

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



Sunshine Coast Council  
CEO's Quarterly Highlights Report  
Quarter 4 – 2020/21

## Acknowledgement of Country

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

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### Acknowledgements

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

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## Contents

- Message from the Chief Executive Officer 4**
- A Strong Community ..... 5**
- A Healthy Environment..... 9**
- A Smart Economy .....11**
- Service Excellence.....13**
- Outstanding Organisation ..... 16**

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





## Message from the Chief Executive Officer

As we round off the financial year, I am really heartened to see Council's purpose - to serve our community with excellence, respect our past and position our region for the future - shining through in all that we do.

Our Sunshine Coast Community Strategy 2019-2041 recognises that diverse, inclusive communities provide a broad range of benefits for everyone. This quarter Council pursued these benefits through actively encouraging young people to advocate for projects and issues meaningful for our region and by collaborating and strengthening working relationships with First Nations people.

In June, Council established its first Sunshine Coast Youth Council, enabling young leaders in the region to make a positive contribution to the Sunshine Coast's future. Council is helping foster member's leadership journeys by ensuring their voices and ideas are heard and by providing opportunities to progress their development.

Council has helped develop a First Nations heritage virtual reality experience and digital application, which transports users to a time before European settlement. The award winning experience is housed in the Bankfoot House Heritage Precinct at Glasshouse Mountains, safeguarding these stories and history for generations to come.

Planning for our future and keeping our community informed and engaged on initiatives is an important part of Council's role as a local government. Our community has told us traffic congestion is a key area of importance for our region. Being able to get around the Sunshine Coast easily and conveniently as we continue to grow is an important part of maintaining our way of life and promoting a sustainable future. This quarter Council engaged with our community on the different types of options for a mass transit system. Other community engagement activities encouraged our community to have their say on the future of the Council's first Stormwater Management Strategy and the future design of the Caloundra Community and Creative Hub.

Council continues to deliver a healthy and liveable Sunshine Coast through our Environment and Liveability Strategy 2017. Our coastline forms an integral part of our Sunshine Coast identity and

lifestyle and in May 2021 the region's Coastal Hazard Adaptation Strategy was endorsed. The Strategy provides a long term blueprint for preparing and protecting our coastal areas and communities from coastal hazards and strategic insights about the types of changing coastal hazards and their potential impact.

In April our region became host to one of the most significant sporting events in the nation, the Australian Surf Life Saving Championships (the Aussies). The region hosted 5900 competitors who along with spectators injected \$16 million into the economy and generated more than 78,000 occupancy nights for Queensland. The Aussies clearly demonstrated its value on many fronts.

Our region is once again taking a national leading position as the most sustainable and innovative region by unveiling Australia's first, high-tech, underground automated waste collection system for a central business district. Now operational, this innovative system is located within the new Maroochydore City Centre and will remove waste and recyclables from buildings and street bins by vacuum pressure through a 6.5 kilometre network of underground pipes to a collection station. With the system operational, it will remove rubbish trucks, wheelie bins and associated smells from the city centre, making it a truly smart city.

Our Operational Plan 2021/22 was adopted in June 2021 to advance the strategic priorities from our Corporate Plan 2021-2025. It identifies 70 activities and 31 service outputs that will be the basis of our quarterly reporting to keep our community informed of our progress and our Council accountable for our performance. Alongside the operational plan, the \$816 million 2021/22 budget was adopted to balance investment in our environment, community and economy as well as support our region's recovery efforts from the COVID-19 pandemic.

These are just a few of the many highlights captured throughout this report, demonstrating the way our organisation is living our vision and delivering on our purpose working with, and for our community. I look forward to the next 12 months with excitement as we continue to advance our vision for a healthy, smart, creative region.

Emma Thomas  
**Chief Executive Officer**

# A Strong Community

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



**29,113**

people attended community events at Council's venues



**92%**

Customer satisfaction with library and cultural programs



**147,216**

attendances to Council owned aquatic centres



**307**

community grant applications awarded, allocating more than \$1.2 million for the quarter

## Community and cultural development and partnerships

### Community Strategy forum

More than 90 people representing various Sunshine Coast organisations gathered at Venue 114 on 18 May 2021 to champion how collectively we can continue to create a shared and inclusive region for the future.

