

Residents' Report



Karragarra Island



Message from the Mayor

It's been a big year of change for Council and our community.

Council has refocused its priorities as part of a 'back to basics' approach to serving our community and keeping rates low.

We've tightened our belt as an organisation and are continuing to cut red tape and streamline processes.

As a Council, we're focused more than ever on the basics: roads, rubbish, water, parks, recreation and the environment.

We are also establishing a one-stop shop Contact Centre that will mean customer inquiries are answered at the initial point of contact, rather than being transferred around Council.

The new centre will mean the great customer service already provided at Council front counters will also be carried over to phone and email inquiries.

There will also be flexibility to increase hours of service should caller demands indicate this is required.

We are also investigating out-of-hours e-services, for possible implementation in the later stages of the centre development.

This would allow customers and Council to conduct business when it suits the customer.

The Contact Centre will be phased in over three years, with the first phase starting on 1 July 2013.

I am committed to increasing support for local businesses and have asked Council to review its own purchasing policy by the end of the year, with a view to doing even more business locally. Council will also now make payments to suppliers within 30 days of invoice, rather than up to 60 days.

Doing business in the Redlands will also get easier with Council's recently announced incentives package that aims to kick-start development of the Cleveland Central Business District.

The package includes infrastructure charge concessions and fee waivers, faster application assessment and simplified planning requirements. These changes come in to place in March 2013 and will operate until June 2015.

As 2012 draws to a close, it's the perfect time to pause and reflect on life here in the Redlands.

We live in a beautiful part of the world and are a city of amazing people.

In fact, Redlands was recently named Queensland's Most Sustainable City 2012 by Keep Australia Beautiful Queensland.

Our waterways are also the healthiest they have been for eight years and we recorded the most significant waterways' improvement in South East Queensland. This was reported in last month's SEQ 2012 Ecosystem Health Report Card.

On behalf of Council I would like to wish you all a safe and joyous festive season. I look forward to continuing to serve the Redlands community in 2013.

Karen Williams
Mayor of Redland City

[facebook.com/CrKarenWilliams](https://www.facebook.com/CrKarenWilliams)

twitter.com/CrKarenWilliams



Mirusia

Come and enjoy

Christmas by Starlight

Saturday 1 December 2012 | Norm Price Park - Redland Showgrounds



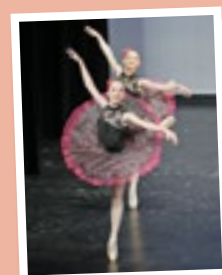
Craig Martin



Christmas in Wonderland



Fireworks



Strictly Dance

Christmas by Starlight is Redlands' largest free event and heralds in the festive season for the community. Besides a fantastic line-up of entertainment, there will be a variety of food, drink and merchandise stalls hosted by local community groups.

Join in the day's festivities:

3pm onwards – food stalls, free children's activities, roving entertainers and a visit from Santa.

5.15pm – special children's concert featuring entertainers *Christmas in Wonderland*.

5.45pm – twilight carols featuring Redlands' own Mirusia, fresh from her worldwide tour with André Rieu. Other local talents include Redland Rhapsody Chorus, world champion beat-boxer Matt Gibbs, Craig Martin, Kiara Rodrigues, Dakota Striplin, Alayna McAulay, Oliver Samson, Courtney Heaton, Inah Moe, Jal Joshua, Breanna Fielding, Chloe Makiol, Katie Green and Strictly Dance.

8pm – fireworks display.

Bring your camera for photos of Santa and your little one on Santa's throne. A new venue layout will ensure the concert continues regardless of the weather.

People are encouraged to take free buses to and from the event. Free buses courtesy of Veolia leave from around the city regularly (see timetable). Parking is available for a gold coin donation.

Christmas by Starlight is an alcohol-free event, brought to you by Redland City Council and our generous sponsors.

Free bus timetable



Coaches will also drop back to these points after the concert.

