

MORETON BAY REGIONAL COUNCIL

ANNUAL REPORT 2019/20

CREATING OPPORTUNITIES STRENGTHENING COMMUNITIES VALUING LIFESTYLE





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Acknowledgements

Council thanks all contributors and stakeholders involved in the development of this document.

Disclaimer

Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such. While the Moreton Bay Regional Council has exercised reasonable care in preparing this document it does not warrant or represent that it is accurate or complete. Council or its officers accept no responsibility for any loss occasioned to any person acting or refraining from acting in reliance upon any material contained in this document.

OUR REGION

The Moreton Bay Region is a large and diverse area, home to approximately 465,000 people across some 2,037 square kilometres. Our diversity is our strength, from the pristine sands of the coast, to the charm of hinterland townships, spectacular national parks, large industrial estates, thriving business precincts and booming residential hubs.

Moreton Bay has one of the most enviable lifestyle offerings in Queensland, with its location between Brisbane City and the Sunshine Coast offering capital city convenience without the price tag.

As the fifth fastest growing local government area in Australia, it's clear that the region's affordable housing, employment opportunities, natural environment and investment into community sport and recreation spaces make Moreton Bay the perfect place to live, work and play.

Moreton Bay Regional Council acknowledges the Jinibara, Kabi Kabi, Turrbal and Yuggera Country as the traditional lands within our region. We also pay our respects to the traditional custodians and all the Elders past, present and emerging.



MAYOR & CEO REPORT

There is no way to describe the challenges that have befallen governments in 2020. Before the global coronavirus outbreak we were battling droughts, bushfires and even floods in some parts of the country, but as an optimist I believe there are always opportunities in the face of challenge. Years of responsible fiscal management allowed us to get on the front foot immediately, starting with the Special Meeting on March 25 to introduce a \$15 million stimulus package for locals. It included a host of financial relief measures to support ratepayers, community groups and clubs, and businesses.

Through all this, Council delivered perhaps the biggest and most important project the region has ever seen in the University of the Sunshine Coast Moreton Bay campus, as part of the record \$655,000 million 2019-20 Budget. This magnificent complex in the heart of The Mill Priority Development Area has put the entire region in a position to come out of the other side of coronavirus in better shape than ever before. The overarching PDA site will support more than 6,000 jobs and will bring \$1 billion worth of future economic benefits.

We delivered a \$227 million capital works program last financial year, with a focus on healthy and active lifestyles as well as road and transport network upgrades. We did this all while ramping up our environmental protections by renewing our contract with the koala team who've successfully increased the koala population in Petrie by over 22% per annum over the past three years.

Despite the challenges of last financial year, I'm most proud of our Council's ability to get on with the job and deliver real outcomes for its residents as we push through COVID-19 together. Thank you to Moreton Bay Regional Council staff for their hard work through this difficult time and for always keeping community service at the heart of everything we do.



Peter Flannery
Mayor

The Mayor and Councillors have set clear directions for myself and your council's hardworking staff. We need to be pragmatic and community-focussed in delivering the myriad of services and facilities provided by a local government of this scale and diversity. Amid challenging circumstances and a change in Council representatives, we are doing that.

As your new CEO, I'm committed to seeing through the roadmap for creating a more contemporary and efficient council by implementing the recommendations of the Grassroot Connections Australia Review. Forty-two priorities were identified in that report to improve governance, decision-making, transparency and engagement which we're roughly half-way through implementing. A key component of this has been attracting and recruiting additional professional and technical staff to provide a better level of service to the community. This has had a two-fold benefit in the context of the global coronavirus pandemic, by providing new local job opportunities at a time when many are looking for employment.

Councillors have also highlighted the need to support community clubs and organisations through these uncertain times. Over the 2019-20 and 2020-21 financial years there'll be a 480% increase in community grants benefiting some 630 community groups and clubs across the Moreton Bay Region. Again this has a two-fold benefit; providing clubs with the financial assistance they need in the absence of competition and membership fees, while also providing new maintenance and construction contracts to keep locals on the tools.


On behalf of your council staff I'd like to thank our elected representatives for providing such focussed and purposeful direction. I believe this is key to the vibrancy of this region and what will set the Moreton Bay Region up for success on the other side of COVID-19.



Greg Chemello
Chief Executive Officer

ELECTED REPRESENTATIVES

Division 1




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

Cr Savige was elected as Councillor for Moreton Bay Regional Council in 2016 and again at the 2020 local government elections.

Portfolio Councillor Engineering, Construction and Maintenance


Division 2



Cr Mark Booth
Representing Burpengary East and parts of Beachmere, Burpengary, Caboolture, Deception Bay, Morayfield, Narangba and Ningi.

Cr Booth was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.

Division 3




Cr Adam Hain
Representing Caboolture South and parts of Bellmere, Caboolture, Moodlu and Morayfield.

Cr Hain was elected as Councillor for Moreton Bay Regional Council in 2016 and again at the 2020 local government elections.

Portfolio Councillor Infrastructure Planning

ELECTED REPRESENTATIVES


Division 4



Cr Jodie Shipway
Representing Mango Hill, North Lakes and parts of Griffin and Deception Bay.

Cr Shipway was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.


Division 5



Cr Sandra Ruck
Representing Newport, Rothwell, Scarborough and parts of Deception Bay, Kippa-Ring and Narangba..

Cr Ruck was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.

Division 6



Cr Karl Winchester
Representing Clontarf, Margate, Redcliffe, Woody Point and parts of Kippa-Ring.

Cr Winchester was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.

ELECTED REPRESENTATIVES

Deputy Mayor, Division 7



Cr Denise Sims

Representing Dakabin, Murrumba Downs and parts of Griffin and Kallangur.

Cr Sims was elected as Councillor for Moreton Bay Regional Council in 2016 and again at the 2020 local government elections.

She was appointed as Deputy Mayor in April 2020.

Division 8



Cr Mick Gillam

Representing Bray Park, Lawnton, Petrie, Strathpine and parts of Joyner, Kallangur and Kurwongbah.

Cr Gillam served as a Pine Rivers Shire Councillor from 1994 to March 2008. He was elected to Moreton Bay Regional Council in March 2008, 2012, 2016 and again at the 2020 local government elections.

Portfolio Councillor Community and Environmental Services

Division 9



Cr Cath Tonks

Representing Brendale, Cashmere, Clear Mountain, Eatons Hill, Warner and parts of Albany Creek and Joyner.

Cr Tonks was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.

ELECTED REPRESENTATIVES

Division 10



Cr Matt Constance

Representing Arana Hills, Bunya, Draper, Everton Hills, Ferny Hills and parts of Albany Creek.

Cr Constance was elected as Councillor for Moreton Bay Regional Council in 2016 and again at the 2020 local government elections.

Portfolio Councillor Finance and Corporate Services

Division 11



Cr Darren Grimwade

Representing Armstrong Creek, Camp Mountain, Cedar Creek, Closeburn, Dayboro, Highvale, Jollys Lookout, King Scrub, Kobbie Creek, Lacey's Creek, Mt Glorious, Mt Nebo, Mt Pleasant, Mt Samson, Ocean View, Rush Creek, Samford Valley, Samford Village, Samsonvale, Whiteside, Wights Mountain, Yugar and parts of Kurwongbah and Narangba.

Cr Grimwade was elected as Councillor for Moreton Bay Regional Council in 2016 and again at the 2020 local government elections.

