



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



Funding for community ANZAC commemorations

In November 2014, the Woodford RSL and Mango Hill Progress Association secured funding for ANZAC Centenary commemorations through council's Community Grants Program.

The funding assisted the two organisations to honour the ANZACs who had fought on the battlefields of war half a world away.

The Woodford RSL secured \$3,000 to help stage a 100km trekking challenge to honour fallen Queenslanders from World War I, while the Mango Hill Progress Association received \$6,500 to host an ANZAC centenary concert.

Council's Community Grants Program supports those organisations and individuals in the Moreton Bay Region that contribute to our community.

In the first round of the 2014/15 Community Grants Program, 36 applications secured more than \$238,000 in funding for facilities, projects and events.

Recipients also included:

- \$15,000 to the Samford Area Men's Shed for the construction of a fully serviced shed
- \$8,000 to Albany Creek Excelsior Football Club for a new PA system
- \$2,468 for The Hills District Community Garden to construct new garden beds.

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 sports fields accessed by community groups.
- Council leases 500 individual buildings.
- More than 620 applications were received for council's Community Grants Program.
- Council provided four 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 92 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 Caboolture Gliding Club towards the construction of a multipurpose hanger and training facility
 - \$15,000 to the Lions Club of Brisbane Bunya to construct a storage shed
 - \$5,000 to the Woodford Golf Club for the Fairways International Food Festival
 - \$4,400 to the Burpengary Community Progress Association to develop a marketing succession plan
 - \$4,043 to Creative Samford to print the 2015 Arts Trails and Open Studios booklet
 - \$3,500 to the Redcliffe Environmental Forum to revegetate koala habitat at Clontarf
 - \$3,000 to Soroptimist International Moreton North to support the International Women's Day Forum
 - \$1,645 to the St John Ambulance (Caboolture Division) for an in-vehicle fridge/freezer to safeguard first aid supplies.
- Council supported NAIDOC Week festivities with activities including:
 - A flag-raising ceremony in Caboolture
 - Elders morning tea in Redcliffe
 - A community fun day in Deception Bay.
- Council hosted a number of activities to mark National Youth Week, including movie nights, water sports, skate competitions and art workshops.
- In August, council together with Encircle's Older People's Action Program, Mousetrap Theatre and the Eildon Croquet Club hosted Music Mayhem and Marbles, a variety show spectacular for Seniors Week.
- More than 500 people attended Is Everybody Here Day at Centenary Lakes, Caboolture as part of Disability Action Week. The event was held in partnership with the Caboolture Disability Support Network and featured more than 50 information stalls, entertainment, free amusement rides and a fireworks display.
- Council sponsored the Multicultural Festival during Cultural Diversity Week in September. The event held in Caboolture Town Square was coordinated by the Multicultural Association of Caboolture and Surrounds in collaboration with other community organisations within the region.



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CCTV cameras to boost public safety

A network of closed-circuit TV cameras was rolled out along a 3km stretch of Morayfield Road.

Eleven high definition cameras were fixed at three junctions: Station Road, Morayfield (adjacent to the skate bowl), Dickson Park (in front of Morayfield Shopping Centre) and near the corner of King Street and Beerburrum Road, Caboolture.

They add to the region's existing interactive network of more than 800 CCTV cameras and provide real time streaming to council's central monitoring complex.

The cameras were funded from the Federal Government's Safer Streets 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 continues to provide innovative pre-prep mentoring programs to help ensure school readiness, dedicating 400,000 hours of care to more than 65 home-based educators and child care operators.

Community safety

Community safety and crime prevention strategies.

Highlights

- Council operated 819 CCTV cameras throughout the Moreton Bay Region and received \$470,000 from the Federal Government to fund various CCTV installations and upgrades in Morayfield, Redcliffe and Margate.
- Council's CCTV systems were upgraded in Albany Creek, Bunya, Burpengary, Bongaree, Caboolture, Kippa-Ring, Petrie and Redcliffe.
- Mobile surveillance units were deployed in Albany Creek, Beachmere, Bells Creek, Caboolture, Elimbah, Ferny Hills and Samford Valley.
- Council received contributions of \$53,000 from the State Government to fund anti-graffiti work.
- Council removed 2,525 pieces of graffiti, including 929 requests from the community.



