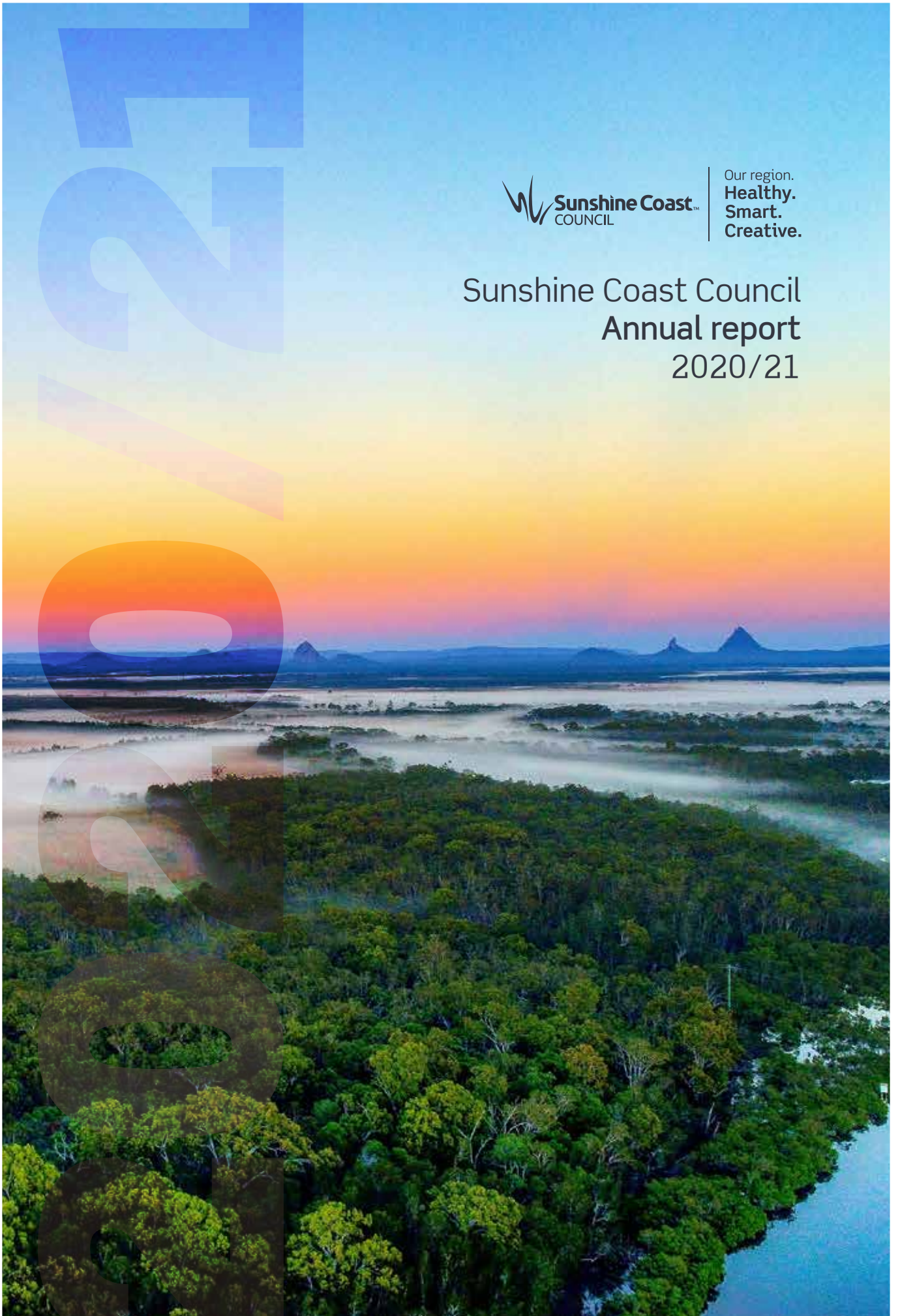




Our region.  
**Healthy.**  
**Smart.**  
**Creative.**

# Sunshine Coast Council Annual report 2020/21





## Acknowledgement of Traditional Custodians

Sunshine Coast Council acknowledges the Kabi Kabi peoples and the Jinibara peoples and recognises that the Sunshine Coast local government area has always been a place of cultural, spiritual, social, and economic significance to its Traditional Custodians.

Council is committed to working in partnership with Traditional Custodians and the First Nations community to support self-determination through economic and community development.

© Sunshine Coast Regional Council 2009-current.  
Sunshine Coast Council™ is a registered trademark of Sunshine Coast Regional Council.  
[www.sunshinecoast.qld.gov.au](http://www.sunshinecoast.qld.gov.au)  
[mail@sunshinecoast.qld.gov.au](mailto:mail@sunshinecoast.qld.gov.au)  
T 07 5475 7272 F 07 5475 7277  
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

### Acknowledgements

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

**Cover image:** Bells Creek | Suzane Jones.

### Disclaimer

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such. While the Sunshine Coast Regional Council has exercised reasonable care in preparing this document it does not warrant or represent that it is accurate or complete. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document.





# Contents

Welcome	4
<b>INTRODUCTION</b>	<b>5</b>
Message from the Mayor	6
Message from the Chief Executive Officer	10
Our Sunshine Coast	14
Our Council	15
Sunshine Coast local government area divisions	15
Councillors	17
Our corporate structure	17
<b>PERFORMANCE AGAINST OUR CORPORATE AND OPERATIONAL PLANS</b>	<b>19</b>
A strong community	22
A healthy environment	28
A smart economy	32
Service excellence	36
An outstanding organisation	40
<b>ANNUAL DISCLOSURES</b>	<b>47</b>
Corporate governance	48
Councillor information	49
Disclosures	51
Grants to community organisations and discretionary funds	54
<b>FINANCIAL INFORMATION</b>	<b>65</b>
(to be included following Council adoption)	
Community Financial Report 2020/21	66
2020/21 Financial Statements	71



# Welcome

Welcome to the Sunshine Coast Council Annual Report 2020/21. This report demonstrates how Sunshine Coast Council (Council) has progressed actions from the Corporate Plan 2020-2024 and provides service delivery highlights.

It is one of the many ways Council connects with our community to:

- show Council's commitment to achieving our vision for the region—Australia's most sustainable region: Healthy. Smart. Creative.
- communicate what we deliver for our residents
- demonstrate our effectiveness.





# STRATEGIES

## Introduction



# Message from the Mayor



**Mark Jamieson**  
Mayor

Without any doubt, the 2020/21 financial year has no comparison with any year that the Sunshine Coast has confronted in at least the last century.

The COVID-19 pandemic has dominated every facet of our daily lives and shaped our approach to our priorities – as individuals, as family members and as part of a community.

For Council it has been no different.

From the outset of this pandemic, our Council has had a single and unwavering priority and that has been to safeguard the interests and well-being of our community in everything we do - and in ways not hitherto thought possible.

For our Council, it has been incumbent on us to provide the guardianship for the well-being of our communities and do whatever we could to assist them to adapt, manage and prevail.

While responsibility for the management of the public health response to the pandemic sits with the Queensland Government, much of what needed to occur on the ground to keep our community safe fell to our Council – indeed all councils – to implement.

Whether it was measures to discourage groups from congregating in public places such as closing beach carparks, to supporting Queensland Health with the establishment of a mass vaccination centre at Council's own Caloundra Indoor Stadium (following a case of community transmission in our region in June) – our Council never once failed to respond.

In short, we did better than just manage - and this was largely due to the efforts of our dedicated staff and the support and compliance of our community. This has been a joint effort and one from which we can all take much pride.

Through our collective efforts, our Council has managed to continue to service the needs of our community and supported local business and industry to keep money circulating in the region and keep people employed – while all the while, helping each other to adjust to the new 'COVID normal'.

Fortunately, we have not experienced a significant caseload of infections on our Sunshine Coast, but the impacts of the public health measures on all of us have impacted individuals, community organisations and businesses across our growing region.

Our Council recognised that those impacts would be uneven, but potentially with a long tail and to this end, we put in place three particular measures to best support the interests of our community when they needed it most –

- for our residents - we provided a \$35 COVID rebate on residential and commercial properties' rates bills for the 2020/21 year and did not increase our Council levies – which meant that the majority of our ratepayers did not pay any more for their rates than they did in the previous year
- For our community organisations – we invested \$5.8 million over the year, (which included \$1.5 million in additional COVID-19 funding) to better partner with, and support our not-for-profit groups to manage through the disruption that the pandemic and the public health directions were having on their ability to service the people in our community who are most in need; and
- for our local businesses – we introduced an Economic Resurgence Plan, with a range of measures including increasing our investment in our Capital Works Program, strengthening the preference for local suppliers within our procurement arrangements and payment of supplier and contractor invoices within seven days.

These are by no means, the only steps we took throughout the year to keep our community safe and to better enable our residents, families and local businesses to manage the impacts of the pandemic. I remain optimistic there are better times ahead and we have seen strong signs of economic resurgence on many fronts, particularly in our construction industry and as many Queenslanders have taken the opportunity of international and

national travel restrictions to choose to holiday on our Sunshine Coast.

That said, I am very conscious that those same restrictions have had a substantial impact on the tourism industry and our aviation industry locally, as key visitor markets have been closed to the Sunshine Coast for significant portions of the year. Inevitably, this has had a ripple effect throughout the region's economy more broadly and this is why economic resurgence and resilience remains a keen area of focus for our Council – both now and in the years ahead.

Likewise, the strength of the building and construction sector and the appeal of our region to new residents looking for a safe location to live and from where they can continue to work with excellent digital connectivity, has placed incredible pressure on housing availability and affordability. Addressing this issue with the other tiers of government and the community sector remains an ongoing high priority for our Council, along with advocating for a better integrated and responsive approach to combatting homelessness.

While supporting our community to manage the impact of the pandemic may appear to have been all-pervasive, there are in fact, many other important milestones and outcomes achieved throughout the course of the 2020/21 year.

Council's stewardship of the Sunshine Coast Regional Economic Development Strategy 2013-2033 delivered another historic moment for our region with the completion of the \$334 million Sunshine Coast Airport Expansion Project. This was the largest civil infrastructure project ever delivered by Council and the largest aviation project delivered by any local government in Queensland. This new infrastructure will become a key enabler for tourism and trade into the future, provides our Sunshine Coast with physical connectivity with the world and will be a direct gateway for the Sunshine Coast to international visitors for the 2032 Olympic and Paralympic Games.

Likewise, on 18 November 2020, Council executed a landmark development agreement for the Maroochydore City Centre with Walker Corporation, one of Australia's leading and largest private property groups. This partnership will see Walker Corporation invest around \$2.5 billion into the Maroochydore City Centre, creating a contemporary and dynamic city centre for our Sunshine Coast. Development continues apace in the core commercial precinct in the city centre, with construction having commenced on three sites during the year and with more in the pipeline. In another Australian first, Council also activated the automated waste collection system in the city centre, which will introduce a whole new approach to waste diversion, removal and management for the future residents and businesses in that location.

Notwithstanding the pandemic, our Sunshine Coast also became the home away from home for the Melbourne Storm in 2020, with six NRL competition matches being played at our Sunshine Coast Stadium under a COVID Safe Plan. Through the efforts of our Council, the Sunshine Coast became an important haven that enabled the 2020 NRL season and the 2020 Suncorp Super Netball series to proceed, in the face of incredible challenges. In April, with our Council as a major sponsor, the Australian Surf Life Saving Championships returned to our Sunshine Coast, with 6000 competitors and visitors proving yet again, that our region's reputation for staging major events remains as strong as ever.

Inclusion and connectivity continued to be an enduring commitment of our Council on many fronts in 2020/21. Throughout the course of the year, we continued to deepen our relationships with the Traditional Custodians of the region, the Kabi Kabi and Jinibara First Nations peoples. We reaffirmed this commitment through the adoption of the Innovate Reconciliation Action Plan 2021-2022, demonstrating our emphasis on practical action to continue to foster meaningful partnerships and relationships, and promote and showcase



the interests of, the First Nations peoples.

These partnerships have also helped our Council progress our new Sunshine Coast Heritage Plan 2021-2031 and are an integral part of our educational programs, including fire management, to build capability and connection to our land and help our community prepare for bushfire and other natural disasters.

The connectivity of our communities and how the region ensures its liveability and sustainability are maintained as we continue to grow have been in focus this year as Council progressed the Options Analysis for a potential mass transit solution for the Sunshine Coast. Whilst Council is not responsible for the delivery and operation of public transport on the Sunshine Coast, we have a significant responsibility on behalf of our community to plan and advocate for a more sustainable, efficient and reliable public transport network that will reduce congestion; connect people with where they work, live and recreate; and reduce the transit related impacts on our environment from increasing private vehicle usage. Between April and June, Council conducted an extensive community engagement process on the draft Options Analysis for a potential mass transit solution for the Sunshine Coast. Once finalised, the Options Analysis will be transmitted to the Queensland Government to inform the development of a detailed business case for mass transit on the Sunshine Coast.

Council also kicked off the process to develop a new planning scheme for the Sunshine Coast – a process that will likely take in the vicinity of four years to complete. Coupled with this will be extensive opportunities for community input and arrangements were advanced to establish a community reference group, which will inform the development of our approach to community engagement throughout the course of developing the new planning scheme.

Our environment, natural landscapes and ecosystems also remained in focus this year, particularly with more people

staying at home, holidaying here and as our region continued to grow. In May, after extensive research, evidence-based advice and community input, Council adopted its Coastal Hazard Adaptation Strategy - Our Resilient Coast - Our Future – which will guide our management of coastal zones into the future and where required, will help our region and our communities in the coastal zone adapt to the impacts of a changing climate.

In addition to becoming Australia's first Council in 2018 to offset 100 percent of its electricity consumption with energy from a renewable source through our solar farm, Council demonstrated its further committed to a low carbon existence through the Caloundra Renewable Energy Facility at Bells Creek. By capturing the gas emissions from landfill, it converts enough energy to power 1200 homes, 24 hours a day.

Council also continued its intergenerational legacy investments by securing more than 430 additional hectares of land to add to our conservation estate and provide sport and recreation opportunities.

As we deliver a thirteenth consecutive year with an unmodified audit opinion, I would like to acknowledge and thank my fellow Councillors for their dedication to good governance and financial sustainability, whilst responding to and supporting the many facets of community life.

I also wish to acknowledge the efforts of our new Chief Executive Officer, Ms Emma Thomas, who took up the reins on 23 November 2020 and is demonstrating in abundance, a values-based, caring and engaged approach to the leadership of our organisation. I also want to thank our staff, who have managed through the challenges of the pandemic, to continue to drive excellence in our service to our community and play their part in positioning our region for the future.

