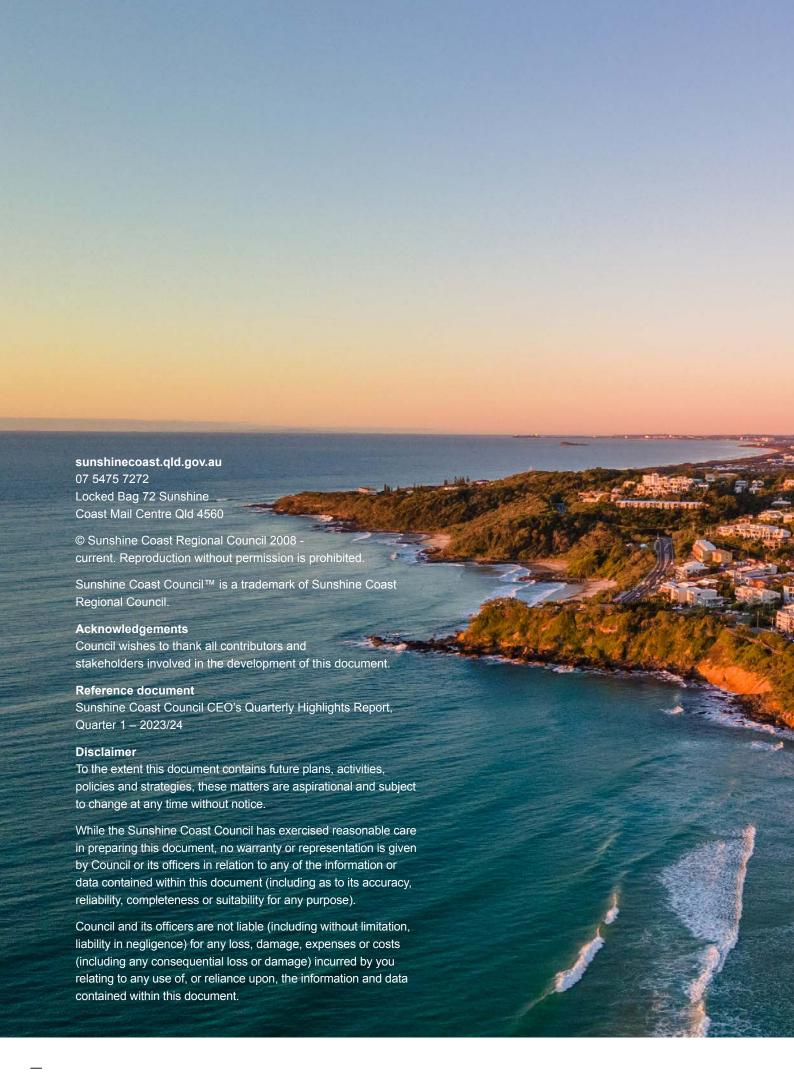
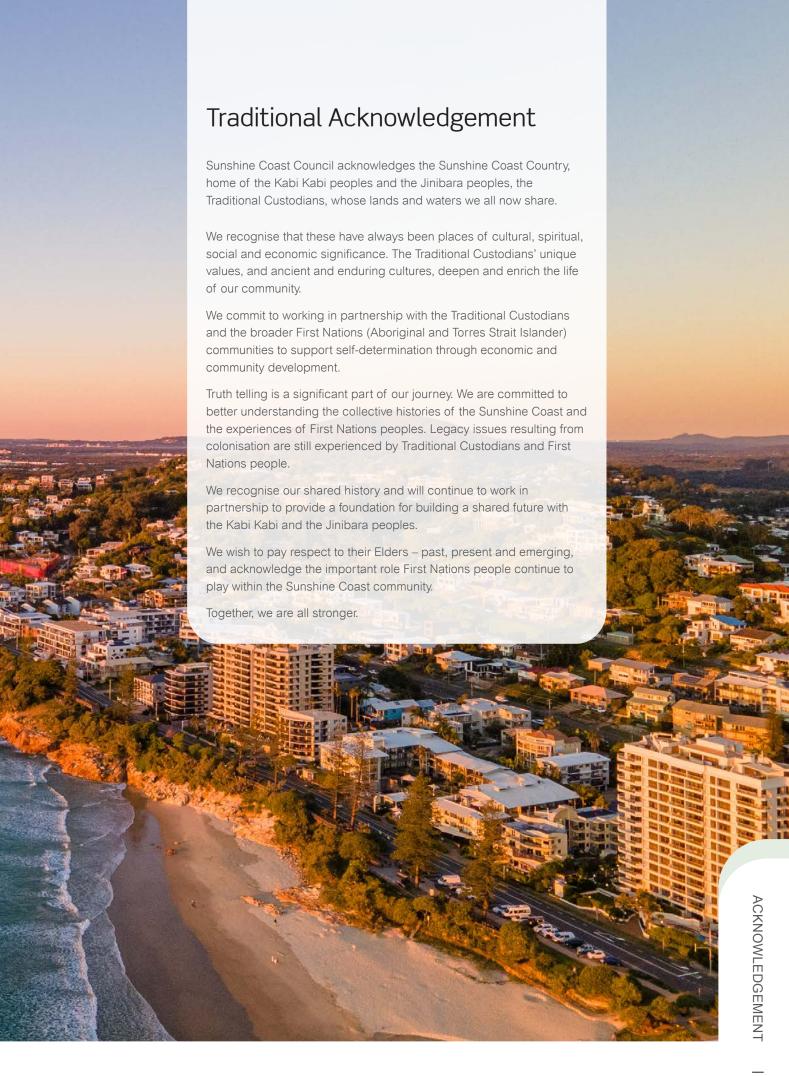


