

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.



Council opens doors for Bravehearts

Moreton Bay Regional Council and local tradies joined forces to establish a new base for Bravehearts in the Moreton Bay Region.

More than 25 tradies and suppliers donated building supplies and more than 150 hours to bring a new Strathpine premises, donated by council, to fruition.

The new office, located in Mecklem Street, Strathpine, is helping Bravehearts meet demand for safety and community education services.

It's making a real difference to the lives of families and children throughout the Moreton Bay Region.



Community Capacity Building

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

Highlights

- \$2.7 million was spent on community capacity building
- The region is home to 613 hectares of facilities with community leasing tenure
- More than 110 applications were received for council's Community Grants Program
- Council provided more than \$430,000 in Community Grants Funding to more than 100 local community organisations for Indigenous and multicultural, environmental, regeneration, sport and recreation, youth, arts, cultural and other community related activities
 - Funding highlights included:
 - \$15,000 to assist with the construction of the Samford Men's Shed
 - \$14,165 for an equipment shed at the Bribie Island Croquet Club
 - \$9,968 to the Redcliffe Musical Theatre for the production of Phantom of the Opera
 - \$4,752 for improvements to the Woodford Art Gallery
 - \$15,000 for an outdoor covered meeting area at the Caboolture Radio Club Clubhouse
- Council sponsored community development workshops covering various training topics including an introduction to event management, financial counselling, MYOB training, social media and Facebook action plans as well as financial management essentials. Workshops were attended by over 400 people
- Council participated in local projects and events relating to NAIDOC Week, Seniors Week, Refugee Action Week, Disability Action Week and National Youth Week
- More than 40 organisations took part in Disability Action Week, providing residents with information about services available to assist people with a disability
- Tips for living well were served up to more than 300 people at the 2012 Moreton Bay Healthy Ageing Expo at Caboolture
- 45 applications were received for council's Regional Arts Development Fund. More than \$165,000 was provided to local art, cultural and historic groups throughout the region
- Council paid tribute to the Moreton Bay Region's volunteer army during National Volunteer Week in May, 2013. Around 1,800 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
- Council invested \$65,000 to keep 101.5FM (4 OUR) on-the-air and in the streets of local communities across the Moreton Bay Region. Funding assisted replacing the roof of the 101.5FM broadcast centre and the purchase of a new promotional vehicle for the station





Spot, Snap and Send

Smartphone users were urged to help make the Moreton Bay Region an even better place to live, work and play by downloading Moreton Bay Regional Council’s new web-app.

The Customer Request web-app was launched in February 2013 and gives residents the ability to report matters requiring the attention of council’s work teams with just a few swipes of a smartphone screen.

Residents who find a pothole, a fallen tree or graffiti in the Moreton Bay Region, can now report it to council by simply snapping a photo on their smartphone, tapping in a few details and uploading it. The Customer Request web-app does the rest.

Council is looking to expand the Customer Request web-app to the Google Play and iTunes app stores in 2013/14.

Community Safety

Community safety and crime prevention strategies.

Highlights

- Council operated 634 CCTV cameras throughout the Moreton Bay Region to combat crime, anti-social behaviour and enhance security and community safety
- 330 cameras were exclusively dedicated to the surveillance of public spaces, with many more used to help protect community facilities
- Council extended its CCTV camera network with new cameras at Morayfield Skate Park and the Caboolture Hub. The State Government also provided \$100,000 to extend CCTV infrastructure and boost safety around the Woody Point Jetty precinct
- Council continued to ensure public precincts were well-lit with \$210,000 spent improving public lighting
- Council responded to 1,155 requests for graffiti removal
- 2,308 incidents of graffiti were removed with approximately 50 per cent undertaken on a proactive basis
- 108 community graffiti removal kits were provided to affected property owners, businesses, sports clubs and community groups
- Council worked closely with police and partnered with the Queensland Government and Crime Stoppers through the GraffitiSTOP program, making it quicker and easier for people to report graffiti in the Moreton Bay Region using the state-wide GraffitiSTOP Hotline
- Council made a \$50,000 donation to the AGL Action Rescue Helicopter service





Green light for Woodford SES

Moreton Bay Regional Council threw its support behind the appointment of a permanent local State Emergency Service (SES) group at Woodford.

