome Master Plan roll-out.
- A small Subdivision is being developed from excess land at the Maleny Community Precinct to help fund future projects.
- Maleny Trail and Maleny Golf Course opened on the Maleny Community Precinct.
- Completion of Parkland Drive and other infrastructure within the Maleny Community Precinct.
- In negotiation to acquire large Environmental Levy funded sites and Special Projects sites for Council. This includes nine property owners being engaged within this quarter.
- Negotiated new commercial lease for Council at 10 First Avenue, Maroochydore.
- Negotiated new commercial licence for Sunshine Coast Hospital car park Elizabeth Daniels, Buderim.

##### **Land Management Unit**

- 61 Requests for Comments and Owner's Consent were considered for the quarter.
- There were thirteen land acquisitions, resumptions, grants of easements or other tenure dealings completed during the quarter.
- All seven land areas (six private and National Parks) for the North Arm – Yandina Road Sealing project were acquired through negotiation. This

enabled the project to commence as scheduled.

- Work continues on formalising the backlog of tenure arrangements for community groups in accordance with the endorsed policy. There are 75 new or renewal of community leases being progressed, 19 of which are close to being finalised.
- Council conducted 47 community group inspections for the quarter. The inspections ensure that facilities are safe, in a sound condition and maintained in accordance with the lease.

#### Facilities Management Unit

Completed projects for last quarter:

- Maroochydore Depot Waste Water Remediation.
- The Events Centre Fly Wire System Maintenance Project.
- Nambour Aquatic Centre Coping Tile Works
- Landsborough Depot Fleet Shed – Collections Management Facility Concept Design
- Lake Kawana Finish Tower Refurbishment.
- Caloundra Admin Chiller Replacements.
- Caloundra Administration Carpet Replacement.
- Northshore Park PA Water Mains Upgrade.
- Mary Caincross Sewerage System Upgrade.
- Kawana Library Air Conditioning Duct Cleaning

#### Goal: A public sector leader

##### Human resource management

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

In this quarter two notable releases were the introduction of the Work Safe Live Well safety program and the commitment to Promoting mental health awareness and support for all employees.

The Work Safe Live Well campaign introduces Seven Safety Essentials for all employees

with a specific focus on high risk roles in the organisation. This ongoing program will seek to promote knowledge and awareness in regard to working safely and staying healthy. A series of promotional events are scheduled for the remainder of 2015/16 including a Caravan of Safety.

A new CEO HR Procedure and Policy was introduced which demonstrates our commitment to raising awareness and support for employees experiencing mental health problems at work. Three sessions of a new program called Conversations for Life were conducted by Connetica Pty Ltd a Sunshine Coast consultancy which specialises in helping to encourage open discussion about mental health. More sessions are scheduled and the HR Branch will continue to share information about this important topic for the workforce.

##### Financial services

###### July 2015 Rates

The first rate run for the 2015/16 year was completed in early July 2015. Rate notices were sent to ratepayers on 21 July 2015. A total of 133,502 rate notices (128,798 rateable properties) were issued, for a total of \$140.2 million.

The due date for payment was 21 August 2015. Approximately 84% paid within the due date with 74% of transactions by phone or electronic payments.

This is an excellent effort from the Rates Team, ICTS Branch, Customer Contact Unit and the Credit Management Team.

###### 2014/15 Financial Year

The 2014/15 interim financial position as at 30 June 2015 reflects a \$33.4 million operating result against a budgeted result of \$19.0 million.

The final result will be subject to review by council's external auditors, to be finalised in October 2015.

###### 2015/16 Budget Review 1

The first budget review for 2015/16 identifies works from the 2014/15 budget that were not completed as at 30 June 2015 and require funds to be carried over to the 2015/16 financial year.

The result of the budget review will decrease the 2015/16 operating result by \$4.0 million,

from \$21.5 million to \$17.4 million. Future budget reviews are likely to have a positive impact on this result. Capital revenues have increased by \$5.0 million from \$41.5 million to \$46.5 million. Capital expenditure increases by \$46.0 million, from \$183.4 million to \$229.4 million.

The 2014/15 closing cash balance was \$62.9 million higher than anticipated as at 30 June 2015. The budget review will increase the cash position by \$18.3 million to \$202.6 million as at 30 June 2016.

Council resolved to utilise part of the 2014/15 positive operating result to establish a \$5.0 million Natural Disaster Restricted Cash Component

### Procurement services

Procurement and Contracts Branch has continued to be involved in managing the procurements associated with some of Council's largest projects. During this quarter the Expression of Interest for the Brisbane Road Carpark has been developed and released to the market, following a Special Meeting of Council the Solar Farm has moved to the final stage of the evaluation process and the Automated Waste Collection System tender for SunCentral Maroochydore was advertised and has moved into the next evaluation stage.

### Governance

#### *Local Government Internal Boundary Review*

During the quarter council received the Change Commissioner's final determination in relation to the internal divisional boundaries of the Sunshine Coast Council. The Commission's final determination reflects the proposal resolved by council and affects Divisions 1, 2, 3, 6, 7, 9 and 10. The determination report will now be forwarded to the Minister for implementation by the Governor in Council. An internal process has commenced to ensure that council's mapping and other systems are in place when the new boundaries take effect on 19 March.

#### *Strategic Review of Integrity Commission Functions*

A submission was forwarded to the Integrity Commissioner in relation to the strategic review of the functions of the Integrity

Commission. Council's submission responded to a number of questions posed by the Commission and highlighted the requirement for clearer definitions within the Integrity Act to be drafted and welcomed any avenue that will provide greater clarity and surety for its various stakeholders as well as confidence in the institution of local government in the community.

#### *Local Law Amendment – Birtinya Residential Parking Permits*

Council made by resolution a local law amendment that provided for residential parking permits to be issued within the Birtinya Residential Parking Area. The local law amendment will introduce the ability for council to issue residents in the Birtinya regulated parking area with residential parking permits should they wish to park in timed parking zones adjacent to their property.

#### *2016 Local Government Election Preparation*

A project group has been formed to commence actions and tasks associated with preparations for the 2016 Local Government Election. The group is currently working on developing a range of tools and materials for use in the lead up to the election and post the election for new councillors. The group consists of representatives from the Executive Office and Corporate Governance Branch.

#### *People Management Business Continuity Plan*

A new BCP for People Management has been completed and now forms part of the business continuity framework. The need for a People Management BCP was identified at the disaster management exercise conducted last October. The annual review of all BCP's will commence in August.

#### *Employee Code of Conduct Information Sessions*

Employee code of conduct information sessions commenced roll-out across the organisation on 27 July 2015. The training builds awareness of behavioural expectations of employees and informs on good governance activities and practices. Training is mandatory for all staff and attendance will be noted and recorded in ESS.

#### *Award - 2014/2015 Risk Awareness Project*

Council's Risk Awareness Project undertaken during 2014/2015 was entered into the 2015

LGM Queensland Risk Management Excellence Awards. Council was awarded joint winner with Cairns Regional Council for the project. The project was considered by the Board of Management of LGM Queensland to have significant potential and relevance to other LGM Queensland Members.

#### *SCC Policy Review*

A review was undertaken on all SCC Corporate Policies recorded in council's policy register. The register has been updated and policies requiring updating are currently going through the relevant processes for adoption and review.

#### *Fraud Risk Management in local government*

Consideration has been given to the Queensland Audit Office report on Fraud Risk Management in Local Government. A report was considered by the Audit Committee at its Meeting held on 7 September 2015. A project plan to commence SCC Fraud Risk Assessments has been prepared. An independent consultant will be engaged to assist with the project and to undertake the assessments. Fraud Risk documentation will also be reviewed to ensure council continues to maintain robust systems and processes to aid in the prevention, detection, identification, reporting and management of fraud risks.

