

# Sunshine Coast Council Annual Report 2016-2017



## Acknowledgement of Country

Sunshine Coast Council acknowledges the traditional Country of the Kabi Kabi Peoples and the Jinibara Peoples of the coastal plains and hinterlands of the Sunshine Coast and recognise that these have always been places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Sunshine Coast community.

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### Acknowledgements

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

### Disclaimer

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



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## Welcome

Welcome to the Sunshine Coast Council's Annual Report 2016/2017.

This report describes council's achievements in delivering services to the Sunshine Coast region and shows council's progress in delivering the actions from the *Corporate Plan 2017-2021* and *Operational Plan 2016/2017*.

The annual report is one of the ways council connects with our community and is the culmination of regular reporting. It shows:

- Council's commitment to achieve its vision for the region
- The results of actioning the corporate and operational plans
- Details of council's achievements
- Details of the services that have been provided to the region
- Transparency and accountability of council.







# Section 1 Introduction



## Message from the Mayor

2017 marked the 50th Anniversary of the naming of the Sunshine Coast. This was an important milestone we celebrated with our community.

Council worked together with a wide range of passionate local community groups to produce a calendar of special and diverse 50th Anniversary celebration events and activities to acknowledge, celebrate and commemorate the people that have shaped and defined the Sunshine Coast.

In February council adopted its new Corporate Plan to shape the foundations for our city-region of the future – one that is healthy, smart and creative.

The Sunshine Coast has been recognised as Australia's leading hub for entrepreneurs through its reputation for innovation, creativity and stimulating new ideas.

Leading demographer and social commentator Bernard Salt said "the Sunshine Coast stands apart from its peer cities as a place with a history of entrepreneurship and innovation".

Across the Sunshine Coast, council is driving some of the most exciting initiatives in the nation at this time, including the procurement of Australia's first underground automated waste collection system to be installed at the Maroochydore City Centre, free public wi-fi across the region and the Smart City Implementation Program.

As a flagship project, council is developing the new Maroochydore city centre from the ground up as Australia's first truly smart city. Designed for the 21st Century, the extensive and clever uses of technology will set the Maroochydore city centre apart from other regional centres – and indeed, many State capitals.

In positioning the region as Australia's leading smart city-region, we are progressing our plans for an international broadband submarine cable connection.

The cable will act as a catalyst for technology businesses and associated high value jobs. Independent modelling has outlined the proposed submarine cable will deliver a potential value of \$700 million annually to the region's economy and \$1.1 billion annual to the Queensland economy.

The submarine cable will also deliver significant value to the Maroochydore city centre project, the research and treatment capabilities of the Sunshine Coast University Hospital and attract a new calibre of investment in technology and innovation based enterprises.

Our new runway at the Sunshine Coast Airport is on track to be operational by end of 2020. The airport expansion project achieved a milestone during the year with the design contract signed. The contract will result in the design of a new 2450m long x 45m wide compliant runway.

The \$319 million project is one of council's game changing projects ensuring the Sunshine Coast is building now for our future. The new runway will open up the Coast to international markets in Australia, Asia and the Western Pacific, and drive economic growth.

Palisade Investment Partners were also confirmed as Sunshine Coast Airport's commercial operating partner in a deal worth \$605 million.

Palisade will be responsible for operating, investing and developing the airport and will oversee future negotiations with airlines to expand both domestic and international routes available from the Sunshine Coast. Our council will maintain responsibility for facilitating the proposed airport expansion project, which includes construction of a new runway, apron expansion and related infrastructure.

The Sunshine Coast Solar Farm was completed during the year and commenced feeding electricity into the power grid in July 2017. This project makes council the first local government in Australia to offset 100%



of its electricity consumption with energy from a renewable source.

All power consumed at council's facilities, including our administration buildings, aquatic centres, community and performance venues, as well as holiday parks, libraries, art galleries and sporting facilities, will be offset with energy from a renewable source thanks to this nation-leading project. The 15 megawatt solar farm allows council to take control of its own electricity supply, combat rising electricity costs and deliver \$22 million in savings to our ratepayers over the next 30 years.

As I speak to our residents about the many game-changing projects our council is undertaking, it is the solar farm that excites them most, recognising the project's importance to our contribution towards clean energy.

Our natural assets are the reason many of us call the Sunshine Coast home and preserving and maintaining our environment for future generations and protecting our fauna and flora, is high on our agenda. Council purchased an additional 75 hectares of environmental land this year, taking our total to over 6000 hectares.

Council has continued to advocate for strong measures to protect and preserve the regional inter-urban break – that evolving landscape that defines the Sunshine Coast from the rest of south-east Queensland and is home to some of our most recognisable features like the Glass House Mountains and the Pumicestone Passage.

The new South-East Queensland Regional Plan highlights the Sunshine Coast will need to accommodate nearly 200,000 more people through to 2041. As an area that is experiencing strong population growth, it has also been important for council to achieve some clear commitments around critical, region-shaping infrastructure, like public transport – which is a State Government responsibility, and where the region's future growth will be accommodated.

It also recognises the extensive planning undertaken by council to accommodate our increased population and minimise the urban footprint.

For the first time the regional plan clearly identifies and maps a large part of the regional inter-urban break straddling the Moreton Bay and the Sunshine Coast local government areas, and this has been one of the highest priorities for our council.

Throughout the past 12 months council has continued to maintain a strong focus on providing value-for-money services to our community – from maintaining our parks and recreational areas and improving our local road network to supporting numerous community organisations, preserving our cultural heritage and initiatives that maintain and enhance our foreshore, waterways and other natural assets.

Thanks to prudent financial management, our ratepayers can be assured council is in good hands. The organisation outperformed other major South-East Queensland councils in a Queensland Audit Office report and received eight consecutive unqualified audits. Our focus has remained on continuing to achieve a strong financial position, long term. Our financial stewardship has enabled us to progress major game-changing projects for the region.

The Sunshine Coast's first national sporting team completed a stellar year for the region winning the inaugural Super Netball grand final. The Sunshine Coast Lightning had a stunning victory with a 65-48 win over Sydney team the Giants at the Brisbane Entertainment Centre in June.

The Lightning squad members have become great role models in the Coast community and the team's success has had a significant impact on the community's youth by providing a pathway to pursue elite sporting careers.

We are one team – councillors and staff working together as valued partners with our community, business, industry and other tiers of government – continuing to bring the future to us, shape it and create opportunity as we go.

This is the heart of our council's vision for the Sunshine Coast – a region that is healthy, smart, creative.

**Mark Jamieson**  
Mayor





## Message from the Chief Executive Officer

The adoption of the new Corporate Plan 2017-2021 and refreshing the vision to be "Australia's most sustainable region – healthy, smart, creative" reflects council's commitment to advancing the region to the next level environmentally, economically and socially.

The Corporate Plan now sets out a comprehensive blueprint to take our region into the future. Having a clear vision and plan for our region is crucial, given the growth our region will continue to experience in the next 20 years and beyond. Today we have a population of approximately 300,000 people – within 20 years we will reach nearly 500,000 residents.

Council has a solid record of achievement, wonderful staff and a great track record of service delivery to our customers, and to become a truly outstanding organisation we commenced a review of our structure to ensure it is best-aligned with our corporate priorities, strategies and service obligations.

The Next Steps project commenced in May to review our operations to ensure we are fit for the future, with a goal to achieve an optimum health for the organisation by 2020 while continuing to deliver on the Corporate Plan 2017-2021.

As a fit for the future organisation we will invest in capabilities identified as core and critical to council.

This will strengthen our operating model to focus on customer service, business and strategic partnering and stakeholder engagement. Our new structure will be implemented during the 2017/18 financial year to drive greater accountability and outcomes for our customers.

Council achieved another year of strong financial management, receiving a clean audit report for the eighth consecutive year. Our organisation again outperformed other major South-East Queensland councils in a Queensland Audit Office report on the financial health of Queensland councils.

Of eight South-East Queensland councils, our organisation was the only council to achieve the highest possible results in financial sustainability, financial statement preparation and internal control effectiveness.

Construction work commenced on the first stage of the new Maroochydore city centre, that included roads, footpaths, cycleways, lighting, parks and landscaping. The \$25 million civil works included the installation of underground services and smart city infrastructure that will position the city centre amongst the most technologically advanced in Australia. The project includes an underground waste collection system where waste will be transported from commercial buildings and apartments through underground vacuum pipes.

Council made a commitment to establish a civic and administration presence in the new Maroochydore city centre. This is a significant project that will take a number of years to finance, design, construct and commission. The City Hall would include a full range of services for our customers. There would be the requirement for this new city centre facility to be a modern and smart workplace to enable our organisation to continue to develop and provide the best value to our customers across the Sunshine Coast.

One of the biggest infrastructure projects delivered by council was opened to the public at the end of 2016. The \$20 million upgrade of Maroochydore's Evans Street, constructed by council's workforce, was part of a major road improvement project to help improve traffic flow, increase road safety, improve cycle and pedestrian connectivity, and allow for forecast traffic volumes. This project now provides a vital link into the new Maroochydore city centre.



The new Mary Cairncross Scenic Reserve Rainforest Discovery Centre at Maleny was officially opened during the year. The \$4.7 million Discovery Centre features an elevated viewing platform and boardwalk and the Rainforest Education Centre with a combination of traditional interactive displays, multi-sensory experiences and exhibits

This reserve is a Queensland icon with highly significant conservation values and has been a popular destination for residents and visitors for more than 50 years, which attracts around 200,000 people annually.

The new \$3.44 million Beerwah Depot was opened for business. This new depot will service much of the new development areas to the south of Caloundra and replaces the aging Landsborough depot that will be rehabilitated for future community use. With the development of Caloundra South (Aura) now well underway, the continuing growth of Beerwah township and Beerwah East being developed in the future, council is now well positioned to serve our community both now and in years to come.

Council adopted its first Multicultural Action Plan to recognise, value and support people from a multicultural background. The Multicultural Action Plan 2017-2020 provides a blueprint for inclusive economic and social opportunities, leadership and capacity building, organisational development and advocacy, and education around the value of diversity. The plan was developed in conjunction with the state government and community organisations.

Council's multi-award winning Disaster Hub received two further awards during the year. The Disaster Hub website received the 2016 Resilient Australia National Award and was the State Winner in the Get Ready Queensland Resilient Australian Awards. The Disaster Hub gathers disaster intelligence from numerous sources to improve decision making for council, first-response agencies and community members. It provides comprehensive real-time information that can be accessed from any internet-connected device before, during and after disaster events

Delivering these outcomes over the past year has required the efforts of a united team – elected representatives, staff, contractors, partners and volunteers. This joint approach has enabled consistent, focused and timely services being

delivered to our community. I thank the Mayor, Deputy Mayor and Councillors for their leadership and support in this regard.

I also acknowledge our hard-working people who are delivering value for money outcomes to our community every day and are the driving force behind the professional approach to managing roads, parks, libraries, sporting and community facilities, events, bushland habitat, beaches and waterways.

Over the next 12 months my leadership team and I are also committed to ensuring a workplace that is engaging, collaborative and inspires excellence, whilst building a productive and innovative culture, fit for exciting and positive times ahead.

**Michael Whittaker**  
Chief Executive Officer



## About our region - key statistics

The Sunshine Coast Council area is located in South-East Queensland, about 100 kilometres north of Brisbane. It is bounded by the Noosa region in the north, Gympie in the west, the Coral Sea in the east, the Moreton Bay region in the south, and the Somerset region in the south-west. The Sunshine Coast is a diverse region with picturesque hinterland towns, coastal urban centres, waterways, national parks, state forests, bushland, rural areas and scenic mountains.



Current population estimate

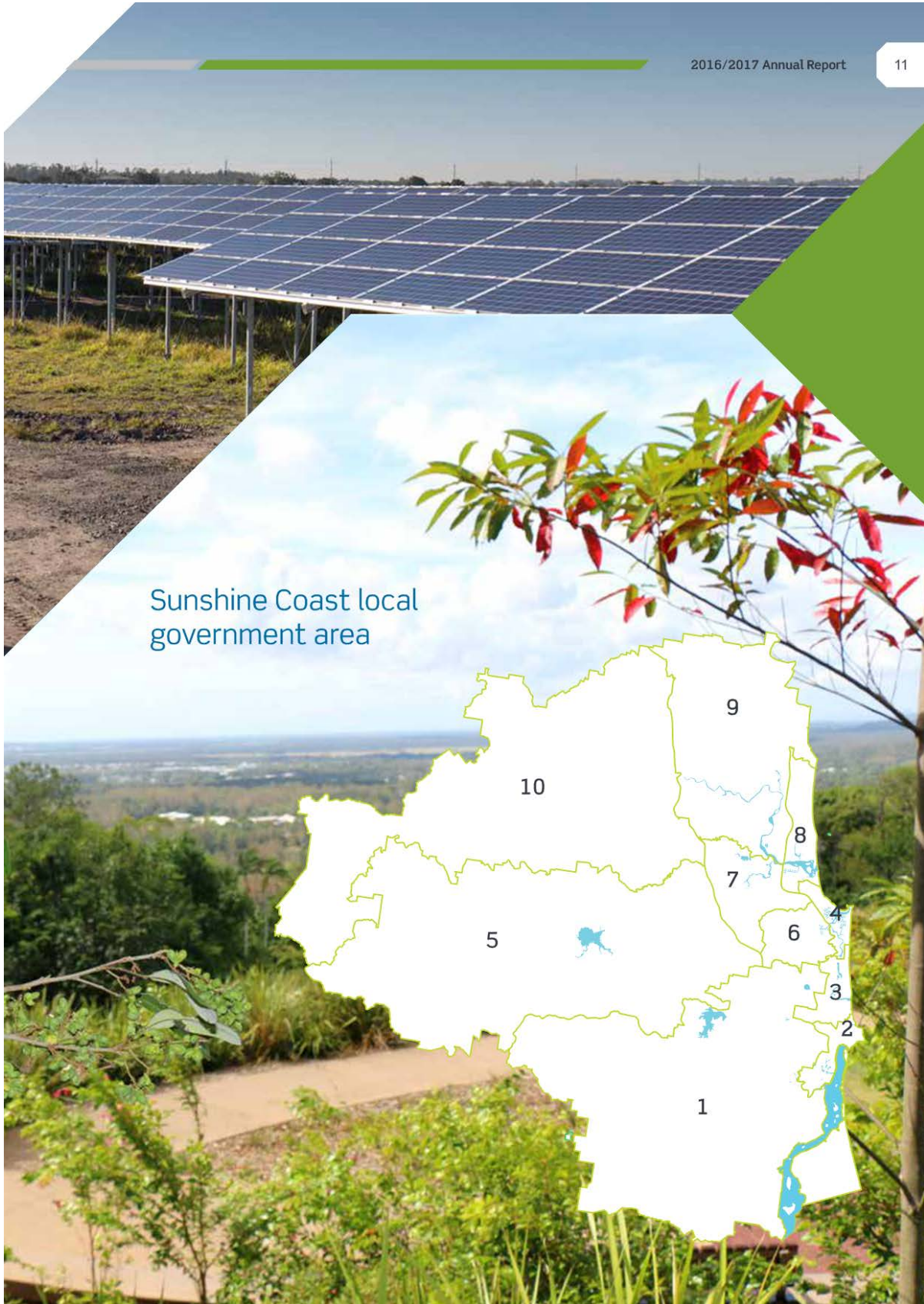
**303,400** persons

### The Sunshine Coast local government region

The Sunshine Coast has	An area of 2291 km <sup>2</sup>
	130 kilometres of coastline
	More than 3700 kilometres of waterways
	1113 recreation parks / landscape and amenity reserves
	6113 hectares of environmental reserves
	2865 kilometres of roads
	1192 kilometres of pathways
	133,591 rateable properties
	10.9 million waste and recyclable collections per annum (domestic and commercial)
The economy	\$14.05 billion Gross Regional Product #
	\$1.72 billion in building approvals issued, a 32% increase in value on previous year +

Source: # National Institute of Economic and Industry Research (NIEIR) © 2016  
 + Sunshine Coast Council Development Indicators Report





Sunshine Coast local  
government area

## Councillors

The role of councillors is to represent the community. They make decisions that benefit their divisions as well as the whole Sunshine Coast region, now and into the future.

