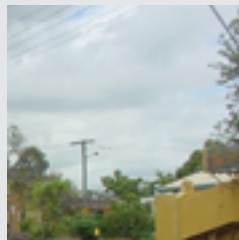
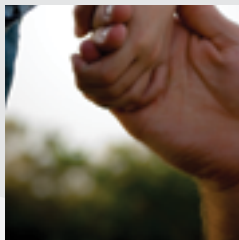


Moreton Bay Regional Council
ANNUAL REPORT



2009/2010

CONTENTS

About us

- Who we are 2
- One Council 6
- Mayor's Report 8
- CEO's Report 9
- Elected Representatives 10
- Corporate Structure 12

Our Community 15

Our Development 27

Our Environment 37

Moreton Bay Water 43

Our Responsibilities 47

Our Financials 63

Moreton Bay Regional Council – the third largest local government in Australia – is responsible for meeting the needs of more than 370,000 residents across 2,037 square kilometres.

This annual report is designed to give readers an overview of our council's performance during the 12 months to 30 June, 2010.

Moreton Bay Regional Council is still a relatively new organisation, formed in March 2008 through the merger of Caboolture Shire, Pine Rivers Shire and Redcliffe City councils.

This year's report focuses on how our new council has built on its foundations and is looking to deliver key projects that will serve its community into the future, and shape a region of opportunity.

The Local Government Act 1993 requires this annual report to measure the organisation's performance against council's 2009/10 operational plan. The operational plan outlines targets and indicators set to help council achieve the objectives of its five-year corporate plan.

Who we are

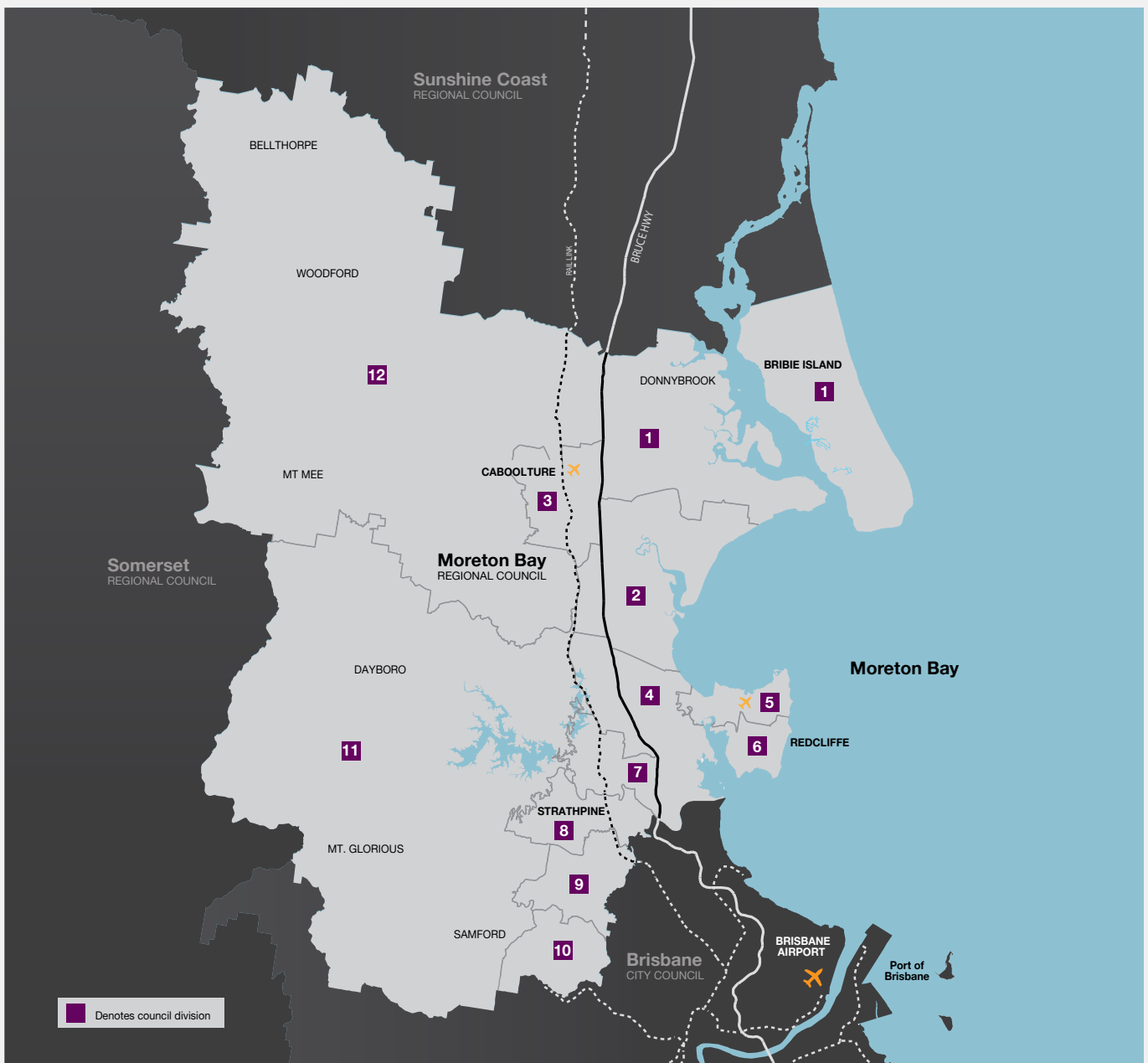
Moreton Bay region is one of the fastest developing places in Australia. More than 13,000 new residents have moved to the area each year since 2006 and our population is forecast to reach half a million in less than 20 years.

