

# 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



## Building an inclusive Moreton Bay

Following extensive consultation with the community, Moreton Bay Regional Council launched the region's inaugural Disability Access and Inclusion Plan 2018-2022.

It's a plan that will help to support a fair and inclusive Moreton Bay, outlining council's commitment to improving the accessibility and inclusiveness of information, services and facilities.

The plan contains information about the work already under way to improve infrastructure, services and information as well as actions to improve these into the future.

Supporting the new plan, council officially opened a new all-abilities playground at the Caboolture Region Environmental Education Centre. Boasting a wheelchair accessible play area, sensory walls, flying foxes and slides - it has quickly become a popular destination for local families.

Meanwhile, Scarborough Beach Park remained one of South East Queensland's most family-friendly beach and parkland areas with a major \$2.4 million upgrade. Works included new shared pathways, all-abilities picnic facilities, new decks, viewing areas and the region's first jumping pillow.

To the south of the region, Olympic Gold Medallist Brooke Hanson made a splash at the opening of Ferny Hills' new \$1.9 million heated indoor pool. The project has provided more opportunities for programs including learn-to-swim and includes all-abilities amenities like ramps and accessible bathrooms.

For more information visit [moretonbay.qld.gov.au/disability](http://moretonbay.qld.gov.au/disability)

Image: The new Ferny Hills Indoor Swimming Pool.



# A SAFE AND RESILIENT COMMUNITY

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

## Our Success

- MoretonAlert registrations grew to 50,273, with more than 1.52 million text messages, 743,300 emails and 15,820 voice messages issued advising residents of severe weather and flood warnings.
- Conducted 25 planned burns across 214 hectares of bushland in preparation for the fire season.
- Worked closely with emergency services and other agencies to undertake five training scenarios to prepare for bushfire, severe weather and flood events.
- Received funding from the Queensland Government to undertake Get Ready Queensland disaster initiatives across the region, encouraging residents to prepare for the annual storm and bushfire seasons.
- Supported the Toorbul community to improve disaster preparedness by hosting information sessions and workshops to raise awareness of potential risks to their community.
- Delivered focus group activities to better gauge community understanding of council's flood warning and flood check property report initiatives.

Council supported emergency services expos at Bribie Island and Woodford, which provided information to residents on how to prepare for severe weather and bush fire events.



Image: Aerial displays at 2017 Bribie Island Emergency Services Expo

- Partnered with Queensland Fire and Emergency Services and Queensland Parks and Wildlife Service, to carry out testing of the Mount Nebo and Mount Glorious Early Warning System which incorporates bushfire siren and road signage.
- Council adopted a new Local Disaster Management Plan to guide management of disaster events within the region.
- Taught more than 1450 year five students about planning and responding to natural hazards and disasters that could potentially affect their families.
- Provided support to the Moreton Bay Region State Emergency Service (SES) Unit including the opening of a new SES Moreton Bay headquarters at Murrumba Downs and tender for construction of a \$2 million SES depot at Bunya.
- Operated 968 CCTV cameras throughout the region to enhance security and community safety including responding to 204 requests made by Queensland Police.
- Invested more than \$291,000 installing and upgrading existing lighting in public spaces.
- Responded to 2530 instances of graffiti on council-controlled land across the region.
- Officers responded to 11,477 animal-related and 12,476 local law-related enquiries.
- Supported the RSPCA's de-sexing program promoting responsible pet ownership which saw more than 3750 animals de-sexed.
- Conducted 144 patrols aimed at ensuring safer parking around local schools.
- Council trialled new dog-off leash areas at Scarborough and Deception Bay.
- Responded to 1800 public health-related enquiries.
- Conducted more than 690 inspections of food premises and provided more than 6400 employees with access to council's food hygiene training website.
- Provided 14,965 vaccinations throughout local high schools and a further 1127 vaccinations via established Community Immunisation Clinics.
- Managed and maintained eight cemeteries and one memorial garden.
- Treated more than 25,400 hectares of known mosquito breeding hot spots across the region's parks, reserves and coastal saltmarsh areas with aerial spraying and ground treatments.
- Partnered with residents to tackle weeds on private property through council's Voluntary Conservation Program and weed identification workshops.
- Removed more than 307 tonnes of submerged aquatic weed from lakes and rivers in North Lakes, Caboolture and Redcliffe, improving waterway health and amenity for residents.
- Introduced and managed residential parking permits for residents located in close proximity to rail stations along the Redcliffe Peninsula Rail Line.

