

VML:MB  
Vicki Lukritz  
3810 6221

6 September 2018

Sir/Madam

Notice is hereby given that a Meeting of the **HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **1.30 pm or 10 minutes after the conclusion of the Arts and Community Development Committee, whichever is the earlier** on **Tuesday, 11 September 2018**.

Yours faithfully

**CHIEF EXECUTIVE OFFICER**

## **HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE AGENDA**

*1.30 pm or 10 minutes after the conclusion of the Arts and Community Development Committee, whichever is the earlier on **Tuesday,***

**11 September 2018**

**Council Chambers**

<b>Item No.</b>	<b>Item Title</b>	<b>Officer</b>
1	<a href="#">Health, Security and Regulatory Services Monthly Activity Report – August 2018</a>	PO(BO)

\*\* Item includes confidential papers

**HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE NO. 2018(09)**

**11 SEPTEMBER 2018**

AGENDA

1. **HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT – AUGUST 2018**

With reference to a report by the Principal Officer (Business Operations) dated 3 September 2018 concerning the monthly update on the activities of the Health, Security and Regulatory Services (HSRS) Department.

**RECOMMENDATION**

That the report be received and the contents noted.

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\*\* Item includes confidential papers

and any other items as considered necessary.

<b>Health, Security and Community Safety Committee</b>	
Mtg Date: 11.09.18	OAR: YES
<b>Authorisation:</b> Maree Walker	

MW:MW

3 September 2018

## **MEMORANDUM**

TO: ACTING CHIEF OPERATING OFFICER  
(HEALTH, SECURITY AND REGULATORY SERVICES)

FROM: PRINCIPAL OFFICER (BUSINESS OPERATIONS)

RE: HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT –  
AUGUST 2018

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### **INTRODUCTION:**

This is a report by the Principal Officer (Business Operations) dated 3 September 2018 concerning the monthly update on the activities of the Health, Security and Regulatory Services (HSRS) Department.

### **BACKGROUND:**

The HSRS Department is responsible for the management of compliance activities across the City. The attached HSRS Monthly Activity Report (Attachment A) is for the month of July 2018. The data within the report is separated into two components:

**Compliance Delivery Status:** Provides an update on service requests, infringements, warnings, prosecutions and appeals, licences, permits and design assessments approved in the month.

**Other Program Delivery Status:** Provides an update on other programs, such as the Immunisation clinics, implementation of new laws, special events and any stakeholder engagement which may include the progress of projects for the HSRS Health and Amenity Plan for 2018-2019.

**CONCLUSION:**

The HSRS Monthly Activity Report provides an update on compliance and other programs being delivered during the month with comparisons to previous periods.

**ATTACHMENT:**

Name of Attachment	Attachment
<a href="#">HSRS Monthly Activity Report – August 2018</a>	Attachment A

**RECOMMENDATION:**

That the report be received and the contents noted.

Maree Walker

**PRINCIPAL OFFICER (BUSINESS OPERATIONS)**

I concur with the recommendation contained in this report.

Kylie Goodwin

**ACTING CHIEF OPERATING OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)**

# Health, Security and Regulatory Services

August 2018  
MONTHLY ACTIVITY REPORT



[ipswich.qld.gov.au](http://ipswich.qld.gov.au)



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## Introduction

Council's Department of Health, Security and Regulatory Services (HSRS) is the lead agency in the Ipswich community for the design and delivery of policy and programs that develop and drive a safe and healthy community.

Health and safety can be linked to the majority of services and responsibilities undertaken by Ipswich City Council. Local Councils are no longer just known for the three R's – Roads, Rates and Rubbish. From ensuring children are safe during peak school pick up and drop off times, providing CCTV protection and coverage across the City all the way to guiding businesses on how they can safely prepare food in cafes and restaurants, health and safety is at the very cornerstone of what the community wants. Health and safety is also critical to new communities when they are developed, as it will foster active lifestyles, provide easy access to healthy foods, create streets that are safe to walk through and encourage positive relationships between neighbours that are free of nuisance.

This monthly activity report for **August 2018** provides a snap shot of compliance activities for specific activities, outputs and outcomes.