Situated between Brisbane and the Sunshine Coast, our region is one of diverse communities and landscapes. It covers coastal settlements including Redcliffe, Beachmere and Bribie Island, rural townships and mountain villages like Mount Mee, Woodford, Dayboro and Mt Glorious, established areas such as The Hills District and rapidly expanding urban centres like North Lakes, Morayfield and Narangba.

It is also home to residents with many different cultural backgrounds. In 2009/10, 1,199 of our residents became Australian citizens in public ceremonies.

Twelve divisional councillors and a popularly elected mayor serve the region. Each councillor's division has an average of 19,861 voters.

Each divisional councillor represents the interests of residents and businesses within their defined geographical division, as well as the overall public interest of Moreton Bay region.



Moreton Bay Regional Council's Corporate Plan 2009 – 2014 provides a framework for shaping council priorities, decisions, and policies.

The corporate plan's strategic direction is outlined through its vision, mission and values.

Our Vision A region of opportunity where sustainable communities enjoy work, recreation and lifestyle

Our Mission We serve the community while focusing on excellence and sustainability

Our Values Council proudly upholds the following values in its daily operations with customers, external partners and staff

Respect

- We listen to people
- We treat people fairly and consistently
- We embrace diversity and opinions
- We treat others as we wish to be treated

Service

- We seek to understand the needs of those we serve
- We strive to exceed expectations
- We communicate clearly
- We take a positive approach
- We are proud to serve our community

Integrity

- We are ethical and honest
- We take responsibility for our actions
- We act within statute and law
- We take pride in the manner in which we perform our duties

Teamwork

- We promote a friendly, supportive work environment
- We inspire and encourage innovation
- We develop and maintain relationships
- We work collectively to achieve common goals
- We work collaboratively with our community and external partners

Sustainability

- We focus on the future
- We respect the environment
- We demonstrate leadership by example

In the 12 months to 30 June, council achieved several significant milestones relating to large projects and strategies that will build the Moreton Bay region for years to come.



2009/10 highlights

Construction projects:

Detailed design completed for Caboolture's three-storey cultural complex (p 29)

Detailed design completed for Redcliffe's rejuvenation project (p 29)

\$14.8 million upgrade of Youngs Crossing Road at Warner completed (p 34)

\$6.5 million upgrade of Dohles Rocks Road commenced (p 34)

First stage of Samford Parklands redevelopment officially opens (p 32)

Bribie Island's Seaside Museum opens to the public (p 32)

Redcliffe Tennis Centre refurbishment nears completion (p 32)

Major plans and strategies adopted:

Economic development strategy (p 36)

Climate change policy (p 39)

Community engagement framework (p 24)

Road Safety Strategic Plan (p 26)

Moreton Bay Local Disaster Management Plan (p 25)

Planning projects:

Strathpine Master Plan 2031 (p 31)

Caboolture-Morayfield Master Plan (p 31)

Narangba East Local Development Area Plan (p 31)

