

Operational Plan 2011-2012

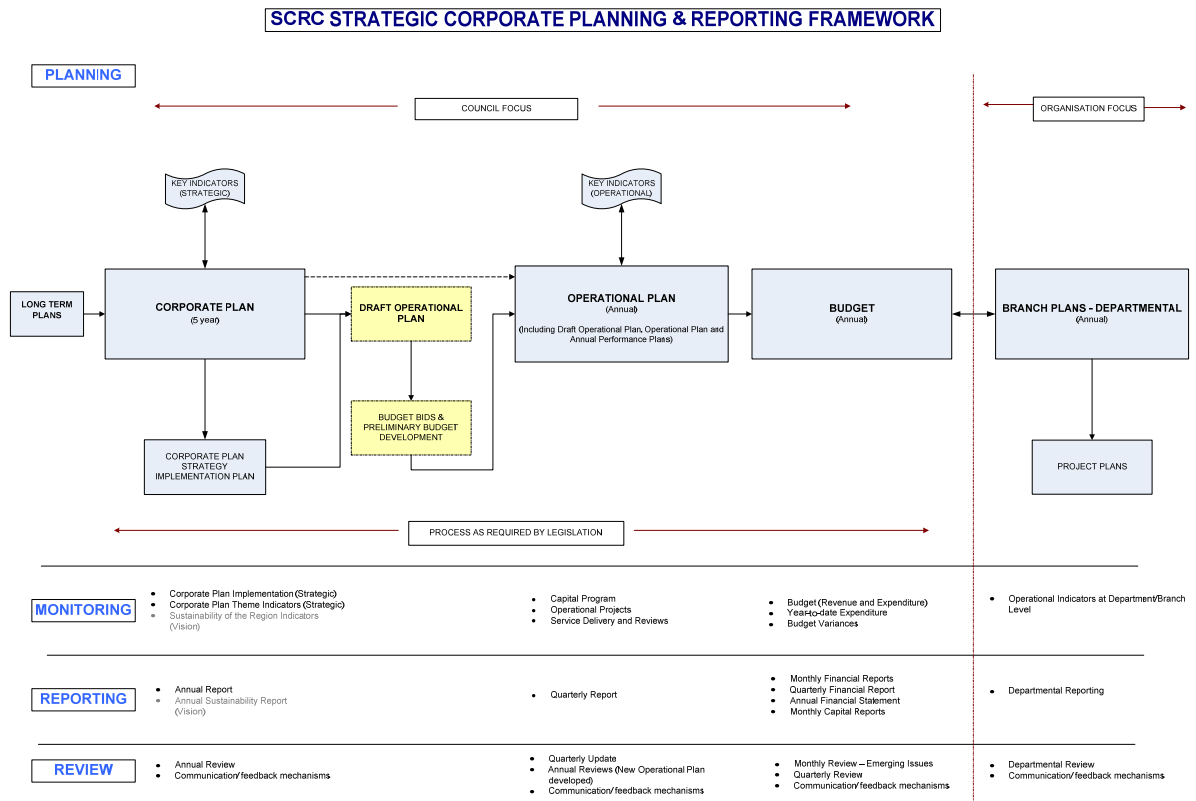
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FOREWORD

About the Operational Plan

The Operational Plan 2011-12 is a significant document in Sunshine Coast Council's strategic corporate planning framework, and is Council's third Operational Plan under the current Corporate Plan 2009-2014.



The Operational Plan 2011-12 reflects Council's continued commitment to achieving Council's vision of being: *Australia's most sustainable region – vibrant, green, diverse*. The Operational Plan focuses on key projects and activities for the next twelve months, consistent with Council's Corporate Plan and overall strategic direction.

The Operational Plan and Annual Budget have been developed simultaneously to ensure that key priorities for the financial year are consistent and comply with requirements under the Local Government Act and Regulations.

Council has had a focus on strong financial management and community needs in developing the Operational Plan and Annual Budget. In balancing these factors and the continuation of core service delivery, Council has committed to investing in much needed infrastructure and community projects that have immediate benefits for current and future residents of the Sunshine Coast. The Operational Plan reflects these projects and activities.

Components of the Operational Plan

The operational plan illustrates the corporate plan strategies, activities, projects and performance indicators for Council over the next 12 months. The information is presented under the Corporate Plan 2009-2014 themes:

1. Robust economy
2. Ecological sustainability
3. Innovation and creativity
4. Health and wellbeing
5. Social cohesion
6. Accessibility and connectedness
7. Managing growth
8. Great governance

Integrating the Operational Plan

Council integrates activities and services from the Operational Plan into each Department's Branch Plans, Service Snapshots and Profiles. Each department is then ultimately responsible for the delivery of their allocated activities and services.

Monitoring the Operational Plan

Key indicators are used to monitor implementation of the Operational Plan. The indicators are used to measure the status and achievement of activities and projects against the following criteria:

- a) on time;
- b) within budget; and
- c) quality standard (where applicable)

Reporting on performance is through a Quarterly Progress Report and the Annual Report. Both reports are public documents which are presented to Council and made available to the community.

Managing Operational Risks

The Operational Plan takes into account Council's planned implementation of an Enterprise Risk Management Framework based on International Standard ISO 31000. The framework will allow identification, assessment and reporting on strategic, operational and project based risks and opportunities.

The framework is a holistic model for managing risks and opportunities at all levels of the organisation and is consistent with Council's legislative obligations.

Robust economy

1.1 A broad economic base

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
1.1.1	Develop and implement a regional economic development strategy that focuses on both; the current economic drivers of the region and opportunities for the future	Economic Development	Finance and Business
1.1.2	Build alliances and partnerships to develop the economy of the region with businesses and government agencies	Economic Development	Finance and Business
1.1.3	Facilitate the development of the region's knowledge-based economy in particular the creative, health, environmental, leisure and sporting sectors	Economic Development	Finance and Business
1.1.4	Encourage and help to establish sustainable business clusters	Economic Development	Finance and Business
1.1.5	Actively examine carbon trading opportunities for council and the region	Environment Policy	Regional Strategy and Planning
1.1.6	Work with partners to develop initiatives that attract investment, business, careers and jobs to the region	Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Promoting the region - lead a coherent approach to promoting the region as a competitive business investment location		Economic Development	Finance and Business
Health Sciences Business and Industry Precinct - work with Queensland Government agencies, RDA Sunshine Coast and the private sector to identify opportunities to develop a world class health sciences business and industry precinct in conjunction with the development of the Sunshine Coast University Hospital.		Economic Development	Finance and Business
Carbon Reporting Project - implement a carbon reporting project and audits to achieve carbon neutral planning outcomes		Environment Policy	Regional Strategy and Planning