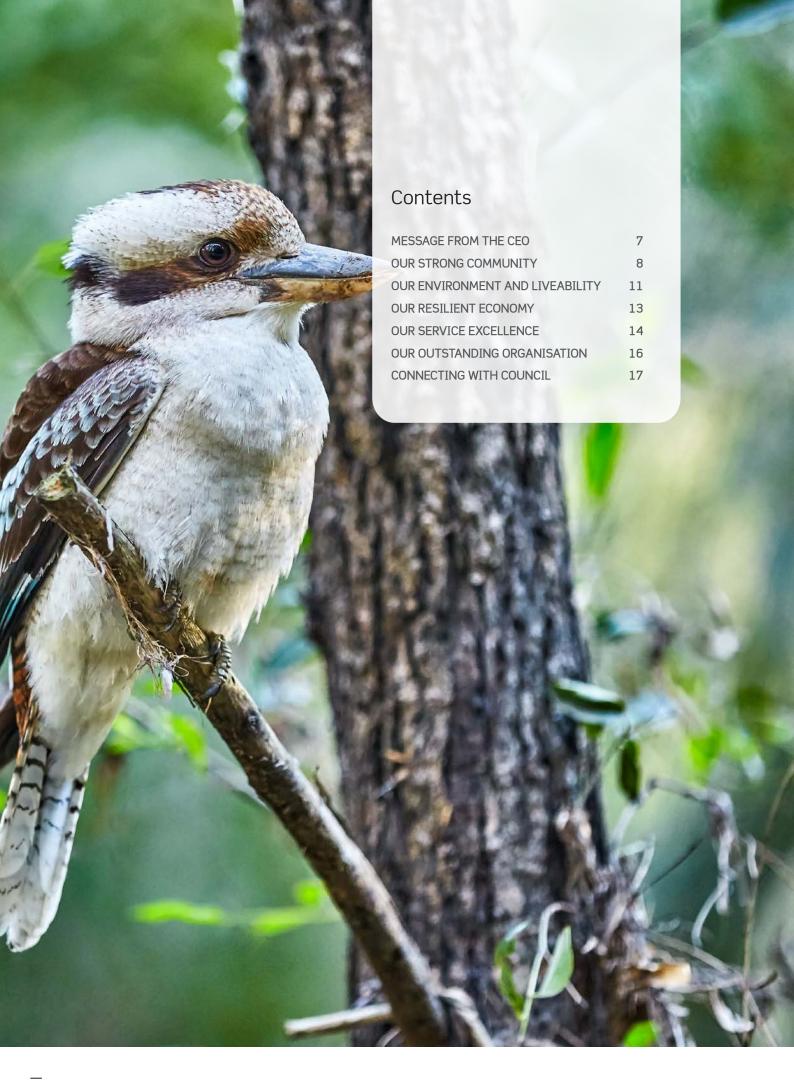


Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 1 – 2023/24







Message from the CEO



Emma Thomas
Chief Executive Officer

As Council kicks off a new financial year, we also commence the delivery of a new Operational Plan inclusive of new priority activities for the financial year. These activities are aligned to our corporate goals and help us advance our vision for the future as Australia's most sustainable region. Healthy. Smart. Creative.

Our vision for our region provides a clear and balanced strategic direction for our employees and partners as were work together with our community, businesses and industries as well as other tiers of government to ensure provide the services and programs required now and into the future.

This quarter we progressed a number of important planning initiatives, including the Sunshine Coast Housing and Homelessness Action Plan which was adopted by Council in July 2023 as a response to the significant housing affordability challenges and increased levels homelessness currently being experienced on the Sunshine Coast, and across

South East Queensland. This crucial plan builds on Council's existing commitments and establishes new initiatives directed at strong advocacy and achieving more support for our community and a more secure housing future.

In July, Council also endorsed the Sunshine Coast Ecological Park Master Plan which provides an opportunity to restore the 65-hectare site adjoining Mary Cairncross Scenic Reserve, which in recent history had been utilised for farming. The park will enhance the conservation and recreation credentials of the Sunshine Coast for both our residents and visitors to enjoy and will deliver lasting environmental, social, and economic benefits to the entire region. Our community completed approximately 700 surveys and written submissions and participated in almost 300 face-to-face interactions across the three consultation phases which informed this final Master Plan. The land parcel is within the Mountain View Major Green Space, one of the Sunshine Coast's five major green spaces which Council is protecting to preserve our environment, respond to climate change and provide spaces for people.

