

STRENGTHENING COMMUNITIES

A REGION WITH SAFE,
STRONG & INCLUSIVE
COMMUNITIES



SAFE NEIGHBOURHOODS

Our residents will live in safe and resilient communities.

STRATEGY

- Develop arrangements to mitigate the impact of disaster events.
- Maintain safe public spaces.
- Maintain a lifestyle enhanced and protected by local laws.
- Maintain healthy communities through appropriate programs and regulation.



WHAT WE ACHIEVED

DISASTER PREPARATION AND MANAGEMENT

The Moreton Bay Local Disaster Coordination Centre was activated for 124 days over four occasions to respond to severe weather events including the record rainfall event in February.

Developed a February 2022 Severe Weather Recovery Plan, outlining long-term recovery projects like the repair of infrastructure that was damaged by the floods through landslips and other events.

Conducted 36 planned burns and mechanical mitigation activities across 512 hectares of bushland in preparation for the fire season.

Delivered information, community events and workshops to more than 5,600 residents, supporting communities to improve disaster preparedness.

Provided ongoing support and training to seven community disaster management teams located at Toorbul, Donnybrook/Meldale, Beachmere, Mt Nebo, Mt Glorious, Mt Mee, and the Dayboro District. These teams comprise 76 community volunteers supporting locally-led disaster management initiatives and community information hubs.

Over 75 people from culturally and linguistically diverse communities completed the 10-hour Moreton Bay Disaster Preparedness Course, increasing their knowledge on how to prepare for, respond to and recover from natural disaster events.

Connected with approximately 180 residents at Get Ready Queensland pop-up events at libraries across the region and discussed disaster preparedness and the resources available on Council's website.

BUILDING COMMUNITY RESILIENCE

Council launched its first MoretonAlert translation program, where the messages for severe weather events were translated into Modern Standard Arabic language.

Increased MoretonAlert registrations to 67,614 issuing more than 3.08 million text messages, 1.28 million emails and 37,000 voice messages alerting residents of severe weather and bushfire warnings.

Commenced detailed design planning for a new SES depot at Deception Bay.

Connected residents impacted by the February weather event with recovery and relief organisations as part of Council's Disaster Management response.

Requested over 60 items from GIVIT to help residents replace food and essential items lost during the February weather event.

MAINTAINING SAFE PUBLIC SPACES

Invested \$1.6m on 176 new CCTV cameras throughout the region.

Council maintained 1,564 CCTV cameras throughout the region to support security and community safety and responded to 520 enquiries regarding CCTV or requests for deployments made by residents, the Queensland Police or Council business units.

Council continued to expand the region's unique and innovative Licence Plate Recognition (LPR) camera program with 71 LPR cameras now deployed throughout the region. During the 2021/22 financial year, 1,549 stolen/vehicles of interest real time alerts were sent to the Queensland Police Service.

Purchased eight new portable CCTV camera units bringing the total number of portable CCTV poles to 34. 23 of these poles are used to respond to community concerns such as anti-social behaviour, crime or hooning throughout the region.

Responded to 360 CCTV footage requests from the Queensland Police Service and internal business units.

MAINTAINING HEALTHY COMMUNITIES AND LIFESTYLES

Delivered the Healthy and Active Moreton and Active Holidays programs which saw more than 36,700 bookings across 3,491 free and low-cost activities.

- Partnered with more than 120 individuals, businesses and community organisations to activate over 200 parks, facilities and waterways as part of the Healthy & Active Moreton and the Active Holidays programs.

Maintained a high customer satisfaction rating (>95%) in the Healthy & Active Moreton and Active Holidays programs, based on 1,715 feedback forms received.

Reviewed feedback from more than 23,000 submissions used to inform the drafting of proposed new Local Laws.

Treated more than 35,000 hectares as part of the Aerial Saltmarsh Mosquito Control Program and reserves to mitigate the impact of mosquitoes.

Partnered with Queensland Health to include arbovirus surveillance with our regular light trapping program. This will assist in identifying exotic mosquito species and monitoring for mosquito-borne diseases like Ross River Fever, Barmah Forest and Japanese Encephalitis.

Responded to 32,531 animal-related and local law-related enquiries.

Planted over 4,500 plants on three sites as part of Council's commitment to National Tree Day during ongoing Covid lockdowns.

