

STRENGTHENING COMMUNITIES

A REGION WITH SAFE, STRONG AND INCLUSIVE COMMUNITIES

Our Vision

- A place where all residents enjoy a quality lifestyle and a sense of belonging.
- A place where services are available to support people seeking an active, healthy and engaged lifestyle.
- A place where civic leaders are progressive, responsive and build trust within our community.

Our Strategic Priorities

- Safe neighbourhoods: our residents will live in safe and resilient communities.
- Healthy and supportive communities: our residents will be making healthier lifestyle choices and we will live in stronger, more inclusive communities.
- Strong local governance: our residents' values and ideas are echoed through the actions of our civic leaders.

Achieving Our Success

- A safe and resilient community
- A healthy and inclusive community
- Strong leadership and governance
- A council connected with its community



A region for all

As one of Australia's fastest growing regions, council is committed to ensuring the safety, strength and inclusivity of our communities. During the financial year council continued to improve the accessibility of the information, services and facilities that make the Moreton Bay Region an enviable place to live, work and visit.

This commitment was recognised at the National Awards for Local Government with council's library service taking out the Disability and Access Inclusion Award for its innovative Backstage Pass Program. Backstage Pass provides residents with an after-hours, low sensory environment to enjoy access to library services including educational activities for children.

Construction started on the region's largest, purpose-built all-abilities recreation facility for people of all ages to enjoy. Located at Leslie Patrick Park in Arana Hills, the \$1.75 million project includes a five-way swing; an interactive

play zone with musical elements; an adventure zone with double and roller slides; and a calming garden for people with sensory requirements.

This facility will be the fourth inclusive playground in the region, enabling children with disabilities to enjoy the same opportunities for play and interaction as their peers.

Council also continued to improve accessibility through facility upgrades, workshops and improvements to public transport. This builds on council's investment in this space including assisted waste collection services, AUSLAN signed storytimes, home library services and Disability Action Week grants.

With close to one in five Moreton Bay Region residents living with a disability, council projects like this ensure the region's opportunities and vibrant lifestyle are accessible to everybody.

A SAFE AND RESILIENT COMMUNITY

Strategy	Strategic actions
Develop arrangements to mitigate the impact of disaster events.	<ul style="list-style-type: none"> Partner with stakeholders to implement a local disaster management plan to guide service provision. Provide education, training and projects that improve community resilience.
Maintain safe public spaces.	<ul style="list-style-type: none"> Deliver infrastructure and services that support community safety and crime prevention.
Maintain a lifestyle enhanced and protected by local law.	<ul style="list-style-type: none"> Effectively administer local law through a contemporary regulatory service.
Maintain healthy communities through appropriate programs and regulation.	<ul style="list-style-type: none"> Deliver effective pest, plant and weed management. Deliver a targeted vaccination service in conjunction with stakeholders. Regulate environmental health matters through appropriate licensing, regulation and education.

Our Success

- Recognised at the state and national 2018 Resilient Australia Awards for the 'My Resilient Community' project - delivered in partnership with the Queensland Police Service and Queensland Fire and Emergency Services. This community engagement project empowered residents to prepare for disaster events.
- Moreton Bay's State Emergency Services Unit was named 2019 Brisbane Region SES Regional Unit of the Year.
- Constructed a new State Emergency Service facility in Bunya as part of a \$2.7 million investment by council and the Queensland Government.
- Conducted 27 planned burns across 200 hectares of bushland in preparation for fire season.
- Constructed additional fire trails at Neurum and Bunya.
- Grew MoretonAlert registrations to 55,880 issuing more than 1.95 million text messages, 760,000 emails and 10,000 voice messages alerting residents of severe weather and bushfire warnings.
- Delivered a major 2018 Get Ready week campaign to raise awareness and increase disaster preparedness.
- Worked closely with emergency services and other agencies to undertake 11 training exercises to enhance disaster preparedness for hazards including bushfire, severe weather and storm tide.
- Supported communities across the region to improve disaster preparedness through information sessions and workshops, welcoming close to 700 participants.
- Taught almost 1,500 grade five and six students about planning and responding to natural hazards and disasters that could potentially affect their families.
- Installed 10 maximum height gauges to provide confirmation of recorded flood levels at existing flood gauges.
- Installed 10 smart flooded road warning systems with automatically triggered illuminated signs to provide warning to road users in the event of road flooding.

