

# MORETON BAY REGIONAL COUNCIL

ANNUAL REPORT 2018/19

CREATING OPPORTUNITIES   STRENGTHENING COMMUNITIES   VALUING LIFESTYLE







### Our Region

**2,037 km<sup>2</sup>**  
Size

**3,648 km**  
Roads

**294 km**  
Coastline  
and estuaries

**2,984 ha**  
Parks

**175,793**  
Rateable  
properties

**\$18,570m**  
Gross Regional  
Product\*  
(2018)

### Our Community

**459,600**  
Population\*  
(2018 est)

**2.5%**  
Population  
growth\*  
(2008 to 2018)

**38 years**  
Median Age\*  
(2018)

**21%**  
Population under  
15 years\*  
(2017)

**44%**  
Couples with  
children\*  
(2016)

**20%**  
Population  
born overseas\*  
(2016)

### A year in Moreton Bay

**11,500**  
New residents\*  
(2018 est)

**4,130**  
Building approvals\*  
(2018)

**2,600**  
Residential dwelling  
approvals\*  
(2018)

**96.6ha**  
New parks\*  
(2018)

**43.1km**  
New local  
roads\*  
(2018)

**2,700**  
New registered  
businesses\*  
(2018)

**4,390**  
New jobs  
created\*  
(2018)

Source: \*MBRC, ^QGS0, \*REMPLAN

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# OUR REGION

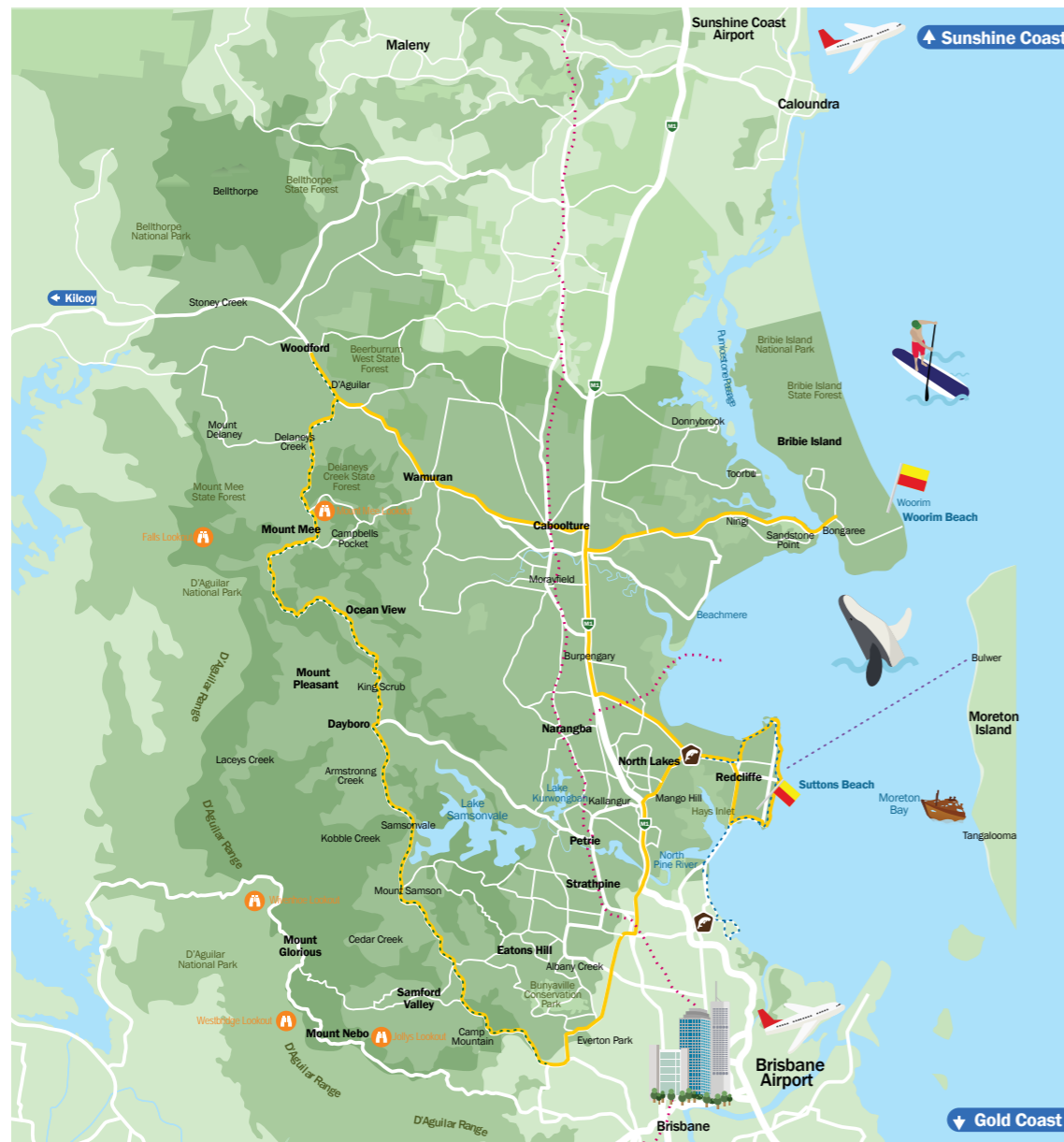
The Moreton Bay Region is a diverse area, spanning more than 2,037 square kilometres and boasting everything from rural townships and urban centres to coastal villages and thriving business precincts – We've Got It All.

Located between Brisbane City and the Sunshine Coast, Moreton Bay is one of Australia's fastest-growing urban regions with its population forecast to grow by over 50 per cent to more than 690,000 by 2041.

Moreton Bay has a strong and connected community that enjoys the benefits of close proximity to the Brisbane CBD and a lifestyle that's second-to-none.

The region offers some of South East Queensland's premier waterfront locations, pristine environmental areas, vibrant entertainment options and thriving cultural and community hubs. Residents enjoy access to award-winning medical, commercial, leisure, entertainment and residential precincts.

Moreton Bay Regional Council acknowledges the *Jinibara*, *Kabi Kabi* and *Yuggera Country* as the traditional lands within our region. We also pay our respects to the traditional custodians and all the Elders past, present and emerging.



# MAYOR AND CEO REPORT



It's been another exciting year for Moreton Bay Region residents as council continued to deliver a program of projects, initiatives and services that make our region a fantastic place to live, work and play.

A not-so-secret gem with an enviable lifestyle, more and more people are making the move to Moreton Bay. In fact, we're one of Australia's fastest growing regions with a population forecast to grow by over 50 per cent to more than 690,000 by 2041, which is larger than the state of Tasmania.

Construction of The Mill at Moreton Bay, located in the region's first Priority Development Area, began to take shape in 2018/19 with the University of the Sunshine Coast's Moreton Bay campus on track to welcome students from 2020. Our region's higher education rate is approximately half the national average and statistics show residents in areas of disadvantage are significantly less likely to engage in tertiary education. To coincide with the opening of the new university, council will help break down the financial barriers that may restrict some local students from pursuing education at the new campus, launching a scholarship program commencing in 2020.

During the year we delivered more than \$34 million of major sporting infrastructure to support our communities' active and healthy lifestyle.

Our commitment to an accessible and inclusive region was underscored by national recognition of council's Backstage Pass program, which provides after-hours access to our arts and cultural services in a low sensory environment.

Thank you to Moreton Bay Regional Council staff for their hard work and commitment to delivering these vital services and projects to residents throughout the region.

**Allan Sutherland**  
Mayor

*A thriving region of opportunity where our communities enjoy a vibrant lifestyle.*

That's Moreton Bay Regional Council's strategic vision and the philosophy that drives our team of dedicated staff who deliver more than 100 services across our region each and every day.

From improving our transport networks; keeping our local parks, waterways and environment clean; providing programs that support jobs, learning and health; and delivering some of the country's premier community and sports facilities.

Community is at the heart of everything we do, and I would like to thank our team of talented and hardworking people who make these services possible.

One of this council's greatest achievements has been its ongoing responsible fiscal management which has seen Moreton Bay achieve its eighth consecutive operating surplus in 2018/19.

This has allowed council to keep rates as low as possible, while continuing to investing in major infrastructure projects that will deliver positive catalytic change for our region for generations to come.

This will deliver new opportunities for education, employment, investment and conservation across Moreton Bay Region; starting with the opening of USC Moreton Bay at Petrie next year.

I'd like to take this opportunity to thank Daryl Hitzman for his service to council, and the Moreton Bay Region, for more than 20 years in a range of roles including as council's Chief Executive Officer since September 2012.

**Graeme Kanofski**  
Acting Chief Executive Officer

# ELECTED REPRESENTATIVES

## Division 1



### Cr Brooke Savige

Representing Banksia Beach, Bellara, Bongaree, Donnybrook, Godwin Beach, Meldale, Ningi, Sandstone Point, Toorbul, Welsby, White Patch, Woorim and parts of Caboolture and Elimbah.

Cr Savige was elected as Councillor for Moreton Bay Regional Council at the 2016 local government elections.

## Division 2



### Cr Peter Flannery

Representing Beachmere, Burpengary East, parts of Burpengary, Caboolture East, Deception Bay, Morayfield and Narangba.

Cr Flannery was a member of Caboolture Shire Council from 2004 until March 2008. He was elected as Councillor for Moreton Bay Regional Council in 2012 and again at the 2016 local government elections.

*Spokesperson for Economic Development, Events & Tourism*

## Division 3



### Cr Adam Hain

Representing Caboolture, Caboolture South, parts of Bellmere, Morayfield and Moodlu.

Cr Hain was elected as Councillor for Moreton Bay Regional Council at the 2016 local government elections.

*Spokesperson for Asset Construction & Maintenance*

# ELECTED REPRESENTATIVES

## Division 4



### Cr Julie Greer

Representing North Lakes, Mango Hill, Griffin, parts of Kallangur, Deception Bay and Narangba Innovation Precinct.

Cr Greer was appointed to Pine Rivers Shire Council at a special meeting in April 2007. She was elected to Moreton Bay Regional Council in March 2008, 2012 and again at the 2016 local government elections.

## Division 5



### Cr James Houghton

Representing Newport, Rothwell, Scarborough, parts of Redcliffe, Kippa-Ring and Deception Bay.