Robust economy

1.2 Support for local businesses

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
1.2.1	Create attractive and viable urban and hinterland centres	Strategic Planning	Regional Strategy and Planning
1.2.2	Provide local business development services	Economic Development	Finance and Business
1.2.3	Ensure a council regulatory environment which is business friendly and considerate of business needs	Community Response	Community Services
		Corporate Governance	Finance and Business
		Development Services	Regional Strategy and Planning
		Strategic Planning	Regional Strategy and Planning
1.2.4	Ensure council's procurement policies support local businesses and help generate local employment	Commercial and Procurement	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Local business assistance - develop and maintain procurement policies, strategies and education programs that assist local business win Council business and generate local employment		Commercial and Procurement	Finance and Business
Building & Plumbing Services - continue to implement building and plumbing services for regulatory, development compliance and auditing programs		Development Services	Regional Strategy and Planning
Business Information Services - to enable existing businesses in the region to expand their market potential, improve their profitability and better address supply chain issues.		Economic Development	Finance and Business
Business and Tourist Areas - review and implement plans to create and revitalise business and tourist areas across the region		Strategic Planning	Regional Strategy and Planning
Footpath Dining - review and develop new operational guidelines for Footpath Dining and Trading		Community Response	Community Services
New Local Laws Training - training and development of standard operating procedures for new Local Law implementation		Community Response	Community Services

Robust economy

1.3 Infrastructure for economic growth

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
1.3.1 Facilitate the delivery of key infrastructure projects for our preferred economic growth		Economic Development	Finance and Business
		Infrastructure Policy	Regional Strategy and Planning
1.3.2 Identify and safeguard adequate land for economic and industry development		Strategic Planning	Regional Strategy and Planning
1.3.3 Develop the Sunshine Coast Airport as a significant aviation precinct and regional economic driver		Sunshine Coast Airport	Finance and Business
1.3.4 Partner with the University of the Sunshine Coast to deliver the Sippy Downs Business and Technology Precinct		Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Maroochydore CBD- establish the governance arrangements and investor attraction strategy to promote and develop Maroochydore as the principal activity centre for the region		Economic Development	Finance and Business
Sunshine Coast Infrastructure Plan and Program - develop a program		Infrastructure Policy	Regional Strategy and Planning
Trunk Infrastructure Investment - advocate for capital investment in essential trunk infrastructure.		Infrastructure Policy	Regional Strategy and Planning
Major Development Areas - provide professional advice and input into infrastructure programs and agreements for the major development areas		Infrastructure Policy	Regional Strategy and Planning
Ecologically Sensitive Design - review and implement guidelines		Strategic Planning	Regional Strategy and Planning
Continue to identify opportunities to increase volume and frequency for existing and new routes		Sunshine Coast Airport	Finance and Business
Develop and implement strategies to increase non-aeronautical passenger revenue		Sunshine Coast Airport	Finance and Business
Develop business plan and strategy for the Sunshine Coast Aerospace Precinct		Sunshine Coast Airport	Finance and Business
Environmental Management Plan - implement initiatives		Sunshine Coast Airport	Finance and Business
New Runway Strategy - implement as per Council agreed timeframes		Sunshine Coast Airport	Finance and Business

Robust economy

1.4 A sustainable tourism industry

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
1.4.2 Develop and implement a regional major events strategy		Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Major Events Strategy - complete and begin implementation		Economic Development	Finance and Business

Robust economy

1.5 A strong rural sector

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
1.5.1	Develop and implement a regional rural futures strategy	Economic Development	Finance and Business
1.5.2	Strengthen rural industry by safeguarding agricultural land and advocating for sustainable agricultural practices	Strategic Planning	Regional Strategy and Planning
1.5.3	Assist with the establishment of local rural-based fresh food business clusters	Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Rural Futures Strategy - finalise and report to council by December 2011		Economic Development	Finance and Business
Canelands Master Plan - develop a master plan to provide an economic future for the Canelands		Economic Development	Finance and Business

Ecological sustainability

2.1 The impact of climate change

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.1.1	Research and understand the impact of climate change on council's operations and the region's environment and communities	Environment Policy	Regional Strategy and Planning
2.1.2	Develop and implement adaptive action plans to respond to climate change	Environment Policy	Regional Strategy and Planning
2.1.3	Research, develop and implement a plan for council to become a carbon neutral organisation	Environment Policy	Regional Strategy and Planning
2.1.4	In partnership with government and the community, develop and implement energy transition and greenhouse gas reduction strategies for the region	Environment Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Sustainability Advisory Panel (SAP) & Energy Transition Project Reference Group (ETPRG) - facilitate and continue the groups		Environment Policy	Regional Strategy and Planning
Climate Change and Peak Oil Strategy - implement, monitor and report to council in relation to activities planned for 2011-2012		Environment Policy	Regional Strategy and Planning
Energy Transition Plan - coordinate the implementation of the plan		Environment Policy	Regional Strategy and Planning

Ecological sustainability

2.2 Our natural environment preserved for the future

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.2.1	Engage with the community to assist with the protection of our environment through sustainable practices and resource minimisation	Environmental Operations	Infrastructure Services
2.2.2	Develop and implement partnership programs to preserve and rehabilitate natural ecosystems	Environmental Operations	Infrastructure Services
2.2.3	Prepare and implement an environmental levy policy and program that focuses on identified strategic needs	Environment Policy	Regional Strategy and Planning
2.2.4	Take a proactive approach to the protection of our natural environment including the use of statutory powers	Environment Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
New Development compliance - implement and audit new developments to ensure compliance with environmentally relevant conditions		Development Services	Regional Strategy and Planning
Environment Levy and Land Acquisition Program - implement and review the endorsed current year program		Environment Policy	Regional Strategy and Planning
Vegetation Protection - develop and investigate new vegetation protection mechanisms for the new Planning Scheme		Environment Policy	Regional Strategy and Planning
Fire Management - review and implement the regional fire management program for Council's Natural Area Estate		Environmental Operations	Infrastructure Services
Natural Area Estate Management - develop, implement, review and validate adaptive service level frameworks for the maintenance and enhancement of ecological and recreational values of Council's Natural Area Estate on a regionally consistent basis		Environmental Operations	Infrastructure Services
Community Conservation Programs - develop, implement, review and validate adaptive service level frameworks for the delivery of community conservation programs on a regionally consistent basis		Environmental Operations	Infrastructure Services

