



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



Sunshine Coast Council  
CEO's Quarterly Highlights Report  
Quarter 3 – 2019-20





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Quarter 3 – 2019-20





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#### **Acknowledgements**

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

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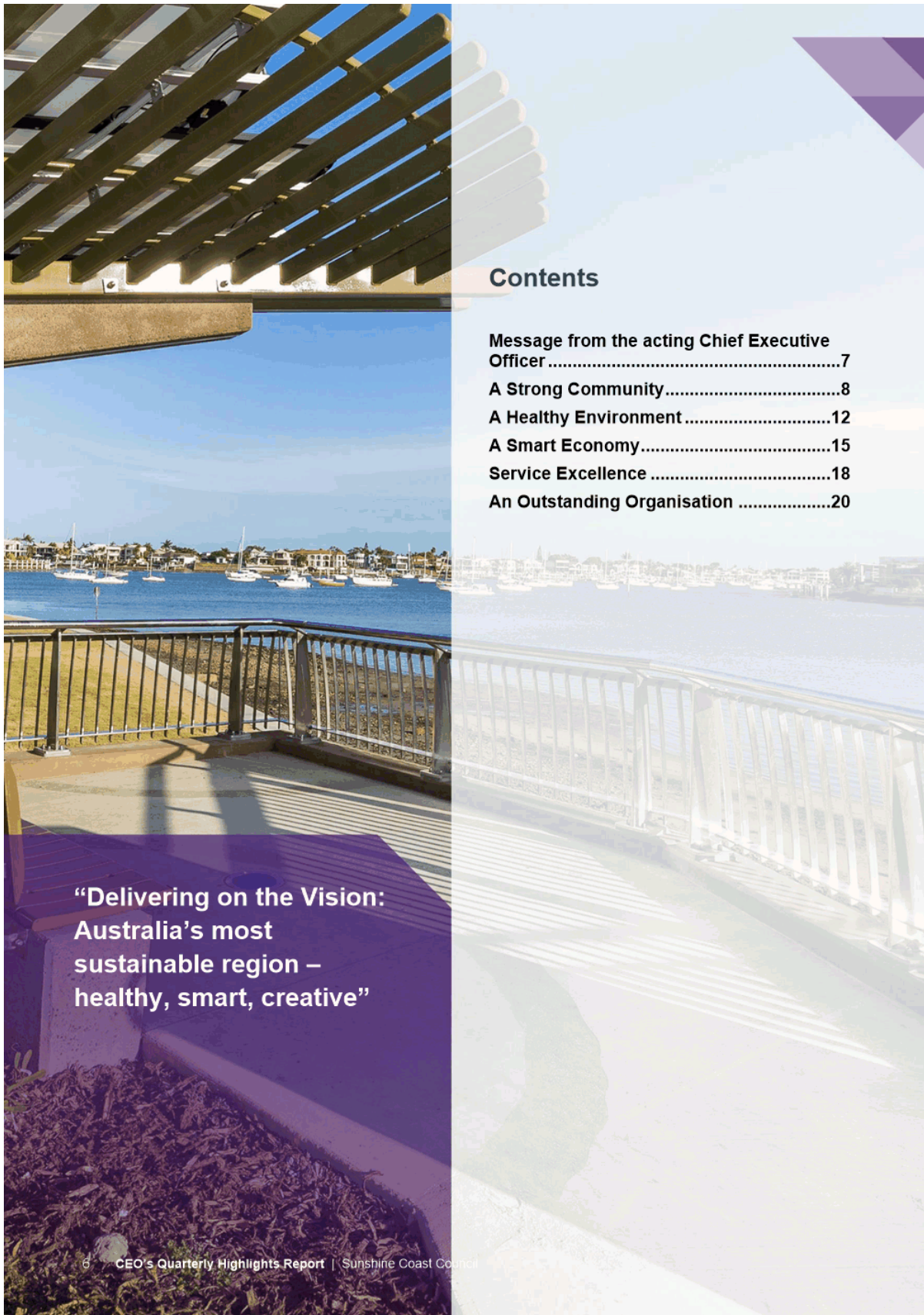




## Acknowledgement of Country

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





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



## Message from the acting Chief Executive Officer

This quarter has been unprecedented for Council and our region. With the outbreak of the novel coronavirus (COVID-19) in China and its rapid spread across the globe, Council has been focused on ensuring business continuity has been a priority, and the well-being and safety of our community and our employees is at the forefront of everything we do.