#### Information and communication technology

- 99.94% of computer network available during the quarter.
- A total of 944,409 emails in and out of Council for the quarter/
- 443,364 threats to our ICT systems blocked during the quarter

#### Electronic Document Management System Phase 2

- Contract for cloud infrastructure hosting completed and EDDIE installed in the cloud
- Roadshows held at various locations for staff
- Stage 1 go live workshops completed
- Technical configuration and setup completed
- Project testing completed

- Patch received from HP for issues revealed in testing
- W drive replacement rollout preparation completed
- User acceptance testing completed
- 1st rollout to ICTS branch completed
- Integration planning underway
- Further roll outs scheduled for mid October

#### Digital Connect Platform

- Corporate website prototype signed off and final development and testing is underway
- Internal launch scheduled for mid October
- Airport website design is with Airports for approval
- Sub sites (Libraries, Events, Galleries and Business) prototype build is nearing completion
- Stage 2 (My Council replacement) proposal received and is being evaluated
- All events will be hosted on the Events sub site

#### SCC Disaster Hub Phase 3

- External agencies now able to view published documentation
- Geofencing (selection of a geographic area) is now available to see the impacts of an event to specific areas and the demographics within these areas. This is now able to be sent to Emergency Management Queensland ( Disaster Impact Report) for them to air this via the emergency broadcast system
- Flood warning signs now all activated via Whisper (SMS activation)
- BoM 4 day forecast contour map overlay available
- The SCC Disaster Hub won the national Merit Recipient Award at the national iAwards - we were second in Australia ahead of major ICT companies

#### Organisational Service Desk

- Launched early September as the ICT Services Portal
- It has been well received by the organisation and ICTS staff have noted the efficiencies over the previous application

#### Open Data Phase 1

- Architecture approved and work to commence for automation of non GIS datasets (Development Application data) and financial data via SCC integration
- Continued work for publication of Environment and Flying Fox datasets for visualisation on Corporate Website
- Finalisation of Open Data procedures and handover to Open Data Phase 2 commenced
- Paywall investigation continues

#### Smart Cities Precinct Pilot

- Project team has been established
- Approach to Precinct Pilot has been defined (a.k.a Living Lab).
- Market research phase completed
- Identified possible 'experiments' to be run within the Living Lab
- Begun research into data and privacy considerations
- Conducted Request for Quote (RFQ) as an invitation to suppliers to express an interest in participation
- RFQ responses currently being evaluated
- Initial Living Lab communications included a stand at the Smart City Framework launch breakfast
- The outcomes from the Living Lab will also inform the Smart City Management Platform commencing shortly

#### Project Management Tool

- Evaluation of MS Project Server (cloud version) is currently underway with a test instance of the solution to be implemented early October to confirm fit of the system versus requirements and business processes by end October

#### Bushfire Hazard GIS Modelling

- State government model has been reviewed and quality assured by SCC staff
- Reviewed model is with the state government for update and will be sent to SCC for final evaluation

#### My Council Expansion

- Direct Debit application has been developed and is now undergoing testing
- Go live is planned for the end October

#### Events Management System Replacement

- Project team has been established
- Project scope has been confirmed
- Architecture is under review
- Business requirements have been prioritised to inform the tender
- Tender documents are currently being prepared for release end of October

#### Augmentation and Visualisation

- Market research of vendors with this technology completed
- Request for quote sent to vendors
- Request for quote responses evaluated and 2 vendors chosen for the pilot
- Contracts have been developed and are under review

#### Cloud Infrastructure Services Transition

- Project manager appointed
- Scoping for Office 365, Exchange and Office upgrade to 2013 almost complete
- Implementation work to commence mid-October with a planning first rollout prior to Christmas
- Further rollouts of Office 365 planned on a weekly basis

#### Wi-Fi in Council buildings

- Market research completed, quotes received and evaluated
- 100 megabit link has been ordered and is due for delivery by the end of November
- This new link will also form part of our disaster recovery plan
- Backend configuration has been completed
- Access points have been purchased and will be installed over the next 2 months timed to be available at the same time as the new link

#### Cloud Architecture Services Transition

- Market research for Identity and Access Management system completed
- High level requirements sent to vendors to inform the market research
- Development of the architectural requirements has begun
- Procurement planning has begun

#### Street Commerce

- Request for Quote sent to Bluetooth Beacon Management Platform supplier list is complete and a provider chosen
- Contract signed with Bluetooth Beacon Management provider
- Bluetooth Beacons installed and tuned for operation at Botanic Gardens Sculpture Garden
- Several smartphone application (App) development alternatives shortlisted and evaluated
- Smartphone App developer chosen and contract signed for engagement to develop Sunshine Coast smartphone app
- Smartphone app Phase 1 completed and pilot of the app was delivered to coincide with SmartCity Framework Presentation
- Smartphone app Phase 2 about to start with feature set being designed and vendor engaged to quote

considered by council at the Ordinary Meeting scheduled for 15 October 2015.

#### Property Management

- Feasibility Analysis Project moving into its second phase with Reserve Land held in Trust – including 2,300 sites including operational and community use.
- Caloundra Aerodrome Master Plan roll-out.
- Marketing a small Maleny Subdivision.
- Acquisitions for Brisbane Rd Mooloolaba expansion, Environmental Levy, and Maroochydore City Centre PDA access.
- Completion of Eumundi Markets and Car Park Commercial Leases and Development Agreements.
- Completion of 11 Acquisitions of significant parcels of land for Council purpose

#### Outlook

The forward outlook for the next quarter will be:

##### Human Resources

- Planning for the 2016 SCC Leaders Conference including locking in external speakers and finalising the program.
- Building workforce information and analytics including information from the new risk management and recruitment systems that were introduced in the previous quarter.
- Continuing health and safety messaging throughout the organisation and preparing for an audit by Workplace Health and safety Queensland scheduled for November 2016.

##### Procurement and Contracts

- Events Management System Replacement - Tender documents are currently being prepared for release end of October

##### Corporate Governance

- *General Amendments* – As part of council's bi-annual local law review a number of local law issues have been identified for amendment. A report will be





## Quarterly Progress Report Quarter 1, 2015/16

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

Service snapshot for the quarter:

- Sunshine Coast Airport recorded more than 250,000 passengers travelling through the airport in the first three months of this financial year including the highest September quarter on record.
- Council has provided additional information to the Coordinator General to progress the approval of the EIS for the new runway.
- 47,467 visitors/participants to 12 major events generated approximately \$20.3 million of economic activity for the region
- 620 job placements made during the life of *The Work Shop*, the joint Council and Sunshine Coast Public University Hospital employment service
- 35 Health Industry representatives from briefed in Melbourne on the Kawana Health Precinct
- 47 industry experts joined Council's new High-Value Industry Taskforces.
- Council resolved to call for Expressions of Interest on the Brisbane Road car park site on 23 July 2015 with responses due on 16 October 2015



### **A message from Greg Laverty, Director Corporate Strategy and Delivery**

In this digital age that is such an integral part of every person within our community, Council is endeavouring to provide our region – and those beyond our region – with access to digital services that will be second to none.

In September, we welcomed to the Sunshine Coast the then Minister for Communications, the Hon Malcolm Turnbull, to participate in a round table discussion with private and public sector representatives about Council's plans for an undersea internet cable. The Minister commended us on this initiative and provided his full support for Council's application to secure a Cable Protection Zone – an important step forward for this major project.

The cable will not just be a dot on the map of the Sunshine Coast. It will put the Sunshine Coast on the global map.

## Service delivery

**Council's Operational Plan outlines the services that Council will deliver in support of its goals. Highlights in delivering these services for the quarter include:**

### Goal: A new economy

Discussions with SunCentral Maroochydore Pty Ltd representatives in relation to the structure, process, timing and components of a potential market process for the hotel, entertainment and convention centre site progressed.

