



Ordinary Meeting

Thursday, 24 February 2022

commencing at 9:00am

Council Chambers, 1 Omrah Avenue, Caloundra

TABLE OF CONTENTS

ITEM		SUBJECT	PAGE NO					
1	DECL	ARATION OF OPENING	5					
2	WELC	OME AND OPENING	5					
3	RECO	RD OF ATTENDANCE AND LEAVE OF ABSENCE	5					
4	RECE	IPT AND CONFIRMATION OF MINUTES	5					
5	ΜΑΥΟ	PRAL MINUTE	5					
6	INFOR	RMING OF CONFLICTS OF INTEREST	5					
	6.1	PRESCRIBED CONFLICTS OF INTEREST	5					
	6.2	DECLARABLE CONFLICTS OF INTEREST	5					
7	PRES	ENTATIONS / COUNCILLOR REPORTS	5					
8	REPORTS DIRECT TO COUNCIL							
	8.1	QUARTERLY PROGRESS REPORT - QUARTER 2 2021	/227					
	8.2	FLOOD MAPPING AND INFORMATION COMMUNITY ENGAGEMENT OUTCOMES	61					
	8.3	DISPOSAL OF LAND - WHITECROSS ROAD, BLI BLI	115					
	8.4	BUDGET REVIEW 2 - 2021/22	125					
	8.5	JANUARY 2022 FINANCIAL PERFORMANCE REPORT.	127					
	8.6	AUDIT COMMITTEE MEETING 24 JANUARY 2022	143					
9	NOTIF	FIED MOTIONS	173					
10	TABLI	ING OF PETITIONS	173					
11	CONF	IDENTIAL SESSION	173					
12	NEXT MEETING173							
13	MEET	ING CLOSURE	173					



ORDINARY MEETING

NOTICE

11 February 2022

Dear Councillors, Group Executives and relevant staff,

In accordance with Section 254C(2) of the Local Government Regulation 2012, I wish to advise that an Ordinary Meeting has been convened for

24 February 2022

commencing at 9.00am.

Emma Thomas | Chief Executive Officer

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1 DECLARATION OF OPENING

On establishing there is a quorum, the Chair will declare the meeting open.

2 WELCOME AND OPENING

3 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

4 RECEIPT AND CONFIRMATION OF MINUTES

That the Minutes of the Ordinary Meeting held on 27 January 2022 be received and confirmed.

5 MAYORAL MINUTE

6 INFORMING OF CONFLICTS OF INTEREST

6.1 PRESCRIBED CONFLICTS OF INTEREST

Pursuant to section 150EL of the *Local Government Act 2009* (the Act), a Councillor who has a prescribed conflict of interest in an issue to be considered at a meeting of the local government must –

- (a) immediately inform the meeting of the prescribed conflict of interest including the particulars stated in section 150EL(4) of the Act and
- (b) pursuant to section 150EM(2) of the Act must leave the place at which the meeting is being held, including any area set aside for the public, and stay away from the place while the matter is being discussed and voted on.

6.2 DECLARABLE CONFLICTS OF INTEREST

Pursuant to section 150EQ of the *Local Government Act 2009*, a Councillor who has a declarable conflict of interest in a matter to be considered at a meeting of the local government, must stop participating in the meeting and immediately inform the meeting of the declarable conflict of interest including the particulars stated in section 150EQ(4) of the Act.

If the Councillor with a declarable conflict of interest does not voluntarily decide not to participate in the decision, pursuant to section 150ES(3)(a) of the Act the eligible Councillors must, by resolution, decide

- (a) whether the Councillor may participate in the decision despite the Councillors conflict of interest or
- (b) that the Councillor must not participate in the decision and must leave the place at which the meeting is being held, including any area set aside for the public and stay away while the eligible Councillors discuss and vote on the matter.

The Councillor with the declarable conflict of interest must comply with any conditions the eligible Councillors impose per section 150ES(4) and (5) of the Act.

7 PRESENTATIONS / COUNCILLOR REPORTS

8 REPORTS DIRECT TO COUNCIL

8.1 QUARTERLY PROGRESS REPORT - QUARTER 2 2021/22

File No:	Council Meetings
Author:	Coordinator, Corporate Planning and Performance Office of the CEO
Appendices:	App A - Chief Executive Officer's Quarterly Highlight Report Quarter 2, 2021/22

PURPOSE

This report presents the Quarterly Progress Report for Quarter 2, 2021/22. The report covers the period 1 October to 31 December 2021 and seeks to inform Council and the community on the progress of implementation of operational activities, significant projects and service highlights from Council's Operational Plan 2021/22.

EXECUTIVE SUMMARY

Each quarter, Council receives a progress report on the delivery of the Operational Plan 2021/22. Once adopted, the report is published and made available to the community.

The report comprises:

- Appendix A Chief Executive Officer's Quarterly Highlights Report Quarter 2, 2021/22
- Appendix B Operational Plan Activities Report Quarter 2, 2021/22.

Below is a summary of key highlights achieved throughout Quarter 2, 2021/22, grouped according to corporate plan goals.

Our Strong Community

- \$1,194,982 million in community grants were awarded across 310 applications to support our community organisations to deliver a wide range of service outcomes
- More than 200 attendees and 40 stallholders participated in the First Nations Supplier Day event in November 2021 to create opportunities for Sunshine Coast First Nations businesses to build community support, brand identity and establish relationships with potential clients
- Council donated 51 retired company phones (in addition to 49 previously donated in early 2021) to DV Safe Phone, a local not-for-profit charity supporting domestic violence victims to access help when its needed most.

Our Environment and Liveability

- Council formally acknowledged the existence of a state of climate emergency in November 2021 and agreed to prepare a progress report on the Zero-net Emissions Plan and develop a Regional Climate Action Roadmap, governance structure and framework to support a whole-of-council response
- After having been considered by the Queensland and Australian governments, Council's nomination for the region to become a UNESCO biosphere arrived at UNESCO in Paris in October 2021 for consideration

• Council's Sunshine Coast Recreation Parks Plan 2021-2031 was adopted in December 2021 and will provide the framework for the delivery and management of functional and affordable recreation parks as well as delivering spaces for our community to enjoy.

Our Resilient Economy

- NEXTDC acquired Council's International Broadband Submarine Cable landing station in December 2021, and in doing so will deliver unprecedented expertise and significant quality assurance for customers who store their data at the data centre and stimulate investment and job opportunities within the region
- 70% (or \$70.3 million) of Council's total available purchasing spend for the quarter went to local businesses
- \$15.8 million in estimated economic benefit was generated from 15 Sunshine Coast events with 37,500 guests attending.

Our Service Excellence

- More than 50 environmental sensors were installed across the Sunshine Coast to research the effects of increasing heat in our urban and peri-urban areas, enabling us to improve future design decisions and develop better mitigation strategies for urban heat
- \$5.4 million was invested to rehabilitate and resurface 7.2 kilometres of local roads to improve the safety of these roads for our community (total area of 69,693m²)
- 68,706 customers were assisted through the development and customer contact centres.

Our Outstanding Organisation

- In December 2021, Council agreed to retain the level 8 and level 9 of the Sunshine Coast City Hall. Level 9 will be used for civic and community purposes providing opportunities for our community to connect through community events, citizenship ceremonies and engagement activities
- Council coordinated several initiatives, events and competitions to engage with staff and celebrate safe behaviours as part of our commitment to wellbeing, health and safety during National Safe Work Month in October 2021
- Council and Council staff received seven awards during this period, including:
 - Caloundra Main Street Urban Revitalisation project was awarded the National Landscape Architecture Award for Urban Design at the Australian Institute of Landscape Architects 2021 National Awards.
 - **The Mooloolaba Foreshore Revitalisation** project (boardwalk and parkland) was awarded for its excellence in environment responsibility in design by the Australian Institute of Horticulture Inc at the 2021 Annual Awards.
 - Council received three awards at the 2021 Institute of Public Works Engineering Australasia Queensland for the:
 - renewal of the Amarina Culvert at Mooloolaba in partnership with Interflow won best project under \$1 million
 - Maroochy Groyne Project won the Excellence Award for best project between \$1 million and \$2 million and received a High Commendation for Coastal Engineering, and

- Ross Ullman, Project Director Sunshine Coast Airport Expansion Sunshine Coast Council received the prestigious Excellence Award for the Engineer of the Year.
- The Sunshine Coast Design Book (Yellow Book) was awarded a commendation in the Strategic Planning category at the Planning Institute of Australia 2021 Awards for Planning Excellence.
- **Warren Bunker**, Group Executive, Liveability and Natural Assets Group, Sunshine Coast Council was awarded a Life Fellow of the Planning Institute of Australia.

OFFICER RECOMMENDATION

That Council:

- (a) receive and note the report titled "Quarterly Progress Report Quarter 2 2021/22"
- (b) note the Chief Executive Officer's Quarterly Highlights Report Quarter 2, 2021/22 (Appendix A) and
- (c) note the Operational Plan Activities Report Quarter 2, 2021/22 (Appendix B) reporting on implementation of the Corporate and Operational Plans.

FINANCE AND RESOURCING

This report is developed and funded within the current operational budget.

Financial reporting information is not included in this report. A Financial Performance Report is provided to Council each month covering operating revenue and expenses and capital programs.

CORPORATE PLAN

Corporate Plan Goal:Our outstanding organisationOutcome:We serve our community by providing this great serviceOperational Activity:S30 - Governance – providing internal leadership, legal opinion,
governance and audit functions ensuring legislative accountability,
transparency and ethical obligations are supported.

CONSULTATION

Councillor Consultation

This report has been discussed with Councillor J Natoli and Councillor E Hungerford as Portfolio Councillors for Our Outstanding Organisation prior to the Ordinary Meeting.

Internal Consultation

Consultation has occurred with relevant Coordinators, Managers and each Group Executive to provide accurate information on service delivery and operational plan activities.

This is a whole of Council report and consultation involves all Groups of Council:

- Built Infrastructure Group
- Business Performance Group
- Customer Engagement and Planning Services Group
- Economic and Community Development Group
- Liveability and Natural Assets Group
- Office of the Mayor and Office of the CEO.

External Consultation

There has been no external consultation in relation to this report.

Community Engagement

There has been no community engagement in relation to this report.

PROPOSAL

Under section 174(3) of the *Local Government Regulation 2012*, the Chief Executive Officer is required to provide a regular report to a Council meeting outlining the progress in delivering on the outcomes in its operational plan.

Progress report

The Chief Executive Officer's Quarterly Highlights Report – Quarter 2, 2021/22 (Appendix A) consists of a summary of achievements under each of the corporate plan goals, as reflected in the structure of Council's Operational Plan 2021/22.

Operational Plan Activities Report - Quarter 2, 2021/22 (Appendix B) provides details on the implementation of the 70 activities outlined in Council's Operational Plan 2021/22. It includes the status of each activity covering percentage complete, on time and on budget indicators as well as progress commentary.

Legal

This report meets the requirements of section 174(3) of the *Local Government Regulation* 2012.

Policy

There is no policy associated with the presentation of a quarterly progress report however it is a component of the Corporate Planning and Reporting Framework.

Risk

In accordance with Council's Risk Management Framework, the risks and opportunities identified in relation to the quarterly progress report include:

- reputation/public image: the report provides information on Council's operational plan and service delivery with both qualitative and quantitative updates to the community
- legislative: the report meets the legislative requirements of the *Local Government Act* 2009 and the *Local Government Regulation* 2012 and
- business activity: the report keeps Council informed on the progress of the operational plan activities and risk associated with their budget and schedule.

Previous Council Resolution

Ordinary Meeting 10 November 2021 (OM21/106)

That Council receive and note the report titled "Quarterly Progress Report - Quarter 1 2021/22".

Related Documentation

- Corporate Plan 2021-2025
- Operational Plan 2021/22
- Financial information provided to Council in the Financial and Capital management report.

Critical Dates

Quarterly Progress reports are usually presented to Council within eight weeks of the end of the calendar quarter, subject to the scheduled meeting cycle. The *Local Government Regulation 2012* requires the report to be presented to Council at intervals of not more than three months.

Implementation

The report will be published and available for community access via Council's website and a digital copy will be provided to the State Library.







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Acknowledgements

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

Disclaimer

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



Quarter 2 2021/22 | Sunshine Coast Council 5



6 CEO's Quarterly Highlights Report | Sunshine Coast Council

Message from the CEO

This Quarterly Progress Report provides a wide range of examples of our community, businesses, key stakeholders and Council working together to advance our vision as Australia's most sustainable region, healthy, smart, creative.

This ability to work collaboratively is important in building the agility and resilience to both plan for and respond to change. During the quarter we have continued to respond to operating impacts such as increased rainfall, changing weather patterns (laNina and tropical cyclones) and the impacts COVID-19 is having on our community, service delivery and projects.

In November 2021, Council unanimously acknowledged the existence of a climate emergency. In doing so, our Council has committed to urgent and sustained action to achieve our strategic target of being a zero-net emissions organisation by 2041. This builds on the actions being prioritised from the Environment and Liveability Strategy 2017 as well as our Climate Change Policy. In responding to this decision, Councill will establish a governance structure and framework to support a whole-of-Council response to the climate emergency.

Council's nomination for the region to become a UNESCO biosphere has now been favourably considered by the Queensland and Australian governments and progressed to UNESCO in October 2021. UNESCO is likely to make a decision on this application by mid-2022. It is Council's intention that a Sunshine Coast Biosphere will become an exemplar of people and nature in harmony, which embeds the values of our community in our long-term planning as our region continues to grow over the next 20 years.

In our Maroochydore City Centre, ASX-listed company NEXTDC acquired Council's International Broadband Submarine Cable landing station for \$8 million in December 2021. The purchase is a great outcome for Sunshine Coast businesses who will benefit from the unprecedented expertise and quality assurance for those who store their data at this new data centre. This digital infrastructure provides an exciting opportunity to attract new businesses and jobs that are not typically found in a regional city.

In December 2021, Council determined the use for levels 8 and 9 of the Sunshine Coast City Hall. Level 9 will be able to accommodate a range of events, citizenship ceremonies, and community engagement activities and provide an important area for our community to connect while also activating our city centre.

We have also welcomed many visitors to the region over the festive season and worked hard to minimise the impacts of some heavy rainfall and supply challenges to deliver the services that enable us all to be proud of our Sunshine Coast.

I encourage you to read on to hear more about what is happening to advance a healthy, smart, creative region.

Emma Thomas Chief Executive Officer

Quarter 2 2021/22 | Sunshine Coast Council 7



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



57,881

people attended community events at Council's venues



259,916

attendances to Council owned aquatic centres

Community and cultural development and partnerships

Grants to our community

A total of \$1,194,982 in grants was allocated to 310 not-for-profit Sunshine Coast organisations to assist our community at a grass roots level.

A review of the Community Grants Program progressed during the quarter, aiming to set out the actions for phased improvements to the program guidelines to assist our community.

Sunshine Coast Bunyas Knockout

Council supported the Sunshine Coast Bunyas Knockout – a First Nations rugby league carnival held from 15-17 October 2021 at the Nambour Rugby League Club.

The event was created to bring communities together and celebrate First Nations culture and talent. The event also provided the opportunity to support and connect First Nations local businesses as sponsors, suppliers and stallholders.

The carnival was jointly funded by the Australian and State governments under the Disaster Recovery Funding Arrangements, and through Council's Community Grants Program.

First Nations Supplier Day

More than 200 attendees and 40 stallholders registered at the Sunshine Coast First Nations Supplier Day on 15 November 2021 in Caloundra. Sunshine Coast First Nations businesses featured their products and contributions to the Sunshine Coast with the



87%

Customer satisfaction with library and cultural programs



310

community grant applications awarded, allocating more than \$1.1 million for the quarter

objective to inspire, elevate, and increase economic opportunities for local businesses.

The event enabled community connections, nurtured relationships between First Nations suppliers, government agencies and nongovernment organisations and created opportunities for community support, brand awareness and the establishment of relationships between potential clients and vendors.

The event was sponsored by Sunshine Coast Council, Advance Queensland, TAFE Queensland, One Business, National Indigenous Australians Agency, Unitywater, Shadforths Civil Contractors and St. Vincent de Paul.

Activism against Gender-Based Violence

As part of the 16 Days of Activism against Gender-Based Violence (an international campaign led by UN Women), Council partnered with the Make It Stop Committee to plant 300 native trees and shrubs along the Mooloolaba Foreshore Reserve on 30 November 2021. The event was a demonstration of support of victims of domestic and family violence and sought to raise public awareness and spread the important message of zero tolerance towards domestic and family violence in our community.

Council partnered with the Domestic and Family Violence Prevention Council to deliver a full day program on 19 November 2021 including meetings and activities with local domestic violence prevention community groups. The program raised awareness of domestic and family violence issues, workplace initiatives and community intervention programs.

Council also donated the remaining 51 of a total 100 phones to DV Safe Phone to assist victims of domestic and family violence this quarter.

All Access - Day at the Beach!

More than 200 people gathered at Mooloolaba Beach on 3 December 2021 to celebrate the International Day of People with Disability.

Accessible equipment was provided by Council, including beach matting and beach wheelchairs to help reduce barriers so that people with disability can enjoy the fun day and our great beach lifestyle.

Activities included volleyball, all-abilities rugby program, tai chi, seated Zumba, beach access mats, Cycling Without Age trishaw rides along the Coastal pathway, beach wheelchairs, a mobile hoist, sand and water play. Council partnered with Mooloolaba Surf Life Saving Club and disability support services to deliver the event.

Migrant Work Ready program

Twenty-three Sunshine Coast migrants graduated from Council's award-winning Migrant Work Ready program in October 2021.

The eight-week program includes employmentready workshops, mentoring and networking opportunities that help job-seeking participants with confidence and skills that add value to the local job market. The program provides opportunities, promotes inclusion, diversity and enables new members of our community to contribute to the economic and social fabric of our Sunshine Coast.

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

Migrant Learn to Swim and Beach Safe program

Council ran learn to swim lessons for 45 people from a variety of cultural backgrounds including Vietnam, India, Ireland, Japan, China, Nepal and Indonesia to teach them water skills and capabilities over a seven-week program.

The program is a partnership between Council and the Royal Life Saving Society of Queensland and is a crucial step in helping people become part of the local community and involve themselves in aquatic activity and programs in a safe way. This program develops and builds on swimming skills in and around the pool and beach, water safety and fosters connections between the participants.

Heritage Levy Annual Report 2020/21

The Sunshine Coast Heritage Levy Annual Report 2020/21 was endorsed by Council in November 2021.

The report outlines actions delivered under the five outcome areas of Knowledge, Conservation, Support, Communication and Advocacy. Developed annually, the levy program is aligned to the 10-year Sunshine Coast Heritage Plan.

Significant achievements topping the list include a digital First Nations experience, funding assistance for heritage-listed buildings and projects supporting our region's museums and heritage sector.

Landsborough Museum

At the request of the Landsborough and District Historical Society, Council is now managing one of the largest community museums in South East Queensland – the Landsborough Museum, including its collection of more than 14,000 objects. Council agreed to take on this responsibility in November 2021, noting the significance of the museum and its collection to the region's history.

Council agreed to take over the reins to relieve the society from the challenges encountered such as attracting a volunteer base and the expertise and experience required to manage the obligations of caring for the collection and running the museum.

Disaster management

Queensland Health partnership

Council partnered with Queensland Health to establish a community vaccination clinic at Council's Caloundra Indoor Stadium, which was operational from 8 October 2021 to 4 December 2021.

Council continues to coordinate the Sunshine Coast Local Disaster Management Group and foster the partnership with the District Disaster Management group to ensure that our preparations, response and recovery capability is maintained to assist our community prior to, during and post disaster events which affect our region.

Libraries

Libraries continued to respond to the learning and leisure needs of the community with the delivery of a wide range of programs and services.

Quarter 2 2021/22 | Sunshine Coast Council

QUARTERLY HIGHLIGHTS 2021/22

9

This quarter, 8479 people attended face to face programs (over 200 percent increase on previous quarter), and over 11,800 participated in online programs. There were three library events delivered at external venues with 655 attendees in total, including the sold-out Trent Dalton author on stage event at The Events Centre, Footloose outdoor cinema at Sunshine Coast Stadium and viewing of Strictly Ballroom at the Majestic Cinema, Nambour.

Nambour and Heritage Library refurbishment

Finishing touches were completed on the Nambour and Heritage Library refurbishment in October 2021 and a special morning tea event was held in November 2021 to celebrate the venue's contemporary and vibrant new look.

Striking murals were added to the interior which tie together other library improvements, such as new furniture, shelving and layout modifications completed earlier in the year.

The library has grown to be one of the largest branches in our Sunshine Coast Library network, welcoming 1142 new members during the previous financial year – contributing to Nambour's total of 11,411 members.

Sippy Downs library and community facility

Preliminary planning and designs commenced this quarter to investigate the delivery of a community facility with library services and community meeting spaces within the emerging Sippy Downs Town Centre.

\$1 million was allocated to the project for planning, feasibility assessments and concept design sketches to develop suitable functional areas and cost options as well as schematic designs and construction documentation.

The potential facility (if approved) could be located on Council-owned land in the town centre and would cater for a projected population of approximately 45,000 residents within Sippy Downs and Palmview area by 2041.

Lifeguards

People utilising and visiting our Sunshine Coast beaches increased during the quarter due to the holidays period and Queensland border restrictions relaxing, allowing interstate visitors. Key initiatives to support continuing safe experiences on our beaches were undertaken during the quarter such

10 CEO's Quarterly Highlights Report | Sunshine Coast Council

as the lifeguard tower refurbishment at Dicky Beach. Lifeguard actions recorded:

- 2226 people receiving first aid, and
- 248 rescues performed.

Roads, cycleways and pathways

Transport Levy Annual Report 2020/21

Council endorsed the Transport Levy Annual Report 2020/21in November 2021, which highlights Council's work towards achieving an effective, integrated transport network.

The report outlines Council investment in research, planning, investigations, service improvements and infrastructure, all to support delivery and strong advocacy in helping residents move around. The report also noted Council's efforts to continue to build the Futures Fund.

Black Spot improvements

Works were undertaken to improve safety between Blackbutt Road, Woombye and Hardings Road, Hunchy as part of the Australian Government's Black Spot program.

The \$1.7 million rehabilitation works included widening two tight curves and strengthening the existing pavement and resurfacing Hunchy Road. The works have greatly improved visibility when approaching the curves and has made it safer for motorists entering and exiting properties.

Sporting facilities

Sunshine Coast Stadium

The New Zealand men's rugby union team - the All Blacks - held two open training sessions for fans at the Sunshine Coast Stadium on 12 and 15 October 2021. The training sessions were in preparation for their upcoming tour to the Northern Hemisphere, which starts with the 1874 Cup match against the United States in Washington, DC.

Maroochydore Multi Sports Complex

Council will welcome the Brisbane Lion's women's team to their new home away from home on the Sunshine Coast for the 2022 Season.

In partnership with the Brisbane Lions, Council announced the Maroochydore Multi Sports Complex as the new home base in November 2021, ahead of the NAB Australian Football League Women's 2022 season.



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



5457 hectares

of landscape and garden beds maintained



9458 hectares

managed for conservation under Sunshine Coast Land for Wildlife program

245

wheelie bins of weeds removed by 504 volunteers with the Community Nature Conservation Program



1759 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, and a reduction in greenhouse gas emissions of 14,840 tonnes

Climate emergency

Council passed a resolution in November 2021, acknowledging the existence of a climate emergency. Council will continue its decisive action to reduce greenhouse gas emissions and accelerate the great work which is already being done in the region to reduce our carbon footprint.

Council also resolved to prepare an interim report on the progress of the Zero-net Emissions Plan and Regional Climate Action Roadmap and to investigate a governance structure and framework necessary to support a whole-of-council response to the climate emergency to achieve our strategic target of becoming a zero-net emissions organisation by 2041.

UNESCO Biosphere nomination

After having been favourably considered by the State and Australian governments, the Sunshine Coast Biosphere nomination was received by UNESCO in Paris in October 2021 for assessment.

The nomination highlights the priority we place on ensuring the economic, social and environmental needs of our region today are advanced, without compromising the ability to meet the needs of our future generations. The outcome of UNESCO's assessment is anticipated in June 2022.

Environment Levy Annual Report 2020/21

A snapshot of the Environment Levy 2020/21 was endorsed by Council in November 2021. The Environment Levy program makes a significant contribution to maintaining and enhancing the natural assets and liveability of our Sunshine Coast.

Inspiring our community to value the environment and play their part in providing a liveable, sustainable and resilient future is a fundamental goal for Council, and a key priority for the Environment Levy.

Programs like our extensive Land for Wildlife program; buying, protecting and enhancing environmentally significant land and supporting our Blue Heart; were some of the highlights outlined in the report.

Beaches, foreshores, coastal infrastructure and canals

Nearshore Nourishment trials at Maroochydore Beach

Investigations commenced this quarter to trial a method of sand nourishment at Maroochydore Beach that will protect the area from the effects of severe weather.

The technique, called nearshore nourishment, has not been used on the Sunshine Coast before and involves importing sand from outside the region and placing it in the water, about 300 metres off the beach. Waves, currents and tides will then deposit the sand onto our beaches providing an additional buffer to future storms and coastal erosion.

