



## Sunshine Coast Council Quarterly Progress Report Quarter 2 2013/14



### Chief Executive Officer's Report

A message from John Knaggs

This report provides information on the operations and achievements for the Sunshine Coast Regional Council in relation to implementing its Corporate and Operational Plans for the period October to December 2013.

The past quarter has been extremely difficult for our employees, with de-amalgamation of the Sunshine Coast Regional Council and our own organisational restructure proving to be challenging for all of us.

All staff, regardless of whether they are remaining with the Sunshine Coast Regional Council or transferring to the new Noosa Shire Council, should feel proud of their contributions and achievements over the past six years.

Going forward our communities can still expect to receive quality services and first class customer service, from an organisation committed to delivering value for money to residents and communities.

### Overview

This is the last quarterly report of the amalgamated Sunshine Coast Regional Council, with the organisation and the region entering a new era from 1 January 2014.

I would like to thank all staff for the way they have conducted themselves, both individually and in their teams, during the challenging circumstances of an organisational review and de-amalgamation over the last quarter.

Whilst these significant change processes were being finalised, other significant work was continuing to serve the long term future of the region.

In December the draft Sunshine Coast Planning Scheme was finalised and sent to the State Government for the first interest check.

When adopted, the Sunshine Coast Planning Scheme will replace the Caloundra City Plan 2004 and the Maroochy Plan 2000. It will guide council in managing land use and development to support a sustainable economy, sustainable communities and a sustainable environment.

The draft Sunshine Coast Planning Scheme aligns with the State Planning Policy and the South East Queensland Regional Plan, and it also supports the new Regional Economic Development Strategy.

Over 2800 submissions were considered in the the development of the draft scheme and it is expected that the new Sunshine Coast Planning Scheme will be adopted by March 2014.

During the quarter the draft development scheme for the Maroochydore City Centre Priority Development Area was completed and submitted to Economic Development Queensland for review.

Council has worked in partnership with Economic Development Queensland to prepare a development scheme which outlines the development that will occur to transform the Maroochydore City Centre. The draft scheme provides for retail, commercial, mixed use and high and medium density residential development. Development will also include new road networks, public open space and community facilities necessary to service the emerging Maroochydore City Centre and reflect the regional role of Maroochydore. Public notification of the draft scheme is expected to occur in February 2014, with the final scheme adopted in July 2014.

During the quarter we saw the continuation of a large array of community services by Council. These included the endorsement of \$274,000 in community grants, the launch of the Festive Season program that will deliver over 80 family friendly events, a successful New Year's Eve event in Mooloolaba that attracted an audience of around 45,000, more than 290 educational sessions conducted at our libraries which saw attendances of over 4900 people, the receipt of nearly 42,000 phone calls and over 37,000 page views of the CommunityHub.

The quarter saw the enhancement of Council's customer service model through operating independent service counter and call centre streams and centralising the call centre function from three locations to one location. The key performance measures of customer satisfaction and call answering times were very high.

The delivery of key infrastructure projects continued to be a priority. At the end of December 2013 capital works expenditure in Infrastructure Services was just short of \$50 million. The capital works program includes projects across a diverse range of asset types and vary from large projects to small local projects that local communities value so highly.

The Queensland Audit Office issued council with an unqualified audit opinion for the 2012/2013 annual financial statements.

Council has now achieved an unqualified audit opinion in every year since 2008. Considering the additional complexity of incorporating reporting in relation to de-amalgamation, this is an outstanding result.

The success of international flights between the Sunshine Coast and Auckland in 2012 and 2013 has resulted in Air New Zealand announcing they will continue the direct service for a further three years.

This is welcome news for the region and demonstrates confidence in the value of the Sunshine Coast-Auckland route. New Zealand is the region's largest overseas tourism market contributing to around 25% of overall international visitor numbers.

The decision by Air New Zealand, and the announcement of the Queensland Government's Airport Directions Statement during the quarter, is a significant boost for the Sunshine Coast Airport's future direction. The airport's expansion plans will ultimately cater for population, tourism and business growth, deliver improved aviation services and provide access to growing markets and new domestic and international destinations.

During the quarter council was recognised for its dedication to sustainability by winning the inaugural Local Government category at the national Banksia Sustainability Awards.

Council's award recognises leadership, integrating sustainability principles and practices into operational activities, and reducing the organisation's footprint.

Over the past few years we have made day-to-day operational changes, such as minimising waste, halving the stationery budget and reducing fuel consumption by 1.1 million litres.

Finally during the quarter, I welcomed the appointment of Mr Ray Turner to the role of Director Corporate Services. Ray brings a wealth of experience to this role and this appointment now completes the makeup of the organisation's leadership team.



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### Community Services

A message from Coralie Nichols,  
Executive Director

An outstanding achievement in this quarter has been the streamlining of our Customer Contact function, resulting in the consolidation of three call centre locations into one. The results speak for themselves with the great improvements to key statistics and high staff morale.

The Festive Season was launched with over 80 family friendly activities for the community throughout December/January. These events are much loved and continue to be popular with residents and visitors alike.

Two strategic plans were endorsed for public exhibition which will shape the way our libraries and key performance venues are managed. In addition two Master Plans were finalised to provide direction on the future management of the Nambour Showgrounds and the Elizabeth Daniels Sports Complex.

The end of this quarter sees the transfer of the Human Resources Branch, Media & Public Relations team and Community Leasing & Assets team to other Departments within council in accordance with the outcomes of the organisational review.

### About the Department

The Community Services Department is a key frontline service delivery team of 713 committed staff, offering over 40 products and services. Staff engage with our community approximately 10,000 times per week. Delivery of our products and services is underpinned by the department's mission to *"actively engage with the communities of the Sunshine Coast and partner with them to grow their capacity and to better respond to their needs through the delivery of quality, timely and value for money services."*

Products and services produced by Community Services stem from its six branches:

- Customer Relations
- Human Resources
- Library & Gallery Services
- Community Response
- Community Facilities
- Community Development

## Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

### Robust economy

#### 1.1 A broad economic base

Free parking in the Caloundra CBD was implemented this quarter from 7 December 2013 for a seven week period. Council supported a request from the Caloundra Chamber of Commerce & Industry Inc for the free parking to assist in providing a boost for local businesses in the area during the busy Christmas period.