The forum was an action of Council's Sunshine Coast Community Strategy 2019-2041 and was a great opportunity to brainstorm and bring together different perspectives, needs and priorities including:

- continuing to advocate to the State and Federal Governments regarding assertive outreach programs to assist those who are experiencing homelessness or are at risk of homelessness
- the ideation of a new project to collect and curate diverse stories that articulate the rich history and future aspirations of our region and
- an overwhelming intent to pursue an inclusive region including a strong focus on our First Nations and multicultural communities as well as our region's young people.

### Youth Council

Council established its first Sunshine Coast Youth Council that enables young leaders to make a positive contribution to our region's future.

The inaugural meeting of the Youth Council was held on 23 June 2021 with 15 Sunshine Coast locals aged between 15 and 24 years old (with diverse backgrounds and interests).

The Youth Council is designed to educate participants about local government and foster young people's skills in the areas of:

- decision-making
- communication and program development
- advocating for projects and issues that are meaningful for our region and
- understanding of the roles and functions of local government including the opportunity to interact and learn from Sunshine Coast civic leaders.

### Domestic and family violence march and vigil

In a partnership between Council and Centacare, the Let's Grow Together event was held on 5 May 2021 during the Domestic and Family Violence Prevention Month.

More than 300 people gathered in Maroochydore for a march and a moving candlelight vigil to remember the lives lost, acknowledge the impact of domestic and family violence and as a community - stand up and say no to violence.

Domestic violence is a key focus area within the Sunshine Coast Community Strategy 2019-2041 to which Council is committed to addressing through

partnership, collaboration, advocacy, and direct action.

## Community grants

Council allocated funding through its grant programs to community organisations who contribute to the region's economic, environmental, social, or cultural wellbeing and are aligned to Council's vision and strategic priorities.

During the quarter, a number of key funding activities were undertaken:

- \$1,234,612 was committed through the new 3-year round of the Community Partnership Funding Program, attracting 118 returning and 21 new partner applications
- \$1,290,322 was allocated to 307 successful applicants across seven Community Grant Program categories to help our community at a grassroots level and
- 20 Environment Levy partnership applications were received for funding and are under consideration.

## First Nations Heritage

Council collaborated with Bilbie Virtual Studios to develop a First Nations heritage virtual reality experience and digital application, which transports users to a time before European settlement.

Launched in April 2021 during Council's Heritage Symposium, the digital platform covers from Mt Tunbubudla in the south, to Mt Coochin in the north and matches local topography and flora and fauna species from the pre-settlement time.

Extensive consultation with Kabi Kabi and Jinibara First Nations representatives was undertaken to ensure the technology captures the sharing of knowledge, to increase the understanding of First Nations cultural and sustainable practices.

## Culture is Inclusion exhibition

During May 2021, a talented group of local First Nations artists named NuunaRon, displayed their work in a 'Culture is Inclusion' exhibition at the Maroochy Arts and Ecology Centre.

NuunaRon's artists live with a disability and gather each week to share their culture and stories with others. The group provides a safe space for people

to connect to culture via yarning, painting, and creating art.

The exhibition was a partnership between Caloundra Regional Gallery and the First Peoples Disability Network Australia. Delivering arts programming opportunities in partnership with First Nations artist is a key action from the Sunshine Coast Arts Plan 2018-2038.

## National Reconciliation Week 2021

The Sunshine Coast community celebrated National Reconciliation Week between 27 May 2021 and 3 June 2021. This year's theme, 'More Than A Word', encouraged people to discover that reconciliation takes action. It is a journey for all Australians to learn about our shared histories, cultures and explore how each of us can contribute to reconciliation.

A range of events for the community to participate in were held throughout the region from a compelling film at Caloundra Cinemas to an Auntie Betty Memorial Reconciliation Walk at Buderim Forest Park. The events focused on strengthening our relationships while also celebrating First Nations culture and heritage.

## Allure of the Beach

Allure of the Beach is a digital story that celebrates the importance of the ocean and beach culture to the Sunshine Coast community, as told by well-known locals Hayden Kenny, Serena Brooke, Greg Riddell, Ryan Waller and Dr. Vikki Schaffer.

