


Sunshine Coast Council CEO's Quarterly Highlights Report

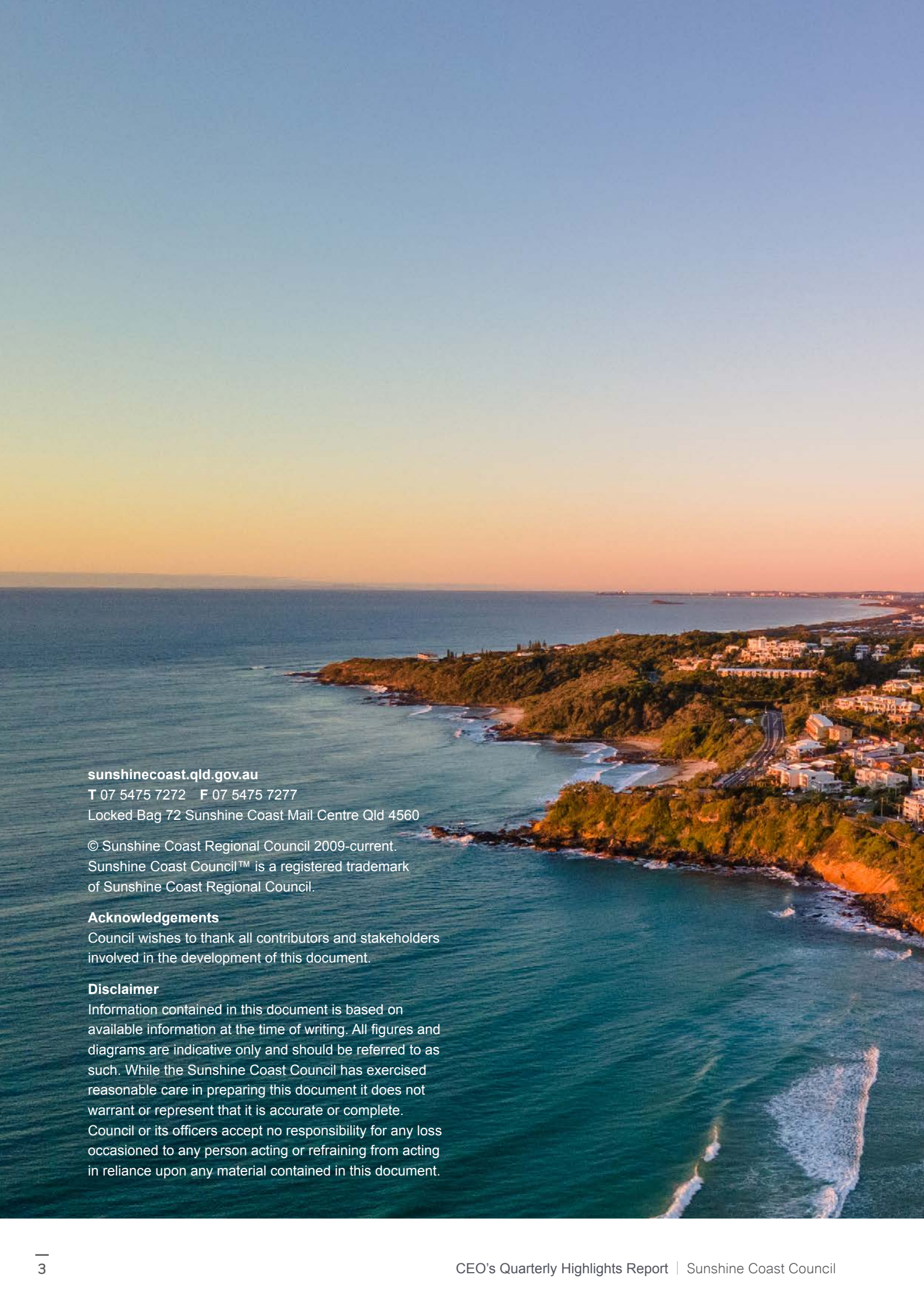
Quarter 1 – 2022/23



The background of the page features a series of flowing, wavy lines in various shades of green, creating a sense of movement and organic form. These lines sweep across the page from the bottom left towards the top right, with some lines being more prominent than others.

Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 1 – 2022/23

An aerial photograph of a coastal town at sunset. The sky is a gradient of blue and orange. The ocean is a deep blue with white waves crashing against the shore. A road winds through the town, which is built on a hillside. The town has many houses and buildings, some of which are lit up. The water is a deep blue, and the waves are white. The overall scene is peaceful and scenic.

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Acknowledgements

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

Disclaimer

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Traditional Acknowledgement

Sunshine Coast Council acknowledges the Sunshine Coast Country, home of the Kabi Kabi peoples and the Jinibara peoples, the Traditional Custodians, whose lands and waters we all now share.

We recognise that these have always been places of cultural, spiritual, social and economic significance. The Traditional Custodians' unique values, and ancient and enduring cultures, deepen and enrich the life of our community.

We commit to working in partnership with the Traditional Custodians and the broader First Nations (Aboriginal and Torres Strait Islander) communities to support self-determination through economic and community development.

Truth telling is a significant part of our journey. We are committed to better understanding the collective histories of the Sunshine Coast and the experiences of First Nations peoples. Legacy issues resulting from colonisation are still experienced by Traditional Custodians and First Nations people.

We recognise our shared history and will continue to work in partnership to provide a foundation for building a shared future with the Kabi Kabi and the Jinibara peoples.

We wish to pay respect to their Elders – past, present and emerging, and acknowledge the important role First Nations people continue to play within the Sunshine Coast community.

Together, we are all stronger.



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Message from the CEO



Emma Thomas
Chief Executive Officer

As we reflect on the first quarter of the 2022/23 financial year, we can already see many great outcomes being achieved for our region. Whether it be through the delivery of our services and programs or through our forward planning, we are ensuring our community can thrive now and for future generations to come.

This quarter we progressed our diversity and inclusivity objectives by calling on our community to stand as one and help shine a light on racism in the region. The 'Shine a Light on Racism' campaign encourages the community to stand up against racism in their everyday lives and pause and reflect on what it means to take personal responsibility to become anti-racist. It is important that we are welcoming and respectful to others, irrespective of background. We are all welcome here.

We welcomed the Horizon Festival back to the region between 26 August and 4 September 2022 after a tumultuous few years of disruptions caused by the COVID-19 pandemic. This highly anticipated event was host to an exciting line-up of 440 artists and presenters that included many local acts to provide

fantastic entertainment in the form of music, visual art, performance, dance, spoken word, comedy, and workshops. An impressive 21,492 people enjoyed the festivities either in-person or through the digital events.

Engagement with our community continues to be front and centre of Council business to help shape our projects and inform decision making. This quarter we commenced engagement on the second stage of the Mooloolaba Foreshore Revitalisation project – a Central Meeting Place precinct that is located near the Brisbane Road entry point to Mooloolaba Esplanade. Residents are encouraged to have their say on the two proposed concept designs, 'Concept Blue' or 'Concept Yellow'. This multi-stage project is designed to maintain our liveability credentials by increasing public open space in the beachfront parkland by 40 per cent and creating a place for connection, as well as a fantastic location to admire one of the worlds-best beaches.

Our commitment to climate change continued through the quarter as we progressed the implementation of our organisational Zero-net Emissions Plan. Through the plan we have committed to an integrated approach to measuring, monitoring, analysing and reporting on our actions to proactively respond to our target of zero-net emissions by 2041.

There has been encouraging signs for major events on the Sunshine Coast, attracting 86,000 people and generating approximately \$46.6 million of direct economic benefit from 25 events during the quarter. This is almost double the

same time last year and equivalent to pre-COVID-19 pandemic times. A highlight for our budding future athletes was the Touch Football National Youth Championships where more than 100 junior teams converged on the Sunshine Coast from all around the nation between 28 September and 1 October 2022.

As a Council we are continually looking for ways to improve our service delivery to ensure we provide consistent and positive customer experiences. Waste and Resource Management is a service we take great pride in, collecting 99% of bins on schedule. The future of this service has been secured for the next eight years with family owned business JJ's Waste and Recycling commencing Council's largest service-delivery contract in July 2022. This coincided with the start of the expanded garden organics collection services, with 45,000 households now recycling their garden waste across the region and contributing to reducing the amount of waste that goes to landfill.

There are many more fantastic highlights mentioned throughout the report and I encourage you to read on and find out how Council is partnering with our community, business and other tiers of government to progress our healthy, smart, creative region.

Emma Thomas
Chief Executive Officer



Our Strong Community

Our communities are connected and thriving places where people are included, treated with respect and opportunities are available for all.



160,803

people attended community events at Council's venues



137,998

attendances to Council owned aquatic centres



89%

customer satisfaction with library and cultural programs



343

community grant applications awarded, allocated more than \$2,720,803 for the quarter

Community and cultural development and partnerships

Horizon Festival

The highly anticipated Horizon Festival 2022 returned in full following COVID-19 disruptions in 2020 and 2021. The uplifting, world-class festival featured local acts and nationally recognised artists across 10 days and nights between 26 August to 4 September 2022. This year, 21,492 attendances were recorded across the 127 events, including music, visual art, performance, dance, family entertainment, spoken word, comedy and workshops.

The festival is an exciting celebration of the arts and a great example of Council and our community working together to create a festival that delights audiences.

At its heart, the festival is deeply connected to place. It celebrated the spectacular natural landscape of the Sunshine Coast region, honoured the stories and artworks of our First Nations people, provided a platform for local artists to extend their practice, and is a way for communities to engage, experience art and be inspired.

Veiled Histories: Works by leading First Nations artist

A powerful exhibition of artworks by leading First Nations artists Jennifer Herd (MBarbarum) and Joanne Currie Nalingu (Gungurri) was held at the Caloundra Regional Gallery between 1 July and 26 August 2022.

The exhibition, called 'Veiled Histories: Works by leading First Nations artists' captures the artists' enduring careers and deep spiritual connections to the past for both Indigenous and non-Indigenous peoples.

The exhibition program featured a free artists talk, revealing the back stories and motivation behind their works and youth art trails and other family activities within the art space to help engage and inspire all ages.

First Nations Self Determination, Representation and Wellbeing Forum

More than 200 powerful voices attended Council's second annual First Nations Self-Determination, Representation and Wellbeing Forum at the Novotel Twin Waters on 8 and 9 August 2022.

The Forum coincided with the International Day of the World's Indigenous Peoples and was a great opportunity for First Nations communities to join together for collaborative discussions about voice, self-determination and wellbeing. Key themes included cultural integrity, cultural values and practices, First Nations story, empowerment, representation and economic development.

In line with our Sunshine Coast Community Strategy 2019-2041 and Sunshine Coast Reconciliation Action Plan, Council is committed to growing a strong community, including long-term and meaningful engagement with Traditional Custodians and First Nations communities.

Rehabilitation works at Caloundra lighthouses

Council completed works at the heritage listed Caloundra lighthouses to provide important rehabilitation work and ensure our region's signature maritime beacons stand the test of time.