BUS: 1

- 3.45pm Bailey Rd, Birkdale
- 3.55pm Randall Rd, Birkdale
- 4.05pm Old Cleveland Rd East, Birkdale
- 4.15pm Birkdale Fair, Birkdale Rd
- 4.25pm Wellington Point Jetty
- 4.35pm Wellington Point Shops
- 4.50pm Sturgeon St, Ormiston
- 5.00pm Redland Showgrounds

BUS: 2

- 4.15pm Valley Way Bus Stop, Mount Cotton
- 4.30pm Redland Bay Marina
- 4.35pm Redland Bay Shops
- 4.45pm Victoria Point Interchange (Stop D)
- 4.55pm Thornlands Dance Hall, C'land-Red Bay Rd
- 5.00pm Redland Showgrounds

BUS: 3

- 4.00pm Capalaba Interchange (Stop A)
- 4.10pm Vienna Rd Shops
- 4.15pm Alexandra Circuit Bus Stop
- 4.20pm Hanover Dve Bus Stop
- 4.30pm Opposite Alex Hills Shops, Finucane Rd
- 4.45pm Cleveland Shops
- 4.50pm Passage St Bus Stop
- 4.55pm Princess St Bus Stop
- 5.00pm Redland Showgrounds

Our Sponsors Thank you to all our sponsors





10 things to do in the Redlands this summer



1. Coochie is Calling

Just a short seven minute ferry ride from Victoria Point, Coochie is one of Redlands' best kept secrets. Hire a tinnie, kayak, paddle boat, stand-up paddle board or aqua bike on the island.

2. Wander the Walkway

Take a stroll along Cleveland's 4.6km Eddie Santagiuliana Way to pass through coastal forest, view an enormous Moreton Bay fig tree and take in the sights of Moreton Bay.

🏠 Starts at the end of Island St and finishes on South St, Cleveland.

3. Surrender to Straddie

Relax and unwind on one of six beaches or make this summer the time you learn to surf. Enjoy the spectacular scenic views on the Gorge Walk – spot turtles, dolphins and dugongs while you meander along the trail.

4. Playground Adventure

Capalaba Regional Park includes a new all-abilities playground that includes a musical forest, giant climbing net and a wheelchair access swing. Situated around a vast lagoon with play equipment, open space and BBQ facilities it's great for a lazy Sunday afternoon.

🏠 Pittwin Rd North, Capalaba.

5. Discover Redland City History

Visit Redland Museum and learn about our history from 1842 until present day. With more than 13,000 items on display you'll be amazed at what you'll discover. Why not finish the day with a heritage tour of the Redlands? Guide booklets are available from the visitor information centre.

🏠 60 Smith St, Cleveland.

6. Cultural Horizons

Deepen your senses and open your mind with a visit to Redland Art Gallery. The gallery is open seven days a week and features six exhibition spaces.

🏠 Cnr Middle and Bloomfield Streets, Cleveland.

7. Kayak Tour of Moreton Bay

Enjoy a unique water adventure with Redlands Kayak Tours. Paddle off from five locations around the Redlands.

8. Southern Moreton Bay Islands

See the sights of the delightful Southern Moreton Bay Islands with a ferry day trip departing from Redland Bay. Take your bicycles and enjoy an island hop around Karragarra, Macleay, Lamb and Russell islands.

9. Native Botanical Gardens

Explore the beauty of the natural bushland and native botanical gardens at Redlands IndigiScapes Centre. Take a guided tour and enjoy the bush tucker flavours at the Tea Garden Cafe.

🏠 17 Runnymede Rd, Capalaba.

10. Amongst the Vines

Sirromet Winery offers breathtaking views. Take a wine tour, enjoy the serenity of an afternoon at the cellar door or indulge in the cuisine of Lurleen's restaurant.

🏠 850 Mount Cotton Rd, Mount Cotton.

Straddie Camping

New contact for Straddie Camping and 4WD permits:

P: 3409 9668
www.straddiecamping.com.au



For more information:

Redlands Visitor Information Centre
17 Runnymede Road, Capalaba
P: 1300 667 386
E: explore@more2redlands.com.au
www.more2redlands.com.au/explore



Buy local for Xmas

When it comes to Christmas shopping, make your first stop local Redland businesses.

With the variety, quality and competitiveness of our local businesses, you'll be strengthening our local economy and keeping jobs close to home.

Redland residents are invited to take up the challenge to buy 100 per cent of your Christmas needs in the city. There are great weekly prizes.

Register at participating stores or at Redlands Christmas Challenge online at www.100percentredlands.com.au



Easier police reporting

Redland residents can now report minor police incidents with the touch of a button on a Smartphone.