The Sunshine Coast Economic Futures Board met this quarter and advised on high-value industry taskforce activities and regional advocacy initiatives. These included the Sunshine Coast Ambassador Program and Council's international submarine cable proposal. The Board released its 2014-2015 Annual Report and announced the appointment of the next Chair and a new member of the Board.

Council's new regional investment brand, INVEST Sunshine Coast, and the region's Investment Prospectus 2015 were promoted to both domestic and international markets through a number of trade and investment missions and briefings. These included attendance at the China International Fair for Investment and Trade in Xiamen, China; investor briefings in Melbourne; and three boardroom presentations on the Sunshine Coast and in Brisbane.

Through major sponsorship of and participation in the 2015 Asia Pacific Cities Summit held in Brisbane, Council was able to raise awareness of the region's economic credentials and investment opportunities to a domestic and international audience.

Council officers also presented briefings on the region's health and aged care sector to a delegation of investors from Malaysia hosted by Trade and Investment Queensland; and on offerings in the region to TAFE Queensland's International Marketing team.

Direct media briefings with targeted media outlets allowed promotion of the Sunshine Coast region to a wider domestic market.

Council's advocacy activities focused on the Sunshine Coast Airport Expansion project and the Cable Protection Zone (CPZ) application.

This was achieved through engagement with State Ministers and the Coordinator-General in relation to progressing the approvals and financing arrangements for the Sunshine Coast Airport expansion and the Premier's letter of support for Council's submission to the Australian Communications and Media Authority for the CPZ declaration.

Council undertook two international trade missions during this quarter. Six tourism and sport industry representatives attended the Commonwealth Games and Tourism Sector trade mission to Auckland, and four business representatives supported the trade mission to Xiamen, China.

In addition to these global connection activities, Council hosted two international delegations this quarter. A delegation from Yinchuan Government was briefed on the Sunshine Coast's economic profile, investment projects, and education sector, with a *Letter of Intent* with Education Queensland International signed to allow students on study tours to schools in the region. The other delegation involved Japanese Government and cultural officials looking to forge stronger economic, tourism and cultural relations with Council.

Council kept Queensland Government Trade Commissioners and their international network informed in relation to the region's activities, through provision of collateral associated with the new Regional Investment Prospectus. The Trade and Investment Shanghai Business Development Manager received a briefing on the region's major investment projects on a visit to the Sunshine Coast in August 2015.

Work continued on delivery of actions for the seven high-value industry and investment plans, with seven new taskforces responsible for implementation of the plans inducted during the quarter.

The Regional Economic Development Strategy saw Council provide access to specialist advice, information and services to more than 250 local companies and support provided for 14 events attended by 488 participants. As part of the strategy, Council also partnered with the Sunshine Coast Combined Chambers Alliance on a number of initiatives including the launch of the 2015 Business Confidence Survey, a *New Economy* seminar, and a range of export and other workshops.

Council's commitment to supporting local business participation in the Export Capability Program saw the first Export Networking event bring together 60 exporters for an agribusiness presentation.

Council partners with TAFE and a number of regional stakeholders to deliver The Jobs Show that was attended by 2,000 job seekers and 60 exhibitors/employers. From the 543 jobs listed, 64 job seekers were successful in securing a position, and 250 job seekers had secured interviews for roles by 31 August 2015.

The planned Health Investment Mission to Melbourne to promote the Kawana Health Precinct reached more than 35 health industry representatives, with a subsequent mission taking place to pursue further positive outcomes for the precinct.

Council's commitment to The Work Shop was completed, with the initiative having placed an estimated 620 job seekers during the life of the program.

Council sponsored twelve major events during the quarter that attracted more than 47,467 visitors and participants from outside the Sunshine Coast Region – generating an estimated \$20.3 million in economic activity.

The Sunshine Coast Events Board and its working groups met on three occasions to discuss and determine issues and activities in relation to the Major and Regional Events Strategy. These included the recommendation of four sponsorship applications to Council. The Mayor and the Chair of the Board jointly hosted a meeting with 19 business leaders to promote and encourage their support for the

region's major events. Two new events to the region were sponsored and it is anticipated that these will have an economic impact of approximately \$550,000 for the region.

### Goal: A public sector leader

Council's Communication Plan was activated during the quarter. The plan, with a focus on achieving maximum reach and frequency through better use of various communication tools, will highlight Council services, achievements and innovations.

The implementation of Council's corporate performance framework saw data specifications for all corporate plan measures developed. Performance results for the majority of measures were included, with performance information for other measures captured and reported at the agreed intervals.

The Tourism and Major Events Levy provided funds for disbursement to Sunshine Coast Destination Limited (SCDL), in accordance with Council's Funding Agreement with SCDL.

### Goal: A strong community

Further senior level negotiations were conducted between Council and Energex in relation to the public lighting project and, specifically, regarding the proposed licence fee. Council officers prepared a formal proposal for the Department of Transport and Main Roads, consulted with technical specialists, completed a risk assessment with respect to ownership of underground cabling and, in light of these actions, financial modelling was updated.

### Goal: Service excellence

Progress in relation to the Sunshine Coast Solar Farm project included evaluation and assessment of tenders, a comprehensive updating of the business case for the project, and the initiation of site works to manage groundsel bush infestation. When built, the farm will offset Council's entire electricity consumption at all facilities and operations.

## Outlook

The forward outlook for the next quarter is as follows:

- Proposals in relation to the structure, process, timing and components of a potential market process for the hotel, entertainment and convention centre site at SunCentral Maroochydore will be formulated for discussion with Councillors.
- Council will provide briefings, arrange export roundtables, and host networking events for three Austrade Commissioners from the Middle East and nine Trade and Investment Queensland Commissioners.
- A review of the arrangements for the formulation of future trade mission programs will continue.
- Work will continue on the implementation of a community survey process, with the survey results to be used in 2016 to inform the corporate plan review, the operational plan, and the budget development process.
- Council will continue its support of local business participation in global activities during Export Month (October 2015) and the 2015-2016 Export and Global Capability Program.
- Sunshine Coast Destination Limited will report to Council on their 2014/15 activities.



## Quarterly Report Progress Quarter 1, 2015/16

The Infrastructure Services department is responsible for the delivery, operations and maintenance of infrastructure, both built and natural environment. It encompasses roads, drainage systems, canals, parks, waterways, bushlands, lakes and beaches.

### Service snapshot of the quarter:

- 208 hectares landscape and garden beds maintained
- 1085 hectares mowing maintenance
- 39% (586 Projects excluding Reseals) of Capital Works Projects underway (167) with (62) completed
- 64,751 tonnes waste received
- 28,032 tonnes waste recovered
- 10,893 customer requests received
- 9,676 customer requests closed
- Delivered a total area of 17920m<sup>2</sup> worth of roads valued at \$1,602,363.



### A message from Andrew Ryan, Director Infrastructure Services

The department has a commitment to deliver high quality services and outputs to the community it serves. Success lies in being flexible, adaptable, and focused on continually improving productivity, customer service, and our workplace environment.

Across the quarter two key initiatives are noteworthy:

*Smart City Framework launch* - Mayor Mark Jamieson launched the Smart City Framework at the Maroochy Surf Club which brought the future to life with a demonstration of interactive displays with more than 100 people engaged in demonstrations of the new technology that underpins the Sunshine Coast Smart City Framework.

*SafetySymposium - Work Safe and Live Well* held at Nambour Civic Centre launching the new corporate safety message. International guests Marcella and Wiremu Edmonds captured the hearts and minds of over 600 staff by delivering a safety message – *if everyone is willing to stand actively in the gap it will allow us to eliminate injury from our workplace.*

## Service delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

## Goal: A New Economy

### New Capital investment in the region

During the quarter the Smart City Framework for the Maroochydore City Centre Priority development area and the wider Sunshine Coast region moved from a development phase to implementation. This exciting framework was developed through consultation with key stakeholders and is designed to help make the Sunshine Coast even more liveable, workable and sustainable. Seen as a key competitive advantage for the region, the Smart City Framework illustrates how smart, integrated technologies can promote synergies and growth within the region.

