Our Moreton: Draft strategies to support our Corporate Plan

Communication and Engagement Summary

May 2023

Moreton Bay
Regional Council

Acknowledgement

We acknowledge the Kabi Kabi, Jinibara and Turrbal Peoples as the Traditional Custodians of the lands and waterways of the Moreton Bay Region, and pay our respects to their Elders, past, present and emerging. We recognise that the Moreton Bay Region has always been a place of cultural, spiritual, social and economic significance to First Nations people.

We are committed to working in partnership with Traditional Custodians and other First Nations communities to shape a shared future that celebrates First Nations history and culture as an irreplaceable foundation of our region's collective identity.

Alignment with our roadmap

The Our Moreton Round Two: Phase 2 Consultation is helping to achieve the outcomes of our Corporate Plan 2022–2027 and realise our vision: **Our Moreton Bay. Amazing places. Natural spaces.**

The strategic pillar this project specifically relates to is:

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

Read more about Council's Corporate Plan and the pillars that underpin it at

mbrc.link/corporate-plan

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Contents

Our Moreton

Our Moreton is an important program that is shaping the future of our Moreton Bay.

The program's current aim is to develop, in consultation with our communities, a suite of long-term strategies to support our new Corporate Plan adopted in June 2022.

Moreton Bay Regional Council (Council) has undertaken extensive engagement with our communities and businesses that informed the development of our new Corporate Plan and the preparation of six supporting strategies.

Our first strategy, Regional Economic Development Strategy (REDS) 2020-41, was adopted in February 2021 and is now being implemented.

In early 2023, we asked community members, businesses and community groups to provide feedback on the remaining five draft strategies:

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

Once adopted, these strategies will inform our priorities for the next 20 years.

At the heart of these strategies is our vision:

Our Moreton Bay. Amazing Places. Natural Spaces.

Implementing the strategies will drive realisation of our vision by balancing growth while protecting the natural beauty of our region and sustaining our unique Moreton Bay lifestyles.

Evaluation of action implementation is essential together with ongoing community engagement."
Consultation participant

Our Moreton: Draft strategies to support our Corporate Plan Communication and Engagement Summary Report

Engagement snapshot

Between 15 February and 19 March 2023, 87 community surveys were completed, and we received 19 written submissions.

We wanted to know how we could improve our strategies and the survey results showed:

60% felt the Integrated Transport strategy was missing something.

63% felt the Community Wellbeing strategy was missing something.

67% felt the Environment & Sustainability strategy was missing something.

70% felt the Organisational Excellence strategy was missing something.

80% felt the Growth Management strategy was missing something.

Key themes for improvement of the draft strategies were:

- creating a more inclusive region
- community involvement and delivering what the community wants
- practical application, enforcement and reporting of strategies and outcomes
- improving MBRC organisational culture and staff training
- more green space and environmental protections
- housing considerations
- walkable neighbourhoods, cycleways and bicycle/e-scooter parking
- consideration of alternative public transport options
- consideration of electric vehicle infrastructure
- mental health support.

How we engaged

Community survey

The community survey could be completed online or on paper. It was promoted through:

- emails (containing survey link) distributed by Council to contacts who had previously participated in other engagements related to the strategies

- online survey link on the Council's Your Say Moreton Bay website

- paper surveys in Council's libraries and customer service centres

- promotion via social media, newsletters, and in library display screens.

The survey determined overall reactions to each strategy as well as the level of support for the strategic priorities in each strategy.

Survey respondents had an opportunity to explain why they did or did not support a strategic priority and to detail what, if anything, they thought was missing from the strategy.

The survey targeted residents of the Moreton Bay Region, but people who work in or visit the region were also welcomed to express their opinions.

