





# Operational Plan Activities Report Quarter 2, 2020/21







Quarterly Progress Report



## Corporate Plan Goal : A Strong Community

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





### Safe and healthy communities

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Implement key actions from the Sunshine Coast Community Strategy 2019-2041 Action Plan in collaboration with partners and key stakeholders.	01/07/2020	30/06/2021	50%			The Community Strategy Action Plan continues to be delivered. This quarter, the Community Strategy was announced as the winner of the Public Engagement and Community Planning category of the Planning Institute of Australia Awards for Planning Excellence 2020. Following on from the success of the #CovidKindness campaign, the #FestiveKindness campaign was launched encouraging residents to celebrate with friends and family near and dear at home in their neighbourhoods. In line with the national annual 16 Days of Activism Against Gender-Based Violence campaign, Council worked with local support services to roll out a local campaign to raise community awareness. Council also partnered to coordinate the Domestic and Family Violence Community Tree Planting (Seeds of Hope) day on 4 December 2020.	CPD: Community Planning and Development
1.1.2	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including delivery of key projects including completion of Nambour Aquatic Centre Splash Park project.	01/07/2020	30/06/2021	50%			Significant progress was made on Nambour Aquatic Centre projects with the commencement of car park and splash park construction in November, plus the appointment of a contractor for the design and construction of new waterslides. All projects are on target for completion by June 2021. Consultants were appointed in December to deliver Centre Development Plans for Cotton Tree and Caloundra Aquatic Centres, in preparation for tenders currently scheduled for 2022.	SCV: Sports and Community Venues







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.3	Develop and attract events and sporting opportunities at Council managed venues - Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium, and Venue 114.	01/07/2020	30/06/2021	50%			Sunshine Coast Stadium hosted two outdoor dance and performance events, the Queensland Sun Bowl State Gridiron Championships, and the Monster Trucks Thrillmaster event. The Great Australian Beer and Cider festival was also successfully secured this quarter, to be held in January 2021 on the eastern foreshore of Lake Kawana. Sunshine Coast Secondary Schools have also agreed to contract two new Rugby Sevens and Rugby League schools events for 2021. Due to COVID-19 and the strict restrictions for indoor venues, Venue 114 successfully produced LIVE@114 which supports and showcases local artists on the Sunshine Coast. Events returned to a number of Council venues in the last quarter of 2020, including Caloundra Indoor Stadium playing host to an All Abilities Expo and the Queensland Gymnastics Extravaganza. The Maroochydore Multi Sports Complex held the State Age Netball Championships and Nefest tournament, and the Nambour Showgrounds held two boxing tournaments, the Sunshine Coast Amateur Radio Clubs Swap Meet and Collectorama.	SCV: Sports and Community Venues
1.1.4	Support the Sunshine Coast Lightning in the Suncorp Super Netball League and maximise benefits associated with the partnership.	01/07/2020	30/06/2021	50%			The 2020 Suncorp Super Netball season has concluded, and all debriefs and reviews for the season have now been finalised. Planning for the 2021 season is underway, and a new activation and spectator engagement strategy is being developed between Sunshine Coast Lightning and Council, with the goal of enabling game days to be more engaging with the community and Lightning fans.	SCV: Sports and Community Venues
1.1.5	Covid-19 business and community response and recovery.	01/07/2020	30/06/2021	50%			The Economic Resurgence Taskforce progressed the topics of capital investment, investment attraction as well as the stimulation of shovel-ready infrastructure projects. This resulted in the identification of opportunities to accelerate / refine investment attraction efforts to include local business expansion opportunities and greater sharing of information. Multiple programs were also conducted to support the business community, including TAFE Build a Better Business, IP Law and Trademark sessions, and business walks to connect local businesses with Councillors. In addition, the Professional Advice Support Program continued, offering an hour of free business advice across finance, HR and legal services.	ECDEV: Economic Development





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.6	Implement priority activities from the Disaster Management Plan 2019-2022.	01/07/2020	30/06/2021	50%			Council continues to work with our emergency service partners and Queensland Health to ensure plans are in place for a dual hazard event (an emergency event concurrent with a COVID-19 overlay). Plans for evacuation centre management for this type of event are finalised and able to be implemented, should they be required. Resources are in place for the coming season with La Nina starting to take effect, and the Local Disaster Management Group is prepared for activation to provide a response and recovery capability for our community when required.	SF: Specialist Functions

### Resilient and engaged communities





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Implement priority activities from the Sunshine Coast Libraries Plan 2014-2024.	01/07/2020	30/06/2021	50%			A total of 26 online library programs were delivered with 18,982 attendees. Libraries celebrated NAIDOC Week with online programs for various ages promoting online learning and First Nations collection titles. The myLibrary app was launched, providing customers with improved mobile access to their accounts and the Libraries' physical and digital collections. The digital collection remains popular, with high use of the extensive eMagazine collection. Some volunteer groups recommenced with Library services such as home service deliveries, Justice of the Peace, adult literacy, tax help and heritage library, contributing 864 hours. Sixty 'First 5 Forever' toolkits were distributed by Queensland Health nurses to new mothers. Annual Story Walk presented, titled "All the Ways to be Smart".	AHL: Arts, Heritage and Libraries
1.2.2	Continue to ensure the manner in which Council distributes grant monies to community and not-for-profit organisations supports Councils vision for the region.	01/07/2020	30/06/2021	50%			Council allocated a total of \$2,559,299 in grant and partnership funding to 348 recipients. This included \$1,060,632 through 206 new community grants for a range of projects and activities and a further \$1,498,667 in previously committed multi-year operational funding to 144 community organisations through Council's Community Partnership Funding Program; Environment Levy Partnerships; and Recreation Trails Partnership Program. Funding allocations contribute to the achievement of Council's vision for the region and Council's Local Community Relief Plan COVID-19 objectives to support community organisations in continuing their services and maintaining business continuity through response and recovery.	CPD: Community Planning and Development