A governance structure of the Smart City principles has been developed to ensure reliability, predictability and accountability of the objectives. This structure includes incorporating the actions into councils Corporate and Operational Plans, development of a Project Control Group, and appointment of a Smart Cities Coordinator.

On 15 September 2015 an official launch of the Smart City Framework coincided with a Smart City Sunshine Coast Council App being made available on the Apple App Store, dedicated webpages and a short video highlighting the benefits of the projects. Positive feedback has been received for both initiatives.

As well, the first Living Lab Project at Caloundra is now live with new Wi-Fi points in Felicity Park. This project provides capabilities of heat mapping and sensing and can be used, for example to sense when a waste bin requires emptying. Traditional approaches to servicing ratepayers and the community will be transformed through the way we can communicate and interact.

## Goal: A strong community

### Disaster management

The past quarter has been a busy time for the Disaster Management Unit with an ALERT status due to an earthquake. At 9:40am on 30 July, the region was shaken by a 5.3 magnitude earthquake, which occurred approximately 100kms east of Fraser Island. This was followed by two aftershocks (3.4 magnitude and 3.9 magnitude) and the effects were felt from Bundaberg to the Sunshine Coast. At 1:38pm on the 1 August, again the residents of the Sunshine Coast felt the effects of a 5.7 magnitude quake approximately 236kms north-east of Brisbane. This was followed by aftershocks less than an hour later (5.1 magnitude and 3.1 magnitude).

In each of these events the Local Disaster Management Group went to ALERT status whilst all agencies conducted assessments of their networks and infrastructure. The Disaster Management Unit operated from the Disaster Management Coordination room in Nambour and each depot conducted damage assessments in their own specific areas. No damage to our communities and infrastructure was recorded, however some of our commuters experienced major delays in transport when Queensland Rail had to shut down their entire network whilst they conducted a check of the network. The good news was that there was nil damage or obstructions and commuters were back on their way before the peak hour travel.

It's now that time again when we start looking toward the upcoming storm season, and start developing and planning our "GET Ready" campaign for the community. Council has been successful in obtaining \$112,496 in Queensland Government funding to support this project, and we will be working closely with Queensland Fire and Emergency Services to develop strategies to best promote and assist the Sunshine Coast Community to prepare for the upcoming season.

As part of the preparation and planning occurring prior to the season, fifteen council employees attended a major exercise - *Exercise Seaweed* coordinated by the

Queensland Fire and Emergency Services, which centred on the evacuation of our region due to an extreme flooding event. The exercise ran well, with lessons learned because of this desktop exercise.

Also in this quarter, the Sunshine Coast Council Disaster Hub has had further developments, in particular the new "Geo-fencing tool." This allows the user to draw a polygon around any area on one of our maps, and produce a report which contains demographical information specific to that area. For example, how many homes are in that area, the number of residents, number of schools, hospitals, aged care facilities, businesses, caravan parks etc. This tool will be invaluable in disaster events, particularly if council has to plan evacuations from certain areas.

The Disaster Hub was featured, and well received at the Strategic Discussion and Smart Cities Forum events, and has now been recognised in not only the State, but also the Australian stage. In August, members of the ICTS and Disaster Management Teams attended the National 2015 iAwards where the Disaster Hub received the Merit Award and was in the top three for the Excellence in eGovernment Awards. This is an absolute credit to the effort and dedication of all involved with the development of this ground-breaking program.

### Public lighting

Across the quarter routine maintenance of street lighting continued and details of a project to replace deteriorated council controlled lights and poles along Tay Avenue, Caloundra have been determined for implementation in the second quarter.

Another project to install additional pathway lighting along Mudjimba Beach Drive, Mudjimba, is intended to continue existing pathway lighting to an adjacent bus shelter. This is now allocated funding for delivery in the second quarter.

### Roads, cycle ways and pathways

During the quarter, the TravelSmart team

completed the rollout of round 2 of the 'Start Cycling Stay Cycling Workshops'. Since the start of 2015, around 200 people have participated in various cycling workshops. Ranging from Absolute Beginners, Basic Skills, Better Road Cycling, Pathway Awareness Rides, and Basic Bike Maintenance Workshops. Feedback from the workshops has been very positive.

The Safer Cycling campaign was launched in August 2015, aimed at increasing the awareness and safety of on-road cyclists. The core element of the campaign can be summed up in two key messages – "Stay Wider of the Rider" and "Share With Care". To assist with promotion, the TravelSmart Team, in conjunction with a sportswear manufacturer, developed road cycling apparel which displayed the two key messages. The apparel is available for purchase from the manufacturer and a process for ordering has been arranged through council.

Planning is now underway for Sunshine Coast Bike Week and Ride2Work Day scheduled for quarter 2. Bike Week 2015 is scheduled from 10 – 18 October and incorporates Ride2Work Day, a nationally celebrated event encouraging people from all workplaces across Australia to ride a bike to work.

During the quarter a significant body of work progressed to ensure that the Draft Mooloolaba Place Making Master Plan has been available for comment by the public during the month of September. The draft plan provides a clear, compelling and unique vision for the future of Mooloolaba over the next 20 years. The plan proposes initiatives for short, medium and long-term change that are drawn from previous planning studies, two Enquiry by Design workshops and conversations with key stakeholders and the broader community.

Extensive community engagement is unfolding across September by means of surveys, public feedback events, and returning to key stakeholders from the initial stage of engagement. The feedback received will help finalise the Place Making Mooloolaba Master Plan, which will be considered by council for endorsement at the end of Q2 2015/16.

### Road network management

The 2015/16 Road Reseal Program is well underway with the commencement of new contractors currently working in the Eumundi areas completing Mill and Fill. University Way has commenced with the rehabilitation of the existing pavement using the foamed bitumen stabilisation process. This consists of a mixture of air, water and bitumen mixed with the in situ host pavement material and using specialised plant and equipment fitted with a purpose built foaming chamber. This will deliver a long design period at a discounted rate. Preparation work has also commenced for Seaside Boulevard with foamed bitumen stabilisation adopted for rehabilitation of the existing pavement along the Boulevard between David Low Way and Orungal Court. Planning for Collins Road, Ninderry are in progress using a granular overlay with cementitious stabilisation which involves mixing a small percentage of cement using Type GP – general purpose portland cement or Type GB which includes various percentages of slag, lime and fly ash into existing pavement material to strengthen it by producing a modified pavement material.

This quarter Civil Asset Management delivered 2668.86 tonnes of DG20, 287.7 tonnes of DG14 PMB, 784.53 Tonne DG14, 288.96 tonnes BCC2, 49.11 tonnes of DG10 and 12803 lineal metres of crack sealing.

The key achievements for the last quarter include Perwillowen Road Rehabilitation. This proved to be challenging and a collaborative effort by all crews with an outstanding result. Damar Highway Anti-Skid product is on trial at Perwillowen and Arundell Avenue roundabout which costs substantially less than cold applied plastic. This product will be ideal on shared pathways with pedestrian and bicycle symbols as opposed to the thermo plastics currently used. It is a unique ultra-high performance waterborne coating, possessing life-long anti-skid properties and easy application with one coat only generally required. Nutley Street, Illuka Street and Tumut Street car parks were completed to a high standard.

Councils contractors have purchased a retro Reflectometer for testing the lux properties on

line marking materials which tests the reflectivity of new and old line marking products to determine the best usage requirements. They will be upgrading the bead usage from Type B to Type BHR (high reflectivity), at no extra cost to the council. This will improve reflectivity and increase durability of line marking which in turn improves safety especially in wet conditions, by being more visible to motorists.

