

# COUNCIL PLAN 2022 – 2027

Our Council Plan supports the implementation of the City Vision. It describes the outcomes we are working towards and our measures of success.

**INSPIRED BY LIFESTYLE.  
DRIVEN BY OPPORTUNITY.**

CITY THEMES



## DIVERSE THRIVING ECONOMY



## VIBRANT LIFESTYLE



## CONNECTED COMMUNITY



## NATURALLY UNIQUE



## LIVEABLE PLACES



## ONE CITY

OUR OUTCOMES

We have sustainable economic growth in the industries and sectors that offer opportunity.

We develop, attract and retain the best talent in our city.

We are the best place to visit in Australia.

We are a safe, active and healthy community.

We have accessible community and cultural infrastructure which supports social connections.

We provide safe and sustainable travel choices to enable us to move around the city easily.

We have beaches, parklands, waterways and natural places that are accessible and enjoyed by everyone.

We are a digitally connected city.

We have a healthy and connected natural environment network.

We design our city growth to protect our natural environment.

We plan city growth and ensure sufficient capacity and types of housing to meet future needs.

We manage our resources for a sustainable future.

We have a prepared community and a natural and built environment resilient to hazards.

We address the challenge of climate change through practical and sensible solutions that deliver climate resilience.

We partner to leverage legacy outcomes and emerging opportunities for the city ahead of the Brisbane 2032 Olympic and Paralympic Games.

We are a high performing, customer focused organisation which delivers value for money services to our community.

OUR MEASURES OF SUCCESS

- Gross regional product
- Growth in tertiary education sector
- Visitation spend

- Perception of safety
- Physical activity ranking
- Community infrastructure accessibility and visitation
- Satisfaction with arts and culture

- Travel time reliability
- Daily trips using public, active and shared transport
- Accessible outdoor environments
- Digital connectivity

- Connected and restored critical nature corridors
- 51% native vegetation cover

- Residential growth management
- Resource recovery and reuse – waste and wastewater
- Beach erosion protection
- Disaster resilience

- City-operational greenhouse gas emissions
- Legacy outcomes
- Average residential rate rise
- Customer satisfaction



The Council Plan describes our Commercialised Business Unit's objectives and significant business activities.

# GOLD COAST WATER AND GOLD COAST WASTE MANAGEMENT OBJECTIVES

## WE ENSURE ZERO HARM

We ensure the health and safety of ourselves, our environment and our community

## WE STRIVE FOR SATISFIED CUSTOMERS

We provide value for money, innovative, customer focused services

## WE MANAGE FINANCES RESPONSIBLY

We balance life-cycle costs and service prices to sustain our City

## WE PROVIDE RELIABLE SERVICES

We plan, build, operate, maintain and renew assets prudently and efficiently

## WE SUCCEED THROUGH SKILLED PEOPLE

We engage, develop and empower our people to continuously improve our business



## Gold Coast Water

### SIGNIFICANT BUSINESS ACTIVITIES

- purchase and distribute water
- provide water, recycled water and sewerage services to customers
- charge customers for relevant services
- manage customer enquiries, service requests and complaints
- perform functions relating to trade waste and seepage water as a sewerage service provider
- perform planning and development assessment functions under the Planning Act
- anything else likely to complement or enhance a function mentioned above – specifically analytical laboratory services directly to external customers.



## Gold Coast Waste Management

### SIGNIFICANT BUSINESS ACTIVITIES

- promote waste avoidance and reduction and resource recovery and efficiency actions
- reduce the consumption of natural resources and minimise the disposal of waste by encouraging waste avoidance and the recovery, re-use and recycling of waste
- minimise the overall impact of waste generation and disposal
- ensure a shared responsibility between government, business, industry and the community in waste management and resource recovery
- support and implement national frameworks, objectives and priorities for waste management and resource recovery.