# Compliance Delivery Status

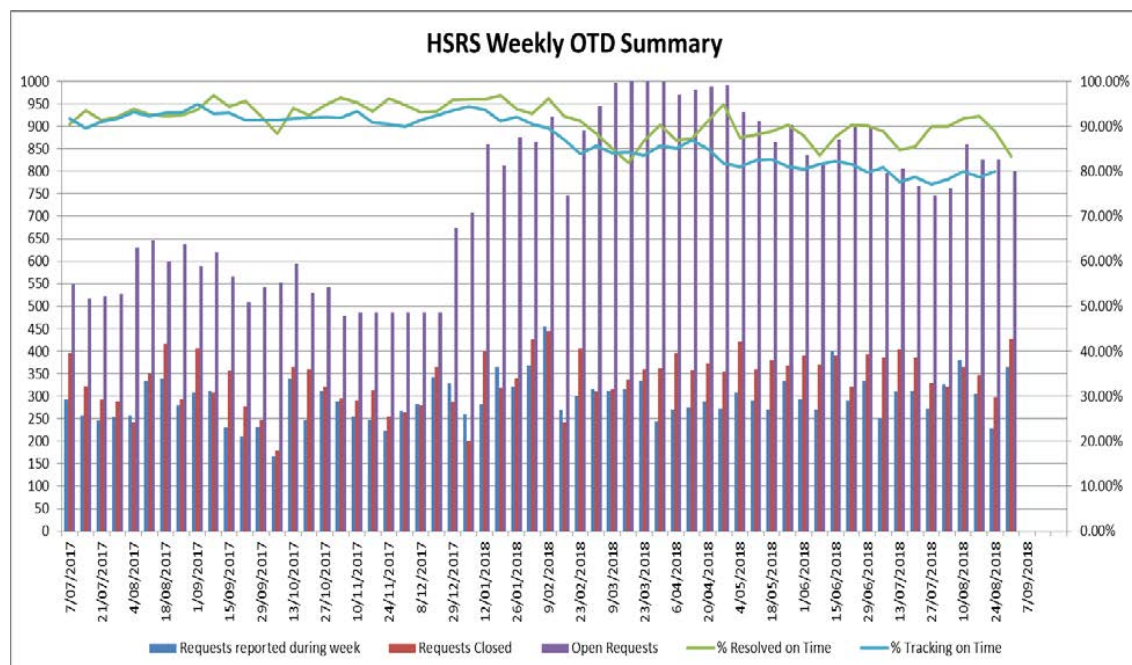
## Customer Service Requests

The HSRS Department receives service requests from the community in relation to a diverse range of matters including but not limited to animal management, local laws, parking and environmental health. HSRS monitors the volumes and types of service request to identify trends and allocate resources accordingly to provide a high level of customer service to the community.

### HSRS Weekly Compliance Activity - Ongoing

The below graph illustrates the week by week monitoring of customer service requests that are processed, investigated and resolved by HSRS staff. The Department continues to monitor the 85% target to resolve requests timeframe through allocating appropriate Council resources to respond to the needs of the community ensuring that the health, safety and wellbeing of the community are protected.

HSRS manage 75 service requests types, monitoring seasonal peaks for request management and proactive campaign planning. Seasonal peaks can include rainfall impacting sediment/erosion and overgrown properties and school terms and holidays impacting on programs including safe school parking.













### Total requests actioned each month for HSRS

MONTH	Total Customer Service Requests Created	Variance to previous month
Jan-16	1204	↑246
Feb-16	1011	↓193
Mar-16	1029	↑18
Apr-16	1078	↑49
May-16	1032	↓46
Jun-16	1007	↓25
Jul-16	1067	↑60
Aug-16	1238	↑171
Sep-16	1053	↓185
Oct-16	1166	↑113
Nov-16	1317	↑151
Dec-16	1079	↓238
Jan-17	1561	↑482
Feb-17	1403	↓158
Mar-17	1405	↑2
Apr-17	1197	↓208
May-17	1340	↑143
Jun-17	1388	↑48
Jul-17	1199	↓189
Aug-17	1581*	↑382
Sep-17	1260	↓321
Oct-17	1233	↓27
Nov-17	1368	↑135
Dec-17	1129	↓239
Jan-18	1607	↑478
Feb-18	1431	↓176
Mar-18	1606	↑175
Apr-18	1394	↓212
May-18	1473	↑79
Jun-18	1469	↓4
Jul-18	1544	↑75
Aug-18	1728	↑184

\*The increase in the total number of service requests in August includes investigations for littering and dumping from the Kerbside Cleanup project, as well as proactive inspections relating to environmental activities.

