



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.



Strengthening Communities



New Leasing Policy for Community and Sporting Facilities

Council implemented a new region-wide community leasing policy.

The new policy brings together the three different tenure arrangements of the former council areas.

There are currently more than 250 agreements in place for the lease, licence and management of council-owned facilities across the Moreton Bay Region.

Council will be working with community organisations to help transition to the new arrangements over the next two years.

The new community leasing policy will help deliver well-maintained facilities for the tens of thousands of local residents involved with sport and community groups every week.

Community capacity building

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

Highlights

- There were more than 1.6 million square metres of sport fields accessed by community groups, with leases for 500 individual buildings.
- More than 630 applications were received for council's Community Grants Program.
- Council provided \$200,000 in interest-free loans to local community organisations to develop and improve community facilities.
- Council provided in excess of \$540,000 in community grants funding to more than 90 organisations for Indigenous and multicultural, environmental, regeneration, sport and recreation, youth, arts, cultural and other community-related activities.
- Funding highlights included:
 - A \$15,000 community grant and \$50,000 interest-free loan for the Samford District Bowls Club towards the installation of an artificial green
 - \$10,000 for the Pine Hills Lightning Baseball Club towards the upgrade of amenities
 - \$5,000 to furnish and equip new classrooms for the Pine Rivers University of the Third Age (U3A)
 - \$3,000 to the Bribie & Districts Woodcrafters Association for their annual woodcrafters exhibition
 - \$3,900 for Goodness Inc. to deliver a series of sustainability workshops throughout the Moreton Bay Region and
 - \$3,000 for the Mount Mee Public Hall towards its 2014 concert series.
- Council sponsored the Community Leaders Program. More than 20 residents graduated having developed skills in events and funding, working with community and creating effective groups.
- Council participated in local projects and events relating to National Youth Week, Seniors Week and NAIDOC Week.



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Recognition for Region's Youngest Recyclers

Early learners from Birralee Child Care Centre at Ferny Hills were recognised for their efforts in helping to prevent 6.5 tonnes of waste from reaching the region's landfill.

The young minds were awarded a certificate of achievement after they reduced their total landfill waste by 25 per cent, or the size of a garbage truck, over one year.

The centre also managed to recycle 40 per cent of its total waste and has begun composting its food waste.

The centre achieved its goal by participating in council's waste minimisation program.



Community support services

Child and family services including Birralee Child Care Centre and family day care operations.

Highlights

- Birralee Child Care Centre at Ferny Hills provided centre-based care for children aged from six weeks to five years. Up to 65 children used the facility each day.
- Birralee operated at 100 per cent occupancy throughout the year.
- Pine Rivers Family Day Care continued to provide an innovative pre-prep mentoring program to help ensure children are school ready.
- Pine Rivers Family Day Care provided more than 360,000 hours of care via its network of home-based educators in suburbs throughout the Moreton Bay Region.
- Pine Rivers Family Day care supports a network of 64 home-based child care businesses.

Community safety

Community safety and crime prevention strategies.

Highlights

- Council operated 722 closed-circuit television (CCTV) cameras throughout the Moreton Bay Region and continued to work with the Queensland Police Service to combat crime, anti-social behaviour and enhance security and community safety.
- Council received a contribution of \$100,000 from the Queensland Government to fund various CCTV work including the acquisition of 10 new mobile CCTV units and the upgrade of the CCTV Monitoring Room.
- Council extended its CCTV camera coverage with new cameras at the Caboolture Region Environmental Education Centre (CREEC), Pelican Park, RSPCA Dakabin Animal Care Centre and Moreton Bay Central Sports Complex – AFL Precinct.
- CCTV systems were also upgraded and/or replaced at Dickson Park, Strathpine Civic Centre, Redcliffe Museum and Youth Space, Sutton Street, Deception Bay Pool, Caboolture and Petrie Depots, Burpengary Community Precinct, Caboolture Hub and various libraries including Redcliffe, Strathpine, Deception Bay, Albany Creek and Woodford.
- Council responded to 1,140 requests for graffiti removal.
- 3,100 incidents of graffiti were removed with approximately 63 per cent undertaken on a proactive basis.
- 144 community graffiti removal kits were provided to affected property owners, businesses, sports clubs and community groups.
- Council received \$55,000 through the Queensland Government GraffitiSTOP program to assist with regional graffiti removal activities.
- Council received funding through the Graffiti Clean Up Program to engage a Community Graffiti Liaison Officer to increase local awareness and participation in graffiti removal. 159 individual consultations were provided to affected property owners and included helpful advice, instruction on graffiti removal techniques and the supply of free kits. Targeted consultation and clean-up activities were also undertaken at commercial and residential areas. A number of community-based volunteer groups were supported with a range of materials and equipment.

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Get Ready Queensland

In October, council together with the State Emergency Service (SES), Red Cross and other key state agencies launched Get Ready Queensland.