## A shared future that embraces culture, heritage, diversity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival events program for 2020.	01/07/2020	30/06/2021	100%			The 2020 Horizon Festival was successfully delivered in a revised format due to COVID-19 and planning for the 2021 Horizon Festival is underway. The festival opened applications for the 2021 Homegrown program, supported by the Regional Arts Development Fund. Horizon Festival's Artistic Director and Senior Producer met with 18 artists/groups to discuss concepts for submission. First Nations artists have been encouraged to submit applications, and can access Horizon Festival's First Nations Curator for advice and support. More than 80 community submissions to the 2021 photography project 'I Sea You' by local photographer, Keith Hamlyn were received. Of these, 40 were selected, with shooting commencing November 2020, final images will be presented along the Happy Valley Boardwalk during the 2021 Horizon Festival.	AHL: Arts, Heritage and Libraries
1.3.2	Develop the annual Heritage Levy program to implement the priority activities and projects identified in the Sunshine Coast Heritage Plan 2015-2020.	01/07/2020	30/06/2021	50%			The new draft 10-year Sunshine Coast Heritage Plan was available for public consultation 16 November - 13 December 2020. The community was invited to complete an online survey to inform the final amendments to the document before the plan is presented to Council for consideration. Council received 583 responses to the survey. The plans five key outcomes areas are: knowledge, conservation, support, communication and advocacy. A range of hands on heritage conservation assessments and exhibition development workshops were delivered to community members, and facilitated workshops with the Landsborough Museum commenced to develop a model of ongoing Council support. Heritage community events held during the quarter include drive-in family movies at Eumundi and Maleny and a series of radio plays held at the Glass House Mountains. Other projects have progressed: collection digitisation and transcription of Council collections; online collaborations including Sunshine Coast Open House; completed updates to Bankfoot House Conservation Management Plan; First Nations Virtual Reality experience completed for launch in 2021.	AHL: Arts, Heritage and Libraries
1.3.3	Development of a new Stretch Sunshine Coast Reconciliation Action Plan.	01/07/2020	30/06/2021	50%			Council continues to operate under the 2017-2019 Reconciliation Action Plan (RAP). Development of the new RAP for 2020-2022 is underway to be considered by Council at a future Ordinary Meeting. This is proposed to become Council's third RAP, continuing the Innovate phase of the RAP Framework.	CPD: Community Planning and Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.4	Implement priority activities from the Sunshine Coast Arts Plan 2018-2038.	01/07/2020	30/06/2021	50%			Sunshine Coast Art Prize 2020 attracted over 711 entrants from across Australia competing for over \$30,000 in prizemoney. More than 290 people watched the winners announcement at BMW Currimundi with Brisbane artist Natalya Hughes work Gestural Body Painting taking out the top prize and being acquired into the Sunshine Coast Art Collection. Collaborative audience development research between Council and the Sunshine Coast Arts Foundation was completed, presented and shared with the community. Council received 22 applications under the Regional Arts Development Fund with 11 of these recommended for funding of \$65,946 with a total project value of \$254,388. Caloundra Regional Gallery profiled 40 artists to over 1880 visitors this quarter. A six week artist-led professional development program with four external mentors received 21 applications from emerging artists, with seven artists selected. Ten local organisations are completing mentorship under the Better Boards program. Creative Spaces provided mentorship to six photographers; the Space Travel program provided individual and group mentoring to five artists over 12 sessions; and hosted five artists in residence across three locations.	AHL: Arts, Heritage and Libraries
1.3.5	Implement, monitor and report on the actions of Sunshine Coast Council Parking Management Plan.	01/07/2020	30/06/2021	50%			Projects for Parking Management Plans and Local Area Parking Plans are currently in planning phase for delivery. Timing of delivery on 2020-21 actions will be subject to future Council decision.	TIP: Transport & Infrastructure Planning

### People and places are connected

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Implement priority activities from the Integrated Transport Strategy 2018.	01/07/2020	30/06/2021	50%			Many actions of the Integrated Transport Strategy are incorporated into Council's day-to-day activities, leading towards achieving the Strategy objectives. Specific Integrated Transport Strategy actions are well underway in relation to the development of a Travel Behaviour Change Program, and the development of a Transport Infrastructure Sequencing Plan.	TIP: Transport & Infrastructure Planning
1.4.2	Coordinate the delivery of Councils Transport Levy policy and program.	01/07/2020	30/06/2021	50%			The Transport Levy Program 2020/21, formally approved by Council, identified deliverables directed to the participating stakeholders for action. Some initiatives timing have been impacted by COVID-19 and required adjustments to scope, overall the current program is on schedule. The provision of enhanced and additional bus stop shelters is well advanced and on track.	TIP: Transport & Infrastructure Planning