Cr Houghton was a Redcliffe alderman from 1973 to 1976. He was re-elected to Redcliffe City Council in 2004. He was elected to Moreton Bay Regional Council in March 2008, 2012 and again at the 2016 local government elections.

## Division 6



### Cr Koliana Winchester

Representing Clontarf, Woody Point, Margate, Redcliffe (south) and Kippa-Ring (south).

Cr Winchester was a Redcliffe City Councillor from 2005 to March 2008. She was elected as Councillor for Moreton Bay Regional Council in 2012 and again at the 2016 local government elections.

*Spokesperson for Parks, Recreation & Sport*



# ELECTED REPRESENTATIVES

## Division 7



### Cr Denise Sims

Representing Kallangur, Murrumba Downs, Petrie and parts of Kurwongbah, Dakabin and Narangba.

Cr Sims was elected as Councillor for Moreton Bay Regional Council at the 2016 local government elections.

*Spokesperson for Lifestyle & Amenity*

## Division 8



### Cr Mick Gillam

Representing Strathpine (east), Bray Park, Lawnton, Joyner, Cashmere (north) and Warner (north).

Cr Gillam served as a Pine Rivers Shire Councillor from 1994 to March 2008. He was elected to Moreton Bay Regional Council in March 2008, 2012 and again at the 2016 local government elections.

*Spokesperson for Planning & Development*

## Deputy Mayor, Division 9



### Cr Mike Charlton

Representing Albany Creek, Brendale, Eatons Hill, Strathpine (west), Warner (south) and parts of Cashmere.

Cr Charlton served on Pine Rivers Shire Council from 1994 to March 2008. He was elected to Moreton Bay Regional Council in March 2008, 2012 and again at the 2016 local government elections. He was elected as Deputy Mayor in May 2013 and again in May 2016.

# ELECTED REPRESENTATIVES

## Division 10



### Cr Matt Constance

Representing "The Hills District" (Arana Hills, Everton Hills, Ferny Hills), Bunya, Draper and southwest Albany Creek.

Cr Constance was elected as Councillor for Moreton Bay Regional Council at the 2016 local government elections.

*Spokesperson for Corporate Services*

## Division 11



### Cr Darren Grimwade

Representing Armstrong Creek, Camp Mountain, Cedar Creek, Clear Mountain, Closeburn, Dayboro, Draper, Highvale, Jollys Lookout, King Scrub, Kobble Creek, Laceys Creek, Mount Glorious, Mount Nebo, Mount Pleasant, Mount Samson, Ocean View, Rush Creek, Samford, Samford Valley, Samsonvale, Whiteside, Wights Mountain, Yugar and parts of Burpengary, Cashmere, Kurwongbah, Moorina and Narangba.

Cr Grimwade was elected as Councillor for Moreton Bay Regional Council at the 2016 local government elections.

*Spokesperson for Regional Innovation*

## Division 12



### Cr Adrian Raedel

Representing Parts of Bellmere, Bellthorpe, Boorobin, Bracalba, parts of Burpengary, Campbells Pocket, parts of Caboolture, Cedarton, Commissioner's Flat, D'Aguilar, Delaneys Creek, Elimbah, Moodlu, Mount Delaney, Mount Mee, parts of Morayfield, Moorina, Neurum, Rocksberg, Stanmore, Stony Creek, Upper Caboolture, Wamuran Basin, Wamuran and Woodford.

Cr Raedel was elected as Councillor for Moreton Bay Regional Council in March 2008, 2012 and again at the 2016 local government elections.

# OUR TEAM

Moreton Bay Regional Council is Australia's third largest local government with more than 1,600 employees. Council employs a workforce dedicated to servicing the needs and enhancing the lifestyle of residents, providing more than 100 services to the community across road and transport infrastructure, parks, sport, rubbish collection and community and cultural facilities. Together, our staff make a significant contribution to our region's local lifestyle, community and economy.

## Corporate Structure



Note: Corporate Structure as at October 22, 2019. Daryl Hitzman was Chief Executive Officer for the 2018/19 financial year. During preparation of this report Graeme Kanofski was appointed to the position Acting Chief Executive Officer and Bruce Davidson to the position Interim Director Finance and Corporate Services.

# OUR PRIORITIES

### Our Vision

A thriving region of opportunity where our communities enjoy a vibrant lifestyle.

### Our Mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focusing on excellence and sustainability.

### Our Values

Council proudly upholds the following values in its daily operations with customers, external partners and staff.

Moreton Bay Regional Council is dedicated to serving the community to create a region with increasing opportunities for residents to live and work, a place with healthier and more sustainable lifestyles, and a place that has a healthy natural environment.

Council's priorities, decisions and policies are guided by the Corporate Plan 2017-2022 which sets a clear strategic direction through its vision, mission and value statements. The Corporate Plan responds directly to the 2011-2021 Community Plan and outlines what council is doing to achieve our region's vision.

Council's Operational Plan outlines key performance indicators and goals and is designed to support and deliver the objectives of the corporate plan.

In conjunction with the Operational Plan, council adopts a budget each year which allocates resources to achieve our vision.

This document outlines council's achievements, 'Our Success', in delivering services to the Moreton Bay Region and shows council's progress in delivering the actions from the corporate and operational plans.

Respect	Service	Integrity	Teamwork	Sustainability
<p>We listen to people</p> <p>We treat people fairly and consistently</p> <p>We embrace diversity and opinions</p> <p>We treat others as we wish to be treated</p>	<p>We seek to understand the needs of those we serve</p> <p>We strive to exceed expectations</p> <p>We communicate clearly</p> <p>We take a positive approach</p> <p>We are proud to serve our community</p>	<p>We are ethical and honest</p> <p>We take responsibility for our actions</p> <p>We act within statute and law</p> <p>We take pride in the manner in which we perform our duties</p>	<p>We promote a friendly, supportive work environment</p> <p>We inspire and encourage innovation</p> <p>We develop and maintain relationships</p> <p>We work collectively to achieve common goals</p> <p>We work collaboratively with our community and external partners</p>	<p>We focus on the future</p> <p>We respect the environment</p> <p>We demonstrate leadership by example</p>



# CREATING OPPORTUNITIES

A REGION OF OPPORTUNITY FOR ALL

## Our Vision

- A place where housing and infrastructure supports our growing population and enhances our lifestyle.
- A place where people of all ages have easy access to education and training opportunities.
- A place where residents, businesses and industry enjoy the benefits of a strong, growing and diverse economy.

## Our Strategic Priorities

- Well-planned growth: our residents will live in places that maintain the balance between a sense of community, growth, environment and lifestyle.
- Digital literacy and commerce: our households and business will be part of a global network using the very latest digital technology.
- Local jobs for residents: our vibrant and sustainable business and industry sectors will be employing well-trained and suitably qualified local residents.

## Achieving Our Success

- A sustainable and well-planned community
- A digital region
- An innovative and thriving economy



## Supporting a growing region

As the Moreton Bay Region continued to welcome more residents, visitors and businesses throughout 2018/19, council sustained its commitment to investing in projects and services that support a thriving and sustainable economy.

Australia's first greenfield university in more than 20 years, USC Moreton Bay, began to take shape at Petrie. Coupled with the launch of council's new scholarship program, it will help to improve the region's low tertiary education rates and tackle unemployment by preparing the next generation for jobs of the future. It will also provide local businesses with access to a technology-savvy and educated local workforce.

Council took steps to ensure the Moreton Bay Region stays at the forefront of digital innovation including installation of smart parking, digitisation of popular heritage walks, and use of artificial intelligence to improve the accuracy and timeliness of maintenance requests.

Strategic partnerships attracted increased investment to the region, supporting local businesses and jobs. Most notably, the establishment of a new inflatable waterpark,

AquaSplash, attracted more than 27,500 visitors to Pelican Park, Clontarf, with flow on benefits to local businesses along the Redcliffe Foreshore.

Our strong and growing economy is backed by industry confidence with giants such as IKEA, the Super Retail Group and the Health Development Corporation (Morayfield Health Hub) all making their move to Moreton Bay. Equally, many local businesses are making their mark in national and international markets.

Council's partnership with Moreton Bay Region Industry and Tourism (MBRIT) saw the establishment of the region's first flagship foodie celebration, the Moreton Bay Food and Wine Festival, showcasing the region's local producers and products to thousands of visitors. An ongoing emphasis on destination marketing through this tourism partnership contributed to more than 3.6 million visitors spending close to \$1 billion with local businesses.

The Moreton Bay Region is one of South East Queensland's leading destinations, and as that reputation continues to grow, so too does council's dedication to sustaining the region's strong and growing economy.



# A SUSTAINABLE AND WELL-PLANNED COMMUNITY

Strategy	Strategic actions
Facilitate growth while retaining the region's unique environment and lifestyle choices.	<ul style="list-style-type: none"> <li>• Manage growth and land use to achieve sustainable local and regional outcomes through a current and contemporary planning scheme and associated plans and policies.</li> <li>• Plan and deliver regional infrastructure that supports population growth.</li> </ul>
Develop vibrant, accessible and appealing places.	<ul style="list-style-type: none"> <li>• Deliver people-friendly places through urban renewal and place-making projects.</li> </ul>
Facilitate quality development outcomes, in partnership with industry, that are consistent with the region's vision for growth.	<ul style="list-style-type: none"> <li>• Deliver an efficient and consultative development application and assessment process.</li> <li>• Deliver education, regulation and compliance of built form and land use matters.</li> </ul>

## Our success

- Commenced scoping for a proposed Regional Growth Management Strategy 2041 to guide the region's development into the future.
- Prepared a draft amendment to council's planning scheme and planning scheme policies to ensure it remains relevant, supports growth and maintains the region's unique characteristics. Community consultation on this commenced in June 2019.
- Completed designs for Margate CBD improvements including place-making signage, landscaping, decorative lighting, and a new community noticeboard. This project is designed to improve foot traffic in the area with flow-on benefits to local businesses.
- Commenced design on a streetscape rejuvenation project for Landsborough Avenue, Scarborough, including coastal tree plantings, seating and pathways, landscaped median strip, and parking bays.
- Delivered 'Walk to School' street tree shade plantings along 30km of paths at Caboolture, Deception Bay, Kippa-Ring, Margate, Kallangur and Redcliffe. This contributes to cooler, pedestrian-friendly neighbourhoods.
- Delivered native shade tree planting in Mahogany Park, Margate, to provide a cooler recreation space for residents and visitors.
- Processed 1,245 development applications relating to Material Change of Use, Reconfiguring a Lot, assessable Building Works and Operational Works. Major development applications included:
  - ▶ Foundation Building for University of the Sunshine Coast Moreton Bay campus, Petrie
  - ▶ Student accommodation, Petrie
  - ▶ Major Health Care development, North Lakes
  - ▶ Youngcare integrated disability accommodation, North Lakes
  - ▶ Bite Markets, Morayfield
- Issued 1,163 decisions in relation to post-approval applications.
- Endorsed 3,857 new lots across the Moreton Bay Region, processed 343 plan endorsement applications.
- Issued 203 health licenses and 254 planning certificates.

