

2018/19 – A Year in Review

Top 10 Highlights of 2018/19 *(in no particular order)*



Signing of the formal Yurol/Ringtall Conservation Project Contracts to create a significant koala protection area in the long term (this project won both the Queensland and Australian Local Government Awards for Excellence in Collaboration)



Opening of the Noosa Heads Boardwalk project to significant acclaim (this project won an Australian Institute of Horticulture Green Space Award)



Re-opening the Noosaville Library after a major refurbishment and extension including the introduction of RFID technology and a new Makerspace area



Adoption of the Noosa Environment Strategy and Action Plan after an extensive community engagement process



Undertaking the drafting, State interest check and an extensive public consultation process for the draft Noosa Planning scheme



Implementation of the Go Noosa Transport strategy which included a 40% increase in users of the Free Bus Service



Finalising asset management plans for all of our major asset classes to improve how we manage these assets on behalf of the community



Finalising a liquidity review by Queensland Treasury Corporation which resulted in an early payment of \$10 million off Council's debt



Official opening of the Peregian Beach Digital Hub and a successful launch of innovative programs to grow the digital economy



Undertaking our two yearly Community Satisfaction survey which measured the overall weighted performance index of community satisfaction with Council as 74.59% (up from 73.20% in 2017)

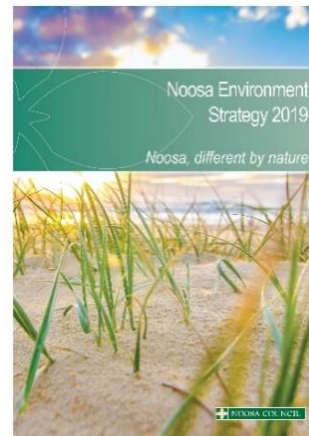
Corporate Plan Theme 1: The Noosa Environment

“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

- Council finalised an extensive consultation process in relation to its proposed Environment Strategy and adopted a new Environment Strategy and Action Plan.
- Council consulted with the community on a first draft of the Noosa River Management Plan. Based on that feedback, further work was undertaken in relation to fisheries. Council has finalised that additional research and will consult further with the community on the second draft of the Noosa River Management Plan. Council has also made a submission to the State Government of their fisheries reform program.
- Council is continuing to implement its Zero Emissions Strategy focused on achieving net zero emissions by 2026. Council has rolled out the installation of over 1,100 solar panels across major Council buildings. Other energy efficiency initiatives have included retrofitting light fittings. These actions have already reduced Council’s emissions and significantly reduced electricity costs. Solar has been installed at the following locations:
 - Tewantin Administration building
 - Noosaville Depot
 - Noosa Leisure Centre
 - Pomona Depot
 - Cooroy Library
 - Noosa Aquatic Centre
 - The J
 - The Respite Centre



- Work on our Waste Reduction and Recycling Plan has continued in 2018/19. This included significant media coverage and school education sessions. Council also opened its Education Centre at the Eumundi Rd Resource Recovery Centre to support the education and behavior change of students and community members regarding waste management, re-use and recycling.
- Council has successfully prepared for the introduction of the State government \$70 per tonne landfill levy that commenced on 1 July 2019.
- Council signed binding contracts with the State government, HQPlantations and the Noosa Parks Association for the protection and restoration of major parts of the Yurol and Ringtail Forest areas. This is the most significant environmental project in recent years and will see almost 2,400 ha of land transition to protected conservation tenure over the next 10 years providing regional scale environmental connectivity, particularly for koala corridors. This project has also won both a State and National Local Government Award for Excellence in Collaboration.



