



**Sunshine Coast Regional Council 2008 – 2012
Snapshot of Significant Achievements**





Introduction

This document provides a snapshot of the first four years of the Sunshine Coast Council – a Council term defined by its many successes and significant challenges. This brief examination is by no means exhaustive, however it details some of the major achievements and milestones.

From the first day of its operation, the Sunshine Coast Council has focused on delivering quality services and outcomes for its customers and the community. This has been coupled with a determination to establish solid foundations to guide the future success of the Sunshine Coast as a region.

The Sunshine Coast Council Corporate Plan 2009–2014 identifies eight themes that continue to guide the decisions and actions of both elected representatives and staff in the organisation:

- Robust economy
- Ecological sustainability
- Innovation and creativity
- Health and well-being
- Social cohesion
- Accessibility and connectedness
- Managing growth
- Great governance

This document acknowledges what has been achieved in council's first term, with the many accomplishments listed directly aligned with Council's Corporate Plan themes and operational plans.

There is much to be proud of with many achievements delivered across the region. A new regional council has been created, quality services continue to be provided to our communities, key projects have been delivered and significant investments in the social, economic and environmental fabric of the region have been made.

Council has worked closely with the community to develop a series of key policy documents to guide how the Sunshine Coast looks, feels and grows into the future. This has been ground breaking work and a very strong platform has been established that provides for this and future generations.

All this has been accomplished against a backdrop of significant change for Local Government in Queensland, including major impacts associated with State Government policy and planning decisions, significant disaster events and global financial upheaval.

Significant steps have been taken towards realising Council's vision of being Australia's most sustainable region – vibrant, green and diverse. There is much more to do, however the building blocks are in place for a productive and prosperous future.

Council continues to deliver a comprehensive range of services



Despite challenges of creating a new Council, significant State Government decisions, a Global Financial Crisis and major disaster events, the Sunshine Coast Council has continued to provide wide ranging services to its customers and communities.

The community and Council connect in many ways. Here is a sample of some of the services that Council has delivered as part of its daily business.

Customer Service – staff serve more than 46,000 people annually at the counters and handle more than 200,000 phone calls a year, 27,000 email and online enquiries and approximately 6,000 web-chat and web call-back enquiries.

Roads – Council maintains 2,800 kilometres of sealed roads, 700 kilometres of unsealed roads and 330 bridges with operations and maintenance expenditure of \$26.4 million.

Libraries – 7,500 library visits per day and four million loans every year are attended to.

Waste – 200,000 waste and recycling collection services are provided every week. This includes 160,000 domestic waste, recycling, and optional green waste wheelie bins, 15,000 commercial waste and recycling wheelie bins, and 15,000 commercial waste and recycling bulk bins.

Parks and Gardens – 1,200 recreation and landscape/amenity parks maintained across the region.

Open Space – more than 7,600 hectares of open space on the Sunshine Coast are managed by Council, including recreation and landscape/amenity parks and bushland reserve.

Pathways – maintains more than 1,200 kilometres of pathways and cycle ways across the region.

Waterways – maintains 6,000 kilometres of waterways, 6 coastal lake systems, 70 constructed lakes and wetlands.

Coastal and Canals – sustainable management of 354 hectares of beaches and dunal systems, and 100 kilometres of canal systems.

Sunshine Coast Airport – the airport handles approximately 87,000 aircraft movements and around 900,000 passengers each year.

Development assessment – over the past four years Council has completed plan sealing for approximately 10,000 new lots in the region.

Community Centres and Halls – hosted more than 3600 events and over 220,000 people every year.

Three Major Cultural Venues – hosted more than 2,700 events and nearly 300,000 patrons every year.

Lifeguards – up to 27 beaches patrolled during the peak season which receive five million visits every year.

Response Services – manages the registration of over 43,000 dogs and 7,400 cats every year.

Vector Control – conducts an average of 10 aerial treatments every year for salt marsh mosquitoes at a cost of around \$450,000 per annum.

Environmental Health – issues over 2,600 licences and registrations (food premises and environmental relevant activities), with over 30 education programs conducted each year.

Galleries – manages two galleries which receive 52,000 visitors each year and over 9,000 people participate in the education and public programs run by the galleries.

Aquatic Centres – manages 10 aquatic facilities and two water spray parks that receive over 1.5 million visits each year.

Council has supported a range of projects, initiatives and events of regional significance



In its first four years, the Sunshine Coast Council has worked hard to build on the region's existing strengths and opportunities for the future.

