

STRENGTHENING COMMUNITIES

A REGION WITH SAFE,
STRONG & INCLUSIVE
COMMUNITIES



SAFE NEIGHBOURHOODS

Our residents will live in safe and resilient communities.

STRATEGY

- Develop arrangements to mitigate the impact of disaster events.
- Maintain safe public spaces.
- Maintain a lifestyle enhanced and protected by local laws.
- Maintain healthy communities through appropriate programs and regulation.



WHAT WE ACHIEVED

DISASTER PREPARATION AND MANAGEMENT

Managed the Moreton Recovery Group which was activated for 240 days in 2020-21 providing oversight of the region's COVID-19 recovery approach and plan. Recovery operations were supported by subgroups for economic recovery and human and social generating over 191 items to action.

Activated and managed the Moreton Bay Local Disaster Coordination Centre on three occasions to actively respond to severe weather events in the region.

Continued our collaboration with emergency services and other government agencies and conducted three training exercise scenarios to deal with bushfire, pandemic outbreaks, an aerodrome incident and a real-time pandemic planning exercise for the Local Disaster Management Group and supporting Queensland Health Services requests for assistance.

Conducted 30 planned burns and mechanical mitigation activities across 362 hectares of bushland in preparation for the fire season.

LOCAL LAWS REVIEW

Local Laws help to regulate and improve our region

Council's local laws play a major part in our everyday lives. They set the standards for improving the livability for all residents by regulating over 30 matters from animal-keeping and parking, through to outdoor dining and festivals.

From April to June 2021, we asked all residents to have their say on what needs changing and what's working well with these laws. In response we received over 20,000 formal submissions that will help Council draft new proposed laws that will then be provided to the community for another round of feedback before being adopted.

By the end of 2022, we will see the outcomes of this consultation reflected in a new suite of local laws for the community.



BUILDING COMMUNITY RESILIENCE

Increased registrations to Council's SMS alert service—MoretonAlert to 64,194 and issued more than 1.6 million text messages, 700,000 emails and 16,000 voice messages to alert residents of severe weather and bushfire warnings.

In partnership with Rural Fire Service Queensland we conducted focus group sessions with Mt Nebo and Mt Glorious community leaders to review the Emergency Warning System bushfire siren tones and procedures.

Delivered *Get Ready Queensland* disaster initiatives to more than 1,800 residents to raise awareness and educate communities about how to better prepare and be more resilient during disasters delivering information sessions and workshops.

Launched the Get Ready, Respond and Recover education resources project developed in partnership with key stakeholders to create a suite of educational tools and resources for vulnerable persons so they are better prepared to respond to and recover from disasters. This project was supported through funding from the *Get Ready Queensland* initiative and includes an online course, teachers guide and workbooks.

Provided ongoing support and training to seven community disaster management teams at Toorbul, Donnybrook/Meldale, Beachmere, Mt Nebo, Mt Glorious, Mt Mee and the Dayboro District, with 75 community volunteers supporting locally led disaster management initiatives and community information hubs.

Completed a full refurbishment of the Redcliffe State Emergency Service depot.

MAINTAINING SAFE PUBLIC SPACES

Invested \$2.2 million in CCTV infrastructure and implemented public safety activities and initiatives:

- Installed 208 new CCTV cameras in Arana Hills, Bongaree, Brendale, Burpengary, Caboolture, Dakabin, Dayboro, Deception Bay, Kurwongbah, Petrie, Redcliffe and Strathpine.
- Replaced 170 cameras and 12 servers throughout the region as part of the CCTV renewal program with an additional nine replacement waste portable CCTV poles commissioned.
- Purchased 16 new portable CCTV camera units and undertook a trial CCTV/VMS trailer to provide greater flexibility to respond quickly to issues of vandalism, hooning and crime throughout the region.
- 50 portable pole deployments were completed with an average deployment duration of 10 to 12 weeks.
- Installed CCTV flood monitoring facilities at Cartmill Community Centre Riding for the Disabled, Burpengary; Terrors Creek, Dayboro; King Johns Creek, Caboolture and Burpengary Creek, Burpengary.
- Commissioned 31 Licence Plate Recognition cameras throughout the region that generated 865 stolen/vehicles of interest alerts in real-time to the Queensland Police Service.
- Conducted 59 security and public safety risk assessments at various locations across the region.
- Operated 1,450 CCTV cameras throughout the region to enhance security and community safety including responding to 292 requests made by residents, the Queensland Police and Council business units.
- Safety improvements made at 16 cultural services venues using CCTV and environmental planning.