Y-shops are being established by creative young people aged 12 to 25 years at our libraries to sell their own original craft, artwork or service. Each participant in the Y-shop program has the chance to apply for one of 12 'scholarships' to be part of the Eumundi Markets and be mentored by world-class marketeers.

A business communication specialist provided a free session on *Punchy Presentations* at our libraries this quarter, with helpful hints on how to develop presentation content, gain professional speaking skills, enhance performance and improve confidence in a business setting. *Body Language Bootcamp* sessions were also provided to help participants reinforce and add credibility to what they say. The session also included understanding signals that are sent and to be able to read the signals of clients.

The Cultural Heritage Levy funded a series of professional development workshops designed to engage and support community museums and the wider heritage sector. Workshops offered advice on engaging with schools around the natural history curriculum and preserving and reframing significant image collections.

### Innovation and creativity

#### 3.3 A creative and artistic region

The Corner is a space within the children's library designed to encourage curious and creative ideas. In December, Beerwah and

Cooroy libraries played host to a Circus Circus Corner, Maroochydore library will host Animalia Corner and Nambour will implement a retro designed kitchen to encourage imagination and role playing.

Our venues played host to more than 1153 local and international performances and events attracting over 110,000 people. Key events included *ABBA Tribute - Bjorn Again*; *Legends Tribute to Johnny Cash, Marilyn Monroe & Elvis Presley*; *The Break* (with members from Midnight Oil, Violent Femmes and Hunters & Collectors) and the childrens show called *Fluff*.

The Caloundra and Noosa Regional Galleries held notable exhibitions, namely:

- *Close Encounters - of the Bird Kind*
- *Sons of Beaches 72*
- *Playing with Landscape*
- *Becoming Home*
- *Transience: A Confluence of Australian and Chinese Culture.*
- *Passing Time*
- *Desert Psychedelic: Jimmy Pike*

The Peoples Choice Awards for SCAP were announced in October, with the winners being:

- *Kevin* in the 2D Category
- *The Last Tree* in the 3D Category
- *Low Tide* in the Tertiary 3 Category.

In November Council endorsed \$84,550 from the Regional Arts Development Fund for 18 projects, with projects ranging from design, new media, music, theatre, craft, writing and a festival.

#### 3.4 Council's working culture is dynamic, flexible and entrepreneurial

The Human Resources Branch spent a considerable amount of time supporting each of the Departments through the process of de-amalgamation and the implementation of the organisational review.

## Health and wellbeing

### 4.1 Safe and healthy communities

Officers from Community Response Branch undertook a systematic inspection program to monitor the compliance of mandatory conditions for regulated dogs and this quarter completed 68 regulated dog audits.

Fees and charges were also introduced for the following local laws, based on a full cost recovery model:

- Application for a permit to keep an animal (\$171)
- Application for a permit to place a movable advertising device on private land (\$90)
- Application for a permit to place a movable advertising device on public land (\$155).

Initial works have commenced with internal stakeholders to prepare a Sunshine Coast Animal Management Strategy. The aim of this Strategy will be to ensure council delivers upon the objectives of the *Animal Management (Cats and Dogs) Act 2008*; *Animal Care and Protection Act 2001*; and council's local laws.

### 4.2 Active lifestyles

Council approved a 20 year head lease over land in Caloundra which will allow the YMCA to construct and operate a state of the art gymnastics facility on the Sunshine Coast. This is a great outcome and a key recommendation of the Sport and Active Recreation Plan 2011 – 2026.

Council endorsed the *Elizabeth Daniels Sports Complex Master Plan 2013-2028*, providing guidance on the long term development of the site to maximise its functionality. Key features of the Master Plan include:

- Improvements to the internal connectivity within the site through improved directional signage;
- Enhanced traffic flow and management;
- Stronger pathway connections;

- Expansion of the dog off leash enclosure;
- Installation of exercise equipment in the recreation park; and
- Further infrastructure to support increasing demands on facilities.

Council also endorsed the *Nambour Showgrounds Master Plan 2013-2023*, providing a 10 year vision for the facility. The Plan looks to maximise the areas economic development potential and its value as a hub of community activity. Recommendations of the Master Plan include:

- Enhanced main entry;
- Improved internal movement and parking;
- New indoor multi-use facility;
- Relocation of Nambour Cricket Club once an alternative site has been determined; and
- Improvements to the equestrian arena.

The Community Facilities branch assisted many community sporting organisations to obtain \$1.2 million in grants across the region from the State Government's *Get Playing* and *Get Going* programs.

## Social cohesion

### 5.1 Equity and opportunities for all

Staff from the Community Development Branch built upon strategic partnerships with key youth service providers such as Headspace and the Integrated Family and Youth Service.

Volunteering opportunities for our community continue to be supported by our libraries. Our library programs and services support social inclusion and provide lifelong learning opportunities for people of all ages. Library membership this quarter totals 134,000 which is an increase of 3.3% compared to last quarter.

### 5.2 Strong community groups and networks

This quarter saw \$274,278 being endorsed by council to provide community grants across seven categories to organisations ranging from community centres, bush care, youth groups, rotary groups and sporting clubs. Categories of funding were:

- Community Development (\$85,775)
- Cultural Development (\$23,000)
- Cultural Heritage (\$12,358)
- Economic Development (\$8,500)
- Environmental Projects (\$17,000)
- Festive Season Activities (\$23,600)
- Sport, Recreation and Healthy Living (\$104,045).

An internal workshop was held regarding the potential benefits of Indigenous Land Use Agreements between local government and Indigenous peoples. Further research is now being conducted in conjunction with other local governments to determine the most appropriate way forward in regards to Native Title and Cultural Heritage.

The Sunshine Coast Australia Day Awards program attracted 82 nominations in seven categories. Winners will be announced next quarter.

