

Sunshine Coast Council CEO's Quarterly Highlights Report

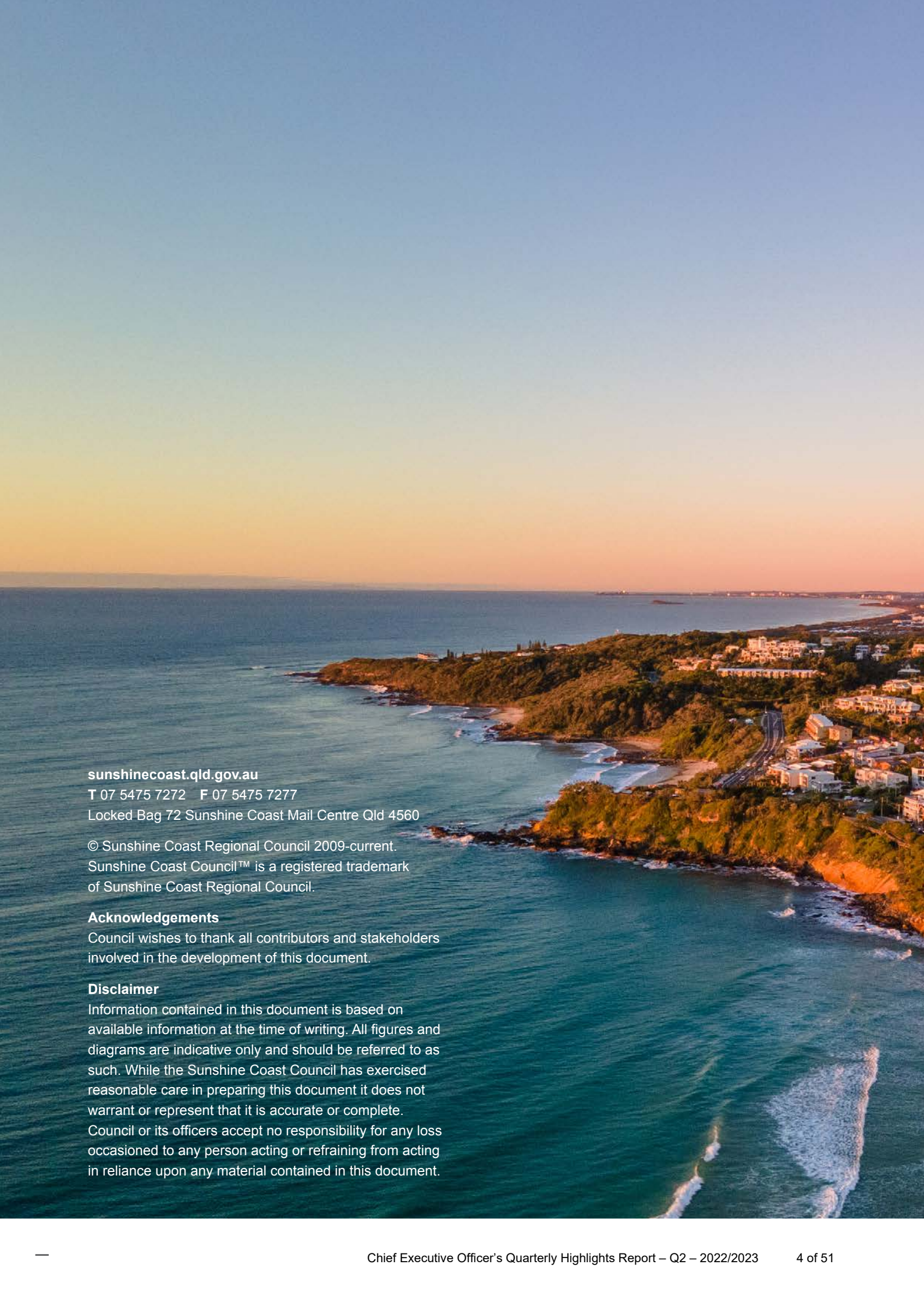
Quarter 2 – 2022/23







Sunshine Coast Council
CEO's Quarterly Highlights Report
Quarter 2 – 2022/23



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Acknowledgements

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

Disclaimer

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Traditional Acknowledgement

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

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

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

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

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

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

Together, we are all stronger.



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Message from the CEO



Emma Thomas
Chief Executive Officer

Quarter two is a busy time of the year as we progress our operational activities, prepare for the holiday season and welcome many visitors to our region to enjoy the wonderful attractions on offer.

Our world-renowned beaches are one of the Sunshine Coast's most popular draw cards and during the quarter, Council finalised a new five-year contract with Surf Life Saving Queensland. The substantial arrangement will see Council inject over \$5 million per year to support the services provided by our lifeguards, including approximately 93,000 lifeguard patrol hours per year across 22 Sunshine Coast beaches from Coolum to Golden Beach.

The new Mooloolaba Northern Parkland has been well received by the residents, local businesses and visitors. In November 2022, the Mooloolaba Foreshore Festival celebrated the success of this project with live music, artisan markets, free rides and face-painting further activating this parkland and infrastructure for our community.

The coastal pathway provides a great opportunity to enjoy our beautiful coastline and stay active

and healthy. During the quarter a new 850 metre section was completed in Warana enhancing accessibility for all our community, including parents with prams and people living with a disability. This new section forms part of the 73-kilometre-long route from Bells Creek in the south to Coolum in the north.

The completion and formal opening of the last stage of Buderim Village Park was another exciting achievement, providing all ability access with disability parking bays, public amenities, accessible pathways and equal access furniture, as well as an eagerly anticipated new playground.

Our goal to be a zero-net emissions organisation by 2041 was supported with progress on the new Material Recovery Facility (MRF) in Nambour. Groundworks, footings and the main shed frame have commenced installation, and the major external works civil contract has now been commissioned, with works commencing next quarter.

The new state-of-the-art-facility will enable more types of products to be recycled and improve the quality of the recycled material. This project supports our move towards a circular economy approach to waste management.

Council recognises the importance of community engagement in delivering on the needs of our community and over recent years has worked hard to empower our community to have their say on strategies, projects and initiatives that shape our region and our future. The Excellence in Engagement framework has been developed and embedded within

the organisation, building capability across our employees and systems to deliver value to hundreds of projects. This quarter Council was highly commended for this work at the IAP2 Australasia Core Values Awards for Organisation of the Year.

Finally, the Sunshine Coast achieved a significant milestone with 1500 residents attending the official opening of the Sunshine Coast City Hall on 10 December 2022. Sunshine Coast City Hall is located in the heart of the Maroochyodore City Centre and the design has been inspired by the majestic Glass House Mountains. Our City Hall will incorporate community activation opportunities through commercial spaces as well as being a catalyst for investment in the Maroochyodore City Centre. This is an important community asset that will enhance our ability to attract and retain great people.

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

Emma Thomas
Chief Executive Officer



Our Strong Community

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



157,700

people attended community events at Council's venues



91%

customer satisfaction with library and cultural programs



291,344

attendances to Council owned aquatic centres



491

community grant applications awarded, allocated more than \$1,265,445 for the quarter

Community and cultural development and partnerships

Freedom-of-entry to Caloundra

On 12 November 2022, the 816 squadron conducted a freedom-of-entry to Caloundra, at the Kings Beach Amphitheatre.

More than 100 members of 816 Squadron, the Royal Australian Navy Band, Fleet Air Arm Association and Cadets from local units were in attendance.

The honourable event occurs approximately every five years and is a mark of trust and confidence, renewing the Friendship agreement between Caloundra and the Navy's 816 Squadron.

Excellence in Engagement Recognised

Hundreds of projects, strategies and initiatives have been shaped by the Sunshine Coast community over the past few years, as a result of Council's focus on excellence in community engagement.

The focus has paid off with Sunshine Coast Council being highly commended for the Organisation of the Year award at the IAP2 Australasia Core Values Awards for Organisation of the Year held in October. The award recognises Council's journey over the past five years to embed best practice community engagement processes, which has culminated in a renewed Community Engagement: Excellence in Engagement Framework.

The Excellence in Engagement Framework

provides opportunities for our community's voices and needs to be heard using best practice engagement approaches to inform Council action and decision making. A key tool in Council's community engagement success has been the Have Your Say platform - a central portal created to spark innovative ideas in an easy-to-navigate format.

Sunshine Coast First Nations Supplier Day

The second First Nations Supplier Day was held at Nambour Showgrounds on 10 October 2022, bringing together local First Nations suppliers to showcase their products and services. The First Nations Supplier Day provided an opportunity for a market inviting food stalls, market stalls and entertainers. Over 45 First Nations businesses, creatives, performers, and service providers attended. The event was an opportunity for government, non-government organisations, businesses, and the public to meet local First Nations suppliers, as well as an opportunity for connections and collaboration between local First Nation businesses.

Migrant Work Ready and Business Ready programs

Twenty-six residents who participated in the Migrant Work Ready and Business Ready programs have graduated and are ready to put their skills to work. A graduation ceremony took place at TAFE Queensland's Mooloolaba campus on 11 November 2022 where graduates had an opportunity to network with local businesses and

use their newfound knowledge to help land a new job and launch their business ideas.

Council has worked in partnership with Nambour Community Centre, Maroochydore Chamber of Commerce, TAFE Queensland, Volunteering Sunshine Coast and Sunshine Coast Chamber Alliance Business Mentor Program to deliver the program.

Migrant Learn to Swim and Beach Safe Program

This quarter, forty-five Sunshine Coast migrant residents took the plunge and came out swimmingly after successfully completing Sunshine Coast Council and Royal Life Saving Society Queensland's Migrant Learn to Swim and Beach Safe program.

This is the fourth year the highly successful program has run, providing participants with the opportunity to learn basic swimming techniques, improve water confidence and learn beach safety skills.

Grants to our community

Overall for the quarter a total of \$1,265,445 in grants was allocated to 491 not-for-profit Sunshine Coast organisations to assist our community at a grass-roots level.