During February and March, Council commenced pandemic preparedness planning to ensure our community and organisation were safe and complying with national and state public health directions. This meant ceasing any non-essential services and applying social distancing requirements. This forced Council to close places where people congregate such as libraries, community hubs, venues and facilities, public BBQs and shelters, outdoor exercise equipment, playgrounds, skate parks and Council boat ramps, with only services deemed 'essential' remaining open.

In amongst the challenges faced during this time, I am really proud how Council and the community have worked together to respond to the impacts of COVID-19 in a timely manner. Numerous measures have been adopted to respond to the multiple responsibilities Queensland local governments face, that being a disaster management coordinator, a service provider and an employer.

Council has been swift to adapt to the escalating restrictions placed on our community and has introduced initiatives to help ease their impact along with providing continuity of our essential services to the community.

With all that said, this quarter has also seen numerous milestones achieved of an uplifting nature, including the Sunshine Coast being

announced as a Top7 Global Intelligent Community for the second successive year.

Sir Elton John performed two concerts at the Sunshine Coast Stadium in March, attracting over 31,000 people across the two nights. The Stadium's \$2.7 million broadcast lighting upgrade nears completion, assisting to attract national and international sporting and entertainment events to the Sunshine Coast.

The Sunshine Coast Design book was launched, developed to inspire good design and maintain the liveability of the Sunshine Coast. The place-based approach presents 150 photos of buildings, streets and spaces that truly represent the look and feel of the Sunshine Coast.

The Blue Heart project progressed with Council confirming the strategic intent for approximately 90 hectares of Council land for conservation purposes, supporting a more sustainable blue carbon future for the Sunshine Coast.

An astounding 948kg of waste and debris was collected from our beaches and coastal areas during the Clean Up for the Hatchlings and Clean up Australia Day events.

A \$1.3 million bushfire recovery grant was received from the Commonwealth Government following the 2019 bushfires. The money will be used to assist the recovery and long term planning that take direct action through projects that respond to identified risks and aid community resilience.

Queensland's Local Government elections were held on March 28, 2020. I look forward to working closely with the incoming Council to serve our community with excellence and create a bright future for the region.

**Warren Bunker**  
Acting Chief Executive Officer

## A Strong Community

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



### 69,998

people attended community events at Council's venues



### 33,232

spectators attended 24 sporting events at Council's facilities



### 255,768(m<sup>2</sup>)

total area of roads delivered, valued at \$5.7 million this quarter



### 15

community grant applications received, allocating \$7170 for the quarter

### COVID-19 community support measures

Council understands the enormous pressure the pandemic has placed on every person and business within our community, and the significant impacts COVID-19 will have on our region for some time to come. Council has worked hard to find ways to best support our community. Support measures announced during the quarter include:

#### Health and Wellbeing

Initiatives that Council has progressed to ensure the health, safety and wellbeing of our community include:

- Installation of soap in all public toilets across the region
- Council is working closely with the State Government and local community groups, including accommodation providers to help provide support to those most vulnerable in our community and those experiencing homelessness.

#### #CovidKindness

As part of Council's existing At Home in my Neighbourhood program, the #CovidKindness platform was launched on 11 March to explore themes that encourage residents to: Stay Connected, Stay Informed, Stay Healthy, Stay

Playful, Stay Creative and Stay Neighbourly. The aim is to help combat social isolation, loneliness and community disconnection. Supported collateral has been developed, such as a postcard that can be downloaded from Council's website and placed in a neighbour's mailbox. It encourages people to get to know their neighbours and assist those in our community who need it.

#CovidKindness has gained substantial interest since it was launched, with an international reach of over 28,000 mentions of the hashtag, and more than 201 million impressions.

Up to date information on Council Services is available on Council's dedicated [COVID-19 web page](#).

#### Busking Festival

Council announced this quarter that the Sunshine Coast will soon be home to Australia's largest busking festival. The festival, Buskers by the Lake, will be held at Lake Kawana, Bokarina between 31 October and 1 November this year.

