Sunshine Coast COUNCIL

Our region.
Healthy. Smart. Creative.

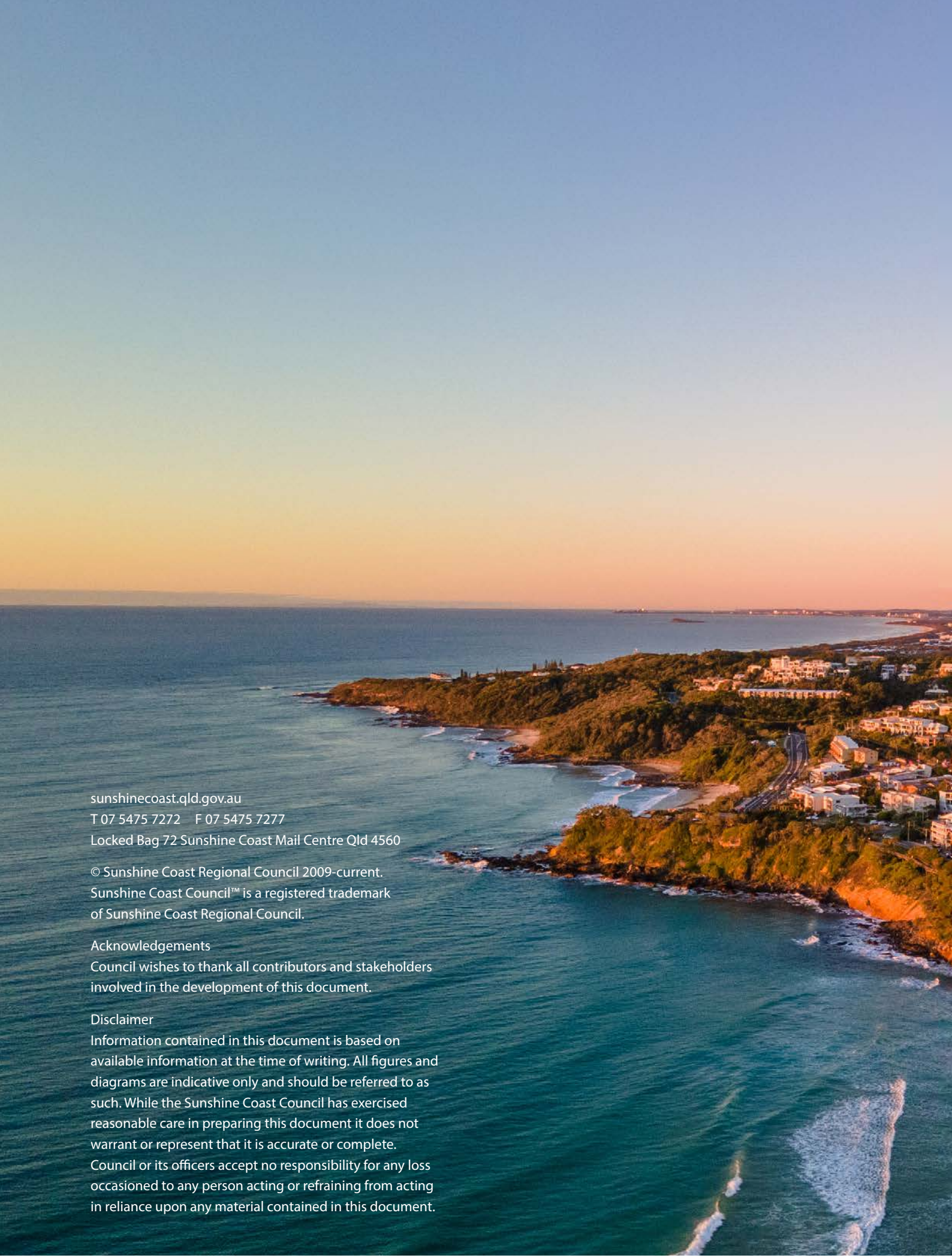
Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 3 – 2021/22

Artist's impression only

Sunshine Coast Council
CEO's Quarterly Highlights Report

Quarter 3 – 2021/22



sunshinecoast.qld.gov.au
T 07 5475 7272 F 07 5475 7277
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

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

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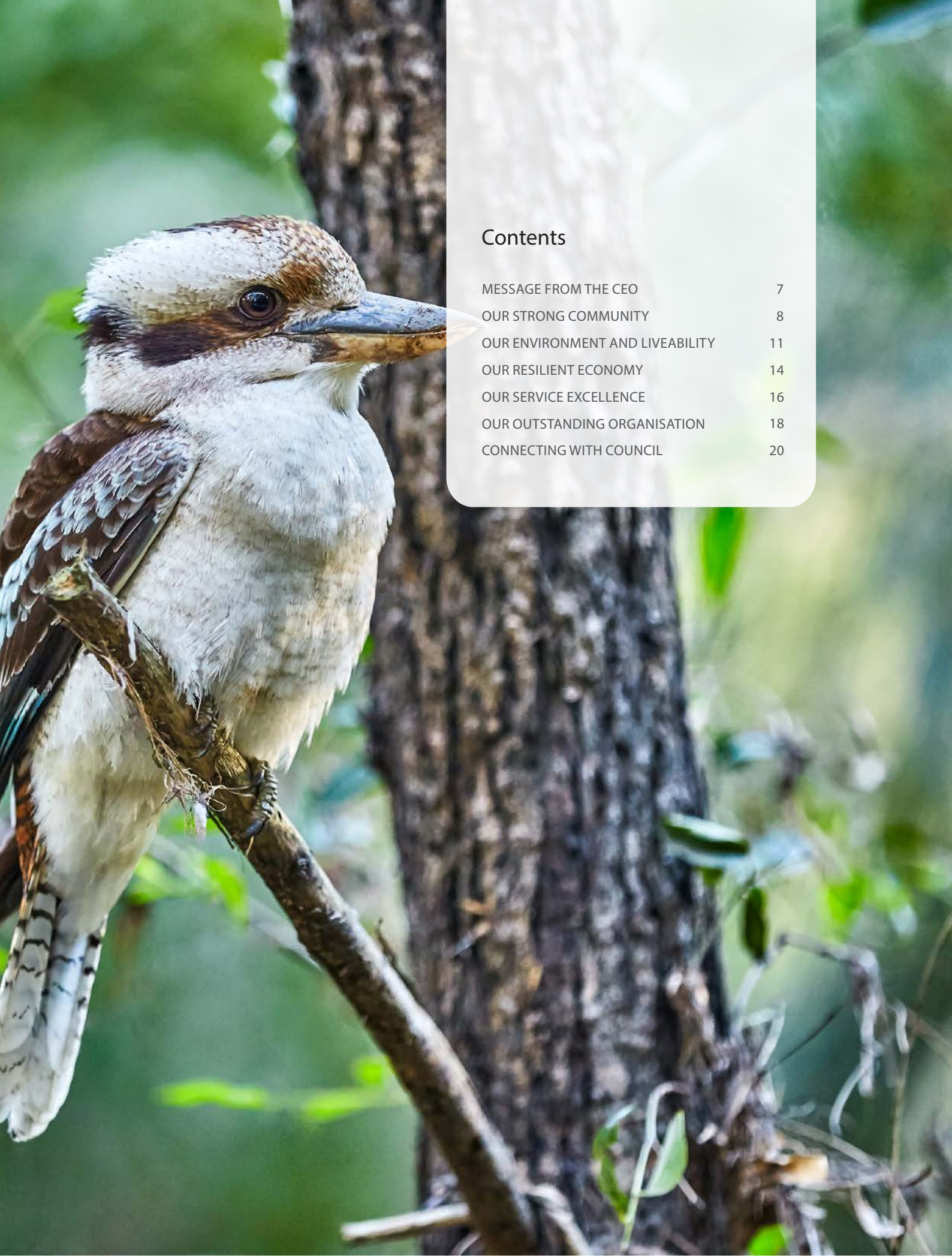
Acknowledgement of Traditional Custodians

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

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



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Message from the CEO

Emma Thomas
Chief Executive Officer

Our Council has a purpose to serve our community with excellence, respect our past and position our region for the future. This purpose, along with our corporate values, underpins our culture and strengthens the many partnerships our organisation holds, most importantly the one we hold with our community.

In late February and early March 2022, our region was inundated with heavy rain from a weather system that caused flooding across the Sunshine Coast, resulting in significant damage to many of our community assets. The Local Disaster Management Group was activated and responded immediately; our crews worked tirelessly to inspect and repair damaged community assets as quickly as possible; and we participated in the Local Services Recovery Group with key community agencies and service providers. This was a clear demonstration of why our partnerships are so important.

I continue to be amazed by the individuals who make up our communities, who care and support those around them. On 27 March 2022, Council marked the 20th anniversary of 'Neighbourhood Day' by asking residents to share their story about their great neighbours. Never before have these connections been more important, with many people relying on the generosity and support of others in times of isolation, illness and loneliness. We have received a great response to the campaign and I look forward to reading more inspiring stories.

Of significance this quarter was the South East Queensland City Deal, which was signed on 21 March 2022 by the Australian Government, Queensland Government and the Council of Mayors South East Queensland. This City Deal means our region will receive a $35.3 million investment into the Sunshine Coast Blue Heart, a project which is a strategic priority for Council. The project is important for our region and ensures our Maroochy River catchment will continue to play its flood storage role and maintain its biodiversity well into the future as our region responds to the challenges of a changing climate.