Council conducted 60 consultations for the Regional Arts Development Fund competitive arts grants in November 2022, which resulted in 25 applications. Of these, nine applications were funded \$39,190. Two of the nine projects are First Nations led and offer opportunities for three First Nations artists. In total, 31 artists will be engaged to deliver or participate in the funded projects.

The Heritage Levy supports a number of grants programs that have now been distributed, inclusive of the Community Partnership Funding Program where \$104,000 was distributed to 16 community heritage organisations, and a further \$56,401 was distributed to eight community heritage organisations to undertake Exhibitions and Events and Collections Care projects.

Community Venues

Venue 114

Venue 114 hosted and curated a diverse range of successful events. Some of the highlights from the quarter include:

- Beauties, Breasts and Bubbles fundraiser for Breast Cancer
- B.Strong and Fearless Women's Expo
- In Conversation – A life repurposed with guest speaker Rohni Kahn
- SunnyKids Mayoral Ball
- World Festival of Magic Community Event
- Commlink Awards of Excellence
- Symphony Orchestra

The Events Centre

The Events Centre hosted 81 quality events and shows. Some of the event highlights from the quarter include:

- 2 x Guy Sebastian shows
- 3 x The Wiggles shows
- Swan Lake Ballet
- Legally Blonde musical – Sunshine Coast Youth Theatre
- Ash Barty author evening
- Darren Coggan Home for Christmas

Disaster Management

Council conducts an annual review of disaster management plans, aligned to the Queensland Standard, which involves Planning, Preparation, Response and Recovery. This involves numerous community engagement programs for all ages

These programs educate our community of potential risks and hazards they may be exposed to in our region, what they can do to prepare for a possible disaster or emergency event, and ways in which they can mitigate the effects of these events.

Community engagement this quarter focused on the over 55's community, engagement with culturally and linguistically diverse groups, and

the development of online resources to support school engagement. It is anticipated that these resources will be available for consultation with the Local Disaster Management Group early in 2023, prior to being made available for use through Council's online Disaster Hub.

Libraries

Council continued to provide access to information and learning opportunities through a hybrid offer of online and face-to-face programs. Program highlights this quarter include:

- Three significant author events which attracted a total audience of 1062
- Two Beerwah Heart community engagements that attracted over 1200 people to the Beerwah precinct
- The online book club continued to expand with 378 eBook downloads this quarter
- The Lifelong learning program included subject matter with a sustainable living focus and attracted 649 attendees
- Young Peoples Services featured in the annual Festive Garden program, at the Maroochy Bushland Botanic Gardens in December. The program included a themed library pop-up, nightly Storytime program, reading and arts corners for children, and a library membership booth to engage new members.

Volunteers continue to play an important role in supporting our library services, and the community. This quarter they contributed over 1735 hours. A large number (68) of these volunteers are involved in providing a range of literacy services including 1:1 tutoring, literacy classes and conversation circles.

Lifeguards

A new five-year contract with Surf Life Saving Queensland (SLSQ) was finalised and executed in October 2022. The substantial arrangement will see Council inject over \$5 million per year into lifeguard services.

The new agreement enables SLSQ to employ 16 full-time lifeguards, 16 part-time lifeguards and maintain a casual pool of approximately 50 lifeguards during peak season. These services are also supported by an extensive network of volunteer surf lifesavers who patrol on weekends and public holidays during the surf lifesaving

season, which runs from the September school holidays to the first weekend in May, with extended hours through the busy Christmas period.

The arrangement provides for approximately 93,000 lifeguard patrol hours per year across 22 Sunshine Coast beaches from Coolool to Golden Beach, as well as equipment and vehicle costs.

Our world-renowned beaches are one of the most popular drawcards in our region, which underpins Council's commitment to support these vital lifeguard services, so everyone can enjoy a safe beach experience.

Roads, cycleways and pathways

Coastal Pathway

An exciting new link in the Sunshine Coast's beautiful Coastal Pathway opened this quarter. The 850 metre Warana section of the Coastal Pathway forms part of the 73-kilometre-long route from Bells Creek in the south to Coolool in the north.

Delivering on Council's commitment to accessibility through improvements to public spaces and places, this stage of the Coastal Pathway is accessible for all of our community, including parents with prams and people living with a disability.

Bush revegetation works are ongoing, including managing weeds and assisted generation of native vegetation. The long-term bush regeneration and offset planting is an important part of the Coastal Pathway project which has seen almost 900 plants and trees planted in this stage of the works.

New 'eco' boardwalk

A hidden bushland oasis, just minutes from one of the Sunshine Coast's favourite coastal lookouts, has received a new elevated boardwalk.

The 152-metre boardwalk nestled among lush rainforest behind Point Arkwright, in the Yaroomba Bushland Park, is made entirely from sustainable material such as fibre composite materials and recycled plastic elements. The new boardwalk replaced the aged wooden walkway, offering a safer and more durable asset for our community.

2022 flood damage repair work

A significant inventory of defect repair works has been identified as part of Councils claim from the flood event in February 2022. This significant weather event caused damage to public infrastructure and submissions are being made to the Queensland Reconstruction Authority to fund remediation work over the next 12-18 months. This work will include roadside landslip (15 sites), repairs to gravel and sealed roads as well as stormwater infrastructure.

Presently, all roads, pathways and stormwater drainage networks are still functional and providing safe services to the community, with the exception of Hovard Road which remains closed at the landslip site with access from either end.

Sporting facilities

Sunshine Coast Stadium hosted the Pacific Youth Rugby Festival for the first time in October 2022. The festival attracted close to 1000 participants, representing a variety of cultures, with players from Queensland, New South Wales, Victoria and New Zealand in October 2022.

Other event highlights from Council's sporting facilities include:

- A delegation meeting for the Brisbane 2032 Olympic and Paralympic Games
- The Australian Outrigger Canoe Racing Association National Sprint Titles
- The Monster Thrillmasters Spectacular
- A world lawn mower pushing record set by Sunshine Coast local Steve Hirst
- The Tonga Tala netball team training sessions and a practice match between Caloundra District Netball Association and the Papua New Guinea Pepes in October.
- Collectorama
- Gemfest
- First Nations Supplier Day

There have been strong attendances across the aquatic network with school swimming and water safety programs contributing to the increased numbers. Over 6500 slide passes have been sold since the opening of the two slides at Nambour Aquatic Centre in mid-September 2022.



Our Environment and Liveability

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



5891 hectares

of landscape and garden beds maintained



382

wheelie bins of weeds removed by 536 volunteers with the Community Nature Conservation Program



10,252 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



1351 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and associated reduction in greenhouse gas emissions of 18,071 tonnes

Beaches, foreshores, coastal infrastructure and canals

Beach-boosting Trial

A distinctive vessel arrived in the Sunshine Coast waters this quarter to play a leading role in a special trial aimed at replenishing the popular Maroochydoore Beach.

The project commenced in November and involved a Trailing Suction Hopper Dredger importing 60,000m² of sand from Spitfire channel and placing it in the water, approximately 300 metres off the beach.

The trial will supplement the existing sand renourishment program that involves collecting sand from the Maroochy River and pumping it onto the beach.

The trial will provide critical evidence to support Council's understanding of how this technique works here on the Sunshine Coast and will assist Council in making evidence-based decisions regarding the future management of our coastline.

Bushland Conservation and habitat

Landholder Environment grants

Landholder Environment grants provided \$325,000 of funding to landholders for on-ground environmental projects through the Environment

Levy. This funding supports a total of \$1,183,312 worth of on-ground environmental projects through the in-kind time and funding contributed by landholders.

Community planting events

Two community planting events were held by the BushCare Sunshine Coast team, including:

- Community Restoring Country planting at the Lower Mooloolah River Environment Reserve and Sippy Downs
- Seeds of Hope planting at Cotton Tree Environment Reserve, Maroochydoore, which was supported by the Make It Stop committee and took place as part of 16 Days of Activism against Gender-Based Violence.

Mary Cairncross Discovery Centre

The Fungi for Life exhibition opened at Mary Cairncross Discovery Centre this quarter. The exhibition will be on display for the next 12 months and provides an interactive and engaging exhibition about the amazing world of fungi and the critical role it plays in our ecosystems.

Recreation parks, trails and facilities

This quarter saw the completion and formal opening of the last stage of Buderim Village Park, offering the community and visitors an amazing new playground, active and passive

recreation places and providing all ability access with disability parking bays, public amenities, accessible pathways, equal access furniture and breathtaking views over the coast and hinterland. A number of other park facilities were also completed across the region, including:

- Quota Park, Nambour, and
- Turner Park, Beerwah.

Other notable projects for the quarter include:

- Substantial progress on Albany Parks Lakes and Forest Park West in Sippy Downs
- Sugar Bag Mountain Bike Park progressing into the final stage of capital delivery with park and pump track lighting construction starting next quarter
- The 2022 region-wide trail audit was completed. The audit identifies the condition of trails within the region to better understand asset management requirements
- Applications to the Queensland Reconstruction Authority for recovery funding for all damaged trails were fully submitted and a number of projects are awaiting the outcome of funding success. All high risk/critical repairs have been completed post 2022 rainfall events
- Parklands Trail Centre/ Brisbane 2032 Olympic and Paralympic Games Mountain Bike event venue planning progressed.

Rivers, streams, estuaries and water bodies

This quarter a total volume of 2480 kilograms of litter has been collected from the region's waterways.

The Regional Erosion and Sediment, Education and Trial

The Regional Erosion and Sediment, Education and Trial (RESET) site was opened for business, at the end of the quarter there have been over 500 people attend the site for Erosion and Sediment training and field days.

Stormwater drainage

Highlights for the quarter include:

- 12 stormwater pipes were fully relined
- 27 stormwater pipes have been patched
- Three additional pipe relining contract packages have been awarded for installation in early 2023
- Inspections of 1720 meters of stormwater pipes via CCTV, and 304 drainage pits, were undertaken to check for structural condition
- Council also responded to 146 customer service requests for flooding and drainage investigations.

Sustainable growth and network planning

Population Assessment Model

A review of Council's Population Assessment Model by the State government, as part of this year's Land Supply and Development Monitoring (LSDM) program has confirmed that it is one of the most accurate in South-East Queensland. Council relies upon this information to inform planning / infrastructure studies and also provides it as an input into the LSDM program which measures land supply across the region.