### Mayor



**Cr Mark Jamieson**  
Portfolio: Region Making  
Projects, Regional Advocacy and  
Intergovernmental Relations

### Division 1



**Cr Rick Baberowski**  
Portfolio: Transport, the Arts  
and Heritage

### Division 3



**Cr Peter Cox**  
Portfolio: Place Development  
and Design

### Division 4



**Cr John Connolly**  
Portfolio: Councillor  
Assisting on Planning and  
Development; and Councillor  
Assisting on Tourism, Events  
and Sport

### Deputy Mayor - Division 2



**Cr Tim Dwyer**  
Portfolio: Corporate Strategy and  
Finance; and Councillor Assisting  
on Economic Development  
and Innovation

### Division 5



**Cr Jenny McKay**  
Portfolio: Community and  
Environment; and Councillor  
Assisting the Mayor on  
International Relations

### Division 6



**Cr Christian Dickson**  
Portfolio: Planning and  
Development

### Division 7



**Cr Ted Hungerford**  
Portfolio: Governance and  
Customer Service; and  
Councillor Assisting on Local  
Infrastructure Delivery

### Division 8



**Cr Jason O'Pray**  
Portfolio: Tourism, Events  
and Sport

### Division 9



**Cr Steve Robinson**  
Portfolio: Economic  
Development and Innovation

### Division 10



**Cr Greg Rogerson**  
Portfolio: Local Infrastructure  
Delivery; and Councillor  
Assisting on Tourism, Events  
and Sport



## Leadership team

Council's leadership team consists of - Chief Executive Officer, five Directors, Chief Strategy Officer and Executive Manager. This team has the shared responsibility for providing the organisation with leadership and direction to achieve the outcomes determined by council.



Chief Executive Officer  
**Michael Whittaker**



Director  
Community Services  
**Coralie Nichols**



Director  
Corporate Services  
**Ray Turner**



Director  
Economic Development  
and Major Projects  
**Greg Laverty**



Director  
Infrastructure Services  
**Andrew Ryan**



Director Planning  
and Environment  
**Warren Bunker**



Chief Strategy Officer  
**Craig Matheson**



Executive Manager  
Office of Mayor and CEO  
**Brendan Hogan**





## Our organisation

Council's structure as at 30th June 2017 consists of six departments.

Elected council (Mayor and Councillors)

:

Chief Executive Officer

Community  
Services  
Department

Corporate  
Services  
Department

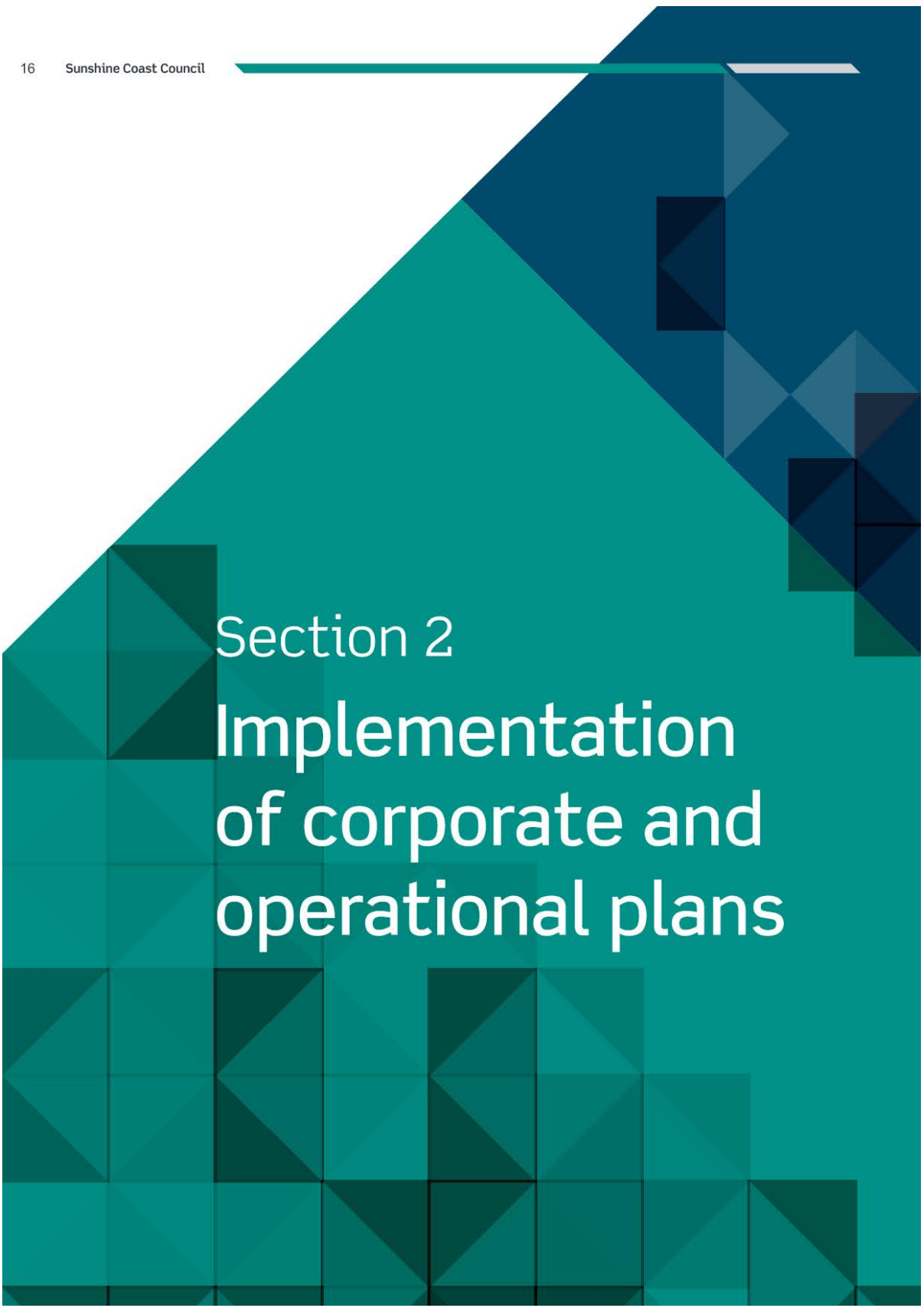
Economic  
Development  
and Major Projects  
Department



Infrastructure  
Services  
Department

Planning and  
Environment  
Department

Office of the  
Mayor and CEO



## Section 2 Implementation of corporate and operational plans



## Corporate Plan

The Corporate Plan sets out council's vision and is supported by five goals. Each goal is supported by pathways that council is committed to achieve.

### Vision

Australia's most sustainable region  
– healthy, smart, creative.

### Goals





## A smart economy

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

### Strategic pathways

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

### Major achievements:

- Construction work begins on the first stage of the new Maroochydore CBD
- Sunshine Coast Airport expansion now underway
- A \$605 million deal with commercial partner Palisade sealed for Sunshine Coast Airport
- More than one million passengers flew in and out of Sunshine Coast Airport during a 12-month period for the first time
- \$240 million of total purchasing spend was awarded to local business
- Major events generated about \$65.5 million in economic activity

## Highlights for 2016/17

### Building council's reputation and attracting investors

Council continued to promote the region to the world as a great place to invest. International investment missions were made to Hong Kong and China.

At a local level, council has helped attract Langs Building Supplies to the Coast which will see a new \$20 million purpose built store at Caloundra, creating 100 new jobs. Langs will supply building materials to the fast growing housing markets across the region including Aura (Caloundra South) and Harmony (Palmview) and will also transport products outside the region.

### Living in a smart community

The Sunshine Coast was named one of the world's Smart21 Communities for 2017 in recognition of applying digital technology to deliver economic opportunities that leads to jobs, investment and social development. This is the third time in four years the region has been recognised by the Intelligent Community Forum.



### Sunshine Coast Airport

Palisade Investment Partners were appointed the Sunshine Coast Airport's commercial operating partner in a deal worth \$605 million.

Palisade will be responsible for operating, investing and developing the airport and will oversee future negotiations with airlines to expand both domestic and international routes available from the Sunshine Coast. The airport will continue to be owned by Sunshine Coast Council, with Palisade operating the asset under a 99-year lease.

The runway expansion project reached a milestone with the design contract signed. Beca Consultants Pty Ltd will design a new 2450 metre long x 45 metre wide compliant runway. Once operational from the end of 2020, the new runway is expected to contribute \$4.1 billion to the Sunshine Coast economy in its first 20 years, with 3500 fewer dwellings affected by noise.

Sunshine Coast Airport hit the one million passenger mark for the first time in a 12-month period. The milestone, 55 years in the making, continued an incredible period of growth and development for the region's air traffic gateway.

Sunshine Coast Airport became the first Australian airport to achieve carbon neutrality under the Airport Carbon Accreditation program. The program recognises airports around the globe for managing their carbon emissions and reducing carbon footprints.

### International broadband submarine cable

Council made application to the Australian Communications and Media Authority for the declaration of a submarine cable protection zone off-shore from the Sunshine Coast. The delivery of an international broadband submarine cable would potentially enable the region and South-East Queensland to attract a new calibre of business investment, as well as provide the eastern seaboard of Australia with an alternative point of connection to global broadband communication networks.

If successful, the Sunshine Coast would be the closest digital connection point in Australia to the leading markets of Asia and the United States.



## Caloundra South development

The Sunshine Coast's largest land development, south of Caloundra, is well underway with essential infrastructure in place and numerous homes built. The 20,000-lot project will be delivered over the next 30 to 40 years and will create thousands of new jobs and economic stimulation. The first stage of the Bells Creek Arterial Road was opened at the southern end of the Sunshine Coast. The 2.8 kilometre stretch gives direct access to Aura, Australia's largest master-planned city. Stockland has invested \$30 million in the construction of this first phase of critical state road infrastructure, providing direct access to the emerging community.

## Palmview development

Palmview's largest master planned community, Harmony, set on 378 hectares, opened with the construction of the entrance road, Peter Crosby Way. With a development timeline of 15-20 years, AVID Property Group anticipates Harmony will create around 9000 jobs and deliver 4800 homes for 12,000 future residents. The development includes a town centre and 100 hectares of parklands.

## Kawana Health Precinct

Sunshine Coast University Hospital opened in April 2017. The \$1.87 billion hospital is a game-changing project for the region and is the centrepiece of our health and well-being industry. This industry is one of the largest generators of economic activity on the Sunshine Coast.

Council was proud to support the hospital development, investing millions of dollars in supporting programs and services since 2012 and assuming responsibility on behalf of the community for a wide range of community assets, once constructed. The opportunities presented by the hospital project have been a major focus for council over the last few years.

## Maroochydore city centre

Construction work started on the first stage of the new Maroochydore city centre. New roads, footpaths, cycleways, lighting, parks and landscaping are included in the civil construction works that will cost \$25 million and take around 12 months to complete. The works will include the installation of underground services and smart city infrastructure that will position the Central Business District amongst the most technologically advanced in Australia.

The project includes an underground waste collection system where waste will be transported from commercial buildings and apartments through underground vacuum pipes.

Construction on the new Aerodrome Road intersection commenced and it will become a key entry point into the new Maroochydore city centre.

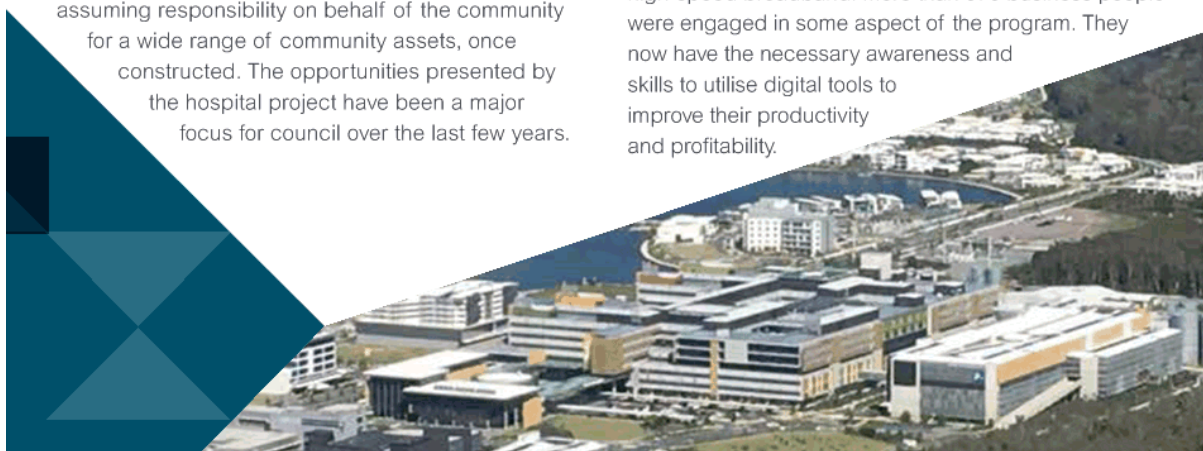
Council made a commitment to establish a civic and administration presence in the new Maroochydore city centre. This building will include a full range of services for our customers.

