


# Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 4 – 2021/22



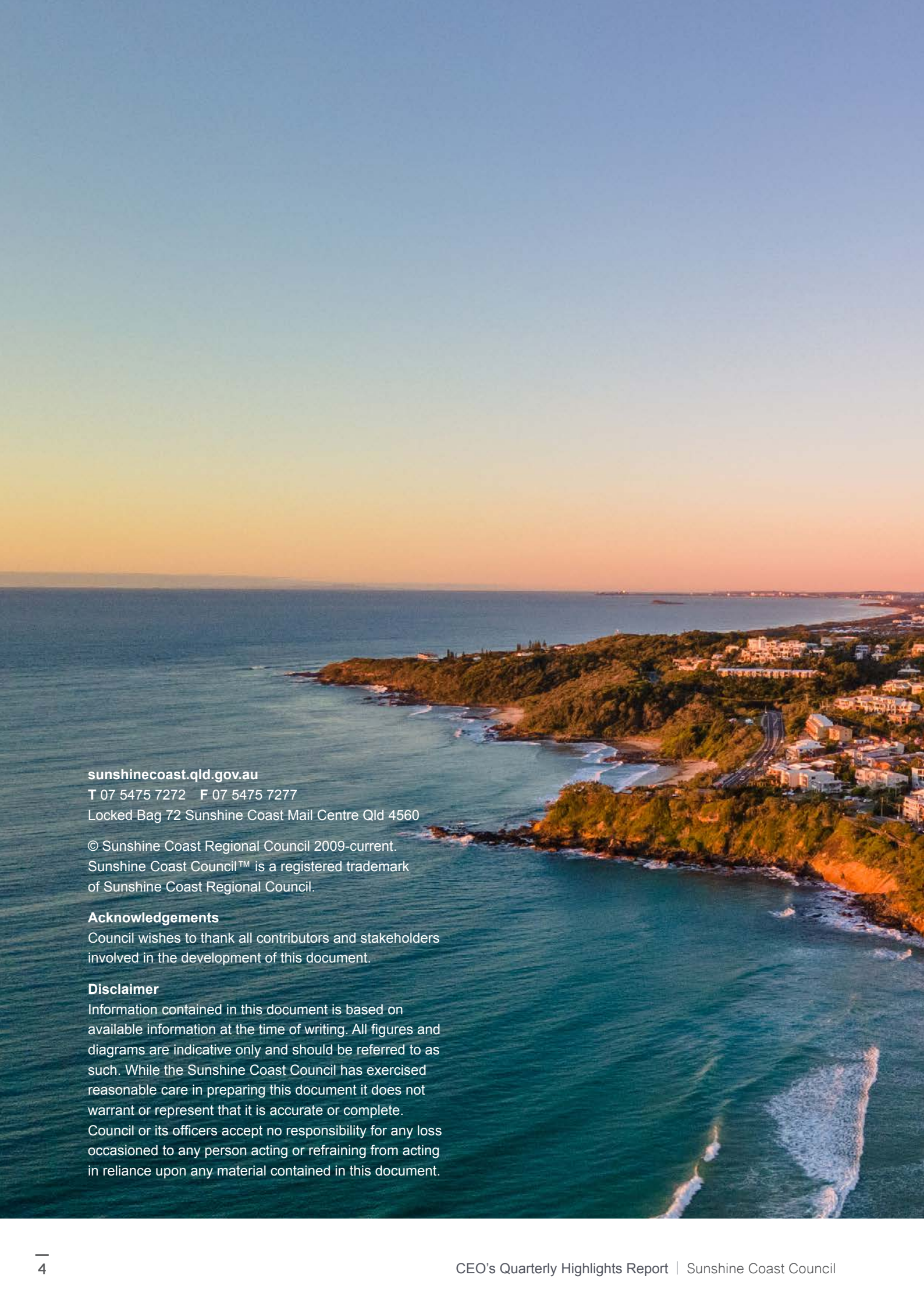




The background of the page features a series of flowing, wavy lines in various shades of green, creating a sense of movement and organic form. These lines sweep across the page from the bottom left towards the top right, with some lines being more prominent than others.

# Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 4 – 2021/22

An aerial photograph of a coastal town at sunset. The town is built on a hillside overlooking the ocean. The sky is a mix of orange, yellow, and blue. The water is a deep blue with white waves crashing against the shore. The town has many buildings, some of which are lit up. A road winds through the town. 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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# Acknowledgement of Traditional Custodians

Sunshine Coast Council acknowledges the Kabi Kabi peoples and the Jinibara peoples and recognises that the Sunshine Coast local government area has always been a place of cultural, spiritual, social and economic significance to the Traditional Custodians.

Council is committed to working in partnership with Traditional Custodians and the First Nations community to support self-determination through economic and community development.







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# Message from the CEO



**Emma Thomas**  
**Chief Executive Officer**

The Quarter 4 Progress Report showcases our key achievements in delivering our Operational Plan 2021/22 as well as presenting the perfect opportunity to reflect on the last 12 months.

Council has completed the delivery of more than 80 per cent of our operational plan activities this year, which is an exceptional result considering the challenges we have faced in terms of supply chain constraints, cost and availability of labour and materials, and the advent of three significant adverse weather events. Through all of this, our people, our community and our local businesses have unfailingly worked together to advance the interests of our region as we continue on our path to be Australia's most sustainable region: Healthy. Smart. Creative.

A significant milestone was realised for our Sunshine Coast on 16 June 2022, when our Sunshine Coast achieved international recognition as a UNESCO Biosphere Reserve - joining a global network of over 700 biosphere reserves and becoming just the fifth in Australia. This recognition is the result of over six years of hard work, dedication, collaboration and consultation,

fulfilling a commitment made by our Mayor in 2016 on behalf of our Sunshine Coast community. The opportunity to be part of a significant global program provides us with many new and exciting possibilities for the future to strengthen our value proposition as we advance the development of our region in a sustainability context.

June was also a busy month as we opened the Northern Parkland at Mooloolaba, just in time for the school holidays. This is the first stage of the Mooloolaba Foreshore Revitalisation Project that will increase beach front parkland by 40 per cent over the coming years. A key focus in the design of the parkland has been to improve accessibility for all members of our community, so everyone can enjoy the new boardwalk, playground and public amenities.

The town of Eudlo has also been revitalised with new improvements to Rosebed Street completed in April 2022, providing a more appealing and safe walkable environment. The main thoroughfare received a green injection to cool and beautify the urban environment, upgraded pedestrian crossings and a realignment of carparks.

The Nambour Aquatic Centre Splash Park is also getting ready for the next summer season with two new adventure slides 60 and 67 metres in length, as well as 44 new car parks being constructed. The splash park is expected to officially open in September 2022.

Our Sunshine Coast has also received recognition as a Top7 Intelligent Community for the third time by the New York based

Intelligent Community Forum. The award recognises our region as a connected and smart community with a thriving innovation ecosystem. Underpinning this recognition has been the future focused and enabling investments which Council has made in infrastructure like our international submarine cable network and nurturing the development and growth of talent and skills which will support the growing digital sophistication, ideas generation and connectivity for the Sunshine Coast that will be truly nation-leading.

Being smarter about how we move around is a key element of being a sustainable region. In May 2022 Council launched ThinkChange, a travel behaviour change program which is designed to help our community make small changes to their travel habits to reduce congestion, improve our lifestyle and help our environment. The program seeks to encourage everyone on the Sunshine Coast to consider ways to reduce car usage and the distance travelled in cars, consider taking public transport or replace short trips with walking or cycling.

As one financial year closes, another begins and on 23 June 2022, Council adopted its \$847 million 2022/23 budget. This budget seeks to deliver a stronger, better and sustainable Sunshine Coast, with a focus on local first – local communities, our local environment and local business. I encourage everyone to head to Council's website to find out more about how the budget benefits you in advancing 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.



**203,714**

people attended community events at Council's venues



**94%**

customer satisfaction with library and cultural programs



**145,672**

attendances to Council owned aquatic centres



**281**

community grant applications awarded, allocated more than \$915,071 for the quarter

### Community and cultural development and partnerships

#### Grants to our community

More than \$915,000 in grants was allocated to 281 not-for-profit Sunshine Coast organisations to assist our community at a grass roots level. Community grants included:

- \$550,000 in funding from the Major Grants round to support 95 local projects, and
- \$90,000 in funding from the Minor Grants round to support 55 community groups.

Grants continue to provide a major boost for local not-for-profit community groups which make a difference and contribute to our thriving community.

#### Renewed Community Strategy Leadership Group

Seven new members were appointed to the Community Strategy Leadership Group (CSLG) in June 2022 to bring an extra perspective to the group.

The new members join several continuing members for the second term of the CSLG and represent diverse areas such as government, community groups, organisations, agencies, service providers and community.

Council is committed to the Sunshine Coast Community Strategy 2019-2041 vision – together we thrive – and the CSLG helps advance

the shared goal of a stronger community by delivering the Community Strategy priority areas and actions.

#### National Reconciliation Week

Sunshine Coast Traditional Custodians, First Nations community and Council representatives met for the launch of National Reconciliation Week on 25 May 2022, at TriballLink in Mapleton.

The event was a great example of collaboration with Council's partners to celebrate National Reconciliation Week and support reconciliation efforts. The event featured a number of engaging performances and inspiring speakers with a common, simple, but powerful wish of equality and justice for all.

The 2022 National Reconciliation Week theme 'Be Brave. Make Change.' challenges everyone to take steps towards a more respectful future. The week of festivities included talks, seminars and events across the region between 27 May to 3 June 2022.

#### Engaging with our young people

Sunshine Coast Youth Council has developed and implemented several engagement activities including a survey and a series of pop-up stalls to hear from young people aged 12-24 years old across the region. The intention behind the community engagement is to gain an understanding of what this cohort love about the Sunshine Coast, what is important to them, and



their interests and priorities.

The engagement received 614 completed surveys, 16 stories and revealed the top three topics young people love most about the Sunshine Coast - relationships with friends and family, outdoor spaces (for example beaches) and the environment broadly. Furthermore, the survey revealed the top three areas of concern for young people are youth mental health, drug and/or alcohol issues and public safety.