The story examines our love affair with the sea - from surfing to surf lifesaving, diving and fishing and the Sunshine Coast beach lifestyle. The film, produced by Michael McCarron, formed part of the Coast Connections exhibition at Caloundra Regional Gallery. Digital stories are funded by the Heritage Levy aiming to help us understand and appreciate our beautiful region and our place in it.

## The Refinery

Fifteen Sunshine Coast creatives embarked on the eight-week creative arts incubator program, The Refinery in May 2021. The program covered business strategy, market analysis, economic modelling and connects collaborators and investors to bring ideas to market.

As part of the program, Sunshine Coast creatives benefited from the experience and passion of 30 mentors, including the multi-talented artist, actor, entrepreneur and author, Clare Bowditch. Clare was a mentor in the 2021 program and was a guest speaker at a special event held at The MET, Maroochydore in May 2021 where she discussed her vision and journey from musician to author to inspirational speaker.

## Nambour Tram

A major milestone was reached on 14 May 2021 with the official opening of the Nambour Heritage Tramway Depot.

Expected to be operational by the end of 2021, the solar powered, battery operated tram will run between Nambour Mill Village Shopping Centre to the southern end of Quota Park (between Repco and Aldi), and along Mill and Howard Streets. The heritage-listed tramline will provide a rich historical experience in Nambour that will help drive tourism and importantly support the local economy.

The terminus and information centre were funded by Council, the Federal Government, Nambour Tramway Company and local philanthropists.

## Community venues

### Community Showgrounds

The installation of a new lift was completed in the main pavilion at the Nambour Showgrounds in May 2021. The lift will help people with disabilities and seniors with mobility issues access the full experience of the Main Pavilion when occupied for events such as the Sunshine Coast Agricultural Show Society and Queensland Garden Expo. The lift will also improve accessibility when the Nambour Showgrounds is activated as an evacuation centre. The project was made possible with contributions from Council and the Federal Government.

In addition, the Maleny Showground had several infrastructure and facility improvements completed in May 2021. The main pavilion has been fitted out with solar panels, the gravel roads around the two main fields were upgraded to asphalt and an exit road from the grounds was constructed to ease congestion.

A new, all abilities amenities building has been completed with a pathway installed to the disability

parking spaces. This upgrade was in partnership with the State and Federal Governments, Council and Maleny Show Society.

## Disaster management

### Pandemic support

Council worked with Queensland Health and the Sunshine Coast Hospital and Health Services to support the establishment of a COVID-19 mass vaccination hub at the Caloundra Indoor Stadium, Golden Beach. The Caloundra hub was operational for 12 days between 12 June and 23 June 2021.

In addition, Council assisted Sullivan and Nicolaidis Pathology and QML with mobile testing sites at Milieu Place, Warana and the Caloundra Aerodrome respectively.

## Libraries

### Podcasting studio

Council launched a new professional quality podcast studio at Kawana Library in April 2021. The new studio provided our Sunshine Coast community with opportunities to develop new digital skills in podcast production.

The purpose-built studio named 'StoryCast Studios' provides access to high quality audio equipment, including a podcast production mixer with four studio microphones and headphones. Council libraries will also be providing customers with a range of online podcast resources and training opportunities. The initiative was funded and supported by the State Government and State Library of Queensland.

## Roads, cycleways and pathways

### Parklands Boulevard upgrade

Council completed the four-lane section of Parklands Boulevard at Meridan Plains in April 2021, including dedicated cycle lanes and new signalised pedestrian crossings at the Sunset Drive and Meridan Way intersections.

The \$17.8 million upgrade has improved safety and travel time for motorists, cyclists, and pedestrians by improving traffic flow, reducing

delays during peak periods and catering for future traffic volumes.

The project received \$750,000 from the State Government's Cycle Network Local Government grants program.

### Mooloolaba transport corridor upgrade

An important milestone was reached on 16 April 2021 with the completion of the \$8.5 million upgrade of Walan Street, between Venning Street and Smith Street in Mooloolaba.

