



Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich community

1 July 2017 – 30 June 2018







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Mayor and Chair Message

Welcome to Ipswich City Council's second Health and Amenity Plan. Our Council was the first local government to develop a compliance plan that is available for the community to review, read and understand what our City's key priorities will be over the coming financial year.

The Plan for 2017/2018 has been developed based on feedback from the community on what should be our priorities and where we need to focus our efforts and resources. Council has an obligation to enforce certain laws, but we also want to help ensure people are and feel safe, our environment is protected, businesses are supported to encourage growth and our residents have the latest information and tools available to help them as responsible pet owners.

Council wants to help educate people to understand the laws and importantly why they exist first and foremost. Council will be proactive and raise awareness on how compliance can be achieved for the future but there will be circumstances and situations where enforcement action is instigated. This plan showcases that Council is committed to improving its processes to reduce red tape and provide exceptional customer service at every possible juncture.

We will also be providing a six-monthly and end-of-year report card on how the action in the plan have been carried out and the end results. This will enable Council to monitor its performance and continuously improve along the way.

The Health and Amenity Plan is an annual document which will enable the community to provide direct feedback so Council can continue to inform, educate and enforce to protect the health and amenity of this great City.

A blue ink signature of Mayor Andrew Antonioli.

Mayor Andrew Antonioli
City of Ipswich

A blue ink signature of Councillor Sheila Ireland.

Councillor Sheila Ireland
Chair Health, Security and
Community Safety Committee



Introduction

In 2016, Council introduced its first Health and Amenity Plan (The Plan). The publicly available compliance plan was a first for any Australian Local Government. In January 2017 a six month progress report was made public followed by an End of Year Report to document the achievements for the year ending 30 June 2017 (2016-2017).

The Plan is designed to provide everyone living, working in and visiting Ipswich with an understanding of Council's approach to compliance activities for which it is responsible.

This 2017-2018 Plan will follow its predecessor by highlighting key priorities and activities to be undertaken throughout the year. The activities listed in the Plan have been identified by the Ipswich community as compliance matters that require Council to provide more effort and resources towards. The community provides this feedback through requests for service, feedback to their local Councillor and feedback at the Health and Amenity Plan (HAP) Hubs that were held throughout the City in April, May and June 2017.

The Health, Security and Regulatory Services Department (HSRS) within Council is responsible for compliance activities. The Plan will be actioned and managed by HSRS through detailed project plans and funded activities to assist in achieving the key outcomes. The Plan will also help achieve the goals and strategies of Council's Advance Ipswich Plan.

Why does Council do compliance work?

Councils in Australia deliver a wider range of services than ever before. Delivery of these services demands a highly planned approach to ensure that compliance management is effective, lawful, timely and consistent with community expectations and risk management principles.

Council has obligations under State Legislation to enforce certain legislative provisions and Council's own Local Laws. There are other factors that add to Ipswich City Council's responsibilities:

- **Devolution:** Federal or Queensland Government gives local government responsibility for new functions.
- **Cost shifting:** Where local government assumes increased responsibility or has to finance a service previously paid for by the Federal or Queensland Government.
- **Policy choice:** Where Council chooses to expand or improve services or expand its range of operations.

While it has an obligation to enforce laws Ipswich City Council delivers enormous benefit to the community through protecting the health and safety of the community and providing a pleasant amenity to all areas of the city.

What if Council did nothing?

If Council didn't undertake its role as educator and regulator for compliance matters Ipswich residents would experience:

- poor amenity in neighbourhoods and suburbs through overgrown yards, abandoned vehicles, hoarding, illegal dumping and illegal signs
- reduced access to parking in high traffic areas across the City
- increased noise nuisance impacting residential areas (e.g. barking dogs, noise from commercial and industrial operations)
- an increase in sediment washing down stormwater drains leading to poorer water quality in Ipswich's rivers and creeks
- a decrease in responsible pet ownership leading to more instances of dog attacks and roaming cats and dogs
- an increase in signage that may be dangerous to traffic and pedestrians
- increase in unhygienic food practices at food premises.



What is Council's compliance approach?

Council's compliance objective is to protect the community's health and safety, improve amenity, reduce nuisances and produce positive outcomes for the community.

