



Moreton Bay Regional Council

Annual Report

2010/2011



In June 2011 Moreton Bay Regional Council launched a new brand and promotional initiative for the Moreton Bay Region. The We've Got It All campaign was unveiled on television screens across South East Queensland and will continue to be rolled out across a range of mediums.

The promotion captures the lifestyle, natural beauty and attractions of our diverse region. To celebrate the launch of this exciting and innovative campaign, the main photographs featured throughout this year's report are stills from the television commercials and capture the fact that We've Got It All in the Moreton Bay Region.

Who We Are

Moreton Bay Regional Council covers 2,037 square kilometres and is responsible for meeting the needs of more than 390,000 residents.

Located in South East Queensland, we are the third largest local government in Australia and serve one of the fastest growing regions in the country.

This annual report covers the period 1 July 2010 to 30 June 2011 and provides readers with a snapshot of our many community focused activities, programs and projects. It also highlights council's sound planning for the future, the status of infrastructure initiatives and an overview of our varied services.

This report also contains a community financial report which gives readers an insight into Moreton Bay Regional Council's healthy financial position.

Contents

Our People and Our Places.....	2
Our Priorities.....	3
Performance Summary	4
One Council.....	6
Unitywater	7
Mayor's Report.....	8
CEO's Report.....	9
Elected Representatives.....	10
Corporate Structure	12
Recognition	13
Our Team	14
Guiding Good Growth	15
Caring for our Environment	25
Nurturing our Communities	33
Council's Responsibilities.....	47
Community Financial Report.....	81
Index.....	94

Our People and Our Places

Moreton Bay Regional Council is responsible for meeting the needs of one of the fastest growing areas in Australia.

Situated between Brisbane and the Sunshine Coast, the Moreton Bay Region has “got it all”.

While some of the fastest growing communities are urban areas like North Lakes, Narangba, Morayfield and Caboolture, the region also contains more established urban centres like Strathpine and the Hills District.

To the east are coastal settlements including Redcliffe, the communities of Bribie Island, Deception Bay and Beachmere and the villages of Donnybrook and Toorbul. To the west, Moreton Bay Region’s rural and hinterland townships include Woodford, Bellthorpe, Mount Mee, Dayboro, Mt Nebo, Mt Glorious and Samford.

The region is served by a Mayor and 12 Councillors, with each Councillor representing a separate division. The Mayor and Councillors are elected to four-year terms with the next election to be held in March 2012.

As at 31 January, 2011, the Electoral Commission Queensland estimated each Moreton Bay Region division had an average voting population of 19,920. The region attracts residents from many different cultural backgrounds and in 2010/11, 945 of our residents became Australian citizens in public ceremonies.



Our Priorities

Moreton Bay Regional Council's priorities, decisions and policies are guided by its Corporate Plan 2009/2014 which sets a clear strategic direction through its vision, mission and values statements. Council's 2010/11 Operational Plan, which outlines key performance indicators and goals, 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 the resources to help achieve our goals, build for our region's future and provide the services expected by the community.

Our strategic direction and how we operate

Our Vision

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

Our Mission

We serve the community while focusing on excellence and sustainability

Our Values

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

Respect

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

Integrity

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

Sustainability

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

Service

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

Teamwork

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

Performance Summary

Council's achievements at a glance in 2010/11.

Infrastructure initiatives

- ◆ Redcliffe Seaside Village's rejuvenation project (p 17)
- ◆ The Caboolture Hub learning centre, library and art gallery (p 17)
- ◆ The Queensland State Equestrian Centre at Caboolture (p 18)
- ◆ South Pine Sports Complex upgrade with new playing fields (p 19)
- ◆ Samford Parklands soccer fields (p 19)
- ◆ Redcliffe Tennis Centre (p 19)
- ◆ Major Murrumba Downs road improvements (p 21)
- ◆ Gas extraction flares installed at major landfill sites (p 31)

Planning initiatives

- ◆ Strathpine Master Plan adopted (p 22)
- ◆ Narangba East Development Area Plan under way (p 22)
- ◆ Caboolture-Morayfield Principal Activity Centre Master Plan under way (p 22)
- ◆ Community Plan progress (p 6)

Community initiatives

- ◆ Moreton Bay Region television campaign launched (p 23)
- ◆ New waste reduction programs increase recycling (p 32)
- ◆ Community fitness programs expanded (p 37)
- ◆ Libraries introduce new online programs (p 40)
- ◆ Think Out Loud community feedback network launched (p42)