SunCentral, the company overseeing design and delivery of the development on 53 hectares, said the start of civil works and council's commitment to the site was a significant milestone for the project.

## Supporting local business

\$240 million (71%) of the total purchasing spend made by council for the 2016/17 financial year was awarded to local business. This is a great financial boost for the local business economy.

The Level Up program was delivered by council to help local small and medium sized businesses connect to high-speed broadband. More than 370 business people were engaged in some aspect of the program. They now have the necessary awareness and skills to utilise digital tools to improve their productivity and profitability.



## Major events

In 2016/17, the Sunshine Coast region hosted 47 major events, attracting 118,000 guests to the region, generating around \$65.5 million in economic activity.

## Supporting employment

Major employment initiatives undertaken by council included The Future Careers+ 2025 Expo and the Job Show.

The Job Show attracted more than 2500 jobseekers and employers, resulting in 120 placements within the first month.



In 2016/17 the Sunshine Coast hosted

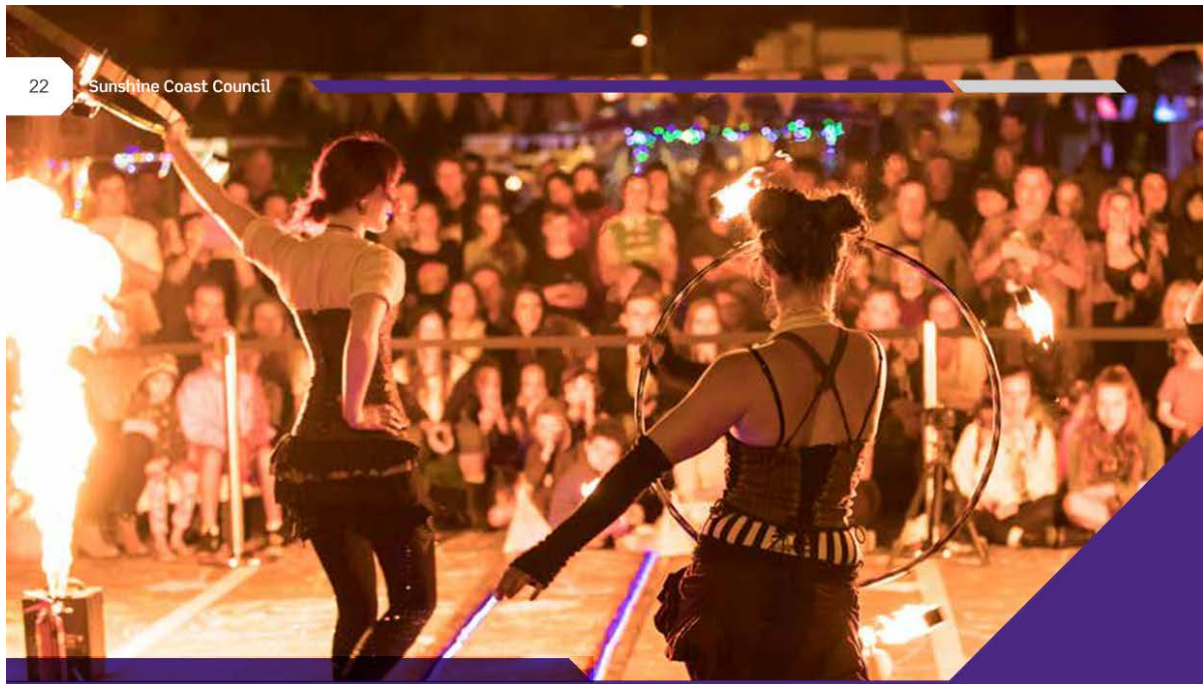
# 47 major events

attracting 118,000 visitors



## Performance Measures:

Measure	Annual Target	Performance Result
Council actions in the Regional Economic Development Strategy implemented in accordance with agreed timeframes	88%	84%
Local business graduates' satisfaction with council's Export and Capability Program	75%	97%
Estimated economic impact from council-supported major and regional events	\$63 million	\$65.5 million
Development applications decided within target decision timeframes	90%	91%



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Sunshine Coast Council

## A strong community

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

### Strategic pathways

- Safe and healthy communities
- Resilient and engaged communities
- A shared future that embraces culture, heritage and diversity
- People and places are connected

### Major achievements:

- Sunshine Coast Lightning won the national netball grand final in their debut season
- More than 35,000 people at the first HORIZON Festival
- Sunshine Coast Stadium attracted record crowd of 10,000 fans for an NRL pre-season game
- Caloundra Music Festival celebrated its 10th anniversary
- \$4.1 million in grants provided to more than 870 community applicants
- Opening events staged for 50th Anniversary of the Naming of the Sunshine Coast
- First Multicultural Action Plan endorsed





## Highlights for 2016/17

### Sunshine Coast Stadium

A \$2.5 million upgrade added spectator hills with superior vantage points on three sides of the ground, as well as an LED big screen, new car parking, better drainage and other improvements. The expansion was made possible through council's capital works program and the State Government's Get Playing Plus program.

The new-look Sunshine Coast Stadium attracted a record sports crowd to the Melbourne Storm's win against the NZ Warriors in an NRL pre-season trial match. The crowd of more than 10,000 fans was the largest in attendance in the past 10 years. The modernised stadium ushered in a new era for elite level sport on the Sunshine Coast.

### National netball team

The history-making Sunshine Coast Lightning were presented with a key to the city after becoming the inaugural Suncorp Super Netball champions.

The Lightning, who came together in 2016 as the Coast's first team in an elite national sporting competition won the grand final against GWS Giants.

The team's success has helped promote the Sunshine Coast region to the nation.

### Community grants

In addition to grants from mayoral and councillor discretionary funding, \$4.1 million was allocated to more than 870 applicants for one-off projects, events and activities that benefit our region.

### Community venues

More than 2800 events were held at Lake Kawana Community Centre, community halls and The Events Centre, attracting more than 440,000 patrons.

### Library services

Council delivered more than 1830 library programs and workshops over the financial year to more than 52,700 participants.

Council libraries are being modernised and during the year works commenced on the \$2.48 million expansion of the Coolool Library to create modern, flexible and functional spaces to meet the needs of a growing community.

Kawana Library unveiled a new children's area which provides a vibrant and innovative, recreation and learning space for children under five years.

Caloundra Library improvements included new laptop and tablet spaces, outdoor courtyard, reading nooks and new seating.

### 50th Anniversary of the naming of the Sunshine Coast

The launch of the celebrations for the 50th Anniversary Naming of the Sunshine Coast was held early 2017, with council organising many exciting activities to celebrate the naming of the region. To support this important event, a 50th Anniversary Fund was established and a Fond Memories Community Campaign launched.

These programs planned throughout 2017 include a rich and diverse range of events, projects and activities, celebrating our history, lifestyle and local community.

As part of this celebration, a public art project themed "Our Sunshine Coast" saw 32 traffic signal boxes across the region being painted, creating engaging and creative public spaces.

## Multicultural Action Plan

Council's first Multicultural Action Plan 2017-2020 was endorsed with the intent to recognise, respect and embrace diverse cultures. The Plan has three priority areas of "Valuing cultural diversity", "Accessing opportunity" and "Enabling contribution and participation". It provides direction and coordination of council, sector agencies and community centres to create equal opportunity for all.

## Reconciliation Action Plan

Council reiterated its continued commitment to reconciliation by adopting the renewed Reconciliation Action Plan 2017-2019. This document built upon the successes of council's first Reconciliation Action Plan by continuing to strengthen a commitment towards reconciliation. Key actions will identify opportunities to support Aboriginal and Torres Strait Islander people to lead more active and healthy lifestyles, engage in cultural tourism, enhanced employment, and supplier diversity programs within council. These initiatives are important building blocks to provide a solid foundation of support to achieve a more cohesive, resilient and sustainable community.

## HORIZON Festival of Arts and Culture

The inaugural HORIZON Festival was held in September 2016 and provided a dynamic cultural experience for the region and its visitors. More than 220 events were held over 10 days and attracted an audience in excess of 35,000 people. The festival included performances, street art, projections, interactive art displays, laneway bar, food and market stalls. It provided exceptional community engagement and showcased established and emerging local artists.

## Caloundra Music Festival

The decade-long, popular Caloundra Music Festival (CMF) was held in September 2016, attracting around 32,500 people over four days.

This was the 10th CMF and it is recognised internationally and nationally as an iconic event of sun, surf and soul. The festival is a major contributor to the Sunshine Coast economy and continues to put Kings Beach, Caloundra and the Sunshine Coast in the national spotlight.

## Hosting major sporting events and teams

Council rolled out the welcome mat over the past year to host a number of significant sporting events and teams. These included:

- Brisbane Heat versus Hobart Hurricanes in the Sunshine Coast Smash Twenty20 cricket clashes
- NRL pre-season trial between Melbourne Storm and New Zealand Warriors
- Melbourne Rugby League Club's Storm National Youth Competition team competing in the Holden Cup
- Northern University Games, which attracted more than 1500 students across 20 different sports
- Australian Outrigger Canoe Racing Association Nationals
- 2017 Touch Football Trans-Tasman Series between Australia, New Zealand and Japan
- 2016 National Youth Touch Championships
- Ironman 70.3 World Championships. This was the first time the championships have been held outside the Northern Hemisphere. The event featured 3000 competitors from more than 80 countries
- Australian women's cricket team for their final week of preparation leading into the ICC Women's World Cup in England.



## Connecting our communities

88.6 kilometres of road improvements were undertaken as part of council's \$23 million Road Reseal and Rehabilitation Program.

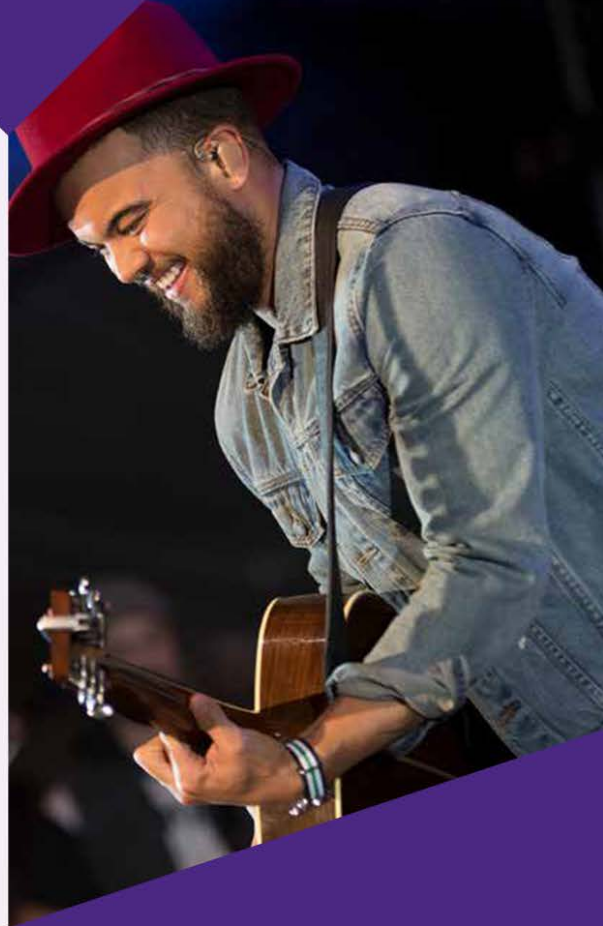
The new \$2.98 million Eudlo Creek dedicated cycle and pedestrian bridge on David Low Way opened in May 2017. The new bridge is part of a \$5.68 million investment by council and the Queensland Government for a cycleway between Maroochydore and Bli Bli.

The design for the Mooloolaba pedestrian and cyclist's bridge over Mayes Canal is underway. The dedicated off-road cycle link, which will mark arrival into Mooloolaba, is part of council's endorsed Place Making Mooloolaba Master Plan.

Road improvements and dedicated cycle and pedestrian bridges are helping to connect our communities.

## Capital Works Program

The Transport Capital Works Program was implemented.



## Performance Measures:

Measure	Annual Target	Performance Result
Council actions in the Social Strategy implemented in accordance with agreed timelines	32%	32%
Average patron satisfaction with council venues provided for hosting community events and programs	75%	94%
Increased patronage of council controlled major sporting facilities, performance and community venues	>= 5%	-21%
Increase in new library memberships	>= 5%	3.7%
Ratio of desexed animals registered with council compared to total animal registrations	91%	92%





## A healthy environment

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

### Strategic pathways

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

### Major achievements:

- A number of key centres throughout the region are being revitalised and transformed
- New Mary Cairncross Rainforest Discovery Centre opened
- Evans Street Maroochydore - \$20 million upgrade completed
- Purchased 75 hectares for environmental land for \$3.65 million
- New animal pound opens at Sippy Creek



## Highlights for 2016/17

### Planning and designing places

The following key areas are being revitalised to improve our region's lifestyle and the environment:

- Maroochydore City Centre – construction underway
- Evans Street, Maroochydore – road upgrade completed
- Caloundra City Centre - Bulcock Street upgrade Stage 3 completed
- Palmwoods - town square construction has commenced
- Mooloolaba – detailed design for the main foreshore underway
- Nambour – Activation Plan being implemented.