The Youth Council program has been running for a year, as part of Council's commitment to engage and empower young people and foster youth leadership. Survey findings will provide the direction for the Youth Council to deliver collaborative actions in some of these areas.

### **Support against Domestic and Family Violence**

The Sunshine Coast community united as one to mark Domestic and Family Violence Prevention Month in May 2022 with a candle-lighting vigil held at Cotton Tree Park, Maroochydore.

Hosted by Centacare and Council, more than 250 people gathered to take a stand against abuse. Council is committed to continuing to support the drive to end gendered violence and it is a key goal of the Sunshine Coast Community Strategy 2019-2041 to address domestic violence within our community.

The theme for the vigil and march was 'Hear Her Voice', which asked the community to hear the voices, stories and perspectives of women and children experiencing violence.

### **National Volunteer Week**

Council released a must-watch new video series as part of the 2022 National Volunteer Week 'Better together' between 16–22 May 2022.

The week is a way of thanking our 870 passionate active volunteers who partner with Council and recognise the vital services they help deliver across so many areas such as helping people learn to read, looking after our environment and wildlife, preserving our history, delivering exciting events and sharing our region's stories.

Featuring 12 volunteers, the video series and reveals the generosity of volunteers as they play their part in making our region a great place to live. To view the series and learn more about volunteering visit Council's [webpage](#).

### **Heritage Symposium**

More than 100 history enthusiasts heard from curators, historians and heritage specialists at the Sunshine Coast Heritage Symposium in April 2022 at the at the Landsborough School of Arts Hall.

Guests heard tales of Queensland Government heritage-listed houses, as well as hidden curiosities at Queensland Museum and insights into Council's Historians in Residence program. The symposium is funded by the Heritage Levy to promote and advance the conservation, protection and understanding of Australia's natural and cultural heritage, including the heritage of Australia's first peoples.

### **Regional Arts Development Fund**

Thirteen Sunshine Coast artists, producers and cultural workers received more than \$60,000 in Regional Arts Development Funding (RADF) to help deliver new artistic projects across a range of disciplines.

Council hosted a series of one-on-one RADF application sessions which translated to an increase in applications and better representation from our First Nations artists.

The RADF is a partnership between the Queensland Government and Sunshine Coast Council to support local arts and culture in regional Queensland.

### **Maroochydore Library Artspace**

Council curated three exhibitions at the Artspace, Maroochydore Library during the quarter. One of the exhibitions showcased the work of two First Nations artists, with the other two profiled nine local artists. The space was made available for emerging artists and attracted approximately 6500 visitors.



## Libraries

Libraries continued to provide information and learning opportunities to the community through literacy and learning programs, events, kids' activities and outreach initiatives.

During the quarter, the digital collection increased by 12,500 eBooks following a collaboration with other Queensland libraries through eBook supplier cloudLibrary.

## Community venues

A number of events were undertaken during the quarter at our community venues including:

- Nambour Showgrounds hosted the Nambour Expo and Lifeline Bookfest in April 2022, Kids in Action Program and Playground Queensland events in May 2022, and the Sunshine Coast Agricultural Show in June 2022.
- Venue 114 hosted successful events including the Magical World of Science, Magic Men Cabaret Show and the Sunnykids Fundraiser Gala dinner.

## Roads, cycleways and pathways

### ThinkChange

ThinkChange is a Travel Behaviour Change Program launched in May and a key action of the Integrated Transport Strategy. Over the past two years, Council has consulted and collaborated with the community to understand and recognise the need to achieve genuine, sustainable change. At its core, ThinkChange is about helping everyone on the Sunshine Coast reconsider ways to reduce car usage and the distance travelled in cars, consider taking public transport, or even replace short car trips with walking, scooting or cycling. This program will pilot initiatives with a focus on five categories: community, education, workplace, event and visitor-based initiatives.

### Caloundra Transport Corridor Upgrade

The Caloundra Transport Corridor Upgrade project has progressed through the quarter with the concept design being finalised following stakeholder engagement in 2021 as well as the preparation of tender documentation for detailed design. Once delivered this project will transform access to and from Caloundra for pedestrians, cyclists and motorists providing improvements to accessibility, connectivity, safety as well as travel choices within the Caloundra CBD and surrounding areas.

## Coastal pathway

A new section of 500 metres in length of the coastal pathway at Dicky Beach, Caloundra was completed during the quarter, allowing walkers and cyclists to take advantage of the coastal landscape.

The new route between Cooroora Street to Dicky Beach Park at Beerburum Street is part of the 73 kilometre coastal pathway network, Sunshine Coast's longest and most popular shared pathway, extending from Bells Creek in the south to Coolumb in the north.

As part of the works, two new car spaces and an extra motorcycle bay at the Lower Neill Street carpark was also installed. The 3.2 kilometre stretch between Currimundi Beach to Moffat Beach, which includes this Dicky Beach section, is a 'high priority missing link' in Sunshine Coast Council's Coastal Pathway Master Plan.

Works have also been completed on the raised section of pathway between Palkana Drive, Warana and the pathway section north towards Coonang Crescent, Warana. Users are now enjoying this section of coastal pathway providing a continuation of the already highly used pedestrian and cycle community infrastructure.

## Sporting facilities

Council's world-class sporting facilities continue to attract season fixtures during the quarter:

- Maroochydore Multi Sports Complex hosted the Queensland State Schools AFL Championships in June 2022 and planning for 2022/23 AFL preseason camps has commenced.
- Sunshine Coast Stadium attracted 8500 patrons to the Midnight Oil tour in April 2022 and training camps were hosted in May 2022 for Melbourne Storm, Sydney Roosters and Newcastle Knights National Rugby League (NRL) teams. As part of the Oceania Rugby Championships, the Australian Junior Wallabies held a training camp in June 2022.
- The Nurture Festival took place on Lake Kawana in May 2022.
- Caloundra Indoor Stadium secured the State Pickleball Championships from 30 June to 2 July 2022, Thunder Netball Premiership from 20 May to 3 September 2022, and hosted the Queensland Club Gymnastics Championships from 24 to 30 June 2022.



## Sunshine Coast 2032 Legacy Plan Community Reference Group

Council announced the Sunshine Coast 2032 Legacy Plan Community Reference Group (CRG) in April 2022 as planning begins for the Brisbane 2032 Olympic and Paralympic Games.

The CRG will be chaired by two-time Paralympian and USC Public Health Lecturer Dr Bridie Kean and alongside 16 Sunshine Coast residents who represent various sectors such as people with a disability, environment and sustainability, tourism and events and education and research.

The CRG has been established to provide advice to Council from the perspective of the community about local legacy outcomes and opportunities that should be pursued as part of the 2032 Olympic and Paralympic Games. Behind the scenes of Brisbane 2032, this CRG will be a collaborative partnership to develop a clear plan from which our community – our residents now and those who will live here in the future – will be the clear beneficiaries.





## Our Environment and Liveability

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



**6338 hectares**

of landscape and garden beds maintained



**9865 hectares**

managed for conservation under the Sunshine Coast Land for Wildlife program



**367**

wheelie bins of weeds removed by 191 volunteers with the Community Nature Conservation Program



**1594 MWh**

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 21,788 tonnes

### UNESCO Biosphere

On the 16 June 2022, the Sunshine Coast was officially recognised internationally as a UNESCO Biosphere Reserve, marking our local government area an international site of excellence and an area of natural beauty.

This designation demonstrates we are a community that wants to live in harmony with our environment, recognises the need for responsible development to cater for the people choosing to live on the Sunshine Coast while also recognising the importance of preserving our natural environment.

It also has a range of benefits for our tourism and agriculture industries and has the potential to become a magnet for others from around the world who want to buy from and visit a region that focuses on sustainability.

The announcement follows a culmination of at least six years of work in partnership with residents and the Biosphere Community Reference Group.

### World Environment Day

As part of a month-long program, Council supported a special event on 5 June 2022 at the Coolum Civic Centre and adjoining Jack Morgan Park to celebrate the 50th United Nations, World Environment Day (WED).

The day included a jam-packed program that ranged from hands-on eco-art experiences, music, painting and exhibits designed to delight all ages.

The 2022 WED campaign '#OnlyOneEarth' calls for collective, transformative action on a global scale to celebrate, protect and restore our planet and aligns with Council's vision as Australia's most sustainable region: Healthy. Smart. Creative.

### Beaches, foreshores, coastal infrastructure and canals

#### Moffat Beach seawall

Council completed emergency repair works in May 2022 to temporarily fix the Moffat Beach seawall and ensure it's safe for our community. The repairs follow the severe weather event in February 2022 when Council immediately cordoned off the area and alerted the community.

An independent investigation by geotechnical and coastal engineers found approximately 80 metres of the seawall had been damaged which included slumping of a 30-metre section of the wall and significant cracking in other areas.

Immediate works to make the wall safe in the short-term will afford time to develop a carefully designed, long-term repair solution, including repairs to park infrastructure and beach accesses.



## Maroochy Groyne Field Renewal

Council commenced coastal protection works on stage two of the Maroochy Groyne Field Renewal project in April 2022 to help shield the Cotton Tree foreshore from the current and future impacts of coastal erosion.

Stage two of the renewal project will see approximately 2000 sand-filled geotextile bags laid in formation to make up the renewed groynes which interrupt wave action, capture sand and provide an erosion buffer to protect the Cotton Tree coastline and adjacent holiday park.

Having housed four geotextile groynes for almost 20 years, the Cotton Tree coastline was identified for renewal in 2017 as part of Council's Shoreline Erosion Management Plan.

## Bushland Conservation and habitat

### New Rural Landowner Handbook

Hardcopies of the new Rural Landowner Handbook were distributed to more than 6500 rural properties to enable landholders to access relevant information to assist with managing their rural properties.

The Handbook seeks to better inform Sunshine Coast rural landowners of the obligations associated with living in a rural area in the Sunshine Coast local government area.

The Handbook contains helpful links to areas of concern including weeds, vegetation clearing, bushfire management, earthworks (including dams), on-site disposal and water support.

### Sunshine Coast ecological park

Council sought community feedback in May 2022 for the planning, design and delivery of a new Sunshine Coast Ecological Park in Maleny.

The 65 hectare ecological park will adjoin Mary Cairncross Scenic Reserve and is an exciting and important project, aligning with Council's commitment to grow our green spaces for generations to come.