CoastSnap

Council implemented CoastSnap stations across several beaches in December 2021 to help Council to monitor changes in our region's coastline, by utilising the <u>CoastSnap</u> application. The application is a global citizen science project founded by the University of NSW, designed to measure beach erosion and recovery over time.

Sunshine Coast residents and visitors can place their phone in the cradle, take a picture of the beach and upload it to CoastSnap to help create a time-lapse video that will track changes to the shoreline. This technology provides researchers and Council's engineers insights into how our beaches change and recover after storms, big tides and severe weather, and in response to longterm environmental change such as sea level rise.

The CoastSnap stations are located at Alexandra Headland (beach access 156), Buddina (beach access 199), Coolum (north of beach access 81) and Moffat Beach (beach access 274).

Bushland conservation and habitat

Landholder Grants

More than \$325,000 Environment Levy funded grants were awarded among 103 rural landowners to give them a helping hand to carry out restoration projects on their land.

The grant program supported the delivery of the Sunshine Coast Environment and Liveability Strategy 2017 by continuing to conserve and enhance our natural environment. Successful projects include removing weeds, installing fences to keep stock out of creeks, and ensure properties provide habitat for endangered wildlife like the glossy black cockatoo, koala, greater glider, powerful owl, sooty owl, tusked frog or platypus and Mary River cod in the waterways.

Drone trial for invasive weeds

Council trialled drone technology in partnership with the State government and Proagco (local drone company) on a 10 hectare site near Coolum to manage invasive plant species.

Results show that nine months post spraying, less than one percent regrowth across the 10 hectares has occurred. This was achieved at approximately 30 percent of traditional costs. Council has identified a much larger site to further perfect the technology and realise further cost savings.

Recreation parks, trails and facilities

Sunshine Coast Recreation Parks Plan 2021-2031

The 10-year Sunshine Coast Recreation Parks Plan was adopted at Council's Ordinary Meeting in December 2021.

The development of the plan included extensive community engagement held between February and April 2021 with feedback incorporated in the final plan.

This plan provides the framework for the delivery and management of functional and affordable recreation parks as well as delivering spaces for our community to enjoy and enhancing the natural character of the Sunshine Coast's environment.

Stormwater drainage

Stormwater culvert study

A stormwater culvert study is currently underway to investigate and test stormwater infrastructure improvements to boost our region's resilience to flooding. It was identified that an opportunity exists for new culvert designs to be more efficient and that older, existing culverts, could be retrofitted with a simple and cost-effective inlet modification to improve their performance.

The study will continue into late-2022 and once finalised, will aim to provide an option to help alleviate localised flooding issues associated with underperforming culverts and may be used as part of a suite of measures to improve the performance

Quarter 2 2021/22 | Sunshine Coast Council 12

QUARTERLY HIGHLIGHTS 2021/22

of the stormwater network. The Optimising Culvert Design project is part of the Regional Partnership Agreement between Council and the University of Sunshine Coast, which aims to advance community, environmental and economic interests of the Sunshine Coast.

Stormwater management and maintenance

This quarter Council inspected and actioned:

- 1470m of stormwater pipes using CCTV
- 280 drainage pits for structural condition
- 3 flooding and drainage issues and
- 103 customer service requests.

Sustainable growth and network planning

Food Waste Loop

Council supported Yandina Community Garden volunteers in November 2021 to officially launch stage two of a Food Waste Loop program.

Led by Council officers and volunteers at Yandina Community Gardens, the Food Waste Loop program turns waste from nine Yandina businesses into a compost product. The project explored the role community gardens could play in a circular economy, providing benefits for the Sunshine Coast and Queensland.

The Food Waste Loop project collects up to 70 buckets of food waste from nine Yandina businesses each week. The waste is separated into buckets and processed through a hot aerobic compost system, fed to their commercial worm farm, or fed to their chickens.

Public transport improvement options

The Sunshine Coast Mass Transit Options Analysis Report - investigating ways to better connect our community between Maroochydore City Centre and Sunshine Coast University Hospital at Birtinya and, eventually, Caloundra – was endorsed by Sunshine Coast Council at a Special Meeting in October 2021.

The report recommends five options proceed to the Detailed Business Case stage and was provided to the State government for future investigation as they are responsible for public transport networks.

13 CEO's Quarterly Highlights Report | Sunshine Coast Council

It is anticipated that the State government will review the Options Analysis and the preparation of the Detailed Business Case is anticipated to commence in 2022.

Placemaking and design

In November 2021 the <u>Blackall Street, Woombye</u> final concept design was released. Its design was expanded from community consultation which highlighted strong support for an attractive town centre, improved pedestrian experience and parking, and sharing Woombye's story through art. Construction is scheduled to take place mid-2022.

In December 2021, <u>Eudlo's Rosebed Street</u> final concept plan was released. The design provides a new and improved streetscape aiming to enhance the day-to-day experience of people living, working and visiting the hinterland town. The community's values and vision for safer streets both for pedestrians and road users and provides an attractive and appealing walkable environment which is cool and leafy. Construction is anticipated to start in early 2022.



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



\$5.9 million

in revenue for Sunshine Coast holiday parks



37,500

guests attended 15 major events, which generated approximately \$15.8 million in economic activity for the region



2836

businesses accessed specialist advice and information

NEXTDC - cable landing station operator

The \$8 million purchase of the International Broadband Submarine Cable landing station by NEXTDC was announced on 20 December 2021.

NEXTDC will own and operate the cable landing station and will create jobs and stimulate more investment in the region. The purchase will deliver the Sunshine Coast unprecedented expertise and significant quality assurance for customers who store their data at the data centre.

Data centres are becoming an essential part of the business, economic and social landscape and a core element of the digital architecture that underpins connectivity, accessibility, security and an information storage house. They manage computer infrastructure for large and small businesses, which rent space and provide high capacity, high speed connectivity.

Economic Development

Council continued to develop and implement Regional Economic Development Strategy initiatives and provided support for key stakeholder groups such as Visit Sunshine Coast, Food and Agribusiness Network (FAN), Clean Tech Industries, Manufacturing Excellence Forum, Sunshine Coast Tech Industry Alliance and Study Sunshine Coast.



\$70.3 million

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

Local businesses were supported through a range of programs including the 2021 Sunshine Coast Business Awards, business planning workshops, the Buy Local Sunshine Coast campaigns and the Thriving Through Change Business Resilience Expo. Council also hosted a Japan trade briefing and several export events.

Thriving Through Change exhibition

Council hosted the Thriving Through Change Business Resilience Exhibition on 28 October 2021 to help empower small business and promote a culture of preparedness and resilience.

The event was aimed at helping more than 30,000 small businesses that are registered within the Sunshine Coast local government area on ways to lead their business through challenges, and plan for a prosperous future.

The exhibition provided practical information and included resources covering topics such as financial planning, employment law, cyber security, sustainability and wellness.

Gap Year Sunshine Coast

Council, in collaboration with Visit Sunshine Coast have developed the Gap Year Sunshine Coast initiative that aims to attract and retain great staff in the region by showcasing the lifestyle, opportunity and jobs available on the Sunshine Coast.

Council partnered with the State government's Work in Paradise so that young people looking to take a 'Gap Year' after finishing school or taking a break before starting university can more easily find out more about the Sunshine Coast and find a job via the Sunshine Coast Jobs Hub.

Jobs Fair

Council partnered with the Australian Government to host two Jobs Fairs in Caloundra and Mooloolaba in November 2021.

The fairs brought job seekers, employers and employment service providers in the local area together, providing important opportunities for job seekers to meet face-to-face with employers and talk to them about real and current jobs, apprenticeships, training and career options in Caloundra, Mooloolaba and the surrounding regions.

Give your business a boost of Vitamin SC (Sunshine Coast)

Council has produced an entertaining <u>micro-video</u> <u>series</u> to share with out-of-town business leaders the many advantages of the Sunshine Coast as a business location.

As more Australian city businesses look to the regions to establish, relocate or expand, Council, through its Vitamin SC (Sunshine Coast) campaign, is placing Sunshine Coast in the spotlight, showcasing our attractive range of business benefits and lifestyle advantages.

The campaign is aimed at out-of-town business leaders and encourages them to consider the Sunshine Coast as a potential business location for some or all of their operations.

Quarter 2 2021/22 | Sunshine Coast Council

15



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



82%

of development applications assessed within statutory timeframes



68,706

customers assisted through the development and customer contact centres

Asset Management

Environmental sensors

More than 50 environmental sensors were installed across the Sunshine Coast for a Data Driven Decision Making project which is part of Council's Smart City Framework. Sensors have been installed on Council poles mainly in parks and on roadsides from the coast to the hinterland and they'll be keeping close tabs on environmental conditions in these locations for a number of years.

The detailed temperature information that these sensors collect will enable Council to further research the effects of increasing heat in our urban and peri-urban areas, enabling us to improve future design decisions and develop better mitigation strategies for urban heat.

Information collected will be used to improve planning and design of public areas, such as the use of materials and colours which reduce heat and increasing canopy cover to provide cooler and more comfortable open spaces for our community.

Cemeteries

Council commenced trials of electric mowers at our cemeteries in October 2021, with the aim to replace outgoing petrol driven equipment.

build cons

2058

building approvals issued with a construction value of \$475 million



\$5.4 million

invested into our road network to rehabilitate and resurface 7.2kms of road with a total area of 69,693m² for the safety of our community

Significant reduction in noise, emissions and maintenance has been reported along with increased user friendliness and improved customer experience befitting of the cemetery environment.

The work to revise the existing Kulangoor Cemetery Master Plan commenced ensuring Council is planning for the future needs and preferences of the community.

Customer and community relations

Council and Optus seamlessly transitioned the Call Centre to the new NICEinContact system, bringing many improvements for our customers and our organisation including sophisticated routing options, sentiment analysis and improved reporting.

Council is proud of its top seven result for the 2021 National Customer Service Team of the Year Award at the National Local Government Customer Service Conference and Awards in November 2021.

Development services

During this quarter, Council continued to see a significant increase in development activity in the region, resulting in increased development assessment and compliance workload.

The heightened development activity is evident with the value of building work approved for this quarter being approximately \$475 million, further reinforcing the significant increase in the value of building work over the past year.

Local amenity and local laws

Responsible pet ownership

Council provided education pop up booths during the quarter to engage with the community about pets and owner responsibilities.

Council provided information about where to exercise dogs within the region and provided reminders to #bagitandbinit.

Pop up locations included Meridan Plains, Coolum Beach, Golden Beach, Alexandra Headland, Bokarina and Mudjimba Beach.

Thirty-nine animal education events were also delivered to schools, daycares and in various open space locations across the Sunshine Coast.

Property management

Solar efficiencies

Council conducted a survey of its roof mounted Solar photovoltaic (PV) installations across the region to identify and rectify units not performing at full effectiveness.

A program has been established to replace older inefficient units, and to continue the roll out of solar PV on Council buildings in line with our healthy, smart, creative vision.

Project delivery

Mooloolaba Foreshore Revitalisation

The first stage of the new Northern Parkland in Mooloolaba opened on 9 November 2021 – delivering new pathway links, a scenic boardwalk unlocking new open space areas and amenities from the Alex Bluff Foreshore Park to Mooloolaba Esplanade.

The new infrastructure is part of the greater Mooloolaba Foreshore Revitalisation project which will increase the public beachfront park by 40 per cent and include new community spaces and amenities, all of which aim to enhance and celebrate the natural Sunshine Coast way of life.

The completed facilities include a viewing platform at the Alex Bluff Foreshore Park, a boardwalk and staircase linking the boardwalk to Mooloolaba Esplanade and significant embankment revegetation, open space and beach access connections.

Car park upgrades to Mooloolaba Wharf

Stage one of resurfacing works at The Wharf precinct in Mooloolaba were completed in December 2021, adding value and complementing the major Mooloolaba precinct area.

Nambour Waste Precinct

Construction on the bulk earthworks for the new landfill cell at the Nambour Waste Precinct commenced during the quarter.

In addition, the concept Masterplan for the new Resource Recovery Centre has been prepared to allow detailed design to commence on the various elements that comprise this facility.

The design and construct contract for the new Materials Recycling Facility has been executed and the contractor has progressed the design stage.

Waste and resource management

Waste collection, disposal and resource recovery services were delivered on schedule and within budget. Around three million bin collection services were provided during the quarter and 162,670 transactions were recorded at Council's Resource Recovery Centres over the same three month period.

QUARTERLY HIGHLIGHTS 2021/22

Quarter 2 2021/22 | Sunshine Coast Council

17



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



Sunshine Coast City Hall

Council agreed in December 2021 to retain the top floor (level 9) of the under-construction Sunshine Coast City Hall, for civic and community purposes.

Level 9 will be used for Council hosted and sponsored events, citizenship ceremonies and community engagement workshops and it will be available for hire for specified community events. It is also envisaged that level 9 will be an important asset for the significant range of delegations, workshops and activities to prepare for and deliver the Brisbane 2032 Summer Olympics.

Council also agreed to retain level 8 for internal cross-working group projects and creating short term collaboration, start-up, innovation and project spaces potentially in cooperation with community and business partners.

Multideck car park facilities

Economic Development Queensland provided development approval to construct the city centre's first multi-deck car park in December 2021.

The car park is to be located on Lightning Lane, adjacent to Foundation Place and will feature 294 car spaces, including accessible parking and electric vehicle charging spaces, plus motorcycle and bicycle spaces as well as end-of-trip facilities. The construction contract is expected to be awarded in early 2022 with completion expected in early 2023.

Sunshine Coast Council Annual Report 2020/21

Council endorsed its 2020/21 Annual Report December 2021. The annual report is an important communication tool for Council to inform our



1

awards received during the quarter

Sunshine Coast community on Council's delivery of the operational plan over the 2020/21 financial year and our progress towards the delivery of the Sunshine Coast Corporate Plan 2020-2024.

This year, the annual report has reflected Council's ongoing agility and adaptability during the COVID-19 pandemic - responding to uncertainty as well as new and emerging risks often at short notice – in the interests of helping to keep our community safe and well-supported.

Financial and procurement services

During the quarter, Council continued to support our local businesses by paying all creditors within seven days due to the ongoing COVID-19 pandemic.

Proudly, Council received its 13th consecutive unmodified audit opinion from the Queensland Audit Office following its review of our 2020/21 draft financial statements, internal control framework and financial sustainability ratios.

Governance

Council has a long-standing commitment to regular Code of Conduct refresher training to ensure all employees are aware of their obligations, legislative accountability, transparency and ethical obligations. During the quarter, 963 employees attended the Code of Conduct training.

People and Culture

Inclusion Habits

The Inclusion Habits pilot program concluded during the quarter and the participants reported an increase in knowledge and understanding of diversity and inclusion in our workplace and reported significant benefits to Council. This is one initiative we are doing to make Council a more

welcoming workplace for employees from all backgrounds.

National Safe Work Month

Council participated in National Safe Work Month, which calls for workers and employers across Australia to commit to safe and healthy workplaces for all. The theme for this year's National Safe Work Month is think safe. work safe. be safe.

Throughout October 2021, Council coordinated a number of initiatives, events and competitions to celebrate safe behaviours and our safety culture, and to promote and advance our commitment to wellbeing, health and safety.

As part of the activities occurring during the month, Council provided a 'mock coronial' event to engage employees on health and safety responsibilities and eliminate or minimise potential risks. Event topics included:

- knowledge of health and safety matters
- understand the nature of operations and general hazards and risks
- have the resources and processes to eliminate or minimise risks
- obtain information about hazards, risks, incidents and respond in a timely way, and
- verify the safety system is effective.

Mental Health Week

Mental Health Week was celebrated from 8 to 17 October 2021 to promote the importance of mental health and wellbeing in employees and to reduce the stigma associated with mental illness.

During the week, Council employees were encouraged to 'take time – for mental health' by participating in a number of activities and events that support Council's commitment to the wellbeing, health and safety of all employees.

Awards

Council and Council staff were recognised with seven awards during the quarter:

- Caloundra Main Street Urban Revitalisation project was awarded the National Landscape Architecture Award for Urban Design at the Australian Institute of Landscape Architects 2021 National Awards.
- The Mooloolaba Foreshore Revitalisation project (boardwalk and parkland) was awarded for its excellence in environment responsibility

in design by the Australian Institute of Horticulture Inc at the 2021 Annual Awards.

- Council received three awards at 2021 Institute of Public Works Engineering Australasia Queensland for the:
 - renewal of the Amarina Culvert at Mooloolaba in partnership with Interflow won best project under \$1 million
 - Maroochy Groyne Project won the Excellence Award for best project between \$1-2 million and received a High Commendation for Coastal Engineering, and
 - Ross Ullman, Project Director Sunshine Coast Airport Expansion Sunshine Coast Council received the prestigious Excellence Award for the Engineer of the Year.
- The Sunshine Coast Design Book (Yellow Book) was awarded a commendation in the Strategic Planning category at the Planning Institute of Australia 2021 Awards for Planning Excellence.
- Warren Bunker, Group Executive, Liveability and Natural Assets Group, Sunshine Coast Council was awarded a Life Fellow of the Planning Institute of Australia.

Sunshine Coast Regional Council

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 <u>e-newsletters</u> by visiting Council's website at <u>sunshinecoast old govau</u>

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 <u>haveyoursay sunshinecoast.old.gov.au</u> 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 <u>mail@sunshinecoat.old.gov.au</u>

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

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









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	50%			The Healthy Sunshine Coast program has seen 247 new registrations during this period with a total of 3353 currently registered. There are 738 members of the program's active and engaged Facebook group. The program review (that commenced in quarter one) was completed and the decision made to temporarily suspend the program from 26 November 2021. Once the research by the current program coordinators (on improving efficiencies and cost-savings) is completed, the revised program will be launched in early 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	50%			Ride and Walk to School projects are on track. New Bluetooth gateway readers were installed and tested at the nine Ridescore schools. The Ridescore program will be relaunched in the first term of 2022. Community engagement pop up stalls occurred across the region in November 2021 to promote the Coastal Pathway maps and user behaviour. A free community ride event was held in December 2021 on the Coastal Pathway in conjunction with Australian Cycling Academy and the Festival of Cycling.	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	50%			Initiatives are well underway and the monitoring of progress by program initiative owners is ongoing. Initial steps have occurred to commence compilation of next year's program.	TIP: Transport & Infrastructure Planning

Quarterly report – Operational Plan 2021/22

Page 2
Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			The six-month trial of new smart parking meter technology at the Maroochydore City Centre ground level car park is ongoing, with data regarding its usage and occupancy being taken. The meters will provide relatively live usage data of the car park remotely and allow Council to be able to improve parking service outcomes to this site. Council also seeks to implement smart parking meters in some regional and urban locations across the region. Council is developing a Smart Parking Technology Plan to develop a level of parking technology consistent across all parking offerings within the Sunshine Coast local government area. It is intended that this plan will inform all future capital works bids towards the implementation of smart parking technology. The plan and delivery program is anticipated to significantly improve parking service delivery, but also hit targets of the Integrated Transport Strategy to achieve a 'connected, smart, integrated, safe and efficient transport system'.	TIM: Transport Infrastructure Management
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	40%			Investigations into suitable technology options has been completed. An automated number plate recognition vehicle has been procured and the project is on schedule for commencement this financial year.	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	50%			The revegetation works package for Honey Farm Road Sport and Recreation Precinct open drainage swales was awarded, with approximately 30,000 new plantings to be established. Nambour Showgrounds equestrian arena works plans have been finalised and are due to commence in early 2022. Delivery of Works for Queensland stimulus projects continued, including progression of designs for the North Shore Multi-Sports Complex clubhouse and Palmwoods Warriors Football clubhouse.	SCV: Sports and Community Venues

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			The Nambour Aquatic Centre Splash Park project is near completion, with soft opening scheduled for early January 2022. The adventure slides are anticipated to be delivered, installed and completed by mid-2022. The tender has been awarded for stage one detailed design of the Kawana Aquatic Centre which includes improved car parking, new indoor program pool, kiosk, office, amenities and change rooms, landscaping and demolition of existing learn to swim pool and main building.	SCV: Sports and Community Venues
1.2.6	Implement prioritised projects and programs from the Sunshine Coast Library Plan 2014- 2024 and the Library Network Plan 2019-2041 including delivery of programs that support life-long learning and planning for the delivery of new and refurbished libraries at Caloundra, Nambour and Sippy Downs.	01/07/2021	30/06/2022	50%			The community is returning to Sunshine Coast libraries with a six percent increase in attendance this quarter. Online learning also remains popular, with uptake increasing by nine percent. Longer opening hours for the Toy Library have proven to be popular with library members, and outreach services have increased, with staff attending 15 community events. Take home school holiday packs and a partnership approach to providing literacy packs for children in foster care increased the reach of library services in the community. Refurbishment of the Nambour and Heritage library was completed. Volunteers provided 2591 hours of service this quarter. Free community assistance was provided through the library service to assist community members to upload their vaccination certificates to the Queensland Government COVID-19 Check-In application.	AHL: Arts, Heritage and Libraries

Quarterly report – Operational Plan 2021/22

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	50%			Monthly meetings were held with the Sunshine Coast First Nations Accord members and Sunshine Coast First Nations community to build relationships and facilitate community conversations. Accord members were invited to partner in the delivery of the inaugural Sunshine Coast First Nations Supplier Day held on 15 November 2021, to provide a platform that showcased local First Nations businesses and their ongoing contribution to the Sunshine Coast economy. By reinforcing connections between First Nations suppliers, government agencies and non-government agencies, the event was a great opportunity for First Nations businesses to establish relationships and brand identity with potential clients and become a local supplier of choice for several goods and services. Council partnered with the Sunshine Coast First Nations Networking Group to deliver the annual Sunshine Coast First Nations Songwriter workshop facilitated by Getano Bann on 3 December 2021 to build local creative skills and capacity. This was hosted by Jinibara Aboriginal Peoples Corporation in partnership with Council and the State Government Department of Aboriginal and Torres Strait Islander Partnerships.	CD: Community Development
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	50%			The Youth Council has focused on: strengthening their connection to each other; understanding the potential of their roles; and planned and implemented a significant youth focused community engagement via online surveys and a series of pop-up stalls to hear from young people aged 15-24 across the region. The engagement is designed to understand more clearly what Sunshine Coast young people love about the Sunshine Coast, what is important to them, their interests and priorities. This information will provide core focus areas for the Youth Council to develop various actions for the remainder of their two-year term. The engagement outcomes will also provide clarity on areas of advocacy for the Youth Council. Overall, the level of intention and attention the Youth Council members have displayed is exceptional.	CD: Community Development

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			 Members of the Multicultural Advisory Group are continuing to provide advice on the development of: an anti-racism campaign "Racism stops with me" the Welcoming Cities Framework for Council's consideration, and assisting with community engagement approaches for the review of the Multicultural Welcome Hub. Twenty-three participants successfully graduated from the Migrant Work Ready Program, gaining an understanding of Australia work culture and taking part in employment-ready workshops, mentoring and networking. Forty-five migrants participated in the Migrant Learn to Swim and Beach Safety Program gaining confidence in the pool and ocean, improving swimming skills and water safety. 	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	50%			This quarter, Council continued to deliver a range of community engagement projects as guided by the Excellence in Engagement Framework, including the Sunshine Coast Youth Survey, Point Cartwright and La Balsa Park Master Plan, Peregian Springs Local Community Facility engagement program and the Community Venues Check-in project. The final session of a best practice engagement development program (that aims to foster world class community engagement) was held in December 2021.	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	50%			This quarter saw Council join forces with Mooloolaba Surf Life Saving Club to celebrate International Day of People with Disability and to promote the importance of accessibility on local beaches and across the Sunshine Coast. Now in its fourth year, the Migrant Work Ready program has helped 98 people from a multicultural background improve their prospects to find a job on the Sunshine Coast through employment-ready workshops, mentoring and networking opportunities.	CD: Community Development

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			Council funded 310 applications through the following programs: Major, Minor, Emergency, and Individual Development grants; Heritage Levy grants; Landholder Environment grants; Regional Arts Development Fund grants; and Councillor Discretionary Funding Program grants. A total of \$1,194,982 was allocated through grants to a range of projects and activities that contribute to the achievement of Council's vision for the region.	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	50%			Implementation on the Active Transport Plan continued during the quarter, including the newly formed Sunshine Coast Council Active Transport Advisory Committee. The Roads Plan is currently under preparation.	TIP: Transport & Infrastructure Planning
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%			The Options Analysis for Sunshine Coast Mass Transit was finalised taking into account the results of the community engagement process. 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.	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	50%			The Sunshine Coast Arts Advisory Board 2020/21 Annual Report was distributed and is available on Council's website. A total of 33 applications were received this quarter for the Regional Arts Development Fund, with eight projects receiving \$55,000 in grants. The Sunshine Coast Art Prize 2021 saw 40 national and six local artists exhibit, and attracted 1929 visitors. Three exhibitions by local artists were held at Maroochydore Library Art Space. Arts programs delivered this quarter include Footfall for emerging artists, Channelled Impulse for established choreographers, Teachers PD for educators, Space Travel Mentoring for seven local artists and Unwritten Models - mentoring for five emerging organisations. Ten Artists in Residence programs were also held across six locations and a networking event for 43 artists and arts workers was delivered.	AHL: Arts, Heritage and Libraries