- Operated 987 CCTV cameras throughout the region to enhance security and community safety including responding to 193 requests made by Queensland Police.
- Installed 89 new CCTV cameras at Bongaree, Bunya, Burpengary, Caboolture, Dakabin, Deception Bay, Ferny Hills, Morayfield, Narangba, North Lakes, Samford and Scarborough.
- Responded to 1,630 instances of graffiti on council-controlled land across the region.
- Responded to almost 13,190 animal-related and more than 10,733 local law-related enquiries.
- Moreton Bay Region is home to 60,127 registered dogs and 11,741 registered cats.
- Supported the RSPCA's de-sexing program promoting responsible pet ownership which saw more than 6,609 animals de-sexed.
- Conducted 540 patrols aimed at ensuring safer parking around local schools.
- Responded to 12,545 public health-related enquiries.
- Conducted more than 846 inspections of food premises and provided more than 6,412 employees with access to council's food hygiene training website.
- Provided 13,776 vaccinations throughout local high schools and 1,964 vaccinations via established Community Immunisation Clinics.
- Managed and maintained eight cemeteries and one memorial garden.
- Treated more than 30,540 hectares of known mosquito breeding hot spots across the region's parks, reserves and coastal saltmarsh areas.
- Partnered with residents to tackle weeds on private property through council's Voluntary Conservation Program and weed identification workshops.



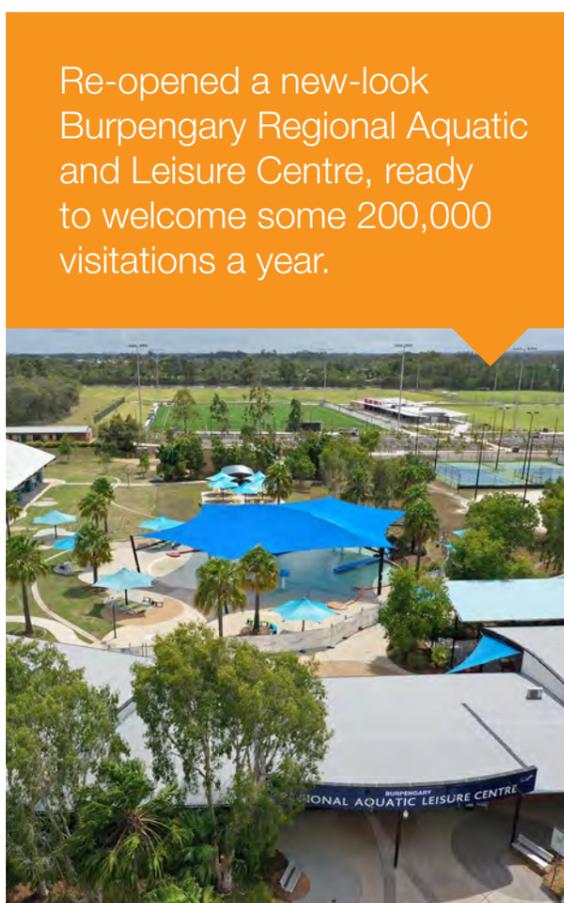
Worked closely with emergency services and other agencies to undertake 11 training exercises to enhance community preparedness for hazards including bushfire, severe weather and storm tide.