### Maroochydore – Evans Street

Construction on the \$20 million upgrade of Evans Street in Maroochydore was completed. This upgrade was part of a major road improvement scheme to help improve traffic flow; increase road safety; improve cycle and pedestrian connectivity; and allow for forecast traffic volumes. It provides a vital link from Maroochydore Boulevard to Maroochydore Road.

### Caloundra – revitalisation of Bulcock Street

Bulcock Street - Stage 3 work was completed. The streetscape upgrade has significantly enhanced the look and experience of the area and is attracting visitors and residents to Caloundra central business district.

Work included new footpaths, additional street furniture, new landscape areas with additional trees and shrubs, directional signage, public art and Smart City technology.

Design work commenced on the next stage (Minchinton Street through to Knox Avenue).

### Nambour Activation Plan

Council, community and local businesses are working together to implement the Nambour Activation Plan. Progress throughout the year included:

- Nambour Heritage Tramway - work commenced on the preliminary plans for the western terminus
- Endorsement of the Nambour Splash Park Feasibility Study
- Petrie Creek Open Space Master Plan developed
- Drawn Together Nambour street art program
- Festivals and community events such as Tramfest, NamJam Busking competition, Nambour Together, Retro Rocks Nambour and the Winter Jazz Festival.

### Glass House District Park

Construction commenced on the Glass House District Park Stage 3.

The landscape plan for the park is being implemented over multiple stages and contains a pathway and trail network including a boardwalk and bridges, shelter and barbecue facilities, an amenities building, playground, car park, dog off-leash area and interpretive signage.

This park of around 38 hectares of green space in Glass House Mountains is set to become a showpiece for the whole Sunshine Coast to enjoy.

## Buderim Village park upgrade

A range of new facilities are now open at Buderim Village Park after council completed construction in September 2016. These new features include two barbecue shelters, viewing terraces with seating areas, lighting and custom-designed furniture which celebrates Buderim's heritage by displaying bottles from the early 1900s which were found on the site.

## Mary Cairncross Scenic Reserve Rainforest Discovery Centre

The new Rainforest Discovery Centre was opened in February 2017. The \$4.7 million Discovery Centre features an elevated viewing platform and boardwalk and the Rainforest Education Centre.

This reserve is a Queensland icon with highly significant conservation values and has been a popular destination for residents and visitors for more than 50 years. It attracts about 200,000 people annually.

The new Mary Cairncross Scenic Reserve Rainforest Discovery Centre will educate visitors on the surrounding rainforest.

Council works closely with Friends of Mary Cairncross and the Mary Cairncross Scenic Reserve Management Advisory Committee to ensure the natural assets are appreciated and respected by all.

## Environmental land

The Environment Levy contributes to buying, protecting, enhancing and managing environmentally significant land, alongside a host of other important local conservation programs.

During 2016/17, council purchased four parcels of environmental land totalling 75 hectares for a total of \$3.65 million.

Within our region there are 571 environmental reserves totalling 6113 hectares.

## Land for Wildlife Program

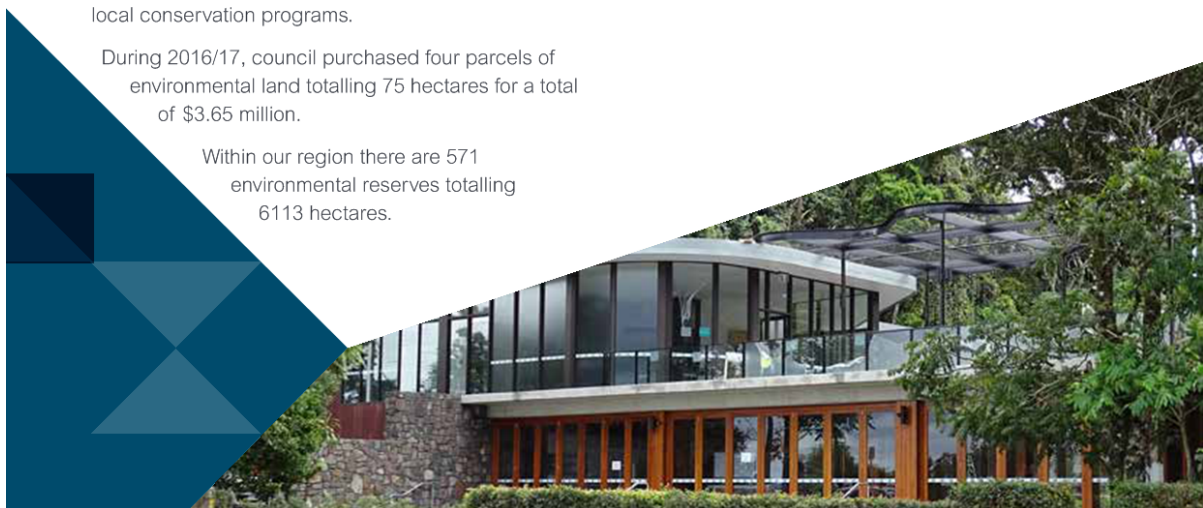
Highlights include:

- 190 new Land for Wildlife properties registered, bringing the total to 942 protecting 8291 hectares
- Land for Wildlife Incentive Program provided 27,650 native plants, installed 225 nest boxes and offered weed management materials and training to 27 landholders
- Landholder Environment Grants program provided \$304,000 of funding to 97 properties to conduct bushland rehabilitation, revegetation and other conservation works
- Six new Voluntary Conservation Agreements (VCA) protecting a further 59 hectares of habitat
- The total area of habitat protected through the VCA program on the Sunshine Coast is now 1153 hectares.

## Maroochydore - basketball stadium

A \$2.1 million expansion of Maroochydore Basketball Stadium opened in March 2017. It included new courts, a referees room, renovated change rooms, shower rooms, sprung timber floors, energy efficient LED lights, automated ventilation louvers to maximise natural light and reduce power consumption, and disabled access amenities.

As part of the expansion, council also improved pathways and landscaping and has added an entrance statement within Elizabeth Daniels Park to further add to this sporting precinct.





### New animal pound

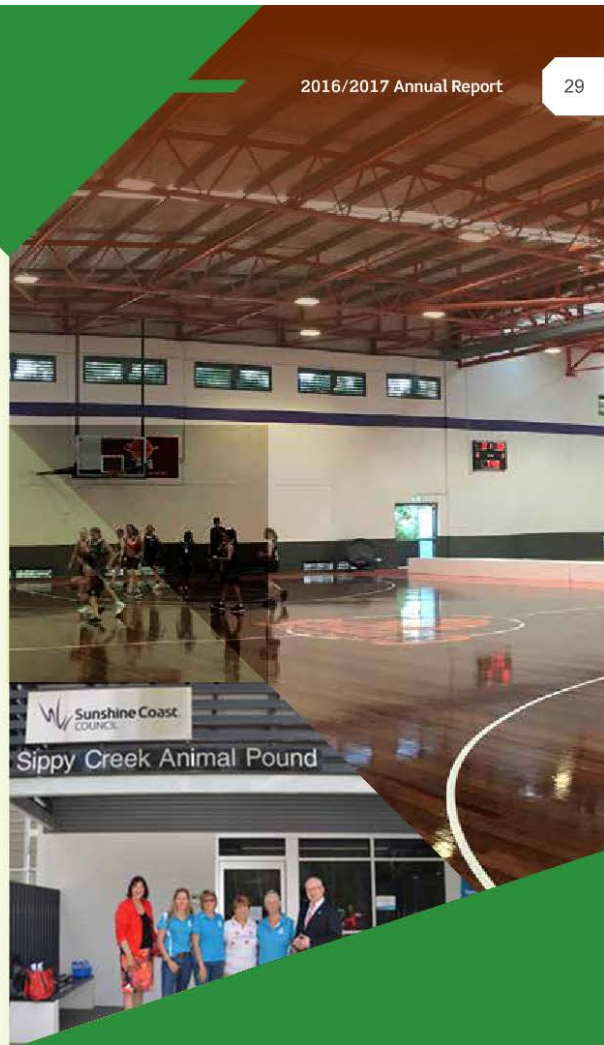
The new Sippy Creek Animal Pound at Tanawha is operational and has the ability to service the region's growing pet population and animal management needs now and into the future.

The state-of-the-art facility features cattery and kennel buildings, an assessment facility, large animal and poultry enclosures with a central administration and reception building.

### Capital works program

The following capital works programs were implemented:

- Coast and canals
- Environmental assets
- Parks and gardens
- Holiday parks
- Waste
- Stormwater.



### Performance Measures:

Measure	Annual Target	Performance Result
Council's greenhouse gas emissions reduced (tonnes per employee)	20 tonnes	25 tonnes
Audited parks meeting maintenance standards	90%	92%
Hectares of land per resident acquired through environment levy for conservation and preservation purposes maintained	97sqm	96sqm
Increase in landholders and community groups partnering with council in environmental and conservation programs	7.5%	8.6%



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Sunshine Coast Council

## Service excellence

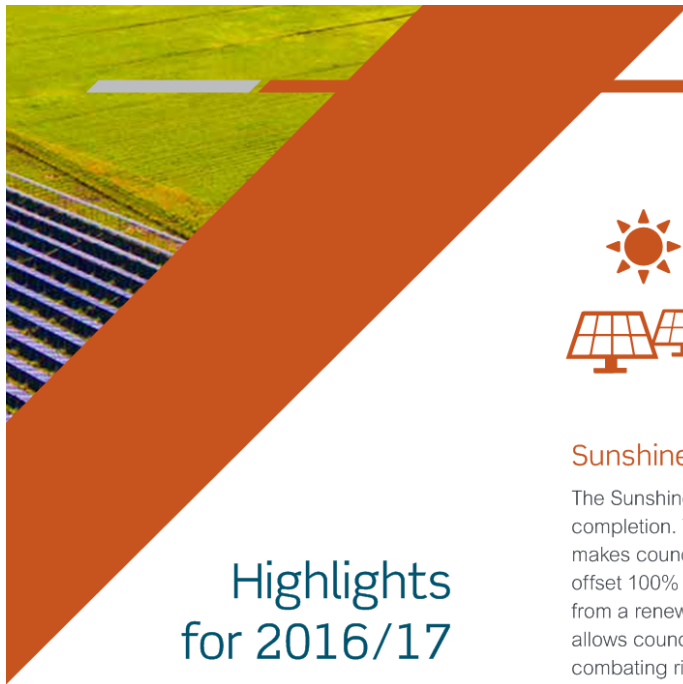
Positive experiences for our customers, great services to our community.

### Delivery pathways

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

### Major achievements:

- Award-winning online Disaster Hub manages 187,000 enquiries during ex-Tropical Cyclone Debbie weather event
- 179,000 phone calls from customers received at our main call centre
- Sunshine Coast Solar Farm reached physical completion
- \$1.72 billion of building approvals issued – the highest figure over the past eight years
- New Beerwah council depot opened



## Highlights for 2016/17

### Customer Service

A fresh Customer Charter was endorsed. It sets our commitment and standards on how council will support customers. The charter includes regular online reports on our service levels and how they are being achieved. It also encourages and provides opportunities for customer feedback, and demonstrates a willingness of council to regularly assess its performance.

To further our service commitment, a Customer Experience Strategy is under development.

### Customer Relationship Management System

Council is in the process of installing new computer software to improve the way we do business with customers. When operational in 2018, we will be able to resolve customer enquiries more effectively and issues faster. The new system will help us understand customer needs and experiences when doing business with council.



**\$22 Million**  
in savings  
over a 30  
year period

### Sunshine Coast Solar Farm

The Sunshine Coast Solar Farm at Valdora reached physical completion. The completion of this gamechanger project makes council the first local government in Australia to offset 100% of its electricity consumption with energy from a renewable source. The 15 megawatt solar farm allows council to take control of its own electricity supply, combating rising electricity costs and achieving an important sustainability milestone. The Solar Farm will provide \$22 million in savings, after costs, over a 30-year period based on today's electricity costs, which are anticipated to increase substantially in the future.

Council is striving to become Australia's most sustainable region and the Sunshine Coast Solar Farm is part of its plan to achieve that vision.

### Connecting with customers

Customer service centres provide a variety of ways for customers to interact with the organisation, including in person, by phone and online.

During the year around:

- 57,000 customers visited a service counter
- 41,000 customers emailed
- 179,000 customers phoned the main call centre
- 8400 customers took advantage of council's live chat facility.

### Development Services supported:

- \$1.72 billion building approvals issued
- 38,684 development enquiries
- 44,629 PD Online users
- 14,636 development, building and plumbing applications received
- 420 free development pre-lodgement meeting requests.





## Making it easy to do business with council

The new and improved online portal for doing business with council, titled MyCouncil, went live in June 2017. It provides an improved user experience with customers now having the ability to view:

- Personal and business information
- Rates notices and balances
- Pet information
- Council requests and applications
- A fast business renewal and payment tool was implemented for the issue of food business licence renewals and includes SMS as a friendly reminder.

## Pet management

Council continued to focus on education and communication to enhance responsible pet management practices. A number of popup community education events were held over a nine-week promotion of "Pop Ups in Parks" along the coastal fringe. More than 200 participants took advantage of proactive "Park the Bark" education sessions that provided dog owners an opportunity to understand why dogs bark and gave some useful tips on how to reduce this unwanted behaviour.

## Building and development activity

Overall activity has remained positive across the local development industry in 2016/17.

A total of 14,636 applications were lodged with 2214 new lots created and made available to the market through the council plan seal process.

Building activity continues to record positive growth with \$1.72 billion of building approvals issued during the 2016/17 financial year – the highest figure over the past eight years.

## Disaster readiness

The Disaster Management team once again stepped into action when ex-Tropical Cyclone Debbie made her way down the coast and lashed total rainfalls up to 308mm and wind gusts of 128kph. Staff from council and other emergency agencies provided vital information for the coordination of the response to the event.

Council's online Disaster Hub proved to be essential in conveying information with 187,000 page views by the public over the duration of the event.

Council's field crews were out in the community preparing for the event and once again after the event to assess and remove green waste/debris from infrastructure and parks. Whilst the beaches, roads and parks received some obvious damage, on the whole our region recovered quite well from the event.

## The Events Centre upgrade

The Sunshine Coast's premier performing arts and conference centre, The Events Centre in Caloundra, has a modern new look with extensive exterior improvements completed.

In addition to rendering and painting the brickwork, improvements were made to the clock tower.