Written submissions

Council also accepted written submissions on the strategies if individuals, groups or organisations preferred this method of providing feedback over the online survey. Written submission could be emailed to ourmoreton@moretonbay.qld.gov.au.
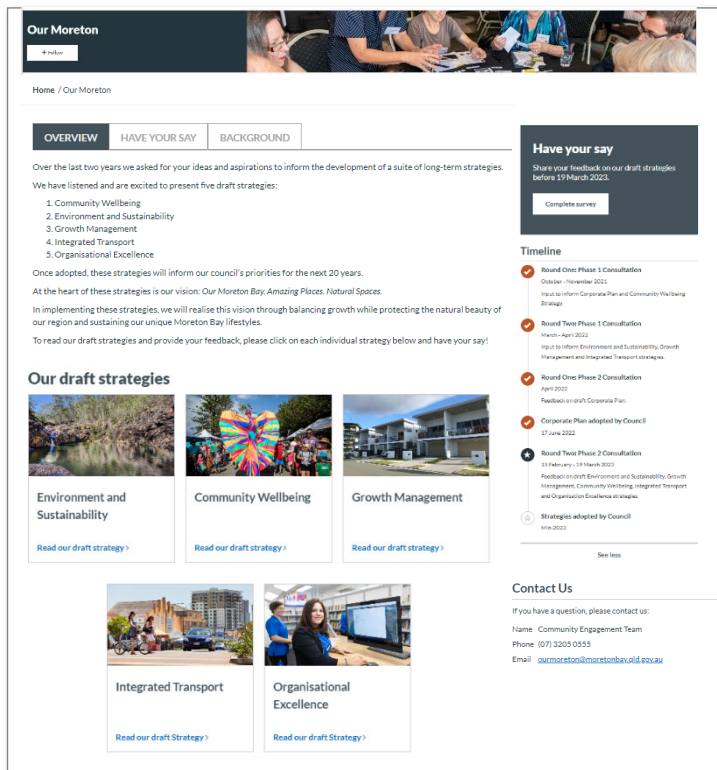
Council's Your Say Moreton Bay Page

> *I would like to see those who will be really impacted by the plan actively engaged in discussions, to be given adequate information, to give informed comment and feedback.*
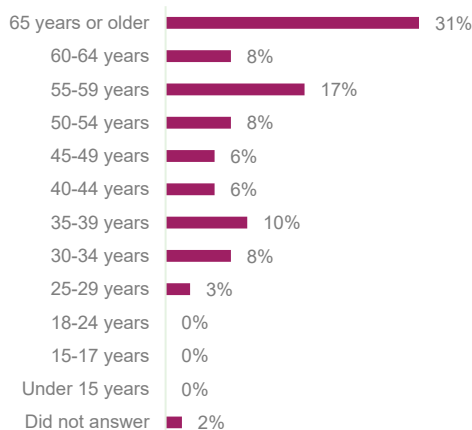> *Consultation participant*

Who participated

Survey respondents

The survey was completed by a total of 87 people. A single person could respond to survey questions for more than one strategy. Each strategy received the following number of responses:

- Environment and Sustainability Strategy: 60
- Growth Management Strategy: 40
- Community Wellbeing Strategy: 30
- Integrated Transport Strategy: 25
- Organisational Excellence Strategy: 20

A disporporationately high number of people aged 65 years or older complete the survey (31% of respondents). Across the region 14.8% of the population is aged 65 years or older.

65 years or older	31%
60-64 years	8%
55-59 years	17%
50-54 years	8%
45-49 years	6%
40-44 years	6%
35-39 years	10%
30-34 years	8%
25-29 years	3%
18-24 years	0%
15-17 years	0%
Under 15 years	0%
Did not answer	2%

More women then men completed the survey but the gender mix was representative of the region.

Woman, 53%
Did not answer, 3%
Man, 44%

Only 2% of people who completed the survey identified as being Aboriginal and Torres Strait Islander People compare to 3.6% across the region.
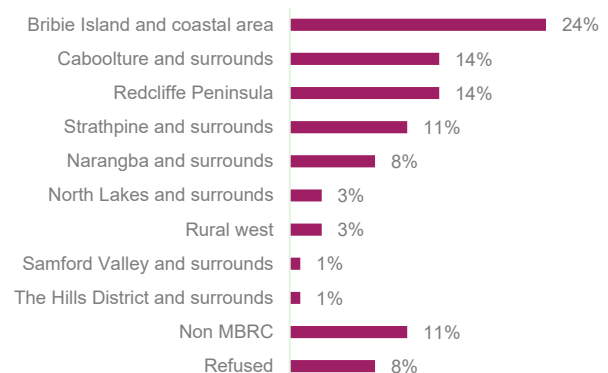
6% of respondents said they have a disability and 3% care for someone full-time who has a disability.

15% of respondents ran a business in the region.

The linguistic diversity of respondents reflected that of the Moreton Bay Region.

Speak language other than English at home, 9%
Did not answer, 5%
Speak English, 86%
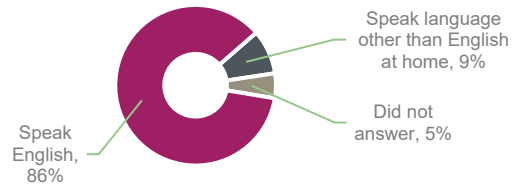
The highest number of respondents came from Bribie Island and coastal areas (24%).