At the end of the day, that is what being healthy, smart, creative is all about.

**Mayor Mark Jamieson**







# Message from the Chief Executive Officer



**Emma Thomas**  
**Chief Executive Officer**

This is my first annual report as Chief Executive Officer (CEO) of the Sunshine Coast Council and I want to acknowledge and thank everyone – from our Councillors to our staff to our community – for their heartfelt welcome and the wonderful support that has been extended to me since I took up this role in November 2020.

I have made no secret of the fact that being the CEO of the Sunshine Coast Council is an incredible privilege and affords an unparalleled opportunity to have a meaningful impact on how the needs and aspirations of a richly diverse community can be realised.

Our annual report speaks to this in volumes as we look to the many, varied, innovative and collaborative ways in which Council has sought to advance the interests of our community across the broad spectrum of its responsibilities – each and every day.

At the heart of this is our people – the 1800 plus workforce that give their best in how they support our residents, collaborate with their colleagues and other stakeholders, and generate new ideas to enable our organisation to be the best that it can be.

I am constantly amazed at the creativity, ingenuity and thoughtfulness of our Council teams and no where has this been more evident than in how Council has responded to the impacts on our community of the COVID-19 pandemic.

Joining Council in November 2020, I was incredibly impressed with the way in which our organisation had positioned its systems, plans, arrangements and workforce to respond agilely and compassionately to the constantly evolving landscape that has come about through the course of the pandemic.

Our staff – particularly those on the front line working in our libraries and public facilities, maintaining our roads and parks and gardens and those on the counter of our customer contact centres – have proven time and again, their ability and adaptability to respond to uncertainty, short notice and new and emerging risks

- all in the interests of helping to keep our community safe and remain well-supported.

Inherent in this approach has been our emphasis on keeping our own staff safe, whilst also ensuring our communities continued to be serviced with excellence. Along with social distancing, the ability to pivot our ways of working and respond to changing circumstances has been at the forefront of new approaches to work within our Council over the course of this year and will likely continue to be so for some time to come.

At the same time, Council has been vigilant in supporting the public health response along with assisting our local businesses and community organisations through the pandemic and the recovery phase.

As an organisation, Council remains focused on supporting Queensland Health through the implementation of the public health directions and in our communications with our residents and local businesses to reinforce the importance of compliance. This was particularly important during periods when stay at home directions were in place and in our efforts to promote the importance of the National COVID-19 Vaccination Roll-out Program.

In that same context, Council also recognised the importance of keeping the social fabric of our community together. During the year, Council continued initiatives such as the Lift Project and #CovidKindness campaign to foster wellbeing and positive connections and continued our leadership of the Local Disaster Management Group throughout the course of the pandemic. Council also focused on digitalising more of our services, providing crucial community programs, continuing our partnerships with community organisations and progressing initiatives that support our local businesses on the pathway to economic recovery.

Earlier this year, Council also finalised and adopted our new Corporate Plan 2021-2025, which sets the blueprint and guidance markers for our priorities over the next



five years. Our corporate plan reinforces Council's continuing commitment to its vision for the Sunshine Coast to be Australia's most sustainable region: Healthy, Smart, Creative, within the construct of a balanced approach to advancing the following goals:

- Our Strong Community
- Our Environment and Liveability
- Our Resilient Economy
- Our Service Excellence
- Our Outstanding Organisation.

Underpinning our success in achieving these goals are the collaborative and proactive partnerships which we forge and nurture – and which are a hallmark of an outstanding organisation working with and for its community.

The way in which we engage with our community – with authenticity, honesty, transparency and respectfully – is the essence of the new Community Engagement Policy and Excellence in Engagement Framework that was adopted by Council in March. The inherent value of meaningful and purposeful community engagement is better informed decisions and the building of relationships, trust and mutual respect with our community. Our new approach to engagement will be embedded across Council activities and help to shape our policy, program and service responses into the future.

Diversity and inclusion are also important attributes of what Council has delivered throughout the course of the year, as we seek to ensure our activities are reflective of the community we service. With one in five people born overseas, the Sunshine Coast is home to people from more than 150 countries, 45 faiths and 96 languages. As we grow to a population of over 518,000, having such a richly diverse community provides an ongoing opportunity to strengthen and enrich the economic and social fabric of the Sunshine Coast, which is why the continuation of our programs like the Migrant Work Ready program remain so important.

Equally, we have continued to progress our enduring responsibility to build Council's relationship with First Nations peoples, engender their respect and provide opportunities to meaningfully recognise their contribution to our community over the course of over 60,000 years. Council's Innovate Reconciliation Action Plan, which was adopted during the year, provides an important platform for nurturing that relationship. It is also important to acknowledge the importance of the support from our Kabi Kabi and Jinibara peoples for Council's UNESCO Biosphere nomination and the ongoing role that they play in informing a wide range of council activities.

Council's deeply entrenched commitment to sustainability continued to shape our programs and activities throughout the course of the year, reflecting the importance the community places on the preservation and management of our natural assets and resources and our region's responsiveness to the challenges arising from climate change.

The opening of the Caloundra Renewable Energy Facility in November is one such example of driving great sustainability outcomes for our region – in this instance, by converting waste to electricity. The facility has already generated 5202 megawatt hours of power and reduced greenhouse gas emissions by 72,232 tonnes. This year, our Solar Farm generated sufficient electricity back into the grid to offset 113 percent of Council's electricity requirements and solar systems continue to be installed on our building and facilities, including the Maleny Showgrounds and the ParknGo Mooloolaba Central carpark.

Council has also continued to plan for and pursue, opportunities for our Blue Heart Sunshine Coast, which is a nation-first partnership between a state government, local government and water utility to progress blue carbon storage options in a 5000 hectare area of land which will progressively become inundated between now and 2100. Through the course of





the year, Council acquired additional privately owned land within the Blue Heart Sunshine Coast project area as part of our long-term efforts to help ensure the area is retained to perform its important flood storage role. In addition, Blue Heart Sunshine Coast was awarded the Regional Innovation Project of the Year at the Cities Power Partnership (CPP) Climate Awards in recognition of its significance as a transformative climate solution and as an inspiration to other councils and levels of government to proactively manage the impacts of a changing climate.

One of the most valuable contributions which Council makes to the functionality and liveability of its communities is through the delivery of its annual Capital Works Program. During the pandemic, the leverage that Council can provide through its capital projects to support local contractors and suppliers – which ultimately helps to keep local people employed – has become even more significant to Council. The heightened emphasis on preferencing local suppliers is one such measure that has been put in place to maximise the value of the Capital Works Program as a local business and employment initiative.

Through our \$243 million Capital Works Program in 2020/21, Council delivered 1173 projects across our region, from footpaths and public amenities to the completion of the \$2.6 million Bradman Avenue Maroochy River Foreshore redevelopment. Throughout the course of the year, our program expanded to accommodate stimulus grants for a range of additional projects delivered across the Sunshine Coast, including the commencement of work on the first stage of the Mooloolaba Foreshore redevelopment. I am incredibly proud of our employees who have responded to these new opportunities, implemented them with vigour and remained focused on the job at hand to provide essential infrastructure for the residents of this region.

Likewise, Council's 1179 parks located across the region are one of the most







highly valued and utilised facilities by our community. In recognition of this, during the year Council expended more than \$9.7 million on upgrades to our parks, including new playgrounds, soft-fall, toddler play areas, shade sails, picnic tables, barbecues and shelters - making our outdoors an even more pleasurable experience for everyone.

As one of the fastest growing regions in Queensland, Council is managing the demands on its business by taking a region-wide approach to improving services to our community by transforming its workplaces and the way we work. Council is also making sure the organisation is best positioned to respond to growth and maximise our ability to contribute to the needs of the growing community we serve.

To this end, through the course of the year Council supported:

- the proposal to commence work on the development of a new Sunshine Coast Planning Scheme
- the commencement of detailed design for the re-purposing of the Caloundra Administration Building, and
- proceeding with construction of the new Administration Building in Maroochydore.

Work has also commenced on the future opportunities associated with Council's continuing presence in Nambour and how this best contributes to the reinvigoration of that centre as an important economic and social hub for many hinterland communities.

Of particular importance to me as CEO is the safety and wellbeing of our staff, as well as our residents and visitors that access and utilise Council facilities and public places. Our commitment to safety and well-being – in all its forms - must be embedded in every aspect of our operations and become an ingrained consideration within the culture of our organisation.

To this end, I am incredibly proud of the work we are doing to afford a focus on mental health. As an organisation, Council recognises how critical it is to make conversations about mental health

commonplace. In May, 350 employees participated in suicide prevention and mental wellbeing training conducted by the Sunshine Coast Mind and Neuroscience Thompson Institute, which has been an invaluable exercise in helping our employees gain knowledge of how to identify signs when someone may need support and how to approach those conversations. There is much more that we will continue to do in this space as part of our commitment to be an outstanding organisation.

On a final note, in what has been an eventful and memorable year, I would like to acknowledge and thank all the volunteers, community organisations, residents, business owners and many more who have assisted Council to deliver its programs and services. Much of what we seek to achieve could not be realised without your support and contribution and for that, our team is eternally grateful.

**Emma Thomas**  
**Chief Executive Officer**



# Our Sunshine Coast

The Sunshine Coast is widely acknowledged as a highly desirable place to live, work and play, with abundant natural resources and a unique lifestyle.

Located in South East Queensland, just north of Greater Brisbane, the Sunshine Coast Council local government area covers an area of 2291 square kilometres, is a major urban and economic centre and an emerging city-region.

It has a strong reputation as a lifestyle region defined by its subtropical climate, picturesque coastline and beaches, extensive waterways and wetlands, and the hinterland mountain ranges. The natural environment and distinct landscapes influence the Sunshine Coast way of life.

Our local government serves an estimated population of 350,000 (30 June 2021)<sup>[1]</sup> people and includes 145,870 rateable properties. Most residents live within established urban centres along the coast. While all age groups are well represented within the Sunshine Coast's population, the most common age cohort is people aged 45 to 49 years and their children.

Over three million people visit our region each year, to enjoy everything the Sunshine Coast has to offer.

The Sunshine Coast has one of the largest economies (A\$17.90 billion) of all local government regional areas in Australia and maintains growth rates above the state and national averages<sup>[2]</sup>. Key industries include health care, social assistance, education, tourism, construction, and retail.

On behalf of our community the Sunshine Coast Council manages and protects:



60 kilometres  
of coastline



1179 parks



More than  
12,000 kilometres  
of waterways



7412 hectares of  
environmental  
reserves



3062 kilometres  
of roads



1370 kilometres  
of pathways

<sup>1</sup> Queensland Government population projections, 2018 edition, medium series

<sup>2</sup> National Institute of Economic and Industry Research, 2020



# Our Council

Sunshine Coast Council is served by 11 elected representatives comprising the Mayor and 10 Councillors. Their primary role is to put in place the policies, programs, local law, and service arrangements that support the needs of our community, now and into the future.

The Sunshine Coast Council local government area is made up of 10 divisions.

## Sunshine Coast local government area divisions





# Councillors

Councillors represent the community and make decisions that benefit the Sunshine Coast region, now and into the future.

Councillors are assigned a portfolio aligned to the strategic goals and priorities of Council.



Mayor

**Cr Mark Jamieson**

Portfolio: Regional Advocacy and Intergovernmental Relations



Deputy Mayor  
Division 1

**Cr Rick Baberowski**

Portfolio: Community



Division 2

**Cr Terry Landsberg**

Portfolio: Economy



Division 3

**Cr Peter Cox**

Portfolio: Environment and Liveability



Division 4

**Cr Joe Natoli**

Portfolio: Outstanding Organisation



Division 5

**Cr Winston Johnston**

Portfolio: Service Excellence



Division 6

**Cr Christian Dickson**

Portfolio: Service Excellence



Division 7

**Cr Ted Hungerford**

Portfolio: Outstanding Organisation



Division 8

**Cr Jason O'Pray**

Portfolio: Economy



Division 9

**Cr Maria Suarez**

Portfolio: Environment and Liveability



Division 10

**Cr David Law**

Portfolio: Community



# Our corporate structure

Our corporate structure facilitates a high performing, innovative and customer focused organisation marked by great people, good governance and strong leadership. Council's senior management, under the direction of the Chief Executive Officer, provide leadership and direction to achieve the strategic outcomes determined by Council, as well as ensuring excellence in the local government services.











# PERFORMANCE

## Performance against our Corporate and Operational Plans

# Sunshine Coast Council **Corporate Plan 2020-2024**

**OUR VISION** Australia's most sustainable region. Healthy. Smart. Creative.

**OUR PURPOSE** To serve the community with excellence and position the region for the future

**OUR VALUES** Respect for each other | Being our best | Working as one team | High standards

## OUR GOALS

### A STRONG COMMUNITY

Together we thrive – in all our communities, people are included, treated with respect and opportunities are available to all.

#### Strategic pathways

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

### A HEALTHY ENVIRONMENT

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

#### Strategic pathways

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

### AN OUTSTANDING ORGANISATION

#### Performance pathways

- A collaborative workplace culture with engaged, energised and skilled people professionally ready for the future
- Investment in core capabilities and opportunities for staff to lead, learn and grow

## OUR PEOPLE -



## A SMART ECONOMY

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

### Strategic pathways

- Strong economic leadership, collaboration and identity
- New capital investment in the region
- Investment and growth in high value industries
- Strong local to global connections
- A natural, major and regional event destination
- A regional hub for innovation, entrepreneurship and creativity.

## SERVICE EXCELLENCE

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

### Delivery pathways

- Respecting and valuing our customers
- Flexible and customised solutions for our customers
- Regular and relevant engagement with our community
- Service quality assessed by our performance and value to customers
- Assets meet endorsed standards for sustainable service delivery.

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

- Strong and accountable leadership enabling Councillors, individuals and teams to be their best
- Collaborative, proactive partnerships with community, business and government
- A reputation for implementing innovative and creative solutions for future service delivery
- Information, systems and process underpin quality decisions and enhance the customer experience
- A financially sustainable organisation.



# A strong community

Together we thrive – across our region, people are included, treated with respect and opportunities are available to all. To advance this objective, Council focuses on the strategic pathways supporting:

- healthy and active communities
- vibrant community places and spaces that are inclusive, accessible and adaptable
- an inclusive community, with opportunities for everyone
- connected, resilient communities, with the capacity to respond to local issues
- creative and innovative approaches to building a strong community.



