

Our Engaged Council



Council's Pathway Patrol use e-bikes that report defects in footpaths and bikeways.

An Engaged Council

Our Goal

By 2033, our Moreton Bay Regional Council will be an accountable, transparent, engaged and responsive organisation committed to great customer experiences and continuous innovation in service delivery.

Our Outcomes

- 01** We are leaders in good governance and sustainably manage our finances and assets.
- 02** We actively plan for the future and advocate in the best interests of our communities.
- 03** Our communities are engaged, heard and informed.
- 04** We are responsive, trusted and provide great customer experiences.
- 05** We harness technologies to drive innovation, efficiencies and informed decision-making.
- 06** Our teams are safe, inclusive, capable, and empowered to deliver their best.





Reimagining Moreton Bay: A new kind of city

In the 2022-23 financial year, through collaboration with our residents, businesses and stakeholders, we were able to lay the foundations to successfully undergo a classification change to transform from a region to Australia's newest city.

Moreton Bay's City Reclassification Proposal underwent significant community engagement in early 2022 and in May 2023, the Deputy Premier recommended the change for consideration by the Change Commission.

Council's proposal received the Australian Government's 2022 Local Government National Award for Regional Growth with the proposal receiving high praise for its ambitious goal to strengthen investment and improve liveability in Moreton Bay.

Becoming a highly connected, multi-centre community where people can live, work and visit is an opportunity for Moreton Bay to redefine what it means to be a modern city.

We want to create Queensland's first subtropical 'polycentric city', which means having many centres rather than one big central business district (CBD) attracting the lion's share of infrastructure and investment. Instead, we'll have several urban centres linking to smaller communities - Caboolture, Morayfield, North Lakes, Redcliffe, Petrie and Strathpine – in a bid to spread employment, business investment and demands on infrastructure.

2022-23 Deliverables

Advocacy

Moreton Bay was successfully reclassified as a city, the result of a submission to the Local Government Change Commission. The Moreton Bay City Reclassification project won a 2022 National Award for Local Government.

Convened the Mayor's 2032 Legacy Working Group to discuss legacy projects and initiatives for the city, the first Queensland council to do so.

Moreton Bay Central Sports Complex was selected as the Brazilian team's training venue during FIFA Women's World Cup 2023.

Council undertook extensive engagement with Council of Mayors (SEQ) to seek funding support for Council's plans to introduce a garden organics collection service by December 2024, and a full Food and Garden Organics (FOGO) service thereafter.

Sustained advocacy resulted in the Queensland Government convening a working group and releasing a consultation paper with reforms to strengthen the regulation of dangerous dogs to protect our community.

Council conducted a review of over 1,700 of its properties suitable for social and affordable housing, as a contribution to Council's efforts to tackle the housing crisis.

Consulted on state government's 2032 Olympic and Paralympic Games legacy planning and aspirations as part of the State Legacy Forum.


Formally joined the state government-led Project Control Group for the 2032 Moreton Bay Indoor Sports Centre.

Progress towards the construction of a wildlife hospital in Moreton Bay, with Council facilitating a successful stakeholder workshop which agreed on a way forward.

Asset Maintenance

Parks ground maintenance activities including:

- 2207 designated parklands across the region, which equates to 22 million square metres of maintainable area
- 74 foreshore recreational areas, which equates to 286,000 square metres of maintained open space areas along the city's coastlines
- 1,540 natural area green sites, which equates to 61 million square metres of natural habitat
- 12.5 million square metres of rural roadside verges
- 14 million square metres of open green space areas, consisting of sports fields, urban road reserves, gardens, dog off leash areas, community facilities, cemeteries, streetscapes, walkways and business precincts.



Council's Tree Register now consists of 93,000 registered street tree assets across the region, which categorises tree assets, recording details such as health and condition of the tree, species, age etc. The register is now including 'habitat trees', which are trees deemed no longer viable for growth, however, provide living places and other resources for many kinds of animals and plants. Habitat trees have lots of hollows, cracks and crevices of various sizes, where animals may live, breed or shelter.

Council proactively undertook pothole patching works to 6,555 pothole defects across the city.

Council undertook 7,800 square metres of concrete footpath renewal and replacement works to footpath assets across the city, and proactively undertook concrete grinding rectification works to 2,241 displacement defects on the footpath network.

Asset Management

Recorded over 8,500 new or replacement infrastructure assets and continued to develop and enhance Council's portfolio asset management plans to ensure community assets are proactively, cost-effectively and sustainably managed.

Continued development and delivery of innovative technology to enhance asset maintenance and management practices and enable proactive and responsive service delivery, including 31 cameras on waste collection trucks, e-bikes and Council vehicles, which are used in conjunction with artificial intelligence to detect road and footpath defects.

Consulted on state government's 2032 Olympic and Paralympic Games legacy planning and aspirations as part of the State Legacy Forum.

