

Quarterly Progress Report Quarter 3, 2014/15



Chief Executive Officer's Report

A message from John Knaggs

This quarter saw significant project milestones achieved by the organisation during the first three quarters of the financial year 2014/15.

Overview

Maroochydore City Centre

The new Maroochydore City Centre moved into its next phase during the quarter with the announcement of the development management company and its Board of Directors to oversee the project.

This is an important milestone in the journey of creating a new city centre for the Sunshine Coast – a development that is Australia's only greenfield CBD at this time.

The development management company, to be known as SunCentral Maroochydore Pty Ltd, would oversee detailed design, construction, marketing and sales in the Maroochydore City Centre.

SunCentral Maroochydore Pty Ltd will drive an appropriate balance between commercial and community building functions, whilst ensuring the development delivers a 21st century CBD and an identifiable city heart for the wider Sunshine Coast.

To make this happen, Council has put a first class leadership team at the helm of the company. The new, five-member board will comprise:

- Dr Douglas McTaggart as Chairperson
- Mr Don Boyd
- Mr Morgan Parker
- Ms Jude Munro
- Mr Michael Kerry

The board directors each bring a wealth of expertise which would benefit the creation of the city heart for the Sunshine Coast.

Council will take control of the 53 hectare Horton Park Golf Course site in late May when the Golf Club move to their new course at Bli Bli.

In early June, works will start on-site, starting with demolition and site preparation followed by bulk earthworks and infrastructure construction for Stage 1.

Coast becomes home for global headquarters

In March Council made a major announcement regarding insurance company Youi establishing its global headquarters on the Sunshine Coast.

The announcement means more than 900 staff will continue to call the region home and Youi's staff numbers will grow as the company expands its operations.

Youi will construct its purpose-built global headquarters at Sippy Downs, relocating from its Birtinya rental premises from where it has operated for the past four years.

As the company expands, Youi is expected to inject \$1.2 billion into the local economy over the next 10 years.

Plans for the Youi campus include state-of-the-art buildings to house 2000 people, staff parking and on-site recreation facilities for its staff. The economic benefit from the project construction alone is expected to contribute more than \$200 million into the economy and contribute to the creation of an additional 700 jobs.

The global headquarters will be home to all corporate positions including IT, marketing, HR and other professions – providing a career path for those wanting to live and work on the Sunshine Coast.

This is the largest non-government related investment in Sunshine Coast's history and one of the largest in regional Australia. Council has been working with Youi for the past eight years, as it grew from a start-up business to the major employer it is today.

Thank you to everyone involved across the organisation, in continuing to deliver great outcomes for the region.

Council responds to weather event

In February the Sunshine Coast was faced with a significant weather event from ex-tropical cyclone Marcia.

Council's Local Disaster Management Group was activated to coordinate preparations across the Coast, and to advise residents to avoid all unnecessary travel.

Thank you to those individuals who contributed to the operation of the coordination centre, to customer contact staff and to those working at all hours and in all weather out in the field responding to local issues.

Everyone's efforts were outstanding and stand us in good stead for future events.

Development indicators annual highlights

During the quarter council's 2014 Development Indicators annual highlights report was published.

The report highlights that development on the Sunshine Coast continues to build in confidence with \$1.07 billion in building applications approved by Council in 2014. This is a 35% increase compared to approvals issued in 2013.

Of the \$1.07 billion in building approvals during 2014, \$537 million was for approved new dwellings, representing a 64% increase on 2013 figures.

Well done to everyone in Regional Strategy and Planning for providing continued service excellence to the development community.

New customer experience in Maroochydore

During the quarter a new customer contact and development services counter at Maroochydore was completed.

The new look centre is located on the ground floor of the Maroochydore office at 10 First Avenue and provides an improved experience for customers to access general council information, make payments and receive development information and advice. It is also a marked improvement on the previous cramped space that our staff and customers

have had to endure for over the past 12 months.

Thank you to everyone involved for the extensive planning and consultation that went into this project.

Leader in workplace health and safety

In January this year a comprehensive audit was undertaken across the organisation of workplace health and safety practices.

The independent audit was conducted by Jardine Lloyd Thompson who manages the Local Government Workcare Scheme on behalf of the Local Government Association of Queensland (LGAQ).

The organisation scored an impressive 91.1% in the audit. This is the highest score achieved by a council in Queensland in the history of the scheme.

This is a major achievement and it demonstrates the focus on safety in all aspects of the work performed by everyone in our organisation – in the field, at depots and in offices. Congratulations to everyone for keeping workplace safety top-of-mind.

This is also a demonstration of how we are being our best by making health, safety and wellbeing a priority. The challenge now is to maintain this high standard, and look at where improvements can be made.

Staff leaders conference

In early March the inaugural Sunshine Coast Council Staff Leaders Conference was held at The Events Centre in Caloundra.

The one-day conference brought together Directors, Managers, Coordinators and Team Leaders from across our organisation to hear from business leaders and colleagues, learn about our region making projects and key initiatives, benefit from personal and professional development and engage with each other.

The extended leadership group were treated to a rich program that covered a wide variety of topics, with all speakers sharing their expertise and wisdom. Throughout the day our values and behaviours were highlighted

and it was also demonstrated that our council is achieving excellence in many areas.

Council's strong financial performance was a key theme throughout the day, and this reflects the hard work everyone has put in over many years.

The success of this conference would not have been possible without the efforts of our Human Resources branch. Thank you to everyone involved for organising the conference.

New direction

Finally, it is with very mixed feelings that I advised the organisation in March that I tendered my resignation from the position of Chief Executive Officer of the Sunshine Coast Regional Council.

I have resigned to take up a position in the private sector - as Chief Executive of a new enterprise that in many ways, will help deliver on our vision of sustainability; of being a place that is vibrant, green and diverse.

I have accepted an offer to be the inaugural Chief Executive Officer of the Maroochydhore city centre development company set up by Council to over-see the delivery of the Maroochydhore city centre on the 53ha of Council-owned land in Maroochydhore. This is both an exciting and challenging opportunity for me, as I work with the board of a new company to steer the design and delivery of the capital city of the Sunshine Coast.

It has been an honour and a privilege to have worked with everyone for so many years and to have helped establish the Sunshine Coast Regional Council as one of the strongest and most progressive local governments in the country. Everyone should all be very proud of what has been achieved through some very challenging times.

Over the coming months, Council will be conducting a recruitment process to identify the new Chief Executive Officer of Council.

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

Service snapshot of the quarter:

Customer Contact

- 48,014 calls answered
- 13,600 customer visits
- 8,731 email requests
- 1,331 webchats

Community Response

- 7,753 infringements issued
- 410 animals impounded (32% reunited with owner)
- 2,487 new animals registered
- 255 environmental nuisance complaints received and investigated

Libraries

- 341 library programs and workshops delivered
- 7,562 participants in library programs

Community Venues

- 2,091 venue events held
- 165,486 attendees at venue events

Grants

- 27 grants awarded
- Over \$31,000 in grant funding allocated.



A message from Coralie Nichols, Director Community Services

In a coup for the Sunshine Coast, a number of significant sporting initiatives have been delivered and announced this quarter, including:

- The hosting of the Melbourne Demons and Western Bulldogs AFL teams for their pre-season training at the Maroochydore Multi-Sports Facility
- The announcement that the Sunshine Coast Stadium will host the 2015 Tag World Cup
- The launch of the Sunshine Coast Regional Tennis Centre.

The 10th anniversary of the prestigious 2015 Sunshine Coast Art Prize was also launched this quarter. This year's Art Prize will be conducted in partnership with key regional visual art organisations and awards, with nation-wide entries being sought to vie for combined prizes in excess of \$125,000.

The Lake Kawana Community Centre hosted the family friendly 2015 Sunshine Coast Brick Event, attracting more than 6,500 people over its two days of operation.

Service delivery

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

Goal: A strong community

Community and cultural development and partnerships

The 10th anniversary of the prestigious 2015 **Sunshine Coast Art Prize** was launched this quarter, with nation-wide entries being sought to vie for combined prizes in excess of \$125,000. This year's Art Prize will be in partnership with key regional visual art organisations and awards to stimulate a region-wide celebration of visual arts of the greatest quality and diversity.