Policelink has released an app (Apple and Android) that takes you straight through to police phone hotlines and online reporting.

The app can be used for reporting incidents such as non-urgent hooning, wilful property damage, graffiti, stealing, break and enter, stolen vehicles and lost property.

Library holiday fun

Redland Libraries have a variety of children's activities to keep the kids entertained over Christmas.

From magic Santa shows to sand art, reading scavenger hunts and mosaic craft, there's something for all children aged 4-10 years. All library programs are free, but some require bookings.

Don't forget to sign up for the ROAR summer reading program. With prizes for kids and adults on offer, it's the perfect excuse to spend a lazy afternoon reading! Sign up online or at the libraries.

Visit Redland Libraries at www.redland.qld.gov.au

Got an idea, go for a grant

If you've got an idea that will benefit the Redland community, consider applying for a Redland City Council grant.

Applications for the next twice-yearly round of grant funding open 29 January and close 1 March 2013.

Mayor's Small Grant applications can be submitted all year round.

Our grants help local community organisations and individuals with projects that will benefit the Redlands community.

Grants are offered across the arts, cultural heritage, environment, community development, enterprise development and sport and recreation.

These grants include the Regional Arts Development Fund (RADF), a partnership between Council and the Queensland Government through Arts Queensland to provide funding support to local arts, cultural development and heritage projects.

More information is available on Council's website, or by contacting the Community Grants team on 3829 8911 or grants@redland.qld.gov.au



Russell Island Jetty Community Mosaic.
Artist: Dianne Little

Free grant application writing workshops are also available for tips on how to write an application. Workshops will be held late January/February 2013. Bookings are essential and can be made on 3829 8911.



Apply for a grant today and help invest in your community tomorrow

Weeds to watch

As temperatures increase, many weeds do too. Choose plants carefully. Some may be environmental weeds or have the potential to become future weeds.

Control weeds fast and seek advice if you are unsure. Some control methods may make the problem worse. For example, mowing Singapore Daisy often means every little piece scattered becomes a new plant.

Singapore Daisy

(Sphagneticola trilobata)



Fishbone Fern

(Nephrolepis cordifolia)



Choosing the right plants just got easier

Take the guess work out of planting a garden that will thrive with a new online tool, the Waterwise Plant Selector.

Simply go online and type in your postcode to find plants suited to your location and the climatic conditions.

For more information on choosing the right plants and Permanent Water Conservation Measures go to Redland Water at www.redland.qld.gov.au



Take the bite out of mozzies

Mosquito breeding season is here.

Reduce mosquitoes around your home by making sure your screens are in good condition and by checking there is no unnecessary water where mosquitoes can breed.

Items that hold water where mosquitoes can breed can include pot plant bases, boats, unscreened rainwater tanks, unchlorinated swimming pools, blocked roof gutters, bird baths and old tyres.

Council conducts helicopter aerial treatments during summer to target breeding locations in the Redlands.

Did you know nature offers a range of natural mozzie repellants? Try placing pots of basil near doorways and windows.

For more tips for controlling mozzies check out the fact sheets on Council's website. Visit www.redland.qld.gov.au and search mosquitoes.

Keep rethinking your rubbish



Recycling champs!

Over the past 12 months, the Redlands community has done a great job in recycling and reducing the amount of waste going to landfill.

So good, in fact, that we won the Resources Recovery category in Keep Australia Beautiful Queensland awards and are now in the running to win the national title.



The key to our success has been the effort locals have made in sorting their waste before visiting transfer stations.

Let's keep up the effort.

Transfer station checklist

To save time during our busiest season follow these simple tips.

Before you leave home

- ✓ avoid peak times 11am – 3pm on weekends.
- ✓ Save time by sorting your waste into different materials as you load your car, ute or trailer (e.g. sort into piles for rubbish, recyclables, green waste, untreated timber, scrap metal etc.).

At the transfer station

- ✓ Allow time so you can drop each type of waste at its designated area.
- ✓ Donate white goods, electrical items and reusable furniture to RecycleWorld.

If you're not sure where each type of rubbish goes, just ask at the gatehouse on your way in.

Home rubbish tips – kerbside collection

Don't forget, you have everything you need to effectively sort the majority of your household waste at home through your kerbside bins.