Quarterly report – Operational Plan 2021/22

Page 7

Item 8.1

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
1.5.2	Deliver the Sunshine Coast's premier multi- arts Horizon Festival for 2021 to celebrate place, encourage community participation and provide opportunities to present and build capacity for our local arts sector.	01/07/2021	30/06/2022	50%			 The COVID-19 pandemic led to the cancellation of components of the 2021 Horizon Festival, however a large proportion of the program was delivered this quarter including the: I Sea U exhibition which attracted 4117 visitors to Caloundra Regional Gallery Final Call exhibition at Maroochy Bushland Botanic Gardens which featured six local, national and international artists and engaged over 4000 people Field Trip Online Symposium which attracted 206 international digital delegates with 80 delegates at the inperson tour of the Final Call exhibition, and The Bunker sold-out event featured 23 (including three internationally recognised) spoken word artists. The launch of the Homegrown local artist program attracted over 30 applications, with eight artists to feature in the 2022 festival. 	AHL: Arts, Heritage and Libraries
1.5.3	Develop the annual Heritage Levy program to support the implementation of priority activities and projects identified in the Sunshine Coast Heritage Plan 2021-2031 including; planning for the Sunshine Coast Regional Collection Store, development and delivery of an annual program of events and activities to activate Bankfoot House, building the capacity of the region's network of heritage community organisations, and support to First Nations priority projects.	01/07/2021	30/06/2022	50%			This quarter, the Heritage Levy program delivered the inaugural Historian in Residence program which appointed two historians to undertake projects on First Nations sites. On 10 November 2021, Council endorsed a recommendation to accept the collection and operation of the Landsborough Museum. Professional development and support programs for local museums including collection assessments and conservation reports were also undertaken. Interpretive projects at Coolum Beach, Landsborough and Dicky Beach are progressing.	AHL: Arts, Heritage and Libraries

Quarterly report – Operational Plan 2021/22

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	50%			 Implementation of the Council's Environment and Liveability Strategy 2017 continued with the release of the 2020/21 Annual Report as part of Council's State of the Region announcements in December 2021. The Annual Report includes a snapshot of key achievements as well as a status on how we are tracking against our performance measures. The Climate Risk pilot project in partnership with Noosa Council is progressing well with the following key outputs delivered over the last three months: A stocktake of climate change related information held or accessed by both councils. A region-wide climate change survey to benchmark a number of aspects including community awareness of climate change, understanding of climate risks, trusted information sources, acceptance of the need to manage climate risks and capacity to take effective action. Completion of workshops with Council staff to inform understanding of climate risk, insights on vulnerabilities, exposure and the opportunities to take proactive action to minimise the risks to the environment, community and economy. Commenced development of a Climate Knowledge Toolkit to help raise community awareness and inform action to manage climate risks as well as preparing for a number of key stakeholder/industry roundtables early 2022. 	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	50%			The content for the regional and local strategic directions position paper was finalised during the quarter. Fourth (and final) Community Reference Group meeting was held to inform the preliminary community consultation program. Council continues to progress ongoing planning and preparation for preliminary consultation phase.	SP: Strategic Planning

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			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. The consideration and negotiation of the proposed IA changes have and will continue to be the subject of extensive legal advice, the cost of which was not able to be determined as part of the budget process.	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	50%			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	50%			Council inspected 1470 metres of stormwater pipes via CCTV, and 280 drainage pits for structural condition during the quarter. Three flooding and drainage investigations were undertaken and a response was provided to 103 customer service requests. Council issued three new pipe relining contract packages for delivery.	TIM: Transport Infrastructure Management
2.1.6	Deliver place-making initiatives, including Eumundi Town Centre and Woombye streetscaping projects.	01/07/2021	30/06/2022	50%			Council continues to deliver placemaking initiatives including Eumundi Town Centre and Woombye streetscaping projects. Both projects progressed significantly during the quarter with the community engagement and detailed design phases completed. Construction is anticipated to commence in early 2022 for Woombye and mid-2022 for Eumundi Town Centre. Cribb Street, Landsborough stage two detailed design continued to progress and Maleny and Nambour detailed scoping and project planning continued.	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	50%			To be consistent with the State Government's Queensland Emergency Risk Management Framework, Council is commencing a review process of the current hazard risk assessment. This body of work, once complete, will be the basis for the review and re-write of the Sunshine Coast Local Disaster Management Plan. The review process will not only identify the specific risks within our region, but will be a guide for mitigation strategies and will be used to inform and educate the community of the requirement to have an understanding of their personal risks/need to have plans in place should they be affected.	SF: Specialist Functions

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	75%			The consultant development of the draft fire risk review is nearing completion. The final product is anticipated to be received in early 2022 for review by Council.	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	50%			Council continues the process of embedding the outcomes of the Coastal Hazard Adaptation Strategy (CHAS) across relevant service delivery areas and internal asset planning processes. Project work has significantly progressed with regard to informing the integration of CHAS considerations into the new planning scheme. On 16 December 2021 the State Government announced a new competitive funding round to support coastal hazard adaptation implementation. Council is in the process of reviewing suitable projects to support an application to increase the resilience of the region.	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	50%			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 including participation in the State Government led Northern Inter-urban Break Working Group.	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	50%			Council's Environment Levy Annual Report 2020/21 was endorsed at the November 2021 Ordinary Meeting. Recent program achievements include finalisation of drone trial outcomes to demonstrate innovative technology to manage invasive plant species. The trial was undertaken on a 10 hectare site in the Coolum area to treat Groundsel and is a partnership with Department of Transport and Main Roads and Proagco (local drone company). Nine months post spraying has resulted in less than 1 percent regrowth across the 10 hectares at approximately 30 percent of traditional costs. A much larger site is now proposed to further perfect the technology and realise further cost savings.	ESP: Environment and Sustainability Policy

Quarterly report – Operational Plan 2021/22

	Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2	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	50%			The groyne field project amended approvals (to extend the linking wall between two most southern groynes) progressed. Tender documents were completed and progressed to the procurement phase.	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	50%			Blue Heart Sunshine Coast has continued to be progressed. Landholder information sessions were held in November 2021 with over 50 landholders in attendance. Further information regarding landholder concerns and topics of interest were gained. A research proposal for collection, analysis and management of baseline data at the Blue Carbon Pilot Project site has been developed by the University of the Sunshine Coast.	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	25%			On ground planning and actions have commenced at both demonstration sites. The second meeting of the Invasive Weeds Taskforce occurred in November 2021 providing clarity for actions and focus. A dedicated Invasive Weeds Project Officer commenced in November 2021.	EO: Environmental Operations

Transitioning to a sustainable and affordable way of living

Action Code		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	50%			Implementation of the Street Tree Master Plan continued this quarter with a total of 559 trees planted. The Adopt a Street Tree program saw trees planted along seven local streetscapes.	P&G: Parks and Gardens

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
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	50%			The Biosphere nomination for the Sunshine Coast has been received by UNESCO Man and the Biosphere Programme. Work is progressing in preparation for becoming a Biosphere in June 2022, including the development of a Biosphere Performance Measurement Framework, Management Framework, governance arrangements and branding, in consultation with relevant stakeholders.	ESP: Environment and Sustainability Policy

A reputation for innovation, sustainability and liveability

Act Co		ion Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
2.5.	increased kerbside organics (FOGO) into the next gene	ess the potential for a food organics/garden collections, integration ration waste collections ffect this will have on sion rates.	01/07/2021	30/06/2022	50%			Council is developing a Business Case to provide an evaluation for introducing food organics/garden organics (FOGO) collections. The Business Case will assess the collection and processing of FOGO material and will provide estimates for landfill diversion. The option to introduce FOGO bin collections by July 2025 has been incorporated into the next generation collection contract.	WRM: Waste and Resource Management

Quarterly report – Operational Plan 2021/22

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	50%			 A total of 2836 businesses were assisted (872 from services and 1964 from workshops and events) either online or in person. Key initiatives undertaken this quarter include the: delivery of two Jobs Fairs on 3 November 2021 in Caloundra and 5 November 2021 in Mooloolaba, attracting more than 50 local employers to promote more than 900 jobs and 845 job seekers. Thriving Through Change Business Resilience Expo on 28 October 2021 2021 Sunshine Coast Business Awards Buy Local Sunshine Coast initiative which involved two campaigns where more than \$500,000 of local spend was captured, and a business planning course, Japan trade briefing and Intellectual Property Law workshops. Support was provided to the Food and Agribusiness Network who were successful in their Australian Government funding application for a \$8.78 million grant to establish the Turbine Precinct - Australia's first purposebuilt, end-to-end collaborative food and beverage manufacturing precinct. A total of 1251 jobs were created/supported during this quarter (175 from sponsorship of major events and 1076 from investment outcomes). 	ECDEV: Economic Development

Quarterly report – Operational Plan 2021/22

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	50%			 This quarter, Council worked to maximise the use of existing assets and enhance the region's sporting capabilities, securing new events for the region, such as the: Sunshine Coast Officiating Summit Disability Sports Australia National Conference a training camp for the men's and women's national Indigenous football teams, and a minimum of three home games of the Brisbane Lions AFL Women's team. Council invested in three industry development initiatives including a Sport and Event Industry Directory and Portal to provide decision makers with easy access to local suppliers and a mechanism for communication and collaboration. A bespoke familiarisation for organisers of a major rugby league carnival was undertaken and a local videographer was engaged to capture and produce content that will be used to promote the region as a high-performance training destination. 	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	50%			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	50%			The strategic assessment stage has been completed and the business case has progressed to the preliminary evaluation stage, anticipated to be completed in early 2022. Variations to the scope and extension to the contract have caused minor budget adjustments.	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%			Progress on detailed design is awaiting the outcomes of Caloundra Regional Gallery business case which will confirm the size and location of the new gallery.	MPSP: Major Projects and Strategic Property

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.2.3	Work with Walker Maroochydore Developments Pty Ltd and SunCentral Maroochydore Pty Ltd to support the implementation of the Maroochydore City Centre Development Agreement to advance the delivery of a contemporary city centre for the Sunshine Coast.	01/07/2021	30/06/2022	50%			During this quarter, development approval was received from Economic Development Queensland for the first multi-deck car park in the Maroochydore City Centre Priority Development Area. Walker Maroochydore Developments Pty Ltd will project manage the design and delivery of the multi-deck car park on behalf of Council. A development application was lodged in December 2021 with Economic Development Queensland for Walker Maroochydore Pty Ltd to deliver a significant 15 storey commercial office building on the corner of First Avenue and South Sea Islander Way, Maroochydore.	MPSP: Major Projects and Strategic Property
3.2.4	Leverage the Sunshine Coast International Broadband Network, the cable landing station and the regional cyber node to drive new business entrants to the Sunshine Coast through targeted marketing campaigns, briefings to interstate and international key partners and potential clients, and inbound business delegations.	01/07/2021	30/06/2022	50%			In November 2021, the second stage of the Vitamin SC campaign to drive investment into the region was launched and in the first nine days the campaign had generated 26 investment leads. The Vitamin SC campaign was the subject of a major article by publication "My Weekly Preview" on 9 December 2021, highlighting the success of this campaign and it's positive promotion of the region. On 8 December 2021, data centre operator NEXTDC announced the purchase of the International Broadband Cable Landing Station and the creation of "SC1" - the first regional data centre in Australia to be based in Maroochydore.	ECDEV: Economic Development

Investment and growth in high-value industries

Act Co		Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.	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	50%			The "Sunshine Coast Commercial Property" campaign has delivered 48,111 impressions and 15,949 video views resulting in 56 new investment leads. Development of the 2022 Sunshine Coast Investment Prospectus is currently underway and will be delivered in a digital format for the first time.	ECDEV: Economic Development

Quarterly report – Operational Plan 2021/22

Action Code	Action Name	Start Date	Due Date	Progress	On Time	On Budget	Comments	Branch
3.3.2	Progress implementation of Mooloolaba Master Plan, including completion of the Northern Foreshore Parklands project and progressing the next stages of the Brisbane Road four lane road upgrade (Walan Street to Kyamba Court) including the new Mayes Canal Bridge.	01/07/2021	30/06/2022	60%			Stage 1a of the Northern Foreshore Parklands was opened to the public at the beginning of November 2021 and has been positively received from residents and visitors alike. The completed facilities include a viewing platform at the Alex Bluff Foreshore Park, a boardwalk and staircase linking the boardwalk to Mooloolaba Esplanade, plus significant embankment revegetation and plantings around a new grass open space with beach access connections. Works to complete stage 1b are on- going and include public amenities, barbeques, playground features and additional open space. Efforts are underway to address the impacts of extended periods of wet weather and resource and supply difficulties as a result of the COVID-19 pandemic, but the December 2021 completion could not be achieved. The revised opening date is anticipated for April 2022. A formal variation of funding timeframes with the State Government has been sought and approved.	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	40%			The Japan trade briefing was held on 6 October 2021, attended by the Acting Consul General for Japan, Acting President of the Queensland Chamber of Commerce and Industry, and the Trade and Invest Commissioner in Tokyo (virtually). More than 45 local business and government representatives attended the briefing including some of the region's largest exporters. Two more export capability development series have been sourced and confirmed for delivery in the first half of 2022 - IP Law and Trademark workshop series and an e-Commerce training program. A South Korea Trade briefing has been confirmed in partnership with the Australia Korea Business Council scheduled for May 2022. The Sunshine Coast Export Network (LinkedIn group) is a platform to communicate export news, advice and events to members. During the quarter the group increased by 15, bringing the total number of members to 624.	ECDEV: Economic Development

Quarterly report – Operational Plan 2021/22

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	50%			A significant increase in event proposals were considered by the Sunshine Coast Events Board for events to take place during the first half of 2022, including an Arts and Cultural event that was postponed earlier in 2021 and two new Arts and Cultural events confirmed to take place during this period.	ECDEV: Economic Development
3.5.2	Develop and attract events and sporting opportunities at Council venues including Caloundra Indoor Stadium, Maroochydore Multi Sports Complex, Nambour Showgrounds, Sunshine Coast Stadium and Venue 114.	01/07/2021	30/06/2022	50%			This quarter, Sunshine Coast Stadium delivered drive in movies on the field, Sunshine Coast Schools Rugby 7's Championships, Monster Trucks to a capacity crowd, the Steps Group Christmas party and the Oztag Super Series. Venue 114 hosted Burlesque L'Amour, SunnyKids Fundraiser, the Master Builders Association Housing and Construction Awards, Buskers By The Lake, Deja Voodoo Performance and A Celtic Christmas Irish dance	SCV: Sports and Community Venues
							performance. The Nambour Showgrounds hosted Gemfest, Lifestyle 55+ Expo and Collectorama. The return of all annual major events to Nambour Showgrounds is planned for 2022, including the Ray White Nambour Rodeo in May 2022. Sullivan Nicolaides Pathology have set up a COVID-19 testing clinic at the Nambour Showgrounds from 13 December 2021 to 24 February 2022. A promotional video for the Nambour Showgrounds was also developed this quarter.	
							The Maroochydore Multi-Sports Complex hosted the Queensland Schools AFL Cup and Netball Queensland State Age Championships, and five AFL Women's (Brisbane Lions) premiership season games are confirmed for January to March 2022. Caloundra Indoor Stadium was utilised by the Sunshine Coast Public Health Unit as a Mass Vaccination Centre between October and December 2021.	

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	50%			Study Sunshine Coast continues to work closely with the State Government to facilitate the return of international students to the region. A total of 19 domestic and international students participated in Study Sunshine Coast's third fully subsidised Project Global Citizen scholarship program - an eight week online cultural competency accelerator to enhance student's cultural intelligence and employability, with a micro-credential awarded on completion.	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	40%			Stage one strategic assessment has been completed. Stage two Master Plan is now underway with community engagement on the draft Master Plan expected to be undertaken mid-2022. Additional scope for targeted environmental survey and broadened stakeholder consultation may impact project program.	MPSP: Major Projects and Strategic Property
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	50%			The Mooloolaba Economic Activation Plan and the Caloundra Invigoration Strategy are being reviewed and updated to ensure they continue to respond to the needs of each community. A successful Christmas in Caloundra event and activation program was delivered and attracted hundreds of people to Caloundra for a Christmas Tree lighting event and market in the lead up to Christmas. The Retail Activation Program facilitated the leasing and activation of a vacant retail space in Mooloolaba and window decals were installed within the shopfronts of Coolum beach businesses.	ECDEV: Economic Development

Quarterly report – Operational Plan 2021/22

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	35%			Council has prioritised a three year work program as a part of developing a Service Excellence Strategy. By focusing on what our customers tell us, we have improved some of our highest used services, customer experience and productivity.	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	50%			The Asset Management Framework was adopted in December 2021 as an inclusion to Council's Asset Management Policy. Council commenced incorporating the Asset Management Framework into the Strategic Asset Management Plan. It is anticipated this work will be completed in mid-2022.	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	50%			Council has been invited to make application for Round 2 funding of the Local Government Partnership Program as part of the Queensland Government's 'Keeping Queensland Clean' litter and dumping plan. Submissions have been made and Council awaits the outcome of the submission.	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	40%			A draft working document has been prepared based on the learnings from the first Framework with the following focus areas: leadership, Internet of Things (IoT) sensors, connectivity, data driven decision making and the solutions pipeline. Engagement across the organisation is helping to refine and progress the new Smart City Framework and Smart City Implementation Plan. Project works are building organisational capability in real-time IoT analytics using new networks, sensors and software.	BI: Business and Innovation

Quarterly report – Operational Plan 2021/22

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	50%			In this quarter, the 'asset acceptance solution' design and implementation commenced with Council defining project requirements.	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	50%			Asset Management Review findings have been received and will be addressed as part of an internal improvement plan, 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 in November 2021 for RDT Engineering to design and construct a new Material Recovery Facility at the Nambour waste facility precinct.	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	50%			The customer experience program has continued to review performance and customer feedback to understand community priorities and improve Council's overall service delivery. During the quarter: 483 end to end service experience surveys were received, rating Council at 6.92/10. More online forms on Council's website were converted to automated online forms - making it easier for our customers and reducing handling time. Council's telephony system was integrated with the Customer Relationship Management system. The OurCouncil customer directed marketing platform is active sending communications to customers on topics of interest and to alert them of traffic changes such as the Wharf Mooloolaba Car Park Rehabilitation Project and the Caloundra Transport Corridor Upgrade.	CR: Customer Response

Quarterly report – Operational Plan 2021/22

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	70%			Mobilisation planning has commenced for Portion A of the next generation collection contract to commencement in mid-2022. This contract provides all general waste, recycling and organic waste bin collection services. Portion B of the next generation collection contract relates to liquid waste services and the outcome for the submissions received for the liquid waste services is expected to be finalised in early 2022.	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	35%			 As at 31 December the capital works program is slightly behind original forecasts due to: Industry wide material availability and cost escalations, particularly delays in the delivery of steel and timber Project resourcing challenges, particularly contractor and trades availability as a result of high demand in the market as well as COVID isolation requirements. Seasonal weather impacts, that have resulted in high rainfalls from a more substantial La Niña pattern. Despite this strong delivery has been achieved across the transportation, environmental and strategic land programs. The Mooloolaba Northern Foreshore Parklands Boardwalk has been opened with continued progress on the Mooloolaba Transport Corridor Upgrade, alongside completion of Citrus Road, Palmwoods bitumen sealing and a multitude of local park upgrades across the region. 	PD: Project Delivery

Quarterly report – Operational Plan 2021/22

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	20%			A new Information and Communication Technology Plan is to be developed. A draft program plan for the 2022/23 financial year has been compiled.	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	75%			Two workforce planning processes have been successfully completed. The next Leader as Coach program is being delivered in early 2022. Various other leadership and capability development programs are being implemented, including a diversity and inclusion pilot program.	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 Wellbeing Health and Safety Action Plan was developed and implementation has commenced. The Critical Risk Controls project is progressing in collaboration with a Community of Practice. The recommendations from an audit of high consequence activity are being implemented.	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	25%			The locations incorporated in the SCC Workplaces program have been confirmed as Caloundra, Maroochydore and Nambour, and depots and other/satellite service locations. Actions undertaken include a functionality and condition assessment of all depots and other locations, with information to assist in setting budget priorities.	SC: Strategy and Coordination

Quarterly report – Operational Plan 2021/22

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	50%	•		The base building structural works are complete, façade and glazing works well advanced and scaffolding has started to be demobilised. The fitout contract has been awarded with work underway on ground through to level 5. The project budget amended at November 2021 Ordinary Meeting is in line with impacts from construction industry escalations and allowances for Council use of levels 8 and 9. Practical completion has been amended to 20 October 2022.	SC: Strategy and Coordination
5.3.5	Progress preliminary feasibility and design for the Nambour Administration Precinct buildings.	01/07/2021	30/06/2022	20%			A draft project brief for procurement in relation to the preliminary feasibility and design for the Nambour Administration Precinct buildings was completed this quarter. It is expected to progress to tender in early 2022.	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	40%			The detailed design for the Caloundra Administration Building progressing well. A schematic design is scheduled for completion in early 2022.	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	30%			 The final draft of the 11 strategic risks has progressed with the identification of the top five risks being: Asset Management Population Growth Major Projects Governance Financial Sustainability and Natural Catastrophes / Climate Change. These risks align with the World Economic Forum Global Risks Report 2021 and the Local Government Association of Queensland Public Sector Risk Report 2019. Planning will continue to ensure completion of the risk register by internal stakeholders. 	CG: Corporate Governanc e

Quarterly report – Operational Plan 2021/22

	ction ode	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	50%			Ongoing advocacy to industry and government to support delivery of the region's major projects continued, as outlined in the Corporate Plan 2021-2025.	OCEO: Office of the CEO

Quarterly report – Operational Plan 2021/22

8.2 FLOOD MAPPING AND INFORMATION COMMUNITY ENGAGEMENT OUTCOMES

File No:	Council meetings
Author:	Coordinator Flooding and Stormwater Built Infrastructure Group
Appendices:	App A - Maroochy River Flood Study (Under Separate Cover) App B - Mooloolah River Flood Study (Under Separate Cover). App C - Pumicestone Flood Study (Under Separate Cover) App D - Cornmeal Creek Flood Study (Under Separate Cover). App E - Addendum to Cornmeal Creek Flood Study (Under Separate Cover).
	App F - Doonan and Yandina Creek Flood Study (Under Separate Cover)
	App G - Obi Obi Creek Flood Study (Under Separate Cover) App H - Mary River Flood Study (Under Separate Cover) App I - Sunshine Coast Storm Tide Study (Under Separate Cover)
	App J - Flood Modelling of Catchments Upstream of Ewen Maddock Dam <i>(Under Separate Cover)</i>
	App K - Alexandra Headland Master Drainage Study (Under Separate Cover)
	App L - Caloundra Master Drainage Study (Under Separate Cover)
	App M - Landsborough Master Drainage Strategy (Under Separate Cover)
	App N - Nambour East Master Drainage Strategy (Under Separate Cover) 🔀 App O - School Road, Maroochydore Master Drainage Study
	(Under Separate Cover)
	App P - Cotton Tree to Picnic Point Master Drainage Plan (Under Separate Cover)
	App Q - Coolum Beach Master Drainage Study (Under Separate Cover)
	App R - Kings and Shelly Beach Master Drainage Study (Under Separate Cover)
	App S - Maroochy North Shore Master Drainage Plan (Under Separate Cover)
	App T - Kawana Master Drainage Plan <i>(Under Separate Cover)</i> App U - Maroochydore West Master Drainage Plan <i>(Under Separate Cover)</i>
	App V - Nambour West Master Drainage Plan <i>(Under Separate Cover)</i>
	App W - Beerwah Master Drainage Plan <i>(Under Separate Cover)</i>
	App X - Nambour North Master Drainage Plan <i>(Under Separate Cover)</i>
	App Y - SMDB Cane Drain Sizing Investigation (Under Separate Cover)
	App Z - Sunshine Coast Council Flood Risk Assessment Methodology (Under Separate Cover)
Attachments:	Att 1 - Flood Mapping and Information Marketing and Engagement Report73 🗓 🖼

PURPOSE

The purpose of this report is to advise on the outcomes of recent community engagement associated with Flood Mapping and Information and to seek Council's endorsement of current flood study reports.

EXECUTIVE SUMMARY

On 19 August 2021 a report was presented to Council on Flood Mapping and Information and the recommendation to progress to community engagement was endorsed.

New content was prepared for the corporate website under the heading of Flood Mapping and Information. The layout of the website sought to anticipate typical themes of enquiry and direct people to supporting information prior to accessing the flood mapping. These themes of enquiry included:

- Preparing for a flood event
- Flood information relevant to building works
- Land use planning and flood information relevant to development
- Accessing flood and drainage study reports
- Requesting data from flood models.

The flood mapping was provided in a Geographical Information Systems portal, and emergency preparedness content was replicated in Disaster Hub.

A Media Release was provided on 22 September 2021. Community engagement occurred from this date until 6 November 2021.

Community Engagement

The following is a summary of details presented in Attachment 1 – Flood Mapping and Information Marketing and Engagement Report.

Key Activities

A community engagement campaign was designed to support the release of new flood mapping and information. The primary purpose of the engagement 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 these products. The engagement was focussed around a campaign theme of 'Helping our community understand flooding'.

Specific campaign branding for the community engagement was created, heavily based on the engagement branding developed for the Stormwater Management Strategy, to reinforce the link between flooding and stormwater.

