

CEO's Quarterly Progress Report Quarter 4, 2017/2018



Message from the Chief Executive Officer

The Sunshine Coast lit up this quarter with a number of major events held across the region. Some of the highlights include the Downunder Beachfest, the Knitfest Yarn & Fibre Festival, the Maleny Wood Expo, the Queensland Oztag Tri Series, the Sunshine Coast Ukulele Festival, the Time Warp Festival and the TreX Cross Triathlon.

The 2018-19 Operational Plan was adopted during the quarter and clearly defines the drivers and actions for the coming financial year. The Operational Plan focuses on the core services that council delivers to the community to establish our healthy, smart, creative region.

The quarter ended with an \$864 million Budget adopted in June for 2018-19. The budget included a record Capital Works Program of \$370 million and \$7 million for community events and grants, which is one of the largest community funding commitments of any council in Queensland.

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

Service highlights for the year

- Over \$230 million or 67.5% of the total purchasing spend for the year has been to local businesses
- Over 250,000 customers assisted through the main contact centre
- Community and not-for-profit organisations benefited from over \$4.2 million of grant funding
- 14,010 hectares of mowing maintenance
- Over 7040 building approvals issued with a construction value of \$1.6 billion
- 134,500 guests attended 58 major events which generated approximately \$68.9 million in economic activity
- Over 14 tonne of litter removed from the region’s waterways.

Corporate plan highlights:

A Smart Economy

Sunshine Coast Airport Expansion

Construction on the new runway by the John Holland Group commenced in April. The expansion will allow direct access to a number of additional national locations and new international destinations, with the runway accommodating Airbus A330 and Boeing 787 aircraft.

Economic development

Opportunities on the Sunshine Coast continued to be pitched to many national and international prospects during the past quarter. Successful new investments announced included Network Steel and Aluminium, Yamaha, Engeo and Medifarm.

A Strong Community

Pacific Paradise Streetscape

The Pacific Paradise town centre has been revitalised with the official opening of the \$2.6 million streetscape. The new features are expected to benefit local businesses and provide opportunities for community events and improve the access and movement of pedestrians and vehicles around the local business precinct.

TravelSmart

The TravelSmart team has achieved the highest participation rate for council's Walk Safely to School Day event, with 1920 students registered. The team has also received recognition, winning the Bike Culture Award for the innovative RideScore program. The technology records the student cycle trips and provides real-time information to parents, promoting safety, exercise, resilience in children and a reduction in traffic congestion.

A Healthy Environment

Mooloolaba Spit Boardwalk

Mooloolaba Spit Boardwalk will be renewed with improved access for people with disabilities, seating nodes, viewing platforms and a 3.4 metre wide boardwalk. Local Government Grants and Subsidies totalling \$920,000 are contributing to the renewal, with completion expected by December 2018.

Street Tree Master Plan

In June council adopted the Street Tree Master Plan. Council had undertaken analysis identifying the areas where trees are needed most and the species that should be planted. The plan aims to increase the number of street trees on the Sunshine Coast, assisting to balance our built environment, as well as shade and cool the region.

Service Excellence

Contact Council

An innovative feature has been added to council's 'Contact Council' page. The feature allows callers to see how long it will take for their phone call to council to be answered when calling during business hours. This not only provides convenience for customers but also ensures the calls are answered as quickly and effectively as possible.

Local Government Infrastructure Plan

Council endorsed the Local Government Infrastructure Plan (LGIP) this quarter. The LGIP includes planning assumptions (for population and employment), priority infrastructure area, desired standards of service and plans for trunk infrastructure.

An Outstanding Organisation

Smart Cities

This quarter council continued to test and develop smart city technologies, including digital connections and smart sensors. These smart city technologies will be implemented in the new City Centre in Maroochydore benefitting the community and the environment by increasing safety, attracting more investment and business, reducing carbon emissions, traffic congestion and energy use, along with improving council services.

Project Prioritisation and Initiation Framework

A prioritisation project and initiation framework is being developed to better enable council to prioritise initiatives and projects. A benchmarking report on project management approaches was complete this quarter. The recommendations from the report have been approved by the Board of Management, including the decision to adopt the best practice

model – Portfolio, Program and Project Management (P3M) model.

Awards for the quarter

- **Pioneer Park All Abilities Playground Design Excellence Award**

In May, council's Landscape Design and Planning team were awarded the Regional (QLD) Award of Excellence for play spaces less than \$500,000 for the Pioneer Park Playground All Abilities Playground Extension project. This award is given to a regional level play space that involves a range of stakeholders, contributes to the creation of a sense of "place" for its local community and exhibits landscape and/or structural design innovation that delights and aids childhood development.

- **Palmwoods Town Square Award of Excellence**

From the Australian Institute of Landscape Architects, in the Civic Landscape category, the 'Award of Excellence' was received for the design and placemaking process undertaken to deliver the Palmwoods Town Square. Council achieved this award ahead of strong competition from the large spaces created for the Commonwealth Games and within the Brisbane CBD.

An award in the Community Contribution category was also received recognising the brand new placemaking 'activation' approach undertaken with the community of Palmwoods.

- **Strategic Planning Award**

The Strategic Planning Award from Parks and Leisure Australia (Queensland Regional) was received by the Environment and Sustainability branch in May for the development of the endorsed Sunshine Coast Environment and Liveability Strategy 2017. The strategy highlights the importance of an integrated planning and policy framework to achieve effective long-term outcomes for parks, sports grounds and recreation trails, which are the heart of a liveable community.

- **TravelSmart**

The TravelSmart initiative RideScore won the Bike Culture Award as part of the 2018 Cycling Luminaries Awards.

- **Sunshine Coast Solar Farm**

Council's Sunshine Coast Solar Farm continues to attract widespread recognition, adding to its awards list by taking out the sustainability category at the Local Government Managers Australia excellence awards held in April. The awards recognise the outstanding work being undertaken by councils across the state with the sustainability award recognising projects that enhance the long-term sustainability of council and/or the community.

- **Australasian Management Challenge**

A team of six Sunshine Coast Council employees were named the Queensland winners of the Australasian Management Challenge – a simulation-based team building, learning and networking program using real local government themes. The team will now represent council at the Australasian finals in August.

- **Community Facility of the Year**

The *Maroochy Beach Gymnastics* facility was recognised as the Community Facility of the Year. In 2017, with Council's assistance, Maroochy Beach Gymnastics embarked on a building extension project ten years in the planning. Four weeks into the extension project, the entire building burnt to the ground. The rebuilding of the facility is a story of collaboration, government support, resilience and persistence resulting in a state-of-the-art international facility.

- **Healthy Sunshine Coast**

Healthy Sunshine Coast was awarded a High Commendation in the Community Based Initiative of the Year category. Parks and Leisure Australia is the peak industry association for professionals working in the Parks and Leisure sector in Australia, representing over 2500 members. *Healthy Sunshine*

Coast is our region's low cost health and wellbeing initiative providing free or low cost opportunities for our residents and visitors to remain healthy, happy and active.