Through the Arts and Heritage Levy, Council contracted Conbuild to undertake works during August and September 2022 that included installing new timber decking and balustrading and vital weatherproofing and roof works.

The original 1896 lighthouse is the town's oldest surviving building, and its 1968 neighbouring replacement is one of only two of its type in Australia. The rehabilitation works will help preserve our maritime history for future generations to come.

Grants to our Community

Local community groups were invited to participate in a free 90-minute grant writing workshop, either online or in-person, between 26 July and 4 August 2022.

Sessions explored how to plan and communicate projects, what supporting documentation to include and provided guidance on how to complete project budgets - aiming to increase the chance of application success and to build capacity of community groups.

Council grants provided to our community during the quarter included:

- \$47,192 through the Regional Arts Development Fund for 12 creative projects
- \$161,000 through the Arts and Heritage Levy Program to heritage partnerships, events and collection care, and
- 16 applications approved to the Creative Investment Program progressed to the next stage.

Our People, Our Places, Our Aura

The Our People, Our Places, Our Aura community engagement program was delivered between 8 June to 23 July 2022 with approximately 600 people participating. In total 1375 submissions were received across the range of engagement

exercises on offer which included a survey, pop-up activities at six locations, online activities and a workshop.

Some of the key findings from the engagement program discovered the community has a strong desire for more events, youth focused provisions, public transport and community safety.

The findings of the engagement program are intended to provide the community and Council with an understanding of the focus areas for future community development programs, activities and foster a strong community in Aura.

Anti-racism Campaign launched

The 'Shine a Light on Racism' campaign was launched on 22 July 2022 at Venue 114, and aimed to promote everyone's responsibility in becoming anti-racist.

Spearheaded by seven local patrons, the campaign called on residents to #DotheWork and help address racism in our community and actively learn to become an ally. The campaign content and workshops will be promoted throughout the year with community, sporting and business groups.

The South Sydney Rabbitohs and Vodafone Warriors backed the campaign as part of their National Rugby League game held at Sunshine Coast Stadium on 6 August 2022. The Sunshine Coast campaign has also been recognised by the Queensland Human Rights Commission.

Hope for Homes Forum

In partnership with the Goodlife Community Centre Buderim, The Shack Nambour and the Salvation Army, Council supported the Hope for Homes Forum on 26 September 2022 at the Goodlife Community Centre, Buderim.

More than 130 participants heard from guest speakers from various community, charitable and government organisations who shared information and learnings about current and future partnership projects.

Further collaboration will continue with the service sector and community organisations to respond to homelessness and explore further opportunities.

Nambour's public piano

A public piano was installed at the Nambour Town Square in August 2022 as a free and fun way for people to activate the community space throughout spring.

It is one of the ways Council is supporting the activation of Nambour, while complementing the opportunity that exists within the Special Entertainment Precinct boundaries.

The public piano offers our community a place for connection and conversation, the potential to reveal some undiscovered local talent and provides a place to practise for those who don't have regular access to a piano. It also features artwork by local artist and Street Art Nambour Group member Ross Holloway.

Disaster Management

Training exercise for the Local Disaster Management Group

The Local Disaster Management Group (LDMG) participated in a disaster preparedness, response and recovery training exercise on 3 August 2022.

The training exercise included a fast-forming weather event, more than 100mm of rain, flash flooding, hail and storm surge, severe storms, super cells and tornadoes. The Guardian IMS (a digital tool), which tracks and shares real-time data during disasters, was also tested.

The training has assisted the LDMG ahead of the summer storm season and provided an opportunity to put into practise the improved processes and learnings from previous disaster events so the Sunshine Coast community is best supported and protected during all aspects of a disaster.

Libraries

During the quarter, 211,539 visitors attended our libraries to access resources, information and learning opportunities. Key highlights and initiatives from the quarter include:

- The Storytellers Festival was delivered to 600 participants and focused on connecting local authors and providing a range of workshops
- A multi-cultural morning tea with 140 attendees was held at Maroochydore library to celebrate

Multi-Cultural Week

- The online book club continues to be very popular with 1145 downloads of eBook club titles through the 'Libby' application
- Through the Life Long Programming, 191 programs were delivered with 1095 attendees which included new and old customers
- Council launched the online platform 'Hoopla', which provides access to video content and digital comics, and
- The cloudLibraries' Languages other than English (LOTE) online platform was made available, significantly increasing resources for community members whose first language is not English.

Lifeguards

Council invests \$5.7 million into lifeguard services across the financial year to keep our residents and visitors safe across our region's beaches.

The Lifeguard Service is operated by Surf Life Saving Queensland on behalf of Council and manages foreshore and aquatic activities across 21 locations for the enjoyment and protection of Sunshine Coast residents and visitors.

In addition, Council provides beach matting, wheelchairs and life jackets for public use at no charge, making our beaches more inclusive and accessible.

Community venues

Council's Venue 114 facilitated and delivered a number of successful events during the quarter, including the:

- Travis Shultz Wine Symposium
- Sunshine Coast Symphony Orchestra
- Griffith University medical graduation celebration
- In Conversation – Becoming Anti Racist event
- Breast Cancer Fundraiser
- Mayor Telstra Innovation Awards, and
- Burlesque La'Mour cabaret performances.

Roads, cycleways and pathways

Mobility Maps

Council's new mobility maps went live in July 2022 to help improve the way residents and visitors accessed and ultimately enjoyed popular areas of the Sunshine Coast.

The launch follows the trial where wheelchairs were turned into mapping tools with specially trained local 'pilots' and equipped with advanced technology to track routes from Maroochydore to Mooloolaba.

Using modern mapping technology, the revolutionary pilot project is focused on making life easier for people of all abilities, from mums and dads with toddlers in tow, to the elderly, people using wheelchairs and mobility aids.

The maps categorise clear routes and allow users to make informed choices before visiting locations across the Sunshine Coast, enabling everyone to find their best path, according to their needs and ability. The initiative furthers Council's commitment to accessibility and inclusion and promotes activity and visitation to our coastal areas for all.

School Bike Restoration trial

In a collaboration between Council, Brightwater State School and Chancellor State College, a heart-warming program was rolled out to give children in need access to a bike to ride to and from school.

The initiative expands on Sunshine Coast Council's existing RideScore Active Schools Program, providing disadvantaged children with a mode of transport when there is often no alternative. Schools are supplied with bicycles that are sourced from the Endeavour Foundation's Tip Shop at select Council waste facilities. The students work with a qualified bicycle mechanic from Peddlar in Golden Beach to give the bikes a fresh lease on life.

The mechanic runs weekly 90-minute in-school lessons to select students at both participating schools, providing them with hands-on skills and an opportunity for them to thrive in an environment outside the classroom.

Sporting facilities

Council's world-class sporting facilities continue to attract season fixtures and major events.

The Sunshine Coast Stadium held the:

- 2022 Oceania Rugby under 20 Championships for the first time between 1 and 10 July 2022
- Rugby World Cup Qualifier match between Tonga and Hong Kong was held on 23 July 2022
- The Living Life Festival was held for the first time on 13 August 2022, and
- Buskers by the Lake returned for the second year from 19 to 20 August 2022.

The Caloundra Indoor Stadium held the National Table Tennis Championships between 3 to 10 July 2022, with 445 competitors and 17,709 games played.

The Maroochydore Multi Sports Complex hosted:

- Two netball tournaments - the Vicki Wilson Cup on 21 July 2022 and Lightning Netball Cup on 14 September 2022, and
- The Coastal District Interschool Sport AFL and Soccer tournaments across term three of the school calendar.

The Nambour Showgrounds held a number of successful events, including the:

- Queensland Garden Expo from 8 to 10 July 2022
- Nambour Swap Meet held on 30 July 2022
- Sunshine Coast Motor Sport Club Street Sprints from 6 to 7 August 2022, and
- Sunshine Coast Caravan and the Outdoor Expo from 19 to 21 August 2022.

Green and gold runway event

Council held a free community event on 7 August 2022 at the Sugar Bag Road Mountain Bike Park, Caloundra to celebrate and acknowledge it is 10 years to go until the Brisbane 2032 Olympic and Paralympic Games.

As mountain biking will be an integral part of the Games on the Sunshine Coast, our community were encouraged to #HaveaGo at the action-packed day of bike demonstrations, trails and a chance to meet former world champion Janine Jungfels.

All ages were welcome to attend the special event which provided exposure to sport and a sense of community.



Our Environment and Liveability

Our natural assets, healthy environment and liveability credentials are maintained and enhanced.



4654 hectares

of landscape and garden beds maintained



536

wheelie bins of weeds removed by 1095 volunteers with the Community Nature Conservation Program



10,053 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



1565 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 20,314 tonnes

Organisational Zero-net Emissions Plan

The new Organisational Zero-net Emissions Plan 2022 was adopted by Council in July 2022 to continue our leadership and commitment to contribute locally to the global emissions reduction challenge.

The plan provides a framework to implement emission reduction under six focus areas, including waste, electricity, transport, supply chain, building and infrastructure, governance and culture change.

Through the plan, Council will measure, monitor, analyse and report on our actions to proactively respond to our 2041 emissions reduction target.

Living on the Sunshine Coast survey

More than 1500 residents completed the 2022 Living on the Sunshine Coast survey and provided their insight into 'liveability' attributes.

When considering what makes a place liveable, locals placed the most importance on access to the natural environment, with 71 per cent of respondents scoring it as the number one feature of their neighbourhood – comparatively higher than the national benchmark of 48 per cent.

Out of 16 attributes, respondents also nominated community safety, a lack of road congestion, a strong sense of community, and the provision of high-quality health services amongst the top five most important 'liveability' traits. In terms of what is needed to be maintained, locals felt

most passionate about preserving the natural environment, neighbourhood safety, our sense of community, provision of health services, and shopping or leisure amenities.

The survey was conducted by Informed Decisions Consulting in March 2022 and findings will be used to monitor the progress of our regional strategies, inform Council's Corporate Plan, and to support ongoing advocacy for continuous improvements in the liveability standards of the community.

Get your kit on

Council launched the 'Get Your Kit On' campaign in July 2022, encouraging residents to make a plastic-free pledge during the Plastic Free July challenge.

A range of workshops and events were on offer during the month, from beeswax wrap workshops to beach clean-ups and provided a great opportunity for the community to come together on the issue of waste reduction and learn something new in a fun and friendly environment.

Sustainable living forms a key part of Council's Environment and Liveability Strategy 2017 and initiatives such as Plastic Free July also provided locals with an opportunity to contribute to a healthy environment and liveable Sunshine Coast.

Grow It Local program

More than 100 local residents participated in the Grow It Local program on 17 September 2022, alongside master gardener and celebrity chef, Paul West.

Council, alongside 52 other local councils across the country partnered with Grow it Local – a national grass roots 'local grow' community to get more people growing, sharing and eating locally grown food.

In line with supporting sustainable living initiatives, the event provided locals with an opportunity to learn new gardening skills, connect with others, embrace healthy and sustainable ways of living, and contribute towards our biosphere. More than 100 Sunshine Coast residents participated in the event.