2009/10 at a glance

A snapshot of Moreton Bay Regional Council as at 30 June 2010

	30 JUNE 2010	30 JUNE 2009
Estimated population	371,162 (as at 30 June, 2009)	356,709 (as at 30 June, 2008)
Number of rateable properties	150,537	146,112
Number of properties exempt from rates	4,120	5,301
Total number of council staff	2,524	2,638
Total loan debt	\$334 million	\$269 million
Debt level calculated per resident	\$899	\$751
Total gross rates and charges	\$325.4 million	\$334.5 million less pensioner and other rebates of \$7.5 million

NUMBER OF DEVELOPMENT APPROVALS TO 30 JUNE 2010

Material Change of Use	Reconfiguring a lot	Operational works	Total
396	219	495	1,110

NUMBER OF LOTS ENDORSED (BY TYPE) TO 30 JUNE 2010

Residential (including rural residential)	Industrial	Commercial	Other	Total
4,640	52	29	438	5,159

KEY FINANCIAL STATISTICS FOR THE YEAR TO 30 JUNE 2010

Net rate revenue	\$325.4 million
Fees and charges revenue	\$44.2 million
Total operating revenue	\$425.5 million
Operating expenses	\$444.3 million
Borrowing costs	\$19 million
Net result	\$123.7 million
Operating result	\$18.7 million (loss)
Capital projects	\$305 million
Net cash generated by operating activities	\$89 million

FINANCIAL POSITION	AT 30 JUNE 2010	30 JUNE 2009
Total assets	\$5.1 billion	\$4.7 billion
Total liabilities	\$439.1 million	\$360.4 million
Total equity	\$4.67 billion	\$4.3 billion
Reserves	\$214.4 million	\$238.4 million



One Council

Transforming into Moreton Bay Regional Council has involved significant behind-the-scenes reform to unify the operations of the former Caboolture Shire, Pine Rivers and Redcliffe City councils.

While our first year as an amalgamated council concentrated on setting up a sound framework for our organisation, our second year has involved refining and strengthening our systems to provide services to the community.

Below are some of the changes to council's operations that have occurred over the past 12 months as a direct result of amalgamation.

Customer service operations

Council has retained three district offices for the convenience of residents who like to do their council business locally. Council's call centre operations were aligned by December 2009, meaning that when residents now telephone council they are talking to staff who have been trained to handle calls from across the region.

The call centres answered 201,444 phone calls in the year to 30 June 2010 which is an increase of 55,467 calls compared to the previous year. Customer service surveys, carried out over the 2010 financial year asked residents about their call centre experience. They showed an overall average satisfaction rating of 96 per cent.

Regional Floodplain Database

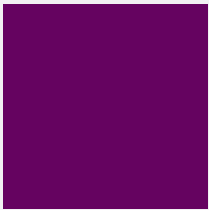
Council is continuing to develop its Regional Floodplain Database. The three-year \$2.37 million project will provide up-to-date flood mapping for the entire region.

Preliminary floodplain mapping for areas around Burpengary, Deception Bay, Caboolture, Narangba, Redcliffe, Bribie Island and Woodford was completed in 2009/10. The information gathered will be used for preliminary planning purposes and to allow more detailed flood mapping to be prepared.

Detailed floodplain mapping is almost complete for areas around Burpengary and Deception Bay and council expects to have better flood information available for these areas by early 2011.

Once completed, the database will allow council and the community to better understand flooding in the region and assist planning activities.





Local laws reform

Council is working to cut red tape and simplify its local laws. Inheriting three different sets of local laws when it amalgamated, council has been working since then to create one simple set of laws applicable across the region. In 2010/11 council will be asking the community for feedback on its planned package of local laws.

Records management

Bringing the documents and data kept by the three former councils into one unified system is a continuing process.

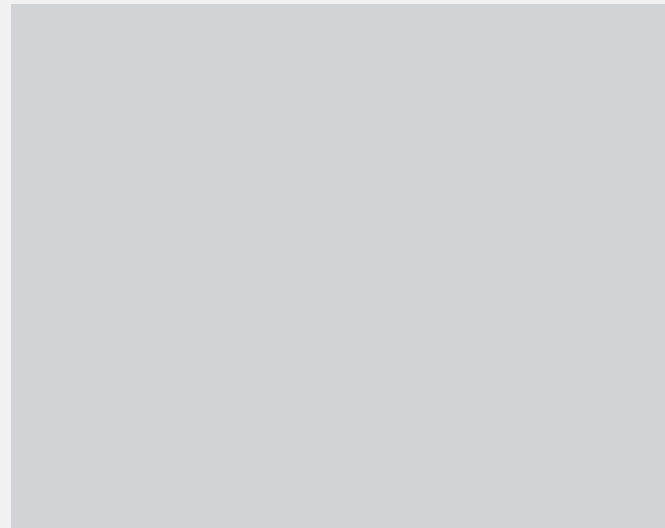
The consolidating of council's business systems is helping to deliver responsive customer service, responsible financial management, open and accountable governance and continuous improvement and learning across the organisation.