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

- Council provided ongoing support to the Boomerang Alliance in their campaign for a Plastic Free Noosa.
- Council agreed to enter into a partnership agreement with The Nature Conservancy (a major environmental organisation) to undertake a three year project to restore oyster reefs in the Noosa River. This included funding from The Nature Conservancy of \$1.2M with that funding being matched by Council's financial contribution.
- Council launched its Environment Grants program allocating funds towards community projects that protect and enhance the Noosa environment. This entailed project grants for community organisations such as Noosa and District Landcare Inc, Mary River Catchment Co-ordination Association Inc, Zero Emissions Noosa Inc and Reef Check Australia Foundation. Partnership funding was also provided to Noosa and District Landcare Inc and Noosa Integrated Catchment Association Inc.
- Council installed lateral gas lines at Eumundi Rd Resource Recovery Centre to improve the capture of methane gas for flaring and reducing the environmental impacts of methane gas.
- Council agreed to enter into a Memorandum of Understanding with Unitywater, Sunshine Coast Regional Council and Moreton Bay Regional Council to explore options for an organic waste processing facility in the region. The project is ongoing with options currently being considered by the project partners.
- Council undertook an inspection program for environmental compliance at industrial premises with good support from business owners. Council decided to undertake annual inspections in future years with no financial impost on businesses for the 2019/20 financial year.
- Council increased the number of properties participating in the Land for Wildlife program from 288 to 314. Council also facilitated a number of events to help celebrate the 20th anniversary of the Land for Wildlife program.
- Council expanded the Bushcare program with new volunteer groups being commenced at Rainbow Park, Elysium and Cooran Fodder Farm - the first new Bushcare groups for many years.
- Council purchased a 51 ha property at Boreen Point through the Environment Levy program to add to the protected environment estate. To support our acquisition and environmental protection program, Council adopted Policy Guidelines for Conservation Land and Private Land Conservation Partnerships and Revolving Fund Guidelines in September 2018.
- Council assisted in facilitating the 10 year renewal process for the Noosa Biosphere Reserve recognition from UNESCO. A detailed and comprehensive submission was lodged with UNESCO via the federal government. This submission received positive feedback from the relevant UNESCO committees and Council is now awaiting formal advice following that process.
- Council passed a resolution declaring Noosa a "Coal Mining and Coal Seam Gas Extraction Free Shire" to make it clear that these activities are not in keeping with Noosa's environmental values.
- Council has addressed a range of significant planning and environment applications during the last 12 months. During that period, Council approved 95.8% of these applications (459 out of 479 applications were approved). Some of the more interesting town planning applications considered by Council during 2018/19 included:
 - Residential subdivision at Mitti Street, Noosa Heads
 - Proposed backpackers accommodation at Mary Street, Noosaville
 - Residential units at Garnet Street, Cooroy
 - Residence at Seaview Terrace, Sunshine Beach
 - Visitor accommodation at Pinbarren
 - Home based business at Cootharaba
 - Proposed changes to the RSL building at Tewantin.

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 adopted a Cultural Plan and Action Plan in December 2018 which is currently being implemented.
- Council developed a draft Community Health and Wellbeing Plan following an extensive community engagement process. The plan will be adopted by Council shortly, together with an implementation plan.
- Council has undertaken significant planning and design for the establishment of an iconic playground at Cooroy. This has included community consultation on the plan. Council was also successful in securing \$2.788M in funding from the State government towards the project. Construction will commence in 2019/20.
- Council completed a \$2.2M extension and refurbishment of the Noosaville Library. Radio Frequency Identification (RFID) was installed as part of this process and the extension included a new Makerspace area and Heritage Library Room. The Makerspace includes 3D printers, robotics and virtual reality “hands on” activities.
- Council has implemented the Sport and Active Recreation Action Plan. This has included activities such as the “come and try sports days”, “Get out, Get Active Teenagers” and supporting the successful World Surfing Reserve application. In conjunction with Sunshine Coast Regional Council, Gympie Regional Council and the State government, our Council also adopted the “Regional Difficult to Locate Sports Plan”. This plan identified the ideal location across the broader region for high noise impact sports.
- Council opened the Park Road Boardwalk following an extensive community engagement process. The construction was undertaken by Hutchinson Builders and opened in late October 2018 just prior to the Noosa Triathlon weekend to significant community acclaim. This project has won Council an Australian Institute of Horticulture Green Space Award. Our contractor also won two Master Builders Association Awards for this project.