Beaches, foreshores, coastal infrastructure and canals

Schools Beach Clean Up Super Series

Council held the Schools Beach Clean Up Super Series between 17 October to 4 November 2022 for a rewarding and enriching experience for students to make a positive contribution to our Sunshine Coast environment.

With the start of the nesting season for marine turtles commencing from November, the half-day program helped to prepare Sunshine Coast beaches as well as generate ideas to reduce waste at the source and provide an opportunity for students to learn about coastal processes.

Bushland Conservation and habitat

National tree day events

Six National Tree Day events were held over two weeks in July and August 2022, with 320 volunteers planting over 3880 tubestock plants in various locations across the region.

Cultural burn workshops

The second annual cultural burn workshop was

held at Tuan Environment Reserve between 11 and 13 July 2022.

Firestick Alliance, Kabi Kabi and Jinibara Traditional Owners partnered with Council to deliver the workshop and training, which included cultural activities, site assessments and delivery of a cultural burn over two hectares of open woodland.

New nest for osprey birds

Council worked with wildlife habitat contractors to install additional support around the nest platform of Mooloolaba's well-loved ospreys so it could better retain material during breeding seasons.

Due to extreme weather over the last several years the osprey pair at Mooloolaba Spit lost their nest on multiple occasions. After seeking input from the University of the Sunshine Coast and the Queensland Department of Environment and Science, a wildlife habitat contractor was able to manufacture and fit a timber kickboard around the boundary of the nest on site, and install an anti-climb collar on the pole to protect the nest and offspring.

Council strives to find solutions that allowed our residents and wildlife to live together in harmony.

Recreation parks, trails and facilities

Kids in Action 2022

Designed primarily for students in grades five and eight, Council's award-winning Kids in Action program encourages students to take responsibility for their learning through the planning and delivery of environmental projects.

The Kids in Action program celebrated its 10-year anniversary with the theme 'Catchment Connections: Mountains to the Sea' and looked at the movement pathways and journeys that flow across the landscape catchments of Kabi Kabi and Jinibara Country.

The Kids in Action Conference was held at Maroochy Regional Bushland Botanic Gardens on 9 September 2022 with more than 240 kids

attending from 20 different schools to share their environmental projects. The event provided an opportunity for the kids to learn from each other, through workshops, displays and performances.

Wild HeART Student Art Prize and Exhibition

Council supported the 2022 Wild HeARTS Student Art Prize, which called on junior artists from across Queensland to unleash their creativity and portray an Australian plant, animal or threatened species through visual art.

Almost 500 art entries were received which culminated at an exhibition held at the Maroochy Regional Bushland Botanic Gardens from 17 September to 3 October 2022.

The competition encouraged students to learn about their chosen species' unique qualities and its place in our landscape, helping to create a deeper connection and respect between children and their natural environment.

Rivers, streams, estuaries and water bodies

Construction Management and Waterway Protection project

Council continues to implement the Construction Management and Waterway Protection project (as a key Transformational Action under the Environment and Liveability Strategy 2017), to improve construction management practices and levels of compliance regarding erosion and sediment control.

Desired outcomes of the project are to improve the health of our waterways, wetlands and ocean. The project covers both building and development sites and includes education, engagement as well as compliance activities. During this quarter, increased controls on building sites has saved an estimated 340 tonnes of sediment from entering our waterways from inspected sites. Overall compliance has increased approximately 30 per cent since the first baseline report in November 2021.

In addition, Council removed a total of 3000 kilograms of litter from 14 waterways throughout the region.

Stormwater drainage

Council is continuing to undertake improved flooding and stormwater mapping, including a focus on the changing tidal environment associated with the Bribie Island breakthrough.

Throughout the quarter Council inspected and actioned:

- 640 metres of stormwater pipes were inspected using CCTV
- 104 drainage pits for structural condition, and
- 23 pipe patches were completed.

Sustainable growth and network planning

Mooloolaba's Central Meeting Place

Results from the community engagement process for Mooloolaba's Central Meeting Place (stage two of the Mooloolaba Foreshore Revitalisation project) were released in August 2022.

The engagement process included meetings with 12 stakeholder groups and more than 1000 surveys were completed. Results indicated the Central Meeting Place should be accessible for all users, provide access to an area with views of the ocean and bay, offer a place to sit and meet friends in all seasons, and consider public safety.

Consideration of the phase one community feedback, engineering reports as well as state authority approvals and funding requirements have informed design concepts which were released to the community for input on 28 September 2022.

The community have the opportunity to share their thoughts on the designs, referred to as 'Concept Blue' and 'Concept Yellow', via Council's 'Have your Say' website.



Our Resilient Economy

Our resilient, high-value economy of choice drives business performance, investment and enduring employment.



\$5.9 million

in revenue for Sunshine Coast holiday parks



3041

businesses accessed specialist advice and information



86,505

guests attended 25 major events, which generated approximately \$46.6 million in economic activity for the region



\$82.4 million

or 72% of the total available purchasing spend for the quarter went to local businesses

Economic development

The Regional Economic Development Strategy priorities and initiatives continued to be implemented throughout the quarter. Council worked with local industry organisations and businesses to support a range of programs and events, including:

- 144 businesses across the region accessed specialist advice through the Local Business Support program
- The Local Business Champions series highlighted eight businesses for making a significant contribution to the local business community
- Support continued for the 'Buy Local Sunshine Coast' campaign that highlighted the customer to business relationship and encouraged local spend.

The Place Activation program delivered and supported events that attracted visitors and built the capacity of the key destination precincts of Mooloolaba, Caloundra, Nambour and Coolum. Popular attractions were the Nambour Forecourt Live event, Skyline Ferris Wheel in Coolum, 'Shop Caloundra' promotion and marketing campaigns in Mooloolaba.

Thriving Through Change Business Expo

In partnership with the Queensland Government Department of Employment, Small Business and Training and the Sunshine Coast Chamber Alliance, Council supported the second annual

Thriving Through Change Business Expo.

Held on 23 August 2022, 350 Sunshine Coast businesses and 38 exhibitors were able to learn, connect and improve their business growth by receiving practical takeaways, strategies, tools and resources to implement.

The half-day, free event featured business exhibitions offering direct access to more than 35 local, Queensland and Australian Government support agencies, plus all of the region's thriving Chambers of Commerce and industry groups.

2022 Brand Perception Survey

Undertaking research is just one of the ways Council ensures we understand what the market is thinking about our region as a business destination. Council sought feedback from target audiences outside of the region between 21 June to 17 July 2022 through an online survey, testing the Sunshine Coast's appeal as a place to do business.

A total of 988 completed surveys were received from businesses located in Brisbane, Sydney, Melbourne and the Sunshine Coast. Key results from the survey indicate that the Sunshine Coast business brand is heavily connected with the broader destination brand and 'liveability' is considered the biggest benefit of running or investing in a business on the Sunshine Coast. Other benefits highlighted were that our region is more affordable than other cities, has close proximity to Brisbane, and the region offers

growth potential.

Techstars Startup Weekend

Council proudly sponsored the Sustainable Cities and Communities category at the Sunshine Coast's seventh annual Techstars Startup Weekend between 5 and 7 August 2022.

More than 100 designers, developers, students and creatives gathered for the boot camp which ran for 54 hours and connected them with the very best mentors, investors, co-founders and sponsors.

For the first time, the Startup Weekend focused on the United Nations Sustainable Development Goals and concluded with a pitch night and an opportunity to further refine their offering with the support of Silicon Coast (local entrepreneurship network) and participate in the Social Enterprise World Forum.

Forward Fest

Council supported the inaugural Forward Fest - a five-day event from 26 to 30 September 2022, aimed to provide unique networking opportunities and practical learnings to help our Sunshine Coast small to medium sized businesses become more competitive.

Businesses were able to connect with some of the best business minds and access presentations, panel discussions, interactive workshops, demonstrations and question and answer sessions. Presenting at the event was 120 high calibre and high-profile business leaders and influencers from some of the world's biggest and most respected brands.

This event also leveraged Council's investment in critical game-changing infrastructure like the Sunshine Coast International Broadband Cable, the Sunshine Coast Airport Expansion and the Maroochydore City Centre.

Cricket World Cup tournament

Council supported the Veterans Cricket Australia inaugural over 60s Cricket World Cup on the Sunshine Coast between 2 to 15 September 2022. Three Sunshine Coast venues (in the suburbs of

Maroochydore, Caloundra and Yandina) were hosts for the tournament.

An estimated \$1.1 million in economic benefit was injected into our region from the event. The 12 teams participating were Australia, Canada, India, Sri Lanka, Wales, Zimbabwe, New Zealand, Pakistan, South Africa, USA, West Indies and the Rest of the World.

Touch Football National Youth Championships

More than 100 junior touch football teams featuring the country's best underage touch footballers competed at the 2022 DoorDash National Youth Championships, held at the Sunshine Coast Stadium between 28 September and 1 October 2022.

The Council-supported event featured eight age and gender divisions and attracted 5000 attendees, resulting in an estimated \$4 million of economic benefit to the region.

Holiday Parks

High occupancy rates continued across the quarter, with the holiday parks maintaining over 85 per cent capacity.



Our Service Excellence

Our services are consistent and accessible and provide positive experiences for our customers and value to our community.



83%

of development applications assessed within statutory timeframes



88,410

customers assisted through the development and customer contact centres



2433

building approvals issued with a construction value of \$601 million



\$2.7 million

invested into our road network to rehabilitate and resurface 3.9kms of road with a total area of 23,859m² for the safety of our community

Development services

Development assessment activity has slowed down across the region which can be attributed to increases in interest rates, impacts of construction costs and reduced access to labour.

Statutory timelines have been impacted by high volumes of plumbing applications as well as higher complexity ratings on development assessment applications.

Council continued to provide proactive communication and engagement through industry association meetings, newsletters and the Development Industry Forum - a Council-led forum targeting industry representatives.

Local amenity and local laws

ParkSmart vehicle

A new hybrid parking-monitoring vehicle, equipped with number plate recognition technology, high-speed cameras and a GPS tracking system was trialled at Birtinya, Point Cartwright, Nicklin Way and Caloundra between 18 July and 15 August 2022.

The new ParkSmart vehicle technology is already being used in other parts of Australia and aims to encourage vehicle turnover, create parking opportunities and allow equitable and safe access to various locations across our region.

The ParkSmart vehicle is clearly marked and the

trial was endorsed by Council in June 2021 to also provide a safer work environment for parking officers. Signage on how Council regulates parking is now in place to inform residents and visitors of the new system.

Feral animal surveys

The Feral Animal Prevention and Control Program was endorsed by Council in August 2022. Council receives almost 500 requests each year to assist the community with feral animal control and this three-year program will assist Council to continue its plan to protect our native wildlife and environment.

The program focuses on preventing and controlling invasive feral animals throughout the Sunshine Coast and targets wild dogs, feral goats, cats, deer, European foxes and rabbits.