Ecological sustainability

2.3 Viable ecosystems that maintain biodiversity values

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.3.1 Prepare and implement a regional biodiversity strategy		Environment Policy	Regional Strategy and Planning
2.3.2 Protect and expand our ecological conservation areas		Environment Policy	Regional Strategy and Planning
2.3.3 Define, maintain and, where possible, create wildlife corridors		Environment Policy	Regional Strategy and Planning
		Environmental Operations	Infrastructure Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Biodiversity Strategy - implement, monitor and report to council in relation to activities planned for 2011-2012		Environment Policy	Regional Strategy and Planning
Pest Management - develop and implement a Local Government Area Pest Management Plan		Environment Policy	Regional Strategy and Planning
Pest Management - develop, implement, review and validate adaptive service level frameworks for management programs for declared and environmental pest species to protect and enhance regional biodiversity values on a regionally consistent basis		Environmental Operations	Infrastructure Services

Ecological sustainability

2.4 Healthy waterways and foreshores

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.4.1	Develop and implement a coastal management strategy	Environment Policy	Regional Strategy and Planning
2.4.2	Maintain and improve the quality of beaches, waterways, lakes, rivers, canals and wetlands	Environment Policy	Regional Strategy and Planning
		Environmental Operations	Infrastructure Services
		Parks and Gardens	Infrastructure Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Waterways and Coastal Management Strategy - implement, monitor and report to council in relation to activities planned for 2011-2012		Environment Policy	Regional Strategy and Planning
Waterway Maintenance - develop, implement, review and validate adaptive service level frameworks for waterway maintenance activities across all major catchments on a regionally consistent basis, e.g. Noosa, Maroochy, Mooloolah and Mary Rivers, Pumicestone Passage		Environmental Operations	Infrastructure Services
Beach & Dunes Management - manage and maintain beach and dunal profiles within reasonable boundaries		Parks and Gardens	Infrastructure Services
Canals Program - manage and maintain dredging and desilting of canals programs		Parks and Gardens	Infrastructure Services
Coast and Canals Capital Program - implement program		Parks and Gardens	Infrastructure Services

Ecological sustainability

2.5 Innovative programs to protect our ecology

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.5.1	Develop a waste management and recycling strategy targeted to the goal of zero waste	Waste and Resources Management	Infrastructure Services
2.5.2	Determine council's role in green power generation and its level of involvement and investment	Environment Policy	Regional Strategy and Planning
2.5.3	Pilot ecologically sustainable initiatives and new ideas	Environment Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
EcoBiz Program, the Living Smart Program and Council's Green June Program - coordinate and deliver the programs		Environment Policy	Regional Strategy and Planning
State Government Landfill Levy - implement with associated community / business communication programs		Waste and Resources Management	Infrastructure Services
Mattresses Landfill - implement a program for reduction of mattresses to landfill		Waste and Resources Management	Infrastructure Services
Waste Minimisation Strategy - implement, monitor and report to council on the Waste Minimisation Strategy in relation to activities planned for 2011-2012		Waste and Resources Management	Infrastructure Services

Ecological sustainability

2.6 Environmentally friendly infrastructure and urban design

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.6.1	Ensure new developments meet high standards of ecological sustainability and urban design	Strategic Planning	Regional Strategy and Planning
2.6.2	Develop guidelines to promote excellence in ecological sustainable development with architects, designers, environmental groups and the development industry	Strategic Planning	Regional Strategy and Planning
2.6.3	Review council infrastructure plans, design standards and procurement policies to maximise sustainable outcomes	Infrastructure Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Design Modelling Tools - develop and maintain 3D urban design modelling tools to elevate the importance of 'place and character' input into development decisions		Development Services	Regional Strategy and Planning
Utility Investment - ongoing networking and advocacy with utility providers for future utilities investments to support Council's growth areas and sustainability aspirations		Infrastructure Policy	Regional Strategy and Planning
Framework Future Land & Planning - provide a framework for all future land and forward planning decisions that contribute to retaining the liveability of the Sunshine Coast		Strategic Planning	Regional Strategy and Planning
Urban Design Advisory Panel - facilitate and continue the panel		Strategic Planning	Regional Strategy and Planning

Ecological sustainability

2.7 Integrated water cycle management

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
2.7.4 Understand and manage the impact of stormwater flows and flooding on our current communities and future land developments		Infrastructure Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Integrated Water Cycle Management - input into policy development and implement integrated water cycle management including erosion and sediment control measures		Development Services	Regional Strategy and Planning
Stormwater Management and Flood Studies - review and maintain data for the Sunshine Coast		Infrastructure Policy	Regional Strategy and Planning
Stormwater Capital Program - implement program		Transport and Engineering Services	Infrastructure Services

Innovation & creativity

3.1 Partnerships and alliances that drive innovation

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
3.1.1 Foster partnerships with governments, business and the community to encourage innovation and sustainability		Executive Office	Executive Office
3.1.2 Identify opportunities for the region flowing from the United Nations recognition of the Noosa Biosphere		Environment Policy	Regional Strategy and Planning
3.1.3 Partner with the University of the Sunshine Coast to undertake innovative research, provide expertise and jointly work on initiatives to achieve sustainability and regional development		Executive Office	Executive Office

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Noosa Biosphere Reserve - facilitate and continue the community based governance process		Environment Policy	Regional Strategy and Planning
Sustainability and Innovation - progress initiatives identified by the sustainability and innovation group		Executive Office	Executive Office

Innovation & creativity

3.2 The education sector as a catalyst for business development

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
3.2.1 Facilitate partnerships with the education sector and business to undertake research and development initiatives		Economic Development	Finance and Business
3.2.3 Support education, training and apprenticeship initiatives that help build skills within the region and retain young people		Economic Development	Finance and Business
3.2.4 Encourage international, national and local students to study and stay on the Sunshine Coast		Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Emerging Skills Needs - work with universities, TAFE and the Innovation Centre to assess skills needs in target sectors and devise locally based opportunities to assist business owners to access a skilled workforce, grow their business and expand their target markets.		Economic Development	Finance and Business
Trainees and Apprentices - promote career opportunities for current and potential trainees and apprenticeships		Human Resources	Community Services

Innovation & creativity

3.3 A creative and artistic region

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
3.3.1 Assess the region's cultural facilities and activities, research future needs and develop an arts and cultural strategy		Community Development	Community Services
		Executive Office	Executive Office
3.3.2 Provide and facilitate local and regional arts and cultural facilities and programs within the community		Community Development	Community Services
		Community Facilities	Community Services
		Library and Gallery Services	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Sunshine Coast Entertainment, Convention and Exhibition Centre - progress work on this project		Executive Office	Executive Office
Develop a strategic Creative Communities Plan for the region		Community Development	Community Services
Develop a strategic direction for council's community venues including The Events Centre Caloundra, Lake Kawana Community Centre, The J, Nambour Civic Centre, and second tier community centres		Community Development	Community Services
Cultural Venues - review utilisation rates and implement agreed actions aimed at increasing usage of the cultural venues and facilities from the 2010-2011 financial year		Community Facilities	Community Services
Collections Policy - develop and implement policy and associated guidelines		Library and Gallery Services	Community Services