- Responded to 177 requests for pre-lodgement advice for information and services including land use, lot reconfiguration and planning advice. This resulted in 331 pre-lodgement meetings.
- Received 5,784 calls relating to planning, development and engineering enquiries and responded to 3,947 customer requests.
- Undertook 4,016 domestic and commercial plumbing inspections and approved 23,829 applications.
- Responded to unlawful budget accommodation complaints in partnership with Queensland Fire and Rescue Service to ensure providers met safety fire standards and planning requirements.
- Responded to more than 350 pool safety complaints to ensure relevant pool safety standards were enforced.
- 71,080 searches were conducted through council's My Property Look Up, an online tool which showcases how the planning scheme applies to local properties.
- Council maintained its commitment to streamline development applications and provided timely services for development application processing.

Planted street trees along 30km of 'Walk to School' footpaths to encourage active modes of transport including walking and cycling.



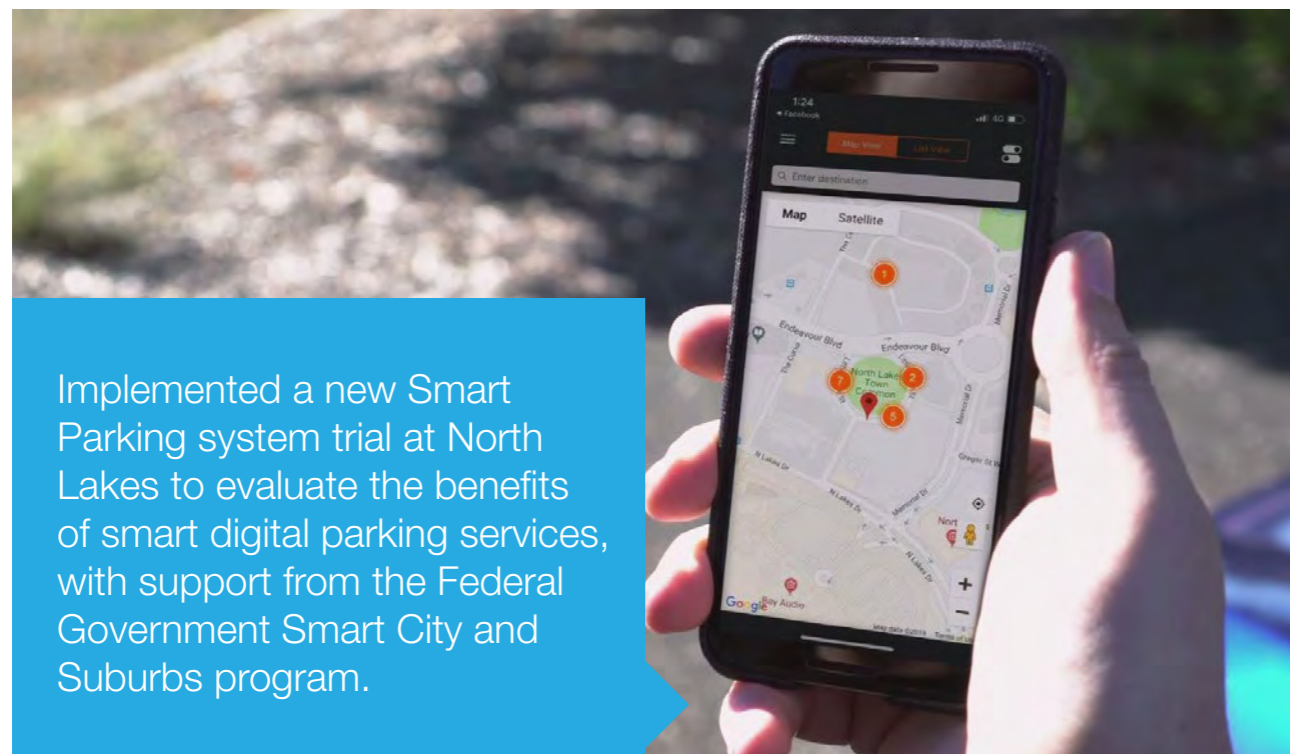


# A DIGITAL REGION

Strategy	Strategic actions
Develop, support and incentivise a digital region.	<ul style="list-style-type: none"> <li>Implement a regional technology strategy to identify and enhance the region's digital capabilities.</li> </ul>

## Our Success

- Became one of the first local governments in Australia to use artificial intelligence to improve accuracy and timeliness of response to customers who submit a request via the MBRC Request smartphone app.
- Commenced installation of new LED warning signs, monitoring stations and flood gauges to bolster community safety during natural disasters. The new technology will enhance council's flood warning system with live information notifying nearby motorists of flooded roads.
- Digitised Deception Bay's heritage trail with a new mobile-friendly platform designed to enrich the recreational experience with historical audio and visuals.
- Commenced design of an open pit and pipe network to facilitate ultra-high speed internet access at The Mill at Moreton Bay site in Petrie.
- Commenced designs for the installation of around 150 smart street lights at The Mill at Moreton Bay site in Petrie.
- Collaborated with the Massachusetts Institute of Technology (Norman B. Leventhal Centre for Advanced Urbanism) to inform policy on Regional Economic Clusters through emerging smart technologies and specialised spatial planning.
- Began testing smart technologies like sensors that detect public rubbish bin levels and garbage truck cameras that detect potholes.



Implemented a new Smart Parking system trial at North Lakes to evaluate the benefits of smart digital parking services, with support from the Federal Government Smart City and Suburbs program.

# AN INNOVATIVE AND THRIVING ECONOMY

Strategy	Strategic actions
Develop a sustainable, innovative and thriving economy that creates valuable employment for residents, protects the region's high quality of life and provides a prosperous future for residents.	<ul style="list-style-type: none"> <li>Deliver facilities and initiatives which support local business to grow and prosper.</li> <li>Partner with stakeholders to attract investment to the region.</li> <li>Partner and deliver facilities, major events and initiatives which provide quality regional economic development outcomes.</li> <li>Deliver economic development opportunities through council-owned and managed properties.</li> </ul>
Develop projects which deliver strategic opportunities for the Moreton Bay Region.	<ul style="list-style-type: none"> <li>Deliver strategic economic development and employment opportunities through projects such as The Mill at Moreton Bay.</li> </ul>

## Our Success

- Continued to support local employment through investment attraction, with an estimated 2,700 additional businesses setting up shop in the region, contributing to the 118,800 local jobs.
- The region welcomed more than 3.6 million visitors, spending almost \$1 billion with local businesses.
- Continued collaboration with the University of the Sunshine Coast to establish a new Moreton Bay campus on the former Petrie Mill site, including commencement of construction on the USC Foundation building.
- Operated caravan parks at Beachmere, Bongaree, Clontarf, Donnybrook and Toorbul, hosting more than 56,000 overnight stays.
- Completed a \$390,000 upgrade to the Bongaree Caravan Park cabins.
- Hosted more than 2,000 functions, business meetings, seminars and conferences at the Caboolture Hub, attracting more than 33,000 attendances.
- Partnered with Sports Marketing Australia to attract and support 15 significant sporting events including State and National tournaments to the Moreton Bay Region, injecting an estimated \$6.3 million into the local economy. This includes the 2018 Touch Football State of Origin and the 2018 Halibut Ultimate Frisbee Championships.
- Commenced an EOI process for market operators to grow the Redcliffe Markets into a destination attraction that people from South East Queensland will travel to enjoy.
- Welcomed a new AquaSplash inflatable waterpark at Pelican Park, Clontarf, as part of the Redcliffe Foreshore Master Plan. The water park attracted more than 27,500 visitors during its first operating season.
- Developed an Economic Dashboard for the region which provides the latest economic statistics to attract investment to the region and to assist businesses to establish and expand.

Launched the Moreton Bay Region Scholarship program at North Lakes with local school principals and the Queensland Minister for Education, The Hon. Grace Grace MP.