Benefits include easier document access and retrieval, improved compliance with Queensland State Archives standards and legislation, and a reduction in the volume of archived hardcopy documents.

The following records consolidation milestones were met:

- 1 July 2009 – A unified financial system
- 1 July 2009 – A unified human resources system
- 21 December 2009 – A unified property and rating system
- 19 April 2010 – A unified electronic document and records management system

In addition to these, work continued on refining council's asset management system (see page 35) and council has introduced a management system for its regional library operations.



Unitywater preparation

As part of the State Government's water reform process, from 1 July 2010 Unitywater will be the water supply and sewerage services distribution and retail business covering both Moreton Bay Regional Council and Sunshine Coast Regional Council areas (see Moreton Bay Water pages 43 to 46).

Council has been preparing for this new era in the delivery of water and sewerage services – readying payroll, asset management, and property and rating systems for the transfer of associated staff and resources from Moreton Bay Regional Council to the new entity on 1 July.



Mayor's Report

As Mayor, I meet thousands of residents and discuss all manner of issues with them.

I've been hearing two recurring messages in the past year – that there is a real need to plan for future growth in this region and that, in the wake of the global financial crisis, many people are doing it tough.



Moreton Bay Regional Council has worked hard throughout the financial year to strengthen our position as a new and unified local government authority, responsible for many diverse communities across 2,037 square kilometres.

Our council has placed an emphasis on continuing to deliver operational savings so that we can help ease the pain of increasing household expenses through keeping rate rises down.

But we've also been mindful of forecasts that Moreton Bay region will be home to more than half a million people within 20 years.

That is why we have announced and budgeted for some very exciting large infrastructure projects to be built in the next 18 months. These projects will help invigorate our business precincts by creating new job opportunities and providing a catalyst for further urban renewal.

The Hub complex planned for Caboolture (see page 29) will bring a much-needed cultural facility to the heart of the town. Associated works in and around Town Square will help us improve the attractiveness of the central business district to residents, visitors and businesses alike.

The Redcliffe rejuvenation project (see page 29) will help bring a new lease of life to an area that has long held a special place in the hearts of visitors and residents. The iconic pines and bathing pavilion will remain much-loved landmarks in a modernised and pedestrian-friendly setting that also provides for vehicular traffic.

I've been a long time campaigner for a Moreton Bay Rail Link because of the multiple benefits it would bring our region. The ability to remove traffic from our road networks at a time when our area is experiencing rapid growth will have a significant benefit for anyone travelling in our region. We now have a pledge from the federal government to build the \$1.15 billion rail link from Petrie to Kippa-Ring servicing growth areas including Kallangur, Mango Hill, North Lakes and Rothwell. After so many years of talk, to see this project on the cusp of construction, reinforces how, by working closely with other levels of government, our council can deliver on significant projects that will have long lasting benefits for our communities.

I'm looking forward to monitoring the progress of these projects and witnessing the differences we can make for all who live in the magnificent Moreton Bay region.

**Allan Sutherland
Mayor**

CEO's Report

In a very short period Moreton Bay Regional Council has transformed into a strong and sustainable organisation, working to meet the needs of our residents.

The past 12 months has seen ongoing work to align many aspects of our business and it has involved continued changes to our organisational structure as we establish the best ways of serving the region.

The process of amalgamation is far from over, but the introduction of regional approaches to managing our financial systems and our assets are already helping us achieve greater operational efficiencies.

These days we're managing more than \$4.4 billion in assets including 3,370 kilometres of roads, 2,280 kilometres of stormwater network, 1,737 parks and 19 environmental reserves, 514 bus shelters, 154 amenities blocks and 68 community halls.

We're delivering a host of services and activities through our libraries, art galleries, museums, and sporting complexes as well as providing various educational programs and workshops on environmental, cultural, community and business issues.