### 5.3 A sense of identity and belonging

New Year's Eve Mooloolaba was once again hugely successful with audiences around 45,000 enjoying two stages of entertainment, amusements, food stalls, roving performers, fireworks and free buses. Police were impressed with crowd behaviour and the number of arrests continued their downward trend making this major New Year's Eve event one of the safest in southeast Queensland. The event generated positive media coverage on all television networks, local radio stations and print media as well as receiving complimentary feedback from attendees, sponsors and participants. The event's success is reflected in the number of sponsors requesting to be a part of the occasion.

The Customer Relations Branch also delivered two formal Australian Citizenship Ceremonies, Carols at Cotton Tree and Carols on Kings Beach. The Festive Season program with over 80 family friendly events was officially launched. In keeping with council's vision of sustainability, environmentally friendly LED lighting featured in the 29 council decorated trees.

Council's venues have launched a fantastic schedule of fun and affordable school holiday activities including screenings of the *Wizard of Oz*, performances by *Nickleby the Magician* and *Jurassic Joe*.

More than 290 educational sessions were conducted this quarter at our libraries and it is estimated the attendance was in excess of 4900 people. A variety of workshops and presentations were provided including *Stop Dieting Cycles*, *Allergy Menu*, *Fun with Herbs*, *Manage Stress and Fatigue*, *Laws Surrounding Separation*, *Creative Writing*, *Home Styling*, *Creative Photography*, *Energy Saver Sessions*, *Multi-Tasking Parents* and *Conflict Management*.

Council's Cultural Heritage team was awarded funding through the 2013 *Your Community Heritage* grant program for Memorably Moffat – a project which will explore and publicly showcase the stories, heritage and coastal lifestyles of Moffat Beach in collaboration with the local community. The finished project will be launched in 2014.

## Accessibility and connectedness

### 6.4 A community that recognises the importance of universal access and equity

With a quest to raise awareness for International Day of People with Disability, a community day was organised at Cooroy Library in December. The event aimed to create opportunities for the community to think, talk about and acknowledge people with a disability in a positive way. The event was run in conjunction with the inspirational exhibition *Colour is my Voice* by Peter Rowe.

Visitations to the CommunityHub have remained stable with over 37,000 page views this quarter. This site is a free online interactive community directory for local groups to access and advertise community information.

## Managing growth

### 7.5 Council's services and assets meet the needs of our growing community

Council endorsed the release of the *Draft Sunshine Coast Libraries Plan 2014-2024*. This plan will shape the future of the Sunshine Coast Council's library network, providing access to a diverse range of collections, services and activities that support intellectual, educational, creative and economic development in our community. The Plan will go on public display in 2014.

Council also approved the public release of the *Draft Sunshine Coast Performance and Venues Plan 2013-2028* for public exhibition. The purpose of the Plan is to inform the future use, operation and possible development of six of council's performance and community venues.

October saw a makeover of the Beerwah Aquatic Centre. The Beerwah Aquatic Centre is an active healthy lifestyle option for Beerwah residents and an important community meeting place. The entire 25m pool was tiled; the tumble turn area was made into a non-slip surface; and the dive stands improved to be solid platforms.

The trial of council regulating the paid parking at the University of the Sunshine Coast has proven to be mutually beneficial to both organisations with regard to parking

management in the locale. As such it was determined that the agreement be extended for a further 12 months.

## Great governance

### 8.4 Highly skilled, engaged and valued workforce

Human Resources Branch developed *Looking After Yourself* and *Looking After your Future* programs in recognition of the difficult and challenging times faced by employees both at a personal and career level regarding de-amalgamation and the organisational review. The sessions provided the opportunity to refresh wellness through yoga and meditation as well as sharpening resume and interview skills. The programs were well received.

The Human Resources Branch has also commenced initial work preparing for a second Organisational Climate Survey early in 2014. The survey aims to give staff the best opportunity to help ensure council is a positive and supportive organisation that is a great place to work.

### 8.6 An informed and engaged community

The Media & Public Relations team responded to 62 media enquiries and distributed 140 media releases this quarter.

Council's social media following continued to grow with 6232 Facebook friends and 1807 Twitter followers. These figures have increased by 200 each compared to last quarter.

### 8.7 Excellence in customer service

This quarter saw the enhancement of council's customer service model through operating independent service counter and call centre streams and centralising the call centre function from three locations to only one location. This has resulted in excellent outcomes across the key quarterly results of customer satisfaction, call answering times and call abandonment rates.

Mycouncil registrations are increasing by an average of 100 per week. Mycouncil allows users to view information about their property, requests for service, animal registrations and other dealings with council.

Telephone and email contacts continue to be the most popular methods of contacting council with 41,924 calls, 6980 email requests and 1073 webchats managed by the Customer Contact Centre this quarter. The option of web call back continues to remain popular with 273 over the three month period.

This quarter, 88% of phone and 80% of online contacts were resolved during the customer's first contact. 92% of phone calls were responded to within 60 seconds. Customer satisfaction ratings for Customer Call Centre staff are very high at 4.6 out of a possible score of 5.

## Operational Performance

Not applicable.

## Outlook

*The forward outlook for the next quarter will be:*

- In response to de-amalgamation, the separation of the two councils' library services will be finalised in this quarter.
- Finalisation of the Festive Season program review for implementation in 2014/15.
- Consolidation of new organisational structure and teams in the Community Services Department.
- Analysis of cat registration costs and benefits to be undertaken by the Community Response Branch.
- Finalisation of the request for quote and a councillor workshop to determine the pound redevelopment (small and large animals) to serve future need.
- Develop a Cultural Heritage Policy and Strategy.
- Review of the Community Partnership Funding Program.
- Advertise for Expressions of Interest for the Naming Rights Sponsorship for the Quad Park Precinct.

- Delivery of Australia Day celebrations, including the Sunshine Coast Australia Day Awards.
- Public exhibition of the *Draft Sunshine Coast Libraries Plan 2014-2024*.
- Public exhibition of the *Draft Sunshine Coast Performance and Community Venues Plan 2013-2028*.
- A Footpath Trading report to be drafted for council consideration.
- Continued work on Off Leash Dog Exercise Areas.
- Consideration of Local Law No.2 (Animal Management) 2011 and permitting of dogs and assistance animals in outdoor dining areas.
- Further development of a Sunshine Coast Animal Management Strategy.
- Delivery of a pest and vector program targeting mosquito control, feral animal management and Class 2 pest plants.
- Enhancing the partnership between the Economic Development and Community Services Departments for the further development of the creative industries.