- **Capital Works Program** – commitment of \$1.25 billion over ten years to build the infrastructure and facilities to support a growing region.
- **Maroochydore Principal Regional Activity Centre** – \$42 million acquisition of the Horton Park Golf Club land to facilitate the investment development of Maroochydore and job creation.
- **Major Events** – supporting a number of significant major events that deliver economic and community benefits, including: Australian PGA Championship, Caloundra Music Festival, International Rally of Queensland, Mooloolaba Triathlon Festival, Noosa Triathlon and Multisports Festival, Noosa International Food and Wine Festival and Queensland Garden Expo.
- **Lower Mill Site at Cooroy** – rejuvenated community hub and technology precinct, including the completion of the new \$11 million Cooroy Library.
- **Sunshine Coast Airport** – major upgrades and improvements to both terminal and airside totalling \$30 million, the announcement of direct flights to New Zealand, and the submission of a comprehensive funding application to Infrastructure Australia for the new east-west runway.
- **Improved waste recycling** – 41% (130,000 tonnes) of waste diverted from landfill per annum and recovered for recycling or reuse.
- **New Regional Tourism Destination Marketing Arrangements** – created Sunshine Coast Destination Limited to drive a coordinated approach to promoting the Sunshine Coast as a premier tourism destination.
- **Sunshine Coast Entertainment, Convention and Exhibition Centre** – feasibility study completed.
- **Delivering a Natural Advantage to Business** – a new approach to supporting local business and encouraging job creation and investment in the region.
- **Key energy transition projects** - \$2.2m committed to assist the region to achieve its renewable energy targets and grow investment in the clean technology sector.
- **Sunshine Coast Environment Land Acquisition Program** – purchase of 11 significant conservation value properties totalling 580 hectares.
- **Buderim Village Park** – purchase of 3.4 hectare parkland in the heart of Buderim (\$8.75 million).
- **Land for Wildlife Program** – the largest program in South East Queensland with more than 1050 landowners managing more than 14,000 hectares of private land through voluntary conservation agreements.
- **Regional Voluntary Conservation Agreement Program** – protecting biodiversity values with 50 agreements covering 640 hectares of privately owned bushland.
- **Festive Season Strategy** – produced and delivered 24 Festive Season community events over the past four years, entertaining a combined audience in excess of 50,000 patrons per annum. Council also actively engages, supports and funds over 30 community organised events over the Christmas, New Year and Australia Day period.
- **Cultural Heritage** – a range of initiatives funded and delivered across the Sunshine Coast to preserve, promote and celebrate cultural heritage.
- **Supporting Creative Communities sector** – a variety of initiatives such as the Management of Regional Arts Development Fund and Regional Gallery Programs.
- **Maroochy River Canoe Trail** – in partnership with the Queensland Government, developed a canoe trail along the Maroochy River.

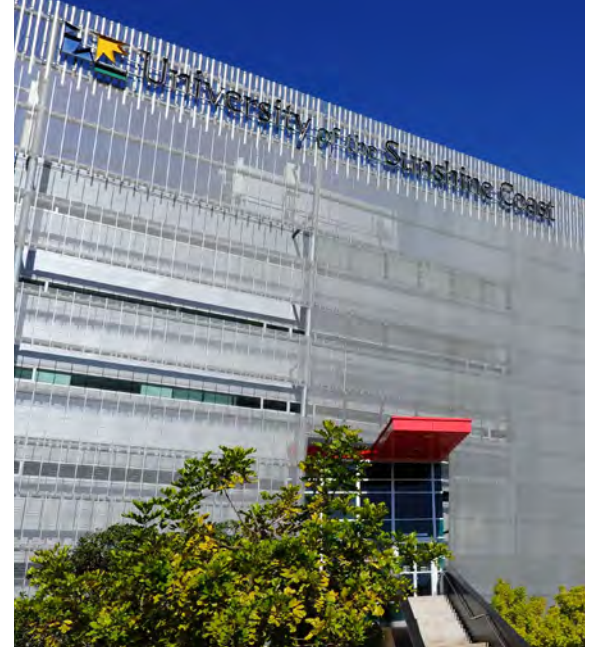
Council has delivered key infrastructure



Roads, community centres and everything in between...Council is building a dynamic region which is a great place to live and do business, and in the process has invested significantly in regional jobs and prosperity.