Confidence in our Sunshine Coast economy remains strong, a credit to our resilience and the foresight of Council to plan for the future. This quarter, Economic Development Queensland gave the green light for two new developments in our Maroochydore City Centre: a 15-storey commercial office building and an eight-storey private hospital. We have also launched our new look Sunshine Coast Investment Prospectus 2022 which provides a great resource for investment-ready or investment-curious businesses to learn more about our region and understand what we have to offer.

There are many great Council initiatives to be excited about and more highlights featured within this report. I encourage you to read on to see how Council continues to deliver on our purpose and work with our community, businesses, many stakeholders to strengthen our partnerships

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.

91,069
people attended community events at Council's venues

92%
customer satisfaction with library and cultural programs

228,802
attendances to Council owned aquatic centres

28
community grant applications awarded, allocated more than $38,393 for the quarter

Community and cultural development and partnerships

It's Cool to be Kind campaign

Council and Sunshine Coast Hospital and Health Services collaborated to launch a new campaign encouraging a culture of kindness on the Sunshine Coast.

The campaign, It's Cool to be Kind, is designed to support local businesses and industry doing it tough in the third year of the COVID-19 pandemic. The kindness campaign aims to generate widespread community awareness of the importance and benefits of treating staff and others in the community with kindness and respect.

Council has created a range of free 'Kind is Cool' unbranded campaign material, such as videos and posters, for businesses and services to display at their premises and share on social media. The materials can be downloaded from Council's website.

Share Your Story for Neighbour Day

Strong relationships and connections with neighbours are important to building a stronger community on the Sunshine Coast. Commencing on 27 March 2022 (marking the 20th anniversary of Neighbour Day) Council asked residents to share stories and images about their great neighbours.

More than 40 contributions were received over four days in March 2022. These stories will be shared to celebrate the great things happening in our community and to inspire other people to make more of a difference. With the challenges of the COVID-19 pandemic increasing loneliness, many people have increasingly relied on their neighbours, while others have generously taken the time to support those who are more vulnerable.

The 'At Home in My Neighbourhood' toolkit is located on Council's website to provide practical tips and strategies to help build relationships with your neighbours.

Harmony Week – Everyone Belongs

The Sunshine Coast celebrated our vibrant and diverse region with Harmony Week from 15-21 March 2022.

In collaboration with the Sunshine Coast Multicultural Network and Nambour Community Centre, Council coordinated a week long program of community conversations, workshops and events inviting residents to experience and explore the cultural diversity on the Sunshine Coast.

This year's theme was 'Everyone Belongs' and activities included multicultural cricket, soccer, the Nambour Forecourt Live Show, sharing of food heritage and stories. The week demonstrated the Sunshine Coast's understanding, respect and compassion for our kaleidoscope of faith, linguistic and ethnic diversity we all share on the Sunshine Coast.

Regional Arts Development Fund

Thirteen Sunshine Coast creative practitioners have been awarded a share in $61,160 in Regional Arts Development Funding (RADF). A total of 33 applications were received and 60 artists participated in information briefings.

RADF is a long-standing partnership between the Queensland Government and Council with funds aimed at providing pivotal support for the development of our artists, creative practitioners and producers.

Caloundra Regional Gallery

Visitors to the Caloundra Regional Gallery were able to view the Dystopia/Utopia: 2070 exhibition between 4 February and 20 March 2022. The exhibition presented a view of our world 50 years from now and are artists' responses to future scenarios as posed by speculative fiction.

The diverse body of work combined sculpture, jewellery, small objects, installation and text, and provided an experience for visitors to explore what a future world may have in store for us.

Sunshine Coast Heritage

Key heritage initiatives undertaken during the quarter include:

- the inaugural Historian in Residence program commenced with two historians undertaking separate research projects
- a needs assessment report was completed for the preservation of the Queensland Air Museum
- a significance assessment report was completed for the Peachester Heritage Centre and
- the Landsborough Museum interpretation plan progressed.

Disaster management

February 2022 severe weather and flood event

Flooding across the Sunshine Coast in February and March 2022 resulted in significant damage of our roads and public assets. Council, as the lead coordinator, activated the Sunshine Coast Local Disaster Management Group to provide a coordinated response and recovery effort for our region.

Flood levels on the Sunshine Coast reached record highs following the dangerous weather system which moved slowly through the region. Sunshine Coast roads, pathways, tracks, trails, parks, gardens, waterways and beaches encountered an incredible amount of water.

Recovery and rectification works commenced immediately with Council crews and contractors working tirelessly to inspect and assess damage and repair roads and community infrastructure as quickly as possible. A total of 76 landslips were identified, of which 10 require engineered solutions. Council is working with the Queensland Reconstruction Authority to develop a claim to recover costs for the damaged assets.

The COVID-19 testing clinic held at the Nambour Showgrounds concluded on 23 February 2022 as the site was converted to an evacuation centre for a six-day duration to support the community during this time.

Libraries

Library services continued to deliver a range of innovative services and approaches during the quarter:

- 5662 people attended events across library venues
- 107 sessions were held for the Life Long Learning and myTech programs with a combined attendance of 501 people
- 11 new curated online programs and 1786 unique visits to the webpage
- 40 classes, 15 conversation circles and 110 one on one tutoring sessions for the Adult Literacy Service which experienced a 19.6% increase in students.

In March 2022, some libraries increased the hours of operation by 30 minutes from 5.30pm to 6.00pm to increase access to the community outside of business hours during the week.

Writing workshops

In partnership with the Queensland Writer's

Centre, Council libraries commenced a series of writing workshop in February 2022 that will be held throughout the year.

The workshops provide an opportunity to learn how to turn a short story idea into great fiction and learn vital techniques and writing habits to help develop, draft and improve writing skills.

Roads, cycleways and pathway

Wheelchair mapping tool pilot

A revolutionary pilot project focused on inclusivity and mobility is changing the way our community travels across some popular areas of the Sunshine Coast.

Council has partnered with Briometrix and Spinal Life Australia to undertake the project – both leading providers of technology solutions for people with disabilities. Using modern mapping-technology, wheelchairs have been turned into mapping tools with specially trained "pilots" (local residents) and devices installed to track routes from Maroochydore to Mooloolaba.

This pilot program combines the lived experience of locals with Briometrix's innovative technology which collects information about our footpath conditions, access to public transport and parking, amenities, boardwalks, beach accesses and more.

Sporting facilities

Sunshine Coast Stadium

A number of exciting events were held at the Sunshine Coast Stadium during the quarter, including:

- Super Rugby Pacific match between Fijian Drua and Melbourne Rebels on 4 March 2022
- National Rugby League match between New Zealand Warriors and St George Dragons on 12 March 2022
- Nitro Circus held on 26 March 2022, and
- for the first time, three games were held at the Stadium for the Sunshine Coast Festival of Indigenous Football on 5 March 2022.

Funding awarded for Nambour Showgrounds

Council was successful in receiving $561,000 through the Australian Government's Black Summer Bushfire Recovery Fund to support the delivery of an emergency management and evacuation call system at the Nambour Showgrounds.

The investment will guarantee the effective and direct communication to several hundred evacuees, as well as agency staff managing the 14.52 hectare site when it is used as a major evacuation centre.

The funding is on top of the $50,000 Council contribution from the Nambour Showgrounds Development Levy.

Our Environment and Liveability

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

6915 hectares

of landscape and garden beds maintained

9770 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program

217

wheelie bins of weeds removed by 280 volunteers with the Community Nature Conservation Program

1600 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 17,006 tonnes

South East Queensland City Deal - Blue Heart

The Australian Government, Queensland Government and the Council of Mayors South East Queensland (CoMSEQ) signed the South East Queensland (SEQ) City Deal on 21 March 2022.

Through the SEQ City Deal, Council will receive a commitment of $35.3 million towards the Blue Heart Sunshine Coast, which will help ensure the Maroochy River catchment continues to play its important flood storage role and maintain its biodiversity well into the future, as we respond to the challenges of a changing climate.

There will also be an opportunity for Council to access a range of new funding programs that are proposed to be established under the City Deal, for initiatives such as innovation infrastructure, public art, digital connectivity and green infrastructure such as active transport facilities.

Regional Climate Action Roadmap project

Since recognising the existence of a climate emergency in November 2021, a progress update on climate actions was presented to Council in March 2022.

Recognising that the next 10 years is the decade of climate action globally, nationally, and locally, Council's climate change response will focus on working towards the following outcomes:

- being a zero-net emissions organisation by 2041
- increasing the organisation's adaptive capacity and resilience of the services and functions that we are responsible for
- ensuring our community is prepared and able to contribute and
- embedding climate change adaptation more effectively into organisational business.

Council is collaborating with Noosa Shire Council through the Regional Climate Action Roadmap project to better understand and manage our regional climate risk.

Beaches, foreshores, coastal infrastructure and canals

New streetlights for turtle hatchlings

Turtle-sensitive, motion-activated streetlights were installed at Buddina and Mudjimba beaches in February 2022 to allow our residents and our wildlife to live together in harmony.

Research shows artificial light can disorientate turtles and hatchlings so Council has removed three standard streetlights at Buddina and Mudjimba beaches and replaced them with motion-activated lights. The lights are red in colour as a research has found these lights have the least impact on hatchlings.