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

- Council launched and operated, in conjunction with a range of community partners, the Social Services Hub at Tait Duke House, Tewantin. The Hub serves as a one stop shop for a range of services for people experiencing homelessness or at risk of homelessness, and for community members who may face barriers to accessing social services.
- Council continues to focus on recognising the important role of volunteers in our community. A series of videos were produced highlighting examples of the work undertaken by volunteers and a “volunteer recognition” event was hosted by Council.
- Council has undertaken two community Council meetings during 2018/19. In November 2018, we held a Council meeting at Pomona and in May 2019, we held a Council meeting at Cooran. This continues Council’s ongoing commitment to open decision making and provides an opportunity for more members of the public to attend Council meetings. In keeping with our ongoing commitment to transparency to the community, during the year we only closed Council meetings on two occasions to deal with confidential matters. Council also improved our community’s access to Council meetings by instituting live streaming of Council meetings and our General Committee meeting from February 2019. These videos are also available on Council’s YouTube channel for later viewing.
- Council passed a resolution in November 2018 declaring Noosa as a Refugee Welcome Zone and signed the Refugee Council of Australia’s Refugee Welcome Zone Declaration.
- Council has been active in supporting the local communities who have been affected by proposals for the new Sunshine Coast airport flight paths. Council has worked closely with Flight Path Forum Inc. as part of the community based campaign to review the proposed flight paths and improve the level of community engagement by Airservices Australia as part of that process.
- There has been significant progress on the backlog of community lease renewals. Following de-amalgamation, we inherited more than 28 expired leases and had quite a number of other community groups with no formal tenure arrangements. By 30 June 2019, there were no community groups without tenure arrangements in place and only 5 leases still awaiting renewal.
- Council undertook an Expression of Interest process for the upstairs section of the Peregrin Beach Surf Lifesaving Club building which generated significant public interest. Following that expression of interest process, Council agreed to issue a 3 year trustee permit to Surf Lifesaving Queensland Sunshine Coast Branch.
- Council continued to invest in the maintenance of our community halls and facilities. We undertook periodic painting of community halls including the Tinbeerwah Hall. We also undertook some upgrades of community facilities including upgrading the air-conditioning and electrical systems at the Pomona Community House.
- Council completed a detailed review of an Events Policy for our Shire. This included an extensive community engagement process which culminated in the adoption of Noosa Events Policy which is designed to provide clarity about the number and location of annual events.
- Council has reviewed and updated its Community Engagement Policy. Significant community engagement projects in 2018/19 included:
 - The draft Noosa Planning Scheme
 - Proposal for a local law on advertising signage
 - Events Policy
 - Environment Strategy
 - Draft Noosa River Plan
 - Pioneer Park Upgrade at Cooran
 - Hinterland Park at Cooroy.
- Council has undertaken numerous Library and Gallery programs to support our community. Our Library Services have physically issued over 437,982 items to our community during the last 12 months.

- Our Noosa Aquatic Centre, Noosa Leisure Centre and The J all had outstanding years. In terms of numbers, the NAC had 240,893 visits which is just under last year's number of visits, however the NAC closed in June 2019 for major scheduled maintenance of the pool, roof and deck structures. The Noosa Leisure Centre had 127,580 visits which is up 19.9% on last year but some of that increase can be attributed to extra visitors to the temporary library while the Noosaville Library refurbishment was underway. The J had 90,992 visits which is up nearly 4% on the previous year.
- Council took the lead on lobbying for reform to how electronic gaming machine approvals are managed in Queensland. Council was successful in gaining support for the Local Government Association of Queensland to lobby on behalf of Queensland councils for legislative reform. Council also joined the Gambling Alliance Reform Group – a group of like-minded councils across Australia lobbying for policy changes that would reduce the negative impact of gaming machines on local communities.
- Council continued to provide its community grant program supporting our community groups. During 2018/19, we provided \$769,455 in community grants to 147 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	36	\$198,643.00
RADF	15	\$49,947.00
Alliance Agreements	11	\$85,418.63
Emergency Alliance Agreements	2	\$21,627.11
Halls and Community Centres	10	\$80,592.01
Festive Season Events	9	\$45,229.96
Signature Events	5	\$44,738.00
Sports Fields	11	\$167,752.76
Water Rebates**	48	\$75,506.78
Total	147	\$769,455.25

