



## 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.**

A photograph showing a person in a wheelchair from a low-angle perspective. The person is wearing a colorful, patterned shirt. The background is a blurred indoor setting, possibly a community center or library, with a ceiling fan and bookshelves visible. The image is partially obscured by a white text box on the right side of the page.

# STRENGTHENING COMMUNITIES

## **Region committed to access and inclusion**

Council adopted its first Disability Access and Inclusion Policy in March 2017, demonstrating council's commitment to improving the accessibility and inclusiveness of infrastructure and services in the Moreton Bay Region.

The policy provides council with a clear framework to improve access and inclusion in the region, including compliance with relevant legislation and standards.

With the policy now in place, council is working to deliver a supporting Disability Access and Inclusion Plan, which will clearly set out a strategic approach to bettering access in the region, exploring practical ways to continue to improve the accessibility of council infrastructure, services and information moving forward.

Community consultation is playing a major role in shaping the region's first Disability Access and Inclusion Plan, expected to be finalised and in operation in the 2017/18 financial year.

# COMMUNITY SERVICES

## Community capacity building

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

### Highlights

- Supported 121 funding applications from community organisations and creatives throughout council's Community Grants Program and Regional Arts Development Program.
- Launched the Know Your Neighbour initiative in a bid to connect residents and build stronger, resilient communities. The initiative provided a range of resources to encourage neighbours to Say G'day and get to know one-another.
- Delivered a series of six workshops as part of the Connected Communities Program. The program was designed to encourage residents and volunteer community groups to undertake innovative community projects throughout the region.
- Supported Harmony Day 2017, providing funding to eight community events, projects and initiatives to celebrate the region's cultural diversity. More than 1500 people chose Harmony Day to take the pledge and become Australian Citizens as part of a special Harmony Day Citizenship Ceremony.
- Partnered with local community organisations to celebrate NAIDOC Week. Initiatives included a community fun day in Deception Bay, flag raising ceremony in Caboolture, and Aboriginal storytelling with kindergarten students in Redcliffe.
- Partnered with Reconciliation Queensland, local Indigenous members and community organisations to deliver events during National Reconciliation Week. Initiatives included a Welcome to Country, speeches from Aboriginal and Torres Strait Islander Elders and Reconciliation Queensland, student presentations and cultural performances.
- Launched a new professional development program for artists in the Moreton Bay Region. The Cultivate the Arts program saw more 100 local artists, crafters and hobbyists participate in monthly creative workshops, whilst a further 16 artists (including five Indigenous artists) were assisted to complete an intensive business planning and mentoring program.
- Delivered a series of workshops through council's Animating Moreton program to support artists and community members in developing the Beachmere Music and Arts Festival.
- Celebrated the region's volunteers during National Volunteer Week in May. Throughout the year volunteers assisted with local community events in local libraries, museums, art galleries, community services and tourist information centres.

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## Community support services

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

### Highlights

- Birralelee Child Care Centre at Ferny Hills provided centre-based early childhood education and care for children aged from six weeks to five years.
- Operated Birralelee at 100% occupancy throughout the 2016/17 financial year.
- Celebrated Birralelee Child Care Centre's 40th year of operation in April with past staff and students.
- Delivered 186 383 hours of home-based early childhood education and care to families through the Pine Rivers Family Day Care service between 1 July and 31 December 2017.



# STRENGTHENING COMMUNITIES

## **New SES Headquarters for Moreton Bay**

Council officially opened the region's new \$1.36 million State Emergency Service (SES) headquarters and Petrie SES group building in Murrumba Downs in March 2017.

The new facility boosts the resilience of the Moreton Bay Region in times of severe weather and other emergencies, providing a new base for the expanding Petrie SES and a new, centralised coordination centre for Moreton Bay Executive SES unit, all under one roof.

The headquarters also provides ample office space, conference and training facilities, a communications room, kitchen and bathroom facilities, access lift, a large storage shed and generous garage to house vital equipment including boats and vehicles.

