

10 YEAR IN REVIEW – 2019-20

Author Chief Executive Officer, Brett de Chastel
CEO's Office

Index ECM/ Subject/ Corporate Planning

Attachments Nil

EXECUTIVE SUMMARY

This report details key issues that Council has dealt with during the 2019/20 financial year in the context of our five Corporate Plan themes. Once again, it has been an incredibly busy and productive twelve months in working towards our Corporate Plan goals. The scale, scope and diversity of subject matter addressed by Council during the last 12 months speaks for itself. In addition to the demands of “business-as-usual” Council has successfully dealt with the challenges of ongoing disaster response and recovery for bushfires and the Coronavirus COVID-19 pandemic.

Council could not have achieved so much without the effort of our staff who have gone “above and beyond” to deliver services to our community and I would like to take the opportunity to recognise the great work by our Mayors (both past and present), Councillors and our incredible staff during 2019/20.

RECOMMENDATION

That Council note the report by the Chief Executive Officer to the Services & Organisation Committee Meeting dated 11 August 2020 providing a review of Council's progress in the 2019/20 financial year towards achieving the five key focus areas set out in Council's Corporate Plan and thank Council staff for their efforts in the last twelve months to progress so many significant projects and providing outstanding service to our community.

REPORT

Pursuant to the Local Government Act, the CEO is required to provide Council with an annual report identifying the progress made towards the achievement of Council's long term objectives as set out in the Corporate Plan. Even if this was not a statutory requirement, it would still be a useful process to review progress in a financial year. This report covers the 2019/20 financial year.

This report is designed to look at longer term progress at a Corporate Plan level. It provides an opportunity to pause from the day to day minutia and to consider what we have achieved in the last 12 months as we work towards our vision.

Our current Corporate Plan was adopted in early 2017 following a significant process to develop our long term vision, 20 year goals and 5-year key focus areas. An update was undertaken in 2018. We have operated under that version of the Corporate Plan for the 2019/20 financial year. The Corporate Plan sets out five key themes, namely:

1. The Noosa Environment
2. The Noosa Community
3. The Noosa Economy
4. Long-Term planning for Noosa Shire
5. Excellence as a Council

This review of the last 12 months will be made against these five themes as well as the priorities in the 2019/20 Operational Plan.

It is likely that the Council will commence a major review of its current Corporate Plan in the coming months.

2019/20 – A YEAR IN REVIEW

Top 10 Highlights of 2019/20 (in no particular order)



Supporting residents, visitors and businesses through the 2019 bushfires at Peregrine Beach, Cooribah, North Shore and Teewah, during the emergency phase and through recovery efforts.



Supporting all members of the community through the 2020 coronavirus COVID-19 pandemic through the height of the lockdown and through the ongoing recovery phase.



Re-opening the Noosaville Aquatic Centre after a major refurbishment including the installation of solar and the replacement of the deck.



Introducing a multi-year, environmental grants program which allocated \$750,000 over three years to support projects that aligned with the Environment Strategy.



Completing the new Noosa Planning Scheme in preparation for adoption by the new Noosa Council.



Adopting the Master Plans for the Noosa District Sports Complex and the Cooroy Sports Complex.



Redevelopment of the Noosa North Shore Beach Campground providing additional powered and unpowered sites, improved amenities and a new camp kitchen.



Introducing a free shuttle bus loop in the holiday period as part of 'Go Noosa' which saw a further 20% increase in public transport use during the busiest time of year.



Managing the transition of the new Council following the local government elections in March 2020.



Introducing a suite of new online services to assist the community access information and conduct business.