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.3	Progress the Sunshine Coast Mass Transit business case and Urban Transformation project in partnership with key stakeholders.	01/07/2020	30/06/2021	50%			<p>Tenders were called in October for the services of a suitably qualified consultant to coordinate the preparation and implementation of a comprehensive, high quality stakeholder and community engagement strategy that will help Council seek feedback, ideas and inputs as it prepares the Options Analysis phase of the business case process for Sunshine Coast Mass Transit (SCMT).</p> <p>The SCMT Options Analysis is the second stage in the business case process prescribed by government and its content sets down the purpose, elements and outcomes of the Options Analysis process in accordance with Building Queensland's Business Case Development Framework. The Options Analysis must also satisfy the requirements of Infrastructure Australia's Assessment Framework relevant to this stage of the business case process.</p> <p>The community engagement program is intended to generate conversations about the transport problems and opportunities faced by the region in the future, and obtain feedback on key options for addressing them.</p> <p>It is expected the engagement program will run in the first half of 2021 and the results will be considered by the Council in mid-2021.</p>	UGP: Urban Growth Projects
1.4.4	Provide input into the Maroochydore City Centre project via planning advice and administration of the Infrastructure Agreement to ensure that the infrastructure provided satisfies Council's requirements.	01/07/2020	30/06/2021	50%			<p>Council continued to work with the State Government as represented by the Department of Transport and Main Roads and the Minister for Economic Development Queensland in implementing the Maroochydore City Centre Infrastructure Agreement (IA), and to ensure the IA obligations are implemented as required.</p>	UGP: Urban Growth Projects

***A creative identity that supports community cohesiveness, development and wellbeing***









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including the delivery of key projects: Maroochydore Multi Sports Complex (new AFL field), Stage 1 of Caloundra Road Sports Complex, Stage 3 of Sunshine Coast Tennis Centre Caloundra and Reserve 1000 improvements.	01/07/2020	30/06/2021	60%			Progress on the Sport and Active Recreation Plan included completion and official opening of the new eastern field at Maroochydore Multi Sports Complex in December, as well as completion of Maroochydore Rugby Union's new change rooms and amenities. Honey Farm Road Sports Complex Master Plan development has continued at this site including bulk earthworks, utility connections and formation of sub-base for the future road network. Works for Queensland stimulus package projects have continued including completion of Sunshine Coast Hockey Association's new synthetic field, Buderim Wanderers field lighting upgrade and Maleny Showgrounds solar installation, as well as the appointment of contractors to deliver the remainder of the projects during 2021.	SCV: Sports and Community Venues











## Corporate Plan Goal : A Healthy Environment









Goal Objective: Maintaining and enhancing our regions natural assets, liveability and environmental credentials.

### A resilient region shaped by clever planning and good design



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Implement priority activities from the Environment and Liveability Strategy 2017.	01/07/2020	30/06/2021	50%			Implementation of the Environment and Liveability Strategy (ELS) has continued. The ELS was also recognised at the Planning Institute of Australia, Queensland Awards for Planning Excellence receiving a Commendation award under the improving planning processes and practices category. Notably the draft Coastal Hazard Adaptation Strategy was endorsed for public consultation, commencing in November 2020.	ESP: Environment and Sustainability Policy
2.1.2	Develop the Coastal Hazard Adaptation Strategy which will plan for the impacts of climate change along our coastline.	01/07/2020	30/06/2021	80%			The project is on track with Council approving the release of the Draft Coastal Hazard Adaptation Strategy for a 4-week public consultation period across November/December. The preparation of a Draft Strategy, including an adaptation framework and regional/local responses has been informed by outcomes from internal and external engagement initiatives. COVID-safe community engagement activities, incorporating: extensive information on the project 'haveyoursay' website, social media, face to face open house sessions, webinars and a number of stakeholder specific special online briefings were held with 82 written submissions received. The remaining technical work related to the preparation of the Implementation Plan and developing the final Coastal Hazard Adaptation Strategy is on track for completion in early 2021.	ESP: Environment and Sustainability Policy
2.1.3	Progress development areas including Caloundra South and Beerwah East.	01/07/2020	30/06/2021	50%			Council continued to work with the State Government as represented by the Minister for Economic Development Queensland (EDQ) in implementing the Caloundra South Priority Development Area Infrastructure Agreement (IA), and to ensure the IA obligations are implemented as required. Council continued to support EDQ with the consideration of development applications. Council continued to work in collaboration with the (now) Department of State Development, Infrastructure, Local Government and Planning to progress the planning for the Beerwah East Major Development Area (BEMDA).	UGP: Urban Growth Projects
2.1.4	Prepare a new 10 year Place Plan to guide the placemaking and streetscape capital works program for the next 10 years.	01/07/2020	30/06/2021	35%			Meetings were held with Councillors during October and November 2020 to provide input into the development of a new proposed streetscape program for 2022. This will be presented for consideration as part of the budget development process.	DPS: Design and Placemaking Services