Portfolio Councillor Planning and Development

Division 12



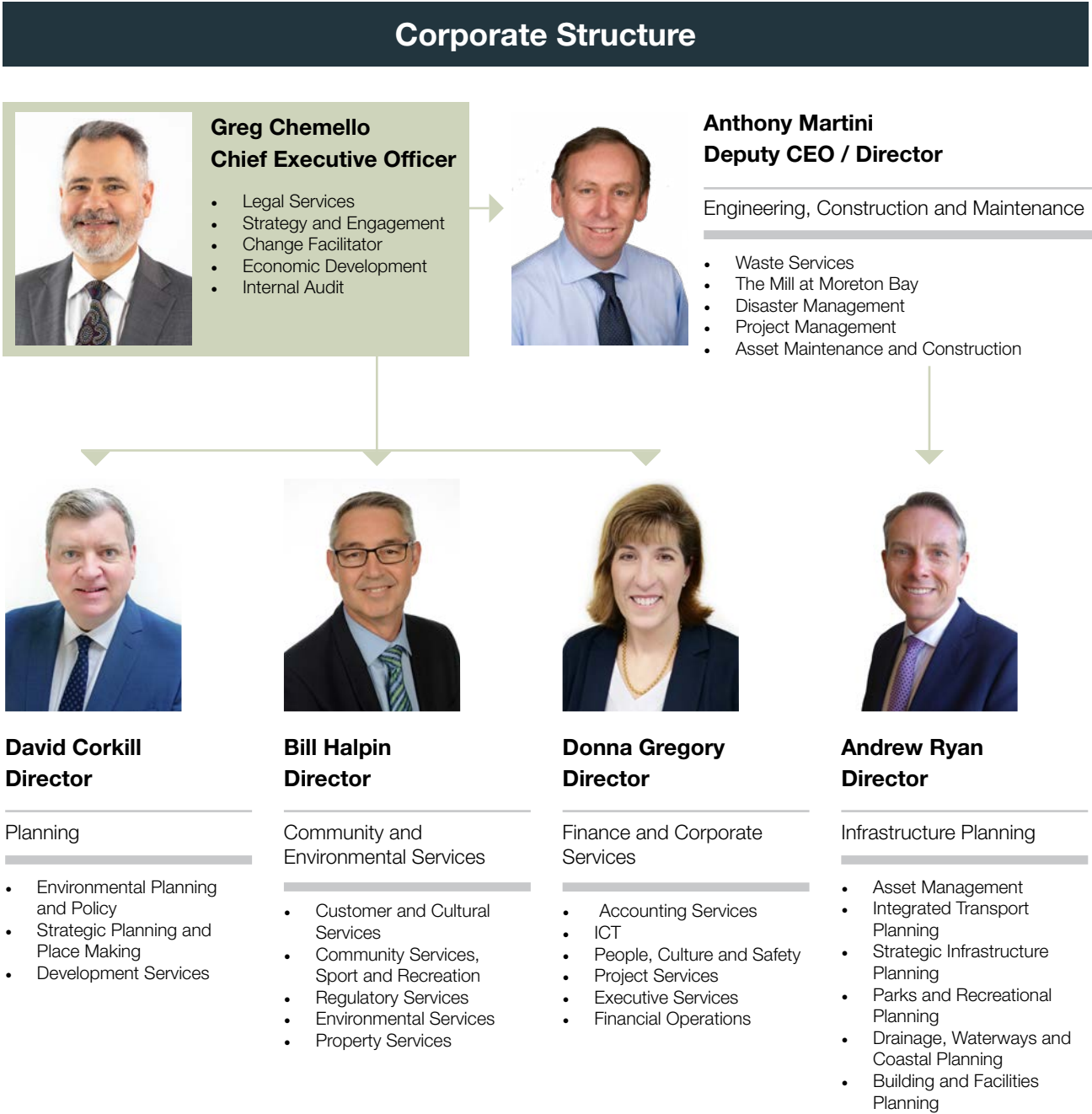
Cr Tony Latter

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

Cr Latter was elected as Councillor for Moreton Bay Regional Council at the 2020 local government elections.

OUR TEAM

Moreton Bay Regional Council is Australia’s third largest local government with 1,870 employees. Council employs a workforce dedicated to servicing the needs and enhancing the lifestyle of residents, providing more than 100 services to the community across road and transport infrastructure, parks, sport, rubbish collection and community and cultural facilities. Together, our staff make a significant contribution to our region's local lifestyle, community and economy.



Note: Corporate Structure as at 30/06/2020.

OUR PRIORITIES

Our Vision

A thriving region of opportunity where our communities enjoy a vibrant lifestyle.

Our Mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focusing on excellence and sustainability.

Our Values

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

Moreton Bay Regional Council is dedicated to serving the community to create a region with increasing opportunities for residents to live and work, a place with healthier and more sustainable lifestyles, and a place that has a healthy natural environment.

Council’s priorities, decisions and policies are guided by the Corporate Plan 2017-2022 which sets a clear strategic direction through its vision, mission and value statements. The Corporate Plan responds directly to the 2011-2021 Community Plan and outlines what council is doing to achieve our region's vision.

Council’s Operational Plan outlines key performance indicators and goals and is designed to support and deliver the objectives of the corporate plan.

In conjunction with the Operational Plan, council adopts a budget each year which allocates resources to achieve our vision.

This document outlines council's achievements, 'Our Success', in delivering services to the Moreton Bay Region and shows council's progress in delivering the actions from the corporate and operational plans.

Respect	Service	Integrity	Teamwork	Sustainability
We listen to people	We seek to understand the needs of those we serve	We are ethical and honest	We promote a friendly, supportive work environment	We focus on the future
We treat people fairly and consistently	We strive to exceed expectations	We take responsibility for our actions	We inspire and encourage innovation	We respect the environment
We embrace diversity and opinions	We communicate clearly	We act within statute and law	We develop and maintain relationships	We demonstrate leadership by example
We treat others as we wish to be treated	We take a positive approach	We take pride in the manner in which we perform our duties	We work collectively to achieve common goals	
	We are proud to serve our community		We work collaboratively with our community and external partners	

COVID-19 RESPONSE

The second half of the 2019-20 financial year was like none before. The coronavirus pandemic is potentially the biggest challenge our region has faced in most people's lifetimes, and we want the people of Moreton Bay to know that Council is doing everything it can to assist and support local families and businesses.

As we all worked to embrace a new kind of 'normal', Council shifted to focus on all aspects of resilience and recovery, including community wellbeing.

Council has undertaken a number of initiatives to help provide certainty in uncertain times as we recover from the impacts of COVID-19, including activating the Moreton Recovery Group.

In the 2019/20 financial year, these included:

- \$6.7 million stimulus package to assist residents, community groups, community clubs and businesses experiencing financial distress including the COVID-19 Community Organisation Hardship and Assistance Grant Program, of which 346 community, cultural and sporting groups and organisations have benefited to date
- \$3 million in accelerated asset maintenance works to keep people employed on local projects
- \$23.2 million capital works projects were brought forward to keep people employed on local projects

COVID-19 closures saw a surge in online library membership numbers as the community looked to eBook, eMagazines and audio books to help them get through the isolating times.

We have embraced the wonders of technology with virtual exhibition tours and countless creative activities as our galleries and museums went digital.

Although there was a 23% reduction in attendance at Council's 12 swimming pools during the closedown period, the Moreton Bay Region was one the first in Australia to reopen its pools and aquatic facilities to the community, thanks to Council's foresight in providing early assistance to pool operators by covering the costs of all utilities and chemicals, to minimise the impact of forced COVID-19 closures.

Our residents were among the best in South East Queensland at abiding by social distancing restrictions since the start of the pandemic, and we are truly grateful for the whole of community effort during these difficult times.

This region has certainly faced challenges in this financial year, and the spirit and resilience demonstrated as we continue to rebuild has been a credit to everyone in our community.



CREATING OPPORTUNITIES

A REGION OF OPPORTUNITY FOR ALL

Our Vision

- A place where housing and infrastructure supports our growing population and enhances our lifestyle.
- A place where people of all ages have easy access to education and training opportunities.
- A place where residents, businesses and industry enjoy the benefits of a strong, growing and diverse economy.

Our Strategic Priorities

- Well-planned growth: our residents will live in places that maintain the balance between a sense of community, growth, environment and lifestyle.
- Digital literacy and commerce: our households and businesses will be part of a global network using the very latest digital technology.
- Local jobs for residents: our vibrant and sustainable business and industry sectors will be employing well-trained and suitably qualified local residents.

Achieving Our Success

- A sustainable and well-planned community
- A digital region
- An innovative and thriving economy



Providing Certainty at an Uncertain Time

The year 2020 has been unlike any other with the COVID-19 pandemic presenting global health and economic challenges. Throughout, Council has remained focussed on providing support the businesses and people in our community most at risk. Assistance has come in a range of programs commencing 2019-20 totalling nearly \$33 million, including:

- Rates rebates for people experiencing financial distress.
- New maintenance contracts to support local jobs.
- Fast-tracking capital works programs.
- Providing financial support to hundreds of community groups and sports clubs.
- Refunding food licences to local hospitality businesses.

The strength of our community hinges on a sense of security, especially employment security at times of uncertainty. Council's capital works program is designed to directly and indirectly employ thousands of people, and thanks to a policy change in May this year, more Council contracts are being awarded to local companies. Council unanimously voted to endorse a 'Local Preference' policy designed to see more council contracts flow to more Moreton Bay Region businesses.

It means Council contracts worth \$50,000 or less are awarded to local businesses, and non-local businesses are only considered if a local company does not have the capability or capacity to deliver, or does not provide value

for money. For contracts greater than \$50,000, a local preference weighting of 15% is applied to the tender evaluation score. As a result of this, a local business could get up to 15 additional points added to the tender evaluation score, given them a 'leg up' in the tender assessment process.