Education material to support the mapping included diagrams, fact sheets, frequently asked questions, how-to videos and downloadable guides. This material was anchored in a newly created flood information page on Council's corporate website. This page was promoted by paid advertising and through social media channels.

Customer Service staff were briefed and relevant InfoHub content pages were created or updated.

Unmanned information stalls were setup at the eight local libraries and were populated with bookmarks, brochures and fact sheets.

Community and Industry Groups as well as State and Federal Government elected representatives were contacted via email advising of the community engagement on new

Flood Mapping and Information and offered briefing sessions. Building certifiers were additionally contacted via a Newsflash and were provided with specific details in relation to the proposed new Flood Hazard Area map for Building Regulation Purposes.

Engineers Australia facilitated a presentation to industry. Approximately 80 people attended.

A short 5-minute, 10 question survey was created to capture feedback on how easy the flood mapping and information was to use and interpret and seeking ideas on how it may be improved. Links to the survey were included in the various subpages of the Flood Mapping and Information website as well as in emails and quick response (QR) codes in briefing presentations.

Key Statistics

During the campaign period (22 Sept – 6 Nov 2021):

- Flood Mapping and Information webpages were visited 12,186 times, including 8659 unique visits
- flood mapping portal was accessed 3199 times
- how-to videos were viewed a combined total of 306 times
- 111 paid adverts ran across three local radio stations
- 52 trackable links or quick response (QR) codes were used
- Flood Mapping and Information story in the Our Sunshine Coast weekly newsletter received 301 unique clicks
- two posts published on social media were displayed to 3385 users, with 77 users reading the post, 9 reacting to the post and 13 following through to the webpage
- branded project bookmarks were popular at Library stalls, with more than 80% of bookmarks being taken at five out of eight libraries
- Flood Mapping and Information pages consistently ranked within the top 50 pages viewed per week across the entire corporate website, through the period of the campaign
- 951 customer service enquiries were received that related to flooding or flood maps during the period of the campaign.
- 21 briefing sessions were held with industry and community stakeholders, the majority of which were online using Microsoft Teams.
- the survey was accessed by 92 people. 11 responses were completed.

Outcomes

Metrics of the community engagement activities associated with the Flood Mapping and Information campaign demonstrates the significant effort invested in the campaign generated reasonable engagement interest within the community. This engagement interest only translated to a small number of completed surveys.

Stakeholders engaged in briefings were pleased to receive the information and had an expectation that Council would update mapping from time to time to ensure that the publicly available information remained accurate and relevant. Consultants, in particular, were pleased to have direct access to flood study reports and the existing case mapping from these reports. At the conclusion of briefings, stakeholders were asked and encouraged to provide feedback using the short online survey.

Whilst the lack of survey results is less than hoped for, the completed surveys indicated that respondents were generally satisfied. Further, it is considered that the limited survey response is an indication that people are generally satisfied. It is believed that had people

perceived themselves to be adversely affected by the new mapping products, there would have been significant feedback.

Next Steps

Should the recommendation be accepted by Council, it is proposed to:

- 1. Continue to maintain and update public flood mapping products presented for community engagement, for consistency with contemporary methods and catchment conditions.
- 2. Maintain Council's Flood Mapping and Information webpages to serve as comprehensive explanatory supporting material for public flood mapping resources.
- 3. Update the Insurance Council of Australia's National Flood Information Database with flood data consistent with public flood mapping published by Council.
- 4. Make Flood Studies and Master Drainage Planning Studies publicly available on Council's website.

OFFICER RECOMMENDATION

That Council:

- (a) receive and note the report titled "Flood Mapping and Information Community Engagement Outcomes" and
- (b) note the outcomes of community engagement
- (c) endorse the following studies:
 - 1. Maroochy River Flood Study (Appendix A)
 - 2. Mooloolah River Flood Study (Appendix B)
 - 3. Pumicestone Flood Study (Appendix C)
 - 4. Cornmeal Creek Flood Study (Appendix D)
 - 5. Addendum to Cornmeal Creek Flood Study (Appendix E)
 - 6. Doonan and Yandina Creek Flood Study (Appendix F)
 - 7. Obi Obi Creek Flood Study (Appendix G)
 - 8. Mary River Flood Study (Appendix H)
 - 9. Sunshine Coast Storm Tide Study (Appendix I)
 - 10. Flood Modelling of Catchments Upstream of Ewen Maddock Dam (Appendix J)
 - 11. Alexandra Headland Master Drainage Study (Appendix K)
 - 12. Caloundra Master Drainage Study (Appendix L)
 - 13. Landsborough Master Drainage Strategy (Appendix M)
 - 14. Nambour East Master Drainage Strategy (Appendix N)
 - 15. School Road, Maroochydore Master Drainage Study (Appendix O)
 - 16. Cotton Tree to Picnic Point Master Drainage Plan (Appendix P)
 - 17. Coolum Beach Master Drainage Study (Appendix Q)
 - 18. Kings and Shelly Beach Master Drainage Study (Appendix R)
 - 19. Maroochy North Shore Master Drainage Plan (Appendix S)
 - 20. Kawana Master Drainage Plan (Appendix T)

- 21. Maroochydore West Master Drainage Plan (Appendix U)
- 22. Nambour West Master Drainage Plan (Appendix V)
- 23. Beerwah Master Drainage Plan (Appendix W)
- 24. Nambour North Master Drainage Plan (Appendix X)
- 25. SMDB Cane Drain Sizing Investigation (Appendix Y) and
- 26. Sunshine Coast Council Flood Risk Assessment Methodology (Appendix Z).

FINANCE AND RESOURCING

The communications planning and community engagement associated with the implementation of this report cost approximately \$40,000 and was funded from operational budgets, over two financial years.

The investment in the flood studies and models that form the basis of the flood mapping and information presented in this report is around \$2.5 million.

CORPORATE PLAN

Corporate Plan Goal: Outcome: Operational Activity:	<i>Our environment and liveability</i> We serve our community by providing this great service S14 - Sustainable growth and network planning – providing land use planning, social policy, infrastructure planning and charges, flood mapping, transportation planning and environmental initiatives.

CONSULTATION

Councillor Consultation

A previous report on Flood Mapping and Information has been presented to Council on 19 August 2021 report (OM21/78) with the following consultation leading to the development of that report:

A Councillor workshop occurred on 10 May 2021.

Additional briefings were provided on:

- 20 May 2021 Councillors T Landsberg, R Baberowski, J Natoli, T Hungerford and M Suarez
- 8th June 2021 Councillor J O'Pray and Councillor P Cox
- Following community engagement, as required by the 19 August 2021 Ordinary Meeting, follow up consultation for this report has been limited to the relevant Portfolio Councillor M Suarez and Councillor P Cox. The consultation was limited in recognition that community engagement did not require changes to the Flood Mapping and Information previously presented with the 19 August 2021 report.

Internal Consultation

The following Council officers have been consulted:

- Coordinator, Planning Scheme and Projects, Strategic Planning Branch
- Coordinator, Disaster Management, Built Infrastructure Group
- Coordinator, Stormwater Services, Transport and Infrastructure Management Branch

- Principal Development Engineer (Hydraulics), Engineering and Environmental Assessment, Development Services Branch
- Coordinator, Planning Scheme Amendments, Strategic Planning Branch
- Team Leader, Solutions Delivery, Digital and Information Services Branch
- Communication Officer, Communications Branch.

External Consultation

Sunshine Coast State and Federal Government representatives were contacted via email and offered a briefing on the new Flood Mapping and Information, as part of the community engagement activities. The member for Maroochydore, Fiona Simpson MP, was the only representative to respond, request and be provided a briefing.

Community Engagement

Community engagement has occurred to support the release of flood mapping and information associated with this report. Attachment 1 – Flood Mapping and Information Marketing and Engagement Report provides further details of the community engagement.

PROPOSAL

Flood Mapping and Information Community Engagement Campaign

On 19 August 2021 a report was presented to Council on Flood Mapping and Information and the recommendation to progress to community engagement was endorsed.

New content was prepared for the corporate website under the heading of Flood Mapping and Information. The layout of the website sought to anticipate typical themes of enquiry and direct people to supporting information prior to accessing the flood mapping, these themes of enquiry included:

- Preparing for a flood event
- Flood information relevant to building works
- Land use planning and flood information relevant to development
- Accessing flood and drainage study reports
- Requesting data from flood models.

The flood mapping was provided in a Geographical Information Systems portal, as well as through Disaster Hub, for emergency preparedness content.

The technical nature of the content and terminology proved to be problematic for compliance with requirements for readability standards for publishing on Council's corporate website. This delayed the media release and the community engagement. The media release occurred on 22 September 2021 and began the period of community engagement which continued until 6 The following is a summary of details presented in Attachment 1 – Flood Mapping and Information Marketing and Engagement Report. November 2021.

Community Engagement

The following is a summary of details presented in Attachment 1 – Flood Mapping and Information Marketing and Engagement Report.

Key Activities

Significant community engagement activities occurred to support the release of new flood mapping and information. The primary purpose of the engagement was to promote the availability of the new and updated mapping products and to inform the community and

industry in relation to the features and benefits of these products. The engagement was focussed around a campaign theme of 'Helping our community understand flooding'.

Specific project branding for the community engagement was created, heavily based on the branding of the Stormwater Management Strategy, to reinforce the link.

Educational material to support the mapping included diagrams, fact sheets, frequently asked questions, how-to videos, downloadable guides and was anchored in a revised flood information page on Council's corporate website. This page was promoted by paid advertising and through social media channels.

Customer Service staff were briefed, and relevant InfoHub content pages were created or updated.

Unmanned information stalls were setup at the eight local libraries and were populated with bookmarks, brochures and fact sheets.

Community and Industry Groups as well as State and Federal Government elected representatives were contacted via email advising of the community engagement on new Flood Mapping and Information and offered briefing sessions. Building certifiers were additionally contacted via a Newsflash and were provided with specific details in relation to the proposed new Flood Hazard Area map for Building Regulation Purposes.

Engineers Australia facilitated a presentation to industry. Approximately 80 people attended.

A short five-minute, nine question survey was created to capture feedback on how easy the flood mapping and information was to use and interpret and provide ideas on how it may be improved. Links to the survey were included in the various sub-pages of the Flood Mapping and Information website as well as in emails and quick response (QR) codes in briefing presentations.

Key Statistics

During the campaign period (22 Sept - 6 Nov 2021):

- Flood Mapping and Information webpages were visited 12,186 times, including 8659 unique visits
- flood mapping portal was accessed 3199 times
- how-to videos were viewed a combined total of 306 times
- 111 paid adverts ran across three local radio stations
- 52 trackable links or quick response QR codes were used
- Flood Mapping and Information story in the Our Sunshine Coast weekly newsletter received 301 unique clicks.
- two posts published on social media were displayed to 3385 users, with 77 users reading the post, 9 reacting to the post and 13 following through to the webpage
- branded project bookmarks were popular at Library stalls, with more 80% of bookmarks being taken at five out of eight libraries
- Flood Mapping and Information pages consistently ranked within the top 50 pages viewed per week across the entire corporate website, through the period of the campaign
- 951 customer service enquiries were received that related to flooding or flood maps during the period of the campaign.
- 21 briefing sessions were held with industry and community stakeholders, the majority of which were online using Microsoft Teams.
- The survey was accessed by 92 people. 11 responses were completed.

Outcomes

Metrics of the community engagement activities associated with the Flood Mapping and Information campaign demonstrate the significant effort invested in the campaign generated reasonable engagement interest within the community. This engagement interest only translated to a small number of completed surveys.

Stakeholders engaged in briefings were pleased to receive the information and had an expectation that Council would update mapping from time to time to ensure that the publicly available information remained accurate and relevant. Consultants, in particular, were pleased to have direct access to flood study reports and the existing case mapping from these reports. At the conclusion of briefings, stakeholders were asked and encouraged to provide feedback via the short online survey.

Whilst the lack of survey results is less than hoped for. The completed surveys indicated that respondents were generally satisfied. Further, it is considered that the limited survey response is an indication that people are generally satisfied. It is believed that had people perceived themselves to be adversely affected by the new mapping products, there would have been significant feedback provided via the survey, verbally or email.

Endorsement of Flood Study Reports

A number of Council commissioned flood studies is the basis for the flood mapping products recently published as part of the community engagement on Flood Mapping and Information.

The following table summarises the list of Flood Studies included as appendices to this report.

Flood Study Reports	Author	Year	Appendix
Maroochy River Flood Study	BMT WBM	2017	Α
Mooloolah River Flood Study	Cardno	2015	В
Pumicestone Flood Study	BMT	2018	С
Cornmeal Creek Flood Study and Addendum	Cardno	2013	D
		2017	E
Doonan and Yandina Creek Flood Study Upgrade (mapping revised in 2012 by HWMC)	JWP	2008	F
Obi Obi Creek Flood Study	Engeny	2013	G
Mary River Flood Study	DHI	2012	н
Sunshine Coast Storm Tide Study	Aurecon	2013	I
Flood Modelling of Catchments Upstream of Ewen Maddock Dam	HWMC	2020	J
Alexandra Headland Master Drainage Study	SMEC	2019	к
Caloundra Master Drainage Study	SMEC	2019	L
Landsborough Master Drainage Strategy	WMAwater	2018	М
Nambour East Master Drainage Strategy	WMAwater	2018	N
School Road, Maroochydore Master Drainage Study	SMEC	2018	0
Cotton Tree to Picnic Point Master Drainage Plan	Cardno	2020	Р
Coolum Beach Master Drainage Study	SMEC	2020	Q
Kings and Shelly Beach Master Drainage Study	SMEC	2020	R
Maroochy North Shore Master Drainage Plan	SMEC	2021	S

Flood Study Reports	Author	Year	Appendix
Kawana Master Drainage Plan	PeakUrban	2021	Т
Maroochydore West Master Drainage Plan	Cardno	2021	U
Nambour West Master Drainage Plan	Cardno	2021	v
Beerwah Master Drainage Plan	Water Technology	2021	W
Nambour North Master Drainage Plan	Cardno	2021	Х

Endorsement of these studies and the associated mapping is sought from Council.

The endorsement of these flood studies formalises the use of these reports to:

- inform Council's flood information searches
- inform Council's free access public flood mapping available on MyMaps
- inform flood mapping available on DisasterHub for preparedness purposes
- inform land use planning and future planning scheme flood constraint mapping
- inform Development.i site reports
- inform development assessment conditioning
- promote insurance affordability.

Legal

There are no legal implications relating to this report

Policy

This report supports the Flooding and Stormwater policy position of item 6.1(d) in the Environment and Liveability Strategy.

Risk

The risks of this report relate to the need for endorsed reports to be the basis of public mapping and development conditioning.

Previous Council Resolution

Ordinary Meeting 19 August 2021 (OM21/78)

That Council:

- (a) receive and note the report titled "Flood Mapping and Information"
- (b) receive the following studies:
 - 1. Maroochy River Flood Study (Appendix A)
 - 2. Mooloolah River Flood Study (Appendix B)
 - 3. Pumicestone Flood Study (Appendix C)
 - 4. Cornmeal Creek Flood Study (Appendix D)
 - 5. Addendum to Cornmeal Creek Flood Study (Appendix E)
 - 6. Doonan and Yandina Creek Flood Study (Appendix F)
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- 24. Nambour North Master Drainage Plan (Appendix X)
- 25. SMDB Cane Drain Sizing Investigation (Appendix Y)
- 26. Sunshine Coast Council Flood Risk Assessment Methodology (Appendix Z)
- (c) endorse the following maps for consideration in the New Sunshine Coast Planning Scheme Project:
 - 1. Flood Risk Map (Appendix AA) and
 - 2. Flood Storage Preservation Area Map (Appendix AB) and
- (d) endorse engagement with the community, promoting and educating in relation to the received flood study reports and associated flood mapping and report back to Council.

Related Documentation

The documentation of the *Queensland Floods Commission of Inquiry 2012* is relevant to this report. The recent community engagement on Flood Mapping and Information associated with the provision of new public flood mapping is a demonstrable commitment to compliance with the recommendations of *Queensland Floods Commission of Inquiry 2012*.

Critical Dates

There are no critical dates associated with this report.

Implementation

Should the recommendation be accepted by Council, it is noted that the Chief Executive Officer will:

- 1. Continue to maintain and update public flood mapping products presented for community engagement, for consistency with contemporary methods and catchment conditions.
- 2. Maintain Council's Flood Mapping and Information webpages to serve as comprehensive explanatory supporting material for public flood mapping resources.

- 3. Update the Insurance Council of Australia's National Flood Information Database with flood data consistent with public flood mapping published by Council.
- 4. Make Flood Studies and Master Drainage Planning Studies publicly available on Council's website.
- 5. Where reasonable and required in order to achieve compliance with the Stormwater Management code, condition Development to deliver works and land contributions to ensure outcomes consistent with the holistic network planning of the Master Drainage Planning Studies.


Contents

Executive summary	3
Introduction	3
Background and first steps	4
Communication and engagement purpose	4
Marketing and promotion	7
Project branding	16
Engagement tools and activities	22
Monitoring and evaluation	
Survey Questions and Results	

Executive summary

This report summarises the outcomes of marketing and engagement on council's updated Flood Mapping and Information (FMI).

The report details:

- marketing and promotion
- project branding
- engagement tools and activities
- monitoring and evaluation.

Based on the outcome of these marketing and engagement activities, this report determines that the community has been adequately informed about the updated flood mapping products and information through the 'self-serve' communication approach. It is considered that the communication tools were detailed enough to explain the topic and answer the community's questions.

This is reflected in the significant traffic to the Flood Mapping and Information webpages, compared to the low level of direct customer feedback or criticism received.

Key stats

During the campaign period (Sept – Oct 2021):

- the Flood Mapping and Information webpages were visited 12,186 times, including 8659 unique visits
- the how-to videos were viewed a combined total of 306 times
- 111 paid adverts ran across three local radio stations
- 52 trackable links or QR codes were used
- 21 engagement workshops were held with industry and community stakeholders

Although the major marketing and engagement campaign for council's updated Flood Mapping and Information ran during 22 Sept to 6 Nov 2021, promotion continues through the Sunshine Coast Council regular advertising spotlight tools and library information stalls (during Dec 2021 and Jan 2022).

Introduction

Council published updated flood mapping and information following its August Ordinary Meeting. The information included updated and new flood maps and related information that the community and industry professionals can use to be better informed of their flood risk.

The updated flood information provides a wide variety of land use planning and emergency preparedness benefits. It is vital the Sunshine Coast community and industry stakeholders understand the nature and location of the updated information and how to use it.

Background and first steps

The communication plan was informed by an internal communications and engagement workshop with key stakeholders, a councillor workshop, a comprehensive media review of the topic, learnings from several surrounding local government areas, who also updated their flood mapping and information recently, and a risk identification report. As well as, ongoing discussions with council's project team, internal officers for Disaster Hub and Development.i.

The Flood Mapping and information Project team also briefed and trained Council staff from customer contact and the building regulation/development teams – so they knew how to use the platform and were prepared with key messages in anticipation of phone calls from community/industry on the topic.

Communication and engagement purpose

The purpose of the communication plan was to educate and inform the community about council's updated flood mapping products and the new information available to them.

The focus for engagement is "inform", providing balanced and objective information to assist the community in understanding the problems, alternatives, opportunities or solutions and the resulting promise to the public is "we will keep you informed".

Marketing and promotion

The marketing and promotion of this project aimed to inform people about the new flood mapping products and information available to them, and encourage residents to learn more via the website (<u>sunshinecoast.qld.gov.au/floodmapping</u>). This was coupled with making it clear council's flooding team was available to assist with any questions or concerns via phone or the project email address (<u>floodmapping@sunshinecoast.qld.gov.au</u>).

Marketing tools/activities

- Media release
- Digital ads
 - o SC News
 - OurSC website
- OurSC weekly newsletter (a weekly e-mail newsletter distributed to approximately 1,000 subscribers)
- Social media
- Spotlight advertising
 - ∘ Print
 - o Radio
 - Council homepage
 - My Weekly Preview
- Library information stalls
- Paid radio campaign

Project branding

Project branding was developed to provide consistency across all communication and engagement activities. The look and feel built on the design recently delivered for the <u>Stormwater</u> <u>Management Strategy</u>, to show the link between the two projects (within the Flooding and Stormwater space).

Items produced and delivered by council's communication branch include:

- project look and feel
- diagrams to show the difference between flooding and overland flow
- diagram of totem pole with minor to extreme flood levels and statistics on historic events
- word template for factsheets and FAQs
- · Powerpoint template for engagement sessions/presentations
- website thumbnail image
- email signature banner
- email header and footer banner images for email campaigns
- brochure
- bookmark
- · Canva templates for social media
- pull-up banner
- video intro and outro sequence
- custom thumbnail images for how-to videos
- digital adverts for SCNews and OurSC.

Engagement tools and activities

Throughout the engagement period (22 September to 6 November 2021), Sunshine Coast Council delivered several engagement tools and activities to ensure the community and industry professionals were well informed about the updated Flood Mapping and Information.

These tools were focused on encouraging a 'self-serve' approach by providing comprehensive, easy-to-use information across a variety of platforms.

The project team also delivered a number of briefing sessions and communicated directly with community and industry groups to ensure they understood the purpose and benefits of the updated flood mapping and information.

Engagement tools included:

- comprehensive webpage/s
- how-to videos
- downloadable how-to guides
- factsheets and FAQs
- diagrams to explain technical information

- project database signup page
- project email address.

Engagement activities included:

- newsflash email to industry groups
- direct emails to stakeholder groups from flooding team
- briefing sessions
- internal briefing sessions
- internal emails
- feedback survey.

Monitoring and evaluation

The success of the marketing and engagement tools/activities can be accessed based on quantitative data from the below sources.

- Unique link clicks to track effectiveness of each tool
- Website hits/views
- Video views
- Number of briefings and customer participation
- Flood Mapping data
- Database growth
- Emails to project inbox
- Calls to customer service centres
- Survey results
- Media coverage



The following reflects the marketing and promotional activities used as part of the community engagement campaign for council's updated Flood Mapping and Information during 22 September to 6 November 2021.

These communications were developed to create awareness, understanding and interest in the updated flood information with our target audiences and stakeholders. And, to guide audiences and stakeholders to 'self-serve' by accessing the detailed information provided online.

Product/tool	Description	Results
Media	Sunshine Coast Council	Total views: 82
release	News Centre	Unique views: 74
1010400		
		Total clicks through to FMI webpages: 58 Unique clicks through to FMI webpages: 56
		Onique clicks through to Fivil webpages. 50
	Content Drilldown 🕏	B SAVE DEFORT SHE PTT SHE P 20, 2021 - Oct 31, 2021 SHE 20,
	All Users 0.01% Papeviews + Add Segment	
	Popriere V 1/2. Select a metric	bay inter bloch 🔄 🤹
	Pageviews V 72. Secta retio	Day itteet Mooth (22) -
	October 3221 -	
	Seconday dimension v Son Type: Default v	Q_ absenced Image: Company Ang Time on Page: U Baserie Rate: U N_DBL
		82 74 00:01:21 59,46% 43,90% 43,90% 443,90% 443,90%
	1. /Council/News Centre/Updated-flood-mapping-will-build-regions-resilience-190821	#2(186.0H) 74(100.0H) 00.0121 59.46% 43.90% Show Hext: 10 v 00.011 1.1011 < >
		This report was generated on 11/15/21 at 2-63.50 PM - Refer th Report
	OurSC website	Total views: 127
		Total clicks through to FMI webpages: 112
		Unique clicks through to FMI webpages: 106
	Media Info Mailbox email	Cont to 222 noonle on Wednesday 22
	distribution	Sent to 323 people on Wednesday 22 September 2021.
	distribution	
		Total clicks through to webpage: 58
		Unique clicks through to webpage: 41
Digital ads	Sunshine Coast News -	933,115 impressions
	sunshinecoastnews.com.au	161 clicks
	Electronic adverts published	
	October 1 - 18	
	OurSC website - <u>oursc.com.au</u>	The adverts were shown 91,897 times
	Electronic adverts published	Received a total of 9 clicks
	October 1 – 24.	
	Note: the OurSC website had	
	only been soft launched at the	
	time of this campaign.	