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.5	Lead and influence a place-based design and activation process for the future Caloundra Community and Cultural Hub as part of the broader Caloundra Centre Activation Project.	01/07/2020	30/06/2021	35%			Stage One of community engagement for this project has now concluded after a well-received promotional campaign for Create Caloundra. This was promoted through a Council web page, promotional social media videos and local market stall information pop-ups. At this stage 499 surveys have been received from the community and their feedback will now be analysed. Stage Two of engagement will occur early in 2021 to reflect the engagement findings with a preliminary design taken back to the community and stakeholders to ask have we got it right?	DPS: Design and Placemaking Services
2.1.6	A performance review of the existing planning scheme will be undertaken, background planning studies prepared and a community reference group established.	01/07/2020	30/06/2021	50%			Ongoing scoping and preparation of background planning studies to inform the new planning scheme are underway. A performance review of the current planning scheme will provide the basis of discussions with Council in regards to formally deciding to prepare a new planning scheme. This will guide the scope of works to commence in 2021.	SP: Strategic Planning
2.1.7	Preparation of design guidelines for projects in the public realm in the coastal strip between Caloundra and Maroochydore.	01/07/2020	30/06/2021	15%			Further design development for the public realm within the Urban Corridor (between Caloundra and Maroochydore) has been placed on hold until community engagement for the Options Analysis of Mass Transit is completed. Place and Character Assessments of the localities of the Urban Corridor commenced in November 2020.	DPS: Design and Placemaking Services
2.1.8	Mooloolaba Place Making - deliver stage 1 of the northern precinct.	01/07/2020	30/06/2021	55%			The Mooloolaba Foreshore Revitalisation Project received \$4.5 million in State funding under the 'Unite and Recover' program enabling the commencement of Stage 1, Design and Construction of the Northern Parklands. This funding is combined with Council funds totalling \$11 million for the provision of the seawall upgrade, boardwalk, shelter, BBQs, amenities and new open space. Construction works on boardwalk will commence in early 2021.	DPS: Design and Placemaking Services

## Protection and enhancement of our natural assets and distinctive landscapes



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Councils Environment Levy including the strategic land acquisition program.	01/07/2020	30/06/2021	50%			Implementation of the Environment Levy Program has continued. Negotiations for the acquisition of further land is being progressed. A comprehensive social media strategy with supporting photos and videos to raise the profile and increase awareness of migratory and resident shorebirds is being developed. The Coastal Discovery Van was used to educate and raise awareness of coastal issues during National Science Week (600 students) and during the Coastal Hazard Adaptation Strategy consultation.	ESP: Environment and Sustainability Policy
2.2.2	Plan for the protection of the Regional inter-urban break in perpetuity to secure the environmental, production and recreation values.	01/07/2020	30/06/2021	50%			Planning has continued for the ongoing protection of the Regional Inter-urban Break as a major green space. A preliminary vision, values and strategic directions are being prepared to support Council's advocacy role.	ESP: Environment and Sustainability Policy
2.2.3	Lead a Biosphere nomination for the local government area.	01/07/2020	30/06/2021	25%			The Sunshine Coast Biosphere nomination is still being reviewed by the State Government. During this time further planning work has been progressed to support a future biosphere including the scoping, development and management, governance and performance frameworks.	ESP: Environment and Sustainability Policy
2.2.4	Upgrade and replace the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2020	30/06/2021	100%			Stage One of the Maroochy River Groyne Field project was completed.	EO: Environmental Operations

## Responsive, accessible and well managed assets and infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government.	01/07/2020	30/06/2021	50%			Implementation of the Blue Heart project has continued and included securing \$210,000 from the State Government to support a Blue Carbon trial project. The project was also recognised nationally for innovation through the City Power Partnerships Awards.	ESP: Environment and Sustainability Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.2	Conduct a review of the waste and resource management business model.	01/07/2020	30/06/2021	20%			Financial modelling for the 2021-22 operational budget is progressing following a review of the 2020-21 budget and agreement on enhancements.	WRM: Waste and Resource Management







### *A reputation for innovation, sustainability and liveability*



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Operate the Sunshine Coast Solar Farm, including the sale of electricity and large-scale generation certificates, and ongoing maintenance.	01/07/2020	30/06/2021	50%			The Solar Farm is on track to generate over 8.2GWh of renewable energy for Quarter 2. Council has offset over 125% of its consumption for Quarter 2 and 118% for financial year 2020/21 to date. Export revenue has improved during Quarter 2 due to fewer negative price intervals and higher spot market pricing as demand increases. Council has not sold any large-scale generation certificates during Quarter 2 due to lack of market activity. It is expected that prices will improve and market activity will pick up during January 2021 in advance of the February 2021 compliance deadline. Council is working with the Contractor to ensure ongoing maintenance activities are scheduled and carried out in accordance with the contract.	BI: Business and Innovation

## Corporate Plan Goal : A Smart Economy



Goal Objective: A prosperous, high value economy of choice for business, investment and employment.