More than 30 community engagement opportunities were provided this year on Council's **Have Your Say** website

## 2020/21 Goal measures

Measure	Target	2020/21 result
Increase in annual patronage at Council owned community facilities and events, inclusive of major venues, aquatic facilities, libraries, and the gallery	5%	5.3%
Customer satisfaction with Council venues provided for hosting community events and programs	90%	99%
Investment in community capital projects for every \$1 contributed from Council's grants program	3:1	2:1*
Customer satisfaction with library and cultural programs	80%	89%

\* Adjustments to the Community Grants Program were made in line with Council's COVID-19 Community Relief Plan which reduced co-funding requirements in the August 2020 and March 2021 major grant and community response rounds.

## Achievements in 2020/21

### Community Strategy 2019-2041

Council delivered a range of outcomes and priority actions outlined in the award-winning Sunshine Coast Community Strategy 2019-2041. Some of the key results are detailed below. The strategy outlines a framework for Council and our community to work together to advance our shared goal for a strong community through to 2041.

The 20-year strategy has been recognised by the Planning Institute of Australia, winning the 2020 Queensland planning excellence award and receiving a 2021 national commendation for its community engagement program.

### Community engagement

Council's Community Engagement Policy and Excellence in Engagement Framework were adopted in March 2021

and demonstrate how Council will fulfil its commitment to engage with the community.

The policy and framework positions community engagement as an embedded component of Council's regular business practice to deliver genuine, inclusive, fit-for-purpose and transparent activities and outcomes. They establish ways for Council to work in partnership with the community to co-create a region that is inclusive, connected and where opportunities are available to all. As a result, more than 30 community engagement opportunities were provided this year on Council's Have Your Say website.

In addition, in May 2021 Council held a conversation with more than 90 representatives from Sunshine Coast organisations to determine areas of priority for collective action to deliver the objectives of the Community Strategy 2019-2041.





## Reconciliation

Council continues to work in partnership with Traditional Custodians, the Kabi Kabi peoples and Jinibara peoples and the broader First Nations community of the region. Council adopted its third Reconciliation Action Plan 2021-2022 (RAP) in March 2021 and is awaiting final endorsement from Reconciliation Australia.

Over the last 12 months, Council has progressed its 'Innovate' phase which included actions to deepen meaningful partnerships and relationships, embrace diversity, enhance respect and provide equitable opportunities for the First Nations community.

In a first for the Sunshine Coast, a community forum was held in March 2021 to bring together First Nations people with a strong focus on fostering relationships, representation and future wellbeing. With Council facilitating the event, the forum was an opportunity to forward plan while recognising the needs and trauma experienced by generations of First Nations people.

## COVID-19 pandemic response

As our community navigates impacts from the COVID-19 pandemic, Council continued initiatives such as the Lift Project and #CovidKindness campaign to foster positive connections.

Council continued to support Queensland Health and coordinated disaster management responses. During the year, Council's support measures included:

- collaborating with Queensland Health and the Sunshine Coast Hospital and Health Services to support the establishment of a 12-day COVID-19 mass vaccination hub at the Caloundra Indoor Stadium, Golden Beach in June 2021
- the coordination of the Local Disaster Management Group during Queensland's COVID-19 pandemic lockdown in June-July 2021, providing support and leading best practice in accordance with Queensland Health directions, and
- providing assistance to Sullivan Nicolaidis Pathology and QML with mobile testing sites at Milieu Place, Warana and the Caloundra Aerodrome respectively.

## Healthy Sunshine Coast

Healthy Sunshine Coast is a program encouraging people to be well and stay active by providing opportunities for our community to participate in free or low-cost physical activities, on a regular basis, to connect with others and maintain or improve fitness levels.

More than 3000 people registered to 'join the movement' following a relaunch of the program in February 2021. Registrants receive health and wellbeing information and access to a selection of 50 weekly classes ranging from yoga and dance to bushwalking and circuit training. Held in 35 indoor and outdoor locations across the region, the program is supported by a range of local service providers and community venues, functioning under COVID Safe Plans.

## Youth Council

Council established its first Sunshine Coast Youth Council, with the inaugural meeting held in June 2021. Fifteen members from across the region make up the Youth Council, representing diverse interests such as mental health, human rights, justice and the environment.

The program enables young leaders to make a positive contribution to our region's future by fostering civic leadership, providing advice to Council on youth related matters and acting as a conduit for information, feedback and consultation from the wider youth community.

## Dementia-friendly facilities

Council worked in partnership with the Sunshine Coast Dementia Alliance to review Council owned aquatic centres and improve accessibility.

Signage was improved to centres and employees encouraged to become Dementia Friends. This initiative is anticipated to increase patronage by carers and people with dementia, as well as improve physical activity and interaction with community members.

## Migrant Work Ready Program

Twenty-eight Sunshine Coast participants completed the Migrant Work Ready Program in late 2020.

The program offers Culturally and Linguistically Diverse (CALD) residents the opportunity for economic and social inclusion by building on their knowledge and skills, increasing self-confidence and employability, creating social connections and mentoring opportunities and providing pathways to volunteering, internships and paid employment.

The program is a partnership between Council, Nambour Community Centre, Maroochydore Chamber of Commerce, TAFE Queensland, Volunteering Sunshine Coast and Sunshine Coast Chamber Alliance Business Mentor Program.





## Domestic and Family Violence Response

Council partnered with a number of organisations to help raise awareness of the issue of domestic and family violence. During the year, Council:

- partnered with Centacare to deliver the Let's Grow Together event in Maroochydore. More than 300 people attended a march against domestic and family violence and a candle-lighting vigil ceremony
- partnered with the Sunshine Coast Make It Stop committee at a tree planting event at Mooloolaba. As part of the community campaign created for the 16 Days of Activism against Gender-Based Violence, 350 trees were planted with 46 community members participating in the planting, and
- launched four new Red Benches as part of the Red Bench project. The Red Bench project is an initiative of the Red Rose Foundation to raise awareness of domestic and family violence.

## Sunshine Coast Heritage Plan 2021-2031

The 10-year Sunshine Coast Heritage Plan 2021-2031 was adopted by Council in February 2021 to guide the identification, protection, conservation and management of the region's heritage.

Of the 600-plus responses received during community engagement conducted in November 2020, more than 90 per cent of respondents rated cultural heritage as very important or important.

The plan's overarching vision for heritage on the Sunshine Coast is 'our heritage is our gift for the future' and celebrates the diverse past, present and future of our community. The plan identifies a series of priorities to achieve outcomes in knowledge, conservation, support, communication and advocacy and ensures our community keeps a close connection with our past as we forge a bright future.

## Heritage Levy funded activities

The Heritage Levy supports the delivery of the Sunshine Coast Heritage Plan 2021–2031. In 2020/21, \$1.9 million was invested in a range of programs aligned to strategic priorities. Highlights of the levy include:

- more than \$628,000 was allocated to support the Regional Collections Store and Interpretive Facility
- more than \$200,000 provided to support First Nations groups, community museums and historical societies
- \$195,000 for research into regional stories, digitisation of significant regional collections and engaging our community with heritage through digital solutions, and
- \$160,000 invested in conserving heritage assets and maintaining heritage listed, Council owned, community leased properties.

## Horizon Festival 2020

The Sunshine Coast's leading multi-arts festival, the Horizon Festival 2020, delivered 24 inspiring, high quality artistic events viewed by over 100,550 audience members interstate and overseas.

The 2020 event was adapted from the usual 10-day format in response to the COVID-19 pandemic and was delivered online over 12 weeks between June and August 2020. The event supported our Sunshine Coast arts sector which in turn showcased the ingenuity and determination of artists and creatives in their response to the pandemic. Audiences from far and wide were able to participate in a high-calibre program of digital artworks, events and experiences.

## Planning a community focused centre for Nambour

Planning commenced this year for the repurposing of Council's existing Nambour Administration Buildings to contribute to an upgraded central precinct for Nambour. Potential uses considered in this early planning phase include a new district library, customer service centre, community facilities and office administration.



## Caloundra district library

Council conducted a detailed feasibility study and prepared a preliminary design to repurpose the Caloundra Administration Building. This was in recognition that the building is a key piece of community infrastructure that will contribute to the ongoing vitality of Caloundra.

In March 2021, Council adopted the concept design to transform the Caloundra Administration Building into a green-star, district level library with integrated community meeting spaces. The district library is part of the Libraries Network Plan, Caloundra centre activation vision and aligns to the Caloundra Centre Master Plan, endorsed in 2017.

## Community grants

More than \$5.8 million was awarded through 1108 Council community grants for projects, events and partnerships that provide direct benefit to our residents and align to Council's vision and strategic priorities. During the year, \$1.5 million was allocated through the Community Response Grants to support the additional needs of community organisations impacted by the COVID-19 pandemic to assist their recovery.

## Community sporting facility upgrades

Sunshine Coast sporting groups benefited from upgrades to local sporting and community infrastructure to renew assets and support the growth of existing facilities. During the year, Council invested:

- \$1.3 million at the Palmwoods AFL and Cricket Clubhouse, providing four change rooms, public amenities, additional rooms, meeting space and kiosk facilities
- \$1.1 million to progress the Nambour Aquatic Centre Splash Park and new car park
- \$760,000 at the Maleny Showgrounds to improve road infrastructure and new facilities for all abilities
- \$489,000 to install state-of-the-art synthetic turf at the Sunshine Coast Hockey Club at Buderim

- \$536,000 at the Yandina Cricket Clubhouse to accommodate four change rooms, public amenities, additional rooms, kiosk and storage facilities
- \$471,000 at the Coolum Tennis Centre with four acrylic hard courts installed, improved lighting, fencing and pathways
- \$410,000 on the Honey Farm Road Sport and Recreation precinct at Meridan Plains, and
- \$360,000 to fit-out the Maroochydore Rugby Union Clubhouse with two new players' change rooms and one referee's change room with amenities.

## World-class sporting facilities

The Sunshine Coast's world-class sporting facilities continue to attract season fixtures and, for the second consecutive year, were recognised across the nation as an ideal pathway to continue competitions during periods of lockdowns, resulting from the COVID-19 pandemic and health directions.

With Council's assistance, a number sporting codes temporarily relocated to the Sunshine Coast and made the most of our sporting hubs to enable them to continue training and/or playing fixtures, including:

- Suncorp Super Netball teams - the New South Wales Swifts and Greater Western Sydney Giants - relocated training sessions to the Caloundra Indoor Stadium during August and September 2020, along with Sunshine Coast Lightning training sessions throughout the 2021 season
- five AFL teams - St Kilda, Collingwood, Melbourne, North Melbourne and Essendon - were able to continue training between July and September 2020 by utilising the Maroochydore Multi Sports Complex
- the 'Aussie Stingers' Australian Women's Water Polo team utilised Kawana Aquatic Centre as one of their facilities in preparation for the Tokyo Olympics, and
- National Rugby League team the Melbourne Storm relocated six home games in 2020 and two home games in May and June 2021 to the Sunshine Coast Stadium, in Birtinya following COVID-19 lockdowns in Victoria.





## New roads

Council is committed to improving road safety for motorists, cyclists and pedestrians, improving traffic flow and reducing delays during peak periods.

The new four-lane section of Parklands Boulevard at Meridan Plains was completed in April 2021 and included dedicated cycle lanes and new signalised pedestrian crossings at the Sunset Drive and Meridan Way intersections. Council committed \$16.9 million towards the project, augmented with a grant of \$750,000 from the Queensland Government's Cycle Network Local Government Grants.

Stage 1 of the Mooloolaba Transport Corridor Upgrade project was completed in April 2021. The \$8.5 million upgrade to widen Walan Street, between Venning Street and Smith Street is part of a larger project which will include the widening of Brisbane Road to four traffic lanes, a new Mayes Canal bridge and other intersection and landscape improvements.

## Community engagement on public transport options

Council invited Sunshine Coast residents, stakeholders and visitors to provide their valuable feedback between 28 April 2021 and 22 June 2021, on a range of options being considered in a draft Mass Transit Options Analysis report.

The Options Analysis is the second phase in a three-stage business case process being undertaken for public transport. While Council is not responsible for the detailed planning, delivery and operation of a new mass transit system, Council has taken proactive steps to ensure the planning for the future of the region and sustainable transport options is informed by our community. The consultation provided the opportunity for our community to comment on a range of mass transit options.

## Transport Levy funded activities

The Transport Levy helps Council support the future transport needs of the Sunshine Coast. The levy directed funding to five key areas that aim to improve connectivity across the Sunshine Coast:

- \$2.8 million allocated to the Transport Futures Fund to support efforts to secure other government investment in strategic transport needs for the region
- \$2.5 million invested in research, monitoring, planning and forecasting to build our knowledge and progress strategic outcomes
- \$1.2 million to improve public transport infrastructure across the Sunshine Coast
- \$306,000 on investigating and trialling improved public transport services to assist community areas not currently serviced by public transport, and
- \$173,000 to develop initiatives that educate, inform and assist the travel behaviour of users and support choice of travel mode.

## Bus stop accessibility upgrade

More than \$630,000 was invested in 33 bus stops across our region this year to meet the *Disability Discrimination Act 1992* requirements and Federal Government targets.

This means that 719 of our 730 bus stops (98 per cent) have been upgraded to remove some of the barriers that people with disability or mobility issues find challenging when using public transport. The upgrades extend benefits to carers, parents with prams and our senior residents. Upgrades include concrete bus stop surfaces, improved signage, installation of tactile ground surface indicators, handrails, manoeuvring areas and upgraded footpath connections to bus stop locations.

In addition to the funds invested from the Transport Levy, Council received funding from the Queensland Government to support the program.



# A healthy environment

In the interests of maintaining and enhancing the region's natural assets, healthy environment and liveability credentials, Council focuses on the following strategic pathways:

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



**5202 MWh**

of power generated from Council's landfill Renewable Energy Facility in Caloundra, reducing greenhouse gas emissions by 72,232 tonnes

## 2020/21 Goal measures

Measure	Target	2020/21 result
Maintain the size of the Regional Inter-urban Break at its 2017 extent	32,034 ha	32,034 ha
Hectares of land per 1000 residents acquired through Environment Levy for conservation and preservation purposes maintained	9.6 ha	10.82 ha
Hectares of land per 1000 residents for sport and recreation purposes maintained	4.74 ha	4.11 ha*
The region's renewable energy capacity increased	124.8 MW (baseline)	318.6 MW**
Council's greenhouse gas emissions reduced (tCO <sub>2</sub> e – Tonnes of carbon dioxide equivalent)	0.58 tCO <sub>2</sub> e per resident (baseline)	0.57 tCO <sub>2</sub> e*** per resident

\* The annual provision rate is expected to fluctuate from year to year due to the timing of open space delivered under Infrastructure Agreements and the ability of Council to purchase land in the open market that keeps pace with population growth within the year.

