

Related Documentation

Ordinary Meeting

Thursday, 27 February 2025

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Sunshine Coast Council
Corporate Plan
2025-30



Sunshine Coast Council Corporate Plan 2025-30

Item 8.2
Ordinary Meeting
27 February 2025



Community themes – what we heard



Community



Liveability



Transport



Economy



Sustainable growth



Council governance




Natural environment

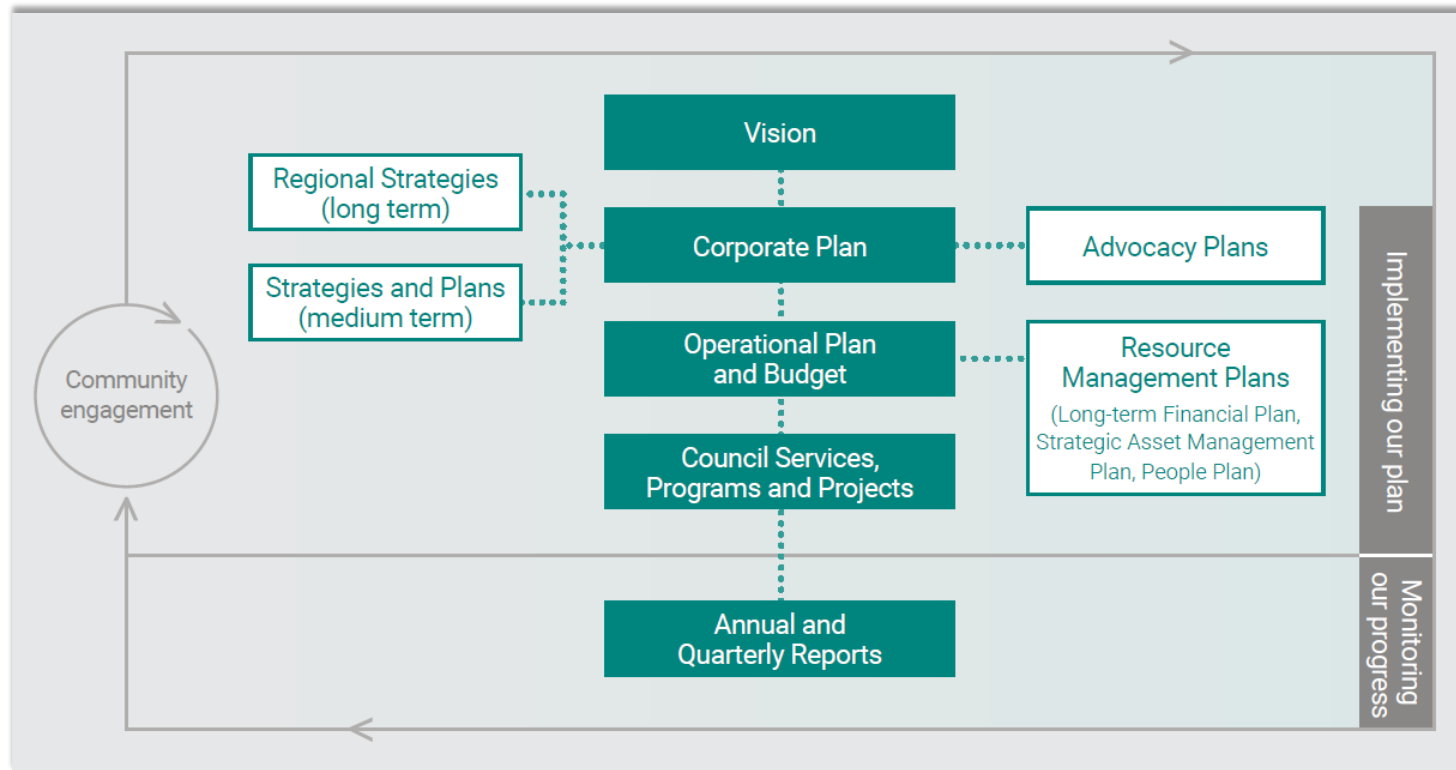
Corporate Plan on a page

Our vision
**Australia's most sustainable region.
 Connected. Liveable. Thriving.**