In 2017, the **Sunshine Coast celebrates 50 years** since its naming, and Council is now preparing to mark the significant milestone. As a highlight of the anniversary year, Council will be looking for current residents born on the Sunshine Coast on August 1, 1967 to feature prominently as the "faces of 50" of the celebrations.

The **Caloundra Regional Gallery** hosted a number of significant **exhibitions** this quarter, including the *Digital Disruption* exhibition, which showcased the winning and finalist artworks from the 2014 Sunshine Coast Art Prize New Media Award, amongst other innovative artists and works. Over 2,300 people attended the eclectic exhibit. Additionally, New York City artist Kelsey Montague visited the Coast to create a large interactive mural of a set of ornate wings *#whatliftsyou*, for all of the community to enjoy. The artwork has popped up at various events and locations across the Coast for people to have their photo taken and share with their Instagram and Facebook networks.

The **2015 Sunshine Coast Youth Summit**, organised by Sustainable Partnerships Australia in partnership with the University of the Sunshine Coast and Council was hosted over two days in March. Over 100 young people attended the summit to discuss issues and develop solutions to their concerns. Recommendations from the Summit will be

used to inform the development of Council's Youth Action Plan.

A number of **grant reviews** have been progressed this quarter, with the Community Grants and Partnership Funding Review recommendations gaining endorsement at Council's January Ordinary Meeting. The Regional Arts Development Fund (RADF) program is also undergoing review, seeking to re-align its focus in line with locally relevant decision-making processes, delivery models and priorities. In total, over \$31,000 was awarded for 27 **grant applications** throughout the quarter.

The founder of SunnyKids and Read2Remember, Chris Turner, was named the Sunshine Coast Australia Day Citizen of the Year in January from 86 nominations. Fittingly, the **Australia Day Awards** celebrations were complemented by a citizenship ceremony. Overall, Council hosted two **Australian Citizenship Ceremonies** for the quarter, with more than 500 local residents officially becoming Sunshine Coast's newest Australian citizens.

Community venues

Performances at our three **major venues** and seven community spaces continued to be popular hosting 2,091 events, and attracting over 165,000 patrons. Key performances included the Queensland Theatre Company production, *Boston Marriage* – a scandalous comedy written by the Pulitzer Prize-winning writer, David Mamet. Musically, the region hosted performances by *Ballpark Music*; a sold-out show with 1,300 in attendance for *The Amity Affliction*; brother and sister duo *Angus and Julia Stone*; and *Vance Joy* performing his debut album, *Dream Your Life Away*. The Nambour Arthouse Cinema hosted various screenings including the classic film, *Muriel's Wedding* and the newly released American drama, *Still Alice*.

The **Lake Kawana Community Centre** hosted the very successful 2015 **Sunshine Coast Brick Event**, exhibiting over 40 LEGO displays and providing various activities to delight both young and old. More than 6,500 people attended over the two-day event in March. The Coast's biggest **festival of yoga** also returned to the Lake Kawana Community

Centre this quarter, providing a full weekend of yoga, dance, massage and live music.

The monthly **Five-O-Five business networking event**, hosted in the **Nambour Civic Centre**, continues to be well attended. This quarter's guest speakers focused on themes ranging from creative marketing approaches to keeping yourself and your business in peak condition.

Libraries

Throughout March, the community were invited to have their say on the draft concept plan for **extending the Coolum Library**. With one of the largest volumes of visitors by floor area across the network, the expansion will provide the necessary additional floor space to accommodate the needs of a growing community. Post review of the consultation feedback, a feasibility study will be finalised and presented to Council, seeking capital works funding to progress expansion works in the 2016/17 financial year.

With the planning and design process for a **new mobile library** vehicle complete, the construction process is well underway. It is anticipated that the new specifically designed mobile library rigid truck will be servicing the region's residents by mid-2015.

In line with advancing literacy abilities as prescribed in the *Sunshine Coast Libraries Plan 2014-2024*, the library service has been successful in receiving funding to implement the **Best Start Family Literacy initiative** – a program aimed at supporting stronger language and literacy environments for young children from 0-5 years and their families. Through the support of the program, the library service has introduced regular rhyme time sessions with almost 1,000 participants since February 2015. Looking forward, the library service is committed to instating literacy related professional development opportunities for staff and providing various workshops, programs and resources to support parents and caregivers in being their child's first teacher.

Over 7,500 people participated in more than 340 **lifelong learning programs** and workshops across Sunshine Coast Libraries this quarter, ranging from school holiday activities, technology tutorials, small business seminars, and wellbeing and hobby sessions.

Sporting facilities

In a major coup for the Sunshine Coast, the **Melbourne Demons and Western Bulldogs AFL teams** headed north to spend a combined 21 days of their pre-season training at the **Maroochydore Multi-Sports Facility**. Attracting such high profile sporting clubs provides significant economic, social and sporting benefits for the region and helps to strengthen the development of AFL on the Coast. Continuing to attract high profile interstate sporting clubs is considered an important goal for the future.

The **Sunshine Coast Stadium and Kawana Sports Precinct** continued to host some significant events this quarter, with equally strong attendance rates. The **Oztag Junior and Senior State Cups** saw a combined 25,500 people in attendance throughout the course of both events, whilst the **Australian Outrigger Canoe Championships** boasted a 9,000 strong crowd. In boosting the region's position towards becoming Australia's premier regional major events destination, Council also announced that it has won the rights to host the **2015 Tag World Cup** at the Sunshine Coast Stadium during December this year. This event is estimated to generate more than \$2.3 million in economic activity for the region.

The **Sunshine Coast Regional Tennis Centre**, one of only seven regional tennis facilities across Queensland, was officially opened at Caloundra during March. The facility includes a full show court, which allows it to cater for regional, state, national and international events.

At its March Ordinary Meeting, Council endorsed the **Reserve 1000 Draft Master Plan** to be released for the purposes of community exhibition and comment.

Goal: Service excellence

Cemeteries

This quarter saw the completion of the much-needed new equipment storage facility at the **Kulangoor Cemetery**, along with the continuation of office redevelopments to provide an enhanced customer experience.

In a proactive effort to ensure that sufficient land is secured to cater to the projected needs of a growing Sunshine Coast community, work

continues on progressing the **acquisition of land** in the South to meet future demand.

A total of 273 **cemetery applications** were received this quarter, which is slightly higher than previous quarters.

Memorial and plaque applications have increased 34% on the previous quarter. Due to the establishment of a separate memorial and plaques display and processing suite, a more private, personal and professional customer experience is now available.

Customer and community relations

This quarter saw the delivery of a **new customer contact and development services counter at Maroochydoore**. The new look centre provides an improved experience for customers to access general Council information, make payments and receive development information and advice.

Telephone and physical visits were the main methods of **interacting with Council** this quarter, with over 48,000 calls, more than 13,500 visitors to our centres, over 8,700 email requests and 1,331 webchats managed by the Customer Contact Centre.

In addition, a combined total of 83% of online, email and phone contacts were resolved during the customer's first contact. Customer satisfaction ratings with the Customer Contact Officer remained very high at 4.59 for online and email contact, and 4.76 for phone contact, out of possible scores of 5. These figures are consistent with previous quarters. The average speed of answer for phone calls was 34 seconds, contributing to the high satisfaction rates.

Local amenity and local laws

Responsible pet owners have been commended this quarter, with 93% of cat and dog owners on the Sunshine Coast having renewed their pet registrations for the current year.

Council has continued its zero tolerance approach to **irresponsible dog owners**, with a Buderim man ordered to pay a \$7,000 fine, along with court and professional costs to the value of almost \$3,000, after his three dogs killed a cat and a dog in 2014. A Coolumb man was also fined \$2,675 after his Staffordshire

cross mauled a neighbouring dog after escaping its property.