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New Woodford SES building

Council officially opened Woodford's new \$430,000 State Emergency Service (SES) building in August.

The new depot includes an operations room, training rooms, kitchen, a four-bay garage and onsite car park.

The new Woodford SES headquarters is strategically located behind the police station to assist with response coordination during emergencies.

With equipment, vehicles and volunteers all in one place, the new depot is expected to improve response times to local emergency situations.

The Woodford SES currently has 16 dedicated volunteers. The new depot will boost the capability and training of the committed men and women who volunteer to serve in the distinctive orange overalls.

Moreton Bay Regional Council provided \$380,000 in funding for the new depot. The State Government contributed \$50,000, a four-wheel drive and a flood boat.

Disaster management

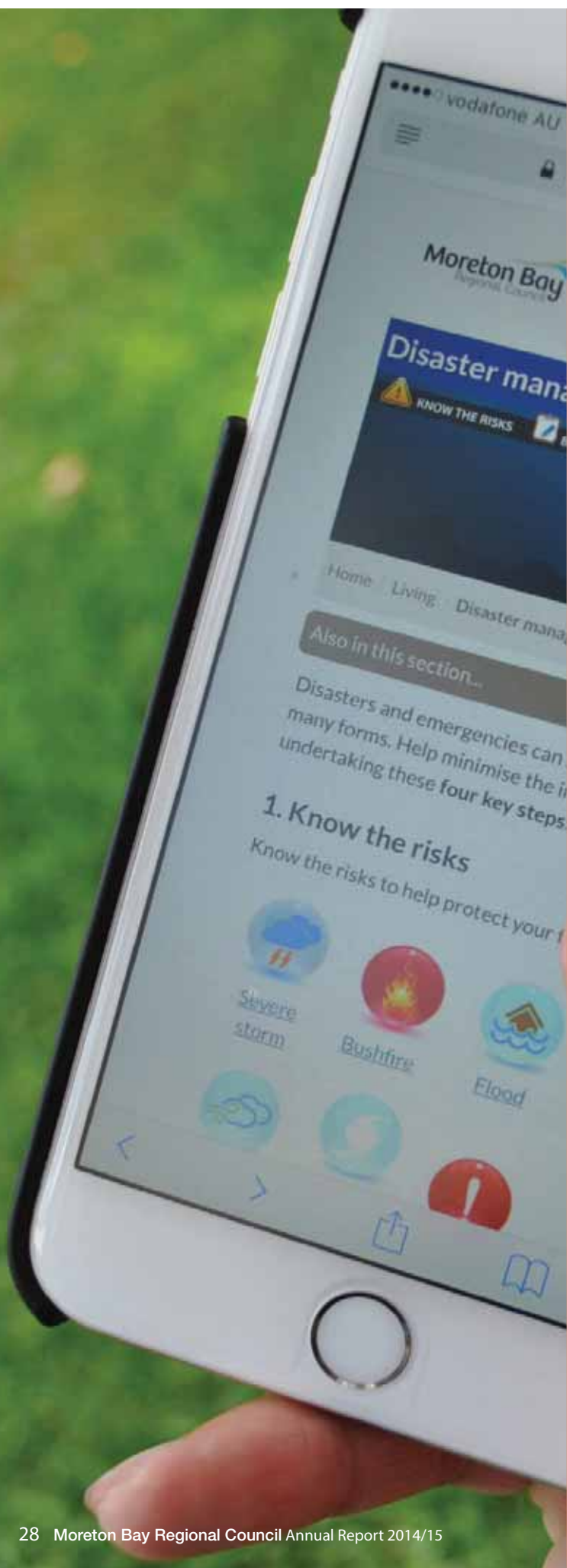
Planning, preparation, response and recovery activities for community disaster events.