Moreton Bay Region is home to 64,245 registered dogs and 12,078 registered cats.



# A HEALTHY AND INCLUSIVE COMMUNITY

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

## Our Success

- Officially opened the new \$3.48 million Kinsellas Sports Complex clubhouse which will be home to several football clubs. The project was funded in partnership with the Queensland Government's Get Playing Plus grant funding.
- Managed and maintained more than 163 hectares of sport and recreation fields across the region.
- Commenced construction on the Moreton Bay Central Sports Complex Soccer Precinct at Burpengary. This state-of-the-art facility will include a new clubhouse, three senior fields including a synthetic field and is expected to cost approximately \$15 million when complete. It includes \$1.5 million from the state government's Get Playing Plus Program.
- Construction commenced on a \$4.4 million baseball field upgrade at James Drysdale Reserve, Bunya. The project includes a new diamond, dugouts, field lighting, irrigation, car parking and access road to accommodate a growing membership base.
- Site preparations commenced on the 16.6 hectare site at Nathan Road, Kippa-Ring to create the region's new home for the Redcliffe Tigers Australian Football Club. The new precinct will include a Melbourne Cricket Ground-sized field, clubhouse and car parking.
- Visitation to council's 14 swimming pools increased by 10 per cent to more than 1 million visitors, with more than 300,000 learn-to-swim classes delivered and 29 swimming carnivals hosted.
- The \$1.9 million Ferny Hills Aquatic Centre was officially opened with the help of Olympic Gold Medallist Brooke Hanson, providing residents with a state-of-the-art indoor, heated pool.
- Settlement Cove Lagoon continues to draw visitors to Redcliffe, with approximately 500,000 people enjoying a free swim.
- \$5.4 million tender was awarded for a major refurbishment of the Caboolture Regional Aquatic Centre (CRALC) at Burpengary.
- Construction commenced on a major \$7.8 million upgrade to Morayfield Sport and Events Centre (MSEC), including new multipurpose courts, events space for conferences and trade shows, and retractable seating for more than 1000 spectators.

- Provided more than 1.63 million square metres of sport fields to local community and sporting organisations.
- Council's 44 community halls were made available to community groups and organisations for a range of events and meetings.
- Queensland State Equestrian Centre (QSEC) hosted 170 events attracting more than 15,000 visitors. Major events included the Rodeo Round Up, QSEC's Horse Home Show and Saddleworld Brisbane CDI & Charlotte Dujardin Master Class.
- Attracted and supported 16 significant sporting events including state and national tournaments to the Moreton Bay Region, injecting an estimated \$5 million into the local economy.
- Moreton Bay played host to international sporting events including the 2018 Squash Oceania Junior Championship and Trans-Tasman Junior Test Series held in Redcliffe attracting 200 competitors.
- Supported the 2017 Murri Rugby League Carnival hosted at Redcliffe District Rugby League Football Club which saw 20,000 spectators flock to watch as 49 teams battled it out for the title.
- Delivered the Active Holidays program which saw more than 7250 students take part in 231 activities across school holiday periods.
- More than 4400 residents aged 50 years and over took part in council's Older and Bolder program which featured 249 sport, recreation and fitness activities.
- Attracted more than 1500 young people to 64 Ramp Up clinics which included skateboard, scooter, parkour and disc golf.
- More than 3700 residents took part in 220 Adventure program activities, encouraging people to get moving.
- Increased the number of Heart Foundation walking groups to 19 with more than 565 active walkers.
- More than 40 volunteers from local sporting clubs and community organisations attended council's 2018 Community, Sport and Recreation Conference to boost knowledge and improve skills to grow local sports.
- Regional parks were transformed into exciting digital playgrounds with a trial of augmented reality technology using a smartphone application.
- Grew Healthy and Active Moreton e-Newsletter subscriptions to 7476 with a further 3393 residents opting-in to receive SMS and email alerts for new sport and recreation program information.
- Helped attract more than 150 attendees from interstate and across Queensland to the 2018 Parks and Leisure Conference as the event's primary sponsor.
- Received the state government's Get Out, Get Active grant for council's vision to engage mothers in free post-natal group fitness classes. The vision saw more than 400 mums participate over 20 weeks at all five of the region's PCYCs.