The lights are only activated when people are close by and can be switched back to the normal white light outside of turtle nesting season during the cooler months.

Clean Up Australia Day 2022

Clean Up Australia Day became a month-long clean-up thanks to the dedication of local schools, businesses, groups and our community all helping the Sunshine Coast to shine after the severe weather and flood event in February 2022.

More than 640 registered volunteers pitched in for the clean-up event on 6 March 2022, with many more continuing to pick up flood waste and debris daily from local waterways and beaches.

Recreation parks, trails and facilities

Bli Bli sport and recreation

Almost 100 hectares at Godfreys Avenue, Bli Bli was purchased by Council in March 2022, adding opportunities to the existing network of Council owned and managed sport and recreation spaces.

The properties, located just north of the Maroochy River and within the Sunshine Coast Blue Heart, will help Council maintain its sport and recreation targets and will contribute towards public open space being distributed across the Sunshine Coast local government area for everyone to access.

The strategic acquisition takes a long-term view of what our community will need in respect to providing sport and recreation facilities as the population grows.

Rivers, streams, estuaries and water bodies

Environmental response

Council was actively assisting residents during and in the weeks following the severe weather and flood event that took place in February and March 2022.

Council provided on-ground advice and support to landholders to assist with a variety of issues including water quality, streambank stability, sediment erosion, removal of flood debris and litter, dead animals and invasive aquatic weeds.

Regional Erosion and Sediment Education and Trial (RESET) Site and Program

Council is developing the RESET Site and Program to improve construction management practices for erosion and sediment controls on the Sunshine Coast.

The RESET site (located in Caloundra) will enable current industry best practice products, techniques and innovations to be showcased in the long and short term, with the ability to put applications under pressure from simulated rainfall events generated on the site.

These simulations will provide awareness and understanding of products and methodology selection to reduce wastage, project costs and failed applications, while improving environmental outcomes for our waterways, wetlands and ocean health.

Stormwater drainage

Helping our community understand flooding

Outcomes from extensive community engagement for flood mapping and information was presented to Council in February 2022.

The purpose of the community engagement (held in November 2021) was to promote the availability of the new and updated mapping products and to educate the community and industry in relation to the features and benefits of the products.

Significant engagement was noted across the many promotional tools, platforms and industry briefing sessions. Flood mapping and information is available on Council's website.

Stormwater management and maintenance

This quarter Council inspected and actioned:

- 1350 metres of stormwater pipes using CCTV

- 210 drainage pits for structural condition
- 2 flooding and drainage investigations
- 190 customer service requests and
- 2 new pipe relining contract packages issued for delivery.

Sustainable growth and network planning

Development of a new planning scheme

Council is preparing a new planning scheme which will guide future growth and development and help preserve the things we love about our region.

Over seven weeks in February and March 2022, extensive community engagement activities were undertaken on proposed region-wide and local planning directions for the new planning scheme. Community feedback will continue to inform the preparation of the new planning scheme.

Woombye streetscape

Works commenced on the $1.55 million streetscape upgrade at Blackall Street, Woombye. The works will be undertaken across two phases to minimise impacts on the traders and visitors to Woombye.

Shady street trees and garden beds will be planted to cool the footpath, beautify and extend the green, leafy look and feel, to the west of the town centre. The works will also highlight a pedestrian friendly street by improving footpaths and crossings, making it easier to cross the street, slowing traffic and improving access for all abilities.

The Queensland Government has contributed $500,000 of the total funding under South East Queensland Community Stimulus Program.

Eumundi streetscape vision

Council commenced community consultation on the draft Eumundi streetscape design for Memorial Drive in March 2022.

Since November 2020, Council has listened to Eumundi locals, businesses and community groups to find out their vision and values for the future of their main street. Following the community consultation, the final designs will be produced, and the actual construction is scheduled to take place mid-2022.

The $1.77 million Eumundi streetscape placemaking design and construction project has been funded by Council, with $500,000 contributed by the Queensland Government's COVID Works for Queensland program.

Land use, policy and planning

Council continues to enable the required land use outcomes and the planning and delivery of necessary infrastructure networks in the key growth areas across the region, such as Maroochydore City Centre, Caloundra South, Palmview and Beerwah East.

Our Resilient Economy

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

$4.4 million
in revenue for Sunshine Coast holiday parks

29,854
guests attended 19 major events, which generated approximately $13.9 million in economic activity for the region

2122
businesses accessed specialist advice and information

$78.3 million
or 75% of the total available purchasing spend for the quarter went to local businesses

Economic development

Council has continued to develop and implement Regional Economic Development Strategy initiatives including:

- business planning workshops
- a scale-up HealthTech accelerator program
- Sunshine Coast International Broadband Network Leverage Program and
- place activation initiatives in Mooloolaba, Caloundra and Coolum.

Council has worked closely with industry groups to secure the Sunny Coast Showdown Film Festival and the Sunshine Coast International Forum 2022.

Investment Prospectus 2022

The Sunshine Coast Investment Prospectus 2022 was launched at the Sunshine Coast International Forum 2022 to 45 delegates representing 35 nations on 24 February 2022.

The Investment Prospectus is a tool to assist investment-ready (or investment-curious) businesses looking to establish, expand or relocate to the Sunshine Coast by providing a great overview of what the region has to offer.

The new clean look and reduced content has been highly praised by the business community and received promising engagement through social media. Since launching, Council has reported 22 new contacts and one new investment opportunity being nurtured through the investment funnel.

New hospital in Maroochydore City Centre

The construction of the Maroochydore Private Hospital received the green light from Economic Development Queensland in March 2022 to be developed in our new Maroochydore City Centre.

The investment, by developer Barwon, is an important addition to the city centre and will provide a state-of-the-art, eight-storey medical and teaching hospital with high-end amenities. The hospital component will provide surgical specialties along with ancillary healthcare services and will have a comprehensive pain management, sports medicine and allied health offering.

In addition to Council's partnership with Walker Corporation to drive the development of the Maroochydore City Centre, the Barwon health facility, will continue to expand the diversity of facilities, services and opportunities within the City Centre. Construction is expected to begin mid-2022, creating construction jobs as well as health jobs once complete.

Smart21 Intelligent Community

The Sunshine Coast was named as one of the Intelligent Community Forum (ICF) Smart21 communities in 2022 – the eighth time our region has achieved this recognition. The ICF is a global network that researches how intelligent communities use information and communications

technology to build inclusive economic prosperity, social health and cultural richness, which together make a community strong and resilient. Based on ICF indicators of broadband, knowledge workforce, innovation, digital inclusion, engagement and sustainability, the ICF selects 21 finalists with the potential to become one of the ICF's Top7 Intelligent Communities of the year.

Sunshine Coast ranked most loved destination on the planet

In January 2022, the Sunshine Coast was announced as the #1 most loved destination on the planet, according to the inaugural Tourism Sentiment Index (TSI).

The Sunshine Coast was ranked against 'leading destinations' that strive to be their best for residents and for visitors and make travel experiences rewarding and responsible in equal measure. These leading places are the 100 most loved destinations in 2021 according to what people really feel.

To be named a top 100, the TSI has analysed 1.6 billion online conversations and content pieces publicly available from 21,330 global destinations, using cutting-edge technology that applies artificial intelligence to decipher sentiment from human expression. Our region's desirable lifestyle, welcoming community, innovative culture and natural assets have proved to set us apart from other locations world-wide.

Helping businesses thrive

Council has signed the Queensland Government's Small Business Friendly Charter, joining a growing number of like-minded councils who have committed to being a small business 'friendly organisation'.

By joining the charter, it means our Council will commit to communicate and engage; raise small businesses' profile and capability; support resilience and recovery; simplify administration and regulation including reducing red tape; ensure fair procurement and prompt payment terms and promote place-based activities.

Council is committed to keeping small business front-of-mind during our decision making for the benefit of our entire healthy, smart and creative community.

2021 Qantas Australian Tourism Awards

The Australian Tourism Industry Council held its annual 2021 Qantas Australian Tourism Awards (QATA) on 18 March 2022 at the Sunshine Coast Convention Centre.

Securing the event on the Sunshine Coast was a joint partnership of Council, Visit Sunshine Coast and the Sunshine Coast Airport. Hosting these prestigious awards for the first time on the Sunshine Coast was a great opportunity to showcase both our region and our ability to host premium national quality industry events.

Our Service Excellence

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

73%
of development applications assessed within statutory timeframes

83,568
customers assisted through the development and customer contact centres

2256
building approvals issued with a construction value of $504 million

$6.5 million
invested into our road network to rehabilitate and resurface 48.5kms of road with a total area of 321,207m^2 for the safety of our community

Customer and community relations

Council continued to provide support to residents through our customer contact centres during:

- ongoing COVID-19 pandemic challenges
- severe weather and flood event in late February and early March 2022 and
- multiple customer and community engagement campaigns across waste, planning and rates.

During the severe weather and flood event, Council opened its call centre to provide after-hours weekend services between 26-27 February 2022 and 5-6 March 2022 ensuring additional assistance to the community when needed most.

Development services

The Sunshine Coast region has experienced a 30 percent increase in total development applications lodged since 2019, with many having higher levels of complexity. There are a number of factors contributing to the increased volumes, including the Australian Government's HomeBuilders grant introduced in 2020 to mitigate the impacts associated with the COVID-19 pandemic. As development activity has increased so has demand for resources across the broader industry, further compounding challenges in terms of assessment workloads and timeframes.

