Sunshine Coast COUNCIL | Our region. Healthy. Smart. Creative.

Sunshine Coast Council Corporate Plan 2024-2028 Snapshot

December 2023

Acknowledgement of Traditional Custodians

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share. We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

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

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

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi and the Jinibara peoples. We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations people continue to play within the Sunshine Coast community.

Together, we are all stronger.

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Acknowledgements
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Image credits
Ben vos productions for Horizon Festival 2017 (pages 2)

Message from the Mayor

Mark Jamieson
Mayor

Our Corporate Plan continues to advance our vision for the Sunshine Coast as Australia's most sustainable region – Healthy. Smart. Creative.

Our direction for the next five years will see Council continue to work with our residents and local businesses to build a strong community, maintain and enhance our liveability and natural assets, build the strength of our economy and increase our community's resilience and agility to respond to change.

The future continues to hold an array of opportunities for our Sunshine Coast and securing the Brisbane 2032 Olympic and Paralympic Games provides a signature catalyst for the future prosperity, liveability and reputation of our region. As a key delivery partner for Brisbane 2032, Council will be establishing a clear legacy plan that captures opportunities right across our community; for those with a disability, for our First Nations peoples, for local industries, businesses and suppliers, and for our children and young people – who are our foundations for the future.

Our Council has a well-established record of being an innovator and getting things done. Projects such as: the development of the new Maroochydore City Centre and the activation of the Caloundra Central Business District; investing in the international broadband submarine cable and growing our digital economy; and the expansion of the Sunshine Coast Airport and building our export capabilities – are all examples of Council's forward thinking which creates a more resilient economy delivering jobs, opportunities, access to services and major events.

Of critical importance as our region grows, is securing State and Federal government investment on a desperately needed efficient, reliable and sustainable public transport network for the Sunshine Coast. This is a key priority for our Council to maintain the liveability of the region and our efforts to secure these commitments from the other tiers of government will not diminish. Equally important, is our stewardship of the region's outstanding natural assets, which are a core facet of the liveability of the Sunshine Coast and which Council is committed to maintaining and enhancing. Our Council shares our community's passion and dedication to maintaining our region's environmental credentials and preserving the rich biodiversity for which the Sunshine Coast is renowned.

Our energetic focus is on expanding our conservation estate (arguably the largest owned by a local government in South East Queensland); improving the health of our waterways; preserving the Regional Inter-urban Break shared between the Moreton Bay region and the Sunshine Coast in perpetuity; securing new opportunities for our nation-leading Blue Heart Sunshine Coast project; and supporting the implementation of the UNESCO Biosphere across our region are of intergenerational significance and provide enduring foundations for the future liveability of our Sunshine Coast.

As a coastal region, one of our greatest challenges now and in the years ahead is our response to a changing climate. In November 2021, Council recognised a climate emergency exists and that there is a need for sustained effort to achieve zero net emissions for our organisation. Our Council is already taking significant action towards reducing greenhouse gas emissions and we are developing and implementing a range of new initiatives to better prepare our community, our region and our infrastructure for the impacts of a changing climate.

Our focus over the life of this Corporate Plan will also resolutely remain on the important role that Council plays as the guardian of the wellbeing of our community. Whether that be through our ongoing support for the invaluable work of community organisations; our continuing high levels of investment in sport, recreation, cultural and community facilities; strengthening our reputation as an inclusive community through our work with First Nations peoples and support for new migrants to the region; or better enabling our residents to stay connected, keep informed, access new opportunities and get involved. Our contract with our community is one of shared aspirations anchored in strong social justice principles – equity of access, the efficacy of human dignity and a level playing field - so everyone can benefit as the region grows.

What we all recognise however, is that our fantastic natural assets and outstanding lifestyle continues to attract new residents to our region. In less than 20 years our population will reach more than 500,000 people and as we grow, we are presented with both opportunities and challenges. Our Council and our community are well positioned to take advantage of these opportunities through well-considered planning so our Sunshine Coast is better positioned to meet the needs of those who live here now and those people who will do so in the future.

An important part of this approach is the development of the new Sunshine Coast Planning Scheme. The current scheme has been in place since 2014 and, in consultation with the community, Council is drafting a new planning scheme to shape land use and development across the region for the next decade and beyond.