This upgrade has addressed exterior maintenance requirements which will provide on-going operational savings for ratepayers.

The building now has an attractive modern façade to welcome national and international performing artists.



## Planning Act

Preparation continued throughout the year with systems and processes updated to meet new provisions and timeframes under the Planning Act 2016. The Act that commenced in July 2017 establishes a new planning system for Queensland, replacing the existing *Sustainable Planning Act 2009*.

## Council depots

The new \$3.44 million Beerwah Depot in Roys Road was opened for business in March 2017. This new depot will service much of the new development areas to the south of Caloundra and replaces the aging Landsborough depot that will be rehabilitated for future community use. With the development of Caloundra South (Aura) now well underway, the continuing growth of Beerwah township and Beerwah East being developed in the future, council is now well positioned to serve our community both now and in years to come.

A strategy is under development to assess the future needs and locations of council depots across the region. As new communities come on line it is important that our field crews are properly equipped, mobile and located to provide the best possible service.



## Performance Measures:

Measure	Annual Target	Performance Result
Operating surplus ratio (ratio between operating revenue and operating expenses)	7.4%	5.5%
Asset sustainability ratio (spending on existing assets through renewal)	85.5%	83%
Asset consumption ratio (ratio of asset current value relative to replacement value)	80%	77.18%
Capital works achieving physical completion	90%	93%
Percentage of successful prosecutions relating to vicious dog attacks	97%	100%
Ratio of customer interactions conducted online compared to other contact channels	27%	33.7%
Percentage of calls to customer contact centre answered within 60 seconds	80%	89%
Total waste diversion rate	34%	37%





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## An outstanding organisation

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

### Performance pathways

- A great workplace culture, with engaged, energised and skilled people
- Strong leadership, enabling councillors, individuals and teams to be their best
- A financially sustainable organisation
- Collaborative, proactive relationships with community, business and government
- Digital technology is fundamental to innovative solutions for future service delivery
- Information, systems and process underpin quality decisions and enhance customer relationships

### Major achievements:

- Clean financial audit report for the eighth consecutive year
- Delivered a record \$722 million budget for 2017/18
- Recognised with 16 awards
- Holiday Parks revenue up 11%





## Highlights for 2016/17

### Corporate Plan 2017-2021

Council adopted an updated Corporate Plan that builds on the long-term aspirational vision to be Australia's most sustainable region.

The updated vision statement reflects where council will be investing its efforts and highlights the importance of building a region that is Healthy, Smart, Creative.

These attributes define the approach to the economy, engagement with our community, the environment and how council operates as an organisation.



### Strong financial management

Sunshine Coast Council received a clean audit report for the eighth consecutive year, outperforming other major South-East Queensland councils in a Queensland Audit Office (QAO) report on the financial health of Queensland councils.

Of eight South-East Queensland councils, Sunshine Coast Council was the only council to achieve the highest possible results in financial sustainability, financial statement preparation and internal control effectiveness.

Queensland Treasury Corporation undertook a credit review and council maintained its rating of strong with a neutral outlook. The rating reflects council's strong operating performance with historical and forecast operating surpluses, a strong liquidity position and solid debt servicing capacity. The neutral outlook reflects council's continuing ability to produce strong financial performance and flexibility to absorb unforeseen financial shocks.

### Council budget

A record \$722 million budget focusing on delivering Australia's leading healthy, smart and creative region was handed down in June 2017.

The budget included a capital works program totalling \$237 million to support the region's unique lifestyle, economy and environment.

Council continued its commitment to the region's gamechanging projects, Maroochydore City Centre, the Sunshine Coast Solar Farm and the Sunshine Coast Airport expansion.

### Holiday parks

Council's six holiday parks experienced very strong occupancy with revenue up by \$1.6 million (11%) on previous year. This has been achieved through significant capital improvements over the past five years, together with continued favourable weather conditions and the ability to easily book online. Holiday Parks generated \$16 million in revenue and provided council with a \$7.5 million surplus.

## Awards for excellence

Council continues to be recognised as an outstanding organisation, receiving a number of significant awards including:

- **Parks and Leisure Awards** – Event of the Year for the 2016 IVF VAA World Sprint Outrigger Championships
- **LGMA Queensland** - Excellence in Workplace Wellbeing for mental health program FRESHminds
- **Outstanding Contribution to the Airport Industry** to Sunshine Coast Airport General Manager, Peter Pallot
- **Routes Asia 2017 Marketing Award** to Sunshine Coast Airport
- **Airport Carbon Accreditation Program** - Sunshine Coast Airport for first Australian airport to achieve the highest level for carbon neutrality
- **Agent of Change Honorary Practitioner Award** to council's Coordinator of Investment Attraction, Alex Lever-Shaw
- **Premier Park in Queensland Award - Queensland's Park of the Year 2017** for the Quota Park Youth Activity Precinct and Heroes Walk
- **Best Play Space under \$500,000 Award** for the Moffat Beach Park Fig Tree Playground Renewal
- **Queensland Research Project Award** from Parks and Leisure Australia for the open space landscape infrastructure manual
- **Resilient Australia National Award 2016; and Queensland State Winner in the Get Ready Queensland Resilient Australian Awards** for Disaster Resilience for the Disaster Hub website
- **Innovation in Public Works Award and Overall Winner Award** for Nambour Youth Activity Precinct and RSL War Memorial (Heroes Walk)

- **Excellence in Design and Delivery of Public Works Project under \$2 million Award** for The Jack Morgan Park Upgrade Project
- **Community Facility Project of the Year** from National Cricket Australia for work at the Caloundra Cricket Club
- **LGAQ certificates of service** awarded to Councillor Dwyer and Councillor McKay
- **Highly Commended Certificate for Government Stewardship Award** for the Pumicestone Passage Catchment Action Plan
- **Australian Business Award for Community Contribution** for the Sunshine Coast Social Strategy.

## Aligning services to meet community needs

Following the adoption of the Corporate Plan 2017-2021, an important project started to review the structure of the organisation to ensure it was positioned to meet the challenge of serving one of Australia's fastest growing regions.

The Next Steps project considers the organisation's current positioning of functions and responsibilities and how to best serve the community.

An external firm was engaged to undertake the process with the organisation and improvements are planned to start during 2017/18.







2016/2017 Annual Report

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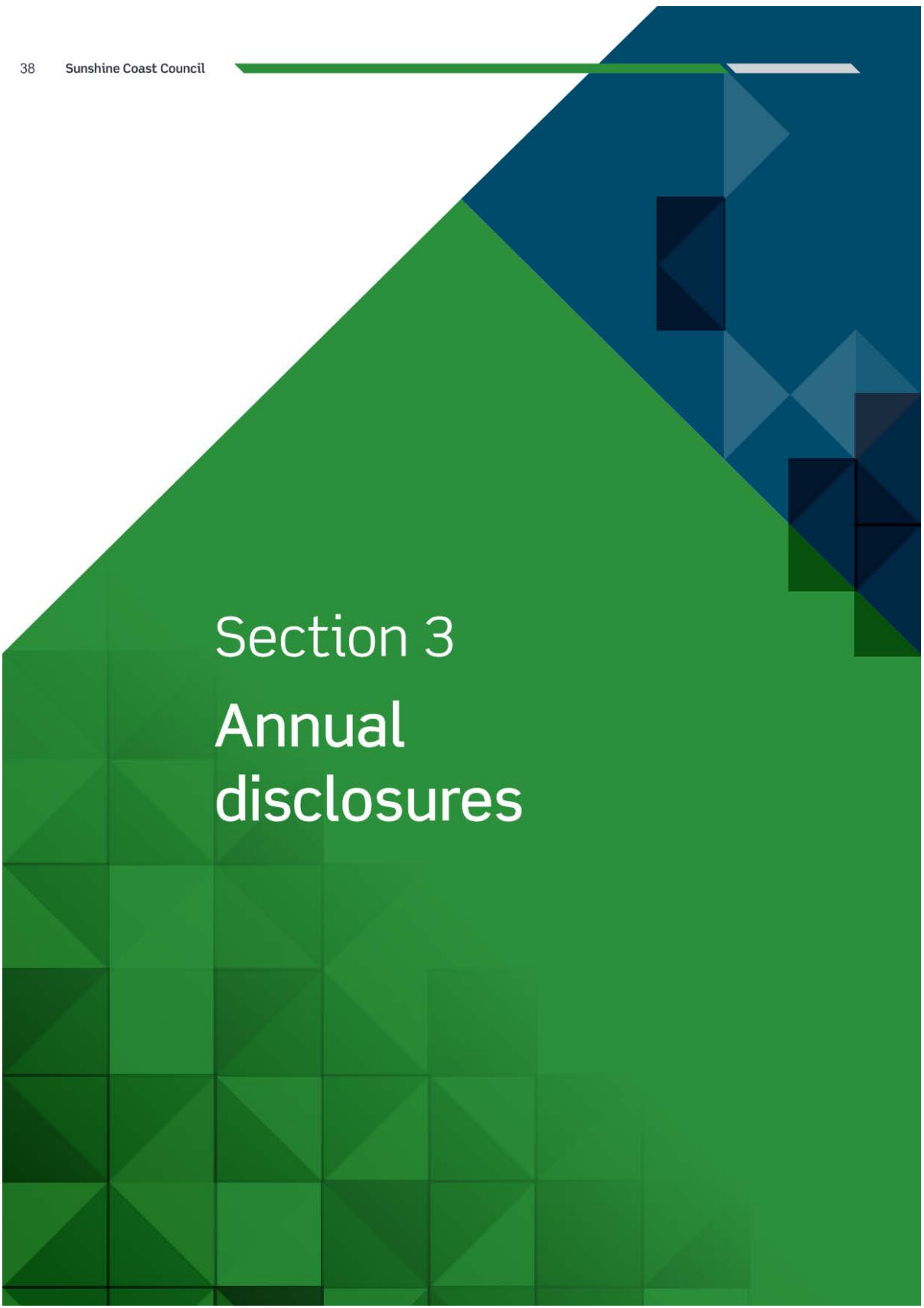


Sunshine Coast Council  
 recognised with  
**16 awards**

Performance Measures:

Measure	Annual Target	Performance Result
Reduction in work time (days per month) lost due to workplace injuries	45 days per month	55 days per month
Right to information application decisions set aside or amended on external review	< 5	1
Net financial liabilities	38.5%	-0.3%
Debt servicing ratio <i>(indicates ability to repay loans)</i>	3.8 times	3.4 times
Unmodified audit opinion <i>(auditors report provides assurance about reliability of financial reports)</i>	Unqualified	Unmodified (Unqualified)
Open data sets published on council's website increased	185	205
Percentage of employees who would recommend council as an employer	76%	67%





# Section 3 Annual disclosures

## Corporate governance

Sunshine Coast Council continues to be a responsible local government, operating in accordance with legislation and focusing on the ethical business activities and relationships between councillors, senior management, employees, the community, government departments, business clients and other key stakeholders.

Council has a governance framework that enhances organisational performance, whilst monitoring and maintaining compliance with legislative and other controls.

The framework in conjunction with the Governance in Action Program focuses on:

- Building awareness of organisational responsibilities and accountabilities
- Strong financial stewardship and fiscal responsibility
- Monitoring and maintaining compliance with legislation, policy, standards and controls
- Integral practices, procedures and ethical decision making with continuous improvement activities and transparent reporting
- Involving the community as a key stakeholder in decision making and consultation opportunities.

### Risk management

Risk management is the identification, assessment and prioritisation of risks. It also includes the steps taken to minimise such risks. Council has a Risk Management Policy, Risk Management Guideline and Risk Management Framework to assist in identifying risks and opportunities in all aspects of council operations. The policy and framework are based on AS/ NZS/ISO 31000:2009 which is an international standard for risk management.

The following risk types are monitored and reported:

#### Strategic risks

- Council receives a quarterly report at the confidential session of the ordinary meeting
- Audit Committee receives a report each meeting

#### Operational risks

- Audit Committee receives information on strategic risks and all operational risks exceeding the set risk tolerance
- Directors monitor their department risks each quarter

#### Project risks

- Governance committees overseeing large projects monitor project risks.

### Audit Committee

The overall objective of the Audit Committee is to assist the council and the Chief Executive Officer to discharge their duties in accordance with the Audit Committee Charter including:

- Corporate governance, financial reporting, internal control structure, risk management systems, external and internal audit functions
- Maintaining an independent and objective forum promoting transparency, accountability and an ethical culture throughout council
- Maintaining, by scheduling regular meetings, open lines of communications with council, Executive Management, External Audit and Internal Audit, to exchange information and views.

Four formal Audit Committee meetings were held throughout the year with the Committee comprised of both councillors and independent external representatives as follows:

- Mr Peter Dowling AM (Independent Chair)
- Mr Len Scanlan (Independent Member)
- Cr Tim Dwyer
- Cr Christian Dickson

Key activities undertaken by the Audit Committee during the year include:

- Monitoring the Financial Statement annual preparation process and reviewing the draft Financial Statements prior to certification
- Overseeing governance reporting including risk management, work health and safety
- Reviewing both external and internal audit plans, reports and recommendations.

External Auditors, Directors and Internal Auditors also attend meetings and contribute toward a culture of continuous improvement. The Audit Committee is an Advisory Committee reporting to council.

## Audit and Assurance

The Audit and Assurance team conducts activities in accordance with best practice principles, including guidance issued by the Institute of Internal Auditors. Activities for the period July 2016 to June 2017 included revenue and expenditure systems, asset management plans, contributed assets, fraud risk management and enterprise risk management. In addition, the provision of advice and assistance to council staff.

## Councillor remuneration

Sunshine Coast Council mayor and councillors were remunerated in accordance with section 247 of the *Local Government Regulation 2012*.

The table below sets out the remuneration paid to Sunshine Coast councillors for the period 1 July 2016 to 30 June 2017.

### Councillor remuneration and superannuation

Councillor	Salary (\$)	Employer Superannuation (\$)
Mayor Mark Jamieson	214,458	25,735
Cr Rick Baberowski	130,207	15,625
Cr Tim Dwyer (Deputy Mayor)	148,588	17,831
Cr Peter Cox	130,207	15,625
Cr John Connolly	130,207	15,625
Cr Jenny McKay	130,207	15,625
Cr Christian Dickson	130,207	15,625
Cr Ted Hungerford	130,207	15,625
Cr Jason O'Pray	130,207	15,625
Cr Steve Robinson	130,207	15,625
Cr Greg Rogerson	130,207	15,625



## Councillor expenses and facilities

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

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

The table below shows the total expenses incurred by councillors under the policy in the 2016/17 financial year.