1.1 Corporate Plan Theme 1: The Noosa Environment

“Our environment is protected and enhanced and is valued by the community”

Key achievements as we work towards our long term goal include:

Specific Operational Plan Priorities

- The Noosa Environment Strategy was unanimously endorsed by Council and implementation has commenced. The progress on implementation actions will be reported back to Council on an annual basis and progress on achieving the targets every 2-3 years.
- A key part of the implementation of the Noosa Environment Strategy was the introduction of a new, multi-year, environmental grants program. The first round of the grants allocated \$750,000 over three years to community and non for profits organisations to support projects that aligned directly with Environment Strategy priorities including;
 - Work to assist in the restoration of coastal sand dunes to provide better habitat and improve resilience to future climate change impacts.
 - Keep It In Kin Kin project supporting landholders to repair degraded riparian areas in the upper catchment of the Noosa River.
 - Supporting business and community behaviour change in the use of plastics to reduce resource use and the amount of plastic and litter flowing into our rivers and creeks.
- Council undertook extensive community consultation on the second draft of the Noosa River Plan. A stakeholder reference group will be convened to finalise and implement the Plan.
- Additional vertical wells were installed in Council’s Eumundi Rd waste landfill site which has increased the capture and flaring of methane, a significant contributor to greenhouse gas emissions.
- Council has successfully implemented the State Government’s \$70 per tonne landfill levy that commenced on 1 July 2019.
- Council worked with key partners to transition the Yurol and Ringtail forestry areas to National Park. Harvesting of pine and hardwood forests has commenced and a community tree planting at Ringtail saw 140 volunteers plant 2,000 trees.
- Solar systems were installed at Noosaville Library, Noosa River Holiday Park and Cooroy Butter Factory as part of Council’s Zero Emissions Noosa Action Plan. Council also partnered with Australian Energy Foundation to provide a free advice line for the community on solar and battery power and energy efficiency which has been well utilised.
- Former Mayor, Tony Wellington, was awarded the Climate Council’s Cities Power Partnership Climate Ambassador Award in recognition of his leadership driving climate action and emissions reduction in his community and beyond.
- The three-year partnership between Noosa Council and The Nature Conservancy commenced with the initial aim of starting to restore the lost oyster habitat that once formed the basis of the Noosa River ecosystem ultimately improving biodiversity in the river.



Other Initiatives to enable Council to achieve its goal for this theme

- Noosa Council became the first Queensland local government to declare a climate emergency, joining other governments across Australia in calling for swift action to minimise significant global repercussions caused by rising greenhouse gas emissions and climatic change.

- The Voluntary Conservation Agreement program was expanded with 5 new properties coming on board: the first new properties in the program since de-amalgamation.
- Council introduced a new Land for Wildlife incentive scheme providing free trees, training, and contractor support to eligible properties. There are currently over 300 Noosa properties in this valuable voluntary conservation program.
- Through the Environment Levy, Council purchased a significant parcel of land near Boreen Point for conservation. The 51-hectare property contains important wetlands and koala habitat.
- Council completed a new Biosecurity Plan, the first under the new State legislation for Biosecurity. The plan outlines how we will broadly deal with pest plants and animals, and how we will prioritise our actions.
- A new program to monitor turtles started on Noosa's North Shore to gather data and understand turtle behaviour.
- UNESCO commended the Noosa Biosphere Reserve at its 10-year review recognising the ongoing work that the community has done in balancing the relationship between people and the environment.
- The Noosa River catchment maintained its A- rating in the 2019 Healthy Land and Water Report Card, with the river also scoring a five-star economic and social benefit rating.
- Council commenced work on a new Waste Strategy to guide responsible waste management over the long term.
- The garden waste bin service was expanded to include units, resorts and other commercial premises in an effort to divert more waste from landfill. The changes also relieve resort and business owners of paying the State Government's new waste levy to dump garden waste.
- Council continued to crack down on illegal dumping with an improved surveillance program thanks to a \$50,000 Queensland Government grant.
- Council worked with Plastic Free Noosa to embed waste reduction practices across the organisation, in particular reducing single use plastics in community buildings and facilities.