None of our efforts would be possible however, without a determination to ensure our organisation is financially sustainable, has a strong fiscal outlook and offers a safe, supportive working environment for our team. Our continuing efforts to be an outstanding organisation, through strong governance, empathetic leadership and a sustainable resourcing model will remain a hallmark of our performance as a Council and ensure we maintain the capabilities to deliver on the expectations of our community. Our Council continues to be one of the highest performing and financially strong councils in Queensland - and this is in no small part due to the prudent management of our resources and targeted investment in regional assets that best position our residents and our region for the future.

Our partnerships across communities and across the region will continue to be of inestimable value. Without them, the goals we set for ourselves would not be attainable. Our success over the next five years – as a Council and as a community – will be testament to the strength, durability and productivity of our relationships with our partners and the outcomes we are able to realise from working together on behalf of the Sunshine Coast.

As a Council, we have always maintained a clear and balanced vision for the future that shapes all our decisions. Our Corporate Plan helps to translate the vision into action and to provide a blueprint for doing so. Never before has the need for agility and adaptability been more crucial – and these attributes are embedded in our approach to how we service our community. After all, that is what being healthy, smart and creative is all about.

Mayor Mark Jamieson

Sunshine Coast Council Corporate Plan 2024-2028

OUR **VISION**

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

OUR **PURPOSE**

To serve our community with excellence, respect our past, and position our region for the future.

OUR **VALUES**

Care
We care for people and places

Respect
We respect everyone

Trust
We trust and empower

Curious
We explore possibilities

Connected
We are better together

OUR **GOALS**

OUR STRONG COMMUNITY

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

Strategic pathways

- Healthy and active communities
- Vibrant community places and spaces that are inclusive, accessible and adaptable
- An inclusive community, with opportunities for everyone
- Connected, resilient communities, with the capacity to respond to local issues
- Creative and innovative approaches to building a strong community.

OUR SERVICE EXCELLENCE

Our services are inclusive and responsive to the needs of our community to deliver positive experiences for our customers.

OUR OUTSTANDING ORGANISATION

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

OUR ENVIRONMENT AND LIVEABILITY

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

Strategic pathways

- A resilient region shaped by clever planning and good design
- Protection and enhancement of our natural assets and distinctive landscapes
- Responsive, accessible and well managed assets and infrastructure
- Transitioning to a sustainable and affordable way of living
- A reputation for innovation and sustainability.

OUR RESILIENT ECONOMY

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

Strategic pathways

- Leadership, sustainability and equity
- Investment and growth
- Business retention and expansion
- Innovation, technological advancement and scaling up
- Talent and skills
- A major and regional event destination

Delivery pathways

- Engage with our customers to design inclusive, contemporary and sustainable community services
- Deliver consistent services that provide positive experiences for our community
- Assess service performance using data driven insights to inform sustainable service delivery
- Optimise our services through operational excellence, digital enablement and agile delivery models.

Delivery pathways

- Maintain a sustainable organisation that is well placed to respond to the needs of our growing region
- Embrace a safe, values based workplace culture that attracts and retains high performing and engaged people
- Maintain a contemporary governance framework that inspires trust and confidence in the operations of Council
- Partner with community, business and other tiers of government to fulfil the needs of our region.

Advancing our vision

This corporate plan outlines the goals, pathways, strategic priorities and progress indicators for 2024-2028 as we advance towards our vision – Australia's most sustainable region. Healthy. Smart. Creative.

The community, environment and liveability, and economic regional goals are clearly focused on:

- social inclusion, connectivity and a strong community
- the preservation and enhancement of the natural environment and liveability credentials
- the transformation of the regional economy to ensure ongoing economic resilience and prosperity.

Community engagement during development of the regional strategies and during the review of the Sunshine Coast Planning Scheme consistently reinforced how much the community values the region's natural assets and wants to preserve the distinct character and liveability of the Sunshine Coast. Our community also recognises the need to diversify the economy, access new market opportunities, and create jobs for the future and they want to be part of a strong community that is connected, engaged and inclusive.

Our community is aware the region's projected population growth brings exciting opportunities for a resilient economy, more jobs, and better infrastructure. However, population growth also increases demand for services and infrastructure and creates challenges around protecting the lifestyle we wish to retain. This corporate plan responds to this challenge by striking balance between economic opportunities, environmental values and our community wellbeing.

Balance also underpins Council's principles-based approach to shape urban growth. Council will continue to protect and enhance the region's natural assets and green spaces. We are constantly looking to the future and securing the land required for our community to enjoy in the decades ahead.

We will integrate land use, transport, economic and community planning to contain and serve the urban footprint. This balanced approach has successfully supported the liveability of our region to date, and Council is intent on continuing to maintain and enhance the liveability of our region in the future.