Community Engagement

Council continued to fulfil its commitment to inclusive, meaningful and responsive communication and engagement with our communities to inform our leadership and decision-making by:

- maintaining our central hub for engagement, Your Say Moreton Bay that now has 7,338 community members registered as users
- considered a total of 8,742 survey responses from three separate Moreton Says Pulse surveys
- considered more than 3,200 community contributions from project specific engagements; including consulting on Council's five new strategies that support our Corporate Plan
- held 34 community activations to create face-to-face opportunities for our communities to have their say on key projects
- maintained our network of community members who have put their hands up via Moreton Connects, to be called upon to participate in engagement activities and help promote engagement opportunities.

Customer Response

Supported the preparation of a new suite of local laws that are easily understood by the community and contribute to maintaining amenity of our public spaces.

Conducted 1,604 appeals and internal reviews for penalty infringements within the required time frame.

Customer Service

Responded to 249,728 calls, with 98% of enquiries resolved at the first point of contact (overall customer satisfaction rating of 92%).

Assisted over 28,500 people at Council's customer service centres and resolved 95% of enquiries at first point of contact (overall customer satisfaction rating of 98%).

Processed more than 76,000 customer transactions and requests (includes an average of 4,600 eRequests each month).

Financial Operations

Council implemented improvements to its property rating service and customer experience, including:

- reviewed layout of rate notice to provide clear, concise and transparent information based on feedback received from ratepayers
- implemented Payble - improving customer experience through flexible payment plans using credit cards or direct debit options
- implemented SMS notifications to ensure ratepayers are informed about rates billing.

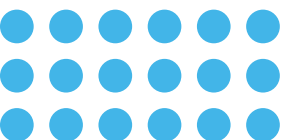
Council reviewed and updated its Long-Term Financial Forecast (LTFF) to ensure financial sustainability is maintained. The LTFF assumptions have considered the current inflation projections and current market conditions in its assumptions.

Council continued to progress the development of a new framework to support strategic procurement practices. Council decided to apply the strategic contracting procedures to Council's contracts from 1 February 2024. This will lead to better contracting outcomes and ultimately provide better value for the community. The approach will provide greater opportunities for our local suppliers, social enterprises and Indigenous businesses to do business with us.

Council continues to support local businesses through its Local Preference initiative.

Governance and Executive Services

Council continued to deliver its Governance and Integrity Program to ensure the continuous improvement of governance systems and practices to improve trust and confidence of our communities and other stakeholders in Council. A review of the program has commenced and will be completed in the 2023-24 financial year.



Council adopted a suite of five long-term strategies that will work together with Council's Regional Economic Development Strategy to provide direction for the transformation of the city over the next 10 to 20 years, including:

- Community Wellbeing Strategy
- Environment and Sustainability Strategy
- Growth Management Strategy
- Integrated Transport Strategy
- Organisational Excellence Strategy

The strategies align with our five strategic pillars to help deliver our vision, goals and outcomes in the Corporate Plan and respond to current and emerging challenges and opportunities.

Council completed a review of its sub-delegations (from the CEO to officers) to improve transparency, awareness and operational decision-making.

Council's complaints management process has been socialised with key internal stakeholders to help improve internal complaints handling and responsiveness, reduce recurring complaints and identify recommendations for improvements to operational decision-making processes.

Media and Communications

Council continued to provide relevant, accurate and timely information to residents about Council business, services, facilities, events, projects and disaster management.

Council's corporate Facebook page reached 13.8 million users and gained 4,655 new followers, engaging 826,000 people from 1,115 posts.

More than 200 Facebook videos were produced in-house, attracting 495,000 views.

Council's corporate LinkedIn channel gained 5,401 new followers and engaged 42,700 people from 176 posts.

Council published 180 media releases to keep the public informed of relevant and timely news about Council's policies, programs, strategies, services and initiatives.

People, Culture and Safety

In response to current labour market conditions and Australia-wide attraction and retention challenges, Council continues to review its recruitment practices and is developing strategies to ensure that we have a suitably skilled "future fit" workforce.

With the introduction of the Psychosocial Hazards at Work Code of Practice 2022, Council completed a staff survey and risk assessment that details how we can best manage and mitigate psychosocial hazards and risks in the workplace.

Project Management

Delivered over \$130 million of capital projects, including:

- an array of sporting and club facilities, fields, park upgrades, lighting, and signage projects
- new public buildings, including: libraries, amenities and asset refurbishments
- multiple intersection upgrades, road rehabilitation and active transport projects
- stormwater improvement, wetlands, seawalls and dredging projects.



Council tech catching car thieves in Moreton Bay

The provision of automated Vehicle of Interest (VOI) alerts to Queensland Police Service (QPS) is an innovative and unique program. Emails are generated when a stolen vehicle or vehicle of interest (e.g. stolen number plates) passes through one of our Licence Plate Recognition cameras, to provide QPS direct and real-time reporting of movements of a vehicle of interest. Moreton Bay is the first local government to offer this service and set a standard that other large councils are currently attempting to emulate.

In the last financial year, over 6,400 alerts were generated. In many cases, these alerts have been instrumental in the interception or resolution of unlawful use of motor vehicles, stolen licence plates and other more serious offences. Since January 2023, license plate recognition alerts generated by our CCTV system have supported the identification and arrest of 306 offenders and 442 charges.