Our approach to compliance and the various tools we will use depends significantly on the attitude to compliance of the person or entity with whom we are dealing. Where the person or entity are engaged and seeking to comply, we will focus on working with them to achieve compliance. However, where they are disengaged and demonstrate a lack of willingness to comply, we will rely on the more formal enforcement approaches including mediation, compliance notes, penalty infringement notices and prosecution.

What is the community telling Council is a priority?

Identifying the most important compliance issues affecting the community allows Council to decide how it will prioritise programs and where best to allocate resources and effort. Knowledge about these issues is established by collecting and analysing feedback from a range of information sources including:

- direct feedback from the community including HAP Hubs held in shopping centres
- complaints received by Council
- results from compliance monitoring
- non-compliance trends that are being noticed by staff and the community.

Based on the above, the six priority areas first identified in the 2016-2017 Plan have been carried forward into the 2017-2018 Plan with a minor addition to Priority 4, which now includes an emphasis on public health promotion.

Community comments welcome

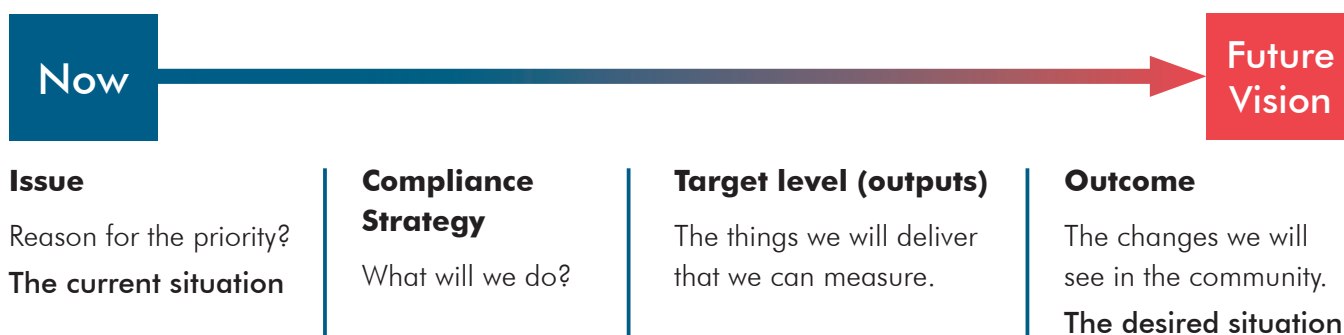
Comments and feedback on the plan are welcome and should be directed to Council's Strategic Policy and Systems Manager (HSRS). These can be emailed to council@ipswich.qld.gov.au or posted to PO Box 191, Ipswich 4305.



Priorities for 2017-2018

1	Customer Centric <ul style="list-style-type: none"> Improved information and engagement with the community
2	Pet Management <ul style="list-style-type: none"> Barking dogs Roaming dogs Roaming cats Dog control in public and on private property Responsible dog ownership
3	Parking <ul style="list-style-type: none"> Safer School Parking Parking on footpaths
4	Environmental Protection, Public Health and Amenity Matters <ul style="list-style-type: none"> Erosion and sediment controls Illegal dumping and littering Overgrown yards Hoarding and squalor issues on private property Food safety and business licensing Swanbank odour nuisance
5	Public Land Management <ul style="list-style-type: none"> Use of public land
6	Pest Management <ul style="list-style-type: none"> Pest Management Planning

For each priority area Council has identified how it will manage each issue over the year. To do this Council has documented actions within each priority that will be undertaken. Each action will follow a simple project framework. That is, what is the issue identified (the current situation/now), how will we improve the situation (compliance strategies used), what are we going to deliver and measure (outputs/targets), and what is the desired situation we want (future vision/outcome).





Implementing the Plan

Key Elements in Implementing the Plan

For the priorities identified, Council will action the compliance strategies utilising the key elements described below. Strategies will encompass one or more of the elements listed.