A snapshot of Moreton Bay Regional Council as at 30 June 2011

	30 June 2011	30 June 2010	30 June 2009
Estimated population	390,204 *	371,162 (as at 30 June, 2009)	356,709 (as at 30 June, 2008)
Number of rateable properties	149,293	150,537	146,112
Number of properties exempt from rates	4,409	4,120	5,301
Total number of council staff	1,717	2,524	2,638
Total loan debt	\$342 million	\$334 million	\$269 million
Debt level calculated per resident	\$876	\$899	\$751
Total gross rates and charges	\$197.7 million	\$325.4 million	\$334.5 million less pensioner and other rebates of \$7.5 million

* Office of Economic Statistical Research medium series population projection for 30 June 2011

Applications decided during the financial year to 30 June 2011				
Material Change of Use	Combined	Reconfiguring a Lot	Operational Works	Total
403	18	176	642	1239

Number of lots endorsed (by type) for the financial year to 30 June 2011					
Residential (including Rural residential)	Rural	Industrial	Commercial	Other	Total
3,700	15	42	214	141	4112

Financial position	30 June 2011	30 June 2010	30 June 2009
Total assets	\$5.2 billion	\$5.1 billion	\$4.7 billion
Total liabilities	\$417.8 million	\$439.1 million	\$360.4 million
Total equity	\$4.76 billion	\$4.67 billion	\$4.3 billion
Reserves	\$204.7 million	\$214.4 million	\$238.4 million

Key financial statistics for the financial year to 30 June 2011	
Net rate revenue	\$197.7 million
Fees and charges received	\$31.3 million
Total operating revenue	\$ 382.8 million
Operating expenses	\$ 368.3 million
Borrowing costs	\$ 22.5 million
Net result	\$ 3.7 million
Operating result	\$ 14.5 million (gain)
Net Capital expenditure	\$ 168 million
Net cash generated by operating activities	\$ 46.2 million

One Council

As Moreton Bay Regional Council nears the end of its first term, it continues to draw together the operations, processes and systems of its three former councils. During 2010/11 council continued to refine its operating structure and introduce some significant regional initiatives.

Local Law Reform

During the year, Moreton Bay Regional Council consulted extensively with the community on the development of six new local laws to replace the district specific laws of the previous Caboolture Shire, Pine Rivers Shire and Redcliffe City Councils.

The new local laws, to be introduced in the 2011/12 financial year, cover issues such as the keeping of animals, parking and the management of nuisances. For the most part, it will mean business as usual for council and residents, but having a simpler, more streamlined set of laws will help provide certainty and consistency.

The new laws have been designed to align with the vision of council's corporate plan and its planning schemes while responding to the needs and expectations of residents. As part of the local laws revamp, redundant and superseded provisions have been removed.

Aligning operating hours

Customer service centres at Caboolture, Strathpine and Redcliffe aligned their operating hours from 4 January, 2011 so that they all operated from 8.30am to 5pm, weekdays.



Our Tomorrow - The community plan

Council is about to begin further community consultation across the region as it develops Moreton Bay Region's inaugural community plan. Under the Local Government Act 2009, council is required to adopt a long-term community plan by December 2011.

The plan will describe a 10-year vision for the future of the region and will help shape the delivery of council services and facilities. During the year, council carried out a community survey to identify what was important to residents. More than 4,500 people took part and high on their priority list were safe and healthy neighbourhoods with easy travel options.

This feedback played an integral part in creating the draft community plan. Once the next round of community consultation is completed, the final community plan will be adopted by council.

Operational savings

Moreton Bay Regional Council has been working hard to make amalgamation work for its community. In terms of operational costs, more than \$100 million in savings will be achieved during council's first four years due to the streamlining of services and processes, the elimination of duplication and reductions in corporate overheads.

Unitywater

2010/11 was the first year that council did not directly operate the region's water and sewerage networks. From 1 July, 2010, council's water and sewerage operations and those of the Sunshine Coast Regional Council merged to become a new statutory authority known as Unitywater. This merger resulted in the transfer of water related staff, infrastructure and equipment to the new utility. The two councils have a participation agreement with the utility, which is overseen by an independent board.

Unitywater is one of three new distributor-retailer businesses established by the Queensland Government to service South East Queensland. SEQWater continues to manage dams, weirs and water treatment plants and Linkwater manages the operation and maintenance of the South East Queensland water grid.

To help all ratepayers adjust to Unitywater's new water pricing arrangements, council introduced a special subsidy in 2010/11. It provided a 50 per cent subsidy on any increase in water and sewerage access charges compared to 2009/10.