A HEALTHY AND INCLUSIVE COMMUNITY

Strategy	Strategic actions
Develop and support well-planned, maintained and managed sport facilities. Support sporting clubs to achieve ongoing self-sustainability.	<ul style="list-style-type: none"> Partner with stakeholders to deliver a collaborative approach to investment in and management of sport facilities. Partner with stakeholders to deliver projects and funding opportunities that deliver quality sporting outcomes, and guide investment in regional sport infrastructure. Provide opportunities that showcase and encourage participation in organised sport.
Develop a strong and inclusive community.	<ul style="list-style-type: none"> Deliver targeted support, initiatives and facilities to the region by supporting not-for-profit and charitable organisations. Deliver initiatives, facilities and events that promote and support an inclusive community.
Maintain and enhance spaces and facilities that are used by the community.	<ul style="list-style-type: none"> Partner with key stakeholders to plan, develop and administer community spaces and facilities.

Our Success

- Managed and maintained more than 1.77 million square metres of sport and recreation fields across the region.
- Welcomed more than 1.07 million visits to council's 12 swimming pools. More than 250,000 learn-to-swim classes and 58 swimming carnivals were held at these venues.
- Settlement Cove Lagoon continued to draw visitors for a free swim at Redcliffe, with approximately 575,000 visits.
- Almost 50,000 learn-to-swim lessons were delivered at the new Ferny Hills warm water indoor pool and a further 15,000 program attendances, making it one of the region's most popular indoor heated pools.
- Completed a \$7.32 million upgrade of the Burpengary Regional Aquatic and Leisure Centre, including new internal ceiling, hydraulics, lighting, air ventilation and fire systems.
- Invested \$339,000 in upgrading council swimming pool facilities across the region including amenities, mechanical and electrical equipment.



Re-opened a new-look Burpengary Regional Aquatic and Leisure Centre, ready to welcome some 200,000 visitations a year.

- Council's 46 community halls were made available to community groups and organisations for a range of events and meetings.
- Completed construction of a new \$441,789 building at Caboolture Sports Complex to house the Caboolture Boxing Club.
- Unveiled the first artist impressions of the new national BMX precinct at Brendale which will include a new clubhouse, track lighting and facility parking.
- Provided more than \$544,180 in funding to support more than 100 community, sporting, cultural and environmental projects under council's Community Grants Program.
- Provided 270 young people with individual achievement grants totalling \$65,200 to assist them in representing Queensland or Australia in their chosen field.
- Supported 28 funding applications from community organisations and creatives through the Queensland Government Regional Arts Development Fund.
- Hosted a free half-day forum for sporting clubs, community organisations and volunteers to develop skills to help run active, successful and financially viable organisations.
- Completed 15 sporting facility renewal projects across the region including lighting upgrades at various sporting and showground facilities.
- Upgraded the softball field at Dances Road Sportsgrounds, Caboolture, to a national tournament standard.
- Commenced construction of the \$2.15 million Samford Parklands soccer field expansion, completing the initial subgrade preparation and topsoil of the junior field. This upgrade will see the construction of both a senior and a junior soccer field, improved parking facilities and LED sports field lighting.
- Completed designs for the future expansion of the Samford Parklands tennis precinct including new tennis courts, path improvements and landscaping.



Council completed a \$7.8 million upgrade to the Morayfield Sport and Events Centre, doubling the size of the venue with two new multi-purpose indoor courts and an 1,100sq m events space, which can be used for conferences and trade shows.

- Commenced construction at James Drysdale Reserve on the \$2.55 million baseball field, lighting and amenities. Additional facilities will enable the Pine Hills Lightning Baseball Club to relocate junior baseball fixtures to the new baseball precinct.
- Completed the \$7.8 million Morayfield Sport and Events Centre, doubling the size of the venue to more than 7,000 square metres. The New Zealand Silver Ferns netball team were the first to use the new venue, establishing its ability to host elite sporting teams.
- Enabled Dayboro Netball and Tennis clubs to increase participation through a \$304,000 upgrade to two courts at Roderick Cruice Park, including LED lights.
- The \$11 million Moreton Bay Central Sports Complex Burpengary Football Precinct became home to the Caboolture Sports Football Club. It boasts two senior grade grass fields, the region's first senior-grade synthetic football field and a multi-purpose clubhouse.