Sunshine	Weekly newsletter sent	Sent to 9721 recipients. Opened by 3081
Coast	Thursday September 23	people.
Council -		The Flood Mapping and Information story
OurSC		received the most clicks of the entire
Weekly		newsletter.
Newsletter		411 total clicks, including 301 unique clicks.
	Top links clicked https://oursc.com.au/community/updated-flood-mapping- https://oursc.com.au/business/spend-10-for-your-chance- https://oursc.com.au/community/open-for-opportunities-a https://oursc.com.au/featured/youre-invited-to-save-a-bro http://file///C:/Users/gg016/Desktop/Newsletter/Canavan View All Links	wil 411 to 333 t 177 +a 134
Social	Two posts were published in Oc	tober 2021
media	During this period, we received 3	3385 impressions and engaged with 77 users. link clicks through to the Flood Mapping and

Substitute for failable for faila
Council has a range of Flood Mapping products? Dest/bib See Insights Boost Unavailable See Page Insights Boost Unavailable Construction See Page Insights Boost Unavailable
With the second se

Spotlight advertising	Print Appeared in council's September spotlight print column within various publications. (details below)	Our region. Durated and the control of the control o
	Radio September 20 – 23	Advert: Have you explored the region's updated Flood Mapping and Information yet? Council has a range of flood mapping products available to help you prepare for emergencies and know how to use land when building or renovating. We can't prevent floods from happening, but we can reduce their impact by understanding our flood risk. Access to updated flood maps helps build our region's resilience. Head to sunshinecoast.qld.gov.au/floodmapping to find out more and explore the maps. Sunshine Coast Council – Helping you understand flooding
	Sunshine Coast Council Homepage	October 10 to November 3
	My Weekly Preview 2-pg spread	DID VOUR NOW? To row now course if provides fload on appring and formation to beight the community and industry in formation to beight the community and industry in formation to beight the community and industry in the community of the community of the community of the community . The community of the community of the community of the community of the community of the community of the community of the community . We can be proved the community of the co

Library stalls	Flood mapping and information factsheets on September 20. This aligned with the holidays and meant able to take advanta higher patronage at during this time.	<text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text>	<section-header><text><text><text><text><text><text><text><text><text><text><text><text><text><text><text><text></text></text></text></text></text></text></text></text></text></text></text></text></text></text></text></text></section-header>	<page-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text><text><text><text><text><text></text></text></text></text></text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></page-header>	
		Number of item	s taken by commun	ity members	
	<u>Site</u>	<u>Bookmarks</u>	<u>Land Use</u> Planning	<u>Emergency</u> <u>Preparedness</u>	
	Beerwah Library	0	1	7	7
	Caloundra Library	50	12	5	5
	Coolum Library	40	11	ç	9
	Kawana Library	50	20	23	3
	Kenilworth Library	50	11	(0
	Maleny Library	24	7	34	4
	Maroochydore Library	50	0	(_
	Nambour Library	8	9	10)

Spotlight print advertising – distribution

Publisher	Publication date	Readership	Distribution area
Eumundi Voice	September	4700	Kenilworth, Belli Park, Eerwah Vale, Yandina, North Arm, Eumundi, Verrierdale, Doonan, Cooroy, Noosa
Coolum Advertiser	September	3000	Coolum
Sunshine Valley Gazette	September	20,000	Yandina, Nambour, Woombye, Palmwoods, Eudlo, Mooloolaba Valley, Maleny, Montville, Mapleton, Forest Glen
Glasshouse Country News	September	24,000	Beerburrum, Beerwah, Conondale Elimbah, Glass House Mountains, Landsborough, Maleny, Mooloolah, Glenview, Peachester, Montville, Mapleton and Witta
Hinterland Times	September	30,000	Maleny, Landsborough, Beerwah, Glasshouse Mountains, Beerburrum, Mooloolah Valley, Eudlo, Palmwoods, Woombye, Montville, Flaxton, Mapleton, Nambour, Yandina, Forest Glen, Alexandra Headland, Cotton Tree, Maroochydore, Bli Bli, Caloundra
My Weekly Preview	September 3	75,000	Sunshine Coast region

PAID radio advertising campaign

The Flood Mapping and Information radio campaign aired on Hot91, Sunshine FM and Salt 106.5 between September 20 – October 15.

The campaign featured three 30 second adverts that were rotated across all placements on each station.

Radio Station	Audience/ Demographic	No. spots Sept 20 – 30	No. spots Oct 1 – 15	Total Spots
Sunshine 104.9 FM	Local community radio. Thousands of people listen from Caloundra to Noosa and across the hinterland. Thousands more listen online and via free streaming App, iHeartRadio.	18	22	40
Salt 106.5	Salt 106.5 provide a positive radio environment with lots of support and practical advice to help every local Sunshine Coast family experience a "fresh full life". They speak to 63,000 people each month.	18	22	40
Hot 91.1	Hot91 mirrors the fun and energetic feel of the Coast from Noosa to the Northern suburbs of Brisbane for over 67,000 listeners per week.	13	18	31
TOTAL RADIO	O PLACEMENTS	·	•	111

Advert 1: If your journey home was impacted by flooding, would you know the alternative routes you could take? It's important to have a backup plan. Council's updated Flood Mapping and Information can help residents make informed decisions for emergencies and know how to use their land when building or renovating.

Access to updated flood maps helps build our region's resilience. Head to sunshinecoast.qld.gov.au/floodmapping to explore the flood maps and find out more. *Sunshine Coast Council – Helping you understand flooding*

Advert 2: Are you building or renovating a home on the Sunshine Coast? It's important to know your property's flood risk and design solutions to build your resilience. Council's updated Flood Mapping and Information enables our community and industry professionals to make informed decisions to prepare for emergencies and know how to use their land when building or renovating. Ask your planning professional to check your property using Council's Land Use Planning Flood Maps via sunshinecoast.qld.gov.au/floodmapping.

Sunshine Coast Council - Helping you understand flooding

Advert 3: Have you explored the region's updated Flood Mapping and Information yet? Council has a range of flood mapping products available to help you prepare for emergencies and know how to use land when building or renovating. We can't prevent floods from happening, but we can reduce their impact by understanding our flood risk. Access to updated flood maps helps build our region's resilience. Head to sunshinecoast.qld.gov.au/floodmapping to find out more and explore the maps.

Sunshine Coast Council - Helping you understand flooding



Project branding was developed to provide consistency across all communication and engagement activities. The look and feel built on the design recently delivered for the <u>Stormwater</u> <u>Management Strategy</u>, to show the link between the two projects (within the Flooding and Stormwater space).

It was important to build a recognisable visual identify for the updated flood information, to simplify complex information and maximise community and stakeholder understanding.

The campaign aimed to build a strong brand that identifies council's updated flood mapping and information as a positive, beneficial thing and empower our target audiences to find out more.

Particular care was taken to ensure the branding did not evoke feelings of alarm or panic. For instance, imagery of flooding or flood waters was not included. Elements of the recently endorsed Stormwater Management Strategy design were utilized and built on to create a subtle yet unique look and feel for this campaign.



Marketing collateral / tools / branding











The following reflects the marketing and promotional activities used as part of the community engagement campaign for council's updated Flood Mapping and Information during 22 September to 6 November 2021.

These tools and activities were developed to inform and educate our target audiences about the updated flood mapping and information. They were used to create awareness, understanding and interest with our target audiences and gather feedback on how the information could be communicated easier or clearer.

During engagement briefings we also encouraged stakeholders to share the information with their networks. This would expand the number of information channels reaching our target audiences and leverage the trusting relationship within and between stakeholders and their clients.

Engagement tools included:

Engagement tool	Description
Comprehensive	sunshinecoast.qld.gov.au/floodmapping
webpage/s	Significant resourcing was dedicated to creating a comprehensive suite of information about the updated flood mapping and information on council's website.
	The content was broken down into eight sub-pages to make finding the information relevant to individual users easy. For instance, a community member likely won't want to explore flood and drainage studies, so it was given a separate page. A sub-page was also dedicated to more than 30 frequently asked questions.
	In order to make understanding and using the flood mapping as easy as possible downloadable factsheets that explain all the flood mapping products were embedded throughout.
	Comprehensive how-to videos were also embedded onto relevant subpages and downloadable how-to guides were created for those not able to watch the videos.
	Refer to pages 32 and 33 for results of traffic to the webpages.

	Home > Development > Development tools and In this section	guidelines > Flood mapping and information Flood mapping and info	ormation	Sharo Print
				Share Print
	About flood mapping		in the Sunshine Coast and across much of Qu	
	Frequently asked questions and factsheets		a the impact of floods by understanding our flo ucts and flood information available. Explore th	A FAIN NO VERICE SCHOOL SEE
	Preparing for a flood event	relevant to your needs and navigate to the	flood maps.	
	Flood information relevant to building works	Provide feedback: We'd love to hear your Once you've reviewed the FAQs, factsheet	feedback on how easy this flood mapping and s, how-to videos and mapping tools, please sh	information is to navigate and understand. are your thoughts with us in a quick <u>survey</u> [2]
	Land use planning – flood information relevant to development	R.	W . W	
	Flood and drainage studies			Contraction of the second
	Requesting data from flood models	A STA	Mar In M	
	Flooding and insurance	About flood mapping In August 2021 council updated its flood mapping and information	Frequently asked questions and factsheets Find out more about council flood mapping and information with our FAQs, fact sheets and more	Preparing for a flood event Sefore a flood event, flood mapping and information is used to help inform emergency preparedness planning
		Flood information relevant to building works All construction and building works need to consider the flood hazard area where works will take place	Land use planning – flood information relevant to development Land use planning flood maps are an effective tool to mitigate and manage flood risks	Flood and drainage studies Access raw data from various council projects, such as flood or drainage studies
		Requesting data from flood models Learn more about extracting data from council's flood models	Flooding and insurance It is vital the community has access to updated flood mapping and information to determine any flood risk that may exist	
How-to videos	web platform from t easy as possible for	he corporate web r people to find an	site, so it was vita d understand the	e mapping products.
	The how-to videos user exactly how to what each layer me	get there, what b		is by showing the nd brief details about
	The videos are hou the Flood Mapping	sed in a <u>YouTube</u> and Information w	playlist and emb by bages were re	edded throughout equired.
	Refer to page 33 fo	r video analytics.		
Downloadable how-to guides	To ensure users co guides were created The simple downloa screen grabs to ass	d for those that ch adable guides give	ose not to use the step-by-step ins	structions and
		es were created fo w Emergency Pre w Land Use Planr	paredness Flood	Maps

	 How to view the Proposed Flood Hazard Area for Building Regulation Purposes Map
Factsheets	 Two simple, concise factsheets were created to assist with communicating this technical topic. The factsheets were categorised based on the flood mapping products main use, this resulted in a factsheet for Emergency Preparedness Flood Maps and a factsheet for Land Use Planning Flood Maps. The content followed a similar structure and provided the following key information: what is the updated flood mapping and information, and why it is important? Description of each flood mapping product Some information about what has changed or could change what the reader can do and where to find more information.
FAQs	A series of frequently asked questions were developed to try and answer any queries community, industry and media may have about council's updated flood mapping products. These FAQs are quite comprehensive and another tool used to encourage a 'self-serve' approach throughout the campaign.
Diagrams	Created to explain technical information in a visual way. They assisted when explaining how the mapping works and the different types of flooding. Refer to pages 17 and 18 to view diagrams.
Project database and signup form	A database and signup form was created to encourage people to signup for updates.
Project email address	A dedicated email address was created for this project to give people a direct line of contact with the flooding team. The inbox was a good tool to use during engagement.

Engagement activities:

Engagement activity	Description	
Newsflash to industry groups	 Beginning of campaign to invite industry stakeholders to a briefing and provide information about the updates. Email can be viewed here: <u>https://mailchi.mp/cf8cf1ad423e/newsflash- important-update-on-councils-flood-mapping-and-information</u> 	
Direct emails to stakeholder groups from flood mapping team	 Several emails to known industry and community stakeholder groups to invite them for a briefing, including: Consulting firms Government agencies USC OSCAR 	

	Several community members seeking guidance on due diligence when purchasing a property
External briefing sessions	 Several briefing sessions were delivered throughout the engagement period, including: Place360 Mudjimba Residents Association Engineers Australia Presentation ADG 3 x building industry briefings (as per invite sent in newsflash) UDIA Project Urban Cardno Sunshine Coast SLR Twin Waters Residents Association 3 x briefings with OSCAR Member for Maroochydore Fiona Simpson 1:1 meeting with community members Attended Blue Heart engagement session with FMI collateral.
Communication tools feedback survey	A customer survey was developed to gather feedback on the ease of use, of the communication tools provided. The campaign was focused on informing and educating the community about the updated flood mapping products, so this survey was about identifying whether the tools and information provided helped users to adequately understand and access the mapping information.
INTERNAL	
Lunch and learn	A Lunch and Learn presentation was delivered to internal Council staff on 27 October 2021. 47 attended the online presentation. The presentation provided an overview of the new flood maps and explained the purpose of the different maps and allowed staff to explore how to use this new information to assist with project planning.
Internal briefing sessions	 Strategic planning 3 x sessions with Customer Services Officers Briefed urban growth projects officer Lunch and learn session
The Buzz	Council's internal staff email was used to promote the Lunch and Learn sessions our flooding team hosted about the project.
	Ler's talk about flooding and our new mapping info. Register now > Staff post about the project

	nuncement posted in Stormwater Management Nadia Guterres Sep 29 • @1	1 share • Seen by 143
Crispi Austra overia Map, i ensure Furthe https/ The m	Smythe gave a great presentation la lia about Council's new flood mappin nd flow mapping and a new Flood Hi	elopment/Development
how e the fac your f	asy this flood mapping and informati	
	Intercional Constantina de la constantina de l	
Floo	od mapping and information d mapping and information for our community is mergency preparedness and land use planning i vsurohinecoast.qld.gov.au	nd industry professionals to make informed decisions surposes
	SIS Web Application	Flood Mapping and Information www.surveymonkey.com
් ශ	e 🖵 Comment 🖻 Share 🗸	🤞 Karl Vonhoff and 10 others
\$	range of issues linked to all matters Floo flow paths, flood awareness and prepara	nanagement and accessing a great wealth of



The following reflects quantitative data for each of the marketing and engagement tools utilised during the Flood Mapping and Information campaign during September and October 2021.

The results identify the effectiveness of individual tools/activities and can be used to inform future communication and engagement decisions.

Unique links and QR codes

Unique links and QR codes were used throughout the campaign to track which tools were most effective at driving traffic to the webpages, and identify where feedback was coming from.

There was a total of 52 unique links created for the Flood Mapping and Information campaign.

Based on the table below, it can be determined that email signature banners were an effective tool to drive traffic to the website, with the highest total of 1973 clicks including 1031 unique clicks.

It can also be noted that web tiles on the Sunshine Coast Council corporate homepage and the Development.i homepage were effective. The Development.i homepage tile received 419 total clicks and 393 unique clicks, while the council homepage tile received 182 total clicks and 176 unique clicks.

Collateral item/product	Unique link	Total clicks	Unique visits
FMI link for SCC homepage tile	tiny.cc/FMI-SCC-HP	182	176
FMI link for Newsflash to Development.i	tiny.cc/FMI-		
database	Newsflash1	31	21
FMI link for Development.i site report			
note	tiny.cc/FMI-DI-NOTE	21	10
FMI link for Development.i homepage			
tile	tiny.cc/FMI-DI-HP	419	393
FMI database sign-up form link for	tiny.cc/FMI-Subscribe-	_	
Media Release SCC website	MR-SCC	7	6
FMI database sign-up form link for	tiny.cc/FMI-Subscribe-	4.5	
Media Release OurSC	MR-OSC	15	14
FMI database sign-up form link for Media Release Distribution	tiny.cc/FMI-Subscribe- MRD	33	18
	tiny.cc/FMI-		10
FMI database sign-up form link for FMI Menu Page SCC website	Subscribe1	242	214
FMI database sign-up form link for	tiny.cc/FMI-Subscribe-	242	214
Customer Service	CS	12	8
FMI Media Release on OurSC	tiny.cc/FMI-MR-OSC	112	106
FMI Media Release distribution via			
email	tiny.cc/FMI-MRD	58	41
FMI Media Release SCC website	tiny.cc/FMI-MR-SCC	58	56
FMI Factsheet 2 - Land Use Planning	tiny.cc/FMI-FS2	9	7
FMI Factsheet 1 - Emergency			
Preparedness	tiny.cc/FMI-FS1	8	6
FMI FAQs for industry	tiny.cc/FMI-FAQ-I	4	3
FMI FAQs for community	tiny.cc/FMI-FAQ-C	4	2
FMI - link to send customers via email	tiny.cc/FMI-SURVEY-		
after engagement with us	EMAIL	2	2
FMI - link for title page of powerpoint	tiny.cc/FMI-PPT	6	6

FMI - link for email signature banners eSignature 1973 FMI - digital ad tiny.cc/FMI-OurSC- tower 7 FMI - digital ad tiny.cc/FMI-SCN- banner 7 FMI - digital ad MREC 7 FMI - digital ad tiny.cc/FMI-OurSC- banner 7 FMI - digital ad tiny.cc/FMI-SCN- tower 7 FMI - digital ad tiny.cc/FMI-SCN- leaderboard 8 FMI - digital ad tiny.cc/FMI-SCN- leaderboard 7 FMI - digital ad tiny.cc/FMI-SCN- leaderboard 7 FMI - digital ad tiny.cc/FMI-SCN- leaderboard 7 FMI - digital ad tiny.cc/FMI-SURVEY- SCC-SP5 9 FMI - Survey link for subpage 5 SCC-SP5 9 tiny.cc/FMI-SURVEY- FMI - Survey link for subpage 4 SCC-SP3 17 FMI - Survey link for subpage 2 SCC-SP3 17 FMI - Survey link for subpage 2 SCC-SP2 13 FMI - Survey link for SCC main page tiny.cc/FMI-SURVEY- SCC-MAIN 52	1031 3 3 3 3 3 3 4 3 3 4 3 3 6 14 14
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FMI - Industry briefing TAPP 6	30
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	tiny.cc/FMI-	10	
FMI - Industry briefing	SURVERY-OSCAR	10	6
	tiny.cc/FMI-SURVEY-	C	4
FMI - Industry briefing	NSCG	6	4
	tiny.cc/FMI-SURVEY-		
FMI - Industry briefing	EDQ	6	4
FMI - Flood Mapping Pull-up Banner	tiny.cc/FMI-Banner	8	6
FMI - Flood Mapping Bookmark	tiny.cc/FMI-Bookmark	14	14
	tiny.cc/FMI-SURVEY-		
FMI - Council internal briefing	SCC-INTERNAL	12	7
FMI - 210167_Flood Mapping			
Information Brochure	tiny.cc/FMI-brochure	3	3

Flood Mapping and Information webpage

The following details traffic to the Flood Mapping and Information webpage/s from their creation on August 19 (following the Ordinary Meeting) and during September and October 2021, while the marking and engagement campaign was occurring.

During the period between August 19 – October 31, 2021 – the Flood Mapping and Information webpages received 12,186 total page views, including 8659 unique views.

Page path level 4	Pageviews	Unique Pageviews	Avg. Time on Page
/Flood-Mapping-and-Information	4329	2588	38.93
/about	3324	2374	47.77
/flooding-and-drainage	1233	1042	158.43
/flooding-and-development	955	738	146.11
/flooding-and-building	744	576	169.79
/faq	489	411	127.37
/flood-models	441	390	66.03
/preparing-for-flood	353	275	136.98
/flooding-and-insurance	318	265	56.61
	12,186	8659	105.33

During the week of October 9 - 16, three of the Flood Mapping and Information pages appeared in the **top 20 viewed pages across council's entire corporate website**.

Following the media release distribution on September 22, the Flood Mapping and Information webpage/s consistently ranked within the top 50 pages viewed per week, across the entire corporate website.

Daily view of Flood Mapping and Information webpages August 19 – October 31

LL > PAGE PATH LEVEL 1: /Development/ 💌 > PAGE PATH LEVEL 2: /Developm					Aug	19, 2021 - Oct 31, 2021
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Secondary dimension * Sort Type: Default *					Q advanc	ed 🌐 🕒 🗉 🥆 🖽
		Pageviews 0 ↓	Unique Pageviews 📀	Avg. Time on Page		eed [⊞] @ [Ξ] 72 [Π] NEWS ?
		Pageviews 7,864 % of Total 0.72% (1.091,316)	Unique Pageviews 0 6,075 % of Total: 0.68% (889,739)	Avg. Time on Page 0 00:01:32 Avg for View: 0001:32 (-17.79%)		NEXIT 0
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Secondary dimension • Secondary • Section • Page pathiened •		7,864 % of Total: 0.72% (1,091.316) 3,324 (42.27%)	6,075 % of Total: 0.68% (889,739) 2,374 (39.08%)	00:01:32 Arg for View: 00:01:52 (-17.79%) 00:00:48	Bounce Rate 59.02% Aug for View: 65.62% (10.07%) 50.00%	eed III @ I % III % Eak Ang for View: 48.27% (48.3 14.) 38: 39.
Page publicated · / / recording and chanage / recording and chanage / recording and chanage		7,864 % of Total: 0.72% (1.091.316) 3,324 (42.27%) 1,233 (15.68%)	6,075 % of Total: 0.68% (899,799) 2,374 (39,08%) 1,042 (17.15%)	00:01:32 Ang for View: 00:01:52 (-17:79%) 00:00:48 00:02:38	Bounce Rate	* Exit 0 25.2: Ang for View: 49.27% (-48: 14. 38.
Pege pahland 4		7,864 % of Total: 0.72% (1.091.316) 3,324 (42.27%) 1,233 (15.68%) 955 (12.14%)	6,075 % of Total: 0.05% (899.799) 2,374 (39.05%) 1,042 (17.15%) 738 (12.15%)	00:01:32 Arg for View: 00:1:52 (-7:79%) 00:00:48 00:02:38 00:02:26	Bounce Rate 0 59.02% Aug for View: 65.02% (10.07%) 50.00% 64.71% 52.94%	* Exit 0 25.2: Avg for View: 48.27% (48) 14. 38. 39.
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Prepresentational 4 U resolution		7,864 %effeel e224 (1201316) 3,324 (4227%) 1,233 (15.64%) 955 (12.14%) 7,44 (5.64%) 489 (6.22%)	6,075 % of Total: 0.6% (6%73%) 2,374 (1% 0.6%) 1,042 (17.15%) 738 (12.15%) 576 (0.48%) 411 (0.7%)	00:01:32 Avg for View: 00:132 (17:7%) 00:00:48 00:02:38 00:02:26 00:02:50 00:02:07	Bounce Rate 9 59,02% Ang for View: 65.62% (16.07% 50.00% 64.71% 52.94% 61.67% 55.26%	* Bit U 255.21 Ang for View: 49.27% (48. 14. 38. 39. 39. 39. 24.
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Prepretinet 4 About		T,864 % of flaad.02X (000148) 3,324 (62270) 1,233 (55.6%) 955 (75.6%) 744 (54.6%) 469 (6270) 411 (6470) 953 (64.6%)	6,075 % of Total 0.86% (895/299) 2,374 (90.0%) 1,042 (17.19%) 738 (12.19%) 576 (9.48%) 411 (6.7%) 390 (6.42%) 275 (4.39%)	00:01:32 Ang fer View 00:12 (1779) 00:00:48 00:02:28 00:02:28 00:02:29 00:02:07 00:01:06 00:02:17	Reserve Rate 550,02% Ang for View 652,82% (62 m/s 50,00%) 64 71% 52,94% 61,67% 55,20%	* Exit 0 25.2 Ang for View 49.27% (48. 14 38 39 39 24 23 24

Weekly view of Flood Mapping and Information webpages August 19 – October 31

ALL > PAGE PATH LEVEL 1: /Development/ 💌 >	PAGE PATH LEVEL 2: /Development-Tools-and-Guidelines		Aug 19, 2021 - Oct 31, 2021 -
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Pageviews - VS. Select a metric			Day Week Month 🗹 🕄
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2,000			
1.000			
	September 2021	October 2021	

Page ranking on Corporate Website following Media Release distribution September 18 – 25

Web pages ranked 41, 43 and 48

	Page 0	Pageviews 0	Unique Pageviews 🕐	Avg. Time on Page 📀	Entrances	Bounce Rate 0	NEXR 0	Page Value
- 4	1. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information/about	370 (0.35%)	256 (0.30%)	00:00:47	3 (0.01%)	0.00%	13.51%	A\$0.00 (0.00%)
- 4	2. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information	362 (0.34%)	213 (0.25%)	00:00:45	68 (0.13%)	13.24%	8.29%	A\$0.00 (0.00%)
	48. /floodmapping	8 340 (0.32%	242 (0.28%)	00:00:52	151 (0.29%)	23.84%	21.76%	A\$0.00 (0.00%)

September 25 – Oct 2

Web pages ranked 17 and 28

	Page 0		Pageviews 0	↓ Unique Pageviews 0	Avg. Time on Page 📀	Entrances	Bounce Rate	% Exit (1)	Page Value 📀
	17. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information	ø	727 (0.64%)	443 (0.48%)	00:00:35	274 (0.49%)	9.85%	10.87%	A\$0.00 (0.00%)
C	28. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information/about	æ	529 (0.47%)	381 (0.41%)	00:00:55	3 (0.01%)	33.33%	10.78%	A\$0.00 (0.00%)

October 2 – 9

	Page 0		Pageviews 0	↓ Unique Pageviews ②	Avg. Time on Page 📀	Entrances	Bounce Rate	% Exit	Page Value
	19. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information	æ	644 (0.59%)	387 (0.44%)	00:00:34	237 (0.44%)	10.55%	10.09%	A\$0.00 (0.00%)
0 2	9. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information/about	æ	494 (0.45%)	357 (0.40%)	00:00:50	11 (0.02%)	72.73%	12.15%	A\$0.00 (0.00%)

October 9 – 16

Web pages ranked 17, 19 and 20

Page 0		Pageviews 0	↓ Unique Pageviews ○	Avg. Time on Page 🔅	Entrances	Bounce Rate	's Exit ()	Page Value
17. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information/about	æ	941 (0.73%)	655 (0.63%)	00:00:38	7 (0.01%)	42.86%	17.32%	A\$0.00 (0.00%)
19. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information	æ	896 (0.70%)	551 (0.53%)	00:00:29	329 (0.54%)	12.77%	10.94%	A\$0.00 (0.00%)
20. /floodmapping	æ	817 (0.64%)	596 (0.58%)	00:00:37	494 (0.82%)	27.33%	26.68%	A\$0.00 (0.00%)

October 16 - 23

Web pages ranked 23

Page 0		Pageviews 🔅	↓ Unique Pageviews ○	Avg. Time on Page 📀	Entrances	Bounce Rate	S Exit	Page Value
23. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information	9	618 (0.52%)	361 (0.37%)	00:00:32	239 (0.41%)	15.06%	10.84%	A\$0.00 (0.00%)

October 23 – 31 Web pages ranked 22 and 46								
Page 0		Pageviews	↓ Unique Pageviews ⊙	Avg. Time on Page	Entrances	Bounce Rate	S Exit	Page Value
22. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information		601 (0.52%)	390 (0.41%)	00:00:39	259 (0.44%)	15.06%	11.65%	A\$0.00 (0.00%)
46. /Development/Development-Tools-and-Guidelines/Flood-Mapping-and-Information/about	æ	396 (0.34%)	282 (0.30%)	00:00:39	10 (0.02%)	60.00%	13.13%	A\$0.00 (0.00%)

How-to videos

Video	Views	Impressions:	Average view duration (mins)
How TO VIEW: Emergency Preparedness Flood Mapping (3.21mins)	34	17	1.42
HOW TO VIEW: Land Use Planning Flood Mapping (4.35mins)	73	9	1.55
HOW TO VIEW: Flood Hazard Area for Building Regulation Purposes Map (3.57mins)	79	16	2.10
HOW TO VIEW: Flood and Drainage Study Mapping (4.35)	73	9	1.55
HOW TO REQUEST: Flood Information Search (4.03mins)	8	7	2.20
HOW TO REQUEST: Data from Council's Flood Models (3.27mins)	39	3	1.53
TOTAL:	306	61	1.72

*Impressions = the number of times your video thumbnail was shown to viewers on YouTube

Number of briefings

- 21 facilitated project briefings/engagement sessions with community or industry ٠ stakeholders
- 7 internal briefings or communications delivered to Sunshine Coast Council staff

Updated Flood Mapping Data

The below reflects the number of users that accessed the actual <u>updated flood maps</u> on the external web platform.

