


# Sunshine Coast Council CEO's Quarterly Highlights Report

Quarter 2 – 2022/23



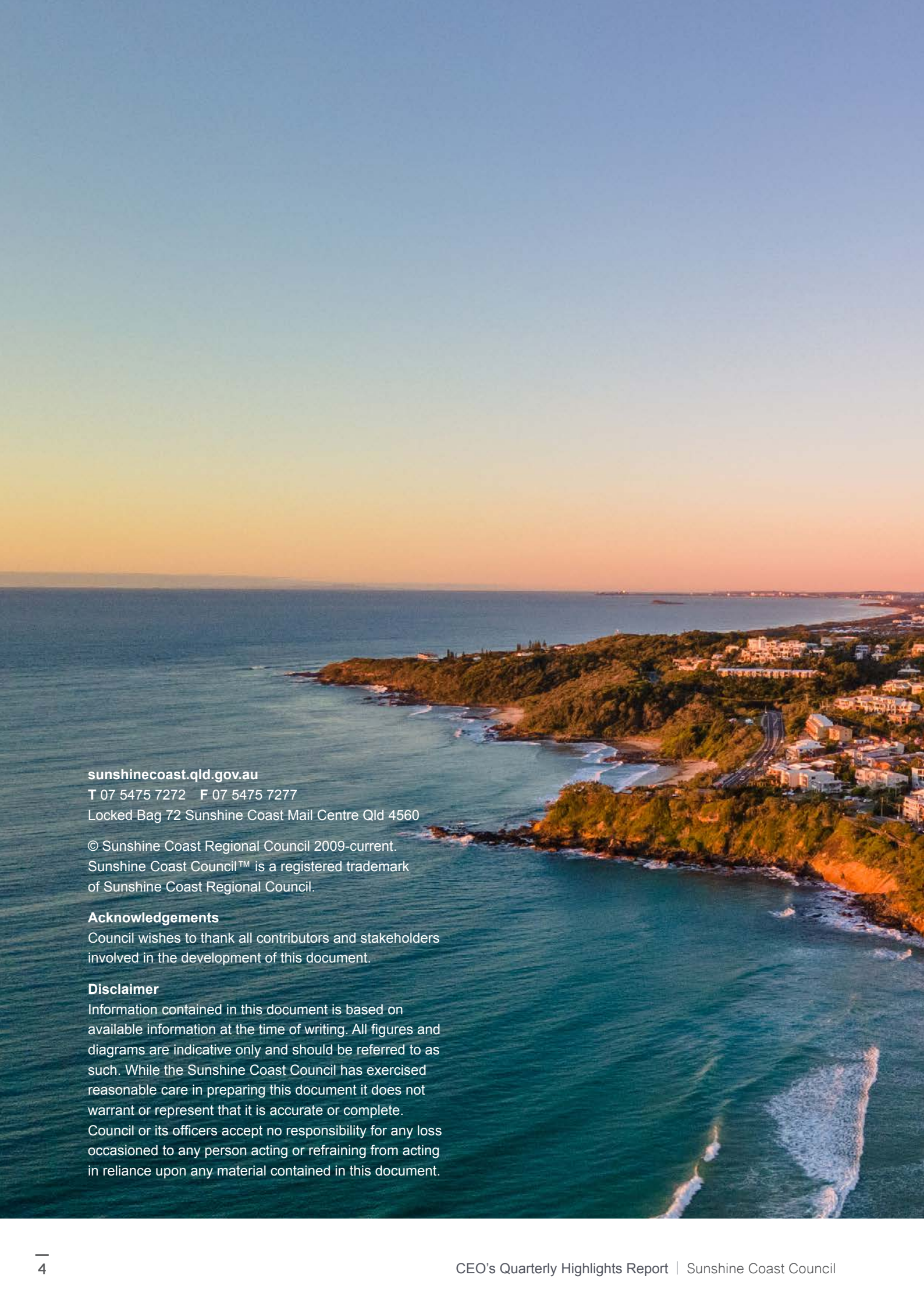




The background of the page features a series of flowing, wavy lines in various shades of green, creating a sense of movement and depth. These lines are more prominent on the left side and fade towards the right.