In addition, Council conducted routine night-time feral animal surveying at Kenilworth, Conondale and Cambrook on Council land between 15 and 17 August 2022 to learn more about distribution, population, size, habitat use and impacts of feral animals. The data collected from these surveys was used to assess the effectiveness and efficiency of programs and to implement improvements.

Invasive Plant Surveillance Program

The Invasive Plant Surveillance Program was endorsed by Council in August 2022, which aims to fight invasive plants through a partnership

between Council and private landowners.

The three-year program will continue to allow Council to inspect private or public properties equal to or greater than 4000m² within the Sunshine Coast local government area and reduce the environmental, social, economic and amenity impacts associated with invasive plants.

Council's Biosecurity Plan 2017 prioritises the management of all invasive species for the five major Sunshine Coast catchments (Mary River, Upper Stanley River, Pumicestone Passage, Mooloolah River, Maroochy River, and part of Noosa River). The Program focuses on invasive plants listed in the *Biosecurity Act 2014* such as Groundsel bush, Cat's claw creeper, Fireweed, Giant rat's tail grasses and Salvinia.

Responsible pet ownership

A range of education and regulation activities were delivered during the quarter including:

- Delivering the Responsible Pet Education program was delivered to more than 3600 community members through 31 public events, three community education sessions, 20 Smart Paws Kindy visits and six Smart Paws Junior visits
- 200 responsible pet ownership booklets were provided to vets, pet shops, pet parlours, dog trainers with puppy pre-school classes and real estate agents
- Council met with the Queensland Government Department of Environment to share knowledge and streamline responses to illegal dumping complaints and investigations
- Providing educational stalls at the Sunshine Coast Show, Queensland Garden Expo and Kenilworth Show to help the community understand treatment options and Council services related to feral animals and pest plants, and
- Partnering with Queensland Health to include monitoring for Japanese Encephalitis in the weekly mosquito sampling to inform responses at a state level.

Capital works program

Mooloolaba Transport Corridor Upgrade

Stages two and three of the Brisbane Road, Mooloolaba upgrade includes the widening of Brisbane Road from two lanes to four lanes between Walan Street and Kyamba Court, on-road cycle treatments, intersection upgrades, landscaping and the new Mayes Canal Bridge.

During the quarter, traffic lanes were 'switched' to the new Mayes Canal Bridge lanes – operating one lane in each direction, allowing the old bridge to be demolished and the remaining two new lanes to be constructed.

The new bridge will maintain the same height clearance as the current bridge and be a 26.4-metre-wide, four-lane bridge with shared pedestrian and cycle paths on both sides. This important transport project will improve safety for motorists, cyclists and pedestrians, improve traffic flow, reduce delays during peak periods and cater for future traffic growth.

In addition, the key intersection at the corner of Brisbane Road, Walan and Hancock Streets reopened in September 2022 after extensive underground services works, including the completion of mains water, sewer, stormwater and telecommunications.

Quota Memorial Park playground

Council commenced the next stage of the Quota Memorial Park playground improvements in August 2022.

Once finished the playground will include a 7-metre-high 'Spire Gear Tower', contoured rock wall, climbing rope net, banister slide, internal climbers with various levels of challenge, a rope elevator and a huge spiral slide.

The playground provides an accessible junior and toddler play space in addition to the 1.7 hectare open space park extension which was part of stage one (completed in January 2022). The playground also honours the 1894 Moreton Central Sugar Mill, providing a meaningful connection to the park's history.

New boardwalk in Buderim

Council completed the \$150,000 boardwalk between Sage Street and Royal Drive, Buderim in August 2022, offering a smoother journey for those using wheelchairs, walkers and prams.

Previously a dirt track, the community are now able to enjoy a seamless elevated stroll through the rainforest which meanders along the creek bed towards Tom Rickards Park at the top of Buderim.

With no trees removed during its construction, the structure is made entirely from 100 per cent glass fibre reinforced polymer composites and recycled plastic elements and is raised above ground level to mitigate regular flooding that occurs with extreme rain events.

Nambour Aquatic Centre Splash Park

The \$3.2 million dollar Nambour Aquatic Centre Splash Park opened to the public on 17 September 2022, attracting more than 4000 visitors on the first school holiday weekend.

The Splash Park features more than 580 square metres of exciting water play for people and includes a new zero-depth and fully accessible splash pad, toddler slides, water jet features, tipping buckets, and two giant adventure water slides measuring 60 and 67 metres in length.

Council is committed to investing in new facilities to create jobs and improve the already fantastic lifestyle of locals. The venue will be a meeting place for many families for years to come, connecting our communities and enhancing the active and healthy lifestyle that we enjoy most.

Quarries

During this quarter, Council sold 47,000 tonnes of quarry product, as well as conducted two blasts to enable ongoing quarry supplies.

Road Network Management

A number of road projects progressed this quarter including the completion of safety improvements at Blackall Range Road, Woombye.

Following extensive road safety investigations of the area, Council identified instances of motorist negotiating curves at greater speeds than intended, causing them to run off the road.

Council was successful in obtaining \$157,000 in

funding through the Australian Government's Black Spot Program to mitigate future risks. Deliverables for the project included the:

- Installation of two vehicle activated signs, which illuminate when motorists exceed advisory speed for a specific curve or road section, and
- Improved hazard signage and delineation to improve visibility during night time conditions.

Waste and resource management

Significant progress was achieved during the quarter on a range of waste projects including the completion of the:

- New Cell 11 at Caloundra Landfill
- New Nambour Materials Recovery Facility, and
- Bulk earthworks at the Nambour Landfill expansion project.

New waste service-delivery contract

Queensland-based, family-owned company JJ's Waste & Recycling commenced as the operator of our region's waste collection services in July 2022.

The service-delivery contract is valued at \$146 million over eight years and coincided with the start of Council's expanded garden organics collection service, with 45,000 households now recycling their garden waste.

Delivering on the Sunshine Coast Waste Strategy and our vision as Australia's most sustainable region. Healthy. Smart. Creative. the new-look waste fleet comprises one electric vehicle, with plans in place to trial a hydrogen fuel-cell waste truck in late 2022.



Our Outstanding Organisation

Our organisation is high performing, innovative and community focused, marked by great people, good governance and regional leadership.



84

offers of employment for the quarter



2

final award placements received during the quarter

People and Culture

Council's organisational culture development program progressed during the quarter to ensure our culture enables the achievement of our strategic objectives and vision as Australia's most sustainable region. Healthy. Smart. Creative.

Council also progressed the Everyday Respect campaign to foster a diverse and inclusive workplace that is free from bullying and sexual harassment and provides a safe and respectful workplace for all.

SCC Workplaces

This quarter the Sunshine Coast City Hall reached another construction milestone with the tower crane dismantled and external scaffolding removed.

The external façade and ground level streetscape progressed significantly, and the fit-out on a number of floors was completed.

The inspiration behind the Sunshine Coast City Hall's design – the hinterland's majestic Glass House Mountains – is now evident as the building's exterior is unveiled. The Sunshine Coast City Hall is expected to be operational in late 2022.

Detailed design for the Caloundra administration building progressed with the development of an expression of interest for construction intended for late 2022.

The feasibility report for the Nambour administration building was completed during the quarter and activities have advanced into developing the concept design.

Connecting with our community

Council's commitment to connecting with our community through engaging story-telling, imagery and informative updates continued during the quarter.

As of 30 September 2022, Council's OurSC digital platform had 55,000 registered users and 9000 people had subscribed to receive the weekly e-newsletter.

Funding Partnerships for regional opportunities

Funding partnerships and contributions from other tiers of government are critical to deliver some of Council's key projects outlined in the Corporate Plan 2022-2026, with many having existing commitments.

During the quarter, there were a number of successful funding announcements, including the:

- First 5 Forever allocation that provides funding to support early literacy
- Black Spot funding to keep our roads safe
- Regional Arts Development Fund to support local art projects
- Get Ready Queensland funding to encourage disaster preparedness and resilience, and
- Cycle Network Local Government Grants to support active transport in the region.

Awards

Council was named as a finalist in two categories at the 2022 National Economic Development Awards for Excellence:

- Economic Development Strategic Thinking, and
- Economic Development Marketing and Promotion.

Connecting with Council

Council invites the community to take part in many forms of community engagement.

To receive Council news and information you can subscribe to Council's [e-newsletters](#) by visiting Council's website at sunshinecoast.qld.gov.au

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

Follow Council on:



Visit our have your say website at haveyoursay.sunshinecoast.qld.gov.au to comment on current consultations and projects or read about how community engagement helped shape Council projects.

Contact us via MyCouncil online anywhere, anytime to ask a question, report a problem, lodge a request or provide your feedback. Chat with a Customer Service Officer using Council's online Live Chat from 9am–4pm Monday to Friday or email mail@sunshinecoast.qld.gov.au

Customer contact counters are open 8.30am–4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour.

We encourage you to visit sunshinecoast.qld.gov.au



Our region.
**Healthy.
Smart.
Creative.**

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Operational Plan Activities Report Quarter 1, 2022/23



Quarterly Progress Report

Corporate Plan Goal : Our strong community



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









Healthy and active communities



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2022	30/06/2023	25%			<p>Following a significant review and benchmarking process of the Healthy Sunshine Coast program, extensive preparatory work has been undertaken to prepare for a relaunch which is earmarked to occur next quarter. This has included upgrading programming software, confirming contracts for suppliers and an expansion of the intentions of the program. An expressions of interest process has been run to attract program operators/partners with a total of 92 submissions received.</p> <p>The Migrant Learn to Swim and Beach Safety program is scheduled to start on 8 October 2022 and is fully subscribed with 45 participants between the two locations of Nambour Aquatic Centre and Goodlife Community Centre, Buderim. This develops confidence and skills in and around water, leading to safer communities and the ability for our migrant communities to better access our waterways. Planning has commenced for the Healthy Ageing Forum being organised by a network of partners under the Healthy Sunshine Coast program and will occur towards the end of 2022 at the University of the Sunshine Coast.</p>	CD: Community Development
1.1.2	Partner with the State Government and school communities to deliver travel behavioural change programs that support active transport options, including the 'RideScore Active School Travel' program, walking and cycling to school events, the cycle skills education course and the safe school travel program.	01/07/2022	30/06/2023	25%			<p>RideScore delivery is on track and delivered across nine schools with an uptake of 1500 students. An additional project to restore bicycles from waste facilities and distribute to RideScore schools and other charities is being delivered. Council is also investigating options to include walking in the RideScore program.</p> <p>The "E-bike Rides for Adults" were fully booked out in one day across five different events at various dates and locations. The purpose of this program is to educate users on road safety and pathway etiquette and familiarisation with electric bikes.</p>	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.3	Identify and secure an enduring legacy for the Sunshine Coast as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games and work collaboratively with our Community Reference Group and key partners to identify Sunshine Coast specific themes, opportunities and challenges.	01/07/2022	30/06/2023	25%			The Sunshine Coast 2032 Legacy Community Reference Group met on 12 September 2022 to commence development of a Sunshine Coast vision and aspiration statements for the Brisbane 2032 Olympic and Paralympic Games. This will be used to inform the overarching Brisbane 2032 Legacy Plan which will be discussed at a state wide forum in February 2023. Council continues to be active in a range of legacy planning activities with key delivery partners.	ECDGE: Group Executive Economic and Community Development