### Strong economic leadership, collaboration and identity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Implement priority activities and projects from the Regional Economic Development Strategy 2013-2033 (2019-2023 Implementation Plan).	01/07/2020	30/06/2021	50%			Following the development of the Sunshine Coast Economic Resurgence Plan and the establishment of the associated Taskforce, Council has been continuing to deliver upon programs and tactics in concert with a wide range of partners. Highlights include: partnership with Amazon Web Services (AWS) to deliver the Next Level digital upskilling program ( <a href="https://nextlevelsc.com.au/">https://nextlevelsc.com.au/</a> ); development of a retail activation program to fill empty commercial buildings in partnership with Business and Tourism groups; creation of a data sharing platform project where organisations will share data to undertake evidence-based initiatives; creation of a talent board showcasing local jobs/employers in partnership with the tourism and events industry on the Sunshine Coast ( <a href="http://jobsnow.net.au/">http://jobsnow.net.au/</a> ); development of a program to showcase local business via advertisement and social media campaigns; and partnerships with companies wanting to invest in the Sunshine Coast by assisting to expedite shovel-ready projects.	ECDEV: Economic Development
3.1.2	Manage the delivery of the Visit Sunshine Coast funding deed and marketing deliverables for the Sunshine Coast region.	01/07/2020	30/06/2021	50%			In December 2020, Visit Sunshine Coast submitted its 2019/20 Annual Performance Report against the Council approved 2019/20 Annual Tourism Plan. A performance assessment of Visit Sunshine Coast's reported results against the key performance indicators of their Funding Deed was completed in December 2020. The assessment found that the gross number of KPIs are being met and have been validated. Council and Visit Sunshine Coast have completed three Funding Deed operational delivery review meetings in the quarter and one Funding Deed financial review meeting. All program delivery and funding expenditure has been in accordance with the approved 2020/2021 Annual Tourism Program and in accordance with mutually agreed variances.	ECDEV: Economic Development
3.1.3	Implement the high priority actions as identified in the Caloundra Centre Masterplan.	01/07/2020	30/06/2021	30%			Preliminary design and feasibility work for repurposing of Caloundra Administration Building is ongoing. The first stage of community engagement for the Caloundra Community and Creative Hub 'Vision and Values' commenced on 9 November 2020 and concluded 7 December 2020. Feedback from consultation will be used to inform concept design development. Stage 2 consultation seeking feedback on the concept design is expected to occur early in 2021. Scoping for the Caloundra Regional Gallery Business Case is complete.	MPSP: Major Projects and Strategic Property



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.4	Delivery of economic activation programs in Caloundra and Mooloolaba and specialist advice and support to more than 1500 businesses across the region, including programs in economic resilience.	01/07/2020	30/06/2021	50%			COVID-19 recovery actions have continued with forward planning for both Caloundra and Mooloolaba progressing. Delivery of key initiatives resulting from the Mooloolaba Economic Activation Plan are confirmed including the Beach Activation Program, Summer Beach Movie Series plus on-going business engagement. A COVID-19 safe 'Luminate' event associated with the Bulcock Street catenary lighting in Caloundra was successfully delivered in October. The Downtown Caloundra Taskforce has been active with meetings focussing on festive season activations and forward planning for 2021 in association with the Caloundra Masterplan initiative and chamber stakeholders. A reinvigorated visitor information centre on Brisbane Road Mooloolaba opened in December, and a centre on Bulcock Street Caloundra is currently under development, due to open in 2021 in conjunction with Volunteering Sunshine Coast. The Caloundra annual markets survey plus supplementary consultation with stakeholders has been delivered. The regionally focussed weddings strategy has been further advanced, as has the retail retention and attraction strategy including initial legal review.	ECDEV: Economic Development





### *New capital investment in the region*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress the Maroochydore City Centre project to achieve a high density city centre and to deliver an identifiable city heart for the wider Sunshine Coast.	01/07/2020	30/06/2021	50%			Council, SunCentral Maroochydore Pty Ltd and Walker Corporation Pty Ltd have entered into a Development Agreement this quarter that includes \$2.5 billion of private sector investment. Walker Corporation is one of Australia's largest diversified private property groups with extensive expertise in urban regeneration, placemaking, and the development of quality commercial, retail and residential precincts. Walker has exclusive rights to market and develop most of the remaining land consistent with the delivery of the city centre vision. There are still some outstanding challenges regarding the commissioning of the Automated Waste Collection system as a result of travel restrictions due to COVID-19, arrangements are in place for manual waste collection until these can be resolved. An interim at grade public car park was opened in November 2020.	MPSP: Major Projects and Strategic Property

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.2	Advocate for funding commitments from the Federal and State Governments for the Sunshine Coast Exhibition and Convention Facility.	01/07/2020	30/06/2021	40%			With Council and SunCentral entering into a Development Agreement for the appointment of Walker Corporation as a Development Partner for the Maroochydore City Centre project, it is anticipated that the project will gain considerable momentum as a result of having such a highly-regarded project delivery partner, who can help drive the delivery of the future stages of this development. Whilst the site (known as Precinct 2) was not part of the balance land that was the subject of the Expressions of Interest process, the delivery of the Convention and Exhibition Centre remains with Council, although it has always been Council's intention that the capital cost of this facility, if it proceeds, will need to be largely funded by State and Federal governments. Council continues to advocate for funding to deliver this important piece of infrastructure for the region.	MPSP: Major Projects and Strategic Property
3.2.3	Progress the development of the Brisbane Road multi-deck carpark.	01/07/2020	30/06/2021	90%			Operation of the 700 bay Council owned carpark commenced on 23 December 2020. Works to complete commercial tenancies and minor footpath works are to be completed in the first half of 2021, with the project expected to reach practical completion in Quarter 3 2020/21. The Car Park Management and Access control system has been awarded to SKIDATA Pty Ltd and the carpark management contract has been awarded to Wilsons Parking. These contracts are expected to be operational in early 2021 to coincide with the implementation of paid parking.	BI: Business and Innovation