Red lid

(or dark green lid if you have an older bin)

General waste:

- food waste
- nappies
- plastic bags
- food wrappers
- sharps (in a puncture resistant container)
- ceramics
- broken glass
- bagged grass clippings
- non-recyclable plastics



Yellow lid

Recycling

- glass jars and bottles
- aluminium and steel cans
- plastics 1-6 (check numbers on the bottom) e.g. plastic bottles and containers
- cardboard and paper
- clean pizza boxes



Lime green Lid

(optional fortnightly service)

Green waste bin

- grass clippings (not in a bag)
- garden trimmings
- weeds and flowers
- leaves and loose bark
- palm fronds
- twigs and branches less than 75cm long

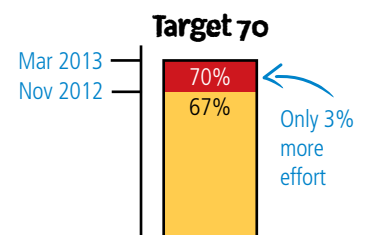
Help reach the target!

Let's divert more waste from landfill.

Help us reach 70 per cent diversion

of waste brought to the waste transfer stations by March 2013.

It's only 3 per cent more effort!



What happens to green waste?

Green waste collected through the green waste kerbside bin or separated at transfer stations is:

- transported to a recycler
- screened and shredded
- used as mulch for parks and gardens.

Green waste thrown into the waste kerbside bin or dumped with general waste at a waste transfer station is:

- buried in landfill.

To find out more about recycling and using our transfer stations, or to order a green waste bin, phone 1300 362 036 or go to www.redland.qld.gov.au.

Be ready for bushfire season

Get Ready Redlands

In much of the Redlands, we're surrounded by natural bushland, but being so close to nature means we need to prepare every summer for the possibility of bushfires.

Council manages its bushland areas to minimise the risks, but bushfires can still break out – and burning material, embers and smoke can travel well beyond bushland areas.

If you live in or near bushland, there are simple steps you can take to protect your family, pets and home.

Prepare a family emergency plan

- Decide whether you will 'go early' or 'stay and defend'.
- If going early, identify a safe place to evacuate to.
- If staying and defending, ensure you receive expert advice to make certain that you are ready.
- Decide how to look after your pets.
- Prepare an emergency and evacuation kit.

Prepare your home and property

- Display a prominent house number.
- Make sure fire trucks can get into your property.
- Make sure things that can burn are well away from your house.
- Remove, cut or mow bushes, grass and weeds around sheds, fences and gates.
- Trim trees and remove any overhanging branches from around the house before the start of fire season (vegetation protection laws may apply so you should check with Council first).
- Clean gutters and buy gutter plugs.
- Install metal screens or shutters on all windows.
- Protect under-floor spaces with non-combustible sheeting or mesh.
- Point LPG cylinder relief valves away from the house.
- If you have a water system, pumps or generators, make sure they are working.
- Buy a battery-powered radio to listen to bushfire updates.

During an emergency:

- Listen to local radio – ABC 612 AM and Bay FM 100.3.
- Follow updates from us on Twitter, Facebook and our website.
- View our weather damage updates page.
- Keep track of Queensland weather and warnings from the Bureau of Meteorology (www.bom.gov.au/qld/) and the Raby Bay weather station (www.rabybay.org/)
- Follow the Queensland Government's advice on what to do in different types of disasters and emergencies.

For more tips on disaster management (including preparing for the upcoming storm season) go to www.redland.qld.gov.au



Celebrate Redlands and win on Australia Day

Saturday 26 January will see Australians celebrate living in this wonderful, diverse and lucky country. Whether Australia Day for you is a snag on the barbeque, a dress-up party or a day of cricket, Redland City Council would like to help you celebrate.

Enter Council's annual Australia Day Party competition and you could win a fantastic prize pack. Prizes will be awarded to the most imaginative parties that reflect the Redlands. Entries close 7 January.

Prizes are:

- 1st prize party pack valued at more than \$250
- 2nd prize party pack valued at more than \$150
- 3rd prize party pack valued at more than \$100
- 1 x neighbourhood party prize pack valued at \$300

Registration forms can be collected from Council's Customer Service Centres, local shopping centres or downloaded from Council's website www.redland.qld.gov.au

For more information, contact Council's Events Team on 3829 8580.

Get planning your Redland-themed party!