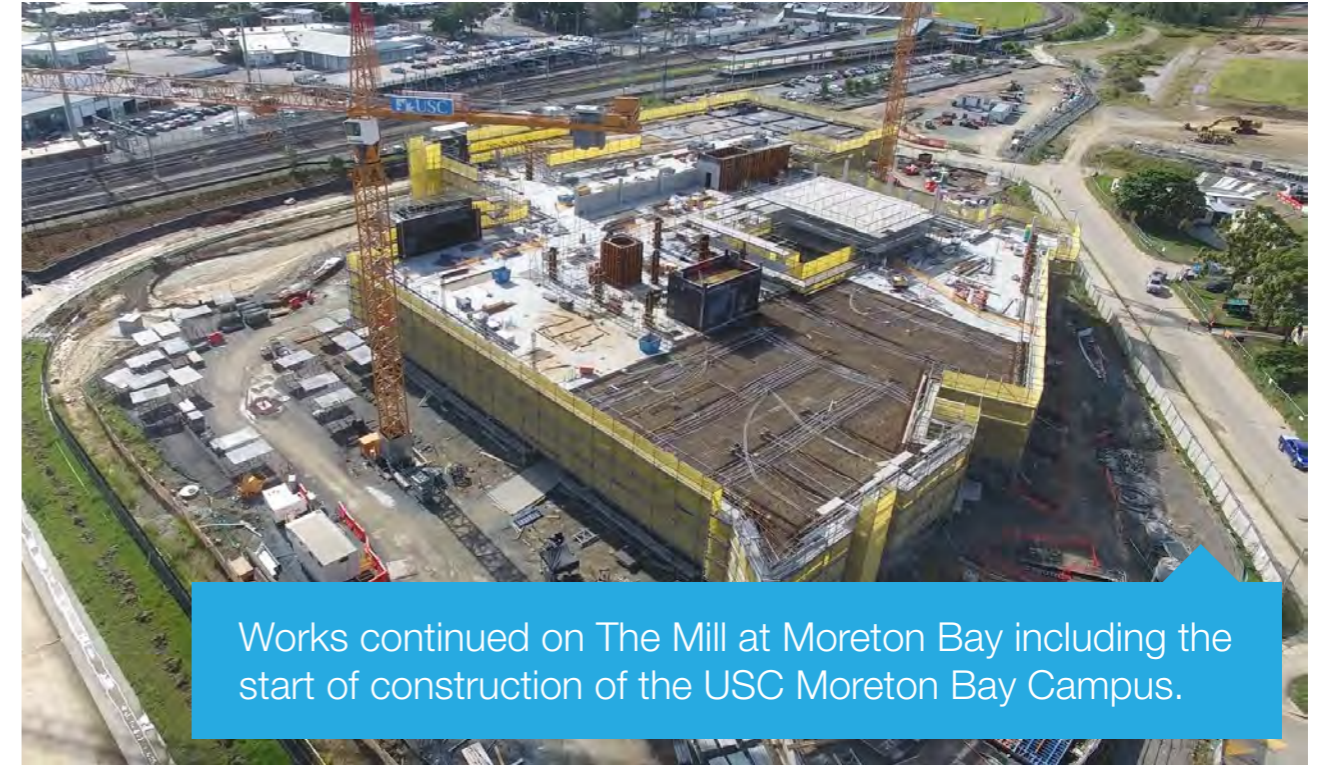
Redcliffe Kite Fest was one of the first places in Australia to host the Baby Shark by Pinkfong stage show, with more than 35,000 people attending the festival.

- Developed regional profiles highlighting leading Moreton Bay Region industries to assist in attracting investment and business development.
- Participated in business delegations to Taiwan and North America to expand engagement with international trading and investment attraction. These delegations focussed on Smart City infrastructure, the biomedical industry and attracting investment in the region to create more local jobs.
- In partnership with MBRIT, council supported campaigns and initiatives aimed at visitor attraction including the development of an annual Visitor Guide which was distributed across Australia.
- Partnered with MBRIT to deliver world-class events in Moreton Bay, showcasing the region to national and international audiences, and supporting tourism growth and economic benefit for local businesses. Highlights included Redcliffe Kite Fest, Moreton Kids Fest, and the inaugural Moreton Bay Food and Wine Festival.
- Partnered with MBRIT to support development of a regional events calendar, and to support the attraction

of major events and activations that provide tourism and economic benefit to Moreton Bay.

- Supported four major business events with keynote speakers including Queensland Chief Entrepreneur and Shark Tank expert Steve Baxter, former Australian cricket captain Michael Clarke and Body Hack's marketing expert Todd Sampson.
- Business Moreton Bay Region provided a range of support and professional development to local businesses. This included a regular communication platform showcasing business news, grant and funding opportunities; a regional business listing; and professional development workshops across the region. This is an initiative of council, MBRIT and Regional Development Australia Moreton Bay.
- Council continued to support the Advancing Regional Innovation Project - Moreton Bay, which supports the region's innovators and entrepreneurs, and coordinates regional participation at major events including the QODE Brisbane technology event. The program is co-funded by the Queensland Government and delivered by MBRIT.

Council supported the 2018 Business Excellence and Innovation Awards, showcasing the region's high performing and innovative businesses and professionals. Flock Eatery was named the 2018 Business of the Year at a sold out gala event.



Works continued on The Mill at Moreton Bay including the start of construction of the USC Moreton Bay Campus.

- Launched the Moreton Bay Pop-Up Program to activate public spaces with mobile entertainment and food vendors.
- Council partnered with MBRIT to deliver major regional and precinct destination campaigns aimed at promoting tourism to the Moreton Bay Region. This included:
  - ▶ Summer Sorted Campaign which was viewed more than 1.26 million times online and resulted in 15% increase in tourism product enquiries
  - ▶ Welcome to the Whales campaign, supported by the Queensland Government, promoted the region's whale watching season
  - ▶ Launched Taste of Moreton Bay and The Forkies campaigns which aim to highlight the region's food and produce, in partnership with major media outlets, to audiences across South East Queensland.
- Moreton Bay hosted the Greater Brisbane Annual Volunteer Forum, showcasing local venues, operators and attractions to tourism volunteers from across South East Queensland.
- Continued to support the attraction of events and activations which provide tourism and economic development benefit to Moreton Bay.
- Welcomed a delegation from Miyakonojo, Japan to explore business opportunities at The Mill at Moreton Bay, Petrie.
- Began preparation of guidelines to support the development of The Mill at Moreton Bay.
- Showcased the Moreton Bay Region to international science and technology investors at the 2019 BIO International Convention in Philadelphia.
- Made new business and investment connections at the Asia Pacific City Summit. More than 1,400 government, business and emerging leaders from 140 cities attended the 2019 event.

Every dollar council invested in tourism generated \$609 in economic activity for businesses, tourism operators and accommodation partners.



# STRENGTHENING COMMUNITIES

A REGION WITH SAFE, STRONG AND INCLUSIVE COMMUNITIES

## Our Vision

- A place where all residents enjoy a quality lifestyle and a sense of belonging.
- A place where services are available to support people seeking an active, healthy and engaged lifestyle.
- A place where civic leaders are progressive, responsive and build trust within our community.

## Our Strategic Priorities

- Safe neighbourhoods: our residents will live in safe and resilient communities.
- Healthy and supportive communities: our residents will be making healthier lifestyle choices and we will live in stronger, more inclusive communities.
- Strong local governance: our residents' values and ideas are echoed through the actions of our civic leaders.

## Achieving Our Success

- A safe and resilient community
- A healthy and inclusive community
- Strong leadership and governance
- A council connected with its community



## A region for all

As one of Australia's fastest growing regions, council is committed to ensuring the safety, strength and inclusivity of our communities. During the financial year council continued to improve the accessibility of the information, services and facilities that make the Moreton Bay Region an enviable place to live, work and visit.

This commitment was recognised at the National Awards for Local Government with council's library service taking out the Disability and Access Inclusion Award for its innovative Backstage Pass Program. Backstage Pass provides residents with an after-hours, low sensory environment to enjoy access to library services including educational activities for children.

Construction started on the region's largest, purpose-built all-abilities recreation facility for people of all ages to enjoy. Located at Leslie Patrick Park in Arana Hills, the \$1.75 million project includes a five-way swing; an interactive

play zone with musical elements; an adventure zone with double and roller slides; and a calming garden for people with sensory requirements.

This facility will be the fourth inclusive playground in the region, enabling children with disabilities to enjoy the same opportunities for play and interaction as their peers.

Council also continued to improve accessibility through facility upgrades, workshops and improvements to public transport. This builds on council's investment in this space including assisted waste collection services, AUSLAN signed storytimes, home library services and Disability Action Week grants.

With close to one in five Moreton Bay Region residents living with a disability, council projects like this ensure the region's opportunities and vibrant lifestyle are accessible to everybody.



# A SAFE AND RESILIENT COMMUNITY

Strategy	Strategic actions
Develop arrangements to mitigate the impact of disaster events.	<ul style="list-style-type: none"> <li>Partner with stakeholders to implement a local disaster management plan to guide service provision.</li> <li>Provide education, training and projects that improve community resilience.</li> </ul>
Maintain safe public spaces.	<ul style="list-style-type: none"> <li>Deliver infrastructure and services that support community safety and crime prevention.</li> </ul>
Maintain a lifestyle enhanced and protected by local law.	<ul style="list-style-type: none"> <li>Effectively administer local law through a contemporary regulatory service.</li> </ul>
Maintain healthy communities through appropriate programs and regulation.	<ul style="list-style-type: none"> <li>Deliver effective pest, plant and weed management.</li> <li>Deliver a targeted vaccination service in conjunction with stakeholders.</li> <li>Regulate environmental health matters through appropriate licensing, regulation and education.</li> </ul>

## Our Success

- Recognised at the state and national 2018 Resilient Australia Awards for the 'My Resilient Community' project - delivered in partnership with the Queensland Police Service and Queensland Fire and Emergency Services. This community engagement project empowered residents to prepare for disaster events.
- Moreton Bay's State Emergency Services Unit was named 2019 Brisbane Region SES Regional Unit of the Year.
- Constructed a new State Emergency Service facility in Bunya as part of a \$2.7 million investment by council and the Queensland Government.
- Conducted 27 planned burns across 200 hectares of bushland in preparation for fire season.
- Constructed additional fire trails at Neurum and Bunya.
- Grew MoretonAlert registrations to 55,880 issuing more than 1.95 million text messages, 760,000 emails and 10,000 voice messages alerting residents of severe weather and bushfire warnings.
- Delivered a major 2018 Get Ready week campaign to raise awareness and increase disaster preparedness.
- Worked closely with emergency services and other agencies to undertake 11 training exercises to enhance disaster preparedness for hazards including bushfire, severe weather and storm tide.
- Supported communities across the region to improve disaster preparedness through information sessions and workshops, welcoming close to 700 participants.
- Taught almost 1,500 grade five and six students about planning and responding to natural hazards and disasters that could potentially affect their families.
- Installed 10 maximum height gauges to provide confirmation of recorded flood levels at existing flood gauges.
- Installed 10 smart flooded road warning systems with automatically triggered illuminated signs to provide warning to road users in the event of road flooding.

- Operated 987 CCTV cameras throughout the region to enhance security and community safety including responding to 193 requests made by Queensland Police.
- Installed 89 new CCTV cameras at Bongaree, Bunya, Burpengary, Caboolture, Dakabin, Deception Bay, Ferny Hills, Morayfield, Narangba, North Lakes, Samford and Scarborough.
- Responded to 1,630 instances of graffiti on council-controlled land across the region.
- Responded to almost 13,190 animal-related and more than 10,733 local law-related enquiries.
- Moreton Bay Region is home to 60,127 registered dogs and 11,741 registered cats.
- Supported the RSPCA's de-sexing program promoting responsible pet ownership which saw more than 6,609 animals de-sexed.
- Conducted 540 patrols aimed at ensuring safer parking around local schools.
- Responded to 12,545 public health-related enquiries.
- Conducted more than 846 inspections of food premises and provided more than 6,412 employees with access to council's food hygiene training website.
- Provided 13,776 vaccinations throughout local high schools and 1,964 vaccinations via established Community Immunisation Clinics.
- Managed and maintained eight cemeteries and one memorial garden.
- Treated more than 30,540 hectares of known mosquito breeding hot spots across the region's parks, reserves and coastal saltmarsh areas.
- Partnered with residents to tackle weeds on private property through council's Voluntary Conservation Program and weed identification workshops.