At its March Ordinary Meeting, Council endorsed the ongoing operation of the Paradise Seaplanes tourism venture following the completion of its trial **commercial use of Council-controlled land** permit. The business has obtained approval to continue to undertake its business transactions via a portable marquee on the Maroochy River bank until 30 June 2016 – in line with current permit timeframes.

Public health

The Environmental Health Unit is responsible for **licensing** over 1,780 premises across the region that require annual inspections. For the quarter, 595 **inspections** were conducted with 37 **compliance notices** issued.

The Unit also continues to actively monitor and educate local food businesses about **food safety hygiene** practices, through the scheduled inspection program and the provision of free food handler training sessions.

A range of key programs have taken place around **vector and pest plant education and control** this quarter, including:

- The undertaking of 11 mosquito treatments, currently the 4th largest treatment activity since the program's commencement in 1991
- The inspection of 873 properties for compliance with the *Land Protection Act*. Currently 44 properties are being monitored for non-compliance issues regarding class 2 pest plants.

Likewise, **feral animal education and control** programs continued to be implemented with Council and Biosecurity Queensland assisting 95 properties to undertake proactive wild dog baiting programs, and providing ongoing education to reduce the impact of wild dogs.

Outlook

The forward outlook for the next quarter will be:

- Further development of a number of planning documents including the progression of the Reserve 1000 Master Plan and the Maleny Recreation Master Plan
- Reports to Council for consideration include the draft Heritage Plan and Sunshine Coast Heritage Reference Group 2015/16 membership endorsement
- Endorsement of Major and Minor Community grants, RADF, Individual Development, Emergency, Environment Levy and Landholder Environment grants recommendations
- Reviews of a number of programs and documents including the RADF program and local laws
- Launch of the Bankfoot House Archival Interpretive Centre
- Adoption of the Sunshine Coast Social Strategy.

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



Service snapshot of the quarter:

- 131,744 rate notices were issued in the January rate run, with \$117.1 million of rate payments received in February
- 122 properties on potential sale of land list with an outstanding balance of \$1.1 million
- 3,956 on-line Holiday Parks bookings made for the first nine months of the year, an increase of 10.9% over the same period last year.
- Revenue up on budget by \$450k for Sunshine Coast Holiday Parks.
- \$124.4 million of contracts awarded to local business which represents 67.38% of total purchasing spend for financial year to the end of March 2015.
- Year to date we have seen 1,938 participants attend 147 courses, totalling over 7,300 hours with regards to Corporate Learning and Safety Training. This is in addition to e-Learning and online training through the SCC Learning Centre.

A message from Ray Turner, Director Corporate Services

In January this year a comprehensive audit was undertaken across the organisation of our workplace health and safety practices.

An outstanding audit result of 91.1% was achieved on completion of the independent safety systems audit undertaken by Jardine Lloyd Thompson, who manages the Local Government Workcare Scheme on behalf of the Local Government Association of Queensland (LGAQ). This is the highest score achieved by a Council in Queensland in the history of the Local Government Workcare Scheme. The outstanding result reflects Council's strong commitment to keep our employees safe at work.

The 2015/16 Budget process has well and truly commenced with four days of budget workshops completed in February and March of this year. After additional Councillor budget workshops in April and May the Budget is anticipated to be brought down on 25 June, 2015.

Service delivery

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

Goal: A new economy

Holiday parks

The Sunshine Coast Holiday Parks business has performed strongly with good weather providing above average occupancy and higher revenues. (+\$450,000 on budget)

3,956 on-line Holiday Parks bookings were made for the first nine months of the year, an increase of 10.9% over the same period in the prior year.

The Sunshine Coast Holiday Parks Business Plan 2015-20 has been presented to Council to help guide the business for the next 5 years.

During February the Holiday Parks were impacted by a significant weather event in cyclone Marcia. This caused many customers to depart early or defer arrival until the weather cleared.

Goal: Service excellence

Property management

Land Management

- There has been a considerable increase in the number of land tenure issues (eg. applications for easements, road closures, leases, etc.) that are impacting on Council owned or controlled land. These are being managed by the Property Management Branch with input from the various areas of Council, including the applicable Divisional Councillor.
- 50 land acquisitions, resumptions, grants of easement and other land tenure dealings were processed in the first nine months of the financial year.
- A review has been undertaken on all Council freehold land to ascertain its "highest and best" use. It is expected that this project will be completed by 30 June 2015.
- Work is also continuing on formalising the backlog of tenure arrangements for

Community groups in accordance with recently endorsed policy. An inspection program has also commenced of leased/licensed properties being utilised by Community groups. These inspections have been generally well received with the focus being on support rather than compliance (apart from health and safety issues).

Facility Management

Council's building and facilities continue to be maintained in a safe and compliant standard, with over 2175 work orders and 316 Customer Requests being actioned in the last quarter. Building and facility projects are proceeding in accordance with the endorsed program. The projects that were delivered this last quarter, included:

- new customer contact and development service counter at 10 First Avenue, Maroochydore.
- Caloundra Art Gallery Retail Fit out
- The events Centre Playhouse and Main Theatre Change Rooms refurbishment
- Caloundra Administration Building Management System – Stage 2
- Nambour Civic Centre Digital Equipment
- Coolum Beach Holiday Park Managers residence Upgrade
- Maroochydore Depot Amenities/ Kitchen

Goal: A strong community

Lifeguards

The following advice has been received from Surf Life Saving Queensland for the year July 1, 2014 to March 31, 2015.

- 409 - Total Rescues
- 4,346,419 -Total Attendance
- 2,879 -Total First Aid
- 88,300 -Total Preventative Actions
- 124,917 - General Enquiries/Dealing

Risk assessment inspections and reports have been completed on all lifeguard towers and storage facilities.

Contract compliance inspections have been conducted on all patrolled beaches.

Goal: A public sector leader

Human resource management

In January this year a comprehensive audit was undertaken across the organisation of our workplace health and safety practices.

An outstanding audit result of 91.1% was achieved on completion of the independent safety systems audit undertaken by Jardine Lloyd Thompson, who manages the Local Government Workcare Scheme on behalf of the Local Government Association of Queensland (LGAQ). This is the highest score achieved by a Council in Queensland in the history of the Local Government Workcare Scheme.

The inaugural SCC Leaders Conference was delivered as a new forum for cross-functional Directors, Managers, Coordinators & Team Leaders to collaborate, share ideas and gain deeper understanding of interdependencies across the organisation.

In March a traineeship intake was advertised in the external market for five administrative trainees and one engineering trainee. This process attracted approximately 400 applicants.

Year to date we have seen 1,938 participants attend 147 courses, totalling over 7,300 hours with regards to Corporate Learning and Safety Training. This is in addition to e-Learning and online training through the SCC Learning Centre.

Work Health and Safety and FRESH programs are being delivered all across the workplace. An integrated approach to mental health which includes training and management support will be progressed in 2015.

Financial services

Credit Review

Queensland Treasury Corporation (QTC) presented its Credit Review report of Council at a recent Councillor Budget Workshop. The Credit Review reported that Sunshine Coast Regional Council has been rated as strong with a neutral outlook. This is currently the

highest rating in Queensland of the credit reviews undertaken by QTC. There are only a handful of councils with this rating.

This rating and outlook primarily reflects Council's operating result with historical operating surpluses recorded and also expected over the next five years. These results are supported by Council's willingness to implement regular rate increases, relatively low level of borrowings and consistent investment in its asset base to support the growing population. Although Council will be undertaking a number of significant projects with substantial financial risks, appropriate measures are being taken to manage these risks.

2015/16 Budget Development:

Two Councillor Budget Workshops totalling four days were held within the quarter, with discussions pertaining to:

- strategy for the development of the 2015/16 budget
- draft Financial Sustainability Plan
- modelling of the rates and other charges
- Waste Management
- Masterplans.

Long Term Financial Model

The Queensland Treasury Corporation (QTC) Long Term Financial Model has been installed and is currently being utilised in the development of the 2015/16 Budget. Works continue on the integration aspects of the model to other Corporate Platforms. Model parameters shall be reviewed in the next quarter.