- ***Our Heritage, Our Stories***

As part of the 2018 National Trust (Qld) Heritage Awards, Council's *Our Heritage, Our Stories* program received a High Commendation in the Agency Conservation Program category with the Trust citing it as a commendable program by a regional council. The program comprises three significant cultural heritage projects – the SC50 Exhibition, the inaugural Sunshine Coast Open House, and local digital stories. Outcomes included community capacity-building through engagement, participation and collaboration, and further development of regional cultural heritage tourism – and presented a significant amount of high quality interpretive approaches.

Managing and developing the workforce

Council is operating with a workforce headcount of 1879 (1803 council employees and 76 contingent workers). There is also additional budget allocation that provides capacity for temporary, consultancy-type arrangements as may be needed for short term projects, peak workload management and specialised expertise.

For further information on how we are serving the community and delivering on our corporate and operational plans, refer to the following information.

Michael Whittaker

Michael Whittaker

Chief Executive Officer

Sunshine Coast Council

A smart economy



\$3.13 million

in revenue for Sunshine Coast Holiday Parks



340

businesses accessed specialist advice and information.

10 events were delivered, and 510 participants benefited from services provided by council through its Regional Economic Development Strategy



24,000

guests attended 18 major events which generated approximately \$8.7 million in economic activity for the region and supported an estimated 97 jobs

Planning for the future

Sunshine Coast Airport Expansion

April saw the first sod turned to mark the start of construction of the new runway by John Holland Group. The runway when constructed will be capable of accommodating Airbus A330 and Boeing 787 aircraft and provide direct access to markets in Asia, western Pacific and other locations in Australia.

Part of Marcoola Beach was temporarily closed to allow for the safe placement of the dredge pipeline for the Project.

Regional Economic Development Strategy

The consultants appointed to conduct a review of the Regional Economic Development Strategy completed their interim report outlining the implementation plan and draft actions for 2018-2023. Refinement of the report and further internal and external consultation will be undertaken, and the review findings will be made available for consultation and finalisation in the next quarter.

Actions continued to be delivered in partnership with the seven High Value Industry taskforces, with the finalisation of the taskforces on 30 June 2018. The Regional Economic Development Strategy Implementation Report Card was published to highlight the significant achievements over the past four years. These include a \$17.2 billion economy, 17.9% of goods and services produced for export, 82,633 high value industry employment opportunities, and a 9.33% household income below Queensland average (down from 22.3% in 2013).

Major and Regional Events Strategy

The Sunshine Coast Events Board and its two Working Groups met on six occasions during the quarter, reviewing 12 sponsorship applications – 10 of which were supported. These comprised 17 individual events to be staged from 2018-2021 and, of these 17 events supported by the Board, four are new to the region.

Highlights of the 18 major events held during the quarter include:

- Downunder Beachfest

- Knitfest Yarn & Fibre Festival
- Maleny Wood Expo
- Queensland Oztag Tri Series
- Queensland State District & Sides Bowls Championships
- Sunshine Coast Ukulele Festival
- The Time Warp Festival
- TreX Cross Triathlon, along with
- The commencement of the 2018 Sunshine Coast Winter Bowls Carnival.

Major projects

Caloundra Aerodrome

Due to significant deterioration in line with its age, urgent resurfacing work at both the Taxi Ways and the Apron Parking areas of the Caloundra Aerodrome were delivered. The project team fast tracked the process to undertake both a survey and significant design plans to ensure that any proposed works would comply with Federal Aviation guidelines. The project was meticulously planned to minimise disruption to the Aerodrome business and to ensure the project was delivered quickly. This is the only resurface the aerodrome has had and the new apron has an expected life of 20 years.



Sunshine Coast Solar Farm

Sunshine Coast Solar Farm is continuing to perform above expectations. The solar farm generated 2008MWh of electricity output during June. The solar farm has produced 25,000 MWh in financial year 2017-18. As a result 25,000 large generation certificates have been generated with an estimated market value of \$2.15 million. Over 19,500 tCO₂e carbon emissions have been avoided by the solar farm and it continues to offset 100% of council's electricity consumption.

Sunshine Coast International Broadband Submarine Cable project

The Sunshine Coast International Broadband Submarine Cable project continued to progress under the direction of the project team. Council received updates on the project at its April Ordinary Meeting and its May and June Special Meetings. Key issues included status of the Expression of Interest process, the State Government's commitment to a grant of \$15 million, and an application to the Commonwealth Government's Regional Growth Fund for additional funding. Council officers commenced preparation of a business case which is proposed for completion in the next quarter.

Delivery of council's services

Airport

The operation of Sunshine Coast Airport was transferred to Palisade Investment Partners as from 1 December 2017 under a 99-year lease.

Economic development

Investment facilitation included a number of activities. These include pitching of Sunshine Coast opportunities to a number of national and international prospects and the announcement of successful investments: Network Steel and Aluminium which is forecast to employ 12 staff and produce \$3 million capital expenditure within its first three years; Yamaha with 13 jobs and \$2 million capital expenditure; and Engeo with an annual recurring economic impact of \$3.26 million. Medifarm announced an \$8 million factory build and the creation of 39 jobs. The Walker Seafoods lead generation campaign produced 64 new investment leads.

In partnership with Study Sunshine Coast and Visit Sunshine Coast, USC International launched the Sports State Queensland project which aims to position Queensland and specifically the Sunshine Coast as a high quality sports participation destination internationally. The project builds students practical knowledge and skills by providing them access to exceptional education and

hands-on experiences with world-class sporting events and event organisers.

Council encouraged private sector investment in the Oceanside Health Precinct and development of new clinical trials; and aided in the organisation and promotion of a Medical Cannabis Symposium scheduled for the next quarter. The Symposium is the first of its type in the region to train GPs and Specialists around the protocols of prescribing Medicinal Cannabis.

Officers delivered an export training workshop and a media panel promoting participation in the Premier of Queensland Export Awards to 40 participants. An export development workshop was also conducted for 20 Cleantech and Advanced Manufacturing businesses. A further 10 export case studies have been developed and will be added to the 28 currently published in the Export Showcase.

The findings of the third independent review of the Tourism and Events Levy were considered in relation to the future implementation of the levy. New Transitory Accommodation rating categories will be introduced in 2018-19.

Holiday parks

Sunshine Coast Holiday Parks have achieved a solid result, with good occupancy and revenue for the quarter. The new amenity Number 3 and camp kitchen building at Mudjimba Beach Holiday Park was completed in late May and has been well received by park management and guests.

Revenue for the fourth quarter was \$3.135 million, which was down by \$535,000 on the same period last year largely due to the earlier start for Easter school holidays in 2018.