Month	Number of users	Daily Av
22 September	680	85
October	2197	72.77
November	1623	55.97
December	1192	42.57
TOTAL:	5692	

Note: the estimated total number of users between 22 September and 6 November is 3199



This figure shows the activity of users within the flood mapping portal, it indicates the number of times that different layers are selected to change the map being viewed. The 11th October corresponds with the media coverage in the article published by Sunshine Coast News on 10 October (<u>https://www.sunshinecoastnews.com.au/2021/10/10/updated-flood-mapping/</u>)

Database growth

- 172 people subscribed as of October 31, 2021 including:
 - \circ $\,$ 95 people who subscribed for updates via the signup form $\,$
 - o 77 industry stakeholders from an existing list (building certifiers etc.)

NOTE: as of 17/12/21 there are 182 subscribers

Emails to project inbox

• During the campaign period, the project team **responded to 23 emails** from customers regarding council's updated Flood Mapping and Information.

Calls to customer service

Customer contact identified a number of enquiries (via phone, email, counter, web callback and chat) relating to flooding and/or flood maps throughout the campaign period.

Month	Number of queries
August	314
September	334
October	303
TOTAL:	951

Note: it's possible not all these conversations were specifically related to the updated flood mapping products.

Feedback survey results

The survey received a total of 11 complete responses.

By using the unique links, we know that at least 92 people clicked on the survey link, but many failed to complete it.

The survey is not complicated with only 9 questions and takes about 5 minutes.

However, given the significant traffic to the Flood Mapping and Information webpages, it is reasonable to propose that the minimal survey response is a reflection of the communication/engagement tools facilitating the desired self-service approach. It is assumed that people were not inclined to contact council/provide feedback because their needs had been met or they did not feel disaffected by the new information.

Anonymised survey results can be viewed in the following section on Survey Questions and Results

From the limited survey responses the following observations are made:

- Most respondents found the mapping somewhat easy, easy or very easy to understand.
- Most respondents found it somewhat easy to find the right map.
- Most respondents found their experience of using the maps to be okay.
- Respondents with a special interest found the generalised presentation to poorly represent their needs. An example being the flood mapping does not allow for the ready impact assessment of the sea level rise forecasts of the Intergovernmental Panel on Climate Change.
- Some respondents indicated frustration with the mapping technology that Council uses, in particular:
 - It does not allow for supporting explanatory content to be embedded with the mapping.
 - The activation of layers is confusing when the information is provided with a structured hierarchy.

- Industry professionals highlighted the importance of presenting information with statutory effect within the development.i site report. This had particular relevance to the flood hazard area for building regulation purposes.
- A specific page for those purchasing property could be added as a topic tile to the Flood Mapping and Information homepage, to specifically describe how to use the flood mapping to undertake due diligence when purchasing property.

Additionally, the feedback appears to indicate that some users were using the flood mapping prior to becoming familiar with the supporting content on the flood mapping and information website. This is an unfortunate outcome of the disconnect between the mapping portal and the flood mapping and information website. Using the mapping without prior familarisation of the available mapping products, and the lack of access to the supporting or explanatory information within the mapping environment is likely to have diminished the user experience and effectiveness of the mapping products. This is a function of the ESRI mapping environment that is used by Council as opposed to the mapping content itself.

Media Coverage

A review of media coverage between August 19 – October 31 found 11 items mentioned council's Flood Mapping and Information.

Of these, six items were earned coverage, while four were part of council's spotlight advertising.

The six earned media items were worth a combined \$3500 advertising space rate (ASR) and reached an audience of more than 79,000.


Survey Questions

Introduction: Council has updated its flood mapping and information to allow our Sunshine Coast community and industry professionals to make informed decisions with the best available, most up to date information.

We produced a range of flood maps to suit different needs and want to make sure the information is helpful. Your feedback will help guide how the flood mapping products are displayed in the future.

- 1. Please select the response that best describes why you viewed Council's updated Flood Mapping
 - I'm a community member wanting to find out more about Council's flood mapping products and what I can do to manage my flood risk
 - I'm an industry professional wanting to find out more about Council's flood mapping products and how they may impact how I do business.
 - Other (please specify)
- 2. What is the benefit of the Flood Mapping and Information to you?
 - helps me prepare my property for flooding
 - o informs development or building works I am working on
 - Other (please specify)
- 3. How easy did you find the Emergency Preparedness Flood mapping products to understand? (not easy, somewhat easy, easy, very easy)
 - $\circ \quad \text{Riverine Flood Maps}$
 - Storm Tide Maps
 - $\circ \quad \text{I did not use these products}$
- 4. How easy did you find the Land Use Planning Flood mapping products to understand? (not easy, somewhat easy, easy, very easy)
 - Defined Flood Event Map
 - o Flood Risk Map
 - Flood Storage Preservation Area Map
 - Proposed Flood Hazard Area for Building Regulation Purposes Map
 - General Information Layers
 - I did not use these products
- 5. How easy was it to find the right map for your needs? (not easy, somewhat easy, easy, very easy)
- 6. How would you rate your experience using Council's updated Flood mapping and information? (poor, okay, excellent)
- 7. What additional information would help you understand the purpose of each map ? [Open Text]
- 8. How could we make it easier to use the flood mapping? [Open Text]
- 9. Would you like to be added to the mailing list to receive updates on Council's Flood Mapping and Information? If yes, please provide the below details.
 - Name
 - o Email address
 - Phone number

Survey Results











8.3 DISPOSAL OF LAND - WHITECROSS ROAD, BLI BLI

File No: F20/00235 Author: Property Officer Office of the CEO

PURPOSE

This report seeks endorsement for disposal of Council owned land at Whitecross Road, Bli Bli, described as part of Lot 1 on RP92714 and part of Lot 968 on SP272653. The disposal is subject to a proposed land exchange with an adjoining property.

The proposed exchange results in a net increase of land area to Council of 0.357ha; comprising a loss of 0.303ha from Council owned Lot 1 on RP92714 and Council owned Lot 968 on SP272653 and gain of 0.660ha from privately owned Lot 1 on SP155405.

This report seeks an exception from Council, in accordance with Section 236 (1)(c)(iv) of *Local Government Regulations 2012*, from the requirement to undertake a tender or auction process for disposal of Council owned land, as the disposal of land is

- in exchange for other land, and
- is in the public interest to dispose of the land without tender or auction, and
- is otherwise in accordance with sound contracting principles

EXECUTIVE SUMMARY

The landowner of 34 Whitecross Road, Bli Bli (Lot 1 on SP155405), has expressed a desire to realign the common property boundaries with two adjoining land parcels owned by Council, described as Lot 1 on RP 92714 and Lot 968 on SP272653. The parcels are located to the north west of Bli Bli township, at the fringe of the 'Parklakes 1' development.

Lot 968 on SP272653 is a 4ha parcel of vegetated land owned by Council under a Nomination of Trust for the purpose of Park and Recreation or other local government purposes. The land is referred to as Whitecross Road Environment Reserve. The parcel was contributed to Council in 2016 through a development application process as part of an earlier stage of the 'Parklakes 1' development. Refer **Figure 2- Subject Lots.**

Lot 1 on RP92714 is a 0.4ha parcel of partly vegetated land owned by Council in freehold. The parcel is zoned Open Space under the Sunshine Coast Planning Scheme 2014. The parcel contains telecommunications infrastructure and is subject to multiple telecommunications leases. The proposal outlined in this report relates to a vacant, unmaintained portion of the lot and does not affect any area subject to a telecommunications lease.

The proposed boundary realignment will result in the common boundary between the applicant's Lot 1 and Council's Lot 968 more appropriately following the contours of the land. Importantly, the realignment will add significant width to the existing Environment Reserve which contains an established walking trail. The western end of the walking trail currently passes through a narrow 'pinch point' between adjacent lots. The realignment would result in an expanded reserve area, a more practical lot configuration for Council to manage and provide an improved development configuration for the applicant's lot.

The applicant possesses a current Reconfiguration of a Lot approval (refer REC15/0138) to develop Lot 1 on SP155405 into three residential lots. The proposal aims to achieve a positive planning outcome (access, amenity and bushfire management) at the frontage to

Whitecross Road for the three approved residential lots. In exchange, Council will see an expansion of the existing environmental reserve at the rear.

OFFICER RECOMMENDATION

That Council:

- (a) receive and note the report titled "Disposal of Land Whitecross Road, Bli Bli" and
- (b) resolve pursuant to section 236(2) of the Local Government Regulation 2012, that an exception to dispose of an interest in land over Lot 968 on SP272653 and Lot 1 on RP92714 other than by tender or auction applies, as the disposal pursuant to section 236(1)(c)(iv) is in exchange for other land, and is in the public interest, and is otherwise in accordance with sound contracting principles.

FINANCE AND RESOURCING

Council has obtained an independent valuation of the land areas from valuation firm Acumentis, which confirms that the areas proposed to be exchanged are of equal market value.

The applicant is responsible for all costs related to the matter including legal, conveyancing, valuation and surveying.

CORPORATE PLAN

Corporate Plan Goal:	Our service excellence
Outcome:	We serve our community by providing this great service
Operational Activity:	S21 - Property management – comprehensive management of Council's land and building assets to ensure that Council's property dealings are optimised, centrally managed, and support Councils objectives.

CONSULTATION

Councillor Consultation

Councillor M Suarez, as the Divisional Councillor, has been consulted regarding this proposal.

Internal Consultation

A Request for Comment was circulated for this proposal with the following areas providing feedback:

- Strategic Planner, Strategic Planning
- Coordinator, Open Space & Social Policy
- Manager, Transport & Infrastructure Planning
- Technical Officer Open Space Planning, Parks and Gardens
- Project Officer, Environmental Operations
- Natural Areas Manager, Environmental Operations
- Team Leader Environment & Landscape, Engineering & Environment Assessment

- Coordinator, Planning Assessment, Development Services
- Solicitor, Legal Services

External Consultation

Acumentis valuers have provided a market valuation for the subject areas to confirm that the exchange is of an equitable value.

Community Engagement

There has been no specific community engagement undertaken in the preparation of this report.

PROPOSAL

The landowner of 34 Whitecross Road, Bli Bli (Lot 1 on SP155405), has expressed a desire to realign the common property boundaries with two adjoining land parcels owned by Council, described as Lot 1 on RP 92714 and Lot 968 on SP272653. The parcels are located to the north west of Bli Bli township, at the fringe of the 'Parklakes 1' development.



Figure 1: Location of subject land

Lot 968 on SP272653 is a 4ha parcel of vegetated land owned by Council under a Nomination of Trust for the purpose of Park and Recreation or other local government purposes. The land is referred to as Whitecross Road Environment Reserve. The parcel was contributed to Council in 2016 through a development application process as part of an earlier stage of the 'Parklakes 1' development.

Lot 1 on RP92714 is a 0.4ha parcel of partly vegetated land owned by Council in freehold. The parcel is zoned Open Space under the Sunshine Coast Planning Scheme 2014. The parcel contains telecommunications infrastructure and is subject to multiple telecommunications leases. The proposal outlined in this report relates to a vacant, unmaintained portion of the lot and does not affect any area subject to a telecommunications lease.



Figure 2: Subject lots (Council owned and privately owned)

The cadastral boundaries between the applicant's parcel and Council's parcels are regular in shape and currently do not follow the landform, which is steep and contains multiple gullies. Existing cadastral boundaries are shown in the following image.



Figure 3: Existing cadastral boundaries

The proposed boundary realignment is shown in the image below. Areas which Council is proposed to lose are shown in red. Areas which Council is proposed to gain are shown in green. The proposal results in a net increase of land area to Council of 0.357ha.



Figure 4: Proposed boundary realignment depicting areas gained/lost

The proposed boundary realignment will result in the common boundary between the applicant's Lot 1 and Council's Lot 968 more appropriately following the contours of the land. Importantly, the realignment will add significant width to the existing Environment Reserve which contains an established walking trail. The western end of the walking trail currently passes through a narrow 'pinch point' between adjacent lots. The realignment would result in an expanded reserve area, a more practical lot configuration for Council to manage and provide an improved development configuration for the applicant's lot.

The following image shows the proposed boundary realignment against contours of the subject lots.



Figure 5: proposed boundary realignment against land contours

The proposal has been referred through multiple Council areas for consultation including from Team Leader, Engineering & Environment Assessment, and Natural Areas Manager, Environmental Operations who are both supportive of the proposal. Specific advice from Environmental Operations includes:

- The proposed boundary realignment will provide enhanced ecological and operational management outcomes, including improved fire management access and emergency response, both on private and Council land.
- Fire management risk was considered by the fire management team for this property during discussions related to the boundary realignment and the proposed alignment was supported by the fire management team.
- Council is currently establishing vehicle access to Lot 968 via Flooded Gum Court (to the north) for fire management and maintenance purposes. This access will connect with the existing recreational trail through delivery of a capital works project across 2021/22 and 2022/23 financial years.
- Access from Whitecross Road is deemed unsuitable due to slope, boundary and vegetation constraints, however there may be benefit in securing an access agreement to access the existing maintenance track that runs along the rear of the private land (via Whitecross Road) for fire management reasons.
- Fire management planning will be undertaken by Environmental Operations for Lot 968 for the reserve, taking into account he newly established access works and the revised boundary.

The applicant possesses a current Reconfiguration of a Lot approval (refer REC15/0138) to develop Lot 1 on SP155405 into three residential lots. A plan of the three new residential lots approved on the site is shown below:



Figure 6: Approved reconfiguration of Lot 1 on SP155405 into 3 lots

The proposal aims to achieve a positive planning outcome (access, amenity and bushfire management) at the frontage to Whitecross Road for the three approved residential lots. In exchange, Council will see an expansion of the existing environmental reserve at the rear, including an improved corridor for the formed walking trail.

The Coordinator, Planning Assessment has reviewed the proposal and advises that the proposed new boundary arrangements are not considered to compromise the intent of the

existing approval. However, should the boundary realignment be supported, the applicant will need to submit a new development application (likely an 'other change' under the *Planning Act 2016*) to reflect the desired outcomes of the altered boundary arrangements and the existing development approval. Any development application involving Council owned land requires an external assessor (where exemptions do not apply). The applicant agrees to bear the costs of an external assessor for this proposal.

It should be noted that Council's support for this proposal relates to the disposal of Council owned land and that the relevant exemption to Local Government Regulation applies. Council's support does not infer support or approval for any future application made by the applicant.

The following images provide examples of the vegetation, terrain and topography of the subject land:





The proposal will remove the road frontage of Council owned Lot 968 on SP272653 from Whitecross Road. However, it is unlikely that Council will seek to formalise vehicular access from Whitecross Road due to the slope and terrain (shown in images above). It should be noted that lawful access to Lot 968 on SP272653 can still be gained from Whitecross Road via Lot 3 on RP222716, an adjoining State Reserve for Park & Recreation under Council control shown in Figure 7. Furthermore, Council is currently establishing vehicular access via

Flooded Gum Court (to the north) as advised by Natural Areas Manager, Environmental Operations.



Figure 7: Council controlled land

Legal

Lot 968 on SP272653 is owned by Council under a Nomination of Trust for Park and Recreation or other local government purposes. Council as trustee has the power of sale, conveyance or transfer of all or part of the land.

Policy

The Sunshine Coast Planning Scheme 2014 Reconfiguration of a lot code generally seeks to achieve creation of regular shaped lots. However, there is merit and logic in the proposed boundary realignment following the steep landform for creation of improved access arrangements to the residential lots at Whitecross Road.

Risk

The Natural Areas Manager, Environmental Operations has been consulted to ensure the proposed boundary realignment achieves good bushfire hazard management for both the privately held lots and Council owned lots.

Previous Council Resolution

There are no previous Council resolutions associated with this report.

Related Documentation

There is no related documentation relevant to this report.

Critical Dates

The currency period for the applicant's Reconfiguration of a Lot approval (REC15/0138) ends on 29 February 2022. The applicant has the further benefit of two 6-month extensions to their

currency period because of the Queensland Government's COVID-19 emergency applicable event notices.

Implementation

Should the recommendation be accepted by Council, it is noted that the Chief Executive Officer will delegate to Council's Delegated Officer within the Strategic Property Team the necessary action required to affect the exchange of land outlined in this report.

8.4 BUDGET REVIEW 2 - 2021/22

File No: Council Meetings

Author: Coordinator Financial Services Business Performance Group

TO BE PROVIDED

8.5 JANUARY 2022 FINANCIAL PERFORMANCE REPORT

File No:	Council Meetings
Author:	Coordinator Financial Services Business Performance Group
Attachments:	Att 1 - January 2022 Financial Performance Report

PURPOSE

To meet Council's legislative obligations, a monthly report is to be presented to Council on its financial performance and investments.

EXECUTIVE SUMMARY

This monthly financial performance report provides Council with a summary of performance against budget as at 31 January 2022 in terms of the operating result and delivery of the capital program.

Operating Performance

Table 1: Operating Budget as at 31 January 2022

	Original Budget \$000	Current Budget \$000
Total Operating Revenue	498,433	498,628
Total Operating Expenses	479,602	484,168
Operating Result	18,832	14,460

Details of the monthly financial report are contained in Attachment 1.

OFFICER RECOMMENDATION

That Council receive and note the report titled "January 2022 Financial Performance Report".

FINANCE AND RESOURCING

This report sets out the details of Council's financial performance and investments for the month ending 31 January 2022 and meets Council's legislative reporting requirements.

CORPORATE PLAN

Corporate Plan Goal:Our outstanding organisationOutcome:We serve our community by providing this great serviceOperational Activity:S28 - Financial and procurement services – financial and
procurement management and governance, ensuring effective
business management and legislative compliance, coordination
and development of Council's budget process, administration of
financial systems, sundry debtors, accounts payable, financial and
asset accounting, treasury, procurement, contract and supply
functions.

CONSULTATION

Portfolio Councillor Consultation

Consultation has been undertaken with the Portfolio Councillor, E Hungerford.

Internal Consultation

This report has been written in conjunction with advice from:

- Group Executive Business Performance
- Chief Financial Officer

External Consultation

No external consultation is required for this report.

Community Engagement

No community engagement is required for this report.

Legal

This report ensures that Council complies with its legislative obligations with respect to financial reporting in accordance with Section 204 of the *Local Government Regulation 2012*.

Investment of funds is in accordance with the provisions of the *Statutory Bodies Financial Arrangements Act 1982* and the associated Regulations and the *Local Government Act* 2009.

Policy

Sunshine Coast Council's 2021/22 Investment Policy and

Sunshine Coast Council's 2021/22 Debt Policy.

Risk

Failure to achieve the budgeted operating result will negatively impact Council's capacity to complete its capital expenditure program.

Previous Council Resolution

Ordinary Meeting 16 September 2021 (OM21/87)

That Council:

- (a) receive and note the report titled "Budget Review 1 2021/22"
- (b) adopt Appendix A as tabled, pursuant to sections 169 and 170 of the Local Government Regulation 2012, Council's amended budget for 2021/22 financial year incorporating:
 - (i) the statement of income and expenditure
 - (ii) the statement of financial position
 - (iii) the statements of changes in equity
 - *(iv)* the statement of cash flow
 - (v) the relevant measures of financial sustainability
 - (vi) the long term financial forecast

- (vii) the Debt Policy
- (c) note the following documentation applies as adopted 24 June 2021
 - *(i) the Revenue Policy*
 - (ii) the total value of the change, expressed as a percentage, in the rates and utility charges levied for the financial year compared with the rates and utility charges levied in the previous budget
 - (iii) the Revenue Statement and
 - *(iv)* the rates and charges to be levied for the 2021/22 financial year and other matters as adopted 24 June 2021 and
- (d) endorse the Minor Capital Works Program (Appendix B).

Special Meeting Budget 24 June 2021 (SM21/3)

That Council adopt Appendix A as tabled, pursuant to sections 169 and 170 of the Local Government Regulation 2012, Council's budget for 2021/22 financial year incorporating:

- i. the statement of income and expenditure
- *ii.* the statement of financial position
- *iii.* the statements of changes in equity
- iv. the statement of cash flow
- v. the relevant measures of financial sustainability
- vi. the long term financial forecast
- vii. the Debt Policy (adopted by Council resolution on 27 May 2021)
- viii. the Revenue Policy (adopted by Council resolution on 27 May 2021)
- ix. the total value of the change, expressed as a percentage, in the rates and utility charges levied for the financial year compared with the rates and utility charges levied in the previous budget
- x. the Revenue Statement
- *xi.* Council's 2021/22 Capital Works Program, endorse the indicative four-year program for the period 2023 to 2026, and note the five-year program for the period 2027 to 2031
- xii. the rates and charges to be levied for the 2021/22 financial year and other matters as detailed below in clauses 3 to 12
- xiii. endorse the 2021/22 Minor Capital Works Program
- xiv. establish a \$5 million internally restricted Disaster Rehabilitation Reserve.

Related Documentation

2021/22 Adopted Budget

Critical Dates

There are no critical dates for this report.

Implementation

There are no implementation details to include in this report.