In 2012 council sought community interest in establishing a local and committed Woodford SES team. Community feedback was positive and a permanent group of dedicated local volunteers now operates services in the area.

The permanent appointment of this SES team is good news for residents of Woodford and surrounding communities.

Woodford SES volunteers apply themselves to regular training and drills including search and rescue, traffic control, event management, sandbagging, damaged roofs and flooding incidents.

Their presence will help deliver a 24/7 local emergency capability and provide backup for existing agencies like police, ambulance and the Queensland Fire and Rescue Service.

Disaster Management

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

Highlights

- More than \$4 million was spent preparing for, responding to and recovering from disaster events
- Council worked closely with emergency services and other government and non-government agencies to respond to the following events:
 - 5 December 2012 – fire event at Mt Nebo and Mt Glorious
 - 9 January 2013 – fire event at North Bribie Island
 - 24-28 January 2013 – flood event, Ex-TC Oswald
 - 24 February to 3 March 2013 – severe weather event including heavy rainfall
 - December 2012 – Narangba (NIE)
- Council encouraged residents to be prepared for the region's annual storm and bushfire seasons
- 3,459 people registered for MoretonAlert in 2012/13. As at 30 June 2013, more than 6,799 residents were registered to the system to receive alerts on severe weather events
- MoretonAlert was used to send over 170,000 text messages, 20,000 voice messages and 65,000 email alerts to residents about severe weather events
- \$300,000 was invested installing new river-height and rainfall monitoring stations at Caboolture, Burpengary East, Strathpine, Burpengary, Ocean View, Stanmore, Upper Caboolture, Pumicestone, Dayboro and Kippa-Ring. The gauges provide important information, flood warnings and disaster management advice to the community via the Bureau of Meteorology website. In total there are 80 river and rainfall gauges in the Moreton Bay Region
- In May 2013 council coordinated a disaster management exercise to test the preparedness of the region's aged care providers
- Council responded to a number of king tide and storm surge events, providing sandbag supplies and advice to residents in low lying coastal areas
- Council coordinated a disaster management exercise - Resolute Sun – in December 2012 to test the region's storm season preparedness. The exercise put local disaster management agencies and emergency services to the test – providing an opportunity to fine tune response capabilities. It included representatives from council, Unitywater, Energex, Queensland Health, Queensland Fire and Rescue Services, Queensland Ambulance Service, and Queensland Police Service, the State Emergency Service, Transport and Main Roads, Surf Lifesaving Queensland and Red Cross



Ex tropical cyclone Oswald caused significant damage to many parts of the Moreton Bay Region



Highlights (cont)