Procurement services

Procurement and Contracts Branch have been managing the development and release of some of Council's largest and most significant projects, including the Sunshine Coast Solar Farm, contracts associated with the development of Maroochydore PDA and acquisition of a new Electronic Document Records Management System.

The Branch has also made significant progress in developing Council's contract performance management framework, with

performance management mechanisms now routinely included in tender development, which assists Council officers to evaluate the performance of contractors during the contract term. Outcomes of those evaluations are retained in our contract performance library for future reference when accessing tenders.

Governance

During the quarter council forwarded a divisional boundary review submission to the Minister for Local Government in advance of the 2016 Local Government Election. This review was driven by a legislative obligation to advise the Minister for Local Government and the Electoral Commissioner by 1 March 2015 of any recommendations for divisional boundary alterations in order to meet statutory quota requirements. The Sunshine Coast Council is divided into 10 single member divisions, of which Division 9 currently exceeds the maximum quota and Division 7 is below the minimum quota. The boundary review also identified where other alterations and changes to divisional boundaries may be warranted. The Minister for Local Government will review the submission and make a consideration as to whether the submission is forwarded to the Change Commissioner for determination.

SCC was requested to make a presentation to the SEQ RTI/Privacy Working Group about how Privacy is addressed at SCC. The presentation was well received and SCC is recognised as a leader in Privacy, with no reported privacy breaches.

Information and communication technology

Electronic Document Records Management System - BRICK Phase 1
Contract negotiations have begun with the preferred supplier.

Digital Connect Platform
Contracts have been completed and design and information architecture work has begun.

Electronic Planning Phase 2
The mapping of DA's in an area by type (displayed on an online map) is now in development and due for completion in Q4.

The data integration between Property and the GIS system aligning the data to enable more accurate and enhanced reporting has been scoped and due for completion in Q4. Automated mapping of adjoining owners to a DA application has been scoped and is in development.

HR Recruitment Solution

Contract has been completed and implementation is scheduled to begin on 7th April.

SCC Disaster Hub

Fire hazard and landslips have been added and the Disaster Hub has been nominated for three awards in IT industry, local and Federal Government forums.

Strategic Asset Management (Assetic)

Integration between Assetic and the GIS is nearing completion. This will enable source data alignment between asset systems and further population of asset information for all asset classes.

Business Intelligence

Finance indicators are now completed. RS&P are funding additional indicators and work has begun on these. Airports are also funding indicators and development has commenced. All indicators are currently scheduled for completion mid-June.

Mobilisation (Mobile Electronic Timesheets)

Mobile timesheets are now being processed directly in Chris for several crews. Additional crews are now being added at each new pay period.

Training has been completed on a train the trainer basis with IS staff. Quick reference guides have been completed for use by field staff.

The rollout to all IS staff is now being done operationally.

Automation of the Delegations Register

Now in full live use throughout Council.

Contracts System

Integration testing and security enhancements are in the final stages of testing.

Full rollout to the organisation is planned to commence in May.

Aquatic Centre Point of Sale and Reporting

Integration for reporting is due for completion this month and testing of the reporting function will follow.

3D Modelling

Base 3D model of the whole sunshine Coast Council region is 95% complete.

Open Data – Publicly accessible data

Site setup completed,

Workshops with business areas completed and data owners identified.

IgnITE expo created great interest and many datasets ideas for publishing from business areas.

Open Budget pilot underway, working with Lynne Saunders re 15/16 budget visualisation.

Outlook

The forward outlook for the next quarter will be:

- 2015/2016 Budget to be adopted on 25 June, 2015.
- Council is continuing its attempts to conduct negotiations with Unions on a new Certified Agreement.
- Facilities Projects commencing next quarter include:
 - Nambour Precinct Upgrade \$1.5m
 - Coolum Civic Centre Stage 2 \$300k
 - Caloundra Aquatic Filtration System Replacement \$370k
 - Mooloolah sportsground Public Amenity Removal \$300k
 - Dicky Beach Amenity 3 internal refurbishment \$100k

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

Service snapshot for the quarter:

- 250+ local businesses and 18 business events attended by more than 400 participants supported by Council
- 60 investment leads managed as part of support for the Oceanside Kawana Health Precinct
- Five major events attracted around 22,000 visitors and/or participants and generated approximately \$14.2 million in economic activity
- Eight event sponsorships approved, with an estimated \$1.7 million in economic impact anticipated for the region
- One of five trade and investment missions to be undertaken by Council in 2015 was completed
- One major outgoing sponsorship agreement endorsed by Council for the 2015 Asia Pacific Cities Summit, which will provide a platform to profile the Sunshine Coast nationally and globally.



A message from Greg Laverty, Director Corporate Strategy and Delivery

Among the many and varied activities undertaken by the Department this quarter to progress Council's work on major projects, the establishment of SunCentral Maroochydore Pty Ltd stood out as a milestone in the creation of a new CBD for the Sunshine Coast.

Since 2005, when Maroochydore was identified as a Principal Regional Activity Centre in the South East Queensland Regional Plan, to 2012 when Council resumed the Horton Park Golf Club, to 2014 when the Development Scheme was made by the Minister for Economic Development Queensland – and the years in between – many people have worked long and hard to realise the vision of a commercial, civic and entertainment hub for our region.

Years from now, we can look back on these times and be proud to have been a part of what made Maroochydore a regional centre and city heart for the Sunshine Coast.

Service delivery

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

Goal: A new economy

The Maroochydore City Centre project saw the establishment of SunCentral Maroochydore Pty Ltd and the Council-endorsed appointments of a highly credentialed Board of Directors and Chief Executive Officer.

Council also endorsed a funding agreement to progress the Maroochydore Priority Development Area (PDA).

A report on planning for the Brisbane Road Car Park at Mooloolaba was presented to Council to provide an update on progress and to consider future options.

Council was presented with the Royal Bank of Canada (RBC) report on funding options for the Sunshine Coast Airport Expansion project. Council formally considered the report, and endorsed the funding strategy and the engagement of RBC as a specialised supplier in accordance with the Local Government Regulation.

The Smart City Framework was completed, following presentation to various internal stakeholder groups. These included the Maroochydore Project Control Group and its Technical Reference Group and Councillors at a Strategic Discussion Forum. The report and the proposed implementation plan were well-received, and the framework will now progress to Council for consideration.

Council continued to progress the Internet Broadband Gateway project which included meetings with State and Federal government and local stakeholders.

The Mayor met with Taskforce Chairs following completion in the last quarter of 2014 of all Industry and Investment Plans for the seven high-value industries and development of action plans. The action plans

are being implemented, and quarterly reports will be prepared for review by the Taskforces and the Sunshine Coast Economic Futures Board.

During this quarter, in supporting implementation of the Regional Economic Development Strategy, Council provided support to more than 250 local businesses and managed or contributed to 18 events with more than 400 people participating.

Council support within the Oceanside Kawana Health Precinct included the management of 60 investment leads; working with Stockland and Savills on investment attraction activities; and clarity in relation to investment opportunities from the Sunshine Coast Health and Hospital Service. Construction commenced on the Pulse Building (70% of which is committed for tenancy); this building will attract additional investment to the precinct.

The Work Shop issued its Annual Report for the year ending December 2014. The organisation facilitated 200 new jobs on the Sunshine Coast Public University Hospital site, of which 85% are local community members. Benefits to the Sunshine Coast region were estimated at 651 indirect jobs, \$42 million in additional wages flowing into the economy, and a contribution of approximately \$67 million to the region's gross product.

Five major events were conducted during the quarter: the Holden Scramble Championship Finals, the National Outrigger Sprint Titles, the Queensland OzTag Junior State Cup, the Caloundra Triathlon, and the Mooloolaba Triathlon Festival. These events attracted approximately 22,000 visitors/ participants from outside the Sunshine Coast region and generated approximately \$14.2 million in economic activity.

The Sunshine Coast Events Board and its working groups met on four occasions. The Board recommended eight sponsorship funding applications to Council for support; launched the Events+ Program, and provided Council with an alternative funding option.

The Events+ Program included a series of Master Classes and Apps for local business

which attracted widespread media coverage and positive feedback.