Vibrant community places and spaces that are inclusive, accessible and adaptable



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexilink and Kenilworth Community Transport Service.	01/07/2022	30/06/2023	25%			<p>As part of the Travel Behaviour Change Program, ThinkChange, work progressed on the implementation of actions from Council's Workplaces Travel Program, with the aim to reduce employee private vehicle use and establish alternative travel options for employees moving to new worksites, with a primary focus on 800 plus employees moving to City Hall in Maroochydore.</p> <p>Council continued to deliver the RideScore Active School Travel Program to nine trial schools across the region with support from the Transport Levy and has commenced on expanding the program to additional schools identified as part of the ThinkChange program.</p> <p>The Flexilink service between Peachester to Beerwah and Conondale to Maleny continued to be supported through the Transport Levy, as well as the Kenilworth Community Transport Service.</p> <p>To meet the standards outlined in the <i>Disability Discrimination Act 1992</i>, 28 bus stops have been identified for upgrades.</p>	TIP: Transport and Infrastructure Planning





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.2	Continue implementation of 'smart parking' technology with two additional car park locations in Maroochydore and Maleny that will improve car park usage data to inform future planning, travel choices for our residents and assist to reduce traffic congestion.	01/07/2022	30/06/2023	25%			Parking counters (which are linked to digital boards that designate the number of carparks), were purchased and will be rolled out in early 2023 at the following locations: - Montville - Russell Park Car Park - Caloundra - Happy Valley Car Park - Mooloolaba - Wharf Car Park	TIM: Transport Infrastructure Management
1.2.3	Expand the trial and implementation of regulated parking technology to provide a safer work environment while encouraging vehicle turnover to provide fair and equitable access to the town centres, destinations and tourism locations.	01/07/2022	30/06/2023	20%			The implementation of the ParkSmart program to regulate parking in Caloundra, Birtinya, and Buddina occurred in July 2022. There has been a reduction in the exposure to occupational violence as a result of the change in patrol method. The program has been well integrated into these communities and continues to support and encourage safe parking and vehicle turnover in line with parking arrangements. The next stage of planning is underway to introduce an additional two vehicles to the program this financial year.	CR: Customer Response
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: commencing civil works at Honey Farm Sport and Recreation Precinct, completion of the equestrian arena upgrade at Nambour showgrounds, and major upgrades to the North Shore Multi-Sports Complex and Palmwoods football clubhouses.	01/07/2022	30/06/2023	25%			Planning continued during the quarter for a number key actions under the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including the: - Civil works package for the Honey Farm Sport and Recreation Precinct - Moss Day Pavilion Indoor Equestrian Arena upgrade at Nambour Showgrounds, and - Major clubhouse upgrades for the North Shore Multi-Sports Complex and Palmwoods Football Club.	SCV: Sports and Community Venues
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Aquatic Centre water slides, completing the Kawana Aquatic Centre staged detailed designs with commencement of stage 1 construction including a new program pool, and improved car parking and demolition of the existing Learn to Swim pool.	01/07/2022	30/06/2023	25%			The official opening for the new Nambour Aquatic Centre Splash Park (including two new water slides) was held on Friday 16 September 2022. Within the first week of opening, more than 2000 slide passes were sold indicating the strong community support for this project. The Kawana Aquatic Centre detailed designs are progressing as planned with construction of stage one due to commence in early 2023.	SCV: Sports and Community Venues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2022	30/06/2023	25%			<p>More than 600 participants attended the Storytellers Festival which focused on connecting local authors and providing a range of workshops. This quarter also saw the launch of the Kathleen McArthur Lunch hour Theatre Scripts - Podcast Series. There are 22 episodes, with a new episode being made available each week. Libraries launched the online platform Hoopla which provides access to video content and digital comics. The cloudLibraries' Languages other than English (LOTE) online platform was made available, significantly increasing resources for community members whose first language is not English.</p> <p>This quarter, there were 208,740 visitors to the region's libraries, a 12% increase on the last quarter of 2021/22, a total of 5748 new members, a 14% increase on the last quarter of 2021/22 and an 8% increase in items loaned. Libraries provided 38 outreach sessions this quarter, with a 28% increase in attendees from the last quarter, and the Libraries Lifelong Program delivered 191 programs, which attracted 1095 attendees.</p>	AHL: Arts, Heritage and Libraries







An inclusive community, with opportunities for everyone





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Implement key actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 and develop a new Stretch Reconciliation Action Plan that strengthens relationships and supports social and economic opportunities for the First Nations community.	01/07/2022	30/06/2023	25%			<p>Key initiatives progressed through our Innovate Reconciliation Action Plan 2021-2022 (RAP), these include:</p> <ul style="list-style-type: none"> - Monthly meetings held with the Sunshine Coast First Nations Accord (corporate round table) and the Sunshine Coast First Nations community to build relationships and facilitate community conversations. - NAIDOC activities were held from 3 to 10 July 2022, and including Council's annual Flag Raising and the Wan'diny Sunshine Coast NAIDOC Family Fun Day held on Saturday 9 July 2022 at Quota Park Nambour, which attracted more than 2000 people in attendance. - Two First Nations 'Fire Country' initiatives were held in partnership with Kabi Kabi peoples, Jinibara peoples and surrounding traditional custodian groups. - The second 'First Nations Self-Determination, Representation & Wellbeing Forum' was held from 8 to 9 August 2022 with more than 200 attendees in attendance. First Nations programing was included as part of the Horizon Festival from 26 August to 4 September 2022. - Council completed the Reconciliation Australia 'RAP Impact Measurement Questionnaire' during the quarter which reflects on our reconciliation achievements and learnings over the last financial year. 	CD: Community Development

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2022	30/06/2023	25%			The Youth Council continues to provide an opportunity for young leaders to advocate and influence on behalf of youth across the region. Findings from the youth engagement activities identified the issue of most concern to young people was mental health. As a result, the Youth Council partnered with You Turn Support Services and Headspace Maroochydore to deliver a youth "chill out" zone at the Caloundra Music Festival. The zone provided a safe and relaxed environment for youth aged 12-18 years at the festival and encouraged mental health practices such as mindfulness activities, opportunities to share their thoughts and to simply play games. The Youth Council also provided comment on a 'Climate Statement' that was developed by a coalition of young people from across the broader Sunshine Coast. Noting environment and natural areas were recognised as highly important to young people, Council staff and the Youth Council joined forces to present at an Environmental Forum at Matthew Flinders Anglican College held on 6 September 2022. The Youth Council members are continually sought out for participation or advocacy in numerous activities held by Council.	CD: Community Development







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and accessibility.	01/07/2022	30/06/2023	25%			<p>The Multicultural Advisory Group continue to meet and advocate on behalf of multicultural communities on the Sunshine Coast. This has included participation in the Shine a Light on Racism campaign which launched in July 2022 with a social media campaign receiving over 180,000 impressions. Strong support was received from the South Sydney Rabbitohs National Rugby League club via their social media channels and landing page received over 1400 visits with 40 contributions uploaded. There has also been eight radio interviews with campaign patrons. Three Active Bystander training sessions through Nambour Community Centre and one community conversation with the Buderim Men's Shed have been delivered.</p> <p>Advocacy work in access and inclusion has included representation at the Thriving Through Change Business Expo held on 23 August 2022 and the Sunshine Coast Regional Disability Expo held on 8 September 2022. Disability awareness training for Council staff is planned to be held during Disability Action week in December 2022. Work has also commenced on developing an Access and Inclusion Action Plan that will direct Council's efforts to support improved access and inclusion for people with disability.</p>	CD: Community Development
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2022	30/06/2023	25%			<p>This quarter saw an ongoing focus on organisation capacity and knowledge building in delivering best practice engagement. Two separate training programs were conducted focusing on Council's Excellence in Engagement Framework and Facilitation Skills, a lunch and learn session was hosted with staff on planning effective engagement projects, and ongoing support and guidance was provided in the development of digital engagement projects via Council's Have Your Say platform to enhance and enable creative ways to engage with our community.</p>	CD: Community Development

Connected, resilient communities, with the capacity to respond to local issues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Provide support to the community and other not-for-profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the grants program.	01/07/2022	30/06/2023	25%			This quarter Council approved \$298,368 in community grant funding for 119 community projects, events and activities through: Environment; Regional Arts Development Fund (RADF); Festive and Commemorative; Individual Development; Emergency: Councillor Discretionary Funding Program; and Recreation Trails Partnerships grants. A further \$2,422,435 in multi-year funding that was approved in previous years, was made available to 224 community organisations for second or third year payments under the Community Partnership Funding Program; Sports Field Maintenance Funding Program; Environment Levy Partnerships; and Festive and Commemorative Grants. Community capacity building activities undertaken included four information and grant writing workshops, comprising two in person sessions at Nambour and Beerwah and two sessions in webinar format attracting a total of 84 attendees. Feedback from participants was very positive with 90% rating the event they attended as very good or excellent. Council received 117 applications from community organisations for their projects, events and activities through the first major grant round for the 2022/23 financial year, which closed on 29 August 2022.	CD: Community Development
1.4.2	Undertake a review and develop the next version of the Active Transport Plan that sees walking and cycling playing an essential part in an integrated transport system to provide improved mobility, safer streets, healthier residents and a reduced impact on global climate	01/07/2022	30/06/2023	10%			The focus during the quarter was identifying active transport actions required to inform the development of the new Sunshine Coast Planning Scheme 2024. Due to this, development of an updated Active Transport Plan is underway and progressed slower than expected.	TIP: Transport and Infrastructure Planning
1.4.3	Develop a Roads Plan that ensures the road network plays its intended role in moving people and goods while connecting our communities efficiently and effectivity, including: applying technology to improve network efficiency, guiding future investment in Council roads and informing advocacy for State and Federal Government investment.	01/07/2022	30/06/2023	15%			Council has progressed the Roads Plan this quarter by preparing a strategy for a draft communication and community engagement process.	TIP: Transport and Infrastructure Planning











Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.4	Progress a detailed business case with the State Government for staged development of a local mass transit solution that integrates transport and land use planning to maintain the liveability of the region.	01/07/2022	30/06/2023	25%			Progressing in accordance with the Queensland Government Department of Transport and Main Roads processes.	UGP: Urban Growth Projects
1.4.5	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2022	30/06/2023	25%			Council collaborated with church groups to deliver the Hope for Homes Forum held on 26 September 2022, which was attended by 130 people. Participants gave an overall rating of 9 out of 10 for the event. Outcomes included strengthening connections between groups and providing information to support community led initiatives to respond to homelessness. There are currently five community-led initiatives being supported by Council, and development of a Housing and Homelessness Action Plan has commenced. There has also been three toolbox talks delivered to inform frontline workers of how they can respond to people rough sleeping. Council is partnering with local domestic and family violence services in planning the 16 days of Activism against Gender Based Violence in November 2022. Council is also participating in work to develop youth focused resources that identify safe people and spaces and is supporting a program designed for perpetrators to take responsibility for their actions to avoid repeat offending. There has also been positive connections developed with the Maroochydore Men's Shed following their desire to be active in supporting prevention work.	CD: Community Development