As Council invests in infrastructure that creates employment opportunities and contributes to a thriving local economy, the broader community benefit from sustainable, well-planned infrastructure including the likes of the Samford Community Hub, the Redcliffe Administration Centre Art Gallery redevelopment, accessible beach matting on Bribie Island and all abilities playground improvements right across the region.

Council is using the latest technology and innovation to future-proof Moreton Bay by installing the region's first smart nodes fitted with CCTV, smart car charging and Wi-Fi capabilities throughout The Mill Priority Development Area, located at Petrie. Businesses in the region will be more connected than ever, with the construction underway for the first council owned pit and pipe telecommunications infrastructure to deliver state-of-the-art fibre services to The Mill precinct.

The Moreton Bay Region is also building on its investments in the digital and automation technologies, including the use of artificial intelligence to assist in maintaining Council's road network.

A SUSTAINABLE AND WELL-PLANNED COMMUNITY

Strategy	Strategic actions
Facilitate growth while retaining the region's unique environment and lifestyle choices.	<ul style="list-style-type: none"> Manage growth and land use to achieve sustainable local and regional outcomes through a current and contemporary planning scheme and associated plans and policies. Plan and deliver regional infrastructure that supports population growth.
Develop vibrant, accessible and appealing places.	<ul style="list-style-type: none"> Deliver people-friendly places through urban renewal and place-making projects.
Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth.	<ul style="list-style-type: none"> Deliver an efficient and consultative development application and assessment process. Deliver education, regulation and compliance of built form and land use matters.

Our success

- Commenced a Neighbourhood Planning Program and Framework to guide place-making initiatives that support population growth and retain the region's character and identity.
 - Completed concept design and community engagement to inform the Samford Village streetscape upgrade located on Main Street.
 - Installed new placemaking signage and streetscaping for Margate's central business district including an entry sign, landscaping and the installation of a community noticeboard.
- Completed the design for street revitalisation works on Archer Street, Woodford including new garden beds, upgrade of road surfaces, pathway renewals and renewed stormwater drains (project cost \$2.1 million).
 - Invested \$2 million in to streetscaping along James Street and Matthew Terrace, Caboolture, creating vibrant urban spaces.
 - Developed The Mill at Moreton Bay Public Art Guidelines, a resource to guide public art installations in streetscapes, civic spaces and parks at the Priority Development Area in Petrie.



74,014 searches were conducted through council's My Property Look Up, an online tool which showcases how the planning scheme applies to local properties.

- Council maintained its commitment to streamline development applications and provide timely services
 - Responded to 441 requests for pre-lodgement advice for information and services including land use, lot reconfiguration and planning advice. This resulted in 142 pre-lodgement meetings.
 - Approved major development applications and notable constructions and completed projects including:
 - 154 lots for the Caboolture South RiverBank Estate, a 150-hectare master planned community headed by residential developer Peet Limited including a \$10 million bridge connecting Buchanan Road;
 - \$115 million project known as Orion on Rowe Street in Caboolture. The project includes 83 apartments with 12 specialist disability apartments and a 100-bed residential aged care facility;
 - \$10 million Medical Hub at 120-124 McKean Street, Caboolture. The development consists of 13 tenancies including General Practice and allied health services, creating 75 jobs;
 - A craft brewery, gourmet bakery, café and gym known as The Sheds at Brendale. The Sheds are under construction;
 - \$30 million new asphalt plant in Brendale creating more than 40 jobs;
 - Extensions and modifications to the Strathpine Shopping Centre delivering a casual dining precinct.
- Processed a total of 927 development applications relating to Material Change of Use, Reconfiguring a Lot, and Operational Works.
 - Issued 1,072 decisions in relation to post-approval applications.
 - Endorsed 3,208 new lots across the Moreton Bay Region.
 - Issued 181 health licenses and 209 planning certificates.
 - Responded to 210 development compliance complaints and concerns and proactively investigated and actioned 115 compliance audits.
 - Responded to more than 30 unlawful budget accommodation complaints in partnership with Queensland Fire and Rescue Service to ensure providers met safety fire standards and planning requirements.
 - Conducted more than 236 inspections to ensure swimming pool fencing met Queensland Government safety standards.

Undertook 22,111 domestic and commercial plumbing inspections and approved 3,613 applications.

A DIGITAL REGION

Strategy	Strategic actions
Develop, support and incentivise a digital region.	<ul style="list-style-type: none"> Implement a regional technology strategy to identify and enhance the region's digital capabilities.

Our Success

- Moreton Bay Libraries, Galleries and Museums implemented a high-quality suite of online programming, virtual gallery and museum tours, and creative activities.
- Introduced the Capestone Lakes water quality monitoring system providing council with the ability to track water quality in real time, using a new 'Internet of Things' (IoT) technology approach. Council hopes to automate the operations of aerators and other equipment to ensure water remains of a high quality.
- Continued to roll-out 'The Things Network', a network of sensors that track physical and natural assets in real time including the structural integrity of a bridge and the micro climate of koala habitat to assist council to provide safer and sustainable services to the community.

Commenced a pilot project using artificial intelligence to assist council to maintain the local road network. Mounted dashcams on waste services trucks to transmit video footage of road conditions including potholes, cracking and line markings to Council's Asset Management system for actioning.



Launched council's first Smart Parking system at North Lakes CBD with funding support from the Federal Government. This system is being trialled to help council understand how digital technology can better manage high turn-over parking areas and deliver better parking and traffic management.



AN INNOVATIVE AND THRIVING ECONOMY

Strategy	Strategic actions
Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents.	<ul style="list-style-type: none"> Deliver facilities and initiatives which support local business to grow and prosper. Partner with stakeholders to attract investment to the region. Partner and deliver facilities, major events and initiatives which provide quality regional economic development outcomes. Deliver economic development opportunities through council-owned and managed properties.
Develop projects which deliver strategic opportunities for the Moreton Bay Region.	<ul style="list-style-type: none"> Deliver strategic economic development and employment opportunities through projects such as The Mill at Moreton Bay.

Our Success

- Supported ratepayers directly impacted by COVID-19 through a \$200 rates rebate for eligible residents, suspended interest charges and ceased rate collection from April 2020.
- Commenced the development of a new Regional Economic Development Strategy.
- Continued to support local employment with 2,400 new businesses setting up shop in the region, creating more than 1,545 local jobs.
- Contributed \$2.5 million to stage 3 of the Dolphin Stadium expansion, creating a 10,000 seat venue. To date, council has invested \$8.5 million to the expansion, attracting major sporting events to the region.
- Provided a new home to the Brisbane Roar Women Football Club, relocating to the \$18 million state-of-the-art football facility at South Pine Sports Complex, inclusive of the Women's Centre of Excellence and Youth Academy.

Partnered with the South East Queensland Council of Mayors to back the region's bid to host the 2032 Olympic and Paralympic Games, expected to boost local infrastructure, jobs and the local economy.

Approved and delivered an initial \$15 million emergency stimulus package to assist residents, community groups and businesses experiencing financial hardship due to COVID-19. The emergency package included:



\$7 million worth of rate relief to recipients of the Federal Government's Coronavirus Supplement



\$5 million for emergency grants to community groups and clubs



\$2 million in accelerated asset maintenance works to keep people employed on local projects



\$1 million refund on food licensing fees for businesses

Partnered with Moreton Bay Industry and Tourism (MBRIT) to deliver world-class events showcasing the Moreton Bay Region to national and international audiences and supporting tourism growth and the local economy. Highlights included:



Moreton Bay Food and Wine Festival attracting 35,000 attendees



Caboolture Festival attracting 10,000 attendees over two weeks



Redcliffe Kite Fest attracting over 35,000 people

- Partnered with MBRIT and Small Business Expos to deliver the Moreton Bay Region Business Expo, providing professional development, networking opportunities and resources to support small businesses across the region.
- Partnered with MBRIT and 16 of the region's biggest businesses to deliver the #MoretonBayTough campaign, supporting local businesses to remain resilient during COVID-19 hardship.
- Supported three MBRIT Business Conference Series events attracting more than 850 participants with keynote speakers including Leanne Kemp, Three Blue Ducks and Roxy Jacenko.
- Partnered with MBRIT to deliver the 2019 Business Excellence and Innovation Awards. The 2019 Business of the Year was Solar Bollard Lighting.

- Partnered with MBRIT to deliver a \$240,000 targeted destination campaign targeting locals as well as new drive markets in South East Queensland.
- Operated caravan parks at Bongaree, Clontarf, Donnybrook, Beachmere and Toorbul providing more than 7,000 overnight stays.
- Established new ten-year Management Agreements for each council-owned caravan park, ensuring the viability of the accommodation providers over the next decade.
- Completed an amenities refurbishment at the Donnybrook Caravan Park.
- Invested almost \$250,000 upgrading the Redcliffe jetty pontoon to become more accessible to tourists and day trippers.
- Commenced \$14.5 million worth of upgrades to the indoor centre at the South Pine Sports Complex, Brendale to accommodate increased demand for indoor sports. The \$185 million venue will be home to up to 15 different sports once completed.
- Partnered with Sports Marketing Australia to deliver 6 sporting events over 17 days that saw more than 5,800 participants attend, resulting in a \$9 million investment to the local economy.