Innovation & creativity

3.4 Council's working culture is dynamic, flexible and entrepreneurial

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
3.4.1 Build an organisational culture focused on teamwork, innovation, customer service and fast business		Human Resources	Community Services
3.4.2 Implement ongoing improvement programs focused on the best way forward		Human Resources	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Workplace Culture - evaluate and implement recommendations from the organisational climate survey		Human Resources	Community Services
Learning and Development Framework - partner with departments to deliver programs under the learning and development framework that will build organisational capability		Human Resources	Community Services

Health & well-being

4.1 Safe and healthy communities

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
4.1.1 Manage community health risks and improve community health standards		Community Development	Community Services
		Community Response	Community Services
4.1.2 Provide community safety and regulatory programs that ensure the well-being of residents and visitors		Community Development	Community Services
		Community Response	Community Services
4.1.3 Adopt and encourage 'crime prevention through environmental design' principles in the design of public and private spaces		Strategic Planning	Regional Strategy and Planning
4.1.4 Maintain and develop council's emergency and disaster management planning, prevention, response and recovery capabilities		Executive Office	Executive Office

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Disaster Management - Undertake a risk hazard assessment project to determine levels of risk for the region in relation to potential disasters		Executive Office	Executive Office
Disaster Management - develop evacuation plans for the region		Executive Office	Executive Office
Community Safety - review community safety activities with a view to developing a service action plan		Community Development	Community Services
Cemeteries - develop a strategic regional plan		Community Facilities	Community Services
Lifeguard Services - review council's lifeguard services		Community Response	Community Services
Mosquito Control Management Plan - develop an integrated plan for the region		Community Response	Community Services
Education programs - continue to roll out proactive education programs from environmental health services to the public		Community Response	Community Services
PetPEP - implement the school based pet education program		Community Response	Community Services
Sippy Creek Pound - review service delivery model including potential financial implications		Community Response	Community Services

Health & well-being

4.2 Active lifestyles

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
4.2.1	Develop and implement a health and well-being strategy	Community Development	Community Services
4.2.2	Encourage healthy and balanced lifestyles	Community Development	Community Services
4.2.3	Promote physical activity and recreation	Community Development	Community Services
4.2.4	Support community-based sport and recreation organisations and programs	Community Development	Community Services
4.2.5	Continue to develop the multi-purpose sports precinct at Quad Park	Property and Business	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Quad Park - continue to review and support the operation of the precinct		Property and Business	Finance and Business
Wellbeing Charter - in association with project partners, implement the Healthy Communities Initiative for the Sunshine Coast region		Community Development	Community Services
Sport and Active Recreation Plan - implement, monitor and report to council on activities planned for 2011-2012		Community Facilities	Community Services
Aquatics Plan - implement, monitor and report to council on activities planned for 2011-2012		Community Facilities	Community Services
Skate and BMX Strategy - implement, monitor and report to council on activities planned for 2011-2012		Community Facilities	Community Services
Aquatic centres - undertake risk audit and assessments		Community Facilities	Community Services

Social cohesion

5.1 Equity and opportunities for all

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
5.1.1 Research community profiles, implement a social planning framework and community development strategies		Community Development	Community Services
		Community Facilities	Community Services
		Social Policy	Regional Strategy and Planning
5.1.3 Provide targeted support and assistance to disadvantaged groups		Community Development	Community Services
		Community Facilities	Community Services
5.1.4 Develop action plans to focus on the needs of seniors, young people and families		Community Development	Community Services
		Community Facilities	Community Services
5.1.5 Provide equitable access to council's facilities, services and access ways		Community Development	Community Services
		Community Facilities	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Community profile - review and update Community Profile and demographic data		Social Policy	Regional Strategy and Planning
Affordable Living Strategy - implement, monitor and report to Council on the Affordable Living Strategy in relation to activities planned for 2011-2012		Social Policy	Regional Strategy and Planning
Youth Strategy - implement, monitor and report to council on activities planned for 2011-2012		Community Development	Community Services
Positive Ageing Strategy 2011-2016 - implement, monitor and report to council on activities planned for 2011-2012		Community Development	Community Services

Social cohesion

5.2 Strong community groups and networks

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
5.2.1 Value and support community organisations and volunteers across the region		Community Development	Community Services
		Community Facilities	Community Services
5.2.2 Encourage community organisations and local communities to be self sufficient		Community Development	Community Services
		Community Facilities	Community Services
		Library and Gallery Services	Community Services
5.2.3 Support community initiatives through appropriate provision of information, expertise and resources		Community Development	Community Services
		Community Facilities	Community Services
		Library and Gallery Services	Community Services
5.2.4 Work with the Indigenous community to promote reconciliation		Community Development	Community Services
		Community Facilities	Community Services
		Library and Gallery Services	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Disability Action Plan - develop and seek council approval to adopt plan		Community Development	Community Services
Community Portal - implement and promote the community portal including one-stop funding web space		Community Development	Community Services
Reconciliation Action Plan - develop and seek council approval to adopt plan		Community Development	Community Services
Environmental sustainability workshops - increase the number of attendees at environmental sustainability workshops and activities and expand offerings in response to emerging community trends		Library and Gallery Services	Community Services
Libraries - develop a strategic regional plan for council's Libraries		Library and Gallery Services	Community Services

Social cohesion

5.3 A sense of identity and belonging

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
5.3.1 Support community programs and infrastructure that encourage interaction, contribute to place making and a sense of community		Community Development	Community Services
		Community Facilities	Community Services
		Library and Gallery Services	Community Services
5.3.2 Promote libraries as community hubs and centres of information and learning		Library and Gallery Services	Community Services
5.3.3 Support community programs and infrastructure that encourage interaction, contribute to place making and a sense of community		Community Development	Community Services
	Support community and neighbourhood celebrations, events and local festivals	Customer Relations	Community Services
5.3.4 Facilitate social history programs to increase awareness of our local heritage		Library and Gallery Services	Community Services
5.3.5 Encourage neighbourhoods to work together to build community awareness and understanding		Community Development	Community Services
		Community Facilities	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Community Events and Celebrations Strategy - implement recommendations from the adopted strategy		Customer Relations	Community Services
Festive Season Strategy - implement recommendations from the adopted strategy		Customer Relations	Community Services
Membership - increase the membership of libraries to 150,000, and increase the attendances at workshops and events throughout the year		Library and Gallery Services	Community Services
Enhanced customer service - develop and implement innovative, technology-based solutions to enhance customer experience and improve operating efficiencies and virtual services to customers		Library and Gallery Services	Community Services
Collaborations and partnerships - improve the number and extent of collaborations and partnerships with other government agencies, not-for-profit, educational and private organisations		Library and Gallery Services	Community Services
Library collections - improve library collections through expenditure of council-supported funds for purchasing books and related items		Library and Gallery Services	Community Services