### Top 10: Customer Service Requests and Volumes for August 2018

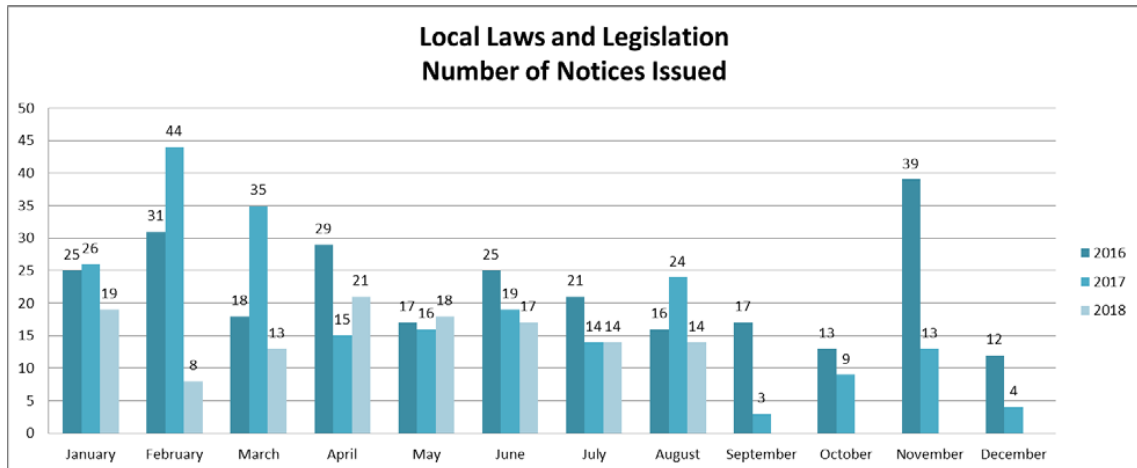
The following dashboard highlights the top 10 service requests raised by customers for **August 2018** with variances from the previous month for HSRS officers to investigate. Service request numbers for the top 10 have remained relatively steady.

	Roaming Dogs	142	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>1</td><td>1</td></tr></table>	This Month	Last Month	1	1	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>1</td><td>1</td></tr></table>	This Month	Last Month	1	1
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	Collection of Impounded Dog	91	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>2</td><td>4</td></tr></table>	This Month	Last Month	2	4	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>2</td><td>4</td></tr></table>	This Month	Last Month	2	4
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	Illegal Parking on Footpath	89	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>3</td><td>2</td></tr></table>	This Month	Last Month	3	2	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>3</td><td>2</td></tr></table>	This Month	Last Month	3	2
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	Dog Noise Nuisance	81	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>4</td><td>5</td></tr></table>	This Month	Last Month	4	5	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>4</td><td>5</td></tr></table>	This Month	Last Month	4	5
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	Unregistered Dog	72	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>5</td><td>6</td></tr></table>	This Month	Last Month	5	6	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>5</td><td>6</td></tr></table>	This Month	Last Month	5	6
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	Dog Attack	69	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>6</td><td>3</td></tr></table>	This Month	Last Month	6	3	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>6</td><td>3</td></tr></table>	This Month	Last Month	6	3
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	Loan of Cat Trap	51	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>7</td><td>7</td></tr></table>	This Month	Last Month	7	7	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>7</td><td>7</td></tr></table>	This Month	Last Month	7	7
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	Abandoned Vehicle	44	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>8</td><td>8</td></tr></table>	This Month	Last Month	8	8	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>8</td><td>8</td></tr></table>	This Month	Last Month	8	8
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	Road Permit	40	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>9</td><td>56</td></tr></table>	This Month	Last Month	9	56	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>9</td><td>56</td></tr></table>	This Month	Last Month	9	56
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	Overgrown Private Property	32	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>10</td><td>10</td></tr></table>	This Month	Last Month	10	10	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>10</td><td>10</td></tr></table>	This Month	Last Month	10	10
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## Penalty Infringement Notices (PINs) and Warnings