Over 1,100 residents registered their patch on the Grow It Local online platform and joined the largest and fastest growing community in Australia!

Provided regular monthly Sensory Hours at each of the region's Museums.

Maintained 40 million square metres of parks and grounds and 60 million square metres of natural areas across the region.

Trialled new battery powered mowers in Redcliffe and at The Mill site.

Responded to 2,222 public health-related enquiries.

Conducted more than 1,630 inspections of food premises and provided local businesses with access to Council's food hygiene training website.

Provided 16,312 vaccinations throughout local high schools and 2,098 vaccinations via established Community Immunisation Clinics.

Managed and maintained eight cemeteries and one memorial garden.

Continued targeted feral pig management resulting in the successful removal of over 76 feral pigs from the environment.

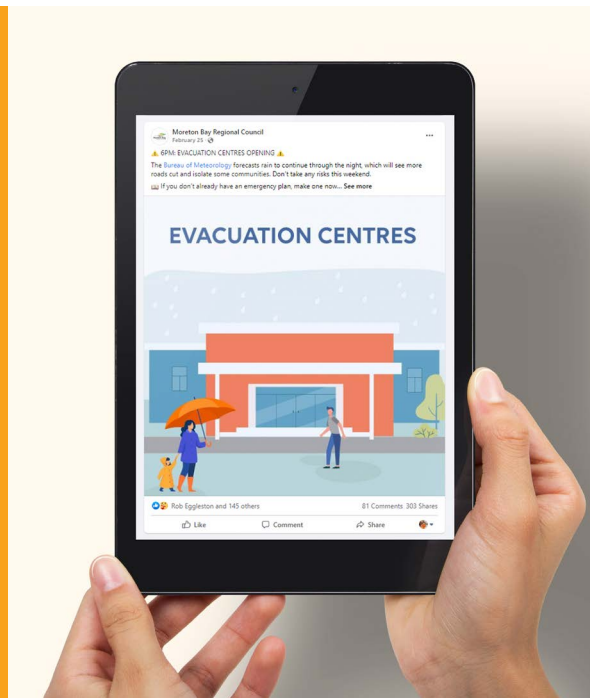
BUILDING MORETON BAY'S DISASTER RESILIENCE

Like the rest of Queensland, Moreton Bay is not immune to the threat of natural disasters. Representatives of the Local and District Disaster Management Groups are acutely aware of the need for organisational preparedness, and early warning messaging to ensure residents don't take any unnecessary risks or put themselves in harm's way.

This meant we were one of the first councils to open sandbagging stations to the public, we had evacuation centres stocked and ready to open if needed and made our libraries available as refuge centres in the interim. The cooperation between different agencies was critical to this operational success; not only during the disaster but in terms of immediately being ready to reopen roads, fill potholes, and eliminate dangers to enable the recovery process to commence as quickly as possible.

Importantly, during the disaster we activated all communication channels available to us as early as possible to get storm warnings out. As the situation intensified Council made the strategic decision to abandon its standard corporate guidelines for its Corporate Facebook page and instead turn this into a 'news service' with live weather updates, proactive warnings, and regular communications about where residents could go to seek help if needed.

The resulting engagement rate was among the highest in South East Queensland. With 48 posts in 14 days to keep our community up-to-date with warnings, alerts and activities we saw a 404% increase in engagements (184,000) and a 343% increase in post link clicks (20,400). This indicates Council is a trusted source of information during times of disaster.



HEALTHY AND SUPPORTIVE COMMUNITIES

Our residents will be making healthier lifestyle choices and we will live in stronger, more inclusive communities.

STRATEGY

- Develop and support well-planned, maintained and managed sport facilities.
- Support sporting clubs to achieve ongoing self-sustainability.
- Develop a strong and inclusive community.
- Maintain and enhance spaces and facilities that are used by the community.



WHAT WE ACHIEVED

INVESTING IN OUR COMMUNITY, SPORTING AND RECREATION FACILITIES

Invested approximately \$20 million in sport and recreation facilities in the 2021-22 financial year.

