



# Strengthening Communities

**Our vision is for a region with safe, strong and inclusive communities.**

**A place where:**

- All residents enjoy a quality lifestyle and a sense of belonging.
- Services are available to support people seeking an active, healthy and engaged lifestyle.
- Our civic leaders are progressive, responsive and build trust within our community.

# Strengthening Communities



## Granting community projects

Local community organisations were provided a significant funding boost with \$540 000 provided through council's Community Grants.

More than 570 applications for funding were received.

112 local community organisations were provided with funding to support Indigenous and multicultural, environmental, regeneration, sport and recreation, youth, arts, cultural and other community-related activities.

Some key funding highlights included:

- \$15 000 towards a new shaded grandstand to boost spectator capacity at the Albany Creek Football Club, located at South Pine Sports Complex
- \$7500 towards installation of an automatic sliding door to improve accessibility at the Redcliffe Bridge Club
- \$5000 towards the Bribie Island Retreat and Recreation Centre's Bribie Island Paniyiri Festival
- \$3520 for the Wildlife Preservation Society of Queensland to investigate platypus populations in local creeks
- \$2286 to support the Sporting Wheelies and Disabled Association's attendance at the State Boccia Championships
- \$15 000 towards to support the InsideOutside Dance Ensemble to engage professional choreographers to work with young people who have disabilities.



# Community Services

## Community capacity building

Projects and activities that support and build the capacity of community groups and organisations.

### Highlights

- Supported Harmony Day 2016 by providing \$11 000 in funding to eight community events, projects and initiatives that celebrated the region's cultural diversity. This included a partnership with local youth providers to create a YouTube video.
- Developed a new bi-monthly eNewsletter which provides information relating to council's Community Grants Program.
- Partnered with local community organisations and businesses to celebrate NAIDOC Week. Initiatives included a community fun day in Deception Bay, flag-raising ceremony in Caboolture and a cultural event in Mt Samson.
- Partnered with community organisations to host movie nights, skate competitions and various art and cultural events for National Youth Week. More than 2000 young people took part.
- Provided support to the Riley Car Club, Samford and Dayboro Men's Shed groups for the preparation, approval and construction of new facilities in the Samford and Dayboro showgrounds.
- Celebrated the region's volunteers during National Volunteer Week in May. Throughout the year volunteers assisted with local events, libraries, museums, art galleries, community services and tourist information centres.

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## Community support services

Child and family services including Birralee Child Care Centre and family day care operations.

### Highlights

- Provided centre-based care and education for children aged from six weeks to five years at the Birralee Child Care Centre at Ferny Hills.
- Operated Birralee at 100% occupancy throughout the 2015/16 financial year.
- Provided care and education via the Pine Rivers Family Day Care's network of home-based educators.



# Strengthening Communities



## Emergency services unite to prepare residents

More than 7000 people explored fire engines, rescue boats, water tankers and the jaws-of-life at Combined Emergency Services Expos held at Samford, Woodford and Bribie Island.

The events were hosted by council in partnership with emergency service agencies, community groups, charities and volunteer organisations.

They featured interactive displays, the latest high-tech emergency equipment and demonstrations from emergency services personnel spanning air, sea and land.

They also provided tips and advice to residents on preparing the family home for severe weather events including storms and bushfires.



# Community Services

## Disaster management

Planning, preparation, response and recovery activities for community disaster events.

### Highlights

- Spent more than \$2.1 million preparing for, responding to and recovering from disaster events.
- Activated council's Local Disaster Coordination Centre to respond to weather events on 14 June and 19 June, 2016.
- Issued more than one million text messages, 533 400 emails and 24 050 voice messages via MoretonAlert advising residents of severe weather and flooding warnings.
- Registered 5652 new residents for MoretonAlert in 2015/16 totalling more than 39 400 registrations.
- Conducted 23 planned burns across 389 hectares of bushland in preparation for the fire season.
- Worked closely with emergency services and other agencies to undertake four training scenarios which included an evacuation centre, bushfire, storm event and dam failure.
- Installed two additional fire sirens on Mount Glorious, located at Camp Constable and Harland Road to improve sound coverage of the area's Early Warning System.
- 10 local SES volunteers received awards at the 2015 SES Unit awards ceremony.
- Received funding from the Queensland Government to undertake a number of regional Get Ready Queensland disaster initiatives including storms and bushfire seasons. Get Ready activities included:
  - ▶ regional advertising campaigns in local media, cinemas and on social media
  - ▶ development of Red Cross floor plans for Watson Park, Dakabin and Beachmere evacuation centres
  - ▶ assistance to SES volunteer community educators
  - ▶ the creation of an evacuation centre storage container located at the Beachmere State School containing an evacuation centre kit, bedding packs and stretchers
  - ▶ participation in emergency services expos at Samford (August 2015), Bribie Island (October 2015) and Woodford (May 2016).
- Carried out testing of the Mount Nebo and Mount Glorious Early Warning System which incorporates bushfire siren and road signage in conjunction with Queensland Fire and Emergency Services and Queensland Parks and Wildlife Service.