Supported the relocation of the Redcliffe Tigers' AFL team to a new state-of-the-art facility at Nathan Road Sports Ground following a council investment of \$18.8 million over five years.

Resolved to create new beneficial enterprise for The Mill at Moreton Bay site in Petrie to guide strategic investment.



Called for Expressions of Interest from industry leaders and experts to establish the independent board, MILLovate Pty Ltd overseeing future development and investment for 65 hectares of council-owned land at The Mill at Moreton Bay.

- Commenced and completed major projects at The Mill at Moreton Bay including:
 - ▶ Commenced construction of a \$750,000 adventure playground connecting to the \$9 million park consisting of The Oval precinct, cricket pitch, amphitheatre and water play.
 - ▶ Completed construction of a major upgrade to the Gympie Road intersection worth approximately \$10 million, providing improved access to the developing knowledge and innovation precinct.
 - ▶ Commenced Stage 1 of internal works valued at over \$30 million to support the opening of the University of the Sunshine Coast foundation building, including a landscape beautification program involving infrastructure and art installations which welcomed the first intake of students in early March 2020.
- ▶ Delivered the first smart light nodes within the region providing Wi-Fi, CCTV and smart car charging capabilities.
- ▶ Commenced construction of the first council-owned and operated telecommunications pit and pipe network to provide high levels of connectivity for business.
- ▶ Awarded a tender worth more than \$264,000 for the environmental management of over 80 hectares, assisting bushland areas to naturally regenerate and support the on-site koala population.
- ▶ Continued a best practice koala monitoring program which has seen a 22% increase for the koala population since 2017. A local supplier, Endeavour Veterinary Ecology is delivering the program tracking 84 koalas with 26 dependent joeys.



Supported the first recipients of the Moreton Bay Region Equity Scholarship Program, with eight students receiving cash bursaries of up to \$40,000, funding their study at USC Moreton Bay.

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



Investing in Strong Communities

The liveability and vibrancy of the Moreton Bay Region relies on the growth of strong, inclusive, active, safe and healthy communities. Council continues to strengthen communities through its myriad of services including community safety initiatives. Council has expanded its CCTV network which now includes over 1,100 cameras, and 12 new portable units that can be deployed across the region to deter crime and anti-social behaviour and support the detection and resolution of offences. Not only that, Council conducted 200 patrols aimed at ensuring safer parking around local schools.

Council also addresses the significant challenges inherent in recovery of the coronavirus pandemic. The recent months have reminded us all how important being active is to our physical and mental wellbeing, and Council has invested over \$148 million in sport and recreational infrastructure over the past eight years to support the wellness of our growing community.

Council is also focused on ensuring our outdoor facilities keep pace with our region's booming population growth, launching the Outdoor Recreation Plan 2019-2031 last year. It outlines how local leisure and exercise opportunities can be better developed over the coming two decades.

Council has also ensured strong governance remained at the forefront of its operations, including developing, implementing and supporting a range of work practices to allow the continuity of work during COVID-19, and delivering on an operational surplus for the tenth year in a row.

Projects and initiatives like these ensure Moreton Bay remains a liveable and vibrant region by providing services that support the growth of a strong, inclusive, active, safe and healthy community.

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

- Activated the Moreton Recovery Group to provide oversight of the region’s recovery approach to COVID-19 and implement the COVID-19 Recovery Plan.
 - The Moreton Bay Local Disaster Management Group and Local Disaster Coordination Centre were activated for a total of 110 days in response to COVID-19. During this time over 1,500 tasks were actioned in relation to the coordination and management of this pandemic.
 - Partnered with Unitywater to fast-track new commercial water carrier licence applications to assist during drought conditions.
 - Grew MoretonAlert registrations to 60,001 issuing more than 3 million text messages, 1.3 million emails and 13,000 voice messages alerting residents of severe weather and bushfire warnings.
 - Conducted 24 planned burns across 175 hectares of bushland in preparation for the fire season.
- Constructed additional fire trails in the suburbs of Ningi, Ocean View and Mount Glorious.
 - Worked closely with emergency services and other agencies to undertake 8 training exercises including bushfires, coastal inundation, severe weather and evacuation scenarios in addition to real-time pandemic planning for the Local Disaster Management Group.
 - Delivered the State Government’s Get Ready Queensland disaster initiatives to raise awareness and educate residents to be better prepared and more resilient.
 - Delivered information sessions and workshops to approximately 770 residents, supporting communities to improve disaster preparedness.
 - Completed designs for the future refurbishment of the Redcliffe SES depot.



Provided over 4.3 million litres of water through 10 community water refill stations in response to high demand from residents relying on tank water during drought conditions.

Operated 1,147 CCTV cameras throughout the region to enhance security and community safety including responding to 249 requests made by the Queensland Police.

Moreton Bay District Superintendent John Hallam and Mayor Peter Flannery launch the rollout of portable CCTV cameras across the region.

- Installed 80 new CCTV cameras in the suburbs of Burpengary, Caboolture, Morayfield, North Lakes, Redcliffe and Strathpine.
 - Purchased 12 new portable CCTV camera units to provide greater flexibility to respond quickly to issues of vandalism, hooning and crime throughout the region.
 - Finalised the assessment for field lighting poles and switchboard upgrades and renewals at major showgrounds including Caboolture, Dayboro and Woodford.
 - Upgraded and renewed lighting infrastructure at Dalton Park in Clontarf, Roderick A Cruice Park in Dayboro, Harold Brown Park in Wights Mountain and Grant Road Sports and Community Complex in Morayfield.
 - Responded to 28,820 animal-related and local law-related enquiries.
 - Supported the RSPCA’s de-sexing program promoting responsible pet ownership which saw more than 1,834 animals de-sexed.
 - Conducted 200 patrols aimed at ensuring safer parking around local schools.
 - Advocated to the State Government on behalf of concerned residents to consider proposed amendments to the *Animal Management (Cats and Dogs) Act 2008*.
 - Responded to 8,492 public health-related enquiries.
- Conducted more than 1,002 inspections of food premises and provided more than 3,930 industry employees with access to council’s food hygiene training website.
 - Responded to 3,158 instances of graffiti on council-controlled land across the region.
 - Provided 13,716 vaccinations throughout local high schools and 2,866 vaccinations via established Community Immunisation Clinics.
 - Managed and maintained 8 cemeteries and one memorial garden.
 - 71,236 dogs and 13,862 cats were registered.
 - Completed 5 detailed environmental risk assessments of priority projects, establishing risk mitigation measures. Completed environment assessments and advice for a further 357 council projects.
 - Treated more than 32,500 hectares of known mosquito breeding hot spots across the region’s parks, reserves and coastal saltmarsh areas with aerial spraying and ground treatments.
 - Managed aquatic weeds across 20 waterbodies located in council parks, including Lake Eden in North Lakes, Centenary Lakes in Caboolture and Pine Rivers Park in Strathpine.
 - Conducted roadside weed treatment programs for restricted plants such as Fireweed, and a targeted control program for Groundsel.

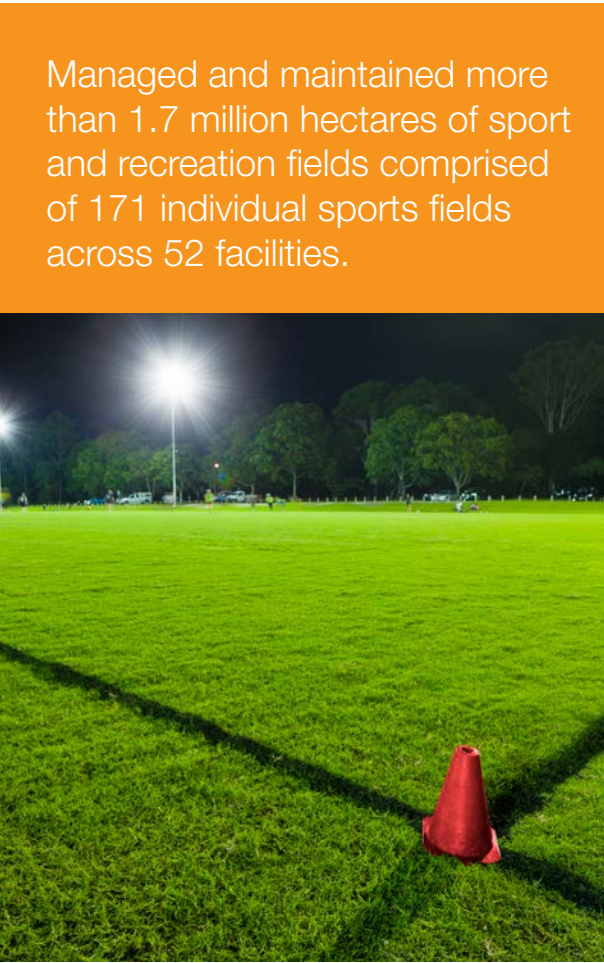
Partnered with over 300 residents through council’s Bushcare Program to tackle over 175,000 hectares of weed removal and planted over 7,000 plants.