While we pride ourselves on ensuring quality of service in our day-to-day operations, we're also planning for the future, looking at better ways to provide for our communities.

Our council has focused on developing key projects that will serve our region by providing economic stimulus through jobs creation, business opportunities and improvements to community wellbeing.

In the coming year we'll be further developing our community engagement framework (see page 24) – a system that will help us improve the way we communicate with our residents about our projects, plans and strategic direction.

By working closely with our residents, who are ultimately both our customers and our "shareholders", we aim to deliver a bright future for our dynamic and ever growing region.



John Rauber
Chief Executive Officer

Elected Representatives



Cr Gary Parsons

DIVISION 1

Representing Banksia Beach, Bellara, Bongaree, Donnybrook, Godwin Beach, Meldale, Ningi, Sandstone Point, Toorbul, Welsby, White Patch, Woorim and parts of Caboolture and Elimbah.

Cr Parsons was a member of Caboolture Shire Council from October 2002 until March 2008. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Parks, Recreation and Sport



Cr Chris Whiting

DIVISION 2

Representing Beachmere, Burpengary, parts of Caboolture East, Deception Bay and parts of Morayfield.

Cr Whiting was a member of Caboolture Shire Council from 2000 until March 2008. He is currently serving his first term with Moreton Bay Regional Council.



Cr Greg Chippendale

DIVISION 3 – DEPUTY MAYOR

Representing Caboolture, Caboolture South, Morayfield, parts of Bellmere and Moodlu.

Cr Chippendale was a member of Caboolture Shire Council from 1997 and was appointed Deputy Mayor in 2000. He is currently serving his first term with Moreton Bay Regional Council.



Cr David Dwyer

DIVISION 7

Representing Petrie, Kallangur, Murrumba Downs and Kurwongbah.

Cr Dwyer was a member of Pine Rivers Shire Council from 1994 until March 2008. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Lifestyle and Amenity



Cr Mick Gillam

DIVISION 8

Representing Strathpine (east), Bray Park, Lawnton, Joyner, Cashmere (north) and Warner (north).

Cr Gillam served as a Pine Rivers Shire Councillor from 1994 to March 2008. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Operations



Cr Mike Charlton

DIVISION 9

Representing Albany Creek, Brendale, Eatons Hill, Strathpine (west) and Warner (south).

Cr Charlton served on Pine Rivers Shire Council from 1994 to March 2008. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Strategic and Planning



Cr Julie Greer

DIVISION 4

Representing North Lakes, Mango Hill, Griffin, Dakabin, parts of Kallangur, Deception Bay, Burpengary and Narangba.

Cr Greer was appointed to Pine Rivers Shire Council at a special meeting in April 2007. She is currently serving her first term with Moreton Bay Regional Council.



Cr James Houghton

DIVISION 5

Representing Redcliffe (north), Scarborough, Newport, Kippa-Ring (north) and Rothwell.

Cr Houghton was a Redcliffe alderman from 1973 to 1976. He was re-elected to Redcliffe City Council in 2004. He is currently serving his first term with Moreton Bay Regional Council.



Cr Rae Frawley

DIVISION 6

Representing Clontarf, Woody Point, Margate, Redcliffe (south), and Kippa-Ring (south).

Cr Frawley was a Redcliffe City Councillor from 2004 until March 2008. She is currently serving her first term with Moreton Bay Regional Council.

Spokesperson for Sustainability



Cr Brian Battersby

DIVISION 10

Representing The Hills District (Arana Hills, Everton Hills, Ferny Hills) Bunya and southwest Albany Creek.

Cr Battersby has served as a councillor since 1976 and was appointed Pine Rivers Shire Council's Deputy Mayor in March 2007. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Commercial Enterprises



Cr Bob Millar

DIVISION 11

Representing Armstrong Creek, Camp Mountain, Cedar Creek, Clear Mountain, Closeburn, Dayboro, Draper, Highvale, Jollys Lookout, King Scrub, Kobbie Creek, Laceys Creek, Mount Glorious, Mount Nebo, Mount Pleasant, Mount Samson, Ocean View, Rush Creek, Samford, Samford Valley, Samsonvale, Whiteside, Wights Mountain, Yugar and parts of Burpengary, Cashmere, Kurwongbah, Moorina and Narangba.

Cr Millar was a member of Pine Rivers Shire Council from 2000 until March 2008. He is currently serving his first term with Moreton Bay Regional Council.