Works began on Burpengary's new \$15 million state-of-the-art soccer precinct.



Image: Progress on the Moreton Bay Central Sports Complex Soccer Precinct.



# STRONG LEADERSHIP AND GOVERNANCE

Attracted more than 44,000 people to 200 shows at the Redcliffe Cultural Centre including The Wiggles.



- Eighteen local Year Six students from across the region travelled to outback Queensland as part of a Sister City relationship shared by council and Winton Shire Council for the re-opening of the Waltzing Matilda Centre.
- Welcomed students from Japan in August to celebrate the region's 25-year sister city relationship with Sanyo-Onoda. The students attended a Redcliffe Dolphin's home game and were each presented with a jersey.
- Launched the region's first Disability Access and Inclusion Plan 2018-2022 aimed at improving accessibility and inclusiveness of council infrastructure and services.
- Community organisations from across the Moreton Bay Region received \$491,038 of funding to support community, sporting, cultural and environmental initiatives under Council's Community Grants Program.
- Birralee Child Care Centre at Ferny Hills provided centre-based early childhood education and care for 159 children aged from six weeks to five years.
- Delivered a series of 10 workshops to 125 participants as part of the Connected Communities Program, designed to encourage residents to undertake innovative community projects.
- Supported Harmony Day 2018, providing funding to six community events and projects and delivered five council-led initiatives to celebrate the region's cultural

diversity, attracting more than 1330 people. More than 95 residents chose Harmony Day to take the pledge and become Australian Citizens.

- Partnered with local community organisations to celebrate NAIDOC Week. Initiatives included profiling community champions through the Women of Inspiration Project, hosting and supporting NAIDOC events including a family fun day in Deception Bay.
- Developed a targeted promotional campaign and partnered with local multicultural groups to deliver two community events, attracting more than 110 residents in a bid to connect and build stronger, resilient communities as part of the Know Your Neighbour initiative.
- Delivered two Cross Cultural Awareness Training sessions to 45 local community workers and supported two community initiatives attended by 87 residents to support integration of refugee families within the Moreton Bay Region.
- A \$1000 bursary was awarded to local, Tiffanie Turnbull, a journalism student from Burpengary for her ongoing support and service to the community. The bursary is a partnership between council and the National Council of Women of Queensland.
- Invested \$6 million towards the expansion of Dolphin Stadium which saw new grandstands boost capacity to 10,000, providing more opportunities for the stadium to host major sporting events such as the 2018 Rugby League Commonwealth Championships. The two-day carnival saw 10 Commonwealth nations competing in a nine-a-side exhibition competition, attracting more than 6000 spectators and 35,000 views online via live-stream.

The spotlight was on Moreton Bay ahead of 2018 Commonwealth Games.