- Delivered on major infrastructure projects throughout the region and contracted much of that work out to the private sector to boost jobs and the economy. Council also acknowledges the provision of funding assistance from other levels of government for some of these projects:
 - Cooroy Library (including precinct roadworks) - \$11 million
 - Tooway Bridge replacement, Moffat Beach - \$5 million
 - Dusty Rhodes Bridge replacement, Diddillibah - \$6 million
 - Meridan Fields Sports Complex, Meridan Plains - \$5.3 million
 - Beerwah Sports Reserve Clubhouse upgrade - \$1.6 million
 - Noosa Transit Centre, Noosa Junction - \$12 million
 - Skippy Park Sports and Recreation project, Landsborough - \$742,000
 - Quad Park Stadium, Kawana - \$10 million
 - Park Road boardwalk, Noosa - \$4 million
 - Main Beach boardwalk, Noosa - \$1.7 million
 - Nambour Hub revitalisation project - \$6 million
 - Bulcock Beach Esplanade Redevelopment, Caloundra - \$9.5 million
 - Bulcock Street streetscape (stage 1), Caloundra - \$1.3 million
 - Maple Street streetscaping, Maleny (includes Coral Street works) - \$2.3 million
 - Mooloolaba streetscaping - \$3 million
 - Tewantin streetscaping - \$750,000
 - Cooran streetscaping - \$600,000
 - Mooloolah Pony Club, clubhouse, fields and equestrian upgrade - \$450,000
 - Cornmeal Creek pedestrian promenade, Maroochydore (third stage of Maroochydore Urban Improvement Strategy) - \$2 million
 - Significant outlays on roads (sealed and gravel), bikeways and walkways - \$119.3 million
 - Significant reseal and rehabilitation program for roads across the region - \$57.7 million
 - Major spending on water and sewerage projects (2008-2009 and 2009-2010) - \$93.4 million
 - Dixon Road, Buderim – Sunshine Coast Motorway to Power Road - \$12 million
 - Sippy Downs Drive – four-lane upgrade (underway) - \$5.5 million
 - Maroochy Botanic Garden Arts and Ecology Centre - \$3 million
 - Northshore Community Centre - \$4.2 million
 - Meridan Way, Meridan Plains (road reconstruction and sealing project) - \$850,000
 - Mons Road intersection upgrade, Forest Glen - \$2.1 million
 - Mooloolaba Town Park - \$2 million
 - Glasshouse Mountains Visitor and Interpretative Centre - \$1.1 million
 - Girraween Sporting Complex (staged construction) - \$6.2 million
 - Butler Street - McKinnon Drive Link Road, Tewantin - \$3 million
 - Fullerton's Road, Glasshouse - \$420,000
 - Maleny Precinct Master Plan – endorsed in June 2010 with an allocation of \$1 million per year over the next four years
 - Landfill and resource recovery projects - \$38.9 million
 - Council endorsement of a five year “Public Realm” upgrade and renewal program - \$38 million
 - Chancellor Park Lakes – retrofit of the lake system to improve water quality and lake condition.

Council has supported important networks, associations and working groups



Council values its strong partnerships with all sectors of the community.

- **Networking and Partnerships with Key Stakeholders, including:**

- Transport Community Group
- Waste Management Task Force
- Urban Design Advisory Panel
- International Relations Panel
- Rural Futures Task Force
- Housing Affordability Task Force
- Sustainability Advisory Panel
- Cultural Heritage Reference Group
- Energy Transition Reference Group
- Cycling Reference Group

- **Disaster Management** – the Sunshine Coast Local Disaster Management Plan has been completed and Council has co-ordinated response to significant events in the region such as an oil spill, Cyclone Hamish and major storm and flooding events.
- **Sunshine Coast Economic Development Advisory Board** – established to provide strategic advice on economic development issues.
- **Operation of Corporate Entities** – Noosa Biosphere Ltd, Quad Park Corporation and Sunshine Coast Events Centre.
- **Collective Approach to Liquor Management (CALM)** – liquor accords were launched in both Nambour and Maroochydore bringing the total number of local liquor partnerships to seven over four years, plus development of the umbrella Sunshine Coast CALM group.
- **Sunshine Coast Grants Program** – more than \$11 million over four years for community development, cultural development, economic development, environment, heritage and history, and sport and recreation projects.
- **Commonwealth and Queensland Government Grants** – a total of \$116 million in State and Commonwealth funding has been received since March 2008, and there are currently applications lodged pending assessment valued at \$18 million.
- **Operation of Corporate Entities** – notably Noosa Biosphere Ltd, Quad Park Corporation and Sunshine Coast Events Centre, and replacement of Sunshine Coast Enterprises Ltd with Sunshine Coast Economic Development Advisory Board.
- **MOU with the University of the Sunshine Coast** – undertaking innovative research, sharing expertise and jointly working on initiatives to achieve sustainability and regional development.
- **MOU with Department of Transport and Main Roads** – management of litter, graffiti and signage.
- **Seasons of the Sun** – bringing together more than 500 of the region’s food and beverage businesses under one brand.
- **Coast’s first Energy Conservation Community** – established across Mooloolaba, Mountain Creek and Sippy Downs, in conjunction with Energex and the Office of Clean Energy.
- **Green June** – a highly successful partnership between Council, business, industry, education faculties and the community focusing on ‘green’ education.
- **EcoBiz and Living Smart Programs** – Sunshine Coast businesses and households have joined these programs and succeeded in reducing their waste through recycling to achieve environmental outcomes.
- **Community Volunteerism** – recognising the significant value of volunteers in the region by supporting around 2,000 volunteers across a variety of areas including major and community events, community services, libraries, tourism, conservation and the environment.
- **Online Services and Community Hub** – as part of the e-business program, there are now additional online options for customers to do business with Council and for community members to engage interactively with Council and each other.