MAINTAINING HEALTHY COMMUNITIES AND LIFESTYLES

Treated more than 35,000 hectares as part of the aerial saltmarsh mosquito control program and undertook a range of ground-based treatments within parks and reserves to mitigate the impact of mosquitoes.

Partnered with over 320 residents through Council's Bushcare program to plant over 7,000 plants and tackle over 170 hectares of weed removal.

Delivered approximately 300 Bushcare sessions, guiding participants on weed identification and contemporary treatment techniques.

Managed aquatic weeds across the region including specific programs in 20 high profile lakes including Bibimulya Wetlands, Black Duck Lakes and Lake Eden.

Conducted roadside weed treatment programs for restricted plants in collaboration with roadside slashing and mowing teams, targeting fireweed and giant rats tail grass.

Continued targeted feral pig management, including the trial of a new control technology—Hoggone, resulting in the successful removal of over 76 feral pigs from the environment.

Responded to 4,716 public health-related enquiries.

Conducted more than 746 inspections of food premises and provided industry employees with access to Council's food hygiene training website.

Provided 14,043 vaccinations throughout local high schools and 1,661 vaccinations via established Community Immunisation Clinics.

Advocated to the State Government to consider proposed amendments to the Animal Management (Cats and Dogs) Act 2008 on behalf of concerned residents.

Conducted the annual Regulated Dog Systematic Inspection Program for 382 regulated dogs resulting in a positive result with 8.1 per cent non-compliance compared to 31 per cent in the previous year.

Responded to 22,795 animal-related and local law-related enquiries.

Supported the RSPCA's de-sexing program to promote responsible pet ownership that resulted in 17 vet clinics participating and more than 1,575 dog and 893 cats registered for the program.

Conducted 334 patrols aimed at ensuring safer parking around local schools.

LAND BUY BACK

More habitat secured for Moreton Bay wildlife

Council has continued its quest to protect native habitat and wildlife for future generations through the Land Buyback Program. One of the aims of the program is to protect vulnerable environments and wildlife habitats and prevent them from being developed. This program is about better planning for a strong and vibrant community where residents can continue to enjoy and connect with our region's unique natural environment for years to come.

The program has resulted in the acquisition of two important sites at Pumicestone Road, Caboolture and at Eatons Crossing Road, Clear Mountain, totalling 4.18 hectares. These sites will contribute to the enhancement of wildlife corridors and the protection of important flora and fauna species. Funding for this program comes from the Regional Infrastructure and Environment Separate Charge.



HEALTHY AND SUPPORTIVE COMMUNITIES

Our residents will be making healthier lifestyle choices and we will live in stronger, more inclusive communities.

STRATEGY

- Develop and support well-planned, maintained and managed sport facilities.
- Support sporting clubs to achieve ongoing self-sustainability.
- Develop a strong and inclusive community.
- Maintain and enhance spaces and facilities that are used by the community.



WHAT WE ACHIEVED

INVESTING IN OUR COMMUNITY, SPORTING AND RECREATION FACILITIES

Secured partnership with the Brisbane Roar Women's and Youth organisation to base their new high-performance facility out of the South Pine Sports Complex.

Council's master planning program continues to ensure its Council facilities are meeting the sport and recreational needs of the community.

Continuation of sports field lighting, sports field surfaces and irrigation programs for the sports facilities across the region.

Invested approximately \$50 million in community, sport and recreation facilities.