The festival will showcase an abundance of Sunshine Coast busking talent, creating commercial and tourism opportunities for the region, with the potential for national and international growth.



## Community and cultural development and partnerships

### Homelessness

Council has taken a strong position through the Sunshine Coast Community Strategy 2019-2041 to advocate, to other levels of government, for the necessary resources to support affordable housing options, along with the delivery of support services that meet the needs of the community.

This role has never been more crucial to support some of our most vulnerable community members and those experiencing homelessness either prior to, or as a result of COVID-19.

Council is working with the State Government and local community groups, including accommodation providers, to help provide this support. Along with initiatives to come out of the Homelessness Roundtable (held in February), extra measures were put in place during March to ensure that anyone who identifies as being homeless is assisted to connect with shelter and accommodation options, and is referred to local community services to access emergency relief and support.

Council recognises that people experiencing homelessness are often amongst the most vulnerable members of the community and our officers approach every incidence of homelessness with sensitivity and compassion.

### Community Grants

Throughout the quarter the strategic delivery of the grants program was supported through five information and workshop sessions attended by 115 people. Council received a total of 15 applications for funding through its Community Grants programs. A total of \$7170 was allocated through 11 grants to support a range of projects and activities contributing to

the achievement of Council's vision for the region. The Mayoral and Councillor Discretionary Funding Program was not open this quarter due to the quadrennial Local Government election.

### Community events

The Caloundra Music Festival has been announced as a finalist in the 2020 Queensland Music Awards in the People's Choice 'Festival of the Year' category.

There were a number of events held throughout the quarter, including:

- Pop up Gallery Store at Mooloolaba Wharf consisted of 99 local artists equating to \$9100 of sales
- Better Boards Workshops included 50 participants
- Four artists in residence at Subtropic Studio, Caloundra, one at Crow's Nest, Chambers Island and Old Lock Up, Maroochydore
- Professional Development - Art in Public Places had 35 attendees
- Partnered Friends of Caloundra Regional Gallery to produce Local Artists Local Content exhibition profiling 40 local artists
- March Regional Arts Development Fund Round, included 22 successful applicants, awarded \$47,544
- Two citizenship ceremonies held (one closed to guests), including 535 recipients and 285 guests
- Australia Day Awards, comprising 99 nominees.

### Community venues

#### Farewell Yellow Brick Road Tour

The highly anticipated Sir Elton John's Farewell Yellow Brick road tour was hosted by the Sunshine Coast Stadium, with over 31,000 people attending over the two events. The

opening concert welcomed a record crowd of just under 16,000. The concerts attracted around 14,000 visitors to the region.

#### Venue 114

Venue 114 hosted a number of events during the quarter, including:

- In Conversation - The Juggling Act
- Two sold out Queensland Ballet Dance Camp Workshops
- A live performance by The Amity Affliction.

#### The Events Centre

The Events Centre celebrated the completion of its \$8.1 million redevelopment, including state-of-the-art technology, new catering facilities, a new lift and the latest sound equipment to ensure an optimum visitor experience. A 95% Customer Survey Satisfaction Result was achieved for the quarter.

COVID-19 impacted bookings from early March however The Events Centre hosted a range of shows for all ages and tastes, such as Operation Ouch, Lennon - Through a Glass Onion – by John Waters, Abbey Road, 10CC, An Afternoon at the Proms, Damien Leith – Roy, The Swinging Martinis and the Waitangi Day Spectacular.

#### Disaster management

Council activated the Local Disaster Management Group to ensure there is a coordinated regional response to COVID-19, and to provide support to Queensland Health as the lead agency

#### Bushfire recovery

This quarter Council endorsed a program of works for \$1.3 million received from the Federal Government in bushfire assistance funds. Council was a recipient of the federal funding after being identified as one of Australia's 42 most severely bushfire

impacted Councils over the December-January summer period.

The program of works was developed through extensive consultation with local emergency services, government and community partners and First Nations representatives. Funding will be used to take direct action through projects that identify risks, and to provide information and advice to the community to help prepare for events such as bushfires. The program of works was submitted to the Queensland Reconstruction Authority (QRA) in late March.

Actions derived from recommendations from the Office of the Inspector General Emergency Management post the Black Summer 2019-20 debrief process are also being implemented.