As the first stage of a three step community consultation process, residents were encouraged to have their say through an online survey. Stage two will commence in mid-2022, with stage three in early 2023 when Council will present the Draft Master Plan for public comment.

## Controlled Burning

Council commenced its annual planned burn season in April 2022 with 13 sites across the Coast selected for treatment.

The Proactive Bushfire Management Program aims to protect our community and enhance our environment. Planned burns help reduce the amount of forest fuel in targeted locations before the spring bushfire season and usually take place in the cooler months so the fires are less intense and more manageable compared with a potential unplanned bushfire.

Council is collaborating with agencies such as the Queensland Fire and Emergency Services and the Queensland Parks and Wildlife Service and will work alongside the local Kabi Kabi and Jinibara First Nations peoples to share skills and knowledge relating to bushfire management.

## Recreation parks, trails and facilities

Following the deluge of rain across the region during the quarter, many local parks were inundated with water and were unable to be mowed.

The combination of drier conditions and cooler evening temperatures has enabled Council to catch up with mowing tasks and replenishing of mulch on garden beds and replanting. During this time, more than 4400 cubic meters of mulch was spread across our extensive network of gardens and street trees.

## Rivers, streams, estuaries and water bodies

### Oiled Wildlife Response Training

Council participated in the Oiled Wildlife Response Training in May 2022 provided by



Queensland Government at Council's Caloundra Depot.

Training included how to coordinate and establish the primary care facilities in an oil spill response, how to assess the health of animals, and how to wash and care for oiled animals in their purpose built transportable wash and care facility. The training was attended by Council staff, volunteers and response partners - Australia Zoo Wildlife Hospital, SeaLife and Noosa Council.

Course participants now hold a nationally recognised certificate in responding to wildlife emergencies, that has application to other events that Council respond to such as marine wildlife (whale and dolphin) strandings and flying-fox heat stress events.

## Stormwater drainage

This quarter, Council inspected and actioned:

- 1840 meters of stormwater pipes using CCTV
- 406 drainage pits for structural condition
- 11 flooding and drainage investigations, and
- 214 customer service requests.

## Sustainable growth and network planning

### New Sunshine Coast Council Planning Scheme

Council commenced analysis on the large volume of community feedback received following the seven-week consultation on proposed planning directions for the new planning scheme.

Feedback was received through online surveys, written submissions, face-to-face information sessions – including out-of-hours evening and weekend sessions, school and university engagement sessions, online information sessions and a variety of other feedback channels.

The community will have a further opportunity to provide feedback when a draft version of the new planning scheme is released for formal public consultation.

## 214 hectares acquired for sport and recreation

Council has made a significant \$9.5 million land acquisition to expand our green spaces for recreation, sport and conservation purposes to support our rapidly growing community.

The 214 hectares on Rainforest Drive, Meridan Plains is located in an area to become known as the Lower Mooloolah River Green Space – one of Council's five major green spaces and in addition to Mountain View, the Regional Inter-urban Break, Blue Heart Sunshine Coast and the Coast.

The land is a long-term strategic acquisition and its final land uses will be determined through a future site assessment and master planning process.

## Placemaking and design

A new streetscape for Rosebed Street, Eudlo was completed in April 2022, improving the main thoroughfare by providing a green injection to cool and beautify the urban environment.

Works included making the town's streets safer for pedestrians, a realignment of carparks to make way for three garden beds boasting three large shade trees and more than 700 smaller shrubs and groundcovers.

The upgrade was part of a streetscape engagement process from November 2020 to July 2021 where Council asked the community to share what they loved and what could be improved to enhance Rosebed Street. The improvements have enhanced the day-to-day experience of locals, visitors and businesses in Eudlo.

## New basketball courts for Bellvista

A dedicated area for basketball was completed in June 2022 at Bellvista, Caloundra, following a community consultation period. Due to popularity of the recreational facilities, the basketball courts which were previously being shared as a tennis court, were relocated to a new area.

The new location opposite the AFL field was identified as an optimal position and lends itself

to being a space for groups to gather and play different sports without impacting tennis players. The relocation of the basketball courts includes a hopscotch area and two new park seats for onlookers and connecting pathways linking the existing facilities.





## Our Resilient Economy

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



**\$4.7 million**

in revenue for Sunshine Coast holiday parks



**2317**

businesses accessed specialist advice and information



**25,839**

guests attended 16 major events, which generated approximately \$18.6 million in economic activity for the region



**\$80.5 million**

or 68% of the total available purchasing spend for the quarter went to local businesses

### Economic development

Council continues to implement Regional Economic Development Strategy priorities and initiatives. During the quarter, Council worked with local industry organisations and businesses to support a range of programs and events, including:

- TAFE Build a Better Business Program which is specifically designed to support building business capability
- Small Business Month Breakfast and official launch of the 2022 Sunshine Coast Business Awards
- Sunshine Coast Big Day Out, attracting 600 registrants
- the Brewers Skills Session and Best Practice Industry Tour attended by 39 people
- the top 10 finalists for the Mayor's Telstra Innovation Awards (comprising Sunshine Coast high school students) were selected on 21 June 2022, and
- the second cohort of five businesses successfully graduated through the SunRamp HealthTech Accelerator Program.

### Buy Local Sunshine Coast

A new Buy Local Sunshine Coast digital marketing campaign was launched during the quarter that highlights the relationship between consumers and businesses. The promotional video encourages consumers to support their favourite local business by sharing, tagging, or

posting about them on social media and using the hashtag #buylocalsunshinecoast.

### Meet the Maker

Council partnered with the Food & Agribusiness Network to support the Meet the Maker trade event in May 2022 with over 100 agribusinesses exhibiting their products to national and international buyers.

The event was a great opportunity to showcase the incredible food and beverage products made on the Sunshine Coast and for the region's economy.

### Sunshine Coast Sports Symposium

Council secured and hosted Sunshine Coast Sport Symposium for the Disability Sports Australia National Conference in June 2022. The theme of the conference 'Runway to Brisbane 2032' aimed to maximise collaborative participation for people with disabilities in sport on the pathway to the Brisbane 2032 Olympic and Paralympic Games.

### Top7 Intelligent Community

The Sunshine Coast was named for the third time as a Top7 Intelligent Community by New York based Intelligent Community Forum (ICF) in June 2022.

Council has worked in partnership with local business and industry to nurture an innovation ecosystem and develop the talent and skills to

support connectivity and innovation within our community.

To be a Top7 Intelligent community means modelling economic and social transformation in the 21st Century, best practices in broadband deployment and use, workforce development, innovation, digital inclusion and advocacy that combine to provide lessons to regions, cities, towns and villages around the world. The most intelligent community of the year will be announced in October 2022.

the conversation centred around how the Sunshine Coast can position itself as a national and global tech hub.

### **Growing tech capabilities on the Sunshine Coast**

Council in partnership with the Sunshine Coast Tech Industry Alliance, NEXTDC and RTI Cables hosted a tech industry launch event at The MET in the Maroochydore City Centre on 8 April 2022.

The event was crucial in bringing together industry and key organisations that would utilise the Sunshine Coast International Broadband Network and the new NEXTDC SC1 'Edge' data centre. The event inspired local industry collaboration and instigated a dynamic and vibrant tech ecosystem.

The Sunshine Coast is home to a growing and diverse tech community and is instrumental to all seven of Council's identified high-value industries. By increasing the tech capability of our region will ensure all of the Sunshine Coast's major industries are able to innovate and participate globally, and at speed. It will also continue to develop education pathways at USC and TAFE that are vital to providing a pipeline of highly skilled local talent to fill the high-value job opportunities these emerging industries will bring to our community.

### **Our Tech Future**

Council in partnership with the Sunshine Coast Tech Industry Alliance, Silicon Coast and the Sunshine Coast Screen Collective, hosted 120 local industry members at the 'Our Tech Future' breakfast event on 18 May 2022 at Venue 114.

With a keynote presentation by Kate Jones, Executive Director of the Tech Council Australia,





## Our Service Excellence

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



**86%**

of development applications assessed within statutory timeframes



**2335**

building approvals issued with a construction value of \$637 million



**65,416**

customers assisted through the development and customer contact centres



**\$4 million**

invested into our road network to rehabilitate and resurface 10.8kms of road with a total area of 88,915m<sup>2</sup> for the safety of our community

### Cemeteries

Greater choice become available to the Sunshine Coast community this quarter with the first stage of natural burial areas available for those who wish to choose this end of life arrangement. A natural burial involves interment in a biodegradable coffin or shroud (neither cremated or prepared with chemicals) without a concrete burial vault. The grave site is allowed to return to nature.

### Customer and community relations

Contact to our customer contact centres increased during the quarter due to several initiatives launching and heavy rain and flooding. On average, calls were answered in under 45 seconds and 93 per cent of customers found contacting Council easy.

Council introduced an SMS contact channel which is also being used to send customers the reference number of their enquiry.

### OurCouncil digital campaign

The OurCouncil digital campaign was launched in June 2022, encouraging customers to receive their rates in email format in place of paper. After a seven day period, 2556 customers had signed up to convert to email.

The aim was to make it easier for customers who wish to access their rates and pay them online,

delivering value for the community as a cost effective and more sustainable solution.

### Development services

Council continues to respond to the high development activity in our region. This sustained increase in development activity places additional demand on resources across the broader industry, further compounding challenges in terms of assessment workloads and timeframes. Council has focused on functions that would assist to meet statutory obligations and reduce the large volume of work, whilst ensuring the wellbeing of employees.

Building work approvals have decreased slightly from the same quarter last year. This is in part due to the conclusion of the Federal Government HomeBuilders Scheme earlier in the year and impacts from the significant increase in cost of building materials due to market pressures and restrictions from the continued COVID-19 pandemic.

### Local amenity and local laws

#### Responsible pet ownership

Council launched its very own educational book called 'When Sammy Met Sunny' to teach children how to be responsible for their pets.

With more than 43,500 households owning a dog, a cat or both, the new heart-warming book helps to reach our youngest members of the community

and to help them understand how to stay safe around dogs.

The book was written and illustrated by Council staff and is for all families and educators to encourage responsible pet ownership and to create a safe and harmonious coexistence between people, pets and places. The book is available at Sunshine Coast libraries.