Our Sunshine Coast major events continue to play a vital role in creating jobs and stimulating economic activity across our region, supporting tourism and the long-term brand development of the Sunshine Coast. The Sunshine Coast Major Events Strategy 2018-2028 (2023 refresh) was adopted in August and includes a new

emerging events category, a focus on attracting more diverse events to ensure a balanced portfolio and leveraging legacy opportunities from the Brisbane 2032 Olympic and Paralympic Games. This 2023 strategy refresh will help to support the region in realising its full potential in the major events sector.

Vital to the delivery of any event and importantly, the safety and connectivity of our region, is well planned road infrastructure. This quarter, the \$40 million Mooloolaba Transport Corridor Upgrade project reached a significant milestone with the completion of the traffic lanes and footpaths for stages 2 and 3. Users are now benefiting from increased and wider traffic lanes. upgraded intersections, enhanced provisions for cyclists and the new Mayes Canal Bridge. This key piece of infrastructure is helping to improve connectivity to one of our many treasured precincts on the Sunshine Coast and will be utilised by residents and visitors for years to come.

There are many more fantastic highlights mentioned throughout this progress report and I encourage you to read on and find out more how Council is working with our partners to advance our healthy, smart, creative region.

Emma Thomas
Chief Executive Officer



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



146,476

people attended community events at Council's venues



230,155

attendances to Council owned aquatic centres



95%

customer satisfaction with library and cultural programs



377

community grant applications awarded, allocating more than \$3 million for the quarter

Community and cultural development and partnerships

Housing and homelessness

A momentous step forward to improve the Sunshine Coast's housing and homelessness response has been outlined in the Sunshine Coast Housing and Homelessness Action Plan 2023. The plan was adopted at the Ordinary Meeting in July 2023 as a response to the significant housing affordability challenges and increased levels of homelessness the region, and more broadly South East Queensland is experiencing.