## Sunshine Coast Council Quarterly Progress Report Quarter 2 2013-14



### Finance and Business

A message from Greg Laverty,  
Executive Director, and Ray Turner,  
Acting Executive Director

#### Highlights for the quarter:

The Queensland Audit Office issued council with an unqualified audit opinion for the 2012/2013 annual financial statements. Council has now achieved an unqualified audit opinion in every year since amalgamation. Considering the additional complexity of incorporating reporting in relation to de-amalgamation, this is an outstanding result.

Financial transactions required to be in place for de-amalgamation were completed by 31 December 2013.

Twenty-six parcels of land have been settled for the year to date as a cost of \$21 million.

A number of key economic initiatives were implemented in the quarter and these are detailed in the following pages.

Staff have continued to show outstanding commitment with the work to facilitate de-amalgamation and the outcomes of the organisational review.

### About the Department

The Finance and Business department has staff located across council's four administration centres, depots, quarries and the Sunshine Coast Airport. The nine corporate branches and businesses that make up the department are responsible for:

- operating, maintaining, commercially developing and strategically planning for council's airports;
- providing policy settings, industry development strategies and business support services to develop a more resilient regional economy;
- implementing financial management and governance, including delivery of council's annual budget;
- providing strategic and operational business, commercial and financial advice, services and products to internal and external clients;
- implementing good corporate governance practices and principles which reflect council's vision and community expectations;
- providing comprehensive meeting planning and support services to ensure statutory compliance, good governance and accountability;
- providing agile and transformative information technology services;
- coordinating and executing council's long term land acquisition strategy and property management for council's land assets; and
- coordinating council's organisational improvement program.

## Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

### Robust economy

#### 1.1 A broad economic base

Commenced the implementation of the new Economic Development Strategy.

#### 1.2 Support for local business

Local business benefited from \$92m of council expenditure which represents 68% of total purchasing. 4650 subscribers are currently registered for council's tender alert service. Tender information sessions and development workshops are conducted regularly to assist prospective tenderers. Contribution to the local economy and local employment is an important element in the valuation of tenders.

Council, along with the Sunshine Coast Daily, Chamber of Commerce and Industry Queensland and Suncorp joined forces in the "Town Proud" campaign. The campaign aims to incentivise locals to buy local, and help all our towns and communities prosper.

Council partnered with Lend Lease and The Hornery Institute to establish a not for profit employment and skilling centre on the site of SCUH. This centre named "The Work Shop" - [www.myworkshop.net.au](http://www.myworkshop.net.au) - will provide a minimum of 2,490 employment opportunities for local people as well as training and up skilling for the workforce.

#### 1.2 Infrastructure for economic growth

The Official Launch of the Sunshine Coast Aerospace Precinct at Sunshine Coast Airport, and the 'turning of the sod' for the Precinct's foundation tenant Machjet International. Machjet is a fixed-wing subsidiary of Sunshine Coast company McDermott Aviation and the

move will create new high-value, high-tech jobs at the airport.

Council reached agreement with the State Government on the handover of state land upon which Sunshine Coast Airport stands. The land transfer of land will enable Sunshine Coast Airport to more easily attract investment to fund the construction of the new runway.

Airport Capital Program well underway with 86% of funds allocated.

#### 1.3 A sustainable tourism industry

A free concert and fireworks display launched the seventh annual Caloundra Music Festival in October. This year there was a stellar line up of Australian and international performers who transformed Kings Beach into the happiest, family friendly beach party in the land.

The success of international Air New Zealand flights to and from Auckland in 2012 and 2013 has resulted in a new three year commitment from the airline for future direct services. Over the next three years, the length of seasonal services will be extended and frequency increased.

The Sunshine Coast Events Board was launched in November. It will focus on promoting the Sunshine Coast region as the preferred location for major events in Australia.

#### 1.4 A strong rural sector

Rural Futures Strategy adopted in September 2013 and implementation is now underway.

## Innovation and creativity

### 3.2 The education sector as a catalyst for business development

An Industry and Investment Plan for this sector is under development for completion by May 2014.

## Accessibility and connectedness

### 6.3 Affordable access to contemporary communication services

Council continues to work proactively with carriers to improve accessibility to high quality broadband and telecommunications services.

## Great governance

### 8.1 Ethical, accountable and transparent decision-making

The Annual Report was adopted by Council at its Ordinary Meeting of 14 November 2013 with the financial statement later being adopted in December due to delays in the Queensland Audit Office issuing audit certification.

During the quarter, Council adopted a consolidated suite of local laws encompassing all local law amendments since 2012.

### 8.2 Effective business management

The Contracts Governance Committee approved 24 tenders collectively valued at \$60m and established, varied or extended 84 contracts collectively valued at \$202m for delivery of council's capital works, operational and service delivery program. The key focus is an open, transparent and sound probity environment to maximise commercial, environmental and social outcomes, and contribution to the local economy and local employment.

### 8.3 Strong financial management

Queensland Audit Office issued Council with the confirmation of an unqualified audit for the 2012/2013 financial statements.

All financial and other de-amalgamation transactions that were due by 31 December 2013 have been completed. These include:

- Transfer of an interim cash amount of \$32 million to Noosa Shire Council (NSC).
- Transfer of an interim QTC debt balance of \$40 million to NSC.

- Transfer of \$49.2 million or 10.18% of SCC loans to Unitywater to NSC.
- Transfer of 110,869,501 or 10.18% of SCC participation rights in Unitywater to NSC.
- Assignment of contractual obligations from SCC to NSC in accordance with the de-amalgamation legislation.
- Transfer of other assets and liabilities from SCC to NSC in accordance with the Transfer Committee endorsed methodology.

\$21 Million of land acquisitions have been settled in the first six months of 2013/14.

Acquisitions include:

- Five environmental land parcels totalling \$6.8 million.
- Four sport and recreation parcels totalling \$2.3 million.
- One purchase of waste purposes for \$2.9 million.
- Thirteen blocks of land for road and drainage purposes totalling \$1.3 million.
- Three parcels of land related to the Maroochydore Central Precinct totalling \$7.7 million.