#### Get Ready Schools Program

Council's Disaster Management's Get Ready Schools program has won the Champions of Change award from the Office of the Inspector General Emergency Management. The program shall continue to be developed and implemented in schools across the region.

#### Libraries

Over 580 library programs were delivered this quarter, attracting over 19,000 participants. Library members borrowed over 537,000 items across the library service prior to the library doors closing on 24 March due to the COVID-19 pandemic.

#### Lifeguards

This quarter an application for gazettal of a bathing reserve at Bokarina Beach was submitted to the State Government.

Key statistics for Lifeguard services for quarter three include:

- 199 rescues performed
- First Aid provided to 1986 people
- 98,327 occasions preventative action was taken



- 2,797,885 beachgoers attendance.

### Roads, cycleways and pathways

Major construction work is ongoing to complete the \$14 million four lane upgrade to Parklands Boulevard, Meridan Plains. The project will deliver a major road widening, pedestrian connections and new footpaths.

### Road network management

#### Image Flat Road Bridge

A two span, 18m long, concrete bridge was constructed, replacing the single lane timber bridge which had reached the end of its service life. The new bridge accommodates two lanes of traffic and is capable of servicing heavy vehicles. The position of the new bridge, in conjunction with the new road alignment, helps achieve greater sight distances for improved road safety.

#### Major intersection upgrade

Stage 1B of the Mooloolaba Transport Corridor upgrade has commenced this quarter. The \$7.5 million Stage 1B section involves the widening of Walan Street between Venning Street and Smith Street from two to four lanes.

### Sporting Facilities

#### Sunshine Coast Stadium

The Sunshine Coast Stadium is readying for an even brighter future with construction of the \$2.7 million broadcast lighting upgrade nearing completion.

Each pole is 45 metres high with a total of 308 LED fittings all controlled by the stadium's control centre. More than 100 louvres and the latest LED technology have been installed to minimise glare and to meet required standards for broadcast.

This installation will aid the precinct in attracting both national and international teams to the Sunshine Coast.

#### Caloundra indoor stadium

The installation of tiered seating at the Caloundra indoor stadium is complete. The seating provides an additional 498 spectator seats replicating the seating at the western end of the stadium. The seating is fully retractable and can be stored against the wall to minimise intrusion onto the courts.

#### Aquatic Centres

- Aquatic Centre patronage was 641,103 for the quarter (prior to closures)
- Beerwah Aquatic Centre Learn to Swim Pool installation and amenities refurbishment
- Buderim Aquatic Centre Learn to Swim pool shelter replacement
- Caloundra Aquatic Centre 25 meter pool heat pump replacement
- Design for the Nambour Aquatic Centre water splash park and carpark upgrades commenced.

#### Victory Park, Woombye

- Victory Park Netball Clubrooms were completed, in partnership with the Nambour and Districts Netball Association

#### Maroochydore Multi Sports Complex

- Three AFL pre-season camps conducted with community open sessions.

## A Healthy Environment

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



### 1349 hectares

of landscape and garden beds maintained



### 8899 hectares

managed for conservation under Sunshine Coast Land for Wildlife program



### 145

wheelie bins of weeds removed by 319 volunteers with BushCare Sunshine Coast, contributing 1179 volunteer hours

### Sunshine Coast Design Book

The Sunshine Coast Design book was launched in January 2020 and is available online free of charge. Developed following extensive community engagement and collaboration, the Sunshine Coast Design book is part of a long term strategy to help our community and Council manage the challenges of population growth, economic development and climate change so that the liveability of the Sunshine Coast is maintained and enhanced into the future.

The book features over 150 photographs showcasing a selection of our special places and examples of well-designed buildings, streets and spaces on the Sunshine Coast. It will be a resource to help design homes, buildings, parks, public spaces, streets and neighbourhoods on the Sunshine Coast using a set of simple and accessible values and design principles.

A place-based approach ensures our buildings, streets and spaces look and feel like they truly belong on the Sunshine Coast. The Sunshine Coast Design Strategy was developed through collaboration with local residents, design professionals, planners, professional associations and community groups during 2018 and 2019 through

workshops, online surveys and at pop-up events.

### Stormwater Drainage

The heavy rainfall during February resulted in 290 customer service requests. The majority of these were completed and the balance are in progress.