The statewide campaign focused on a range of local hazards including bushfires, storms, floods and cyclones.

During the week-long event, local disaster preparedness stalls were operated across the region to assist residents in getting ready for severe weather events.

The SES provided sandbagging demonstrations, advice about tarping and other tips to prepare for storm season.

As part of Get Ready Queensland, council also provided disaster preparedness packs.

The packs included practical items to help build an emergency kit such as a wind-up torch and radio, water resistant bag, important emergency information and a disaster-ready cookbook.

The packs were made available at council's libraries and three customer service centres.

Disaster management

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

Highlights

- More than \$2.28 million was spent preparing for, responding to and recovering from disaster events.
- Council responded to a number of storm events, providing sandbag supplies and advice to residents.
- MoretonAlert was used to send more than 820,000 text messages, 170,000 email alerts and 800 voice messages to residents about severe weather events.
- 14,527 people registered for MoretonAlert in 2013/14. As of June 30, more than 21,300 residents have been registered to receive alerts on severe weather events.
- Council conducted 28 planned burns on over 305 hectares of bushland in preparation for the fire season. This met council's annual target of 5 per cent.
- Council worked closely with emergency services and other government and non-government agencies to undertake the following exercises:
 - July 23 – Flood event – Operations Coordination Centre
 - October 31 – Redcliffe Aerodrome incident
 - November 27 – Bribie Island bridge failure
 - May 26 – Catastrophic fire impacting Bracalba/Elimbah.
- \$187,000 was invested installing new river-height and rainfall monitoring stations at Caboolture, Delaneys Creek, Elimbah, Highvale, Kallangur, Kobbie Creek, Morayfield, Mt Mee, Rothwell, Wamuran and Warner. The gauges provide important information, flood warnings and disaster management advice to the community via the Bureau of Meteorology website.
- In total, there are more than 90 river and rainfall gauges available to predict flooding events in the Moreton Bay Region.
- Council received funding from the Queensland Government to undertake a number of regional Get Ready Queensland disaster initiatives. Get Ready activities included an advertising campaign, distribution of Get Ready flyers and MoretonAlert registration forms, provisions of Red Cross Rediplan publications, neighbourhood centre community lunches and displays at select Bunnings Warehouses during Get Ready Week.
- Council encouraged residents to be prepared for the region's annual storm and bushfire seasons.
- Council, Queensland Fire and Emergency Services and Queensland Parks and Wildlife Service undertook tests of the Mount Nebo and Mount Glorious Early Warning System incorporating a bushfire siren and road signage.
- Council worked with the Australian Red Cross to develop concept drawings and modelling of council's primary emergency shelters. The site-specific designs were to clearly illustrate the layout of the centres in line with accepted standards.
- 19 local SES volunteers received honours at the 2013 SES Week Awards ceremony. Awards were presented to Mal Frahm, Paul Tamkin, Paul Charman, Shane Jones, Todd O'Connell, Benay McNabb, Alan Peterson, Stuart Bowhay, Kirsty Laili, Kristopher Conroy, Katie Dowling, Kellie Nobelius, Aaron Nobelius, Ray Akers, Douglas Hamilton, Peter Sims, John Davis, David Lead and Ray Luinys.



Strengthening Communities



See it, report it

It's now even easier to report council matters with the launch of the MBRC Request app.

MBRC Request gives residents the ability to connect through their smartphone or tablet device with council's work teams.

It doesn't matter where you are in the Moreton Bay Region, as long as there's mobile data coverage you can alert council to matters that require attention quickly and easily.

The MBRC Request app has the option of using the phone's GPS to pinpoint your exact location and upload a photo direct to council's electronic job queue for local work crews to prioritise.

It might be a pothole, a fallen tree, vandalism, an animal management matter, or a missed bin collection – with MBRC Request you can report the how, when and where to council within 30 seconds.

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 234,000 calls with more than 98 per cent resolved at the first point of contact.
- More than 68,500 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.
- 123,000 documents, emails and faxes were captured at the point of entry and distributed to the organisation electronically on the same day they were received.
- Council responded to an average of 1,800 online service requests each month.
- Council's website attracted more than 1.7 million visits for information on local events, news and council services.
- 32.2 per cent of visits to council's website were via a mobile or tablet device.
- More than 6,940 residents registered to receive their rates notice electronically.



Top 8 visited pages on council's website

1. Homepage – 418,204
2. Job vacancies – 144,604
3. Employment with council – 43,370
4. Contact council – 32,931
5. Dakabin waste – 22,664
6. Redcliffe Cultural Centre – 20,074
7. Dog parks & beaches – 16,853
8. Library locations & opening hours – 14,756

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 highlights key performance indicators for council services including:

- Waste collection, reduction and recycling
- Development assessment
- Community support services
- Business development
- Roads and transport and
- Sport and recreation.