Revenue for the year to date to 30 June 2018 is up by \$711,000 (4.6%) on the previous year.

A strong community



Over 13,500

people participated in library programs, workshops, and author events library



104,799 people

attended 897 community events held at community venues, with patron satisfaction ratings at all venues of 4-5, on a scale of 5, with 5 being the highest satisfaction rating



Over \$1.29 million

in grant funding was distributed to community organisations and individuals within the region



196,349m²

of road reseal delivered, valued at \$4.9 million. This program is now 100% delivered

Planning for the future

Planning for urban growth

Caloundra South

Construction of the first community centre at the Caloundra South suburb of Baringa has commenced with completion expected by late 2018. This community centre will form part of the broader Baringa Community Hub Pilot Project, which was established by the State Government in partnership with council and Stockland to promote the shared use of state and local government assets and resources.

Council have endorsed three network plans that will guide the delivery of community facilities, sports parks and public art across the Caloundra South project area for the next 30 years.

The first sports clubhouse within Caloundra South has been delivered at Baringa. The Baringa Sports Complex is now open and ready for local clubs to use for training and competitions.

This clubhouse will further contribute to the success of the broader Baringa Community Hub Pilot Project, which includes the sports park, multi-purpose hall (including robotics and engineering space and music space) and the Baringa Community Centre.



Kawana

The construction of the Kawana Town Centre has commenced substantially with the first stage estimated to be completed by Christmas 2018.

Site works for Bokarina Beach are well advanced, it is anticipated that the first lots will be registered by early to mid-2019.

The Nicklin Way underpass and lake extension is progressing and is on target for completion by late 2018 / early 2019.

Palmview

The assessment of development applications and delivery of key infrastructure is continuing.

The first recreation park located within Harmony which forms a centre piece to the new neighbourhood is currently under construction and forecast to be completed by August 2018.

Light rail

Advocacy for the Sunshine Coast Light Rail project continued through land use planning initiatives and development of the preliminary business case.

Maroochydore

The Maroochydore CBD achieved a major milestone with the registration of the first lots on 8 June 2018.



Integrated Transport Strategy

The Draft Integrated Transport Strategy was endorsed for public consultation this quarter. The Strategy aims to respond to the opportunities and challenges facing our region of the next 20+ years. Its focus is to achieve a connected, smart, integrated, safe and efficient transport system that contributes to the region's economic viability, sustainability and lifestyle. The key objectives are to:

- Encourage the development of an integrated transport system that connects people and places
- Prepare for a growing population
- A transport system that provides greater travel choice
- Adapt to emerging technologies and new business models
- Nurturing and enhancing our natural environment
- Plan for the needs of current and future generations.

Sunshine Coast Social Strategy

Prioritised initiatives in relation to the Social Strategy continued to be progressed. These included endorsement of the draft Sunshine Coast Arts Plan 2018-2038 to be released for public comment and continued delivery of free or low-cost Healthy Sunshine Coast activities to promote active lifestyles and general wellbeing.

A record number of events were hosted across the region for National Reconciliation Week to support this year's theme – *Don't Keep History a Mystery*.

Caloundra Music Festival

Tickets sales for this year's Caloundra Music Festival are up on the same time last year, with most headline acts locked in for 2018. The second artist announcement was completed with good media traction.

Volunteer supervisors have been appointed and applications for general volunteer applications are being sought.

Major projects

Aquatic Centres Revitalisation

A number of aquatic centres have received a well-deserved uplift. Works including replacement tiling, resurfacing and the completion of starter block projects at council's Caloundra, Kawana, Buderim, Kings Beach and Cotton Tree facilities.

The upgrade has lifted the visuals of the centres and added asset life to this valuable community infrastructure.

Pacific Paradise Streetscape

The new \$2.6 million streetscape at Pacific Paradise town centre was officially opened and features:

- Seating, shade and outdoor dining opportunities
- Improved pedestrian links through the town centre, connecting local business, shopping centre and community interest areas

- Changes to vehicles access and parking around the centre, resulting in an increased number of improved, formalised parking facilities as well as featuring a pedestrian friendly street environment through the incorporation of speed calming measures
- Feature artworks with a connection to the local area, including an iconic “marker” to distinguish Pacific Paradise as a unique business and cultural precinct
- Pedestrian and feature lighting, including provision for Wi-Fi and smart lighting.



Housing Benchmark 2017

The Sunshine Coast Housing Benchmark 2017 report was finalised and published. It provides a ‘point in time’ snapshot of housing provision within the Sunshine Coast Local Government Area. The Housing Benchmark 2017 will be used as a reference document to monitor and measure progress in achieving housing solutions for all, in line with the Sunshine Coast Environment and Liveability Strategy 2017.

The indicators will be revisited every 5 years in line with the release of the ABS Census data, to check the strategy target to “increase the diversity of affordable living options by 2041”.

Story Seat Official Launch

Ten innovative Story Seats, incorporating children’s stories into the seats’ designs, were designed and constructed in ten of the Coast’s most stunning local parks. These eye-catching pieces of art have been purpose-built with the intention to promote early literacy, and offer spaces that actively encourage you to talk, read, sing and play with your child every day. Story Seats have been funded by First 5 Forever, a Queensland State Government funded universal family literacy program aimed at supporting strong language and literacy environments for young children from 0–5 years and their families. The official launch was

held on the 10 July 2018 at the Brightwater Community Lake Park.

Brisbane Road Car Park

Council has concluded its negotiations with Abacus Property Group without having reached a commercial agreement acceptable to both parties. Council is now considering the best way forward to progress the site, which has a development approval for multiple uses including hotel, retail, residential, retirement and a 700 bay public car park.

Delivery of council’s services

Community & cultural development & partnerships

A total of 367 grants amounting to \$1,293,965 was distributed to community organisations and individuals through Major, Minor, Individual and Emergency Grants; Landholder Environment Grants; Mayoral & Councillor Discretionary Funding Program Grants; and Regional Arts Development Fund Grants. Council officers met with more than 132 community members through workshop presentations and capacity building activities.

Council continued to meet with the local Queensland Police Service to create a shared understanding of roles and responsibilities across areas including CCTV and Wi-Fi metrics. Discussions were also held between Neighbourhood Watch and council in relation to partnering for the Neighbourhood Watch annual conference.

Actions from the Reconciliation Action Plan 2017-19 saw the creation of a comprehensive calendar of NAIDOC Week events which will assist:

- Council and the community in their understanding of the region’s gatherings
- A record number of grants awarded to First Nation People community organisations in the last grant rounds
- An unprecedented level of support for engagement in the Suncorp Netball Indigenous Round - Sunshine Coast Lightning games on the Sunshine Coast and in Perth in the next quarter.

Priorities for the re-branded Excellence in Engagement project focused on coordinating, planning and delivering key pilot projects, including the Strategic Conversation event which attracted more than 80 participants.