- Council signed a Memoranda of Understanding with the following organisations in 2012/13:
 - St John Ambulance – first aid support for evacuation centres from 16 August 2012
 - Red Cross – support managing evacuation centres from 19 December 2012
 - QFRS, QPS and QPWS regarding the Mt Nebo/Mt Glorious Early Warning System from 30 January 2013
- Council conducted 16 planned burns on 132 hectares of bushland in preparation for the summer fire season. This was roughly 2.25 per cent of council's annual 5 per cent target, with the opportunity to backburn affected by unfavourable weather conditions
- Council, Queensland Fire and Rescue Service and Queensland Parks and Wildlife Service undertook tests of the Mount Nebo and Mount Glorious Early Warning System incorporating a bushfire siren and roadside signs
- The Petrie SES group was awarded the 2012 NRMA Insurance Storm Hero Award at a special ceremony at Strathpine in July 2012
- Eight local SES volunteers received high honours at the 2012 SES Week Awards ceremony. Awards were presented to Peter Sims, Sonia Cuff, David Bailey, Stuart Bowhay, Kristopher Conroy, Carrollyn Hennessy and Darylle Sorensen
- 30 local SES volunteers were presented the National Emergency Medal in February 2013 for their services to the region during the Queensland Floods 2010/11 and Cyclone Yasi
- Council and Volunteering Queensland joined forces to train the next generation of local heroes through the Disaster Resilience Leadership Program
- The region's 2012 disaster preparations received a powerful boost with the purchase of three new mobile generators. The \$102,000 funding partnership between council, the state and federal governments will ensure local evacuation centres can be powered during disaster situations
- Council received Community Recovery and Wellbeing Package funding under the Queensland Reconstruction Authority (QRA) and the National Disaster Relief and Recovery Arrangements (NDRRA). Funding supported a range of initiatives to boost the capacity of Moreton Bay Region communities to prepare for, respond to and recover from future disaster events



Back burning was conducted to help reduce the risk of wild fire



Community focus for HACC Services

In April, 2013 council announced a new community focus for Home and Community Care (HACC) services delivered in the Moreton Bay Region.

The HACC program is jointly funded by the State and Commonwealth government to provide support services.

Across most of the region these assistance services are delivered by local not-for-profit groups with considerable experience and expertise in this sector on behalf of the State and Commonwealth government. However, in the Pine Rivers area, the services have been delivered by council.

An expression of interest process was undertaken by State and Federal agencies in mid-2013 to appoint a new provider or providers for HACC services in the Pine Rivers area, to deliver a consistent approach to the way all HACC services are delivered in the Moreton Bay Region.

There was strong interest from the not-for-profit sector to take over the delivery of HACC services - with Multicap and Wesley Mission to deliver support services from 2013/14.

Council's goal is to achieve the best possible outcomes for HAAC clients across the region.

State and federal government funded support services will continue to support residents throughout the Moreton Bay Region

Community Support Services

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

Highlights

Aged Care and Support

- The Pine Rivers Respite Service continued to operate centres from Petrie and Arana Hills
- Pine Rivers Respite Service's dementia-specific program operated four days per week, with a weekend community access program running fortnightly
- \$135,000 extension to Meals on Wheels facility at Petrie providing better facilities for local volunteers

Disability Care and Support

- Council continued to provide a centre-based disability program, located at Petrie, catering for school age children and adults through social, educational and recreational activities

Community Transport

- Community Assisted Transport Service (CATS) continued to operate in the Pine Rivers district, providing for aged clients and people with a disability with transport to and from medical, shopping and banking services
- CATS operates eight community transport vehicles, including three wheelchair accessible vans
- 75 trained CATS volunteer drivers and assistants ensured safe transport for clients

Home Maintenance and Modification

- Council's Home Assist Secure (HAS) service provides eligible elderly residents and people with a disability with general home maintenance, including changing light globes, servicing taps, door locks and installing smoke alarms

Child Care

- Birralelee Child Care Centre at Ferny Hills provided centre-based care for more than 133 children aged six weeks to five years, with up to 65 children using the facility each day
- Birralelee's approved kindergarten program increased operations to five days per week this year due to the high demand for high places
- Birralelee operated at 100 per cent occupancy throughout the year
- Pine Rivers Family Day Care provided 532 children with 100,000 hours of care per quarter via its network of 65 home-based educators in suburbs throughout the Moreton Bay Region
- Pine Rivers Family Day Care continued to provide an innovative pre-prep mentoring program to ensure school readiness for children in the service
- Pine Rivers Family Day Care supports a network of 65 home-based businesses



Council's day care services were a popular choice for local families



A financially sustainable council

Moreton Bay Regional Council reported a strong result for the 2012/2013 financial year with low debt and a responsible operating surplus well within the State Government’s financial sustainability guidelines for local government.