This increased demand has resulted in a reduction in the percentage of overall development assessment undertaken within statutory timeframes to 73 percent for the quarter, down from 77 percent in the previous quarter. Statutory assessment applications include 'Material Change of Use', 'Reconfiguring a Lot', 'Operational Work', 'Building Work' (assessed by Council), and 'Plumbing and Drainage Work' applications.

Capital works program

Nambour's newest park

Stage one works of a new park adjoining the existing Quota Memorial Park in Howard Street, Nambour were completed in January 2022.

The works provide a 1.7 hectare green boost for the hinterland town, 600 metres of new pathways, a dog off-leash exercise area, two large turfed areas providing open spaces and many native trees and shrubs. This project is part of the Petrie Creek Parklands Open Space Master Plan which was endorsed by Council in late 2017. The stage one works are part of the wider park upgrade to create more green spaces and family-friendly areas for existing residents, visitors and new people set to call Nambour home in the future.

Skippy Park, Landsborough

Drainage works were completed at Skippy Park, Landsborough in January 2022 to improve usability for sporting groups.

The field underwent subsoil drainage to improve surface and move ground water away from the

oval reducing water travelling through the site.

The drainage swale on the southern boundary was concrete lined, and a new crossover to the field from the club area has also been paved.

The project was funded with $185,703 from the Queensland Government's Covid Works for Queensland Program in association with Council.

Mooloolaba playground

Works commenced in February 2022 to install a one-of-a-kind children's adventure playground in the heart of Mooloolaba as part of Council's stage one, Northern Parkland project.

This exciting new family friendly play space is the first of its kind in the southern hemisphere, especially designed for children of all ages and abilities. It follows the successful opening of the new boardwalk and viewing platform at the Mooloolaba foreshore in late 2021.

Road network management

Ride2School Day

Students from more than 30 schools across the Sunshine Coast celebrated National Ride2School Day on 25 March 2022. The program is a great opportunity for students and families to get outside and incorporate healthy and sustainable travel options into their everyday lives.

This year, bike cages were installed for secure and weatherproof storage at Chancellor State College, Caloundra State School and Buddina State School with the assistance of the Queensland Government's School Transport Infrastructure Program. The initiative was a partnership between Council and the Queensland Government's Department of Transport and Main Roads and the Department of Education.

Artificial intelligence for road trials

Council continues to seek out opportunities to become more efficient at inspecting the condition of our roads as well as searching out ways to extend the use of life in the most sustainable and affordable way.

This quarter, two artificial intelligence trials were completed. The technology is also helping to collate an inventory of flood damaged road assets using a video, which will inform Council's flood recovery claim following the severe weather and flood event in February and March 2022.

Waste and resource management

Tip fees waived to assist residents

To assist our community following the severe weather and flood event in late February, early March 2022, Council offered free general and green waste disposal to residents impacted by flooding for 10 days between 3-13 March 2022.

Our Outstanding Organisation

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

77

offers of employment for the quarter

3

awards received during the quarter

Financial and procurement services

Council provided residents with an additional two weeks to pay rates notice without incurring interest. The additional time was offered to assist ratepayers following the severe weather and flood event in late February, early March 2022. Council also continued to offer interest free payment arrangements to assist ratepayers who couldn't pay in full by the revised deadline.

Council has continued to pay all suppliers within seven days regardless of payment terms to assist with the economic recovery of COVID-19 pandemic.

Governance

A review of Council's Conflicts of Interest Policy was undertaken during the quarter, including the development of a guideline to support the policy and provide employees with additional information and resources.

The guideline will improve awareness of roles and responsibilities with regards to the disclosure and management of conflicts of interest.

People and Culture

Cultural Safety, Diversity and Inclusion survey

Achieving our goal of being an outstanding organisation requires Council to foster a diverse and inclusive workplace. An inclusive workplace benefits everyone – our community, our organisation, our teams and each of us individually.

Results from Council's first Cultural Safety, Diversity and Inclusion survey completed by employees in late 2021, indicated Council has inclusive culture. Ninety-three percent of employees support Council taking proactive action to create a more diverse and inclusive culture. Plans are underway to continue to improve our diversity and inclusion action including focus groups and the Diversity and Inclusion Advisory Group.

Face-to-face training and local On-Country experiences

A pilot program commenced in March 2022 to provide an opportunity for 450 employees to participate in face-to-face training and local On-Country experiences.

The program is designed to deepen First Nations cultural awareness and continue to develop a culturally capable workplace that promotes respect and values the skills, experience and perspectives of First Nations employees and our community.

Three local First Nations providers, including both Jinibara and Kabi Kabi Traditional Custodians, have been selected to deliver components of the program, which will also include Torres Strait Islander perspectives.

SCC Workplaces Program

The SCC Workplaces Program is a holistic approach to the planning and management of Council's 38 workplace locations across the region. These cover the three administration centres of Caloundra, Maroochydore and Nambour, along with Council depots and satellite service locations such as libraries, showgrounds and venues.

There is an integrated approach being taken for these centres in terms of scheduling,

construction, resourcing and sequencing of works over a 10-year capital works program, that include budget allocations that are aligned with a time frame. This is of particular importance in the context of Council serving a rapidly growing community and making investments that deliver the capacity to serve our community and workforce well in the years ahead.

Digital Information Services

Council has partnered with Vostronet to rollout Free Wi-Fi in 16 locations across the region. This replaces the existing 'SC free public Wi-Fi' with new hardware, which has improved performance and service levels. More information can be found on Council's website.

Awards

Council and an individual employee were recognised with three awards during the quarter:

- The Landsborough Placemaking Activation Program was the winner of the Gold Urban Design award at the Driven x Design Gov Design Awards 2022.
- The Sunshine Coast has been recognised as a Smart21 Community of the Year by the international Intelligent Community Forum.
- Council employee, Gary Ehsman (recently retired), received the President's Award at the 2022 Caravan Parks Association of Queensland 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@sunshinecoat.qld.gov.au

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

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

Sunshine Coast COUNCIL

Our region.
Healthy.
Smart.
Creative.

sunshinecoast.qld.gov.au
mail@sunshinecoast.qld.gov.au
T 07 5475 7272 F 07 5475 7277
Locked Bag 72 Sunshine Coast Mail Centre Qld 4560

@sunshinecoastcouncil @councilscc @sunshinecoastcouncil

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Operational Plan Activities Report Quarter 3, 2021/22

Quarterly Progress Report

Sunshine Coast COUNCIL

Our region.
Healthy. Smart. Creative.

Corporate Plan Goal : Our strong community

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

Healthy and active communities

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.1.1	Deliver the Healthy Sunshine Coast program to increase physical activity levels in the community through low cost or free activities and workshops.	01/07/2021	30/06/2022	75%			Benchmarking of other South East Queensland council programs is helping to inform the development of a new model for the Healthy Sunshine Coast program. The intention of the new model is to confirm the program is effective, equitable, accessible and measurable. With the internal review in progress, the program has been on hold to the public since late 2021 and is likely to recommence mid-2022.	CD: Community Development
1.1.2	Promote Ride and Walk to School events to increase awareness and participation in walking and cycling to school to encourage physical activity, reduce traffic congestion and improve road safety within school precincts.	01/07/2021	30/06/2022	75%			Students from 30 schools across the Sunshine Coast participated in the Ride2School day on Friday 25 March 2022. Council offered students who registered to pedal, scoot or skate to school a chance to win one of four $500 bike shop vouchers. This year's campaign saw an increase of 400 participants from previous years.	TIM: Transport Infrastructure Management

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.1	Coordinate the delivery of Council's Transport Levy policy and projects including encouraging sustainable travel choices through travel behaviour change programs and connecting our local communities by supporting transport services such as Council Link, Flexi Link and Kenilworth Transport Service.	01/07/2021	30/06/2022	70%			Initiatives are progressing in line with the approved programs for this financial year. A proposed list of initiatives for next year's program have been developed ready for consideration by Council as part of the 2022/23 budget development.	TIP: Transport & Infrastructure Planning
1.2.2	Undertake trials of new parking technologies that help monitor parking usage and duration to inform options for future parking management solutions.	01/07/2021	30/06/2022	65%			The successful trial of the parking monitoring system at the ground level car park on Lightning Lane, Maroochydore was completed. This includes purchase of the monitoring system.	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.3	Trial the use of regulated parking technology to provide a safer working environment while supporting safe parking and vehicle turnover in our local communities.	01/07/2021	30/06/2022	60%			The automated number plate recognition vehicle known as ParkSmart has been delivered and training is currently underway in readiness for commencement this financial year. Following successful implementation Council will move to procure additional vehicles.	CR: Customer Response
1.2.4	Implement prioritised actions from the Sunshine Coast Sport and Active Recreation Plan 2011-2026 including: issuing civil works package at Honey Farm Sport and Recreation Precinct; completion of the equestrian arena upgrade at Nambour Showgrounds; and delivery of Works for Queensland (COVID -19 stimulus projects) for a range of sports facilities, including major upgrades to Palmwoods AFL/Cricket grounds and Yandina Cricket grounds.	01/07/2021	30/06/2022	60%			Honey Farm Sport and Recreation Precinct civil works package has been prepared and plantings in and adjacent to open swales are progressing as planned. This project is waiting on the outcome of an external funding application and the finalisation of the Local Government Infrastructure Plan allocation. Nambour Showgrounds indoor arena has been postponed until October 2022 to allow for both the shed and arena surface to be upgraded concurrently whilst outside of peak equestrian use times. Options presented to date include upgrading the arena in current location, relocating the arena to the western side or providing for a new arena to the west. Design works for North Shore Multi-Sports Complex clubhouse and Palmwoods Warriors clubhouse have progressed and have been presented to relevant stakeholders for feedback.	SCV: Sports and Community Venues
1.2.5	Implement prioritised actions from the Sunshine Coast Aquatic Plan 2011- 2026 including: commissioning of the Nambour Splash Park and Water Slides; completing the Kawana Aquatic Centre Master Plan review and stage 1 detailed design; and finalisation of development plans for Cotton Tree and Caloundra Aquatic Centres in readiness for tenure renewals at 30 June 2022.	01/07/2021	30/06/2022	70%			The Nambour Aquatic Centre Splash Park's soft opening occurred as planned in January 2022. The delivery and installation of the adventure slides are anticipated to be completed mid-2022. Detailed designs for the upgrade to Kawana Aquatic Centre are progressing well. Stage 1 works to be considered will include a new indoor program pool, improved car parking, demolition of old program pool and landscaping. Cotton Tree Aquatic Centre and Caloundra Aquatic Centre lease tenders were released to the market on Friday 18 March 2022 and close on 26 April 2022. Notification of successful applicants to occur before end of the financial year in readiness of the lease commencement on 1 July 2022.	SCV: Sports and Community Venues