\*\* An increase of 97.51 MW on 2019/20 results.

\*\*\* Decrease in emissions from 2019/20 is due to a recalculation for scope 3 emissions against the Climate Active Standard.

## Achievements in 2020/21

### Environment and Liveability Strategy 2017

Our Environment and Liveability Strategy 2017 continues to guide actions to plan for our growing population and manage our response to climate change, while also delivering a healthy environment and liveable Sunshine Coast for our community. The actions below demonstrate how Council is striking a balance between our natural and built environments while supporting a strong economy and our diverse communities into the future.

The strategy received national recognition as the winner (in the government category) of the 2020 Banksia Sustainability Awards - the longest-running sustainability awards globally.

### Coastal Hazard Adaptation Strategy

Council adopted the Sunshine Coast Coastal Hazard Adaptation Strategy in May 2021 to proactively manage, respond and where required, adapt to the impacts coastal hazards have on our communities, our environment and the liveability of our region.

The strategy has been informed by the best available science and in partnership with our community which over a period of 18 months, has shared experiences and knowledge and helped us understand what is important to them. The strategy provides long-term (80 years) strategic insights about changing coastal hazard risks and information to inform short-term planning and delivery.

The strategy was a joint initiative with the Queensland Government and Local Government Association of Queensland with funding support provided through the QCoast<sub>2100</sub> Program.





## Caloundra Renewable Energy Facility

In a first for the Sunshine Coast region, Council is converting landfill gas to energy at its Caloundra Renewable Energy Facility in Bells Creek. Since November 2020, the facility has generated 5202 megawatt hours of power. The facility and expansion of the landfill gas collection system reduced greenhouse gas emissions by 72,232 tonnes.

The facility is linked to the power grid and has the ability to generate 7000 megawatt hours of renewable electricity per year, which is enough to power 1200 homes 24-hours a day, seven days a week. In addition to becoming Australia's first Council to offset 100 per cent of its electricity consumption through our solar farm, the new facility will contribute to achieving international, national and state greenhouse gas reduction targets.



## Environment Levy funded activities

The Environment Levy supports the delivery of various Transformational Actions set out within the Environment and Liveability Strategy 2017. During the year, a total of \$12.8 million was allocated to a range of actions, including:

- \$5.6 million spent on the acquisition of six properties adding a further 242 hectares to Council's conservation estate
- \$590,000 provided to 20 partnership community groups
- \$477,000 invested into pest action and community engagement
- \$229,000 in Landholder Environment Grants awarded to 68 private landholders to undertake on-ground projects, and
- \$131,000 on river and estuary monitoring across four catchments.

## Expanding our environment reserves

This year, Environment Levy funds supported the acquisition of an additional 242 hectares, including 94 hectares at Verrierdale. The acquisition expands the Doonan Creek Environment Reserve network, establishing it as the largest environment reserve in our local government area – now totalling 450 hectares. This reserve network, largely made up of previous Environment Levy acquisitions, has been the focus of significant investment over recent years including extensive community engagement to develop the Doonan Creek Environment Reserve Landscape Plan. Since 2014, more than 40,200 native trees have been planted in this reserve network through offsets and community events.

## Solar installations on our facilities

In line with our vision, our organisation is continually looking for ways to improve our sustainability performance. This includes improvements in energy efficiency, capture and combustion of biogas from our landfills and the

use of renewable energy resources via rooftop solar photovoltaics (PVs) on our buildings and facilities.

A solar audit on Council's owned and managed small solar PV systems was conducted to inform a strategic approach to maintain current systems, maximise renewable energy generation output, and expand the installation of solar PV on Council's facilities. During the year 100 kilowatt systems were installed at the Maleny Showgrounds and the ParknGo Mooloolaba Central carpark bringing total rooftop solar capacity to 546 kilowatts.

## Blue Heart Sunshine Coast – blue carbon pilot project

In May 2021, the partners of the Blue Heart Sunshine Coast project - Council, Unitywater and the Queensland Government - collaborated with blue carbon and tidal wetland experts to commence a blue carbon pilot project.

The pilot project is being undertaken to help demonstrate how land restoration projects can provide opportunities to capture and store carbon, including blue carbon farming for private landowners.

## Community engagement on draft Stormwater Management Strategy

Council invited community feedback on its first draft Stormwater Management Strategy between April and May 2021. The strategy is intended to help deliver healthy waterways and support a growing community in a changing climate by:

- protecting people and property from flooding risks
- protecting our waterways
- minimising adverse impacts to the natural and built environment, and
- ensuring that stormwater is utilised as a resource.

The strategy aligns with the Environment and Liveability Strategy 2017 and complements the Coastal Hazard Adaptation Strategy.





## Delivering for our growing communities

The \$6.5 million Nirimba Sports Complex was completed in June 2021, providing significant benefits for Aura residents.

The district level facility accommodates rugby league, cricket and netball clubs and includes change rooms, a canteen and integrated public amenities. Accompanying the clubhouse is a three-bay storage shed along with an expansive undercover viewing area. The facility has been delivered in line with the requirements of the Caloundra South Infrastructure Agreement.

## Maroochy Groyne Field Renewal

Stage one of the Maroochy Groyne Field Renewal project was completed in September 2020 to ensure ongoing protection of the Cotton Tree precinct from erosion. More than 2000 geotextile containers (also known as geobags) were filled with sand to build a seawall and two groynes which will interrupt wave action, capture sand and provide an erosion buffer.

This renewal project is the result of extensive Council planning, including a 10-year Shoreline Erosion Management Plan developed in 2014 and an extensive community engagement process in 2017.

## Mooloolaba Foreshore Revitalisation

Significant progress was achieved on stage 1a of the Mooloolaba Foreshore Revitalisation project Northern Parklands with a new seawall completed and the boardwalk partially complete. The project is staged over several years and once complete will increase public beachfront parkland by 40 per cent, add extensive waterfront pathways and provide enhanced spaces and amenities for our community.

A total of \$4.5 million from the Queensland Government's Unite and Recover stimulus package enabled the commencement of design and construction and Council has committed \$6.5 million towards stage one.



## 2020 Biodiversity Report

Council released its second Biodiversity Report in October 2020 to provide a valuable source of evidence-based data. This improves Council's understanding of our biodiversity assets, helps monitor our progress and informs investment decisions and conservation management strategies.

The first report was produced in 2016 and provides a snapshot in time of our region's biodiversity and changes that have occurred over time. The 2020 Biodiversity Report cited:

- 55 per cent or 124,872 hectares of native vegetation cover
- 75 different vegetation types (regional ecosystems) grouped into six broad vegetation communities – coastal foredune, mangrove and saltmarsh, melaleuca and casuarina, heath and wallum, eucalypt and rainforest
- 46 per cent or 57,404 hectares of our native vegetation is preserved by the Conservation Estate, in areas including National Parks, Nature Refuges, Council environment reserves, environmental covenants and Land for Wildlife properties
- 70 of our 75 regional ecosystems are preserved in the conservation estate
- 117 Queensland and Federal government listed threatened species, including 64 native animals and 53 native plants, live in Sunshine Coast habitat areas. These include the Koala, Glossy Black Cockatoo, Richmond Birdwing Butterfly and the Wallum Rocket Frog.

Protecting and enhancing our natural environment, including our biodiversity is a vital part of delivering a healthy environment and liveable Sunshine Coast.

# A smart economy

To encourage the development of a prosperous, high-value economy of choice for business, investment and employment, Council focuses on the strategic pathways of:

- strong economic leadership, collaboration and identity
- new capital investment in the region
- investment and growth in high value industries, innovation and entrepreneurship
- strong local to global connections
- a natural, major and regional event destination
- encourage investment in talent and skills.



**\$2.5 billion**  
development  
agreement for the  
Maroochydore City  
Centre

## 2020/21 Goal measures

Measure	Target	2020/21 result
Estimated economic benefit from Council supported major and regional events	\$70 million	\$61.1 million*
Value of construction from building approvals	\$1.4 billion	\$1.91 billion**
Support the local economy through spending annual contracts with local businesses	70%	75%
Satisfaction with industry and business programs to support the growth of the regional economy	80%	84%

\* The estimated economic benefit from Council supported major and regional events was impacted by the COVID-19 pandemic and public health restrictions.

\*\* It has been a significant year for the building industry, including continued social and economic implications of the COVID-19 pandemic, Federal Government HomeBuilder Grant Scheme, increased interstate migration and growth in the region

## Achievements in 2020/21

### Regional Economic Development Strategy 2013-2033

The Regional Economic Development Strategy (REDS) was developed in 2013 to provide a 20-year vision and blueprint for sustainable economic growth in the region to 2033. The Sunshine Coast economy is worth more than \$17.9 million in Gross Regional Product (GRP) and the following achievements demonstrate Council's ongoing commitment to support the region's ongoing economic prosperity.

### Maroochydore City Centre

A landmark development agreement was signed in November 2020 between Council and SunCentral Maroochydore with one of Australia's leading private property groups, Walker Corporation, to accelerate investment in the Maroochydore City Centre Priority Development Area.

Walker Corporation will invest \$2.5 billion into the project and bring with them extensive expertise in urban regeneration, placemaking and the development of quality commercial, retail and residential precincts. Over 15,000 jobs are anticipated to be created over the life of the project.

Other significant milestones achieved this year within the Maroochydore City Centre includes the:

- ongoing initiatives to activate the international submarine cable landing station
- turning of the first sod for the Maroochydore Administration Building project in August 2020, marking the start of construction for the new building that is earmarked to create strong, long-term community benefits
- opening of the first commercial nine-storey building, Foundation Place, comprising two restaurants, and
- underground automated waste collection system was officially opened on 8 June 2021, making it an Australian first within a central business district.





## Sunshine Coast events

Council facilitated 46 major event sponsorships, creating a direct economic return of \$61.1 million for the region by attracting 119,000 visitors from outside of the region, plus marketing and commercial promotion to a national audience of over 150 million views.

Council launched its new online events hub #SCevents in May 2021 to assist our community find out 'what's on' across the Sunshine Coast. The new platform allows Council, community groups, sporting groups and festival organisers showcase their event in one easy-to-navigate website for our community and tourists visiting the region.

The Events.SunshineCoast platform allows people to search by event category, timing or location and provides events from different sources including Australian Tourism Data Warehouse, ticketing systems and Facebook.



## Economic Resurgence Plan

Council implemented the Sunshine Coast Economic Resurgence Plan 2020/21 in response to the impacts of the COVID-19 pandemic on the Sunshine Coast economy and to help our local businesses and industries recover in both the short and medium-term. The plan addresses five key themes to: win back confidence, connect the labour market and opportunities, provide business assistance and renewal (building and bridging capacity), enhance digital connectedness and support supply chains.

The Economic Resurgence Taskforce, comprising Sunshine Coast business leaders and industry partners, met eight times during the year and progressed a number of collaborative initiatives to achieve street retail activation, share data and promote business through business champions. The taskforce also helped support:

- a partnership with Amazon Web Services providing a free platform called Next Level to develop digital and cloud skills in the region
- the 'Jobs Now' campaign promoting job vacancies within specific industries facing workforce and skill shortages
- a Smart Manufacturing Food Hub to boost innovation and reduce market entry barriers for local food businesses, and
- a 'Bring Back Capital' program to help generate projects and employment in the region.

## ParknGo Mooloolaba Central

The eight-storey Brisbane Road car park named ParknGo Mooloolaba Central opened to the public in December 2020, providing 700 car spaces.

The \$23.5 million facility follows considerable community consultation and is an important component of the Placemaking Mooloolaba Master Plan. The construction provided jobs for approximately 800 construction workers. The project includes ground floor commercial spaces and streetscaping elements.

## ASPIRE

The ASPIRE platform was launched locally with Council support in October 2020 to facilitate increased circular economy outcomes in the region.

Developed by CSIRO and Data 61, ASPIRE is a free online tool for Sunshine Coast businesses to trade, exchange or sell unwanted waste as a resource - reducing waste disposal costs and the amount of waste sent to landfill. Businesses are able to list items they no longer want, or to register to receive notifications when waste they need is listed. The new green solution is a great opportunity for local businesses to save money and improve their environmental credentials. Since launching, 91 Sunshine Coast businesses have signed onto ASPIRE to find a solution locally or outside the region.

## Completion of the Sunshine Coast Airport expansion

The new international standard runway, with associated taxiways and aprons was completed in December 2020 with the final Certificate of Practical Completion issued in January 2021. The Sunshine Coast Airport expansion project was identified in the Sunshine Coast REDS as one of five game changing capital investments for the region and is a key enabler for economic development and employment growth.

The new infrastructure caters for a wider range of aircraft, able to reach a range of international destinations in Asia and the Western Pacific and thus service the air travel and air freight demands of the Sunshine Coast well into the future.

The \$334 million Sunshine Coast Airport Expansion Project is the single largest civil infrastructure project delivered by Council and the largest aviation project delivered by any local government in Queensland. Since completion, the project has won two industry excellence awards for best project of the year and projects over \$10 million by the Institute of Public Works Engineering Australasia (Queensland).





## Scaling manufacturing excellence

The first Manufacturing Excellence Forum Sunshine Coast was held in March 2021 to encourage and assist Sunshine Coast manufacturing businesses to scale their business.

The newly formed forum is a not-for-profit entity for the manufacturing industry designed to facilitate the growth of the Sunshine Coast's manufacturing ecosystem. Between March and June 2021 a total of 233 attendees have benefited from educational information, linkages to grants, export assistance and access to networking events with industry experts. The initiative is supported by Council and the Queensland and Federal governments.

## Sunshine Coast innovation

The Sunshine Coast has been ranked sixth in Australia for Innovation and Entrepreneurial Start-Ups by StartupBlink's 2021 Global ecosystem Index Report. The report has elevated the Sunshine Coast up 10 spots from the previous year, placing our region above Canberra and the Gold Coast.

This demonstrates the Sunshine Coast is fast being recognised for its collaborative and dynamic startup community which is supported by Council's facilitation of a number of incubators, accelerators, coworking centres and maker spaces.

## Women's State of Origin

The Women's National Rugby League State of Origin series between Queensland and New South Wales held at the Sunshine Coast Stadium in November 2020 and June 2021. Both events were held under COVID Safe Plans with a reduced stadium capacity aligned to public health directions. After being postponed from June to November 2020 due to COVID-19 pandemic, 6379 spectators attended the first event, with the second event played in June 2021 to a crowd of more than 6700 people.