## Operational Performance

### *Capital Programs/ Operational Programs/ Projects*

Disaster Hub prototype in progress.

ICTS disaster recovery plan review in progress.

KitePoint (mobile document access) implemented.

Mobile time sheeting work commenced.

Maximo Phase 5 project completed and handed over including airports.

Commencement of the energy and carbon savings project, with the team focussing on the scope of synergies between the solar farm, retail electricity contracts, public lighting and demand management.

Replace Contact Centre system Webb CC with Telstra Engage Contact Centre Solutions, with commissioning expected in January 2014.

## Outlook

*The forward outlook for the next quarter will be as follows:*

- Finalisation of the draft Corporate Plan for council endorsement and community engagement
- Preparation work on the 2014/2015 Annual Budget and Operational Plan
- Implementation of the new Corporate Services and Corporate Strategy and Delivery Departments and actions after the new organisational structure.
- Finalisation of the asset and liability transfers to Noosa Shire Council as a consequence of de-amalgamation.
- Work will continue of the Environmental Impact Statement (EIS) for the new runway at Sunshine Coast Airport leading to it's released for public consultation.
- The progress of the EIS will allow work to proceed on funding and procurement options for the new runway construction.



## Sunshine Coast Council Quarterly Progress Report Quarter 2 2013-14



### Infrastructure Services

A message from Andrew Ryan,  
Executive Director

This report provides a snapshot of the department's achievements as it marks the end of what can only be described as a highly intense and hands on period. A time where hundreds of important decisions were made in the build-up for de-amalgamation, all of which have significantly impacted on our staff. However, amidst the turmoil and uncertainty it is noteworthy that during this period the performance of the department has remained very strong. This has been achieved through two key elements – staff commitment and energy, both which cannot be understated.

This department works very hard to serve the community in the delivery of quality outcomes and I feel extremely proud of what has been achieved across both this quarter and more importantly the past five and half years.

In moving forward in 2014 the department will continue to focus on refining what works, continue taking advantage of new technologies to enhance mobility, flexibility and knowledge sharing, focus on building our leadership competence and take a more planned approach to building a culture where performance matters.

### About the Department

**Infrastructure Services Department is responsible for the delivery, operations and maintenance of council's infrastructure, both the built and the natural environment. It encompasses all "hard" infrastructure including, road, drainage systems, canals, parks, buildings and facilities, as well as the 'natural' assets such as waterways, bushlands, lakes and beaches. The department not only manages a variety of asset types, we also deliver physical services and community behaviour change initiatives such as the TravelSmart program.**

Services delivered within the portfolio of Infrastructure Services Department are delivered by eight branches. These branches are responsible for the following services:

- Building & Facility Services
- Business & Major Project Services
- Civil Works Services
- Environmental Operations
- Parks & Gardens
- Transport & Engineering Services
- Waste & Resources Management
- Fleet Management

Service delivery is through day labour workforce, contractors and partnerships. The department is council's delivery arm and fills the role as council's asset custodian (or owner) with the aim of being seen as the group ultimately accountable for delivering and maintaining high quality assets and associated services on behalf of the community.

## Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following:

### Ecological sustainability

#### 2.2 Our natural environment preserved for the future

During the quarter a number of operational and capital programs were commenced aimed at restoring and protecting our natural environment. Highlights for the quarter include: finalisation of a second environmental off-set agreement with Energex at London Creek Environment Reserve and in-principle support from Department of Main Roads for a Koala Habitat off-set at the newly acquired Doonan Environmental Reserve.

#### 2.3 Viable ecosystems that maintain biodiversity values

Steady progress has been made towards completion of the road reserve vegetation project. This has involved reallocation of resources aimed towards achieving better project outcomes within identified timeframes.

#### 2.5 Innovative programs to protect our ecology

Across the quarter revision of the Waste Management Strategy continues progressing, even though the project has been slightly delayed as a consequence of changes in government policy, the deamalgamation process and uncertainties surrounding the carbon tax. Presently waiting on the completion of the State Government Waste Strategy guidelines to provide direction to the project. Council's strategy essentially must reinforce the State Strategy.

#### 2.7 Integrated water cycle management

The current years Stormwater Capital Program to improve water quality is well advanced, with

a number of projects to scour protection projects already complete and others in the final design phase. A collaborative set of projects to investigate the feasibility of water quality improvements into Pumicestone Passage is also underway in partnership with the Regional Strategy & Planning Department.

### Health and well-being

#### 4.1 Safe and healthy communities

In this reporting period a focus for council's Disaster Management staff has been in promoting the **Get Ready Queensland Campaign**. The Get Ready Campaign is a proactive educational campaign focused towards both council employees and the community. The intent is that in educating everyone in better preparing before the storm and cyclone season are upon us, we are then more aware of dangers and consequences. Hence more adequately able to prepare and protect property. Council field crews have been kept busy ensuring that council assets are fully operational and ready for deployment if required. This campaign has been initiated in partnership with the State Government.

Additionally across this quarter the Disaster Management Unit coordinated and delivered a training exercise called "Super-Cell." This was a fully functional exercise which involved the Sunshine Coast Council, the Local and District Disaster Management groups, and internal and external media teams.

The purpose of the exercise was to ensure both the Sunshine Coast Council and the new Noosa Council have adequate disaster management capability once de-amalgamation occurs on 1 January 2014; to test numerous developments and plans that have been implemented (both internally and externally to council) since the last season; to ensure current and new systems/equipment are working efficiently should there be a requirement to "stand-up" in the coming months. Lastly to ensure both councils have appropriate trained staffing levels to coordinate a response and recovery from any events we may endure through the season.

The exercise was very successful, resulting in findings that both council's will have adequate disaster management capability. Learnings and debrief recommendations from the exercise

were made, and changes/improvements are currently being made to ensure the best possible service to our community during any disaster events this season.

## Accessibility and connectedness

### 6.1 A transport system that allows ease of movement

During the quarter priorities for accessibility and connectedness across the region were focussed on the completion of Division 11 and 12 projects. All projects except two small ones were completed. Additionally all past, current and future design and project delivery documentation has been identified in readiness for handover to Noosa Council. Work in 2014 will now shift to completing the remainder of the Sunshine Coast Council capital program with large projects such as bitumen sealing of the final missing link sections of Wilson Rd and Doonan Bridge Rd planned for construction.