1.2 Corporate Plan Theme 2: The Noosa Community

“Our community is connected, safe and happy and able to meet their potential”

Key achievements as we work towards our long term goal include:

Specific Operational Plan Priorities

- Council continued implementation of Council's Social Strategy including the Cultural Plan, Sport and Active Recreation Plan and Health and Wellbeing Plan. Council completed a review of the Cultural Plan's 2019 Action Plan, which demonstrated 85% of the actions were completed or well underway. Council also endorsed a 2020/21 Action Plan to progress implementation of the Cultural Plan.

- A major refurbishment of the Noosa Aquatic Centre was completed following a short closure. The refurbishment included replacing the roof, timber decking and completing major pool maintenance such as tiling and re-grouting.
- Council adopted a Community Health and Wellbeing Plan and twelve-month implementation plan.
- The first stage of the pre-feasibility study for a Regional Art Gallery was completed. This stage reviewed the existing Galleries' strengths and weaknesses and engaged a consultant to investigate the needs, opportunities and priorities of a possible new Gallery. This study will be complete by early 2021.
- Council has investigated contemporary options for outreach library services to replace the existing Mobile Library which is reaching its end of useful life. It is expected that the new service model will be fully implemented by late 2021.
- Master Plans for the Noosa District Sports Complex and the Cooroy Sports Complex were adopted by Council and implementation plans commenced including the preliminary civil works design for the Noosa District Sports Complex.
- Construction on Stage 3 of the Rufous Street Peregrine development commenced with the new carpark completed in time for Christmas. While the collapse of the primary contractor caused a delay, Council remained committed to the project and completed the detailed design of the new community house in preparation for a new tender for construction in mid-2020.
- The redevelopment of the Noosa North Shore Beach Campground was completed providing additional powered and unpowered sites, improved toilet amenities and a new camp kitchen.
- Council completed replacement of the old Noosa Botanic Gardens Shade House built in the 1980's with a new \$400,000 Shade Garden jointly funded by Council and Seqwater. The Shade garden is home to a large variety of shade-loving rare and exotic plants.



Other Initiatives to enable Council to achieve its goal for this theme

- Council supported residents through the 2019 bushfires in Peregrine, Cooribah and Noosa North Shore. This included running evacuation centres (up to 6 at one point), providing emergency relief and supporting the community with clean-up and recovery afterwards including running Recovery Hubs at Peregrine and Noosaville.
- Council supported the community through the 2020 Coronavirus COVID -19 pandemic. Key measures included increasing health and hygiene measures in public spaces, providing COVID safe information and advice to businesses and community organisations and supporting social service organisations with the delivery of emergency relief such as food supply, clothing, funding, accommodation, hygiene products, free flu vaccinations, laundry facilities and hot showers.
- Over 65,000 people engaged in arts and cultural activities through Floating Land 2019. The festival included 21 projects and 38 associated events outside of non-traditional venues, with several community collaboration activities that included First Nations' artists.

- Council continue to collaborate and partner with Kabi Kabi Traditional Custodians on a range of initiatives. A highlight included working with members of the Kabi Kabi Crowe family to produce two short films Place of Crowes and Tewantin's Oyster Feasts. The films are available online and were distributed to all local schools. They are regularly viewed and utilised in local education programs.