Members of the Sunshine Coast Economic Futures Board actively engaged in Council activities through participation by a number of Board members in Council's Leadership Conference and the Sunshine Coast Business Council's Strategic Directions Workshop. The Board held an out-of-session meeting to provide advice to Council on the Regional Investment Prospectus and other investment-related activities and the Regional Investment brand, and content and design elements for the Prospectus, were completed with final layouts received for review.

Council continued its activities on the global stage. The first annual report on international relations activities, conducted and proposed, was endorsed by Council. The first of five trade and investment missions for 2015 was undertaken – to the Routes Asia forum. Council received requests for two incoming delegations from China. The focus for the visits will be on gaining an understanding of the investment and business opportunities available in the education and agribusiness sectors, as well as the investment opportunities associated with key regional projects. Council presented to a major consortium of Chinese property and infrastructure investors. Council's briefings to Trade and Investment Commissioners (in the UK/Europe and in Hong Kong) and to Austrade officials in key markets ensured the most up-to-date information on the Sunshine Coast's strengths and competitiveness has been provided.

Finalisation of the Regional Investment Prospectus and the Regional Investment Brand will provide marketing collateral to promote the Sunshine Coast region's capabilities, products and services in the global market as well as the local market.

With the announcement of the Queensland election, Council continued to engage with the State government – signalling Council's intention to work post-election with the new government to achieve future commitments and policy decisions relevant to the region. High level engagement was also undertaken

with Federal Ministers in relation to Council's major infrastructure projects.

Goal: A public sector leader

Council endorsed a proposal to sponsor the 2015 Asia Pacific Cities Summit to be hosted in Brisbane in July. The Summit will provide Council, as a major sponsor, with a platform to profile the Regional Investment Brand to a regionally targeted audience.

Council continued to implement corporate branding, with a focus on external signage and updating internal documentation across various areas of the organisation.

An external consultant was appointed to undertake a review of the performance of the Tourism Levy, with the report to be presented to Council in the last quarter of 2014/2015.

The annual review of Council's Corporate Plan entered its final stages, with corporate plan measures being finalised for consideration by Council.

Goal: A strong community

Progress on managing the contractual arrangements for public lighting continued, with Council being presented with the external consultant's peer review of the business case. In addition, as required by Energex to progress with the project, Council consulted with other South-East Queensland councils on 19 March 2015.

Goal: Service excellence

Council responded to the Material Change of Use information request in relation to the Valdora Solar Farm, and the tender for the project was released.

An external consultant was appointed to conduct the review of the Caloundra Music Festival and its associated infrastructure.

Outlook

The forward outlook for the next quarter will be:

- Council will work consultatively with SunCentral Maroochydore Pty Ltd on progressing development of the Maroochydore Priority Development Area.
- Council will prepare additional information for the Office of the Coordinator-General (OCG), following the OCG's consideration of submissions received in relation to the Sunshine Coast Airport Environmental Impact Statement.
- Council will be presented with the findings of the review of the Caloundra Music Festival review and its associated infrastructure.
- The outcome of the review of the performance of the Tourism Levy will be reported to Council as part of the annual budget deliberations.
- Council's participation in international relations activities will include an investment mission and a trade mission, and two incoming delegations from China.
- The Regional Investment Prospectus, the Regional Investment Brand, and associated marketing collateral will be produced for formal release.

Quarterly Report Progress Quarter 3, 2014/15

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

Service snapshot of the quarter:

A clear focus by our staff on keeping up service levels, while continuing to implement new business practices and technologies has served council and our community well, in a quarter where:

- 201 hectares landscape and garden beds maintained
- 1008 hectares mowing maintenance
- 84% (897 Projects) of Capital Works Projects underway (341) with (409) completed
- 59,916 tonnes waste received
- 20,451 tonnes waste recovered
- 15,296 customer requests received
- 13,415 customer requests closed
- 11 klms road resurfaced



A message from Andrew Ryan, Director Infrastructure Services

During the quarter all areas of the department have remained on target in responding to responsibilities as they relate and contribute to operational, maintenance and capital works programs. A clear focus on reviewing, improving, and consolidation how we currently operate has resulted in embracing a wide range of options that are redefining the way the department delivers its services. This is pleasing in a quarter where we as a region experienced many challenges from interchangeable weather conditions.

In February our capacity and capability to respond was again tested with impacts from Tropical Cyclone Marcia. Across a period of 48 hours around 500mm of rain was recorded resulting in the closure of 72 roads and all coast beaches. Damage to infrastructure and erosion to beaches, has been recorded, however most importantly there was no loss of life. This was only achieved through the commitment and tireless efforts of our many staff who worked 24/7 behind the scenes in the Disaster Operations room or the Field Coordination Centre, but also our front line staff out on the roads, working through the night to clear drains, close roads and put out warning signs to ensure community safety.

Service delivery

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

Goal: A strong community

Disaster management

Across the quarter unpredictable summer conditions necessitated the Disaster Management Team and Local Disaster Management Group to spring into action to prepare, respond and recover from two events in particular. On 19 February, the Local Disaster Management Group moved to a "Stand-Up" activation level in response to the East Coast Tropical Low and Tropical Cyclone Marcia. The Local Disaster Coordination Centre at Nambour was activated, along with the Sunshine Coast Council Field Coordination Centre and depots. Each of these areas ran 24 hour operations for three days to coordinate resources, maintain the road and traffic networks, and manage calls for assistance from the community.

Whilst the Coast was spared the cyclonic winds that other northern regions experienced, the region did record the highest amount of rainfall over the entire event. From roads closed to damaged infrastructure councils field/depot teams kept working hard to make the region safe for our community.

Throughout the event it was pleasing to see that the disaster preparation messaging and "Get Ready" campaign were successful, with the community taking responsibility for their own precautions by ensuring their properties were prepared for the storm season. The State Emergency Services recorded an estimated 12,000 sandbags were delivered to Sunshine Coast residences prior to and during the event. Our community groups also worked successfully, with Kenilworth being isolated during the event we were able to maintain full contact with group, monitor their township status and assist in resupply of foods and consumables, and the re-connection of essential services.

It was the first time that the Council's Disaster Management Hub had been used during an

event, and we were very pleased to see that the community utilised this site to its full extent, with a total of 293,000 hits being recorded during the whole event.

Public lighting

Council provides a consistent and flexible approach to design, installation, maintenance and application of public lighting throughout the region. Across the quarter internal consultation has continued with key Parks & Gardens staff to provide advice and facilitation for the maintenance of public lighting in local parks and pathways. Public safety is a key objective of council's public lighting program.

Energy efficiency is a key aspect for managing the region's public lighting and during the quarter discussions continued to progress between Corporate Finance and Infrastructure Services on the proposed contract for street lighting maintenance and replacement. Citelum Australia, is the company that won the contract with council and they are specialists in Urban Lighting for public authorities.

Roads, cycleways and pathways

During the last quarter the TravelSmart Team kicked off a five week women's only cycling program. The program was partly funded by a grant from State Government and targeted towards women relatively new to cycling, providing them with basic cycling knowledge and practical skills. The program included a full day workshop, followed up with a series of weekend group rides. Places in the Maroochydore and Caloundra courses (40 in total) were booked out, with over 90 women on a waiting list for a range of workshops planned for the coming months. As well as the obvious health and fitness benefits, the programs are also aimed at encouraging more people to use cycling as a legitimate form of transport, helping to reduce traffic congestion. Lack of knowledge and road safety skills are major barriers for people in taking up commuting/cycling. The other major benefit of getting people to experience riding a bike is that they are more likely to demonstrate:

- better understand of the road rules

- better understanding of the road environment
- heightened awareness of other road users
- heightened awareness of cyclists on the road

It is travel behaviour change programs like these that help the Sunshine Coast as a region to reduce traffic congestion and achieve improved road safety.