Across the quarter work continued progressing in and around the Maroochydoore schools precinct, again aiming to deliver the planned new paths and safe pedestrian links allowing the safe movement for children to the various local schools. Early 2014 will also see the roll out of the public transport infrastructure upgrades for the financial year with 22 new bus shelters being installed across the region under both the general public transport capital program and the Public Transport Levy.

## Managing growth

### 7.5 Council's services and assets meet the needs of our growing community

Infrastructure Services have received a regional and state award for the Open Space Landscape Infrastructure Manual (LIM) Volume 1.

Regional Award - Inclusive Community Champion award from the Spinal Injuries Association. Awarded in the category "Best Government Department" for the inclusive elements profiled in the LIM.

State Award - Inclusive Community Champion award from the Spinal Injuries Association. Awarded as one of four finalists from across the state honoured at a reception at Government House hosted by Her Excellency Ms Penelope Wensley AC.

Throughout the quarter dredging sand to replenish the northern part of Golden beach Caloundra was completed in readiness for the Christmas holidays and storm season. The southern section will commence after April 2014 when Federal government restrictions are conducive to resuming further works.

Across the quarter work continued progressing on the Waste Capital Program. However, the construction of new landfill cells at Caloundra has fallen behind schedule due to some contractual issues. The good news is the new leachate cut off wall at Caloundra Landfill has now been completed ahead of schedule with remaining civil works due for completion in quarter 4 2014.

In this quarter the new Buderim Recycle shop was completed and officially opened by Mayor Jamieson on 13 November. This is a great outcome to the community as it will provide the region with both social and environmental benefits.

The project to implement Stage 1 of the Vegetation Offsets required as a result of clearing the Pierce Avenue, Caloundra gun club site is now back on track as a consequence of recent dry weather. This has allowed for access to the vegetation offset area. Across the quarter Pine Trees were removed and the project is advancing ahead of schedule. Some additional pine trees have also been cleared outside the Stage 1 area to take advantage of the access whilst we have clear skies and dry weather. Stage 1 area will be maintained free of weeds and regrowth for 2 years at which time the area will be revegetated with native species.

## Operational Performance

Across the quarter clear skies have ensured that reseal and rehabilitation operations projects have forged ahead resulting in 54% of overlay projects for the year now complete, including 32,00 tonnes of asphalt placed, all rejuvenations completed and 52% of road

rehabilitation completed. Furthermore, the Construction Unit completed another 22 projects totalling \$9.4M for the quarter, making 61% of projects, or \$16.3M for the year to date. Notable projects included North Street Yandina sports complex carpark, Moy Pocket bridge over Mary River and Maleny Southern Wetlands pathway crossing.

The region's road network asset maintenance has also benefited from the mild weather conditions, with a reduction in customer requests allowing staff to focus more on programmed work and to catch up with some less urgent work placed on hold during the last wet season. This quarter is also traditionally a time to undertake drainage network preparedness works prior to the approaching wet season.

## Capital Programs

**Infrastructure Services has completed 44% of the annual capital works program with planning well under way for delivery of the remaining projects on the program.**

**Division 1 – Beerwah Aquatic Centre (\$331,000).** The 25m pool was re-tiled using earth connect equipotential bonding, improving the pool's water balancing capabilities and overall clarity. The 'finger grip' edge tiles installed are of enormous benefit to both young swimmers and water aerobics participants.

**Division 1 – Peace Memorial Park, Maleny Street, Landsborough, Replacement of fencing (\$20,000).** Design and construction of replacement fencing.

**Division 2 – William/George Street, Moffat Beach Roundabout (\$205,000).** Construction of William/George Street, Moffat Beach roundabout to assist pedestrian and traffic movements. Project funded under the Federal Government's Blackspot Program.

**Division 2 – Golden Beach Coastal Pathway Signage (\$4,000).** Installation of signs on the pathway along the length of Golden Beach Coastal Pathway between Tripcony Lane and Bells Creek.

**Division 2 – Eleanour Shipley Park - Bryce Street, Moffatt Beach (\$5,000).** Renewal old Christies & Melbourne BBQ's. Replace old double electric BBQ at north end of park.

**Division 3 – Moondarra Drive to Kathleen McCarthur Park Road - Coastal Pathway (\$ 414,000).** Construction of a concrete & 'permatrack' pathway section with recycled plastic kick rails. Design provides environmentally sensitive outcomes, as well as a solid long term solution for the community.

**Division 3 – Crummunda Park Flying Fox replacement (\$45,000).** Replacement of the existing non-compliant Crummunda Park Flying Fox.

**Division 3 – Robe Street Beach Access Improvements, Robe Street, Currimundi Budget (\$10,000).** The popular beach access at Robe Street, Currimundi now has a set of bike racks, joining footpath and park seat.

**Division 3 – Juno Park Playground - Juno Drive, Aroona (\$30,000).** Juno Park Playground has been replaced with a new fort, double swing, climbing wall and slide.

**Division 4 – Mooloolaba – Mooloolaba SLSC, Surf Life Saving Tower (\$500,000).** The Mooloolaba surf life saving tower was re-opened for the 2013 summer season, following significant upgrade to the armour rock support structure destroyed by Tropical Cyclone Oswald earlier this year. Work will be part funded by the Federal and State Government NDRRA scheme.

**Division 4 & 8 – Maroochydore Beach Foreshore Renourishment (\$2,000,000).** Renourishment of the severely eroded foreshore between Maroochydore Beach and Alexander Headland was completed, with 115,000m<sup>3</sup> of sand being relocated from the lower Maroochy River to the beach via dredge and a 1.9 km long delivery pipeline. Dunal planting of 20,000 plants will assist with beach stabilisation.



**Division 5 – Maleny Community Centre - Stage 2 Landscaping (\$90,000).** The final stage of the Maleny Community Centre landscape work is complete. Works include a courtyard seating area, new pathways, disabled carpark and ramp, stair access to the “Verandah Room”, feature plantings of Camellias and Bromeliads and pedestrian lighting.