- Provided more than 60,000 square metres of sport surfaces to local community and sporting organisations.
- Awarded a \$354,000 tender to complete the first detailed designs for the Griffin Sports Complex, including two senior and one junior multi-purpose fields, a clubhouse, car park and access roads.
- Completed a \$290,000 field surface renewal at James Drysdale Reserve to improve drainage and reduce closures after heavy rainfall.
- Awarded a \$2.3 million tender to construct the next stage of the Nathan Road Sports Precinct, Rothwell. Once complete, the precinct will include an MCG-sized oval, clubhouse, multi-purpose field, training field and wetland area.
- Completed designs for a car park expansion at Devine Court Sports Complex, Morayfield.

- Commenced designs for a \$10 million expansion and upgrade of the South Pine Sporting Complex indoor sports facilities. The project designs will include an upgrade of the rugby union clubhouse and three additional indoor courts and support areas.
- Completed designs to upgrade the baseball and rugby union facilities at Les Hughes Sports Complex, Bray Park to include a shared-use field and clubhouse facilities.
- Commenced a new Sandstone Point Sports Ground facility master plan to provide a road map for future facility upgrades including access, parking and lighting improvements.
- Awarded a \$15,000 grant to the Next Gen Athlete program to support eligible athletes with an intellectual impairment compete at regional, state, national and international levels.
- Queensland State Equestrian Centre hosted 160 events attracting more than 16,000 visitors. Major events included Saddleworld Brisbane CDI & Carl Hester Master Class and the World Cup Qualifying event Festival of Show jumping.
- Received the Queensland Parks and Leisure Australia Community Based Initiative of the Year Award for the Healthy and Active Moreton Club Support initiative.
- Supported more than 24,000 residents to take part in more than 1,700 free and low-cost activities across the region as part of the Healthy and Active Moreton program.
- Saw more than 7,400 students take part in 258 activities during the Healthy and Active Moreton Active Holidays program.
- Grew Healthy and Active Moreton eNewsletter subscriptions to 8,979, representing a 20% increase on the previous year.
- Attracted more than 42,000 people to more than 200 shows at the Redcliffe Entertainment Centre. Major events included The Wiggles and the Michael Jackson Tribute Show.

More than 24,000 residents took part in more than 1,700 Healthy and Active Moreton program activities.



- Supported Harmony Day 2019, providing funding to five community events and projects and delivered eight council-led initiatives to celebrate the region's cultural diversity. These activities attracted more than 2,700 people.
- Partnered with local community organisations to celebrate NAIDOC Week, providing funding to five community events and projects to recognise Australia's First Peoples, attracting more than 1,400 people.
- Partnered with Caboolture Family Network to offer a series of interactive, technology-based library workshops to support adults with autism and special needs.



The \$11 million Burpengary Football Precinct became home to the Caboolture Sports Football Club.

STRONG LEADERSHIP AND GOVERNANCE



A Backstage Pass participant plays with augmented reality at North Lakes Library.

Strategy	Strategic actions
Maintain transparent, robust and compliant decision making.	<ul style="list-style-type: none"> Deliver corporate advice that supports the decision making of council. Maintain council's legislative obligations relating to complaint management, right to information and information privacy.
Protect council assets, people and environment.	<ul style="list-style-type: none"> Maintain effective risk management, controls and governance processes.
Maintain an efficient and effective organisation.	<ul style="list-style-type: none"> Maintain a financially sustainable organisation. A responsible and attractive employer with a capable, productive and sustainable workforce.