### Investment and growth in high-value industries



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Manage the Sunshine Coast Airport Expansion Project, ensuring compliance with state and federal agency regulatory requirements.	01/07/2020	30/06/2021	90%			This quarter, Separable Portion 3 was completed and made available for operational use. The work included the Runway Starter Extension, Taxiway Foxtrot, the final portions of Taxiways Alpha and Bravo and the apron Taxi-lanes. Works pertaining to the concrete Apron Parking Bays (east of the terminal) have been transferred into Separable Portion 4. Practical Completion was awarded by the Independent Certifier for Separable Portion 3 on 14 December 2020 (excluding the concrete apron which was separated into Separable Portion 4). Achievement of final Practical Completion on Separable Portion 4 is expected in January 2021. Poly-fluoroalkyl substances (PFAS) Management, the management of soil and groundwater containing very low levels of PFAS, is ongoing and includes discussions with the Department of Environment and Science. Budget continues to be monitored with the potential impact of PFAS management costs associated with soil movement, on and off-site, being the primary focus.	BIGE: Group Executive Built Infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast', and better prepare and connect young people to education and employment opportunities in the region.	01/07/2020	30/06/2021	50%			Study Sunshine Coast Planning Day was held with industry representatives in attendance including USC, TAFE Qld, Demi International, Union Institute of Language, Mindroom and Tensegrity Training. The purpose of the meeting was to strengthen the relationship with industry members and inform the group on upcoming projects including the Student Employability Program, Pop-Up Student Hub and the Student Attraction marketing campaign, all to be delivered over the coming months.	ECDEV: Economic Development
3.3.3	Implement prioritised actions from Sunshine Coast Holiday Parks Business Plan 2015-2020 and develop a revised 5 year plan.	01/07/2020	30/06/2021	60%			Actions from the Sunshine Coast Holiday Parks Business Plan 2015-2020 have continued to be implemented including the addition of 31 sites at Mudjimba Beach Holiday Park. The Holiday Park Business Plan 2020-2025 has been finalised during the quarter to shape delivery over the next five years.	SCV: Sports and Community Venues



### Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Plan and coordinate delivery of an annual International Relations (including missions) Program.	01/07/2020	30/06/2021	50%			Council has actively hosted inbound delegations with Austrade Investment Specialists, Department of Foreign Affairs and Trade in addition to conducting virtual meetings with Trade & Investment Queensland's Commissioner for China. Council has actively participated in virtual meetings with Trade and Invest Queensland Trade Commissioners and Investment Directors in India, Singapore and the USA regarding investment opportunities, including the feature video of Council's Sunshine Coast International Broadband Cable project at the Virtual Singapore FinTech Festival 2020. Activities including workshops, virtual missions and trade platforms with international Chambers of Commerce in Asia, United Kingdom and New Zealand for 2021 have been developed. Council has also partnered with the Food and Agribusiness Network to deliver an international export development program which culminates in a virtual trade mission in 2021. Council participated in virtual trade discussions with the Xiamen Municipal government with the objective of identifying further opportunities for cooperation and potential economic linkages between Sunshine Coast and Xiamen businesses.	ECDEV: Economic Development







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.2	Promote the trade and investment credentials and opportunities across the Sunshine Coast economy and beyond.	01/07/2020	30/06/2021	50%			The 'Vitamin SC' campaign concluded on 2 December (3 month campaign). 68,015 watched the video in full. Digital banner ads generated over 2.1 million impressions and 2711 clicks on Facebook. Viewer locations included Brisbane, Sydney, and Melbourne. LinkedIn 'InMail' system generated a click-through rate of 55%. A trial Food and Agribusiness Lead Generation Campaign began on 11 of November 2020.	ECDEV: Economic Development

### *A natural, major and regional event destination*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Implement priority activities from the Major Events Strategy 2018-2027.	01/07/2020	30/06/2021	50%			The Sunshine Coast Events Board and its Working Groups met on four occasions during the quarter. Both groups considered 10 major events and three business event sponsorship applications, all of which were supported. These comprised 15 individual events to be staged between 2021 and 2023 (7 existing major events retained, 5 new secured and 3 business events). It is estimated these events will result in an economic impact of over \$14 million and bring nearly 20,000 visitors to the region. The Events Board also released its 2019/20 Annual Report, highlighting the achievement, (despite the impact of COVID-19) of 54 sponsored major events that delivered \$70 million in economic impact to the region, 136,469 additional visitors and an audience reach of 53 million with a commercial marketing value of \$21.6 million.	ECDEV: Economic Development