The plan has been prepared to advance Council's advocacy and facilitation role and investigate opportunities to deliver affordable housing and extend our support for homelessness in our community. This plan reinforces Council's commitment to facilitating affordable and diverse housing options and building our capacity in responding to homelessness on the Sunshine Coast.

NAIDOC Week

The National Aborigines' and Islanders' Day Observance Committee (NAIDOC) Week Flag Raising event was held at Nambour Forecourt on 5 July 2023 and provided a wonderful opportunity to recognise and celebrate the vital role that our Elders play in our communities and families as Custodians of cultural knowledge and wisdom, trailblazers, nurturers, advocates, teachers, survivors, leaders and loved ones.

Kabi Kabi Traditional Custodian, Lyndon Davis, warmly welcomed everyone on country. Zeke Davis delivered a fantastic theme address from a young person's perspective, recognising our Elders and the importance of learning and passing down of cultural knowledge and local stories. Christine Thomas (chair of Sunshine Coast First Nations Network Group) and Vernon Corporal (Queensland Police Liaison Officer) hosted the event, Gubbi Gubbi Dance Troupe shared traditional performances, and community partners Saltwater Eco Tours and Deadly Espresso provided refreshments for guests.

Creative Arts

To articulate Council's pivotal role in developing and supporting an environment in which the creative arts can flourish, Council adopted the Sunshine Coast Creative Arts Plan 2023-2038 at the Ordinary Meeting in August 2023.

The vision for the plan is that the Sunshine Coast is alive with arts, culture and creativity, providing a roadmap to guide Council's future priorities, programs and investment in the arts.

Horizon Festival

Horizon Festival 2023 opened to an explosion of drums, dance and glitter. The 10-day multi-arts festival was in full swing, bringing art, music, comedy and more across the Sunshine Coast.

Highlights included the sell out of several programs including Circus Wonderland, Dirty Laundry and Homegrown. Of specific note was

the Dawn Awakening event at Stumers Creek at Coolum Beach, which attracted a record audience of 2000 people.

Horizon Festival provided a range of capacity building benefits for artists and the local arts sector, featuring 168 events delivered by 490 local and visiting artists which attracted approximately 25,000 attendees.

Beach accessibility

Sunshine Coast beaches are becoming more accessible, with new beach matting minimising barriers and improving beach and ocean accessibility for people in wheelchairs, as well as parents with prams, people with vision impairment, on crutches, or with walkers.

Beach matting, a wheelchair and life jackets have been made available at Dicky Beach Surf Lifesaving Club for a three-month trial from September 2023. This is the third location added to the accessible beach program, with Mooloolaba and Coolum also providing this service.

Community Venues

Venue 114 attracted and successfully hosted a diverse range of events, which saw 15,597 attendees through the doors, along with a further 19,652 patrons attending events at the Kawana Island Meeting Place and Coolum Civic Centre.

The Events Centre hosted 21,996 patrons across 44 events during the quarter. Key events included:

- Frozen Sunshine Coast Youth Theatre
- · Merryatrics It's a Musical World
- Neil Diamond Show
- · Hans Disco Spektakular.

Disaster Management

This quarter Council has focussed on training and exercising Local Disaster Coordination Centre staff members to refresh skills and ensure staff are up to speed with the latest procedures and are available during the upcoming storm and fire season. Council's Disaster Hub has also been updated to improve user experience, including

more information sources, with key information displayed as you enter the site.

Libraries

Libraries continue to grow the engagement with the community with increased visitors, collection usage and program attendance. Libraries also continue to progress projects to improve and grow the service.

To celebrate NAIDOC week:

- Libraries hosted an outdoor screening of The Sapphires at the Sunshine Coast Stadium
- 339 First Nations library cards were handed out to new and existing members across the library service.