In April 2011, the Queensland Government announced it would allow councils to withdraw from the new utilities and take back water and sewerage operations. An independent report prepared by Ernst & Young highlighted there would be a huge financial burden placed on Moreton Bay Region ratepayers if council took water back under the State Government's proposal.

On that basis, council resolved to continue the arrangement with Unitywater.

At the end of the reporting year, Moreton Bay Regional Council announced it would continue to provide its full water subsidy to Unitywater customers in 2011/12. Moreton Bay Regional Council is the only local government in Queensland providing such a subsidy to its community.

The financial impact of Unitywater's operations on council's budget can be found in the Community Financial Report on page 93.



Mayor's Report

The past financial year heralded some great achievements and unexpected challenges for our Moreton Bay Region.

Our region's strong community spirit came to the fore when heavy rains across December and January left their devastating mark on some of our communities.

The flash flooding impacted council's operations in a host of ways – from having to find money for urgent and necessary repair work, to delays in construction projects and the cancellation of popular events.

The damage caused by the floods created many new priorities for council. But we responded by working even harder to deliver the standard of service our residents expect from us.

Mindful that many residents are feeling financial pressure in the wake of global economic uncertainty, we tightened our belts so that we didn't have to substantially increase rates to meet the cost of the flood damages bill.

Council's strong financial position has been forged by a desire to achieve operational savings on behalf of our community. In fact more than \$100 million in savings will be achieved over the first four years of Moreton Bay Regional Council, due to real reductions in bureaucracy and corporate overheads as well as the streamlining of council processes.

Importantly, council's strong financial stewardship also means we've still been able to build and provide much-needed new facilities and infrastructure to grow our region.

On the horizon, the grand opening of the \$17 million Queensland State Equestrian Centre is planned for September. The \$20 million Redcliffe Seaside Village Rejuvenation project is progressing well and on target for an official launch at the end of November. The Hub – Caboolture's new library, learning centre and art gallery complex - is making its impact on the skyline of the town's CBD and excitement is mounting as work behind the scenes progresses to develop an impressive program of artistic and cultural events for the centre's first year of operation. Substantial commuter traffic improvements will soon be felt at Murrumba Downs, following major road works that have transformed Dohles Rocks Road and McClintock Drive.

These projects, and others in the pipeline including the Moreton Bay Rail Link, the North Lakes Corso Project and the Strathpine Gateway Project will work to inject business confidence into local economies and boost civic pride.

Our Moreton Bay Region certainly has a lot to offer – and that is the central theme behind council's new "We've Got It All" marketing campaign.

Launched on television screens in June, the campaign, which showcases some of the many experiences and attractions available in our beautiful region, will be progressively rolled out across various promotional mediums. It will highlight to other markets what many residents already know – that the Moreton Bay Region is a great place to live, visit or do business.

As we head towards the end of the first term of Moreton Bay Regional Council, I'm proud of the strong new local government we've forged and the projects we're delivering that will benefit the entire region for many years to come.

I thank my fellow councillors, council's executive management team and all staff for their determination, drive and dedication to make our Moreton Bay Region an even better place.

I also thank all residents of the Moreton Bay Region for working with council and playing an important part in the development of our community and its future.



Allan Sutherland
Mayor



CEO's Report

The first term of Moreton Bay Regional Council has transformed the business of local government. By sowing the seeds of operational change from day one of amalgamation, we are now reaping the benefits as we get on with the job of serving our active community in the 21st century.

We've worked hard to achieve the goals set by our corporate and operational plans that strive towards making this region the best it can be.

Through amalgamation we have achieved efficiencies which have resulted in ongoing savings to keep down costs to ratepayers.

In the face of a difficult economic climate, we've created a strong budget position, recognised by the Queensland Government for its financial sustainability.

The 2010/11 financial year was affected by the flooding experienced in January.

As a council we've taken on the extra challenges this presented and have adopted measures designed to ensure we are equipped to handle future natural disasters as effectively as possible.

We've also continued to advance broader reforms that will allow the region to function as a cohesive unit which benefits from its size and resources.

We're the first council in Queensland to start a Total Water Cycle Management Plan that will provide a blueprint for the sustainable management of our waterways into the future. At the same time, our day-to-day operations were substantially altered through the formation of the independent statutory authority, Unitywater, which now handles the region's water and sewerage networks.

During 2010/11, work progressed on amalgamating and simplifying our local laws so that we have a set of six local laws covering the entire region.

