

**12 YEAR IN REVIEW – 2020-21**

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CEO's Office

**Index** ECM/ Subject/ Corporate Planning

**Attachments** Nil

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**EXECUTIVE SUMMARY**

This report details key issues that Council has dealt with during the 2020/21 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. In my 30+ years of local government experience, there is no doubt that this has been one of the most challenging 12 months any of us have experienced.

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 Mayor, Councillors and our incredible staff during 2020/21.

**RECOMMENDATION**

That Council note the report by the Chief Executive Officer to the General Committee Meeting dated 16 August 2021 providing a review of Council's progress in the 2020/21 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.

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**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 2020/21 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 2020/21 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 2020/21 Operational Plan.


A review of the Corporate Plan was scheduled to commence in 2020/21 but it is proposed to postpone this until early 2022. The reason for this is that as CEO, I announced my retirement and it would be appropriate for the incoming CEO to develop the new plan in conjunction with the Council and then be responsible for implementing it.

**2020/21 – A YEAR IN REVIEW**


**Top 10 Highlights of 2020/21**  
*(in no particular order)*




Supporting our community during the COVID-19 pandemic through various lockdowns and subsequent recovery phases. This included new events like the Christmas convoy to bring cheer to our community.




Commencement of the long awaited Tewantin by-pass with construction of the \$9M first stage beginning at the Beckmans Road/Cooroy Noosa Road intersection.



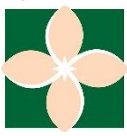
Council attracted over \$23M in funding commitments from the State and Federal Governments for our region for a range of infrastructure and programs that support our community.




Establishment of the Noosa River Stakeholder Advisory Committee to provide Council and Marine Safety Queensland with advice on priorities for the Noosa River.



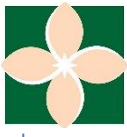
Adopting the new Noosa Planning Scheme and working through its implementation.




Commencement of construction of the Hinterland Adventure Playground - a signature project for Cooroy and the Hinterland area.




Our Pregian Beach Digital Hub attracted over \$2M in government funding to develop Fire Tech - an innovative program to advance the use of cutting edge technology in preventing, detecting and fighting bushfires.



Completion of major infrastructure projects including the Orealla Bridge at Sunrise Beach and the new roundabout at Hilton Terrace, Tewantin.



Council undertook a restructure of our existing debt of approximately \$22M to take advantage of lower interest rates providing a saving to our ratepayers.



Introducing a new online portal called "Open Council" to make our Council more transparent.

## 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 adopted by Council in 2019 and implementation is well underway. The first report on progress on implementation actions was provided to Council in September 2020.
- Council developed a draft Climate Change Response Plan and community consultation was undertaken in relation to that plan. The final plan is proposed to be considered for adoption by Council in August 2021.
- Council established, in conjunction with Marine Safety Queensland (MSQ) the Noosa River Stakeholder Advisory Committee. This committee has broad representation across the various stakeholder groups for the Noosa River and is providing advice to both Council and MSQ on river management issues.
- Council entered into a new 4 year Partnership Agreement with the Noosa Biosphere Reserve Foundation. A project that came to fruition in 2020/21 was the NBRF initiated project to develop a new master plan for the hinterland tracks and trails. This has resulted in initial funding of \$1.6M from the State government to initiate its implementation with a focus on Pomona/Cooran.
- Council worked with key partners to continue to transition the Yurol and Ringtail forestry areas to National Park. The first 350 ha has been dedicated as National Park and final harvesting of pine and hardwood forests is ahead of schedule. Tree planting at Ringtail has already occurred via community tree planting days with over 25,000 trees planted. Negotiations are also underway with a large not for profit organisation to join the project and undertake major restoration works.
- Council has continued to reduce its carbon footprint while aiming to achieve a zero net carbon emissions by 2026. This including installing more solar panels on Council facilities.
- The three-year partnership between Noosa Council and The Nature Conservancy continues with the 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. Engineering and bathymetric work is complete.



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

- Council continued to provide a Land for Wildlife incentive scheme providing free trees, training, and contractor support to eligible properties. There are currently 360 Land for Wildlife members with a total of 513 separate land parcels in this valuable voluntary conservation program.
- Through the Environment Levy, Council purchased a significant parcel of land at Lake Flat Road, Boreen Point for conservation. The 100 hectare property contains important wetlands and koala habitat.
- Council adopted the Noosa Bushland Reserve Strategic Management Plan and the Noosa Bushland Reserve Strategic Fire Management Plan. These two plans outline how we will better manage our bushland reserves and in particular, how we will manage fire risk in our Council bushland reserves.