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

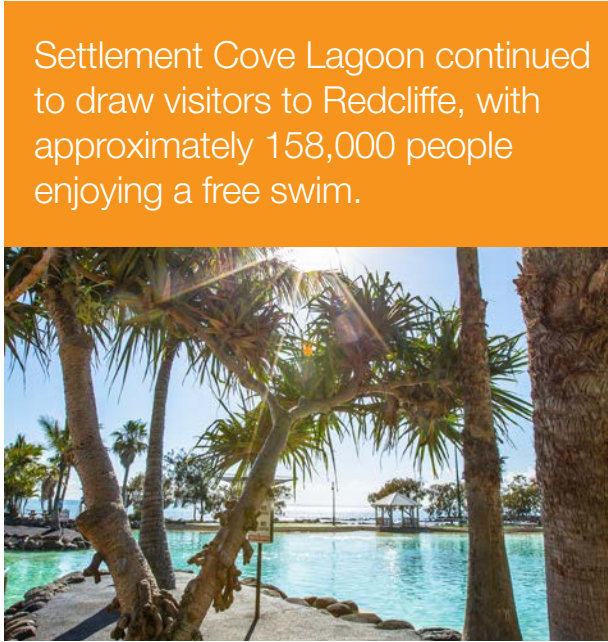
- Supported and upskilled more than 700 community, sport and recreation organisations through the delivery of a club development forum, business planning, monthly eNewsletters and club liaison sessions.
- Invested \$330,000 to extend the amenities at Leslie Patrick Park, Everton Hills.
- Delivered on a \$500,000 investment in field lighting at two soccer fields at the Bribie Island Sports Complex.
- Design completed for 3 car park upgrades at Uhlmann Road Park, Dayboro War Memorial Grounds and Woodside Sports Ground in North Lakes.
- Design commenced for North Lakes Netball and will include 4 netball courts, fencing, amenities and a car park.
- Partnered with the State Government to improve sporting infrastructure, contributing \$120,000 to field lighting upgrades at Dalton Park in Clontarf, Burpengary Sports Complex, Caboolture Sports Complex, Moreton Bay Central Sports Complex in Burpengary and Kinsellas Sports Complex in North Lakes.



Entered into a landmark five-year funding agreement with Caboolture Sports Club for the delivery of sports infrastructure projects. In the first year of the agreement \$500,000 was contributed to the Grant Road Sports and Community Complex cricket facilities project.



- Commenced the design for Stage 1 of the Rob Akers Reserve Master Plan, being a renewal of the change rooms. The project will provide a new home to the Pine Rivers Swans Australian Football Club upon completion.
- In excess of \$900,000 was invested in sports field surface renewals at Bob Brock Park in Dakabin, South Pine Sports Complex in Brendale, James Drysdale Reserve in Bunya and Woodside Sports Ground in North Lakes.
- 828,999 visitors enjoyed council pools across the year.
- More than 120,250 people participated in learn-to-swim classes delivered at a council pool, and local schools utilised council facilities to deliver 64 swimming carnivals.
- Completed construction of the \$2.8 million Samford Parklands soccer precinct expansion including a senior and junior soccer field with LED lighting and additional car parking.
- Completed design and commenced construction of the \$6.5 million rugby union and baseball upgrades at Les Hughes Sports Complex in Bray Park. The upgrade will include an additional rugby union field, clubhouse and car parking.
- Provided more than 80 sports facilities across the region to local community and sporting organisations.
- Completed part one of the construction of the second stage car park and dog agility facility at Devine Court Sports Complex in Morayfield at a cost of \$360,000.
- Completed the design for the planned \$15 million stage 1 of the Griffin Sports Complex including LED lit sports fields, clubhouse and office, first aid and referees’ rooms, toilets, storage, two changerooms, kitchen/bar and clubroom, external storage and 168 car parks.
- Invested \$5.1 million upgrading baseball fields as part of the James Drysdale Reserve Master Plan at Bunya. The fields are operated under a community lease by the Pine Hills Lightning Baseball Club.
- Invested \$175,000 to upgrade the rugby league field surface at the Woodford Showgrounds.
- Completed nearly \$1 million of sports field surface renewals across the region.
- Completed the renewal of fitness stations at Centenary Lakes in Caboolture at a cost of \$125,000.



Healthy and Active Moreton delivered a suite of programming including 1,830 free and low-cost activities across the region and 284 school holiday activities attracting 12,100 students.



- Queensland State Equestrian Centre hosted 75 events, attracting more than 10,335 visitors. Major events included Rodeo Round Up, the Home Horse Show, Dressage Queensland State Championships, Greg Grant Festival of Show Jumping, Clinton Anderson and Ian Francis - Two Aussie Legends.
- Redcliffe Entertainment Centre attracted 36,048 people to 132 shows.
- Caboolture Hub hosted more than 1,814 functions, business meetings, seminars and conferences, attracting 29,864 people.
- Morayfield Sport and Events Centre had 1,812 bookings and 12 major events which attracted 47,833 visitors. Major events included the Southern Basketball League, Australian Martial Arts Championships, Plan Partners National Disability Insurance Scheme Expo, Wheelchair Rugby League Queensland vs England Match, and a number of council's Citizenship Ceremonies.
- Awarded 114 community, cultural and sporting organisations and 137 individuals more than \$556,400 of grant funding under council's Community Grants Program, and \$433,200 of discretionary funding utilised by 193 not-for-profit groups to deliver local events and activities.
- Partnered with local community organisations to deliver local events, activities and initiatives to celebrate NAIDOC Week, Harmony Day, Disability Action Week and Youth Week attracting more than 2,650 attendees collectively.
- Sponsored the Murri Rugby League Carnival, attracting thousands of spectators across the 5-day competition held at South Pine Sports Complex in Brendale.
- Made the accessible beach matting trial at Woorim Beach, Bribie Island permanent to allow wheelchair users, local families using prams and those with mobility issues easy access to the beach.
- Supported multicultural group, Aiga Samoa Association to establish a community garden at the Deception Bay Community Hall, a first under council's new community garden application process.
- Partnered with My Community Directory to offer a free online directory for locals to connect to community services, clubs and groups across the region.

Painted 12 bench seats red across the Moreton Bay Region to raise public awareness of domestic and family violence, an initiative of the Red Rose Foundation.

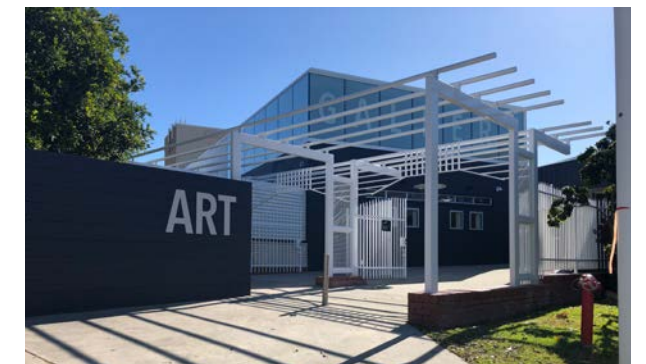


Domestic Violence and Family Prevention Council co-chairs Kay McGrath OAM, former Queensland Police Commissioner Bob Atkinson OA APM and Mayor Peter Flannery.

Continued to deliver council's award-winning program, Backstage Pass at the Caboolture Regional Art Gallery and the Caboolture, North Lakes and Redcliffe Libraries allowing for a low-sensory literacy and learning experience for families and people living with autism.