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An aerial photograph of a coastal town at sunset. The sky is a gradient of blue and orange. The ocean is a deep blue with white waves crashing against the shore. A road winds through the town, which is built on a hillside. The town has many houses and buildings, some of which are lit up. The water is a deep blue, and the waves are white. The overall scene is peaceful and scenic.

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#### **Acknowledgements**

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

#### **Disclaimer**

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# Traditional Acknowledgement

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

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

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

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

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

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

Together, we are all stronger.





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# Message from the CEO



**Emma Thomas**  
**Chief Executive Officer**

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

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

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

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

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

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

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

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

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

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

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

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

**Emma Thomas**  
**Chief Executive Officer**



## Our Strong Community

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



**157,700**

people attended community events at Council's venues



**291,344**

attendances to Council owned aquatic centres



**91%**

customer satisfaction with library and cultural programs



**491**

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

### Community and cultural development and partnerships

#### Freedom-of-entry to Caloundra

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

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

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

#### Excellence in Engagement Recognised

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

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

The Excellence in Engagement Framework

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

#### Sunshine Coast First Nations Supplier Day

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

#### Migrant Work Ready and Business Ready programs

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



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

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

### **Migrant Learn to Swim and Beach Safe Program**

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

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

### **Grants to our community**

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

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

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

## **Community Venues**

### **Venue 114**

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

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

### **The Events Centre**

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

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

## **Disaster Management**

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

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

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



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

## Libraries

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

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

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

## Lifeguards

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

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

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

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

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

## Roads, cycleways and pathways

### Coastal Pathway

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

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

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

### New 'eco' boardwalk

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

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



## 2022 flood damage repair work

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

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

## Sporting facilities

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

Other event highlights from Council's sporting facilities include:

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

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





## Our Environment and Liveability

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



**5891 hectares**

of landscape and garden beds maintained



**382**

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



**10,252 hectares**

managed for conservation under the Sunshine Coast Land for Wildlife program



**1351 MWh**

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

### Beaches, foreshores, coastal infrastructure and canals

#### Beach-boosting Trial

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

The project commenced in November and involved a Trailing Suction Hopper Dredger importing 60,000m<sup>2</sup> of sand from Spitfire channel and placing it in the water, approximately 300 metres off the beach.

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

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

### Bushland Conservation and habitat

#### Landholder Environment grants

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

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

#### Community planting events

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

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

#### Mary Cairncross Discovery Centre

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

### Recreation parks, trails and facilities

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



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

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

Other notable projects for the quarter include:

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

## Rivers, streams, estuaries and water bodies

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

### The Regional Erosion and Sediment, Education and Trial

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

## Stormwater drainage

Highlights for the quarter include:

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

## Sustainable growth and network planning

### Population Assessment Model

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

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

### Cool Urban Forests

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

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

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

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

### **Mooloolaba Transport Corridor Upgrade**

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

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

### **Caloundra Transport Corridor Upgrade**

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

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





## Our Resilient Economy

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



**\$5.9 million**

in revenue for Sunshine Coast holiday parks



**19,520**

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



**2589**

businesses accessed specialist advice and information



**\$75 million**

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

### Economic development

#### Place Activation

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

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

#### Regional Economic Development Strategy 2013-2033

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

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

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

#### Holiday Parks

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

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



## Our Service Excellence

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



**88%**

of development applications assessed within statutory timeframes



**63,044**

customers assisted through the development and customer contact centres



**2006**

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



**\$7.2 million**

invested into our road network to rehabilitate and resurface 59.6kms of road with a total area of 358,845m<sup>2</sup> for the safety of our community

### Cemeteries

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

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

### Customer and community relations

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

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

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

Additional customer service results for contacting Council include:

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

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

### Development services

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

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

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



## Local amenity and local laws

### ParkSmart program

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

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

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

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

### Education and regulation activities

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

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

## Public health

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

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

## Quarries

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

## Waste and resource management

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

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



## Our Outstanding Organisation

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



114

offers of employment for the quarter



5

final award placements received during the quarter

### Sunshine Coast City Hall

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

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

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

### Financial and procurement services

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

### People and Culture

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

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

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

### Awards

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



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

Council was also highly commended for two projects, including:

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

# Connecting with Council

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

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

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

## Follow Council on:



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

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

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

We encourage you to visit [sunshinecoast.qld.gov.au](http://sunshinecoast.qld.gov.au)







Our region.  
**Healthy.  
Smart.  
Creative.**

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