Statement of Income and Exp	penses		· · · · ·	· · · · ·				
	Statement of Income &	Expens	es					
		Ann	ual		YT	D		Annual
2021/22 Operating Result		Original Budget \$000	Current Budget \$000	Current Budget \$000	Actuals \$000	Variance \$000	Variance %	Forecast Budget \$000
160	Operating Revenue							$ \rightarrow \rightarrow \rightarrow \rightarrow $
	Net Rates and Utility Charges	343,342	343,342	341,987	342,843	856	0.3%	343,342
140	Fees and Charges	65,577	65,567	42,716	44,205	1,488	3.5%	65,567
120	Interest Received from Investments	2,550	2,550	1,488	1,332	(155)	(10.5%)	2,550
	Operating Grants and Subsidies	15,218	15,397	4,449	4,744	295	6.6%	15,397
100	Operating Contributions	302	302	274	286	13	4.7%	302
	Unitywater Participation	49,838	49,838	24,625	24,625		7.7/0	49.838
80	Other Revenue	49,050	19,880	9,134	10,314	1,181	12.9%	19,880
	Internal Sales/Recoveries	19,655	1,743	9,134	1,575	454	40.5%	1,749
	Total Operating Revenue	498,429	498,619	425,793	429,924	4,131	1.0%	498,625
40	Operating Expenses		• • • •					
20	Employee Costs	156,262	156,866	91,140	90,556	(585)	(0.6%)	156,866
	Materials and Services	187,704	190,895	103,917	104,076	158	0.2%	190,89
	Finance Costs	12,244	12,244	7,670	7,817	147	1.9%	12,24
Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun	Company Contributions	3,615	3,615	3,615	3,615	(0)	(0.0%)	3,61
VTD Budget VTD Actuals	Depreciation Expense	95.097	95,097	55,473	55,473	(0)	(0.0%)	95,097
TTD budget TTD Actuals	Other Expenses	21.884	22,004	11,989	12,810	821	6.8%	22,004
	Recurrent Capital Expenses	3,444	3,444	3,444	4,045	601	17.5%	+ + 3,444
	Total Operating Expenses	480,250	484,165	277,248	278,391	1,143	0.4%	484,16
	Operating Result	18,179	14,454	148,545	151,532	2,988	2.0%	14,460
	operating result	10,173			101,002	2,000	2.070	14,400
ouncil has a positive operating result of \$151.5 million, which is \$3 million	Capital Revenue							
pove the current budget as at 31 January 2022.	Capital Grants and Subsidies	19,368	25,804	11,293	11,293	(0)	(0.0%)	25.804
	Capital Contributions - Cash	28,631	29,141	20,040	20,040	0	0.0%	29,141
	Capital Contributions - Fixed Assets	55,000	55,000	20,040	14	14	0.070	55,000
	Total Capital Revenue	102,999	109,945	31,333	31,347	14	0.0%	109,945
//Sunshine Coast	Non-recurrent Expenses Profit/Loss on disposal, revaluation & impairment	7,048			2,430	2,430		
COUNCIL	Movements in landfill and quarry					XXXX	$\bullet \bullet \bullet \bullet$	
	provisions	4,964	5,583	3,257	3,257		\leftarrow	+ + 5,583
	Assets Transferred to Third Parties	-			-11	-11	\leftarrow	* * * *
	Total Non-recurrent Expenses	12,012	5,583	3,257	5,697	2,441	74.9%	5,58
	Net Result	109,166	118,816	176,621	177,182	561	0.3%	118,822





•						
Operating Summary						
	Ann	ual		ΥT	D.	
	Original Budget \$000s	Current Budget \$000s	Current Budget \$000s	Actuals \$000s	Variance \$000s	Variance %
						+ + + + + + + + + + + + + + + + + + +
Operating Revenue	498,429	498,619	425,793	429,924	4,131	+
Operating Expenses	476,806	480,721	273,804	274,346	542	0.2%
Recurrent Capital Expenses	3,444	3,444	3,444	4,045	601	17.5%
Operating Result	18,179	14,454	148,545	151,532	2,988	2.0%
Capital Revenue	102,999	109,945	31,333	31,347	14	0.0%
Non-recurrent Expenses	12,012	5,583	3,257	5,697	2,441	74.9%
Net Result	109,166	118,816	176,621	177,182	561	→ → 0.3%

As at 31 January 2022, \$429.9 million operating revenue had been achieved which is \$4.1 million more than current budget.

ubstantial Revenue Variance for the Period Ending 31 January 2022													
	Anr	nual		ΥT	D		Annual						
	Original	Current	Current	Actuals	Variance	Variance	Forecast						
	Budget	Budget	Budget				Budget						
	\$000	\$000	\$000	\$000	\$000	%	\$000						
perating Revenue													
ees and Charges	65,577	65,567	42,716	44,205	1,488	3.5%	65,567						
ther Revenue	19,853	19,880	9,134	10,314	1,181	12.9%	19,880						

Sunshine Coast.

Significant revenue variances:

- Fees and Charges Development services fees are \$294,000 above budget.
- Other Revenue Additional revenue of \$1 million has been received above budget for the sale of recycled metal materials at Council's resource recovery centres. Environmental Offset payments of \$500,000 have also been received from the Department of Transport and Main Roads and \$246,000 from Energex.

Operating Result – January 2022 (continued)



Operating Summary						
	Ann	ual		ΥT	D	
	Original	Current	Current	Actuals	Variance	Variance
	Budget \$000s	Budget \$000s	Budget \$000s	\$000s	\$000s	%
Operating Revenue	498,429	498,619	425,793	429,924	4,131	1.0%
Operating Expenses	476,806	480,721	273,804	274,346	542	0.2%
Recurrent Capital Expenses	3,444	3,444	3,444	4,045	601	17.5%
Operating Result	18,179	14,454	148,545	151,532	2,988	2.0%
Capital Revenue	102,999	109,945	31,333	31,347	14	+ + + 0.0%
Non-recurrent Expenses	12,012	5,583	3,257	5,697	2,441	74.9%
Net Result	109,166	118,816	176,621	177,182	561	0.3%

ubstantial Expenditure Variance for the Period Ending 31 January 2022											
	Ann	ual		ΥT	D		Annual				
	Original	Current	Current	Actuals	Variance	Variance	Forecast				
	Budget	Budget	Budget				Budget				
	\$000	\$000	\$000	\$000	\$000	%	\$000				
perating Expenses											
mployee Costs	156,262	156,866	91,140	90,556	(585)	(0.6%)	156,866				
ther Expenses	21,884	22,004	11,989	12,810	821	6.8%	22,004				

As at 31 January 2022, \$278.4 million of the \$277.2 million bude year to date had been expended which resulted in a variance of \$ million.

- Employee expenses are below budget for January with underspend of \$585,000.
- Council's operational expenditure remains within 1% of budget year to date



Sunshine Coast Regional Council





- As at 31 January 2022, \$122.8 million (39%) of Council's \$315.2 million Capital Works Program was financially expended.
- The Core Capital Program has progressed 35.7% of budget, an actual spend of \$70.5 million.
- Corporate Major Projects progressed 46%



	Ann	ual	ΥT	D	Year End		
	Original Budget \$000s	Current Budget \$000s	Actuals \$000s	% of FY Budget Spent	Forecast Year End Actual	Fored Year Varian Bud	
Core Capital Works Program	• • •					$\dot{\bullet}$	
Aerodromes	200	225	21	9.6%	-229		
Buildings and Facilities	12,663	13,045	2,631	20.2%	10,555	* * (2	
Coast and Canals	3,125	• • 3,545	0 1,103	31.1%	3,169		
Environmental Assets	1,800	1,579	684	43.3%	1,493		
Minor Works	4,495	4,150	1,533	36.9%	3,533		
Fleet	3,250	3,250	15	0.5%	2,703		
Holiday Parks	2,540	2,544	217	8.5%	2,023		
Information Technology	6,620	8,522	3,737	43.8%	7,332	+ + (1	
Parks and Gardens	17,697	19,453	6,874	35.3%	+++ 17,402	* * (2	
Quarries	635	657	143	21.8%	642		
Stormwater	8,201	7,525	2,755	36.6%	7,934		
Transportation	86,848	90,228	44,918	49.8%	83,978	• • (6	
Waste	40,641	42,952	5,913	13.8%	32,616	(10	
Total SCC Core Capital Program	188,714	197,674	70,546	35.7%	173,610	(24	
Corporate Major Projects	60,425	72,661	33,411	46.0%	65,884	(6	
Strategic Land and Commercial Properties	19,383	31,900	17,486	54.8%	31,900		
Maroochydore City Centre	553	1,470	589	40.1%	1,470		
Sunshine Coast Airport Runway		11,460	757	6.6%		(6	
Total Other Capital Program	80,361	117,492	52,244	44.5%	104,542	(12	
TOTAL	269,075	315,166	122,789	39.0%	278,152	(37	



SCC Core % YTD spent compared to profiled budget by Program



Fleet

· Delays are being experienced in the procurement of heavy plant equipment.

Holiday Parks

 Council has entered into a \$1.4 million contract for the replacement of ameniti at the Coolum Beach holiday park.

Stormwater

Council's \$1.5 million stormwater pipe relining program has progressed 44 complete

Transportation

- Council's \$23.1 million road resurfacing and rehabilitation program h progressed 56% for January with a total expenditure of \$12.9 million.
- Council's \$1.9 million bus stop program has progressed 65% for January with total expenditure of \$1.3 million.
- Construction continues for Council's major transport corridor upgrade at Brisba Road Mooloolaba, while community consultation is underway for the Calounc Transport Corridor Upgrade

Waste

 Council has entered into \$20 million contract in October for the design a construction of a new material resource facility at the Nambour resource recove centre.





Cash Flows and Balance Sheet





	Original Budget \$000s
CASH FLOWS	•••••
Opening Cash	186,095
Net Cash Inflow/(Outflows) from:	
Operating Activities	66,159
Investing Activities	126,453
Financing Activities	(187,393)
Net Increase/(decrease) in Cash Held	5,219
Cash at year end	
BALANCE SHEET	
Current Assets	
Non Current Assets	6,290,967
Total Assets	6,537,127
Current Liabilities	
Non Current Liabilities	537,476
Total Liabilities	658,370
Net Community Assets/Total Community Equity	5,878,757

Council's cash at 31 January 2022 is \$200.5 million

Council's debt at 31 January 2022 is \$657 million

Debt

Sunshine Coast Council's debt program is governed by the 2021/22 Debt Policy, which was adopted with the Original Budget adoption on 24 June 2021 and revised at the 16 September 2021 Ordinary Meeting.

New borrowings are undertaken in accordance with the Queensland Treasury Corporation Guidelines, the Statutory Bodies Financial Arrangements Act 1982 and Section 192 of the Local Government Regulation 2012.

Table 1 includes Sunshine Coast Council's budgeted debt balance for 2021/22 following Budget Review 1 adoption in September 2021.

Council's proposed borrowings for 2021/22 are \$96.5 million which consists of -

- Waste Management \$37.8 million
- Holiday Parks \$600,000
- Maroochydore Multideck \$13 million
- Sunshine Coast City Hall \$45 million

The Palisade Investment Group payment of \$305 million, due on 30 June 2022, will reduce Council's debt associated with the airport expansion project to nil.

Council's forecast debt as at 30 June 2022 is \$488 million



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	Opening Balance	Debt Redemptions	New Borrowings	Closing Balance
	\$000	\$000	\$000	\$000
Sunshine Coast Council Core	257,375	11,672	96,461	342,164
Sunshine Coast Airport Expansion Project	265,004	265,004		
Maroochydore City Centre	144,034	6,701		137,333
Sunshine Coast International Broadband Network	10,328	922		9,400
Total	676,741	284,299	96,941	488,90
Table 1: 2021/22 Adopted Debt Balance	• • • • • •			



Investment Performance

Investment per financial institution (%)



Liquidity as at:			31/01/2022		Term depos	sits maturir	na:	
		\$'000's					\$'000's	Count
At-call accounts					within 30 day	/S	-	
QTC + CBA (excl. trust)		190,215	94.84%		30-59 days		-	
					60-89 days		-	
Maturities within 7 days		-	0.00%		90-179 days		-	
Total at-call		190,215	94.84%		180-364 days	s	-	
Investment Policy Target			10.00%		1 year - 3 ye	ars	-	
č –					Total		-	
INVESTMENT SUMMARY (in	cluding Trust)	as at:					Investmen	t Policy
	31/01/20	22	31/10/20	21	31/01/	2021	Individual Limit	Group
A1+ (QTC)	173,111	86%	248,690	91.9%	153,980	85.7%	100%	100%
		86% 14%	248,690 21,948	91.9% 8.1%	153,980 20,651	85.7% 11.5%	100% 40%	
A1+ (Other)	173,111							100%
A1+ (Other) A1	173,111	14%		8.1%	20,651	11.5%	40%	100%
A1+ (Other) A1 A2	173,111	14% 0%		8.1% 0.0%	20,651	11.5% 2.8%	40% 30%	100% 100% 50% 45% 10%
A1+ (QTC) A1+ (Other) A1 A2 A3 Total Funds	173,111	14% 0% 0%		8.1% 0.0% 0.0%	20,651	11.5% 2.8% 0.0%	40% 30% 30%	100% 50% 45%
A1+ (Other) A1 A2 A3 Total Funds	173,111 27,451 - - -	14% 0% 0%	21,948	8.1% 0.0% 0.0%	20,651 5,000 -	11.5% 2.8% 0.0%	40% 30% 30%	100% 50% 45%
A1+ (Other) A1 A2 A3 Total Funds FUND SUMMARY	173,111 27,451 - - -	14% 0% 0%	21,948	8.1% 0.0% 0.0%	20,651 5,000 -	11.5% 2.8% 0.0%	40% 30% 30%	100% 50% 45%
A1+ (Other) A1 A2 A3	173,111 27,451 - - - 200,562	14% 0% 0%	21,948 - - 270,638	8.1% 0.0% 0.0%	20,651 5,000 - - 179,632	11.5% 2.8% 0.0%	40% 30% 30%	100% 50% 45%

Policy.For the month ending 31 January 2022 Council had \$190.2 million cash (excluding Trust)

- For the month ending 31 January 2022 Council had \$190.2 million cash (excluding Trust Fund) with an average interest rate of 0.48%, being 0.43% above benchmark. This is compared to the same period last year with \$168 million cash (excluding Trust Fund) with an average interest rate of 0.70%, being 0.69% above benchmark.
- The benchmark used to measure performance of cash funds is Bloomberg AusBond Bank Bill index (BAUBIL).



						J21/22 Financ		nt Funding
	Description	Divisio	n	Suburb	Estimated Construction Start Month	Consturction Completed Month	TOTAL Grant Revenue \$'000	Project Expenditure to date \$'000
Fede	ral Government						(\$13,590)	\$5,479
4	Deade to Deservery Drawrow						(\$4,900)	
'	Roads to Recovery Program						(\$4,800)	
Black	spot Funding						(\$1,009)	\$18
2	K2081 - BlackSpot Blackall Range Road West Woombye	Division	05	West Woombye	April 2022	June 2022	(\$157)	
3	K2083 - BlackSpot Wust Road DOONAN - East of Regency Road - Stage 1	Division	09	Doonan	Cancelled	Cancelled	(\$137) (\$149)	
4	K2085 - BlackSpot Edmund St and William St Intersection Shelly Beach	Division	02	Shelly Beach	On Hold	On Hold	(\$143)	s
5	K2394 - BlackSpot Wust Road DOONAN - East of Regency Road - Stage 2	Division	09	Doonan	Cancelled	Cancelled	(\$143) (\$560)	پ ب
_							(\$500)	
	Local Road and Community Infrastructure Grant Funding - Round 2 - Agreeme	nt end date 3	0 Jun	e 2022			(\$7,781)	\$5,461
6	H3790 - LRCIP2 - Citrus Road Gravel Road Upgrade	Division	05	Palmwoods	August 2021	February 2022	(\$2,100)	\$1,7
7	H3799 - LRCIP2 - Zgrajewski Road Gravel Road Upgrade	Division	09	Yandina Creek	January 2022	May 2022	(\$2,200)	\$1,7
8	H3800 - LRCIP2 - Cupania Street East Stage 2 Kerb and Channel	Division	08	Mudjimba	May 2021	November 2021	(\$475)	\$7
9	H3941 - LRCIP2 - Crosby Hill Road Pathway	Division	07	Buderim	July 2021	December 2021	(\$709)	\$5
10	H4223 - LRCIP2 - Scholars Drive to Columbia Street - Road Link	Division	06	Sippy Downs	February 2022	April 2022	(\$450)	\$
11	H4592 - LRCIP2 - Lees Road Western Section Gravel Road Upgrade	Division	10	Bridges	August 2021	December 2022	(\$450)	\$9
12	H9360 - LRCIP2 - Railway Street Service Road	Division	01	Landsborough	July 2021	August 2021	(\$030)	\$3 \$1
15	K1484 - LRCIP2 - Meridan Way Lighting	Division	03	Meridan Plains	November 2021	November 2021	(\$130) (\$250)	\$1
16	K1492 - LRCIP2 Spray Seal - Old Gympie Road Resurfacing	Division	01	Glass House Mounta	October 2021	October 2021	(\$250) (\$168)	\$2
16	K1493 - LRCIP2 Spray Seal - Bald Knob Road	Division	05	Peachester	October 2021	October 2021	(\$106)	¥
16	K1495 - LRCIP2 Asphalt - Mountain View Road	Division	05	Malenv	October 2021	October 2021	(\$100)	s:
				,			(\$402)	φJ
State	e Government						(\$12,501)	\$12,351
							(40.000)	
_	Queensland Transport and Roads Investment Program						(\$8,000)	\$6,784
17	H3747 - Mooloolaba Transport Corridor - D and C	Division	04	Mooloolaba		November 2023	(\$8,000)	\$6,7
_	Unite and Recover Stimulus Package - Agreement end date 30 June 2021						(\$1,675)	\$5,372
18	B4741 - Place Making Mooloolaba Master Plan	Division	04	Mooloolaba	February 2021	August 2021	1	
19	H9821 - Albany Lakes Park Sippy Downs Play Space Precinct Upgrade	Division	06	Sippy Downs	April 2021	July 2021	(\$1,600) (\$75)	\$5,3 \$
	······································					,	(\$75)	Ф
20	Bus Stop Shelter Program						(\$247)	
21	Passenger Transport Accessible Infrastructure Program						(\$679)	
22	Passenger Transport Infrastructure Investment Program						(\$145)	
	Transport Infrastructure Development Scheme						(\$210)	\$0
23	K1314 - Bli Bli State School Precinct Active TIIP	Division	09	Bli Bli	April 2022	May 2022	(\$200)	
24	K2436 - TIDS Talara School Precinct - Active TIIP	Division	03	Currimundi	July 2021	July 2021	(\$10)	
	South East Queensland Community Stimulus Program - Agreement end date 3	0 June 2024					(\$1,545)	\$196
25	H1670 - First Avenue Streetscape	Division	04	Maroochydore		November 2023	(\$100)	
26	H0956 - SEQCSP Moololaba to Alex Bluff Recreation	Division	04	Alexandra Headland			(\$100)	
28	H9957 - SEQCSP Buderim Village Park Buderim Stage 9	Division	07	Buderim			(\$150)	s
29	K1618 - SEQCSP Caloundra Indoor Sports Stadium - Roof Replacement	Division	02	Caloundra	January 2022	June 2022	(\$350)	s
30	K1898 - SEQCSP Parkyn Parade Pedestrian Facilities	Division	04	Mooloolaba	December 2021		(\$145)	5
31	K2259 - SEQCSP Albany Lakes Park Play Upgrade Stage 2	Division	06	Sippy Downs	August 2021		(\$250)	s
32	K2406 - SEQCSP Turner Park Beerwah Activation Stage 2	Division	01	Beerwah	February 2022	March 2022	(\$100)	
32	K2449 - SEQCSP North Shore Multi-Sports Complex	Division	08	Pacific Paradise		April 2022	(\$50)	
33	K2478 - SEQCSP Palmwoods Warriors Football Club	Division	05	Palmwoods	February 2022	March 2022	(\$50)	

8.6 AUDIT COMMITTEE MEETING 24 JANUARY 2022

File No:	Council Meetings
Author:	Acting Manager Audit & Assurance Office of the CEO
Appendices:	App A - Audit Committee Minutes - 24 January 2022 151 🗓 🛣

PURPOSE

To provide Council with a report on matters reviewed at the Audit Committee ("the Committee") meeting held on 24 January 2022 and recommendations made by the Committee to Council.

This report is provided in fulfillment of Council's obligations under section 105 of the *Local Government Act* 2009 and section 211 of the *Local Government Regulation* 2012.

This report also seeks Council's consideration of a specific recommendation of the Committee that the number of independent members of that Committee be increased to three people.

EXECUTIVE SUMMARY

Under section 105 (2) of the *Local Government Act 2009*, Council is required to establish and maintain an Audit Committee. Council's Audit Committee is currently comprised of Mr Mitchell Petrie (Independent Chair), Mr Pat McCallum (Independent Member), Councillor E Hungerford and Councillor J Natoli. Under Clause 6 of the Audit Committee Charter, the Committee meets (at a minimum) four times each year or as determined by Council or the Committee.

The agenda for the Committee meeting held on 24 January 2022 covered a wide range of matters including:

- an update report from the Chief Executive Officer
- a progress report on the Maroochydore City Centre project
- an update on the review of Council's asset management system
- notification by the Queensland Audit Office (QAO) of the finalisation of the 2020-2021 Financial Statements Audit process and planning for the process to apply for the audit of the 2021-2022 Financial Statements
- audit assurance reports and an assessment of the maturity of Council's risk management framework
- the outcomes of the self-assessment Audit Committee performance review
- membership of the Audit Committee
- the quarterly governance and risk report
- reports on a revised strategic risk register and workplace health and safety and
- an overview of the implementation of the recommendations arising from the Office of the Information Commissioner audit report.

The independent Chair of the Committee acknowledged the professional and comprehensive nature of the documents prepared for the meeting and thanked the Chief Executive Officer and Council staff for their efforts in this regard.

As part of its deliberations at this meeting, the Committee considered a review of the composition of Audit Committees in other south east Queensland Councils, in the context of the continuing growth trajectory of the Sunshine Coast and the increasing complexity of Council's business activities and operations. As a result, the Committee unanimously supported a recommendation to Council that the composition of the Committee be expanded to increase the number of independent members from two to three persons.

OFFICER RECOMMENDATION

That Council:

- (a) receive and note the report titled "Audit Committee Meeting 24 January 2022"
- (b) endorse the Audit Committee Minutes 24 January 2022 (Appendix A)
- (c) approve an amendment to the composition of the Audit Committee to increase the number of independent members to three persons and
- (d) authorise the Chief Executive Officer to commence a process to recruit the additional independent member of the Audit Committee.

FINANCE AND RESOURCING

Costs incurred in the 2021-2022 Financial Year in relation to the recruitment and appointment of an additional Committee member will be met from the existing Audit and Assurance Unit budget.

Ongoing additional costs associated with the annual remuneration for an additional independent member for the Committee (which is estimated at approximately \$8,250 excluding GST), will be considered as part of the 2022-2023 budget development process.

CORPORATE PLAN

Corporate Plan Goal:	Our outstanding organisation
Outcome:	We serve our community by providing this great service
Operational Activity:	S30 - Governance – providing internal leadership, legal opinion,
	governance and audit functions ensuring legislative accountability,
	transparency and ethical obligations are supported.

CONSULTATION

Councillor Consultation

Councillors E Hungerford and J Natoli (as members of Audit Committee) were present at the 24 January 2022 Audit Committee meeting. All Councillors received a copy of the Committee Agenda and papers in advance of that meeting.

Internal Consultation

- The Chief Executive Officer and all Executive Leadership Team members were present – either in person or online – at the Committee meeting and contributed to the development of the Committee Agenda papers.
- Coordinator Financial Accounting
- Coordinator Corporate Risk & Insurance
- Coordinator Integrity Management
- Manager Corporate Governance
- Head of People and Culture
- Manager Asset Management

External Consultation

The two independent members of the Committee and representatives of the QAO were present at the Committee meeting on 24 January 2022.

PROPOSAL

Under section 105 (2) of the *Local Government Act 2009*, Council (as a large local government) must establish and maintain an Audit Committee. The Act provides the Audit Committee has the following functions:

(a) monitors and reviews-

- (i) the integrity of financial documents; and
- (ii) the internal audit function; and
- (iii) the effectiveness and objectivity of Council's internal auditors; and
- (b) makes recommendations to Council about any matters that the Committee considers need action or improvement.

The Committee has no delegated decision-making authority. The Committee is, however, a source of independent advice to Council and the Chief Executive Officer.

The Committee is currently comprised of Mr Mitchell Petrie (Independent Chair), Mr Pat McCallum (Independent Member), Councillor E Hungerford and Councillor J Natoli.

The overall objective of the Committee is to assist Council and the Chief Executive to discharge their responsibilities, in particular:

- Corporate Governance and responsibilities in relation to the organisation's financial reporting, internal control structure, risk management systems and the external and internal audit functions
- maintain an independent and objective forum promoting transparency, accountability and an ethical culture throughout Council
- maintain open lines of communications with Council, Executive Management, External Audit and Internal Audit, to exchange information and views
- oversee and appraise the quality and efficiency of audits conducted by both the Internal and External Audit functions and
- ensure both the Internal and External Audit functions are independent and effective.

Under section 211 of the *Local Government Regulation 2012*, the Committee must provide Council with a written report about the matters reviewed at its meetings and make recommendations to Council on any matters the Committee considers need action or improvement. The Committee meets at least four times each year.

Audit Committee Meeting – 24 January 2022

The items of business reviewed by the Committee at its 24 January 2022 meeting are summarised in agenda sequence as follows:

Office of the CEO

Chief Executive Officer's Update

The Chief Executive Officer provided an organisational performance update for the period since the September 2021 Committee meeting. The report covers financial performance, operational plan activities and includes significant project achievements.

Maroochydore City Centre Project and Risk Management Update

The report provided an update on the Maroochydore City Centre Development Agreement executed on 18 November 2020, project risk, governance and a general project update. The report also provided an overview of the recommendations of the recent governance review of the roles of Council and SunCentral Maroochydore Pty Ltd, which were endorsed by Council at its Ordinary Meeting on 9 December 2021. It was agreed a progress report on the implementation of these recommendations would be provided to the Committee at its May meeting.

Asset Management Update

The Committee has been progressively updated in relation to Council's asset management activities, as well as the implementation of the Confirm Asset Information System Project. The last update to the Committee in September 2021 advised that an asset management review was in progress. The Committee was advised at the meeting on 24 January 2022 that the review of Council's asset management system has been finalised and an improvement plan has been developed. The Committee requested further status updates on the implementation of these recommendations at future meetings.

External Audit

Finalisation of Council's 2020/21 Financial Statements Audit Process

The Committee was advised the QAO has carried out its audit of Council's financial statements, including Council's controlled entities, for the year ended 30 June 2021 and has issued an unmodified audit opinion.