Importantly, well planned and suitably sequenced infrastructure is essential to the retention of the region's liveability as it continues to grow. However Council is not solely responsible for the delivery of this infrastructure - the State and Federal governments provide critical elements such as highways, motorways and arterial roads, rail and public transport and social infrastructure. They also shape the legislative and regulatory context for securing a sustainable future. We will continue to partner with all the relevant stakeholders to secure timely commitments for necessary infrastructure to support the region's growth and as part of our preparations as a host partner of the Brisbane 2032 Olympic and Paralympic Games.

This corporate plan advances Council's recognition of the need to respond to the climate emergency. We are planning for climatic changes by protecting vulnerable pockets of the region and converting landscape constraints into environmental assets that will support our ongoing resilience. We are also building capacity in our community to respond to local issues and be resilient to natural disasters and emergencies.

Greater connectivity is essential for the digital era and our region is in a good position having secured the fastest direct telecommunications and data link to Asia and having a new international airport runway that accommodates larger aircraft to and from new markets and links our people and products to the world and further our economic resilience. We will focus on capitalising on this connectivity to leverage opportunities to further our economic resilience.

Connectivity is also critical within our growing region. Our efforts to advance an integrated transport solution for the region will focus on planning quality transport options, serving developing communities and centres, locating population growth closer to employment opportunities, and promoting sustainable public and active transport options.

Our service excellence and outstanding organisation goals are the platforms to ensure Council's capability and capacity to deliver the

corporate plan. These two goals not only deliver on our statutory responsibilities to be accountable, effective and efficient, but place a clear focus on continually improving our day-to-day services to deliver sustainable outcomes that put our community at the centre of everything we do.

Service excellence is integral to our purpose – the critical lens to how we deliver our community, environment and liveability, and economic goals. We will seek to ensure community value defines the experiences of our customers and visitors. We will deepen our service-oriented culture across the entire business, further embed service improvement planning, develop new and innovative ways to service our community, and continue to engage our community to maintain a clear understanding of what our community values as the region evolves.

Our outstanding organisation seeks to ensure we can continue our proud history of being innovative through having the right people, a great workplace culture, fit for purpose systems, good governance and accountable leadership. We will ensure effective community engagement informs our activities and will partner with our community to present outcomes that meet their needs and position the region for the future.

Advancing our region map

Sunshine Coast
Biosphere
Celebrating our region, our people and nature.

Blue Heart
Sunshine Coast

More than 5000 hectares sustainable, adaptive floodplain management and blue carbon offsets.

Bruce Highway
$1.6 billion expansion and upgrade. First stage complete.