Other program highlights this quarter include:

- The online program Rhymes with Ryan had Auslan translations added to make them accessible to the deaf community
- 123 adult programs delivered to over 1746 attendees
- 82 Lifelong Learning sessions with 1029 attendees (28% increase in sessions, 38.49% increase in attendance from the previous quarter).

There were 111 active volunteers providing 2148 hours of their time, which is a 15% increase of hours. This increase was due to the commencement of tax help throughout Caloundra, Kawana and Coolum libraries.

Lifeguards

The Surf Life Saving Queensland five-year Service Plan was endorsed at the Ordinary Meeting in July 2023 and as part of this, the new Happy Valley Beach lifeguard service commenced on 16 September 2023.

The 2023/24 Surf Life Saving Summer Season was launched at Mooloolaba Beach on 15 September 2023.

Public Lighting

Council provided technical advice for the Shelly Beach lighting retrofit project. The project outcomes will be recorded and summarised in a brief report that will be used as a case study for the Federal Government to demonstrate the implementation of the National Light Pollution Guidelines for Wildlife.

Council is progressing an audit on existing public lighting service levels, which is used to assess and adjust lighting levels to achieve compliance and implement dimming strategies for energy efficiency.

Roads, Cycleways and Pathways

Council has secured the approval for five new School Transport Infrastructure Program projects, securing over \$610,000 in grant funding. These projects are directed towards the enhancement of pedestrian safety around schools and promoting active transportation for students.

The Queensland Reconstruction Authority, Reconstruction of Essential Public Assets claim for the February 2022 flood event has moved into the delivery phase with several landslip remediations complete and contracts awarded for most of the remaining works.

Sporting Facilities

The Sunshine Coast Stadium hosted the England Women's Football team, the Lionesses for a 10-day camp in July 2023, before the FIFA Women's World Cup 2023. An open training session was held with approximately 2500 community members in attendance.

Other highlights from Council's sporting facilities include:

- A free community access pass to aquatic centres for those in the community who are displaced from housing and require showers has been formalised.
- Two free Matilda's live sites, Australia vs
 France on 12 August 2023 with 1000 people
 in attendance, and Australia vs England on 16
 August 2023 with 2500 people in attendance
- South Sydney Rabbitohs took on the Brisbane Broncos on 21 July 2023 with a sold-out crowd

of 8931

- The stadium hosted their first ever National Rugby League Women's game between the Brisbane Broncos and Sydney Roosters with a crowd of 2832
- The thirteenth and last Touch Football Australia National Youth Championships was on 27-30 September 2023 with approximately 12,000 attendees
- The fourth and final Queensland Oztag tournament for 2023 was held on 28-30 July 2023 with approximately 12,000 attendees
- The final Sunshine Coast Falcons home game of the 2023 season was held on 5 August 2023 with 3365 attendees
- The Sunshine Coast Expo was on 22-25 September 2023 with approximately 10,000 attendees
- The AFL Masters Carnival was held from 30 September – 7 October 2023. It's the first time the region has hosted the National Carnival since 2011, with over 1200 players to descend on Maroochydore to vie for the title of becoming AFL Masters National Champions.



Our Environment and Liveability

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



4833 hectares

of landscape and garden beds maintained



490

wheelie bins of weeds removed by 906 volunteers with the Community Nature Conservation Program



10,439 hectares

managed for conservation under the Sunshine Coast Land for Wildlife program



1767 MWh

of power generated from Council's landfill Renewable Energy Facility in Caloundra, with an associated reduction in greenhouse gas emissions of 31,304 tonnes

Beaches, foreshores, coastal infrastructure and canals

Major boat ramp upgrade

Construction has commenced on a new easy-access ramp and 36 car-trailer parks at Outrigger Island, Minyama, on the stunning Mooloolah River. The new facility has been designed to alleviate pressure off the popular Parkyn Parade, Mooloolaba and La Balsa Park, Buddina boat ramps and will assist in meeting community demand for boat launching facilities.