**plus community groups whose Water Rebates were subsidised through our Property Branch

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

- The Peregian Beach Digital Hub was officially opened on 12 September 2018. In its first year of operation, it has exceeded the proposed budget performance and has a solid tenant and co-worker base. Council has an excellent Digital Hub Director who has curated an interesting and industry relevant series of programs to grow the digital sector in Noosa. Council has also received a \$75,000 State Government Grant to continue to grow the program component at the Hub.
- Council continued to successfully implement its Local Economic Plan. Unemployment rates in Noosa continue to be below other areas – Noosa 5.7%, compared to the balance of the Sunshine Coast, 6.3% and Queensland, 6.1%. Over 80% of the initiatives in the Local Economic Plan adopted in 2015 have been implemented or are substantially underway.
- Council and Tourism Noosa worked together on the Sustainable Tourism Stakeholder Reference Group. This brings together approximately 15 different groups from the business, community and environmental sectors to consider challenges associated with how Noosa can manage the success it has achieved in becoming a premier tourism destination with increased visitation. The Sustainable Tourism Stakeholder Reference Group is continuing to meet to work towards an Accord and Action Plan.



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

- Council continued to work closely with Regional Development Australia (Sunshine Coast) on a range of projects including the successful SCRIPT program to develop innovation on the Sunshine Coast.
- Council facilitated the establishment of the Noosa Education and Training Alliance – an alliance with representatives from all of the schools, universities and training providers in Noosa working collaboratively to advance education and training opportunities and pathways for the Noosa community.
- Council has been negotiating with the State government regarding the acquisition of the former TAFE site at Tewantin. These negotiations include Council making an offer to the State government to purchase the site but no contract has yet been signed.
- Council introduced improved CCTV cameras in Hastings Street to ensure that our premier commercial precinct remains a safe and welcoming area. The CCTV system included high definition cameras and number plate recognition technology.
- Council continued an audit of business signage across the shire and also provided information to the operators while the audit was being undertaken. Council has also undertaken community consultation on proposed new signage laws.
- Council invested in our Noosa River Holiday Park by replacing both the large and small amenity buildings. This continues to make this holiday park a highly attractive destination with almost 96% occupancy rates for 2018/19.



- Council staff worked closely with the Noosa Junction Association throughout 2018/19 assisting them with the implementation of their plan to regenerate the Junction. A number of joint meetings were facilitated with stakeholders regarding the draft planning scheme.
- Council has increased the resources allocated to economic development activities with additional staff to support the Noosa Education and Training Alliance and also an Economic Development trainee.
- Council co-located the Economic Development Branch with the Council's Strategic Planning Branch to ensure that there was synergy between our goals for our Local Economic Plan and the development of our new planning scheme.
- Council continued its economic grants program with grants provided to Innovate Noosa Inc, the Noosa Chamber of Commerce and Industry Inc and the Sunshine Coast Creative Alliance.

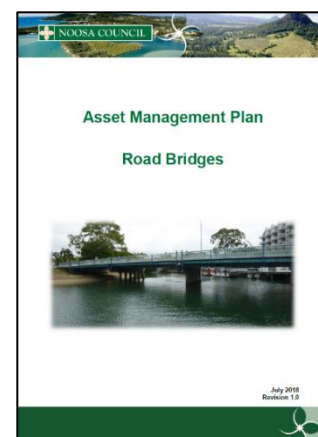
Corporate Plan Theme 4: Long term planning for Noosa Shire

“Noosa Shire is well managed and sustainable”