But perhaps one of the most influential long-term projects we progressed this year was our community plan. Extensive consultation with our residents has helped us shape this document, which, once adopted in 2011/12, will provide a 10-year vision for the region by identifying the services and facilities important to our communities. It will shape the way we do business.

My sincere thanks go to our residents for their ongoing support and the Mayor and Councillors for their leadership. I also commend the hard work, skills and quality of council's executive team and staff whose efforts are helping us create an exciting and bright future for the region.



John Rauber

Chief Executive Officer



Elected Representatives



Cr Gary Parsons

DIVISION 1

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

Cr Parsons was a member of Caboolture Shire Council from October 2002 until March 2008.

Spokesperson for parks, recreation and sport



Cr Chris Whiting

DIVISION 2

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

Cr Whiting was a member of Caboolture Shire Council from 2000 until March 2008.



Cr Greg Chippendale

DIVISION 3 – DEPUTY MAYOR

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

Cr Chippendale was a member of Caboolture Shire Council from 1997 and was appointed Deputy Mayor in 2000.



Cr David Dwyer

DIVISION 7

Representing Petrie, Kallangur, Murrumba Downs and Kurwongbah.

Cr Dwyer was a member of Pine Rivers Shire Council from 1994 until March 2008.

Spokesperson for lifestyle and amenity



Cr Mick Gillam

DIVISION 8

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

Cr Gillam served as a Pine Rivers Shire Councillor from 1994 to March 2008.

Spokesperson for operations



Cr Mike Charlton

DIVISION 9

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

Cr Charlton served on Pine Rivers Shire Council from 1994 to March 2008.

Spokesperson for strategic and planning



Cr Julie Greer

DIVISION 4

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

Cr Greer was appointed to Pine Rivers Shire Council at a special meeting in April 2007.



Cr James Houghton

DIVISION 5

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

Cr Houghton was a Redcliffe alderman from 1973 to 1976. He was re-elected to Redcliffe City Council in 2004.



Cr Rae Frawley

DIVISION 6

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

Cr Frawley was a Redcliffe City Councillor from 2004 until March 2008.

Spokesperson for sustainability



Cr Brian Battersby

DIVISION 10

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

Cr Battersby has served as a Councillor since 1976 and was appointed Pine Rivers Shire Council's Deputy Mayor in March 2007.

Spokesperson for commercial enterprises



Cr Bob Millar

DIVISION 11

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

Cr Millar was a member of Pine Rivers Shire Council from 2000 until March 2008.

Spokesperson for corporate services



Cr Adrian Raedel

DIVISION 12

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

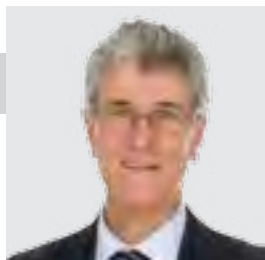
This is Cr Raedel's first term as a Councillor.

Chair of the audit committee

Corporate Structure

Mayor and Councillors

Chief Executive Officer



John Rauber

- ♦ Governance
- ♦ Legal Services

Directors



Daryl Hitzman

**Corporate Services
and Deputy CEO**



Tony Martini

**Engineering,
Construction and
Maintenance**



Chris Warren

**Strategic Planning
and Development**



Chris Teitzel

**Community and
Environmental
Services**



Alan Sheridan

Major Projects

Responsibilities

- | | | | | |
|--|---------------------------------------|--|--|--|
| ♦ Financial and Project Services | ♦ Asset Maintenance | ♦ Development Services | ♦ Community Services, Arts and Heritage | ♦ Queensland State Equestrian Centre |
| ♦ Human Resources | ♦ Engineering | ♦ Development Planning | ♦ Community Facilities, Sport and Recreation | ♦ Redcliffe Seaside Village Rejuvenation |
| ♦ Information and Communication Technology | ♦ Project Management and Construction | ♦ Development Engineering | ♦ Libraries | ♦ Caboolture Hub Project |
| ♦ Customer Service | ♦ Disaster Management | ♦ Master Planning | ♦ Economic Development | ♦ The Corso at North Lakes |
| ♦ Communications | | ♦ Growth Management | ♦ Events and Tourism | ♦ Brendale Commercial Development |
| | | ♦ Scheme Amendments | ♦ Waste Management | ♦ Strathpine Gateway Project |
| | | ♦ Infrastructure Planning (Transport, Open Space and Waterways Planning) | ♦ Environmental Health | ♦ Enterprise Projects |
| | | | ♦ Environmental Planning and Compliance | ♦ Property Services |
| | | | ♦ Building and Plumbing | |

Recognition

Moreton Bay Regional Council was recognised for its innovation, leadership and excellence throughout 2010/11.