Bushland Conservation and habitat

Kids in action

The annual Kids in Action, Kids Teaching Kids Conference was held at Maroochy Regional Bushland Botanic Gardens on 6 September 2023.

The award-winning Kids in Action program encourages students to take responsibility for their learning through the planning and delivery of environmental projects. Over 200 students from over 20 schools attended the event. The event provided an opportunity for the kids to learn from

each other, through workshops, displays and performances under the theme of BiospHEROs.

Virtual fauna fence

A line of 100 discreet green posts have been dotted along Ninderry Road, Ninderry to make a unique and low-impact wildlife deterrent called a 'virtual fauna fence'. Each post is equipped with a special device that is activated at dawn and dust, when animals are most active, by detecting the light from oncoming headlights. The unique device then emits a low sound to warn wildlife of approaching traffic. The sound is designed to hold the animal's attention long enough for them to pause before crossing the road with the aim to reduce the number of car and wildlife collisions.

Tree planting

Implementation of Council's Street Tree Master Plan progressed with a total of 961 trees planted throughout the quarter, including four Councillor's 'Free Tree' days.

Other highlights for the quarter include:

- Bushcare volunteers planted 7400 trees, shrubs and ground covers over 3 months, equating to 82 plants per day.
- · 295 volunteers attended the Doonan Planting

Festival, with 2750 stems planted

 46 volunteers attended the Honey Farm Community Planting, with 500 stems planted

Land acquisition

The acquisition of a portion of 3175 Old Gympie Road, Mount Mellum was finalised, adding 16 hectares to the East Mount Mellum Nature Refuge and further expanding our Sunshine Coast Conservation Estate.

Recreation parks, trails and facilities

Buderim Village Park

Buderim Village Park was nominated for an International Green Flag Award and will be visited by judges to conduct the evaluation process in October 2023. The International Green Flag recognises the provision and management of high-profile parks to industry best practice methods.

Sunshine Coast Ecological Park Master Plan

The vision to create an ecological wonder and restore a pasture site to rainforest and wetland ecosystems is now a step closer to reality thanks to the endorsement of the Sunshine Coast Ecological Park Master Plan in July 2023.

The plan provides long-term guidance to aid future planning, staged implementation, and successful operation of the ecological park.

The park seeks to deliver nature-based recreation, education and research, whilst protecting, celebrating and restoring the sites inherent environmental, natural and cultural heritage values.

Point Cartwright Reserve and La Balsa Park Master Plan

A stunning coastal reserve that attracts thousands of people a day will be managed and enhanced to ensure it can cope with its soaring popularity. The Point Cartwright Reserve and

La Balsa Park Master Plan was endorsed at the Ordinary Meeting in August 2023, after working closely with the community and independent specialists.

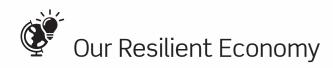
Some of the key features of the plan include, enhanced environmental protection, improved facilities and enhanced accessibility and recreational opportunities.

Sustainable growth and network planning

Flood mapping and information

Sunshine Coast residents can now access the most accurate flood mapping and information available online, after updates were endorsed at the Ordinary Meeting in September 2023.

Council has a range of flood mapping tools to inform emergency preparedness as well as land use planning and building our region's resilience. To find out more, visit https://www.sunshinecoast.gld.gov.au/development/development-tools-and-guidelines/flood-mapping-and-information.



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



\$6.6 million

in revenue for Sunshine Coast holiday parks



4275

businesses accessed specialist advice and information



75,947

guests attended 22 major events, which generated approximately \$44.7 million in economic activity for the region



\$87 million

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

Economic development

Major Events Strategy

The Sunshine Coast Major Events Strategy 2018-2028 (2023 refresh) was endorsed at the Ordinary Meeting in August 2023. The region's major events portfolio has grown significantly over the past decade, achieving notable successes. The refreshed strategy provides a five-year framework to continue this success and seeks to maximise the value of major events to the economy and to the region.

