



Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich Community

SIX MONTHLY PROGRESS REPORT

1 July 2016 - 30 June 2017

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In 2016 Council endorsed its first Health and Amenity Plan (HAP) as a publically available compliance strategy, also a first for any Australian Council. Council's compliance aim is to protect the community's health and safety, improve amenity, reduce nuisances, and produce positive outcomes for the community. The below six priorities and related strategies have been progressed. All strategies and their related key activities are on track to be completed by 30 June 2017.


1	IMPROVED INFORMATION AND PROCESSES		Progress
	Improved information and processes	<ul style="list-style-type: none"> Website review Review of Council publications Increase in community education 	

2	ANIMAL MANAGEMENT		Progress
	Barking dogs	<ul style="list-style-type: none"> Complaint process review Benchmarking/research 	
	Roaming dogs	<ul style="list-style-type: none"> Complaint and action process review Benchmarking/research 	
	Roaming cats	<ul style="list-style-type: none"> Investigate containment options to provide solutions to owners Investigate desexing campaigns Research mandatory desexing laws 	
	Dog control in public and on private property	<ul style="list-style-type: none"> Develop a Code of Conduct for off-leash parks Investigate ways to address the harassment of dogs frightening people from inside their properties Bite avoidance education opportunities 	

3	PARKING		Progress
	Safer School Parking	<ul style="list-style-type: none"> Continue with Safe School Parking Program 	
	Parking on Footpaths	<ul style="list-style-type: none"> Promotion of existing laws and potential solutions 	

4	ENVIRONMENTAL PROTECTION & AMENITY MATTERS		Progress
	Erosion and Sediment Controls	<ul style="list-style-type: none"> Implement Erosion and Sediment Control Compliance Program 	
	Overgrown yards	<ul style="list-style-type: none"> Provide more information and advice online. 	
	Hoarding and Squalor issues on private property	<ul style="list-style-type: none"> Review process of how Council manages complaints, referral pathways etc Benchmark best practice 	

5	PUBLIC LAND MANAGEMENT		Progress
	Fair play on public land	<ul style="list-style-type: none"> Continue patrols of conservation estates Assist in promotion of conservation estates Review local laws Provide clearer information and pathways for people to apply to undertake activities in Council's parks 	

6	PEST MANAGEMENT		Progress
	Noxious weeds, rabbits and wild dogs	<ul style="list-style-type: none"> Review how Council manages pest compliance Benchmarking best practice 	

Key target levels being achieved

16

New events that Council is involved in for HAP matters



Top 5 website page hits related to compliance issues for 2015/16 represented

69,316

 hits.

Or an average of 5,776 per month

TOP 5

Top 5 web page visits for Jul-Dec 2016:

1. Dogs (general) – 12,256
2. Lost Animals – 9,976
3. Dog Registration – 7,397
4. Noise – 5,015
5. Parking – 3,180



Review of laws and procedures for barking and roaming dogs commenced



Reduction in roaming dog complaints

Down 13%

Jul-Dec 2016



Increase in promotion of low cost containment solutions for cats and dogs –

Bunnings DIY workshop commencing Feb 2017



The Safe School Program continued to be delivered at the commencement of Term 3, Term 4 in 2016 and Term 1 in 2017



Reduction in complaints about footpath parking

Down 41%

Jul-Dec 2016



Council has increased its inter-agency engagement on hoarding and squalor issues by being an active participant in a West Moreton Regional Group

29

Number of Erosion and Sediment Control training and workshops were delivered in 2016



Council has improved online access to information with the creation of an online pre-lodgement request for larger events

67

Attendees:
Council held a pest management workshop with landholders to help assist them with awareness and obligations.

Year in Review Jan-Dec 2016



A total of 13,281 service requests were received from customers and actioned by compliance staff



28,743 dogs are registered with Council



851 Food businesses are licenced by Council



Roaming Dogs was the most raised compliance service request type in the year with 1,573 requests



The most popular registered dog's name is Bella



Council has reunited 1,169 impounded dogs with their owners



22,568 immunisations issued at school clinics



4,020 immunisations issued at community clinics

The Health and Amenity Plan can be viewed and downloaded by visiting ipswich.qld.gov.au or phone (07) 3810 6666

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