

Strengthening Communities

Our vision is for a region with safe, strong and inclusive communities.

A place where:

- All residents enjoy a quality lifestyle and a sense of belonging.
- Services are available to support people seeking an active, healthy and engaged lifestyle.
- Our civic leaders are progressive, responsive and build trust within our community.





Building better community leaders

Thirty community leaders enhanced their skills and connected with other local community groups through council's Community Leaders Program.

The Community Leaders Program provided six days of intensive training for highly committed leaders in local community organisations active in the youth sector, community services, the environment, sport and recreation or cultural fields.

It covered skills including disaster recovery, strategic planning, group problem solving, event management, promotion, understanding and managing growth and recruiting and retaining members.

Graduates of the 2012 program included representatives from the Endeavour Foundation, the Rural Fire Brigade and Caboolture Community Action.

The program, which ran between February and June, 2012, was provided in partnership with Volunteering Queensland and Regional Development Australia – Moreton Bay.

Community Capacity Building

Projects and activities that support and build the capacity of community groups and organisations.

Highlights

- \$2.35 million was spent on community capacity building
- The region is home to 613 hectares of facilities with community leasing tenure
- More than 120 applications were received for council's Community Grants Program
- 54 local sport, environment and cultural groups shared in more than \$300,000 in community grants funding
 - The Salvation Army – Youth Outreach Service at Caboolture secured \$5,000
 - The Bunya Scout Group shared in more than \$4,500
 - The Redcliffe Rugrats secured \$5,000
- Council sponsored community development workshops covering various training topics including project management, fundraising, funding submission writing and effective governance which were attended by 1,600 people
- 45 applications were received for council's Regional Arts Development Fund. More than \$169,000 was provided to local art, cultural and historic groups throughout the region
- Council provided more than \$470,000 in Community Grants Funding to local community organisations for
 - Indigenous and multicultural, environmental regeneration, sport and recreation, youth, arts, cultural and other community related activities
- Council participated in local projects and events relating to NAIDOC Week, Healthy Ageing Expo, Refugee Action Week and National Youth Week
- 24,000 people attended programs and meetings at the Caboolture Hub's Learning and Business Centre
- All surveyed visitors said they were satisfied with their experience at the Caboolture Hub's Learning and Business Centre
- Council paid tribute to the Moreton Bay Region's volunteer army during National Volunteer Week running 14 to 20 May, 2012. Around 2,000 people volunteer their time to help council run local community events, and assist in local libraries, museums, art galleries, community services and tourist information centres
- Through partnerships with the Australian Government's National Green Jobs Corps and the Queensland Government's Green Army project, council helped unemployed residents learn new skills





MBRC Keeps Rescue Chopper Airborne

Council helped to keep the region safe over summer with a \$50,000 donation to the AGL Action Rescue Helicopter service.

The Action Rescue Helicopter is a vital not-for-profit service that relies on donations and the goodwill of the community to stay in the air, and continue its life saving work.

Council's \$50,000 donation helped fund the operational costs of the rescue team, including medivac flights into the Moreton Bay Region.

First launched in 1979, it's the oldest community helicopter rescue service in Australia with an expert team of medical and rescue professionals on standby 24 hours a day, 52 weeks of the year.

If you're stranded or at the centre of a medical emergency in a difficult to get to location, the chances are you'll be coming face to face with the council-supported Action Rescue Helicopter's team of airborne lifesavers.

Community Safety

Community safety and crime prevention strategies.

Highlights

- Council operated 520 CCTV cameras throughout the Moreton Bay Region to combat crime, anti-social behaviour and enhance community safety
- 266 of these cameras were dedicated to the surveillance of public spaces, with many more used to help protect community facilities and local businesses
- 204 requests were received, including requests from police, for access to CCTV footage
- Council extended its CCTV camera network with new cameras at the Dakabin Animal Refuge Centre, the Redcliffe Seaside Village Precinct, Bongaree Jetty, Redcliffe Museum and Youth Space. CCTV upgrades were also carried out at a number of council's waste transfer stations
- 63 per cent of graffiti was proactively removed by council
- 2,561 incidents of graffiti were removed in the region
- Council responded to 946 requests for graffiti removal
- 73 community graffiti removal kits were provided to affected property owners, businesses, sports clubs and community groups
- Council made a \$50,000 donation to the AGL Action Rescue Helicopter service





Responding to disaster

The Queensland Floods Commission of Inquiry released its final report into the 2010/11 flood events on March 16, 2012.

By this date, council had completed more than 70 per cent of the recommendations outlined in the Commission's interim report released in August, 2011. By June 30, 2012, more than 84 per cent of the final report recommendations had been fulfilled.

Some recommendations involve an ongoing and longer-term response from council and other stakeholders.