The events generated an economic impact of \$2.15 million and 9923 occupancy nights, creating a flow-on to hospitality and attraction visitation. The staging of the Women's State of Origin event on the Sunshine Coast is the result of a partnership between Council, National Rugby League and the Queensland Government.

## 2021 Australian Surf Life Saving Championships

More than 5900 surf lifesavers assembled on the Sunshine Coast in April 2021 for the Australian Surf Life Saving Championships 'the Aussies'. Representing 315 surf clubs, competitors competed in hundreds of events throughout nine intense days across Alexandra Headland, Maroochydore and Mooloolaba.

The event generated more than 78,000 occupancy nights in Queensland, with an overall economic impact of more than \$16 million, clearly demonstrating the value of holding such an event within our region.

Australian Surf Life Saving partnered with Council through its Major Events program and the Queensland Government through Tourism and Events Queensland.

## Next Level

Next Level is a free, online cyber security and digital training program that will future-proof the region's digital capability and support continued economic recovery from the impacts of the COVID-19 pandemic.

Launched in May 2021, the cutting-edge training program is available to Sunshine Coast residents interested in pursuing new, job ready skills in the areas of cloud computing, cyber security, and application and software development.

Next Level is a collaboration between Council, Amazon Web Services and TAFE Queensland and is supported by technology industry group Silicon Coast.



# Service excellence

Council strives to provide positive experiences for our customers and great service to our community by focusing on the following delivery pathways:

- respecting and valuing our customers
- flexible and customised solutions for our customers
- regular and relevant engagement with our community
- service quality assessed by our performance and value to customers
- assets meet endorsed standards for sustainable service delivery.



**\$9.7 million**  
was invested in  
new and upgraded  
park facilities

## 2020/21 Goal measures

Measure	Target	2020/21 result
Customer satisfaction with Council services (customer response)	80%	96%
Development applications decided within statutory decision timeframes	90%	87%*
Percentage of total waste collected diverted from landfill	40%	36%**
Percentage of waste services collected on schedule	99%	99%
Capital works program delivered on time and within the adopted budget	90%	87%***

\* Development application times are marginally below target due to continued social and economic implications of the COVID-19 pandemic event, increased demand on resourcing from the Federal Government HomeBuilder Grant Scheme, increased interstate migration and growth in the region.

\*\* Landfill diversion through kerbside collection is below target due to the ongoing effectiveness of the Container Refund Scheme.

\*\*\* The volume of this program increased by \$19 million during the year due to the inclusion of projects funded through Queensland and Federal stimulus grants and delivery was impacted by contracting and material availability resulting from the COVID-19 pandemic.

## Achievements in 2020/21

### Project delivery for economic stimulus

The capital works program has continued to be an essential economic stimulus to the community, keeping local residents in jobs and money circulating through the Sunshine Coast economy during the COVID-19 pandemic.

The 10-year capital works program is designed to plan and budget for the region's growth while renewing and upgrading assets and public facilities to continue to effectively deliver services to our Sunshine Coast community.

The \$243 million capital works program increased significantly in the 2020/21 financial year due to the inclusion of COVID-19 pandemic stimulus grants from the Queensland and Federal governments. A total of 1173 projects were completed amidst rapidly changing market conditions, including contractor and material availability issues (steel, timber, concrete pipes) and significant price escalation. Although the additional work

placed pressure on the capacity to meet delivery targets, Council was still able to reach 87 per cent completion of the program which is considered a significant success given such challenges.

### Coastal Pathway

Council continued development of the region's longest continuing pathway, the Coastal Pathway, with a focus on connecting key sections. Stretching from Pelican Waters in the south, to Peregian in the north, the Coastal Pathway will become a world-class scenic route to walk, jog or cycle to actively enjoy our beautiful coastline. Projects delivered during the year included:

- \$596,000 to continue construction of the Bokarina to Warana missing link
- \$128,000 on the detailed design of the Alex Bluff Foreshore Coastal Pathway
- \$101,000 on the detailed design of the Caloundra Headland Coastal Pathway, and
- \$36,000 to commence the detailed design link through Charles Clarke Park to Arthur Park, Mooloolaba.





## Automated waste collection system

Australia's first underground automated waste collection system for a central business district was officially opened on 8 June 2021 in the new Maroochydore City Centre.

Waste and recyclables from buildings and public bins in the city centre will move by vacuum pressure at up to 70 kilometres an hour through a 6.5 kilometres network of underground pipes to a control centre on the perimeter of the city centre. The innovative system will remove the need for conventional waste collection trucks to lift wheelie bins on the street, which will have many benefits for traffic and amenity in the city centre.

The nation-leading project is just one of the ways in which the Maroochydore City Centre will be one of the smartest cities in the country.



## Amenities for high support needs

Council completed the \$203,000 public amenities block at Grahame Stewart Park, Currimundi in January 2021 to cater for people with high support needs. In a first for the region, the new amenities ensure adequate space and equipment is available and includes a shower, adult sized change table, ceiling hoist, a toilet privacy screen and additional circulation space.

These amenities have been built in accordance with the Changing Places guidelines, an initiative which began in the United Kingdom. Council received funding under the Queensland Government's Unite and Recover stimulus package for the project.

## Foreshore upgrades at Bradman Avenue, Maroochydore

The \$2.6 million Bradman Avenue Maroochy River Foreshore redevelopment was completed in November 2020 for our community to enjoy the outdoors and access the pristine river.

Upgrades included the widening of two sections of the coastal pathway, provision of an all abilities undercover viewing deck, new contemporary outdoor furniture, a refurbished kayak ramp, modern amenity block, reconfiguration of the car park for safer pedestrian and traffic management and significant landscape upgrades. The works were delivered in partnership with the Queensland Government.

## Roads resealed and rehabilitated

Council is committed to providing and maintaining local roads across the region. The road reseal rehabilitation program provides new roads and restores existing roads to a safe and serviceable condition.

Through this program, Council manages 2536 kilometres of sealed road network using best practice asset management. During the year, 52.8 kilometres of roads were resurfaced and/or rehabilitated, requiring

50,000 tonnes of asphalt costing a total of \$19.6 million. Significant works occurred on the following roads:

- Bricalli Road, Glass House Mountains
- Nyes Crescent, Buderim
- Parsons Road, Forest Glen
- Mudjimba Beach Road, Mudjimba
- Eumarella Road, Weyba Downs, and
- Burnside Road, Burnside.

Within Council's road reseal and rehabilitation program 6500 tonnes of an innovative 'green' asphalt mix called Olexocrumb was used. Olexocrumb is a product that uses recycled rubber in bitumen to reduce traffic noise, improve pavement durability, crack resistance and subsequently reduce the environmental impacts of end-of-life tyres.

## Smart technology for better assets

Council has introduced thermal imaging technology called ambient temperature sensors to help support planning and design decisions including choice of materials, shade options and choice of colour for public assets. Thermal images provide real-time data about surface temperatures of different materials in public areas such as asphalt, concrete, grass, canopy or shaded locations.

Data will assist Council with assessing heating and cooling elements in the landscape and will record thermal absorption and release properties of objects and surfaces. Capturing this information will help inform new approaches to our assets that deliver sustainable outcomes in the public realm and extend the life of our assets.

## Development Services

The development industry experienced significant growth during the 2020/21 financial year due to continued social and economic implications of the COVID-19 pandemic, the Federal Government HomeBuilder Grant Scheme, increased interstate migration and growth in the region.

While development and building application numbers across the region remained largely consistent, plumbing





and drainage work applications increased by 38 per cent. A total of 7601 applications were lodged to Council for assessment, with 4386 lots approved and 2463 new lots created and made available to the market through Council and Queensland Government approval processes.

The expansion of the Caloundra South suburbs of Baringa and Nirimba are the highest growth areas, followed by Maroochydore, Palmview and Bokarina.

## Understanding our customers

Council commenced a range of customer surveys to determine a performance baseline for customer experiences of Council's services. This will provide insights on our changing customer needs and preferences. More than 500 customer surveys were captured from April to June 2021 to inform Council's continuous improvement across the organisation to deliver our many services. As part of Council's move to digitising some services, online self-service processes for waste management were launched in April 2021.

## Customer service

Council's contact centres continue to strive for excellence by providing outstanding service to our community. This year Council received a score of 4.76 out of 5 by our customers, meaning 96 per cent of customers were happy with the quality and the level of service they have been provided. Over the year our contact centres interacted with customers through our various channels and reported an upward trend in emails (16 per cent) and online chat (8 per cent) from the previous year.



## Community parks

The number of community parks Council maintains continues to grow with our region. Currently, 1179 parks are managed and renewed for our community to enjoy and to preserve our landscape features and beautiful natural environment.

During the year, more than \$9.7 million was allocated for new and upgraded facilities, including:

- \$923,000 on stage one of the Dicky Beach Skate Park to upgrade the skate park and precinct
- \$350,000 on a new play space at Albany Lakes Park, Sippy Downs
- \$131,000 at Quota Memorial Park, Nambour for the replacement of a barbeque shelter, play area and footpath
- \$126,000 on a renewed picnic table, fencing and dog off-leash area park remediation at Muller Park, Bli Bli
- \$103,000 for the renewal of exercise equipment at Moondara Park, Warana
- \$81,000 for a renewed shelter and landscaping at Eliza Peatling Park, Pacific Paradise
- \$62,000 to replace the rubber soft fall area on the junior playground at Brightwater Community Park, Mountain Creek, and
- \$51,000 for the renewal of two barbeques at Nelson Park, Alexandra Headland.



# An outstanding organisation

To achieve a high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership, Council focuses on the performance pathways of:

- investment in core capabilities and opportunities for staff to lead, learn and grow
- strong and accountable leadership enabling Councillors, individuals and teams to be their best
- collaborative, proactive partnerships with community, business and government
- a reputation for implementing innovative and creative solutions for future service delivery
- information, systems and process underpin quality decisions and enhance the customer experience
- a financially sustainable organisation.



**350 employees** participated in suicide and mental wellbeing training

## 2020/21 Goal measures

Measure	Target	2020/21 result
Operating surplus ratio (extent to which operating revenues cover operating expenses)	Between 0% and 10%	-5.9%*
Asset sustainability ratio (extent to which spending on Council infrastructure is allocated to existing assets as they reach the end of their useful lives)	Greater than 90%	75.7%**
Net financial liabilities ratio (extent to which Council relies on operating revenues to pay liabilities)	Not greater than 60%	54.3%

\* The Operating Surplus Ratio was impacted this financial year by one-off costs of \$34 million incurred from the early repayment and refinancing of fixed rate borrowings, undertaken to secure lower interest rates for the longer term.

\*\* The Asset Sustainability Ratio is a strong result considering Council's relatively young asset base. The region has experienced exponential growth in recent periods, leading to an increase in new and contributed assets. This influx of new assets is reducing the collective age of Council's assets, lowering the requirement of renewals expenditure and the Asset Sustainability Ratio forecast.

Refer to Section 4 Financial Information for more detail.

## Achievements in 2020/21

### Safety and wellbeing of our workforce

Keeping our Council employees safe and healthy is a priority, with mental health a key focus. Council recognises how critical it is to hold conversations and sessions with employees as a first step towards removing stigma around mental health.

The Suicide Prevention Program for employees was launched in May 2021 and included an internal reference group to assist with the provision of resources that are fit for purpose, and to develop a long-term strategy towards suicide prevention for Council employees.

As part of this program, approximately 350 of Council's field-based employees participated in

general awareness suicide prevention and mental wellbeing training conducted by the Sunshine Coast Mind and Neuroscience Thompson Institute. Training was developed to help employees gain knowledge on suicide statistics and common mental health issues such as anxiety, depression and substance abuse. The course also highlighted signs on when someone may need mental health support and how to approach conversations with them.

### Powering our future

Australia's first local government solar farm continued to power our future. The 15 megawatt solar farm at Valdora continues to perform well this financial year, offsetting 113 per cent of Council's electricity requirements.





## Human Rights training

Council has provided awareness training to more than 200 employees in the 2020/21 financial year following the implementation of *Human Rights Act 2019 (Qld)* (the Act) to put human rights at the forefront of government decision-making.

The Act affords broad human rights protections to people in Queensland, including rights to education and to health services, and specifically protects cultural rights of Aboriginal peoples and Torres Strait Islander peoples. The training educated employees about the human rights recognised within the Act, provided tools to assist employees.

## COVID-19 pandemic

The COVID-19 pandemic continued to influence the 2020/21 financial year, extending the complex and challenging time for our organisation.

As an organisation, this annual report demonstrates how we continued to focus on digitising our services, provided crucial community programs, continued our partnerships and worked closely with the Economic Resurgence Taskforce to progress initiatives to support our local businesses to assist our region's economic recovery.

The safety of our workforce and the broader community is always at the forefront of Council's decision-making. In May 2021 Council assisted Queensland Health by transforming the Caloundra Indoor Stadium into a vaccination hub providing fast access to COVID-19 vaccinations for our community.

## Maroochydore Administration Building

Construction started on the Maroochydore Administration Building, located on the corner of First Avenue and South Sea Islander Way. Site preparation and ground works were delivered between August and December 2020, followed by the ground floor structure in January 2021. Works have progressed on schedule with the fifth level completed on 23 June 2021.

The design achieved its formal five-star Green Star Certification in March 2021, delivering on the first step in Council's commitment to sustainability for the building. More than 94,000 hours have been worked on-site. Of the \$38 million invested, more than \$20.5 million was awarded locally to the Sunshine Coast building industry, providing great community and economic benefit to the region.

## Corporate Plan 2021-2025

Council adopted its Corporate Plan 2021-2025 in February 2021 to guide Council's direction and priorities over the next five years.

More than 1850 people participated in phone interviews and an online survey to inform the development of the new corporate plan.

The corporate plan reinforces Council's continuing commitment to our vision - Australia's most sustainable region. Healthy. Smart. Creative. It presents five strategic goals that provide a balanced approach to Council's performance and are aligned to the Councillor Portfolio system:

- Our Strong Community
- Our Environment and Liveability
- Our Resilient Economy
- Our Service Excellence
- Our Outstanding Organisation

The corporate plan directions have cascaded into the Operational Plan 2021/22 which was adopted by Council at the special budget meeting on 24 June 2021.

## A sustainable budget

Council endorsed its \$816 million budget for 2021/22 on 24 June 2021. The budget aims to create a safer, secure future while continuing to support the region's recovery from the impacts of the COVID-19 pandemic.

Through the development of the considered budget, Council has supported:

- job-creating local infrastructure projects
- increased concessions for pensioners
- increased spending on frontline services for our community
- no increase to the minimum general rate
- no increase to the transport and heritage levies, and
- the re-establishment of the \$5 million Disaster Rehabilitation Reserve.