Pavement parking has been delivered to 200 roads totalling \$230,000. Suburbs completed Coolum, Yaroomba, Marcoola, Mudjimba, Pacific Paradise, Twin Waters, Bli Bli and Brightwater.

The Stormwater Quality Improvement Devices service for this quarter has been completed with 478 completed at \$110,300.

Construction works on the \$20 million Evans Street, Maroochydore upgrade project are now in full swing with the relocation of services approximately 50% complete and overall project progress currently at 30% complete.

Since the commencement of project works on site in early May 2015 the following key project activities have been completed:

#### Services Works

- Construction of 6 x large Energex underground electrical pits.
- Installation of new underground electrical and lighting conduits between Broadmeadows Road and Millwell Road - Complete
- Installation of new Telstra communications conduits between Maroochydore Road and School Road.
- Installation of new 500mm polyethylene water main between Primary School Court and Millwell Road.
- Installation of new underground electrical conduits (in eastern verge) between Plaza Parade and Millwell Road east.

#### Civil Works:

- Construction of drainage lines A01, A03, A04, A08, A09, A12 and B03.



- New road pavement between Plaza Parade and Millwell Road East to facilitate traffic diversion.
- Road pavement to top of sub-base layer between Maroochydore Road and Ridge Road (western carriageway).
- Closure of Millwell Road West Intersection and construction of earthworks to subgrade level along Millwell Road West.
- Construction of 3m high fully grouted boulder retaining wall around Traill Park.

Major project milestones reached to date include the diversion of traffic onto the new lanes between Millwell Road East and Plaza Parade. This has allowed Millwell Road west to be closed to traffic and significant civil and services works to be completed safely off line from traffic. The next project milestone that has been set by the project team is the opening of Millwell Road west to traffic prior to Christmas 2015.

The Evans Street Upgrade project is currently tracking in accordance with the project baseline program. The forecast practical completion date remains at 15 December 2016. The project expenditure is tracking as forecast with actual expenditure at or marginally above the forecast budget expenditure profile for the project works in the first three reporting periods of this financial year. The forecast expenditure profile has been developed directly from the construction baseline program. Monthly cost review and forecast update meetings are currently being held with the project construction team.

The project works are currently forecast to be completed within the current project budget allocation.

Community consultation for the project has been undertaken in accordance with the project communication management plan, two detailed quarterly community updates have been issued to affected stakeholders and regular construction notifications are issued to residents and traders regarding works that are to be completed at night or that may impact their property directly. Project communication leading up to the closure of the Millwell Road

intersection included multiple radio advertisements, facebook posts, website updates, and twitter updates.

To support and foster a safety driven culture on the project site, the project team have developed a safety induction video and app which is currently in use for the induction of new employees to the project site. The safety video involves key project site management personnel as well as Councillor O'Pray and serves to communicate how strongly council feels about the importance of safety and maintaining a safe working environment.

The development of this video along with the app reinforces council's safety message Work Safe, Live Well and forms the project site induction. The presentation of a site induction in this format is a safety initiative that is a first for Sunshine Coast Council construction projects.

Across the quarter work continued progressing on delivering objectives of the department's mobility strategy. As part of the strategy Replicon mobile time-sheeting has been further rolled out across the both Civil Asset Management and Parks and Gardens branches. To-date around 98% of Civil Asset Management field crews are submitting daily timesheets using the live mobile application with work progressing to have all field crews from Parks and Gardens branch using Replicon by the end of Q2 2015/16.

Trials are underway with the Civil Asset Management remote crews for mobile WiFi booster aerials, intended to increase signal strength at remote job sites. Trial 2 has involved using a Cisco brand aerial with plans to trial a more compact version on a Job Truck.

Having greater signal strength in remote areas coupled with mobile timesheeting is contributing to better alignment of capability and capacity to deliver on the ground projects and services.

## Stormwater drainage

Delivery of the 2015/2016 capital works drainage program has commenced, with expenditure to date being slightly above the target for the first quarter.

Investigations into flood prevention options in the Coonowrin Creek catchment are being undertaken, and flood modelling of the Pumicestone catchment has commenced. The results of this modelling will identify any potential future drainage upgrades for inclusion in future programs.

Water quality monitoring is underway at 24 identified sites along Currimundi Creek and the Maroochy River. Test results received to date have indicated that overall water quality discharge is generally good, however there are two sites which may benefit from minor modifications to the existing water quality improvement devices that are already installed. A number of drainage research projects are being undertaken in collaboration with the University of the Sunshine Coast. These will investigate potential improvements to the design of culverts in order to provide additional flow benefits during storm events.

## Goal: An enviable lifestyle and environment

### Beaches, foreshores, coastal infrastructure and canals

A number of key projects have progressed this quarter in the delivery of council's beaches and foreshore operational program and coastal infrastructure capital renewal program.

Officers have successfully completed dredging operations associated with sand renourishment tasks at both Maroochydore Beach and Mooloolaba Spit. In addition, planning and the necessary approvals process has commenced for a proposed second dredge program. This may be required at Maroochydore Beach in February 2016 to support the Australian Surf Life Saving Titles in April 2016. Council has also commenced

sand renourishment work along the Golden Beach foreshore to enhance both amenity site values and adjacent infrastructure erosion protection for the upcoming storm season.

The SS Dicky project has completed the relocation stage of the program. The work undertaken on low tide on 30-31 July included the excavation, cutting and recording and removal of the visible pieces and the stern. The sections that needed to be cut were relatively thick but the lessons learned as part of the earlier test excavations coupled with plenty of cutting discs put council in a good position to recover the material removed back to the depot. Next steps, already in progress, are to develop and build the interpretive display and finalise the heritage filming prior to conserving the remaining wreck pieces. This project is a real example of all parts of the council team coming together to deliver a coordinated project which will benefit the community and preserve this local heritage icon into the future.

Stocklands and council with great support from Cr Dickson are working together to fund the design and construction of a public boat ramp as part of the Brightwater development at Mountain Creek. The ramp will allow for regular access to the lake for a range of users and the permitted activities as identified in the lake management plan such as kayaking, rowing and small wind powered sail craft. The ramp will also provide for future council access for any maintenance activities that will be required at the lake such as rubbish removal, spill management and infrastructure inspections. Currently the design is looking at providing for both standard car and car/ trailer parking and also a turnaround facility.

The ocean entrance to Currimundi Lake has been closed off for a six-week period to drown midge larvae and ultimately reduce the number of hatching adult midges during summer. The sand berm at Currimundi Lake is holding well and council is keeping a close eye on both water levels and water quality in the lake. The lake is still open for recreational use. Council is also currently trialling some temporary pipe works at the entrance to have better control of lake levels during any high rainfall events.

A council sand sourcing study is being finalised in relation to future beach nourishment of Sunshine Coast beaches with four potential sand sources being considered and assessed with regard to environmental constraints, sediment quality, the quantity of material available and the likely sand extraction and delivery method. The key sand sources include Port of Brisbane Pty Ltd (PBPL) Commercial Sand, a new offshore sand source area yet to be established, Northern Pumicestone Passage and Lower Maroochy River and will give council a range of nourishment options in terms of future medium to long term needs.

A number of significant capital projects have commenced design and construction this quarter. They include:

- Mooloolaba Spit Stage 2 geobag wall construction
- Mountain Creek lakes scour protection
- Shelly Beach seawall design
- Mayes north revetment wall design
- Wharf St jetty renewal
- Sunshine Cove kayak portage infrastructure.

In addition two grants have been submitted to offset council costs associated with projects at Beach Terrace (seawall construction) and Golden Beach foreshore (revetment wall design and permits).

#### Bushland conservation and habitat

During this quarter a number of key activities and projects have progressed or are underway.