Assets inspected this quarter include:

- 24km out of a total of 1460km of existing stormwater pipes
- 1365 pits/manholes out of a total of 50,000
- 107 box and pipe culverts out of a total of 2000.

A number of blocked pipes located during these inspections were cleared and re-inspected.

### Beaches, foreshores, coastal infrastructure and canals

#### Marine Debris Program

Two major events have been supported by the marine debris program this quarter, including:

- Clean Up for the Hatchlings, held on 8 February, occurring at 17 sites from Coolum to Caloundra. A total of 635





- volunteers assisted in collecting 596 kg from our beaches and dunal areas
- Clean up Australia Day was held from 28 February to 1 March. A total of 582 volunteers at 22 sites collected 352 kg of debris from our beaches and coastal areas.

At both events it was noted that the Containers for Change program is having an influence on the type of debris collected with a marked decrease in the number of takeaway drink bottles collected. Data from these two events is currently being finalised, however preliminary results indicate that cigarette butts and soft plastic food packages remain the two most commonly collected items.

#### Golden Beach Groyne

The Oxley Street Groyne at Golden Beach was completed during the quarter. The works included the removal of the old geobag structure and the reconstruction of a placed rock groyne. The new construction will prolong erosion of Golden Beach by trapping sediments and disrupting the currents of the channel.

#### Bushland conservation and habitat

A number of projects and initiatives progressed this quarter, including:

- 40 new Land for Wildlife properties registered, bringing the total to 1183 (908 registered and 255 working towards) with 8899 hectares being managed for conservation
- 319 people volunteered with the BushCare Sunshine Coast, contributing 1179 volunteer hours (equating to \$48,634 in labour). With 1271 native trees, shrubs and ground-covers planted and over 145 wheelie bins of weeds removed by volunteers from bushland in Council's environment reserves

- Maroochy Regional Bushland Botanic Garden Summertime Playscape program was widely praised, attracting over 6000 people to the Botanical Gardens over the school holidays
- Mount Ninderry Public Involvement Plan - Traditional Owner Consultation Workshop completed with three members of the Kabi Kabi First Nations Native Title Claim Group in attendance. Working relationship and communication protocols have now been agreed for Mount Ninderry planning
- Kirbys Road Environmental Reserve – Cultural Heritage Workshop was delivered which included a site survey and cultural heritage report for the new trail
- Development is underway of an ethnobotany trail with Kabi Kabi at the Maroochy Regional Bushland Botanic Garden. The trail incorporates the traditional customs and knowledge of the traditional owners.

Council is improving its monitoring and management program for feral animals through the procurement and use of continuous remote monitoring technology and mapping systems. This not only assists primary production but also environmental outcomes.

#### Recreation parks, trails and facilities

The new trailhead at the Glasshouse Mountains in Beerburrum has now been completed and is experiencing increasing visitation.

Adventure Sunshine Coast website continues to grow and has been receiving approximately 2000 hits per week prior to COVID-19 closures.

### Rivers, streams, estuaries and water bodies

At the February Ordinary Meeting, Council confirmed the strategic intent of approximately 90 hectares of Council land for conservation purposes to strengthen the ongoing delivery of strategic outcomes for the Blue Heart project.

The Blue Heart Sunshine Coast project is a tripartite commitment between Council, the State Government and Unitywater to support a more sustainable blue carbon future for more than 5000 hectares of the Maroochy River flood plain.

Through implementation of Council's Blue Heart Sunshine Coast project, a Blue Carbon research forum was hosted to inform planning for a trial project site to reintroduce tidal waters and understand the associated benefits including improved water quality outcomes.

### Sustainable growth and network planning

#### Landsborough Master Plan

On 30 January, Council endorsed a 15 year visionary Master Plan for Landsborough's public spaces, following an extensive community consultation process to identify the community's values and ideas. More than 1000 people were engaged through surveys, community events, workshops and general correspondence.

Top priorities for the Landsborough Placemaking Master Plan include:

- Undertaking streetscape improvements in Cribb Street
- Liaising with relevant State Government agencies to progress identified placemaking guidance opportunities - including those relevant to the proposed Department of Transport and Main Roads

Beerburrum to Nambour rail upgrade project

- Encouraging Landsborough residents and local businesses to establish a committee to deliver a community activation program
- Encouraging community and business-led improvements of shop facades, forecourts, private green space areas within the Cribb Street Precinct
- Using the Landsborough Placemaking Master Plan as a referral document to provide guidance for good public space design and placemaking outcomes for Landsborough.