- Regional sporting events were supported through Council's community development team including hosting the Pakistan and West Indies Women T20 World Cup cricket teams for warm-up games, training and community engagement activities.
- The Seniors Health and Wellbeing Program (Ageing Well Noosa) commenced across the Shire. The program provides low-cost exercise classes for seniors to improve balance, strength and mobility and provide opportunities for older people to meet new people.
- Children from prep to year 6 participated in Council's Walking Wheeling Wednesdays program which promotes walking and riding to school. The initiative helps keep kids active, while reducing traffic congestion.
- Digital education opportunities were provided to increase critical skills such as the Library and Digital Hubs 'Fly for Good' program which provided local high school girls learning in drone use and application to solve critical problems
- A motion led by Noosa Council in tandem with Cherbourg Aboriginal Shire Council at the Local Government Association of Queensland (LGAQ) annual conference helped gain the support of Queensland local governments to endorse the Uluru Statement from the Heart and advocate for the constitutional recognition of First Nations peoples.
- Council continues to support and focus on recognising the important work of volunteers in our community. A 'volunteer recognition' event was hosted by Council and a promotional video was developed for our Noosa service clubs.
- Council continued to support community organisations with training to remain sustainable and manage current issues. Workshops and webinars covered workplace health & safety, fraud management, meeting legal and financial obligations and bouncing back after the pandemic.
- Council's service facilities provided a range of innovative online programs through the COVID lockdown to help engage and connect our community.
- The refurbishment and repair of community buildings and sports facilities included restumping and repainting Wallace House (Noosa Arts & Crafts Assoc), repairing termite damage at the Tewantin SES and brought all community building fire services up to standard.
- Council allocated \$27,000 to a Community Disaster Response and Recovery Grant to support community organisations that had immediate essential needs as a result of COVID-19.
- Council continued to provide its community grant program supporting our community groups. During 2019/20, we provided \$849,525 in community grants to 163 recipients to support projects, acquisition of equipment or events. Council staff also facilitated a number of evening information sessions for community organisations to help improve their governance and grant writing skills. Details of the grant categories and amounts are set out below:



Grant Type	Number of Recipients	Total grant value
Community Projects	45	\$272,657.25
RADF	17	\$51,390.00
Alliance Agreements	10	\$81,628.68
Emergency Alliance Agreements	2	\$21,959.24
Halls and Community Centres	10	\$81,800.89
Festive Season Events	9	\$45,905.28
Signature Events	4	\$37,123.13
Sports Fields	12	\$170,269.16
Water Rebates**	54	\$86,791.40
Total	163	\$849,525.03

**plus community groups whose Water Rebates were subsidised through alternate funding.

1.3 Corporate Plan Theme 3: The Noosa Economy

“Our economy is diverse and resilient”

Key achievements as we work towards our long term goal include:

Specific Operational Plan Priorities

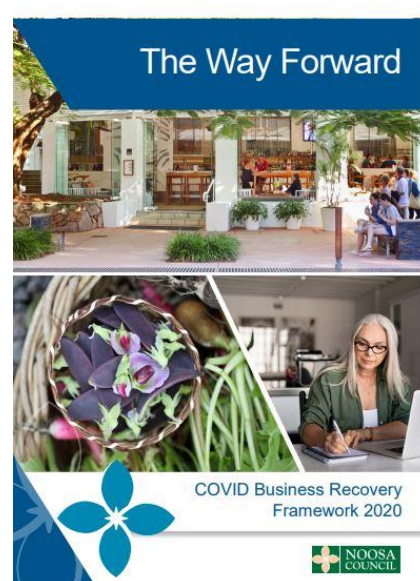
- Council continued to successfully implement its Local Economic Plan (LEP) in partnership with local businesses, government agencies and key industry groups. In January 2020, prior to the impact of the COVID-19 pandemic, Noosa's annual Gross Regional Product reached \$3billion for the first time. Since early March 2020, as the impacts of the pandemic took hold, there has been a sharp downturn in the economy and economic forecasts suggest a continuing economic contraction into 20/21.
- The Local Economic Plan review has commenced with background research underway. The studies undertaken to inform the COVID Business Recovery Plan will provide the base for the full LEP review.
- Council's Industry Development Program was progressed across the priority sectors: digital, education and training. The Peregrine Digital Hub, in its second year of operation, is now home to around 50 technology specialists and is building a strong network of digital sector sub-groups, with membership exceeding 1,000 digital marketers, coders, screen and music producers. The Noosa Education and Training Alliance (NETA) has expanded and is progressing projects that include education & industry pathways and the establishment of a Future Skills Learning Hub.



- The design team completed the preliminary phase to remodel the existing Peregrine Community House as the next stage of the Digital Hub. The design options feature a presentation and events space, small training facility and an upgraded office environment. Detailed design will be complete in 20/21 and construction will occur in 21/22.