Legislation	Business process and compliance activities	Education and promotion
<ul style="list-style-type: none"> Review, amendments, advocacy, evaluation relating to local laws and State Government legislation. 	<ul style="list-style-type: none"> Updates to information provided by Council's contact centre. Improvements to how complaints are lodged and are investigated. Changes or implementation of proactive patrols and programs. Training of staff and authorised persons. 	<ul style="list-style-type: none"> Continuous improvement to information available online and in printed format. Continuous improvement and implementation of new formats to engage with the community such as one-off and annual events, seminars, pop up kiosks, webinars and smart phone apps.

Monitoring and Reporting Progress

HSRS are responsible for implementing the Health and Amenity Plan and will do so through detailed project plans. HSRS will monitor, provide advice and report to Council and the community on the progress at 6 months and with an end of year report. The Plan is an annual plan that operates for each financial year period.

Priority 1: Customer Centric



Customer centric means looking at all information Council (HSRS) provides, whether online or in hard copy from the point of view of the customer. Council provides an extremely wide and diverse range of services to communities every day. Council will focus on ensuring the customer can perform the most important task easily.

Communities are accessing government services online particularly with mobile devices with increasing frequency, not only because they are on the move but also because more people are engaging through the internet. Simplified, de-cluttered Council websites make it easy for customers to complete their electronic journey quickly and easily.

ACTION: Improved information and engagement with the community

Issue

- Information online improved to increase readability and understanding.
 - Provide more pathways for people to apply and pay.
 - Provide more opportunities to engage and get feedback from the community.
-

Compliance strategy

- Continuous improvement will occur to ensure we have a responsive website that provides good user experience for a diverse community across all devices (smart phone, tablet, desktop) for compliance matters including information and advice, applications and payments.
- Ensure all business licensing and permitting applications can be made online via Council's website.
- Look at opportunities for renewals (licences, permits, registrations) to be sent electronically via email to those customers who opt in.
- Conduct more community education activities to improve awareness about Council's role, responsibilities, policies and services.

Target level/output

- Evaluation undertaken to see how the community accesses Council information, makes applications and payments to assist with future priority identification.
- All business licensing and permits can be made online (in addition to hard copy format).
- Business Licences and Dog Registration Renewals can be sent electronically to customers.
- Increase in engagement opportunities for Council.

Outcome

- Anyone visiting Council's website can find information easily on any device.
- Anyone visiting Council's website can lodge their business licence/permit application online.
- Council understands the topics of most interest to its website visitors and the community.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

Priority 2: Pet Management



Pet nuisances rank highly in terms of the number of complaints that Council receives annually from the community, with the majority focussed on dogs. The combined cat and dog population is approximately one third of what the human population of Ipswich is. Considering the population growth the Ipswich City Council region will experience in the years ahead, the cat and dog population is expected to grow alongside of it.

Excessive barking, roaming cats and dogs and how dogs are controlled in public and on private property are all high volume complaint areas for Council to investigate and manage. Having effective control of a dog in public, including off leash parks, can mean less dog attacks on people and animals.

ACTION: Barking dogs

Issue

- High number of complaints.
- Residents can find investigation processes complex and lengthy.

Compliance strategy

- Continuous improvement to provide more comprehensive information online about Council's complaint process, examples of nuisance behaviour and tools to reduce excessive barking to assist dog owners and complainants.
- Development of a digital solution for the community to access educational information and provide Council with information about nuisance barking complaints to streamline processes and resolution times for the community and Council.

Target level/output

- Clear procedures and customer information on how barking dog complaints are managed.
- Digital solution available for the community to access for nuisance barking complaints.

Outcome

- Residents understand the barking dog investigation process.
- Residents understand what may trigger excessive barking in dogs and enable them to implement possible solutions to remedy any issues raised directly by their neighbour with nil to limited involvement from Council.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Roaming dogs

Issue

- High number of complaints.
- Lost and found process needs to be improved to create real time reporting to enable a quicker process for owners to be reunited with their pet.

Compliance strategy

- Continue to promote containment options for dog owners to showcase possible solutions that are low cost and easily achievable.
- Promotion of Council's Lost and Found portal so dogs can be reunited quickly with their owners.
- Continuation of free and low-cost microchipping events in the Ipswich area for dogs.

Target level/output

- Increase in number of dogs returned to their owners via an on-road release.
- Increase in number of dogs impounded by Council returned to their owner (reclaim rate).
- Increased promotion and access to real time information on lost and found dogs (and other pets) in the Ipswich area.
- Increase in number of microchipped dogs on Council's registration database
- Increase in hours for proactive patrols for roaming dogs.