Our goals

<p>Strong community </p> <p>Strategic pathways:</p> <ul style="list-style-type: none"> ■ Healthy, active communities ■ Vibrant communities ■ Inclusive communities ■ Connected, resilient communities ■ Creative, innovative communities 	<p>Environment and liveability </p> <p>Strategic pathways:</p> <ul style="list-style-type: none"> ■ Clever planning, good design ■ Natural assets, distinctive landscapes ■ Sustainable living ■ Well-planned infrastructure ■ Innovative and sustainable 	<p>Resilient economy </p> <p>Strategic pathways:</p> <ul style="list-style-type: none"> ■ Leadership, sustainability and equity ■ Investment and growth ■ Business retention and expansion ■ Innovation, technological advancement and scaling up ■ Talent and skills ■ A major and regional event destination
<p>Managing for growth </p>	<p>Strategic pathways:</p> <ul style="list-style-type: none"> ■ A safe, efficient and integrated transport network ■ Smart and sustainable mobility ■ Well-managed community assets ■ Well-defined land use and settlement patterns 	
<p>Organisational excellence </p>	<p>Strategic pathways:</p> <ul style="list-style-type: none"> ■ Sustainable service delivery ■ Build community trust ■ Be a great place to work ■ Achieve high performance ■ Climate ready organisation 	

Implementing our plan and monitoring progress





Sunshine Coast Council Complaints Management (Administrative Action) Strategic Policy

Item 8.3

Ordinary Meeting
27 February 2025



Background



In accordance with the *Local Government Act 2009* (Section 268) (the Act), Queensland Local Governments must adopt a process for resolving complaints relating to administrative actions.

An administrative action complaint relates to an action taken by Council, for example:

- (a) A decision, or a failure to make a decision, including a failure to provide a written statement of reasons for a decision
- (b) An act, or a failure to do an act
- (c) The formulation of a proposal or intention and/or
- (d) The making of a recommendation.

Matters NOT considered by this policy

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
Complaints against or about Councillors conduct (including the Mayor) - refer to the Investigation Policy – Councillors	A Councillor does not correctly disclose and/or manage an interest in a matter	Office of the Independent Assessor
A resolution of Council including decisions about rating categories	Complaint regarding adopted fees and charges Complaint regarding property ratings	Refer to the Queensland Ombudsman if there is evidence that Council has not followed correct processes or did not follow relevant council policy and procedures Queensland Ombudsman Office
Complaints about the Chief Executive Officer – refer to council’s complaints about the Chief Executive Officer Policy	Conduct of the Chief Executive Officer	Complaints about the Chief Executive Officer

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
Matters that have been previously finalised, i.e. Those matters for which an internal review has been completed and outcome determined	Complaint has already been the subject of an internal review.	Queensland Ombudsman Office
Disputes about the merits of planning approvals and building development approvals	<ul style="list-style-type: none"> • Refusal of a building development application; challenging a decision notice from a private building certifier refusing the application in line with the Council’s recommendation or swimming pool fences • Not in agreement with the outcomes of a private certifier 	Queensland Government Development Tribunal or Queensland Planning and Environment Court Queensland Building and Construction Commission

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
Appeals of court decisions or matters before the courts or other tribunal	Appeal of court decision regarding development application (DA)	Queensland Government Development Tribunal or Queensland Planning and Environment Court
A decision made under a local law which is not reviewable in accordance with Sunshine Coast Regional Council Local Law No. 1 (Administration) 2011, Part 6	Penalty infringement notices for an offence against a local law (i.e. parking fine)	Queensland Government State Penalty Enforcement Registry (SPER) Queensland Magistrates Court