### Local Laws and Legislation – PINs Issued

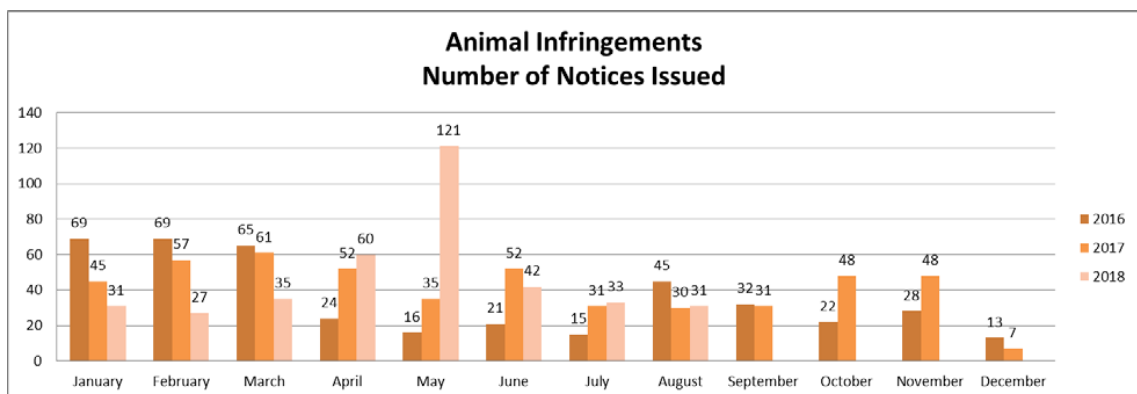
The HSRS Department issues PIN's and where applicable warnings for a variety of offences under the Local Laws and the *Transport Operation Road Use Management Act*. HSRS issues PIN's and warnings in order to protect the health, safety and wellbeing of the community generally however these are used in conjunction with education and awareness programs to achieve positive outcomes. The Health and Amenity Plan focuses on community education to understand laws as well as be proactively raising awareness on how compliance can be achieved.