Outcome

- Residents understand the laws on roaming dogs and provide their pet with a secure enclosure to keep it confined to their property.
- People can easily document, report and locate lost and found dogs so owners can be reunited quickly.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Roaming cats

Issue

- High number of complaints.
- Anecdotal feedback is that some residents don't realise laws exist requiring cats to be contained to their yard.
- Nuisance cats are an issue in some areas requiring cat traps to be set.

Compliance strategy

- Continue to promote laws and containment options for cat owners to showcase possible solutions that are low cost and easily achievable.
- Evaluation of the cat trap program to determine outcomes of how traps are processed and returned to Council. Outputs may assist in future cat management actions.
- Research, investigate and implement desexing campaigns and compliance programs for owned and unowned cats as part of overall cat management planning.
- Continue with low-cost microchipping events in the Ipswich area for cats. Utilisation of the 'Tag and Chip to Reunite you Quick' campaign.

Target level/output

- Increase in promotion of containment solutions.
- Evaluation of cat trap program.
- Increase in promotion of desexing benefits.
- Number of cats microchipped at Council events increases.
- Increase in the number of cats impounded by Council that are returned to their owner (reclaim rate increases).

Outcome

- Residents understand the laws on roaming cats and provide their pet with a secure enclosure so it cannot escape.
- Residents understand what options are available to them should they encounter unowned cats.
- Residents understand the benefits of microchipping their cat.

Key elements

- Legislation.
- Business processes and compliance activities.
- Education and promotion.

ACTION: Dog control in public and on private property

Issue

- High number of complaints made about aggressive dog behaviour including situations where a dog has attacked another person or animal. This can occur in off leash parks, public areas and private property.

Compliance strategy

- Implement a Code of Conduct for off leash parks including educational signage in each park.
- Investigate contemporary strategies to reduce dog attacks.
- Pilot program: Investigate and implement educational and enforcement solutions to reduce the amount of dogs that aren't under effective control at district/major parks in Ipswich where complaints have been raised about aggressive and harassing dogs. Successful strategies and outputs could be used in other hot spot areas.

Target level/output

- A Code of Conduct is implemented in all off leash dog parks and promoted widely by Council and other stakeholders.
- Research on dog attack strategies is considered in the development of programs and projects.
- Reduction in dog attacks in public areas and private property.
- Reduction in number of complaints made about harassing and wandering dogs (not under effective control) in Pilot program.

Outcome

- Residents understand they must have their dogs under effective and constant supervision in public (including in an off leash area) and how to minimise aggressive behaviour.
- Residents have an increased understanding of dog behaviour to avoid being harassed or bitten.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Responsible dog ownership

Issue

- Responsible dog ownership can have positive impacts and realise improvements in areas such as roaming, dog attacks and barking dogs. Strategies for this action will also have benefits for the other actions in the Pet Management priority. They are listed separately here as they have a more holistic approach than just one targeted compliance area e.g. barking.
-

Compliance strategy

- Continuous improvement of information made available on Council's website and utilisation of Council's 'Leash, Tag and Carry Bag' campaign to promote that a dog owner should always have their dog on a leash, have their registration tag on and carry a bag to pick up after their pet.
- The Ipswich City Council and Australian Veterinary Association (AVA) PetPep School Education program is delivered to assist with responsible pet ownership awareness in kindergartens and primary schools.
- The Registration Rewards Program continues to be delivered and expanded on to provide more opportunities for businesses and benefits for responsible dog owners who register their dog with Council. The program provides 'rewards' at participating business for registered dog owners.
- Continuation of the Systematic Inspection Program for the entire year to promote and enforce legislation requirements for dog registration.

Target level/output

- Increase in the promotion of the 'Leash, Tag and Carry Bag' campaign.
- PetPep School Education Program is delivered and evaluated.
- The Registration Rewards Program is delivered to owners of registered dogs in 2017-2018.
- The Registration Rewards Program for 2018-2019 is developed with an increase in participating businesses.
- The Systematic Inspection Program is delivered twice in 2017-2018.