Worked closely with emergency services and other agencies to undertake 11 training exercises to enhance community preparedness for hazards including bushfire, severe weather and storm tide.

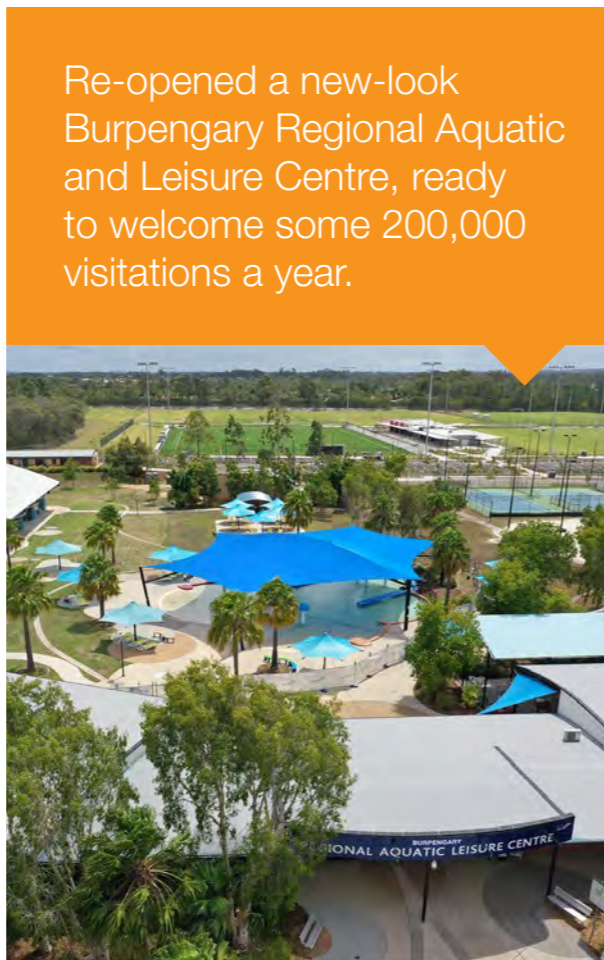


# A HEALTHY AND INCLUSIVE COMMUNITY

Strategy	Strategic actions
Develop and support well-planned, maintained and managed sport facilities.  Support sporting clubs to achieve ongoing self-sustainability.	<ul style="list-style-type: none"> <li>Partner with stakeholders to deliver a collaborative approach to investment in and management of sport facilities.</li> <li>Partner with stakeholders to deliver projects and funding opportunities that deliver quality sporting outcomes, and guide investment in regional sport infrastructure.</li> <li>Provide opportunities that showcase and encourage participation in organised sport.</li> </ul>
Develop a strong and inclusive community.	<ul style="list-style-type: none"> <li>Deliver targeted support, initiatives and facilities to the region by supporting not-for-profit and charitable organisations.</li> <li>Deliver initiatives, facilities and events that promote and support an inclusive community.</li> </ul>
Maintain and enhance spaces and facilities that are used by the community.	<ul style="list-style-type: none"> <li>Partner with key stakeholders to plan, develop and administer community spaces and facilities.</li> </ul>

## Our Success

- Managed and maintained more than 1.77 million square metres of sport and recreation fields across the region.
- Welcomed more than 1.07 million visits to council's 12 swimming pools. More than 250,000 learn-to-swim classes and 58 swimming carnivals were held at these venues.
- Settlement Cove Lagoon continued to draw visitors for a free swim at Redcliffe, with approximately 575,000 visits.
- Almost 50,000 learn-to-swim lessons were delivered at the new Ferny Hills warm water indoor pool and a further 15,000 program attendances, making it one of the region's most popular indoor heated pools.
- Completed a \$7.32 million upgrade of the Burpengary Regional Aquatic and Leisure Centre, including new internal ceiling, hydraulics, lighting, air ventilation and fire systems.
- Invested \$339,000 in upgrading council swimming pool facilities across the region including amenities, mechanical and electrical equipment.



Re-opened a new-look Burpengary Regional Aquatic and Leisure Centre, ready to welcome some 200,000 visitations a year.

- Council's 46 community halls were made available to community groups and organisations for a range of events and meetings.
- Completed construction of a new \$441,789 building at Caboolture Sports Complex to house the Caboolture Boxing Club.
- Unveiled the first artist impressions of the new national BMX precinct at Brendale which will include a new clubhouse, track lighting and facility parking.
- Provided more than \$544,180 in funding to support more than 100 community, sporting, cultural and environmental projects under council's Community Grants Program.
- Provided 270 young people with individual achievement grants totalling \$65,200 to assist them in representing Queensland or Australia in their chosen field.
- Supported 28 funding applications from community organisations and creatives through the Queensland Government Regional Arts Development Fund.
- Hosted a free half-day forum for sporting clubs, community organisations and volunteers to develop skills to help run active, successful and financially viable organisations.
- Completed 15 sporting facility renewal projects across the region including lighting upgrades at various sporting and showground facilities.
- Upgraded the softball field at Dances Road Sportsgrounds, Caboolture, to a national tournament standard.
- Commenced construction of the \$2.15 million Samford Parklands soccer field expansion, completing the initial subgrade preparation and topsoil of the junior field. This upgrade will see the construction of both a senior and a junior soccer field, improved parking facilities and LED sports field lighting.
- Completed designs for the future expansion of the Samford Parklands tennis precinct including new tennis courts, path improvements and landscaping.



Council completed a \$7.8 million upgrade to the Morayfield Sport and Events Centre, doubling the size of the venue with two new multi-purpose indoor courts and an 1,100sq m events space, which can be used for conferences and trade shows.



- Commenced construction at James Drysdale Reserve on the \$2.55 million baseball field, lighting and amenities. Additional facilities will enable the Pine Hills Lightning Baseball Club to relocate junior baseball fixtures to the new baseball precinct.
- Completed the \$7.8 million Morayfield Sport and Events Centre, doubling the size of the venue to more than 7,000 square metres. The New Zealand Silver Ferns netball team were the first to use the new venue, establishing its ability to host elite sporting teams.
- Enabled Dayboro Netball and Tennis clubs to increase participation through a \$304,000 upgrade to two courts at Roderick Cruice Park, including LED lights.
- The \$11 million Moreton Bay Central Sports Complex Burpengary Football Precinct became home to the Caboolture Sports Football Club. It boasts two senior grade grass fields, the region's first senior-grade synthetic football field and a multi-purpose clubhouse.

- Provided more than 60,000 square metres of sport surfaces to local community and sporting organisations.
- Awarded a \$354,000 tender to complete the first detailed designs for the Griffin Sports Complex, including two senior and one junior multi-purpose fields, a clubhouse, car park and access roads.
- Completed a \$290,000 field surface renewal at James Drysdale Reserve to improve drainage and reduce closures after heavy rainfall.
- Awarded a \$2.3 million tender to construct the next stage of the Nathan Road Sports Precinct, Rothwell. Once complete, the precinct will include an MCG-sized oval, clubhouse, multi-purpose field, training field and wetland area.
- Completed designs for a car park expansion at Devine Court Sports Complex, Morayfield.

- Commenced designs for a \$10 million expansion and upgrade of the South Pine Sporting Complex indoor sports facilities. The project designs will include an upgrade of the rugby union clubhouse and three additional indoor courts and support areas.
- Completed designs to upgrade the baseball and rugby union facilities at Les Hughes Sports Complex, Bray Park to include a shared-use field and clubhouse facilities.
- Commenced a new Sandstone Point Sports Ground facility master plan to provide a road map for future facility upgrades including access, parking and lighting improvements.
- Awarded a \$15,000 grant to the Next Gen Athlete program to support eligible athletes with an intellectual impairment compete at regional, state, national and international levels.
- Queensland State Equestrian Centre hosted 160 events attracting more than 16,000 visitors. Major events included Saddleworld Brisbane CDI & Carl Hester Master Class and the World Cup Qualifying event Festival of Show jumping.
- Received the Queensland Parks and Leisure Australia Community Based Initiative of the Year Award for the Healthy and Active Moreton Club Support initiative.
- Supported more than 24,000 residents to take part in more than 1,700 free and low-cost activities across the region as part of the Healthy and Active Moreton program.
- Saw more than 7,400 students take part in 258 activities during the Healthy and Active Moreton Active Holidays program.
- Grew Healthy and Active Moreton eNewsletter subscriptions to 8,979, representing a 20% increase on the previous year.
- Attracted more than 42,000 people to more than 200 shows at the Redcliffe Entertainment Centre. Major events included The Wiggles and the Michael Jackson Tribute Show.

More than 24,000 residents took part in more than 1,700 Healthy and Active Moreton program activities.



The \$11 million Burpengary Football Precinct became home to the Caboolture Sports Football Club.

- Supported Harmony Day 2019, providing funding to five community events and projects and delivered eight council-led initiatives to celebrate the region's cultural diversity. These activities attracted more than 2,700 people.
- Partnered with local community organisations to celebrate NAIDOC Week, providing funding to five community events and projects to recognise Australia's First Peoples, attracting more than 1,400 people.
- Partnered with Caboolture Family Network to offer a series of interactive, technology-based library workshops to support adults with autism and special needs.



# STRONG LEADERSHIP AND GOVERNANCE



A Backstage Pass participant plays with augmented reality at North Lakes Library.

