

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.



- 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.

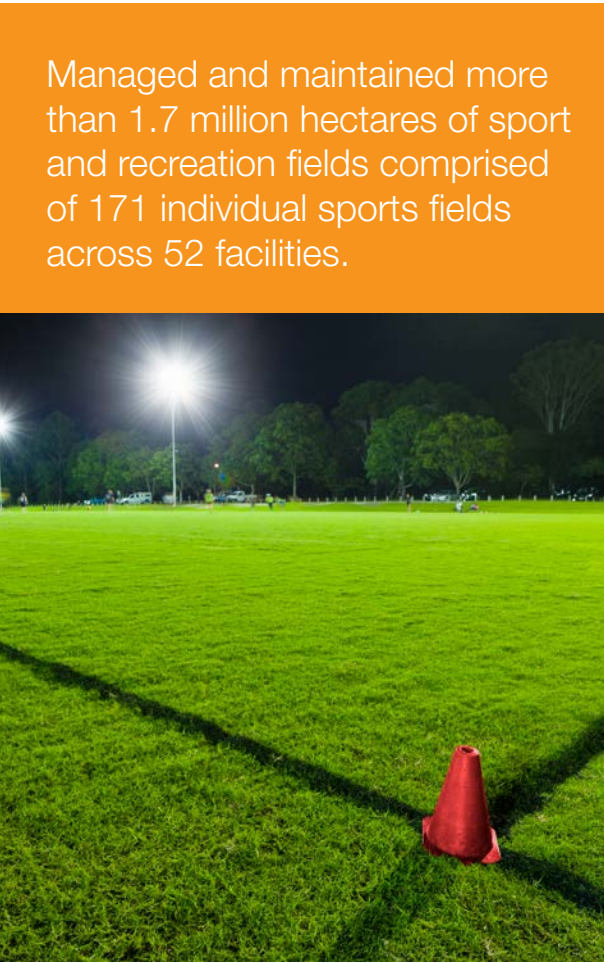


A HEALTHY AND INCLUSIVE COMMUNITY

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

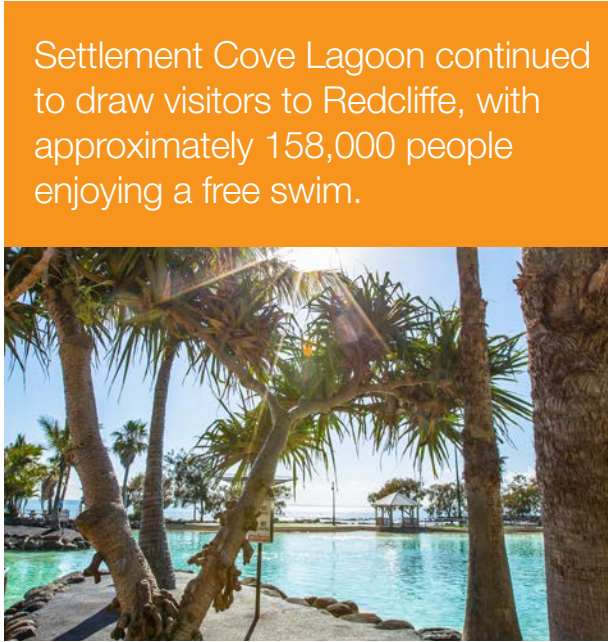
- Supported and upskilled more than 700 community, sport and recreation organisations through the delivery of a club development forum, business planning, monthly eNewsletters and club liaison sessions.
- Invested \$330,000 to extend the amenities at Leslie Patrick Park, Everton Hills.
- Delivered on 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.

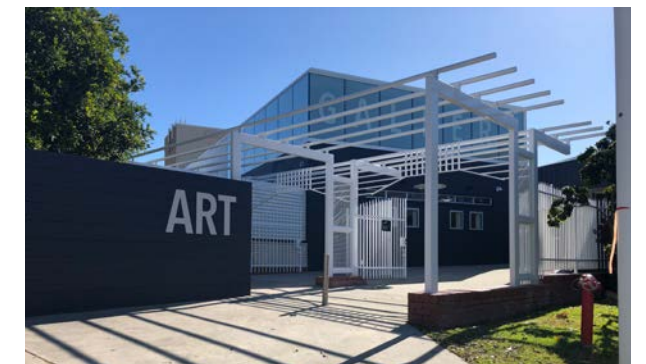


Domestic Violence and Family Prevention Council co-chairs Kay McGrath OAM, former Queensland Police Commissioner Bob Atkinson OA APM and Mayor Peter Flannery.

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.