Outcome

- Owners of dogs in Ipswich understand the requirements and best practices for owning a dog including registration, microchipping and dog behaviour in public.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-



Priority 3: Parking

Resident feedback and the volume of complaints indicates that parking around schools and parking on footpaths are a concern to the general community.

Due to the ever changing populations at schools, there is a need to ensure schools, along with Council, regularly remind parents and motorists who travel to schools in private vehicles about the need to do so safely. The approach by Council is to first engage with the school community (through various resources), educate the school community about the issues associated with parking illegally and then take enforcement action if required. Council will continue to implement proactive compliance and promotional programs at school drop off and pick up times.

Council understands that people sometimes use the nature strip because they feel it is safer than parking on a road, especially in streets that are narrow. However, the reality is that parking fully or partially on nature strips and footpaths, regardless of the intention, can be dangerous and illegal. Council have a safety and legal obligation to enforce the parking laws. Council will aim to increase people's awareness of laws and why they exist.

ACTION: Safe school parking

Issue

- High volume complaints of unsafe parking at schools including near miss incidents and injuries/accidents.

Compliance strategy

- Continuation of Safe School Parking Program involving schools that have high volume complaints and parking safety issues to build capacity, understanding and awareness. The program includes education and regulation measures.

Target level/output

- The Safe School Parking Program is delivered and evaluated each school term.

Outcome

- People picking up children from schools do so safely with no incidents or injuries occurring as a result of parking issues, and understand why Council monitors parking at schools.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Parking on footpaths

Issue

- High volume complaints of unsafe parking on footpaths including blocked access to private properties and damage to utilities.

Compliance strategy

- Education and promotion of the laws that exist and why compliance is needed. Include key messaging, for example vehicles parked on the nature strip or footpath:
 - cause major damage to public infrastructure both above and below the ground
 - may prevent emergency personnel from accessing key infrastructure such as water, sewerage, gas, telecommunications and drainage pipes
 - can pose increased safety risks for pedestrians as they are less visible to oncoming cars
 - restrict access for wheelchair and pram users.

Target level/output

- Increased promotion of damage, inconveniences and safety issues parking on a footpath may cause.

Outcome

- Residents understand what is acceptable and unacceptable when it comes to footpath parking issues and compliance.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-



Priority 4: Environmental Protection, Public Health and Amenity Matters

Council regulates and monitors public health risks across a number of areas with food safety being a key issue for the community. Under the *Food Act 2006* food businesses are required to comply with licensing and safety standards to ensure hygienic practices are in place. Promotion of good standards can have a positive impact for cafes and restaurants.

Land development and building sites have been identified as a potential major contributor of sediment to Ipswich's waterways and this is a significant concern given the current amount of construction activity due to the City's growth. If it enters our waterways, sediment (such as soil, sand, silt and mud) and litter washed from urban areas can cause both short and long term environmental problems.

The *Environmental Protection Act 1994* places a legal responsibility on all persons who cause land disturbance to minimise or prevent environmental harm. Council has a legal obligation to administer these laws and, ultimately, improve the quality of our waterways and natural environment.

Queensland's *Waste Reduction and Recycling Act 2011* provides everyone with the ability to report littering and illegal dumping associated with a motor vehicle, trailer or vessel. Every year, ratepayers' money is spent on cleaning up illegally dumped waste. Even more money is spent on fixing infrastructure and natural areas impacted by dumping. Dump sites can lower property values and also attract other illegal activities.

Overgrown yards and junk accumulation issues on private property need more socialisation for the community to understand what triggers action by Council in terms of public health, amenity and overall compliance management.

ACTION: Erosion and sediment controls

Issue

- High volume complaints (seasonal) on sediment/pollutants.

Compliance strategy

- Implement and monitor the Erosion and Sediment Control Compliance Program (ESCCP) targeting projects in the construction phase of development, including both large lot developments and residential home construction sites.

Target level/output

- The Erosion and Sediment Control Compliance Program (ESCCP) is delivered and evaluated.

Outcome

- Developers, contractors and builders understand what their obligations are under planning conditions, legislation and laws, and exhibit best practice erosion and sediment control practices.

Key elements

- Business processes and compliance activities.
- Education and promotion.