## Capital works program

### Resealed carpark at The Wharf

The \$1.1 million car park upgrade at The Wharf, Mooloolaba was completed in April 2022 to provide a smoother and safer car park.

The project included pedestrian crossings, new 2-metre-wide pathway, speed cushions, median islands and additional lighting which along with the resurfaced car park was completed in time for the Mooloolaba Triathlon allowing visitors and locals to access the precinct safely.

Works were funded by Council, The Wharf and Sealife, ultimately improving safety and access to the precinct for road users, beach goers, customers to the complex and riders and walkers to the marina. Upgrades to our road infrastructure is vital in supporting the Sunshine Coast's rapid growth.

### Mooloolaba Foreshore Revitalisation – stage one Northern Parklands

The \$16 million world-class Mooloolaba Northern Parkland was officially unveiled on 28 June 2022, marking a milestone to be remembered by the Sunshine Coast community.

The Northern Parkland is the first stage of the Mooloolaba Foreshore Revitalisation Project, which, over the coming years, will increase beachfront parkland in Mooloolaba by 40 per cent. A key focus for the parkland is prioritising accessibility and inclusivity so all members of our community can enjoy and access the boardwalk, playground and public amenities.

Stage one Northern Parkland was jointly funded by Council and the Queensland Government's Unite and Recover Community Stimulus Package.

### Nambour Aquatic Centre Splash Park

Council completed the installation of two new slides at the Nambour Aquatic Centre, making it the region's most exciting community splash park.

The splash park is expected to open to public following an official opening celebration in the warmer school holiday period in September 2022. The \$3.26 million investment includes the recent addition of 44 new car parking spaces, a zero-depth splash pad play area and two adventure slides (60 and 67 metres in length).

The Nambour Aquatic Splash Park is being developed with the support of the Queensland Government's Works for Queensland program in association with Sunshine Coast Council, and pool lessee Belgravia Leisure.

## Property management

Council is progressing a comprehensive review of all land and building assets to ensure that Council's property dealings are optimised, centrally managed, and support the organisations objectives.

An audit of Council's 34 workplaces has informed a 10-year plan that includes upgrades and refurbishments. The Aspire platform has been implemented to cascade furniture and equipment through the organisation and ultimately offer surplus items to the community to support circular economy initiatives: repair, reuse, repurpose, recycle.

## Quarries

Council quarries have provided high quality construction, architectural and landscaping rock for both community assets and external businesses for the quarter. Feature rocks for the Sunshine Coast City Hall project were chosen with a mixture of rocks from Image Flat and Dulong quarries.



## Waste and resource management

### Garden Organics Bins

Council distributed more than 45,000 240 litre garden organics bins as part of the first phase of its expanded waste collection services for eligible households in May 2022.

Following community feedback from 7500 residents in February 2021 regarding the future management of Sunshine Coast waste, it was revealed 84 per cent of respondents agreed it was very important Council provided a service to reduce organic waste in landfill and convert recovered organic material to useful by-products.

Commencing in July 2022, lawn clippings, weeds, leaves and other organic garden materials placed in the new lime green-lidded bin is collected by Council, diverted from landfill and mulched ready to be re-used. Bins were distributed with a helpful information pack that included a sticker residents can place on the top of the bins.



## Our Outstanding Organisation

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



**100**

offers of employment for the quarter



**7**

awards received during the quarter

### Financial and procurement services

#### 2022/23 Budget

Council adopted the \$847 million 2022/23 budget at a special meeting on 23 June 2022 to deliver a stronger, better and sustainable Sunshine Coast.

The budget is developed in conjunction with Council's Operational Plan 2022/23 and in accordance with Council's Financial Sustainability Plan 2015-2025. It focuses on local first – local communities, our local environment and local business.

Through the development of a considered budget, Council has achieved:

- a budget with a positive operating result of \$31.8 million
- a \$273 million Capital Works Program that:
  - invests in job-creating local infrastructure projects
  - provides work for local trades and businesses, and
  - improves access to services and facilities for our communities across the Sunshine Coast
- a 5 per cent increase in the minimum general rate
- an increase of 3.5 per cent for pensioner rate concessions, and
- no increases to the Environment Levy.

#### Procurement Policy

Council's 2022/23 Procurement and Disposal Policy was endorsed on 23 June 2022, promoting a more environmentally conscious approach to

contracting and engaging with local suppliers.

The new procurement policy included the introduction of an Environment and Sustainability in Procurement guideline which would inform future contracting decisions by outlining a framework for and approach to conducting contracting activities in an environmentally considerate and sustainable manner.

The policy continues to include a Local Preference in Procurement Guideline, which supports Council's Regional Economic Development Strategy 2013-2033, and continues to encourage engagement with First Nations businesses, and suppliers with social missions centred on benefitting people who are considered disadvantaged in the local community.

#### Payment finalised for Sunshine Coast Airport

Palisade Investment Partners (Palisade) finalised the \$314.4 million payment to Council on 30 June 2022 for the Sunshine Coast Airport Expansion project. The payment forms part of the transaction announced in 2017 for a 99-year lease of the airport business.

This amount, which repaid all debt Council had incurred for the Sunshine Coast Airport Expansion project is made up of a fixed payment for construction of the new runway, apron expansion and related infrastructure and various airport-initiated upgrades to the runway, along with the second instalment of the long-term lease premium.

#### Sunshine Coast City Hall

Significant construction progress has been achieved at the Sunshine Coast City Hall building



across all levels including the external façade and ground level streetscape.

## Governance

Council delivered Code of Conduct training sessions to 238 employees across the organisation which focused on the principles of the *Public Sector Ethics Act 1994*:

- integrity and impartiality
- promoting the public good
- commitment to the system of government, and
- accountability and transparency.

In addition, mandatory Conflict of Interest training e-learning modules were completed by 1293 employees during the quarter.

## People and Culture

Council has established a culture program to ascertain workplace sentiment on the organisation's current state with diagnostics undertaken across safety, cultural safety, culture more generally and sustainability.

The project will work to create and embed desired cultural paradigms and a refreshed set of values that continue to position Council as an outstanding organisation.

Other initiatives established during the quarter include the Everyday Respect campaign and the Diversity and Inclusion Advisory Group. Training undertaken included safety leadership training pilots, psychological safety and unconscious bias.

## Awards

Council was recognised with six awards during the quarter:

- The Sunshine Coast was announced as a Top7 Intelligent Community of Year by the international Intelligent Community Forum.
- The Sunshine Coast Airport Expansion project won Best Public Works Project over \$5 million in Australasia at the International Public Works Conference hosted by the Institute of Public Works Engineering Australasia.
- Stage one Northern Parkland (Mooloolaba

Foreshore Revitalisation Project) won the Green Space Urban Award at the Australian Institute of Horticulture Inc Annual Awards.

- Council won the Workplace Wellbeing award at the Local Government Managers Australia (Queensland) Awards for Excellence 2022 for 16 consecutive months of 'Zero Lost Time Injuries in Civil Construction'.
- Council was the winner of three awards at the Australian Institute of Landscape Architects (Queensland Chapter) awards for the:
  - Sippy Downs Drive - Boulevard and Gateway won the Landscape Architecture Award for Infrastructure
  - Nambour Forecourt Revamp won the Landscape Architecture Award, Small Projects Category and the Regional Achievement Award.

# 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](http://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](http://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@sunshinecoat.qld.gov.au](mailto:mail@sunshinecoat.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](http://sunshinecoast.qld.gov.au)







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

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# Operational Plan Activities Report Quarter 4, 2021/22

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 physical activity levels in the community through low cost or free activities and workshops.	01/07/2021	30/06/2022	100%			The Healthy Sunshine Coast program has undergone an extensive benchmarking and review process. A revised model has been developed based on best practice and will focus on ensuring accessibility and diversity of programs, efficiency of administration and geographical spread. The relaunch of the Healthy Sunshine Coast program is scheduled for Spring 2022.	CD: Community Development
1.1.2	Promote Ride and Walk to School events to increase awareness and participation in walking and cycling to school to encourage physical activity, reduce traffic congestion and improve road safety within school precincts.	01/07/2021	30/06/2022	100%			RideScore Active Schools program was launched in February 2022 with nine regional state schools participating. As at 30 June 2022, 1399 students had registered and a total of 28,241 trips were recorded. Council is now exploring the option to integrate walking into the ongoing RideScore program.	TIM: Transport Infrastructure Management

### 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, Flexi Link and Kenilworth Transport Service.	01/07/2021	30/06/2022	100%			The ThinkChange program was launched in May 2022 to encourage people to make small changes in the travel habits to reduce congestion, improve our lifestyle and help our environment. The program is a key action of the Integrated Transport Strategy and is funded by the Transport Levy. Analysis of transport data from the Australian Bureau of Statistics Census 2021 and the Queensland Government's Household Travel Survey is underway. Transport services continued for Council Link, Flexi Link and Kenilworth Transport Service, assisting those more vulnerable members of our community.	TIP: Transport & Infrastructure Planning
1.2.2	Undertake trials of new parking technologies that help monitor parking usage and duration to inform options for future parking management solutions.	01/07/2021	30/06/2022	100%			The successful trial of a parking monitoring system at Lightning Lane, Maroochydore resulted in the permanent purchase of the system to be used in suitable future carpark locations.	TIM: Transport Infrastructure Management