Council has prepared key strategies and action plans



Over the last four years the Sunshine Coast Council has laid the foundations for the next forty years and beyond, through developing a comprehensive suite of strategies and plans to build a successful and sustainable region.

- **Structure Plans for Major Centres/Greenfield Sites** – completed for Maroochydore Principal Regional Activity Centre, Palmview, Caloundra South, Kawana and Sippy Downs Town Centre.
- **Draft Sunshine Coast Planning Scheme** – a preliminary draft prepared and submitted to the State Government for formal review.
- **A Comprehensive Policy Framework** – new Strategic Policy directions have been adopted with environment, social, economic and lifestyle sustainability weaved through them for managing growth across the entire Sunshine Coast. These include:
 - **Economic Development Strategy 2010-2014** – provides a framework for delivering a more robust, regional economy.
 - **Affordable Living Strategy 2010-2020** – provides actions to improve housing affordability and diversity, the liveability of our neighbourhoods, and equity and inclusiveness.
 - **Open Space Strategy 2011** – identifies key challenges and issues shaping open space and directions for enhancing future planning and development of recreation parks, sportsgrounds and recreation trails on the Sunshine Coast.
 - **Social Infrastructure Strategy 2011** – ensuring social infrastructure provision to support existing and future communities across the Sunshine Coast.
 - **Sunshine Coast Sustainable Transport Strategy and Active Transport Plan 2011-2031** – moving towards a sustainable, highly efficient, integrated and safe transport system, including supporting new community-focused public transport services and projects.
 - **Waterways and Coastal Management Strategy 2011-2021** – provides a ten year framework and direction for management of the region’s natural waterways, constructed water bodies and coastal foreshores.
 - **Biodiversity Strategy 2010-2020** – designed to ensure the region’s biodiversity is protected, enhanced, healthy, resilient to climate change and valued by the entire community.
 - **Climate Change and Peak Oil Strategy 2010-2020** – takes a risk avoidance and management approach to this key issue for the Sunshine Coast.
 - **Waste Minimisation Strategy 2009-2014** – focused on educating and involving the community about opportunities for organic re-use at home and better recycling for homes and businesses and the services Council provides.
- **Associated strategies and plans include:**
 - Access and Inclusion Plan
 - Carbon Neutral Plan
 - Energy Transition Plan 2010-2020
 - Reconciliation Action Plan 2011-2016
 - Skate and BMX Plan 2011-2020
 - Youth Strategy 2010-2015
 - Aquatic Plan 2011-2026
 - Draft Pest Management Plan
 - Positive Ageing Strategy 2011-2016
 - Recreation Trail Plan 2012
 - Sport and Active Recreation Plan 2011-2026
- **Total Asset Management Plans** – developed for seven major asset groups to set future management directions.

Council has achieved recognition for its work



Council is proud its work has been recognised with local, state and national awards, and prouder still of delivery on the ground.