Accessibility and connectedness

6.1 A transport system that allows ease of movement

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
6.1.1	Develop and implement an integrated transport strategy for both existing and new communities	Integrated Transport Policy	Regional Strategy and Planning
6.1.2	In partnership with all levels of government, build and maintain a high quality transport network	Transport and Engineering Services	Infrastructure Services
6.1.3	Provide a network of linked pedestrian walkways and cycleways across the region	Integrated Transport Policy	Regional Strategy and Planning
		Transport and Engineering Services	Infrastructure Services
6.1.4	Work with the community to promote alternatives to the private car by promoting programs such as TravelSmart	Transport and Engineering Services	Infrastructure Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Coordinate implementation of the Active Transport Plan		Integrated Transport Policy	Regional Strategy and Planning
Facilitate and continue liaison with the Cycle Reference Group, Transport Community Group and allied Taskforce Groups		Integrated Transport Policy	Regional Strategy and Planning
Develop a marketing strategy as an education/information tool and continue testing transport initiatives with the Transport Community Group		Integrated Transport Policy	Regional Strategy and Planning
Sustainable Transport Strategy - implement, monitor and report to Council on the Sustainable Transport Strategy in relation to activities planned for 2011-2012		Integrated Transport Policy	Regional Strategy and Planning
Develop data to monitor the performance of the Sunshine Coast Transport Forecasting Model and the integrity across transport models		Integrated Transport Policy	Regional Strategy and Planning
Engineering Design and Project Delivery Quality Assurance System - review system to maintain 3rd Party Accreditation		Transport and Engineering Services	Infrastructure Services
Transportation Capital Program - implement program		Transport and Engineering Services	Infrastructure Services
Civil Works Construction Estimate Unit Rates - review in collaboration with Civil Works Services		Transport and Engineering Services	Infrastructure Services
Value & Success - implement program by undertaking service delivery reviews		Transport and Engineering Services	Infrastructure Services
Bus Infrastructure - undertake review to ensure Council meets Federal Government requirements for accessible public transport compliance		Transport and Engineering Services	Infrastructure Services
TravelSmart Business & Marketing Plan - develop plan		Transport and Engineering Services	Infrastructure Services
Website TravelSmart Sunshine Coast - website development		Transport and Engineering Services	Infrastructure Services

Accessibility and connectedness

6.2 Better public transport

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
6.2.1	Agree on and prioritise the principal public transport needs for the region	Integrated Transport Policy	Regional Strategy and Planning
6.2.2	Continue to work with all stakeholders to secure and progress key public transport corridors	Integrated Transport Policy	Regional Strategy and Planning
6.2.3	In partnership with state government, deliver a responsive and affordable public transport system, that considers arterial bus and light rail, that links the major activity centres of the region	Integrated Transport Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Preparation of a 5 year program for the Public Transport Levy and the Public Transport Plan		Integrated Transport Policy	Regional Strategy and Planning
Maintain ongoing liaison with local and state transport agencies to advocate for key projects and corridors in the Public Transport Plan		Integrated Transport Policy	Regional Strategy and Planning

Accessibility and connectedness

6.3 Affordable access to contemporary communication services

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
6.3.1 Facilitate access to affordable, high speed communication networks for all residents and businesses		Economic Development	Finance and Business
6.3.2 Advocate for better telecommunications in rural areas		Economic Development	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
National Broadband Network - Lobby the Federal Government to expedite the rollout of the network to the region.		Economic Development	Finance and Business

Accessibility and connectedness

6.4 A community that recognises the importance of universal access and equity

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
6.4.1	Continue to develop public areas that are easily accessible to people of all ages and abilities	Community Development	Community Services
6.4.2	Work in partnership with government, the private sector and community groups to understand needs and promote high quality universal access	Community Development	Community Services
		Community Facilities	Community Services
<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Access & Equity Plan - finalise plan and report to council for adoption		Community Development	Community Services

Managing growth

7.1 The areas for growth and renewal are clearly defined

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
7.1.1 Prepare a single planning scheme for the region		Strategic Planning	Regional Strategy and Planning
7.1.2 Develop and implement strategies to retain the unique character of our centres, villages and towns		Strategic Planning	Regional Strategy and Planning
7.1.3 Ensure new communities are developed using Ecologically Sustainable Development principles		Strategic Planning	Regional Strategy and Planning
7.1.4 Advocate and respond to regional planning initiatives of government and develop regional relationships		Strategic Planning	Regional Strategy and Planning
7.1.5 Make decisions on development applications in accordance with the planning scheme and defend those decisions		Development Services	Regional Strategy and Planning
		Executive Office	Executive Office

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Development Applications - process development planning applications in accordance with the adopted policies and strategies for growth management		Development Services	Regional Strategy and Planning
Legal Services - provide legal services to council and defend planning scheme decisions		Executive Office	Executive Office
New Planning Scheme - continue preparation of new scheme		Strategic Planning	Regional Strategy and Planning
Existing Planning Schemes - maintain and review		Strategic Planning	Regional Strategy and Planning
State Planning Legislation - review and provide strategic advice on state planning legislation and supporting policies		Strategic Planning	Regional Strategy and Planning
New planning scheme consultation and implementation		Strategic Planning	Regional Strategy and Planning
Strategy implementation		Strategic Planning	Regional Strategy and Planning

Managing growth

7.2 The heritage and character of our communities is protected

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
7.2.1	Develop and implement a heritage strategy	Social Policy	Regional Strategy and Planning
7.2.2	Protect heritage places, values and significant regional landscapes in the planning scheme	Strategic Planning	Regional Strategy and Planning
7.2.3	Better understand and fulfil council's obligations to protect indigenous cultural heritage	Social Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Cultural Heritage Strategy - develop strategy and associated plans		Social Policy	Regional Strategy and Planning
New Planning Scheme - develop strategies to protect place, values and significant regional landscapes		Strategic Planning	Regional Strategy and Planning