- **Projects completed include:**
 - Deception Bay Community Hall*
 - Kallangur Scouts Den*
 - Narangba Tennis Centre#
 - Kakowan community facility at James Drysdale Reserve
- **Projects under construction:**
 - A BMX precinct at Nolan Park#
 - The new Queensland Centre of Excellence for Women's Football^
 - Stage 1 of Petersen Road Sportsgrounds, Morayfield*##%
- **Design work commenced or completed for:**
 - Albany Creek Skate Park
 - Dayboro Civic Park
 - Centenary Lakes revamp
 - The Hills District Community Place
 - Bray Park District Park

* This project is also supported by the Australian Government

This project is also supported by the Queensland Government

^ This project is also supported by Brisbane Roar

% This project is also supported by the Caboolture Sports Club

267 improvement works applications were processed enabling community organisations to undertake improvements to community leased facilities across the region.

Completed an update of the Caboolture Region Environmental Education Centre (CREEC) Site Land Management Plan and Master Plan, including the design work for the CREEC Adventure Playground and Picnic Area and the Kumbartcho Master Plan.

\$200,000 Osprey House playground renewal and \$13,042 Osprey Nest Platform upgrade.

MANAGING COMMUNITY AND RECREATION FACILITIES

The Learning and Development Centre at the Caboolture Hub celebrated its 10th birthday and despite the impacts due to Covid and the weather event, the Hub had a successful year with:

- 1,969 bookings/rooms hired - up 6% on the previous financial year
- 17,167 attendees through the doors
- Hosted notable events, such as:
 - Brisbane Bronco's Community Outreach Day
 - The Daniel Morcombe Foundation Education Day, which was so successful it is being held at the Caboolture Hub again in 2022.

Redcliffe Entertainment Centre attracted more than 39,148 people to 188 shows.

Welcomed more than one million residents to the region's aquatic centres.

Launched Parents and Babies Aqua Fitness program across four of the region's aquatic centres.

Delivered 176,857 learn-to-swim lessons and more than 103,598 school swimming visits.

Delivery of various network planning initiatives to support Council and community organisations in the planning and delivery of community services and facilities. Projects included:

- Performing Arts Network Mapping Report
- Shooting Network Mapping Report
- Showgrounds Network Mapping Report

COMMUNITY, SPORTING AND RECREATION ACTIVITIES

Celebrated the region's rich cultural diversity during Harmony Week by hosting four free community events which were attended by more than 175 people and also supported five community organisations through Council's Harmony Day community grants program.

Delivered over 30 free and low-cost activities to celebrate Queensland Youth Week that were attended by over 410 young people.

Delivered 11 activities celebrating older adults and people with disability during Seniors Month and Disability Action Week. These events were attended by over 150 people.

Delivered five activities celebrating Aboriginal and Torres Strait Islander cultures during Reconciliation and NAIDOC Weeks. These events were attended by over 800 people.

SUPPORTING OUR COMMUNITY AND SPORTING CLUBS

Supported more than 4,000 people from community, sport and recreational organisations through e-newsletters and access to education and training forums through face-to-face workshops, livestreaming educational forums and online digital content on Council's website.

Supported 380 people from the regional youth services network through e-newsletters and sharing of sector programs, events and training. Facilitated six Youth Network online and face to face meetings with attendance of up to 50 people from youth services at each meeting.

Supported 800 people from the Moreton Bay Region Interagency Network (MBRIN) through e-newsletters and sharing of sector programs, events and training. Facilitated eight network online and face to face meetings with attendance of up to 70 people from community services at each meeting.

Over 50 residents and community workers attended two Gather Together forums to obtain new ideas, resources and connections to strengthen their community work.

Partnered with five sport and community groups to develop facility plans to enhance the groups sustainability and management of their facility.

Over 350 community organisations were supported with subsidised tenure over Council-controlled land and facilities under Council's Community Leasing Policy.

Provided a \$600,000 Recovery Fund to local groups, clubs and not-for-profits to help them get back on their feet following the floods.

BUILDING INCLUSIVE COMMUNITIES

Council has two new Changing Places facilities to provide for people who cannot use standard accessible toilets and has plans underway for additional facilities.

Promoted the 'Recognise and Reach Out' campaign to raise awareness of domestic and family violence and abuse and connect people experiencing and using abuse to information and local support services.

Provided home-based library services to more than 340 residents unable to visit their local library.

Provided \$2.48 million of grants through the Community Grants Program towards 522 community, cultural and sporting projects.