#### **Operational Planning:**

Environment Levy Reserves and Planning. Fauna and reserve assessment programs finalised and being implemented. Environment levy establishment work has commenced on

Doonan Creek, Mt Ninderry, Kirby's Road, Tuan and Trunia Environment reserves.

Wildlife Management Flying-fox roost management continued over the quarter with the engagement of the Flying-fox Management Officer, management work undertaken at the roosts at Coolum (Elizabeth Street Drain) and Mooloolaba (Emerald Woods). The research project of tracking local flying-foxes from the Coolum roost continued with gps tracking devices placed on ten (10) flying-foxes. The ongoing monitoring of the urban roost sites continues.

#### **Environmental Visitor and Education Centres:**

The Mary Cairncross building renewal project detailed design continues and currently sits at 80% completed and is on track for completion of detailed design by November.

Maroochy Regional Bushland Botanic Garden, Whipbird walk garden renewal project continues, with successful delivery of the Bushland Vibes event by the Friends of MRBBG with over 600 attendees over the day. Environmental Operation and Community Service staff have been working on increasing opportunities for activation of the Arts and Ecology centre.

A contractor was appointed for the completion of work at the Maroochy Wetlands Sanctuary for the next stage of the boardwalk renewal project.

#### **Operational Delivery:**

With assistance from Procurement Services the finalisation and commencement of new contract arrangements was completed this quarter. This arrangement has seen six local businesses appointed to this contract to deliver on ground ecological restoration work.

A new contract for the delivery of visual tree assessments for council's natural areas was completed and implemented.

The fire management program was delayed to the latter part of this quarter due to extended wet weather. Five burns have been completed to date. The commencement of a new

vegetation management (slashing, brush cutting) contract in conjunction with Parks & Gardens commenced this quarter and is expected to be in place by October 2015.

The Environmental Operations team continued to support the final Green Army project being delivered across the coastal foreshore reserves. The team is now preparing to support two Skilling Queensland programs that will be undertaken on a number of councils bushland reserves, which will employ up to 20 unemployed people and help to equip them with work and task skills.

### Recreation parks, trails and facilities

During this quarter the first stage upgrade of Jack Morgan Park, was officially opened and included the refurbished Coolum Civic Centre. Division 9 Councillor Steve Robinson, who joined Mayor Mark Jamieson and other councillors to officially open the renovated civic centre, said the upgrade had transformed the area into a high quality public open space that is comfortable, accessible and visually appealing. The 2.6 hectare Jack Morgan Park is widely regarded as the civic heart of Coolum. The Coolum Civic Centre makeover is a highlight of the upgrade, and both performers and audiences will notice a huge improvement to what is now a modern, vibrant venue. Improvements included internal and external renovations to the foyer, toilets, kitchen, meeting rooms and entry areas. Future stages of the Jack Morgan Park upgrade will further activate and revitalise the park, improve connectivity throughout the site, and provide more spaces to bring the indoors outside with outdoor reading areas, wi-fi, meeting rooms and markets.

This quarter has been a productive quarter for the Landscape Design & Planning Unit who have worked collaboratively with the Recreation Projects Unit to complete and deliver great outcomes for the community in terms of recreation parks, trails and facilities. Including:

- Beach Access 234 and 281A upgrades
- Ben Bennett Park Caloundra renewal work

- Black Swan Park pathway and landscape upgrades
- Bradman Avenue Foreshore Stage 4 upgrade
- Coastal Pathway Bokarina staged development
- Cotton Tree Park Maroochydore significant playground upgrade
- Dick Caplick Park Eumundi significant playground upgrade
- Elizabeth Daniels Sports Complex SES shed and Stage 1 upgrade work
- Kings Beach Park (north) playground renewal
- Kings Beach Park pathway and fencing work to support the music festival
- Maleny Community Precinct heritage trail work, Parklands Drive Road and various stages of implementation
- Mooloolah Recreation Reserve toilet block replacement
- Nambour Showgrounds terracing upgrade and drainage improvements
- Old Orchard Park Palmwoods playground upgrade
- Palmwoods Sports Complex car park upgrade
- Peace Memorial Park Beerwah entrance and landscape construction
- Pierce Park Maroochydore significant playground upgrade
- Power Memorial Park Mudjimba ping pong table installation
- Stewart Weir Park staged implementation (camphor laurel removal)
- Tumbledown Park Currimundi skate park upgrades
- Turner Park Beerwah staged implementation (park entrance)
- Walker Park Buddina playground upgrade
- Whitsunday Park Parrearra minor playground upgrade.

As well several Landscape Plans have been completed this quarter, including: council adoption of the Grahame Stewart Park Currimundi, Jack Morgan Park Coolum and Buderim Village Park Landscape Plans. As well another 4 Landscape Plans will be presented to council in the next quarter.

The benefit of endorsed landscape plans includes:

- demonstrated support from the community through a comprehensive consultation process
- reduced ad-hoc development; a basis for capital works programming and costings efficient planning for infrastructure development
- demonstrated strategic support for grant applications
- ability to quickly take advantage of short-term external funding opportunities.

These very important projects complement and expand on council's existing open space network. They improve recreational, social, environmental and economic benefits to the local community and visitors to our region, and assist's council make the Sunshine Coast a great place to live and visit.

#### Rivers, streams, estuaries and water bodies

In the last quarter, council in partnership with Queensland University of Technology and University Sunshine Coast has been successful in obtaining an Australian Research Council Linkage grant to a value of \$397,000 for the Pumicestone Passage and Currimundi Lake. This project will develop and deploy an innovative array of technologies to monitor flowing and still water velocity, height, and basic water quality (e.g. salinity, temperature) in both the Pumicestone Passage and Currimundi Lake. The innovation in this project is the coupling of mobile technology (development of mobile drifters, underwater robot and drones), to provide unique information about foreshores, coastal infrastructure, canals, rivers, streams, estuaries and water bodies. This information will enable a better understanding of the range of characteristic conditions that exist in these systems to improve data collection for the models utilised in council's decision-making.

Bank stabilisation work has been completed at Charles Street Park, Kenilworth, as part of a joint project between Seqwater, Sunshine Coast Council, Mary River Catchment Coordinating Community and Burnett Mary Regional Group. A total of 5000 tube stock were planted by the contractor within the pile

fields. The community planting in Charles Street Park in association with National Tree Day was a great success with the formation of a community group under council's Community Nature Conservation Program to assist with ongoing maintenance and further plantings. Another community planting day is planned for the site on 16 October as part of "Mary River Month" and students from Kenilworth State Community College will also participate on the day.

Tender applications for the Environment Levy Maroochy River Rehabilitation Project have now been assessed with on-ground work planned to commence in October 2015.

Catchment management staff supplied erosion and sediment training to Moreton Bay on-ground staff working in the Pumicestone catchment. This will assist in the improvement of water quality in the catchment. This training provided a great opportunity to further build collaborative working networks.

#### Bushland Conservation and Habitat

Applications for the latest round of Land for Wildlife Incentives have increased by 50% compared to last year, with double the interest in nestboxes. Including these applications that would mean exactly 500 nestboxes have been installed on private properties.

Over 70 Land for Wildlife members enjoyed a fascinating evening workshop on Owls on 29 July, watching native owls in flight, learning all about their lifecycles and what property owners can do to support their conservation.

Community consultation submissions for council's Draft Koala Conservation Plan have now closed and are currently being considered for inclusion into the document for endorsement for the November council meeting. Overall feedback has been very positive and supportive of council's proposed actions for the conservation of Koala's on the Sunshine Coast.

The 2015/16 Environment Levy Partnerships report was endorsed at the 20 August Ordinary Meeting. Five new applications were recommended for \$104,850. This is in addition to the continuing funding of 17 continuing partnerships valued at \$443,888. Total Environment Levy Partnership funding for 2015/16 is \$548,738.