Managing growth

7.3 Well designed and beautiful places

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
7.3.1 Encourage developers to use place making techniques and embrace high quality urban design in the provision of parks, open spaces and local facilities		Development Services	Regional Strategy and Planning
		Strategic Planning	Regional Strategy and Planning
7.3.2 Ensure council developments and projects are well designed, landscaped and have aesthetic appeal		Business and Major Projects	Infrastructure Services
		Civil Works Services	Infrastructure Services
		Parks and Gardens	Infrastructure Services
		Transport and Engineering Services	Infrastructure Services
7.3.4 Develop and implement master plans for centres and towns to preserve and enhance their character		Parks and Gardens	Infrastructure Services
		Strategic Planning	Regional Strategy and Planning
		Transport and Engineering Services	Infrastructure Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Community Gardens Program - manage the implementation of the program		Parks and Gardens	Infrastructure Services
Street Tree Program - implement program		Parks and Gardens	Infrastructure Services
Precinct Management - Establish / reinforce precinct management model for high profile areas		Parks and Gardens	Infrastructure Services
Design Standards - review for the new planning scheme		Parks and Gardens	Infrastructure Services
Coastal Pathway - finalise and adopt the strategic plan		Social Policy	Regional Strategy and Planning
Master Plans - prepare and implement master plans for Maroochydore, Kawana, Sippy Downs and Palmview for enhanced liveability and retaining character		Strategic Planning	Regional Strategy and Planning
Master planning for activity centres and infrastructure agreements		Strategic Planning	Regional Strategy and Planning
Place + (Public Realm Improvements) - measure, monitor, prioritise and deliver high quality public spaces for people to enjoy and experience the diverse and unique communities across the coast		Transport and Engineering Services	Infrastructure Services
Place Design Approach Training - develop and implement training programs for design and construction staff to integrate the place design approach		Transport and Engineering Services	Infrastructure Services
Streetscape and Corridor Place Making Programs - review and develop guidelines for program		Transport and Engineering Services	Infrastructure Services

Managing growth

7.4 Timely and appropriate infrastructure and service provision

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
7.4.1 Prepare comprehensive infrastructure plans, policies and strategies in line with long term financial plans		Business and Major Projects	Infrastructure Services
		Infrastructure Policy	Regional Strategy and Planning
		Social Policy	Regional Strategy and Planning
7.4.2 Require appropriate infrastructure provision and agreements as a component of development approvals so the cost of infrastructure is not a burden on the current generation		Development Services	Regional Strategy and Planning
7.4.3 Ensure the provision of parks, open space and community infrastructure consistent with identified local and regional needs		Development Services	Regional Strategy and Planning
		Social Policy	Regional Strategy and Planning

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Capital Works Program - develop 10 year capital works programs in line with the long term financial model		Business and Major Projects	Infrastructure Services
Community Consultation & Planning - forward plan, design and consult with the community for significant (major) infrastructure projects		Business and Major Projects	Infrastructure Services
Operational Works Applications - process operational works applications in accordance with council policy and to agreed timeframes		Development Services	Regional Strategy and Planning
Priority Infrastructure Plan - continue development and review of the plan		Infrastructure Policy	Regional Strategy and Planning
Priority Infrastructure Plan - preparation of network planning for stormwater quality and stormwater capacity		Infrastructure Policy	Regional Strategy and Planning
Social Infrastructure Strategy - implement, monitor and report to Council on the Social Infrastructure Strategy in relation to activities planned for 2011-2012		Social Policy	Regional Strategy and Planning
Open Space Strategy - implement, monitor and report to Council on the Open Space Strategy in relation to activities planned for 2011-2012		Social Policy	Regional Strategy and Planning
Network Plans - prepare and implement network plans for open space and social infrastructure		Social Policy	Regional Strategy and Planning
Housing Affordability Taskforce - facilitate and continue liaison with the taskforce		Social Policy	Regional Strategy and Planning

Managing growth

7.5 Council's services and assets meet the needs of our growing community

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
7.5.1 Determine the types and levels of services provided by council		Building and Facility Services	Infrastructure Services
		Business and Major Projects	Infrastructure Services
		Civil Works Services	Infrastructure Services
		Environmental Operations	Infrastructure Services
		Finance	Finance and Business
		Fleet Management	Infrastructure Services
		Parks and Gardens	Infrastructure Services
		Transport and Engineering Services	Infrastructure Services
		Waste and Resources Management	Infrastructure Services
7.5.2 Develop long term asset management plans which are linked to financial management plans		Business and Major Projects	Infrastructure Services
7.5.3 Maintain and renew council assets to agreed standards		Building and Facility Services	Infrastructure Services
		Business and Major Projects	Infrastructure Services
		Civil Works Services	Infrastructure Services
		Environmental Operations	Infrastructure Services
		Fleet Management	Infrastructure Services
		Parks and Gardens	Infrastructure Services
		Transport and Engineering Services	Infrastructure Services
		Waste and Resources Management	Infrastructure Services
7.5.4 Develop and implement five year and longer term rolling capital works programs according to strategic priorities		Business and Major Projects	Infrastructure Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
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Managing growth

7.5 Council's services and assets meet the needs of our growing community

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Building and Facilities Capital Program - implement program		Building and Facility Services	Infrastructure Services
Building and Facilities Design Guidelines - develop guidelines		Building and Facility Services	Infrastructure Services
Asset Management Plans - develop plans including service level plans		Building and Facility Services	Infrastructure Services
Buildings & Facilities - manage and maintain Council's building and facilities portfolio to the optimum community service standards		Building and Facility Services	Infrastructure Services
Core Asset Management Plans - ongoing development		Business and Major Projects	Infrastructure Services
Asset Management System - undertake the role of 'lead agent' in the establishment of an asset management system (Maximo)		Business and Major Projects	Infrastructure Services
Landfill Site Based Management Plans - implement action plans		Waste and Resources Management	Infrastructure Services
Contracts - preliminary development of the new waste collection and disposal contracts		Waste and Resources Management	Infrastructure Services
Vegetation Offsets - Pierce Avenue Gun Club set up vegetation offsets from the club clearing		Waste and Resources Management	Infrastructure Services
Financial Modelling - develop a robust and flexible financial model to include scenarios for future initiatives and report to Council on future costings		Waste and Resources Management	Infrastructure Services
Waste Initiatives - continue / develop partnerships with private sector and community groups to progress innovative waste management initiatives		Waste and Resources Management	Infrastructure Services
Parks Access Permit - implement system		Parks and Gardens	Infrastructure Services
Total Asset Management - develop plans for all parks assets (and service level plans)		Parks and Gardens	Infrastructure Services
Parks and Gardens Capital Program - implement program		Parks and Gardens	Infrastructure Services
Stormwater Assets - develop financially sustainable Total Asset Management Plans and Levels of Service for Stormwater Assets for endorsement by Council		Transport and Engineering Services	Infrastructure Services
Engineering Standards - review for the new planning scheme		Transport and Engineering Services	Infrastructure Services
Waste Capital Program - implement program		Waste and Resources Management	Infrastructure Services
Bio-fuel program - construct required infrastructure for future bio-fuel program		Fleet Management	Infrastructure Services
Fuel Efficiencies - investigate and implement education and training for staff to reduce fuel consumption and carbon emissions		Fleet Management	Infrastructure Services