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

Specific Operational Plan Priorities

- Council undertook significant work on the development of the new Planning Scheme during 2018/19. The State interest review was completed and a draft scheme was adopted for the purpose of community engagement. An extensive community engagement process was undertaken including:
 - TV, newspaper and social media advertising
 - Community pop ups across the Shire
 - Over 2,000 people attending Council’s planning scheme office for face to face information
 - Over 10,000 letters and emails sent to affected property owners
 - Targeted consultation with key community, environment and business groups
 - 938 unique submissions to Council on the draft Planning Scheme.
- Council also finalised its Local Government Infrastructure Plan (LGIP) that provides the basis for developers to contribute to trunk community infrastructure necessitated by the development.
- Council continued implementation of its Transport Policy and Transport Strategy. For the Christmas period in 2018/19, Council introduced the “Go Noosa” campaign - an integrated transport project aimed at behaviour change to encourage more people to walk, ride or use public transport rather than private vehicles. The “Go Noosa” campaign included:
 - Development of a Go Noosa App providing real-time information on car parking availability, cycling and walking paths and real-time bus information;
 - Improved signage and directional information to encourage people to park and ride
 - An integrated marketing campaign with Translink to promote the use of free buses.
 - Free buses were extended from 4 weeks to 12 weeks at Christmas and for 4 weeks at Easter 2019.
 - An increase of 40% for people using free buses, an increase of 7% for people walking to the Hastings Street precinct an increase of 27% for people riding to the Hastings Street precinct but only a 2% decrease in the use of private vehicles.
- Council also engaged with Translink on a comprehensive review of the public transport network in Noosa including bus routes, bus frequency and opportunities for electric buses.
- Council finalised a tender process in June 2019 to commence a major re-development of the Noosa North Shore Campground. This re-development will be finalised during the second half of 2019 and be opened in time for Christmas 2019.
- Council finalised the adoption of its detailed Asset Management Plans for all of our major asset classes. To date, detailed asset management plans have been adopted for Roads, Bridges, Stormwater, Roads Infrastructure and Council Buildings & Facilities. Detailed asset management plans were also previously completed for the Noosa Main Beach Sand Recycling System and the Noosa Aquatic Centre.
- Council is continuing the development of a Climate Change Adaption Plan for the Shire and a Climate Hazard Adaption Plan which focuses particularly on coastal areas. This project (being funded by the State via LGAQ) is progressing well. Research and community engagement has been undertaken.



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

- Council had a review of our financial position undertaken by Queensland Treasury Corporation. We were rated as financially sound which means we have adequate capacity to meet our financial commitments in the short, medium and long term.
- Council also had Queensland Treasury Corporation undertake a review of our financial liquidity and that resulted in Council making an early repayment of \$10,000,000 off our existing debt and reducing net interest payments by \$270,000 for ratepayers.
- Council enhanced its approach to seeking grant funding from other levels of government. In 2018/19, we were successful in attracting \$1.2M in funding from the Commonwealth towards the replacement of two bridges in the hinterland and a \$2.6M grant from the Commonwealth towards the Peregrin Beach Community Centre. We were also successful in attracting \$2.8M funding from the State government towards the Hinterland Playground project at Cooroy.
- Council has undertaken considerable work in developing our response to natural disasters including undertaking disaster management exercises to train our staff. Our long serving Local Disaster Co-ordinator stepped down from that role and our Director Infrastructure Services has assumed that role. We have taken part in region wide disaster management training exercises with adjoining Councils. There has also been a concerted focus on developing our preparedness for a sustained recovery effort from a major natural disaster.
- Council was successful in securing Commonwealth government grant funding to replace a number of bridges. In 2018/19, we finalised replacement of the Mary River Road Bridge in Cooroy and the Noosa Road Bridge in Cooran. We were also successful in 2018/19 in obtaining grants to replace the Tablelands Road Bridge (Number 2) at Cooran and the Wahpunga Lane Bridge at Kin Kin. Both of these bridges will be replaced in 2019/20. We also received funding to replace the aging bridge at Orealla Crescent, Sunrise Beach and this work will also be undertaken in 2019/20.
- Council commenced the Noosa Spit Shoreline Erosion Management Plan (SEMP) which is a detailed study of the erosion occurring on Noosa spit as a result of river movement, tide and boat wash. The SEMP will be finalised early in 2019/20 and provide an evidence-based solution for solving the erosion problem currently occurring.
- Council developed its first 10 year Capital Program allowing for a longer planning horizon for capital projects. Our Infrastructure Planning, Design and Delivery team now have future projects they can plan for. In addition, our teams delivered a significant capital program of \$26.1M including:
 - Noosaville Library Refurbishment
 - Mary River Road Bridge at Cooroy
 - Old Noosa Road Bridge at Cooran
 - Noosa Heads Boardwalk
 - \$3.8M expended on a reseal program of roads across the Shire
 - Replacement of the Tewantin Council Administration Building roof (including installation of solar panels)
 - David Low Way safety improvements, car park and bus stops at Castaways Beach (commenced in 2018/19)
 - Major refurbishment of the Noosa Aquatic Centre at Sunrise Beach (commenced in 2018/19)
- As part of the planning scheme process, Council reviewed the current approach to signage in the Shire and published, for public consultation, a proposal to remove signage regulation from the planning scheme and included in a local law. That local law also included proposed changes to the way in which signage is currently managed. There was considerable public interest in this issue during the consultation process. Around 300 submissions were received and are being considered prior to finalising the local law.