The council-endorsed Draft Sunshine Coast Arts Plan was released for community consultation.

Actions from the Sunshine Coast Heritage Plan 2015-2020 included extensive revision and updating of the Marketing Plan, commencement of the Bankfoot Interpretation Plan, and completion of both the Historic Cultural Heritage Study and the revision of the Local Heritage Register.

Program development for the 2018 Horizon Festival was completed and a launch event is scheduled for 13 July 2018. The Sponsorship Strategy for the 2019 event commenced, with Tourism Events Queensland funding of \$15,000 secured.

Community venues and sporting facilities

Community Venues

This quarter 749 community events were held at Council managed community facilities including Lake Kawana Community centre, Beerwah Hall and Kawana Hall. These events attracted 35,344 attendees.

The Events Centre at Caloundra hosted 137 events with 26,621 people attending.

Sporting Facilities

This quarter 51,899 spectators and playing participants attended 30 sporting events held at sporting facilities.

The National Stadium Feasibility Study options were presented to Councillors by Lead consultants (KPMG) and the final feasibility study scheduled to be presented to Council in the next quarter.

Completed works at local sporting facilities include:

- The Nambour Showgrounds Ring Road and Drainage
- The Gungalda Shed at Nambour Showgrounds
- The Beerwah Sports Complex car park and roadworks

- The Maroochydore Multi Sports Complex Stage 2 netball courts and Facility Development Plan building designs
- The next three holes for the Maleny Golf Club
- The Nambour Showgrounds Multi Use Function Centre detailed design progress and is being finalised
- Field widening for the Buderim Wanderers Football Club at Ballinger Reserve completed with lighting upgrade pending.

Sunshine Coast Lightning

Support for the Sunshine Coast Lightning saw council deliver game day activation spaces which were redesigned to offer new experiences. Game day patrons provided positive feedback and arrived early to enjoy the pre-game activities. The design phase of the University of the Sunshine Coast Stadium has commenced and council officers have been invited and been an active member of the USC Stadium Expansion Steering Committee.

Implementation of Projects and Plans

Implementation of prioritised projects from master plans and developments plans continued:

- Beerwah Aquatic Centre Master Plan review completed and progressed to detailed design phase
- Coolum Beach Junior AFL Club and Coolum Beach State High School supported through negotiations to develop club facilities
- Coolum Beach and Sippy Downs facilities upgraded, and Alexandra Headland and Mooloolah new facilities completed as per the Sunshine Coast Skate and BMX Plan 2011-2020
- Royal Life Saving Society Queensland audits awaiting final documentation
- University of Sunshine Coast installation of turf wicket block installed and Memorandum of Understanding in place
- Woombye Soccer Club displacement resolved to provide expansion opportunities for the Pony Club.

Work on the sports needs assessment of existing and future demand continued with intent to complete the project across the 2017-18 and 2018-19 financial years. The Nambour/Woombye Sports Demand Analysis

was completed, including concept design for a Nambour/Woombye Sports Complex. The Sunshine Coast Sports Facility Plan preparation commenced and has an expected completion date of January 2019.

Disaster management

Our Disaster Management Team have been undertaking community engagement activities and resilience planning to ensure our community is prepared for disasters and events that affect our region. Council has received state-wide recognition for the programs that are run with grade 5 level students in numerous schools across the Sunshine Coast, and other activities, including conducting information and guidance sessions with business owners. The business owner sessions work to ensure they can be aware of any specific risks they may face during events, and to have plans in place to mitigate these and maintain business continuity during and after events. Council is actively pursuing new possibilities within the community to partner with government and non-government agencies, as well as educational facilities such as the USC to promote preparedness and resilience.

Implementation of the Sunshine Coast Council Emergency Warning System within the Disaster Hub was successfully completed. This system enables Push-Notifications to be sent to our community for early warning of severe weather potentially affecting our region. The Sunshine Coast Local Disaster Management Plan is currently being reviewed to ensure council is compliant with State Legislation and current best practice.

The annual disaster management exercise is currently being developed to be run next quarter which will enable us to maintain the capacity to coordinate council and emergency services to respond to disaster and emergency events affecting our region. This exercise will encompass participation and further development of relationships between council, emergency agencies, government and non-government organisations to ensure the safety of our community.

Libraries

Library activities were plentiful. Author Peter Watt spoke to 100 participants and engaged with local First Nations groups during National

Reconciliation Week. Including bush tucker morning teas, a documentary screening to an audience of more than 200, acknowledgement of country ceremonies, and cultural awareness conversations by local First Nations people. Other activities included public programs at Bankfoot House with more than 200 visitors attending the facility; sector development workshops for 85+ attendees; the Heritage Showcase for 562 participants; and the formation of the Library First Nations Focus Group. Planning commenced for Libraries activities to be conducted during NAIDOC Week in July.

Lifeguards

Statistics for the quarter are as follows:

- 94 rescues
- 1,485,682 attendees
- 709 first aid applications
- 31,372 preventative actions.

Contract compliance inspections were conducted on all patrolled beaches in April.

Public Lighting

Our Technical Services team have been involved in a number of innovations this quarter including:

- Two trials undertaken for wildlife friendly lighting
- Commencement of electrical data acquisition program
- Development of ADAC Electrical, Lighting & Telecommunications (ELAT) Data Schema
- Commenced switchboard audit
- Commenced earth system compliance audit.

Roads, cycleways and pathways

The TravelSmart initiative RideScore won the Bike Culture Award as part of the 2018 Cycling Luminaries Awards. RideScore is an innovative, incentive-based program that encourages students to cycle to school, and is the first program of its type in Queensland. The technology records the student cycle trips and provides real-time information to parents, including email notification when the student arrives at and departs from school. The

program promotes other benefits such as peace of mind for parents, less traffic congestion around schools, and promotes more exercise and resilience in children.

The month of May also saw the TravelSmart team achieve the highest participation rate to-date with 1920 students registered online for council's Walk Safely to School Day event. This represents a 16% increase on participation in 2017. The event is in its fifth year and aims to celebrate active travel as part of the school day and encourage those students who haven't walked to school before to give it a go and experience the benefits. It is also an opportunity to promote road safety message and engage with our schools across the regions. A summary of results includes:

- 1920 registrants (16% increase from 2017) from 48 schools in the Sunshine Coast Council region
- Of these, 51% identified as male and 49% female, with the average age being 8 years
- 1171 families registered meaning potentially 1171 less cars on the road that day
- 369 students were walking to school for the first time
- Average distance travelled to school is 1.8 kilometres
- On a normal day (not event day) 59% of students are driven to school by their parents and 1% carpool with another family, 37% use active modes (walk/scooter/skate/cycle) and 2% catch the bus.