Strategy	Strategic actions
Maintain transparent, robust and compliant decision making.	<ul style="list-style-type: none"> <li>Deliver corporate advice that supports the decision making of council.</li> <li>Maintain council's legislative obligations relating to complaint management, right to information and information privacy.</li> </ul>
Protect council assets, people and environment.	<ul style="list-style-type: none"> <li>Maintain effective risk management, controls and governance processes.</li> </ul>
Maintain an efficient and effective organisation.	<ul style="list-style-type: none"> <li>Maintain a financially sustainable organisation.</li> <li>A responsible and attractive employer with a capable, productive and sustainable workforce.</li> </ul>

### Our Success

- Purchased four Plectalk devices which read aloud texts from electronic devices to assist people with a disability. Made possible through a Micro Grant from the State Library of Queensland.
- Received the National Award for Local Government Disability and Inclusion Award for the Moreton Bay Region Libraries Backstage Pass Program. The free program offers a welcoming and low-sensory space for all family members to participate in library learning and literacy programs.
- Commenced \$560,000 of upgrade works to 17 bus stops across Ningi, Sandstone Point, Bongaree, Beachmere, Kippa-Ring, Redcliffe and Scarborough to enable residents living with a disability to have better access to public transport.
- Donated the Pine Rivers Park liberty swing to the Pine Rivers Special School. A wheelchair spinner is planned for installation at Pine Rivers Park to enhance the play experience for children with restricted mobility.
- Confirmed tenancy to Redcliffe's University of the Third Age and the Redcliffe Seniors Computer Club at council's to be redeveloped Redcliffe Administration Centre Art Gallery and Community Space.
- Completed the Scouts Queensland Network Service Plan to better understand the services and facilities available on council properties.
- Constructed a formal car park at the Banksia Beach Community Arts Centre to improve pedestrian safety.
- Contributed \$486,000 towards the expanded Artisans Guild of Caboolture and District Inc. building at Burpengary East, providing a new kitchen, storerooms, amenities and additional workshop and exhibition space.
- Completed building renewal projects across the region including the Bribie Island Surf Lifesaving Club, Caboolture Memorial Hall, and Kumbartcho Cottage.
- Constructed additional car parking facilities to accommodate community groups using the Kallangur Community Centre.
- Upgraded Kate McGrath's Koala Park, Caboolture South, to provide a half basketball court and shelter to enable the area to host more sporting activities.
- Aligned activities to the Corporate Plan 2017-2022, which guides council's priorities, decisions and policies to ensure a focus on maintaining a high standard of service and delivering value-for-money.
- Continued to review corporate policy and practices to ensure they were relevant and up-to-date.
- Adopted Meeting Procedures and Investigation Policy to support the Queensland Government's Code of Conduct for Councillors in Queensland.
- Continued to manage complaints in accordance with council's complaints management process and relevant policies.
- Maintained an Information Privacy Plan and upheld council's obligation in relation to right to information requests.
- Delivered an annual risk-based internal audit plan covering compliance, systems and operations. Completed internal audits focused on providing assurance about, and improving the effectiveness of, operations and risk management in auditable areas.
- Embraced legislation introduced following the Queensland Government's Belcarra Report. This report presented recommendations to strengthen equity, transparency, integrity and accountability of local governments throughout Queensland.
- Provided a safe and healthy working environment, by continuing to run a workplace health and safety program, wellness in the workplace toolkit and employee assistance program.
- Fostered an environment whereby workplace health and safety is a valued component of everyday working life which starts at an individual level.
- Continued to employ more than 1,610 people who are dedicated to making the region an even better place to live, work and play.
- Continued to acknowledge long-serving staff with more than 37 per cent of council's workforce having been employed for 10 years or greater.
- Provided employment opportunities across more than 27 occupations, covering everything from planning and design to environmental science, landscaping, nursing, engineering and mechanical trades.
- Workforce programs continued to offer opportunities for people undertaking traineeships, apprenticeships and university studies.



# A COUNCIL CONNECTED WITH ITS COMMUNITY

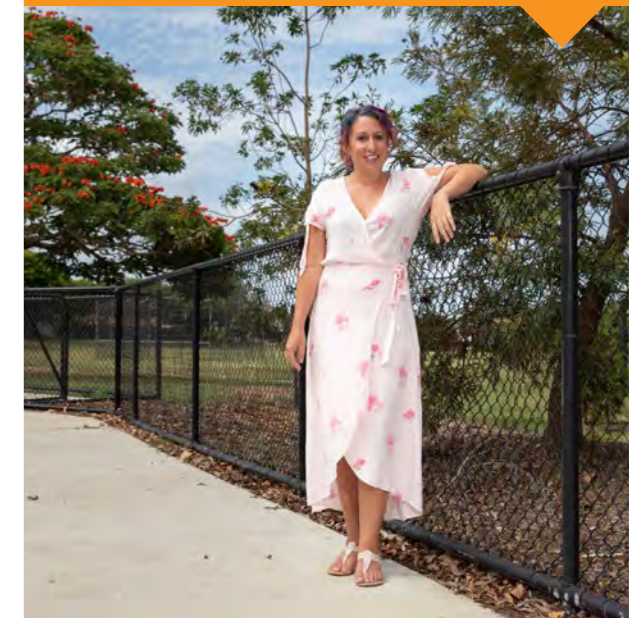
Strategy	Strategic actions
Maintain efficient and responsive customer services.	<ul style="list-style-type: none"> <li>Deliver innovative services that improve customer experiences.</li> </ul>
Develop communications which promote and support council services.	<ul style="list-style-type: none"> <li>Deliver efficient and timely information about council programs, projects and initiatives.</li> </ul>
Provide residents opportunity to participate and engage with their community.	<ul style="list-style-type: none"> <li>Deliver a local events program that celebrates local community and lifestyle.</li> </ul>

## Our Success

- Maintained a Customer Service Charter to improve overall customer satisfaction levels. The Customer Service team:
  - Responded to 224,359 calls with 97% of enquiries resolved at the first point of contact (overall customer satisfaction rating of 94%)
  - Assisted 41,651 people at council's customer service centres and resolved 96% of enquiries at first point of contact (overall customer satisfaction rating of 99%)
  - Processed more than 110,360 customer transactions and requests and responded to an average of 3,956 eRequests each month
- Received more than 14,430 customer requests via Council's MBRC Request App, which allows residents to quickly and easily report matters to council.
- Saw a 39% increase in customer engagement through electronic channels such as email, web and mobile.
- Welcomed more than 1.31 million visits and 6.93 million views to council's website, with half of all visits via a mobile or tablet device.
- Supported 367,014 searches on council's website and an overall online presence including the top five visited pages:
  - Healthy & Active Moreton: 256,239 views
  - Contact council: 157,277 views
  - Current opportunities: 149,308 views
  - Events: 126,698 views
  - My property look up: 90,065 views
- In addition, separate subsites were created to better serve the needs of target audiences:
  - Libraries: 133,742 visits
  - Galleries & Museums: 32,924 visits
  - Redcliffe Entertainment Centre: 49,252 visits
  - Queensland State Equestrian Centre: 24,860 visits
  - Morayfield Sport & Events Centre: 6,523 visits
- Provided important information to residents about local news and events via its community newsletters and media releases.

- Grew council's social media presence with more than 63,820 followers across council's library, events and disaster management Facebook pages. Council commenced development of a strategy to help guide ongoing growth and management of these platforms.
- Partnered with News Corp and MBRIT to deliver a monthly regional lifestyle publication called Moreton Life. The publication showcases information about local events; council programs, services and facilities; attractions and businesses. The publication is supported by social media and online platforms.
- Hosted a program of family-friendly events at local parks and council venues across the Moreton Bay Region. These included outdoor movies, music in the park and teddy bear picnics.
- Hosted events to officially unveil major venue and facility upgrades including the Burpengary Regional Aquatic and Leisure Centre and the Moreton Bay Central Sports Complex Football Precinct (soccer).
- Welcomed more than 1,000 people from 74 countries at 11 Australian citizenship ceremonies.
- Partnered with MBRIT to recognise more than 660 volunteers who provide valuable assistance to council venues, bush care groups, and the region's major events.
- The 2019 Moreton Bay Regional Council Australia Day Awards celebrated community achievements. Australia Day award winners included:
  - Citizen of the Year: Elisha Wright
  - Volunteer of the Year: Des Dewar
  - Sports Award: Mitchell James
  - Arts and Culture Award: Carmel Bond
  - Environment Award: Richard and Carole Green

Recognised the region's outstanding residents at the Moreton Bay Regional Council 2019 Australia Day Awards including Citizen of the Year, Elisha Wright.



- Supported major Anzac Day commemorations across the region.
- Sponsored four major carol events across the region as part of the Christmas in the Moreton Bay Region program.
- Hosted the Inter-School Disc Golf Tournament at Pine Rivers Park with 21 teams and more than 80 students from five schools taking part.
- Hosted a Battle of the Brains academic trivia competition with 49 teams of grade six students from 16 schools across the region participating.

Delivered a new council website with improved usability, accessibility and a focus on transacting online.





# VALUING LIFESTYLE

A REGION THAT CELEBRATES OUR VIBRANT LIFESTYLE

## Our Vision

- A place where a preserved and well-maintained natural environment can be enjoyed by residents and visitors as part of our unique lifestyle.
- A place where people can travel easily around the region using different modes of transportation.
- A place where residents and visitors can participate in diverse recreation and cultural opportunities.

## Our Strategic Priorities

- Healthy natural environment: our residents will collectively contribute to creating a cleaner and healthier environment for future generations.
- Diverse transport options: our region will consist of well-connected places and residents will embrace more sustainable travel choices and behaviour.
- Quality recreation and cultural opportunities: residents of all ages will have greater choice of recreation and cultural activities in the region.

## Achieving Our Success

- A clean and healthy environment
- An integrated regional transport network
- Active recreation opportunities
- Places to discover, learn, play and imagine
- Celebrating local arts, culture and community



## A clean and healthy region

From encouraging and educating the next generation to reuse, rethink and recycle to helping residents make sustainable choices, council initiatives continued to support a cleaner and healthier environment for our region in 2018-19.

Throughout the year council's bushland restoration projects and green infrastructure initiatives saw the planting of thousands of koala habitat trees, street trees, and other native species.

Street trees provide shade along footpaths, vegetation buffers along waterways, improve water quality of the region's rivers, and bushland renewal projects provide habitat for priority species.

Council's environmental management program at The Mill in Petrie saw 71 koalas fitted with telemetry devices for monitoring and regular health checks. More than 20 koala joeys are expected to join the program when they turn one year old.