- **Projects completed include a:**
 - \$356,000 amenities area multi-purpose rooms at Williamina Park, Narangba with \$300,000 in funding from the Queensland Government's 2020-21 COVID Works for Queensland Program.
 - \$328,000 netball court at Rodrick Cruice Park, Dayboro with funding contributions from the Federal Government's Local Roads and Community Infrastructure Program.
 - \$7 million clubhouse and fields for rugby union and baseball at Les Hughes Sporting Complex, Bray Park.
 - \$14.45 million regional indoor centre located at South Pine Sports Complex, Brendale. A state-of-the-art facility suitable for hosting local, state and national sport and recreation events, fixtures and conferences and includes the region's first Changing Places toilet for people with a profound disability.
 - \$950,000 Mathieson Park amenities project, including the construction of four universal changerooms to support female and male rugby league training and fixtures with funding from the State Government.

- **Project commenced construction on:**

- \$1.25 million Stage 1 building upgrade at Pine Rivers PCYC, Bray Park with \$890,000 funding from the Federal Government's Local Roads and Community Infrastructure Program.
- \$3 million Narangba tennis facility including six tennis courts, lighting, a clubhouse and carparking with \$2 million funding received from the Queensland Government's Unite and Recover Community Stimulus Package.
- a new Kakowan Community Facility located at James Drysdale Reserve for the community to hire and provide the Golden Valley Keperra Lions with a new home base.
- \$15 million rugby league facility at Griffin Sports Complex, including two senior and one junior rugby league fields, LED lighting, a clubhouse and car parking.
- lighting upgrades at two sports fields in Caboolture and field lighting projects at seven facilities in Clontarf, Dakabin, Bunya, Sandstone Point, Woody Point, Kippa Ring and Morayfield.
- the renewal of two netball courts at Burpengary and Dayboro, and one tennis court at Kallangur with fencing upgrades for three tennis courts at Elimbah, Bellthorpe and Kallangur.

- **Design work commenced or completed for:**

- the Joseph Crescent community facility at Deception which is jointly funded by the Queensland Government and will include meeting rooms, public amenities and car parking.
- the Aurora Boulevard Park netball development at North Lakes which will include four netball courts, LED lighting, amenities and car parking and has received a \$1 million funding commitment from the Federal Government.
- Kallangur and Clontarf Scout group facilities, a jointly funded project with the Federal Government.
- a \$600,000 project to construct two synthetic grass tennis courts at Samford Parklands including fencing, lighting, connecting pathways and landscaping with \$350,000 funding received from the Federal Government's Local Roads and Community Infrastructure Program.
- a \$300,000 project to reconfigure the existing rugby league field to increase the playing area, and complete field lighting upgrades at Alan Cash Park, Samford with project funding received from the Federal Government's Local Roads and Community Infrastructure Program.
- a new South Pine Sports Complex lower football precinct featuring four football fields, a high-performance facility for the Brisbane Roar Women's Academy and a new clubhouse for Moreton Bay United Football Club.

Refurbishment projects:

- a heritage listed community facility located at 28 Williams Street, Dayboro including asbestos removal, structural upgrades and design for heritage preservation.
- Albany Creek Community Centre including upgrade of toilets, new kitchenette and upgrade to entry and grounds.
- Completed design and commenced installation of air conditioning at Burpengary Hall.
- Demolished Deception Bay Community Hall and brought forward construction of a new district level community hall, with a \$2.5 million contribution from Federal Government.
- Upgrade to Delaneys Creek Hall including improved access to hall and stage, disability car parking, replacement roof and installation of solar by hall manager.
- Demolished upper area buildings at Mt Glorious Hall and commenced construction of new local level community hall and playground.
- Completed design for upgrades to various community halls, including: Pendicup Hall, Warner; Rothwell Hall; Woodford Memorial Hall; and Upper Caboolture Farmers Hall.
- Input of design of the Woorim Beach amenities refurbishment project to include 2 x beach wheelchair storage units which will increase access to the beach wheelchair hire through Council's Accessible Beaches initiative.

Accessibility projects:

- Various accessibility upgrades were delivered at Council facilities, including Bribie Island Library; North Lakes Library (Level 1) and North Lakes Community Centre (Level 2).
- Delivery of a '7 Senses' audit of the Redcliffe Library to identify existing barriers for people with sensory processing disorder and opportunities for incorporating sensory focused design into the future refurbishment of the facility.
- Commencement of a region-wide accessibility audit of all car parks located on Council-owned or controlled land.
- Delivery of the 'Accessible Beaches' project at Suttons Beach, Redcliffe, including the installation of a beach access ramp and accessible beach matting.