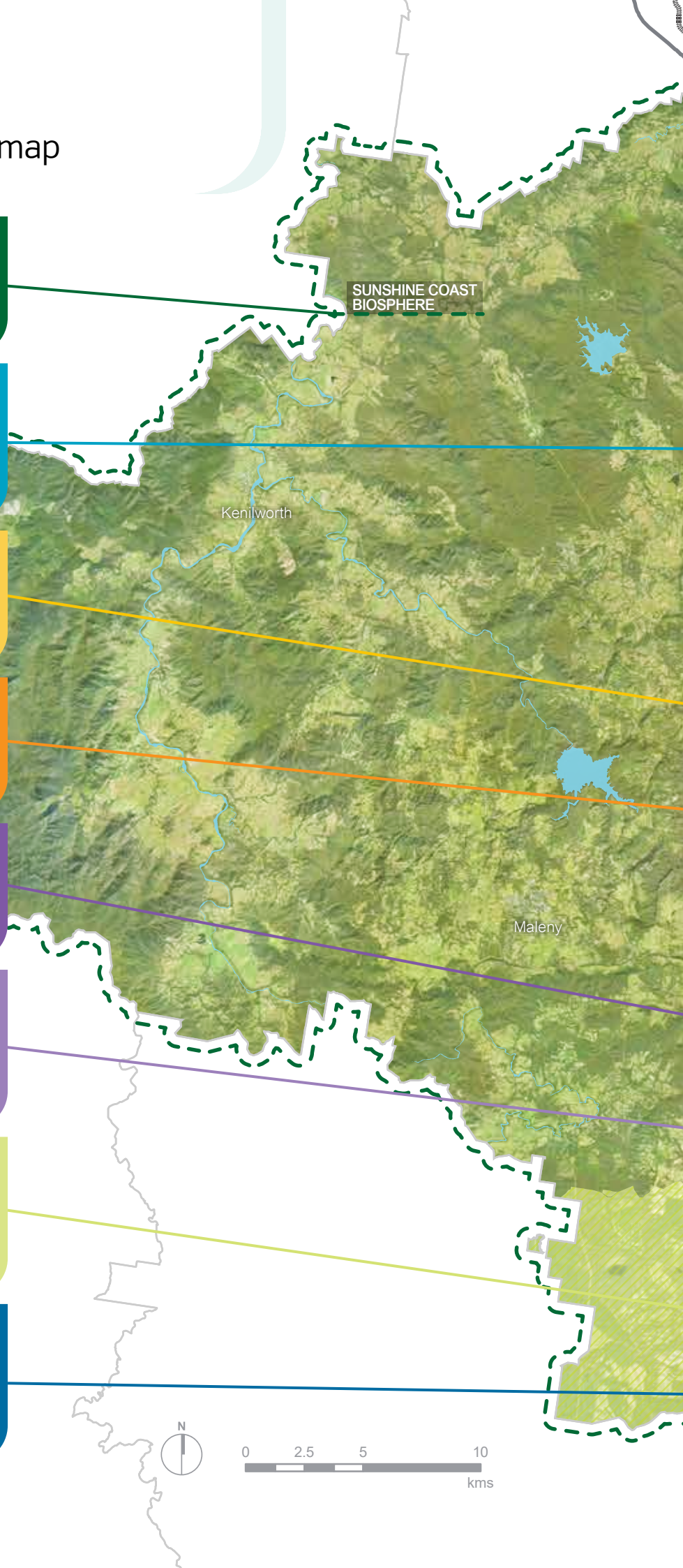
Health Precinct
Anchored by a tertiary teaching hospital and contributing $3.2 billion to the economy.

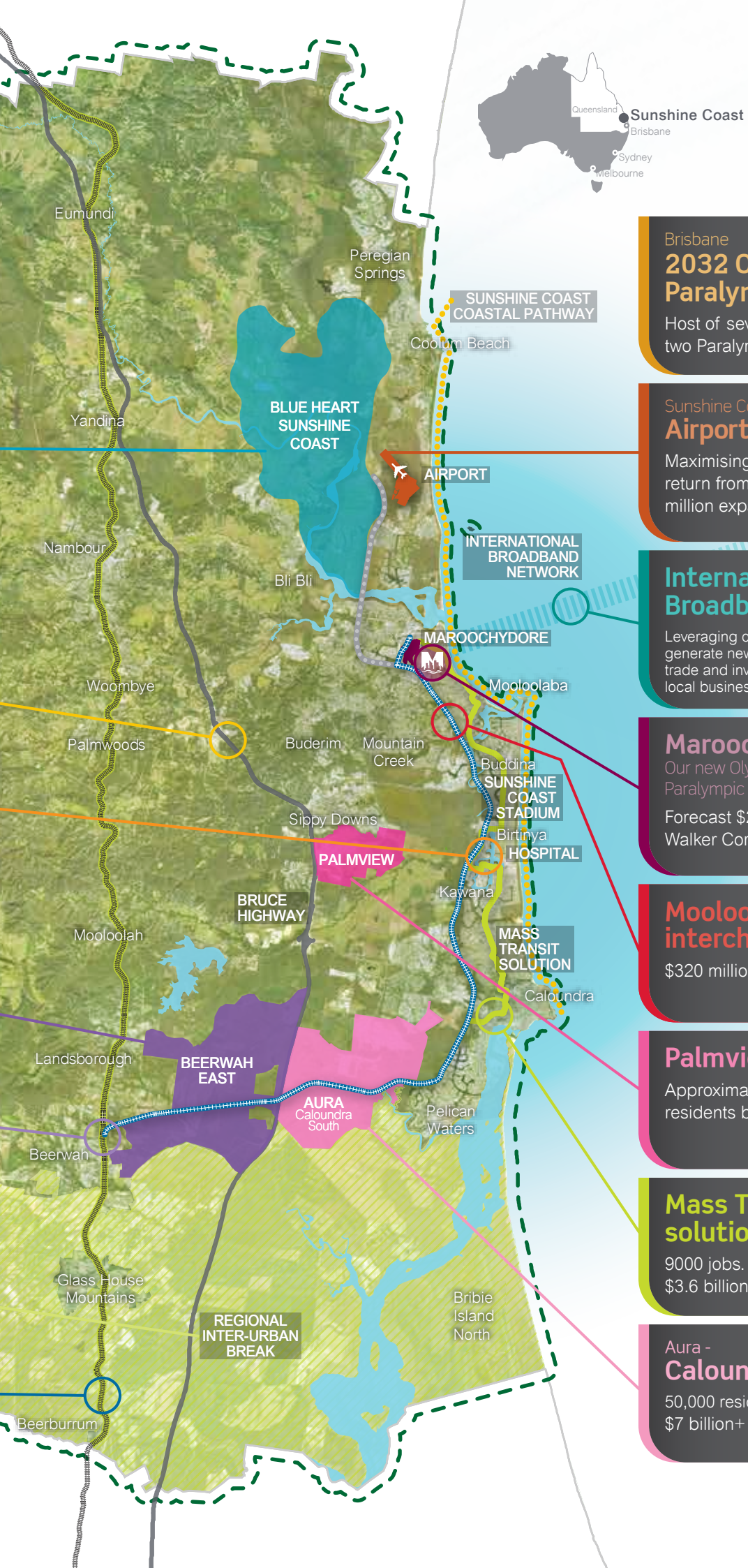
Beerwah East
Forecast to provide 7000 homes by 2041.