Highlights

- More than \$3.5 million was spent preparing for, responding to and recovering from disaster events.
- Council activated its Local Disaster Management Group on two occasions to respond to disaster events:
 - February 2015 - Ex-Tropical Cyclone Marcia
 - May 2015 - SEQ East Coast Low.
- MoretonAlert sent more than one million text messages, 497,700 email alerts and 10,170 voice messages advising residents about severe weather and flooding events.
- 12,972 people registered for MoretonAlert in 2014/15. As of June 30 2015, more than 34,000 residents were registered to receive the alerts.
- Council conducted 14 planned burns across 172 hectares of bushland in preparation for the fire season.
- Council worked closely with emergency services and other government and non-government agencies to undertake the following training exercises:
 - July 24, 2014 – Catastrophic fire impacting Bracalba/Elimbah (response)
 - July 25, 2014 – Catastrophic fire impacting Bracalba/Elimbah (recovery)
 - November 3, 2014 - Mt Nebo State School fire evacuation
 - June 10, 2015 - Earthquake exercise
 - June 18, 2015 - Narangba Industrial Estate fire exercise
- Council received funding from the State Government to undertake a number of regional Get Ready Queensland disaster initiatives. Get Ready activities included an advertising and newspaper 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; and a combined Emergency Services Expo on Bribie Island.
- Council promotions 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 which incorporates bushfire siren and road signage.
- Eight local SES volunteers received honours at the 2014 SES Week Awards ceremony. Awards were presented to Louise Goodrich, Nathan Ward, David Bailey, Robert de Haan, Kevin O'Donnell, Benjamin Arthur, Peter Wren and Kirsty Laili.
- The efforts and achievements of Moreton Bay SES volunteers were recognised and celebrated at the inaugural Moreton Bay SES Awards in Burpengary for their commitment to the community.



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MoretonAlert registrations continue to grow

More than 34,000 local residents have registered with Moreton Bay Regional Council's free MoretonAlert service since its introduction three years ago.

In just the last year the number of local residents registered with the service has more than doubled.

The state-of-the-art messaging service can send thousands of alerts simultaneously to mobile phones, email accounts and landline telephones following the issuing of a severe thunderstorm or flash flood warnings from the Bureau of Meteorology and alerts from Seqwater about releases from North Pine Dam.

MoretonAlert complements a suite of existing warning services offered by the Bureau of Meteorology and emergency services agencies.

Council's disaster management team operates the service through the Local Disaster Coordination Centre and a combination of other mobile technologies in the field.

Messages include a direct link to the weather radar and information about any current warnings for the region.

Signing up is easy and can be done online and over the phone.

Customer services

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

Highlights

- Council's call centre responded to 241,191 calls with more than 97 per cent resolved at the first point of contact.
- More than 69,000 customer transactions were processed at council's customer service centres. 92 per cent of enquiries were resolved.
- 94 per cent of customers said they were satisfied with their dealings with council's call centre and customer service centres.
- 140,000 items of correspondence, emails and faxes were processed and distributed electronically across the organisation on the same day they were received.
- Council responded to an average of 1,747 online service requests each month. Requests were received via council's mobile Apps and website.
- Council's website attracted more than 2.5 million visits for information on local events, news and council services. This is an increase of 42 per cent on last year.
- 44.3 per cent of visits to council's website were via a mobile or tablet device.
- 7,869 residents registered to receive their rates notice electronically. Electronic notices provide the customer with the option to view and pay rates via smartphones, tablet or other internet-enabled devices.



Top 8 visited pages on council's website

1. Homepage – 689,992
2. Road condition reports – 387,030
3. Current opportunities – 185,007
4. Contact council – 147,903
5. Upcoming events – 128,903
6. Employment with council – 87,464
7. Things to see and do – 77,800
8. Planning scheme – 74,531

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:

- Economic development;
- Strategic planning;
- Community services;
- Governance;
- Regulatory services;
- Environmental services;
- Waste management;
- Public infrastructure; and
- Recreation and culture.

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New Home for Missing Pets

In January 2015, council commenced work on the second stage of the Dakabin Animal Care Centre to assist with the care of lost animals.