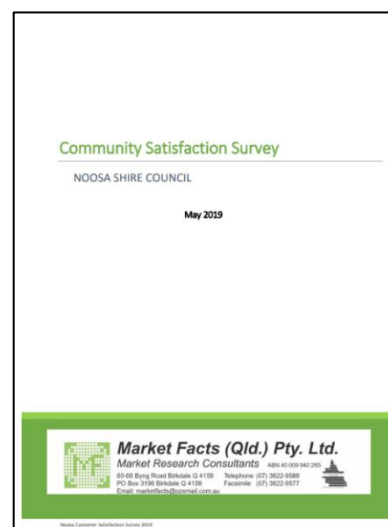
Corporate Plan Theme 5: Excellence as a Council

“The Noosa Shire community is proud of its Council”

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

Specific Operational Plan Priorities

- Council continued to look at ways in which we can improve services. One of the most important steps last year was the development of a Level of Service Catalogue which was substantially completed as part of the 2018/19 budget process with further enhancements for the 2019/20 budget process. Council now has documented service details of what services it provides, costs, response times, benchmarking etc and more work was done in 2019 on finalising this Level of Service catalogue. The Level of Service Catalogue is available on Council’s website.
- Council completed the replacement of the Tewantin Council Administration Building roof which included the installation of a significant number of solar panels. Long-term precinct planning will be undertaken in 2019/20.
- We transitioned our ICT systems to the latest version which provided enhanced systems capability. We upgraded to some of the latest systems including “Enterprise Cash Receipting” and “Procure to Pay”. We have also continued to roll out our ICT Strategy to enhance our system capabilities and we have commenced a major project to transition our property and rating system. This project will add significant benefits to our community with more online services.
- Our Customer Service team continued to provide exemplary service at the front line. This was recognised in the Community Satisfaction Survey with feedback from our community
- Council undertook our second detailed Community Satisfaction Survey. The Survey was undertaken by an independent professional survey firm (Market Facts) using the same methodology as the 2017 Community Satisfaction Survey. The results of the 2019 survey identified that Council was achieving a community satisfaction score significantly above comparable Councils in almost all service categories.
 - Council’s overall weighted performance index was 74.59% (up from 73.20% in 2017).
 - Top performing services were Libraries (84.9%), Waste management (81.5%), and Customer Service (81%).
 - Three quarters of those surveyed who had contacted Council rated the service of staff as good or very good.
- Council has undertaken a review of its Communications & Engagement Strategy. This has entailed internal consultation and the development of a draft new strategy.
- The revenue diversification project has commenced looking at options to increase non rate revenue to reduce pressure on future rate increases. An internal working group has been established which is working on a strategy and project plan.