Council's National Tree Day events on 26 July attracted approximately 300 volunteers planting close to 5,000 plants at the 4 sites across the Sunshine Coast - Mudjimba, Yaroomba, Little Mountain and Kenilworth.

Three new bushcare groups have been established under council's Community Nature Conservation Program at the following locations - Avocado Lane, Maleny (15 volunteers); Maroochy Wetland Sanctuary, Bli Bli (14 volunteers); Tall Gum Reserve, Tanawha (15 volunteers).

The Sunshine Coast Wildflower Festival was held on 18 - 30 August 2015 which included 18 activities with 15 of them being free. The majority of the activities were booked out with approximately 480 people attending the guided walks and workshops and approx. 500 people visiting the art exhibition.

On Saturday 15 August, approximately 200 council conservation volunteers, land for wildlife landholders and community partners congregated at the Lake Kawana Community Centre for the Conservation Forum. Storytelling was the theme of the day and the 9 guest speakers, including keynote speakers Tim Cope and Siwan Lovett shared stories on various topics:

- Journey on the trail of Genghis Khan
- Expanding our ideas about 'knowledge' to inspire and connect communities
- Aboriginal landcare
- Fungi
- Fighting disease in koalas
- The experience of a Land for Wildlife landholder

- a volunteer and converting a pool into a pond.

Everyone left the forum either informed, uplifted, inspired or all of the above. The key to the Sunshine Coast Conservation Forum's success is the council staff who work together to deliver this great event, as we seek to give back to our community and volunteers who put in so much effort to protect and manage our regions environment

## Goal: Service excellence

### Waste Management

During the quarter three significant new service provision contracts commenced at the regions eight Resource Recovery Centres and two Landfills. Under the suite of new contracts, service efficiencies and major cost savings have been realised as a result of restructuring service deliverables and revised specifications. The contracts were successfully mobilised in early July 2015 with a seamless transition between service providers resulting in no impact on customer service at the facilities.

Across the quarter landfilling commenced in new cells at both Caloundra and Nambour. The expansion of the Nambour Landfill gas collection and flaring system is also underway. Expansion of the landfill gas infrastructure will further reduce emissions that are a contributor to global warming.

The contractors responsible for the collection of solid and liquid waste are performing to a very high standard with contract key performance indicators confirming service provision levels in excess of 99% regularly being achieved. Tonnages processed through the Material Resource Facilities are consistent with seasonal variations and some of the lowest percentage of contamination levels being reported since the contract commenced. Reduced contamination means less waste to landfill.

The new Sunshine Coast Waste Strategy was adopted at the August Ordinary Meeting with work progressing on the initial research and development phase. This phase includes a full

review of both current and emerging alternative waste technology/treatment systems.

A large body of work has also commenced on revising the waste financial model for the 2016/17 budget process. The updated and improved model will provide a greater insight into the waste businesses financial position resulting in more informed decision making for the region's future waste management needs.

### Quarries

The Quarry unit has continued development of its systems to ensure an emphasis on quality control within the product range. The crushing tender has been awarded and production of material is expected to commence in October. Material has been blasted at the quarry source in preparation, with notice provided to the local community to manage this activity.

Further work has been completed within the asset maintenance schedule for fixed plant. Additionally, critical planning for the next quarter's maintenance has been completed in consultation with internal stakeholders to ensure product availability during this time.

Key appointments have now been completed and integrated into the business which provides the necessary skills to progress the established plans for business improvement.

### Goal: A public sector leader

#### Fleet management

During the quarter, Fleet Services took delivery of the new mobile library. This specially designed heavy ridged vehicle incorporates the latest technology to deliver a cutting edge, state of the art, mobile library.

Work has continued in the development of the 10 year capital replacement program with the procurement team meeting with stakeholders to finalise the commitments in the coming years relative to the current budget forecast.

The new arrangement for the hire of plant and operator commenced across the quarter. This arrangement draws from the success of the previous arrangement while improving the

benefits to council by removing zone pricing and minimum engagement time requirements. The new arrangement has strengthened council's ability to deliver services by expanding the arrangement with twelve new suppliers providing an expanded list of equipment.

Fleet Services have submitted a nomination for Vero's Risk Management Advancer Awards in the Motor Vehicle category. The awards recognise significant achievements in risk management across Australia. The submission has progressed through the initial judging rounds to be a finalist and one of the top three submissions. The winner will be announced in October.

### Outlook

The forward outlook for the next quarter will be:

- **Annual Disaster Management Exercise titled Firestorm planned for 4 November**

*This exercise will be based on an extreme fire event. For the first time this exercise shall be coordinated with two other councils (Noosa and Gympie) and require the coordinated response from three Local Disaster Management Groups, and two District Disaster Management Groups.*

- **Field Service Management Centre**  
*Progressing a phased approach for a fully automated system with end-to-end visibility and integration to manage field operations.*
- **Safety In Design**  
*Comprehensive training program on Safety In Design principles which is aimed at building knowledge of designers obligations in health & safety legislation, risk management in safety and knowledge of relevant health and safety resources.*



## Quarterly Progress Report Quarter 1, 2015/16

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



### A message from Warren Bunker, Director Regional Strategy and Planning

Service snapshot of the quarter:

- 1979 Building approvals issued with a construction value of \$396 million
- 3401 Building and Plumbing applications lodged and 3527 decided
- 588 Development Applications lodged and 590 decided
- 648 lots created under the plan sealing process
- 201 lots have been approved through the reconfiguration process
- 86% of relevant development services applications lodged electronically
- 98 free development pre-lodgement meetings for the quarter compared to 88 meeting requests in the previous quarter which is an 11% increase
- 35,929 PD Online individual sessions
- 8,973 development enquiries were received and responded to.

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

2015/16 is off to an exciting start with the infrastructure agreement for Caloundra South being signed by Council. This is a major milestone following five years of intensive negotiations to outline what infrastructure will be delivered in this major development, proposed to house an additional 50,000 Sunshine Coast residents over the next 40 years. The agreement covers all major networks and is the result of the collective hard work and efforts of many stakeholders.

Both the Environment and Transport Levy have released their 2014/15 annual reports. These documents outline the significant contributions and extensive activities these programs invest in and deliver.

A number of *Sunshine Coast Planning Scheme 2014* amendments were released for public consultation and development activity continues to be positive across the region, particularly within the enterprise corridor.



## Service Delivery

Council's Operational Plan outlines the services that council will deliver in support of its goals. Highlights in delivering these services for the quarter include:

### Goal: A New Economy

Strong Economic Leadership, Collaboration and Identity.

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

During the quarter the following planning scheme amendments were proposed and went on public display:

- Major amendment – Palmview Structure Plan Planning Scheme Policy and consequential amendments was publicly notified on 14 September 2015 and will continue through to 26 October 2015.

This proposed amendment reflects revised land use locations, densities and road layouts within the Palmview Structure Plan Area arising from submissions received during consultation on the draft *Sunshine Coast Planning Scheme 2014*.

The proposed amendment to the Palmview Structure Plan Planning Scheme Policy reflects changes made to the Palmview Structure Plan and standards agreed to as part of the Infrastructure Agreement negotiations.

- Transitional Interim Local Government Infrastructure Plan amendment was publicly notified on 14 September 2015 and will continue through to 26 October 2015

The purpose and general effect of the proposed amendment is to:

- Remove all references to water supply and sewerage trunk infrastructure networks in the Priority Infrastructure Plan (including associated mapping) in accordance with Unitywater's requirements.
- Include a small number of new trunk infrastructure projects and to amend the description of existing trunk infrastructure projects which are incorrectly stated.

- Correct Priority Infrastructure Plan mapping anomalies that have been identified post-commencement of the planning scheme
- Undertake minor revisions to correct errors and help improve the consistency and operation of the Priority Infrastructure Plan
- Reflect changes made to the Priority Infrastructure Plan elsewhere within the *Sunshine Coast Planning Scheme 2014* to ensure consistency.