Bribie Island and coastal area	24%
Caboolture and surrounds	14%
Redcliffe Peninsula	14%
Strathpine and surrounds	11%
Narangba and surrounds	8%
North Lakes and surrounds	3%
Rural west	3%
Samford Valley and surrounds	1%
The Hills District and surrounds	1%
Non MBRC	11%
Refused	8%

Submitters

Submissions were received from:

- State Government department (1)
- Environmental groups (4)
- Transport advocacy group (1)
- Community group (1)
- Development industry (3)
- Town planning consultants (2)
- Political group (1)
- Utilities provider (1)
- Individuals (6).

Most of the 20 submissions received focused on one strategy, some considered more. The number of submissions addressing each strategy was:

- Environment and Sustainability Strategy: 6
- Growth Management Strategy: 9
- Community Wellbeing Strategy: None
- Integrated Transport Strategy: 2
- Organisational Excellence Strategy: None

What you told us

Community Wellbeing

Most survey respondents agreed the Community Wellbeing Strategy clearly demonstrates:

- a commitment to recognising and promoting Aboriginal and Torres Strait Islander peoples (60% agreed, 30% neutral, 10% disagreed)

- the need for an inclusion focus (60% agreed, 27% neutral, 13% disagreed).

53% agreed the strategy outcomes and priorities are relevant to them and their family (27% neutral, 20% disagreed).

53% felt the strategy covers the most important areas (37% neutral, 10% disagreed)

47% indicated the strategy makes them feel positive and optimistic about the future wellbeing of the community (40% neutral, 13% disagreed).

Key themes that emerged on what is missing included suggestions for more details on walkable neighbourhoods and mental health support.

Three written submissions touched on this strategy. Submitters generally supported the outcomes and strategic priorities outlined in the strategy, with one submitter expressing a strong interest in the delivery of balanced, connected and safe communities.

One submitter noted active transport options as an important contributor to healthy, active, connected and resilient communities and the link between the Integrated Transport Strategy and this Strategy.

Submitters acknowledged and supported the focus of the strategy and noted that accessibility and inclusion considerations are part of the early decision-making process.

Please embed the importance of walkable neighbourhoods as part of a connected and resilient community. Reference to social isolation and loneliness is also important to reference.
Consultation participant

We endorse the focus on inclusion and accessibility and increasing community understanding and recognition of Aboriginal and Torres Straigh Islander cultures, histories, knowledge and connections to country.
Consultation participant

Integrated Transport

Most survey respondents agreed the Integrated Transport Strategy:

- covers the most important issues in providing a safe, connected and sustainable transport system (68% agreed, 28% neutral, 4% disagreed)

- has relevant outcomes and priorities (64% agreed, 32% neutral, 4% disagreed)

- will provide opportunities for a positive change in travel behaviours (60% agreed, 28% neutral, 12% disagreed)

- clearly demonstrates a commitment to providing an integrated and resilient transport system (56% agreed, 36% neutral, 8% disagreed).

- makes them feel positive and optimistic about the future of transport in the region (48% agreed, 32% neutral, 20% disagreed).

Key themes that emerged included electric vehicle considerations, suggestions for more details on walkable neighbourhoods, cycle ways and bicycle/scooter parking in e-scooters. Several comments mentioned the importance of community involvement, and some suggested a light rail.

" *Some focus on bicycle/scooter parking at destinations and bus stops - it's inexpensive to provide and doesn't take up much space. Parking congestion can be a problem for everyone. Carparks can be designed to not take up so much valuable space to improve our business areas. More multi-storey, and underground parking perhaps.*
Consultation participant

Key themes from the four written submissions that addressed this strategy were:

- improving access to public transport for all areas in the region

- improving cooperation between different levels of government

- improving transport safety, particularly for vulnerable road users

- environmental impacts of transport and how Council can reduce emissions of transport in the region

- conflicts between different users of our active transport network

- technological change and how Council will plan for this.

Submitters noted the twenty-year timeframe of the strategy aligns with the South East Queensland Regional Transport Plans. Submitters welcomed the strategy's approach to support communities to take short, local trips without the need for a car based on integrated land use and transport outcomes. It was also acknowledged that the strategy plays a role in ensuring the delivery of the Growth Management Strategy.

One submitter noted there was limited references to the role that rail plays in supporting the broader transport network in the region.

Some submitters sought clarity on:

- actions to deliver a regional transport plan that considers the principles of accessibility and sustainability

- the strategy's intent for semi-rural and rural areas that are difficult to service efficiently by public transport

- how Council is responding to emerging trends

- the relevance in the strategy of aerial and drone transport.