- Participated in the Story Dogs Program, a free initiative encouraging children who are reluctant readers to interact with a dog and an animal handler while reading a book.
- Partnered with Auslan to deliver 23 Signed Storytime events, allowing nursery rhymes, stories and songs to be signed by a qualified interpreter for 676 people who are deaf or hard of hearing.
- Created the dementia-friendly Memory Boxes Program which aims to evoke memories and discussion through interaction with boxes filled with objects from past eras.
- Provided one low sensory hour each month at Redcliffe Museum by reducing noise and lights.
- Facilitated 20 environmental engagement events for more than 640 community members, including the 'Kids Love Wildlife' Program targeting young children and teenagers, and 'Wild About Wildlife' for adults.
- Commenced the development of a \$4.5 million Samford Community Hub with a total council contribution of \$2.5 million and \$2 million from the Federal Government.
- Commenced the planning of a new community facility that includes meeting spaces and a café at the former fisheries site in Deception Bay.
- Commenced the detailed design for the new \$1.8 million community hall at Mount Glorious.
- Invested almost \$1 million on renewing swimming pools across the region.
- Completed network planning for PCYC, Scouts, U3A, Men's Shed and Meals on Wheels in conjunction with their respective peak bodies.

- Completed designs for the \$3.6 million tennis precinct at Harris Avenue Sports Complex in Narangba.
- 126 new community leases were issued to community and sporting organisations and groups to deliver community activities and events.
- Supported the Dayboro Art Gallery to expand its council-owned building footprint operating under a community lease, allowing the inclusion of pottery as an art form.
- Completed accessibility upgrades to the Bribie Island Recreation Hall costing just over \$95,000.
- Local volunteers and 'friends of' environmental groups collaborated to upgrade council's various Environment Education Centres with the installation of interactive displays, new TV's and improved office spaces utilised by volunteers.
- A new entrance stairway and outdoor classroom was installed at a cost of \$70,000 at council's Environmental Education Centre, Osprey House located in Griffin.



Completed the \$5.5 million Redcliffe Art Gallery and Community Space offering over 400m² to host national and international exhibitions. The community space provides a new home to the University of the Third Age (U3A) and the Redcliffe Computer Club. In addition, a new customer service centre is located on the ground floor.

STRONG LEADERSHIP AND GOVERNANCE

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

- Endorsed a new councillor meeting framework with an aim to increase the transparency of Council meetings and its decision making.
- Newly sworn-in councillors received targeted integrity and misconduct management training from the State Government's leading organisations, the Queensland's Integrity Commissioner (QIC) and Independent Assessor (QIA).
- Continued to implement the Corporate Plan 2017-2022, which guides council's priorities, decisions and polices to ensure a focus on maintaining a high standard of service and delivering value-for-money.

Commenced a review of council's complaints management framework and process.

- Adopted a new Policy Framework to ensure corporate policy and practices are consistent, relevant and up-to-date.
- Maintained an Information Privacy Plan and upheld council's obligations in relation to Right-to-Information requests.

Adopted an independent review of the organisation delivered by Grassroots Connections Australia to implement appropriate governance, policy and procedural reforms to enhance public confidence in council.



Mayor and Moreton Bay Region Councillors for the 2020-24 term.



Established a third-party whistleblowing service to provide employees and members of the public with a pathway for raising allegations of wrong-doing, anonymously.

- Changed the composition of the Audit Committee to include three independent members, including an independent Chairperson.
- Engaged an independent review of council's Enterprise Risk Management and Fraud and Corruption Control systems to align with current industry standards.
- Maintained a safe and healthy working environment with increased focus on wellness in the workplace and employee assistance and support.
- Established internal working groups to investigate and propose better working arrangements and practices following an independent review.
- Delivered an operational surplus of \$76.8 million, the tenth in a row.
- Demonstrated financial sustainability over the long term as shown by financial sustainability indicators.
- Received an unmodified audit opinion for the 2018/2019 Financial Statements.
- As at 30 June 2020, council's debt level has decreased by \$21 million from the start of the term.
- Continued to be a responsible and attractive local employer recruiting 49 additional positions to address council staff shortfalls identified through the independent review conducted by Grassroots Connections Australia.
- Provided employment opportunities to 345 new team members across diverse occupations, from planning and design to environmental science, landscaping, nursing, engineering and mechanical trades.
- Provided opportunities for traineeships, apprenticeships and university placements.
- Developed, implemented and supported a range of working practices to allow the continuity of work during COVID-19 and maintaining employment for all permanent team members while continuing to deliver services with the community.

Delivered on a \$655 million budget focused on building a stronger region and lifestyle for residents including a \$227.4 million capital works program targeting a healthy and active lifestyle through sport and recreation opportunities along with improving road networks, waterways, parks, environmental and cultural precincts.



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

- 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 71,800 followers across council libraries and corporate Facebook pages, an increase of 13%.
- Partnered with News Corp and Moreton Bay Industry and Tourism (MBRIT) to deliver a monthly regional lifestyle publication called Moreton Life. The publication showcases information about local events, attractions and businesses.
- Welcomed more than 1.25 million visits to council’s primary website, with 44% of all visits via a mobile or tablet device.

Maintained a Customer Service Charter to improve overall customer satisfaction levels including:



- Responded to 234,819 calls with 98 per cent of enquiries resolved at the first point of contact.**
- Assisted 28,523 people at council’s customer service centres and resolved 99 per cent of enquiries at first point of contact.**
- Processed more than 119,000 customer transactions and requests and responded to an average of 4,000 eRequests each month.**
- Received 18,412 customer requests via council’s MBRC Request App, which allows residents to quickly and easily report matters to council.**

Attracted over 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.

- Provided up-to-date information via online solutions during council's response to COVID-19 including:
 - Live streaming of Council Meetings;
 - Coronavirus Rates Rebate and Payment Plan options. Almost 20,000 residents accessed this information in less than 3 months;
 - Delivered online activities including training, workshops, storytime and crafternoons at Libraries, and virtual tours.
- Welcomed more than 1,585 people from 87 countries at 14 Australian Citizenship Ceremonies.
- The 2020 Moreton Bay Regional Council Australia Day Awards celebrated community achievements. Australia Day award winners included:
 - Citizen of the Year: Alison Taylor
 - Young Citizen of the Year: Evelyn Robinson
 - Volunteer of the Year: Craig Feuerriegel, Judy Dohle, Trevor Schultz
 - Sports Award: Charlene Povey
 - Arts and Culture Award: Ellie Neilsen
 - Environment Award: Fred Palin

L-R: Charlene Povey, Craig Feuerriegel, Ellie Neilsen, Judy Dohle, Bianca Dilworth, Alison Taylor, Evelyn Robinson, Fred Palin and Trevor Schultz.

Recognised the region's outstanding residents at the Moreton Bay Regional Council 2020 Australia Day Awards.

VALUING LIFESTYLE

A REGION THAT CELEBRATES OUR VIBRANT LIFESTYLE

Our Vision

- A place where a preserved and well-maintained natural environment can be enjoyed by residents and visitors as part of our unique lifestyle.
- A place where people can travel easily around the region using different modes of transportation.
- A place where residents and visitors can participate in diverse recreation and cultural opportunities.

Our Strategic Priorities

- Healthy natural environment: our residents will collectively contribute to creating a cleaner and healthier environment for future generations.
- Diverse transport options: our region will consist of well-connected places and residents will embrace more sustainable travel choices and behaviour.
- Quality recreation and cultural opportunities: residents of all ages will have greater choice of recreation and cultural activities in the region.

Achieving Our Success

- A clean and healthy environment
- An integrated regional transport network
- Active recreation opportunities
- Places to discover, learn, play and imagine
- Celebrating local arts, culture and community



Arana Hills Library.

Investing in Lifestyle

If the coronavirus experience has taught us anything, it's the popularity and importance of Council's outdoor spaces, events, and services. Major upgrades and investment in to Council's parks, outdoor spaces, coastal pathways and swimming pools provided our community with the best infrastructure to enjoy the beautiful outdoors. Council has commenced planning a transformation part of Deception Bay's foreshore where the old fisheries building stood into a vibrant community space along the beautiful seaside vista.

A world-class regional park, with adventure and water play facilities at The Mill will allow all residents to come together, with spaces to promote the health and wellbeing of our community and support an active lifestyle.

Our libraries saw overwhelming demand for electronic content following the forced closure of public gathering spaces due to coronavirus. Library registrations increased 11.3% to 219,451 members and book reservations increased by 31% on the year before.

Our libraries were fortunately prepared for this demand, having transitioned many of their activities, programs and workshops online through 2019-20. These include Storytime, Rhyme Time, LEGO engineers club, Minecraft, craft activities, author talks, interviews and lecture series in collaboration with USC. The planned school holidays program was even taken online during the COVID lockdown with workshops on self-defence for children and story making available for families to access at home.

The library buildings themselves are continuing to evolve to meet modern needs, with a new children's space called 'Curlew Corner' created as an imaginative space that promotes language and literacy as part of the refurbishment of the Arana Hills Library. Also, the North Lakes Library children's space was upgraded to include interactive elements that reflect the local environment, while encouraging children to read.