Council was also one of three finalists in the Built Environment Award of the 2018 Cycling Luminaries Awards recognising the collective vision of the Sunshine Coast Council, Stockland and Economic Development Queensland over the past four years in developing standards and designs to integrate cycle city infrastructure into the overall planning and design for Aura and its first suburb Baringa.

Road network management

Speed limits on 11 streets have been lowered from 50km/hr to 40km/hr, while the speed limit on the main traffic route through Mooloolaba has been reduced from 60km/hr to 50km/hr.

Stormwater drainage

Master Drainage Studies for selected networks, including - Nambour, Landsborough, Alexandra Headlands and Caloundra are nearing completion. These documents are to inform future (infill) development in these areas.

Substantial completion has been achieved on the construction of a further stage of flood mitigation works in Careela St, Mooloolaba. These works were designed at short notice, and will provide greater flood protection to the Mooloolaba Childcare Centre, the Velo Project Café, and adjoining residential properties. These properties were severely flooded in heavy rain last year, with several properties having to be vacated for a few months. Grant funding valued at \$370,000 has been received towards additional flood mitigation works in the Careela St/Ocean View Ave area, which will allow the installation of upgraded pipe networks to further reduce the impact of flooding in that zone.

Regional Flood Studies have been completed for the Maroochy River and Pumicestone Creeks catchments. Public flood mapping will be updated to incorporate the mapping from these new studies.

A healthy environment



1147

hectares of landscape and garden beds maintained



30,000

pieces of rubbish were removed and five beach sites were cleaned by 460 participants of the community marine debris program



33,377

tonnes of waste recovered



28

Land for Wildlife registrations

Planning for the future

Coastal Hazard Adaptation Strategy

The development of the Coastal Hazard Adaptation Strategy (CHAS) has progressed to ensure that the range of possible future impacts on our coastal recreational, environmental and economic assets are identified, and pragmatically planned for, to inform current and future coastal management programmes.

Maroochy Regional Bushland Botanic (MRBB) Garden Master Plan

In consultation with key community stakeholders, council is charting the future enhancement opportunities for the MRBB Garden to ensure that it continues to provide a unique opportunity for our growing Sunshine Coast community to enjoy the recreational and educational experience provided by this special place.

Reserve Planning

Council continued to progress a range of management plans for key environment reserves that have been acquired through the Environment Levy – Doonan Creek Environment Reserve Landscape and Management Plans. This process is striving to not only protect and enhance the key ecological values of these reserves, but to also ensure that our community has the opportunity to access, enjoy and sustainably recreate within these spaces.

Smart Irrigation

Council has been actively investigating opportunities for an irrigation system that would allow centralised management of the numerous irrigation sites across the region.

The benefits from a smart irrigation system include:

- Reduced water usage
- Efficient – no longer require site attendance to program systems or turn them on or off
- Reporting data

- Predictive functions i.e. turn on and off based on weather conditions at the time
- Automated fault reporting.

The technology would provide more efficient and effective management of faults or leaks. Three trials have been organised to test the technology.

Major projects

Mooloolaba Spit, Boardwalk Renewal

Local Government Grants and Subsidies Program, granted Sunshine Coast Council \$920,000 which will go towards renewing the Mooloolaba Spit Boardwalk with a new 3.4 metre wide boardwalk through the existing dune system. The project includes improved access for people with disabilities, seating nodes and viewing platforms at key locations and along with vegetation rehabilitation. The new boardwalk will help cater for current demand and future growth, and demonstrates council's commitment to create a world-class destination for our residents and visitors to enjoy. Construction of the first stage is due to start in July and expected to be completed in December 2018.



Principal Cycle Network Application

Sunshine Coast Council has secured grant funds from the Department of Transport & Main Roads:

- \$75,000 State Government funds have been awarded to aid the planning, design and administration of the Maloja and Tay Avenue shared pathway project in 2018-19 financial year. This is a Coastal Pathway high priority project that will improve the continuous shared, off-road pathway for recreational cyclists and pedestrians

- \$254,000 has also been secured to upgrade the Coastal Pathway at First Bay Coolool Beach on David Low Way, this will improve the safety of on-road cyclists and reduce conflict with vehicles reversing into the cycle lane by reconfiguring the existing angle parking arrangement. The design proposes to widen the existing path to three metres to create a shared Coastal Pathway consistent with council's Coastal Pathway Master Plan.

Caloundra Centre Activation

As envisaged under the Caloundra Centre Master Plan, governance arrangements have been established to implement the town square redevelopment project for Caloundra. Options analysis and planning are underway to evaluate the staging and location of future facilities to compliment and define the town square.

Automated Waste in the new Maroochy City Centre

Construction of the automated waste collection pipe network for stage 1a is progressing and construction of the collection station is scheduled for completion by February 2019.

Delivery of council's services

Beaches, foreshores, coastal infrastructure and canals

This quarter saw a range of key activities progressed, in the delivery of both operational and capital components:

- Commenced desilting works from Outrigger Park
- Completed Tripcony revetment wall renewal
- Commenced construction of beach access 84
- Commenced construction of Jellico revetments wall renewal
- Undertook bull shark tagging trial in Maroochy River/ Twin Waters.

Whale Stranding Training Exercise

Council took part in a combined exercise facilitated by the Department of Environment

and Science (DES). The exercise included a simulation of a whale stranding event at Kawana beach and the management response to this scenario by relevant stakeholders, utilising incident management principles. The exercise provided an opportunity for the range of response stakeholders from across South East Queensland to come together at the beginning of the whale migration season.



La Balsa Revetment Wall Renewal

The revetment wall at Harbour Parade, La Balsa Park undertook a renewal. This stage of the wall is one of the final sections associated with securing the harbour foreshore area.



Bushland conservation and habitat

Community Catchment Partnerships

- 28 new Land for Wildlife properties were registered in the last quarter, bringing the total to 1068 (841 registered and 227 working towards) with 8500 ha being managed for conservation
- Current total of Voluntary Conservation Agreements is 75, protecting 1158 ha with approximately ten agreements in advanced stages of negotiation
- 99 Landholder Environment Grants were approved to a value of \$285,136
- Environment Levy Partnerships 2018 round saw the submission of four new applications (one new partnership and three for existing partners finishing their current three year

partnership) bringing the total number of partnerships to 22

- Community Nature Conservation Program volunteer hours for April-June is 2602 hours, with 5755 native plants installed and over 516 wheelie bins of weeds removed from council's bushland reserves
- Six individual school volunteering events were held. Participating schools include Peachester State School, Toowoomba Grammar School, Kawana Waters State College, Glasshouse Christian College, Matthew Flinders Anglican College and Rustic Pathways
- Environment Levy River Rehabilitation projects – 100,000th tree planted
- Two community bushcare groups celebrated milestones this quarter:
 - Petrie Creek Catchment Care Group 20th Anniversary
 - Russell Family Park Bushcare Group 10th Anniversary
- The Environment and Sustainability Policy team participated in a corporate planting day at Doonan Creek Environmental Reserve planting 250 trees.