Managing growth

7.5 Council's services and assets meet the needs of our growing community

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Fleet Workshops Review - review and rationalise fleet workshop arrangements through the Value & Success program		Fleet Management	Infrastructure Services
Heavy Equipment Model - review current model to identify the ideal shape and size for future sustainability		Fleet Management	Infrastructure Services
Service Levels - maintain and manage our parks and gardens to the Council endorsed service levels		Parks and Gardens	Infrastructure Services
Parks Quality Audit - implement a parks quality audit and response system		Parks and Gardens	Infrastructure Services
Business Systems - review and implement business systems (Maximo 7, Maintenance Management System)		Civil Works Services	Infrastructure Services
Workforce - implement & refine structural changes for operational service delivery		Civil Works Services	Infrastructure Services
Benchmark - service delivery (both capital and operational) - core budget through the Value & Success program		Civil Works Services	Infrastructure Services
Roads Asset Management - manage and maintain councils extensive roads, bridges and drainage assets to the optimum community service standards		Civil Works Services	Infrastructure Services
Environmental Assets Capital Program - implement program		Environmental Operations	Infrastructure Services
Fleet Capital Program - implement program		Fleet Management	Infrastructure Services
Service Delivery - coordinate reviews for the department		Business and Major Projects	Infrastructure Services
Policies & Procedures Review - coordinate review of corporate and departmental policies and procedures as relevant to each Branch		Business and Major Projects	Infrastructure Services
Service Levels & Standards - coordinate the development of consistent service level plans and standards as relevant to each branch		Business and Major Projects	Infrastructure Services
Systems Alignment - align pavement management system with the asset management system (Maximo 7) , Geographic Information Systems (GIS) and depreciation/valuation system		Civil Works Services	Infrastructure Services
Asset Management Plans (TAMPS) - development		Civil Works Services	Infrastructure Services
Service Levels - implement & refine regional service level standards		Civil Works Services	Infrastructure Services

Great governance

8.1 Ethical, accountable and transparent decision-making

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.1.1	Develop and implement a governance framework that provides transparent and accountable processes and enhances council's reputation	Corporate Governance	Finance and Business
8.1.2	Ensure legislative compliance and awareness	Corporate Governance	Finance and Business
8.1.3	Councillors and employees are aware of the importance of ethical behaviour, compliance with codes of conduct and providing complete information and advice	Corporate Governance	Finance and Business
		Council Services and Business Integration	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Governance Framework - develop material to support the implementation of the Sunshine Coast Council Governance Framework		Corporate Governance	Finance and Business
New Local Laws - finalise and implement the local law development and review project		Corporate Governance	Finance and Business
2012 Election - co-ordination of local government election in March 2012		Council Services and Business Integration	Finance and Business
Councillors - orientation and education program for Councillors following 2012 election		Council Services and Business Integration	Finance and Business

Great governance

8.2 Effective business management

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.2.1	Develop indicators and measure the performance of council and the success in achieving its vision	Corporate Governance	Finance and Business
8.2.2	Develop information and technology solutions that meet corporate needs and enhance business processes	Business and Major Projects	Infrastructure Services
		Information Communication Technology Services	Finance and Business
8.2.3	Implement a business approach that focuses on maximising opportunities, managing risks and improving quality of service	Corporate Governance	Finance and Business
	Implement a business approach that focuses on maximising opportunities, managing risks and improving quality of service	Council Services and Business Integration	Finance and Business
	Implement a business approach that focuses on maximising opportunities, managing risks and improving quality of service	Value and Success	Finance and Business
8.2.4	Consolidate data, information and knowledge to improve council operations	Information Communication Technology Services	Finance and Business
8.2.5	Develop commercial opportunities and review Council's commercial operations for compliance, efficiency and to determine their future	Commercial and Procurement	Finance and Business
		Property and Business	Finance and Business
8.2.6	Review and optimise council's administration buildings, depots and land holdings	Property and Business	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Information Technology Change Strategy - develop and implement an information technology change strategy (in partnership) to support workforce practice strategies		Business and Major Projects	Infrastructure Services
Procurement contracts and arrangements - establish procurement contracts and panel arrangements for supply to capital works, operational and service delivery programs that maximise commercial, environmental and social outcomes		Commercial and Procurement	Finance and Business
Business support - evaluate and develop commercial business opportunities utilizing business cases, cost benefit analysis and commercial risk analysis, in particular for the energy supply contracts, spearhead energy projects, landfill gas, waste to energy, carbon abatement and emissions unit trading.		Commercial and Procurement	Finance and Business
Costing models - develop and maintain costing models to inform regulatory and commercial pricing decisions that comply with regulations, maximise revenue and cost recovery for fees and charges		Commercial and Procurement	Finance and Business
National Competition Policy - apply policy framework for national competition policy reform to Council business activities		Commercial and Procurement	Finance and Business
Quarries - turnaround the quarries business into an efficient, reliable and sustainable business supplying internal and external customers with landfill material, road base and landscaping aggregates, and asphalt paving material		Commercial and Procurement	Finance and Business
Strategic Property Plan (15 years) - develop for whole of Council		Property and Business	Finance and Business

Great governance

8.2 Effective business management

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Sunshine Coast Holiday Parks - continue to implement the business plan		Property and Business	Finance and Business
Strategic Land and Commercial Properties Program - implement program		Property and Business	Finance and Business
Caravan Parks Capital Program - implement program		Property and Business	Finance and Business
Business improvement - undertake approved cross-organisational business improvement initiatives		Value and Success	Finance and Business
Service performance - design and implement a whole of organisation process for assessing and improving service performance		Value and Success	Finance and Business
Business Systems - manage and deliver prioritised business systems and reporting solutions for Council's business areas		Information Communication Technology Services	Finance and Business
ICTS Strategy - develop and implement Council's Information Communication Technology Services Strategy		Information Communication Technology Services	Finance and Business
Planning scheme data - migrate data into core applications to support new planning scheme		Information Communication Technology Services	Finance and Business
Information Communication Technology Services Capital Program - implement program		Information Communication Technology Services	Finance and Business
Land Records - undertake an audit of Council's consolidated land records		Property and Business	Finance and Business
Workforce Accommodation - develop a workforce accommodation options paper and implement approved outcome		Property and Business	Finance and Business
Risk Management - implement the Sunshine Coast Council Enterprise Risk Management Framework		Corporate Governance	Finance and Business
Corporate Plan 2009-2014 - undertake a review as per legislation		Corporate Governance	Finance and Business
Corporate Plan Indicators - finalise and publish to report performance in achieving councils vision.		Corporate Governance	Finance and Business
Code of Conduct - complete and promote to the organisation and councillors		Corporate Governance	Finance and Business
E-Business - undertake e-business upgrades, process improvements and implement T5 for improved assessment timeliness of development applications		Development Services	Regional Strategy and Planning
Services & Support - provide information and communication technology services and support to the organisation's business		Information Communication Technology Services	Finance and Business