#### Planning Scheme Amendments

Following public consultation and consideration of submissions, at the Special Meeting in February 2020, Council resolved to proceed with the Historic Cultural Heritage Planning Scheme Amendment, and adopt the proposed amendment, subject to receiving approval from the Planning Minister. The amendment package was forwarded to the Planning Minister for consideration on 23 March 2020.



## A Smart Economy

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



**\$3.1 million**

in revenue for Sunshine Coast holiday parks



**47,600**

visitors to the region to attended 19 major events, generating approximately \$18.5 million in economic activity for the region



**218**

businesses accessed specialist advice and information. Four events saw 268 participants benefited from services provided by Council through its Regional Economic Development Strategy

### COVID-19 local business support measures

An economic stimulus package was released to support our local businesses, with a number of support measures and mechanisms implemented. Taking a cumulative reach of businesses and assistance provided to 16,300. These included:

- Council is paying invoices received in under seven days (usually a 30 day turnaround)
- The waiving of fees and charges associated with food licensing, event permits, commercial low-use and high-use permits, venue hire, footpath and outdoor dining, filming applications, and a significantly changed approach towards parking infringements
- Assisted and staged payments of infrastructure charges
- Expedited approvals to support changing conditions including relaxation of curfews and assistance to businesses to support changing trading conditions under planning regulations

- Business assistance programs including food and beverage business transitioning to take-away and/or home delivery and in need of signage and parking control
- Council made available a free business wellbeing website called B-Well and Prosper, to support small business owners and their staff during these unprecedented times
- Council will be accelerating programmed maintenance and other works for up to \$3 million in capital works programs as part of Council's efforts to keep money circulating in the local economy, support local jobs and to keep work flowing for the construction and related industries. Council will look to bring forward scheduled works in a number of its facilities while they are closed as a result of complying with public health directions, including Venue 114, The Events Centre, Caloundra and Sunshine Coast Stadium.

Businesses can stay up to date with support available on [Council's website](#).

### Top7 Global Intelligent Community

The Sunshine Coast continues to strengthen its reputation on the world stage with the Intelligent Community Forum (ICF) announcing the region as a Top7 Global Intelligent Community for the second successive year. The New York-based ICF announced the finalists in the annual Top7 Awards in February 2020 in Taiwan. As a Top7 community, the Sunshine Coast is now in the running again for the prestigious Intelligent Community of the Year award, to be announced in October 2020.

### Airport Expansion

Significant milestones were achieved this quarter, with the new runway on track to be operational by June 2020.

- The final layer of asphalt pavement on the runway and on staged taxiway areas was complete this quarter
- The new apron bays to the north-west of the existing terminal were opened for use
- The installation of Airfield Ground Lighting commenced.

Civil Aviation Safety Authority (CASA) undertook a flight validation for the new runway in March 2020, and have now finalised the new controlled airspace for activation prior to the runway opening.

An adult acid frog survey was completed in January 2020 and identified more adult frogs than previous wet seasons. The recent slashing and removal of melaleuca species has created additional appropriate habitat for the Wallum sedgefrog and Wallum rocketfrog.

An amendment to the existing marine plant disturbance was approved by the Department of Agriculture and Fisheries and covered an additional 1.24 hectares of area that required trimming works to occur.

### Mooloolaba multi-storey car park

Construction on the Brisbane Road multi-storey car park in Mooloolaba recommenced in January 2020 and was marked with a 28 metre crane arriving on-site.

Despite extended wet weather for the quarter, all in-ground service installations within the site boundary, including the electrical, hydraulic, drainage and sewer installations were complete. The entire ground floor slab has been poured and vertical elements commenced.

The eight-storey multi-deck car park will make it easier for the community to access the beach, foreshore, shops, cafes and restaurants that continue to attract people to Mooloolaba. The carpark development supports the adopted Mooloolaba Master Plan and vision to be a world class destination.