Our Success

- Purchased four Plectalk devices which read aloud texts from electronic devices to assist people with a disability. Made possible through a Micro Grant from the State Library of Queensland.
- Received the National Award for Local Government Disability and Inclusion Award for the Moreton Bay Region Libraries Backstage Pass Program. The free program offers a welcoming and low-sensory space for all family members to participate in library learning and literacy programs.
- Commenced \$560,000 of upgrade works to 17 bus stops across Ningi, Sandstone Point, Bongaree, Beachmere, Kippa-Ring, Redcliffe and Scarborough to enable residents living with a disability to have better access to public transport.
- Donated the Pine Rivers Park liberty swing to the Pine Rivers Special School. A wheelchair spinner is planned for installation at Pine Rivers Park to enhance the play experience for children with restricted mobility.
- Confirmed tenancy to Redcliffe's University of the Third Age and the Redcliffe Seniors Computer Club at council's to be redeveloped Redcliffe Administration Centre Art Gallery and Community Space.
- Completed the Scouts Queensland Network Service Plan to better understand the services and facilities available on council properties.
- Constructed a formal car park at the Banksia Beach Community Arts Centre to improve pedestrian safety.
- Contributed \$486,000 towards the expanded Artisans Guild of Caboolture and District Inc. building at Burpengary East, providing a new kitchen, storerooms, amenities and additional workshop and exhibition space.
- Completed building renewal projects across the region including the Bribie Island Surf Lifesaving Club, Caboolture Memorial Hall, and Kumbartcho Cottage.
- Constructed additional car parking facilities to accommodate community groups using the Kallangur Community Centre.
- Upgraded Kate McGrath's Koala Park, Caboolture South, to provide a half basketball court and shelter to enable the area to host more sporting activities.
- Aligned activities to the Corporate Plan 2017-2022, which guides council's priorities, decisions and policies to ensure a focus on maintaining a high standard of service and delivering value-for-money.
- Continued to review corporate policy and practices to ensure they were relevant and up-to-date.
- Adopted Meeting Procedures and Investigation Policy to support the Queensland Government's Code of Conduct for Councillors in Queensland.
- Continued to manage complaints in accordance with council's complaints management process and relevant policies.
- Maintained an Information Privacy Plan and upheld council's obligation in relation to right to information requests.
- Delivered an annual risk-based internal audit plan covering compliance, systems and operations. Completed internal audits focused on providing assurance about, and improving the effectiveness of, operations and risk management in auditable areas.
- Embraced legislation introduced following the Queensland Government's Belcarra Report. This report presented recommendations to strengthen equity, transparency, integrity and accountability of local governments throughout Queensland.
- Provided a safe and healthy working environment, by continuing to run a workplace health and safety program, wellness in the workplace toolkit and employee assistance program.
- Fostered an environment whereby workplace health and safety is a valued component of everyday working life which starts at an individual level.
- Continued to employ more than 1,610 people who are dedicated to making the region an even better place to live, work and play.
- Continued to acknowledge long-serving staff with more than 37 per cent of council's workforce having been employed for 10 years or greater.
- Provided employment opportunities across more than 27 occupations, covering everything from planning and design to environmental science, landscaping, nursing, engineering and mechanical trades.
- Workforce programs continued to offer opportunities for people undertaking traineeships, apprenticeships and university studies.

A COUNCIL CONNECTED WITH ITS COMMUNITY

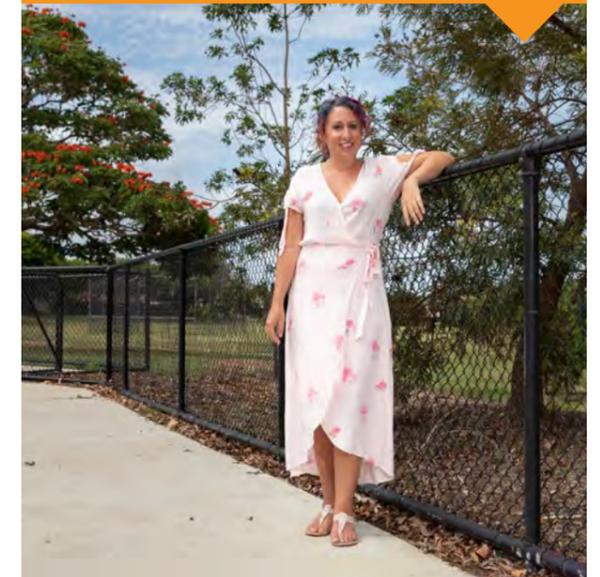
Strategy	Strategic actions
Maintain efficient and responsive customer services.	<ul style="list-style-type: none"> Deliver innovative services that improve customer experiences.
Develop communications which promote and support council services.	<ul style="list-style-type: none"> Deliver efficient and timely information about council programs, projects and initiatives.
Provide residents opportunity to participate and engage with their community.	<ul style="list-style-type: none"> Deliver a local events program that celebrates local community and lifestyle.