Beerwah to Maroochydore Rail
Critical public transport connection for the urban coastal corridor to Brisbane.

Regional
Inter-urban Break
32,034 hectares protecting the Regional Inter-urban Break in perpetuity to secure environmental, production and recreation values.

Beerburrum to Nambour Rail Upgrade
$550 million (stage one).





Brisbane
2032 Olympic and Paralympic Games
Host of seven Olympic Games and two Paralympic Games sports.

Sunshine Coast
Airport Master Plan
Maximising the economic return from the recent $334 million expansion project.

International Broadband Network
Leveraging our digital connectivity to generate new enduring employment, trade and investment opportunities for local business and industry.

Maroochydore -
Our new Olympic and Paralympic Games City

Forecast $2.5 billion investment by Walker Corporation over 20 years.

Mooloolah River interchange
$320 million expansion and upgrade.

Palmview
Approximately 16,000 residents by 2036.

Mass Transit solution
9000 jobs.
$3.6 billion contribution to economy.

Aura -
Caloundra South
50,000 residents (est).
$7 billion+ investment.

Edition: February 2023

Our Strong Community

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

KEY STRATEGIES

Sunshine Coast Community Strategy 2019-2041
Sunshine Coast Integrated Transport Strategy

STRATEGIC PATHWAYS

Healthy and active communities

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

An inclusive community, with opportunities for everyone

STRATEGIC PRIORITIES 2024-2028

- Identify, plan and secure legacy initiatives for the Sunshine Coast as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games.
- Enhance our sports and community infrastructure through the delivery of key venues that will host events at the Brisbane 2032 Olympic and Paralympic Games and provide an enduring legacy for our community.
- Promote healthy and active lifestyles through the support and delivery of health and wellbeing initiatives.
- Support intergenerational skills exchange, encourage and build the capacity of volunteers, and recognise their contributions.
- Prioritise active transport that delivers healthy, safe and sustainable travel options for our community (walking and cycling).
- Continue to plan for and invest in the sports, arts and community infrastructure network to ensure participation opportunities are available for all our residents.

- Review our community infrastructure network so that it remains responsive to community needs.
- Adopt a place-based approach so that our public realm is supported by activated, vibrant and accessible places.
- Collaborate to improve accessibility and inclusion for people with a disability and promote the Sunshine Coast as an accessible destination.
- Support well designed centres as the hubs of economic and community life.
- Integrate transport and land use planning and placemaking to support well functioning and connected communities.
- Manage parking across the region in a way that supports the maintenance of our lifestyle and economic activity.

- Develop and implement the Stretch Reconciliation Action Plan.
- Deliver a Youth Council program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.
- Develop and deliver initiatives that support our diverse and multicultural communities.
- Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.
- Work collaboratively to reduce homelessness and advocate to other levels of government to prioritise collective action to address housing affordability and availability on the Sunshine Coast.

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

- Encourage and support initiatives to strengthen community connections and resilience through place based approaches, capacity building and community-led initiatives.
- Advocate to government and the private sector for well planned and timely delivery of priority transport infrastructure as the region continues to grow.
- Work with the State Government to progress the detailed business case for a local mass transit system, integrating transport, land use planning and placemaking to maintain the liveability of our region.
- Support the introduction of smart mobility solutions to increase travel choice and improve first and last mile travel options.
- Encourage behaviour changes in travel choice and options in line with maintaining the liveability of the region.
- Work collaboratively to raise awareness and support initiatives focused on improving community safety, including domestic and family violence prevention.