The \$1.3 million purpose-built facility will help deliver vital animal management services 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's local laws.

Highlights

- Council responded to 19,000 animal-related enquiries.
- Council responded to over 7,500 local law-related enquiries.
- Council supported the RSPCA's desexing program and continued to promote responsible pet ownership.
- Council provided discounted microchips to 691 pets.
- Council delivered 146 PetSmart education sessions to schools, reaching 12,260 students.
- 12,233 cats were registered.
- 64,015 dogs were registered.

Building and plumbing services

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

Highlights

- Responded to 2,531 development related complaints. The top two issues were illegal land uses and illegal building/structures.
- Inspected 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.
- Promoted and supported the State Government's pool safety laws. Conducted approximately 215 onsite inspections to ensure pool fencing met state government safety standards.
- Continued to promote, electronic document lodgement by private building certifiers.
- Advertised council's free Flood Check Property Reports.
- Continued to work closely with the State Government to review building and building certification legislation to identify challenges, barriers and areas of improvement.
- Received and approved 2,630 domestic plumbing applications
- Received and approved 630 commercial/industrial/multi-residential plumbing applications.
- Continued to work closely with the State Government to review plumbing legislation to reduce red tape and regulatory burden on local government, consumers and industry associated with the plumbing application process. Council is represented on the State Government's Plumbing Industry Consulting Group that contributes to the state's policy position on plumbing-related matters.

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Development assessment

Assessment of development applications and provision of development advice.

Highlights

- Received 2,343 development applications.
- 2,128 development applications were processed.
- 3,918 lots were endorsed of which 3,738 were residential.
- Received 6,673 customer requests for information and services including land use, lot reconfiguration and planning advice.
- 502 pre-lodgement meetings were held.
- Completed 87 per cent of customer requests within three business days.
- 84 per cent of decision notices were issued within five business days.
- 100 per cent of initial environmental health licences were issued within regulatory timeframes.
- In the calendar year ending December 2014, the Moreton Bay Region recorded:
 - the highest number of standard lot registrations (2,307) in Queensland
 - the highest new lot sales (2,432) in Queensland and
 - the highest detached dwelling approvals (3,072) in Queensland.
- Major economic investment projects approved or under construction included:
 - IKEA, North Lakes
 - Westfield expansion, North Lakes
 - Bunnings, Brendale
 - Masters, Brendale
 - Sandstone Point Hotel
 - Specialist Medical Centre, North Lakes
 - Neighbourhood Centre anchored with Woolworths, Dakabin
 - Shopping Centre, Burpengary
 - Shopping Centre expansion, Warner
 - Halcyon Retirement Village, Caboolture
 - Stockland townhouse development (122 townhouses), North Lakes
 - Living Gems Manufactured Home Park (277 dwelling units), Morayfield
 - North Harbour Estate Stages 1 to 6 (190 lots), Burpengary
 - Bribie Lakes Estate, Bribie Island
 - The Sanctuary Estate, Dakabin
 - 118 modular townhouses, Morayfield





Mosquito Treatments

Council's helicopter treated more than 33,480 Ha of saltmarshes in 2014/15 as part of the region's continuing vector management program.

Saltmarsh mosquito larvae were targeted in tidal areas including the Redcliffe Peninsula, Griffin, Murrumba Downs, Mango Hill, Lawnton, Burpengary, Beachmere, Bribie Island, Donnybrook, Elimbah, Ningi and Toorbul.

Barrier treatments targeting adult mosquitos were also completed across council reserves where fresh water pooled after rain events.

Council also encouraged residents to play their part in reducing the impact of mosquitos by taking five minutes to empty any containers in the yard that collected rainwater and provided ideal breeding conditions for mosquitos.

Public health services

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

Highlights

- Council's immunisation clinics provided 3,309 vaccinations while an additional 15,048 were administered at local schools.
- More than 3,300 food industry employees accessed council's food hygiene training website.
- Council's food safety officers conducted more than 1,500 inspections on food premises.
- Council managed 11 cemeteries.
- There were more than 31,500 views of council's online cemetery database.
- More than \$1 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.