### *A regional hub for innovation, entrepreneurship and creativity*





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Progress the Smart City Implementation Program which outlines a three year rolling program of smart city solutions to be installed at key locations across the region.	01/07/2020	30/06/2021	50%			Smart Cities Implementation is progressing with new ideas added to the pipeline, additional solutions now operational and generating increased value for the organisation and the region. Planning is underway to inform the next Smart City Framework and implementation plan with consultation processes and a report to Council scheduled for 2021.	BI: Business and Innovation

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.2	Delivery of the regional innovation program and enhancement of the innovation ecosystem through leadership, programs, awards and promotion of the region nationally and internationally to contribute to the regional economic development strategy goals.	01/07/2020	30/06/2021	50%			SCRIPT's Regional Innovation Benchmark Report was published confirming #TeamSunshineCoast is performing very well on innovation topics comparative to both Queensland and national businesses, even during the COVID-19 pandemic. Key highlights from the study include: 34.5% of Sunshine Coast innovators collaborate, which is a significant increase from 29.8% in 2019 and higher than the rest of Australia, and 52% of firms in the Sunshine Coast region report implementing new-to-the-firm innovations, an increase from 48% in 2019. The case studies in this year's report features ten diverse collaborators who have jointly innovated, demonstrating the global pandemic led to joint problem-solving, creativity and new products and/or services.	ECDEV: Economic Development



## Corporate Plan Goal : Service Excellence

Goal Objective: Positive experiences for our customers, great services to our community.







### *Flexible and customised solutions for our customers*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.2.1	Continue the Customer Experience Management Program, including the ongoing rollout of a Customer Relationship Management System.	01/07/2020	30/06/2021	55%			Customer Relationship Management System (CRMS) phase one configuration was completed. System validation and testing commenced for Development Services, OurCouncil (Marketing & Campaign Management) and Rates and Credit Management. Detailed scoping and data migration planning is being undertaken to deliver bizCONNECT (CRMS) for Economic Development. Documentation of the future state for streamlining complaints management across the organisation has commenced. Implementation is phased and will be delivered throughout the 2021 calendar year. Although project delivery is behind schedule at this point, it is expected that the full year outputs will be achieved by the end of the financial year.	CR: Customer Response
4.2.2	Commission the Automated Waste Collection Station.	01/07/2020	30/06/2021	20%			A team of specialists from outside of Australia are required for the commissioning of the Automated Waste Collection Station (AWCS). COVID-19 impacts and restrictions have caused delays and have meant that preparations for the International team to enter Australia are scheduled for early 2021 to commence commissioning of the AWCS, including needing travel approvals to be issued.	WRM: Waste and Resource Management







### *Regular and relevant engagement with our community*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Adopt the Excellence in Engagement Framework to guide delivery of coordinated, consistent and contemporary best practice community engagement.	01/07/2020	30/06/2021	70%			The draft Community Engagement Policy and Framework has been developed, with internal consultation continuing to refine the documents. Through Council's Regional Partnership Agreement with the University of the Sunshine Coast, collaboration continues to research, pilot and model Excellence in Engagement best practice.	CPD: Community Planning and Development

## Service quality assessed by performance and value for our customers

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Deliver Planning and Development Services to ensure statutory requirements are met to achieve positive customer experiences and maintain strong industry engagement.	01/07/2020	30/06/2021	50%			<p>During Quarter 2, Council continued to see challenges associated with the COVID-19 pandemic. The Federal Government's HomeBuilders Grant Scheme has been well received and resulted in increased workloads with challenges to meet timeframes to be eligible for this scheme. Taking into consideration these challenges as well as budget and resource requirements, it is noted that applications decided within statutory timeframes for this second quarter is relatively consistent with the first quarter, at 86%.</p> <p>Council continues to work with customers and the development industry to proactively support them throughout the recovery phase from the COVID-19 pandemic. In particular the annual Development Industry Forum was held virtually during this quarter with some of our regular consultant and industry representatives from planning, engineering, environment, building and development companies. This forum involved providing information on our work/service performance in 2019/20 as well as updates on Council's Economic Resurgence Plan and Council's new 3D mapping technology.</p>	DS: Development Services
4.4.2	Undertake parking surveys to enable Council to identify trends and make informed decisions on parking management.	01/07/2020	30/06/2021	50%			The scope of services is drafted and awaiting Council decisions on parking activities for Mooloolaba to confirm the allocation of funds across the planned program.	TIM: Transport Infrastructure Management
4.4.3	Develop a Service Excellence Strategy guiding value and positive outcomes for our customers and Council.	01/07/2020	30/06/2021	45%			To help shape the strategy development and assist Council to improve service delivery, Council conducted 330 online surveys with service users and 59 face to face community member interviews to capture insights. Further work was conducted to scope priority initiatives for the next five years as an input into the Corporate Plan development.	CR: Customer Response