Previous 12 month period (September 2016 to August 2017) total = 274

Current 12 month period (September 2017 to August 2018) total = 153

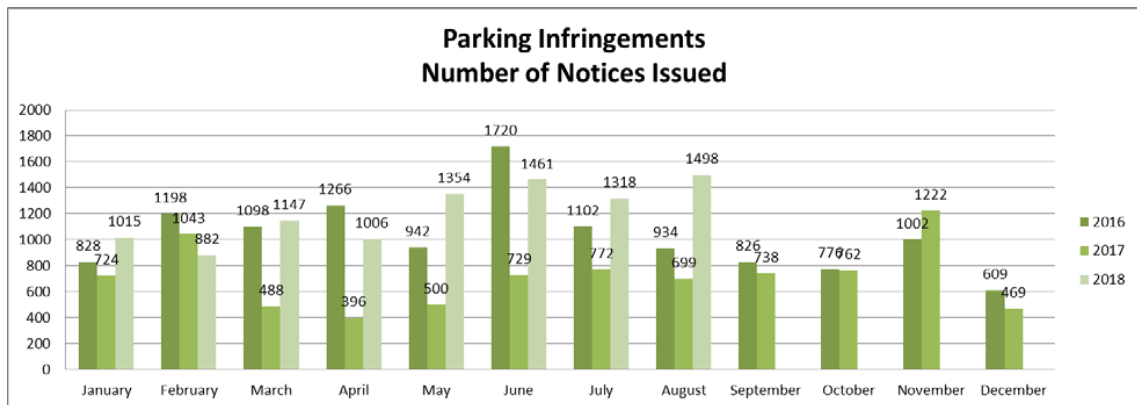
### Animal Management – PINs Issued



Previous 12 month period (September 2016 to August 2017) total = 458

Current 12 month period (September 2017 to August 2018) total = 514

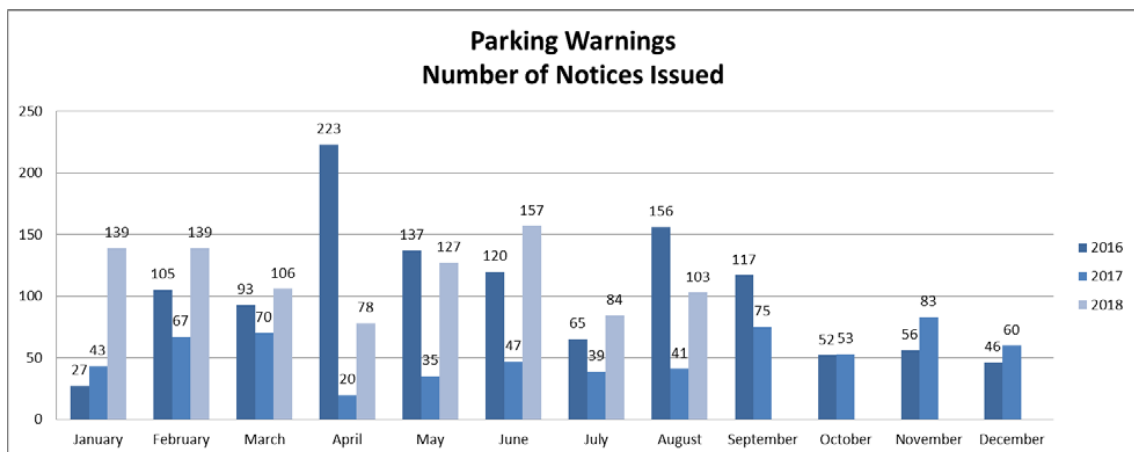
## Parking – PINs Issued



Previous 12 month period (September 2016 to August 2017) total = 8,564

Current 12 month period (September 2017 to August 2018) total = 12,872

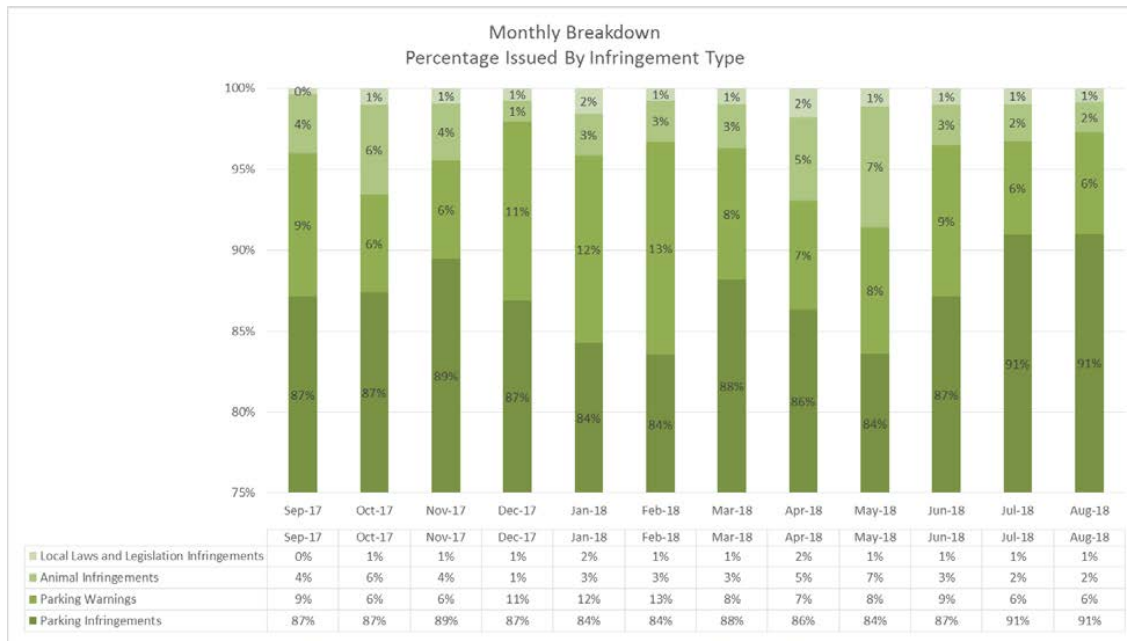
## Parking – Warnings Issued



Previous 12 month period (September 2016 to August 2017) total = 633

Current 12 month period (September 2017 to August 2018) total = 1,204

The chart below shows a summary of total infringements and warnings for the current 12 month period (September 2017 to August 2018).