Confirmation that Council's population model is based on sound assumptions and provides a high level of accuracy in terms of predicting future development yields is important to ensuring the sustainable growth of the region.

Cool Urban Forests

A study is underway to find the 'hot spots' of the Sunshine Coast – and then use high-tech 3D modelling to inform ways to cool them down. The Cool Urban Forests project is being delivered through the University of the Sunshine Coast and Sunshine Coast Council's Regional Partnership Agreement.

The two-year project will look at how mapping technologies like satellite imaging and airborne surveys using laser and thermal sensors, can find neighbourhood hot spots that may be trapping the heat. The research will help Council understand

how mapping, sensor and modelling technology can help inform and improve policy and planning for urban design.

These types of projects and partnerships demonstrate what it means for our region to be a United Nations Educational, Scientific and Cultural Organisation (UNESCO) Biosphere as we continue to learn and deliver sustainable outcomes.

Mooloolaba Transport Corridor Upgrade

The Mooloolaba Transport Corridor Upgrade project progressed with the opening of all new road carriageways before Christmas, which was a major benefit for school holiday peak traffic. This includes the operation of the new signals at the Foote Street intersection, as well as all lanes open and exiting from Smith Street and the multi-deck car park.

In addition to improving traffic flow, this important project will enhance the southern entrance into Mooloolaba and create a corridor that is integrated and inviting for pedestrians, cyclists, motorists and public transport users.

Caloundra Transport Corridor Upgrade

The Caloundra Transport Corridor Upgrade (CTCU) Stakeholder Interest Group has been launched by Transport and Main Roads (TMR) with their first meeting held in December. The CTCU has moved into full detail design with a consultant appointed. Consultation on the CTCU will continue to be led by TMR.

The 1.6-kilometre CTCU will improve connectivity and travel choice into Caloundra by creating a new connection into the Caloundra CBD and reducing traffic congestion.



Our Resilient Economy

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



\$5.9 million

in revenue for Sunshine Coast holiday parks



19,520

guests attended 19 major events, which generated approximately \$11.8 million in economic activity for the region



2589

businesses accessed specialist advice and information



\$75 million

or 70% of the total available purchasing spend for the quarter went to local businesses

Economic development

Place Activation

Place Activation delivered a range of events and initiatives in the Gateway Precincts, in addition to capacity building activities, including:

- the Mooloolaba Foreshore Festival which attracted over 15,000 people to the event. The festival was held in November to celebrate the fresh new award-winning Mooloolaba Northern Parkland
- three Nambour Forecourt Live Events
- the Christmas in Caloundra Street Party which attracted thousands of people to Bulcock Street.

Regional Economic Development Strategy 2013-2033

The Regional Economic Development Strategy 2013-2033 priorities and initiatives continued to be implemented throughout the quarter. Council worked with local industry organisations and businesses to support a range of programs and events, including:

- The Local Business Support Program delivered tailored and specialist advice to 128 businesses across the region
- Council unveiled the redeveloped Business Continuity Guide to help the business community prepare for streetscaping, capital works and place making projects

- The Sunshine Coast Jobs Hub and Student Jobs Hub went 'live' and connects local businesses with staff and educated the workforce on the opportunities available in the region
- Study Sunshine Coast continues to market and position the Sunshine Coast as a high-quality destination for education and training. During this quarter the initiative supported more than 200 international and domestic students to participate in programs including free barista courses, first-aid training, cultural competency programming, and creative industries student showcases.

Holiday Parks

Holiday Parks continued to experience very high occupancy, resulting in an average capacity of 85% for the quarter.

Two amenities blocks were constructed at Coolum and Mudjimba holiday parks during the quarter. Both beachside getaways now offer sustainable and accessible coastal-style amenities, ensuring that they remain contemporary and attractive. The amenities building materials, fittings and fixtures have been chosen to withstand the coastal environment, achieve longevity and reduce maintenance costs.



Our Service Excellence

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



88%

of development applications assessed within statutory timeframes



2006

building approvals issued with a construction value of \$492 million



63,044

customers assisted through the development and customer contact centres



\$7.2 million

invested into our road network to rehabilitate and resurface 59.6kms of road with a total area of 358,845m² for the safety of our community

Cemeteries

A review of the 2004 Kulangoor Cemetery Master Plan is well underway, enabling Council to better plan for and respond to the needs and preferences of the community. Feedback from the community will be sought in the first half of 2023.

Work will soon commence at Caloundra Cemetery to extend capacity in the short term to enable ongoing access to new burial sites for both 'at need' and 'pre-need' customer requirements. Further review of the site has commenced to consider how capacity might be further extended within the constraints of the existing location.

Customer and community relations

Council is investing considerable effort into ensuring a positive customer experience in every contact made.

Our waste services, rates and animal renewals account for a large volume of contacts with Council and all delivered positive overall satisfaction scores for the quarter:

- waste services achieved 95% overall satisfaction
- rates achieved 95% overall satisfaction
- animal registration renewals achieved 93% overall satisfaction.

Additional customer service results for contacting Council include:

- 93% of customer's found contacting Council easy
- 91% of customer's found the interaction with the customer contact officer good or better.

This is a strong result for the quarter with reduced contacts and positive customer satisfaction.

Development services

Council adopted the updated Strategic Policy for Councillor and Council employee participation in development assessment matters at the December Ordinary Meeting.

This replaces the existing policy which has been in place since 2008. Since this time there have been substantial changes to legislation, and more recent local government integrity reforms.

The Policy reinforces Council's commitment to open, transparent, efficient, effective and objective decision making in accordance with statutory requirements, while also providing for appropriate interactions and engagement by Councillors and Council employees as part of the development assessment process.

Local amenity and local laws

ParkSmart program

Implementation of the ParkSmart program continued this quarter with an additional vehicle fitted out with numberplate recognition technology and ParkSmart patrols commencing in November 2022 at Eumundi, Nambour and the Maroochydore CBD.

In line with the rollout to existing locations, the introduction of ParkSmart into these new locations continues to support vehicle turnover in line with the parking arrangements in business centres and community events, such as the Eumundi Markets.

The program continues to highlight a reduction in occupational violence towards Council officers, with zero ParkSmart related incidents reported since the trial began in July 2022.

Arrangements are currently underway to introduce a final vehicle to the program this financial year.

Education and regulation activities

Council continued with a range of education and regulation activities both pro-actively and in response to feedback from the community. These included:

- The Responsible Pet Education Program engaged with over 1014 community members through 39 public events, 4 community education sessions, 7 Smart Paws Kindy visits and 1 Smart Paws Junior visit
- 500 responsible pet ownership booklets provided to vets, pet shops, pet parlours, dog trainers with puppy pre-school classes, and real estate agents
- Our responsible pet ownership book, 'When Sammy Met Sunny' book was offered for sale online to the community
- Continued development of the data collection for the Illegal Dumping Program to help inform proactive monitoring and education programs.

Public health

Biosecurity Queensland has delivered workshops throughout Queensland to Council's authorised officers on the *Biosecurity Act 2014* relating to Local Government Compliance to build the capacity of local governments to regulate the *Biosecurity Act 2014*.

Officers from Moreton Bay Regional Council and Noosa Shire Council were also in attendance, this allowed further sharing of information and collaboration with our neighbouring Councils. The workshops were well received, and positive feedback was provided to Biosecurity Queensland for the delivery of the initiative.

Quarries

The Department of Environment and Science conducted their annual pre-storm season site visit. The Department was extremely impressed with the effort and execution for the stormwater management plan, the crushing tender that was awarded and the Work Safe month Council conducted.

Waste and resource management

The Nambour Landfill expansion bulk earthworks are nearing completion and moving toward the installation of the liner, while the new Material Recovery Facility (MRF) is well underway with installation commencing this quarter on the groundworks, footings and the main shed frame. The major external works civil contract for the MRF has been commissioned and work will commence in early 2023.

The new MRF will be a state-of-the-art-facility with better optical sorting capacity and more capabilities. These capabilities will enable additional types of products to be recycled and the quality of the recycled material to improve. This project supports our goal to be a zero-net emissions organisation by 2041, enabling the move towards a circular economy approach to waste management.



Our Outstanding Organisation

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



114

offers of employment for the quarter



5

final award placements received during the quarter

Sunshine Coast City Hall

The official opening of the Sunshine Coast City Hall was held on 10 December 2022. The opening was a great milestone for our region and was attended by more than 1500 Sunshine Coast residents.

The Sunshine Coast City Hall is a key feature in our vibrant city heart and has been designed and built for our community. The building is a significant community asset and has purposefully been designed to build engagement, productivity, and innovation, allowing us to better attract and retain great people. Through clever design, it allows team members to be creative, inspire their curiosity, be adaptable and operate with agility.

In addition to delivering an administration function, City Hall will also provide broader community activation opportunities through commercial spaces, as well as being a catalyst for investment and more construction in the Maroochydore City Centre.

Financial and procurement services

The Queensland Audit Office (QAO) Final Audit of the 2021/22 Financial Statements has been finalised. This delivered a positive result for our community and demonstrated Council's ongoing commitment to good financial management with the QAO Closing Report issuing an unmodified audit opinion. This is the 14th consecutive unmodified audit opinion achieved by Sunshine Coast Council.

People and Culture

Council's new organisational values have launched after extensive employee consultation and engagement. These values articulate the organisational culture needed to achieve Council's vision and create the best workplace. The values launched include:

- Care – we care for people and place
- Respect – we respect everyone
- Trust – we trust and empower
- Curious – we explore possibilities
- Connected – we are better together

Our values and behaviours are the key to being a great place to work. They define the culture of our organisation and our behaviours shape how we interact with each other, our partners, and the community.