**Division 5 – Woombye Memorial Park replacement fencing (\$20,000).** Asset replacement of Woombye Memorial Park fencing.

**Division 6 – Albany Lakes Playground Extension (\$25,000).** New swings, spring toy and park seat installation.

**Division 6 – Saratoga Drive Lake, Mountain Creek Seating (\$6,000).** Installation of seating around Saratoga Drive Lake, Mountain Creek.

**Division 7 – Ash Park Shelter – Ash Road, Diddillibah (\$30,000).** Extension, and relocation of BBQ and new tables and seating.

**Division 7 – Maroochy River Foreshore, Coastal Pathway Signage (\$900,000).** The coastal pathway signage is a medium term solution to increase awareness of other users along the path and reduce pedestrian/cyclist conflicts.

**Division 8 – Cotton Tree Aquatic Centre ( \$200,000).** The project included draining of the pool, comprehensive rehabilitation and repainting to the supporting framework over the 25m pool, replacement of the exterior awning skirt framework as well as minor repairs to the shade sail.

**Division 8 – Picnic Point and Bradman Avenue, Maroochydoore – Shower replacements (\$12,000).** Replacement scheduled as part of the beach shower whole of region water conservation funding.

**Division 9 – Wills Road, Bli Bli Path (\$53,000).** Extension of path, kerb and channel to crossing location.

**Division 9 – Coolum Cricket Net Lighting - Installation of training lights to cricket nets (\$65,000).** Installation of training lights to cricket nets (including design and construction).

**Division 10 – Walli Mountain Landslip (\$550,000).** Stabilisation of riverbank at Walli Mountain Landslip, Kenilworth.

**Division 10 – Howard Street to Quota Park Mural , Nambour – Park Mural (\$25,000).** Previous mural artwork was removed and the new artwork commissioned with the theme “Community in Motion”.

**Division 10 – Mapleton Lilyponds, Warruga Street, Mapleton, Drainage Works (\$25,000).** Joint project between the Parks & Gardens and Stormwater Management areas to control stormwater from Warruga Street into Mapleton Lilyponds.

**Division 10 – Moy Pocket Road, Moy Pocket, Pickering Bridge (\$3,000,000).** The Pickering Bridge at Moy Pocket was a timber structure crossing the river approximately 8 kilometres north east of Kenilworth and ownership is shared by both Sunshine Coast Council and Gympie Regional Council. The purpose of this project was to replace the existing low level, poor condition, single lane timber bridge with a two lane concrete bridge and approaches with greatly improved flood immunity and access for residents.

**Division 11 – Noosa Heads Lions Park Stage 3.2 (\$275,000).** Noosa Heads Lions Park’s new timber BBQ shelters and custom timber playground.

**Division 11 – Peregian Beach Viewing Deck (\$185,000).** New timber and stainless steel viewing deck with disabled access ramp and custom seating, constructed over sand dunes next to the existing Peregian Beach Surf Life Saving Tower.

**Division 11 – Mary Street Cycle Lane, Noosaville (\$220,000).** Reseal of networks and construction of cycle lanes and pedestrian safety improvements at the roundabout. This project was jointly funded under The South East Queensland Principal Cycle Network Plan.

**Division 11 –Kingfisher Drive, Peregian Beach new timber BBQ shelters– Stage 1 (\$115,000).** New timber BBQ shelters with table seating and new tap/dog drinking bowl and waste bins.

**Division 11 – Kitty Noble Park, Playground – Kitty Noble Park, Noosaville (\$ 115,000).** New Multi levelled play structure with swinging basket.

**Division 11 – Eenie Creek Road, Sunshine Beach, Girraween Sports Criterium Track Lighting (\$105,000).** Project Budget (including design and construction).

**Division 12 – Emerald Lane and Maple Street, Cooroy - Apex Park Playground (\$5,000).** A community project funded and supported by Cr Wellington, with new numeracy and literacy play panels installed. Cooroy school children will also paint numbers on the existing rocks in the children's playground.

**Division 12 – Pomona, Pomona Skate Park Extension (\$70,000).** New urban style skate park extension off existing facility, including multiple grind rails, stairs, three elevated fun boxes and 1.2m high quarter pipe. Estimated completion mid December 2013.

## Outlook

The forward outlook for the next quarter will be:

- Revision and rescope of the Infrastructure Services Department Plan, designed as the blueprint of which operating principles and responsibilities are clearly identified.
- In partnership with the community dunal fencing and planting to use natural coastal processes to secure the successful sand renourishment work at Maroochydore beach will commence.



## Sunshine Coast Council Quarterly Progress Report Quarter 2 2013-14



### Regional Strategy and Planning

A message from Warren Bunker,  
Executive Director

During the quarter to December 2013 the department has reached a number of key milestones. Some of the highlights include the delivery of the revised Draft Planning Scheme to the state government on 6 December 2013. This is a large and complex project and has involved input from a numerous stakeholders. The team has also continued work on and has responded to all the submissions received during the planning scheme consultation phase.

Development Services have continued to process the majority of applications within legislative timeframes. Continual improvement remains a focus as systems and processes are reviewed to deliver fast efficient business. During the December quarter we have seen increased numbers of customers utilising these offerings and the opportunities associated with services such as electronic lodgement.

There have also been a number of significant land purchases during the quarter; these are detailed in the report.

### About the Department

The Regional Strategy and Planning Department is responsible for the preparation of an integrated policy and strategy framework for council and for the provision of development services, including the assessment of planning, operational works, building and plumbing applications. The Department includes the following branches:

- Business Performance; and

#### Strategy

- Environment Policy
- Infrastructure Policy
- Major Urban Development
- Social Policy
- Strategic Land Use Planning
- Transportation Strategy

#### Development

- Building Services
- Development Business Services
- Engineering and Environment Assessment
- Planning Assessment
- Plumbing Services

## Strategic Direction

The department's strategic focus and achievements for the quarter that align with council's corporate plan are summarised in the following table.

### Robust economy

#### 1.2 Support for local businesses

The planning for developments at Maroochydore, Sippy Downs, Palmview, Kawana Waters and Caloundra South are progressing.