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.3	Trial the use of regulated parking technology to provide a safer working environment while supporting safe parking and vehicle turnover in our local communities.	01/07/2021	30/06/2022	100%			The automated number plate recognition vehicle known as ParkSmart has been received and employee training completed in readiness for commencement in the first quarter of the 2022/23 financial year. ParkSmart aims to encourage vehicle turnover, creating parking opportunities and allowing equitable and safe access to various locations across our region.	CR: Customer Response
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: issuing civil works package at Honey Farm Sport and Recreation Precinct; completion of the equestrian arena upgrade at Nambour Showgrounds; and delivery of Works for Queensland (COVID -19 stimulus projects) for a range of sports facilities, including major upgrades to Palmwoods AFL/Cricket grounds and Yandina Cricket grounds.	01/07/2021	30/06/2022	100%			<p>The Honey Farm Sport and Recreation Precinct project is progressing with the development of a staging plan with costings, which is anticipated to be developed in the new financial year. The staging plan will determine the required staging and associated costs to deliver either a fully completed precinct or a partially completed precinct which still provides for community use opportunities. The full funding available for this stage of the project scope will be dependent on the outcome of an external Federal funding application.</p> <p>The Nambour Showgrounds indoor arena upgrade is scheduled for commencement in October 2022, with the existing arena structure to be dismantled, sandblasted and recoated prior to erection in the existing location. Plans remain in place for the indoor structure and surface to be progressed concurrently outside of peak equestrian use times.</p> <p>The existing Palmwoods Warriors clubhouse will be upgraded, rather than demolished and rebuilt due to rising market costs and available funds.</p>	SCV: Sports and Community Venues
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Splash Park and Water Slides; completing the Kawana Aquatic Centre Master Plan review and stage 1 detailed design; and finalisation of development plans for Cotton Tree and Caloundra Aquatic Centres in readiness for tenure renewals at 30 June 2022.	01/07/2021	30/06/2022	100%			<p>Adventure slides were installed and fully commissioned at the Nambour Aquatic Centre Splash Park in June 2022. Hand rails and replacement fencing are to be installed by Council prior to opening to the public in September 2022. Council is working with the centre management team to coordinate an official opening of the new facility, when weather is more conducive to utilising the water park.</p> <p>The lease tenders for Cotton Tree and Caloundra Aquatic Centres have been assessed and awarded to the successful applicants. SwimFit Sunshine Coast will continue to operate the Cotton Tree Aquatic Centre and City Venue Management have been awarded the Caloundra Aquatic Centre lease commencing from 1 July 2022.</p>	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.	01/07/2021	30/06/2022	100%			Usage of both the physical and virtual library is on the increase, demonstrating that a return to the physical library by customers is not impacting on the popularity of the digital collection and programs. Library branch visitation increased by 5.1% compared with the previous quarter. Two major community events, a Romance Writing Workshop and a book launch event with author Lisa Curry attracted 328 people, and 23 outreach programs including story seat activations, pop-up libraries and playgroup visits reached over 1000 people this quarter. The refurbishment of the Kawana Library was completed and the new e-book club program generated significant engagement with 950 loans. Volunteer numbers increased by 37.5% (a total of 176 volunteers) who contributed 2788 hours this quarter.	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 supports social and economic opportunities for the Aboriginal and Torres Strait Islander community of the Sunshine Coast.	01/07/2021	30/06/2022	100%			<p>The current Reconciliation Action Plan (RAP) was endorsed by Reconciliation Australia in December 2021 for implementation through until December 2022. Work will commence on a developing a new 'Stretch' RAP in late 2022. During the quarter, key initiatives from the Sunshine Coast Reconciliation Action Plan 2021-2022 were undertaken, including:</p> <ul style="list-style-type: none"> <li>• Monthly meetings were 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.</li> <li>• 1782 (or 98%) of Council staff have completed the online Cultural Awareness Training, and 20% of Council staff have completed both face to face and On-Country Cultural Awareness Training.</li> <li>• National Reconciliation Week activities were held from 25 May to 3 June 2022, including an official launch of National Reconciliation Week by Council.</li> <li>• Two 'Voice, Treaty, Truth &amp; Justice' seminars were delivered.</li> <li>• Kids in Action Environment Day, supporting First Nations community, knowledge and environment, was held on 6 May 2022 and a Kids in Action Professional Learning Day was held on 22 June 2022.</li> <li>• Planning was undertaken for NAIDOC Week, commencing on 4 July 2022.</li> </ul>	CD: Community Development

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.2	Manage the Youth Council program to foster youth civic leadership and active contribution addressing community issues and opportunities for young people.	01/07/2021	30/06/2022	100%			The Sunshine Coast Youth Council has developed and implemented several engagement activities including a survey and a series of pop-up stalls to hear from young people aged 12 to 24 across the region and gain an understanding of what they love about the Sunshine Coast, what is important to young people, their interests and priorities. The engagement received 1778 visitors to the online site consisting of 2745 views across the site and 614 completed surveys plus another 16 stories that were contributed. The engagement revealed the top three things young people love most about the Sunshine Coast is their relationships with friends and family, outdoor spaces and the environment broadly. Furthermore, the survey revealed the top three areas of concern for young people are youth mental health, drug/alcohol issues and public safety. The Youth Council program has been running for a year, as part of Council's commitment to engage and empower young people and foster youth leadership. This data will provide direction for the actions of the Youth Council for the next 12 months.	CD: Community Development
1.3.3	Convene the Multicultural Advisory Group to provide expert advice, leadership and an ongoing framework for communication and consultation to support the delivery of initiatives and outcomes that foster inclusion and diversity within the community.	01/07/2021	30/06/2022	100%			The Multicultural Advisory Group (MAG) have continued to provide leadership and advice, and contributed to the delivery of the Her Festival held on 10 April 2022, development of the Shine a Light on Racism campaign to be launched in July 2022, and the Multiculti Cup Football (soccer) tournament. The Migrant Learn to Swim and Beach Safety program, conducted in partnership with the Royal Life Saving Society Queensland (RLSSQ) at Nambour Aquatic Centre and Goodlife Community Centre, was successfully completed by 45 participants who have gained newfound confidence in and around the pool and ocean. A review of the Migrant Work Ready program has been undertaken with recommendations to increase sustainability and reach of the program which will be integrated into the program during the 2022/23 financial year.	CD: Community Development





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.4	Implement Council's Community Engagement Policy and Framework including enhancing the capabilities across Council's workforce in engaging with our diverse communities.	01/07/2021	30/06/2022	100%			<p>This quarter saw the planning and delivery of three community engagement staff training offerings, tailored and designed to meet organisational needs, including:</p> <ul style="list-style-type: none"> <li>• Excellence in Engagement Framework</li> <li>• Creating Effective Surveys, and</li> <li>• Have your Say Sunshine Coast (online engagement platform) participation tools.</li> </ul> <p>As a result, staff capacity to deliver quality community engagement outcomes has increased. Strategies will be implemented to enhance the coordination and sharing of project learnings and strengthen continuous improvement and best practice community engagement outcomes.</p> <p>Residents of Aura (Caloundra South) were invited to help shape the future of their places and spaces and build community connections through the Our People, Our Places, Our Aura engagement program, which commenced in June 2022. This place-based approach will continue in 2022/23 to extend the engagement program and findings into a community building exercise to work with the Aura community in a meaningful and sustainable way to enable greater connectedness and social capacity.</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	Implement key actions from the Sunshine Coast Community Strategy 2019-2041 Action Plan in collaboration with partners and key stakeholders to advance our shared goal of a strong community through to 2041.	01/07/2021	30/06/2022	100%			A number of activities were held in May 2022 as part of Domestic and Family Violence Prevention month, to raise awareness of domestic and family violence (DFV) and send a clear message that this will not be tolerated in our community. New partnerships evolved with Sunshine Coast Lightning and the Queensland Government's DFV Prevention Council, leading to opportunities to be involved and engage in brave conversations. Strong relationships and connections with neighbours are important to building a stronger community on the Sunshine Coast. The winners Council's Neighbour Day community story nominations was announced in May 2022 to three deserving community members. This quarter, the Community Strategy Leadership Group has continued to deliver on the outcome areas and priorities of the Sunshine Coast Community Strategy 2019-2041. The Group has focused on supporting the development and implementation of the 'Shine a Light on Racism' anti-racism campaign, as aligned with the inclusion agenda. The inaugural Community Strategy Leadership Group ended its two year term in June 2022 and a new Group was formed via an expression of interest process and came together for their first meeting on 28 June 2022.	CD: Community Development
1.4.2	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.	01/07/2021	30/06/2022	100%			Council's grants program supported the delivery of a diverse range of projects, activities and events through the Major, Minor, Emergency, Individual Development, Festive and Commemorative Events, Councillor Discretionary Funding program, Environment, and Regional Arts Development Fund grants. A total of 281 successful grant applicants were funded to respond to community needs and opportunities, totalling \$915,071.	CD: Community Development
1.4.3	Implement priority activities from the Integrated Transport Strategy including the delivery of the supporting Road Safety and Roads Plans and the update to the Active Transport Plan.	01/07/2021	30/06/2022	75%			<p>Council continues to progress the priority items in the Integrated Transport Strategy and during the quarter launched the ThinkChange program - Council's branded transport behaviour change program. The Active Transport Plan, Roads Plan and Road Safety Plan are in preliminary stages and are now intended to be delivered in 2022/23.</p> <p>The Caloundra Transport Corridor Upgrade project has progressed through the quarter with concept design being finalised following stakeholder engagement in 2021</p>	TIP: Transport & Infrastructure Planning



							as well as the preparation of tender documentation for detailed design.	
Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.4	Review the results of the community engagement process for the draft Sunshine Coast Mass Transit options analysis and finalise the options analysis for consideration by Council.	01/07/2021	30/06/2022	100%			On 20 October 2021 Council endorsed the Sunshine Coast Mass Transit Options Analysis to progress to the Queensland Government to lead the Detailed Business Case in partnership with Council, and by doing so, finalised this activity. The Queensland Government propose to commence the Detailed Business Case in the new financial year, which will include progressing the Memorandum of Understanding with Council.	UGP: Urban Growth Projects

### *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	Implement priority activities from the Sunshine Coast Arts Plan 2018-2038 including delivery of the Regional Arts Development Fund, supporting the implementation of the Regional Arts Infrastructure Framework and delivery of the Sunshine Coast Regional Gallery Program (including the Sunshine Coast Art Prize).	01/07/2021	30/06/2022	100%			<p>The Caloundra Regional Gallery hosted the popular Local Artist - Local Content Art Prize this quarter profiling 40 artists (from 124 entries) to 1720 visitors, and as a result ten works were sold. The public collection secured four works this quarter valued at \$4,900. The Gallery Store profiled 35 makers and two local artisans. The Maroochydore Library Artspace hosted three exhibitions providing opportunities for nine emerging artists (three of which were First Nations) to have their work professionally exhibited and attracted 6500 visitors during the quarter. Unwritten Models: Professional Development program provided five emerging organisations with mentoring as part of a six month program. Public Art Conservation training was delivered to seven volunteers and three staff. The Regional Arts Development Fund awarded \$61,160 to 13 successful applications, of which three were for First Nations projects.</p> <p>Refinery 4.0, in partnership with Sunshine Coast Creative Alliance and The Met, continued this quarter with the Pitch Night attracting more than 200 people keen to find out more about new opportunities to collaborate with, fund, partner or purchase products and services from these new creative industries.</p>	AHL: Arts, Heritage and Libraries











Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.2	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2021 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2021	30/06/2022	100%			The 2022 Horizon Festival program launched on 16 June 2022 with more than 100 artists, sponsors and contributors in attendance and an opportunity for artists Eddie Ray and the Band of Legends, from the Horizon Festival's Homegrown stream, to feature. The 2022 Horizon Festival will be held from 26 August to 4 September 2022 and the program includes 601 artists, presenters, facilitators and community participants of which over 300 are local. Local artist Jac Macrae was engaged to develop the visual identity of the 2022 Horizon Festival. Working in landscapes (painting and collage) the artist created six new works inspired by our region.	AHL: Arts, Heritage and Libraries
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; planning for the Sunshine Coast Regional Collection Store, development and delivery of an annual program of events and activities to activate Bankfoot House, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2021	30/06/2022	100%			The Historian in Residence program concluded this quarter with research of First Nations sites and 'Sport Since 1901 in the Region' completed. The final reports were presented as a series of public programs at the Heritage Symposium on 29 April 2022 and at Bankfoot House and the Heritage Library in May 2022. Conservation and facility planning continued for Landsborough Museum, which formally transitioned into Council ownership this quarter. The Interpretation Plan and Preservation Needs Assessment reports completed for Landsborough Museum and Queensland Air Museum. Significance Assessment Reports were completed for Peachester Heritage Centre and the Caloundra RSL military display. An interpretive project was installed in Dicky Beach. Cultural Heritage programming provided diverse and engaging ways for the community to connect with stories of the region including Queen's Jubilee exhibitions and celebrations across the region, Sconetime and Queensland Country Women's Association Beerwah community events at Bankfoot House, and a range of educational initiatives aimed at schools, attracting 282 visitors to Bankfoot House.	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	Progress priority activities from the Environment and Liveability Strategy 2017 five-year implementation plan including: developing a climate risk mitigation framework building community capacity to positively respond to climate change.	01/07/2021	30/06/2022	100%			Implementation of the Environment and Liveability Strategy continued with 2022 World Environment Day Festival held as part of the month-long program in June 2022. Phase one of consultation was undertaken for the Sunshine Coast Ecological Park. A Regional Climate Action Roadmap has been prepared for presentation to Council.	ESP: Environment and Sustainability Policy
2.1.2	Prepare a strategic directions position paper for the new planning scheme and undertake preliminary community consultation to inform the drafting of a scheme.	01/07/2021	30/06/2022	100%			Preliminary community consultation on the new planning scheme project concluded in March 2022. Analysis of feedback is continuing, including assessment of implications for proposed region-wide and local planning directions contained in the Sunshine Coast Land Use Planning Proposal 2041.	SP: Strategic Planning
2.1.3	Consult with parties to the Palmview Infrastructure Agreement on the potential need for change, to ensure that all parties are clear on obligations under the infrastructure agreement.	01/07/2021	30/06/2022	100%			The Palmview Infrastructure Agreement negotiation process is ongoing and will continue into the 2022/23 financial year. The amendment of the Agreement presents considerable risks to Council that need to be appropriately managed.	UGP: Urban Growth Projects
2.1.4	Continue to work with the State Government to advance the structure planning for Beerwah East Major Development Area.	01/07/2021	30/06/2022	100%			Council is continuing to work in collaboration with the Queensland Government to progress the planning for the Beerwah East Major Development Area to the next phase.	UGP: Urban Growth Projects
2.1.5	Identify stormwater assets for updating of Council's asset register to better shape the appropriate levels of service for asset maintenance and rehabilitation.	01/07/2021	30/06/2022	100%			Council inspected 1840 metres of stormwater pipes via CCTV and 406 drainage pits for structural condition during the quarter. There were 11 flooding and drainage investigations undertaken and 214 customer service requests completed. This brings annual totals to 5960m of stormwater pipes inspected, 813 drainage pits inspected for structural condition, 22 flooding and stormwater investigations completed and 604 customer service requests answered during the 2021/22 financial year. All capital works projects were completed for the financial year.	TIM: Transport Infrastructure Management



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.6	Deliver place-making initiatives, including Eumundi Town Centre and Woombye streetscaping projects.	01/07/2021	30/06/2022	95%			Detailed designs for the Eumundi Town Centre and Woombye streetscape projects are near completion. Woombye streetscaping construction has been delayed and will now commence early 2023. Community engagement analysis for the concept design for Eumundi Town Centre is being finalised, with construction proposed to commence as early as possible in the 2022/23 financial year. Construction costs rises, material and labour shortages are affecting the delivery timeline for projects.	DPS: Design and Placemaking Services
2.1.7	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events.	01/07/2021	30/06/2022	100%			Council is continuing with the review of the current Hazard Risk Assessment and working in partnership with the Local Disaster Management Group to implement the Queensland Government's Emergency Risk Management Framework. Council has completed all planned activities under the 2021/22 Get Ready Queensland program which is funded by Queensland Reconstruction Authority.	SF: Specialist Functions
2.1.8	Conduct a Strategic Fire Risk Review to improve the Council's strategic, tactical and operational response to fire management.	01/07/2021	30/06/2022	100%			The strategic fire risk and operational review has been completed and was received by Council in June 2022. A full review of the consultants reports and recommendations is now underway and will inform Council's fire management program and associated strategic planning for future years.	EO: Environmental Operations
2.1.9	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.	01/07/2021	30/06/2022	100%			Implementation of Council's Coastal Hazard Adaptation Strategy continued. Strategy implementation funding was secured through the Local Government Association of Queensland's QCoast2100 2.0 program (funded by the Queensland Government) to support the delivery of a project to collaboratively plan and prepare special area adaptation plans.	ESP: Environment and Sustainability Policy
2.1.10	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.	01/07/2021	30/06/2022	100%			Advocacy to the Queensland Government is continuing for the ongoing protection of the Regional Inter-urban Break as one of Council's major green spaces.	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; environment levy partnerships and grants; and external education and compliance programs for erosion and sediment control.	01/07/2021	30/06/2022	100%			Two new properties were acquired through the Environment Levy at Coochin Creek within the Regional Inter-urban Break and in Witta, extending the Kirby's Road environment reserve. Other highlights include the establishment of the Regional Erosion and Sediment, Education and Trial (RESET) site. Invasive plant management and education has continued to be prioritised through several Levy projects including the Weeds Taskforce project with a fourth Invasive Weeds Workshop held at the Mooloolah River Landcare Biocontrol facility on 31 May 2022.	ESP: Environment and Sustainability Policy
2.2.2	Complete the upgrade and replacement of the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2021	30/06/2022	100%			Construction of the 2021/22 financial year stage of works was completed. The base of the original groynes for this stage were in good condition and the recent erosion events have not significantly impacted site sand levels. Preparation for the 2022/23 stage works is now underway and will commence on time.	PD: Project Delivery

## 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 and land management activities.	01/07/2021	30/06/2022	100%			Planning and feasibility studies have commenced for potential Blue Carbon Ecosystem Restoration on publicly owned land in part of the Blue Heart. A collaborative research agreement has been signed to support Blue Carbon investigations. Landholder engagement has continued. Council and it's Blue Heart project partners have been successful in securing \$2.036 million of funding to undertake a Blue Carbon Wetland Restoration Project under the Federal Government's Blue Carbon Ecosystem Restoration Grant. Furthermore, funding of \$35 million has been secured through the South East Queensland City Deal to support Blue Heart Sunshine Coast implementation.	ESP: Environment and Sustainability Policy

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.2	Deliver key demonstration sites to improve the management and reduction of weeds including adoption of different weed management practices.	01/07/2021	30/06/2022	75%			On-ground works at the Maleny Community Precinct have now been completed including the establishment of more than 7000 plants and the progression of an environmental DNA trial, however the extreme weather conditions created unavoidable operational delays at the Witta stockpile site. Council continues to investigate a range of weed control options and further works will occur at both sites in the 2022/23 financial year. The Rural Landowner Handbook has now been sent to over 6500 landowners and is available on Council's website. Delays in delivery to planned activities is due to external party asbestos clean-up, weather and contractor availability. New estimated completion will be towards the end of the 2022 calendar 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.	01/07/2021	30/06/2022	100%			The 'Adopt a Street Tree' program saw tree planting throughout five streets during the quarter. There were four Councillor 'Free Tree' days and 766 trees were planted, during this quarter bringing total trees planted this financial year to 2374.	P&G: Parks and Gardens
2.4.2	Lead a Biosphere nomination to UNESCO for the Sunshine Coast to be designated as an international site of excellence.	01/07/2021	30/06/2022	100%			The Sunshine Coast region was officially designated as a UNESCO Biosphere on 15 June 2022. Biosphere branding, governance and performance management frameworks have been developed to support the management of our biosphere.	ESP: Environment and Sustainability Policy