Awards

- **Mooloolaba Foreshore Stage 1** was awarded two awards at the 2022 Institute of Public Works Engineering Australasia Excellence Awards including 2022 Project of the Year award and Projects \$10 million to \$20 million award
- **Mobility Maps project** was awarded the 2022 Productivity through Infrastructure award at the 2022 National Awards for Local Government
- **The Construction Management and Waterway Protection Taskforce** was awarded the Excellence in Policy and Education Award at the Stormwater Queensland Awards for Excellence 2022

- **Smart Lighting on Airport Drive, Marcoola** has been awarded the Queensland Lighting Award at the Queensland Lighting Design Awards for 2022.

Council was also highly commended for two projects, including:

- **The Regional Erosion and Sediment, Education and Trial (RESET) project**, highly commended in the Excellence for Innovation and/or Education to the erosion and sediment control industry category at the 2022 International Erosion Control Association Australasia Environmental Excellence Awards
- **The Excellence in Engagement Framework**, highly commended for Organisation of the Year at the IAP2 Australasian Core Values Awards.

Connecting with Council

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

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

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

Follow Council on:



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

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

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

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



Operational Plan Activities Report Quarter 2, 2022/23





Quarterly Progress Report

Corporate Plan Goal : Our strong community







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







Healthy and active communities

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Deliver the 'Healthy Sunshine Coast' program to increase health and wellbeing in the community through low cost or free activities and workshops.	01/07/2022	30/06/2023	50%			The Healthy Sunshine Coast program was relaunched in November 2022 with nine providers offering sessions each week, increasing to 22 providers by the end of January 2023. There has been strong interest in the program with over 1500 registrations of interest this quarter. The Healthy Ageing Forum was held on 26 November 2022 at the University of the Sunshine Coast (UniSC) with 200 attendees. The day was full of learning with experts from UniSC, Sunshine Coast University Hospital and other health practitioners sharing their knowledge on the latest research on healthy ageing to maximise quality of life and wellbeing. The Migrant Learn to Swim and Beach Safe program was delivered in October and November 2022 with the Royal Life Saving Society of Queensland. There were 45 participants across the three classes held at Nambour Aquatic Centre, Goodlife Community Centre Buderim and Bulcock Beach. Participants had the opportunity to learn basic swimming techniques, improve their water confidence skills and were taught vital beach and ocean safety skills, and safe and unsafe swimming locations (remember to always swim between the red and yellow flags).	CD: Community Development





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.2	Partner with the State Government and school communities to deliver travel behavioural change programs that support active transport options, including the 'RideScore Active School Travel' program, walking and cycling to school events, the cycle skills education course and the safe school travel program.	01/07/2022	30/06/2023	50%			<p>The Ridescore Active Schools program has completed its 12-month trial across the nine selected state schools. The program will continue at all trial schools with an additional school included in 2023, bringing the total to 10 schools.</p> <p>Two schools participated in the Bike Restoration program and two additional schools will be included in 2023.</p> <p>Council's Workplace Travel Program has been integrated with the MoveUs platform, and currently has 220 employees registered.</p> <p>Cycle Network grants have been submitted for a number of Council projects in conjunction with managing and reporting on Council's current active travel grants.</p>	TIM: Transport Infrastructure Management
1.1.3	Identify and secure an enduring legacy for the Sunshine Coast as a key delivery partner in the Brisbane 2032 Olympic and Paralympic Games and work collaboratively with our Community Reference Group and key partners to identify Sunshine Coast specific themes, opportunities and challenges.	01/07/2022	30/06/2023	50%			<p>This quarter, the Sunshine Coast 2032 Legacy Community Reference Group met on 23 November 2022, with the first iteration of the Sunshine Coast Legacy vision and aspirations for the region nearing completion. Once finalised, the Sunshine Coast Legacy and aspirations will be input into the overarching Brisbane 2032 Legacy Plan, which is to be furthered at a state wide forum in March 2023. Council continues to be active in a range of legacy planning activities with key delivery partners. A key highlight for the quarter was hosting the Brisbane 2032 Organising Committee Board on the Sunshine Coast on 6 and 7 October 2022.</p>	ECDGE: Group Executive Economic and Community Development





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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexilink and Kenilworth Community Transport Service.	01/07/2022	30/06/2023	50%			Implementation of the Transport Levy 2022/23 initiatives are progressing. This includes a continuation of existing services such as Council Link, continued support of the Kenilworth trial, the Flexilink bus services in the hinterland, and upgrades to a number of bus stops. The Transport Levy is also funding the delivery of ThinkChange, Council's Travel Behaviour Change Program and the Ridescore initiative across participating schools. Finally, the Levy will contribute to the Detailed Business Case for Sunshine Coast public transport, which is being led by the State Government in collaboration with Council as a funding partner. The budget is underspent this quarter due to program delays, however significant expenditure is expected over the coming months as key project milestones are reached.	TIP: Transport and Infrastructure Planning
1.2.2	Continue implementation of 'smart parking' technology with two additional car park locations in Maroochydore and Maleny that will improve car park usage data to inform future planning, travel choices for our residents and assist to reduce traffic congestion.	01/07/2022	30/06/2023	25%			Essential hardware for parking technology projects was delayed due to supply chain disruptions. These components are now physically in Australia and awaiting final design works for custom signage prior to installing the technology. Installation is scheduled for next quarter. The project is still on schedule for delivery within the intended timeframes.	TIM: Transport Infrastructure Management
1.2.3	Expand the trial and implementation of regulated parking technology to provide a safer work environment while encouraging vehicle turnover to provide fair and equitable access to the town centres, destinations and tourism locations.	01/07/2022	30/06/2023	50%			Implementation of the ParkSmart program continues with an additional vehicle fit-out completed and ParkSmart patrols commencing in November 2022 at Eumundi, Nambour and the Maroochydore CBD. In line with the rollout to existing locations, the introduction of ParkSmart into these new locations continues to support vehicle turnover in line with the parking arrangements in business centres and community events, such as the Eumundi Markets. The program continues to highlight a reduction in occupational violence towards Council officers, with zero ParkSmart related incidents reported since 1 July 2022. Arrangements are currently underway to introduce a final vehicle to the program this financial year.	CR: Customer Response









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: commencing civil works at Honey Farm Sport and Recreation Precinct, completion of the equestrian arena upgrade at Nambour showgrounds, and major upgrades to the North Shore Multi-Sports Complex and Palmwoods football clubhouses.	01/07/2022	30/06/2023	50%			Planning and construction of key sport and recreation projects continued during this quarter, including: - Detailed designs for a new clubhouse and oval lighting at the North Shore Multi-Sports Complex - Commencement of the Palmwoods Warriors Football clubhouse upgrade - Installation of field lighting at the Coolum Sports Complex to support rugby league and cricket activities - Commencement of the Moss Day Pavilion Indoor Equestrian Arena upgrade at the Nambour Showgrounds.	SCV: Sports and Community Venues
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Aquatic Centre water slides, completing the Kawana Aquatic Centre staged detailed designs with commencement of stage 1 construction including a new program pool, and improved car parking and demolition of the existing Learn to Swim pool.	01/07/2022	30/06/2023	50%			The Nambour Aquatic Centre Splash Park was nominated as one of Queensland's top 10 waterparks by the Courier Mail in November 2022. Stage 1 detailed designs of the Kawana Aquatic Centre redevelopment are complete and include a new programme pool, improved car parking and demolition of the existing Learn to Swim and programme pools. Construction is due to commence in early 2023.	SCV: Sports and Community Venues
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2022	30/06/2023	50%			Community usage of library services and programs has remained strong across the quarter. The Rhymetime program (Under 5's) attracted a loyal audience with 3238 attendees (9% increase from last quarter). The school holiday program included 708 At Home packs and Summer Reading Club registrations, exceeding last year's registrations. New library memberships totalled 4510 this quarter, a slight decrease on the previous quarter. Library Venues performed well this quarter with a 34% increase in the total number of hours booked (718 hours) and strengthened community engagement with successful activations including the Beerwah Heart Community Day on 15 October 2022. Libraries held three highly successful author events with 1062 total attendees.	AHL: Arts, Heritage and Libraries



An inclusive community, with opportunities for everyone

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Implement key actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 and develop a new Stretch Reconciliation Action Plan that strengthens relationships and supports social and economic opportunities for the First Nations community.	01/07/2022	30/06/2023	50%			During the quarter, key initiatives from the Sunshine Coast Reconciliation Action Plan 2021-2022 were undertaken including the second First Nations Supplier Forum held on 10 October 2022 at Nambour Showgrounds, bringing together local First Nations suppliers to showcase their products and services. The third Sunshine Coast First Nations Annual Networking Event was held on 14 December 2022 at Cotton Tree, bringing together Council, community groups, Sunshine Coast First Nations Accord members and the Sunshine Coast First Nations Network Group. Monthly meetings with the Sunshine Coast First Nations Accord (corporate round table) and the Sunshine Coast First Nations community to build relationships and facilitate community conversations were held. Work will commence on developing a new 'Stretch' Reconciliation Action Plan early in 2023.	CD: Community Development
1.3.2	Deliver a 'Youth Council' program that fosters youth leadership and empowers young people to advocate and implement youth-led initiatives.	01/07/2022	30/06/2023	50%			This quarter, the Youth Council participated in a focus group to provide insight into the barriers and inspirations for young people to volunteer. Heading into 2023, the Youth Council have earmarked a number of actions including: <ul style="list-style-type: none"> - a tree planting day, to support environmental sustainability - a forum highlighting strengths of young people, with a focus on mental health - participation in a Beerwah youth street art project alongside Integrated Family and Youth Service, Beerwah State High School and Caloundra Community Centre, and - a youth week event in mid 2023. The Youth Council were also recognised in Council's 2022 State of the Region video.	CD: Community Development