## Regional Partnership Agreement

Council recognises the importance of partnerships with our community, businesses, institutions, and other tiers of government to represent and advocate the needs of our region.

Throughout the year, Council advanced its strategic relationship with the University of the Sunshine Coast through the Regional Partnership Agreement, facilitating collaboration and research to enable region-wide benefits. Council confirmed its intent to invest \$1 million over three years with the year one budget confirmed to commence from 1 July 2021.

In addition to the current initiatives progressing under the agreement, two new projects were endorsed during the 2020/21 financial year:

- Blue Heart Wetlands Restoration, and
- Nambour Community Safety Review.

## Leadership development

Council partnered with the University of the Sunshine Coast to deliver the Leading High Performing Teams program to 29 Council leaders. The program was delivered by highly qualified and recognised academics with expertise in the psychology of high performing teams, team dynamics and communication. Council leaders have been able to apply learnings directly to their respective roles adding to Council's continual improvement and aiding its culture of a high performing, outstanding organisation.

## Communication to our residents

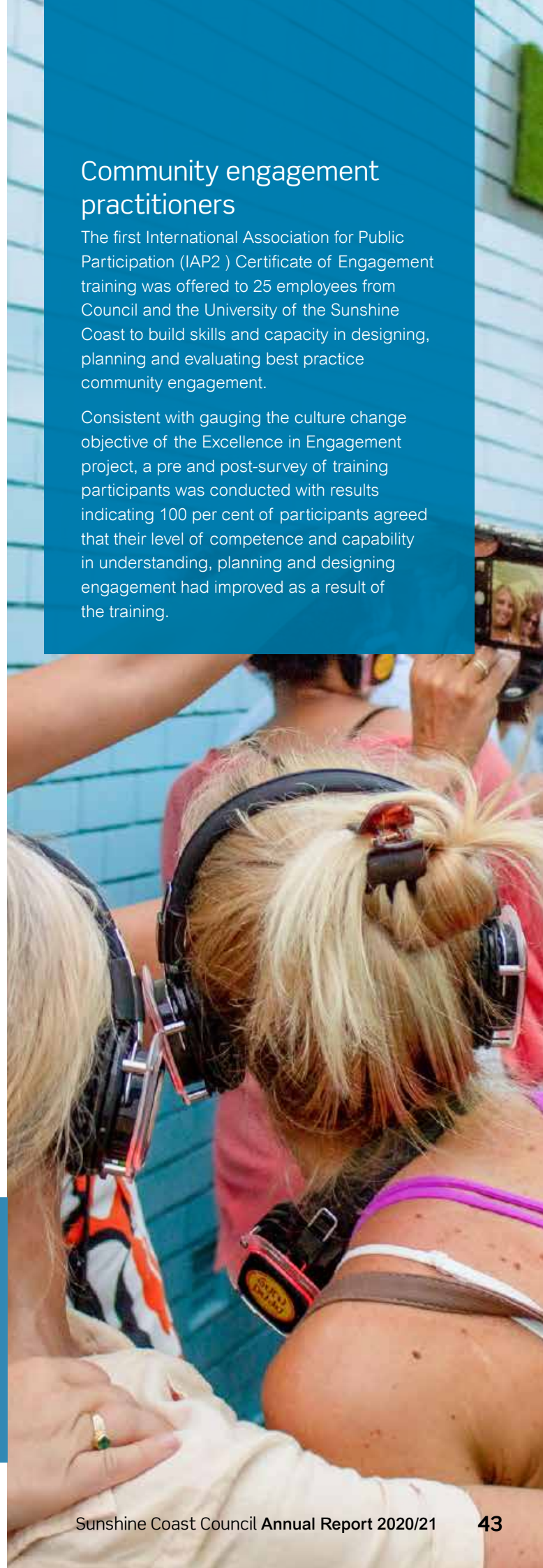
Council's new online platform 'Our Sunshine Coast' is a new home for Council stories to connect with our community and share what Council is doing and why. The OurSC website, [oursc.com.au](http://oursc.com.au), is Council's place to communicate our services, programs, projects, events and community engagement opportunities. Since going live in May 2021, there have been more than 51,000 views and 10,000 unique users of the site.



## Community engagement practitioners

The first International Association for Public Participation (IAP2) Certificate of Engagement training was offered to 25 employees from Council and the University of the Sunshine Coast to build skills and capacity in designing, planning and evaluating best practice community engagement.

Consistent with gauging the culture change objective of the Excellence in Engagement project, a pre and post-survey of training participants was conducted with results indicating 100 per cent of participants agreed that their level of competence and capability in understanding, planning and designing engagement had improved as a result of the training.









## An award-winning organisation

Council has been recognised both nationally and internationally for its world-class performance by receiving 19 awards throughout the year:

- **The Sunshine Coast Community Strategy 2019-2041** was recognised with two awards:
  - winner of the Public Engagement and Community Planning award at the 2020 Queensland Awards for Planning Excellence, Planning Institute of Australia
  - a commendation for Public Engagement and Community Planning at the 2021 Planning Institute of Australia Awards for Planning Excellence.
- The **Migrant Work Ready Program** was announced as the winner of the Multicultural Australia category of the 2020 National Awards for Local Government.
- Council's **First Nations' digital experience** at Bankfoot House won the Interpretation, Learning & Audience Engagement award at the 2021 Museums and Galleries National Awards.
- Council's **Sunshine Coast Sports Infrastructure Plan 2019- 2041** was the Queensland Regional winner in the Strategic Planning Category by the 2020 Parks and Leisure Association (Queensland Chapter).
- Council's **Environment and Liveability Strategy 2017** was recognised with two awards:
  - winner of the Government category at the 2020 Banksia Sustainability Awards, and
  - a commendation award under the Improving Planning Processes and Practices category at the 2020 Queensland Awards for Planning Excellence, Planning Institute of Australia.
- **Blue Heart Sunshine Coast** won the Regional Innovation Project of the Year at the 2020 Cities Power Partnership (CPP) Climate Awards.
- Council's **Bulcock Street Urban Revitalisation** project was awarded the 2021 Landscape Architecture Award for Urban Design and Regional Achievement by the Australian Institute of Landscape Architects (Queensland).
- Council's **Golden Beach and Bellara Avenue Storm Watered Street Tree Trial Project** received a highly commended award in the Excellence in Research and Innovation category at the 2020 Stormwater Queensland Awards for Excellence.
- The **Sunshine Coast Design Book** was recognised with three awards:
  - a prestigious Gold Award at the 2020 Good Design Australia Awards
  - a commendation in the Policy Category at the Minister's Award for Urban Design (Queensland)
  - winner of the Research, Policy and Communications category of the Australian Institute of Landscape Architects, National Landscape Architecture Awards.
- **Sunshine Coast Airport Expansion Project** was recognised with two awards at the 2020 Excellence Awards by the Institute of Public Works Engineering Australasia (Queensland branch):
  - Projects over \$10 Million, and
  - Best Project of the Year.
- The Sunshine Coast has been recognised as a **Smart21 Community of the Year** by the Intelligent Community Forum in 2021.
- The **Sunshine Coast International Broadband Network** project won the Australian Achievement of the Year Award at the 2020 Municipal Association of Victoria (MAV) Technology Awards for Excellence.
- Sunshine Coast Council's **Development.i** platform was the winner of the Improving Planning Processes and Practices award at the 2020 Planning Institute of Australia National Awards for Planning Excellence.
- Council's **COVID Kindness campaign** was awarded Best Creative Campaign at the Local Government of Queensland 2021 LGX Awards.









SUNSHINE COAST

## Annual disclosures

# Corporate governance

Council prides itself on its high standard of corporate governance practice, facilitated through its robust governance framework. We ensure our organisation has a strong fiscal outlook and offers a safe, supportive working environment for our staff.

The Corporate Governance Framework in conjunction with education and awareness programs, focuses on:

- building awareness of organisational responsibilities and accountabilities
- strong financial stewardship and fiscal responsibility
- monitoring and maintaining compliance with legislation, policy, standards and controls
- integral practices, procedures and ethical decision making with continuous improvement activities and transparent reporting
- involving the community through consultation to inform decision making.

Council is continuing efforts to be an outstanding organisation, through a high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership. These capabilities will remain a hallmark of our performance as we deliver on the expectations of our community.

## Public sector ethics

### Code of Conduct

Council has an Employee Code of Conduct (the Code) based on the four ethical principles outlined in the *Public Sector Ethics Act 1994*. It is a public statement by Council of our commitment to leading the way in all that we do, supported by openness, transparency and accountability. All employees have been provided with a copy of the Code and are required to attend compulsory training on a regular basis. All Council employees are expected to be accountable and adhere to the Council's core values and comply with the behavioural standards outlined in the Code.

### Education and training

During the 2020/21 financial year a total of 396 employees attended governance awareness training. The training highlights employee roles in maintaining the reputation and high standards of Council and the importance of working together to build a culture of ethical practice, openness and integrity. It includes training on Code of Conduct, Public Sector Ethics, Delegations, Human Rights, Good Decision Making,

Fraud and Corruption, Privacy, Right to Information, Conflicts of Interest and Authorised Persons.

The effective implementation and administration of Council's governance framework and awareness program relies on the commitment, skills and professionalism of Council employees. Council will continue to deliver education and awareness sessions as part of Council's commitment as a public sector leader.

### Procedures and practices of public sector entities

Council's administrative procedures and management practices have proper regard to the *Public Sector Ethics Act 1994*, as well as the Code of Conduct. Council's policies, procedures and delegations of authority are monitored and regularly reviewed.

## Risk management

Sunshine Coast Council is a diverse business operating in a dynamic environment. With our region's growth, rising complexities and costs of delivery, changing community expectations, and a complex statutory environment, Council is regularly exposed to corporate and governance risk.

Elected Council, management and staff must have a current and clear view of risk exposure against the organisation's operating environment and its capacity and appetite for risk.

Council regularly reviews and resets its risk tolerance to operate efficiently and with confidence. Systematically identifying, analysing and controlling risk at all levels and functions of the organisation is an important focus which is supported by a risk culture that continues to evolve with the organisation.

Council has a Risk Management Policy, Risk Management Guideline and Risk Management Framework that assists in identifying risks and opportunities in all aspects of Council operations and project delivery. Strategic, operational and project risks are reviewed, monitored and reported on a regular and ongoing basis to the Council, management team and the Audit Committee.

Council's approach to monitoring and review also applies to Council controlled entities, ensuring that clear and comprehensive corporate governance frameworks are in place with regular review periods that include independent, specialist input.



# Councillor information

## Councillor remuneration

Sunshine Coast Council Mayor and Councillors were remunerated in accordance with section 247 of the Local Government Regulation 2012.

Due to the impacts of the COVID-19 pandemic on Council and on the community, Council resolved not to accept the two per cent increase proposed by the Local Government Remuneration Commission. For the 2020/21 financial year, Councillors were remunerated the same rate as the previous financial year.

The table below sets out the remuneration paid to Sunshine Coast Councillors during the period 1 July 2020 to 30 June 2021.

Councillors	Salary	Superannuation
Mayor Mark Jamieson	\$228,521	\$27,422
Cr Rick Baberowski (Deputy Mayor)	\$158,332	\$19,000
Cr Terry Landsberg	\$138,745	\$16,649
Cr Peter Cox	\$138,745	\$16,649
Cr Joe Natoli	\$138,745	\$16,649
Cr Winston Johnston	\$138,745	\$16,649
Cr Christian Dickson	\$138,745	\$16,649
Cr Ted Hungerford	\$138,745	\$16,649
Cr Jason O'Pray	\$138,745	\$16,649
Cr Maria Suarez	\$138,745	\$16,649
Cr David Law	\$138,745	\$16,649

## Councillor expenses and facilities

Pursuant to section 250 of the Local Government Regulation 2012, the Councillors' Expenses Reimbursement and Provision of Facilities policy provides for the payment of reasonable expenses incurred, or to be incurred, by Councillors in undertaking Council business. The policy also outlines the facilities to be provided to Councillors to assist them in carrying out their duties, efficiently and effectively, and at a level that fulfils community expectation.

Council business is described as activities conducted on behalf of Council where a Councillor is required to undertake certain tasks to satisfy a legislative requirement, perform ceremonial activities or achieve the business objectives of Council. Council business should result in a benefit being achieved either for the local government and/or the local community.

The following table shows the total expenses incurred by Councillors under the policy in the 2020/21 financial year.

Councillors	Expenses
Mayor Mark Jamieson	\$473
Cr Rick Baberowski (Deputy Mayor)	\$2359
Cr Terry Landsberg	\$3748
Cr Peter Cox	\$1246
Cr Joe Natoli	\$1168
Cr Winston Johnston	\$3506
Cr Christian Dickson	\$5668
Cr Ted Hungerford	\$1024
Cr Jason O'Pray	\$3328
Cr Maria Suarez	\$4145
Cr David Law	\$2169

Councillors were provided with the following facilities to enable them to perform their duties and undertake Council business:

- administrative support
- office accommodation at one of three Council owned or leased premises as well as access to meeting rooms
- business and communication tools
- mobile devices, subject to personal use contribution\*
- vehicle, subject to personal use contribution or alternative arrangement.

It is recognised that community expectations and demands on the Mayor are such that all mobile phone and vehicle costs are deemed to be Council business.

\* Councillor Natoli has not accepted a Council mobile phone and has paid the full cost for the device and service personally. Councillors Landsberg, Suarez and Law each use a personal phone for private use and a Council phone for Council business. These Councillors are not required to make a personal use contribution.

## Councillor meeting attendance

Council meetings comprised Ordinary Meetings and Special Meetings. Ordinary Meetings have a membership comprising all Councillors and the Mayor.

The table below shows meeting attendance for all Councillors and the Mayor.

Councillors	Ordinary Meetings	Special Meetings
<b>Meetings held – 1 July 2020 to 30 June 2021:</b>	<b>12</b>	<b>6</b>
Mayor Mark Jamieson	12	6
Cr Rick Baberowski (Deputy Mayor)	12	6
Cr Terry Landsberg	12	6
Cr Peter Cox	12	6
Cr Joe Natoli	12	6
Cr Winston Johnston	11	6
Cr Christian Dickson	12	6
Cr Ted Hungerford	12	6
Cr Jason O'Pray	12	5
Cr Maria Suarez	12	6
Cr David Law	12	6

Note: Councillors notify any absences and reasons for such. These may include competing diary commitments, medical leave, annual leave, professional development and personal commitments.