2023 Mayor's Telstra Innovation Awards

The 2023 Mayor's Telstra Innovation Awards Live Awards and Pitch Night was delivered on 20 July 2023 at Mooloolaba TAFE. Three winning teams and an Emerging Entrepreneur were chosen after 13 student teams pitched to four judges in front of 130 people.

RoboRAVE Australia

RoboRAVE Australia attracted a record-breaking 1100 competitors and 140 volunteers. For the first time the event marked international participation with teams from China, the Philippines, and Ecuador joining a total of 500 teams from across Queensland. The Sunshine Coast was represented by 42 local teams across 27 schools.

The event was supported by Council, promoting the uptake of robotics and coding through staff and student training days, school visits and a range of fun competitions. Initiatives such as RoboRAVE address youth skill development for future and emerging industries.

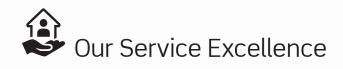
Circular economy

The ASPIRE circular economy program has continued to deliver great outcomes across the quarter for our region with:

- 1544 tonnes of carbon emission savings
- 3877 tonnes of waste diverted from landfill
- · 141 resources exchanged, and
- \$458,323 in savings.

Holiday Parks

Council's holiday parks operated at an averaged 95% occupancy for the quarter, hosting over 31,000 visitors. Strong winter bookings, leading into high demand for the September school holiday period, have contributed to the very positive result.



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



94%

of development applications assessed within statutory timeframes



Over **77,000** customers were assisted through the development and customer contact centres



1945

building approvals issued with a construction value of \$628 million



\$6.7 million

invested into our local road network to rehabilitate and resurface 7.2kms of road with a total area of 60,331m² for the safety of our community

Cemeteries

Preparation of community engagement for the Kulangoor Cemetery Master Plan review 2023 has been finalised with the draft concept master plan open to the community for feedback. In addition, Council is currently seeking nominations for membership on the 2023 Kulangoor Master Plan Community Reference Group.

Customer and community relations

Customer satisfaction remained high this quarter with:

- 93% of customers finding contacting Council easy
- 94% of customers found the interaction with the customer contact officer good or better.

Development services

Council has continued to see a steadying of development activity in the region, associated with increases in interest rates, changes in development market appetite and impacts of construction costs, supply chain and resourcing issues.

Council's latest 2022/23 Development Indicators Report is now available on Council's website, providing information on development activity and trends for the Sunshine Coast region.

Local amenity and local laws

Council continued with a range of education and regulation activities both proactively and in response to feedback from the community. Some of the highlights from the quarter included:

- The Responsible Pet Education Program engaged with over 3434 community members through 13 public events, 45 community education sessions, 13 Smart Paws Kindy visits and 7 Smart Paws Junior visits
- Undertaking workshops with the State Government to share knowledge and streamline responses to illegal dumping complaints and investigations
- Enhancing the data collection and reporting tools for the Illegal Dumping Program to help inform proactive monitoring and education programs
- Education stalls at the Sunshine Coast Show, Queensland Garden Expo and Kenilworth Show to help the community understand treatment options, impacts and Council services related to feral animals and pest plants.

Public Health

Mosquito Taskforce

The South East Queensland Mosquito Taskforce met this quarter. The taskforce provides a valuable opportunity for information sharing, consisting

of councils from South East Queensland and regional areas, Local Government Association of Queensland, the State Government and Queensland Health. The taskforce was initially set up in response to the Japanese Encephalitis Virus outbreak in 2022. Council continues to monitor for Japanese Encephalitis through weekly mosquito sampling to inform responses at a state level.

National food standards

Queensland Health have made a number of changes for food business operators, relating to food handler training and food safety measures. These changes are being rolled out across Australia under the National Food Standards Code and will commence on 1 December 2023. Council has communicated with all licensed food businesses and continues to offer ongoing assistance.

Quarries

The quarry planned sales increased due to high demand. Production of fill and material for the waste facilities commenced in August 2023, saving an excess of \$250,000.

The quarries expression of interest was released to market via Qtenders on 9 September 2023 for a period of 3 months.