A CLEAN AND HEALTHY ENVIRONMENT

Strategy	Strategic actions
Maintain sustainable waste management for the Moreton Bay Region.	<ul style="list-style-type: none"> Deliver efficient, accessible and timely waste services. Deliver education and initiatives that enhance sustainable waste practices.
Maintain and enhance the health of the natural environment.	<ul style="list-style-type: none"> Deliver innovative projects, programs and partnerships that protect and enhance the region's natural environment and biodiversity. Deliver education and experiences that showcase the region's natural environment, and promote a healthy and sustainable region.
Protect public assets and maintain environmental standards through management of the stormwater network, coastal areas and waterways.	<ul style="list-style-type: none"> Deliver an efficient and reliable stormwater network. Deliver safe and sustainable waterway and coastal areas.

Our Success

- Received 743 reports of illegal dumping and assisted with the removal and correct disposal of illegal disposed waste.
- More than 4,450 students, and 132 schools and early learning centres participated in council's award-winning waste education program, helping to improve recycling habits.
- Council's street sweepers removed more than 2,378 tonnes of waste from public roads.
- More than 2,500 tonnes of reusable items were sold at the Dakabin and Caboolture Treasure Markets.
- More than 240 residents attended 18 free recycling and composting workshops.
- Provided 150 Early Learning Centres across the region with free waste education programs.


Reduced more than 138,578 tonnes of carbon emissions through council's Landfill Gas Management Project.

Provided more than 172,000 properties with over 13.6 million kerbside waste and recycling collection services. This included collection and processing of more than 68,300 tonnes of green waste, 133,090 tonnes of domestic waste and more than 94,000 tonnes of recyclables.




- Awarded Mount Samson State School the winner of the 2019 Regional Recycler competition for their Wrapper Free Lunch Program, reducing single use disposable waste.
- Continued council's Waste Minimisation Program contributing to:
 - A decrease of 2,405 tonnes of waste ending up in landfill
 - An increase of 1,895 tonnes of waste being recycled
 - Preventing almost 220 tonnes of general waste from reaching landfill
- Participated in International Composting Awareness Week, encouraging residents to reduce their waste through composting.
- Collaborated with Unitywater to install water bottle refill stations at 11 locations, encouraging residents to refill rather than use single-use plastic water bottles.
- Partnered with 608 private landholders to protect and restore more than 4,000 hectares of bushland as part of the Land for Wildlife Program.
- Supported 14 landholders to protect threatened ecological communities and species on private property through Voluntary Conservation Agreements, restoring over 250 hectares of vegetation.
- Provided 35 Voluntary Conservation Program grants to deliver on-ground works including revegetation, weed management, erosion control, and monitoring of threatened species across Land for Wildlife and Voluntary Conservation Agreement properties.
- Planted over 4,100 native plants including trees, shrubs and groundcovers for National Tree Day and council's Walk to School Program, along with planting a kilometre of trees along the North Pine River to support a new koala movement corridor.
- Council's Environment Education Centres facilitated 31 school group activities to more than 2,100 students and saw over 18,600 visitors to the centres.

Awarded the 2020 Don Perrin Environmental Bursary to Jason Ramsay, Bachelor of Environmental Management Student at the University of the Sunshine Coast.



- Successfully secured \$139,000 from the Federal Government via the Communities Environment Program grant fund, delivering a range of engagement and conservation activities in Burpengary, Griffin, Lawnton, Joyner, Eatons Hill, Bunya, Everton Hills and Samford Valley.
- Monitored 38 flying fox roost sites regionally and managed 11 colonies under Queensland Government legislation.
- Implemented the Stream Health Monitoring Program covering 40 sites across the region.
- Implemented swimming area water quality monitoring at 5 sites in Moreton Bay totalling 125 samples.
- The Caboolture Region Environment Education Centre (CREEC) Stormwater Harvesting project was completed to augment water demand for the CREEC Community Nursery.



Implemented a turtle friendly lighting management project for public place lighting at Woorim, powering 8 street lights and a toilet block during the turtle breeding season.

Continued koala conservation efforts by updating council's Koala Conservation Policy, provided input on the State Government's Draft Koala Conservation Plan, installed driver awareness signage on banner poles during koala breeding season, collaborated with local wildlife groups to deliver targeted koala breeding season messaging and continued to protect 280 hectares of koala habitat under the *Queensland Nature Conservation Act 1992* (Koala Nature Refuges).



- Established and maintained 3 native animal fodder plantations to ensure that carers have a supply of food for wildlife in care.
- Delivered an extensive wild dog management program to address the threats that wild dogs pose to koala populations across the region.
- Delivered wildlife movement infrastructure under council's Green Infrastructure Network Delivery Program including road signage and stencilling, koala tree planting, and the installation of:
 - ▶ 9 fauna rope bridge canopy crossings including Albany Creek, Bunya, Petrie and Caboolture
 - ▶ Koala underpasses at Petrie, Caboolture and Joyner
 - ▶ 1,720-metres of koala exclusion fencing on Gympie Road, Pumicestone Road and Youngs Crossing Road
 - ▶ 21 wildlife and koala zone stencils
- Received the Excellence in Environment and Sustainability award by the Institute of Public Works Engineering Australasia Queensland (IPWEAQ) for the development of standard design drawings for fauna crossings to help protect wildlife while improving road safety for motorists.



Fauna Rope Bridge - Pumicestone Road Caboolture

Completed rehabilitation works at over a dozen lakes, wetlands and creeks including the removal of aquatic weeds, revegetation and maintenance of native vegetation. Locations included Bells Creek in Redcliffe, Cabbage Tree Creek in Ferny Hills, South Pine River in Strathpine and Halpine Lake in North Lakes.



South Pine River, Strathpine

- Generated more than 54,900 Flood Check Reports, a 66% increase from the previous year, providing residents and property owners with comprehensive and tailored flood information.
- Continued council's stormwater CCTV Program to help identify corroded and damaged pipes, resulting in more than 20 stormwater renewal projects valued at \$1.2 million.
- Delivered a \$3.9 million drainage upgrade and new ocean outfall to the Cox Street catchment in Margate including Mabel Street and Margate Parade.
- Undertook a \$420,000 upgrade of Lacey's Creek Road Causeway to improve the trafficability, safety and resilience of the asset during floods.
- Building of the resilience of waterways with a \$2.5 million investment to rehabilitate and revegetate Cabbage Tree Creek.
- Invested over \$250,000 in two new 'end of line' gross pollutant traps, collecting pollutants and debris at the end of drainage lines before they enter waterways and coastal systems.
- Underwent \$2.6 million dredging program at the Newport canals, ensuring a safe marine environment.
- Developed a cliff hardening solution to preserve the Redcliffe Peninsula from coastal erosion and improved upper cliff stability.
- Initiated the Woorim Beach sand back-passing trial at Bribie Island, recycling sand from Benalong Street to as far north as Fifth Avenue to maintain and restore Woorim Beach.

Invested \$950,000 of repair works on a deteriorating section of the Welsby Parade seawall in Bongaree to save the shoreline from further erosion and inundation.



AN INTEGRATED REGIONAL TRANSPORT NETWORK

Strategy	Strategic actions
Maintain a safe, efficient, reliable and integrated transport network.	<ul style="list-style-type: none"> Maintain, improve and expand the region's road and transport networks through an Integrated Local Transport Strategy and associated plans and policies. Partner with stakeholders to plan and deliver a safe and efficient transport network.

Our Success

- Commenced the design of a \$1.6 million upgrade of the intersection of Narangba Road and Torrens Road, Kurwongbah.
- Continued to work with the Federal Government to secure additional funding to flood-proof Youngs Crossing.
- Commenced the design for road and intersection upgrades for Youngs Crossing Road and Oxford Street intersection to Francis Road in Joyner at a cost of \$500,000 funded over two financial years.
- Continued to maintain 383 bridges (82 vehicle bridges and 301 foot bridges).
- Invested almost \$40 million in road rehabilitation to reduce maintenance costs and improve transport infrastructure.
- Secured \$13.5 million in State Government funding to fast track infrastructure projects and create local jobs during COVID-19.
- Secured \$3,868,000 in Federal Government funding through the Black Spot Program to improve road safety.
- Upgraded 14 bus stops, investing almost \$300,000 to ensure people living with disabilities have better access to public transport.
- Invested \$1.92 million to improve traffic flow due to an increase in demand at Brown Street Corridor, running from Ardossan Road to Pettigrew Street, Caboolture.



Maintained more than 3,684 kilometres of sealed road and 254 kilometres of unsealed road.