Council also received a strong credit rating following a review by the Queensland Treasury Corporation.

The positive results are testament to council’s adherence to sustainable financial management, despite ongoing challenges associated with global economic conditions, cost pressures and damage bills inflicted by severe weather events in recent years.

This strong financial management also saw council hand-down a record \$220 million capital works budget in 2012/13 – with a major focus on essential infrastructure like roads, drains and parks.

Office of the CEO

Overall leadership and coordination of council activities

Highlights

Council continued to measure its performance in line with the Corporate Plan, helping to ensure a focus on maintaining a high standard of service and delivering value-for-money.

The Corporate Plan measures key performance indicators including;

- Off-peak tourist occupancy rate
- 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
- On-time completion of programmed road maintenance
- Completion of programmed park mowing and landscaping

Customer Services

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

Highlights

- Council’s call centre responded to more than 232,900 calls with more than 95 per of these calls resolved at the first point of contact
- More than 43,100 customer transactions were undertaken at council’s customer service centres. 95 per cent of enquiries were resolved at first point of contact
- 94 per cent of customers said they were satisfied with their dealings with council’s call centre and customer service centres
- Council responded to an average of 1,200 online service requests each month
- More than 5,700 residents registered to receive their rates notice online through BPAY View
- 154,000 documents, emails and faxes were captured at the point of entry and distributed to the organisation electronically on the same day that they were received
- Council introduced a new online property search tool, dramatically reducing the time it takes residents to complete a property search request
- Council’s website attracted more than 1.6 million visits for information on local events, news and council services
- Council’s website was given full optimisation to make it easy to view on smart phones
- 25 per cent of visits to council’s website were via a mobile or tablet device

Council’s most visited webpages:

1. Home page: 482,453
2. Job vacancies: 140,451
3. Road conditions report: 104,799
4. Employment with council: 45,846
5. Contact: 34,722
6. Waste facilities: 22,667
7. Events: 17,411
8. Library events: 14,629



Helping industry change

Council co-hosted information sessions to help the local plumbing and drainage industry get up-to-speed with changes to state government legislation surrounding the introduction of notifiable work.

The introduction of notifiable work increases the amount and type of work a plumber can undertake without council approval or inspection. This includes kitchen and bathroom renovations as well as house extensions.

Council hosted 10 information sessions in Reece, Bunnings and Tradelink plumbing stores throughout the region. Four plumbing industry forums were also conducted in partnership with Building Codes Queensland and the Master Plumbers Association of Queensland.

Together, they provided more than 400 local plumbers and industry representatives with information on the new requirements, helping to boost plumbing compliance in the Moreton bay Region.

Building and plumbing services

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

Highlights

- Responded to 1,800 development complaints. The top two issues were illegal land uses and illegal building/structures
- In partnership with Queensland Fire and Rescue Service, council continued to ensure budget accommodation providers met safety fire standards and planning requirements
- Continued to support and promote the Queensland Government's state swimming pool safety laws
- Conducted onsite inspections to ensure swimming pool fencing met state government safety standards
- Council continued to utilise electronic approval devices to improve service delivery to industry and plumbing clients. Applications follow an electronic process from lodgement to finalisation, allowing council to provide most applicants with an immediate and detailed response as soon as a building or plumbing inspection has been carried out

Council continued to ensure local pool fencing was safe





A paperless approach

Council continued to roll-out an industry best practise approach to assessing and responding to development applications in the Moreton Bay Region.

Council's business improvement initiative introduced a streamlined, electronic approach to the way council's Development Services Department does business.

The new paperless system has been recognised as an industry leader, delivering a more efficient development application process for customers.

It is also delivering a better outcome for ratepayers reducing paper usage by more than 42 per cent.

The business improvement initiative follows the introduction of the Smart eDA online portal – an electronic development application process – in 2011/12.