Other Initiatives to enable Council to achieve its goal for this theme

- Noosa Council worked with local businesses to provide targeted economic development support through the disaster events of the 2019 bushfires and the 2020 coronavirus COVID-19 pandemic, both in the response and recovery phases.
- The Economic Development team led the economic recovery for the bushfires in partnership with State agencies, supporting businesses impacted in Peregrine Beach, Tewantin, North Shore and Cooribah with issues such as clean-up, insurance and funding applications.
- Council has been a key driver in the local business response to the coronavirus COVID-19 pandemic. Initiatives included:
 - Establishing a Business Roundtable with representatives from local business associations, State and Federal Govt agencies and other key stakeholders. The group provided a forum for business support, advocacy and the distribution of COVID safe information for local businesses.
 - Providing a subsidised Business Support Panel which offered mentoring and free specialist business advice to affected businesses.
 - Developing a 9-point Business Recovery Framework to drive the post COVID economic recovery.
 - Providing fee relief to businesses and organisations and reducing payment terms to 7 days for local suppliers.
 - Responding to the need for protective health equipment, the Digital Hub team, created over 500 face shields using 3D printing equipment for front line medical workers on the Sunshine Coast.
- In response to the 2019 bushfires, the Digital Hub developed the Firetech Connect Program which is helping to develop communities' bushfire resilience by fast-tracking the commercial readiness of promising companies; and connecting, informing and supporting the sector's transformation. The Hub was awarded a \$100,000 Incubator Support Grant from the Federal Government to support Firetech 2020, a commercialisation program for early stage companies working on fire related technologies.
- The Economic Grants program provided \$21,500 for a range of projects that support the local economy. 20/21 recipients included Slow Food Noosa for the Snail of Approval Program, Noosa Open Studios for social media training for local artists, Noosa Hinterland Expo support, and Earthtech for the International Challenge.
- Council enhanced communications with the business community via a direct bi-monthly Economic Development e-newsletter. Council's business webpages were updated to provide a one-stop portal for local businesses including a business events calendar, grants information, Federal and State government support programs and local economic data and statistics.



- Noosa Council hosted 15 businesses and individuals to celebrate local success in the Sunshine Coast Business Awards (6 wins), GovHack competition and other achievements. Those recognised include: iExpeditions, Noosa Beach House, Provectus Algae, In Noosa Magazine, RACV Resort Noosa, Gravity Fit, Food & Agribusiness Network, Fireball International, Create Noosa and Earthtech.
- The Economic Development team provided support to businesses and associations including one-on-one meetings to better help businesses navigate Council functions and requirements and providing guidance on strategic planning and the development of business plans. A highlight included supporting the establishment of the Sunshine Beach Business Association.
- Council facilitated GovHack, a federal government initiative that encourages technology minded individuals to develop solutions to some of our biggest societal problems. Noosa once again over-represented itself in this national competition with the local event attracting over 40 participants, generating 7 projects with 1 national prize winner and 2 honourable mentions and 2 runners up prizes.

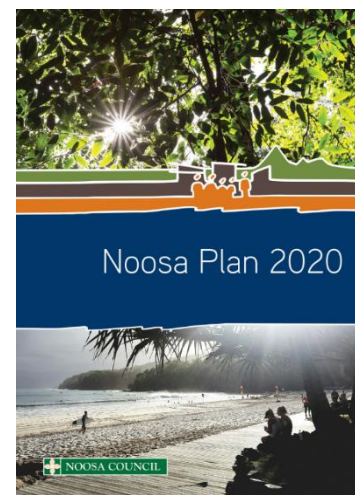
1.4 Corporate Plan Theme 4: Long term planning for Noosa Shire

“Noosa Shire is well managed and sustainable”

Key achievements as we work towards our long term goal include:

Specific Operational Plan Priorities

- Council completed the community consultation on the draft new Noosa Planning Scheme and the Minister for Planning signed off on the Plan subject to several conditions. Following the local government elections, the New Noosa Plan was adopted by Council at a July 2020 Special Meeting and was scheduled to commence on 31 July 2020. The completion of the Plan paves the way for several key projects including the proposed Placemaking pilot program.
- The risk assessment and cost benefit analysis for Council's Coastal Hazard Adaptation Plan (CHAP) was completed. The Draft CHAP will be presented to Council in early 20/21 for consideration with the aim of completing community engagement by late 2020.
- Council adopted the Noosa Spit Shoreline Erosion Management Plan which is a detailed study of the erosion occurring on Noosa spit because of river movement, tide and boat wash. Funding has been allocated in Council's 2020/21 and 2021/22 budgets to commence planning and construction works identified in the SEMP.
- Council formed a working group to guide the Revenue Diversification Project. The working group is investigating options to broaden Council's revenue streams to reduce where possible the reliance on general rate increases to fund service delivery.
- Council continued to implement the priority actions of the Noosa Transport Strategy including completing the second annual Christmas 'Go Noosa' Peak Period Traffic Management Plan with the introduction of a Shuttle Bus loop which saw a further 20% increase in public transport use during our busiest time of year.
- Negotiations progressed with Translink to introduce electric buses for Noosa, upgrade the Noosa Heads bus stop to a multimodal interchange and improve public transport generally.
- The Schools program was re-commenced to improve traffic around schools by getting more kids using active travel and school buses.



- Council completed a comprehensive analysis of the possible options for the future use of the former Tewantin TAFE site. This included new information regarding constraints on the site. Council determined not to proceed with the purchase at the July 2020 Council meeting.
- Capital planning for the Walking and Cycling Strategy update and High Priority Cycling Corridors continued along with the planning for the Noosa Drive, Noosa Parade and Hasting Street precinct. Council has successfully completed the design of the Noosa Parade corridor upgrade with the assistance of Qld Government funding and has submitted a grant application for delivery in 2020/2021.



Other Initiatives to enable Council to achieve its goal for this theme

- The Queensland Audit Office gave Council another clean bill of health issuing an unmodified audit opinion.
- Council implemented strong control measures to mitigate the sustainability risks associated with COVID-19 direct financial impacts on Council which included re-prioritising expenditure and projects, reviewing the 2020/21 budget assumptions including preparing detailed cash flow modelling and providing advice to support effective decision-making.
- The Road Infrastructure Asset Management Plan was endorsed which is a blueprint to guide the management of the shire's 867 kilometre road network and associated infrastructure assets now and into the future.
- Council endorsed a new events policy to strike a balance between the use of public land for events and the community's right to use public space for recreation.
- Council progressed planning and design for the Cooroy Noosa Road and Beckmans Road intersection upgrade and has secured \$600,000 in funding from the Qld Government for the design component and is advocating for construction funding.
- Council developed and commenced implementation of a Strategic Tree Management Plan. The new plan provides a framework to guide proactive arboricultural management decisions throughout the Noosa Shire. This is an essential component of achieving both a green liveable shire and effective management of trees on public land.
- Partnerships were established to provide better value for ratepayer money such as working with Gympie Regional Council for the provision pre-cast concrete products.

1.5 Corporate Plan Theme 5: Excellence as a Council

"The Noosa Shire community is proud of its Council"

Key achievements as we work towards our long term goal include:

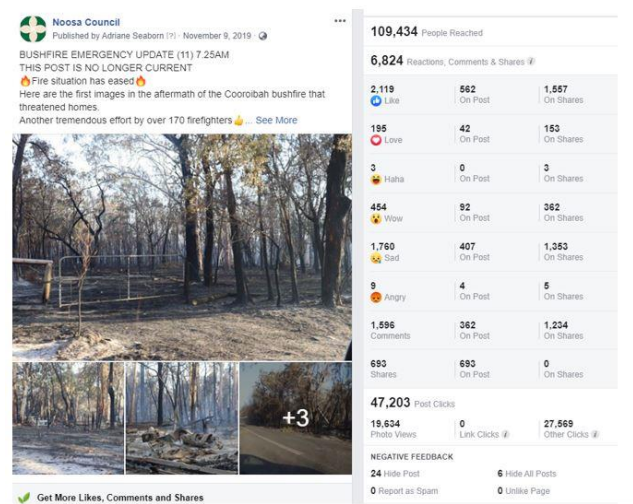
Specific Operational Plan Priorities

- The Workforce Planning Strategy was finalised with two pilot projects undertaken. Implementation will continue once COVID-19 implications are considered.
- Council has made significant progress transitioning to Technology One Ci Anywhere for Council's enterprise management system. Highlights include new online form options, online application lodgement, mobile inspection capability and the introduction of a new customer request system to improve the customer experience and create internal efficiencies.
- Council's Communications Plan was reviewed and endorsed.

- Local Government elections were conducted in March 2020. The caretaker period during the height of the coronavirus pandemic was capably managed and the new Council was provided with a comprehensive on-boarding.
- Council continues to grow and support our staff through leadership/ supervisor development programs and the employee training program.
- The 2019/20 leadership development program focused on continuous improvement and the development of a strong, cohesive, high performing leadership team. Staff involved commended the program for delivering genuine improvement in leadership capabilities and helping to build stronger relationships. A pilot mentoring program commenced to provide an additional professional development avenue for emerging leaders.

Other Initiatives to enable Council to achieve its goal for this theme

- Council's corporate website underwent a redesign in December 2019 which provides a more contemporary looking, easier to use and mobile phone responsive website. 973,776 unique visitors used Council's corporate website in 2019-2020, a monthly average of 81,000.
- The use of social media platforms remained an integral part of council's strategy to keep the community informed. Facebook followers on Council's main page grew 86% to finish the year at 16,616 followers. A focus on building the LinkedIn page resulted in an 83% growth to 3,707 followers.
- Regular community video updates helped improve communication and engagement with the community including Mayoral video updates as a key feature through the 2019 bushfires and 2020 coronavirus pandemic.
- Council introduced new online services to assist the community access information and conduct business including:
 - a booking system which allows people to view availability of community spaces such as wedding areas and book and pay online
 - online portal to search cemeteries records
 - online calendar for library events
 - improved mapping information
- Council successfully transitioned to remote working during the COVID-19 restrictions allowing many services to continue to be provided to the community. Employees were supported through flexible work arrangements and initiatives which focused on their health and wellbeing.
- Implementation of the Work Health and Safety System Management System Plan April 2020-March 2022 commenced to manage health and safety at work and help minimise the risk of injury and illness from workplace operations.
- Council introduced a "public question time" at its monthly Ordinary Meetings as part of its ongoing commitment to accountability and community engagement.
- Council adopted and implemented a new Human Rights Policy to comply with the new Queensland Human Rights Act 2019 and ensure we are developing a human rights culture within the organisation.



- Noosa's iconic Park Road Boardwalk was voted the best Public Works Engineering project in Queensland. The project won the top accolade at the Institute of Public Works Engineering Australasia, Queensland Excellence Awards beating major projects from across the State.
- The Audit and Risk Committee continued to provide valuable advice and independent assurance for governance and finance matters across Council even during these difficult times impacted by COVID-19. This included reviewing Council's strategic risks, policies and organisational key performance indicators. The two independent members continued to provide crucial guidance, expertise and advice on high risk matters while the new Councillors provided a new perspective on matters.
- Council's Internal Audit Program delivered independent audits on the following areas:
 - Council's Financial Delegations of Authority
 - Contractor Management and WH&S Management of Contractors



2 CHALLENGES AND OPPORTUNITIES

We can't rest on our laurels. There is always more to do. The key areas of focus for 2020/21 will include:

- Ensuring that we remain "disaster ready" to assist our community, businesses and vulnerable sectors in the event of any further natural disasters.
- Continuing to lobby the State Government to upgrade Beckmans Road at Noosaville and also have the State Government improve two problem intersections at Cooroy.
- Continuing to manage the uncertainty associated with the COVID-19 pandemic and its impact on our local community and local economy
- Implementing the new Noosa Plan
- Delivering the many "shovel ready" projects that have been funded by the State and Commonwealth governments and meeting their compressed timeframes
- Carefully managing our finances and making sound decisions to ensure that we are able to achieve our recovery plan targets as a result of the financial impact of COVID-19.