Environment and Sustainability

Most survey respondents agreed the Environment and Sustainability Strategy:

- covers the most important issues in ensuring a healthy environment and sustainable lifestyles (77% agreed, 15% neutral, 8% disagreed)

- has outcomes and priorities that are relevant (72% agreed, 22% neutral, 7% disagreed)

- covers the most important issues in protecting environmental values and improving biodiversity in the context of a growing region (72% agreed, 20% neutral, 8% disagreed)

- makes them feel positive and optimistic about the future of the region's environment (57% agreed, 28% neutral, 15% disagreed).

52% felt the strategy's outcomes will reduce barriers for households and businesses to prepare for a warming climate and take action to be more sustainable (38% neutral, 10% disagreed).

Key themes that emerged on what's missing from the strategy included the practical application of the strategy and how it will be enforced, along with how competing priorities will be managed. Matters for improvement included greenspaces/zoning against development, training of staff, reducing waste, enforcement of the strategy and housing considerations.

❝ *I think it's important to consider the other pillars of sustainability -community and economic. Environmental initiatives can do good, but these must be balanced with the practical needs of the community and business operations.*
Consultation participant

Most of the written submissions focused on the need for the strategy to include more specific and actionable commitments.

Some submitters felt the strategy did not reflect the urgency and necessary action in relation to climate change and it was suggested the 2039 net zero emissions target for Council operations should be brought forward. There was also suggestion that the strategy should address greenhouse gas emissions at a community level in addition to Council's operational emissions.

❝ *There is a need for discussion and understanding about how Council will support decarbonisation within the community and how it will plan for and administer offsets.*
Consultation participant

Submitters made policy-level suggestions aimed at ensuring Council prioritises environmental imperatives. There was a common desire for stakeholders to actively participate in strategy development and implementation accompanied by calls for better, publicly accessible information to support environmental decision-making.

Some submitters highlighted the effects of population growth and development, with focus on water quality and biodiversity impacts. These were linked to land management practices and urban development within catchments. There were concerns around the strategy's proposed vegetation cover target and a call for stronger vegetation and biodiversity protections. Submitters wanted more detailed planning, particularly in relation to vulnerable or endangered species in the context of climate change and increasing development.

Submitters advocated for reduction in plastic waste and pollution and identified a need for these issues to be addressed at the supply chain level.

Housing supply was touched on by some submitters, with the issues of building energy and emissions performance highlighted as an area where Council could be more active. One submitter encouraged Council to support a Circular Economy Villages model of housing development.

Growth Management

Most survey respondents agreed they supported:

- the strategy's target of 75% of the region remaining as rural and natural landscapes without urban development (73% agree, 18% neutral, 10% disagreed)

- urban growth boundaries, even if this means higher density living in identified well-serviced locations (63% agree, 5% neutral, 33% agreed).

53% agreed the strategy covers the most important issues in managing growth in the region (25% neutral, 23% disagreed)

53% agreed the strategy's outcomes and priorities are relevant (23% neutral, 25% disagreed).

Only 35% agreed the strategy makes them feel positive and optimistic about the future of their growing region (33% neutral, 33% disagreed).

80% of respondents felt the Strategy was missing something. Key themes that emerged included a perceived lack of detail, enforcement of the strategy, issues around high-density housing, connection with infrastructure, environmental protection and delivering what the community wants. Suggestions for improvement included high-density considerations and the importance of community involvement.

❝ *A strategy of an optimistic philosophy makes for positive reading, but I would really like to know details of where the growth management will occur before I could vote positively.*
Consultation participant

The nine written submissions supported emphasis on sustainable infrastructure provision throughout Moreton Bay as a key outcome and approach as part of this Strategy.

Submitters noted the urgent need for affordable housing supply and acknowledged the progress made on the number of residential lots being approved. One submitter noted unrelenting demand, driven by the livability of the region, has the take up rate of new land outstripping supply.

❝ *It is essential that small lot housing is able to be delivered affordably throughout the region to provide housing choice and to address the urgent housing affordability issue currently being experienced across South East Queensland.*
Consultation participant

Some submitters expressed that the design principles and strategy for the development of regenerative villages (circular economy villages) aligns closely with the desired outcomes identified in the strategy. This includes the creation of connected communities, diverse living choices, well-planned neighbourhoods and well-planned infrastructure.

Many submitters made representations on the Urban Growth Boundary, highlighting specific parcels of land currently sitting outside the boundary.

Some submitters referenced the South East Queensland Regional Plan and the importance of ensuring the strategy reflects the benchmarks set in the plan in the short term.