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014-2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2021	30/06/2022	75%	●	●	Library initiatives progressed during the quarter, including: • a new online book club was established and attended by 50 readers • North Coast Aboriginal Corporation for Community Health delivered COVID-19 vaccination clinics at two libraries • 9734 visitors attended the Story Walk at the Maroochy Bushland Botanic Gardens during the Christmas holidays and • 172,458 people visited our libraries (a 3.5% decrease compared to the previous quarter was noted and attributed to wet weather events in February 2022 and an increase in COVID-19 cases). Weekday opening hours were extended at some Council libraries from 5.30pm to 6.00pm to accommodate access after business hours.	AHL: Arts, Heritage and Libraries

An inclusive community, with opportunities for everyone

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.1	Implement key actions from the Sunshine Coast Innovate Reconciliation Action Plan 2021-2022 and develop a new Stretch Reconciliation Action Plan that supports social and economic opportunities for the Aboriginal and Torres Strait Islander community of the Sunshine Coast.	01/07/2021	30/06/2022	75%	●	●	Key actions outlined in the Sunshine Coast Reconciliation Action Plan 2021-2022 have progressed. Monthly meetings were held with the Sunshine Coast First Nations Accord (corporate round table) and the Sunshine Coast First Nations community to build relationships and facilitate community conversations. Council's First Nations cultural learning program has expanded, from online training, to include face to face training and on-Country experiences. Work has commenced on scoping the development of a First Nations Cultural Protocol Guideline and First Nations Engagement Guideline.	CD: Community Development

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.3.2	Manage the Youth Council program to foster youth civic leadership and active contribution addressing community issues and opportunities for young people.	01/07/2021	30/06/2022	75%	●	●	The Youth Council continue to meet monthly. Youth engagement relaunched on 30 March 2022 for a duration of six weeks and the results will inform the Youth Council's priorities in terms of advocacy and the development and implementation of youth led initiatives. The Youth Council are also playing the lead role in delivering the Sunshine Coast Youth Week event, held in April 2022 in collaboration with six youth support agencies.	CD: Community Development
1.3.3	Convene the Multicultural Advisory Group to provide expert advice, leadership and an ongoing framework for communication and consultation to support the delivery of initiatives and outcomes that foster inclusion and diversity within the community.	01/07/2021	30/06/2022	75%	●	●	The Multicultural Advisory Group (MAG) continues to meet bi-monthly. A report and recommendation to become a member of the Welcoming Cities Framework has been developed. MAG is providing strategic advice and co-designing a 2022 Sunshine Coast anti-racism campaign. The next eight-week Migrant Learn to Swim and Beach Safety Program commenced in March 2022, with 45 participants registered.	CD: Community Development
1.3.4	Implement Council's Community Engagement Policy and Framework including enhancing the capabilities across Council's workforce in engaging with our diverse communities.	01/07/2021	30/06/2022	75%	●	●	This quarter saw the launch of a new online Community Engagement Register to support an improved and coordinated approach to the planning and delivery of Council's community engagement activities. The membership of the Community Engagement Internal Community of Practice was renewed as it entered the second year of its term. The aim of this group is to promote the Excellence in Engagement Framework and share knowledge, understanding and experience to enable the organisation to deliver best practice community engagement. A Community Co-Lab Model Framework has been developed in collaboration with the University of the Sunshine Coast to provide a collaborative space to engage with the community to co-create responses to local challenges and opportunities.	CD: Community Development

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.1	Implement key actions from the Sunshine Coast Community Strategy 2019-2041 Action Plan in collaboration with partners and key stakeholders to advance our shared goal of a strong community through to 2041.	01/07/2021	30/06/2022	75%			Harmony Week was held from 15 to 21 March 2022 to celebrate and promote our culturally diverse community with the message 'Everyone Belongs on the Sunshine Coast'. In collaboration with partners, Council coordinated a week-long program of community conversations, workshops and events inviting residents to experience and explore the cultural diversity of the Sunshine Coast. In response to the significant rain event, the Local Human Services Recovery Group was activated during March 2022. Consisting of Council representatives and key community agencies and service providers, several meetings were held to enable stakeholder updates and sharing of information to assist and monitor social impacts and recovery needs, targeting locations requiring additional support. Key messages were provided in terms of how the community could assist and where the community could seek help if needed, including information on financial assistance and links to key service agencies. Council worked with Volunteering Sunshine Coast to coordinate support to remove flood damaged goods from affected properties.	CD: Community Development
1.4.2	Provide support to the community and other not for profit organisations in the delivery of resources, facilities and services that meet the needs of communities through the grants program.	01/07/2021	30/06/2022	75%			Council funded 28 applications through the Emergency and Individual Development Program and Councillor Discretionary Funding Program. A total of $38,393 was allocated through grants to a range of projects and activities that contribute to the achievement of Council's vision for the region. Funding through the Major Grants, Environmental Levy and the Regional Arts Development Fund were open for applications this quarter. Four grant writing webinars were held in February 2022 and March 2022, attended by 48 participants with 86% of participants rating the content as either very useful or extremely useful.	CD: Community Development
1.4.3	Implement priority activities from the Integrated Transport Strategy including the delivery of the supporting Road Safety and Roads Plans and the update to the Active Transport Plan.	01/07/2021	30/06/2022	70%			Progress on the Active Transport Plan and Roads Plan has been slightly delayed due to limited resources and competing priorities. It is anticipated that the Active Transport Plan and the Roads Plan will be completed by the end of 2022.	TIP: Transport & Infrastructure Planning

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.4.4	Review the results of the community engagement process for the draft Sunshine Coast Mass Transit options analysis and finalise the options analysis for consideration by Council.	01/07/2021	30/06/2022	100%	●	●	On 20 October 2021 Council endorsed the Options Analysis to progress to the State Government to lead the Detailed Business Case in partnership with Council, and by doing so, finalised this activity. The Department of Transport and Main Roads (TMR) are developing a Memorandum of Understanding with Council.	UGP: Urban Growth Projects

Creative and innovative approaches to building a strong community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.1	Implement priority activities from the Sunshine Coast Arts Plan 2018-2038 including delivery of the Regional Arts Development Fund, supporting the implementation of the Regional Arts Infrastructure Framework and delivery of the Sunshine Coast Regional Gallery Program (including the Sunshine Coast Art Prize).	01/07/2021	30/06/2022	75%	●	●	The Regional Arts Development Fund received 33 applications, with 13 projects recommended for funding totalling $61,160, including three First Nations artists. A total of 60 artists participated in the information briefings. The Caloundra Regional Gallery hosted 2,250 visitors and 867 of those participated in 14 programs. Refinery 4.0 (a creative incubator program), received 70 applications with 25 of these attending an online boot camp. From this, 15 artists were selected to participate in the program which commenced on 29 March 2022. This quarter, 35 First Nation artists/arts workers were engaged in projects and 18 First Nations artists attended workshops or training programs.	AHL: Arts, Heritage and Libraries
1.5.2	Deliver the Sunshine Coast's premier multi-arts Horizon Festival for 2021 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2021	30/06/2022	75%	●	●	The Horizon Festival's Homegrown program received 30 artist applications with five artists selected for inclusion in the 2022 Horizon Festival. Confirmed partners for 2022 include: University of the Sunshine Coast, Old Ambulance Station, Festivals Australia, Kids on the Coast, and Various Artists. Meetings commenced with all tourism and media partners including Tourism and Events Queensland. Festivals Australia funding is being sought to deliver an Open-Air Hinterland event. Redevelopment of the Horizon Festival website was completed this quarter. The high profile Wonderland Spiegeltent site is confirmed for the 2022 Horizon Festival at Cotton Tree Park. Planning discussions for 2023 are underway with Creative New Zealand and Arts Council Canada, La Boite Theatre company and Home of the Arts, Gold Coast.	AHL: Arts, Heritage and Libraries