The most significant achievements to date include:

- MoretonAlert was rolled out and now provides emergency alert information to more than 3,700 registered residents.
- Almost 6,000 people signed up for council's Disaster Management Facebook and Twitter accounts.
- Council undertook more than 2,800 hours of disaster management training and exercises.
- Seven disaster management exercises were conducted in conjunction with emergency services, other state government agencies and non-government organisations.
- Disaster management information was improved on council's website focussing on the themes – Know the Risks, Be Prepared, Stay Alert and Take Action.
- Council's Local Disaster Management Plan, along with region-wide flood and storm tide maps, are now available on council's website.
- A new Local Disaster Coordination Centre was established in Strathpine to coordinate council's disaster response and recovery activities.
- New SES facilities were officially opened at Bribie Island and Caboolture and a new SES Group was trialled in Woodford.
- The Moreton Bay Region SES Unit now has over 300 active members with groups at Arana Hills, Bribie Island, Burpengary (HQ), Caboolture, Deception Bay, Petrie, Redcliffe and Woodford.
- Six additional rainfall and river height gauges were installed across the Moreton Bay Region.

Disaster Management

Planning, preparation, response and recovery activities for community disaster events.

Highlights

- More than \$1.8 million was spent on disaster management
- With 2011 declared one of the wettest years on record by the Bureau of Meteorology, council continued to monitor and analyse weather conditions, forecasts and outlooks to enhance local disaster management planning, preparation and response
- MoretonAlert was used for the first time in December, 2011 following severe weather and flash-flooding warnings issued by the Bureau
- MoretonAlert was used to send over 55,000 text messages, 46,000 voice messages and 48,000 email alerts to residents
- Council encouraged residents to be prepared for the region's annual storm and bushfire seasons
- Council conducted planned burns on 147 hectares of bushland in preparation for the summer fire season
- New river-height and rainfall monitoring stations were installed in Sheep Station Creek, Elimbah Creek, the Caboolture River, King John Creek, Todds Gully and Lagoon Creek providing important information, flood warnings and disaster management advice to the community. The \$300,000 investment, funded by the State Government, brings the total number of gauges in the Moreton Bay Region to more than 20



Highlighting inclusion

More than 170 people attended a sporting development day at Deception Bay, boosting community awareness and highlighting the inclusion of people with a disability.

The event was hosted by Moreton Bay Regional Council's Pine Rivers Disability Program in partnership with Deception Bay Raiders Junior Rugby League Club, Brisbane Broncos and several peer services.

Activities included a fun rugby league challenge between the Pine Rivers Disability Program and Endeavour Foundation, with participants learning ball handling skills with coaching from the QRL and ARL.



Community Support Services

Community services for the aged, children and people with a disability.

Highlights

- \$6.5 million was allocated towards community support services
- More than 30 organisations took part in Disability Action Week, providing residents with information about services available to assist people with a disability
- The Pine Rivers Respite Service, operating centres from Petrie, Arana Hills and Dayboro, provided 210 clients with 57,880 hours of centre-based care
- Pine Rivers Respite Service's dementia-specific program operated four days per week, with a weekend community access program running fortnightly
- Council continued to provide its disability program catering for school age children and adults via social, educational and recreational activities
- The disability program provided 140 residents with 19,378 hours of in-home community respite
- A centre-based disability program, located at Petrie, provided 50 residents with 23,949 hours of care
- Community Assisted Transport Service (CATS) continued to operate in the Pine Rivers district, providing transport to and from medical, shopping and banking services for aged clients and people with a disability
- CATS operated eight community transport vehicles, including three wheelchair accessible vans
- Around 85 trained CATS volunteer drivers and assistants ensured safe transport for clients
- CATS provided 626 clients with 27,665 transport trips during 2011/12
- Council's Home Assist Secure (HAS) service provides general home maintenance to eligible elderly residents and people with a disability including changing light globes, servicing taps, door locks and installing smoke alarms
- The HAS service improves access and safety in client's homes by repairing stairs, building ramps for wheelchairs and installing grab rails
- HAS assisted 4,772 clients, provided 6,634 hours of home maintenance and \$204,215 of modification work during 2011/12
- Birralee Child Care Centre continued to provide services and programs in line with new government requirements including the National Quality Framework for child care services
- Birralee Child Care Centre in Ferny Hills provided centre-based care for more than 135 children aged six weeks to five years, with up to 65 children using the facility each day
- With 99 per cent of Birralee's available day places for 2011/12 filled, Birralee's occupancy rate is reflective of the quality of services provided
- An approved kindergarten program operates at Birralee four days per week
- Pine Rivers Family Day Care provided 543 children with 424,444 hours of care via its network of 65 home-based educators in suburbs throughout the Moreton Bay Region
- Pine Rivers Family Day Care's playgroup continued to give local educators an opportunity to network and increase social and educational aspects of childcare
- Pine Rivers Family Day Care supports a network of 65 home-based businesses with combined earnings of \$2.3 million





Fresh face for council's website

Moreton Bay Regional Council launched its new online look on June 24 with a redesigned and easier to navigate website.