Creative and innovative approaches to building a strong community

- Encourage and support innovative opportunities that provide social, economic or cultural benefit, including growth and development of the local social enterprise network.
- Implement the Sunshine Coast Arts Plan 2018-2038 so our community can benefit from rich and diverse arts, performance, music, and cultural experiences.
- Implement the Sunshine Coast Heritage Plan so that the shared cultural histories of our region are preserved, protected and celebrated.
- Continue to advocate a 'one network' approach for an integrated transport system for our community.

SERVICE OUTPUTS

- Community and cultural development and partnerships
- Community venues
- Disaster management
- Libraries
- Lifeguards
- Public lighting
- Roads, cycleways and pathways
- Sporting facilities

PROGRESS INDICATORS

- The Sunshine Coast local government area is one of the healthiest regional communities in Queensland.
- Improving social and economic opportunities relative to other South East Queensland local government areas.
- Growth in social enterprises operating in the Sunshine Coast local government area.
- Residents agree that Council's community infrastructure meets the needs of their community.
- Residents agree they can get help from friends, family, neighbours or community organisations when they need it.
- Influence the shift of transport mode share through increased passenger vehicle occupancy and use of active and public transport.

Our Environment and Liveability

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

KEY STRATEGIES

Sunshine Coast Environment and Liveability Strategy (2023 edition) | Coastal Hazard Adaptation Strategy | Stormwater Management Strategy | Resource Recovery Strategy 2023

STRATEGIC PATHWAYS

A resilient region shaped by clever planning and good design

Protection and enhancement of our natural assets and distinctive landscapes

Responsive, accessible and well managed assets and infrastructure

STRATEGIC PRIORITIES 2024-2028

- Produce and maintain a new Planning Scheme to guide future development and growth in a sustainable way, which reflects community values.
- Continue to be an active participant in the implementation and review of the SEQ Regional Plan and its related implementation projects.
- Secure and protect the Regional Inter-urban Break and Sub-regional Inter-urban Breaks in perpetuity to frame our neighbourhoods, secure the environmental, production and recreation values and strengthen the identity of our community of communities.
- Embed sustainable, liveable and affordable design into our built environment that celebrates the subtropical lifestyle of the Sunshine Coast and supports our growing community.
- Facilitate sustainable and affordable living options through urban transformation and self-contained communities supported by essential infrastructure in our urban footprint.
- Proactively respond to reduce our climate risk to increase the adaptive capacity and build the resilience of the region.
- Deliver cool and shady streets and places to connect and enhance our neighbourhoods and promote biodiversity, resilience and community wellbeing.

- Connect and protect our valued habitat areas to support our native flora and fauna and providing the community with opportunities to participate in conservation and to experience the natural environment.
- Deliver healthy catchments, waterways and wetlands that continue to support our lifestyle and livelihoods through integrated management, reducing the impacts of sediment, nutrients and pollutants and restoring aquatic habitats.
- Identify, understand and plan for the defining landscapes, character and history of the Sunshine Coast to enable growth and development to be respectful and complementary for the future.
- Celebrate our landscape and character by continuing to build stronger relations with First Nations people, and by embedding Sunshine Coast Design Strategy outcomes.

- Strengthen the economic base around our natural assets and distinctive landscape features by enhancing a network of nature-based and cultural experiences supported by overnight accommodation and day visitor options.
- Provide a strategic and coordinated approach to the protection, sustainable use and enjoyment of our dunes, beaches, rocky shores and near-shore marine waters.
- Secure and activate space for future generations to improve conservation, flood mitigation and sport and recreation opportunities.
- In partnership with industry and community develop a network of contemporary and accessible places and spaces that provide and support opportunities for creative, community and active/passive experiences.
- Provide a collaborative, effective and efficient response to the management of invasive plants and animals to reduce their social, economic and environmental impacts.
- Implement the Sunshine Coast Recreation Parks Plan strategic actions to maintain and enhance our resilient park network over the next 10 years.