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including; planning for the Sunshine Coast Regional Collection Store, development and delivery of an annual program of events and activities to activate Bankfoot House, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2021	30/06/2022	75%	●	●	This quarter, the inaugural Historian in Residence program commenced with two historians undertaking separate research projects into the region's 'First Nations Sites' and 'Sport Since 1901'. Four public consultation sessions have been held for these projects, and both preliminary and final reports will be presented to the public next quarter. Development of Museum Collection Assessment and Conservation Reports continued as part of a professional development program and a consultant was appointed for the Collection Store project. Conservation and facility planning for Landsborough Museum has commenced, with an Interpretation Plan near completion and a Preservation Needs Assessment Report underway. Objects from the SS Dicky wreck were treated for display purposes. Interpretive projects at Coolum Beach and Dicky Beach continue to progress. A Preservation Needs Assessment Report was completed for the Queensland Air Museum. A Significance Assessment Report was completed for Peachester Heritage Centre, and another is underway for the Caloundra RSL Military Display.	AHL: Arts, Heritage and Libraries

Corporate Plan Goal : Our environment and liveability

A resilient region shaped by clever planning and good design

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.1	Progress priority activities from the Environment and Liveability Strategy 2017 five-year implementation plan including: developing a climate risk mitigation framework building community capacity to positively respond to climate change.	01/07/2021	30/06/2022	75%	●	●	Implementation continued with the acquisition of land at Verrierdale, Maroochy River and Meridan Plains to support conservation and recreation outcomes. Master Planning has commenced for the Sunshine Coast Ecological Park including the establishment of an Excellence Advisory Panel to help inform the development of the master plan. A report was presented to Council in March 2022 to provide an update on Zero-net Emissions reduction planning; climate risk planning; and a progress update on the ongoing climate risk pilot project in partnership with Noosa Shire Council.	ESP: Environment and Sustainability Policy
2.1.2	Prepare a strategic directions position paper for the new planning scheme and undertake preliminary community consultation to inform the drafting of a scheme.	01/07/2021	30/06/2022	75%	●	●	A comprehensive seven-week preliminary community consultation program was undertaken during February and March 2022 that included proposed region-wide and local planning directions for the new planning scheme. Community feedback from this consultation will help inform preparation of the new planning scheme.	SP: Strategic Planning
2.1.3	Consult with parties to the Palmview Infrastructure Agreement on the potential need for change, to ensure that all parties are clear on obligations under the infrastructure agreement.	01/07/2021	30/06/2022	75%	●	●	The Infrastructure Agreement negotiation process is ongoing. The amendment of the Palmview Infrastructure Agreement (IA) presents considerable risks to Council that need to be appropriately managed.	UGP: Urban Growth Projects
2.1.4	Continue to work with the State Government to advance the structure planning for Beerwah East Major Development Area.	01/07/2021	30/06/2022	75%	●	●	Council is continuing to work in collaboration with the State Government to progress the planning for the Beerwah East Major Development Area to the next phase.	UGP: Urban Growth Projects
2.1.5	Identify stormwater assets for updating of Council's asset register to better shape the appropriate levels of service for asset maintenance and rehabilitation.	01/07/2021	30/06/2022	65%	●	●	Council inspected 1350 metres of stormwater pipes via CCTV, and 210 drainage pits for structural condition. Two flooding and drainage investigations were undertaken and a response was provided to 190 customer service requests. Council issued two new pipe relining contract packages for delivery.	TIM: Transport Infrastructure Management

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.1.6	Deliver place-making initiatives, including Eumundi Town Centre and Woombye streetscaping projects.	01/07/2021	30/06/2022	75%	●	●	Delivery of the Eumundi Town Centre and Woombye streetscaping placemaking initiatives progressed. Woombye streetscaping construction has commenced and community engagement on the concept design for Eumundi Town Centre is being finalised, with construction proposed to commence early in the new financial year.	DPS: Design and Placemaking Services
2.1.7	Provide effective, timely and coordinated planning, preparedness, response and recovery for the region in response to disaster events.	01/07/2021	30/06/2022	75%	●	●	Council is continuing with the review of the current Hazard Risk Assessment and working in partnership with the Local Disaster Management Group to implement the State Government's Queensland Emergency Risk Management Framework. Council has also commenced coordinating the post flooding event debrief from the February 2022 and March 2022 events affecting our region. A full debrief report will be compiled for implementation of identified procedure changes.	SF: Specialist Functions
2.1.8	Conduct a Strategic Fire Risk Review to improve the Council's strategic, tactical and operational response to fire management.	01/07/2021	30/06/2022	90%	●	●	The Strategic Fire Risk Review is nearing completion. When finalised, the draft will be presented to Council for consideration.	EO: Environmental Operations
2.1.9	Implement the Coastal Hazard Adaptation Strategy through: informing the development of the new planning scheme; undertaking dune protection, enhancement and management in identified areas; and seeking external funding opportunities to establish program partnerships and collaboration.	01/07/2021	30/06/2022	70%	●	●	Embedding the outcomes of the adopted Coastal Hazard Adaptation Strategy (CHAS) is ongoing with the focus for this quarter being service delivery areas and internal asset planning processes. Project work to inform the integration of CHAS considerations into the new planning scheme is continuing. An expression of interest was submitted to the State Government as part of the QCoast2100 2.0 funding program for local governments to support CHAS implementation priorities.	ESP: Environment and Sustainability Policy
2.1.10	Plan for the protection of the Regional Inter-urban Break in perpetuity to secure the environmental, production and recreation values through: advocating for its retention at current extent; identifying and acquiring strategic land; and implementing the Inter-Urban Break Outdoor Recreation Plan with partners.	01/07/2021	30/06/2022	75%	●	●	Advocacy to the State Government is continuing for the ongoing protection of the Regional Inter-urban Break as one of Council's major green spaces.	ESP: Environment and Sustainability Policy

Protection and enhancement of our natural assets and distinctive landscapes

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.2.1	Coordinate the delivery of Council's Environment Levy including: the strategic land acquisition program; environment levy partnerships and grants; and external education and compliance programs for erosion and sediment control.	01/07/2021	30/06/2022	75%	●	●	Two new Environment Levy properties were acquired at Verrierdale and Maroochy River, adding to our conservation estate, including consolidation of healthy, vegetated habitats and providing opportunities for future ecosystem restoration. This quarter, Council implemented a program to improve our environment and waterways through a comprehensive education and regulatory approach, with a particular focus on the construction sector and continued to provide support to residents to help reduce impacts of nearby flying fox roost sites.	ESP: Environment and Sustainability Policy
2.2.2	Complete the upgrade and replacement of the ageing groyne field at Maroochy River to protect the natural assets.	01/07/2021	30/06/2022	75%	●	●	Maroochy Groyne Field contract was awarded to Halls Contracting. Delivery is scheduled to commence next quarter which will consist of replacing the two southern groynes.	PD: Project Delivery

Responsive, accessible and well managed assets and infrastructure

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.3.1	Implement Blue Heart Sunshine Coast in partnership with Unitywater and the State Government including delivery of the Blue Carbon Pilot project; land acquisitions and land management activities.	01/07/2021	30/06/2022	75%	●	●	Major funding was announced to support the Sunshine Coast Blue Heart initiative through the South East Queensland City Deal. Funding will help guarantee the Maroochy River catchment continues to play an important role in flood storage and maintain its biodiversity well into the future as our region responds to the challenges of a changing climate.	ESP: Environment and Sustainability Policy
2.3.2	Deliver key demonstration sites to improve the management and reduction of weeds including adoption of different weed management practices.	01/07/2021	30/06/2022	50%	●	●	On ground planning and actions have commenced at both demonstration sites. Delays in delivery were encountered due to weather events in February and March 2022. Active investigations into alternative weed management methodologies and technology were undertaken and will be trialled in the near future. A Rural Landholders Kit has been prepared for distribution.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.4.1	Implement the Street Tree Master Plan to protect, enhance and sustain the region's existing and future street tree network through better selection, placement and care of these environmental assets.	01/07/2021	30/06/2022	75%	●	●	This quarter, 506 trees were planted across the region. The 'Adopt a Street Tree' program saw tree planting in four streets in Buderim and Aroona. Council held two Councillor 'Free Tree' days in Division 10 on 8 and 18 March 2022.	P&G: Parks and Gardens
2.4.2	Lead a Biosphere nomination to UNESCO for the Sunshine Coast to be designated as an international site of excellence.	01/07/2021	30/06/2022	70%	●	●	The Sunshine Coast Biosphere Nomination is being considered by the UNESCO Man and the Biosphere Programme. Work is progressing in anticipation for becoming a Biosphere in June 2022, with ongoing engagement with our Community Reference Group.	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	Evaluate and assess the potential for increased kerbside food organics/garden organics (FOGO) collections, integration into the next generation waste collections contract and the effect this will have on future landfill diversion rates.	01/07/2021	30/06/2022	70%	●	●	The option to introduce food organics/garden organics (FOGO) bin collections by July 2025 has been incorporated into the next generation collection contract.	WRM: Waste and Resource Management