Natural Areas Management

Environment Reserve Network Management Plan was finalised and published. This plan translates the Environment and Liveability Strategy into the on-ground management of council's Environment Reserve estate.

Finalised the last of three discussion papers resulting from the base line fauna surveys undertaken over the last three years. These discussion papers provide a recommended direction for ongoing monitoring of the fauna health of council's reserve estate.

Winter fauna survey at Ninnox Reserve was completed, which picked up a unique record for this location of paddymelon. This year also included the completion of four flora assessments across the environmental reserve network which included a number of endangered, vulnerable and near threatened (EVNT) species.

Commencement of establishment works on four additional environment levy acquired properties totalling over 208 ha's has recently commenced.

Recreation parks, trails and facilities

The Street Tree Master Plan was adopted by council in June and aims to increase the number of street trees on the Sunshine Coast. The Plan is already being put into action with 33 new trees planted along pathways near Palmwoods State School. Guiding street tree planting to help shade and cool the region and balance our built environment is also a focus of the plan. In developing the Plan, council undertook a comprehensive analysis of the regions urban forest and existing street tree network to identify where the trees were most needed and which species should be planted.

A Beaches and Parks directory is being developed to inform the community of park locations and facilities.

Rivers, streams, estuaries and water bodies

A number of activities were undertaken this quarter, including:

- Currimundi lake system - continued to monitor continued closure and undertook opening of mouth as required
- Dalton Lake (support Maroochy CBD development) - completed base line water quality testing
- Fish Barrier Prioritisation Study for Coastal Catchments - condition assessments and ground truthing underway
- Dicky Beach Caravan Park and Mudjimba Caravan Park - creek bank stabilisation projects undertaken
- Acid Sulfate Soils - training conducted and a riverine legislation information session for internal staff
- Waterway and catchment management presentations were conducted with Caloundra State High School and two Sunshine Coast University groups.

Sustainable growth and network planning

A number of major planning scheme amendments have been progressed during this quarter, maintaining the currency and operational efficiency of the planning scheme during a period of significant growth and change for the region.

In particular, amendments to convert the Maroochydore Principal Activity Centre Structure Plan into local plan provisions and to incorporate a new Local Government Infrastructure Plan both commenced during the reporting period.

Major amendments responding to changes to the Urban Footprint under the SEQ Regional Plan (Shaping SEQ) and to reflect the provisions of Temporary Local Planning Instrument No.3 (Kawana Waters) commenced public notification.

A number of other planning scheme amendments including those related to giving effect to the Caloundra Centre Master Plan remain in development or are subject to formal State interest review processes.

Waste and resource management

On 1 June 2018 the State Government released a Transforming Queensland's Recycling and Waste Industry Directions Paper for comment.

The Directions Paper outlines a proposed strategy for management of waste and recycling in Queensland, and will form the basis for an eventual Waste Strategy for Queensland.

The new Waste Strategy will assist in driving positive change through development and implementation of alternate waste technologies and implementation of regional or state facilities for recycled waste stream processing into reusable goods

The centrepiece of the paper is a proposed \$70.00 per tonne waste disposal levy applicable to all major waste streams including household waste. Council will only support the proposed levy if it is not applied to domestic waste.

Service Excellence



85%

of development applications assessed within statutory timeframes



Over 71,000

customers assisted through the development and customer contact centres



1703

building approvals issued with a construction value of \$420 million



3250

building and plumbing applications lodged

Planning for the future

Local Government Infrastructure Plan

The Local Government Infrastructure Plan was endorsed by council this quarter, allowing it to be included in the Planning Scheme. The LGIP is part of the Planning Scheme that identifies Council's plans for trunk infrastructure that are necessary to service urban development, at the desired standard of service, in a coordinated, efficient and financially sustainable manner.

Major Projects

Customer Relationship Management Solution (CRMs)

The project to implement the CRMS has progressed well through the quarter. A large effort has been underway across council in conducting a rigorous selection process to secure the right CRM Solution for council. The procurement process is due to be finalised by end of July 2018 with selection of suitable vendor for implementation thereafter.

The CRMS Team has been working closely with the key stakeholders across the organisation to ensure smooth implementation of the project.

Delivery of council's services

Cemeteries

The first of 2018-19 capital works projects commences 10 July 2018. Incorporating the construction of a concrete lawn beam at Kulangoor Cemetery which will:

- Increases the number of burial sites by 60
- Introduce consistent dimensions for burial footprints and plots.

A mapping project for cemeteries is continuing with Kulangoor Cemetery being the focus for verification of burial records.

Customer and community relations

In what's believed to be a first for local government, our 'Contact Council' page now lets customers know how long it will take for their phone call to council to be answered.

The innovative feature will assist customers in timing their call during business hours so that they are answered as quickly and effectively as possible.

The feature operates across council's main enquiry number and the planning, building and plumbing enquiries number.

Through the last three months, council's Customer Contact Centre have provided the following outstanding customer service levels:

- 55,876 customers assisted via the contact centre
- 38,668 calls including 707 Web Callbacks
- 8946 emails
- 6135 counter / visitors to the service centres
- 2127 chats.

Council continues to have a strong focus on education and communication demonstrated by their work to enhance responsible pet management practices, by conducting:

- A Park the Bark Seminar at Kureelipa with 60 attendees
- A free Microchipping Day at Buderim where 60 animals were Microchipped (22 cats and 38 dogs) and 15 new animals were registered
- Ten School Visits working to provide education to 512 primary school students.

Development services

There have been several large scale development applications decided this quarter. One such significant application is Yaroomba Beach. The proposed development consists of the Yaroomba Beach Master Plan to guide the future redevelopment of the land; Stage 1 of the development proposal includes a 5 star resort to be operated by Westin; and the creation of 13 lots. The proposal achieves the delivery of a high-end 5 star resort complex with conference facilities, satisfying current and future tourism demand for luxury

accommodation on the Sunshine Coast as well as reinforcing the Sunshine Coast airport expansion.

Requests and applications continued to be process with a focus on meeting statutory requirements. Market activity continued to be positive and assessment times were within statutory timeframes 85% of the time.

Local amenity and local laws

A Local Law Review has recently been undertaken to identify where amendments to Local Laws should be considered. The subsequent proposed amendments to the Local Laws will be presented to Councillors for their consideration later this financial year.

Property Management

Native Title

In February 2017, council resolved to acquire Native Title Rights and Interests in several parcels of land to accommodate the expansion of both the QLD Air Museum and the Beerwah Cemetery. On 23 May 2018, Land Management officers met at both sites with the Kabi Kabi people followed by further discussions at council. Council is proposing an Indigenous Land Use Agreement (ILUA) for the sites rather than compulsory acquisition. The Kabi Kabi people advised they would provide details of what compensation they are seeking and any conditions of an ILUA by end of June.