## Conduct and performance of Councillors

The *Local Government Act 2009* (the Act) sets out the roles, responsibilities, and obligations of Councillors. In accordance with reporting requirements, the table below documents actions and outcomes relating to the conduct and performance of Councillors for the period of 1 July 2020 to 30 June 2021.

The following table discloses matters relating to the conduct of Councillors that were raised during the financial year.

Conduct and performance of Councillors	
Orders made under section 150I(2) of the Act	Nil
Orders made under section 150AH(1) of the Act	Nil
Decisions, orders and recommendations made under section 150AR(1) of the Act	Nil
The name of each Councillor for whom a decision, order or recommendation under sections 150I(2), 150AH(1) or 150AR(1) of the Act was made	NA
A description of unsuitable meeting conduct, inappropriate conduct or misconduct engaged in by each of the Councillors	NA
A summary of the decision, order or recommendation made for each Councillor	NA
Complaints referred to the assessor under section 150P(2)(a) of the Act by the local government entities for the local government	5
Matters, mentioned in section 150P(3) of the Act, notified to the Crime and Corruption Commission	1
Notices given under section 150R(2) of the Act	Nil
Notices given under section 150S(2)(a) of the Act	Nil
Decisions made under section 150W(1)(a), (b) and (e) of the Act	8
Referral notices accompanied by a recommendation mentioned in section 150AC(3)(a) of the Act	Nil
Occasions information was given under section 150AF(4)(a) of the Act	Nil
Occasions the local government asked another entity to investigate, under chapter 5A, part 3, division 5 of the Act for the local government, the suspected inappropriate conduct of a Councillor	Nil
Applications heard by the conduct tribunal under chapter 5A, part 3, division 6 of the Act about whether a Councillor engaged in misconduct or inappropriate conduct	Nil



# Disclosures

## Audit Committee

The Audit Committee is established in accordance with the Local Government Regulation 2012. As an advisory committee, its objectives are to assist the Council and the Chief Executive Officer to discharge their duties in particular:

- corporate governance and responsibilities in relation to the organisation's financial reporting, internal control structure, risk management systems and the external and internal audit functions
- maintain an independent and objective forum, promoting transparency, accountability, and an ethical culture throughout Council
- maintain (by scheduling regular meetings), open lines of communications with Council, management, External Audit and Internal Audit, to exchange information and views
- oversee and appraise the quality and efficiency of audits conducted by both the Internal and External Audit functions
- ensure both the Internal and External Audit functions are independent and effective.

Four formal Audit Committee meetings were held throughout the year with two further independent members being appointed in accordance with a transition strategy. Members of the committee comprised of the following Councillors and independent external representatives:

- Mr Peter Dowling AM (Outgoing - Independent Chair)
- Mr Len Scanlan (Outgoing - Independent Member)
- Mr Mitchell Petrie (Independent Member)
- Mr Pat McCallum (Independent Member)
- Cr Ted Hungerford
- Cr Joe Natoli.

The Audit Committee also:

- monitored the Financial Statement annual preparation process and reviewed the draft Financial Statements prior to audit and certification by the Queensland Audit Office
- oversaw governance reporting, including risk management and work health and safety
- reviewed both external and internal audit plans, reports and recommendations
- actively contributed to Council's culture of continuous improvement.

## Audit and Assurance

Audit and Assurance activities were conducted in accordance with best practice principles, including guidance issued by the Institute of Internal Auditors. Activities for the period July 2020 to June 2021 included:

- Insurance and claims management
- Payroll
- Fraud risk assessment – Payroll
- Commercial leases
- Procurement – low value purchases analysis
- Electricity management - solar farm revenue and consumption framework.

## Remuneration packages to senior management

During 2020/21 Council's senior executive management, comprising direct reports to the Chief Executive Officer and those with senior management responsibilities, consisted of:

- Chief Executive Officer
- Five Group Executives
- Executive Manager
- Director Major Projects and Strategic Property
- Chief Strategy Officer
- Chief of Staff.

Total remuneration for these positions (including all vehicles and periods of backfill due to incumbent being on leave) from 1 July 2020 to 30 June 2021 was \$2,884,946.

Senior Executive Management (number)	Total remuneration value range
4	\$200,000 to \$300,000
5	\$300,001 to \$400,000
1	\$400,001 to \$500,000

## National competition policy

Council conducted the following business activities during the 2020/21 financial year:

- Waste and Resource Management
- Sunshine Coast Holiday Parks
- Quarries.

Waste and Resources Management was a significant business activity and applied the competitive neutrality principle. There were no new significant business activities.

Note: No investigation notices were issued in 2020/21 by the Queensland Competition Authority for competitive neutrality complaints.

## Registers

Council keeps a number of registers. These include:

- Asbestos register
- Asset register
- Contract register
- Councillor conduct register
- Delegations register
- Development applications register (Development.i)
- Environmentally relevant activity licence register
- Gifts and disclosures register
- Registered cat register
- Registered dog register
- Register of business activities to which the competitive neutrality principle applies
- Register of general cost recovery fees and commercial charges 2020/21
- Register of local laws
- Registers of interests
- Registers of pre-qualified suppliers (RPQS)
- Roads register.

## Beneficial enterprises

Council participated in beneficial enterprises with four entities during the 2020/21 financial year. Beneficial enterprises are entities that Council engages in or helps them to benefit the whole or part of the local government area. These entities were:

- SunCentral Maroochydore Pty Ltd
- Sunshine Coast Events Centre Pty Ltd
- Sunshine Coast Arts Foundation Ltd
- Visit Sunshine Coast Limited.

## Service, facility or activity

There are no details to report for the financial year under section 190(d) of the Local Government Regulation 2012 – on action taken for, and expenditure on, a service, facility or activity:

- supplied by another local government under an agreement for conducting a joint government activity
- for which the local government levied special rates or charges for the financial year.

## Administrative action complaints

Council applies its Administrative Actions Complaint Management Policy to effectively manage complaints in a fair, prompt, confidential and respectful manner.

A concerted effort was made this year to educate employees on undertaking a formal preliminary review of matters prior to escalation to the Integrity Team for internal review of unsatisfactory decisions (complaints). This has been beneficial to complainants as an extensive review was performed in a more timely manner. In some cases, complainants were satisfied with the outcome of the preliminary review, reducing the number of matters being escalated for internal review.

Council continues to review its policies and processes to improve transparency and efficiencies in decisions and reviews of decisions.

Council's Administrative Action Complaints Management process is available to staff via Council's intranet and the community can access the process via the council website.

As required under Section 187 (2) of the Local Government Regulation 2012, the table below summarises the administrative action complaint outcomes for 2020/21.

Administrative action complaints	
Number of complaints made	92
Number of complaints completed	72
Number of complaints not resolved (outstanding) by 30 June 2021	20
Number of administrative action complaints not resolved that were made in the previous financial year	2*

## Overseas travel

Under Section 188 of the Local Government Regulation 2012, Council must provide information about any overseas travel made in a financial year by a Councillor or local government employee in an official capacity. During the financial year 2020/21, there was no overseas travel undertaken by a Councillor or Council employee.

## Summary of concessions for rates and charges

Council grants a range of rates and charges concessions. In accordance with Section 190(g) of the Local Government Regulation 2012, a description of the concessions granted in 2020/21, along with how the concession is calculated, is detailed below.

\* Two complaints received in the 2019/20 financial year were not resolved in 2020/21 due to the complexity of the matter and the prioritisation of workloads to undertake investigations and consideration of risk assessment and mitigations of all complaints raised.



## Differential general rate concession

Council grants a general rates concession to land identified in Section 120(1)(b) of the Local Government Regulation 2012 to the extent Council is satisfied the land is owned by an entity whose objectives do not include making a profit, or an entity that provides assistance or encouragement for arts or cultural development, and the entity meets the specific criteria detailed in the 2020/21 Revenue Statement.

## Deferral of differential general rate

In accordance with sections 120 and 121 of the Local Government Regulation 2012, Council will allow deferment of up to 50 per cent of the differential general rate to assist eligible pensioner ratepayers residing in their principal place of residence. The deferment is subject to the ratepayer meeting the eligibility criteria detailed in the 2020/21 Revenue Statement.

## Rates and charges debt concession

In accordance with sections 120 and 121 of the Local Government Regulation 2012, a concession by way of an agreement to defer payment, for a period of up to 12 months, for rates and charges, may be granted to property owners that satisfy Council that payment of rates and charges for their principal place of residence will cause them hardship. The concession is granted subject to the ratepayers meeting the eligibility criteria detailed in the 2020/21 Revenue Statement.

## Pensioner rate concession

In accordance with section 120 of the Local Government Regulation 2012, Council grants a pensioner rate concession to property owners who are in receipt of either a part or full pension who meet the eligibility criteria detailed in the Queensland Government's Rate Subsidy Scheme and the additional criteria in the 2019/20 Revenue Statement. The concession is a maximum of 25 per cent of the differential general rate up to the maximum amounts detailed in the table below:

### Method of calculation of concession – per property

Pension rate	Sole title to the property	Joint title to the property
Maximum level of pension	\$230 pa maximum	\$180 pa maximum
Not maximum level of pension	\$115 pa maximum	\$65 pa maximum

## 2020/21 COVID-19 pandemic concession – Rebate

In accordance with Section 120 of the Local Government Regulation 2012, Council grants a one-off hardship concession as a result of the wide-ranging impact of the COVID-19 pandemic upon the community and the payment of rates and charges. The concession is a \$35 rebate per property and is granted subject to the ratepayers meeting the eligibility criteria detailed in the 2020/21 Revenue Statement.

## Changes to tenders

Item No.	Contract No.	Contract title	Details of changes
1	ITT1948	Caloundra Tennis Ancillary Building and Court Construction	Reduction in scope of works for Separable Portion B.
2	ITT1921	Design and Construct Mooloolaba Foreshore Project – Stage 1	Single scope/contract separated into two Separable Portions.
3	ITT2017	Design and Construct Mooloolaba Foreshore Project – Stage 1B	Scope reduced prior to inviting repricing.
4	ITT2023	Coolum Tennis Courts and Fence Renewal	Reduction in scope.
5	ITT209	Sale of Recovered Metals and Lead Acid Batteries	Changes were made to the rate base parameters to better facilitate price evaluation.
6	ITT1829	Telecommunication and Related Services	Section F – Network Data Services (only) revised regarding list of primary and secondary site services.
7	ITT2039	Design and Construct Replacement of Three Pedestrian Bridges	Reduction in scope from three to two sites.
8	ITT2048	Supply and Installation of Festive Season Decorations	Change of scope and additional options sort for Separable Portion D.

## Grants to community organisations and discretionary funds

The total allocation of grants funding for the financial year was \$5,859,734. This includes \$239,208 in Councillor discretionary funding.

Council's discretionary funding for 2020/21 was as follows:

- The prescribed amount \$244,871
- Budgeted amount \$244,871
- Each Councillor had a budget of \$22,261 to allocate to community organisations for community purposes as detailed in the tables over the following pages.

**Mayor Jamieson:** Total 2020/21 allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	22 January 2021	1000
Rotary Club of Alexandra Headland Inc	Room and equipment hire for Rotary 100th Anniversary Event	25 March 2021	2000
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	6 April 2021	500
Kawana Tennis Club	Funding for pruning of trees at Kawana Tennis Club	26 May 2021	1320
Coolum Tennis Club Inc	Contribution towards purchase and installation of spectator bench shelters with back rests	31 May 2021	3000
Youturn Limited	Contribution towards production and marketing costs for fundraising youth concert	1 June 2021	5182
Australian Volunteer Coastguard Inc Caloundra QF 4	Funding weather-proof jackets, bilge pump and torches	3 June 2021	2000
Nu-road Welfare Incorporated	Funding establishment costs of a Nambour street chaplaincy service	10 June 2021	5000
Coolum Beach Junior Rugby League Club Inc	Funding towards marquees, chairs, cold room, toilets, and laundry costs associated with a two-day Rugby League event	10 June 2021	2000





**Division 1 Cr Baberowski:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
QCWA Beerwah Branch	Purchase of written development advice from Sunshine Coast Council	27 August 2020	150
Beerwah and District Sub-Branch (RSL)	Funding for hire of marquees and event furniture and appliances	18 November 2020	1098
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	8 April 2021	500
Caloundra Cricket Club Inc	Contribution towards consultant costs to supply an asset management and safety plan	29 April 2021	1000
Landsborough School of Arts Memorial Hall Association Inc	Funding construction of concrete floor to storage area at hall	25 May 2021	2021
Caloundra Community Centre Inc	Funds for creation, printing, and distribution of community newsletter	2 June 2021	2203
QCWA Branch Beerwah	Funding the establishment lease fee to accommodate expansion of CWA operations	2 June 2021	1000
Landsborough Cricket Club	Purchase and installation of a play safe wicket cover	3 June 2021	4400
Rocky Creek Scout Campsite	Funding of boundary fence construction	14 June 2021	9225

**Division 2 Cr Landsberg:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Toastmasters International – District 69, Area 22	Venue hire and associated event costs to support local Toastmasters Conference	14 August 2020	700
Gateway Care Limited	Contribution to purchase of forklift	8 September 2020	2000
Caloundra Amateur Basketball Association	Purchase of basketballs and basketball attire	10 September 2020	1837
Allocation Adjustment	Return of Grant Funds from Toastmasters International District 69, Area 22 due to event going online (reimbursement from Toastmasters of grant funding allocated 14 August 2020).	14 September 2020	+ 700
Caloundra City Boxing Association	Purchase of defibrillator	16 September 2020	2099
Friends, Regional Gallery Caloundra Inc	Advertising costs for event to celebrate youth art	28 October 2020	1336
Sunshine Coast Pickleball Club Inc	Purchase of sporting equipment	11 November 2020	2000
Quota Club of Caloundra Inc	Purchase of computer equipment to facilitate modernisation of financial record keeping	14 December 2020	1494
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	20 January 2021	1000
Caloundra Cricket Club	Funding to engage specialist consultants and to supply a sports field audit, field lighting audit and lighting pole certification at the cricket ground	26 February 2021	2000
Night Eyes Water and Landcare Inc	Purchase of 80 shirts and caps with embroidered logo "Night Eyes" for volunteers; design and print 1000 promotional brochures	1 March 2021	2200
Sunshine Coast Indian Association Inc	Performance of cultural dancers at Holi Festival of Colours, a significant Indian cultural event at Kings Beach amphitheater on 20 March 2021	3 March 2021	500
Caloundra Triathlon Club Inc	Purchase of chairs to improve the activation of the facility	3 March 2021	400
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	5 April 2021	500
Golden Beach Garden Club Inc	Purchase of portable projector and screen	16 April 2021	497
Golden Beach and Pelican Waters Community Association Inc	Funding for children's activities at Pumicestone Rocks Festival at Pelican Waters	20 April 2021	1500
Gateway Care Ltd	Purchase of defibrillator	27 May 2021	2400