The Walan Street upgrade now completes stage one of the Mooloolaba Transport Corridor Upgrade [project](#) which will include the widening of Walan Street and Brisbane Road to four traffic lanes, a new Mayes Canal bridge and other intersection and landscape improvements.

Stages two and three of the upgrade commenced in May 2021 with a focus on bridgeworks at Mayes Canal, Mooloolaba.

### Havana Road West pathway

A new two-metre wide pathway reaching almost 300 metres long was completed in April 2021 along Havana Road West, Peregrine Springs. The project has increased the safety and improved access for residents who walk, ride and scooter to school and nearby attractions.

## Sporting Facilities

### Sunshine Coast Stadium

A number of exciting events were held at the stadium during the quarter, including the:

- Emergency Services and Disaster Preparedness Expo held in May 2021
- National Rugby League team Melbourne Storm relocated two home games in May and June 2021 following a COVID-19 lockdown in Victoria, and
- Women's National Rugby League State of Origin was played between Queensland and New South Wales in June 2021.

The Sunshine Coast Stadium recorded its highest monthly attendance in June 2021, with 53,899 people attending various events under the Stadium's COVID-19 Safe Plan.

### Nirimba Sports Complex

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

The district level facility accommodates rugby league, cricket and netball and includes change rooms, a canteen and integrated public amenities to service the precinct. 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.



# A Healthy Environment

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



**4723 hectares**

of landscape and garden beds maintained



**9192 hectares**

managed for conservation under Sunshine Coast Land for Wildlife program



**414**

wheelie bins of weeds removed by 692 volunteers with the Community Nature Conservation Program



**1779 MWh**

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 17,194 tonnes

## Sustainable growth and network planning

### Coastal Hazard Adaptation Strategy

Council adopted its 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 was developed in partnership with our community who over a period of 18 months have shared their experiences and knowledge and helped Council understand what is important to them.

Council collaborated with the State Government and Local Government Association of Queensland and received funding to support the strategy development process.

### Public transport options

Over an eight-week period from 28 April 2021 until 22 June 2021, Council invited the community to provide their valuable feedback on a range of options being considered in a draft Mass Transit Options Analysis report.

The Options Analysis is the second phase in the business case process being undertaken for the mass transit project. The options considered in the draft report range from: bus network upgrades, to a quality bus corridor, to bus rapid transit, trackless trams, light rail transit and more.

The outcomes of the community and stakeholder feedback about the mass transit options will inform the finalisation of the Mass Transit Options Analysis report, which will then be submitted to Council for consideration.

## Bushland conservation and habitat

### Kids in Action

More than 300 children from 22 Sunshine Coast schools participated in the 2021 Kids in Action Environment Projects Day, held at Ewan Maddock Dam on 14 May 2021.

The event's theme 'Future Dreaming' involved engaging workshops that brought ancient, timeless, and modern knowledge together to help imagine a more hopeful, brighter sustainable future.

### Fire management

Council's annual burn program commenced during the quarter with prescribed burns successfully delivered in conjunction with the Queensland Parks and Wildlife Service at Mt Mellum Environment Reserve, Racemosa Environment Reserve and Lake Weyba Environment Reserve.

Kabi Kabi and Jinibara Traditional Custodians participated in the Mt Mellum reserve burn and site preparation.

## World Environment Day

The Sunshine Coast's World Environment Day festival was held on 5 June 2021 at the Doonan Creek Environment Reserve in partnership with the Sunshine Coast Environment Council. The theme for this year's festival was 'Ecosystem Restoration', attracting 228 people to plant approximately 1200 native trees, shrubs and ground covers. This contributed to a total of approximately 12,000 stems planted in the area by volunteers since 2016.

## Caloundra Community and Creative Hub

Council is planning for a vibrant new community and creative hub in Caloundra – a place where arts, community and creativity can come alive. The proposed hub will create a community precinct linking The Events Centre, new district library, Caloundra Regional Gallery, town square and parks and street spaces through to Bulcock Beach.

A draft Concept Design was developed following extensive research and informed by community engagement in November 2020. The community were invited to review and comment on the Concept Design from 25 May 2021 to 22 June 2021 and will have the opportunity to comment on the final design once further stages are progressed.