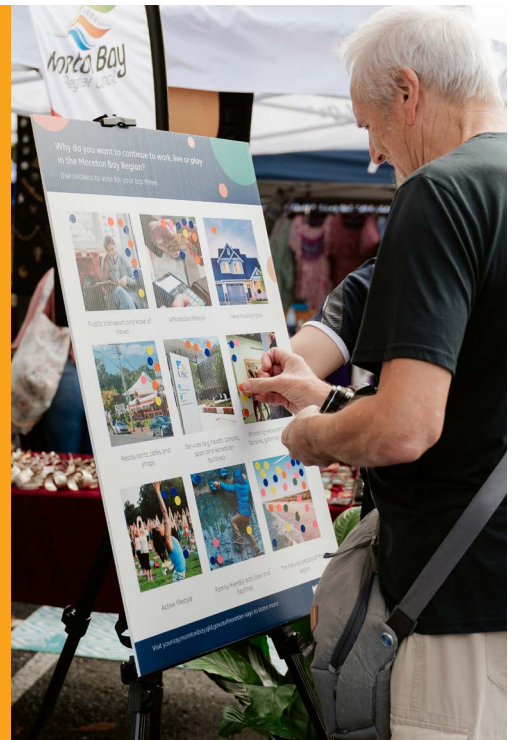
Provided \$18,650 of grants through the Community Grants Program to 87 individuals through the Individual Achievement Grants.

STRONG LOCAL GOVERNANCE

Our residents' values and ideas are echoed through the actions of our civic leaders.

STRATEGY

- Maintain transparent, robust and compliant decision making.
- Protect Council assets, people and environment.
- Maintain an efficient and effective organisation.
- Maintain efficient and responsive customer services.
- Provide residents opportunity to participate and engage with their community.
- Develop communications which promote and support Council services.



WHAT WE ACHIEVED

GOVERNANCE

Adopted a new five-year Corporate Plan 2022-2027 which sets out a refreshed long-term vision for the region and a roadmap for the next five years and beyond.

Commenced the Our Moreton Strategy Program designed to refresh Council's suite of long-term strategies.

Council provided a one-off rate rebate of \$250 to over 550 property owners who were significantly affected by the flooding and a 60-day extension for all ratepayers for the April to June 2022 rates, providing much needed additional time to make payments.

ORGANISATIONAL EFFECTIVENESS

Continued to implement Council's risk management framework and five-year roadmap towards an integrated level of risk maturity with a focus on communicating our risk appetite, improving the documentation of controls and trend reporting.

Embedded Council's Whistleblower Hotline as a fraud and corruption reporting mechanism for Council employees.

CUSTOMER SERVICES

Responded to 238,813 calls with 98 percent of enquiries addressed at the first point of contact with an overall customer satisfaction rating of 93 percent.

Assisted 25,569 people at Council's customer service centres and resolved 94.40 percent of enquiries at first point of contact with an overall customer satisfaction rating of 99.20 percent.

Processed more than 77,583 customer transactions and requests and responded to an average of 4,894 eRequests each month.

ENGAGING COMMUNITIES

Council has ensured our communities continue to have an opportunity to participate in meaningful and transparent engagement on Council projects. Over the past year we have continued to:

- Maintain and update our central hub for engagement, Your Say Moreton Bay.
- Promote and raise awareness for participation in engagement programs through our service centres and libraries where further information and paper surveys are available.
- Reviewed over 4,000 submissions from the first Moreton Says survey and provided opportunities for communities to have their say on two Pulse Surveys and 19 public consultation opportunities.
- Grow a network of community members that have put their hands up via Moreton Connects, to be called upon to participate in engagement activities and help promote engagement opportunities.

Supported 10 community garden open days connecting 250 residents with local groups and neighbours.

Council endorsed an Engagement Framework which outlines Council's commitment to community engagement. Our policy is in line with legislative requirements and contemporary industry practice.

Welcomed 1,731 new citizens during five Australian citizenship ceremonies.

Delivered over 100 free and low-cost, accessible activities for young people as part of The Bribie Project. The activities led to over 3,415 interactions and engagements with young people.

COMMUNITY COUNCIL MEETINGS

In September 2021, Council took its first General Meeting out of the Chambers and into the community to connect locals directly with Councillors and staff to discuss local issues, projects, ideas and ways to address challenges in the area.

Samford was the first stop on the regional tour, followed by meetings at Deception Bay and Woodford.

As part of Council's commitment to better understand and keep track of the things that matter most to our communities, community council meetings have been included in the Council's meeting schedule.