Creative and innovative approaches to building a strong community





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2022 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2022	30/06/2023	25%			The Horizon Festival was successfully delivered from 26 August to 4 September 2022. The festival engaged 601 artists, presenters and community participants across 25 locations in 161 events. Two events were postponed due to inclement weather. Positive feedback has been received from artists and audiences with several events selling out. A partnership with the University of the Sunshine Coast included two interns (interested in creative industries) working closely on the 'Horizon Kids' and festival production.	AHL: Arts, Heritage and Libraries
1.5.2	Plan and coordinate Council's Arts Levy Program to deliver an annual program of developmental opportunities for the creative sector and, in line with the Sunshine Coast Arts Plan 2018-2038 coordinate the delivery of the Regional Arts Development Fund, plan and implement the delivery of the Regional Arts Infrastructure Framework and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2022	30/06/2023	25%			The Creative Investment Program was launched this quarter, with Expressions of Interest received for 18 applications. With 16 approved to go to full application. The "Project 24" artist in residence program was launched with 21 applications received, and 6 artists participating this quarter. A report has been commissioned to audit the region's creative sector to support the review of the Sunshine Coast Arts Plan and development of an incentives campaign. An annual funding agreement of \$70,000 with the Sunshine Coast Arts Foundation has been signed.	CD: Community Development
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including: next stage planning for the Sunshine Coast Regional Collection Store, delivery of activation events for Bankfoot House and the Landsborough Museum, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2022	30/06/2023	25%			Key heritage initiatives progressed during the quarter, including the: <ul style="list-style-type: none"> - Launch of the Historian in Residence program - Digitisation of the significant Bill Robinson Collection continues to improve public accessibility - Operational management of Landsborough Museum and collection - Promotion of the regional museum network through marketing at community and tourism events - More than \$161,000 in grants were provided to community heritage groups, and - Professional development and support provided to local museums including collection and exhibition workshops. 	AHL: Arts, Heritage and Libraries

Corporate Plan Goal : Our environment and liveability



A resilient region shaped by clever planning and good design





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Undertake a review of the Environment and Liveability Strategy 2017 five-year implementation plan and progress embedding sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast through emissions reduction and climate risk management.	01/07/2022	30/06/2023	25%			Planning for the Environment and Liveability Strategy 2017 new five-year implementation plan review has commenced. Council adopted the Zero-net Emissions Plan in July 2022, which provides a framework to implement emission reduction under six focus areas: waste, electricity, transport, supply chain, building and infrastructure and governance and culture change. An organisational sustainability survey was completed which will inform future planning for Council. Climate risk management planning has continued, including the development of the Regional Climate Action Roadmap in partnership with Noosa Shire Council.	ESP: Environment and Sustainability Policy
2.1.2	Progress the drafting of the new planning scheme informed by the preliminary community consultation outcomes and the state interest review, prior to undertaking formal community consultation on the proposed planning scheme that will shape future settlement patterns across the region.	01/07/2022	30/06/2023	25%			Key findings and outcomes from preliminary consultation on the new planning scheme were reported back to the community in September 2022. Planning scheme drafting is progressing informed by preliminary consultation feedback.	SP: Strategic Planning
2.1.3	Continue to negotiate with parties to the Palmview Infrastructure Agreement to ensure the timely delivery of all infrastructure obligations under the agreement.	01/07/2022	30/06/2023	50%			Council is continuing to negotiate amendments to the Infrastructure Agreement (IA) to ensure the timely delivery of infrastructure for the Palmview community. There are a number of matters requiring further resolution before the amended IA can be finalised and any budget impacts known.	UGP: Urban Growth Projects
2.1.4	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2022	30/06/2023	25%			Engagement and advocacy are ongoing with the State Government on current Regional Plan implementation projects. During the quarter meetings were held with the State Government to reiterate Council's position on key regional planning matters.	SP: Strategic Planning
2.1.5	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2022	30/06/2023	10%			Council is working in collaboration with the State Government to progress the Detailed Business Case.	UGP: Urban Growth Projects

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.6	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent, identifying and acquiring strategic land and implementing the Inter-urban Break Outdoor Recreation Plan with partners.	01/07/2022	30/06/2023	25%			Council has continued to advocate for the protection of the Regional Inter-urban Break as a critical major green space that plays an important role in preserving our region's distinctive character, identity and valued lifestyle.	ESP: Environment and Sustainability Policy
2.1.7	Develop a project to enable improved identification and updating of stormwater assets in Council's asset register, to better shape appropriate levels of service in accordance with the Stormwater Management Strategy.	01/07/2022	30/06/2023	25%			Waterworks gauges have been installed at six sites. These gauges will improve maintenance by triggering intervention prior to levels of service falling below expectations.	TIM: Transport Infrastructure Management
2.1.8	Deliver placemaking initiatives including streetscape improvements for Eumundi, Woombye, Nambour, Landsborough, Maleny, Glass House Mountains and Maroochydore (First Avenue and Ocean Street).	01/07/2022	30/06/2023	25%			<p>Council progressed a number of placemaking initiatives this quarter. Streetscape initiatives in the design stage include:</p> <ul style="list-style-type: none"> - Currie Street, Howard Street, Mill Street, Bury Street and Anne Street, Nambour - Cribb Street, Landsborough - Ocean Street, Maroochydore - Memorial Drive, Eumundi <p>Streetscape initiatives in the community consultation stage include:</p> <ul style="list-style-type: none"> - Maple Street, Maleny - Reed Street, Glass House (occurring in partnership with the University of the Sunshine Coast) <p>Initiatives in the construction stage include:</p> <ul style="list-style-type: none"> - Blackall Street, Woombye - First Avenue, Maroochydore 	DPS: Design and Placemaking Services





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.9	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events and undertake a review of Council's Local Disaster Management Plan.	01/07/2022	30/06/2023	25%			Council continues to coordinate the Sunshine Coast Local Disaster Management Group, and foster the partnership with the District Disaster Management Group to ensure that we maintain a preparatory, response and recovery capability to assist our community prior to, during and post disaster events which affect our region. Key relationships and resources are well maintained, along with the updating of current hazard risk assessment and Local Disaster Management Plan which is currently under review. These plans will be made available to the community to ensure they are able to retain confidence in Council's operations as the coordinator of disaster management for the region.	SF: Specialist Functions
2.1.10	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2022	30/06/2023	25%			A number of Coastal Hazard Adaptation Strategy actions have commenced, including: - Development of the Shoreline Erosion Management Plan - Collaborative design of Special Area Adaptation Plans Project - Case Study Options Analysis of Coastal Hazard Adaptation Infrastructure (Maroochydore and Mooloolaba foreshores).	ESP: Environment and Sustainability Policy



Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2022	30/06/2023	25%			Implementation of the 2022/23 Environment Levy Program is underway to ensure our natural assets are preserved and enhanced through land acquisition, projects and partnerships. Detailed field fauna surveys were undertaken in the Lower Mooloolah major green space to understand the values of the area.	ESP: Environment and Sustainability Policy





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.2	Complete the upgrade and replacement of the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2022	30/06/2023	100%			Stage 2 of the project was completed this quarter. The projected budget was impacted by unforeseen conditions produced in this weather impacted coastal environment, given the work occurs in the beach zone. The completed groyne will protect the current beach area and river mouth environment from coastal erosion, providing a stabilised beach environment protecting the very popular Cotton Tree Holiday Park.	PD: Project Delivery
2.2.3	Progress the Point Cartwright Master Plan project, including management of the Community Reference Group, consultation activities, master plan development and readiness for implementation.	01/07/2022	30/06/2023	40%			Council continue to work with the Community Reference Group and are currently finalising background studies with specialist consultants. Once community feedback has been sought and received in early 2023 a draft master plan will be developed.	DPS: Design and Placemaking Services

Responsive, accessible and well managed assets and infrastructure









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project, land acquisitions, land management activities and stakeholder engagement.	01/07/2022	30/06/2023	25%			Implementation of the Australian Government's Blue Carbon Restoration Grant is continuing. Council continued to work with the Kabi Kabi people on further opportunities for engagement and involvement in the project.	ESP: Environment and Sustainability Policy
2.3.2	Progress the master planning and strategic business case development to support establishing a Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2022	30/06/2023	25%			Stage two community engagement was undertaken between August and September 2022, seeking feedback on preliminary ideas and activities for the proposed ecological park to inform a draft master plan.	ESP: Environment and Sustainability Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.3	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2022	30/06/2023	25%			Maintenance is ongoing at Maleny Community Precinct to enable the demonstration of different weed control techniques and an environmental DNA trial was undertaken. After delays caused by weather, a site assessment of the Witta stockpile site has been undertaken and a Weed Management and Restoration Plan is being prepared. Additionally, a remote mower was trialled for track establishment and grass management along Curramore Road, Witta. Officers continue to investigate a range of weed control options and further works will continue at both sites during the next stage of operational works during 2022/23 financial year.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2022	30/06/2023	25%			As part of the initiatives from the Street Tree Master Plan, 379 trees were planted across the region this quarter.	P&G: Parks and Gardens
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community.	01/07/2022	30/06/2023	20%			<p>Transitional implementation of the Sunshine Coast Biosphere has included:</p> <ul style="list-style-type: none"> - Establishing Biosphere governance arrangements including the Biosphere Coordinating Committee and Community Advisory Group - Baseline Biosphere performance measurement framework considered and noted by the Coordinating Committee for finalisation and promotion via public release. Committee also discussed opportunities to further strengthen Jinibara and Kabi Kabi peoples' connections through the framework - Sunshine Coast Biosphere photography showcase opened, and - Promotion of the Biosphere at a range of local events and an Australian Biosphere Reserves Strategic Planning workshop 	ESP: Environment and Sustainability Policy

A reputation for innovation, sustainability and liveability









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Commence construction of the new hi-tech material recovery facility at Nambour waste precinct to improve the quality of processed recyclable materials, key deliverables include: procuring plant and equipment, designing and constructing a weighbridge and an internal site access road.	01/07/2022	30/06/2023	20%			Construction of new hi-tech materials recovery facility has commenced. Practical completion planned for the end of 2023.	WRM: Waste and Resource Management
2.5.2	Develop a new Sunshine Coast Waste Strategy to guide service provision, emissions reduction, diversion of waste from landfill and continued modernisation of Council's waste management facilities and practices.	01/07/2022	30/06/2023	10%			Benchmarking of contemporary waste management strategies from across Australia has been undertaken and a review of current state, national and regional waste management policies and strategies. The benchmarking will inform the background planning, ahead of commencing the development of a new Sunshine Coast Council Waste Strategy.	WRM: Waste and Resource Management
2.5.3	Deliver education programs that make a difference to household waste behaviours towards a cleaner, greener and sustainable Sunshine Coast.	01/07/2022	30/06/2023	25%			Council has engaged a contractor to deliver education programs throughout the year to schools, community groups and events. Waste education for this quarter included the 'Kids In Action' conference and tours of the Resource Recovery Centre's and landfill sites.	WRM: Waste and Resource Management
2.5.4	Expansion of the garden organics program to reduce the amount of material that goes into general waste and landfill.	01/07/2022	30/06/2023	100%			The garden organics program is now complete, with the organic bin collection service expanded across the region, giving residents an easy and convenient way to recycle their garden waste and help the environment.	WRM: Waste and Resource Management



