

Our Engaged Council



Council's Pathway Patrol use e-bikes that report defects in footpaths and bikeways.

Our Goal:

By 2033, our Moreton Bay Regional Council will be an accountable, transparent, engaged and responsive organisation committed to great customer experiences and continuous innovation in service delivery.

Snapshot

A snapshot of our council today



Council has a community trust rating of 3.1 out of 5¹
(Moreton Says 2021)



\$7.3 billion
council assets managed



31%
equating to \$53.6million
local procurement



1 in 3
customers interact with
council online (an increase
from 1 in 10 in 2019)



750+
devices and sensors
in council's smart
technology network



30
council waste trucks fitted with
artificial intelligence to transmit
footage of local road conditions
to council's asset management
system for actioning



2,022
team members (67% of whom
live within Moreton Bay)



65,000
council Facebook followers



\$743 million
council budget in 2021-2022

¹ Moreton Says Pulse Survey Report, November 2021

Key services we deliver

- Advocacy
- Media and Communications
- Community Engagement
- Customer Services
- Technology Services
- Digital Innovation
- Financial Management
- Procurement
- Asset Management and Maintenance
- Project Management
- Fleet Management
- Building and Facilities Planning and Maintenance
- Corporate Governance
- Corporate Planning
- Executive Services
- Legal Services
- Internal Audit
- People and Culture
- Wellbeing and Safety

What we want to achieve together

Our outcomes

- 01 We are leaders in good governance and sustainably manage our finances and assets.
- 02 We actively plan for the future and advocate in the best interests of our communities.
- 03 Our communities are engaged, heard and informed.
- 04 We are responsive, trusted and provide great customer experiences.
- 05 We harness technologies to drive innovation, efficiencies and informed decision-making.
- 06 Our teams are safe, inclusive, capable, and empowered to deliver their best.

Our focus for the next five years

Our strategy and key plans

- **Organisational Excellence Strategy** - Develop and deliver a new Organisational Excellence Strategy to guide the achievement of our aspirations for an 'engaged council' over the next 20 years and set a framework for service excellence, innovation and continuous improvement across our operations to support our communities.
- **Long-Term Financial Plan** - Continue to review and update our ten-year rolling financial forecast to monitor our long-term financial sustainability, enable early identification of any financial issues and inform the annual plan and budget.
- **Strategic Asset Management Plan** - Continue to deliver our Strategic Asset Management Plan to enable the proactive management of our community assets supporting the delivery of cost-effective, sustainable services to our current and future communities.
- **Governance and Integrity Plan** - Continue to deliver our Governance and Integrity Program to ensure the continuous improvement of governance systems and practices to improve trust and confidence of our communities and other stakeholders in council.
- **Advocacy Plan** - Continue to deliver our Advocacy Plan 2021-2024 to guide our advocacy efforts and build strong, collaborative relationships with our partners on initiatives such as major infrastructure, policy reform and services that will deliver greater benefit for our communities.
- **Digital Action Plan** - Progress our Digital Action Plan to deliver smart technology solutions that improve our efficiency, service delivery, sustainability and liveability for our communities.
- **People and Culture Plan** - Develop and deliver a new People and Culture Plan to build a safe, inclusive, capable and empowered workforce and leadership culture that supports our teams to perform at their best.
- **Reconciliation Action Plan** - Deliver council's 'Innovate' Reconciliation Action Plan (RAP) to ensure that we can position ourselves to advance reconciliation based on the core pillars of relationships, respect and opportunities

Our key initiatives

Place Branding Initiative

Develop and communicate a destination brand that reflects the unique identity of our Moreton Bay and supports our future aspirations.

Moreton Bay City Proposal

Develop a submission to change our classification from a 'Regional' to 'City' Council in consultation with our communities and harness an unprecedented opportunity for our Moreton Bay to be a new kind of city.

Brisbane Olympic Games Legacy

Explore funding and advocate for other long-term social, environmental, and infrastructure opportunities for our communities to capitalise on the 2032 Olympics and Paralympics and ensure lasting and sustainable benefits through the Mayor's 2032 Legacy Working Group.

The Mill at Moreton Bay Governance

Continue to support the effective operation of our beneficial enterprise, Millovate, to oversee the successful development and activation of The Mill at Moreton Bay as a landmark destination.

Reconciliation Program

Continue to improve council's capacity to deliver positive outcomes for our Traditional Owners and all First Nations communities through responsive policy as well as cultural awareness and training for council team members.

Local Laws Review

Progress the review and implementation of our suite of new local laws to respond to the current and future needs of our communities.

Strategic Procurement Framework

Deliver a new framework to support strategic procurement practices which enable cost savings and better outcomes for our local suppliers and capital program delivery.

Data-Driven Asset Management

Continue to transform our asset management capabilities through improvements to planning and technology that enables more efficient use of data to optimise reactive versus planned maintenance and investment.

Community Engagement Framework

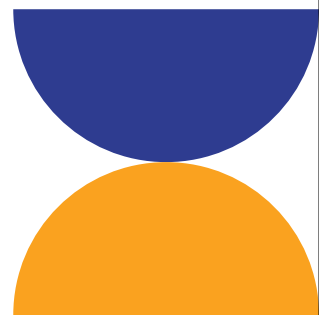
Deliver a renewed Community Engagement Policy and Framework to provide us with a clear, consistent and effective approach to engaging with our communities on matters which are important.

Moreton Says Program

Continue to deliver our Moreton Says engagement program to provide more opportunities for our communities to contribute to shaping our current programs and planning for the future.

Technology Program

Continue to deliver innovative business systems and digital processes to drive more integrated service delivery, improved customer experience and data informed decision making.





How we will know we succeeded

Our measures of success

- 01 Community trust in council is greater.
- 02 Our responsiveness meets the expectations of our communities.
- 03 Improved opportunities for communities to connect and engage with us.
- 04 We have the financial capacity to meet our long-term commitments.
- 05 Increased our spend with local suppliers.
- 06 Increased service innovation through technology.
- 07 Our infrastructure provision meets the needs of our growing population.
- 08 Improved team member engagement, safety and well-being.

What our communities can do to contribute

Community contribution

- Actively engage with us through the 'Your Say Moreton Bay' online platform and events to share your ideas and provide feedback.
- Use our online services where available to reduce paper, speed responses and increase efficiency.
- Keep our Moreton Bay liveable and safe by providing feedback on services, facilities, infrastructure and maintenance problems we can fix.
- Keep us accountable by asking questions, keeping informed by reading your divisional Councillors' newsletters, and providing us with constructive feedback on what we can do better.
- Be respectful when interacting with our people - we are here to help you.