### *A reputation for innovation and sustainability*





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Evaluate and assess the potential for increased kerbside food organics/garden organics (FOGO) collections, integration into the next generation waste collections contract and the effect this will have on future landfill diversion rates.	01/07/2021	30/06/2022	100%			The option to introduce Food Organics and Garden Organics (FOGO) bin collections by July 2025 has been incorporated into the next generation collection contract. The FOGO business case and cost modelling report have been prepared.	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	Implement priority activities and projects from 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.	01/07/2021	30/06/2022	100%			<p>A total of 2317 customers were assisted (915 from services, 1402 from workshops and events) online or in person. Projects delivered this quarter include the:</p> <ul style="list-style-type: none"> <li>• launch of the 2022 Sunshine Coast Business Awards</li> <li>• TAFE Build a Better Business program</li> <li>• Sunshine Coast Big Day Out (SCouT2022) with 600 attendees</li> <li>• Sunshine Coast Tech Industry Alliance Tech Futures Event</li> <li>• Food and Agribusiness Network Meet the Makers event, and</li> <li>• a second cohort of five businesses graduated through the SunRamp HealthTech Accelerator.</li> </ul> <p>Regional staff shortages have continued to be addressed by Gap Year Sunshine Coast. Sunshine Coast Workforce Development and Skills Gap Analysis Project will commence to understand current workforce trends and skills and talent gaps to address to enable future regional economic growth. The ASPIRE circular economy platform has continued with 141 registered users, 380 tonnes of waste diverted from landfill and embedded carbon savings of 234 tonnes in the 2022/23 financial year. A total of 441 jobs were created and/or supported (207 of these are from sponsored major events and 234 are from investment outcomes). Economic impact to the local economy totalled \$108.3 million for the quarter (\$18.6 million from major events and \$89.7 million from investment outcomes).</p>	ECDEV: Economic Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.2	Enhance the sports industry through the Sport Industry Development Program that maximises the use of existing assets and enhancing the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2021	30/06/2022	100%			<p>Council has worked to maximise the use of existing assets and enhance the region's sporting capabilities through:</p> <ul style="list-style-type: none"> <li>hosting the Sunshine Coast Symposium for the Disability Sports Australia National Conference in June 2022. The theme of the conference 'Runway to Brisbane 2032' aimed to maximise collaborative participation for people with disabilities in sport on the pathway to Brisbane 2032 Olympic and Paralympic Games, and</li> <li>sponsorship of the Rugby World Qualifier between Tonga and Hong Kong or South Korea and Oceania Rugby's Annual General Meeting.</li> </ul> <p>The Train Sunshine Coast program, originally scheduled to conclude at the end of June 2022 has been extended to December 2022.</p>	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.	01/07/2021	30/06/2022	100%			<p>A financial agreement for the 2021/22 financial year is in place between Visit Sunshine Coast and Council. Payments are being made in accordance with this agreement and Council's allocated budget. Additional funds were secured for the 2022/23 financial year agreement to include a New Zealand campaign.</p>	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	Develop the business case for a new Caloundra Regional Gallery as part of the implementation of the Caloundra Centre Master Plan 2017.	01/07/2021	30/06/2022	65%			This multi-year project is currently in preliminary evaluation stage with minor delays associated with the confirmation of the functional brief, including schedule of areas and preferred location within the centre precinct which is required prior to finalising the preliminary evaluation stage.	LANAGE: Group Executive Liveability and Natural Assets
3.2.2	Progress preliminary feasibility and design for the Community and Creative Hub Precinct in alignment with the Caloundra Centre Activation Project and Caloundra Centre Master Plan 2017.	01/07/2021	30/06/2022	60%			The project remains on hold and is awaiting outcomes from the Caloundra Regional Gallery Business Case, particularly the size and location of the proposed new gallery.	LANAGE: Group Executive Liveability and Natural Assets

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.3	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.	01/07/2021	30/06/2022	100%			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.	MPSP: Major Projects and Strategic Property
3.2.4	Leverage the Sunshine Coast International Broadband Network, the cable landing station and the regional cyber node to drive new business entrants to the Sunshine Coast through targeted marketing campaigns, briefings to interstate and international key partners and potential clients, and inbound business delegations.	01/07/2021	30/06/2022	100%			The Sunshine Coast Tech Industry Alliance was officially launched on 8 April 2022. A number of promotional videos for the local tech industry were released publicly and are now being used to promote the cable and associated hard and soft infrastructure. Discussions are also underway to host a Fintech Australia annual event on the Sunshine Coast in 2023.	ECDEV: Economic Development



### *Investment and growth in high value industries, innovation and entrepreneurship*

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries including updating of the Sunshine Coast investment prospectus.	01/07/2021	30/06/2022	100%			The Cable Leveraging Working Group has developed a draft implementation plan to attract new business investment to the region through promotion of the Sunshine Coast International Broadband Network. Research undertaken has identified a shortage of internationally branded hotels in the region and the impact on development of both the tourism and aviation industries to name a few. As a result, a draft hotel-specific investment prospectus has been developed to support opportunities for hotel attraction within the region and is out for community consultation. An investment attraction plan has also been developed to support this.	ECDEV: Economic Development







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Progress implementation of Mooloolaba Master Plan, including completion of the Northern Foreshore Parklands project and progressing the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) including the new Mayes Canal Bridge.	01/07/2021	30/06/2022	80%			Stage one of the Northern Parklands was opened in June 2022. Council has also worked to collate community feedback for the Central Meeting Place (stage 2). Construction of the Mooloolaba Transport Corridor Upgrade stages two and three were delayed due to wet weather, COVID-19 illness impacting labour resourcing and ongoing material availability issues. Recent construction activities have been focused on the finalisation of watermain relocations, stage one bridgeworks, sewer relocations, stormwater construction and major intersection works at Walan Street, Hancock Street, and Brisbane Road, Mooloolaba.	PD: Project Delivery





### *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.	01/07/2021	30/06/2022	100%			The complete export capability program was delivered in the 2021/2022 financial year, including a total of six Intellectual Property Law and Trademarks and e-Commerce workshops and two trade briefings (Japan and South Korea). Two industry specific export development programs and virtual market visits were delivered. Council partnered with the Food & Agribusiness Network to support the Meet the Maker trade event held in May 2022 with over 100 agribusinesses exhibiting their products to national and international buyers. Council undertook a series of 14 meetings with government agencies and key industry advisers in New Zealand in May 2022, with the objective of reconnecting with New Zealand to identify potential partnerships and trade and investment opportunities following the opening of international borders between the two countries. Partnerships with Trade and Invest Queensland (North America), Austrade Queensland Office ASEAN Desk, and bi-lateral chambers in key international markets have been re-established, and planning is underway to deliver a Trade and Investment Attraction webinar briefing series for off-shore networks.	ECDEV: Economic Development



## A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Implement priority activities from the Major Events Strategy 2018-2027 including strengthening arts and cultural events to assist in diversifying audience reach, capitalising on the growing demand for off road and adventure style events to showcase the region's natural strengths and increasing the region's profile.	01/07/2021	30/06/2022	100%			<p>The Sunshine Coast Events Board considered and approved 11 sponsorship applications this quarter consisting of two lifestyle events and nine sporting events.</p> <p>During the quarter, a total of 16 events were hosted within the region. Of these 69% were sporting events, 13% were cultural events, 13% were business events and 6% were lifestyle events. Compared to the previous quarter, there was an increase of lifestyle and cultural events by 14% and a decline of 16% in overall events hosted when compared to the previous quarter due to two events postponing and one event cancelling as a result of wet weather conditions.</p>	ECDEV: Economic Development
3.5.2	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.	01/07/2021	30/06/2022	100%			<p>The Maroochydore Multi Sports Complex hosted the Queensland State Schools AFL Championships in June 2022. Planning for 2022/23 AFL preseason camps has commenced.</p> <p>Nambour Showgrounds hosted the Nambour Expo and Lifeline Bookfest in April 2022, Kids in Action Program and Playground Queensland events in May 2022, and the Sunshine Coast Agricultural Show in June 2022.</p> <p>Venue 114 hosted successful events including the Magical World of Science, Magic Men Cabaret Show and the Sunnyskids Fundraiser Gala dinner.</p> <p>Sunshine Coast Stadium attracted 8500 patrons to the Midnight Oil tour in April 2022. Additionally, training camps were hosted in May 2022 for Melbourne Storm, Sydney Roosters and Newcastle Knights National Rugby League (NRL) teams. As part of the Oceania Rugby Championships, the Australian Junior Wallabies held a training camp in June 2022, and the under 20s and Tonga verse Hong Kong matches are scheduled for July 2022.</p> <p>The Nurture Festival took place on Lake Kawana in May 2022.</p> <p>Caloundra Indoor Stadium secured the State Pickleball Championships from 30 June to 2 July 2022, Thunder Netball Premiership from 20 May to 3 September 2022, and hosted the Queensland Club Gymnastics Championships from 24 to 30 June 2022.</p>	SCV: Sports and Community Venues