The Smart Move

The Smart Move Team has been working on the 77 Bulcock Street Pilot Space. This space will enable a trial of new technology, furniture and behaviours in an activity-based working model. It is hoped that this environment will exemplify the workplace of the future and future ways of working.

Public health

Community action and engagement

A purpose built education trailer and contemporary digital education platforms have been delivered for use to inform our community of their general biosecurity obligations and how council's program can assist them.

An expert contractor has been formally engaged to deliver a three year communication

strategy for the implementation of the biosecurity plan.

Proactive food safety education

As part of small business week in May the Environmental Health team partnered with council's Economic Development team to provide an information video to assist people starting up a new food business. The video also included recent food safety training video footage produced by the Environmental Health team to raise awareness in food temperature control and sanitising as both these items are in the top five non-compliances noted during food premises inspections.

This proactive approach has been received well by businesses to date through their feedback to officers.

An outstanding organisation



6 Awards

and 2 commendation received during the quarter



\$22 million

of total purchasing spend for the quarter to local business



403,131

threats to our ICT systems blocked during the quarter



1,540,881

emails inbound to council for the quarter

Planning for the future

Smart Cities

Council continues to research, test and develop the smart city technologies that will be implemented across the region and into the development of our new City Centre at SunCentral Maroochydore.

An Outstanding Organisation

The Transition and Culture program that commenced in October 2017 officially concluded on 30 June 2018, with all priority actions complete. This has included the full implementation of a new organisational structure, inclusive of several functional reviews that set a solid foundation for the organisation to continue to build on.

This has evolved into the Outstanding Organisation program that has established a forward plan of priorities to evolve the maturity of the organisation, and proactively prepare for the opportunities of the future. During the final quarter extensive work has been completed scoping the plan for the next two to three years and establishing priorities for the next 12 months. This has included establishing clear expectations around accountability, leadership and governance models to enable the organisation to mature as it grows and deliver outstanding employee and customer experiences.

Major projects

Project Prioritisation and Initiation Framework

During the quarter a benchmarking report on project management approaches across SEQ region, to identify best practice, was completed. The recommendations from this report have been approved by the Board of Management (BoM), including a decision to adopt UK's Portfolio, Program and Project Management (P3M) model as our platform for prioritising initiatives and managing program and project delivery.

Work on the project prioritisation is expected to be completed in July and presented to BoM for approval in August. A strategic workshop will be conducted on 25 July to develop the Blueprint for Portfolio, Program and Project

management in council. The Framework will be completed by the end of July, with the project finishing on 17 August, with the delivery of the Blueprint and Project Management Capability Strategy.

Sunshine Coast Exhibition and Convention Facility

An application was submitted to Stage 2 of the Queensland Government's *Maturing the Infrastructure Pipeline Program* for assistance towards the cost of developing the business case for the Sunshine Coast Exhibition and Convention facility. Once Queensland Government funding is confirmed, and in conjunction with Council's 2018-19 budget allocation, procurement for business case services can commence.

Audit of Council Strategies and Plans

The Organisational Performance framework has continued to progress with the audit of council's strategies and plans. Following extensive stakeholder feedback, a revised hierarchy of documents has been drafted, supported by definitions to improve consistency and terminology for the future.

Further work is underway to develop a governance framework around the initiation and approval of future strategies and plans, the archiving of strategies and plans that have ceased or are no longer required, as well as reporting expectations.

An interim set of principles has been developed for use to maintain the currency of the audit while this more detailed governance framework is developed.

Delivery of council's services

Financial and procurement services

Finance

2018-19 Budget

On 21 June 2018 council adopted its \$864 million Budget for 2018-19. This budget includes a record \$370 million Capital Works Program and will result in a positive operating result of \$24.6 million.

The 2018-19 budget highlights include:

- \$123 million to maintain, renew and replace roads, pathways and stormwater assets
- \$33 million for our environment, including beaches, foreshores, bushland conservation and clean energy
- \$77 million on recreation, including maintaining and upgrading council's many parks and gardens, sporting facilities and lifeguard services
- \$44 million for our libraries, galleries and community facilities and services
- \$32 million for economic initiatives, including local business support, major events and holiday parks
- \$7 million for community events and grants which is one of the largest community funding commitments of any council in Queensland.

Minimum General rates have increased by \$41, and Waste Management charges for a wheelie bin by \$10. Combined this results in a 3.5% increase.

A combined increase of \$4.50 for Environment, Heritage and Transport levies.

Council adopted to move from 31 differential rating categories to 49 and removed the tourism levy.

Rates and Charges will be levied for the 1 July – 31 December 2018 period on the 17 July 2018.

The following 2018-19 documentations were adopted:

- General Fees & Non-Commercial Charges 2018-19, with an approximated revenue of \$34.7 million
- Budget policies for 2018-19 (Revenue, Debt and Investment Policies) & Revenue Statement
- Long Term Financial Statements.

Fringe Benefits Tax

Council's annual Fringe Benefits Tax (FBT) Return was lodged on the 21 May 2018. The FBT expense for the year was \$1.2 million resulting in an unfavourable budget variance of only \$20,000 (1.6%).

Land Information Services

The Financial Operations team welcomes Land Information Services into the Branch from 1

July following the structural review of Digital Information Services.

Procurement

Council has completed adoption of the Strategic Contracting Procedures provided under the Local Government Regulations 2012. These procedures and the processes that follow will provide a new and exciting procurement and contracting framework for council.

Council will now pursue a wider and more strategic approach to its procurement and contracting activities. Part of the strategies will see greater opportunity for local suppliers and advancing innovative solutions.

Fleet management

A contract has been awarded to a supplier to implement a new vehicle tracking system. This work will commence next quarter.

The total capital spend for Fleet this quarter was \$1.04 million. Acquisitions include:

- Two new Komatsu graders have been added to the organisations fleet resources. The graders are fitted with KOMTRAX, a satellite tracking monitoring system providing remote access to machine data and jobsite management
- A new Hitachi ZW150-5B wheel loader
- New Seajay vessel for Waterways with customised modifications that meet Australian Maritime Safety Authority (AMSA) and Maritime Safety Queensland (MSQ) Class 2 – Trading vessel
- New Hitachi 3.8 t excavator for Cemeteries
- New CAT wheel loader for Nambour Depot
- New Kubota Tractor L574 for Stadiums
- Tipping Dog Trailer the only one in our fleet for CAM's Maintenance Delivery Teams.

Quarry services

One shot each was undertaken at the Image Flat and Dulong quarry sites. The Dulong site shot required 199 holes to be drilled and 14,535kg of bulk explosive. The 40,000 – 55,000 thousand tonnes of rock will be transported and processed at the Image Flat to make into aggregates for the asphalt plant.