Planning for the 2021/22 Financial Statements Audit Process

The Committee was advised the QAO conducted its 2021/22 Planning Audit during December 2021 and issued their 2022 Draft External Audit Plan for the Committee's review and sign-off by the Chief Executive Officer. The Draft External Audit Plan was accepted by the Committee.

Audit and Assurance

Payroll – Superannuation, Higher Duties and Secondments (BDO Review)

The Committee was advised the recent review conducted by BDO identified a strong control environment over the accuracy of superannuation payments and some minor procedural improvements around higher duties and secondments.

Audit and Assurance Status Report

The Committee was advised that as at December 2021, the Internal Audit Unit's annual audit plan was around 40% complete. Three reviews have been finalised and three are underway. In terms of the status of 22 current audit recommendations, nine have exceeded their estimated completion dates. The Committee requested periodic status updates be provided by Council officers responsible for the implementation of recommendations when those recommendations become overdue.

Audit Committee Performance Review – Self Assessment

The Committee considered the results of the self-assessment evaluation, which indicate the Committee continues to operate at a high level with some potential to refine its composition, meeting administration and management information.

Audit Committee Membership

Section 210 (1) of the *Local Government Regulation 2012* and the Audit Committee Charter provide that the Committee must consist of at least three and no more than six members and:

- should include one, but no more than two, Councillors, and
- at least one member who has significant experience and skills in financial matters.

Currently, the Committee comprises four members - two Independent members and two Portfolio Councillors.

Recognising the forecast that the Sunshine Coast is projected to exceed 500,000 residents by 2041 and that this growth will increase the demand on Council services and operations, a review of audit committees across other south east Queensland (SEQ) Councils was conducted. The review found the larger SEQ Councils had at least three independent members on their respective Audit Committees and the number of independent members always exceeded the number of Councillors. In considering the outcomes of this review, the Committee determined unanimously to recommend to Council the number of independent members of the Sunshine Coast Council Audit Committee be increased from two to three persons.

Risk Maturity Assessment - LGMS

The Committee was advised of a high-level review of Council's risk management framework and risk management maturity, which was undertaken in line with the Local Government Mutual Services Regional Risk Coordinator Program. Overall Council's activities were determined to be adequate with some improvement recommendations designed to raise Council's overall level of maturity across all elements.

Governance Reporting

Strategic Risk Register Report

The Committee was briefed on the approach to reviewing strategic risk and the development of an updated list of 11 strategic risks, which was presented to the Executive Leadership Team on 23 November 2021 and to Council during a recent strategic budget workshop.

Of the 11 strategic risks identified the following five were identified as high priority risk areas:

- Asset Management
- Population Growth
- Major Projects Governance
- Financial Sustainability
- Natural Catastrophes / Climate Change

The Committee noted the intention to populate the revised risk register and the process of ongoing review with risk owners. The Committee sought a future report on the approach that is being taken to embed the consideration of the strategic risks in relevant Council processes.

Governance and Risk Report

The Committee received the quarterly Governance and Risk report which noted:

- Council's overall approaches to organisational governance and risk management that are being pursued in the COVID-19 operating environment, including implementation of several awareness strategies and mitigation techniques which have enabled Council to continue to achieve positive results across a broad spectrum of activities delivered
- An increase in the requests for further information and training from across the organisation under the Governance in Action Program, highlighting an alert organisation that is willing to ensure safe and appropriate processes and practices are followed
- Continuing monitoring of strategic and operational risks, including a recent review of Council's operational risk registers
- Updated complaints management data
- the Office of the Information Commission Compliance Audit for the *Right to Information Act 2009* and the *Information Privacy Act 2009* has now been tabled in the Queensland Parliament (this was the subject of a separate agenda item).

<u>Office of the Information Commissioner Compliance Audit Report – SCC Compliance with</u> <u>Right to Information Act 2009 and Information Privacy Act 2009</u>

The Committee was advised that in May 2021, the Office of the Information Commissioner commenced an audit into Sunshine Coast Council's compliance with the *Right to Information Act 2009* and the *Information Privacy Act 2009*. The audit has been finalised and its key recommendations and findings relate to:

- Council's strategic information management maturity model and supporting documented plans, policies and procedures to drive right to information and information privacy aims
- Staff training and education
- Administrative actions around website publication, templates, information assets and disclosures
- Privacy impact assessments and
- A coordinated approach to managing its surveillance systems (e.g. body worn cameras, CCTV) and associated policies, procedures and practices.

The Committee noted the actions taken by Council in response to the audit recommendations and requested that progress reports to the Office of the Information Commissioner on the implementation of the recommendations be shared with the Committee.

Workplace Health and Safety

The Committee was informed that for the reporting period, 1 April 2021 to 30 November 2021, there had been no cases of COVID-19 reported by Council employees. The Committee was also advised that an ongoing review process of COVID-19 workplace policies and associated control mechanisms have continued to ensure safety measures remain relevant and responsive to Public Health Directives, including those relating to the opening of the Queensland borders.

The Committee was also advised that in the reporting period from 1 July 2021 to 30 November 2021, there had been no Workplace Health and Safety Queensland Notifiable Incidents. For the same period, Council recorded:

- 92 incidents resulting in an injury or illness
- 32 incidents with a potential major risk consequence and
- 2 incidents with an actual major risk consequence.

Legal

This report to Council has been developed in fulfillment of Council's statutory obligations under the *Local Government Act 2009* and *Local Government Regulation 2012.*

Risk

Specific risks associated with each matter contained in the Committee Agenda reports have been raised and addressed in the briefings to the Committee.

Previous Council Resolution

Ordinary Meeting 12 November 2020 (OM20/124)

That Council:

- (a) receive and note the report titled "Audit Committee Meeting 6 October 2020" and
- (b) endorse the Audit Committee Minutes 6 October 2020 (Appendix A).

Related Documentation

- Audit Committee Agenda (Confidential), which was distributed electronically to all Councillors on 14 January 2022.
- Audit Committee Charter dated 11 August 2021

Implementation

Implementation of the Audit Committee resolutions, internal and external audit recommendations are overseen by the Chief Executive Officer and the Executive Leadership Team and monitored by the Audit Committee.



Minutes

Audit Committee

Monday, 24 January 2022

Council Chambers, 1 Omrah Avenue, Caloundra

AUDIT COMMITTEE MEMBERS

Councillor J NatoliDivision 4Councillor E HungerfordDivision 7Mr M PetrieExternal MMr P McCallumExternal M

Division 4 Division 7 External Member (Chair) External Member

24 JANUARY 2022

TABLE OF CONTENTS

ITEM		SUBJECT	PAGE NO
1		ARATION OF OPENING	5
2	RECORD OF ATTENDANCE AND LEAVE OF ABSENCE		
_			
3		MING OF CONFLICTS OF INTEREST	
	3.1	PRESCRIBED CONFLICTS OF INTEREST	6
	3.2	DECLARABLE CONFLICTS OF INTEREST	6
4	REPO	RTS	7
	4.1	OFFICE OF THE CEO	7
	4.1.1	CHIEF EXECUTIVE OFFICER'S UPDATE	7
	4.1.2	MAROOCHYDORE CITY CENTRE PROJECT AND RISK MANAGEMENT UPDATE	8
	4.1.3	ASSET MANAGEMENT UPDATE	9
	4.2	EXTERNAL AUDIT	10
	4.2.1	FINALISATION OF COUNCIL'S 2020/21 FINANCIAL STATE AUDIT PROCESS	
	4.2.2	PLANNING FOR THE 2021/22 FINANCIAL STATEMENTS A PROCESS	
	4.3	AUDIT AND ASSURANCE	12
	4.3.1	PAYROLL - SUPERANNUATION, HIGHER DUTIES AND SECONDMENTS (BDO REVIEW)	12
	4.3.2	AUDIT AND ASSURANCE STATUS REPORT	13
	4.3.3	AUDIT COMMITTEE PERFORMANCE REVIEW - SELF ASSESSMENT	14
	4.3.4	AUDIT COMMITTEE MEMBERSHIP	15
	4.3.5	RISK MATURITY ASSESSMENT - LGMS	16
	4.4	GOVERNANCE REPORTING	17
	4.4.1	STRATEGIC RISK REGISTER REPORT	17
	4.4.2	GOVERNANCE AND RISK REPORT	18

Sunshine Coast Regional Council

AC Minutes Page 3 of 21

24 JANUARY 2022

6	MEETING CLOSURE		.21
5 NEXT MEETING		MEETING	21
	4.4.4	WORK HEALTH AND SAFETY REPORT	.20
	4.4.3	OFFICE OF THE INFORMATION COMMISSIONER COMPLIANCE AUDIT REPORT - SCC COMPLIANCE WITH RIGHT TO INFORMATION ACT 2009 AND INFORMATION PRIVACY ACT 2009	.19

Please Note: The resolutions as shown in italics throughout these minutes are the resolutions carried by the Audit Committee.

Sunshine Coast Regional Council

AC Minutes Page 4 of 21

24 JANUARY 2022

1 DECLARATION OF OPENING

The Chair declared the meeting open at 9:02am.

Councillor J Natoli acknowledged the Traditional Custodians of the land on which the meeting took place.

2 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

AUDIT COMMITTEE MEMBERS

Councillor J Natoli Councillor E Hungerford Mr M Petrie Mr P McCallum Division 4 Division 7 External Member (Chair) External Member

COUNCIL OFFICERS

Chief Executive Officer Group Executive Built Infrastructure (Via Teams) Group Executive Business Performance (Via Teams) A/Group Executive Customer Engagement and Planning Services (Via Teams) Group Executive Economic and Community Development (Via Teams) A/Group Executive Liveability and Natural Assets\ A/Chief Strategy Officer Executive Manager Director - Major Projects and Strategic Property (Via Teams) Coordinator - Corporate Planning and Performance (Via Teams) Manager Asset Management (Via Teams) Coordinator Financial Accounting (Via Teams) Acting Manager Audit & Assurance (Via Teams) Coordinator Corporate Risk & Insurance (Via Teams) Coordinator Integrity Management (Via Teams) Head of People & Culture (Via Teams)

ATTENDEES

Engagement Manager Engagement Leader Regional Risk Coordinator -LGMS Associate Director Audit Queensland Audit Office Queensland Audit Office JLT Risk Solutions Pty Ltd BDO Australia

Sunshine Coast Regional Council

AC Minutes Page 5 of 21

24 JANUARY 2022

3 INFORMING OF CONFLICTS OF INTEREST

3.1 PRESCRIBED CONFLICTS OF INTEREST

Pursuant to Section 150EL of the *Local Government Act 2009*, no declarations of prescribed conflicts of interest were made during this meeting.

3.2 DECLARABLE CONFLICTS OF INTEREST

Councillor J Natoli notified the meeting of a Declarable Conflict of Interest in relation to Agenda Items:

- 4.3.5 Risk Maturity Assessment LGMS
- 4.4.1 Strategic Risk Register Report
- 4.4.2 Governance and Risk Report
- 4.4.3 Office of the Information Commissioner Compliance Audit Report Sunshine Coast Council compliance with the *Right to Information Act 2009* and the *Information Privacy Act 2009*

NOTIFICATION OF INTEREST

In accordance with s150EQ(2) of the *Local Government Act 2009,* Councillor J Natoli gave notice of a Declarable Conflict of Interest as follows:

Audit Committee members, I refer to my notification of a Declarable Conflict of Interest at the Ordinary Meeting of Council on 14 October 2021. As agenda reports 4.3.5, 4.4.1, 4.4.2 and 4.4.3 may relate to that previously notified interest, I will leave the meeting for these items.

Sunshine Coast Regional Council

AC Minutes Page 6 of 21

24 JANUARY 2022

4	REPORTS
-	

4.1 OFFICE OF THE CEO

4.1.1 CHIEF EXECUTIVE OFFICER'S UPDATE

File No: Council meetings

Author: Acting Coordinator - Corporate Planning and Performance Office of the CEO

EXECUTIVE SUMMARY

The Audit Committee is to consider a regular report from the Chief Executive Officer outlining Council's performance in delivering its corporate and operational plans.

In the period since the last report to the Audit Committee, Council has progressed a number of projects to advance our vision for the Sunshine Coast: Australia's most sustainable region. Healthy. Smart. Creative.

Committee Recommendation (AC22/1)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "*Chief Executive Officer's Update*".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 7 of 21

24 JANUARY 2022

4.1.2 MAROOCHYDORE CITY CENTRE PROJECT AND RISK MANAGEMENT UPDATE

File No:	Council meetings
Author:	Director – Major Projects and Strategic Property Office of the CEO

EXECUTIVE SUMMARY

This report provides an update on the Maroochydore City Centre Project. The report provides an update on the Maroochydore City Centre Development Agreement executed on 18 November 2020, project risk, governance and a general project update.

The information contained in this report is confidential as it relates to the implementation of aspects of a contractual arrangement with a third party for the development of land within the Maroochydore City Centre Priority Development Area (PDA) and other property related negotiations in the PDA. The disclosure of the information relating to a contractual arrangement with a third party would breach commercial confidentiality undertakings and the property related negotiations with other parties are yet to be finalised.

Committee Recommendation (AC22/2)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee

- (a) receive and note the report titled "Maroochydore City Centre Project and Risk Management Update" and
- (b) note an update will be provided to the May 2022 Audit Committee meeting on the implementation of the recommendations of the governance review.

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 8 of 21

24 JANUARY 2022

4.1.3 ASSET MANAGEMENT UPDATE

File No:	Council meetings

Author:	Manager Asset Management
	Built Infrastructure Group

EXECUTIVE SUMMARY

In September 2019, an update report was provided to the Audit Committee on the status of actions from an internal audit undertaken on Council's Asset Management Plans and Systems in January 2017.

The Audit Committee has been progressively updated in relation to Council's asset management activities, as well as the implementation of the Confirm Asset Information System Project. The last update to the Audit Committee was provided in September 2021 with advice that an asset management review was in progress.

This report provides an update on Council's asset management activities and the outcome of the asset management review.

Committee Recommendation (AC22/3)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee:

- (a) receive and note the report titled "Asset Management Update"
- (b) note that a final update on the ongoing asset management activities will be provided at the January 2023 Audit Committee Meeting and
- (c) note an interim report on the tracking of the asset management implementation plan is to be provided to the September 2022 Audit Committee Meeting.

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 9 of 21

24 JANUARY 2022

4.2 EXTERNAL AUDIT

4.2.1 FINALISATION OF COUNCIL'S 2020/21 FINANCIAL STATEMENTS AUDIT PROCESS

File No:	Council meetings
Author:	Coordinator Financial Accounting Business Performance Group

EXECUTIVE SUMMARY

The Queensland Audit Office (QAO) has carried out its audit of Council's financial statements, including Council's controlled entities, for the year ended 30 June 2021, and has issued an unmodified opinion.

Committee Recommendation (AC22/4)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "Finalisation of Council's 2020/21 Financial Statements Audit Process".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 10 of 21

24 JANUARY 2022

4.2.2 PLANNING FOR THE 2021/22 FINANCIAL STATEMENTS AUDIT PROCESS

File No:	Council meetings
Author:	Coordinator Financial Accounting Business Performance Group

EXECUTIVE SUMMARY

Queensland Audit Office (QAO) conducted their 2021/22 Planning Audit during December 2021 and have issued their 2022 Draft External Audit Plan for Audit Committee review and Chief Executive Officer sign-off.

Committee Recommendation (AC22/5)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "*Planning for the 2021/22 Financial Statements Audit Process*".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

24 JANUARY 2022

4.3 AUDIT AND ASSURANCE

4.3.1 PAYROLL - SUPERANNUATION, HIGHER DUTIES AND SECONDMENTS (BDO REVIEW)

 File No:
 Council meetings

 Author:
 Acting Manager Audit & Assurance

 Office of the CEO

EXECUTIVE SUMMARY

A review of superannuation payments, higher duties and secondments identified no significant issues and some minor improvement opportunities.

Committee Recommendation (AC22/6)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "*Payroll - Superannuation, Higher Duties and Secondments (BDO Review)*".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 12 of 21

24 JANUARY 2022

4.3.2 AUDIT AND ASSURANCE STATUS REPORT

File No: Council meetings

Author: Acting Manager Audit & Assurance Office of the CEO

EXECUTIVE SUMMARY

As at December 2021, the Internal Audit Work Plan is around 40% complete. Three reviews have been finalised and three are underway. There are currently 22 recommendations from previous audits being implemented, including nine which have exceeded their estimated completion dates.

Committee Recommendation (AC22/7)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee

- (a) receive and note the report titled "Audit and Assurance Status Report" and
- (b) request for periodic status updates to be provided by recommendation owners to the May 2022 Audit Committee Meeting in relation to overdue audit recommendations.

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 13 of 21

24 JANUARY 2022

4.3.3 AUDIT COMMITTEE PERFORMANCE REVIEW - SELF ASSESSMENT

File No:	Council meetings
Author:	Acting Manager Audit & Assurance Office of the CEO

EXECUTIVE SUMMARY

The self-assessment is based on better practice guidelines advocated by Queensland Treasury and the Queensland Audit Office. The survey was completed by eleven respondents consisting of Audit Committee Members, the Chief Executive Officer, Group Executives and Managers who attend meetings.

The results of the evaluation indicate that the Audit Committee continues to operate at a high level with some potential to refine its composition, meeting administration and management information.

Committee Recommendation (AC22/8)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "Audit Committee Performance **Review - Self Assessment**".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 14 of 21

24 JANUARY 2022

4.3.4 AUDIT COMMITTEE MEMBERSHIP

File No:	Council meetings
Author:	Group Executive Liveability & Natural Assets Group

EXECUTIVE SUMMARY

The Audit Committee is established in accordance with section 105 of the *Local Government Act 2009* and section 207 of the *Local Government Regulation 2012*.

The Audit Committee Charter outlines that the committee must consist of at least three and no more than six members and should include one, but no more than two, Councillors, and at least one member who has significant experience and skills in financial matters. Currently, the Audit Committee is comprised of four members - two Independent members and two Portfolio Councillors.

In recognition that the Sunshine Coast is forecast to exceed 500,000 residents by 2041, and that population growth will increase the demand on Council services including internal functions within the organisation such as Audit, a review of audit committee member composition across South East Queensland Councils has recently been conducted.

Committee Recommendation (AC22/9)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee:

- (a) receive and note the report titled "Audit Committee Membership" and
- (b) recommend to Council that Audit Committee Independent Member Membership be expanded from two to three members.

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 15 of 21

24 JANUARY 2022

4.3.5 RISK MATURITY ASSESSMENT - LGMS

File No:	Council meetings
Author:	Acting Manager Audit & Assurance
	Office of the CEO

EXECUTIVE SUMMARY

A high-level review of Council's risk management framework and risk management maturity was undertaken in accordance with the Local Government Mutual Services Regional Risk Coordinator Program. Overall Council's activities were determined to be adequate with some improvement recommendations designed to raise Council's overall level of maturity to Integrated across all elements.

Committee Recommendation (AC22/10)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee

- (a) receive and note the report titled "Risk Maturity Assessment LGMS" and
- (b) receive a six monthly update on the implementation of the road map, once its formed.

Carried unanimously.

Councillor J Natoli was absent for the discussion and vote on this item.

Sunshine Coast Regional Council

AC Minutes Page 16 of 21

24 JANUARY 2022

4.4 GOVERNANCE REPORTING

4.4.1 STRATEGIC RISK REGISTER REPORT

File No: Council meetings

Author: Coordinator Corporate Risk & Insurance Office of the CEO

EXECUTIVE SUMMARY

On 6 July 2021 Local Government Membership Scheme Queensland (LGMS) Regional Risk Coordinator Paul Bright presented a Strategic Risk Workshop to the Executive Leadership Team (ELT). The presentation included the focus on integration and leadership based on the Global Risk Report 2021 and the top 12 local government risks identified by LGMS.

Following the presentation, a consultation process commenced with the Executive Leadership Team and other key stakeholders to identify Council's most significant Strategic Risks.

A finalised list of 11 draft strategic risks was completed and presented to the Executive Leadership Team on Tuesday, 23 November 2021 as well as to Council during a recent strategic budget workshop. Of the 11 strategic risks identified the following five were identified as high priority risk areas:

- Asset Management
- Population Growth
- Major Projects Governance
- Financial Sustainability
- Natural Catastrophes / Climate Change

Committee Recommendation (AC22/11)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "*Strategic Risk Register Report*".

Carried unanimously.

Councillor J Natoli was absent for the discussion and vote on this item.

Sunshine Coast Regional Council

AC Minutes Page 17 of 21

24 JANUARY 2022

4.4.2 GOVERNANCE AND RISK REPORT

File No:	Council meetings
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Author:	Manager Corporate Governance
	Office of the CEO

EXECUTIVE SUMMARY

As Council progresses through the uncertainties presented from the ongoing COVID19 pandemic, opportunities to maintain sustainability, achieve accountability, transparency, responsiveness, and inclusiveness in decision making and Council's overall approaches to organisational governance and risk management have been pursued. Implementation of several awareness strategies and mitigation techniques have allowed Council to continue to achieve positive results across the broad spectrum of activities delivered.

The Governance in Action Program assists this approach by building employee awareness on the importance of good governance processes and practices. There has been a steady rise in the number of requests to the Branch for further information and training on a variety of topics due to an increase in concern and a willingness to manage identified risks within tolerance range. These requests highlight an alert organisation that is willing to ensure safe and appropriate processes and practices are followed.

Strategic and operational risks continue to be monitored and managed effectively. The recent review of Council's operational risk registers has highlighted an increase in understanding and awareness of risk knowledge across the organisation.

Complaint matters elevated to the Corporate Governance Branch continue to be actioned and analysed to assess the cause of each complaint and to identify any systemic concerns and relevant management action.

The Office of the Information Commissioner Compliance Audit for the *Right to Information Act 2009* and the *Information Privacy Act 2009* has now been tabled in the Queensland Parliament and the report is published online. The report identified 22 recommendations for business improvement opportunities and compliance across Council.

Committee Recommendation (AC22/12)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "Governance and Risk Report".

Carried unanimously.

Councillor J Natoli was absent for the discussion and vote on this item.

Sunshine Coast Regional Council

AC Minutes Page 18 of 21

24 JANUARY 2022

4.4.3 OFFICE OF THE INFORMATION COMMISSIONER COMPLIANCE AUDIT REPORT - SCC COMPLIANCE WITH RIGHT TO INFORMATION ACT 2009 AND INFORMATION PRIVACY ACT 2009

Author:	Coordinator Integrity Management
	Office of the CEO

EXECUTIVE SUMMARY

In May 2021, the Office of the Information Commissioner commenced an audit into Sunshine Coast Council's compliance with the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

Recommendations and findings relate to:

- Council's strategic information management maturity model and supporting documented plans, policies and procedures to drive right to information and information privacy aims
- Staff training and education
- Administrative actions around website publication, templates, information assets and disclosures
- Privacy impact assessments and
- A coordinated approach to managing its surveillance systems (e.g. body worn cameras, CCTV) and associated policies, procedures and practices.

The Audit Report has been completed and was tabled in Parliament on the 30th November 2021.

Committee Recommendation (AC22/13)

Moved: P McCallum Seconded: Councillor E Hungerford

That the Audit Committee receive and note the report titled "Office of the Information Commissioner Compliance Audit Report - SCC Compliance with Right to Information Act 2009 and Information Privacy Act 2009".

Carried unanimously.

Councillor J Natoli was absent for the discussion and vote on this item.

Sunshine Coast Regional Council

AC Minutes Page 19 of 21

24 JANUARY 2022

4.4.4 WORK HEALTH AND SAFETY REPORT

File No:	Council meetings
Author:	Head of People & Culture Business Performance Group

EXECUTIVE SUMMARY

Since July 2021, there has been a continuation of COVID-19 controls implementation. There have been no positive cases of COVID-19 reported by Council employees through to 30 November 2021. Ongoing consultation has occurred to ensure safety controls remain relevant and responsive to Public Health Directives and the opening of the Queensland borders.

Workplace Health and Safety Queensland Notifiable Incidents

Since July 2021, there has been no notifiable incidents.

Safety Performance

From July until end November 2021, there has been:

- 92 incidents resulting in an injury or illness
- 32 incidents with a potential major risk consequence and
- 2 incidents with an actual major risk consequence.

Committee Recommendation (AC22/14)

Moved: P McCallum Seconded: Councillor E Hungerford

That Audit Committee receive and note the report titled "Work Health and Safety Report".

Carried unanimously.

Councillor J Natoli was absent for the vote on this recommendation.

Sunshine Coast Regional Council

AC Minutes Page 20 of 21

24 JANUARY 2022

5 NEXT MEETING

The next Audit Committee Meeting will be held on 23 May 2022.

6 MEETING CLOSURE

The meeting closed at 12:02pm.

Confirmed 23 May 2022.

CHAIR

Sunshine Coast Regional Council

AC Minutes Page 21 of 21

9 NOTIFIED MOTIONS

10 TABLING OF PETITIONS

Petitions only eligible for submission if:

- * Legible
- * Have purpose of the petition on top of each page
- * Contain at least 10 signatures
- Motion limited to:
 - Petition received and referred to a future meeting
 - Petition received and referred to the Chief Executive Officer for report and consideration of recommendation
 - Petition not be received

11 CONFIDENTIAL SESSION

12 NEXT MEETING

The next Ordinary Meeting will be held on 24 March 2022.

13 MEETING CLOSURE