Great governance

8.3 Strong financial management

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.3.1	Develop long term financial plans and indicators to achieve optimum use of resources and alignment to strategic priorities	Finance	Finance and Business
8.3.2	Ensure council's financial performance is well managed and leads to a strong financial position	Finance	Finance and Business
8.3.4	Advocate and explore funding opportunities and new models of funding for local government	Commercial and Procurement	Finance and Business
		Finance	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Grant funding - maximise federal and state government grant funding opportunities and seek out innovative projects for partnership funding and delivery with the private and not-for-profit sector		Commercial and Procurement	Finance and Business
Infrastructure Revaluation - undertake revaluation of assets		Finance	Finance and Business
Long Term Financial Plan - continue to develop and improve as more information becomes available		Finance	Finance and Business
Ensure key activities such as budget preparation and review of annual financial statements, and issue of rate notices occur in an efficient manner and in accordance with statutory requirements		Finance	Finance and Business
Continue to upgrade key systems to improve current operations and take advantage of opportunities presented by technology		Finance	Finance and Business

Great governance

8.4 Highly skilled, engaged and valued workforce

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.4.1	Establish a workforce development strategy and implement change management approaches	Human Resources	Community Services
8.4.2	Provide for the safety, security, health and well-being of Council employees contractors and volunteers	Human Resources	Community Services
8.4.3	Attend to employee needs and support their personal and professional development	Human Resources	Community Services
8.4.4	Recognise outstanding employee performance, entrepreneurship and innovation	Human Resources	Community Services

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Reporting Systems - enhance Human Resource informations systems and employee self-service options	Human Resources	Community Services	Community Services
Recruitment Systems - develop systems for automated management of recruitment and workforce establishment	Human Resources	Community Services	Community Services
Workforce Planning - review organisational climate survey results with a view to wider workforce planning for council	Human Resources	Community Services	Community Services
Workplace Health & Safety - continue commitment to achieve "Zero Harm - Great Health" for employees and other stakeholders under the SafePlan2 system	Human Resources	Community Services	Community Services

Great governance

8.5 Advocacy and partnerships

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.5.1	Establish strong partnerships with all levels of government and create alliances with peak bodies and the community	Executive Office	Executive Office
8.5.2	Advocate council's strategic position on key issues to government	Executive Office	Executive Office
8.5.3	Manage the transition of council's water business to the State Government and maximise the potential benefits to council as a shareholder	Commercial and Procurement	Finance and Business

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Water and sewerage transfer - complete the final transfer scheme for Northern SEQ Distributor-Retailer Authority pursuant to section 57 of the South East Queensland Water (Distribution and Retail Restructuring) Act at the time determined by Unitywater		Commercial and Procurement	Finance and Business
Sunshine Coast Community Plan - facilitate a Sunshine Coast Partnership comprising businesses, organisations, associations and government		Community Development	Community Services

Great governance

8.6 An informed and engaged community

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.6.3 Keep the community informed about council's activities through a wide range of communication tools		Customer Relations	Community Services
		Executive Office	Executive Office

<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Strategic Marketing and Communications Plan - continue implementation of action plans		Executive Office	Executive Office
Communication Tools - deliver identified communication tools and activities		Customer Relations	Community Services
Community Information - deliver proactive media and public relations campaigns that keep our community informed about council activities and decisions		Customer Relations	Community Services

Great governance

8.7 Excellence in customer service

<i>Corporate Plan Strategies</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
8.7.1 Develop a better understanding of our customers' needs and expectations		Corporate Governance	Finance and Business
		Customer Relations	Community Services
8.7.2 Establish a customer service charter and drive a proactive customer service culture		Customer Relations	Community Services
		Human Resources	Community Services
8.7.3 Enhance existing customer service and explore improved methods of service delivery		Community Response	Community Services
		Customer Relations	Community Services
<i>Operational Plan Projects/Activities</i>	<i>for implementation by</i>	<i>Branch</i>	<i>Department</i>
Customer Service - continue to monitor preferred communication and customer contact channels		Customer Relations	Community Services
Customer Experience Strategy - adopt and implement actions from the strategy planned for 2011-2012		Customer Relations	Community Services

GLOSSARY

Advocacy	The act of speaking or arguing in favour of something, such as a cause, idea or policy
Biodiversity	The variety of all life-forms including the different plants, animals and micro-organisms and the ecosystems they form
Capital (Capital works program)	A council plan, which prioritises the construction of the necessary infrastructure (eg. roads, water, sewerage) to support the development of the region
Community Plan	A longer term planning document which covers a minimum 10 year period. A community plan is developed from consultation with the community and council's vision for the future is derived from the community plan
Ecologically sustainable development	Ensuring that the health, diversity and productivity of the environment is maintained or enhanced for the benefit of future generations
Ecology	The natural environment we live in
Emerging priorities	Council's priorities as outlined in the Corporate Plan or as approved through the annual strategic planning, resource allocation and budgeting cycle
Framework	Outlines the relationship between interlinked parts of a system such as strategy, policy and action plans
Governance framework	Outlines the relationship between the governing and accountability processes of council.
Infrastructure	The basic facilities, services and installations needed for the functioning of a community or society, such as transport networks, drainage, water and sewerage and the like
Key Indicators	Quantifiable units of measurement used to determine and assess the delivery of functions/services and activities in the operational plan
Knowledge-based economy	Business based on producing ideas, knowledge, education and information
Operational Plan	The operational plan is the annual operating plan for Council and underpins the Corporate Plan
Place making	Capitalises on a local community's assets, inspiration, and potential, ultimately creating good public spaces that promote people's health, happiness and well-being
Projects/activities	The projects/activities to be carried out to deliver the services/functions of Council
Strategies	The direction and scope of work to be achieved over the long-term to address an emerging priority in the Corporate Plan

Sustainable	Meeting the needs of the present without compromising the ability of future generations to meet their own needs
Theme	The Corporate Plan has 8 themes to categorise emerging priorities and strategies that set future direction towards Council's vision statement