## Prosecutions and Appeals

The HSRS Department completes investigations and briefs of evidence which are forwarded to Council's Legal Branch for consideration of the evidence and public interest to determine the most appropriate course of action. The Chief Operating Officer of HSRS makes the final determination of whether a matter should proceed to prosecution taking into account factors such as the public interest and the seriousness of the offending behaviour. Matters that are investigated and considered for prosecution include complex environmental offences, planning offences and contested PIN's.

*List of prosecutions and appeals as of 3 September 2018*

<b>Current Register Status</b>	
Investigation (Brief in development)	9
Brief (with Legal Branch)	2
Court	11
<b>TOTAL</b>	<b>22</b>

## Infringement Review requests for August 2018

A total of **280** requests for infringements to be reviewed were received in the month.

## Licences, Permits and Design Assessments

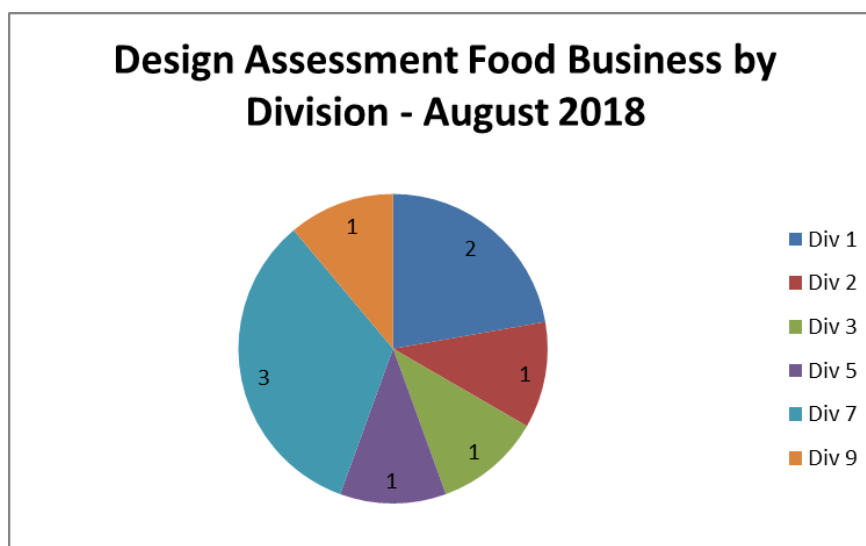
The HSRS Department approve a range of licences (commercial activities) and permits (non-commercial activities) under Council's local laws and State Legislation such as the *Food Act 2006*. Design Assessments are also carried out by HSRS to determine suitability and compliance with standards for fit-outs of various businesses, primarily food business, but also others such as public swimming pools, entertainment venues and high risk personal appearance services (HRPAS) such as tattoo studios. The below represent the licences, permits and design assessments approved by HSRS for August.

### Licences/Permits

Licence/Permit Type	No. Issued August 2018
Cafe / Restaurant	5
Domestic Dog Permit	7
Home Based Food Business	1
Mobile Food Premises involving Preparation	1
Takeaway Food Premises	5
Temporary Entertainment Event	2
Temporary Food Stall	3
Temporary Food Stall (One Off Event)	2
Driveway Permits (Standard/Non-Standard)	4

### Design Assessments

Application Type	Total Approved in August
Design Assessment Food Business	9



### Development Compliance Contributions

The below table highlights the Planning and Development fees paid to Council as a result of direct HSRS compliance action.

- Planning fees resulting from operational activities are trending in excess of those achieved in recent years. Building fees and infringements issued are trending below previous years.
- Generally less building issues are being encountered as compliance work carried out over previous years has caused many building issues across the City requiring attention to be resolved. This has also led to less infringements being issued.