Transitioning to a sustainable and affordable way of living

- Support, enable and inspire the community to value the environment and play their part as we live, learn, work and play sustainably in our Sunshine Coast Biosphere.
- Enhance community understanding about the choices they make to travel and the impacts this has on sustainability, affordability, and health and wellbeing.
- Deliver education programs that make a difference to household waste behaviours.
- Undertake community sustainability reporting on behalf of our community.
- Implement the Sunshine Coast Biosphere in partnership with the community and investigate other complementary protection mechanisms.

A reputation for innovation and sustainability

- Deliver a zero-net emissions organisation and transition to a renewable energy future.
- Strengthen our region's sustainability vision by attracting and nurturing research and sustainable industries and businesses.
- Deliver leading global best practices to maximise resource recovery, reduce waste and deliver low emission and circular economy outcomes.
- Enable evidence-based decisions for a healthy environment and liveable Sunshine Coast.
- Investigate opportunities for Food Organics Garden Organics collection and processing services to reduce waste that goes into landfill and reduce greenhouse gas emissions.

SERVICE OUTPUTS

- Stormwater drainage
- Beaches, foreshores, coastal infrastructure and canals
- Bushland conservation and habitat
- Recreation parks, trails and facilities
- Rivers, streams, estuaries and water bodies
- Sustainable growth and network planning
- Waste and resource management

PROGRESS INDICATORS

- Maintain the size of the Regional Inter-urban Break to its 2017 extent.
- Hectares of land per 1000 residents for sport and recreation purposes maintained.
- Council's greenhouse gas emissions reduced.
- Hectares of land per 1000 residents acquired through the Environment Levy for conservation and preservation purposes maintained.
- The region's renewable energy capacity increased.
- Waste diversion from landfill.

Our Resilient Economy

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

KEY STRATEGIES

Regional Economic Development Strategy 2013-2033 (2023 refresh)

Sunshine Coast Major Events Strategy 2018-2027 (2023 refresh)

STRATEGIC PATHWAYS

Leadership, sustainability, equity	Investment and growth	Business retention and expansion

STRATEGIC PRIORITIES 2024-2028

Leadership, sustainability, equity

- Advocate to State and Commonwealth Governments to support investment into key catalytic infrastructure (including transportation infrastructure and housing).
- Deliver strong economic leadership and collaboration by government, business and industry.
- Champion circular economy principles and support and promote sustainability.
- Support inclusion and equity across the economy for the advancement of First Nations peoples, people with disabilities and residents experiencing socio-economic disadvantage.

Investment and growth

- Market and promote the region to attract investment and support local businesses to grow export markets.
- Ensure sufficient assets availability and an efficient planning process to support population and business growth while maintaining liveability.
- Leverage the Brisbane 2032 Olympic and Paralympic Games to create legacy economic assets for the future.
- Leverage current and emerging key infrastructure and other significant projects.
- Provide a regulatory environment that encourages investment and growth.

Business retention and expansion

- Support local businesses and key delivery partners to expand on the Sunshine Coast.
- Build local business capacity and increase business resilience.
- Champion local and social procurement opportunities for local businesses, including supporting local First Nations businesses through the supply chain.
- Support identified Gateway Precincts and town centres through activation and place making initiatives.

Innovation, technological advancement and scaling up	Talent and skills	A major and regional event destination
• Promote innovation, research and development activities of local businesses and institutions. • Advance Smart City infrastructure to further support local businesses and leverage the Sunshine Coast International Broadband Network. • Identify and expand the Innovation Ecosystem to grow the region's capabilities. • Support local entrepreneurship networks and activities to help scale up local businesses.	• Support local education and training providers to build pathways for the local workforce and connect to local businesses. • Conduct talent attraction, development and retention programs to provide a high quality workforce to local businesses. • Support youth development and innovation initiatives that foster talent and skills for the future. • Attract international students and connect local students to opportunities within the region.	• Diversify the events portfolio to include more culture and lifestyle events. • Expand the national and international reach and awareness of major events and the region's strengths. • Maximise the level and regional dispersal of economic benefits from major events. • Leverage opportunities of the Brisbane 2032 Olympic and Paralympic Games to attract and secure major events. • Create and promote clear guidelines of Council's environment, sustainability and accessibility expectations from major events.

SERVICE OUTPUTS

- Economic development
- Holiday parks

PROGRESS INDICATORS

- Percentage of Council's available procurement spend awarded to local businesses.
- Growth in Gross Regional Product.
- Rebuild and grow direct economic benefit from major events.
- Growth in jobs is equal to or greater than growth in population.
- Growth in international and domestic exports.
- Household income levels relative to the Queensland average.