MANAGING COMMUNITY AND RECREATION FACILITIES

Attendance rates were high at the region's aquatic centres with 933,261 visitors equating to a 164 per cent increase from the previous financial year despite a three-month closure due to COVID-19.

Delivered 162,000 learn-to-swim lessons and more than 150,000 school swimming visits across 62 swimming carnivals.

Belgravia Leisure launched the Mental Health eLearning Program for the exercise professionals and the community through Fitness Australia in February 2021 to assist in understanding the facts about mental health and equip people with the skills to be a positive voice.

Settlement Cove Lagoon continued to draw visitors to Redcliffe, with approximately 450,000 people enjoying a free swim and a further 50,000 swimmers observed at the patrolled Woorim Beach on Bribie Island.

Queensland State Equestrian Centre hosted 46 events, attracting more than 7,255 visitors. Major events included Rooftop Express Show's Night of the Horse and the Professional Bull Riders Monster Energy Tour.

Redcliffe Entertainment Centre attracted more than 45,000 people to 171 shows.

Caboolture Hub hosted more than 1,522 functions, business meetings, seminars and conferences, attracting more than 20,149 people.

Morayfield Sport and Events Centre hosted 1,834 bookings and 44 major events which attracted more than 60,578 visitors.

- Major events included: Queensland Firebirds vs Sunshine Coast Lightning Netball
- MBRC Citizenship Ceremonies
- Queensland Special Olympics State Games Opening Ceremony
- Rotary RYDA safe driver
- Moreton Bay Basketball QSL Competition
- Queensland Dance Society Ballroom Dancing
- Brazilian Jujitsu, Caboolture Taekwondo Open
- Moreton Bay Antiques Fair

Upgrade of the Kumbartcho Sanctuary stormwater infrastructure to ensure the ongoing structural integrity of the education centre and surrounding buildings.

Completed construction of a new carpark at the Caboolture Region Environmental Education Centre, offering an additional 20 spaces.

The Caboolture Hub underwent significant improvements to the entry and gallery shop area to improve visitor experience.

CONNECTING STORIES

Showcasing our First Nations artists and Traditional Owners

During May 2021, Moreton Bay Regional Council joined all regional galleries in South East Queensland North (SEQN) for the inaugural Connecting Stories program. Showcasing First Nations artists, exhibitions and events, audiences could learn, share stories across Country, celebrate First Nations culture and connect with each other. Pine Rivers Art Gallery hosted the Connecting Stories program launch followed by exhibitions at all three of our region's galleries. It enabled artists to share their own stories and celebrate culture through their individual artistic practices. The project was the first of its kind, cross-regional with significant collaboration and partnership across councils and arts organisations.



COMMUNITY, SPORTING AND RECREATION ACTIVITIES

Delivered the Healthy and Active Moreton and Active Holidays programs which saw more than 38,000 bookings across 3,473 free and low-cost activities.

- Grew Healthy and Active Moreton eNewsletter subscriptions to 10,225.
- Maintained a high customer satisfaction rating (>95%) in the Healthy & Active Moreton and Active Holidays programs, based on 1,497 feedback forms received.
- Innovated service delivery in Healthy & Active Moreton to provide ongoing (online) opportunities for physical activity participation during COVID-19 restrictions and wet weather cancellations.

Celebrated the region's rich cultural diversity during Harmony Week by hosting three free community events and supporting three community organisations through Council's Harmony Day community grants program.

Facilitated 21 environmental engagement events for more than 600 community members including, targeted children's workshops 'Minibeast Safari' and 'Kids Love Wildlife', complemented by family-focused clean ups and events such as Earth Hour and World Wetlands Day.

Delivered over 24 free and low-cost activities to celebrate Queensland Youth Week that were attended by over 220 young people.

Delivered three activities celebrating Aboriginal and Torres Strait Islander culture during Reconciliation Week. The events were attended by over 110 people.