## Rivers, streams, estuaries and water bodies

### Blue carbon pilot project

Partners of the Blue Heart Sunshine Coast project – Council, Unitywater and the Department of Environment and Science - came together on 27 May 2021 to host a forum with blue carbon and tidal wetland experts from the State and Federal Governments and several Australian universities.

A blue carbon pilot project will be undertaken over a number of years within our nation leading Blue Heart Sunshine Coast project area. The project will help to demonstrate how land restoration projects can provide opportunities to capture and store carbon and will help Council understand more about blue carbon farming for private landowners within the Blue Heart.

Phase 1 of this project will be funded by an investment from the State Government's Land Restoration Funding which seeks to support carbon projects that deliver additional environmental, social, economic and First Nations co-benefits.

## Stormwater Management Strategy

Council is developing its first Stormwater Management Strategy with the aim to:

- protect people and property from flooding risks
- protect our waterways
- minimise adverse impacts to the natural and built environment and
- ensure that stormwater is utilised as a resource.

Council invited community feedback on the draft Strategy between 12 April 2021 and 14 May 2021 to help inform the final Strategy that will be presented to Council.

The Strategy will identify the key issues for Council relating to stormwater and establish a series of objectives, strategic directions, policy positions and actions to address these issues.

## Stormwater drainage

Council's owns and manages more than \$1.5 billion worth of stormwater assets throughout our region. This includes more than 1500 kilometres of pipes and culverts that capture stormwater through underground pipes, before discharging into local waterways, draining to the ocean.

This quarter, Council inspected and actioned:

- 5300 meters of stormwater pipes using CCTV
- 310 drainage pits
- 17 flooding and drainage issues and
- 78 customer service requests.

A large culvert in poor structural condition was relined with an innovative insert which was achieved without any road closures or traffic disruption to our community.

# A Smart Economy

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



**\$4.8 million**

in revenue for Sunshine Coast holiday parks



**\$32.5 million**

is the estimated economic benefit for the region from 13 sponsored major events



**2399**

businesses accessed specialist advice and information



**\$80.3 million**

or 75% of the total available purchasing spend for the quarter was to local business

## Economic development

### Sunshine Coast Innovation

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 and above Canberra and the Gold Coast.

The Sunshine Coast is fast being recognised for its collaborative and dynamic startup community supported by a number of incubators, accelerators, coworking centres and maker spaces.

### Economic Resurgence Taskforce

A range of economic development programs continued, with the majority focused on helping the region's economy recover from the impacts of COVID-19.

The Economic Resurgence Taskforce met twice during the quarter and progressed the following initiatives:

- Next Level Sunshine Coast: a platform for digital upskilling created by Amazon Web Services
- Retail activation – a collaboration with local Chambers of Commerce and commercial real estate agents in Caloundra, Coolum and Mooloolaba

- Data Community – a data sharing platform where multiple organisations can collaborate
- Jobs Now campaign – a forum was held to focus on improving the relationships with local schools, planning for the Jobs Expo and the initiation of a campaign call 'Your Ultimate GAP year'
- Business Champions – Kenilworth Bakery was added to the 11 existing businesses participating in a promotional project to highlight local business success stories and promote business confidence
- Smart Manufacturing Food Hub – 'Project Turbine' brings likeminded businesses together to share resources, ideas and infrastructure and
- Bring back capital – accelerates shovel-ready projects on the Sunshine Coast. During the quarter 25 applications worth an estimated \$1.75 billion in economic impact for the region were received for determination.

### Next Level

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

Launched in May 2021, the new 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 with Amazon Web Services and Tafe Queensland and is supported by technology industry group Silicon Coast.

## Sunshine Coast Events

Council launched its new and improved online events hub in May 2021 to assist our community find out 'what's on' across the Sunshine Coast.

The new platform allows Council, community interest groups, sporting groups and festival organisers to capitalise on their local events and drive community vibrancy and visitation while giving tourists even more reason to visit our region.

The [Events.SunshineCoast](#) platform provides improved navigation so people can search by event category, timing or location and automatically pulls listed events from different sources including Australian Tourism Data Warehouse, ticketing systems and Facebook.