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New Home for Missing Pets

In March, council opened the \$2.5 million renovation of the Dakabin Animal Care Centre, providing a greater capacity to care for lost animals.

The newly-renovated building will accommodate veterinary and adoption services as well as pound facilities provided by the animal care experts at RSPCA Queensland on behalf of Moreton Bay Regional Council.



Local laws

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

Highlights

- Council responded to more than 18,000 animal related enquiries.
- Continued to work with local animal welfare groups to promote the benefits of dog and cat desexing.
- Promoted responsible pet ownership in partnership with the RSPCA via its mobile education centre and welfare service.
- 245 PetSmart programs were delivered to more than 8,870 children.
- Council's microchipping events assisted more than 1,090 animals and collected 429 new registrations.
- More than 71,000 animals are registered in the region including more than 60,000 dogs and 11,000 cats.

Building and plumbing services

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

Highlights

- Responded to 1,402 development complaints. The top two issues were illegal land uses and illegal buildings/structures.
- Inspected more than 80 unlawful budget accommodation buildings. 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 swimming pool safety laws. Conducted approximately 220 onsite inspections to ensure swimming pool fencing met State Government safety standards.
- Continued to promote the use of electronic lodgement of documentation by private building certifiers through the use of eServices.
- Facilitated the return of applications regarding building over or adjacent to sewer infrastructure to Unitywater.
- Worked closely with the Queensland Government to review plumbing legislation to reduce red tape and the regulatory burden on local government, consumers and industry associated with the application process. The proposed amendments reflect efficiencies council developed and implemented in 2008.
- Council's Ian MacDonald was awarded the 2014 Industry Leadership Award by the Master Plumbers Association of Queensland.



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Development online

Council extended its online and electronic services to improve the assessment of development applications and the provision of development advice.

An electronic process for pre-lodgement meeting requests was introduced, which improved council's ability to provide timely and high-quality advice to meet customer requirements.

This continues to be a free service that provides applicants with access to experienced staff.

eServices, an online Planning and Development Certificate service, was also introduced and provides a convenient streamlined way to arrange limited, standard and full planning and development certificates.

Development assessment

Assessment of development applications and provision of development advice.

Highlights

- Received 2,253 development applications.
- 2,248 applications were processed.
- 3,113 lots were endorsed of which 2,945 were residential.
- Received 6,181 customer requests.
- 364 pre-lodgement meetings were held. 221 meetings related to large scale projects.
- Completed 86 per cent of customer requests within three business days.
- 91 per cent of decision notices were issued within five business days.
- 98 per cent of initial environmental health licences were issued within regulatory timeframes.
- Moreton Bay Region recorded the fifth highest number of lot approvals (1,314) in Queensland in 2013.
- In the year ending March 2014, the Moreton Bay Region recorded:
 - the highest number of standard lot registrations (1,770) in Queensland
 - the highest new lot sales (2,263) in Queensland and
 - the second highest detached dwelling approvals (2,207) in Queensland.
- Major economic investment projects approved or under construction included:
 - Corso North Lakes
 - North East Business Park – Residential West Area
 - Bunnings, Brendale
 - Boral, Lawnton Lakes (major residential development)
 - Warner Edge Trial Project, Warner (residential development)
 - CBD on Redcliffe, Redcliffe (12 storey mixed use – residential and commercial)
 - Todds Road, Lawnton (220 residential lots)
 - Sandstone Point Hotel, Motel and Caravan Park
 - Eatons Hill Shopping Centre and Motel
 - Morgan Road Residential Development Area
 - Lakeview Road Residential Development Area
 - Scarborough Hotel Site Redevelopment (mixed use development)
 - Narangba Heights Residential Development
 - Capestone Residential Development – Southern Precinct
 - Woody Point (two multi-storey residential developments).



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Moreton Bay Region leads the way for immunisation

A report by the National Health Performance Authority reported children in the Moreton Bay Region have among the highest rates of immunisation in Queensland.

The report, *Healthy Communities: Immunisation Rates For Children in 2012-13*, ranked four suburbs in the Moreton Bay Region in the state's top five metropolitan areas for child immunisation rates among five-year-olds.

Eatons Hill recorded the highest rates of immunisation at 96.8 per cent with Albany Creek (96.3 per cent), Narangba (95.8 per cent) and Burpengary (95.3 per cent) following closely behind.

The results reflect the success of council's free immunisation clinics.

Public health services

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

Highlights

- Council's immunisation clinics delivered 3,174 vaccinations with an additional 26,466 vaccinations delivered through local schools.
- More than 3,000 food industry employees accessed council's food hygiene training website.
- Council food safety officers conducted more than 1,439 inspections on food premises.
- Council managed 11 cemeteries.
- There were more than 20,400 views of council's online cemetery database.
- \$1.47 million was spent on mosquito control programs including aerial spraying, barrier controls and ground treatments. Fogging was also conducted around saltmarshes, freshwater habitats, parks and other waterways near residential homes.