Highlights include:

- ◆ Council's Visitor Information Centres and volunteers were recognised at the Moreton Bay & Islands Tourism Awards winning their respective categories. The volunteers also took out top honours in the Queensland Tourism Awards.
- ◆ Moreton Bay Region collected eight of 12 regional categories in the 2010 Ergon Energy Tidy Towns Regional Awards. The awards were:
 - ◆ South East Queensland's Tidiest Town: Redcliffe
 - ◆ Environmental Protection Award: Eatons Hill
 - ◆ Queensland's Young Legends Award: Redcliffe
 - ◆ Paradise & Bishopp Outdoor Advertising Heritage Award: Bribie Island
 - ◆ RACQ Litter Prevention Award: Caboolture
 - ◆ Resource Recovery Award: Bunya
 - ◆ Partnerships Award: North Lakes
 - ◆ Grundfos Pumps Water Conservation Award: Bunya
- ◆ Council won first prize at the Royal Queensland Show for its local government flower and garden displays.
- ◆ Council's ResourcEd schools program was named as a finalist in the 2011 Premier's Climatesmart Sustainability Partnership Awards.
- ◆ Council's Total Water Cycle Management Strategy was named as a finalist in both the BMT WBM – Government Award and the eWater – Water Sensitive Urban Design Award at the 2011 Healthy Waterways Awards.
- ◆ The 50-year-old Humpybong Creek culvert, behind Redcliffe's shopping precinct, was awarded Engineering Heritage National Landmark status by Engineering Heritage Australia in June. The Humpybong culvert was constructed in 1961 using the Minimum Energy Loss concept developed by Professor Gordon McKay from the University of Queensland.



Our Team

As at 30 June, 2011, Moreton Bay Regional Council employed 1,717 staff.

The chart (opposite) provides a breakdown of the years of service for those staff.

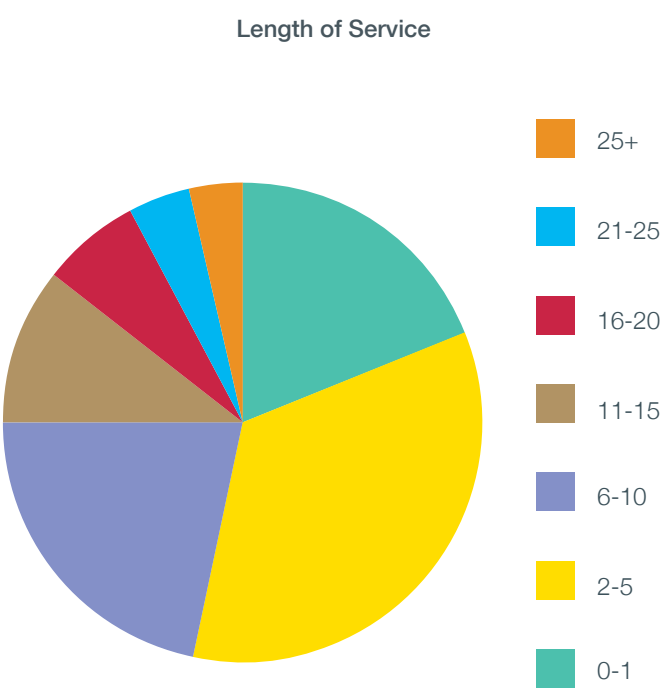
Under council's Equal Employment Opportunity (EEO) Policy, all staff members are treated on their merits.

In July 2010, council introduced an equal opportunity directive that outlines the responsibilities of council to its community, responsibilities of council's supervisory staff and the responsibilities of council employees to ensure the EEO policy is implemented.

Council values a workforce that closely reflects the community it serves. The workforce comprises people of different age groups, culture, race, religion, marital status, values, beliefs, education, language, abilities and gender.

Diversity principles involve not only tolerance of all employees, but acceptance of employees because of those differences and valuing individual contributions to the workplace.

By creating a workplace in which every employee is valued for their diverse skills, knowledge and perspectives, council is encouraging a more cohesive workforce and better team performances.



Category				
Length of Service	Field Staff	Office Staff	Grand Total	%
0 to 1	128	196	324	18.9%
2 to 5	191	401	592	34.5%
6 to 10	124	249	373	21.7%
11 to 15	58	126	184	10.7%
16 to 20	38	75	113	6.6%
21 to 25	34	38	72	4.2%
25 +	23	36	59	3.4%
Grand Total	596	1121	1717	100%