## The Aussies

More than 5900 Surf Lifesavers assembled on the Sunshine Coast in April 2021 for the Australian Surf Life Saving Championships (the Aussies). Representing the 315 surf club's nation-wide, 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 many people visiting from interstate, 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 State Government through Tourism and Events Queensland.

## Caloundra Activation

### Community Information Centre

Council partnered with Caloundra Tourism and local business to open the Caloundra Community Information Centre in May 2021. Located at 77 Bulcock Street, the centre will help our community

and visitors capitalise on all that Caloundra has to offer. The centre will be run with the help of 40 volunteers who will provide tourist information, directions and local event information.

# Service Excellence

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



**84%**

of development applications assessed within statutory timeframes



**2367**

building approvals issued with a construction value of \$468 million



**60,634**

customers assisted through the development and customer contact centres



**\$6 million**

invested into our road network to rehabilitate and resurface 11.5km of road with a total area of 94,280m<sup>2</sup> for the safety of our community

## Waste and resource management

### 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 70km an hour through a 6.5km 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, 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 and another step towards achieving our vision for the Sunshine Coast: Australia's most sustainable region. Healthy. Smart. Creative.

### Collection and resource recovery

Our waste services have continued to serve our community during the quarter with:

- Approximately three million bin collections with 99% completed on schedule, and
- 150,720 transactions were recorded at Council's Resource Recovery Centres

In addition, 94 educational presentations were provided to Sunshine Coast schools and community groups on topics such as waste to resource, compost and worm farming and Resource Recovery Centre and landfill tours.

## Customer and community relations

### Understanding our customers

More than 500 customer surveys were captured from April to June 2021 to provide Council with a performance baseline on end-to-end services and insights on customer needs. Council will use the information to inform continuous improvement of services and processes throughout the organisation.

As part of digitising Council's service offering, online self-service processes for waste management were launched during the quarter.

## Local amenity and local laws

### Pet education

From April 2021 to June 2021, Council held pop-up education booths to promote pet owner responsibilities at Point Cartwright, Mudjimba, Twin Waters, Maroocha, Coolumb, Currimundi Lake, Ballinger Beach and Golden Beach.

Council interacted with 818 community members across all sites to provide information and respond

to questions. More information on where to exercise your dog on the Sunshine Coast, including off-leash, on-leash and prohibited areas, is located on Council's [website](#).

## Public health

The trial use of drones for mosquito treatment over six hectares of saltmarsh in Brightwater estate, Mountain Creek yielded excellent results and led to extremely low numbers of adult mosquitoes recorded in the area. This has reduced mosquito impacts on the local community and encouraged the use of open spaces and facilities.

## Roads network management

### Bus stop accessibility

In partnership with the State Government, Council upgraded 98 percent of bus stops across the region in accordance with the *Disability Discrimination Act 1992*.

The upgrades have removed some of the barriers that people with disability or mobility issues find challenging when using public transport. Benefits from the upgrades have also extended to carers, parents with prams and our senior residents.

Of the 730 sites, 11 are difficult to make compliant and consequently are under detailed review by the Department of Transport and Main Roads.

### Roads resealed and rehabilitated

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

During the quarter, 20 roads were upgraded with significant works occurring in on the following roads:

- Eumarella Road, Weyba Downs
- St James Court, Little Mountain and
- Pelican Waters Boulevard, Pelican Waters.

### Green Asphalt

Four of the roads upgraded this quarter through Council's road reseal and rehabilitation program

have used 2200 tonnes of an innovative 'green' asphalt mix called Olexocrumb.

Olexocrumb is a product that utilises recycled rubber in bitumen to improve noise reduction, pavement durability, fatigue, crack resistance and subsequently reduce the environmental impacts of end-of-life tyres.

## Project Delivery

### Mooloolaba Foreshore Revitalisation

The Mooloolaba Foreshore Revitalisation project has continued to progress with the large stone clad retaining wall nearing completion. The structural elements are now in place ready for the new walkway and planting above the seawall was completed to help the plants have a longer establishment period.

### Buderim Forest Park Bridge

The Buderim Forest Park 'Serenity Bridge' reopened to the public in June 2021, following innovative strengthening works. The bridge received a \$90,000 upgrade consisting of tensioning wire cables, the installation of retroten (strengthening product) and the replacement of selected deck planks.