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.3	Work collaboratively to deliver initiatives and outcomes that foster social inclusion and diversity, with a focus on multicultural communities and accessibility.	01/07/2022	30/06/2023	50%			The Migrant Work Ready (MWR) program and the Migrant Business Ready (MBR) program were completed this quarter with 26 graduates. All participants felt more confident, connected and supported to pursue their next career path. This quarter, four of the 18 MWR graduates successfully found employment. Discussions are underway with local community centres to consider how MWR and MBR could fit into their existing programs to support multicultural community members to find work. The Multicultural Advisory Group has continued to meet and advocate on behalf of multicultural communities on the Sunshine Coast. Initial stakeholder engagement for the development of a new Inclusion Action Plan has been undertaken and expressions of interest for external reference group members to help develop the plan were sought this quarter. The All Access Day at the Beach schedule for early December 2022 was unfortunately cancelled due to inclement weather, and will be considered again in 2023.	CD: Community Development
1.3.4	Implement the Community Engagement Policy and Excellence in Engagement Framework to support the delivery of best practice engagement.	01/07/2022	30/06/2023	50%			Council's focus on delivering excellence in engagement was recognised this quarter, with the organisation being highly commended for the Organisation of the Year award at the IAP2 Australasia Core Values Awards. Council and the University of the Sunshine Coast worked in collaboration to deliver two pilot projects under the Sunshine Coast Community Co-Lab initiative, which seeks to bring together the resources of the Sunshine Coast community, Council and the university to share knowledge and collectively respond to local challenges and opportunities. The two projects delivered included the Glass House Mountains Village Place Co-Lab project and the Building Community: Gifting Time (Re-imagining volunteering) project. Coordination of community engagement for 2023 was also a key focus this quarter.	CD: Community Development





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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Provide support to the community and other not-for-profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the grants program.	01/07/2022	30/06/2023	50%			This quarter Council has seen growth in demand for grant funding to support the re-activation of places and in person connection between people. During this period a total of \$1,265,445 in community grant funding was approved for 491 community projects, events or activities through Major; Minor; Individual Development; Emergency; Festive and Commemorative; Regional Arts Development; Creative Industries Investment Program; Landholder Environment; Heritage Levy and Councillor Discretionary Funding Program grants.	CD: Community Development
1.4.2	Undertake a review and develop the next version of the Active Transport Plan that sees walking and cycling playing an essential part in an integrated transport system to provide improved mobility, safer streets, healthier residents and a reduced impact on global climate	01/07/2022	30/06/2023	15%			The Active Transport Plan remains a key priority and there is heightened interest from the community around real and perceived obstacles to the use of active transport. As work progresses it is anticipated that the plan will be back on schedule and delivered within budget.	TIP: Transport and Infrastructure Planning
1.4.3	Develop a Roads Plan that ensures the road network plays its intended role in moving people and goods while connecting our communities efficiently and effectivity, including: applying technology to improve network efficiency, guiding future investment in Council roads and informing advocacy for State and Federal Government investment.	01/07/2022	30/06/2023	30%			Development of the Roads Plan is progressing with the current focus on identifying the future network upgrades required for drafting the New Planning Scheme. The Roads Plan is behind schedule this quarter due to competing priorities. However it is anticipated that the Plan will be completed on time and within budget.	TIP: Transport and Infrastructure Planning
1.4.4	Progress a detailed business case with the State Government for staged development of a local mass transit solution that integrates transport and land use planning to maintain the liveability of the region.	01/07/2022	30/06/2023	50%			Council continues to work with Transport and Main Roads to progress the governance arrangements and the establishment of the Sunshine Coast Public Transport (SCPT) project team. Expressions of Interest for the SCPT Community Reference Group closed in mid December 2022 and it is anticipated the group and an independent facilitator will come together in early 2023.	UGP: Urban Growth Projects

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.5	Work collaboratively to raise awareness and support initiatives for key social issues with a focus on homelessness and domestic and family violence prevention.	01/07/2022	30/06/2023	50%			Work has begun on developing a homelessness action plan that can align to a housing action plan. Council is investigating options to support the "Mean While" accommodation project in Nambour. The display village for the Roofs to Recovery project is nearing completion which will highlight an example of transitional housing. Training was carried out to assist staff responding to people that are homeless including being able to provide advice on where to seek support when needed. The 16 Days of Activism Against Gender Based Violence was held from 25 November to 10 December 2022 to call for the prevention and elimination of violence against women and girls and included the Seeds of Hope tree planting at Maroochydore Beach with over 200 native trees planted in the dunes. A session talking about Domestic and Family Violence was held at the Maroochy Men's shed in November 2022. Ongoing connection with Sunshine Coast Lightning has continued with agreement reached for Domestic and Family Violence prevention promotion at a Lightning match planned for 30 April 2023.	CD: Community Development









Creative and innovative approaches to building a strong community









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2022 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2022	30/06/2023	50%			The 2022 Horizon Festival was held last quarter and attracted over 21,400 people, which was a very successful return of in person audiences after the live/online events of the past three years due to the COVID-19 pandemic. The 2022 Horizon Festival's economic success can be seen in the 3250 total direct visitor nights generated and \$1.7 million economic benefit generated for the Sunshine Coast. This quarter Council focused on planning for the 2023 Horizon Festival with key learnings from the 2022 Festival used to identify opportunities. The draft program for the 2023 Festival has been outlined. Meetings commenced with key internal and external stakeholders including The Events Centre, The Old Ambulance Station and SunCentral Maroochydore.	AHL: Arts, Heritage and Libraries





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.2	Plan and coordinate Council's Arts Levy Program to deliver an annual program of developmental opportunities for the creative sector and, in line with the Sunshine Coast Arts Plan 2018-2038 coordinate the delivery of the Regional Arts Development Fund, plan and implement the delivery of the Regional Arts Infrastructure Framework and deliver an engaging Regional Gallery program of exhibitions and events including the Sunshine Coast Art Prize.	01/07/2022	30/06/2023	50%			The Creative Industries Investment Program was launched this quarter, with 13 applications received. A total of 7 projects valued at \$486,217 were approved for funding of \$130,000. Outcomes identified included engagement of 144 artists, creative practitioners and producers including 22 First Nations artists, 2279 participants, 35 partnerships and 112 volunteers. Successful and unsuccessful applicants were invited to participate in the Capacity Development Program to support sustainability opportunities for successful funding in future years. Project 24 supported and mentored 12 artists in residence across two studio spaces (2ND Space) in Nambour to deliver three public showings of six new works in development.	CD: Community Development
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including: next stage planning for the Sunshine Coast Regional Collection Store, delivery of activation events for Bankfoot House and the Landsborough Museum, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2022	30/06/2023	50%			At the November Ordinary Meeting, Council endorsed the Cultural Heritage Levy Annual Report 2021/22 which provided an overview of achievements for the year; and the Landsborough Museum Management Report which outlined recommendations for improvements to the state heritage listed building, the Museum's operations and collections management. Two Historians in Residence were appointed, researching farming practices in the region, and the impact of World War II. Professional development and support provided to local museums included textile conservation and First Nations cultural material workshops. Over \$160,000 in grants were distributed from the Cultural Heritage Levy to community heritage groups via Council's Community Grants program.	AHL: Arts, Heritage and Libraries

Corporate Plan Goal : Our environment and liveability







A resilient region shaped by clever planning and good design

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Undertake a review of the Environment and Liveability Strategy 2017 five-year implementation plan and progress embedding sustainability into organisational business while responding to climate change by building a more resilient Sunshine Coast through emissions reduction and climate risk management.	01/07/2022	30/06/2023	50%			A number of actions progressed this quarter, including: <ul style="list-style-type: none"> • planning for the Environment and Liveability Strategy 5-year implementation plan review • several actions are being implemented from the zero-net emissions plan including expanding its investment in rooftop renewables and undertaking business cases for strategic battery installation • climate risk management planning is continuing with the completion of the Regional Climate Action Roadmap. 	ESP: Environment and Sustainability Policy
2.1.2	Progress the drafting of the new planning scheme informed by the preliminary community consultation outcomes and the state interest review, prior to undertaking formal community consultation on the proposed planning scheme that will shape future settlement patterns across the region.	01/07/2022	30/06/2023	40%			Drafting of the Planning Scheme is continuing to progress informed by preliminary consultation feedback. This quarter a series of workshops have been held with Council to discuss aspects of drafting the Planning Scheme. Ongoing consultation has also occurred to inform the detailed drafting of the Planning Scheme including meetings, briefings and workshops with the State Government, the Technical Reference Group, Cross-Functional Working Groups, as well as other stakeholders.	SP: Strategic Planning
2.1.3	Continue to negotiate with parties to the Palmview Infrastructure Agreement to ensure the timely delivery of all infrastructure obligations under the agreement.	01/07/2022	30/06/2023	75%			Council is continuing to negotiate amendments to the Infrastructure Agreement with the Palmview Landowners. Budget impacts will not be known until such time that all matters are resolved and drafting is finalised.	UGP: Urban Growth Projects
2.1.4	Advocate Council's policy positions to the State Government to inform the review of the South East Queensland Regional Plan.	01/07/2022	30/06/2023	50%			Following the recent Queensland Housing Summit, the State Government has formally announced that a review of the South East Queensland (SEQ) Regional Plan will commence in early 2023. Engagement and advocacy is ongoing with the State Government on current SEQ Regional Plan implementation projects and will shortly commence on the SEQ Regional Plan review. Several meetings have been held with the State Government to reiterate Council's position on identification and protection of the Northern Inter-urban Break and the removal of Halls Creek Potential Future Growth Area from the SEQ Regional Plan.	SP: Strategic Planning







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.5	Continue to work with the State Government to progress the preparation of planning for the Beerwah East Major Development Area.	01/07/2022	30/06/2023	25%			Council is continuing to work in collaboration with the State Government to progress the Detailed Business Case, the preparation of which is being managed by the State Government. The project is progressing in accordance with the expected schedule.	UGP: Urban Growth Projects
2.1.6	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent, identifying and acquiring strategic land and implementing the Inter-urban Break Outdoor Recreation Plan with partners.	01/07/2022	30/06/2023	50%			Council has continued to advocate to the State Government for the protection of the Regional Inter-urban Break as a critical major green space separating the Sunshine Coast from the Greater Brisbane area.	ESP: Environment and Sustainability Policy
2.1.7	Develop a project to enable improved identification and updating of stormwater assets in Council's asset register, to better shape appropriate levels of service in accordance with the Stormwater Management Strategy.	01/07/2022	30/06/2023	70%			An automated process for uploading asset inspections into Council's asset management system has been developed, with final checks underway to ensure outputs are functional for all users. This automation will significantly accelerate data entry and processing.	TIM: Transport Infrastructure Management
2.1.8	Deliver placemaking initiatives including streetscape improvements for Eumundi, Woombye, Nambour, Landsborough, Maleny, Glass House Mountains and Maroochydore (First Avenue and Ocean Street).	01/07/2022	30/06/2023	50%			Placemaking initiatives progressed this quarter, including: <ul style="list-style-type: none"> - Careful consideration is being given to consultation input received for the preparation of the detailed design for Eumundi placemaking initiatives - Woombye construction is currently underway - The Nambour concept design first package is in review - Landsborough placemaking - project is undertaking a review of the scope and budget - Maleny design is underway in response to community engagement - Ocean Street, Maroochydore concept design is underway. 	DPS: Design and Placemaking Services