The expansion of council's network of green infrastructure continued in 2018/19 with the installation of wildlife fencing, driver warning road stencils, and fauna rope bridges. This transport infrastructure is critical to supporting our wildlife safely access the region's parks, reserves and wildlife corridors.

More than 30 tonnes of litter was removed from 133 locations across the region as part of Clean Up Australia Day efforts. Council also supported the removal of 700 kilograms of litter from the Caboolture River.

Meanwhile, council's innovative projects and initiatives contributed to supporting a cleaner region including provision of waste education workshops and incentivised education activities. Treasure Markets sold more than 750 tonnes of reusable items while major waste facilities converted landfill gas into enough electricity to power 14,000 houses per year.



# A CLEAN AND HEALTHY ENVIRONMENT

Strategy	Strategic actions
Maintain sustainable waste management for the Moreton Bay Region.	<ul style="list-style-type: none"> <li>Deliver efficient, accessible and timely waste services.</li> <li>Deliver education and initiatives that enhance sustainable waste practices.</li> </ul>
Maintain and enhance the health of the natural environment.	<ul style="list-style-type: none"> <li>Deliver innovative projects, programs and partnerships that protect and enhance the region's natural environment and biodiversity.</li> <li>Deliver education and experiences that showcase the region's natural environment, and promote a healthy and sustainable region.</li> </ul>
Protect public assets and maintain environmental standards through management of the stormwater network, coastal areas and waterways.	<ul style="list-style-type: none"> <li>Deliver an efficient and reliable stormwater network.</li> <li>Deliver safe and sustainable waterway and coastal areas.</li> </ul>

## Our Success

- Provided more than 169,070 properties with kerbside waste and recycling collection services. This included collection and processing more than 50,117 tonnes of green waste, 106,748 tonnes of domestic waste and 31,933 tonnes of recyclables.
- Supported the Queensland Government's new Waste Management and Resource Recovery Strategy to increase recycling and recovery activities in preparation for the Queensland waste levy including:
  - Invested more than \$5 million to redevelop an 11-acre area within the Dakabin Waste Management facility to create a 20-bay waste transfer station and community recycling facility
  - Awarded a \$3.2 million tender to construct a new landfill cell for waste disposal at the Bunya Waste Management facility
  - Delivered upgrades to Ningi Waste Transfer Station including new weighbridge, gatehouse, and off-grid solar system
- Installed water bottle refill stations at Burpengary, North Lakes, Bribie Island, Scarborough and Woody Point, encouraging residents to ditch single-use plastic water bottles.
- Launched the Regional Recycler Competition with the theme Plastic Pollution Solution and awarded Mt Samson State School in replacing 6,000 plastic ziplock bags from the school tuckshop with compostable paper bags.
- More than 16 schools and 10 early learning centres participated in council's award-winning waste education program, helping to improve their waste reduction, recycling, composting and recovery habits.
- Hosted 17 free waste facility tours, attracting more than 1,058 local students and residents, lifting the lid on what happens to rubbish and recovered resources.
- More than 402 residents attended 18 free recycling and composting workshops.
- Educated more than 10,550 students on how to become expert waste reducers and recyclers at schools and early learning centres across the region.
- Extended trading hours at Dakabin and Caboolture Treasure Markets to make reusing and recycling more convenient for residents, with more than 750 tonnes of reusable items sold.
- Street sweepers removed more than 2,921 tonnes of waste from public roads.

- A further four power generation units were installed at Dakabin, Bunya, and Caboolture Waste Facilities, supporting landfill gas to be collected and converted to electricity sufficient to power 14,000 houses per year. Council has now reduced more than 2.6 million tonnes of carbon (CO2 equivalent) emissions through Landfill Gas Management projects.
- Installed a backup power generator at Bunya, Caboolture and Ningi Waste Management Facilities, allowing uninterrupted power supply during disaster events.
- Supported removal of 700 kilograms of litter from the Caboolture River as part of the council-sponsored Healthy Land and Water's Clean-Up program.
- Awarded a \$609,000 tender to plant more than 130,000 plants and trees to improve water quality around a new wetland at Nathan Road.
- Planted more than 5,300 native trees with the help of more than 350 volunteers at National Tree Day events.
- Partnered with 587 private landholders to protect and restore more than 4,100 hectares of bushland as part of the Land for Wildlife program.
- Awarded the 2019 Don Perrin Environmental Bursary to Brodie Crouch, a Bachelor of Advanced Science student from the University of Queensland.
- Awarded Voluntary Conservation Program grants to 49 landholders to assist in the restoration and enhancement of bushland habitat and wildlife corridors.
- Actively supported 40 bushcare sites, restoring more than 173,600 square metres of bushland habitat.
- Council's Environment Centres delivered more than 68 school group activities to more than 4,500 students and delivered 32 environmental engagement events, attended by more than 960 people.
- Planted more than 1,600 native trees including eucalyptus and melaleuca along the North Pine River in Joyner.





71 koalas at The Mill at Moreton Bay have been fitted with telemetry devices for monitoring and regular health checks. An additional 24 dependent koala joeys will join the koala monitoring program when they become independent at approximately 12 months of age.



- Managed nine ibis roost sites throughout the region.
- Monitored 28 flying fox roost sites regionally and managed colonies under Queensland Government legislation and approvals.
- Removed more than 30 tonnes of litter from 133 locations across Moreton Bay as part of Clean Up Australia Day events.
- Invested \$200,000 to rehabilitate aquatic and riparian vegetation and allow safe maintenance access at Halpine Lake.
- Partnered with Energex to move high-voltage powerlines to create green space and new fauna rope bridges to help wildlife safely cross over Kremzow Road, Warner and New Settlement Road, Burpengary.
- Upgraded fauna underpasses across the region to help wildlife safely cross under some of the region's busiest roads; and installed roadside wildlife signage and road stencils to alert drivers to high-risk wildlife vehicle crash zones.
- Planted 1km of koala habitat trees along the habitat corridor at Lawnton and 4,500 koala habitat trees across five hectares at Whiteside Road Park, Samsonvale.
- Planted 100 flowering native Corymbia, Eucalyptus and Angophora trees at Kallangur as part of a native street tree trial.
- Generated more than 33,000 Flood Check Reports, providing residents and property owners with comprehensive and tailored flood information.
- Completed 340 metres of riverbank stabilisation at Pine Rivers Park, Strathpine.
- Completed drainage and culvert upgrades to improve flood immunity of Bellmere, Scarborough and Kurwongbah.
- Awarded a \$500,000 tender to upgrade the drainage network adjacent to the Burpengary Sports Complex.

- Awarded a tender worth more than \$550,000 to improve maintenance access at Lake Eden to rehabilitate aquatic and riparian vegetation.
- Completed rehabilitation works at 15 sites including lake systems, wetlands and creeks at Morayfield, North Lakes, Caboolture, Murrumba Downs, Petrie, D'Aguilar, Brendale, Ferny Hills, Samford Valley and Clontarf. These projects included weed control, revegetation and maintenance of native vegetation.
- Commenced major rehabilitation works at Humpybong Creek to improve water quality across the entire creek system.
- Started stabilisation works along a 60-metre section of riverbank in Wyllie Park including planting almost 2,000 eucalyptus and mangroves.
- Commenced works on a vital upgrade of Black Duck Reserve to improve water quality and enhance the lake system amenity.
- Awarded a tender for lock and weir maintenance works for the structure controlling water levels and boat passage in the Bribie Gardens canal estate.
- Naturalised a 230-metre channel at Bluebell Street Park, Caboolture to improve water quality and manage stormwater run-off.
- Awarded a \$440,000 tender to improve water quality in Bells Creek Catchment, Redcliffe.
- Continued to manage all foreshore areas and carried out routine beach raking along the region's beaches.
- Maintained more than 130 kilometres of stormwater infrastructure with inspections, cleaning and replacement of aged and damaged infrastructure.
- Surveyed the ecological health of waterways at 40 sites through council's Stream Health Monitoring Program.
- Continued council's stormwater CCTV program to help identify damaged and blocked pipes, resulting in seven stormwater renewal projects valued at more than \$1.1 million.

- Maintained thirty-six boat ramps, fourteen canoe ramps and three public jetties at Redcliffe, Woody Point and Bongaree.
- Continued to maintain canal systems at Bribie Gardens, Pacific Harbour and Newport, including canal dredging and beach restoration works.
- Installed Flood Monitoring Stations at Wamuran and Eatons Hill to measure and monitor heavy rainfall and water level rises in areas of high flood risk.
- Installed a floating trash trap with improved maintenance access at Benson Street Reserve, Scarborough.

Completed rehabilitation works at 15 sites to improve Moreton Bay's lake systems, wetlands and creeks.





# AN INTEGRATED REGIONAL TRANSPORT NETWORK

Strategy	Strategic actions
Maintain a safe, efficient, reliable and integrated transport network.	<ul style="list-style-type: none"> <li>Maintain, improve and expand the region's road and transport networks through an Integrated Local Transport Strategy and associated plans and policies.</li> <li>Partner with stakeholders to plan and deliver a safe and efficient transport network.</li> </ul>

## Our Success

- Continued to maintain 404 bridges (105 vehicle bridges and 299 foot bridges).
- Commenced a \$7.7 million road upgrade to ensure safe access to the new USC Moreton Bay campus at The Mill, Petrie.
- Maintained more than 3,418 kilometres of sealed road and 213 kilometres of unsealed road.
- Commenced a \$5.8 million upgrade to the intersection of Oakey Flat Road and Walkers Road, Morayfield.
- Completed designs for a new access road to the Moreton Bay Central Sports Complex, Burpengary.
- Invested \$111 million to maintain and improve road and transport infrastructure including \$35 million towards rehabilitation and improvement projects including:
  - \$12.1 million for Old North Road, Warner
  - \$2.3 million for Oakey Flat Road, Morayfield
  - \$1.5 million for Station Road, Burpengary
  - \$1.5 million for Scarborough Road, Scarborough
  - \$1.3 million for Camelia Avenue, Everton Hills
  - \$1.3 million for Dohles Rocks Road, Murrumba Downs
  - \$1.3 million for Brays Road/McClintock Drive, Murrumba Downs
  - \$1.1 million for Mount Nebo Road, Jolly's Lookout

Invested \$12.1 million to improve traffic flow along Old North Road, Warner. This is one of the busiest road corridors in the region.