The improvements included a fresh layout and intuitive menu to ensure information and services are easier to find and access for residents.

Council's website was also given full mobile optimisation to make it easy to view on smart phones or tablet devices.

The new look is the first instalment in a complete rebuild of council's website with additional improvements to speed, simplicity and mobility just around the corner.

Council's website recorded more than 1.4 million visits during 2011/12 for information on local events, news and council services.

Top 10 pages on council's website:

1. Home page
2. Vacancies
3. Search
4. Road conditions
5. Events
6. Contact council
7. Cemeteries database
8. Forms & fact sheets
9. Planning schemes
10. Fees & charges

Top 10 searches on council's website:

1. Redcliffe
2. Jobs
3. Noise
4. Redcliffe area
5. Standard drawings
6. Flood maps
7. Library
8. Rates
9. Redcliffe beach
10. Flood

Customer Services

Services to customers through council's call centre, service centres and records processing section.

Highlights

- Council's call centre responded to 234 915 calls with more than 80 per cent of these calls resolved at the first point of contact
- More than 53,000 customer transactions were undertaken at council's customer service centres. 95 per cent of enquiries were resolved at first point of contact
- 90 per cent of customers said they were satisfied with their dealings with council's call centre and customer service centres
- More than 1.4 million visits to council's website for information on local events, news and council services
- Council responded to an average of 650 online service requests each month

Office of the CEO

Overall leadership and coordination of council activities

Measuring what we do

Council developed and launched a five-year blueprint for the delivery of infrastructure, services and strong financial management to the Moreton Bay Region.

Moreton Bay Regional Council's Corporate Plan - our five-year blueprint for the delivery of infrastructure, services and strong financial management - sets out annual performance targets for a range of council activities from waste collection to infrastructure delivery.

It's a measure that will not only keep our focus on maintaining Moreton Bay Regional Council's high standard of services, but also delivering value for money.

The Corporate Plan's key performance indicators include:

- Off-peak tourist occupancy rate
- On-time graffiti removal
- Customer calls resolved after first call
- Satisfaction with Call Centre service
- Development Applications decided within 20 working days
- On-time kerbside waste and recycling collections
- Total tonnage of waste recycled
- On-time completion of programmed road maintenance
- Completion of programmed park mowing and landscaping

Highlights

- More than 4,500 survey responses and eight public forums helped shape council's first Community Plan for the region. The plan will guide all council activities over the next 10 years and key outcomes include increasing the opportunity for local residents to live and work in the region, promoting and healthier and more sustainable lifestyle while protecting the natural beauty of our environment

Plumbing goes mobile

Council unveiled a quick and easy way for building and plumbing clients to lodge an application.

Electronic approval was introduced during 2011/12 improving service delivery to industry and plumbing clients.

The initiative means applications now follow an electronic path from lodgement to finalisation, allowing council to provide most applicants with an immediate and detailed response as soon as a building or plumbing inspection is carried out.

The fast and efficient mobile approach has received a lot of positive feedback, reducing the need for hardcopy files and saving space, money and time.

Building and plumbing services

Advice and assessment of plumbing, statutory building applications and development compliance

Highlights

- Attended to 1,750 development complaints for the reporting year. The top two issues were illegal land uses and illegal building/structures
- Inspected over 50 unlawful budget accommodation buildings. In partnership with Queensland Fire and Rescue Service, council continued to progress compliance of these accommodation buildings to ensure they met safety fire standards and planning requirements
- Continued to support and promote the Queensland Government's new state swimming pool safety laws
- Conducted approximately 400 inspections to ensure swimming pool fencing met state government safety standards
- Council presented eight information sessions on new topics, regulatory frameworks and council inspection processes to over 500 industry stakeholders including local plumbing contractors, builders, consultants, TAFE teachers and product manufacturers
- Hosted an information session with 60 building certifiers and other industry professionals on topics including amendments to planning schemes, plumbing applications processes and search information





A fast and friendly approach

Council is recognised as a leader in streamlining development assessment processes.

In 2011/12 council introduced two new options for an even friendlier development application process - the Smart eDA online portal and Accelerated DA

Council now accepts development applications through the "Smart eDA" on-line portal, which is a free, secure, web based service enabling 24/7 electronic development application preparation, lodgement and tracking.

Council is the largest in Queensland to offer the Smart eDA service.

The Accelerated DA assessment model was created by council to fast track the assessment of low risk, compliant development applications.

The Accelerated DA process will:

- Reduce development assessment timeframes
- Give customers information on the eligibility criteria and assessment requirements for low risk applications that are suitable for this process
- Provide applicants with approvals that are subject to standard permit conditions only
- Improve the transparency of the application assessment.