National Ride2School Day 2015 was held on 13 March. This event provided a perfect opportunity for students and school communities to embrace a healthier start and to try walking and riding to school for themselves. The TravelSmart Team were instrumental in promoting the event to local schools across the region. Around 1,200 students registered participation on council's website, with bike counts completed at 19 individual schools revealing over 3,000 bikes in racks on the day. Feedback from the event has been very positive with a 42% increase in participation levels from 2014. Survey results indicated that 72% of respondents said as a result of Ride2School Day their children would ride to school at least once a week if not every day.

Road network management

In the lead up to the recent adoption of the Unsealed Roads Upgrade Plan 2015 – 2035, the Civil Projects Team has been very busy getting designs, approvals and procurement processes in place to commence work on the first four gravel road bitumen sealing projects contained in the Upgrade Plan. Work is now underway on Arthur Street Cooloom, Mawson's Road, Beerwah; Delicia Road, Mapleton; and Sports Road Bli Bli, to reconstruct and seal a total of 2,700m of road, valued at approximately \$2.8million. Design work is also complete on the 2015/2016 funded project to seal a section of the North Arm Yandina Creek Road, which will be well in advance of the planned construction and in alignment with Upgrade Plan objectives.

Sixty-four percent of projects within council's Reseal Program have been delivered, requiring over 32,000 tonnes of asphalt (82% by tonnage) for some 112 of 176 projects. Key achievements within the last

quarter include Sports Parade, Nambour Showgrounds and Parkway Drive, Mooloolaba. Pavement rejuvenation work on 25 projects and bitumen sealing of 16 rural roads will commence within the next month.

Pavement rehabilitation work at Chevallum Road, Chevallum are largely complete with further pavement rehabilitation and associated work underway at Kiamba Road, Kiamba; Perwillowen Road, Burnside; and Sugar Road Maroochydore, valued at \$2,700,000. These projects will be completed by June 2015.

Planning and preparation for the 2015/2016 Reseal and Rehabilitation program is currently being undertaken by Civil Asset Management staff. Field staff utilising mobile devices for inspection and reporting functions have continued the improvement of our Quality Assurance and project prioritisation processes.

This quarter, Civil Asset Management Branch, Contract Unit staff have supervised the renewal of \$125,000 worth of pavement marking across the region under an operational pavement marking contract. This equates to the renewal of pavement markings on 138 of the regions local roads. Additionally the Contract Unit has continued to assist with the preservation of the waterways and drainage network through routine cleaning of Stormwater Quality Improvement Devices (SQIDS) under the SQID – Routine Cleaning Services Contract. Since last quarter, 480 devices (\$55,000.00 value of work) were serviced, with ongoing improvement to our routine maintenance program in partnership with Geospatial Information Services and Drainage Services Branches.

Stage 3 of the Sippy Downs Drive construction project was completed in January 2015 after commencing in May 2014. This important project will provide improved access and safety for the growing Sippy Downs Drive Town Centre which currently serves the University of the Sunshine Coast, Chancellor State College and the Sienna Catholic College as well as the planned commercial, shopping, business and technology precincts which are envisaged to have approximately 2,500 new dwellings as

well as 18,000m² of commercial floor space and 35,000m² retail floor space. The \$3,200,000 project included construction of four traffic lanes, on road cycle lanes, drainage improvements, footpaths, underground electricity supply, street and pedestrian lighting and new traffic signals at the entry to the Siena Catholic College. The completion of the project is expected to add impetus to the Master Planned Town Centre of Sippy Downs which is now beginning to emerge.

Stormwater drainage

During the quarter the heavy rain period resulted in a large number of drainage related matters being dealt with. Although no major unexpected flooding was experienced, many smaller issues were investigated and followed up. No significant damage occurred to existing council drainage infrastructure.

Delivery of the 2014/2015 capital works drainage program is continuing, with 68% of drainage and water quality projects completed. Work on the balance are either already underway, or are about to commence.

Investigations into flood prevention options along Nicklin Way and Aerodrome Road are in progress, and it is anticipated that the initial phase will be completed by the end of April. Where opportunities for drainage improvements are identified, these will be prioritised in future capital works programs.

Water quality monitoring in conjunction with a number of Catchment Care groups is continuing at various locations along Currimundi Creek and the Maroochy River. Regular testing has identified a number of hotspots which will be targeted for improvement. Prioritisation of work will be done jointly with Environmental Operations, as previous partnerships of this nature have been very successful.

Across the quarter CCTV drain inspections continued to progress. These inspections have identified a number of problem areas which will be programmed for repair or pipe relining.

Goal: An enviable lifestyle and environment

Beaches, foreshores, coastal infrastructure and canals

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

These achievements include:

- Awarding the contracts associated with sand nourishment tasks at both Maroochydore Beach (\$1m) and Mooloolaba Spit (\$1m).
- Progression of the development permit (owner's consent) to seek approval for the Maroochydore Beach Seawall as a 'last line of defence' for key infrastructure protection in this area.
- Completed key construction work and dredging to extend the asset life of the weir at Twin Waters and a planning review of the structure to investigate future asset renewal options was commenced.
- Commenced stage 2 of the coastal permit reform process to access whole of system dredging permits in Maroochydore and Mooloolah.
- Undertook back passing work at Tooway, Maroochydore and Shelly Beach to address erosion issues post Tropical Cyclone Marcia.
- Commenced dredge permit expansion 40,000m³ for Golden Beach as per Bribie Island Breakthrough Protection Plan.
- Completed hydrographic surveys to assess as constructed system design profiles at Minyama, Mooloolaba and Maroochy canals.
- Completed revetment wall stabilisation work at Picnic Point and Bindaree.
- Commenced negotiations with the state around the construction of a tide gauge at Lamerough Canal to measure both storm tide increases and longer term sea levels.
- Finalised relocation option for the removal of SS Dicky with a report to be

provided to council in May once the preferred wreck display option has been finalised.

- Progressed permit approvals for construction projects at Sunshine Cove, Xmas Cove and Fisherman's Road.

Bushland conservation and habitat

During the quarter partnerships and education programs to protect and enhance biodiversity assets, natural area reserve network protection, enhancement and management, and fire management programs continued progressing. These included:

- *Environment Levy and Planning* - the first seasonal survey of Stage 2 of the Bushland Reserve Fauna Monitoring has been completed and the second seasonal survey program is now underway at Brannocks, Coochin Creek and Triunia, Bobbie Sattler reserves. Three additional reserves have commenced their first seasonal survey including Buderim Network, Mount Ninderry and Greys Road. Community planning has commenced for the Doonan Creek Environmental Reserve, this will see the management plan and concept plans focused on the next 10 – 15 years.
- *Wildlife Management Flying-fox Roost Management* - continued over the last quarter with ongoing responses to customer requests, roost surveys, and a second community meeting for the Landsborough, Vidler Street community.

Across the quarter an interactive council workshop was facilitated which included an update on both the Sunshine Coast Council and adjoining regional councils actions in relation to flying-fox management. Under discussion was also recently developed educational materials and the ongoing implementation of the current Regional Flying-fox Management Plan.

- *Turtlecare* - a number of Turtlecare volunteers completed training for nest digs and turtle surveys at Mon Repos. These skills were put to good use with 43 nesting turtles identified and to date 24 successful nest hatchings. Volunteers were active prior to the arrival of ex Tropical Cyclone Marcia with eight nest relocations being undertaken.
- *Environmental Visitor and Education* - the Mary Cairncross building renewal project was approved to move to the next stage of detailed design development. Architects and other specialists have finalised the concept design based on feedback. The interpretation strategy for the reserve has also been completed. The upgrade and renewal of picnic and drainage facilities is well underway with several picnic nodes opened up for public use. The expected completion date is May 2015. At the Maroochy Bushland Botanic Garden work is continuing on implementing the renewal of the Whipbird Garden with a joint friends and council presentation of the renewal project to prospective funding bodies. Work was completed on repairs to the Canecutters building at Maroochy Wetlands Sanctuary and the commencement of the Interpretation strategy and plan is underway for the renewal of the interpretative display within the building.
- *Operational Delivery* – four Green Army projects have now commenced across the region. These projects involve 44 personnel and supervisors. The Maleny Community Precinct project finished up this quarter with Bells Creek, the Lowlands Rainforest Rehabilitation and Alex Headland to Wurtulla Foreshore projects still underway. The final project Coolum – Stumers Foreshore project is expected to commence within the next month.
- *On ground maintenance work*- including weed, tree, infrastructure and investigating customer requests is

ongoing across the Bushland Reserve network including the implementation of the coastal foreshore environmental weed control work. Track infrastructure within the reserve network suffered primarily erosion and creek bank erosion associated with ex Tropical Cyclone Marcia. The ongoing delivery of vegetation offset projects continues. There is preliminary work being undertaken on another opportunity to deliver additional offsets for a further third party.