Libraries provided a range of events and programs to support an inclusive community including:

- Story Dogs, a core program which delivers alternative literacy support for children. Reading to a dog empowers children by offering space to learn and grow in confidence.
- Backstage Pass, which continues to thrive as an ongoing award-winning program for people living with a disability. This is also supported by a series of Quiet Hours within each library that focuses on low-sensory experiences for our customers.
- Fabled, an inclusive community driven event, as part of IDAHOBIT Day, delivered through a strong partnership with University of the Sunshine Coast and the National Disability Insurance Scheme.
- The Local Aboriginal Languages Project, including 15 short films to highlight local Aboriginal language which supported the United Nations Year of Indigenous Languages, achieved by working alongside the community and extensive community consultation, with funding provided by a Strategic Priority grant from the State Library of Queensland.

Delivered a suite of inclusive community programs to support the community during COVID-19.

- Delivered Council's inaugural Joy Connection program, providing opportunities for Moreton Bay residents to participate in free creative and arts workshops for wellbeing with a diverse range of hands-on creative experiences, including singing, playing ukulele visual arts and crafts, mindfulness, storytelling and dancing. The program engaged 10 artist-facilitators, attracted over 680 participants, across 20 Council venues and three outdoor places.
- Connecting Stories Program hosted six exhibitions and over 10 programs at our galleries throughout May 2021. The project was the first of its kind, cross-regional with significant collaboration and partnership across councils and arts organisations.
- Moreton Bay Region Art Awards was refreshed with more than 280 local creatives submitting work for consideration.
- The Saturday Club, a program to engage youth in all facets of the arts and culture industry based at the Caboolture Hub.
- Memory Boxes are sets of household objects from the past designed for use in facilitated sessions that allow people living with dementia and their carers to come together and bond over shared experiences and stories. The seven discovery sessions facilitated at Redcliffe Museum and aged care facilities evoked emotional and sentimental responses from participants.
- Our Refugee Stories was a collaboration between Moreton Bay Regional Council's Local History and Community and Cultural Programs teams with the assistance of TAFE Queensland and the Adult Migrant English Program (AMEP). These oral history interviews help strengthen communities by breaking down stereotypes and humanising terms such as refugees and migrants by exploring the lives of our participants, their childhoods, hopes and dreams, the impact of the conflicts that forced them to seek a new home and their unique journeys to a new life in the Moreton Bay Region.
- A makeup workshop welcoming aspiring Queens, Kings and all those in between was facilitated by two well-known Queens at the Pine Rivers Heritage Museum. The event extended a welcome to a community previously not engaged by the museum.

SUPPORTING OUR COMMUNITY AND SPORTING CLUBS

Supported in excess of 740 community, sport and recreational organisations through e-newsletters and access to education and training forums through livestreaming educational forums and online digital content for Council's website.

Partnered with eight sport and community groups to develop facility/business plans to enhance the use, sustainability and management of their leased facilities.

Over 300 community organisations were supported through the provision of heavily subsidised tenure over Council-controlled land and facilities under Council's Community Leasing Policy.

232 improvement works applications were processed enabling community organisations to undertake improvements to community leased facilities across the region.

44 community halls were made available to the community for a range of community activities.

Delivery of various network planning initiatives purposed to support Council and community organisations in the planning and delivery of community services and facilities. Projects included:

- Bribie Island Youth Services Gap Analysis
- Men's Shed Network Mapping Report
- Community Halls Network Plan
- Meals on Wheels Network Mapping Report
- University of the Third Age (U3A) Network Mapping Report

BUILDING INCLUSIVE COMMUNITIES

Provided \$1,450,035 of grants through the Community Grants Program towards 404 community, cultural and sporting projects.

Provided \$6,450 of grants through the Community Grants Program to 43 individuals through the Individual Achievement Grant.

Provided \$257,300 of sponsorships through the Sponsorships Program to 17 organisations to deliver activities and events.

Council committed to and commenced development of a Reconciliation Action Plan including preliminary meetings with three Traditional Owner groups of Kabi Kabi, Jinibara and Turrbal.

Launched the 'Recognise and Reach Out' campaign to raise awareness of domestic and family violence and abuse, and connected people experiencing abuse to information and local support services.