2017 Quarter	# of PINs Issued	Applications Submitted following Compliance Investigation
2017 Jan- Mar	1	14
2017 Apr-Jun	2	13
2017 Jul-Sept	2	14
2017 Oct-Dec	2	13
<b>2017 Year to Date</b>	<b>7</b>	<b>54</b>

2018 Quarter	# of PINs Issued	Applications Submitted Following Compliance Investigation
2018 Jan-Mar	3	11
2018 Apr-Jun	3	5
<b>2018 Year to Date</b>	<b>6</b>	<b>17</b>

# Other Program Delivery Status

## Systematic Inspection Program (Animal Registrations)

The Systematic Inspection Program to identify unregistered dogs and update Council's registration database is undertaken on an on-going basis and within the month of August, visited 3 suburbs.

### Blackstone

The suburb of Blackstone was completed at the start of August. The Inspection Officer attended 202 properties with 23 unregistered dogs identified.

There were also 17 database updates completed as a result of the inspection program.

The database updates are largely associated with dog registration address being out of date.



### Dinmore

The Suburb of Dinmore was completed mid August. The Inspection Officer attended 252 properties with 41 unregistered dogs identified.

There were 23 database updates completed as a result of the inspection program.

### Booval & North Booval

The suburbs of Booval and North Booval are currently being completed. To date, the Inspection Officer has attended 171 of the 968 properties with 27 unregistered dogs identified so far.

There have been 5 database updates completed as a result of the inspection program to date.

The Booval & North Booval program is expected to continue for all of September.



## Immunisation Program

Immunisation is a simple, safe and effective way of protecting against harmful diseases that can cause serious complications. The immunisation team is dedicated to providing an inexpensive, convenient immunisation service for all Ipswich residents. School clinics will recommence in September through to November.

Ipswich City Community clinics are held at the following locations:

**Every second Tuesday – 1<sup>st</sup> and 3<sup>rd</sup> of the month**

Bell Street Health Plaza – 8.30am – 10.00am

Priceline Pharmacy Riverlink Tuesday -11.00am – 12.00 noon

**Every alternate Tuesday – 2<sup>nd</sup> and 4<sup>th</sup> of the month**

Goodna Community Health – 9.00am – 11.00am

**1<sup>st</sup> Thursday of each month**

Redbank Plaza Library – 3.30pm – 5.30pm

**Every second Thursday – 2<sup>nd</sup> and 4<sup>th</sup> of the month**

Ipswich Library – 3.45pm – 6.00pm

### August Clinics

Type	Individuals Treated	Immunisations Issued
Community Clinics	46	97
Schools (catch-ups)	2	3
School Clinics	N/A	N/A
Special Projects (seasonal flu vaccinations)	N/A	N/A

## Eat Safe Program

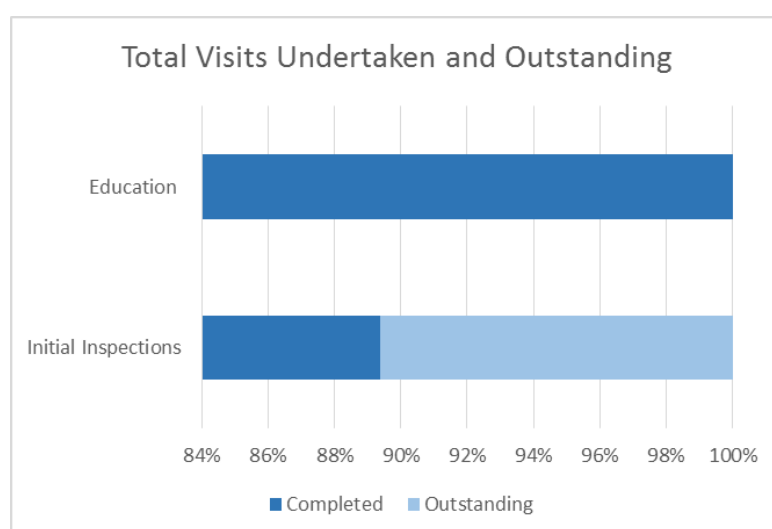
The Eat Safe Program is a system where a licenced food business can receive a food star rating based on compliance with the Food Act 2006 and Food Safety Standards.

The objective of the voluntary Eat Safe program is to increase and reward compliance with the Food Act 2006 and Food Safety Standards which will in turn optimise service delivery. If a business calculates a 3 star or above rating they can opt-in to have their results publicly displayed.