Development Services continued to provide specialist planning advice and plumbing services on the Sunshine Coast University Hospital project.

As part of the build it and benefit incentive scheme:-

- Continue to provide for free pre-lodgement advice, with an increase in enquiries experienced during this quarter.
- Process improvements are continuing with early advice, standard conditions and a focus on assessment timeframes

### Ecological sustainability

#### 2.1 The impact of climate change

The implementation of the 2013/14 actions of the Climate Change and Peak Oil Strategy are underway. The Valdora Solar Farm expressions of interest have now been received and evaluated.

Scoping of energy efficiency works on Council facilities has commenced, with libraries targeting carbon neutrality.

#### 2.2 Our natural environment preserved for the future

The Environment Levy Program has continued to deliver outcomes this quarter including the acquisition of 2 environmentally significant land parcels:

- 60 hectares in Ilkley that adds to the Maroochy Bushland Botanic Garden and Tanawha Tall Gums Nature Refuge to expand this protected area to more than 170 hectares. This land contains a

number of significant creeks and critically endangered rainforest ecosystems.

- 27 hectares at Chinaman Creek Road, Cambrook that expands the broader protected area of the Maleny National Park and contributes to improved connectivity of the bioregional corridor.

A Sunshine Coast Biodiversity Report has been completed and will inform a review of the current acquisition program and key investment areas for the levy.

#### 2.3 Viable ecosystems that maintain biodiversity values

Implementation of the 2013/14 actions from the Biodiversity Strategy are continuing. The completed Biodiversity Report provides an important milestone for biodiversity management and monitoring on the Sunshine Coast and provides valuable information in relation to local vegetation cover.

#### 2.4 Healthy waterways and foreshores

Catchment planning is continuing for the Noosa and Pumicestone catchments.

A draft Coastal Management Policy and draft Shoreline Erosion Management Plan is progressing.

#### 2.6 Environmentally friendly infrastructure and urban design

The locality based palettes for open space infrastructure has recently been adopted by Council. In addition, Council continues to provide architectural and urban design assistance to developers.

#### 2.7 Integrated water cycle management

Stormwater Management and Flood studies continue with the upgrade of the Maroochy River Flood model progressing. Flood hazard mapping for the entire Sunshine Coast has also progressed and a review on the Mooloolah River Flood Model has commenced.

## Innovation and creativity

### 3.1 Partnerships and alliances that drive innovation

Discussions continue with the University of the Sunshine Coast to align research and development with Council's strategic direction.

## Social cohesion

### 5.1 Equity and opportunities for all

Implementation of the 2013/14 actions from the Affordable Living Strategy continue.

The Housing Affordability Task Force has continued to meet during this quarter with a focus on strengthening alliances with housing providers.

## Accessibility and connectedness

### 6.1 A transport system that allows ease of movement

Implementation of actions from the Sustainable Transport Strategy are ongoing.

### 6.2 Better public transport

The public transport levy continues to deliver initiatives across the Sunshine Coast. This includes the continuation of the free holiday buses over Christmas; this service focuses on enabling residents to try public transport for some of their travel, while assisting with reducing traffic congestion during this busy period.

The new Sunshine Coast Integrated Multi-modal model has progressed and will continue to provide travel forecasting information informing development assessment and forward planning.

## Managing growth

### 7.1 The areas for growth and renewal are clearly defined

Preparation of the new Sunshine Coast Planning Scheme has continued with council submitting the revised draft scheme to the minister for approval on 6 December 2013. Responses have also been sent to the

submissions that were received during the scheme's consultation process.

There has also been a review of the working groups and input into the review of the South East Queensland Regional Plan during the quarter.

Development Services continues to provide development information and advice to developers and residents. Except for the very large and complex Development Assessments the majority of applications are being processed within Integrated Development Assessment System timeframes.

218 Operational Works applications were assessed this quarter with over 94% meeting the key performance indicator and being processed within the first statutory time period of 20 business days.

45 Material Change of Use applications were assessed this quarter with over 79% being processed within the first 20 business days.

26 'Reconfiguring a Lot' applications were assessed this quarter with over 79% being processed within the first 20 business days.

### 7.4 Timely and appropriate infrastructure and service provision

Implementation of the 2013/14 actions for the Open Space Strategy are continuing. Significant highlights include the acquisition of 2 significant properties to meet the needs of our growing community:

- Over 100 hectares in the Nambour-Woombye area to be developed as a district sport and recreation facilities.
- A centrally located 4 hectare property in Glasshouse Mountains to be developed as a district recreational park.

Implementation of the 2013/14 actions from the Social Infrastructure Strategy are continuing. A background study has commenced to consider the community facility needs of the emerging workforce/residents of the Oceanside Health Hub at Kawana. Negotiations and discussions continue with developers in regards to the timing and delivery of community facilities within key new growth areas.

The revised draft Priority Infrastructure Plan for the Sunshine Coast has been completed and is currently with the state government for its second interest check.

## Great governance

### 8.2 Effective business management

Development Services have continued to improve the suite of electronic services available to customers. This has included the expansion of building and plumbing online services accessible through "MySite" as well as the introduction of email-lodgement for more complex planning applications. Customer response has been positive with over 50% of applications now being received in an electronic format, this essentially provides for a more streamlined and cost effective service.

Fast-track (T10) has been introduced for less complex applications with an aim to provide fast business opportunities. Further statistical information is available quarterly through the DA Indicators Report.

## Operational Performance

During the past quarter, the department has continued to achieve significant milestones in the professional delivery of operational projects and core business activities over a diverse range of environment, transport, social, planning, plumbing, building and development activities for which the department has responsibility.

## Outlook

*The forward outlook for the next quarter will be:*

- Ongoing improvements in the Development Services areas, to provide early advice, continue to meet the assessments within the statutory timeframes and provide information to the public and the development industry on our performance.
- The enhancement and improvement of Development related services provided through "My Council".
- Preparation for the implementation of the New Planning Scheme and associated information.
- To continue to respond to new legislative changes working with stakeholders and providing submissions on discussion papers and implementation of the new legislation as enacted.
- A review of the policy direction of Council to respond to legislative change and direction of the new Sunshine Coast Council.