### Councillor expenses

Councillor	Expenses (\$) *
Mayor Mark Jamieson	1320
Cr Rick Baberowski	8669
Cr Tim Dwyer (Deputy Mayor)	4537
Cr Peter Cox	2175
Cr John Connolly	5351
Cr Jenny McKay	5496
Cr Christian Dickson	1169
Cr Ted Hungerford	2986
Cr Jason O'Pray	5138
Cr Steve Robinson	751
Cr Greg Rogerson	1823

\* All councillors expenditure for the year was within budget and included a 2016/17 allocation plus unspent monies carried forward from the previous year.

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

- Administrative support of one full-time equivalent officer per councillor
- Office accommodation at one of three council owned or leased premises as well as access to meeting rooms
- Business and communication tools
- Mobile devices\*
- Vehicle<sup>#</sup>

\* With the exception of the mayor, councillors are invoiced 5% of the total call and data charges in recognition of costs attributable to personal use of mobile devices.

<sup>#</sup> The mayor is provided with a council owned vehicle for council business. Councillors are entitled to be provided with a council vehicle for council business, with access to private use of that vehicle subject to reimbursement to council for expenses associated with private use. Councillors may enter into an alternative arrangement in lieu of the provision of a council vehicle at the discretion of the CEO. Such arrangement equates to no more than the value of the general vehicle entitlement.

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

## Councillor meeting attendance

Council meetings comprised Ordinary Meetings, Special Meetings and Strategic Discussion Forums. The Ordinary Meeting has a membership comprising all councillors and the mayor.

	Ordinary Meetings*	Special Meetings*	Strategic Discussion Forums**
<b>Meetings held:</b>	<b>12</b>	<b>9</b>	<b>11</b>
Mayor Mark Jamieson	12	9	9
Cr Rick Baberowski	12	8	11
Cr Tim Dwyer (Deputy Mayor)	12	9	7
Cr Peter Cox	11	9	11
Cr John Connolly	12	9	10
Cr Jenny McKay	12	8	8
Cr Christian Dickson	11	9	9
Cr Ted Hungerford	12	9	8
Cr Jason O'Pray	12	9	10
Cr Steve Robinson	12	9	10
Cr Greg Rogerson	12	9	11

\* All councillors are required to attend Ordinary and Special meetings.

\*\* There is no statutory obligation to attend Strategic Discussion Forums. Councillors notify any absences and reasons for such. These may include competing diary commitments, medical leave, annual leave, professional development and personal commitments.



## Conduct and performance of councillors

To ensure appropriate standards of conduct and performance are maintained by councillors, a code of conduct has been adopted and a process is in place to deal with complaints. The Code of Conduct for councillors, sets out the standards of behaviour expected of councillors of Sunshine Coast Council. The requirements of the code are in addition to the roles, responsibilities and obligations of councillors set out in the *Local Government Act 2009*.

During the year the following matters relating to conduct of councillors were raised:

Orders and recommendations made under section 180(2) or (4) of the Act	Nil
Orders made under section 181 of the Act	Nil
Complaints about the conduct or performance of councillors for which no further action was taken under section 176C(2) of the Act	5
Complaints referred to the department's chief executive under section 176C(3)(a)(i) of the Act	Nil
Complaints referred to the mayor under section 176C(3)(a)(ii) or (b)(i) of the Act	Nil
Complaints referred to the department's chief executive under section 176C(4)(a) of the Act	Nil
Complaints assessed by the chief executive officer as being about corrupt conduct under the Crime and Corruption Act	Nil
Complaints heard by a regional conduct review panel	Nil
Complaints heard by the tribunal	Nil
Complaints to which section 176C(6) of the Act applied.	Nil

## Remuneration packages to senior management

Council has a Chief Executive Officer, five Directors, a Chief Strategy Officer and an Executive Manager that form the Executive Leadership Team.

Senior Management	Total remuneration value range
1	\$100,000 - \$200,000
6	\$200,001 - \$300,000
1	\$400,001 - \$500,000



## Public sector ethics

### Code of Conduct

Council has an employee Code of Conduct based on the four ethical principles outlined in the *Public Sector Ethics Act 1994*. It is a public statement by council of our commitment to leading the way in all that we do, supported by openness, transparency and accountability. All employees have been provided with a copy of the Code of Conduct and new employees receive a copy as part of council's employee induction program and attend a compulsory Code of Conduct training session as part of the induction process.

### Education and training

During the 2016/17 financial year, 312 staff attended 12 Code of Conduct training sessions delivered across the organisation.

The compulsory training sessions highlighted the role all council employees have in maintaining the reputation and high standing of council and the importance of working together to build a culture of ethical practice, openness and integrity. The effective and equitable implementation and administration of council's Code of Conduct relies on the commitment, skills and professionalism of all council employees and this is reinforced with regular education and awareness programs. Council will continue to deliver education and awareness sessions to all employees on council's Code of Conduct as part of council's commitment to the highest standards as a public sector leader.

### Procedures and practices of public sector entities

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

## Registers

Council keeps a number of registers. These include:

- Asbestos register
- Asset information management system
- Beneficial enterprises
- Business activities to which the code of competitive conduct applies
- Business activities to which the competitive neutrality principle applies
- Community engagement
- Contract register
- Delegations
- Development applications
- Environmentally relevant activities
- Fees and charges
- Financial asset information management system
- Gifts and disclosures
- Local laws
- Pre-qualified suppliers
- Registered animals
- Register of Interests
- Regulated dogs
- Roads

## Beneficial enterprises

Council participated in beneficial enterprises with the following entities during the 2016/17 financial year:

- Forestry Products Queensland Pty Ltd
- SunCentral Maroochydore Pty Ltd
- Sunshine Coast Airport Pty Ltd
- Sunshine Coast Destination Ltd trading as Visit Sunshine Coast
- Sunshine Coast Events Centre Pty Ltd.

## National Competition Policy

Council conducted the following business activities during the 2016/17 financial year:

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

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

Note: No investigation notices were issued in 2016/17 by the Queensland Competition Authority for competitive neutrality complaints.

## Administrative action complaints

Council's Administrative Action Complaints Management Process (AACMP) is made available to the public via council's external website, as well as being available to staff.

Council is committed to dealing with complaints fairly, confidentially, promptly and in a respectful manner. It is also committed to providing a superior level of service to its customers, and to open and transparent government.

In implementing the AACMP, an emphasis is placed on complaints being appropriately managed by operational areas in the first instance. Following this, council applies a robust internal review process with improvements provided where appropriate.

During 2016/17 council:

- Received and resolved 101 administrative action complaints
- This represents a 4% increase from the 2015/16 financial year.



## Summary of concessions for rates and charges

### General rate concession

Council grants a general rates concession to land identified in Section 120(1) (b) of the *Local Government Regulation 2012* to the extent council is satisfied the land is owned by an entity whose objectives do not include making a profit or an entity that provides assistance or encouragement for arts or cultural development and is one of the following:

- Boy Scout and Girl Guide association
- Surf Lifesaving and Coastguard organisation
- Community sporting organisation – not-for-profit organisations without a commercial liquor licence or a community club liquor licence
- Community cultural or arts organisation – not-for-profit organisations without a commercial liquor licence or a community club liquor licence
- Charitable organisation
  - a Not-for-profit organisation; and
  - b Registered as a charity institution or a public benevolent institution; and
  - c Providing benefits directly to the community; and
  - d Endorsed by the Australian Tax Office - Charity Tax Concession.

The concession shall be 100% of the general rate.

### Deferral of general rate

Chapter 4 Part 10 of the *Local Government Regulation 2012* allows council to enter into an agreement with certain ratepayers to defer payment of their general rates. Council's pensioner rate deferment concession for eligible pensioners shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*, Section 120(1) (a) and council's business and enterprise rate deferment concession to eligible businesses or enterprises shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*, Section 120(1) (d).

### Deferment for pensioners

To assist eligible pensioners who have experienced large increases in the value of their property as determined by the Department of Natural Resources and Mines or have experienced financial hardship, council will allow deferment of up to 50% of the general rate. The deferred rates will accumulate as a debt against the property until it is sold or until the death of the ratepayer. The deferment of general rates applies only to ratepayers categorised in Differential General Rates Categories 1, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 28 & 30.

To be eligible to defer up to 50% of the general rate, the applicant must:

- Own and occupy the property; and
- Own no less than 50% of the property and occupy the property; and
- Have no overdue rates and charges on the said property; and
- Be the holder of a Pension Concession Card issued by Centrelink or the Department of Veteran Affairs; OR
- A Repatriation Health (Gold) Card issued by the Department of Veteran Affairs; OR
- A Commonwealth Seniors Health Card; OR
- A Queensland Seniors Card issued by the Queensland State Government.

*Note that automatic eligibility applies to those ratepayers currently receiving a Pension Concession on their rate notice. Eligibility for those ratepayers with a Seniors Card will be assessed accordingly.*

### Additional charges

Additional Charges will be applied to all deferred general rates under Section 122(5) of the *Local Government Regulation 2012*. The additional charges will be equivalent to compound interest, calculated in daily rests and set at the 90 day bank bill rate as at the adoption of the 2016/17 Budget.



## Rates and charges debt concession

In accordance with Section 120 of the *Local Government Regulation 2012*, a concession by way of an agreement to defer payment, for a period of up to 12 months, for rates and charges, may be granted to landowners that satisfy council that payment of the rates and charges will cause them hardship.

The granting of this concession will be subject to conditions as included in council resolutions, policy and procedural documents prepared from time to time.

## Pensioner concessions

Council's pensioner rate concession to eligible pensioners shall be allowed under Chapter 4, Part 10 of the *Local Government Regulation 2012*.

### 2.4.1 Eligibility Criteria

The pensioner:

1. Must comply with eligibility criteria contained in the Queensland Government's Rate Subsidy Scheme and must possess a current, valid qualifying concession card, namely:
  - Pensioner Concession Card issued by Centrelink or the Department of Veteran Affairs; OR
  - Repatriation Health (Gold) Card – (for all conditions) issued by the Department of Veteran Affairs; and
2. Must be the owner (either solely or jointly), or be an eligible life tenant, in accordance with the guidelines for the State Government Rate Subsidy Scheme, of property within the region which is their principal place of residence, AND must have (either solely or jointly) with a co-owner, the legal responsibility for payment of rates and charges which are levied in respect of the said property by the council. In the case of joint ownership, the concession will apply only to the approved pensioner's proportionate share of the applicable rates and charges, except where the co-owners are an approved pensioner and his/her spouse. In this situation, the concession will apply to the full

amount of applicable rates and charges; and

3. Must, if a "first time" applicant, lodge and complete the prescribed application to be entitled to a rate concession. The information on this application form will be used by council to verify the eligibility of all pensioners (Centrelink and Veteran Affairs pension recipients). Upon proof of eligibility, the entitlement to a concession will commence from either the card start date shown on the Pensioner Concession Card or the date of occupation of their principal place of residence or the start of the current rating period, whichever is the later date. Such entitlement will continue until the sale of that property or until the entitlement to a pension ceases to exist; and
4. Must, if an "existing" applicant, lodge another application if required by council OR on the acquisition of a replacement property within the region; and
5. Must have owned, or otherwise paid rates on, property within the region for the preceding three years. Pensioner concession may be allowed where the applicant has paid rates on property within the region for five of the last 10 years, so long as the "gap" between ownerships in this period does not exceed 12 months. If currently not eligible and upon meeting the qualifying period of three years, rating concession will be applied from the start of the next rating period. Discretion may be applied in relation to contribution to the region regarding continuous residency, consistent with pensioner concession arrangements as listed above. For holders of the Repatriation Health (Gold) Card issued by the Department of Veteran Affairs who have been classified as totally and permanently incapacitated, the three-year ownership provision is waived.

2.4.2 Method of Calculation – Per Property

Pension Rate	Sole title to the property	Joint title to the property
Maximum level of pension	\$230 p.a. maximum	\$180 p.a. maximum
Not Maximum level of pension	\$115 p.a. maximum	\$65 p.a. maximum

2.4.2.1 Single Owner on the Maximum Rate of Pension

Where the pensioner is in receipt of the maximum level of pension and has sole title to the property that is their principal place of residence, the concession shall be 25% of the general rate up to a maximum amount of \$230.00 per annum.

2.4.2.2 Joint Owner on the Maximum Rate of Pension

Where the pensioner is in receipt of the maximum level of pension, the property is their principal place of residence and they own the property jointly with one or more eligible people, the concession shall be 25% of the general rate up to a maximum amount of \$180.00 per annum.

2.4.2.3 Single Owner not on the Maximum Rate of Pension

Where the pensioner is not in receipt of the maximum level of pension and has sole title to the property that is their principal place of residence, the concession shall be 25% of the general rate up to a maximum amount of \$115.00 per annum.

2.4.2.4 Joint Owner not on the Maximum Rate of Pension

Where the pensioner is not in receipt of the maximum level of pension, the property is their principal place of residence and they own the property jointly with one or more eligible people, the concession shall be 25% of the general rate up to a maximum amount of \$65.00 per annum.

## Service, facility, activity supplied by another Local Government

Nil

## Service, facility, activity for which separate rate/ special rates/charges levied

- Environment Levy
- Transport Levy
- Heritage Levy
- Montville Beautification Levy
- Tourism and Major Events Levy
- Rural Fire Charge
- Brightwater Estate Landscaping Charge
- Twin Waters Maintenance Charge
- Sunshine Cove Maintenance Charge
- Mooloolah Island Maintenance Charge
- Emergency Management Levy

For additional information, refer to the revenue analysis of the Financial Statement 2016/17.