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

- The corporate Council website has started the transition to a new content management system. Community Engagement has collaborated with the LGAQ to finalise a new-look for the website.
- Council has increased its presence on and use of social media platforms, to improve communication and engagement with the wider community. A more targetted approach to social media engagement on Facebook and LinkedIn has been taken. Facebook followers have increased by 18% to 8,923. LinkedIn followers have grown by 55% to 2,022
- The transformation of our Workplace Health and Safety performance has continued. Our most recent internal audit of our WH&S Systems and achieved a score of 80% (up from 19% five years ago). We have transitioned from one of the worst performing local governments of our size to one of the best performing local governments of our size.
- Although our end of year financial statements have not yet been finalised, it is clear that we have had another successful financial year. Revenues were above budget and expenses were below budget. This will be reported to Council separately in due course.
- Council has successfully achieved another unmodified audit from the Queensland Audit Office with the 2017/18 financial statements being signed off by the QAO in late 2018.
- The Audit and Risk Committee has continued to add value to our compliance and performance for governance and finance. This has included an oversight of our strategic risks, review of key governance and financial policies, review of organisational KPIs, development of Business Continuity Planning etc. Our two external members of the Audit and Risk Committee in particular have added significantly to our overall governance practices. Although not high profile, this Committee plays an important role in making sure that Council “dots the i’s and crosses the t’s” both in governance and in the management of risk. Council’s Internal Audit Program included internal audits on:
 - Overtime;
 - Business Continuity Plans; and
 - Risk Management strategies.
- Our enterprise risk management has been further developed with risk management practices being further embedded into Council operations. Our comprehensive Business Continuity Plans are now complete and have been tested successfully early in 2019 and also been the subject of an internal audit review which found that the BCP Plans were excellent.
- Over the last 12 months we have implemented several projects that contribute to the culture and performance of Council. These include:
 - Domestic and Family Violence awareness training supported by a DFV strategy to support staff who are victims.
 - Drug and Alcohol testing in the workplace to improve worker safety as well as helping those staff who may have an issue with their use of drugs or alcohol.
 - Noosa Region school partnerships where Council provides in school workshops for job interviews and job readiness.
 - Under 30’s employee engagement program which aims to reduce turnover of young employees and provide professional development and career guidance.
- We undertook ICT network switch infrastructure replacement providing greater network security which improved our ability to monitor network system faults more easily.
- We undertook significant training and development for our middle managers with programs focused on team leaders and supervisors. We also undertook leadership development for our Leadership Group (our top 25 leaders).

Services Provided in 2018/19	Data
Number of visitors to the Noosa Aquatic Centre	240,893
Number of visitors to The J	90,992
Number of visitors to the Noosa Leisure Centre	127,580
Number of clients serviced at Noosa Community Support	2,201 clients (43,287 hours of service delivered)
Number of physical items issued by our Libraries (<i>note Noosaville Library was partially closed for refurbishment in this period</i>)	Noosaville: 205,236 Noosa Civic (temporary): 55,106 Cooroy: 138,305 Mobile: 39,335 Total – 437,982
Number of bins collections	1,584,672 general waste bins 671,093 recycling bins 400,543 garden bins 157,036 public place bins 44,666 waste bulk bins 17,519 recycling bulk bins
Number of customer visits to the Waste Disposal facilities	132,732
Number of calls/ enquiries/ transactions by our frontline customer service team	99,854
Number of development applications and percentage approved for the year	479 applications 95.8% approved 20 refusals (includes tree removal applications on private land)
Number of rate notices issued for the year	63,799
Length of road resurfaced	Asphalt – 6.9km Spray sealing – 10.4km Total – 17.3km
Length of road serviced by street sweeper	8,434 km
Number of requests regarding trees on public land (<i>note figure excludes Natural Areas requests</i>)	1,827