- *The Environment Levy Landholder Environment Grants* - opened for Expressions of Interest (EOI) in January this year with a record 162 EOIs received from rural landholders. This is an increase from last year's round. Conservation Partnerships Officers are undertaking site visits and providing advice to landholders on their proposed projects prior to the submission of their grant applications due in on 10 April 2015. An Environment Grants round is also underway with 7 applications received.
- *Community Conservation Partnerships* – the team's participation in a Nature Refuge delivery trial is in its final stages with ministerial approval pending for three new Nature Refuges protecting more than 70 ha of high quality habitat, including two endangered lowland rainforest ecosystems.
- *Working Bees* - after a short break over the Christmas period the Community Nature Conservation Groups kicked off with working bees. These working bees provide valuable contributions across the conservation of reserves. Two new groups, based at Eumundi and Maleny, are in the process of coming on board into the Community Nature Conservation Program.
- *Volunteers Conservation Forum* - planning is underway for this year's volunteers' Conservation Forum which will be based around storytelling and

how story can be used to engage and inspire. With this theme in mind the main keynote speaker will be Tim Cope, who is an adventure traveller/writer who produced the film series "On the Trail of Genghis Khan". His 3 year journey on horseback through Mongolia to Hungary is a story of resilience and determination, but also of the strength of community and how you can achieve great things with others by your side. It also reflects on the nomad life and how their survival is dependent on living in sync with the environment and being consciously aware of the seasons and what the land has to offer. The second keynote speaker Siwan Lovett, who following on from Tim, will focus on how we can tell our own stories to motivate ourselves and others to act. How story-telling works, will be discussed as well as story-telling examples, and a simple technique called the 'Story Spine' will be shared to demonstrate how story can be used to engage and inspire. The day will be filled with presentations and displays from other local conservation experts, landholders and community group members themselves.

Recreation parks, trails and facilities

The planning and design of councils Parks & Gardens Capital Works program 2015/2016 has been progressing with a number of significant outcomes achieved during the quarter.

These include: Coolum Sports Complex, Coastal Pathway - Bokarina to Wurtulla Link, Maroochy Foreshore Bradman Avenue - Swan Boat Hire Precinct, Turner Park Beerwah Stage 1, Palmwoods Sports Ground upgrade work, Tumbledown Skate Park Renewal, Victory Park Woombye sports ground upgrade, Beach Access 164 Alexandra Headland upgrade. All projects will enhance the active and passive recreation for our community.

Continuous improvement of our products and services is something our Parks & Gardens Branch are passionate about. During the

quarter staff have been working on the development of a procedure outlining safe brewing and handling of compost teas. It is anticipated that over winter months council's trees and parks will be given beneficial compost tonic to help produce healthier plants and turf and put essential biology back into depleted soils. This is a great example of supporting council's vision of being Australia's most sustainable region.

Across the quarter arrangements have been made for Parks & Gardens to partner The Department of Corrective Services in a community project called – Safe Night Out. The project involves fine defaulters and those who need to undertake community service who are provided with worthwhile projects in council's parks area in Mooloolaba. Tasks allocated are supervised by Corrective Services with council support in the provision of a trailer, safety equipment and the necessary tools to undertake maintenance tasks. Some of the jobs to-date which have been completed are: the spreading of over 200 cubic metres of mulch and cleaning of park assets, e.g. seats and rubbish bins.

A comprehensive internal audit of council's Benefited Area Levy/Special charges and/or Rates process has now been finalised with findings documented in a report to Parks & Gardens, Finance and Office of the Mayor . The report included a number of recommendations which have been also been reported to the Audit Committee. The intent of the audit was to:

- ensure that revenue is raised in accordance with policy and regulations.
- ensure that constrained funds are expended in accordance with regulations and plans.
- ensure plans are implemented efficiently and effectively.

Subsequently the recommendations for a department-wide policy and guideline will be developed by the Parks & Gardens Branch with the community ultimately benefiting from the outcomes.

Rivers, streams, estuaries and water bodies

Amazing as it might sound, across the quarter over 6,000 litres of litter was removed from the region's waterways as well as number of larger items, which included crab pots, kayaks, fridges, deck chairs, car engines, pushbikes and trolleys.

Erosion and sediment control reviews have been carried out at a number council construction sites during the recent rain events with erosion and sediment controls being of a high standard. However, concerns were raised with the current use of flocculants in council's work sites. As a result a steering group has been formed to review council's use of flocculants and to identify suitable products, improve practices and staff training. A number of staff from various branches will be attending training workshops on the use of flocculant and polymer products.

Planning for the Maroochy River Rehabilitation Project is continuing with all negotiations being carried out with neighbouring landholders adjacent to the esplanade area. The proposed area will now be surveyed (approximately 4 km x 20-30 meters) to assist in the finalisation of project costings and plant and materials selection.

Work is continuing on the Pumicestone Rehabilitation Project with site preparation work underway for infill planting to commence along the Bells Creek Esplanade over the coming months.

Waterways staff attended a fish kill in the Maroochy River near Bli Bli. The fish kill is believed to have been the result of low dissolved oxygen levels due to a number of factors associated with flooding from ex Tropical Cyclone Marcia. Approximately 600 dead fish were removed consisting mainly of Mullet and Grunter Bream.

Goal: Service excellence

Waste and resource management

Across the quarter extending the wheelie bin collection service areas has been again a

primary project, building on the foundations laid in the previous quarter.

Performance levels of the Solid and Liquid Waste contractors are now at a high level after a longer than usual bedding in period for contracts of this size.

Development of new bulk collection services for Green Waste in Low Noise Bins and for Cardboard-Only services are well advanced with sufficient meterage to commence dedicated collection runs.

Public Place bins at Cotton Tree are undergoing a \$40,000 revamp with the Maleny business precinct next on the list to receive a facelift (including the introduction of recycling bins).

The Landfill Operations tender for Nambour and Caloundra has been evaluated and a recommendation to award a contract approved. The successful tenderer will be announced when the contract has been executed.

Tenders were called for the Operation of the Resource Recovery Centres, which includes council's 6 waste transfer facilities. At the council meeting on 26 March, tenders were considered and evaluated with a recommendation to award a contract approved.

At Caloundra Landfill, filling of the southern batter is now well underway, with completion due in August this year. Construction of the new cell 9 is nearing completion and will be ready for filling before the end of this financial year. Additional work is underway to support this new cell that include a revised access road, an upgraded leachate system and new clean water diversion systems. Connection of the leachate tank farm to sewer is now complete and operating, delivering significant savings for the removal of leachate from the site. Finally, Northern batter capping work has commenced.

At Nambour Landfill, the filling of cell 5.1 is now well underway. Construction of cell 5.2 has commenced, with completion targeted for mid-2015. The rectification of an ageing underground leachate collection system is

also commenced. The first stage being temporary installation of a pump and pipe-work to cater for excessive flows through the wet season and any bypass requirements during construction.

A Community Engagement process for councils draft Sunshine Coast Waste Strategy was approved by council in December 2014. The consultation process was carried out during Q1, and encouraged the community and external agencies to have their say. Feedback was received from 43 individual members of the public, five council teams, two community groups, four councillors and four industry groups. The draft Sunshine Coast Waste Strategy, including any amendments introduced as result of community engagement, will be presented to council for adoption later this year.

The draft Waste and Resource Management 2015/2016 budget was presented to council and ELT at a workshop in March. The draft budget included a number of strategic and pricing options for council to consider. Based upon comments received and directions given, Waste and Resource Management will present these changes and additions at a workshop in April.