Corporate Plan Goal : Our resilient economy

Strong economic leadership, collaboration and identity



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Undertake a review of the Regional Economic Development Strategy Implementation Plan 2019-2023 to drive further progress towards the delivery of a resilient and strong economy for the Sunshine Coast region.	01/07/2022	30/06/2023	25%			During the quarter the Regional Economic Development Strategy Annual Report 2021/22 was presented and endorsed by Council. The development of scope, methodology, budget and timeframe of the review of the next five-year Implementation Plan for the Regional Economic Development Strategy commenced this quarter. Once established, the process for stakeholder engagement will be developed and undertaken to help inform the review.	ECDEV: Economic Development
3.1.2	Enhance the sports industry through the 'Sport Industry Development' program that maximises the use of existing assets and enhances the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2022	30/06/2023	50%			A targeted suite of Sports Industry Development projects progressed during the quarter, including EventsConnect - a virtual directory of Sunshine Coast event and sport industry suppliers, scheduled to launch in late 2022. Filming of 13 virtual venue tours was completed to create national and international awareness of the region and its venues, facilities and capabilities to increase interest and enquiries to host events, competitions and training. A number of events and programs were supported under the program this quarter including the Sunshine Sounds Festival, Sunshine Coast Officiating Summit and RoboRAVE. These events generated an anticipated economic benefit of \$2 million for the region.	ECDEV: Economic Development
3.1.3	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, and develop and finalise a new performance deed.	01/07/2022	30/06/2023	25%			A financial agreement is in place between Visit Sunshine Coast and Council. Payments are being made to Visit Sunshine Coast in accordance with this agreement and Council's allocated budget. Negotiations are underway with Visit Sunshine Coast on key performance outcomes for a new funding deed.	ECDEV: Economic Development



New capital investment in the region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress amendments to the Maroochydore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2022	30/06/2023	20%			Council is continuing to engage with Economic Development Queensland in regard to amendments to the Maroochydore City Centre Priority Development Area.	UGP: Urban Growth Projects
3.2.2	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2022	30/06/2023	25%			Council is working in collaboration with the Sunshine Coast Airport and Economic Development Queensland to progress the designation of the Sunshine Coast Airport as a Priority Development Area.	UGP: Urban Growth Projects
3.2.3	Progress implementation of the Caloundra Centre Master Plan 2017 in alignment with the Caloundra centre activation project, including finalising the business case for the new Caloundra Regional Gallery, and preliminary feasibility and design for the Community and Creative Hub Precinct.	01/07/2022	30/06/2023	35%			Caloundra Administration building detailed design is well advanced and due for completion in late 2022. The business case for a new Caloundra Regional Gallery preliminary evaluation stage is in progress. Once this is completed, the concept design for the broader Community and Creative Hub can progress. The communication plan remains current and reports progress on implementation of the project.	LANAGE: Group Executive Liveability and Natural Assets
3.2.4	Work with Walker Maroochydore Developments Pty Ltd and SunCentral Maroochydore Pty Ltd to support the implementation of the Maroochydore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2022	30/06/2023	25%			Council and SunCentral Maroochydore Pty Ltd have continued to work with Walker Maroochydore Developments Pty Ltd this quarter to progress development of the Maroochydore City Centre.	OCEO: Office of the CEO



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.5	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2022	30/06/2023	25%			Council hosted the Brisbane-based New Zealand Trade and Enterprise Trade Commissioner and commercial business advisors on 16 August 2022, which included a tour of the NEXTDC SC1 Data Centre, Maroochydore City Centre and Sunshine Coast Airport. The objective was to drive awareness of the investment support on offer from Council to New Zealand companies that choose to invest locally. Outcomes include two New Zealand investment referrals and an invitation for Council to present alongside New Zealand Trade and Enterprise to interstate targets. Council partnered with Cooper Grace Ward for a boardroom briefing to 30 of their clients on 19 September 2022 to provide an update on population growth and key projects taking place on the Sunshine Coast. Presentations were made by Mayor Jamieson, NEXTDC and Walker Corporation. The briefing was well received and has resulted in an investment lead from a global consulting firm.	ECDEV: Economic Development

Investment and growth in high-value industries





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Progress implementation of Mooloolaba Master Plan, including consultation and design of the Foreshore Central Meeting Place project and completion of the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) that incorporates the new Mayes Canal Bridge.	01/07/2022	30/06/2023	50%			Council commenced a community engagement process on 28 September 2022 in relation to two concept designs for the Central Meeting Place at Mooloolaba - Concept Blue and Concept Yellow, with engagement closing on 25 October 2022. The intersection of Brisbane Road, Walan Street and Hancock Street in Mooloolaba reopened in mid-September 2022. The new western lanes will be operational by end of November 2022 while the existing lanes are reconstructed along with new drainage and services construction. The second stage of the bridge upgrade has commenced and this will continue into the new year.	PD: Project Delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries.	01/07/2022	30/06/2023	25%			Council continued to attract new business investment enquiries during the quarter by promoting the Sunshine Coast as a smart place for business. The 'Give your business a boost of Vitamin SC' video campaigns continue to be promoted in addition to Google advertisements, storytelling blogs, Facebook, LinkedIn and advertorials, generating 310 investment leads for the quarter.	ECDEV: Economic Development





Strong local to global connections



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing access to specialist services, contacts and training and partnering with State and Federal Government trade agencies for in-market assistance.	01/07/2022	30/06/2023	25%			Implementation of the Sunshine Coast Export Plan 2022-2023 commenced with the delivery of a New Zealand trade briefing, in partnership with Trade and Invest Queensland (TIQ) and Austrade business development directors based in Auckland. More than 50 local business representatives attended the briefing to learn of the priority industry sectors of focus for TIQ and Austrade and opportunities for trade and investment identified in the New Zealand market. Council launched an expression of interest (EOI) process for a Sunshine Coast business mission to New Zealand planned for December 2022. Seven EOIs were received by 30 September 2022.	ECDEV: Economic Development

A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2022	30/06/2023	25%			<p>Caloundra Indoor Stadium held the National Table Tennis Championships in July 2022, the National under 15 Volleyball Championships in August 2022 and the Regional Disability Expo in September 2022.</p> <p>Maroochydore Multi Sports Complex hosted the Vicki Wilson Cup in July 2022, Coastal District Interschool Sport for AFL and soccer, the AFL Club Academies Development Carnival, AFL Queensland School Holiday Camp and Lightning Netball Cup in September 2022.</p> <p>The Nambour Showgrounds saw the Queensland Garden Expo and Nambour Swap Meet in July 2022, and the Sunshine Coast Motor Sport Club Street Sprints and Sunshine Coast Caravan and Outdoor Expo in August 2022.</p> <p>Sunshine Coast Stadium secured the Oceania Rugby under 20 Championships and Rugby World Cup Qualifier in July 2022. The Living Life Festival and Buskers by the Lake were held in August 2022 and various local league grand finals, the Sunshine Coast Expo and the Touch Football Australia National Youth Championships took place in September 2022.</p> <p>Venue 114 delivered the Travis Schultz Wine Symposium, Sunshine Coast Symphony Orchestra, Medical Grads Celebration, In Conversation - Becoming Anti Racist, Breast Cancer Fundraiser, Mayor Telstra Innovation Awards and Burlesque La'Mour cabaret performances.</p>	SCV: Sports and Community Venues
3.5.2	Implement priority activities from the Major Events Strategy 2018-2027 including: strengthening arts and cultural events, capitalising on the growing demand for off road and adventure style events and ensuring close alignment with opportunities identified from the 2032 Brisbane Olympic and Paralympic Games.	01/07/2022	30/06/2023	25%			<p>During the quarter, 25 events were held including The Curated (side) Plate, over 60's Cricket World Cup 2022 and The Old Woman Ocean Ski Race 2022. The events showcased the diversity of the events calendar and included cultural, lifestyle, sporting, off-road and adventure style events. Six sponsorship applications were presented to the Sunshine Coast Events Board during the quarter with all recommendations supported. The event applications assessed included one lifestyle event, two cultural events and three sporting events; one of which is a Brisbane 2032 Olympic and Paralympic Games pre-legacy event.</p>	ECDEV: Economic Development





A regional hub for innovation, entrepreneurship and creativity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast' and better prepare and connect young people to education and employment opportunities in the region including through skills development within schools and working closely with the State Government on regional initiatives.	01/07/2022	30/06/2023	25%			<p>Study Sunshine Coast appointed six Student Ambassadors from both the University of the Sunshine Coast and TAFE Queensland who have been engaged to promote the region to their friends, family and potential students in their home countries, highlighting the lifestyle and opportunity on the Sunshine Coast. Study Sunshine Coast hosted seven international delegates to showcase why the Sunshine Coast is the ideal destination for students to live, learn and kick start their future.</p> <p>The delegate group spent two days on the Sunshine Coast visiting various education, industry and tourism businesses and received a warm welcome to the Sunshine Coast from Mayor Jamieson. Study Sunshine Coast presented at the TAFE Queensland international student orientation session and occupied a stall at the University of the Sunshine Coast Orientation Week events (which attracted over 140 leads) and presented at the International Student Orientation session to over 200 new international students. Study Sunshine Coast successfully launched the Project Global Citizen cultural intelligence program which is highly sought after by domestic and international students seeking to develop their cultural intelligence for study, living and working with different cultures and 22 subsidised scholarships were offered.</p>	ECDEV: Economic Development
3.6.2	Finalise the Caloundra Aerodrome Master Plan and prepare the implementation plan.	01/07/2022	30/06/2023	45%			Feedback from stakeholder engagement has informed the final draft of the Caloundra Aerodrome Master Plan, which includes a proposed implementation plan for Council consideration.	MPSP: Major Projects and Strategic Property





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.3	Strengthen the collective resilience of our business communities and the destination appeal of precincts, through the development and delivery of activation plans, and support the business community through the 'Small Business Friendly Council' initiative and to help drive the 'Buy Local' initiative within the region.	01/07/2022	30/06/2023	25%			<p>Key initiatives were delivered to attract visitors and build capacity of key precincts, including:</p> <ul style="list-style-type: none"> - Nambour Forecourt Live, held on 16 September 2022 (which attracted 300 attendees) - Skyline Ferris Wheel, Coolumb Beach - "Shop Caloundra" campaign in partnership with Caloundra Business Alliance and Hot91 FM, increasing footfall and spending during August 2022, and - an ongoing social media campaign with the Mooloolaba Chamber of Commerce to stimulate business activity during the closure of Brisbane Road, Mooloolaba. <p>Council delivered specialist advice to 144 businesses and delivered the Thriving Through Change Business Expo which connected 350 businesses to 38 exhibitors and included two masterclasses and an inspiring keynote speaker.</p> <p>Council partnered with Buy Local Sunshine Coast to campaign across social and digital media over an eight weeks period. The campaign reached 103,000 people and generated 1322 visits to the Buy Local Sunshine Coast website, encouraging customers to spend locally.</p> <p>The Local Business Champions series highlighted eight businesses which have made significant contributions to the local business community and the Small Business Friendly Program Annual Report was submitted to the Queensland Small Business Commissioner during the quarter.</p>	ECDEV: Economic Development