Spokesperson for Corporate Services



Cr Adrian Raedel

DIVISION 12

Representing parts of Bellmere, Bellthorpe, Booroobin, Bracalba, parts of Burpengary, Campbells Pocket, parts of Caboolture, Cedarton, Commissioners Flat, D'Aguliar, Delaneys Creek, Elimbah, Moodlu, Mount Delaney, Mount Mee, parts of Morayfield, Moorina, Neurum, Rocksberg, Stanmore, Stony Creek, Upper Caboolture, Wamuran Basin, Wamuran and Woodford.

Cr Raedel is currently serving his first term with Moreton Bay Regional Council.

Chair of the Audit Committee

Corporate Structure

Moreton Bay Regional Council has continued to review its corporate structure so that it best serves the community's needs.

Mayor and Councillors



Chief Executive Officer



John Rauber

**Governance
Legal Services**



Directors



Daryl Hitzman

**Corporate Services
and Deputy CEO**



Tony Martini

**Engineering, Construction
and Maintenance**



Alison Bray

**Environment and Local
Laws**

Responsibilities

Financial and Project
Services

Human Resources

Information Services

Customer Services

Communications

Asset Management

Building and Facilities

Parks, Roads and Drains

Infrastructure Delivery

Infrastructure Planning

Fleet Services

Building and Plumbing
Services

Business Support and
Governance

Environmental Health

Waste Services



Chris Warren

Strategic Planning

Development Services
Development Planning
Development Engineering
Strategic Infrastructure
Planning
Sustainability Services



Chris Teitzel

**Community and Cultural
Services**

Community Services, Arts
and Heritage
Community Facilities, Sport
and Recreation
Libraries
Economic Development
Events



Alan Sheridan

Major Projects

Caboolture Library, Learning
Centre and Art Gallery (Hub)
Redcliffe Shopping Village
Rejuvenation Project
Strathpine Gateway Project
Brendale Commercial
Development
Enterprise Projects

Our People

Moreton Bay Regional Council collected a number of awards in 2009/10 that recognised the region's achievements.

Highlights include:

July 2009 – Excellence Award for the Woody Point Jetty Reconstruction (projects less than \$5 million) presented by the Institute of Public Works Engineering Australia Queensland (IPWEAQ).

July 2009 – Moreton Bay Regional Council's Community Assisted Transport Service was the winner of the Community Service and Non Profit Organisations category of the Quest Business Achiever Awards.

September 2009 – 2009 Ergon Energy Tidy Towns Regional Awards

- The Onesteel Recycling Partnerships Awards for Moreton Bay Regional Council's work across the region.
- The Environmental Protection Award for a tree planting project at Woodford
- The Heritage Award sponsored by Paradise and Bishopp Outdoor Advertising – awarded to Caboolture Historical Village .
- The MINT Individual Outstanding Accomplishment Award – awarded to the Friends of the Botanic Gardens at Redcliffe

October 2009 – Council's shorebird management program was shortlisted as a finalist in the United Nations Australia World Environment Day Awards – Excellence in Marine and Coastal Management

November 2009 – 23rd Annual Planning Institute Australia Qld Awards for Planning Excellence

- Certificate of Merit for Caboolture's Urban Design Framework
- Certificate of Merit for shorebird conservation

December 2009 – Woorim was awarded the Cleanest and Friendliest Beach title in Keep Australia Beautiful Queensland's Regional Beach Challenge Awards.

February 2010 – Council officer Frazer Watson was awarded the Clean Beach Challenge's outstanding achievement award for work supervising Green Army participants at Godwin Beach Environmental Reserve.

April 2010 – Bribie Island Seaside Museum received a regional commendation at the 2010 Sunshine Coast Regional Architecture Awards.

Our staff

As at 30 June, 2010, Moreton Bay Regional Council employed 2,524 staff.

The chart (right) provides a breakdown of staff and their years of service.

Under the council's Equal Employment Opportunity (EEO) Policy, all staff members are treated on their merits.

Council values a workforce that closely reflects the diversity of our community and comprises people of different age, culture, race, religion, marital status, values, beliefs, education, abilities and gender.

By creating a workplace in which every employee is valued for their diverse skills, knowledge and perspectives, council aims to establish a more cohesive workforce that collectively will continue to meet the needs of its community.

Staff Length of Service