## Changes to tenders

Item No.	Contract No.	Contract Title	Details of changes
1	ITT1471	Automated Waste Collection System – SunCentral Maroochydore	Changes to the tender specification to accommodate multiple phases. Changes also made to the tender specification to remove works to be completed by SunCentral Maroochydore Pty Ltd and include the collection station and work incidental to it.
2	ITT1582	Supply and Installation of Gateway and Trellis Structures – Evans Street, Maroochydore	Changes made to scope of works with a trellis structure being removed and seating added. Notice issued to shortlisted respondents.
3	ITT1565	Slashing Services – Roadside	Changes made to zoning with zones 1, 2 and 3 being condensed into two zones. Notice issued to all respondents.
4	ITT167	Construction and Streetscaping – Minyama to Mooloolaba Separated Bikeway – River Esplanade, Mooloolaba	Changes made to include the option to install a cycle barrier and clarification was sought from the shortlisted respondents regarding the option.
5	ITT169	Spectator Mounding – Sunshine Coast Stadium	Changes made to the date for practical completion and decrease scope of works. Notice issued to all respondents.
6	ITT1624	Coolum 25m Pool Re-Surfacing	Changes made to the pricing schedule, including removal of works being completed by council. Notice issued to all respondents.
7	ITT1626	Landscape Maintenance Services	Changes made to service frequency for one site which required a revised pricing schedule. Notice issued to all respondents.
8	ITT1641	Rural Road Upgrade Works	Changes made to program timing and traffic management implication which required a revised tender response form. Notice issued to all respondents.
9	ITT1644	Production, Supply and Management – Caloundra Music Festival	Changes made to requirements for Key Personnel for separable portions A and C which required revised pricing. Notice issued to the respondents recommended for award.



## Overseas travel

The following table provides details of travel made in an official capacity during the financial year by councillors and officers.

Attendee	Destination	Purpose	Cost (\$)	Month
Team Leader Library Programs and Business Celia Donnellan	Columbus Ohio United States	Present at the International Federation of Library Association Conference on marketing best practice.	2000	August 2016
Library Programs and Marketing Officer Jennifer Thompson	Columbus Ohio United States	Present at the International Federation of Library Association Conference on marketing best practice.	2000	August 2016
Director Infrastructure Services, Andrew Ryan	Minneapolis United States, Madrid Spain, Rotterdam Netherlands	Institute of Public Works Engineering Australasia (IPWEA) International Study Tour.	5823 cost to council	August/ September 2016
Mayor Mark Jamieson	Shanghai and Chengdu, China	Travel to China to accompany the Deputy Premier, the Honourable Jackie Trad MP and the Chairperson of Trade and Investment Queensland on a trade and investment mission.	8375 cost to council	November 2016
Coordinator Waste Diversion / Disposal, Alex Patissier	Barcelona, Spain	Study tour of waste collection systems.	4330	December 2016
Mayor Mark Jamieson	Paris, London, New York, Chicago, Boston	Participate in LGAQ study tour which provided opportunities to meet with international parties who provided shared learning, benchmarking and information to better understand how city based smart cities models are evolving.	Nil cost to council	January 2017
Chief Strategy Officer, Craig Matheson	Paris, London, New York, Chicago, Boston	Support Mayor Jamieson and participate in LGAQ study tour.	14,642	January 2017
Councillor Jenny McKay	Tokyo, Japan	Attend the 2017 Council of Local Authorities for International Relations (CLAIR) Local Government Exchange and Cooperation Seminar.	750 cost to council	February 2017
General Manager, Sunshine Coast Airport, Peter Pallot	Beijing and Hong Kong, China	Trade Mission hosted by Hon Steven Ciobo MP, Minister for Trade, Tourism and Investment and launch of the China-Australia Year of Tourism.	4698	February 2017
General Manager, Sunshine Coast Airport, Peter Pallot	Okinawa, Japan	Participation in Routes Asia 2017.	4086	March 2017
General Manager, Sunshine Coast Airport, Peter Pallot	Doha, Qatar	Attendance at the ACI Asia-Pacific Regional Assembly.	5462	April 2017
Councillor Tim Dwyer	Beijing and Hong Kong, China	Attend Trade and Investment Events to promote the region's export capabilities in the food and beverage industry and promote inwards tourism investment opportunities.	9567	May 2017
Manager Economic Development, Paul Martins	Beijing and Hong Kong, China	Attend Trade and Investment Events to promote the region's export capabilities in the food and beverage industry and promote inwards tourism investment opportunities.	5117	May 2017
Manager Project Delivery, Tom Jamieson	United Kingdom	United Kingdom Study tour - Tram research.	8037	May 2017

## Mayor and councillor grants to community organisations

Successful recipients of Mayoral and Councillor Discretionary Funding for 2016/17:

**Mayor Jamieson:** Total 2016/17 Allocation \$100,000

Applicant	Purpose	Amount Funded (\$)
Beerwah and District Kindergarten Association	Garden mural and garden wall installation	500
Coolum Colts Junior Rugby League Club	Glyn Rees city country cultural exchange	2500
Coolum Men's Shed	Construction of car park, landscaping and security lighting	10,000
Creative Events Inc.	Music on Kings Cirque de la Opera	500
Eumundi Rotary Club	Long Lunch	250
Festuri	2016 Festuri Festival	1000
Maleny Film Society	2017 Australian Film Festival	1500
Maroochy Beach Gymnastics	Consultant and design fees for major facility expansion project	15,000
Maroochyore Chamber of Commerce	2017 Skyshow	2500
Maroochyore Revitalisation Association	2017 Ocean Street World Festival	4000
Nambour Community Centre	Women Lead the Dance – Valuing the Leadership of Women	600
Nambour RSL Sub-Branch	Printing of book "March Hero"	2500
Pente Poets	Hinterland Poetry trail design development	2250
Rotary Club of Caloundra	Rotary RYDA Road Safety Education Program 2017	1000
RSL Sunshine Coast and Regional District Branch	Sunshine Coast Veteran, Families and Community Expo	3313
Sunshine Coast and Regional District RSL	Veteran and community forum	2363
Sunshine Coast Art Group	Neriage workshop	212
Sunshine Coast Sports Federation	Rio Athletes welcome home	2100
Sunshine Coast Youth Band	Transportation of instruments to National Band Championships	1200
Yandina Bowls Club	Cold room seals	577

**Division 1 Cr Baberowski:** Total 2016/17 Allocation - \$50,000 (+\$45,388 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Beerwah and District Kindergarten Association	Garden mural and garden wall installation	889
Landsborough School of Arts Memorial Hall Association	Renewal of hall floor	48,838
Landsborough School of Arts Memorial Hall Association	50 Years of Loving Landsborough Exhibition	5800
Landsborough School of Arts Memorial Hall Association	Stage 4 structural engineering works to hall foundations	25,000
Queensland Country Women's Association (QCWA) Beerwah	Spring Fair on the Beerwah Tower Green	1291
Transfer of Funds	Allocation to minor operational works budget	3000
Transfer of Funds	Allocation to minor operational works budget	1153

**Division 2 Cr Dwyer:** Total 2016/17 Allocation - \$40,000 (+\$1165 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Caloundra Blue Light	Outdoor activity project	2805
Caloundra Community Kindergarten Association	Design development consultation for playground	500
Caloundra Film Festival	2016 Caloundra Film Festival	25,000
Creative Events Inc.	Music on Kings Cirque de la Opera	1000
Parkrun Golden Beach	Golden Beach parkrun course marking	1210
Rotary Club of Caloundra	Rotary RYDA Road Safety Education Program 2017	500
STEPS Group Australia Ltd	STEPS Christmas party	2500
Sunshine Coast Basketball Association	Real Men Wear Pink	500
Sunshine Coast Sports Hall of Fame	2016 Induction Ceremony	1000



Division 3 Cr Cox: Total 2016/17 Allocation - \$25,000 (+ \$443 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Creative Events Inc.	Music on Kings Cirque de la Opera	500
Kawana Chamber of Commerce	Strategic Doing workshop	1250
Kawana Park Junior Australian Football Club	Jerseys for new girls team	985
Meridan State College Chaplaincy	Meridan Chaplaincy Golf Classic	300
Rotary Club of Caloundra	Rotary RYDA Road Safety Education Program 2017	750
STEPS Group Australia Ltd	STEPS Christmas party	2500
Sunshine Coast Indoor Rowing Club	2017 Qld Indoor Rowing Championships	500
The Treehouse Initiative	Third Annual Kids Christmas party	300
Windansea Boardriders	Preliminary concept drawings for proposed new building	5000



Division 4 Cr Connolly: Total 2016/17 Allocation - \$100,000 (+ \$126 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Alex Community Garden Sub-Committee	Garden improvements	1500
Alexandra Headland Community Association	ANZAC Day Service support	330
Alexandra Headland Rotary Club	Work Excellence Program	5000
Alexandra Headland Surf Life Saving Club	Summer of Surf round one	4500
Alexandra Headland Surf Life Saving Club	Equipment for youth development program	1000
Kawana Senior Citizens	Provide weekly entertainment activities	2000
Kawana Waters RSL Sub-Branch	Thank You For Your Service stickers	2349
Kawana Waters Surf Life Saving Club	Kawana Carols by the Beach	1000
Mooloolaba Bowls Club	Ladies 2017 Fiesta Fours	2000
Mooloolaba Business and Tourism	Cinema in the Sand	5000
Mooloolaba Business and Tourism	Promotional back packs	2200
Mooloolaba Business and Tourism	Mooloolaba on TV	5000
Mooloolaba Netball Club	Equipment upgrade	1735
Parkrun Kawana	Purchase of defibrillator	1810
Rotary Club of Alexandra Headland	Surf Show and Shine	1000
Rotary Club of Alexandra Headland	Rotary Work Life program	7000
Rotary Club of Mooloolaba	Rotary International Science Forum	500
Sailability Sunshine Coast	Shore trailer replacement	6000
Sailability Sunshine Coast	Special Olympics Athletes welcome event	1750
Sailability Sunshine Coast	Sailability concert	1550
Suncoast Spinners Wheelchair Basketball	2017 Wheelchair Basketball tournament	2000
Sunshine Coast Agricultural Show Society	Farm Yard Activities and the 2017 Show	2000
Sunshine Coast Yacht Club	Sunshine Coast Ocean Regatta 2016	6000
Transfer of Funds	Allocation to minor operational works budget	5000
Transfer of Funds	Allocation to minor operational works budget	8400
Transfer of Funds	Allocation to minor operational works budget	20,000
Zonta Club of Caloundra	RISE project	2000

Division 5 Cr McKay: Total 2016/17 Allocation - \$50,000 (+ \$261 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Arts Connect	Building a multidisciplinary art space in Montville	10,000
Barung Landcare Association	Children's woodworking workshops at the Maleny Wood Expo 2017	1500
Barung Landcare Association	Preparation of business plan	10,000
Chemical Free Farmers Association	Celebrating Food of the SC Hinterland – 2017 Winter and Spring Events	2000
Chevallum State School P&C	Strawfest rubbish removal	524
Conondale Valley Association	ANZAC Day Family Picnic	200
Eudlo State School P&C Association	Playgroup sand pit and soft fall area	1691
Fusion Sunshine Coast	MooFest 2016	500
Fusion Sunshine Coast	MooFest 2017	500
Hinterland Bush Links	Subtropical Forests Ecology Course	2000
Knitfest	Workshop coordinator for 2017 Knitfest Festival	500
Knitfest	Festival bus	590
Maleny District Sport and Recreation Club	PA sound system	1000
Maleny Girl Guides	Asbestos removal and hut renovation	2000
Montville Village Association	From Farm to Café Photographic Exhibition	1000
Mooloolah River Waterwatch and Landcare	National Tree Day Mooloolah Valley	200
Mooloolah State School P&C	Mooloolah rodeo	550
Nambour and Maroochy District Band	Jackets for Sunshine Brass National Championships	500
Nambour Community Centre	Women Lead the Dance – Valuing the Leadership of Women	300
Nambour RSL Sub-Branch	Printing of book "March Hero"	1310
Palmwoods Bowls Club	Ladies 2 Day Fiesta	1000
Palmwoods Memorial Hall Association	Palmwoods community free family movie night	400
Palmwoods Netball Club	On-line sign on	500
Palmwoods Warriors Football Club	Chip cooker	800
Pente Poets	Hinterland Poetry trail design development	2250
Special Olympics Australia (Sunshine Coast Branch)	2016 Special Olympics Sunshine Coast Golf Classic	500



Division 5 Cr McKay: Continued

Applicant	Purpose	Amount Funded (\$)
Sunshine Coast Independent Living Service	Workshops on Sustainable Communities	818
Sunshine Coast Sister Cities Association	Japanese Art Exhibition at The Art and Ecology Centre	500
Sunshine Valley Men's Shed	Purchase of wood working machinery	3500
Woombye Christmas on the Field	2016 Woombye Christmas on the Field	500
Woombye Community and Business Association	Light Up Woombye and Lantern Parade	500
Woombye Community Library	Library refurbishment	2000

Division 6 Cr Dickson: Total 2016/17 Allocation - \$55,000 (+ \$1637 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
4556 Chamber of Commerce	Strategic Doing forum	600
Buderim East Probus Club	The Story of Buderim East Probus	550
Buderim Meadows Community Gardens	Garden bed covers	992
Buderim Men's Shed	New shed development	10,000
Buderim War Memorial Community Association	Seating for ANZAC Commemorative Service	1000
Laurel Place Inc.	Counselling and client support	1000
Mountain Creek Neighbourhood Watch	Crime prevention awareness morning	250
Rotary Club of Caloundra	Rotary RYDA Road Safety Education Program 2017	500
Sunshine Coast Art Group	Neriage workshop	212
The Treehouse Initiative	Third Annual Kids Christmas party	300
Transfer of Funds	Allocation to minor operational works budget	13,200

Division 7 Cr Hungerford: Total 2016/17 Allocation - \$10,000

Applicant	Purpose	Amount Funded (\$)
Lions Club of Buderim	Buderim Street Party 2016	5000
Transfer of Funds	Allocation to minor operational works budget	5000