## Encourage investment in talent and skills





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.	01/07/2021	30/06/2022	100%			Study Sunshine Coast attended the 2022 International Consultants for Education Fairs (ICEF) Australia New Zealand Conference in Adelaide from 14 to 17 June 2022 as part of the Team Queensland stand. Through this opportunity, Study Sunshine Coast participants connected with approximately 40 offshore international education agencies and service providers to present the educational offering for the region and build leads. Study Sunshine Coast has signed with UWorkin to launch the Sunshine Coast Student Jobs Platform, a dedicated Sunshine Coast student and graduates job and industry platform hosted on the Study Sunshine Coast website. Study Sunshine Coast leveraged Council's partnership with Melbourne Storm to initiate a digital campaign during May and June 2022 to encourage Melbourne students to live, learn and kickstart their future on the Sunshine Coast. Study Sunshine Coast celebrated the online graduation of the fourth successful cohort for the Project Global Citizen Scholarship program, where 30 graduates earned a micro-credential in cross-cultural skills that help improve their employability anywhere in the world.	ECDEV: Economic Development
3.6.2	Finalise a new Master Plan for Caloundra Aerodrome to guide future development decisions and advance the strategic vision for the aerodrome.	01/07/2021	30/06/2022	90%			The review of the draft Master Plan was completed in May 2022. Due to the large amount of feedback received during the targeted stakeholder engagement process, the completion date for the analysis of feedback was extended from the end of June 2022 to early in the 2022/23 financial year. Targeted stakeholder engagement included presentations, group discussion sessions, electronic distribution of draft Master Plan and follow up phone interviews. Feedback from the review and stakeholder engagement will inform the final draft Master Plan.	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 collective resilience of business communities and destination appeal of precincts through the development and delivery of the Caloundra Activation Plan, update and delivery of the Mooloolaba Activation Plan and delivery of the Retail Activation Plan.	01/07/2021	30/06/2022	100%			The Downtown Caloundra Taskforce commissioned a new mural in the Caloundra Transit Centre by Kabi Kabi artist Luke Mallie to add to the Caloundra Art Trail and stimulate footfall to encourage economic activation. Expressions of interest were called for brand development and marketing of the Caloundra central business district with a marketing campaign scheduled to commence in late 2022. Marketing and social media content development has resulted in four emotive videos showcasing Mooloolaba retail and hospitality sector being developed to promote Mooloolaba during construction disruption. Australia's largest travelling ferris wheel has been successfully attracted to Coolum Beach, and will be in place from late July 2022 through to early November 2022. It will be accompanied and supported by a retail engagement and packaging initiative as well as a marketing campaign for the area.	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 a Service Excellence Strategy that considers customer expectations and community value to deliver efficient, effective and sustainable service levels now and into the future.	01/07/2021	30/06/2022	60%			The Service Excellence Roadmap has progressed with work underway to consider embedding service excellence principles and objectives into an overarching Outstanding Organisation Strategy. This approach recognises the importance of putting the customer at the centre of everything we do and provides an integrated organisational approach to deliver effective services at sustainable service levels and costs. This has been supported by identifying multiyear priorities that are proposed to deliver an uplift in customer experience and service productivity as well as guide improvements and inform future planning.	CR: Customer Response
4.1.2	Finalise and implement an asset management framework that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2021	30/06/2022	100%			The Asset Management Policy has been reviewed and endorsed as an organisational policy in December 2021. The Asset Management Framework was embedded in this document and the strategy, procedures and frameworks which further describe Council's asset management practices are progressively being developed and improved as part of the Asset Management Transformation Project.	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	Collaborate with external stakeholders to address and prevent illegal dumping activities across the region, to reduce pollution to our environment and risk to community safety and amenity.	01/07/2021	30/06/2022	100%			Council received funding through the Queensland Government's Keeping Queensland Clean: Illegal Dumping Grant Program. Council continues to address hotspots across the local government area and successfully identifying offenders, issuing infringements and ensuring the offender cleans up and correctly disposes of the waste. This has resulted in a sustained reduction in clean-ups by Council and has reduced the overall cost to the community. Council continues to look into proactive ways to discourage illegal dumping, including connecting with rental agencies to provide information on free waste recycling and acceptance at our facilities as well as information to deter behaviour such as the significant fines for illegal dumping.	CR: Customer Response
4.3.2	Consult with key stakeholders to progress a new Smart City Framework and Smart City Implementation Plan, which will identify processes and projects to realise smart city opportunities and further develop Council's data driven decision making capability.	01/07/2021	30/06/2022	100%			The Smart City Framework and Smart City Implementation Plan 2022-2025 progressed and will be implemented in 2022/23 financial year. This will identify processes and projects to realise smart city opportunities and further progress Council's data driven decision making capability.	BI: Business and Innovation
4.3.3	Deliver an on/off maintenance asset acceptance solution that: streamlines the process of managing defects during construction by developers; captures information and workflows from the applicant and Council; enables better record keeping and improves asset handover and accountability.	01/07/2021	30/06/2022	95%			The asset acceptance solution project involves the creation of an online portal for internal and external stakeholders to manage defects and approvals through the on/off maintenance period of contributed assets. This will improve record keeping, open communication and transparency assuring seamless contributed asset handover to Council. The project is nearing completion, with targeted stakeholder testing of the online portal. This is anticipated to be completed early in the 2022/23 financial year.	DS: Development Services
4.3.4	Develop and update Council's asset management plans to encompass the whole of life sustainability of built and natural environments while guiding appropriate levels of service and delivery of Council services to the community.	01/07/2021	30/06/2022	100%			All existing Asset Management Plans have been reviewed and updated, and have informed the State of the Assets report for the 2021/22 financial year.	AM: Asset Management





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.5	Finalise recommendations on a contract to design and construct a new hi-tech material recovery facility at Nambour waste precinct to replace the current facility and improve the quality of processed recyclable materials.	01/07/2021	30/06/2022	100%			Council has concluded the procurement process and a contract was awarded to RDT Engineering in November 2021. The contractor has progressed the design to the 80% stage and the equipment being sourced from overseas has been ordered.	WRM: Waste and Resource Management

*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	Continue the customer experience program and utilise engagement feedback to design solutions that improve outcomes and meet a range of preference and accessibility requirements.	01/07/2021	30/06/2022	100%			Council launched a number of customer insight driven service improvements that enhanced customer experience and productivity. These included launching a new customer channel two-way SMS, helping Council communicate with customers in ways that suit them, and digitising and automating waste customer service processes.	CR: Customer Response
4.4.2	Finalise recommendations on the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2021	30/06/2022	100%			Mobilisation of the next generation waste collection contract is complete. Sixty-seven new collection vehicles including one electric vehicle, have been delivered by JJ Richards ready for service commencement 9 July 2022. The garden organic bin expansion delivery program has been completed and more than 45,315 new bins have been delivered.	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.	01/07/2021	30/06/2022	85%			<p>Delivery of the capital works program during the quarter has continued to be impacted by significant wet weather, with approximately 700 millilitres of rainfall, falling mostly in May 2022, resulting in approximately four weeks of lost production time. COVID-19 illness and isolation requirements have continued to hamper labour resourcing alongside ongoing material availability issues.</p> <p>Despite these challenges, good progress has been made with Holiday Parks, transportation and stormwater, parks and gardens, coastal and environmental programs all making good progress. Major milestones were achieved with practical completion of the stage one of the Northern Parklands (Mooloolaba Foreshore Revitalisation project) and the Nambour Aquatic Centre Splash Park project, amongst other projects assisted through Queensland and Federal Government COVID-19 stimulus grants.</p> <p>Works that were scheduled to be complete by 30 June 2022 that have experienced delays will continue into the 2022/23 financial year for delivery providing essential infrastructure to the community.</p>	PD: Project Delivery

## Corporate Plan Goal : Our outstanding organisation









### *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	Develop a new Information and Communication Technology Plan 2021, with a strong focus on cyber-security, mobility, connectivity, accessibility and cloud computing.	01/07/2021	30/06/2022	100%			A new Information and Communication Technology Plan has been developed. This plan has a strong focus on cyber-security, mobility, connectivity, accessibility and cloud computing.	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 workforce planning, leadership development, performance management and capability development programs that support the delivery of the Council's vision.	01/07/2021	30/06/2022	100%			A CultureBoost project was established to assess workplace sentiment and establish a workplan to articulate and capture the desired culture for the organisation moving forward. Leadership forums, workshops, working groups and two employee festivals titled CultureFest are underway to shape Council's desired culture, employee value proposition and values. An Everyday Respect campaign has been established with courses in psychological safety and unconscious bias being conducted this quarter. Training is underway for all employees on the topic of workplace bullying and sexual harassment prevention and response procedures.	P&C: People and Culture
5.3.2	Develop and implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and work that adds value to deliver a healthy, caring and safe workplace.	01/07/2021	30/06/2022	100%			A pilot program to develop critical risk controls progressed during the quarter and a review of contractor management was completed. Workforce led workshops will be completed early in the 2022/23 financial year to identify and align to Council's critical risks and inform phase two of the program. Critical risk engagement sessions have been completed with high risk areas of the organisation, providing education on the program and how critical risk management is applied. The 2022 Flu Vaccination Clinic was delivered in April 2022 across five Council locations. Given the recent increase in influenza in the community a follow up flu clinic is being conducted in July 2022.	P&C: People and Culture





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.3	Provide workplaces that are fit for purpose and support our people to deliver services to the community across our administrative buildings and depots.	01/07/2021	30/06/2022	75%			This project has been delayed owing to the impact to construction of the Sunshine Coast City Hall. This delay has effected the sequencing of staff relocations across our administrative buildings and depots. During this quarter, An Implementation Change and Transition Plan has been developed to successfully transition employees to our new workplaces. Location changes will be undertaken on a scheduled basis commencing in late 2022, following the completion of construction, fitout and commissioning of Sunshine Coast City Hall.	LANAGE: Group Executive Liveability and Natural Assets
5.3.4	Finalise the development of the Sunshine Coast City Hall in the Maroochydore City Centre for occupation from 1 July 2022.	01/07/2021	30/06/2022	75%			Works have progressed significantly on the external facades and internal floors fitout of the building. Furniture and equipment procurement has been completed with items ordered and in manufacture. Completion by 1 July 2022 was not achievable, however 75% of actions for 2021/22 were completed against the new completion date of late 2022.	LANAGE: Group Executive Liveability and Natural Assets
5.3.5	Progress preliminary feasibility and design for the Nambour Administration Precinct buildings.	01/07/2021	30/06/2022	100%			Wilson Architects were appointed in May 2022 to lead preliminary design and feasibility. Constraints reports and concept designs are in development. The work is expected to be completed in the 2022/23 financial year.	LANAGE: Group Executive Liveability and Natural Assets
5.3.6	Progress the detailed design for the Caloundra Administration Building repurposing project and the development of an operational management plan.	01/07/2021	30/06/2022	100%			Detailed design documentation is nearing completion. Early procurement activities are expected to commence in the 2022/23 financial year. Work on the Operational Management Plan for the Building commenced in June 2022.	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	Review Council's Strategic Risk Management Framework to deliver a revised register and mitigation strategies that support the delivery of our Corporate Plan 2021-2025.	01/07/2021	30/06/2022	100%			Council's Strategic Risk Management Framework is complete. Strategic risks were replaced within Council's risk database with the new 11 strategic risks. Planning is progressing to document mitigation strategies and controls that align with Council's risk tolerance.	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 2021-2025 through establishment of a strategic approach to stakeholder relationships and advocacy.	01/07/2021	30/06/2022	100%			<p>Proactive advocacy to industry and government to support the delivery of the region's major projects outlined in the Corporate Plan continues to be an important activity to progress Council's vision as Australia's most sustainable region. With the Australian Federal election being held in May 2022, Council released the Sunshine Coast 2022 Federal Election Advocacy Priorities document that outlines the core commitments Council is seeking from all parties to advance the prosperity, connectivity and liveability of the Sunshine Coast.</p> <p>The Queensland Government's State Infrastructure Strategy 2022 was also released during the quarter. This document outlines a number of investments in critical infrastructure required on the Sunshine Coast, including several to support our role as a delivery partner in the Brisbane 2032 Olympic and Paralympic Games. The document outlines commitments to develop a satellite village within the Maroochydore City Centre, to deliver a new Sunshine Coast Indoor Sports Centre as well as upgrades to the Sunshine Coast Stadium and Sunshine Coast Mountain Bike Centre.</p> <p>The Corporate Plan 2022-2026 was adopted by Council in May 2022 and will guide further planning, prioritisation and advocacy.</p>	OCEO: Office of the CEO