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.9	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events and undertake a review of Council's Local Disaster Management Plan.	01/07/2022	30/06/2023	50%			Disaster Management continues to administer and coordinate the Sunshine Coast Local Disaster Management Group and foster a close partnership with the District Disaster Management Group to ensure that Council maintains planning, preparatory, response and recovery capability to assist our community prior to, during and post-disaster events which affect our region. Key relationships and resources are well maintained, along with the updating of current hazard risk assessments and the Local Disaster Management Plan which is currently under review. The final draft of the Local Disaster Management Plan is expected to be presented to Council for consideration in the second half of the financial year.	SF: Specialist Functions
2.1.10	Implement the Coastal Hazard Adaptation Strategy through, informing the development of the new planning scheme, undertaking dune protection, enhancement and management in identified areas, and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2022	30/06/2023	50%			Implementation is underway for a number of key actions from the Coastal Hazard Adaptation Strategy (CHAS) including: <ul style="list-style-type: none"> • Development of the Shoreline Erosion Management Plan • Collaborative design of Special Area Adaptation Plans Project • Case Study Options Analysis of Coastal Hazard Adaptation Infrastructure (Maroochydore and Mooloolaba foreshores) • Development of the Healthy Coast Management Plan • Embedding of CHAS within the organisation as part of Council's broader climate risk governance work. 	ESP: Environment and Sustainability Policy





Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Council's Environment Levy including the strategic land acquisition program and environment levy partnerships and grants.	01/07/2022	30/06/2023	50%			Implementation of the 2022/23 Environment Levy Program is underway to ensure our natural assets are preserved and enhanced through land acquisition, projects and partnerships. Properties for acquisition are continually being considered to protect, preserve and enhance our natural environment and wildlife corridors. Planning for the 2023/24 Environment Levy program has commenced.	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.	01/07/2022	30/06/2023	100%			This project was completed in quarter 1. The projected budget was impacted by unforeseen conditions produced in this weather impacted coastal environment, given the work occurs in the beach zone. The completed groyne will protect the current beach area and river mouth environment from coastal erosion, providing a stabilised beach environment protecting the very popular Cotton Tree Holiday Park.	PD: Project Delivery
2.2.3	Progress the Point Cartwright Master Plan project, including management of the Community Reference Group, consultation activities, master plan development and readiness for implementation.	01/07/2022	30/06/2023	75%			The master plan is currently being drafted with all background reports now completed on cultural heritage, recreation and environmental values. The fourth and final meeting of the Community Reference Group has been held in a workshop style format. A second round of community engagement will be carried out once the draft master plan is completed. Engagement will include a community workshop in conjunction with other in-person and online engagement techniques.	DPS: Design and Placemaking Services





Responsive, accessible and well managed assets and infrastructure





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project, land acquisitions, land management activities and stakeholder engagement.	01/07/2022	30/06/2023	50%			The first milestone report for the Commonwealth's Blue Carbon restoration grant has been submitted and accepted. Communications, engagement and detailed wetland restoration design with investigation of regulatory approval processes is underway. Council met onsite with Kabi Kabi peoples to discuss partnership opportunities.	ESP: Environment and Sustainability Policy
2.3.2	Progress the master planning and strategic business case development to support establishing a Sunshine Coast Ecological Park on land adjoining the Mary Cairncross Scenic Reserve.	01/07/2022	30/06/2023	50%			Following Stage 2 community consultation, feedback is being used to inform the development of the Sunshine Coast Ecological Park Draft Master Plan for further consideration.	ESP: Environment and Sustainability Policy
2.3.3	Coordination of weed management activities, demonstration sites, and exploring new technology and methodologies to improve industry and community understanding of weed management practices.	01/07/2022	30/06/2023	50%			The Invasive Weed Project continued this quarter with completion of the removal of a stand of slash pines, with revegetation scheduled at the Maleny Community Precinct. Ongoing maintenance and treatments continued at the demonstration site. An environmental DNA trial has been completed with a catchment scale trial to be undertaken in the new year. Track maintenance is ongoing with a remote mulcher at the Witta Stockpile demonstration site whilst an open tender process is being completed to undertake the broader site trial. A 'broad leaf pepper' distribution mapping trial is also being undertaken from Point Cartwright to Warana.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through better selection, placement and care of these environmental assets across the Sunshine Coast.	01/07/2022	30/06/2023	50%			Implementation of the Street Tree Masterplan progressed further with a total of 486 trees planted in the quarter. The plan seeks to sustain regional and local character through appropriate species selection and placement, enhance liveability through the region by shading and cooling our network of streets, and reduce energy consumption, conflicts and long-term maintenance requirements. The Adopt-A-Street Tree program completed planting of 102 trees along 12 local streetscapes, and two Councillor 'Free Tree' Days were held.	P&G: Parks and Gardens
2.4.2	Coordinate the implementation of the Sunshine Coast Biosphere in partnership with our community.	01/07/2022	30/06/2023	40%			Transitional implementation of the Sunshine Coast Biosphere progressed, including: <ul style="list-style-type: none"> • successful photography showcase and exhibition event to mark International Day for Biosphere Reserves • Biosphere governance arrangements continued with the Coordinating Committee and Community Advisory Group • Biosphere presentations and promotion at multiple events. 	ESP: Environment and Sustainability Policy







A reputation for innovation, sustainability and liveability

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.1	Commence construction of the new hi-tech material recovery facility at Nambour waste precinct to improve the quality of processed recyclable materials, key deliverables include: procuring plant and equipment, designing and constructing a weighbridge and an internal site access road.	01/07/2022	30/06/2023	40%			Construction of new hi-tech material recovery facility has commenced and installation of the steel building frame is underway. Practical completion is expected in Q1, 2023/24.	WRM: Waste and Resource Management
2.5.2	Develop a new Sunshine Coast Waste Strategy to guide service provision, emissions reduction, diversion of waste from landfill and continued modernisation of Council's waste management facilities and practices.	01/07/2022	30/06/2023	30%			Revised Waste Strategy concept planning in progress.	WRM: Waste and Resource Management









Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.3	Deliver education programs that make a difference to household waste behaviours towards a cleaner, greener and sustainable Sunshine Coast.	01/07/2022	30/06/2023	50%			EnviroCom has been engaged to deliver education programs throughout the year to schools, community groups and at events. Waste education for this quarter included 40 kindergarten, school and community group presentations, five tours of the Resource Recovery Centres and landfill sites and two compost workshops.	WRM: Waste and Resource Management
2.5.4	Expansion of the garden organics program to reduce the amount of material that goes into general waste and landfill.	01/07/2022	30/06/2023	100%			The garden organics program was completed in quarter 1, with the organic bin collection service expanded across the region, giving residents an easy and convenient way to recycle their garden waste and help the environment.	WRM: Waste and Resource Management



Corporate Plan Goal : Our resilient economy

Strong economic leadership, collaboration and identity





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Undertake a review of the Regional Economic Development Strategy Implementation Plan 2019-2023 to drive further progress towards the delivery of a resilient and strong economy for the Sunshine Coast region.	01/07/2022	30/06/2023	40%			Initial stages of the review of the Regional Economic Development Strategy Implementation Plan 2019-2023 are underway. A cross-group working team has also been established to ensure alignment across all three of the Regional Strategies - the Regional Economic Development Strategy, the Sunshine Coast Community Strategy 2019-2041 and the Environment and Liveability Strategy.	ECDEV: Economic Development
3.1.2	Enhance the sports industry through the 'Sport Industry Development' program that maximises the use of existing assets and enhances the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2022	30/06/2023	100%			This quarter, a targeted suite of Sports Industry Development projects have been completed including: - Talent Identification Days hosted by the University of the Sunshine Coast, which will continue into 2023. The program identifies talented athletes, and provides a sporting pathway paired with a supported education program, raising the profile of the Sunshine Coast Sports Industry. - EventsConnect, a virtual directory of Sunshine Coast event and sport industry suppliers, has been soft launched and will be officially launched next quarter. - The Sunshine Coast Lightning have developed an online coaches portal that will be utilised by local clubs and schools. - The Sunshine Coast Turf Club major race calendar for the year concluded with the hosting of the Mooloolaba Cup.	ECDEV: Economic Development
3.1.3	Provide financial support to 'Visit Sunshine Coast' to underpin its activities to promote the Sunshine Coast as a tourism destination, and develop and finalise a new performance deed.	01/07/2022	30/06/2023	50%			A financial agreement is in place between Visit Sunshine Coast and Council. Payments are being made to Visit Sunshine Coast in accordance with this agreement and Council's allocated budget. Negotiations are underway with Visit Sunshine Coast to prepare a new funding deed.	ECDEV: Economic Development

New capital investment in the region



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Progress amendments to the Maroochyore City Centre Priority Development Area scheme in conjunction with Economic Development Queensland.	01/07/2022	30/06/2023	30%			Council is continuing to engage with Economic Development Queensland in relation to amendments to the Maroochyore City Centre Priority Development Area.	UGP: Urban Growth Projects
3.2.2	Progress the designation of the Sunshine Coast Airport as a Priority Development Area including preparation of an Interim Land Use Plan and Development Scheme.	01/07/2022	30/06/2023	50%			Council is working in collaboration with the Sunshine Coast Airport and Economic Development Queensland to progress the designation of the Sunshine Coast Airport as a Priority Development Area.	UGP: Urban Growth Projects
3.2.3	Progress implementation of the Caloundra Centre Master Plan 2017 in alignment with the Caloundra centre activation project, including finalising the business case for the new Caloundra Regional Gallery, and preliminary feasibility and design for the Community and Creative Hub Precinct.	01/07/2022	30/06/2023	40%			Caloundra Administration Building detailed design is in final stages. Expressions of Interest for suitable builders was released in November and closed December 2022 ahead of the second stage of procurement. The operational and management plan for the building is in final draft. The Regional Gallery Business Case - Stage 2 Preliminary Evaluation (draft) is being progressed to inform options for the broader Community and Creative Hub. The communication plan for the Caloundra Centre Activation Project and detailed communication plans for project components are updated regularly, and project milestones are reported.	LANAGE: Group Executive Liveability and Natural Assets
3.2.4	Work with Walker Maroochyore Developments Pty Ltd and SunCentral Maroochyore Pty Ltd to support the implementation of the Maroochyore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2022	30/06/2023	50%			Council and SunCentral Maroochyore Pty Ltd have continued to work with Walker Maroochyore Developments Pty Ltd this quarter to progress development of the Maroochyore City Centre.	