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## Community safety

Community safety and crime prevention strategies.

### Highlights

- Operated 874 CCTV cameras throughout the Moreton Bay Region to enhance security and community safety. This included assisting with requests made by Queensland Police.
- Extended council's CCTV network coverage at locations Centenary Lakes Park, Burpengary Sports Precinct and Bee Gees Way, installing 48 new high definition cameras with remote-directional and licence plate recognition.
- Responded to 2400 requests for graffiti removal across the region.
- Boosted public safety by improved lighting along public footpaths and connections linking to the Moreton Bay Rail Line.
- Invested more than \$250 000 installing and upgrading existing lighting along public footpaths and in public areas.

# Strengthening Communities



## Connecting with council online

Council continued to digitalise its customer service experience, expanding services and initiatives available to residents online.

In just three years visitation to council's website has increased significantly from 1 million to 2.73 million. Almost half of these visits are now made on a smartphone or tablet device.

During the financial year, council unveiled the My Property Look Up and Flood Check Explorer. These tools allow residents to easily search important planning and flood information. More than 95 000 searches have already been conducted.

MoretonAlert subscriptions continued to grow to more than 39 000. The service provides free severe weather alerts to residents.

Meanwhile more than 11 000 customer requests have now been lodged via council's MBRC Request App. The app allows residents to simply and easily report a range of matters including damaged infrastructure or a missed bin collection. It also reduces administrative costs associated with processing these requests.

# Governance

## Customer services

Service to customers through council's call centre, service centres and records section.

### Highlights

- Responded to 242 110 calls with more than 95 per cent resolved at the first point of contact.
- Conducted more than 87 000 customer transactions at council's customer service centres. 96 per cent of enquiries were resolved at first point of contact.
- Processed and distributed 190 000 documents, emails and faxes electronically across the organisation on the same day they were received.
- Responded to an average of 1900 electronic service requests each month. Requests were received via council's mobile apps, email and website.
- Increased visitation of council's website by 7.4 per cent to more than 2.73 million. Almost half of all visits were via a mobile or tablet device.
- More than 8860 ratepayers received their council rates notices electronically via BPay View or Australia Post Digital Mailbox. These services allow ratepayers to receive and pay their rates via smartphone, tablet or other internet enabled device.
- Supported council's online presence, including the top six pages:
  - ▶ Home: 635 178 views
  - ▶ Current opportunities: 173 643 views
  - ▶ Contact council: 149 381 views
  - ▶ Road conditions report: 134 435 views
  - ▶ Upcoming events: 133 610 views
  - ▶ Libraries: 132 039 views

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## Office of the CEO

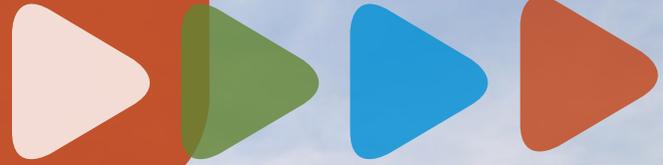
Overall leadership and coordination of council activities.

### Highlights

- Continued to measure council's performance in line with the Corporate Plan, helping to ensure a focus on maintaining a high standard of service and delivering value for money.
- Delivered under the Corporate Plan, which highlights key performance indicators for council services including:
  - ▶ Economic development
  - ▶ Strategic planning
  - ▶ Community services
  - ▶ Governance
  - ▶ Regulatory services
  - ▶ Environmental services
  - ▶ Waste management
  - ▶ Public infrastructure
  - ▶ Recreation and culture.



# Strengthening Communities



## Partnerships help pit out pests

Council worked in partnership with residents to reduce the impact of pest species across the region.

Using information from landowners, pest animals including wild dogs were tracked to better understand their behaviour, improving the effectiveness of management programs.

Mosquitos were heavily targeted, with council treating more than 21 000 hectares of known mosquito breeding hot spots. Aerial spraying and ground treatments targeted larvae across the region's parks, reserves, drains and coastal saltmarsh areas to reduce impacts on nearby homes. Residents were encouraged to play their part by emptying pots and containers around their property.