Corporate Plan Goal : Our resilient economy

Strong economic leadership, collaboration and identity

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.1	Implement priority activities and projects from the Regional Economic Development Strategy Implementation Plan 2019-2023 to drive further progress towards the delivery of a resilient and strong economy for the Sunshine Coast region.	01/07/2021	30/06/2022	75%	●	●	A total of 2,122 customers were assisted (771 from services and 1,351 from workshops and events) online or in person. Priority projects included: • a business planning workshop, the scale-up HealthTech accelerator program • two-day Sunshine Coast International Forum in February 2022 (where 45 delegates from 35 countries learnt about the opportunities the region has to offer) • 2021 Qantas Australian Tourism Awards on 18 March 2022 and • the Sunny Coast Showdown 2021 Showcase on 21 March 2022. The issue of regional staff shortages has been supported by Gap Year Sunshine Coast and welcoming back international students. On 24 March 2022, Sunshine Coast Council became the 30th council in Queensland to sign the Small Business Friendly (SBF) Charter. The SBF program is designed to boost awareness of small business needs, provide increased support, and reduce administrative and regulatory red tape. A record number of signatories have committed to the Sunshine Coast SBF Charter. A total of 1,447 jobs were created/supported (196 from sponsored major events and 1,251 from investment outcomes). Economic impact to the Sunshine Coast economy for the quarter totalled $405 million ($17 million from major events and $388 million from investment outcomes).	ECDEV: Economic Development

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.1.2	Enhance the sports industry through the Sport Industry Development Program that maximises the use of existing assets and enhancing the region's capabilities through event attraction, training camps, targeted promotion, industry development and research.	01/07/2021	30/06/2022	75%			This quarter, an audit of the region's parks and trails commenced to support the attraction of tourism, training and events, such as trail running, mountain biking and off-road triathlon and to potentially increase the capacity of some existing events. Australia's largest robotics competition RoboRAVE Australia 2022 was secured this quarter, and two organisations were hosted on familiarisation tours to showcase the region to key decision-makers.	ECDEV: Economic Development
3.1.3	Provide financial support to Visit Sunshine Coast to underpin its activities to promote the Sunshine Coast as a tourism destination.	01/07/2021	30/06/2022	75%			A financial agreement for 2021/22 is in place between Visit Sunshine Coast and Council. Payments are being made in accordance with this agreement and Council's allocated budget.	ECDEV: Economic Development

New capital investment in the region

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.1	Develop the business case for a new Caloundra Regional Gallery as part of the implementation of the Caloundra Centre Master Plan 2017.	01/07/2021	30/06/2022	60%			The project is currently in preliminary evaluation stage with minor delays associated with the confirmation of the functional brief, including schedule of areas, for the new Caloundra Regional Gallery which is required before progressing further.	MPSP: Major Projects and Strategic Property
3.2.2	Progress preliminary feasibility and design for the Community and Creative Hub Precinct in alignment with the Caloundra Centre Activation Project and Caloundra Centre Master Plan 2017.	01/07/2021	30/06/2022	25%			Project remains on hold and is awaiting outcomes from the Caloundra Regional Gallery Business Case, particularly the size and location of the proposed new gallery.	MPSP: Major Projects and Strategic Property
3.2.3	Work with Walker Maroochydore Developments Pty Ltd and SunCentral Maroochydore Pty Ltd to support the implementation of the Maroochydore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2021	30/06/2022	75%			During this quarter, development approval was received from Economic Development Queensland for two major developments in the Maroochydore City Centre. The first is a significant 15-storey commercial office building on the corner of First Avenue and South Sea Islander Way and the second approval is for an eight-storey Private Hospital on Mundoo Boulevard.	MPSP: Major Projects and Strategic Property

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.4	Leverage the Sunshine Coast International Broadband Network, the cable landing station and the regional cyber node to drive new business entrants to the Sunshine Coast through targeted marketing campaigns, briefings to interstate and international key partners and potential clients, and inbound business delegations.	01/07/2021	30/06/2022	75%			The 'Vitamin SC' campaign continued in February 2022 and March 2022 and delivered 132 new investment leads across multiple channels including Facebook, Instagram, YouTube and LinkedIn. This quarter, the Sunshine Coast International Broadband Network Cable Leverage Program was established to attract and facilitate further investment into the region that maximises the investment in the region's growing digital infrastructure. As part of this work, Council established and chaired a Cable Leverage Working Group consisting of representatives from Council, NextDC, Walker Corporation and Sunshine Coast Technology Industry Alliance (SCTechIA). Several meetings have been held, with the immediate focus on the formal launch of SCTechIA on 8 April 2022.	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	Work with key stakeholders to identify investment opportunities, undertake marketing activities and support investment projects across the region's high value industries including updating of the Sunshine Coast investment prospectus.	01/07/2021	30/06/2022	75%			In February 2022, the Investment Prospectus 2022 was launched via social media and sent via the monthly Invest Sunshine Coast newsletter to 2,734 subscribers. A total of 22 new contacts were gained from these activities, with 136 people downloading a copy of the prospectus from Council's website.	ECDEV: Economic Development
3.3.2	Progress implementation of Mooloolaba Master Plan, including completion of the Northern Foreshore Parklands project and progressing the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) including the new Mayes Canal Bridge.	01/07/2021	30/06/2022	85%			Stage 1b works of the Foreshore Northern Parklands progressed during the quarter. Construction includes public amenities, BBQ's, playground features and additional open space. The original completion date of December 2021 was revised to May 2022 following extended periods of wet weather over summer and resource and supply difficulties (resulting from the COVID-19 pandemic) and extended wet weather in February and March 2022. Remaining feature playground elements are due for installation mid-2022. A formal variation of funding timeframes with the State Government has been sought and approved with an anticipated opening in late June 2022 and celebration festival planned in July 2022.	PD: Project Delivery

Strong local to global connections

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.4.1	Drive export activity from the Sunshine Coast and support local businesses to expand into national and international markets, by providing access to specialist services, contacts and training and partnering with State and Federal government trade agencies for in-market assistance.	01/07/2021	30/06/2022	75%	●	●	The delivery of two workshops for the 2022 Intellectual Property Law and Trade Mark series were undertaken. The program for the South Korea Trade briefing scheduled on 24 May 2022 has been confirmed in partnership with the Australia Korea Business Council. Confirmed speakers include the Queensland Trade and Invest Commissioner for South Korea, the Brisbane based Consul General for Korea and CEO of local exporter Kilcoy Global Foods.	ECDEV: Economic Development

A natural, major and regional event destination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.1	Implement priority activities from the Major Events Strategy 2018-2027 including strengthening arts and cultural events to assist in diversifying audience reach, capitalising on the growing demand for off road and adventure style events to showcase the region's natural strengths and increasing the region's profile.	01/07/2021	30/06/2022	75%	●	●	The Sunshine Coast Events Board considered and approved 18 applications during the quarter. 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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.5.2	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2021	30/06/2022	75%	●	●	Maroochydore Multi Sports Complex hosted two of five planned AFL Women's matches in January 2022 and February 2022, three games were relocated due to the COVID-19 pandemic and flooding event in February 2022. Nambour Showgrounds hosted the under 14's cricket carnival in January 2022 and a COVID-19 testing clinic was established at the grounds for Sullivan Nicolaides Pathology in February 2022. Events at Venue 114 were rescheduled or cancelled due to COVID-19 pandemic State health directions and adverse weather events in February 2022. In March 2022, Venue 114 hosted the Sunshine Coast Bridal Expo, Burlesque L'Amour Cabaret Performance, Sunshine Coast Business Women's Network Breakfast and Sunshine Coast Symphony Orchestra. Sunshine Coast Stadium delivered two new events, a Super Rugby Championship game, Fijian Drua against the Melbourne Rebels on 4 March 2022 and 12 March 2022 to a crowd of 5,400 people, the New Zealand Warriors played a home game against the St George Illawarra Dragons as part of round one of the National Rugby League Premiership. The New Zealand Warriors also held training camps at the Stadium. On 26 March 2022, Sunshine Coast Stadium hosted Nitro Circus. Caloundra Indoor Stadium hosted secondary school district carnivals for volleyball and basketball.	SCV: Sports and Community Venues

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.	01/07/2021	30/06/2022	75%	●	●	Study Sunshine Coast announced a new co-sponsored program with the University of the Sunshine Coast (USC) to deliver a student work skills ready program. The USC Workplace Conversations for Placement Program will consist of a free workshop series that assists students to develop their communication skills for a successful placement experience. Students will learn about expectations in the workplace, practice spoken communication skills to use with colleagues, clients, and patients, and get practical tips from students who have already completed a placement. The first session was held on 9 March 2022 at USC. Mayor Jamieson celebrated the return of international students to the Sunshine Coast at an official welcome back media event 29 March 2022 at Saltwater Eco Tours, Mooloolaba Wharf. With interstate and international borders reopening earlier this year, students have been welcomed to commence or resume studying, living and working in our region. Representatives from Trade and Investment Queensland, Study Sunshine Coast, Sunshine Coast education providers and local and international students were present at the event.	ECDEV: Economic Development
3.6.2	Finalise a new Master Plan for Caloundra Aerodrome to guide future development decisions and advance the strategic vision for the aerodrome.	01/07/2021	30/06/2022	80%	●	●	The draft Master Plan for Caloundra Aerodrome is nearing completion and a review is anticipated to commence in April 2022. Targeted stakeholder engagement is scheduled to commence next quarter.	MPSP: Major Projects and Strategic Property