Less than one week after opening, the SES utilised the facility to coordinate the response to 456 jobs across the Moreton Bay Region as part of heavy rainfall and destructive winds from Ex-Tropical Cyclone Debbie.

The transformation was funded by Moreton Bay Regional Council (\$961 600), the Queensland and Commonwealth Governments' joint Natural Disaster Resilience Program (\$348 400), and an SES Accommodation Grant from Queensland Fire and Emergency Services (\$50 000).

# COMMUNITY SERVICES

## Disaster management

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

### Highlights

- Spent more than \$3 million preparing for, responding to and recovering from disaster events.
- Activated council's Local Disaster Coordination Centre, Local Disaster Management Group and the Moreton Recovery Group to respond to weather events on 29, 30 and 31 March associated with Ex-Tropical Cyclone Debbie.
- Issued more than 950 000 text messages, 543 300 emails and 13 790 voice messages via MoretonAlert advising residents of severe weather and flooding warnings.
- Registered 5298 new residents for MoretonAlert in 2016/17 totalling more than 44 698 registrations.
- Improved early flood alert messages to more than 8000 residences and businesses in flood-prone areas. Technology was used to map and establish automatic triggers using 32 flood gauges throughout the region.
- Conducted 20 planned burns across 193 hectares of bushland in preparation for the fire season.
- Worked closely with emergency services and other agencies to undertake four training scenarios which included bushfire, severe weather and storm tide.
- Received funding from the Queensland Government to undertake a number of regional Get Ready Queensland disaster initiatives. Get Ready activities included:
  - ▶ advertising campaign in regional newspapers;
  - ▶ partnering with Red Cross to undertake a human services sector mapping project in Caboolture and Deception Bay;
  - ▶ purchasing generators for the Mt Glorious and Dayboro community halls;
  - ▶ developing interactive website tool to support disaster management; and
  - ▶ participating in emergency services expos at Bribie Island (October 2016) and Samford (May 2017).
- Encouraged residents to be prepared for the region's annual storm and bushfire seasons.
- Partnered with Queensland Fire and Emergency Services and Queensland Parks and Wildlife Service, to carry out testing of the Mount Nebo and Mount Glorious Early Warning System which incorporates bushfire siren and road signage.
- Congratulated nine local SES volunteers who received awards for their dedicated service at the 2016 SES Unit awards ceremony.

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## Community safety

Community safety and crime prevention strategies.

### Highlights

- Operated 886 CCTV cameras throughout the Moreton Bay Region to enhance security and community safety including responding to requests made by Queensland Police.
- Enhanced council's CCTV network by consolidating all existing CCTV systems into a single network.
- Responded to 2220 instances of graffiti across the region.
- Boosted public safety by improved lighting along public footpaths and connections linking to the Redcliffe Peninsula Rail Line.
- Invested more than \$300 000 installing and upgrading existing lighting in public spaces.



# STRENGTHENING COMMUNITIES

## **Customers support council's digital focus**

Council continued to expand its customer services online, launching an online transaction portal (eMBRC) and a planning and development application platform (MB+), after customer feedback highlighted the need for council services to be more accessible.

Since launching eMBRC in 2016 almost 17 000 residents have signed up to receive their council rate notices direct to their email address. The free service also provides electronic reminders and as well as links to a range of flexible online payment options 24 hours a day, seven days a week.

The introduction of MB+ resulted in better planning and development outcomes with 66 per cent of all code assessable applications turned around in 35 business days or less, and 70 per cent of operation works applications met within 20 business days.

Meanwhile visitation to council's website grew to 2.83 million visits. Almost half of these visits are now made on a smartphone or tablet device. Online transactions also increased by 15 per cent to more than 85 000 visits.