Education for the program has now been completed and the program will officially be launched 15 October 2018.

Below shows the number of visits/inspections undertaken as of August by month:

Month	Eat Safe Education Visits	Eat Safe Education Calls	Eat Safe Initial Audits	Reinspections for Non-Compliant Businesses
January	24	67	0	0
Feb	66	120	28	3
March	80	135	67	16
April	43	66	126	36
May	110	133	117	62
June	123	217	121	18
July	19	30	115	32
August	0	0	123	49



## Environment Health and Protection

### Conservation Park Patrols

HSRS undertake patrols in conservation estates on behalf of Council to monitor, detect and prevent illegal action such as 4WD and trail bikes and other activities including illegal dumping, damage to Council infrastructure, location identification of pest plants/animals and dogs on and off leash.

The focus on these activities is due to the risk of harm to wildlife and native plants; erosion issues; and the transportation of seeds around the estates and risk to recreational users (eg potential for UXOs). The desired outcome of the patrols is to provide a safe environment for lawful users; prevent and reduce impacts on flora; prevent and reduce damage to infrastructure (including gates and fencing); and reduced injuries and fatalities of wildlife.

These patrols are undertaken on a weekly basis (predominantly on weekends) with additional patrols carried out during peak periods (eg school holidays).

### Environmental

HSRS investigates a range of Environmental issues including Erosion Sediment Control, Noise, Land Dust, and Contaminated Land. The focus for compliance is driven through building relationships with key officers across Council and externally (developers, contractors, builders and others).

The use of education to drive a change in behaviour is vital, with enforcement used as a last resort to help achieve compliance in line with the *Environmental Protection Act*.

HSRS work with entities such as QUU to attend to sediment erosion concerns that may impact our waterways. This work contributes to raising the healthy waterways rating report card.

Below is a summary of service requests undertaken in August:

Reactive complaints		Proactive inspections		Action	
Commercial use of roads - business	0	ESC development sites initial inspection	1	EPA PIN	5
Contaminated land	0	ESC development site reinspections	2	EPA Direction Notice	2
Water contamination - other	4	ESC building sites initial inspection	27	EPA Oral Direction	11
Water contamination - Sediment	2	ESC building sites reinspection	45	Warning	1
Odour - other (not spray painting)	0				
Land dust - Business/commercial	4				
Noise - Business/commercial	2				

## Sediment and Erosion Control

Increase erosion sediment control compliance can be seen on sites occupied by previously engaged companies and builders. This can be seen through the increase in compliant sites compared to the noncompliant actions undertaken by officers.

An increased awareness of ICC presence in areas of building and the need for ESC measures and potential actions for noncompliance can be seen within the building industry. This has been identified by Officers through discussion and engagement with both compliant and noncompliant builders within the various building areas in the City.

Current customer concerns relate to large scale development sites with dust leaving the site and impacting quality of life for nearby residents. Engagement and compliance inspections are currently being undertaken in relation to a number of sites throughout the City to ensure compliance with both the *Environmental Protection Act 1994* and any associated development conditions.

## Road Permits

A Road Permit is required to carry out certain activities within road reserves in the Ipswich City Council (ICC) area. A road reserve is the area from property boundary to property boundary including the verges, footpaths, shoulders, traffic lanes, and median.

Permits are issued pursuant to the *Local Government Act 2009*. HSRS work with entities including the Department of Transport and Main Roads (DTMR) and QPS regarding the issuing of permits. HSRS also manage Road Permits for significant events.

Below shows number of permit applications received in August:

Permit Type	# Issued
Non-standard traffic control permit application	9
Non-standard works on road permit application	4
Road Permit	2
Standard traffic control permit application	1
Standard works on road permit application	1
<b>Total</b>	<b>17</b>

## PetPEP Program

Council participate with Australian Veterinary Association (AVA) in a PetPEP (Pets and People Education Program).

The program teaches infant and primary school students, along with community groups, about the responsibilities associated with owning pets and safe behaviour around animals.

The program helps primary school teachers integrate responsible pet care messages into their classroom teaching, to teach our next generation about the responsibilities associated with owning animals and how to behave safely around them.

6 Schools and 547 students have participated in August.



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