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.5	Leverage our digital connectivity to generate new enduring investment, trade and employment opportunities for local business and industry.	01/07/2022	30/06/2023	50%			Local business HavenXR, whose relocation to the Sunshine Coast was facilitated by Council, have now collaborated with the University of the Sunshine Coast to launch a full-scale virtual reality production studio on the Sunshine Coast, offering transformational opportunities for education, research, and industry engagement. HavenXR provide students with industry immersion on campus to develop their skills in virtual reality, augmented reality and extended reality with direct connections and employability pathways in the United States of America and Association of Southeast Asian Nations. Council attended the World of Drones and Robotics Congress in Brisbane on 14 and 15 November 2022 and as a result, discussions are now in place with a leading drone company to base some of its operations in the region. A “test and trial” pilot is being scoped in partnership with the AVR Lab, using assisted reality headsets to accurately identify underground assets by leveraging the 6G Wi-Fi network within the Maroochydore City Centre. The pilot will provide an opportunity to gather marketing information, test the technical platform and scope a potential new “test and trial” investment incentive.	ECDEV: Economic Development





Investment and growth in high-value industries

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.1	Progress implementation of Mooloolaba Master Plan, including consultation and design of the Foreshore Central Meeting Place project and completion of the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) that incorporates the new Mayes Canal Bridge.	01/07/2022	30/06/2023	55%			All four lanes are now open and operational along Brisbane Road from Walan Street through to the Mooloolaba Bowling Club. The intersections at Foote Street and Walan Street are now fully operational. The second stage of the bridge upgrade is progressing and this will continue through early 2023. This will be followed by landscaping and finalisation subject to material/resource availability and weather. The recent community engagement (September/October 2022) on the Mooloolaba Foreshore Revitalisation, Stage Two Central Meeting Place project is now closed. Council is assessing all community feedback, along with other project considerations, to help determine the final design of the Central Meeting Place, including its new public amenities. It is expected that the final design will be determined in early 2023.	PD: Project Delivery
3.3.2	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries.	01/07/2022	30/06/2023	50%			Council joined NextDC at Australia's largest mining conference, the International Mining and Resources Conference on 2-4 November 2022 in Sydney. From this, several investment leads were identified. The final report was received from NC Economics on Environmental Offsets as an Investment Incentive for consideration as investment incentives to align with the region's biosphere aspirations. To attract further investment in the Maroochydore City Centre, Council submitted an article which was published in The Urban Developer online publication. This quarter, meetings were held with the Trade and Investment Queensland (TIQ) Commissioner for Taiwan, and TIQ staff from both Singapore and Vietnam regarding Sunshine Coast investment opportunities. Council partnered with Queensland Treasury to pitch to a large multinational company to set up its Australian Global Centre of Excellence on the Sunshine Coast.	ECDEV: Economic Development







Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets by providing access to specialist services, contacts and training and partnering with State and Federal Government trade agencies for in-market assistance.	01/07/2022	30/06/2023	40%			Based on Industry feedback, the New Zealand Business Mission has been postponed to coincide with Fieldays 2023 being held 14-17 June 2023. The Deputy Mayor represented Council at the New Zealand-Queensland Transport and Urban Planning Summit held in Brisbane on 30 October 2022, joining senior government representatives to discuss planned \$200 billion of transport and infrastructure spending. This quarter, Council hosted the Trade and Investment Queensland (TIQ) Commissioner to Taiwan and the Director of the Association of Southeast Asian Nations to discuss trade and investment opportunities on the Sunshine Coast. An invitation has been extended to a delegation of Vietnamese investors to visit the Sunshine Coast in January 2023. Council also supported and attended the Taste of Queensland event organised by Trade and Investment Queensland at Aussie World, with 17 Sunshine Coast businesses exhibiting their export produce to a total of 37 buyers from Japan, Korea, China, United Arab Emirates, Singapore, Thailand, Malaysia, Vietnam and the United States of America.	ECDEV: Economic Development

A natural, major and regional event destination





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2022	30/06/2023	50%			Caloundra Indoor Stadium hosted the Tonga Tala netball training sessions and practice matches and the National Twirl Cup in October 2022, Ausfunk End of Year Showcase in November 2022 and ran their first ever School Holidays sports sessions in December 2022. Maroochydore Multi Sports Complex had both the Port Adelaide Football Club and National AFL Diversity Squad onsite for training camps in December 2022. The Nambour Showgrounds held the Collectorama, Gemfest, First Nations Supplier Day and Ryda Driver Education days. Sunshine Coast Stadium hosted three new events - the Pacific Youth Rugby Union Festival (October 2022), a lawn mower pushing world record and Stadium Cabaret (November 2022). Other hosted events included the Australian Outrigging Canoe Racing Association National Sprint Titles, STEPS Pathways Christmas Party and Monster Thrillmasters Spectacular in November 2022. Venue 114 delivered events including the Beauties, Breasts and Bubbles fundraiser, B.Strong and Fearless Women's Expo, In Conversation - A life Repurposed with guest speaker Rohni Kahn, SunnyKids Mayoral Ball, Oriana Choir, Comlink Awards, Sunshine Coast Symphony Orchestra and TAFE Graduation.	SCV: Sports and Community Venues
3.5.2	Implement priority activities from the Major Events Strategy 2018-2027 including: strengthening arts and cultural events, capitalising on the growing demand for off road and adventure style events and ensuring close alignment with opportunities identified from the 2032 Brisbane Olympic and Paralympic Games.	01/07/2022	30/06/2023	50%			During the quarter, 19 events were held. Key events include the International Bowling Federation World Cup and Para World Cup, the Sunshine Coast Comedy Festival, Sculpture on the Edge, the Blackall 100 and the Cycle Sunshine Coast Festival. The Sunshine Coast Events Board considered 18 applications this quarter, with 16 applications supported. The event applications assessed included one business event, one lifestyle event, two arts and cultural events, and 14 sporting events with many aligning strategically to the Brisbane 2032 Olympic and Paralympic Games.	ECDEV: Economic Development

A regional hub for innovation, entrepreneurship and creativity





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.1	Work with Education Sunshine Coast and the broader education and training industry to implement 'Study Sunshine Coast' and better prepare and connect young people to education and employment opportunities in the region including through skills development within schools and working closely with the State Government on regional initiatives.	01/07/2022	30/06/2023	50%			Study Sunshine Coast continues to market and position the Sunshine Coast as a high-quality destination for education and training. During this quarter the initiative supported more than 200 international and domestic students to participate in programs including free Barista courses, first-aid training, cultural competency programming and creative industries student showcases. Study Sunshine Coast also hosted Trade and Investment Queensland representatives and industry partners for an end-of-year wrap up and to discuss funding and partnerships for 2023.	ECDEV: Economic Development
3.6.2	Finalise the Caloundra Aerodrome Master Plan and prepare the implementation plan.	01/07/2022	30/06/2023	70%			Council endorsed the Caloundra Aerodrome Master Plan which included an implementation plan at the November Ordinary Meeting. While the Master Plan has been endorsed, the implementation is dependent upon future budget review processes.	MPSP: Major Projects and Strategic Property
3.6.3	Strengthen the collective resilience of our business communities and the destination appeal of precincts, through the development and delivery of activation plans, and support the business community through the 'Small Business Friendly Council' initiative and to help drive the 'Buy Local' initiative within the region.	01/07/2022	30/06/2023	50%			The 'Think SUNSHINE this Black Friday' campaign occurred during October and November 2022. The campaign was launched to encourage customers to spend locally during the Black Friday sales in support of Sunshine Coast businesses. Consumer messaging, including videos from local businesses, was disseminated through social media, digital promotion, radio and print. The campaign had a social media reach of more than 53,000 people and more than 10,000 people visited the website. Place Activation Plans for Caloundra, Nambour and Mooloolaba are in development in consultation with key stakeholders and will be finalised in January 2023	ECDEV: Economic Development

Corporate Plan Goal : Our service excellence





Engage with our community to inform asset management and service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.1.1	Develop Service Excellence principles that consider customer insights to support the design of contemporary business approaches and deliver efficient and effective customer experiences.	01/07/2022	30/06/2023	50%			Throughout the quarter significant effort has been invested into supporting our customer experience to be positive overall and in particular work to embed new processes and online self service to support the transition of the waste contract to our new partner. This has resulted in a decrease in waste contacts to the call centre by 32% this quarter.	CR: Customer Response
4.1.2	Develop and implement a Strategic Asset Management Plan that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2022	30/06/2023	65%			The Draft Strategic Asset Management Plan was completed in December 2022. A program of internal consultation will occur over the next few months to finalise the document.	AM: Asset Management