- Winner of the 2011 Australian National Riverprize for the Sunshine Coast Rivers Initiative – a collaborative effort with over 30 community groups and government agencies headed by Sunshine Coast Council dedicated to protecting and improving the waterways of our region.
- Sunshine Coast Airport named as the 2011 Australian Major Airport of the Year 2011 by the Australian Airports Association.
- Winner of the Excellence in Alcohol Management category at the 2011 National Awards for Local Government for the Sunshine Coast CALM (Collaborative Alcohol and Liquor Management) program.
- Council's Customer Contact Centre was a category finalist in the 2010/11 Australian Telecommunications Association Awards for best contact centre.
- Certificates of Merit received at the 2011 Planning Institute of Australia Awards (QLD Division) for the delivery of Structure Plans for Maroochydore, Palmview and Caloundra South, and the development of a comprehensive Policy Framework.
- Natural Advantage communication initiative winner at the 2011 Government Communications Australia awards.
- Broadband Today Alliance, a Sunshine Coast Council led initiative, won the top award at the 2011 Economic Development Australia Awards for pioneering an organisation committed to developing the digital economy in Australia and enhancing the benefits of the Federal Government's National Broadband Network rollout.
- Winner of the Local Government Landcare Partnership category for regional sustainability at the 2011 Queensland Landcare Awards.
- Winner of the 2010 Healthy Waterways Awards for the Sunshine Coast Litter Collective (State Government Award and Minister's Grand Prize).
- Winner in the Institute of Public Works Innovation Award for the Erosion and Sediment Control Program.
- Winner of the Institute of Public Works Engineering Australia (QLD Division) Excellence Award for the Nambour Hub of the Hinterland project, a key component of which was the revitalisation of Nambour's Town Centre including the construction of an iconic town square.
- Winner of the Sunshine Coast Environment Council 2010 Froggies Awards for the Climate Change and Peak Oil Strategy 2010-2020.
- Highly commended at the Sunshine Coast Environment Council 2010 Froggies Awards for the Biodiversity Strategy 2010-2020.
- Certificate of Merit in the Environmental Planning Category at the 2010 Queensland Planning Institute of Australia Planning Excellence Awards for the Sunshine Coast Biodiversity Strategy 2010-2020.
- Winner of the 2009 Healthy Waterways Awards for the Erosion and Sediment Control Program (State Government Award and Minister's Grand Prize).
- Certificate of Merit in the Regional Planning Category at the Queensland Planning Institute of Australia Planning 2010 Excellence Awards for the Scenic Amenity Regional Strategic Mapping Project.

Council has effectively established key governance and operational arrangements



Council has continually strived to improve the way it does business to deliver the best value to the community.

- Community Plan adopted in May 2011. This plan will shape decision-making in the region over the next 20 years, and provide a strong footing for promoting the community's priorities.
- Corporate Plan 2009-2014 adopted in May 2009. Identifies the vision for the region and eight key themes – Robust Economy; Ecological Sustainability; Innovation and Creativity; Health and Well-Being; Social Cohesion; Accessibility and Connectedness; Managing Growth; Great Governance.
- Community Engagement Policy and Framework adopted in August 2009.
- The Financial Sustainability Plan 2010-2020 outlines the high level financial policies, commitments, positions, and parameters that guide the development of service levels, rating and other income, expenditure, and treasury management.
- Queensland Treasury Corporation upgraded Council's Credit Review rating to Strong with a Neutral Outlook (Neutral Outlook indicates no known issues within the near future that are likely to challenge the financial stability of council).
- Unqualified audit report received from the Queensland Audit Office.
- High performance against the financial sustainability indicators set by the State Government.
- IT Transition and Consolidation Program – consolidation of library, finance, assets, spatial, property and payroll/HR systems, telecommunications networks, Internet, Intranet and email.
- Certified Agreements negotiated, voted on and registered.
- Delivering efficiencies, improvements and savings through the Value and Success program and a whole of organisation performance management process.
- Reducing the six cylinder fleet by over 100 vehicles and saving \$400,000 in the last financial year.
- An innovative electricity supply contract worth \$20 million which will deliver savings for Council of \$595,000 each year from 2012-2014.
- Audit Committee established in July 2008.
- Capital Works Programs established for each financial year and a 10 year plan developed.
- Development Assessment process – introduction of electronic lodgement and assessment of development applications.
- Responded to State Government's Water Reform requirements to establish Unitywater with Moreton Bay Regional Council.
- Transitioned out of the Childcare and Building Certification businesses.
- New, consolidated suite of Local Laws endorsed, reducing the number of local laws from 95 local laws (51 local laws and 44 subordinate local laws) to 12 new local laws (six local laws and six subordinate local laws).



The logo for Sunshine Coast Council features a vertical orange bar on the left. To its right, the words "Sunshine Coast" are stacked above "Council". "Sunshine Coast" is in a blue sans-serif font, and "Council" is in a green sans-serif font.

Sunshine Coast Council