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

## Our Success

- Council adopted a new Corporate Plan which will continue to guide council's priorities, decisions and policies over the next five years. Council measures its performance in line with this new Corporate Plan, helping 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.
- Maintained a financially sustainable position delivering its seventh consecutive surplus operational budget.
- Delivered an annual risk-based internal audit plan, and completed internal audits focused on providing assurance about, and improving the effectiveness of, operations and risk management.
- Continued to manage complaints in accordance with its complaints management process and relevant policies.
- Maintained an Information Privacy Plan and upheld its obligation in relation to Right-to-Information requests.
- Continued to be a responsible and attractive employer, employing 1559 people who are enthusiastic, well-trained, appropriately resourced and dedicated to making the region an even better place to live, work and play.
- Provided employment opportunities across more than 360 occupations, covering everything from planning and design to environmental science, landscaping, nursing, engineering and mechanical trades.
- Continued to acknowledge long-serving staff with more than 34 per cent of its workforce having been employed with council for 10 years or greater.
- Provide opportunities for traineeships, apprenticeships and University placements.
- Provided a safe and healthy working environment, implementing a workplace health and safety program, wellness in the workplace toolkit and employee assistance program.

# A COUNCIL CONNECTED WITH ITS COMMUNITY

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

## Our Success

- Developed a Customer Service Charter to improve overall customer satisfaction levels. The Customer Service team:
  - Responded to 239,743 calls with 97 per cent of enquiries resolved at the first point of contact (overall customer satisfaction rating of 93 per cent);
  - Assisted 45,106 people at council's customer service centres and resolved 98 per cent of enquiries at first point of contact (overall customer satisfaction rating of 99 per cent);
  - Processed more than 87,057 customer transactions and requests and responded to an average of 2150 eRequests each month.
- More than 8356 customer requests were 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. Work has commenced on rebuilding the app using artificial intelligence to automatically direct requests to appropriate council teams around the clock.
- More than 1.27 million visits to council's website, with more than half of all visits were via a mobile or tablet device.
- Council's website supported 355,682 searches on council's website and an overall online presence including the top five visited pages:
  - Contact council: 157,745 views
  - Current opportunities: 152,715 views
  - Libraries: 120,496 views
  - Events: 118,600 views
  - Road conditions: 100,776 views
- Council 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 58,000 likes across council's library, events and disaster management Facebook pages.
- Council partnered with NewsCorp and MBRIT to deliver a monthly regional lifestyle publication called Moreton Life. The publication showcases information about local events, attractions and businesses.
- Attracted almost 10,000 residents to family-friendly events in local parks across the Moreton Bay Region, such as Movies in the Park, Splash 'n' Movies and Teddy Bear Picnics.
- Welcomed more than 946 people from 69 countries at 10 Australian citizenship ceremonies.

- The 2018 Moreton Bay Regional Council Australia Day Awards honoured the community's unsung heroes and celebrated their achievements and contributions helping make our region a great place to work, live and play. Australia Day award winners included:
  - Citizen of the Year - Karen Johns (Founder of DARE Formal Wear)
  - Young Citizen - Olivia Hargroder (Down Syndrome advocate and athlete)
  - Volunteer of the Year - Ken Piva (Founder of BIKES program for young people)
  - Environment - Joanne and Gary Bain (Pine Rivers Koala Care)
  - Youth Sports - Rachel Harper (Oztag, 2018 Commonwealth Games Baton Bearer)
  - Sports - Ella Connolly (Selected to compete in the 4x400m relay at the Commonwealth Games)
  - Arts and Culture - Julian De Maria (Founder of Red Deer festival).
- Hosted the annual Disc Golf and Battle of the Brains competitions which saw more than 380 grade six students from 13 local schools test their disc golf skills and academic knowledge.
- Supported major Anzac Day commemorations across the region.



Moreton Bay welcomed the Queen's Baton Relay ahead of the GC 2018 Commonwealth Games. The relay passed through the popular Good Friday Redcliffe Jetty Markets and Redcliffe Festival of Sails, and included local baton bearer and gold medallist, Lakeisha Patterson.