### ParknGo Mooloolaba Central

The ground floor commercial spaces and streetscaping elements of the ParknGo Mooloolaba Central was fully completed during the quarter.

### Sunshine Coast Hockey Club

State-of-the-art synthetic turf has been installed at the Sunshine Coast Hockey Association fields at Ballinger Road, Buderim. The \$489,000 world-class fields will afford opportunities for more people to participate in hockey as well as improving the regions capacity to attract high calibre sporting events to our region.

The upgrade was made possible thanks to the State Government's COVID-19 Works for Queensland Program and the Sunshine Coast Hockey Association.

## Our smart region

### Data driven decision-making

Data sensors were installed on poles at Blackall Street, Woombye in April 2021 to assist Council plan for the future and deliver more efficient services and infrastructure for our community.

The pilot project will collect real-time information about pedestrian and vehicle movement in the area, usage of public amenities, weather patterns and temperature of surfaces. Information will assist with scheduling of maintenances and cleaning services, placemaking and design planning, and the management of facilities in a more environmentally sustainable way.

### Thermal imagery

Council has introduced thermal imaging technology 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
- record thermal absorption and release of an object/surface that continue to radiate heat when temperatures are declining and

changes to streetscapes over time (pre-and post-changes) to assess and quantify improvements.

# Outstanding Organisation

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



62

offers of employment for the quarter



5

awards received during the quarter

## Safety of our people

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

All field-based employees participated in a general awareness training for mental wellbeing and suicide prevention conducted by the Thompson Institute.

Keeping employees safe and healthy is a priority of Council and we recognise the importance of holding conversations and sessions with employees as a first step towards removing stigma around mental health and suicide.

## Operational Plan

The operational plan provides the priorities for the next 12 months and identifies responsibilities and resources to advance the vision and progress the delivery of the Sunshine Coast Council Corporate Plan 2021-2025.

Council's Operational Plan 2021/22 was adopted on 24 June 2021. The operational plan informs the budget development and is developed in parallel to ensure the resources for key activities, projects and core service delivery are allocated effectively.

## Financial and procurement services

### 2021/22 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 COVID-19.

Through the development of a 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
- the re-establishment of the \$5 million Disaster Rehabilitation Reserve.

## Capital works program

The 2021/22 budget includes a \$268 million investment in the capital works program, providing direct benefits to our Sunshine Coast community by supporting a more resilient local economy, generating employment and providing access to new services and facilities.

The program will deliver better infrastructure and facilities for our residents, right across our Sunshine Coast, providing an important pipeline for local trades and other supply chain businesses, which helps keep local people employed. Our capital works projects are estimated to generate an economic multiplier benefit of more than \$400 million for our Sunshine Coast economy and support more than 1300 jobs.

## People and Culture

The Field-Based Certified Agreement received a majority 'yes' vote in April 2021 and was certified by the Queensland Industrial Relations Committee.

## Governance

Council continues to deliver *Human Rights Act 2019 (Qld)* awareness training to employees following the commencement of the legislation in January 2020. Employees benefited from participation in workshops and new online training



options to provide an understanding of how decisions and actions can impact human rights.

## Regional Partnership Agreement

Council is continuing 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 has confirmed its intent to invest \$1 million over three years with the year one budget confirmed to commence from 1 July 2021.

During the quarter, two projects were approved for commencement under the partnership:

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

## Awards

Council was recognised with five awards during the quarter:

- The **Sunshine Coast Community Strategy 2019-2041** received a commendation for Public Engagement and Community Planning at the 2021 Planning Institute of Australia Awards for Planning Excellence.
- 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 **COVID Kindness campaign** was awarded Best Creative Campaign at the Local Government of Queensland 2021 LGX 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).
- The **Sunshine Coast Design Book** received a commendation in the Policy Category at the Minister's Award for Urban Design (Queensland).

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## Connecting with Council

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

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

### **Follow Council on:**

Facebook: [@sunshinecoastcouncil](#)

Twitter: [@councilscc](#)

Instagram: [@sunshinecoastcouncil](#)

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

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





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**Healthy. Smart. Creative.**

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