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
A decision made by Council's insurer	Refusal of an insurance claim made against Council	Local Government Mutual Services (external insurance provider) Queensland Civil and Administrative Tribunal (QCAT) under \$25,000
Civil neighbour disputes	Boundary fence disputes, torts, trespass or airspace intrusions (including misuse of drones)	Queensland Police Service (QPS) Queensland Civil and Administrative Tribunal (QCAT) Australian Government Civil Aviation Safety Authority (CASA)

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
Matters that fall within the jurisdiction of another level of government	Social housing, health care or roads which are not maintained by Council	Relevant State or Federal Government Department, i.e. Department of Housing and Public Works, Queensland Health or Transport and Main Roads
Matters for which the statute of limitations on civil litigation has expired	Personal injury claim - 3 years from date of cause of action Defamation - 1 year from the date of the publication of the matter	Seek independent legal advice. Legal Aid Queensland Queensland Civil and Administrative Tribunal (QCAT)

MATTER	EXAMPLE	ALTERNATE COMPLAINT AVENUE
Adverse impacts associated with Council's use and / or application of artificial intelligence systems	Cyber security breaches, privacy breach	<u>Queensland Government Office of the Information Commissioner</u>
Allegations of suspected harm or risk of harm to a child	Incident takes place at a Council managed playground involving a child	<u>Queensland Police Service</u>
Matters that may involve criminal offences	Vandalism, theft or a compromise of safety	<u>Queensland Police Service</u>

Principles of this policy



The following principles inform the application of this policy:

- Fair and equitable
- Zero tolerance of abuse
- Access and inclusion
- Objective and consistent
- Responsive and Efficient
- Compliance with the law

Thank you



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Financial Performance Report

January 2025

Item 8.5



January 2025 Operating Result

- Council's operating result at the end of January 2025 of \$194.8 million is above the current budget by \$2.2 million.
- The variance consists of:
 - Revenue above budget by \$1.6 million
 - Expenses below budget by \$538,000

January 2025 Operating Result

Revenue

General Rates \$1.3 million lower than year-to-date budget

Cleansing charges \$1.3 million higher than year-to-date budget

Resource Recovery Recyclables \$1.4 million higher than budget

January 2025 Operating Result

Expenditure

Contracts for Waste \$1.6 million and Digital and Information Services \$562,000 under budget

Levy Projects **below budget** for Environment Levy and Transport Levy

January 2025 Capital Program Result

Capital Works Program has progressed 56.8%

- **\$147.7 million** of Council's \$260.1 million Capital Works Program has been financially expended.
- **\$87.1 million** of the \$152.4 million Core Capital Works Program has been spent which is 57.2% of the budget

Cash Flows and Balance Sheet

Council Cash

- Council's cash at 31 January is **\$127.4 million**

Council Debt

- Council's debt at 31 January is **\$433.8 million**
 - *Debt repayment made during August \$12.6 million*
 - *Second debt repayment scheduled for February 2025*
- Anticipated new borrowings for 2024-25 are **\$23.2 million**

Investment Performance

Investments

- Council currently has 1 term deposits totalling \$10 million
- Term deposits mature within 179 days
- Weighted average interest rate return of 4.9%

Financial Performance Report

Risk

The 2024-25 budget has been developed to ensure long term financial sustainability for the Sunshine Coast region. A key element to long term financial sustainability is achieving the targeted operating result.

The following items need continued attention:

- The achievement of revenue targets
- The delivery of the \$9.9 million in savings initiatives included in the operating result, of which \$8.1 million is attributed to the Employee Vacancy Rate.

Failure to achieve the budgeted operating result will negatively impact Council's financial sustainability both in the short term and long term.

Continued monitoring of the delivery of the capital works program within budgeted scope and cost.

Officer Recommendation

That Council receive and note the report titled “January 2025 Financial Performance Report”

Thanks for your time



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