- Council continued to support the Noosa Biosphere Reserve Foundation which is continuing to work closely with the community in developing signature projects that will maintain the balance between people and the environment. NBRF continues to identify projects and seek funding that are consistent with its objectives.
- The Noosa River catchment maintained its A- rating in the 2020 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. Eleven additional methane extraction wells were installed in March 2021 and further capping works are being undertaken to any methane escaping from the site. Options are being explored to utilise methane for power generation on site.
- Council supported Climate Week in March 2021 with over 20 events being held throughout the shire.

## 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 endorsed a 2020/21 Action Plan to progress implementation of the Cultural Plan.
- Our Community Facilities (Noosa Aquatic Centre, Noosa Leisure Centre and The J) had difficult trading conditions due to closures associated with the pandemic. Nevertheless, while open, they continued to play an important role in the social fabric of our community and have performed well given the COVID-19 context.
- Planning approval was obtained and tenders let for the construction of the Hinterland Adventure Playground at Cooroy. Construction has started with the new all abilities playground scheduled to open by the end of 2021.
- Council sourced funding and assisted with the construction of additional crisis housing as part of the Shine Housing project.
- A consultant was engaged to investigate the needs and opportunities for a new Regional Art Gallery including an examination of other successful regional galleries. This work is part of a long term strategy to establish a new Regional Art Gallery for Noosa.
- Council researched the best options for the replacement of our aging mobile library truck. A new service model has been adopted that will provide more options for our community to access library resources from locations other than Council’s two permanent libraries. The tender has been let for the new mobile Library which will come into operation in 2021/22.
- Master Plans for the Noosa District Sports Complex and the Cooroy Sports Complex were adopted by Council last year and implementation is now underway. New lighting was installed at the Noosa District complex and detailed design for internal roads completed and concept plans for the well-being hub have been developed.



- Major investment in our Road network continued comprising a \$4.6M reseal program including the reseal of Maple Street, Cooroy and the Reef Street/Eenie Creek Road roundabout. Council also continued its refurbishment and upgrade of major bridges throughout the shire including the Orealla Bridge at Sunrise Beach on David Low Way.
- Construction on Stage 3 of the Rufous Street, Peregian development commenced. The new carpark was completed in 2019 but the construction of the new Peregian Beach Community House was delayed as a result of the collapse of the initial primary contractor. In 2020/21, a new tender was let and construction is now underway.



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

- Council resolved to make changes to its planning scheme and to update the Noosa Council Housing Needs Assessment. This is in response to the housing crisis in Noosa caused by significant demand for housing from interstate migration. This high demand has led to increases in weekly rental and prices impacting on housing affordability for locals including key workers.
- Due to Covid 19 resulting in the cancellation of traditional school leaver celebrations on the Gold Coast, “schoolies” chose to come to Noosa in large numbers. Working co-operatively with the Police/Ambulance, Hastings Street Association, Tourism Noosa and the Red Frog Organisation, Council helped co-ordinate a safe venue on Noosa Main Beach with support services and clean up.
- Continuation of our disability compliant program for bus stops with the program now over 90% complete. This program has had 50/50 funding from the State Government.
- Council employed a new Community Development Officer to assist our community to recover from the 2019 bushfire events in Peregian, Cooroibah and Noosa North Shore. Using funding provided by other levels of government, Council has managed a range of projects to improve disaster management capacity and community resilience. Council also organised one year anniversary events at Peregian, Cooroibah and the Noosa North Shore.
- Council determined to introduce its own bushfire management capacity with a particular focus on having in-house staff trained to manage cool weather burns of Council bushland reserves to reduce long term fire risks.
- Council supported the community through the ongoing 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. Like other organisations, Council also had to manage and respond to various lockdowns and operating its facilities in accordance with the relevant COVID safe rules.
- Council provided significant support to the Kin Kin and broader hinterland communities regarding significant concerns in relation to the impact on residential amenity from the operation of the Kin Kin Quarry. This included working with the community to gather evidence for a potential court case and providing an “on the ground” liaison officer to provide community support.
- Council continues to collaborate and partner with Kabi Kabi Traditional Custodians on a range of initiatives. In particular, Council has worked closely with Greenfleet, Landcare and the Kabi Kabi Corporation on an opportunity for the Kabi Kabi to become involved in the Yurol Ringtail Environmental project. This has resulted in an Indigenous Land Use Agreement for this project being agreed to between the Kabi Kabi and Greenfleet.