Road network management

Caloundra Transport Corridor Upgrade

A key milestone was achieved for the Caloundra Transport Corridor Upgrade project this quarter with the project progressing to detailed design.

Service location and investigation activities are continuing in preparation for an anticipated construction commencement in early 2024.

Mooloolaba Transport Corridor Upgrade

The \$40 million Mooloolaba Transport Corridor Upgrade has reached a significant milestone with the completion of Stages 2 and 3 of the project. This section of the upgrade saw Brisbane Road, from Walan Street to Kyamba Court, increase from two to four lanes. It included the signalisation

of the Foote Street intersection with Brisbane Road as well as the construction of a new four lane bridge across Mayes Canal. These works benefited from a \$12 million investment from the Federal Government through the Infrastructure Investment Program.

Blackall Street, Woombye streetscape

Construction works were completed, and an opening event was held for the Blackall Street, Woombye streetscape. Project works included footpath upgrades, road works, a new raised crossing and landscaping. This project was delivered as part of Council's streetscape capital works program and is jointly funded by the State Government.

Maple Street Maleny

Maple Street Maleny Streetscape concept design proposed four key areas for improvement within Maple Street. Community engagement to gain feedback on the concept design concluded in August 2023 and indicated overall support for the project. The project is now entering detailed design stage.



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



189

offers of employment for the quarter



1896

number of Council Full Time Equivilent employees

Digital information services

Council has delivered a new enterprise Digital Plan 2023-2027, supporting our outstanding organisation by maintaining a sustainable organisation that is well placed to respond to the needs of our growing region.

The Digital Plan is also an enabler for our service excellence by optimising our services through operational excellence, digital enablement, and agile delivery models.

Financial and procurement services

Council's 2023/24 adopted budget provides a strong financial outlook, maintaining Council's financials within the recommended financial sustainability metrics, while also delivering services and key infrastructure for the region. Council's Long Term Financial Model is consistent with the most recent revision of the 2023/24 budget, with a review of forward years required to ensure financial sustainability is maintained.

To assist ratepayers through the bi-annual rate run that was undertaken in July 2023, Council continued to offer interest-free payment arrangements for those who made appropriate arrangements by the due date.

Fleet management

Work has progressed on an Electric Vehicle Transition Plan that is analysing several scenarios for Council passenger and light fleet. The analysis will consider the total cost of ownership, both capital and operational, the associated emission reductions, expected market availability as well as the demand for charging infrastructure required to support Council's transition to electric vehicles.

Governance

Following the successful delivery of the inaugural Sunshine Coast Infrastructure Summit on 2 June 2023, a further industry roundtable was held on 13 September 2023 to refine the outcomes of the ideas generated through the Summit, identify priorities over delivery time horizons to 2050 and confirm the key themes for the infrastructure classes that have been identified. Work continues on the development of a longer-term prioritised infrastructure plan for the region.

Awards

Awards allocated during the quarter include:

- Women in Technology (WiT) 2023 Public Sector Excellence Award - Highly Commended, Carole Licht
- International Economic Development Council (IEDC) Excellence in Economic Development Awards 2023 - 'Give your Business a Boost of Vitamin SC (Sunshine Coast) Video Series':
- Gold Winner for 'Multimedia/Video Promotion'
- Gold Winner for 'Paid Advertising Campaign'.

Connecting with Council

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

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

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

Follow Council on:











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

Contact us via MyCouncil online anywhere, anytime to ask a question, report a problem, lodge a request or provide your feedback. Complete an online form or chat with a Customer Service Officer using Council's SMS, or request a callback service from 9am-4.30pm Monday to Friday or email mail@ sunshinecoast.qld.gov.au.

Customer contact counters are open 8.30am-4.30pm Monday to Friday in Caloundra, Maroochydore and Nambour, for visits in person, or by phone on (07) 5475 7272. For after-hours emergencies, Council receives calls 24 hours a day, seven days a week.

We encourage you to visit <u>sunshinecoast.qld.gov.au.</u>