- Partnered with the Queensland Government to provide a dedicated bus route to service Mango Hill State School's growing community.
- Partnered with the Queensland Government to deliver the \$2.75 million first stage of the Caboolture to Wamuran Rail trail. Construction commenced on the second stage of the project which will connect the Wamuran Township to County Drive.
- Partnered with the Queensland Government to commence construction on the \$920,000 Samford Road Cycle and Pedestrian Pathway, and \$70,000 Kedron Creek Cycle and Pedestrian Bridge projects in Ferny Hills.
- Invested in improvements to local pedestrian and cycle access including the Bells Creek Greenway active transport upgrade between Clontarf and Kippa-Ring.
- Delivered pedestrian and vehicle safety improvements in the Dayboro Town Centre on Williams Street with new crossings, line marking and intersection improvements.
- Improved safety of and accessibility for pedestrians, cyclists and people with disabilities at Scarborough Beach Park.
- Worked with the Woorim community to reduce speeding and poor driver behaviour on North Street with traffic calming and new car parking.
- Upgraded all-abilities access to local facilities and destinations with new footpaths and crossing improvements on Young Road, Narangba.

Completed the first stage of the Caboolture to Wamuran Rail trail - a 10.5km shared pathway that follows the old Caboolture to Kilcoy railway corridor that closed in 1964.





# ACTIVE RECREATION OPPORTUNITIES

Strategy	Strategic actions
Develop quality and accessible recreation opportunities that enhance the lifestyle of residents.	<ul style="list-style-type: none"> <li>Plan, manage and deliver fit-for-purpose parks and open spaces that achieve quality recreation outcomes.</li> <li>Plan and deliver projects and programs that encourage and support quality and innovative recreation.</li> </ul>

## Our Success

- Invested almost \$1.8 million towards upgrading and renewing playgrounds across the region.
- Maintained 456 hectares of environmental reserve and 2,419 hectares of park and foreshores within 2,246 parks.
- Completed 5,874 park inspections, ensuring more than 641 playgrounds and 77 exercise areas were safe for residents.
- Provided service and maintenance to more than 165 public amenity blocks throughout the region.
- Delivered play and education enhancements to the Caboolture Region Environmental Education Centre (CREE), including construction of a large sheltered area for outdoor teaching and recreation, an all-abilities playground, signage to communicate with other children with disabilities and gardens in keeping with the natural environment of the area.
- Installed new fitness and exercise equipment in nine parks across the region including Dragonfly Park Warner, Les Hughes Sporting Complex Bray Park, Sandstone Point Sports Ground Sandstone Point, Captain Cook Parade Park Deception Bay, Nectar Way Park Burpengary East, Expedition Drive North Lakes, Blatchford Reserve Murrumba Downs, Waratah Park Petrie and Rob Akers Reserve Strathpine.
- Completed demolition works and commenced planning to transform the old DPI Fisheries site, Deception Bay, into a recreation and community precinct.

Commenced work on the largest, purpose-built all-abilities recreation facility in the Moreton Bay Region at Leslie Patrick Park, Arana Hills.



- Commenced upgrades on the foreshore amenities at Toorbul Esplanade near the intersection of the Esplanade and Freeman Road, Toorbul.
- Installed a new dog off-leash area in Albany Creek and enhanced enclosures at Samford and Bray Park.
- Installed a picnic area shade structure at Solander Esplanade, Banksia Beach to provide a sun safe facility for residents and visitors.

Completed a major upgrade of Leis Park, Lawnton, into a railway-themed play space.



- Installed three picnic shelters along Armstrong Way, Caboolture to create an outdoor dining and recreation space.
- Completed work on four picnic shelters and two fish-cleaning stations at a total cost of \$120,000 in two popular fishing spots along the Caboolture River. This project was made possible thanks to the generosity of the late Mr Allan Tate who bequeathed council more than \$160,000 for community projects.
- Awarded a \$1 million tender to continue improvement works at Blatchford Sporting and Recreation Reserve including construction of a new car park, picnic facilities, public amenities and a new district level playground.
- Provided almost 380 public barbecue facilities.
- Upgraded the Centenary of Scouting Reserve trail at Kurwongbah, installing more than 200 bollards, fencing, and reprofiling of 530 metres of trail.
- Completed a \$490,000 upgrade of Leis Park, Lawnton, into a train-themed adventure area representing the region's railway history.
- Prepared 40 designs for play facilities shade tree plantings and implemented 39 planting projects across the region to improve recreation spaces.
- Continued work with Queensland University of Technology and partners to finalise the Intergenerational Design Guidelines for parks in the region. More than 400 park user surveys have been completed in 12 parks with further resident consultation in local shopping centres on future parks.



# PLACES TO DISCOVER, LEARN, PLAY AND IMAGINE

Strategy	Strategic actions
Develop and deliver a contemporary public library service.	<ul style="list-style-type: none"> <li>Provide engaging spaces, services and resources which facilitate community learning, leisure and connectivity.</li> </ul>

## Our Success

- Invested \$13.9 million into the library network.
- More than 410,490 items were downloaded from council's digital collection.
- Grew library memberships by 16.3% to more than 197,150.
- Provided a collection of more than 476,240 resources across council's library network.
- Grew library eNewsletter subscriptions by 13% and saw a 30% increase in the number of likes on the Moreton Bay Region Libraries' Facebook page.
- Provided 193,843 hours of free internet access through library Wi-Fi.
- Delivered 9,843 activities, programs and workshops, attracting more than 185,840 participants.
- Welcomed 11,880 visits to council's mobile library, which houses a collection of almost 5,000 items.
- Provided home-based library services to more than 320 residents unable to visit their local library.
- More than 7,480 places for young people were taken in school holiday library events and programs.
- More than 18,000 children took part in 252 library outreach programs delivered to local schools, childcare, playgroups and kindergartens.
- Delivered 3,926 early literacy programs which attracted 91,420 visits by children, parents and carers.
- Provided 239 people with free one-on-one career counselling sessions, study and job seeking workshops.
- Supported 223 clubs through council's Book Club collection.

Hosted more than 1.5 million library visits and processed more than 2.87 million items.



- Delivered 16 Signed Storytime events in partnership with AUSLAN, allowing nursery rhymes, stories and songs to be signed for young people or family members who are deaf or hard of hearing.
- Welcomed 135 people to the Moreton Bay History Seminar to rediscover and explore the key people and events that shaped the Moreton Bay Region.
- Completed a \$505,000 upgrade of the Albany Creek Library including modernising the interior, providing an engaging space for children, and upgrading the bathroom facilities.
- Launched a new video streaming service providing access to more than 30,000 films, children's programs and documentaries.
- Hosted six Backstage Pass activities across the region attracting more than 235 people to the inclusive, low-sensory program.
- Upgraded amenities at Redcliffe Library with contemporary design, features and fixtures.

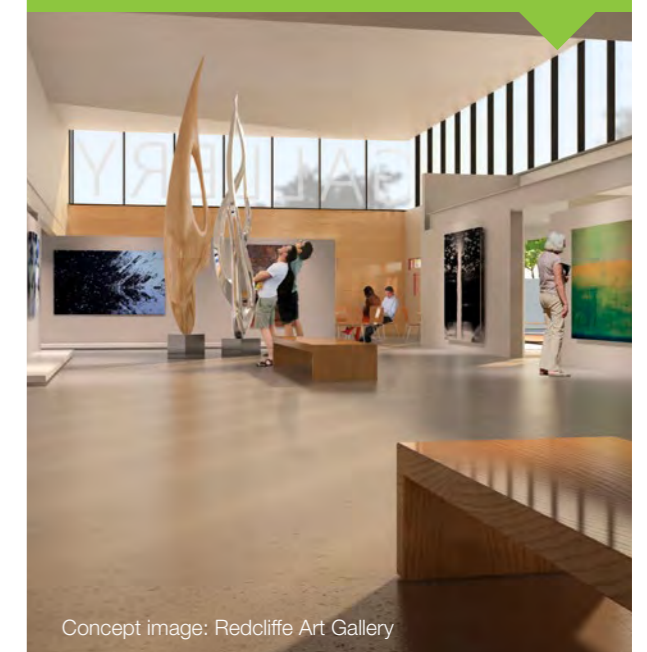
# CELEBRATING LOCAL ARTS, CULTURE AND COMMUNITY

Strategy	Strategic actions
Develop and showcase the region's diverse arts, cultural heritage and social history.	<ul style="list-style-type: none"> <li>Deliver opportunities to develop and showcase the region's diverse arts, culture and heritage.</li> <li>Ensure the region's art, cultural heritage and social history collections are enjoyed, preserved and protected.</li> </ul>

## Our Success

- More than 2,280 residents and visitors accessed the region's digital heritage trails which incorporate audio narrations, photos and interactive maps, helping guide users along the trail via their smartphone.
- Saw more than 107 local artists, crafters and hobbyists participate in creative workshops as part of the Cultivate the Arts program.
- Hosted 72 exhibitions, and delivered 285 public programs, attracting more than 110,780 visits to council's art galleries and museums.
- Attracted seven major touring exhibitions to the region including The Life and Times of Scarface Claw, People Like us; Balnhdhurr: A Lasting Impression; Soft Core; Submerged: Stories of Australia's Shipwrecks.
- Supported more than 136 gallery and museum volunteers who contribute to enjoyable and memorable visitor experiences, assist with public tours, collection management processes and workshop activities.
- Maintained more than 20,520 artworks and historic artefacts as part of council's art, heritage and public art collections.
- More than 3,000 Queensland school children participated in the Pine Rivers Heritage Museum Education Program, where students experience life as a pioneer.
- Commenced a \$5.4 million redevelopment of council's Redcliffe Administration Centre into a cultural hub housing the Redcliffe Art Gallery and space for community groups.
- Delivered the Manaakitanga Project to celebrate Maori and Polynesian cultures, attracting more than 680 attendees.
- Hosted the 20th annual Tyson Evans Scholarship exhibition with prizes to support the region's youth to pursue a career in the arts.
- Installed a memorial seat commemorating the sinking of the hospital ship, Centaur, off the Queensland coast during WW2.

Work began on a new \$5.4 million art gallery and community space in Redcliffe.



Concept image: Redcliffe Art Gallery