ACTION: Illegal dumping and littering

Issue

- High volume complaints of illegal dumping and littering across the city.
- Increase in amounts of asbestos being disposed of at Ipswich Waste and Recycling centres.

Compliance strategy

- Implement and monitor the 'Illegal Dumping and Littering' Campaign partnership between Council and the Department of Environment and Heritage Protection to increase awareness and reporting of illegal dumping and littering to Council and the State Government.
- Promote and provide guidance on how asbestos can be disposed of safely and lawfully.

Target level/output

- The Illegal Dumping and Littering Campaign is delivered and evaluated.
- More promotion of alternative pathways for legal disposal and recycling, donating and selling of items.
- Increase in the promotion of asbestos disposal options for the community on Council's website and communicate this with all stakeholders.

Outcome

- Residents and businesses understand how and where they can dispose of rubbish and items legally, and where they can recycle or sell items.
- Residents and businesses understand how and where they can dispose of asbestos legally.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Overgrown yards

Issue

- High volume complaints (seasonal).
 - Some residents aren't sure what constitutes an overgrown yard (how long is too long).
-

Compliance strategy

- Develop an Overgrown Yard Operational Plan to assist with capacity, resourcing and planning for the entire year which will assist in proactive management of peak seasonal workloads. The plan will also include ways to continuously improve information and guidance provided on Council's website.
 - Establish partnerships and/or pathways with community groups who may be able to assist disadvantaged residents maintain their yards.
-

Target level/output

- The Overgrown Yard Operational Plan is implemented and evaluated.
 - Improved information made available online on how Council manages overgrown yards.
 - Pathways are established and promoted to residents as an option as part of the compliance process.
-

Outcome

- Residents and businesses understand what an overgrown yard looks like and how to report such incidents.
 - Residents maintain their yards so not to detrimentally affect the amenity of the area.
-

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Hoarding and squalor issues on private property

Issue

- Complaints of hoarding and squalor often take a long time to resolve, although surrounding residents often want a quicker resolution of their complaints.
-

Compliance strategy

- Continuous improvement through benchmarking best practice with other local governments and agencies to identify any efficiencies for the community, individuals involved and Council.
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Target level/output

- Improved information provided online to the community on hoarding and squalor issues.
- Continue inter-agency communication to assist when cases are identified by Council Officers.

Outcome

- The community understands that sometimes mental health issues can manifest in symptoms such as hoarding and squalor. Resolution of such symptoms may require medium to long term therapy.
- Council collaborates with relevant agencies to assist people who have hoarding and squalor issues.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Food safety and business licensing

Issue

- High risk food safety complaints are a concern to the public and programs introduced by other local governments have seen positive outcomes for food businesses and the community.
- Provide more opportunities for people to access information and apply online.

Compliance strategy

- Implementation of a voluntary program for food businesses to promote their compliance with food safety legislation for the benefit of their customers.
- Investigate opportunities to upload business licence information and advice on Council's website for people of Culturally and Linguistically Diverse (CALD) backgrounds.
- Continuous improvement to ensure business licensing information available online is relevant and easy to understand on how people can apply and comply with requirements.

Target level/output

- A voluntary food safety program is implemented and evaluated in its first year of operation.
- Business licensing information is provided for CALD communities on Council's website.
- Business licensing information available online is updated.

Outcome

- Food businesses and the community understand the legislated requirements for food safety and promote their successful compliance with the laws.
 - People from a CALD background can access information about how to apply and how to comply with regards to operating a food business in Ipswich.
 - Prospective business licensees know what is required to apply for a licence and what they need to do to comply with laws and regulations.
-

Key elements

- Business processes and compliance activities.
 - Education and promotion.
-

ACTION: Swanbank odour nuisance

Issue

- High level of complaints regarding odour nuisance from industrial sites in Swanbank.
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Compliance strategy

- Continued advocacy by Ipswich City Council to the State Government to take steps to significantly minimise or resolve odour altogether being dispersed from the Swanbank site.
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Target level/output

- State Government monitoring and compliance action in relation to Swanbank sites has increased significantly.
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Outcome

- State Government recognises, understands and acts to resolve Ipswich's concerns regarding Swanbank sites and odour.
-

Key elements

- Advocacy.
-



Priority 5: Public Land Management

The diversity of Ipswich's parks has been strengthened in recent years with the development of new areas such as River Heart Parklands, Robelle Domain and Orion Lagoon. Community feedback ensures enhancements are continually being made to local parks and larger district parks such as Queens Park, and also our Conservation Estates.