- Council delivered a \$24M capital program which included a range of projects that support our community. These included an upgrade of the Tewantin netball courts, renewal of the Peregian Beach boardwalk and refurbishment of public toilets, park shelters etc. About 25 community projects were delivered from funding received from the State Government under the Unite and Recovery program.



- Council also received an extra \$1M from the Local Roads Community Infrastructure grant program and resurfacing and sealing works were undertaken in Ely Street Noosaville, Tinbeerwah Road, Tinbeerwah and David Low Way, Peregian Beach.
- Council continued to support the Flight Path Forum community organisation in its opposition to changes to the Sunshine Coast Airport flight paths which impact on the Noosa community.
- Council continued to support community organisations with training to remain sustainable and manage current issues. Workshops and webinars covered grant writing, workplace health & safety and meeting legal and financial obligations.
- Council continued to provide its community grant program supporting our community groups. During 2020/21, we provided \$747,936 in community grants to 123 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	35	\$225,971
RADF	14	\$59,322
Alliance Agreements	10	\$82,853
Emergency Alliance Agreements	2	\$22,289
Halls and Community Centres	10	\$83,028
Festive Season Events	3	\$12,736
Signature Events	4	\$20,495
Sports Fields	11	\$172,823
Water Rebates**	34	\$68,419
<b>Total</b>	<b>123</b>	<b>\$747,936</b>

\*\*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. The sharp downturn in the economy following the onset of COVID in 2020 was followed by a steady recovery, particularly for the tourism accommodation sector as Australians holidayed at home due to the absence of international travel. However, not all sectors of the economy shared in that recovery with many businesses continuing to face difficult trading conditions.
- The Local Economic Plan review is well underway with background research complete and consultation with the Business Roundtable. An Economic Strategy 2021 Discussion Paper has been released for comment and the new Economic Strategy will be finalised in late 2021. This is an important strategic directions policy that will help guide the development of the Noosa economy in the post-COVID environment.
- Council entered into a Memorandum of Understanding with the University of the Sunshine Coast. This provides the Council and USC with a framework to work on projects, undertake joint research and provide work experience for University students.
- The Peregian Digital Hub, in its third year of operation, is now home to more than 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 Digital Hub is using more than \$2M in government grants to establish the FireTech Living Lab program which will establish Noosa as the centre of excellence for fire technology development and testing.
- 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.
- Plans have been finalised to remodel the existing Peregian Community House as the next stage of the Digital Hub. Funding from the FireTech grant will support additional high tech fitout of that area. Construction will commence in 2021/22.

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

- Noosa Council worked with local businesses through the Business Roundtable to provide targeted economic development support through the COVID-19 pandemic, both in the response and recovery phases. This was a major focus in the 12 month period.
- Council COVID-19 support for the local economy and businesses included:
  - Working with the Business Roundtable with representatives from local business associations, State and Federal Government 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.
  - Implementing 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.

- Council's COVID-19 support, including subsidised professional services panel and a partnership with Business Mentors Noosa, was valued at \$43,641
- The Economic Grants program was impacted by the uncertainty of COVID restrictions and lockdowns. Council did provide \$10,000 for a range of projects that support the local economy. 2020/21 recipients included the Hastings Street Association, Cooroy Chamber of Commerce and Woman by Abby Rose.
- Council improved 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.
- 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. Council also welcomed the establishment of the Pomona Chamber of Commerce.