The Palmview Structure Plan is progressing with the first development application now approved ([REC15/0110](#)). This application facilitates the realignment of four existing lot boundaries to enable future opportunities on the site in line with the Palmview Structure Plan.

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

- Construction continued on the eight storey multi deck car parking facility (580 spaces) with ground floor area for commercial and retail uses
- Construction continued for a 24 hour a day, 90 place child care centre on Shine Court
- Construction continued for the development of 33 detached lots and a Precinct Park located at the southern end of the health precinct
- Construction continued for the Pulse Building and Best Western Hotel opposite Sunshine Coast Public University Hospital
- Completion of the pedestrian bridge over the western waterway and Birtinya Island.

The broader **Kawana area** has also had a number of developments progress, including:

- Master plan applications for Birtinya Island were approved by Council on 23 July 2015. The master plan includes:
  - 325 detached dwelling units
  - 426 attached dwelling units
  - 1.7 hectares of public open space

- Key pedestrian and cycle linkages including the continuation of the walkable waterfront.
- Operational works assessment for bulk earthworks for the initial stages of Birtinya Island have commenced
- Construction continued on the new display village on Birtinya Island, with parts of the display village, including the sales office and café, now open to the public
- Progress on the duplication of Lake Kawana Boulevard
- Construction continued for the 17 lot subdivision on Entrance Island.

Following five years of intensive negotiations the **Caloundra South Infrastructure Agreement** was signed by Council. As part of the agreement Stockland's will provide a range of social and environmental infrastructure. This includes road, cycle and pedestrian networks as well as suitable levels of open space. Land will be provided for a range of community facilities, with the developer contributing approximately:

- \$7 million for the construction of clubhouses across the Caloundra South Principal Development Area
- \$10 million towards a Community Development Infrastructure Fund. This fund is intended to be administered by council as Trustee and funded by the developer. The intent of the Fund is to fully or partially fund infrastructure in Caloundra North, Caloundra South and Glass House Country statistical local government area, excluding land within the Priority Development Area.
- \$5 million towards a Community Benefit Fund. This fund will be controlled by a Steering Committee and funded by the developer. The fund is intended to be used to fund community programs and infrastructure in Caloundra North, Caloundra South and Glass House Country statistical local government area, including land within the Priority Development Area.

During the quarter a report on **Developer Contributions** for the 2014/15 financial year was prepared. This report highlighted how Council partners with the development industry to plan for future growth and deliver priority infrastructure. Developer contributions for 2014/15 included the collection of \$24 million of infrastructure charges, an additional \$43 million in assets and a further \$70 million in land. This provides funding for approximately 50% of growth asset in our capital works program.

## Goal: A Strong Community

### Road Network Management

The **Light Rail Project** has received national recognitions winning the Policies, Programs and Concepts Large Scale category at the Planning Institute of Australia Urban Design Awards. The concept has been developed in partnership with the design firm Hassell and was acknowledged by judges as being a well-considered design solution that integrates what is currently a disparate set of suburban developments and innovatively integrates public transport into a linear coastal urban development.

Work has continued on the feasibility of the preferred Light Rail route with further transport modelling, engineering investigations and detailed costings underway.

Background studies for input into the **Local Government Infrastructure Plan** have continued. This has involved commencing detailed reviews of trunk network priorities.

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

Following the completion of the Maroochy and Mooloolah flood study updates, work has now commenced on the Pumicestone Passage flood study.

## Goal: An Envable Lifestyle and Environment

### Sustainable Growth and Network Planning

The **Environment Levy** Annual Report 2014/15 was published during the quarter. The report highlights the significant contributions the \$7.6 million program makes to the management of our waterways and coastal foreshores and maintaining our diversity of native vegetation and animals.

Below is a snapshot of the 2014/15 program:

- 16,600 native plants and 110 nest boxes distributed through Land for Wildlife
- \$341,000 in landholder environmental grants issued
- \$497,000 allocated to coastal rehabilitation across 10 coastal reserves totalling 120 hectares
- 18 kilometres of fire trails maintained over 12 establishment reserves
- \$843,000 invested in on-ground environmental projects including:
  - \$140,000 on Bells Creek rehabilitation project.
  - \$95,000 dune building and revegetation work through the Shoreline Erosion Management project.
  - \$85,000 managing woody weeds on road reserves.

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

The **Transport Levy** Annual Report 2014/15 was published during the quarter. The major activities delivered through the \$2.5 million levy were:

- Joint funding with TransLink of the Hinterland Connect Bus Service. This has now become a permanent service bringing a lasting benefit to hinterland residents
- Jointly funded the Maleny-Landsborough-Beerwah bus service in partnership with TransLink
- Sunshine Coast was the first to roll-out Real Time Information on TransLink bus services

- The Council Link program – providing affordable transport options for people aged 60 and over, people with a disability or mobility impairment, carers and minors accompanying eligible people. Resulting in 8,535 passenger trips across 82 suburbs
- Three Flexilink trial services were run across the Sunshine Coast, providing up to three return trips per day, six days per week. This has resulted in 4,885 trips across the services:
  - Conondale via Witta to Maleny
  - Peachester to Beerwah
  - Kenilworth to Mapleton.
- \$602,031 was invested in upgrading 27 bus stops across the Sunshine Coast, ensuring compliance with the *Disability Discrimination Act 1992*.
- \$304,104 was allocated to progress the award winning light rail feasibility study.

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

The **Draft Nambour Activation Plan** was released for community feedback closing on 28 August 2015. The plan provides the framework to activate the streets and places of Nambour enabling local businesses, the community and land owners energise their township and celebrate their place.

## Goal: A Service Excellence

### Development Services

Development activity has remained strong for the quarter ending 30 September 2015.

Some points of interest for the quarter are:

- 96% of development applications for the quarter were assessed within legislative timeframes, the majority of which are within the first 20 days
- Over 30% of superseded planning scheme requests have lodged development applications to date. Each approved request has 6 months to lodge a formal application or their ability to be assessed under the superseded scheme will lapse

- \$396 million of building approvals have been approved. This is 17% up compared to the same period in 2014/15
- Development applications lodged have increased by 29% compared to the same period in 2014/15. 588 were lodged in the September quarter, 590 were decided
- Plumbing applications continue to experience high demand with a 41% increase for the September 2015 quarter, compared to the same period the previous year
- 98 pre-lodgement meetings were held during the quarter. This free service provides the opportunity for early discussion on potential applications as Council partners with industry to deliver good development outcomes.

Two development maps have been released during the quarter, providing a geographical visualisation of planning and development activity:

- *Building Approvals Heat Map* – illustrates the volume of building activity between 2012 and 2015
- *Significant Development Map 2015* – presents the larger development applications and approvals for the period September 2014 to September 2015

The maps illustrate high levels of activity within the 'Sunshine Coast Enterprise Corridor' which stretches from the Sunshine Coast Airport to Caloundra South. The Enterprise Corridor identifies the key regional locations where commercial and residential growth is anticipated to occur over the next 20 years. It is likely to accommodate approximately 70% of the region's projected population growth and a substantial level of new business investment in the region's high-value industries.

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

Council's Plumbing Inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. The final slab of the main hospital has now been poured and dedicated officers continue to work on-site to progress critical inspections and facilitate construction times.

## Outlook

The forward outlook for the next quarter will be:

- Continued review of the legislation and state policy, including:
  - Consideration of proposed better planning for Queensland reform. The draft Planning Bill will be currently on consultation
  - Review of the South East Queensland Regional Plan 2009-2031.
- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*
- Continue to deliver development assessment processes within statutory timeframes
- Roll out of the Swimming Pool Fencing compliance program in accordance with the state government regulations. All swimming pool barriers must comply with the legislation by 30 November 2015
- Progress stakeholder engagement and communication tools.