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# GOVERNANCE

## Customer services

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

### Highlights

- Responded to 240 405 calls with 98 per cent of enquiries resolved at the first point of contact.
- Achieved an overall customer satisfaction rating of 94 per cent for call centre operations.
- Assisted 54 400 customers at council's customer service centres and resolved 97 per cent of enquiries at first point of contact.
- Achieved an overall customer satisfaction rating of 99 per cent for customer service centre operations.
- Processed more than 73 500 customer transactions and requests including the registration of 961 animals.
- Processed 151 600 documents, emails and faxes across the organisation.
- Responded to an average of 1900 electronic service requests each month. Requests were received via council's mobile apps, email and website.
- Increased visitation of council's website by 3.4 per cent to more than 2.83 million visits. Almost half of all visits were via a mobile or tablet device.
- Saw a 91 per cent increase of residents electing to receive their rates notices electronically with more than 17 000 residents now signed up. Electronic notices provide the customer with the option to view and pay rates via smartphones, tablet or other internet enabled devices.
- Almost doubled the number of building and residential properties able to have reports generated and emailed within minutes.
- Supported council's online presence, including the top six pages:
  - ▶ Road conditions report: 207 351 views
  - ▶ Current opportunities: 156 330 views
  - ▶ Contact council: 147 511 views
  - ▶ Libraries: 140 891 views
  - ▶ Upcoming events: 121 828 views
  - ▶ Fees and charges: 89 815 views.

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## Office of the CEO

Overall leadership and coordination of council activities.

### Highlights

- Continued to measure council's performance in line with the Corporate Plan, helping to ensure a focus on maintaining a high standard of service and delivering value for money.
- Delivered under the Corporate Plan, which highlights key performance indicators for council services including:
  - ▶ Economic development
  - ▶ Strategic planning
  - ▶ Community services
  - ▶ Governance
  - ▶ Regulatory services
  - ▶ Environmental services
  - ▶ Waste management
  - ▶ Public infrastructure
  - ▶ Recreation and culture.

# STRENGTHENING COMMUNITIES

## Safe streets, safe schools

Council continued to invest in road safety across the region, installing new flashing school speed zone signage adjacent to Genesis Christian College at Bray Park in late 2016.

To further enhance community safety, council also introduced a new Parksafe vehicle.

This vehicle is part of a broader program aimed at improving safety around schools and on local streets.

The new Parksafe program will help regulate parking across the region and reduce the number of vehicles double-parked in school zones.

The program will also target motorists who overstay parking limits, causing congestion and limiting the ability for parents and carers to drop off and pick up children in safe locations.

The rollout of the vehicle serves as a visual reminder for motorists to do the right thing on council-controlled roads and to park safely in designated spaces, especially within the region's school precincts.



# REGULATORY SERVICES

## Local laws

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

### Highlights

- Responded to 23 394 animal-related and local law-related enquiries.
- Supported the RSPCA's de-sexing program promoting responsible pet ownership.
- Conducted 146 patrols aimed at ensuring safer parking around local schools.
- Registered 64 987 dogs and 12 521 cats.

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## Public health services

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

### Highlights

- Responded to 9026 public health-related enquiries.
- Issued 100 per cent of initial environmental health licences within regulatory timeframes.
- Provided 17 901 vaccinations throughout local high schools and a further 2162 vaccinations via established Community Immunisation Clinics.
- Provided access for more than 4899 employees within the food industry to council's food hygiene training website.
- Conducted more than 1565 inspections of food premises.
- Managed and maintained 11 cemeteries.

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## Building and plumbing services

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

### Highlights

- Responded to 2680 development complaints, primarily relating to illegal building structures and illegal land uses.
- Issued 82 per cent of Planning and Development Certificates within regulatory timeframes.
- Approved 2861 domestic and 849 commercial, industrial and multi-residential plumbing applications.
- Inspected unlawful budget accommodation buildings in partnership with Queensland Fire and Rescue Service to ensure providers met safety fire standards and planning requirements.
- Conducted more than 318 onsite inspections to ensure swimming pool fencing met Queensland Government safety standards.
- Facilitated educational seminars to bring building certifiers up-to-speed with requirements of the Strategic Planning's directive for carports within the front boundary setbacks of the Moreton Bay Regional Council Planning Scheme.
- Acted as representative to the Queensland Government's Building and Plumbing Industry Consulting Group, Building and Development Dispute Resolution Committees and the Services Trade Council.
- Promoted electronic application lodgement to industry with widespread uptake by private building certifiers to improve the efficiency of council's building and plumbing service.