### Sunshine Coast International Broadband

Queensland's first direct international data and telecommunications connection to global markets is on track for mid-2020

The final splice of the Sunshine Coast branch cable with the trunk JGA-S cable was completed in January and commissioning and confidence trials were successfully completed in February.

### Economic development

The Local Business Support Program delivered tailored and specialist advice to 218 businesses across the region. Four events involving 268 participants were delivered in support of the Regional Economic Development Strategy, including a Suppliers Briefing, a Chamber of Commerce presentation and capacity building workshops prior to COVID-19 restrictions.





### Holiday parks

This quarter Sunshine Coast Council holiday parks received an Online Guest Satisfaction Survey result of 95%.

Due to COVID-19, this quarter saw a partial closure of holiday parks across the region, with only permanent guests and essential travellers permitted to stay. The Mooloolaba Holiday Park was closed completely.

Other major activity for the quarter included:

- Invitation to tender for management of Dicky Beach Holiday Park closed in March 2020
- Design for conversion of Mudjimba Beach Holiday Park camp sites finalised.

## Service Excellence

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



### 87%

of development applications assessed within statutory timeframes



### 3378

building approvals issued with a construction value of \$367 million



### 86,097

customers assisted through the development and customer contact centres



### 4267

building and plumbing applications decided

### Cemeteries

In support of the Sunshine Coast Cemetery Plan 2019-2028, Council continued to acquire additional land for the Beerwah Cemetery to provide for the future growth of the region.

Related capital projects that progressed during the quarter include:

- Mooloolah Cemetery - upgraded to include additional burial beams, provision of seating and improvements to internal road for all weather access
- Buderim Cemetery - conservation works undertaken to Everest Memorial Gate and additional ashes gardens established
- Kulangoor Cemetery - seating replacement to ensure patron accessibility.

### Customer and community relations

Customer satisfaction remained positive for the quarter with Council achieving:

- 4.73 out of 5 rating for customer satisfaction
- 51,746 phone contacts – answered on average in 34 seconds (including 1078 web callbacks)

- 2477 chats - answered on average in 16 seconds
- Net Promoter Score (NPS)\* 43%.

\*NPS is a measure of customer's advocacy of Council with an index ranging from -100 to 100.

Council contact centres also received 14,364 emails and 8422 counter visits.

### Development services

Development applications and requests continued to be processed with a focus on meeting statutory requirements. Market activity has been steady and 87% of application were assessed within statutory timeframes for the quarter.

The online plumbing inspections, backflow and onsite sewerage facility online submission systems continue to receive positive responses. Further enhancement and process improvement are underway following customer feedback.

Council continued a rolling audit program for on-site sewerage facilities in partnership with Seqwater to mitigate the risks of these facilities in Obi Obi Creek, South Maroochy River and Ewen Maddock Dam catchments.

### Local Amenity and Local Laws

The newly developed mobile dog app is reaching an average of 1164 users each month providing assistance to the community and visitors in locating dog exercise areas across the region.

Key statistics for the quarter include:

- 2330 new animals registered
- 245 Responsible Pet Owner Starter Packs delivered through pet partnerships
- 33 abandoned vehicles/vessels impounded
- 396 permit applications received for community land with a number of major event permits issued and events held including - Hot91 Fire in the Sky, Caloundra Triathlon Festival and Mooloolaba Triathlon
- 7459 regulated parking offences issued and 906 educational cautions.

Council Local Laws are in place to assist with delivering great outcomes for the community, by improving the local amenity, managing animal control to provide a safe environment for the community and regulating parking to keep traffic moving in order to service our businesses and attractions.

### Property Management

Projects completed this quarter include:

- completion of new public amenity at Kenilworth
- completion of new public amenity at Graham Stewart Park.

### Public health

The aerial mosquito control program continued to be delivered with 2065 hectares treated this season in the Pumicestone

Passage and 1540 hectares treated in the Maroochy Catchment.

Over the quarter:

- 616 customer requests were responded to relating to environmental health related matters
- 262 biosecurity property inspections and one property being considered for an enter and clear.

### Quarries

The quarry has continued to blast, crush and screen quarry materials to customer requirements. Quarry product sales have increased over the quarter by an average of 84% from the previous quarter, and external sales are also well above forecast levels. The new weighbridge is installed and due to be commissioned in April.