Corporate Plan Goal : Our service excellence





Engage with our community to inform asset management and service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.1.1	Develop Service Excellence principles that consider customer insights to support the design of contemporary business approaches and deliver efficient and effective customer experiences.	01/07/2022	30/06/2023	25%			During the quarter, Council ran a campaign to make it easier for residents to pay their rates. More than 3400 residents elected to receive their rates notice via email and in doing so, have supported Council's sustainability efforts. Transitioning to paperless rates has reduced costs and paper waste for Council and has assisted residents by enabling access to their rates information from any device, anywhere, any time.	CR: Customer Response
4.1.2	Develop and implement a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2022	30/06/2023	25%			Council has commenced preparing a draft Strategic Asset Management Plan which delivers consistent asset management practices, processes and systems throughout the organisation.	AM: Asset Management



Design accessible, flexible and innovative services that meet community needs



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Implement the new Smart City Framework and commence execution of the implementation plan to realise Smart City opportunities and further develop Council's data driven decision making capability.	01/07/2022	30/06/2023	25%			The Smart City Framework and Smart City Implementation Plan 2022-2025 has progressed, this has identified processes and projects to realise smart city opportunities and further progress Council's data driven decision making capability with key projects underway relating to computer vision, technology, research projects and development of technology standards within Councils infrastructure manuals.	BI: Business and Innovation
4.3.2	Expand the online plumbing inspection system to include commercial permits which will provide efficiencies through allowing all plumbing inspections to be requested online.	01/07/2022	30/06/2023	10%			Council's online plumbing inspection booking for domestic inspections enables plumbing customers to book an inspection and lodge forms online. The second phase of the online plumbing inspection booking system has been initiated this quarter for commercial inspections. This project is progressing with the scope and system requirements now finalised.	DS: Development Services

Deliver consistent service levels that provide positive experiences for our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Utilise the customer experience program and analyse customer feedback and interactions to design solutions that improve outcomes for key business areas and our customers, including making it easier for our customers to find what they need and self service.	01/07/2022	30/06/2023	25%			Guided by customer insights, major work was undertaken to digitise and automate our largest and most popular waste customer service processes making it easier for our customers to self serve. This has proven popular with over 8000 waste requests processed this quarter. These changes create value for the community and make it easier for Council to efficiently handle customer requests.	CR: Customer Response
4.4.2	Mobilise the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2022	30/06/2023	100%			The service provision under next generation waste collection contract commenced 10 July 2022, ensuring essential waste services are delivered to the community.	WRM: Waste and Resource Management



Assess service performance and sustainability to inform evidence-based business planning

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long-term financial plans.	01/07/2022	30/06/2023	17%			Projects carried over from the 2021/22 financial year were completed during the quarter alongside the commencement of this year's program. Delivery of the capital program will be challenging as a similar set of compounding market and environmental risks that impacted the nation in the previous financial year continue. This is coupled with a consecutive La Nina seasonal outlook, bringing higher probability of wet weather and potential flooding. Some projects have already been re-programmed to mitigate these impacts where possible but market conditions remain unchanged with higher market pricing, supply chain and contractor availability issues. Resourcing will play a key role in the delivery of the capital program with widespread employment movements occurring both in the external sector and internal to Council. This overall program is currently on time and budget but will be monitored closely to consider delivery risk and whether adjustments to the capital program are required.	PD: Project Delivery





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.2	Progress a program of service planning and reviews that explore more efficient ways to deliver the right services, at the right service levels at a sustainable cost.	01/07/2022	30/06/2023	25%			A Community Satisfaction Survey was completed in September 2022 to provide insights on how satisfied our community is with Council services as well as how frequently they use them. Analysis of results is underway and will be considered alongside other key information to inform the corporate and service planning.	OCEO: Office of the CEO

Corporate Plan Goal : Our outstanding organisation









Maintain a financially sustainable organisation that balances the needs of our growing region





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Review the long term financial plan based on sound financial modelling that includes improved contributed asset processes, enhanced asset management valuation systems and the delivery of a well informed budget.	01/07/2022	30/06/2023	25%			Council's financial performance for 2022/23 is currently within the adopted metrics for the quarter. Financial performance is reported monthly and satisfies section 204 of the Local Government Regulation 2012.	F: Finance

Provide quality information, systems and processes to deliver fit for purpose solutions







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.1	Implement the information technology management program that provides a focus on software rationalisation, hardware replacement and progress the records and information management improvement program.	01/07/2022	30/06/2023	50%			Council has established an ongoing enterprise architecture function that will continue to plan and review our technology and associated investment strategy moving forward. Key objectives will be accomplished by focusing on software rationalisation, hardware replacement, process reengineering and automation including artificial intelligence in alignment to strategic corporate plan objectives.	DIS: Digital and Information Services
5.2.2	Develop and implement an Information and Communication Technology Plan with a strong focus on cyber-security, mobility, connectivity, accessibility, cloud computing and building capability to provide efficient and secure systems and processes.	01/07/2022	30/06/2023	50%			The concept and content of the Digital Plan 2022-2026 has been developed and aligns with the Smart Cities Framework and the Corporate Plan 2022-2026. A 10 Year Information and Communication Technology Capital Plan is also being developed which will set a strong focus on the capital investments in technology at an enterprise level to deliver against the newly developed Digital Plan 2022-2026.	DIS: Digital and Information Services

Embrace a safe and collaborative workplace culture that attracts and retains high performing and engaged people





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Progress people and culture strategic initiatives including a focus on the organisational priorities of diversity, inclusion and culture.	01/07/2022	30/06/2023	25%			A project to renew the organisational culture including the values is well progressed. A series of workshops have been undertaken with employees from across Council to discuss the organisational culture that is needed to achieve Council's vision and strategic objectives. The Diversity and Inclusion Program has continued with key deliverables including the development of the Prevention of Workplace Bullying and Harassment Procedure and the Sexual Harassment and Response Procedure, the Everyday Respect campaign launched, a Diversity and Inclusion Advisory Group was created, development programs offered.	P&C: People and Culture
5.3.2	Implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and continuing to improve the safety management system.	01/07/2022	30/06/2023	20%			Actions from the Wellbeing, Health and Safety Action Plan were implemented. Critical risks have been identified and the review and development of critical controls is underway. Safety leadership training is being offered to senior leaders to provide all leaders with the core skills and knowledge to lead their teams in a way that promotes wellbeing, health and safety.	P&C: People and Culture
5.3.3	Complete staff relocations to the Maroochydore, Caloundra and Nambour administration centres and progress the delivery of the 10-year depot refurbishment program that includes the provision of additional accommodation for service delivery teams at the Caloundra depot.	01/07/2022	30/06/2023	15%			Following reviews of staff allocations between major administration centres, a prioritisation approach that considers service continuity, user experience and cost efficiencies has been endorsed. This now allows the detailed relocation sequence to be programmed in October 2022 ahead of staged movements commencing from December 2022. Minor works on the depots have also commenced for this financial year and will continue into 2023.	LANAGE: Group Executive Liveability and Natural Assets
5.3.4	Finalise construction of the Sunshine Coast City Hall in the Maroochydore City Centre by end of 2022 in preparation for staff relocations.	01/07/2022	30/06/2023	75%			Construction activities are due for completion in October 2022 ahead of final equipment and furniture installations in November 2022. This will allow for staged general staff occupancy from December 2022 and into first quarter 2023.	LANAGE: Group Executive Liveability and Natural Assets

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.5	Facilitate and progress the Nambour centre activation project including the preliminary feasibility and design for the Nambour administration precinct buildings.	01/07/2022	30/06/2023	25%			The feasibility report for the Nambour Administration building has been completed. Activities have advanced into concept design with multiple options developed for consideration, review and input from a variety of internal stakeholders. A preferred option is anticipated to be resolved in late 2022 before proceeding into the next phases of design in 2023.	LANAGE: Group Executive Liveability and Natural Assets
5.3.6	Complete detailed design for the Caloundra administration building repurposing project, including an associated operational management plan.	01/07/2022	30/06/2023	65%			Detailed design is well advanced and expected to be completed by November 2022, prior to proceeding to expression of interest for construction.	LANAGE: Group Executive Liveability and Natural Assets

Demonstrate accountable leadership, future planning, and good governance that provides confidence to our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.1	Develop an Outstanding Organisation Strategy that demonstrates positive culture, accountable leadership and future planning, underpinned by good governance that builds confidence and trust with our community.	01/07/2022	30/06/2023	60%			Work has progressed on developing the Culture Plan and Digital Plan. These documents provide critical pathways to delivering on the our outstanding organisation goal and future strategy.	BPGE: Group Executive Business Performance Group
5.4.2	Complete implementation of the recommendations of the Office of the Information Commissioner's compliance audit report within the agreed timeframes.	01/07/2022	30/06/2023	60%			The majority of the 22 recommendations from the report have been completed or are in the process of being implemented. It is expected that all actions will be finalised in accordance with agreed timeframes.	CG: Corporate Governance
5.4.3	Prepare a revised Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic level risks across the broad spectrum of Council's corporate and service delivery responsibilities.	01/07/2022	30/06/2023	30%			The Risk Management Manual and Framework are currently under review. The Framework will be responsive to the broad spectrum of Council's corporate and service delivery responsibilities.	CG: Corporate Governance

Partner with community, business and government to represent and advocate the needs of our region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.5.1	Advance our region's major projects outlined in the Corporate Plan 2022-2026 through establishment of a strategic approach to stakeholder relationships, advocacy and funding partnerships.	01/07/2022	30/06/2023	25%			Funding partnership and contributions from other tiers of government are critical to deliver some of Council's key projects outlined in the Corporate Plan 2022-2026 with many having existing commitments. In addition, there were a number of successful funding allocations announced during the quarter, including: - First 5 forever that provides funding to support early literacy - Black Spot Program to provide funding to keep our roads safe - Regional Arts Development Fund to support local art projects - Get Ready Queensland to support disaster preparedness and resilience - Cycle Network Local Government Grants - installation and maintenance of bus stop shelters.	OCEO: Office of the CEO
5.5.2	Develop a Relationship Framework to support stakeholder trust, confidence and connection with the Sunshine Coast Council.	01/07/2022	30/06/2023	25%			Council has commenced modelling investigations for best-practice communication with our community which will be used to inform the development of the Relationship Framework.	C: Communication