HSRS has a role to play in the use of these spaces to ensure fair play is observed and that no damage is done. For example, trail bikes and four wheel drive vehicles in Conservation Estates such as White Rock can create devastating environmental damage through erosion, transporting seeds from one area to another, injuries and fatalities to our wildlife and destruction of native plants. Commercial activities in our parks need to be monitored through minimum standards and approvals to ensure there is no anti-competitiveness to surrounding businesses, damage to public spaces through the placement of temporary infrastructure or create noise issues, parking nuisances or safety concerns to nearby residents.

ACTION: Use of public land

Issue

- Complaints regarding the illegal use of conservation estates causing damage or noise nuisances etc.
- Confusion over what approvals and licences are required for Temporary Events on private property and Council land.

Compliance strategy

- Continue the Conservation Estate Patrol Program in conservation estates to monitor illegal use of trail bikes and four wheel drive vehicles.
- Provide clearer information and pathways for people to apply to undertake temporary events on private property and Council land.

Target level/output

- Conservation Estate Patrol Program is maintained and evaluated.
- Increase in information about Temporary Event requirements made available online including how to apply, how to comply, and where to get further information on using Council land.

Outcome

- The community is aware of what activities are allowed and prohibited in Conservation Parks and areas.
- The community know how and when to apply for a Temporary Event Licence and what conditions they need to comply with.

Key elements

- Business processes and compliance activities.
 - Education and promotion.
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Priority 6: Pest Management

Pest plants and animals affect the lives of all Queenslanders. They degrade our natural resources, damage precious remnant vegetation, compromise biodiversity and interfere with human health and recreation. They cause financial losses to eco-tourism and cost Queenslanders over \$600 million annually in lost production and in control costs. Of particular concern to rural residents is the management of rabbits and wild dogs.

Council works with other agencies and stakeholders to assist with pest management, including the Darling Downs Moreton Rabbit Board (DDMRB), whose role it is to maintain the rabbit fence in rabbit proof condition and to monitor compliance with State Government legislation. Ipswich City Council pays a mandatory amount to the DDMRB which is prescribed by legislation to manage rabbit issues in the Ipswich area. The DDMRB provides technical and other advice to landholders in the Board's operational area to assist with rabbit eradication and consists of eight local authorities and covers approximately 28,000 square kilometres (7 million acres).

Another area under pest management that requires a collective approach includes 'wild dog' management. This term refers collectively to purebred dingoes, dingo hybrids and domestic dogs that have escaped or been deliberately released. In Queensland, wild dogs create a number of economic, environmental and social problems, particularly for agricultural businesses. Effective wild dog control requires a cooperative 'nil tenure' approach. This involves landholders, local government officers and other stakeholders working together to apply a range of control methods at a 'landscape' (rather than an individual property) level. Control methods include baiting, trapping, shooting, fencing and the use of livestock guardian animals.

ACTION: Pest management planning

Issue

- Landholder pest complaints are high in various regions of the city.
- Legislative requirement.

Compliance strategy

- The *Biosecurity Act 2014* requires every local government in Queensland to develop a biosecurity plan for their area.
- Local government biosecurity plans bring together all sectors of the local community to manage invasive plants and animals. The plan will ensure resources are targeted at the highest priority pest management activities, and those most likely to succeed.
- Council's Biosecurity plan will:
 - set strategies, activities and responsibilities for pest management at a local scale
 - set achievable objectives for the local community
 - incorporate monitoring and evaluation of effectiveness of the plan
 - inform regional planning processes on local pest management priorities.

Target level/output

- Development of an Ipswich City Council Biosecurity Plan as prescribed by legislation.

Outcome

- Landholders and stakeholders understand their obligations and where to get assistance and further education on managing pest animals and weeds.

Key elements

- Legislation.
 - Business processes and compliance activities.
 - Education and promotion.
-



City of
Ipswich

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