Our Success

- Maintained a Customer Service Charter to improve overall customer satisfaction levels. The Customer Service team:
 - Responded to 224,359 calls with 97% of enquiries resolved at the first point of contact (overall customer satisfaction rating of 94%)
 - Assisted 41,651 people at council's customer service centres and resolved 96% of enquiries at first point of contact (overall customer satisfaction rating of 99%)
 - Processed more than 110,360 customer transactions and requests and responded to an average of 3,956 eRequests each month
- Received more than 14,430 customer requests via Council's MBRC Request App, which allows residents to quickly and easily report matters to council.
- Saw a 39% increase in customer engagement through electronic channels such as email, web and mobile.
- Welcomed more than 1.31 million visits and 6.93 million views to council's website, with half of all visits via a mobile or tablet device.
- Supported 367,014 searches on council's website and an overall online presence including the top five visited pages:
 - Healthy & Active Moreton: 256,239 views
 - Contact council: 157,277 views
 - Current opportunities: 149,308 views
 - Events: 126,698 views
 - My property look up: 90,065 views
- In addition, separate subsites were created to better serve the needs of target audiences:
 - Libraries: 133,742 visits
 - Galleries & Museums: 32,924 visits
 - Redcliffe Entertainment Centre: 49,252 visits
 - Queensland State Equestrian Centre: 24,860 visits
 - Morayfield Sport & Events Centre: 6,523 visits
- Provided important information to residents about local news and events via its community newsletters and media releases.

- Grew council's social media presence with more than 63,820 followers across council's library, events and disaster management Facebook pages. Council commenced development of a strategy to help guide ongoing growth and management of these platforms.
- Partnered with News Corp and MBRIT to deliver a monthly regional lifestyle publication called Moreton Life. The publication showcases information about local events; council programs, services and facilities; attractions and businesses. The publication is supported by social media and online platforms.
- Hosted a program of family-friendly events at local parks and council venues across the Moreton Bay Region. These included outdoor movies, music in the park and teddy bear picnics.
- Hosted events to officially unveil major venue and facility upgrades including the Burpengary Regional Aquatic and Leisure Centre and the Moreton Bay Central Sports Complex Football Precinct (soccer).
- Welcomed more than 1,000 people from 74 countries at 11 Australian citizenship ceremonies.
- Partnered with MBRIT to recognise more than 660 volunteers who provide valuable assistance to council venues, bush care groups, and the region's major events.
- The 2019 Moreton Bay Regional Council Australia Day Awards celebrated community achievements. Australia Day award winners included:
 - Citizen of the Year: Elisha Wright
 - Volunteer of the Year: Des Dewar
 - Sports Award: Mitchell James
 - Arts and Culture Award: Carmel Bond
 - Environment Award: Richard and Carole Green

Recognised the region's outstanding residents at the Moreton Bay Regional Council 2019 Australia Day Awards including Citizen of the Year, Elisha Wright.



- Supported major Anzac Day commemorations across the region.
- Sponsored four major carol events across the region as part of the Christmas in the Moreton Bay Region program.
- Hosted the Inter-School Disc Golf Tournament at Pine Rivers Park with 21 teams and more than 80 students from five schools taking part.
- Hosted a Battle of the Brains academic trivia competition with 49 teams of grade six students from 16 schools across the region participating.

Delivered a new council website with improved usability, accessibility and a focus on transacting online.