Organisational Excellence

Most survey respondents agreed the Organisational Excellence Strategy:

- has outcomes and priorities that are relevant (55% agreed, 25% neutral, 20% disagreed)

- covers the most important issues in ensuring Council operations and service standards are optimised (50% agreed, 40% were neutral, 10% disagreed).

Almost half (45%) agreed the strategy clearly demonstrates a commitment to providing a modern local government that embraces technology and continuous improvement (35% neutral, 20% disagreed).

40% agreed the strategy made them feel positive and optimistic about the way Council will be run in the future (40% neutral, 20% disagreed).

Key themes that emerged on what was missing from the strategy included organisational culture and staffing, community involvement and mechanisms for accountability and transparency of decision-making. Suggested improvements related to accessibility, performance reporting, staffing and community involvement.

One written submission touched on the strategy. It acknowledged the importance of the strategy's focus on engagement with community. It called on Council to recognise the contribution of the property industry in delivering housing and communities, and the need to engage meaningfully with industry. The submitter emphasised the importance of a facilitative organisational culture to enables continuous improvement of the development approval processes and innovative housing solutions.

The strategy should recognise the importance of organisational culture to be more facilitative and enabling to continuously improve development approval processes and find innovative solutions to housing our community.
Consultation participant

Set up a series of standing committees or advisory structures using your community development workers to provide ongoing advice and provide feedback on what is working well and what is not working so well.
Consultation participant

Outcomes

Council has reviewed the community feedback and considered it in the context of State Government requirements and Council policies. We have determined some of the feedback would be better addressed through improvements to existing Council programs or advocacy to other levels of government.

The following recommendations have been made to improve the strategies in response to community feedback. Some strategies have more recommendations than others, this is reflective of the amount of feedback received and the appropriateness of addressing the issues through the strategy documents.

Community Wellbeing

- Further consider the role that supportive, inclusive and active communities can play in mental wellbeing.

Integrated Transport

- Strengthen the action to deliver a regional transport plan by considering accessibility and sustainability.

- Consider the impact of private vehicle congestion on freight reliability and increase advocacy for public transport across the region.

- Increase advocacy and partnership with the State Government for additional and more frequent public transport services and increase housing density around public transport stops.

- Consider the relevance of aerial transport, drone deliveries and big data.

- Strengthen the commitment to consider the environmental and financial impacts of construction materials.

- Consider the need for services, infrastructure and supportive behavior change programs to support the uptake of sustainable transport modes.

- Consider improvements to recreational active travel infrastructure by increasing the length and connectivity of pathways.

- Consider how Council could plan and manage parking to meet current needs while transitioning centres to vibrant, attractive and sustainable places.

Environment and Sustainability

- Improve collaboration with other levels of government.

- Consider a policy direction on plastic pollution and waste minimisation initiatives.

- Clarify how Council could achieve its 2039 net-zero target for Council's operational emissions.

- Provide more details on the plan to implement community greenhouse gas emissions reduction initiatives.

- Improve recognition of the need to facilitate wildlife population responses to climate change.

- Consider improving the Biodiversity Plan action by specifically referring to threatened species.

- Provide more details on Council's advocacy priorities for changes to building standards to support the Federal trajectory for low and zero energy buildings (aligned to current emissions reduction targets).

- Include further detail about Council's Environmental Offsets Program including strategic approaches to program evaluation.

Growth Management

- Consider timeframes for preparation of the Urban Growth Boundary to make it short term rather than medium term, given the importance of the work.

- Include a definition for the New Urban Growth Model in the Glossary.

The institute congratulates Council on the comprehensive engagement program undertaken which has informed development of the strategies
Consultation participant

Organisational Excellence

- Consider improving measures for performance reporting to drive transparency, accountability and community trust.

- Consider strengthening Council's commitment to being open to feedback and complaints, and its connection to creating positive customer experiences.

- Clarify opportunities for ongoing engagement with key stakeholders as well as communities.

- Clarify Council's commitment to a balance of customer service channels to ensure the organisation remains inclusive and accessible to older residents and other diverse groups.

- Reiterate Council's commitment to information privacy.

- Consider opportunities to further communicate and engage with the community about Council's digital journey.

Next steps

Thank you to everyone who has taken the time to provide feedback. The insights gained from the community and other experts Council has engaged with have helped shape our long-term planning to achieve our vision of becoming a region of amazing places and natural spaces.

The strategies will be finalised and adopted by Council in mid-2023. We will then begin the important work of implementing the actions to achieve these important goals for our region.

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For more information on our new Corporate Plan and Pillars
scan the QR code or visit moretonbay.qld.gov.au

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