



Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich Community



SIX MONTHLY PROGRESS REPORT









1 July 2017 - 31 December 2017



The Health and Amenity Plan (HAP) 2017-2018 is a publically available compliance strategy. 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 from the 2017-2018 HAP have been progressed. All strategies and their related key activities are on track to be completed by 30 June 2018. The full Health and Amenity Plan for 2017-2018 can be read at ipswich.qld.gov.au. The six month progress report is provided below with key milestones also identified. A full year in review for the 2017 calendar year is provided for information.

JULY - DECEMBER 2017 PROGRESS REPORT








1	CUSTOMER CENTRIC	Progress
Improved information and engagement with the community	<ul style="list-style-type: none"> Continuous improvement is occurring to ensure we have a responsive website that provides good user experiences for a diverse community across all devices (smart phone, tablet and desktop) for compliance matters including information and advice, applications and payments. 	
	<ul style="list-style-type: none"> The opt in process for electronic renewal distribution (dog registration and business licensing) will commence in the 2018-2019 year. Communication on the opt in process will commence before June 2018. 	



2	PET MANAGEMENT	Progress
Barking dogs	<ul style="list-style-type: none"> Barking dog information on Council's website has been updated. 	
	<ul style="list-style-type: none"> #Barkathon17 was held in December to help find a digital solution for barking dog complaints, investigations and education. The winning solution (BarkUp) will be finalised in 2018. 	
Roaming dogs	<ul style="list-style-type: none"> Promotion of containment options for dog owners to showcase possible solutions that are low cost and easily achievable is continuing with more information being made available on Council's website. 	
	<ul style="list-style-type: none"> Promotion of Council's Lost and Found portal so dogs can be reunited quickly with their owners will be finalised before June 2018. The portal is currently being developed to ensure ease of user interaction. 	
	<ul style="list-style-type: none"> Continuation of free and low-cost microchipping events in the Ipswich area for dogs is occurring with one event held in December 2017 and another scheduled for March 2018. 	
Roaming cats	<ul style="list-style-type: none"> Promotion of containment options for cat owners to showcase possible solutions that are low cost and easily achievable is continuing with more information being made available on Council's website. 	
	<ul style="list-style-type: none"> Council has provided funding to the RSPCA Operation Wanted Campaign and the AWL's National Desexing Network in the 2017-2018 financial year to provide low cost desexing options for cat owners. 	
	<ul style="list-style-type: none"> Continuation of free and low-cost microchipping events in the Ipswich area for cats is occurring with one event held in December 2017 and another scheduled for March 2018. 	






2






PET MANAGEMENT



Progress


Dog Control in Public and on Private Property	<ul style="list-style-type: none"> Implementation of a Code of Conduct for off leash parks including educational signage in each park has commenced with the first signs installed at the new off leash park in Yamanto. 	
	<ul style="list-style-type: none"> A pilot program to assist in the reduction of dogs that are not under effective control in parks will commence in February/March 2018 at Limestone Park. The pilot program includes contemporary visual messaging, education and enforcement options. 	
Responsible Dog Ownership	<ul style="list-style-type: none"> Improvement of information made available on Council's website has continued 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 video campaign ran over November/December and reached approximately 45,000 individuals. The highest number of impressions was for the 'Carry Bag' advert in the week 17 December - 23 December (579,483 impressions). [Impressions means the number of times that the adverts were on-screen] 	
	<ul style="list-style-type: none"> Council has written a children's book 'Best Friends Forever' to promote responsible pet ownership. The book will be printed in January 2018 for distribution in February. 	
	<ul style="list-style-type: none"> Council and the Australian Veterinary Association (AVA) PetPep School Education program continued to be delivered in kindergartens and primary schools to assist with responsible pet ownership awareness. 	
	<ul style="list-style-type: none"> The Registration Rewards Program continues to be delivered and expanded 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. Moving the program from a paper based program to a digital solution is being explored for an implementation in 2018-2019. 	
	<ul style="list-style-type: none"> Continuation of the Systematic Inspection Program occurred during August-December. Officers were well received with minimal compliance issues arising. Outcomes were: <ul style="list-style-type: none"> ✓ 1,695 properties visited. ✓ 276 unregistered dogs identified of which 212 were subsequently registered. ✓ 21 penalty infringement notices were issued where owners failed to register, accounting for 7.6% of unregistered dogs identified. ✓ The next systematic inspection program will commence operation from February – June 2018. 	

3	PARKING		Progress
	Safer School Parking	<ul style="list-style-type: none"> Continuation of the Safe School 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. Key outcomes in the first six months: <ul style="list-style-type: none"> ✓ Program re-engineered into three categories of support and capacity building for schools. New program will commence Term 1 2018. ✓ Category 1 schools (highest level of support) registered. ✓ School communication plan ready to commence first week of school. ✓ Category 2-3 schools to be finalised first four weeks of school year. ✓ Web content finalised and resource kit uploaded for schools to access. 	
	Parking on Footpaths	<ul style="list-style-type: none"> Education and promotion of the laws that exist and why compliance is needed has been reviewed and updated content will appear on Council's website early in 2018. 	