At the Image Flat Quarry site, approximately 25,000m³ of source rock was shot with the

resulting 65,000 tonnes to be processed into road base for use in our civil works. The shot was achieved by 148 holes drilled at an average depth of 15.66m and 18,735 kg of bulk explosive.

Human resource management

This quarter has seen the People and Culture team bring a number of programs to completion and it has also commenced a number of new initiatives. A talented group of trainees funded by Skilling Queenslanders for Work and council have joined for their one year traineeship across the areas of Administration, Civil Works, Horticulture, Engineering and Conservation and Land Management. It was a competitive recruitment and selection program with over 700 applications received for the 12 Traineeships available. Council currently has two employees who completed their Traineeship early 2018 and have made the finals for the Queensland Training Awards—trainee of the year category.

The Health and Safety Steering Committee approved council's sun and heat safety procedure. This procedure is key to setting the standards and controls in place to prevent heat and sun related illness.

Tenders have closed for the Human Resource (HR) Technology and Implementation Partner ITT for the sccPEOPLE project. Submissions are currently being assessed. Work continues to improve current business processes in readiness for introducing new HR technology.

Work to build inclusion and diversity strategies, along with awareness for our workforce has been continuing. With an opportunity provided for council employees to showcase the great work to date in health and wellbeing and women in leadership development at the Qld Public Sector Inclusion Champions of Change chaired by the Director General of the Public Service Commission.

Information and communication technology

Smart Region Management Platform (SRMP)

The SRMP has been developed as a multi-view dashboard, whereby data from various smart urban infrastructure systems are being visualised through both community and

operational dashboards. The community dashboard will be available for the public to view, with a public launch later in the year with the media launch of the new CBD. Additional features will be added in the new financial year.

Development i

The internally developed solution is near completion, with internal testing in progress and planning of external release strategy underway. The creation of all imagery, FAQ's, video demonstrations and promotional material has commenced.

Data Centre Transition (DCT)

June saw the conclusion of an exhaustive request for quote (RFQ) procurement process, culminating in council signing a three year agreement with Brisbane based provider Digital Sense, to transition the existing council server workloads to the cloud as Infrastructure as a Service (IaaS). Detailed planning works for the server migration are now underway.

Living Lab

Phase one was completed with CCTV-based traffic analysis experiments underway and ownership handed to Transport Infrastructure Policy. Phase 2 is beginning, with appropriate Built Infrastructure teams to take ownership of the experiments and DIS to assist. Experiments include Dynamic Waste Servicing with installations started and data being collected. Sigfox connected Smart Water Meter trial has begun. All other currently installed Living Lab equipment is in the process of being decommissioned or passed to appropriate business units as agreed.

Regional Lidar Survey Acquisition

A significant number of analytic products have been delivered. This has provided the business with greatly improved access to timely insights through satellite imagery. An example of this work is the Fine Scale Vegetation mode. This provides upward of a \$100,000 saving for the process of measuring the area of wooded vegetation in the region.

Elected council

During the quarter the elected council held an Audit Committee meeting, three Ordinary Meetings and four Special Meetings. This resulted in 60 reports being prepared and managed for the Statutory Meetings.

Councillors attended the LGAQ Elected Member Update in early June.

Governance

Operational Plan Activities 2017-18

Of the 146 Operational Plan Activities for 2017-18, 124 (85%) were complete. Of the remaining 22 activities that were incomplete they are on average 68% completed (that means 10.2% of the remaining 15% and therefore over 95% of the plan was delivered in the year).

Corporate Governance

During the quarter the Corporate Governance Branch completed the annual insurance renewal process resulting in new insurance policies and coverage for council's local government activities.

The local law making process was commenced for two local laws relating to waste management and off-street parking. Community consultation is currently underway for the local law amendment relating to new off-street parking provisions at Mooloolaba.

Introduction of recent amendments to the *Local Government Act 2009*, as a result of the introduction of the Belcarra legislation (governance and integrity into local government findings), have been a priority to ensure that council is compliant with the new legislative provisions.

Audit

Queensland Audit Office Interim Audit

The Queensland Audit Office (QAO) Interim Audit Report was received. Council received five green lights (out of a possible five) for Internal Control. In addition, council has achieved all QAO measurable milestones to date.

Internal Audit

The Audit Committee was held on 28 May 2018 and covered a CEO Update, Queensland Audit Office Interim Report, Financial Statement Risk and Planning Report, Internal Audit Reports, Work Health and Safety Report and Governance and Risk Report.

The 2018-19 Internal Audit Plan was prepared for the Audit Committee and Council adoption.

Reviews completed during this quarter included the following reviews:

- Infrastructure Charges
- Asset Management – Public Lighting

Legals

During the quarter the Legal Services Branch delivered the following:

- 195 matters of legal advice/drafting
- 37 court appearances
- Nine mediations / without prejudice meetings
- 16 leases
- 14 conveyancing transactions.

There were no court trials during the quarter.

Strategy and Coordination

During the quarter the Strategy and Coordination branch focused on:

- The finalisation and publication of the Operational Plan 2018-19
- Project scoping to undertake the annual review of the Corporate Plan
- The continuing audit of council strategies and plans
- Preparation of the advocacy priority overviews and action plans to support the discussion paper that will be used to develop the 2018-19 advocacy strategy.

The team coordinated the development of the Outstanding Organisation Framework to provide focus and structure for council's investment in the development of the organisation's capabilities. This work includes progressing development of the draft Performance and Accountability Framework and a draft Internal Communication and Engagement Framework – both key enablers of the Outstanding Organisation Framework.

The past quarter was a busy period for Council and the Meeting Management team. Changes to the Local Government Act commenced (first tranche of the 'Belcarra' legislation) resulting in new requirements for the treatment of Councillor's personal interests at meetings. This has seen the creation of a range of new processes, procedures and associated documentation.

The Funding Partnerships team coordinated the preparation and submission of a funding application to the Commonwealth Government under the Smart Cities and Suburbs Program, requesting \$250,000 to assist with a RideScore program to encourage cycling to school and assist with traffic congestion around schools. Project partnership commitments of \$100,000 have been secured for this project from Stockland and We Ride Australia. The team also coordinated the preparation and submission of three funding applications to the Commonwealth Government under the Regional Growth Fund. Project funding bids included the proposed high speed International Broadband Cable and associated infrastructure, the proposed Sunshine Coast Entertainment and Convention Centre and major transport corridor upgrades to Mooloolaba's entry.

Successful funding bids during the quarter included:

- \$14,000 from the 2017-18 Celebrating Multicultural Queensland grants program for 'Sunshine Coast Migrants Web Portal and Directory'
- \$25,000 from Tourism Events Queensland for marketing activities associated with the Horizon Festival
- \$10,000 funding allocation from the Commonwealth Games Queens Baton relay fund to support council's Art Therapy program.