Our Service Excellence

3 GOOD HEALTH AND WELL-BEING

6 CLEAN WATER AND SANITATION

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

13 CLIMATE ACTION

15 LIFE ON LAND

Our services are inclusive and responsive to the needs of our community and deliver positive experiences for our customers.

DELIVERY PATHWAYS

Engage with our customers to design inclusive, contemporary and sustainable community services

Deliver consistent services that provide positive experiences for our community

Assess service performance using data driven insights to inform sustainable service delivery

STRATEGIC PRIORITIES 2024-2028

- Review asset management plans to establish desired standards that guide future investment.
- Learn from our interactions with customers to design services that are accessible, inclusive and provide community value.
- Enhance accessibility of services and information through smart tools and platforms.
- Develop and implement a revised ten-year capital works program that realises key regional outcomes and identifies strategic priorities for our community through to 2032 and beyond.

- Establish and publish desired service standards and monitor our service performance.
- Embed customer experience as a key element to the design of our services and roles.

- Develop and monitor service output statements that better inform our community on delivery and performance.
- Implement a service planning and review program to maintain a focus on sustainability and efficiently and effectively responding to community need.
- Mature the asset management system to deliver quality data that provides the basis for more strategic asset planning and maintenance.

Optimise our services through operational excellence, digital enablement and agile delivery models

- Leverage technology options to better support service delivery as the region continues to grow.
- Unlock opportunities for enhanced service delivery.
- Explore smart technologies and establish data integrity arrangements that support real time decision making.

SERVICE OUTPUTS

- Cemeteries
- Customer and community relations
- Development services
- Local amenity and local laws
- Property management
- Public health
- Quarries
- Road network management

PROGRESS INDICATORS

- Asset sustainability ratio.
- Development assessments undertaken within statutory timeframes.
- Deliver positive customer experiences.
- Customer satisfaction with Council services.
- Delivery of the capital works program.

Service excellence is entrenched in our purpose, our goals and our values and underpins everything we do.

Our Outstanding Organisation

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

DELIVERY PATHWAYS

Maintain a sustainable organisation that is well placed to respond to the needs of our growing region

Embrace a safe, values based workplace culture that attracts and retains high performing and engaged people

Maintain a contemporary governance framework that inspires trust and confidence in the operations of Council

STRATEGIC PRIORITIES 2024-2028

- Maintain robust and responsible financial planning that guides service levels and resource decisions which deliver value to our residents now and into the future.
- Embed outcomes based resource management and performance monitoring to progress the things that matter most to our community.
- Better position the region for the future by extending the strategic planning horizon for Council to 2050.
- Provide the technology architecture and digital solutions that support business productivity and service delivery.
- Understand, monitor and protect our information systems and assets from cyber security threats.
- Enable data driven intelligence and analysis to inform evidence based decision making.

- Develop and implement a People Plan which seeks to embed a workplace culture which encourages people to work for Council and contribute to achieving the vision for the region.
- Create a safety culture underpinned by a workforce that is engaged and empowered to deliver a healthy, caring and safe place to work.
- Provide workplaces that encourage our people to explore new ideas, be curious and be their best.

- Contemporise Council's governance framework to support decision making that is evidence based and responsive to strategic risks and the changing needs of our community.
- Embed the United Nations Sustainable Development Goals and Council's sustainability commitment in the strategies, plans and operations of Council.
- Embed climate change adaptation into our everyday business to work towards a zero-net emissions organisation.
- Promote transparency in the decisions of Council and the information relied on to inform our decisions and actions.

Partner with community, business and other tiers of government to fulfil the needs of our region

- Proactively advocate for solutions that help our community secure essential infrastructure and service investments by State and Federal governments.
- Develop and deploy integrated approaches to keep our community informed on what is important to them, through a medium they prefer.

SERVICE OUTPUTS

- Digital information services
- Elected Council
- Financial and procurement services
- Fleet management
- Governance
- People and culture

PROGRESS INDICATORS

- Positive community sentiment with Council's business.
- Participation in community engagement activities.
- Employee engagement.
- Lost time due to workplace injuries.
- Security of systems and data.
- Operating surplus ratio.
- Net financial liabilities ratio.

OUR VALUES

Care
We care for people and places

Respect
We respect everyone

Trust
We trust and empower

Curious
We explore possibilities

Connected
We are better together

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Sunshine Coast COUNCIL

Our region.
Healthy.
Smart.
Creative.

A full version of the Corporate Plan 2024-2028 is available on Council's website:

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