This process will expand to include a self-certification model for selected self-certified operational works development applications.

Council also continued to offer its exemplar pre-lodgement meeting service, providing accurate, reliable, timely advice to facilitate well-made applications and avoid unnecessary delays to development projects.

Reducing delays saves time and money which in turn improves housing affordability and provides better outcomes for sustainable development.

Development assessment

Assessment of development applications and provision of development advice.

Highlights

- Received 2,021 development applications
- 1,532 applications were decided
- 3,031 lots were endorsed, 2,864 of these were residential
- Received 2,471 customer requests
- Completed 95 per cent of customer requests within three business days
- 99 per cent of decision notices were issued within five business days
- All initial environmental health licences were issued within regulatory timeframes



New Laws for Moreton Bay Region

The consolidation of local laws across the Moreton Bay Region marked another significant milestone in the region's amalgamation journey.

The six new local and numerous subordinate laws cover administration, animal management, community and environmental management, roads, parking and bathing, and came into effect on Friday August 5, 2011.

Residents helped Moreton Bay Regional Council build the new local laws by providing their feedback during public consultation in late 2010.

The new local laws give council greater flexibility to assist police and the community with parking, while also striking a balance on responsible pet ownership. They also include new guidelines for pet numbers in residential areas.

Council will continue to encourage education and maintaining harmony in local neighbourhoods, with fines used as a last resort when all other options have been unsuccessful.



Local Laws

Enhancing community lifestyle and enjoyment through innovation, education and promotion of council local laws.

Highlights

- More than 156 random regulated parking patrols were undertaken throughout the Moreton Bay Region
- New consistent guidelines for the lighting of fires in the open were introduced. Council sought the advice of Queensland Fire and Rescue Service to develop the new laws
- Launched a comprehensive review into election signage
- Launched a comprehensive review into restrictions placed on dangerous animal breeds
- Created a specialist team to investigate barking dog concerns
- Consolidated animal refuge at Goodwin Road Dakabin, entering into a long term partnership with RSPCA QLD
- Began work on a master plan for the new centralised animal refuge at Dakabin
- Council responded to more than 13,650 animal related enquires
- Continued to work with local animal welfare groups to promote the benefits of dog and cat desexing
- Promoted responsible animal ownership in partnership with the RSPCA, via the RSPCA mobile education centre and welfare service
- 200 PetSmart programs were delivered to more than 6100 children
- Council's Education K9 "Smash" has visited over 50,000 students in the Moreton Bay Region, teaching responsible animal ownership
- The subsidised Snip and Chip program micro chipped 1,872 cats and dogs, registering 840 of these pets
- 11,600 new dogs and 2,700 new cats were registered
- The region is home to 10,100 cats and 58,000 dogs, with 68,000 registered animals in the Moreton Bay Region. More than 52,000 of these animals are desexed
- The most popular animal name in the Moreton Bay Region is 'Bella' with more than 1,260 Bellas registered with council. Molly is the region's second most popular animal name with 932, followed by Max and Charlie





Meeting the mozzie challenge

The year's record rainfall made ideal breeding conditions for mosquitos, and council's mosquito control program was vital in treating breeding hot spots and keeping numbers down.

Council's program targeted known breeding sites, particularly around inter tidal and coastal areas where mosquito populations can thrive after heavy rainfall and high tides. In particular, the mosquitoes that can breed in saltmarshes can fly as far as 10-15kilometres away, so keeping a lid on these mozzie populations is key.

Council's \$1.4million a year mosquito control program manages mosquitoes in the saltmarsh and freshwater habitats across the region, using a range of techniques which include aerial spraying, ground treatments and barrier controls. Over the summer mozzie breeding season over 40 504 hectares were treated as part of the aerial program and officers extensively treated areas around parks and drains to reduce breeding close to homes.

Residents were also called on to play their part by simply checking and emptying pot plants, old tyres and old containers that may have collected water.

Public health services

Promoting a healthy and safe community through effective administration of environmental health legislation

Highlights

- \$6.54 million was spent on public health
- Council's immunisation clinics delivered 3,416 vaccinations, with an additional 11,044 vaccinations delivered through local schools
- Over 1,200 food industry employees visited council's food hygiene training website
- Council food safety officers inspected more than 1,226 food premises throughout the Moreton Bay Region
- Council manages 12 cemeteries
- Plans were prepared for the Samford, Dayboro and Redcliffe Cemeteries to guide ongoing development and to enhance their longevity
- There were more than 81,700 views of council's online cemetery database
- \$1.4 million on mosquito control programs including aerial spraying, barrier controls, ground treatments and fogging saltmarshes, freshwater habitats, drains, parks and other waterways near residential homes