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.6.3	Strengthen collective resilience of business communities and destination appeal of precincts through the development and delivery of the Caloundra Activation Plan, update and delivery of the Mooloolaba Activation Plan and delivery of the Retail Activation Plan.	01/07/2021	30/06/2022	75%	●	●	Activation initiatives have been delivered across key regional locations including Caloundra, Mooloolaba and Coolum Beach. These initiatives include the Chilli Fest in Caloundra, the Hot Weekender event in Mooloolaba and the creation of the Salty Seas Marketplace at Coolum Beach. Work continues with the chambers of commerce in these respective areas on capacity building activity including markets, seminars, networking and commercial opportunity development. Negotiation with key real estate agents to allow for the use, activation or decoration of key vacant retail spaces in each of these areas has taken place to support the Retail Activation Program. The Retail Activation Program continues to gain momentum with more local business areas expressing their desire to be involved.	ECDEV: Economic Development

Corporate Plan Goal : Our service excellence

Engage with our community to inform asset management and service delivery

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.1.1	Develop a Service Excellence Strategy that considers customer expectations and community value to deliver efficient, effective and sustainable service levels now and into the future.	01/07/2021	30/06/2022	50%			The approach to the Service Excellence Strategy is being reviewed as customer insights are considered to provide greater understanding of our customer expectations. This information is being used to guide improvements and develop service excellence principles to guide our delivery and provide input into the development of Our Outstanding Organisation Strategy.	CR: Customer Response
4.1.2	Finalise and implement an asset management framework that delivers consistent asset management practices, processes and systems throughout the organisation.	01/07/2021	30/06/2022	75%			The Asset Management Policy and Asset Management Framework was adopted as an organisational policy in December 2021. The strategies, plans and procedures encompassed in the framework form part of a continuous improvement plan designed to be rolled out over the next two years.	AM: Asset Management

Design accessible, flexible and innovative services that meet community needs

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.1	Collaborate with external stakeholders to address and prevent illegal dumping activities across the region, to reduce pollution to our environment and risk to community safety and amenity.	01/07/2021	30/06/2022	75%			Council continues to work with a number of external stakeholders to address the issue of illegal dumping, and has been successful in obtaining Round 2 funding in the Local Government Partnership Program as part of the Queensland Government 'Keeping Queensland Clean' litter and dumping plan.	CR: Customer Response
4.3.2	Consult with key stakeholders to progress a new Smart City Framework and Smart City Implementation Plan, which will identify processes and projects to realise smart city opportunities and further develop Council's data driven decision making capability.	01/07/2021	30/06/2022	80%			The draft Smart City Framework and Implementation Plan has been drafted and is currently progressing through the internal consultation phase including a workshop. Feedback will be considered and implemented where appropriate.	BI: Business and Innovation

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.3.3	Deliver an on/off maintenance asset acceptance solution that: streamlines the process of managing defects during construction by developers; captures information and workflows from the applicant and Council; enables better record keeping and improves asset handover and accountability.	01/07/2021	30/06/2022	75%	●	●	The 'asset acceptance solution' design and implementation continued this quarter with engagement commencing with key internal stakeholders.	DS: Development Services
4.3.4	Develop and update Council's asset management plans to encompass the whole of life sustainability of built and natural environments while guiding appropriate levels of service and delivery of Council services to the community.	01/07/2021	30/06/2022	75%	●	●	Council's asset management plans are in final review with completion anticipated for mid-2022.	AM: Asset Management
4.3.5	Finalise recommendations on a contract to design and construct a new hi-tech material recovery facility at Nambour waste precinct to replace the current facility and improve the quality of processed recyclable materials.	01/07/2021	30/06/2022	100%	●	●	Council has concluded the procurement process and a contract was awarded to RDT Engineering in November 2021.	WRM: Waste and Resource Management

Deliver consistent service levels that provide positive experiences for our community

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.1	Continue the customer experience program and utilise engagement feedback to design solutions that improve outcomes and meet a range of preference and accessibility requirements.	01/07/2021	30/06/2022	70%	●	●	This quarter the customer experience program executed a digital campaign to improve processes that supported the launch of the waste garden organics bins. The key activities included easier exemption request processes to deliver better value for our community by reducing communication and administration costs. These outcomes benefit our customers, our community and the new waste contractor.	CR: Customer Response

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.4.2	Finalise recommendations on the next generation waste collection contract to ensure continuous provision of essential waste services to the community.	01/07/2021	30/06/2022	80%			Mobilisation of the next generation waste collection contract has progressed. Sixty-seven new collection vehicles are progressively being delivered by JJ Richards, and the full fleet is on schedule for delivery prior to contract commencement in mid-2022. Evaluation of requests for exemption from the garden organics bin expansion is complete with 822 applications approved and 289 not meeting exemption conditions. The garden organic bin expansion delivery program is on schedule to deliver more than 45,000 new bins prior to contract commencement.	WRM: Waste and Resource Management

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
4.5.1	Deliver the capital works program based on robust scopes, cost and risk assessment with well sequenced delivery schedules aligned to corporate priorities and long term financial plans.	01/07/2021	30/06/2022	60%			Delivery of the capital works program has been delayed due to significant rainfall and unprecedented flooding during the February and March 2022 weather event. Most project sites have been impacted and lost significant time in production during this period with a number of work crews being called upon to focus on disaster recovery. These impacts are being experienced across the capital works program and contributing to significant lost time for large scale projects including Mooloolaba Transport Corridor and Mooloolaba Foreshore projects. This has caused a flow on effect, impacting already delayed projects and completion timeframes. COVID-19 pandemic impacts also continue to hamper resource availability and material supply. This will likely result in underspends for the current capital works program as projects continue into the next financial year. Programs are being reviewed to identify possible ways to recover lost time where practical and feasible.	PD: Project Delivery

Corporate Plan Goal : Our outstanding organisation

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.2.1	Develop a new Information and Communication Technology Plan 2021, with a strong focus on cyber-security, mobility, connectivity, accessibility and cloud computing.	01/07/2021	30/06/2022	70%			An Information and Communication Technology Plan is being developed and will be presented to Council for consideration mid-2022.	DIS: Digital and Information Services

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.1	Progress people and culture strategic initiatives including workforce planning, leadership development, performance management and capability development programs that support the delivery of the Council's vision.	01/07/2021	30/06/2022	90%			Workforce planning has been completed, resulting in People and Culture Action Plans. The 'Leader as Coach' program was delivered with very positive participant feedback. Results from the Cultural Safety, Diversity and Inclusion survey undertaken in late 2021 were shared with employees. An action plan focusing on everyday respect was developed and a project to articulate Council's desired culture has commenced.	P&C: People and Culture
5.3.2	Develop and implement the Wellbeing, Health and Safety Plan with a focus on managing critical risks and work that adds value to deliver a healthy, caring and safe workplace.	01/07/2021	30/06/2022	90%			A pilot to develop critical risk controls is underway and a review of contractor management has been completed. Training in critical risk management was delivered to the Community of Practice and automated safety reporting has been introduced. The 2022 flu vaccination program is being delivered, and a review of procedures is underway.	P&C: People and Culture
5.3.3	Provide workplaces that are fit for purpose and support our people to deliver services to the community across our administrative buildings and depots.	01/07/2021	30/06/2022	40%			An Implementation Change and Transition Plan has been developed to successfully transition employees to our new workplaces. Location changes will be undertaken on a scheduled basis commencing in late 2022, following the completion of construction, fitout and commissioning of Sunshine Coast City Hall.	SC: Strategy and Coordination

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.3.4	Finalise the development of the Sunshine Coast City Hall in the Maroochydore City Centre for occupation from 1 July 2022.	01/07/2021	30/06/2022	70%			Works are progressing well across all levels with focus on internal fit out activities including electrical, mechanical, wall sheeting, amenities and access floors. External façade installations have commenced and are scheduled to be progressively installed from upper levels downwards in conjunction with scaffold drop. Internal furniture and equipment procurement has advanced through quarter three with installation due to commence in 2022/23 quarter one.	SC: Strategy and Coordination
5.3.5	Progress preliminary feasibility and design for the Nambour Administration Precinct buildings.	01/07/2021	30/06/2022	45%			Tender evaluations for the selection of a principal consultant are complete. Feasibility and early design works will commence in April 2022 and are expected to take approximately 12 months to complete.	MPSP: Major Projects and Strategic Property
5.3.6	Progress the detailed design for the Caloundra Administration Building repurposing project and the development of an operational management plan.	01/07/2021	30/06/2022	65%			Schematic design documentation for the Caloundra Administration Building, including internal stakeholder reviews are complete. Detailed design documentation has commenced.	MPSP: Major Projects and Strategic Property

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.4.1	Review Council's Strategic Risk Management Framework to deliver a revised register and mitigation strategies that support the delivery of our Corporate Plan 2021-2025.	01/07/2021	30/06/2022	100%			Council's Strategic Risk Management Framework is complete. The existing 18 risks are being replaced within Council's risk database with the new 11 strategic risks. Planning is progressing to document mitigation strategies and controls that align with Council's risk tolerance.	CG: Corporate Governance

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

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
5.5.1	Advance our region's major projects outlined in the Corporate Plan 2021-2025 through establishment of a strategic approach to stakeholder relationships and advocacy.	01/07/2021	30/06/2022	75%	●	●	Proactive advocacy to industry and government to support delivery of the region's major projects outlined in the Corporate Plan 2021-2025 continues to be an important activity to progress Council's vision as Australia's most sustainable region. During the quarter, Council secured funding as part of the South East Queensland City Deal agreement that will contribute $35.3 million towards the Sunshine Coast Blue Heart.	OCEO: Office of the CEO