Division 8 Cr O'Pray: Total 2016/17 Allocation - \$100,000 (+ \$1,490 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Disabled Access Awareness Group	Office equipment	2000
Empowering Community Strategy	Gibir Galangur Program	2500
Hot Ginger Chorus	Young Women in Harmony	808
ICKFA Sunshine Coast Branch	New tournament mats	2000
Leukaemia Foundation	Light the Night Event 2016	1000
Marcoola Community Group	Marcoola Remembers event and group promotions	2000
Maroochy Neighbourhood Centre	Replacement of commercial freezer	2000
Maroochyore Chamber of Commerce	2017 Skyshow	10,000
Maroochyore Revitalisation Association	Economic revitalisation of Ocean Street precinct	17,200
Maroochyore Revitalisation Association	2017 Ocean Street World Festival	6050
Maroochyore Rugby Union club	Field light maintenance	5000
Maroochyore Surf Life Saving Club	Ski Ergo for Ski Academy	2000
Memorial Park Community Kindergarten	Playground rejuvenation project – fort structure	5000
Mudjimba Surf Life Saving Club	Age manager shirts and high vis singlets	2000
Mudjimba Surf Life Saving Club	Rescue board	1095
Orange Sky Laundry	Water tanks for laundry van	5000
Parkrun Seaside	Print stencilling	980
Rotary Club of Maroochyore	Bus transport to Road Safety Education 2017	750
Seaside Shores Community Association	Christmas lights on the Glen Retreat Park pavilion	2200
Suncoast Spinners Wheelchair Basketball	2017 Wheelchair Basketball Tournament	1000
Sunshine Coast Environment Council	World Environment Day festival	3000
Sunshine Coast Rowing Club	Space saver racking system	1500
Sunshine Coast Sports Hall of Fame	2016 Induction Ceremony	1000
Transfer of Funds	Allocation to minor operational works budget	2500
Transfer of Funds	Allocation to minor operational works budget	600
Transfer of Funds	Allocation to minor operational works budget	4946
Twin Waters Residents Association	20th birthday celebration in the park	700
Twin Waters Residents Association	21st birthday celebration in the park	700

Division 9 Cr Robinson: Total 2016/17 Allocation - \$100,000 (+ \$2,134 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
Coolum Beach Meals on Wheels	Shade sail to shelter cars	6168
Coolum Beach Surf Life Saving Club	Multipurpose trailer	10,000
Coolum Men's Shed	Hand rails for disability access ramps	8160
Coolum Men's Shed	Construction of car park, landscaping and security lighting	10,000
SunnyKids	Prioritised referral program	5000
Transfer of Funds	Allocation to minor operational works budget	2000
Transfer of Funds	Allocation to minor operational works budget	25,000
Transfer of Funds	Allocation to minor operational works budget	1400
Valdora Community Hall Association	Replacement barbeque shelter and back landing steps	7000
Verrierdale Community Group	Memorial plaque for 100 Year School Anniversary	770

Division 10 Cr Rogerson: Total 2016/17 Allocation - \$100,000 (+ \$197 carryover from 2015/16)

Applicant	Purpose	Amount Funded (\$)
3rd SPACE	One Love Shared Christmas lunch	250
Eumundi Combined Community Organisation	Earth Hour lantern parade	1000
Eumundi Dragons Junior Rugby Union Club	Sun smart marquee	1644
Eumundi Rotary Club	Long Lunch	250
Festuri – A Multicultural Festival	2016 Festuri Multicultural Festival	1000
Kenilworth RSL Sub Branch	Purchase of sound system	3195
Mapleton and District Community Association	Site inspection fee	220
Mapleton Bowls Club	Landscaping works	1350
Nambour Alliance	Nambour Winter Jazz Fest marketing	2000
Nambour and Maroochy District Band	Jackets for Sunshine Brass National Championships	2531
Nambour Community Centre	Women Lead the Dance – Valuing the Leadership of Women	913
Nambour RSL Sub-Branch	Printing of book "March Hero"	1310
Nambour State College P&C	Hall seating	30,000
Obi Obi and Kidaman Creek District Community Hall	Obi Obi Motor Cycle Show	500

Division 10 Cr Rogerson: Continued

Applicant	Purpose	Amount Funded (\$)
Petrie Park Craft Association	Building costs	118
Plantation Retirement Resort Residents Committee	Volunteer bus driver training and accreditation	1140
Rejuvenate Nambour	2016 Retro Rocks Nambour	1000
Smartpups Assistance Dogs	Smartpups Art Show	1000
Special Olympics Australia (Sunshine Coast Branch)	2016 Special Olympics Sunshine Coast Golf Classic	500
Sunshine Coast Arts Industry Precinct	Art n Skill creative diversionary workshops for young people	1000
Sunshine Coast Independent Living Service	Workshops on sustainable communities	821
Sunshine Coast Pride Festival	2017 Sunshine Coast Pride Festival	2000
Supporting People in Respite and Lifestyles Inc.	SPIRAL Art Show	500
The Nambour Tramway Company	Loose Kaboose	5000
The Nambour Tramway Company	Tramfest Christmas street party	5273
Transfer of Funds	Allocation to minor operational works budget	500
Yandina & District Historical Society	Costing fees and design for sundial	600
Yandina Bowls Club	Shade structure around bowling green	6420
Yandina Community Gardens	Secure equipment storage shed	350
Yandina/Eumundi RSL Sub Branch	Restoration of 2/14 <sup>th</sup> Australian Infantry Battalion Memorial Park	1000
Zonta Club of Caloundra	RISE Project	1000



## Glossary

### Capital works program

A council plan which prioritises the construction of the necessary infrastructure (e.g. roads, bridges, buildings) to support the development of the region.

### Corporate Plan

Strategic document that identifies the priorities for council for the next five years and beyond.

### Governance Framework

Outlines the relationship between the governing and accountability processes of council. It covers management structure, management standards and control and review processes.

### Infrastructure

The basic facilities, services and installations needed for the functioning of a community or society, such as transport networks, drainage, water and sewerage and the like.

### Liveability

Numerous factors that equate to a community's quality of life.

### Operational Plan

Details the activities and projects that council will undertake during a 12-month period to achieve the broader strategic direction and outcomes identified in the Corporate Plan which are funded through the budget.

### PD Online

A self-help planning and development tool. It allows users to access:

- Basic property information; and
- Information on past and current development, building and plumbing applications.

### Place making

Capitalises on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promote people's health, happiness, and wellbeing.

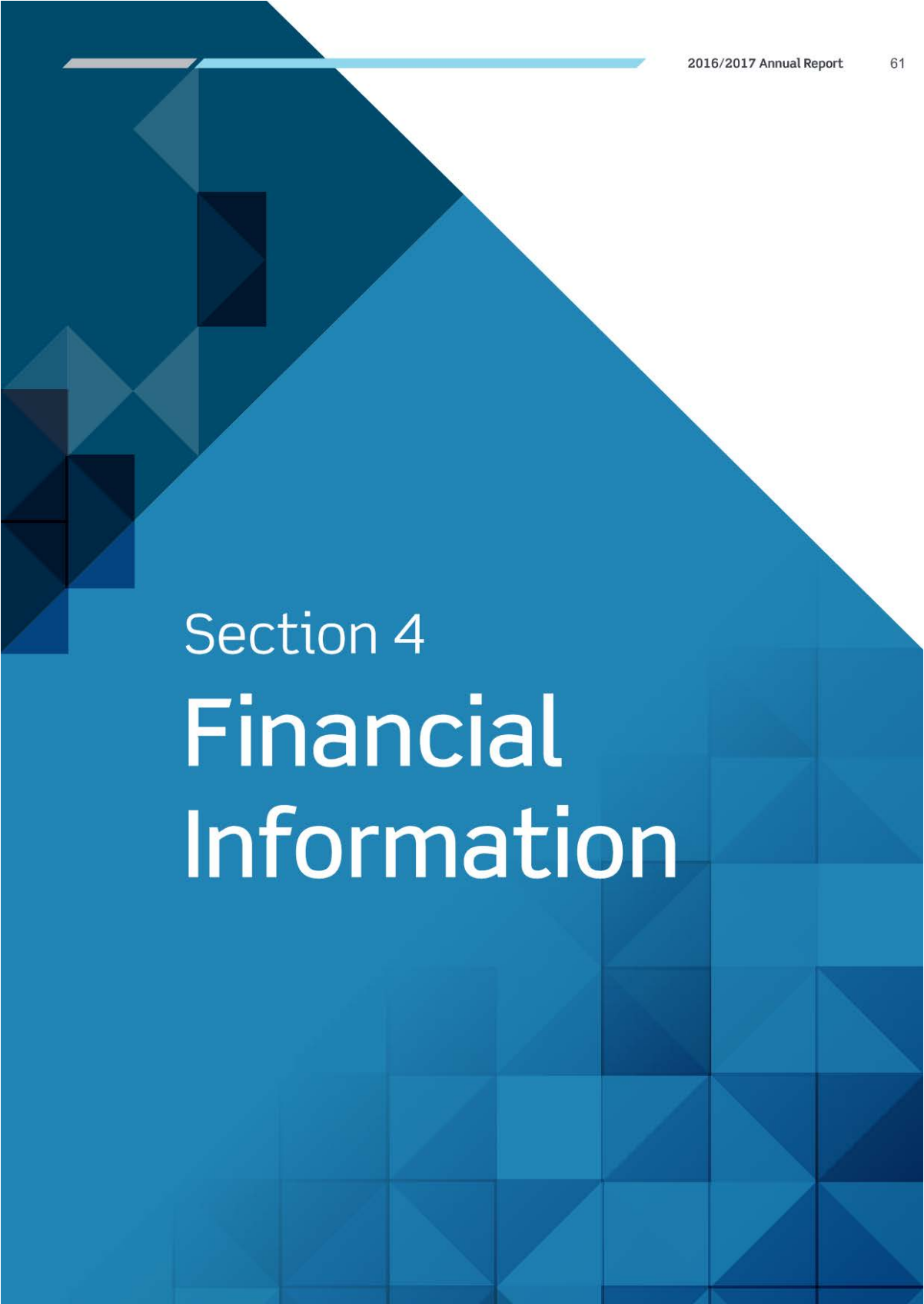
### Seven high-value industries

Industries which have the greatest potential for success in the new economy. High-value industries include:

- Health and well-being
- Education and research
- Professional services and knowledge industries
- Tourism, sport and leisure
- Agribusiness
- Clean technologies
- Aviation and aerospace.

### Sustainable

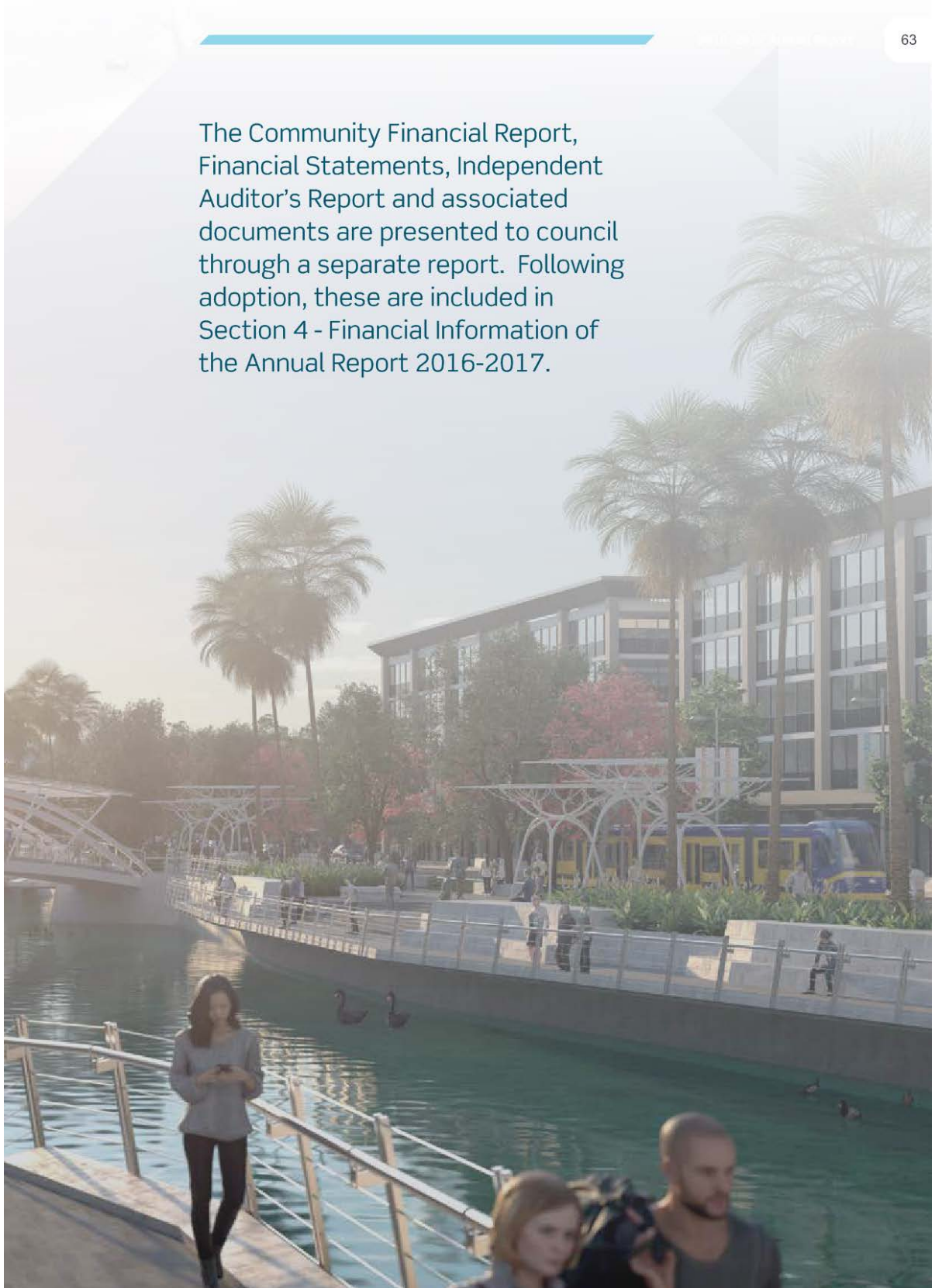
Meeting the needs of the present without compromising the ability of future generations to meet their own needs.



# Section 4 Financial Information



The Community Financial Report, Financial Statements, Independent Auditor's Report and associated documents are presented to council through a separate report. Following adoption, these are included in Section 4 - Financial Information of the Annual Report 2016-2017.







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