### Waste and resource management

#### Automated Waste Collection System – Maroochy City Centre

Australia's first Automated Waste Collection System is progressing with construction. Highlights from the quarter include external building fitout, significant progression of plant and equipment installation with further electrical rough in occurring.

#### Waste and resource management

The waste diversion rate has decreased during the quarter due to a reduction in product received at the material recovery facility, as well as commercial operators sorting their waste and removing product before it enters resource recovery centres.

- 71,496 tonnes received
- 26,996 tonnes recovered



## An Outstanding Organisation

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



**\$56 million**

or 72.9% of the total purchasing spend for the quarter was to local business



**2**

awards received during the quarter



**1850**

Council's total workforce headcount of employees. In the last quarter 82 offers of employment were accepted and four work experience students were placed.

### COVID-19 community support measures

Council has announced its support for anyone that has outstanding rates and is experiencing financial difficulty during this crisis, by assisting to make suitable arrangements that takes into account their circumstances. Council will also not be charging interest on outstanding rate payments and will not be pursuing outstanding rates during this time.

### Corporate Plan 2020-2024

Council adopted its updated Corporate Plan at the January 2020 Ordinary Meeting. This update ensured Council's decision, project commentary and relevant statistics remained accurate. The Corporate Plan 2020-2024 reinforces Council's existing long-term vision and strategic direction with its commitment to achieving balance in economic, social and environmental objectives.

### Elected Council

#### Preparation for the 2020 Local Government Election

The 2020 Local Government elections were held on 28 March 2020. During the quarter

there has been a hive of activity in preparation for the incoming Council. This has included preparing for the commencement and developing the Councillor Induction Program to ensure a smooth transition and on-boarding experience.

### Financial and procurement services

Council's adopted 2019-20 Procurement and Contracting Framework provides an effective framework for Council to procure goods and services and to dispose of assets. The framework complies with legislation and is supported by a sound governance framework.

Procurement, contracting and supply functions continue to operate throughout the COVID-19 pandemic to deliver necessary and ongoing goods, services and works for Council and the community.

Council's financial performance for 2019-20 is currently within the adopted metrics for the quarter. Financial performance is reported monthly and satisfies section 204 of the Local Government Regulation 2012. The financial impacts of COVID-19 are currently being assessed for presentation to Council.

### Fleet management

Training on plant and equipment has been facilitated to 81 employees, which comprised of 65 Verification of Competency (VOC), and 16 training courses to build on and maintain the high level of skill and capability of the organisation's workforce.

A total of 436 plant and equipment planned services and 961 adhoc repair requests were facilitated equating to 1397 work orders raised in total for this period. In relation to fabrication, 126 work order requests were complete, along with:

- fabrication of 12 aluminium reserve naming signs
- fabrication and installation of two stainless steel ladders on jetty's for coastal canals
- fabrication of two sets of stainless steel art works for Point Cartwright lookout
- fabrication and design of four large storm water grates for Mount Coolum
- fabrication of four large trash racks for Ashwood Place in Currimundi.

### Governance

Council continues to focus on good governance, with a new program underway to assess compliance with legislation, policy and organisational expectations.

Online Code of Conduct Training modules have been developed to allow for easy and timely access by all staff, this provides the functionality to be completed even when working from home.

### People and Culture

This quarter the primary focus has been to provide advice and support in response to the COVID-19 pandemic, enabling employees and leaders to continue to deliver services to the community that adhere to the Federal and State Governments directions.

### Digital Information Services

A significant number of Council employees transitioned to working from home this quarter due to the COVID-19 pandemic. The primary focus relating to digital information services has been to support staff through this transition and provide the devices and programs to work efficiently and effectively.

### Awards

Council continues to be recognised as an outstanding organisation, awards for the quarter include:

- Council's Disaster Management's Get Ready Schools program has won the Champions of Change award from the Office of the Inspector General Emergency Management
- The Rotary Pride of Workmanship Award was awarded to the Nambour Showgrounds team.

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

### Connecting with Council

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

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

#### Follow Council on:

Facebook: @sunshinecoastcouncil

Twitter: @Councilscc

Instagram: @sunshinecoastcouncil

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

We encourage you to visit  
[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)

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 **Sunshine Coast**  
COUNCIL

Our region.  
**Healthy. Smart. Creative.**

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