Council also partnered with residents to assist in the removal of weeds from private property. Initiatives included the Voluntary Conservation Program, weed workshops, and information via council's website. More than 630 tonnes of submerged aquatic weed was also removed from lakes and rivers in Caboolture, North Lakes and Redcliffe to improve waterway health and amenity for residents.

# Regulatory Services

## Local laws

Enhancing community lifestyle and enjoyment through innovation, education and promotion of council's local laws.

### Highlights

- Responded to 17 490 animal-related and 5838 local law-related enquiries.
- Supported the RSPCA's de-sexing program promoting responsible pet ownership.
- Micro-chipped 417 pets through council's programs.
- Conducted 120 patrols aimed at ensuring safer parking around local schools.
- Registered 12 648 cats and 65 243 dogs.

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## Public health services

Promoting a healthy and safe community through effective administration of environmental health legislation.

### Highlights

- Provided 22 580 vaccinations throughout local high schools and a further 2213 vaccinations via Community Immunisation Clinics.
- Provided access for more than 3578 employees within the food industry to council's food hygiene training website.
- Conducted more than 1060 inspections on food premises.
- Managed and maintained 11 cemeteries.
- Received 31 500 views on council's online cemetery database.

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## Building and plumbing services

Advice and assessment of plumbing, statutory building applications and development compliance.

### Highlights

- Responded to 2777 development complaints, primarily relating to illegal building structures and illegal land uses.
- Inspected unlawful budget accommodation buildings in partnership with Queensland Fire and Rescue Service to ensure providers met safety fire standards and planning requirements.
- Conducted more than 320 onsite inspections to ensure swimming pool fencing met Queensland Government safety standards.
- Facilitated educational seminars to bring building certifiers up-to-speed with requirements of the Moreton Bay Regional Council Planning Scheme.
- Approved 2861 domestic and 849 commercial, industrial and multi-residential plumbing applications.
- Promoted electronic document lodgement by private building certifiers to improve the efficiency of council's building and plumbing service.
- Worked with the Queensland Government to review plumbing legislation and, where possible, improve the plumbing application process. Council was represented on the Queensland Government's Plumbing Industry Consulting Group.

# Regulatory Services

## Development assessment

Assessment of development applications and provision of development advice.

## Highlights

- Received 3070 development applications.
- Processed 2804 development applications.
- Endorsed 4771 lots of which 4204 were residential.
- Received 6511 customer requests for information and services including land use, lot reconfiguration and planning advice.
- Held 484 pre-lodgement meetings of which 273 were significant.
- Completed 90 per cent of customer requests within three business days.
- Issued 92 per cent of decision notices within five business days.
- Issued 100 per cent of initial environmental health licences within regulatory timeframes.
- Recorded in the calendar year ending December 2015:
  - ▶ the third highest number of residential lots approved (2855) in Queensland
  - ▶ the third highest new lot sales (2323) in Queensland
  - ▶ the third highest detached dwelling approvals (2771) in Queensland.
- Major economic investment projects approved or under construction included:
  - ▶ Ikea North Lakes
  - ▶ Westfield North Lakes expansion
  - ▶ Scarborough Hotel development
  - ▶ Warner Village Shopping Centre Extension
  - ▶ North Lakes Sports Club
  - ▶ Isles of Newport Subdivision (Stage 1 - 273 lots)
  - ▶ North Lakes Specialist Medical Centre (6000m<sup>2</sup>)
  - ▶ Living Gems Manufactured Home Park Morayfield (306 dwelling units)
  - ▶ North East Business Park (Stage 7 to 12 - 198 Lots)
  - ▶ Orianna Lifestyle Resort Sandstone Point (122 dwelling units)
  - ▶ Halcyon Retirement Village Caboolture (181 units)
  - ▶ Aspire Estate Griffin (628 residential lots)
  - ▶ Riverbreeze Estate Griffin (388 lot extension)
  - ▶ Tesch Road Griffin (90 Units)
  - ▶ Brolga Lakes mixed-use estate Burpengary
  - ▶ Narangba Heights (Stage 6)
  - ▶ Opal Aged Care facility North Lakes (146 beds)
  - ▶ Prime West Retail Showrooms North Lakes (10 000m<sup>2</sup>)
  - ▶ Village Motors Vehicle Sales Complex North Lakes (12 000m<sup>2</sup>).