3 REFLECTIONS AND ACKNOWLEDGEMENTS

Clearly as outlined above, 2019/20 was another busy year. The list of what we have achieved is long (and may well be incomplete) but doesn't include all of the day to day services provided like lending library books, running the Noosa Aquatic Centre, sweeping streets, answering customer enquiries, managing development applications etc.

To put the level of "day to day" activity into perspective, the following statistics are provided:

Services Provided in 2019/20	2019/20 Data
Number of visitors to the Noosa Aquatic Centre	159,721
Number of visitors to The J	62,881
Number of visitors to the Noosa Leisure Centre	73,470
Number of clients serviced at Noosa Community Support	2,278 (40,916 hours of service delivered)

Services Provided in 2019/20	2019/20 Data
Number of visitors to the Libraries	Noosaville – 138,935 Cooroy – 91,811 Mobile – 20,476 Total – 251,222
Number of physical items issued by our Libraries	Noosaville: 222,820 Cooroy: 102,020 Mobile: 24,943 Total: 349,783
Number of bins collections	1,553,790 general waste bins 669,692 recycling bins 407,891 garden bins 155,492 public place bins 43,791 waste bulk bins 18,156 recycling bulk bins
Number of customer visits to the Waste Disposal facilities	141,789
Number of calls/ enquiries/ transactions by our frontline customer service team	88,256
Number of development applications and percentage approved for the year <i>(includes tree removal applications on private land)</i>	541 applications 93.9% approved 30 refusals
Number of rate notices issued for the year	64,163
Length of road resurfaced	Asphalt – 6.18km Spray sealing – 4.81km Total – 10.98km
Length of road serviced by street sweeper	10,724 km
Number of requests regarding trees on public land <i>(excludes Natural Areas requests)</i>	2,092

Acknowledgement

This could not have been achieved without an incredible amount of hard work and commitment by our Mayors (both past and present), Councillors, Directors, Managers and all of our staff.

I can't speak more highly of our staff. It is only through them that we have been able to achieve such good outcomes. As a Council we are blessed to have such amazing staff who have a commitment to working for the Noosa community.

Previous Council Consideration

A Year in Review report is provided to Council each year.

Finance

The delivery of our 2019/20 programs was in accordance with the Budget and Operational Plan.

Risks & Opportunities

This report is also being provided in accordance with the requirements of the Local Government Act 2009.

Consultation

External Consultation - Community & Stakeholder

Nil.

Internal Consultation

Executive Team.

Departments/Sections Consulted:

<input checked="" type="checkbox"/> Chief Executive Officer	<input checked="" type="checkbox"/> Community Services	<input checked="" type="checkbox"/> Corporate Services
Executive Officer	X Director	X Director
Executive Support	Community Development	Financial Services
	Community Facilities	ICT
	Libraries & Galleries	Procurement & Fleet
	Local Laws	Property
	Waste & Environmental Health	Revenue Services
<input checked="" type="checkbox"/> Executive Services	<input checked="" type="checkbox"/> Environment & Sustainable Development	<input checked="" type="checkbox"/> Infrastructure Services
X Director	x Director	X Director
Community Engagement	Building & Plumbing Services	Asset Management
Customer Service	Development Assessment	Buildings and Facilities
Governance	Economic Development	Civil Operations
People and Culture	Environmental Services	Disaster Management
	Strategic Land Use Planning	Infrastructure Planning, Design and Delivery