#### **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

- The new Noosa Plan was adopted by Council at a July 2020 Special Meeting and commenced on 31 July 2020. The Council has already made some administrative amendments to the planning scheme and is working to ensure compliance with the Ministerial conditions associated with the scheme adoption.
- The Council's Draft Coastal Hazard Adaptation Plan (CHAP) was published for community feedback. Further work is being done on community engagement via a roundtable with the draft CHAP to be presented to a future Council meeting.
- Council is seeking the necessary approvals to implement 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 budgets to undertake planning and construction works identified in the SEMP.
- Council had formed a working group to guide the Revenue Diversification Project. The working group was investigating options to broaden Council's revenue streams to reduce where possible the reliance on general rate increases to fund service delivery. Due to the ongoing impact of planning for COVID response on key staff, this initiative is on hold but will be revisited once we have more time, post COVID.
- Council continued to implement the priority actions of the Noosa Transport Strategy including completing the annual Christmas and Easter 'Go Noosa' Peak Period Traffic Management Plan. Council also supported the annual Electric Vehicle Expo undertaken by Zero Emissions Noosa.
- Negotiations progressed with Translink to introduce electric buses for Noosa, upgrade the Noosa Heads bus stop to a multi-modal interchange and improve public transport generally. Funding has been provided for design work on the Noosa Heads bus stop area.
- The schools program has continued 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 Tewanin TAFE site. This included new information regarding constraints on the site. Council determined not to proceed with a purchase of the site at the July 2020 Council meeting.



- Council developed a Walking and Cycling Strategy which included High Priority Cycling Corridors. The Strategy was the subject of extensive community engagement and was adopted by Council in July 2021. Funding has been provided in the 2021/2022 budget to begin implementation. Council completed the design of the Noosa Parade corridor upgrade with the assistance of Qld Government funding and also received significant funding from the State government for delivery in 2021/2022.

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

- Council adopted a COVID Financial Recovery Plan to mitigate financial sustainability risks as part of its 2020/21 budget. This 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 by Council. Careful financial management was undertaken during the year resulting in a better than expected financial outcome at the end of the financial year.
- The Pathways and Boardwalks Asset Management Plan was endorsed which is a blueprint to guide the management of the shire's various footpaths, cycleways and boardwalks networks and associated infrastructure assets now and into the future.
- Council let tenders for the Cooroy Noosa Road and Beckmans Road intersection upgrade and has secured \$9M in funding from the Queensland Government for that project. This is stage 1 of a long term plan for a Tewantin By-pass.
- As a result of the COVID pandemic, many of the Council Business Continuity Plans were reviewed and updated including the ICT Business Continuity Plan.
- Council undertook a second round of community consultation on a proposed local law for the management of Short Stay Accommodation properties. This draft local law is designed to address how STAs can be better managed to reduce their impact on neighbourhood amenity.

#### **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 priorities have diminished.
- Council introduced a new process to seek community feedback on Council's 2021/22 budget. This entailed asking the community how they wish to be engaged, seeking feedback on community priorities including the development of an innovative online budget feedback tool and having the draft budget available for community comment. Only a handful of councils in Queensland undertake this level of community engagement on the development of their annual budget.
- Council continues to make progress transitioning to Technology One Ci Anywhere for Council's Enterprise Management System. Highlights include implementing E-recruitment, Procure to Pay (stage 2) and the fees and charges module. The CIA request management system is being reviewed to identify improvement opportunities for the customer experience.
- Council undertook a restructure of our approximately \$22M debt to take advantage of historic low interest rates. This resulted in considerable savings for our ratepayers.

- Council introduced a new Tenderer Financial Capacity Assessment Process Policy to ensure that tenderers have the financial capacity to deliver Council contracts, thus reducing the risk of contractors failing during construction projects.
- Council continues to grow and support our staff through leadership/ supervisor development programs and the employee training program.
- The 2020/21 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. We also had a team of future leaders participate in the LGMA Management Challenge to develop their management skills.

#### 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.
- 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 11% to finish the year at 19,617 followers. A focus on building the LinkedIn page resulted in a 57% growth to 5,905 followers. Similarly, Council's Instagram followers increased 60% to 3,523 and Council's eNews subscribers have increased 76% to 4,285.
- Regular Mayoral video updates helped improve communication and engagement with the community throughout the year, particularly during lockdown periods. Council also introduced a new "Your Noosa" newspaper centrepiece in local papers to keep the community informed about Council news.
- 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.
- Council finalised a new four year Certified Agreement with unions and staff.
- Council continued its "Public Question Time" at its monthly Ordinary Meetings as part of its ongoing commitment to accountability and community engagement.
- Council updated its Councillor Code of Conduct, Standing Orders, Meeting procedures etc in response to major legislative reform by the State Government in November 2020. These reforms were designed to improve Council governance across Queensland and Noosa Council is fully compliant with all of the new legislation.
- 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. A new Audit and Risk Committee Chairperson was appointed as well as a new independent member who are both providing Council with valuable insight into management of risk and good governance.
- Council's Internal Audit Program continued with an audit being undertaken of Asset Management.