- Completed the design of the \$6.8 million Boardman and Klingner Road intersection upgrade, jointly funded with the Federal Government, which is expected to significantly improve traffic flow.
- Delivered several transport upgrade projects at a cost of approximately \$12.3 million including:
 - \$1.64 million intersection upgrade and road rehabilitation at Aerodrome Road, Caboolture
 - \$1.96 million road rehabilitation and active transport improvements at McKean Street, Caboolture
 - \$3 million road and intersection upgrades to be funded over two financial years in Morayfield, including Oakey Flat Road and Morayfield Road to Ashbrooke Drive.
 - \$928,000 intersection upgrade at Main Street, Mackie Road and Mumford Road, Narangba
 - Road rehabilitation works to Artur Drewett Drive, Burpengary at a cost of \$1.17 million
 - \$1 million road renewal along Alma Road, Dakabin over two financial years
 - \$1 million rehabilitation of a section of road along Saraband Drive from the intersection with Felicia Place to Queen Elizabeth Drive, Eatons Hill
 - \$1.6 million improvement to a section of Pates Road, Wamuran



Constructed 546 pathways across the region.

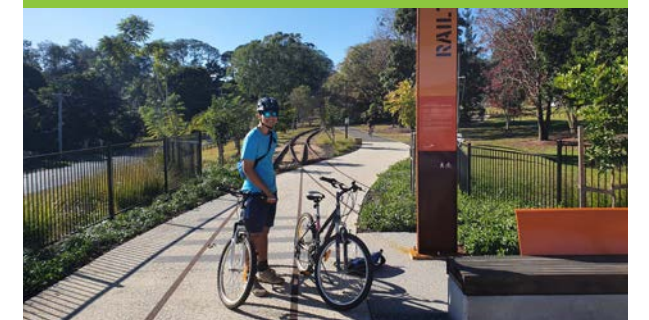
ACTIVE RECREATION OPPORTUNITIES

Strategy	Strategic actions
Develop quality and accessible recreation opportunities that enhance the lifestyle of residents.	<ul style="list-style-type: none"> Plan, manage and deliver fit-for-purpose parks and open spaces that achieve quality recreation outcomes. Plan and deliver projects and programs that encourage and support quality and innovative recreation.

Our Success

- Completed 4,421 park inspections, ensuring more than 1,061 playgrounds and 88 exercise areas were safe for residents.
- Spent almost \$1.8 million upgrading and renewing playgrounds across the region.
- Maintained 48 dog off-leash areas across the region.
- Provided service and maintenance to more than 280 public amenity blocks throughout the region.
- Maintained and serviced more than 4,173 public bins throughout the region.
- Partnered with the State Government to undertake a feasibility study to extend a shared path by 14km at from the Wamuran rail trail to the West for use by bike riders, walkers and horse riders.
- Completed the inaugural Outdoor Recreation Plan 2019-2031 establishing council's planning and development of outdoor recreation opportunities.
- Constructed a children's adventure play space and picnic facilities at Hornibrook Esplanade Foreshore in Clontarf and expanded the existing Parkour facility at a council investment of almost \$1 million.
- Invested \$610,000 in a playground and recreation facility renewal at John Scott Park in Samford Village including two new shade sails.
- Invested \$1.5 million to develop a new adventure playground at the Blatchford Sporting and Recreation Reserve, Murrumba Downs.

Partnered with the State Government to invest \$1.97 million in constructing a shared pathway for active recreation use at the Caboolture to Wamuran rail trail, along with drainage upgrades.



- Completed construction of the award winning all abilities playground at Arana Hills that offers 16 different types of equipment in five zones dedicated to play, spread across 5,000m². Council contributed more than \$1.6 million with the Federal Government investing \$200,000 into the project.
- Caboolture Region Environment Education Centre's all abilities playground and surrounding grounds were further enhanced with additional play equipment, providing community recreation for over 6,300 children and adults.
- Continued to facilitate the Redcliffe markets by appointing a new market operator for the next three years.



Maintained 935 hectares of environmental reserve, as well as 4,540 hectares of land across the region's 8,975 parks.

PLACES TO DISCOVER, LEARN, PLAY AND IMAGINE

Strategy	Strategic actions
Develop and deliver a contemporary public library service.	<ul style="list-style-type: none"> Provide engaging spaces, services and resources which facilitate community learning, leisure and connectivity.

Our Success

- Created a new children’s space as part of the refurbishment of the Arana Hills Library called Curlew Corner, promoting language and literacy.
- Upgraded the North Lakes Library children’s space to include interactive elements that reflect the local environment while encouraging children to read.
- Delivered the sell-out Festival of Play Forum, with 150 people attending the one-day event, encouraging learning and literacy through play.
- Invested a total of \$14,175,975 in to the library network.
- Grew library memberships to 219,451, an increase of 11.3%.
- Provided a collection of more than 446,700 resources across council’s library network.
- The library website received 4,444,032 visits, searching council’s eLibrary catalogue and downloading 662,151 items from the digital collection.
- Grew the library eNewsletters subscriptions by 53% and saw a 28% increase in the number of likes on the Moreton Bay Region Libraries’ Facebook page.



- Provided 140,971 hours of free internet access through the library Wi-Fi.
- Delivered 6,712 activities, programs and workshops, attracting more than 127,000 attendees inclusive of online programming.
- Provided home-based library services to more than 300 residents unable to visit their local library.
- Libraries school holiday events and programs were attended by over 1,200 people.
- 8,300 children took part in 138 library outreach programs delivered to local schools, childcare, playgroups and kindergartens.
- Upskilled 105 people with free one-on-one career counselling sessions, study and job seeking workshops.
- Supported 232 clubs through council’s Book Club collection.
- Council’s Local Studies published 114 Facebook posts which had a total reach of 352,435 people and an engagement of 27,261 comments, likes or shares.
- Hosted 111 local history events and programs showcasing the region’s rich heritage.

A total of 345,819 reservations were placed on libraries eCollection and physical collection items, resulting in a 45% annual increase despite library closures.



CELEBRATING LOCAL ARTS, CULTURE AND COMMUNITY

Strategy	Strategic actions
Develop and showcase the region's diverse arts, cultural heritage and social history.	<ul style="list-style-type: none"> Deliver opportunities to develop and showcase the region's diverse arts, culture and heritage. Ensure the region's art, cultural heritage and social history collections are enjoyed, preserved and protected.

Our Success

- Upgraded the Pine Rivers Heritage Museum foyer and historic school room for the delivery of school programs.
 - Created a new exhibition at Bribie Island Seaside Museum, exploring the island's rich history.
 - Initiated 'Our COVID-19 Story', documenting community experiences, photographs and narratives of residents living through the pandemic to create a unique resource for future generations.
 - Delivered 18 online exhibitions, art and heritage collection stories and home activities in response to museum and gallery closures.
- Digitised 2,528 historical photos of the region.
 - Hosted Write Around Moreton Bay, a series of 16 free seminars for 326 writers and residents interested in learning valuable writing techniques.
 - Celebrated the region's six agricultural shows with online historical photographic displays, followed by a virtual exhibition sharing community endeavours and embracing the spirit of the show pavilions.
 - Developed 14 feature exhibitions, including John Rigby: Monumental Colour and Goodnight, Sleep Tight showcased at council's art gallery and museum networks.

Hosted 48 exhibitions and delivered 211 public programs, attracting more than 82,900 visitors to council's art gallery and museum networks.



John Rigby: Monumental colour, Caboolture Regional Art Gallery.

- Attracted eight touring exhibitions to the region including The Bowerbird and the Bride and A Portrait of Australia: Stories through the lens of Australian Geographic.
- Acquired 64 new artworks contributing to council's existing art collection through purchase, donation and acquisition.
- Exhibited more than 500 historical objects from over 19,000 items in council's heritage collection.
- Maintained more than 20,650 artworks and historic artefacts as part of council's art, heritage and public art collections.
- Supported 20 funding applications from community organisations and creatives through the Regional Arts Development Fund a jointly funded program with the State Government.
- Council's Cultivate the Arts Program saw more than 90 local artists, crafters and hobbyists participate in monthly creative workshops.
- Installed refreshed heritage signs at the Bongaree foreshore, Bribie Island showcasing the area's local history, and forming part of the heritage trail along the foreshore.
- Installed interpretive heritage signage detailing the history of the river crossing over the Pine River at Leis Park in Lawnton.

Delivered The Life and Times of Scarface Claw exhibition at Caboolture Regional Art Gallery, showcasing more than 40 original illustrations by Dame Lynley Dodd.

Partnered with Creative Arts Alliance to deliver a series of creative installations, activities and events at the Caboolture Hub to activate spaces. Over 50 local creatives were employed or volunteered on the projects that attracted more than 1,650 people.