# STRENGTHENING COMMUNITIES

## North Lakes welcomes IKEA and \$170 million Westfield extension

Council welcomed the completion of North Lakes' much-anticipated IKEA store and \$170 million Westfield expansion in November, which delivered more than 4700 construction and 900 new retail jobs for the region.

What was once 1000 hectares of farmland is now one of the region's busiest commercial and residential hubs - home to more than 20 000 residents.

As a result of key strategic planning and investment attraction, North Lakes now rivals Chermside as the shopping mecca boasting Queensland's only Costco, new IKEA store, Primewest's Homemaker Centre, one of Queensland's largest Bunnings, and more than 280 retailers in Westfield North Lakes.

Investment in North Lakes will continue with Laguna North Lakes (adjacent to The Corso), expected to change the face of the North Lakes CBD with boutique shopping and dining laneways; 140-room hotel, tavern and function space; aquatic centre with lap and recreational pools; and public green space.

North Lakes was named Australia's Best Master Planned Community in the 2017 Property Council of Australia/ Rider Levett Bucknall Innovation and Excellence Awards.

# REGULATORY SERVICES

## Development assessment

Assessment of development applications and provision of development advice.

### Highlights

- Received 3789 development applications (all types).
- Processed 3857 development applications.
- Endorsed 4088 lots of which 3367 were residential.
- Received 6976 customer requests for information and services including land use, lot reconfiguration and planning advice.
- Received 300 Planning and Development Certificates of which 239 were limited, 55 were standard and 6 were full certificates.
- Held 170 pre-lodgement meetings, assisted 46 callers and issued 189 pieces of written correspondence.
- Completed 82 per cent of customer requests within three business days.
- Issued 92 per cent of decision notices within five business days.
- Developed a Customer Service Charter to measure and continually improve performance.
- Fast-tracked the assessment of plan sealing and operational works applications via accredited consultants and council certification.
- Reformed council's fees and charges, improving clarity and introduced a sliding fee scale for reconfiguring a lot.
- Extended pre-lodgment services options to better meet customer needs and improve timeliness of planning advice.
- Developed a number of new online tools including fee calculator and online application lodgment and fee payment service.
- Recorded in the calendar year ending December 2016:
  - ▶ the highest number of residential lots approved (4231) in Queensland. This figure is more than double any other Local Government and makes up a third of all lots approved in South East Queensland
  - ▶ the highest number of residential lots endorsed (1665) in Queensland
  - ▶ the second highest new lot sales (978) in Queensland.
- Major economic investment projects approved or under construction included:
  - ▶ North Harbour Estate, Burpengary East (Stage 1 - 1095 Lots)
  - ▶ The Meadows Estate, Strathpine (400 Lots)
  - ▶ Riverbreeze Estate, Griffin (388 lots)
  - ▶ Capestone, Mango Hill (Stage 11 and Town Centre)
  - ▶ Isle of Newport (Stage 2 - 1400 Lots and 125 Retirement Living Units)
  - ▶ Aspire Estate, Griffin (280 Lots)
  - ▶ Marine Parade, Redcliffe (136 Units)
  - ▶ Service Station Pumicestone Road, Caboolture
  - ▶ Baynes Street, Margate (65 Units and retail)
  - ▶ Dix Street, Redcliffe (99 Units)
  - ▶ Sydney Street, Redcliffe (20 Units)
  - ▶ Coutts Drive, Burpengary (190 Lots)
  - ▶ Amity Estate, Narangba (467 lots).