Technology is driving new innovative ways of working and this is being seen in our waste business where council has recently obtained the first batch of video data captured from the waste collection trucks. This data is being analysed to determine if council may be able to use it for asset condition assessment and/or asset discovery.

Goal: A public sector leader

Fleet Services

Across the quarter significant progress has been made on the implementation and rollout of the council staff Vehicle Booking System. This phase has included the following sites: Caloundra, Maroochydore and Nambour Depots. These additions now form part of the corporate wide system including all Administration Buildings. This system provides a platform to facilitate vehicle sharing across the organisation which will increase vehicle

utilisation, decrease operational costs and provide valuable travel data to assist future business planning across all levels of council.

This project has links to the light vehicle review which provided management with a snapshot of the current light vehicle fleet relative to vehicle usage. This data has been provided at departmental level with Fleet Services engaging with each department individually to assist in understanding the information and to identify areas of improvement.

Quarry Services

Image Flat Quarry has continued its journey of rejuvenation and renewal over the past quarter, and results from a recent third party Quality Management Audit by SAI Global confirms this with current accreditation continuing.

Work continues on the review and reaffirmation of an effective Safety and Health Management System within the business which has been completed in parallel with a review of the Quality Management System for operations of the quarry. Additionally there has been a strategic review of the asset management of fixed plant within the quarrying lease and this has generated the development of a sustainable maintenance management strategy for this critical equipment.

This compartmental review of the business has the intent of bringing the quarry back into alignment with the rest of the council business areas, the results of this are beginning to become apparent within the financial results of the section and it is expected that as work continues a stronger overall outlook will be achieved.

Outlook

The forward outlook for the next quarter will be:

- Disaster Management - continuation of messaging to the community aimed at ensuring they remain diligent in keeping their properties prepared through the full storm season, and to stay in tune with current warnings and weather predictions.
- Inaugural meeting of a department-wide Digital Reference Group aimed at collaboration and sharing of experience and expertise as it relates to Digital Technologies.
- Adoption of the 10 year Capital Works Program.
- Beach nourishment works along Mooloolaba Spit.
- Development of a Service Level Strategy to ensure better monitoring, measuring and reporting of pre-defined service standards with a focus on continual improvement.

Quarterly Progress Report Quarter 3, 2014/15

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



A message from Warren Bunker, Director Regional Strategy and Planning

During the quarter the department released the [2014 Annual Highlights Development Indicator Report](#). The report provides a summary of development trends between 2009 and 2014 to allow users to get a longer term view of activity in the local market. The trends show a steady downturn following the global financial crisis; however the past 2 years have been positive with strong growth across the majority of application types.

Some points of interest for 2014 include:

- 107% increase in lots approved through the reconfiguration process.
- 80% increase in lots created through the plan sealing process.
- 35% increase in Building Approvals;

There have also been a number of significant applications during this period including; Birtinya Island and Bokarina Beach.

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

Service snapshot of the quarter:

- 1362 Building approvals issues with a construction value of \$252 million
- 2724 Building and Plumbing applications lodged and 2532 decided
- 449 development applications lodged and 441 decided
- 553 lots created under the plan sealing process
- 517 lots have been approved through the council's reconfiguration process.
- 87% of relevant development services applications lodged electronically
- 101 free development pre-lodgement meetings - the highest number of meetings ever recorded for a quarterly period
- 32,436 PD Online individual sessions.
- 9,031 development enquiries were received and responded to.

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

Service delivery

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

Goal: A new economy

Strong economic leadership, collaboration and identity.

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

The planning scheme is now fully operational and work has commenced on priority amendments. Council adopted the Sunshine Coast Planning Scheme 2014 ([Administrative and Minor Amendment No. 2](#)) on 26 February 2015. The adopted amendment was gazetted on 6 March 2015 and will have effect on 9 March 2015.

The purpose and general effect of the amendment is to correct a small number of editorial matters to improve the clarity and efficiency of the planning scheme.

The planning scheme amendment for the Palmview Structure Plan has been forwarded to the State Government for the first state interest check, Council is now awaiting permission to go on public display.

Preliminary investigations have begun to inform a potential planning scheme amendment for the Maroochydore Structure Plan Area (outside the Priority Development Area).

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

- An application for an 8 storey multi deck car parking facility (580 spaces) with ground floor for commercial and retail uses has been approved.
- The Pulse Building has begun construction.

- Construction of the Best Western Hotel opposite the Sunshine Coast University Hospital is underway.
- Construction and embellishment of the village park has continued.

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

- 50 lots and construction of a new display village on Birtinya Island
- Duplication of Lake Kawana Boulevard
- Construction has commenced on a second bridge over the rowing course
- An application to build a beach side community at Bokarina has been lodged.

Council have substantially progressed negotiations on the infrastructure agreements for the Greenfield developments of Caloundra South and Palmview.

Goal: A strong community

Network management

Disaster Management Flood Mapping supported Council's [Disaster Hub](#) as part of the response to Cyclone Marcia and received very positive feedback from emergency agencies and the community.

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

Council endorsed the development of the **Local Government Infrastructure Plan** at the Ordinary Meeting on 26 March 2015. This plan will replace Priority Infrastructure Plans and will comply with new state government guidelines.

Goal: An enviable lifestyle and environment

Sustainable growth and network planning

The **Environment Levy Annual Report** for 2013/14 highlights some of the significant achievements that have been delivered in partnership with community groups and government agencies. During the quarter the report has been distributed through coffee shops across the Sunshine Coast. Feedback from the community has been extremely positive with 60% of respondents advising their support for the Environment Levy grew following reading the document.

Full details of the many outcomes of the Environment Levy are available on [Council's web site](#).

The implementation of the **Pumicestone Passage and Catchment Action Plan** has continued and a communication campaign is being prepared to outline the important values of this waterway.

The **Transport Levy** continues to deliver its program and implement new approaches to connecting communities and improving ease of travel on the Sunshine Coast. Initiatives for the quarter include:

- The new and improved [Sunshine Coast Public Transport Guide](#) released in March 2015.
- A new taxi rank id program has been initiated, providing greater security and certainty around pick up location.
- The delivery of information sessions at various Sunshine Coast Libraries on the MyTransLink app. This tool provides commuters with accurate predictions of bus service departure information across TransLink services.

The **Nambour** project has progressed with a place creation workshop involving community members being held on 13 February 2015. This included a walking tour of the town and some constructive discussion around options to revitalise the centre.

Goal: A service excellence

Development applications

In March 2015 the department released the [2014 Annual Highlights Development Indicator Report](#). The report provides a summary of development trends between 2009 and 2014 to allow users to get a longer term view of activity in the local market. The trends show a steady downturn following the global financial crisis; however the past 2 years have been positive with strong growth across the majority of application types.

Development activity has remained positive for the March quarter providing a positive start to 2015.

Some points of interest include:

- 553 lots have been sealed and endorsed by council compared to 286 lots in the same quarter of 2013/14.
- There has been a 91% increase in the number of lots endorsed and a 95% increase in applications approved by council for the March quarter 2014/15 compared to the same period in 2013/14.
- 5 applications to create more than 800 multiple dwelling units have been received through the quarter.
- 550 dwelling houses have been approved with a construction value in excess of \$150 million.
- 96% of applications are being assessed within legislative timeframes, the majority of which are within the first 20 days.
- 517 new lots created through the plan sealing process, 194% more than the same period in 2013/14.

Council's Plumbing Inspectors have been actively involved with the construction phase of the **Sunshine Coast Public University Hospital**. Dedicated officers have completed approximately 125 inspections and tested 94 backflow devices. Water and sewer testing is now up to the fourth level as this region building project progresses.

Outlook

The forward outlook for the next quarter will be:

- Development of priority amendments for the *Sunshine Coast Planning Scheme 2014*
- Continued review of legislation and state policy, including:
 - Consideration of proposed planning reform, and
 - Review of the *South East Queensland Regional Plan*.
- Development of the 2015/16 Environment Levy and Transport Levy programs.
- Continue to deliver development assessment processes within statutory timeframes.