4	ENVIRONMENTAL PROTECTION, PUBLIC HEALTH AND AMENITY MATTERS		Progress
	Erosion and Sediment Controls	<ul style="list-style-type: none"> Implementation and monitoring 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 has commenced. 	
	Illegal Dumping and Littering	<ul style="list-style-type: none"> Implementation and monitoring 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 has commenced. The four main focus points are: <ol style="list-style-type: none"> roadside littering illegal dumping in suburban and rural areas illegal dumping on the kerbside recycling contamination. 	
		<ul style="list-style-type: none"> Information on how asbestos can be disposed of safely and lawfully is being reviewed and will be updated on Council's website early in 2018. 	
	Overgrown Yards	<ul style="list-style-type: none"> Development of 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 has commenced. The plan will also include ways to continuously improve information and guidance provided on Council's website. The plan includes analysis of historical data and identification of 'hot spots'. Council is working with stakeholders including new development areas (e.g. Ripley Valley) on requirements of maintaining vacant properties. 	
		<ul style="list-style-type: none"> Establishment of partnerships and/or pathways with community groups who may be able to assist disadvantaged residents maintain their yards has commenced and will continue to ensure opportunities are captured in this space. 	

4	ENVIRONMENTAL PROTECTION, PUBLIC HEALTH AND AMENITY MATTERS	Progress	
	Hoarding and Squalor Issues on Private Property	<ul style="list-style-type: none"> Continuous improvement through benchmarking best practice with other local governments and agencies to identify any efficiency for the community, individuals involved and Council is ongoing. 	
	Food Safety and Business Licensing	<ul style="list-style-type: none"> Implementation of a voluntary program for food businesses to promote their compliance with food safety legislation for the benefit of their customers commenced. The voluntary program called 'Eat Safe Ipswich' will be further implemented in 2018 with a launch of the program to occur late 2018. 	
		<ul style="list-style-type: none"> Investigations for opportunities to upload business licence information and advice on Council's website for people of culturally and linguistically diverse (CALD) backgrounds has commenced. Implementation should occur early - mid 2018 with four languages to be made available (Vietnamese, Japanese, Cantonese, Mandarin). 	
		<ul style="list-style-type: none"> Continuous improvement to ensure business licensing information available online is relevant and easy to understand on how people can apply and comply with requirements is ongoing. 	
	Swanbank Odour Nuisance	<ul style="list-style-type: none"> Strong advocacy on behalf of residents to the State Government to take steps to significantly minimise or resolve odour being dispensed from the Swanbank site continues. Legal action has been taken on land use issues that may assist with resolution. 	

5	PUBLIC LAND MANAGEMENT	Progress	
	Use of Public Land	<ul style="list-style-type: none"> The Conservation Estate Patrol Program in conservation estates to monitor illegal use of trail bikes and four wheel drive vehicles is undertaken each week. 	
		<ul style="list-style-type: none"> Clearer information and pathways for people to apply to undertake temporary events on private property and Council land is being reviewed and updated on Council's website and phone scripting. 	

6	PEST MANAGEMENT	Progress	
	Pest Management Planning	<ul style="list-style-type: none"> Development of an Ipswich City Council Biosecurity Plan as prescribed by legislation has commenced with a draft plan to be released early in 2018 for consultation. 	

6 Month Report

Milestones achieved between 1 July 2017 and 31 December 2017



The first
**Health and
Amenity Plan
2016/2017**
End of Year report
was made public on
Council's website



The TOP 5 compliance web page
hits for Jul-Dec 2017 represented a
total of
40,398 hits.
An average of **6,733** per month
which compared with the previous
year (5,766) represents an
increase of 16%

The top five page hits
for compliance related
visits for July - December
2017 represented:

1. **Lost animals**
2. **Dog registration**
3. **Lost and injured animals**
4. **Warril Park Lawn and Cemetery**
5. **Roaming dogs**



Roaming dog complaints have reduced compared to
previous years for the same **July - December** period

2017-2018 – 714
2016-2017 – 773

Eat Safe
IPSWICH



The implementation of
'Eat Safe Ipswich'
commenced which is a voluntary
program for food businesses to
promote their positive compliance
with food safety regulations



**282 sediment and
erosion inspections**
have been conducted across
building sites in Ipswich to help
protect the Ipswich environment
and waterways

**SCHOOL
SAFE**



School Safe Program

was re-engineered to help
schools promote safer parking
at pick up and drop off times
including an online resource
portal for schools to access
marketing and social media
tools for use

Term 4 2017 School Safe Program
patrol outcomes:

- **4 Schools patrolled**
- **116 Drivers asked to move on**
- **113 Safe School parking brochures issued**
- **21 official warnings issued**
- **35 fines issued**

Calendar Year in Review Jan - Dec 2017

January - December 2017



A total of
16,124
service requests were
received from customers and
actioned by compliance staff



Weekly patrols
were undertaken in conservation
estates during the year to reduce
the illegal use of these areas and
protect the natural environment



Overgrown yard complaints
increased by 253
in 2017 (1,017)
compared to 2016 (764)



Roaming Dogs was the most
raised compliance service
request type in the year with
1,434
requests



784
Food businesses
are licenced in Ipswich



As a result of
development compliance
complaints, 54 development
applications were received by
Council for building works due to
compliance investigations



Council has reunited
1,368
impounded dogs
with their owners



29,393
dogs are registered
representing 67% of the
estimated dog population in
Ipswich (44,000)



The most popular registered
dog's name is
Bella



HSRS held its
first Hackathon with
#Barkathon17
at Firestation 101 to deliver
innovative solutions to assist
with barking dog complaints
and resolution



1,172
immunisations issued at
community clinics



12,833
immunisations issued at
school 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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