## 2 CHALLENGES AND OPPORTUNITES

We can't rest on our laurels. There is always more to do. The key areas of focus for 2021/22 will include:

- Managing the transition for the CEO position with the planned retirement of current CEO.
- Ensuring that we remain “disaster ready” to assist our community, businesses and vulnerable sectors in the event of any further natural disasters.
- Identifying opportunities for Council to address the housing crisis in Noosa noting that this challenge is also being faced by many other regions.
- Finalise key policy documents and associated responses associated with Coastal Hazard Adaptation Plan (CHAP), Short Term Letting Local Law and Noosa 2020 Planning Scheme amendments.
- Take a proactive approach to engagement with land owners of the Noosa Business Centre to delivery optimal community outcomes.
- Continuing to lobby the State Government to upgrade Beckmans Road at Noosaville and also have the State Government deliver solutions for the 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
- Delivering the 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 meet our financial sustainability goals despite the impact of COVID-19.

## 3 REFLECTIONS AND ACKNOWLEDGEMENTS

Clearly as outlined above, 2020/21 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 2020/21	2020/21 Data
Number of visitors to the Noosa Aquatic Centre	232,074
Number of visitors to The J	38,719
Number of visitors to the Noosa Leisure Centre	80,898
Number of clients serviced at Noosa Community Support	46,700 hours of service delivered to 2,000 clients
Number of visitors to the Libraries	Noosaville – 107,764 Cooroy – 70,249 Mobile – 8,215 Total – 186,228
Number of physical items issued by our Libraries	Noosaville: 222,011 Cooroy: 109,502 Mobile: 11,475 Total: 342,978

Services Provided in 2020/21	2020/21 Data
Number of bins collections	1,608,152 general waste bins 684,086 recycling bins 419,406 garden bins 141,596 public place bins 23,972 waste bulk bins 6,188 recycling bulk bins
Number of customer visits to the Waste Disposal facilities	Eumundi Noosa Road - 146,940 Cooroy - 6,439 Pomona - 6,821
Number of calls/ enquiries/ transactions by our frontline customer service team	71,227 interactions (calls, face to face, online web chat, emails) 15,563 requests 5,074 cashier transactions
Number of development applications and percentage approved for the year ( <i>includes tree removal applications on private land</i> )	661 applications 619 approved (94%) 42 refusals Included in the above statistics are Short term Accommodation applications: 65 decided, 53 approved, 12 refused
Number of rate notices issued for the year	64,595
Length of road resurfaced	Asphalt – 6.29km Spray sealing – 5.59km Total – 11.88km
Length of road serviced by street sweeper	3,700km
Number of requests regarding trees on public land ( <i>excludes Natural Areas requests</i> )	3,294

### Acknowledgement

In my 30+ years of local government, this has been one of the most challenging years due to a range of factors. COVID-19 has resulted in significant uncertainty and the need to focus our Council (both internally and externally) on responding to that challenge. This has naturally taken time and added stress to our organisation. At the same time, we have seen record capital works programs fuelled by State and Commonwealth COVID recovery funding to local governments. Similarly, stimulus packages for the housing sector combined with record interstate migration has resulted in record building, plumbing and development applications. All in all, a challenging year.

Nevertheless, we should be proud of what we have achieved in that context. This could not have been achieved without an incredible amount of hard work and commitment by our Mayor, 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 2020/21 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"/> <b>Chief Executive Officer</b> Executive Support	<input checked="" type="checkbox"/> <b>Community Services</b> X Director Community Development Community Facilities Libraries & Galleries Local Laws Waste & Environmental Health	<input checked="" type="checkbox"/> <b>Corporate Services</b> X Director Financial Services Fleet ICT Procurement Property Revenue Services
<input checked="" type="checkbox"/> <b>Executive Services</b> X Director Community Engagement Customer Service Governance People and Culture	<input checked="" type="checkbox"/> <b>Environment &amp; Sustainable Development</b> X Director Building & Plumbing Services Development Assessment Economic Development Environmental Services Strategic Land Use Planning	<input checked="" type="checkbox"/> <b>Infrastructure Services</b> X Director Asset Management Buildings and Facilities Civil Operations Disaster Management Infrastructure Planning, Design and Delivery