## Assets meet endorsed standards for sustainable service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the Capital Works Program based on robust scopes, cost and risk with well sequenced delivery schedules aligned to the corporate prioritisation policy and long term financial plans.	01/07/2020	30/06/2021	45%			Council has an adjusted \$133.8 million capital program for delivery in the 2020/21 financial year following the Budget Review 2 process, recognising a range of new external grants. This increase was predominately due to the inclusion of State and Federal government stimulus grants. Delivery of the capital program is currently on target to achieve the 90% end of financial year target. As at the end of Quarter 2, the total capital program was 45% complete. The reported onset of a La Nina weather pattern commenced in mid-December with rainfall above 200mm across most of the region, this will be monitored closely over the coming months. The 2021/22 Capital Works Program development process is progressing well with individual Councillor meetings positively completed, utilising new system technology and functionality. The new Minor Works program has been successfully implemented with 100% project allocation as at the end of Quarter 2 through the Budget Review 2 process.	PD: Project Delivery
4.5.2	Implement CONFIRM asset management system to enable more effective asset maintenance and ultimately improve service levels to the community.	01/07/2020	30/06/2021	80%			The CONFIRM Asset information system Phase 1 and 2 has been successfully implemented to ensure Council has one maintenance and asset planning system to effectively manage its assets into the future. The final phase (Phase 3), is due for completion by 30 June 2021 and will finalise the integration of corporate reporting, geospatial and financial asset management.	AM: Asset Management
4.5.3	Implement a Public Lighting Pilot Project in partnership with Energy Queensland Limited to evaluate benefits of various smart node technologies and to establish unit rates to facilitate re-evaluation of the business case to consider reinstatement of the LED Street Light Replacement Program.	01/07/2020	30/06/2021	10%			Ongoing discussions continue with Energy Queensland, who are committed to delivery by the end of this financial year. Sunshine Coast Council project work will be implemented first.	TIM: Transport Infrastructure Management



## Corporate Plan Goal : An Outstanding Organisation

Goal Objective: A high performing, innovative and customer focussed organisation marked by great people, good governance and regional leadership.







### *A collaborative workplace culture, with engaged, energised and skilled people professionally ready for the future*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Provide a workplace that is fit for purpose and supports our people to deliver great services to the community across our administrative buildings and depots.	01/07/2020	30/06/2021	50%			Concept design package has been developed and internal consultation phase will begin in 2021. Change management initiatives will commence simultaneously.	PM: Property Management
5.1.2	Progress the development of the Sunshine Coast City Hall in the Maroochydore CBD.	01/07/2020	30/06/2021	50%			Construction of Sunshine Coast City Hall continues to progress on schedule, with foundations completed, progress on in-ground services and the first half of the Ground Floor slab being poured throughout Quarter 2.	BI: Business and Innovation



### *Strong and accountable leadership enabling, Councillors, individuals and teams to be their best*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Implementation of strategic initiatives and key projects to support safety performance including the annual safety management plan and the safety management system.	01/07/2020	30/06/2021	50%			The reporting period has seen the continuation of the COVID-19 pandemic which has provided many challenges but mostly opportunities relating to Workplace Health and Safety across Council. Consultation continued with internal customers to ensure core services were enabled whilst adhering to directions issued by State Government. There were no incidents which required notification to Workplace Health and Safety Queensland or the Electrical Safety Office. Incidents are generally being reported in the Council incident reporting system on time. Council's injury duration rate was below like sized Councils in July and August but has risen to above the average in September.	P&C: People and Culture

## Information, systems and process underpin quality decisions and enhance the customer experience

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.6.1	Develop a new People Plan and implement processes and systems to support the delivery of the Council's vision; and provide a safe workplace that attracts and retains high calibre employees.	01/07/2020	30/06/2021	70%			Council's People and Culture strategies continued to be implemented this reporting period. Leadership development programs were offered to invest in the capability of leaders. Optimisation of our human capital management system continued. Improvements were made to reporting for both workforce and health and safety. Ongoing activity is underway to continue to promote our safety culture and involve workers in considering ways to reduce incidents and injuries.	P&C: People and Culture
5.6.2	Develop a comprehensive Legislative and Policy Compliance Framework providing a holistic view of our organisation which captures the legislative, policy and procedural obligations and requirements of all employees.	01/07/2020	30/06/2021	60%			Council has recently been advised by the Local Government Association of Queensland (LGAQ) that the Legislative Compliance Database subscribed to by Council, is unable to meet all of Councils requirements for monitoring legislative obligations at this point in time given the size and complexity of Councils operations. Council will now look at alternative options for monitoring and reporting on legislative obligations.	CG: Corporate Governance
5.6.3	Enhance the Corporate Planning and Performance Framework, including the development of the Corporate Plan 2021-2025.	01/07/2020	30/06/2021	65%			<p>The Annual Report 2019/20 was adopted by Council at the November Ordinary Meeting. This statutory report highlights significant achievements, progress measures, governance disclosures and financial statements for the period 1 July 2019 to 30 June 2020. Copies of the report are available at Council contact counters, Libraries and through the website.</p> <p>The Community Survey 2020 was conducted from 7 November to 4 December 2020 through a combination of phone interviews and online surveys. This provided an opportunity for residents to have their say in relation to their use and satisfaction with Council services as well as their liveability priorities over the next five years. Approximately 1850 responses were received that will inform the development of the Corporate Plan 2021-2025 and further service improvement planning.</p>	OCEO: Office of the CEO

## A financially sustainable organisation

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.7.1	Develop and monitor Council's budget, including legislated requirements.	01/07/2020	30/06/2021	50%			Council's financial performance for 2020/21 is currently within the adopted metrics for Quarter 2. Financial performance is reported monthly and satisfies section 204 of the Local Government Regulation 2012.	F: Finance