**Division 3 Cr Cox:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Currimundi United Football Club Inc	Investigation of soil to understand and support future soil, turf, and ground management	2 October 2020	2912
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	13 January 2021	1000
SC Falcons Inc	Once-off establishment support for the U19 Ladies SC Falcons Rugby League Team	17 February 2021	1800
Kawana Park Junior Australian Football Club Inc	New coaches specialised training program	17 February 2021	500
Caloundra Cricket Club Inc	Purchase of water bore pump and fittings	21 February 2021	2000
Sunshine Coast Indoor Rowing Club Inc	Promotional, first aid and audio-visual costs for 2021 QLD Indoor Rowing Championships Event	23 February 2021	900
Currimundi Sports and Recreation Association Incorporated	Contribution towards the purchase and installation costs of air conditioning within the facility	23 February 2021	2500
Rotary Club of Mooloolaba Inc	Contribution towards venue hire for a fundraising event	26 February 2021	1050
Crime Stoppers Queensland	Barbecue consumables to support a charity lawn bowls day raising funds for Crime Stoppers	26 February 2021	300
Kawana Football Club	Purchase of outdoor PA system	12 March 2021	1865
SunnyKids Inc	Purchase of two 32gb Apple iPads	18 March 2021	909
South Sunshine Coast Swans Colts AFL	Purchase of playing jerseys and training shirts	24 March 2021	1400
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	6 April 2021	500
Youturn Limited	Production and marketing costs for fundraising youth concert	25 May 2021	534
Currimundi United Football Club Inc	Funding sport lighting design for upgrade of field lighting	25 May 2021	3000



**Division 4 Cr Natoli: Total 2020/21 Allocation \$22,261**

<b>Applicant</b>	<b>Project/Purpose</b>	<b>Date allocated</b>	<b>Amount (\$)</b>
The Maroochydore Bowls Club Inc	Purchase of an electronic sign-in system	30 July 2020	1500
The Invincibles Sunshine Coast Junior Golfing Tour Inc	Production of highlights video and purchase of trophies for presentation at Invincibles Junior Golf Tour Awards event	31 July 2020	2000
Rotary Club of Alexandra Headland	Purchase of promotional material and COVID-19 required materials for Rotary Surf Show and Shine Community Event.	12 August 2020	1500
Sunshine Coast Yacht Club	Purchase of website upgrades	19 August 2020	1000
Rotary Club of Mooloolaba	Purchase of signage and banners	25 August 2020	500
Surf Life Saving Queensland	Purchase of shade tent, accommodation, and transport	25 August 2020	750
Maroochydore Tennis Club	Purchase and installation of shade cloth to reduce glare	25 August 2020	1700
Maroochy Neighbourhood Centre Inc	Purchase of materials for community farm	11 November 2020	1000
Kawana Waters Surf Life Saving Club Inc	Funding towards the cost of sound and lighting for the Kawana Carols by the Beach	27 November 2020	2000
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	15 January 2021	700
Naradell Inc	Purchase a teardrop banner to identify and promote the group's new location	2 February 2021	200
SunnyKids Inc	Printing of 400 promotional stickers and 5000 copies of six-page brochure to promote support programs for vulnerable community	5 March 2021	1000
Sunshine Coast Chamber Music Festival Ltd	Contribution towards chair and fence hire for music festival	30 April 2021	1000
Arts and Culture Federation of Sunshine Coast Inc	Decorations for the Moon Festival Event, a multicultural celebration, at Mooloolaba beach in September 2021	5 May 2021	4500
Kawana Island Residents' Association Inc	Funding towards entertainment and activities at Kawana Island Community Day	18 May 2021	1200
Mooloolaba Surf Life Saving Club Inc	Contribution towards graphic design costs for historic walk through panels that reflect the chapters of the Mooloolaba SLSC 100-year History Book	8 June 2021	1000
Probus Association of Queensland Inc	Contribution towards leader costs, participant materials and catering for workshop	8 June 2021	500



**Division 5 Cr Johnston: Total 2020/21 Allocation \$22,261**

<b>Applicant</b>	<b>Project/Purpose</b>	<b>Date allocated</b>	<b>Amount (\$)</b>
Woombye Community and Business Association	Printing costs and launch of the Woombye Heritage Trail booklet	18 September 2020	1500
Lions Club of Mooloolah Valley Inc	Purchase of teardrop and pull up banners for promotion purposes	7 October 2020	620
Mooloolah Public Hall Association Inc	Purchase of emergency generator	4 November 2020	849
Maleny Visitor Information Centre	Purchase of laptop	11 November 2020	999
Golf Programs Australia Incorporated	Funding for printing and golf balls	11 November 2020	500
Eudlo Public Hall and Recreation Grounds Association	Funding for performing artist fee	11 November 2020	1000
Maleny & District Chamber of Commerce and Industry Inc	Hire of waste bins and disposal of waste for Maleny Christmas Festival	26 November 2020	500
Maleny Amateur Drama Group Inc	Purchase laptop computer and software to enable Maleny Players to improve sound quality of theatre productions	5 March 2021	1000
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	8 April 2021	250
Witta Recreational Club Inc	Surface repairs to sports ground car park	30 April 2021	3000
Maleny Visitor Information Centre	Funding towards a morning tea recognising participation of volunteers at Maleny Visitor Information Centre	7 May 2021	250
Sunshine Coast Agricultural Show Society Inc	Funding for backing boards to showcase artist's work at the Sunshine Coast Show	7 May 2021	455
Maleny Cultural & Historical Society Inc	Funds to hire amenities for memorial open day at Maleny Cultural and Historical Complex	25 May 2021	400
The Second Light Horse Regiment, Woombye Troop Association Inc	Purchase of protective cases and CD player for public address system and radios for communication	26 May 2021	1000
The Maleny and District Men's Shed Inc	Contribution towards the construction of an all-weather car park	27 May 2021	6000
Woombye Community & Business Association Inc	Funding for public address system, website upgrade and catering for fundraising event	1 June 2021	2000
Conondale Sport and Rec Club Inc	Funding for purchase of salt chlorinator and minerals for community pool	4 June 2021	1938

**Division 6 Cr Dickson:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Headland-Buderim Croquet Club Inc	The purchase and installation of a defibrillator at the club	28 July 2020	859
Queensland Cricket Association	Construction of cricket pitch to meet the membership growth being experienced by cricket within the region	23 September 2020	6000
Legacy Sunshine Coast	Purchase and provision of 1000 Christmas cards to Legacy dependents	22 October 2020	1355
Sippy Downs Neighbourhood Watch	Purchase of Neighbourhood Watch branded signage for installation throughout Sippy Downs and Palmview	17 December 2020	500
Mountain Creek Neighbourhood Watch Inc	Purchase of lock screws for registration plates as part of a Neighbourhood Watch community safety initiative	21 December 2020	500
Chancellor Park Soccer Club	Signage to identify prohibited users at the Palmview Sports Complex	26 February 2021	1000
Sunshine Coast Art Group Inc	Purchase of materials to upgrade office and workspace	30 April 2021	2000
Buderim Cricket Club Inc	Contribution towards clubhouse improvements	20 May 2021	10,047

**Division 7 Cr Hungerford:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Buderim Wanderers Football Club Inc	Installation of media tower and upgrades to change rooms	4 August 2020	10,000
Maroochydore Football Club Inc	Repairs to net supports and roof guttering, provision of water bubblers and upgrades to LED lighting for clubhouse	27 August 2020	5000
Diddillibah Community Hall & Progress Association Inc	Undertake repairs and maintenance projects at the hall to improve the condition and ongoing use of the facility	22 September 2020	5000
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	12 January 2021	500
Maroochy Men's Shed Inc	Purchase of carpet tiles for floor sound attenuation	15 April 2021	1359
Buderim Cricket Club Inc	Contribution towards installation and purchase of security lights for Buderim Cricket Club	14 May 2021	402



**Division 8 Cr O'Pray:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
The Mackerels Baseball Club Association	Purchase of baseball equipment	14 August 2020	1200
Marcoola Surf Life Saving Club	Purchase of new paddleboards	18 November 2020	4000
The Tyler Kennedy Legacy Trust Inc	Purchase of soft boards and surf starter kits for underprivileged youth to support the delivery of surf therapy programs	14 January 2021	1000
Maroochy North Shore Lions Club Inc	Purchase of defibrillator	22 March 2021	2815
Teens Take Control Inc	Purchase of Tools for Life Skills and Engineering Program	22 March 2021	3455
North Shore Community Centre	Entertainment, canvas prints, catering and invitation printing costs for Centre's 10th Anniversary Celebration	22 March 2021	2000
Twin Waters Residents' Association Inc	Venue hire for Twin Waters Residents Association Christmas Carols 2021	23 March 2021	1000
Sunshine Coast Chamber Music Festival Ltd	Funding towards the marketing and promotion of the Chamber Music Festival	20 April 2021	1500
Returned & Services League of Australia (Qld Branch) Mudjimba Sub-Branch Inc	Equipment and traffic control for ANZAC Day service and parade at Mudjimba	20 April 2021	1000
Coastal Community Native Nursery Inc	Purchase of a laptop, mouse, software and toner cartridges	28 May 2021	924
Grab Life by the Balls Ltd	Funds for promotional material and signage associated with barbecue breakfast that supports men's health	28 May 2021	2000
Sunshine Cove Residents Association	Funding for performers, marquee hire, props and printing associated with Sunshine Cove Annual Christmas Party	1 June 2021	1200
DV Safe Phone Ltd	Funding towards collection and repair of used mobile phones for use by domestic violence victims	1 June 2021	167



**Division 9 Cr Suarez:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Coolum HeARTs Inc	Purchase of a projector to be used at art, mosaics and music classes	23 March 2021	695
The Coolum Women's Shed Incorporated	Purchase of kayaks and associated equipment	23 March 2021	1386
Valdora Community Hall Association Inc	Installation of possum nesting boxes so possums can be relocated from the hall roof	23 March 2021	771
Coolum Beach Junior Australian Football Club Inc	Purchase of playing and training equipment for female players	31 March 2021	1456
Sunshine Coast Symphony Orchestra Inc	Part funding of venue hire for 2021 concert season	6 April 2021	500
Coolum District Coast Care Group Inc	Equipment to support Coast Care activities	13 April 2021	1500
Bli Bli Tennis Club Inc	Purchase of defibrillator	20 April 2021	1995
Bli Bli United Football Club	Purchase of portable marquees for sun protection of players	25 May 2021	2683
Coolum Tennis Club Inc	Purchase of two spectator shelter benches	26 May 2021	3138
Quota Club of Coolum Beach Inc	Purchase of equipment to reactivate group and raise community awareness of events and activities	2 June 2021	1463
Coolum Community Garden	Funding towards promotion of community gardens and plant seed library at two Coolum locations	8 June 2021	1000
DV Safe Phone Ltd	Funding towards collection of used mobile phones for use by domestic violence victims	8 June 2021	2130
Development Watch Inc	Venue hire for community engagement on the new planning scheme	18 June 2021	498
Friends of Lake Weyba Inc	Printing costs associated with community newsletter	18 June 2021	404





**Division 10 Cr Law:** Total 2020/21 Allocation \$22,261

Applicant	Project/Purpose	Date allocated	Amount (\$)
Eumundi School of Rock Incorporated	Purchase of Welcome to Country and headline artist for public music event	11 August 2020	1000
Yandina/Eumundi RSL Sub-Branch Inc	Purchase technical support for live stream of Remembrance Day Service	23 October 2020	500
One Heart Training Academy Inc	Hire venue and equipment for female boxing event	28 October 2020	1000
Belli Community Hall Association Inc	Funding for part of the underwriting costs of a small hall music event	10 November 2020	500
Golf Programs Australia Incorporated	Funding for event management costs	11 November 2020	500
The Range Community Kindergarten Association Inc	Funding for replacement of non-compliant windows	11 November 2020	500
Sunshine Coast Creative Alliance	Filming and editing costs for Online Turn Up Summit	19 January 2021	550
Kenilworth Christmas Tree Sub-Committee	Costs for entertainment at 2020 Kenilworth Community Children's Christmas Eve Party	19 January 2021	1000
The Tyler Kennedy Legacy Trust Inc	Purchase of boards for Learn to Surf Program for underprivileged youth	19 January 2021	500
Eumundi Rotary Initiatives	Marketing and catering costs and purchase of native tree tube stock for Australia Day event in Eumundi	19 January 2021	1000
Mapleton Bowls Club Incorporated	Entertainment and music for the 75th Anniversary event celebrating the Mapleton Bowls Club	5 March 2021	500
SunnyKids Inc	Printing of 115 copies of a Kids' Cookbook to promote fun and nutritional cooking within a budget	5 March 2021	914
Sunshine Coast Agricultural Show Society Inc	Funding sound equipment and performance at opening of Arts Exhibition at Sunshine Coast Show (Nambour) 2021	11 May 2021	500
Yandina School of Arts	Contribution to labour costs for stage repairs at Yandina School of Arts	11 May 2021	2000
Returned & Services League of Australia (Queensland Branch) Yandina/Eumundi Sub-Branch Inc	Funding of technical support for live stream of ANZAC Day Service 2021 at Yandina	11 May 2021	500
Belli Community Hall Association Incorporated	Purchase and installation of a digital lock box for main door and repairs to hall utilities	21 May 2021	500
Kenilworth Sub-Branch RSL	Purchase ten plaques to affix to the Kenilworth War Memorial honouring community members who have served in the Defence Services	28 May 2021	1000
Kenilworth Arts Council Inc	Funding for hall hire, cleaning, postage, stationery and printing in association with the Kenilworth ArtsFest 2021	28 May 2021	1000
Nambour Community Centre Inc	Funding for facilitation, marketing, promotion and catering of workshops responding to homelessness	15 June 2021	7999







FINANCIAL

## Financial information



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

[sunshinecoast.qld.gov.au](http://sunshinecoast.qld.gov.au)

[mail@sunshinecoast.qld.gov.au](mailto:mail@sunshinecoast.qld.gov.au)

T 07 5475 7272 F 07 5475 7277

Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

[@sunshinecoastcouncil](https://www.facebook.com/sunshinecoastcouncil) [@councilscc](https://twitter.com/councilscc) [@sunshinecoastcouncil](https://www.instagram.com/sunshinecoastcouncil)

EST  
186