Over 40 residents and community service workers were supported to complete training in community development practice as part of the Connected Communities program.

Over 50 people participated in the Working with Pasifika Island Peoples training held at the Maota Fono, Deception Bay.

Engaged with over 20 leaders from multicultural communities to promote COVID-19 information to residents.

Council's aquatic facility contract partner is collaborating with Victorian State Government on a 2-year project to address environmental barriers to physical activity participation for young people with a disability at community leisure centres. The results of the study will be available to Council to assist the planning and development of the region's aquatic and leisure facilities.

MORETON BAY REGION ART PRIZE

Pine Rivers Art Gallery opened with Moreton Bay Region's top art prize

The new and improved Pine Rivers Art Gallery opened in April 2021 in time to host the revitalised Moreton Bay Region Art Prize 2021.

The Awards are now exclusively for local artists, and the new-look gallery gave them the opportunity to celebrate the creativity our region has to offer. This year's winners all explored topical issues including our sense of identity, the fragility of the environment and the personal impacts of the global pandemic.

The winner BJ Murphy took home \$5,000 for his work 'the original' with its striking use of light and contrast and a powerful image that is both an enigmatic self-portrait and a lush landscape. A further \$5,000 was awarded between second, third and the people's choice recipients.

Moreton Bay Region's three art galleries, Caboolture, Redcliffe and Pine Rivers are a key part of our community, which is why we have invested \$7 million across the past three financial years upgrading them to a state-of-the-art quality. Pine Rivers Art Gallery has a particular reverence in the art world as the original host of the inaugural Moreton Bay Region Art Prize some 27 years ago.



STRONG LOCAL GOVERNANCE

Our residents' values and ideas are echoed through the actions of our civic leaders.

STRATEGY

- Maintain transparent, robust and compliant decision making.
- Protect council assets, people and environment.
- Maintain an efficient and effective organisation.
- Maintain efficient and responsive customer services.
- Provide residents opportunity to participate and engage with their community
- Develop communications which promote and support council services



WHAT WE ACHIEVED

GOVERNANCE

Implemented live streaming of Council General Meetings giving the community greater transparency of Council activities.

Adopted a new Corporate Planning and Performance Framework to strengthen the alignment between Council's Community Vision, Corporate Plan, supporting Regional Strategies and Council Plans.

Refreshed Council's complaint management framework to improve responsiveness, complaint outcomes and compliance with regulatory requirements.

Refreshed Council's risk management framework with an updated policy and procedure focused on updating our risk appetite and tolerance statements including, embedding a three lines of defence risk governance model and working towards an integrated level of risk maturity.

Refreshed Council's Fraud and Corruption Control Framework with an updated policy and plan to embed a proactive approach to managing fraud and corruption risk in line with Council's zero tolerance policy

ORGANISATIONAL EFFECTIVENESS

Undertook a Working@MBRC survey to ask employees about their experiences working for Council, what is working well and the things that could be improved.

Created and rolled out a Leadership Development Program to increase organisational capability.

CUSTOMER SERVICES

Responded to 241,966 calls with 97.3 per cent of enquiries resolved at the first point of contact with an overall customer satisfaction rating of 94.4 per cent.

Assisted 31,697 people at Council's customer service centres and resolved 85.5 per cent of enquiries at first point of contact with an overall customer satisfaction rating of 98.6 per cent.

Processed more than 121,600 customer transactions and requests and responded to an average of 4,333 eRequests each month.

Conducted 433 illegal dumping investigations and assisted with the removal and correct disposal of illegally disposed waste.

ENGAGING COMMUNITIES

Welcomed more than 1,058 people from 87 countries at 9 Australian citizenship ceremonies.

Attracted over 6,000 residents to family-friendly events, such as the Teddy Bear Picnics, Splash 'n' Movies and Picnic in the Parks.

Delivered events to mark the opening of several significant Council projects including the opening of the \$18.8 million Council-funded development of Nathan Road Sports Complex in Rothwell, the \$5.5 million Redcliffe Art Gallery and \$4.45 million Samford Community Hub with a \$2.225 million contribution from the Australian Government's Building Better Regions Fund.