Design accessible, flexible and innovative services that meet community needs

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Implement the new Smart City Framework and commence execution of the implementation plan to realise Smart City opportunities and further develop Council's data driven decision making capability.	01/07/2022	30/06/2023	50%			The Smart City Framework and Smart City Implementation Plan 2022-2025 has progressed, this has identified processes and projects to realise smart city opportunities and further progress Council's data driven decision making capability with key projects underway relating to computer vision, technology, research projects and development of technology standards within Councils infrastructure manuals.	BI: Business and Innovation
4.3.2	Expand the online plumbing inspection system to include commercial permits which will provide efficiencies through allowing all plumbing inspections to be requested online.	01/07/2022	30/06/2023	50%			Council's online plumbing inspection booking system was launched in 2019 for domestic inspections to enable plumbing customers to book an inspection and lodge forms online. The second phase of the online plumbing inspection booking system was initiated last quarter for commercial inspections. Development, testing and implementation of Phase 1 features occurred throughout this quarter, specifically the ability to book inspections for Class 1 Dwellings and to view plumbing related documents in the online portal.	DS: Development Services

Deliver consistent service levels that provide positive experiences for our community



Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Utilise the customer experience program and analyse customer feedback and interactions to design solutions that improve outcomes for key business areas and our customers, including making it easier for our customers to find what they need and self service.	01/07/2022	30/06/2023	50%			Throughout the quarter significant effort has been invested into supporting our customer experience including: - embedding and refining new processes and online self service to support the waste and resource management service - generating customer and service insights weekly to guide service improvements - supporting the development and deployment of the new corporate website (going live in quarter 3) - expanding usage of OurCouncil, our marketing and campaign management digital solution - enabling digital communication to community, reducing time and effort for our customers and Council.	CR: Customer Response
4.4.2	Mobilise the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2022	30/06/2023	100%			This activity was completed in quarter 1. The service provision under next generation waste collection contract commenced 10 July 2022, ensuring essential waste services are delivered to the community.	WRM: Waste and Resource Management

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





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long-term financial plans.	01/07/2022	30/06/2023	36%			<p>Delivery is still challenging as the ongoing trend of compounding market and contractor availability continues to expose Council to the risks that have impacted the region in both the current and previous financial year. This has resulted in re-programming of some projects to mitigate the impacts where possible, however it is evident that that market conditions remain unchanged resulting in higher market pricing, supply chain and ongoing contractor availability issues.</p> <p>The seasonal weather outlook is encouraging with likelihood of less weather events impacting on the program of works with a reduced amount of projects being re-scheduled.</p> <p>The resourcing of the capital works program has been challenging with ongoing employment movements both internal and external. The overall program is tracking in line with budget and delivery timeframes. The program continues to be monitored closely to consider delivery risks and adjustments to the program.</p>	PD: Project Delivery
4.5.2	Progress a program of service planning and reviews that explore more efficient ways to deliver the right services, at the right service levels at a sustainable cost.	01/07/2022	30/06/2023	40%			<p>Findings from the Community Satisfaction Survey 2022 have been presented to key stakeholders with results informing the drafting of the Corporate Plan 2023-2027. The results are also being considered alongside other key information to inform the Managing for Outcomes program to strengthen the connection between community need, strategic directions, service delivery and resource allocation and guide service planning and review priorities. There were minor delays in procurement activity experienced during the quarter but the planned activities are expected to be completed by 30 June 2023.</p>	OCEO: Office of the CEO

Corporate Plan Goal : Our outstanding organisation









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





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.1.1	Review the long term financial plan based on sound financial modelling that includes improved contributed asset processes, enhanced asset management valuation systems and the delivery of a well informed budget.	01/07/2022	30/06/2023	50%			Council's financial performance for 2022/23 is currently within the adopted metrics for quarter 2. Financial performance is reported monthly and satisfies section 204 of the Local Government Regulation 2012. Council's Long Term Financial Model is updated regularly to provide the most accurate up to date forecasts. The development of the budget incorporates communication and collaboration across all of Council. Councillors are regularly updated through monthly reports, budget reviews and the budget development process. The annual financial audit incorporates up-to-date professional reviews of asset valuations on a rolling basis.	F: Finance

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







Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.1	Implement the information technology management program that provides a focus on software rationalisation, hardware replacement and progress the records and information management improvement program.	01/07/2022	30/06/2023	70%			The Digital Plan 2022-2026 is currently being developed. The plan will ensure a secure and holistic approach with clear benefits realisation and return on investment. Council is seeking to rationalise systems by taking an enterprise approach to corporate systems to enable a consistent customer experience. The plan has a focus on privacy and protecting community information.	DIS: Digital and Information Services
5.2.2	Develop and implement an Information and Communication Technology Plan with a strong focus on cyber-security, mobility, connectivity, accessibility, cloud computing and building capability to provide efficient and secure systems and processes.	01/07/2022	30/06/2023	80%			The Digital Plan 2022-2026 is currently being developed. The plan includes alignment with the Smart Cities Framework and the Corporate Plan 2022-2026 and has a strong focus on the digital customer experience, cyber-security, information and data management, workplaces, improving our networks for the 2032 Olympic and Paralympic Games and service excellence with an enterprise approach to prioritising Council systems.	DIS: Digital and Information Services

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





Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Progress people and culture strategic initiatives including a focus on the organisational priorities of diversity, inclusion and culture.	01/07/2022	30/06/2023	50%			The organisational values have been reviewed and the new values have been launched. The development of a People Strategy is underway, which will include actions to implement the new values and create the best employee experience possible to attract and retain a high-performing workforce. A suite of strategies to assist with attraction and retention are being implemented to respond to the competitive talent market for in demand professions.	P&C: People and Culture
5.3.2	Implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and continuing to improve the safety management system.	01/07/2022	30/06/2023	50%			Actions from the Wellbeing, Health and Safety Action Plan were implemented. Critical risks have been identified and the review and development of critical controls is underway. Safety leadership training is being offered to senior leaders to provide all leaders with the core skills and knowledge to lead their teams in a way that promotes wellbeing, health and safety.	P&C: People and Culture
5.3.3	Complete staff relocations to the Maroochydore, Caloundra and Nambour administration centres and progress the delivery of the 10-year depot refurbishment program that includes the provision of additional accommodation for service delivery teams at the Caloundra depot.	01/07/2022	30/06/2023	40%			A prioritisation approach that considers service continuity, user experience and cost efficiencies amongst other criteria has been applied for the relocations of staff into City Hall, which commenced late 2022 and will continue in 2023. Detailed planning following similar principals has commenced for remaining staff relocations between Caloundra and Nambour administration centres. A variety of minor capital works improvements at depots have advanced into design, procurement and in some instances works completion. The Depot Strategy is to be refreshed in 2023 with a leadership workshop scheduled for early 2023.	LANAGE: Group Executive Liveability and Natural Assets
5.3.4	Finalise construction of the Sunshine Coast City Hall in the Maroochydore City Centre by end of 2022 in preparation for staff relocations.	01/07/2022	30/06/2023	90%			City Hall achieved operational readiness in December 2022 when staggered general staff relocations commenced and will continue in 2023. The official opening events were conducted in mid-December for both Council staff and the general public.	LANAGE: Group Executive Liveability and Natural Assets

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.5	Facilitate and progress the Nambour centre activation project including the preliminary feasibility and design for the Nambour administration precinct buildings.	01/07/2022	30/06/2023	40%			Internal stakeholder review of concept design options has been completed, a preferred option endorsement by internal stakeholders is targeted for early 2023.	LANAGE: Group Executive Liveability and Natural Assets
5.3.6	Complete detailed design for the Caloundra administration building repurposing project, including an associated operational management plan.	01/07/2022	30/06/2023	90%			Detailed design is in final stages of stakeholder reviews and signoffs. Expressions of Interest for suitable builders was released in November and closed December 2022, ahead of the second stage of the procurement process. The operational and management plan for the building is in its final draft for internal review.	LANAGE: Group Executive Liveability and Natural Assets

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.1	Develop an Outstanding Organisation Strategy that demonstrates positive culture, accountable leadership and future planning, underpinned by good governance that builds confidence and trust with our community.	01/07/2022	30/06/2023	60%			Work continues on developing the Culture Plan and Digital Plan. These documents provide critical pathways to delivering on Council's outstanding organisation goal and strategic directions.	BPGE: Group Executive Business Performance Group
5.4.2	Complete implementation of the recommendations of the Office of the Information Commissioner's compliance audit report within the agreed timeframes.	01/07/2022	30/06/2023	60%			The majority of recommendations identified within the report have been completed or are in the process of being implemented. The focus this quarter was on the progression of a number of causal activities that require completion prior to the recommendations being progressed further and/ or completed. It is expected that all actions will be finalised in accordance with agreed timeframes.	CG: Corporate Governance
5.4.3	Prepare a revised Strategic Risk Management Framework for Council that assists with the identification, consideration and mitigation of strategic level risks across the broad spectrum of Council's corporate and service delivery responsibilities.	01/07/2022	30/06/2023	30%			The Risk Management Manual and Framework are on hold pending approval of the Strategic Risk Register and the development of a Risk Appetite Statement which will be developed in quarter 3.	CG: Corporate Governance

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.5.1	Advance our region's major projects outlined in the Corporate Plan 2022-2026 through establishment of a strategic approach to stakeholder relationships, advocacy and funding partnerships.	01/07/2022	30/06/2023	50%			Funding partnership and contributions from other tiers of government are critical to deliver several of the major projects and important services outlined in the Corporate Plan 2022-2026. Many of these projects have existing commitments and additional funding was approved during the quarter for the following programs: <ul style="list-style-type: none"> • Black Spot Program to provide funding to keep our roads safe • Community and Recreational Assets Recovery and Resilience Program providing upgrades to sporting facilities • Queensland Resilience and Risk Reduction Funding to help mitigate and manage the risks associated with natural disasters, and • Queensland Reconstruction Authority funding program for the reconstruction of essential public assets following the significant weather events in February 2022. 	OCEO: Office of the CEO
5.5.2	Develop a Relationship Framework to support stakeholder trust, confidence and connection with the Sunshine Coast Council.	01/07/2022	30/06/2023	50%			Research continues on best-practice communication with our community, which is informing the development of Council's Relationship Framework.	C: Communication