The Smart eDA on-line portal is a free, secure and web-based service enabling 24/7 electronic development application preparation, lodgement and tracking.

Almost 25 per cent of customers are now using the Smart eDA service.

Development assessment

Assessment of development applications and provision of development advice.

Highlights

- Received 2,110 development applications
- 1,327 applications were processed
- 2,621 lots were endorsed, 2,515 of these were residential
- Received 5,375 customer requests
- Completed 98 per cent of customer requests within three business days
- 90 per cent of decision notices were issued within five business days
- All initial environmental health licences were issued within regulatory timeframes
- Moreton Bay Region recorded the third highest number of lot approvals in Queensland between March 2012 and March 2013
- Major economic investment projects were approved across the region including North Lakes and Brendale. This includes:
 - The construction on Costco's first Queensland store at North Lakes. The 1.4 hectare building will employ 300-350 people
 - Bunnings Warehouse's largest Queensland store at North Lakes featuring a 1.9 hectare facility employing 130 staff
 - Retail Super Group at Brendale on a 10.5 hectare site employing around 160 people
- Moreton Bay Region recorded the state's second highest number of standard lot registrations, new lot sales and detached dwelling approvals



The region continued to lead the way when it came to lot approvals and new lot sales



Regional animal facility gets major upgrade

The transformation at Moreton Bay Region's Dakabin animal management facility continued with work starting on a comprehensive building upgrade in May, 2013.

The work follows a \$1 million improvement to sewerage, flood and signage at the facility.

The multi-purpose building upgrade features construction of a new reception, offices, adoption areas, vet services and associated amenities. The project also includes a new car park.

Once complete it will improve the service and comfort offered at the regional animal management facility, allowing the RSPCA to provide the highest quality of animal care on behalf of council.

The project is expected to be complete in 2013/14.



Local Laws

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

Highlights

- Launched a comprehensive review into signage
- Conducted more than 100 random regulated parking patrols
- Amended restrictions placed on restricted breeds following a comprehensive review. Council no longer accepts new registrations for restricted dog breeds including American Pit Bull Terrier, Dogo Argentino, Fila Brasileiro, Japanese Tosa and Presa Canario
- An amendment to the Animal Management Local Law removed the requirement for a permit to keep a dog or cat on an allotment of less than 300m2
- Council responded to more than 19,500 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
- 289 PetSmart programs were delivered to more than 12,970 children
- Council's Education K9 "Smash" and "Cinders" have visited over 71,000 students in the Moreton Bay Region since 2008, teaching responsible animal ownership
- Council's microchipping sessions have chipped 1347 animals and collected 594 new registrations
- The region is home to 10,298 cats and 62,698 dogs, with 72,996 registered animals in the Moreton Bay Region



Council continued to maintain and provide facilities for local animal owners including off-leash dog areas



Mozzie offensive followed Oswald

Heavy rain including an Australia Day soaking from ex-tropical cyclone Oswald created ideal breeding conditions for mosquitos across South-East Queensland.

During 2012/13 Council's mosquito control program treated more than 40,000 hectares of known breeding hot spots to keep numbers as low as possible in the Moreton Bay Region.

Aerial spraying focussed on eradicating mosquito larvae in saltmarsh areas, while a series of ground treatments were used in the region's parks, reserves and drains to reduce any impacts on nearby residential homes.

Residents were also called on to play their part in keeping mozzie numbers down by checking and emptying pot plants, old tyres and old containers that may have collected water in their backyard.

Public health services

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

Highlights

- \$7.2 million was spent on public health
- Council's immunisation clinics delivered 2,319 vaccinations, with an additional 18,440 vaccinations delivered through local schools
- Over 2,700 food industry employees visited council's food hygiene training website
- Council food safety officers conducted more than 1,570 inspections throughout the Moreton Bay Region
- Council managed 12 cemeteries
- There were more than 20,937 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



Council continued to provide free flu vaccinations to residents aged 65 and over