

VML:MB  
Vicki Lukritz  
3810 6221

9 August 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 **8.30 am** on **Tuesday, 14 August 2018.**

<b><u>MEMBERS OF THE HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE</u></b>	
Councillor Ireland ( <b>Chairperson</b> ) Councillor Pahlke ( <b>Deputy Chairperson</b> )	Councillor Wendt ( <b>Acting Mayor</b> ) Councillor Pisasale

Yours faithfully

**CHIEF EXECUTIVE OFFICER**

## HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE AGENDA

8.30 am on **Tuesday**, 14 August 2018

Council Chambers

Item No.	Item Title	Officer
1	<a href="#">Youth Sustainability Summit 2018</a>	ED(HSRS)
2	<a href="#">Health, Security and Regulatory Services Monthly Activity Report – July 2018</a>	PO(BO)
3	<a href="#">Health and Amenity Plan 2017–2018 – End of Year Report</a>	A/COO(HSRS)

\*\* Item includes confidential papers

**HEALTH, SECURITY AND COMMUNITY SAFETY COMMITTEE NO. 2018(08)**

**14 AUGUST 2018**

AGENDA

1. **YOUTH SUSTAINABILITY SUMMIT 2018**

With reference to a report by the Education Officer (Health, Security and Regulatory Services) dated 3 August 2018 concerning the Youth Sustainability Summit 2018.

**RECOMMENDATION**

That the report be received and the contents noted.

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2. **HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT – JULY 2018**

With reference to a report by the Principal Officer (Business Operations) dated 3 August 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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3. **HEALTH AND AMENITY PLAN 2017–2018 – END OF YEAR REPORT**

With reference to a report by the Acting Chief Operating Officer (Health, Security and Regulatory Services) dated 6 August 2018 concerning the end of year report for the Health and Amenity Plan 2017–2018.

**RECOMMENDATION**

That the Health and Amenity Plan 2017–2018 End of Year Report, as detailed in Attachment B to the report by the Acting Chief Operating Officer (Health, Security and Regulatory Services) dated 6 August 2018, be finalised for publishing and presentation on Council's website.

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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: 14.08.18	OAR: YES
<b>Authorisation:</b> Barbara Dart	

NG:NG

3 August 2018

### **MEMORANDUM**

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

FROM: EDUCATION OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)

RE: YOUTH SUSTAINABILITY SUMMIT 2018

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#### **INTRODUCTION:**

This is a report by the Education Officer (Health, Security and Regulatory Services) dated 3 August 2018 concerning the Youth Sustainability Summit 2018.

#### **BACKGROUND:**

Ipswich City Council released its Sustainability Strategy in 2017 as a continuation of Council's longstanding commitment to sustainability. Council's objective is to manage the growth of our city by working together with the community, industry and other levels of government to protect and enhance our environment and its liveability for current and future generations. As part of Pathway 1 of the Sustainability Strategy, Ipswich City Council in partnership with external stakeholders committed to hold an annual Youth Sustainability Summit (the Summit) with a target of 20 schools participating by 2021.

#### **THE SUMMIT:**

The Youth Sustainability Summit (the Summit) was held at the Ipswich Civic Centre on 8 and 9 August 2018. Correspondence was sent out to all schools in Ipswich inviting them to attend the Summit. Council offered each school a free bus service to transfer students to and from the Summit. Grades 4-5 were invited to attend on 8 August with Grades 7-9 invited to attend on 9 August. The grades were chosen based on the assumption that the students would carry their learnings into future years at their school and in consideration of senior exam periods. There was a limit of 200 students per day due to the type of workshops being delivered.

A wide cross section of schools expressed interest, with St Peters Lutheran College Springfield, Deebing Heights State School, Ipswich Junior Grammar School, Springfield Central State School, St Brigid's Primary School Rosewood, Amberley District State School, Ipswich West State School, St Augustine's College, Riverview State School and Raceview State School sending an approximate total of 220 students on 8 August 2018.



Springfield Central State High School, The Springfield Anglican College, Ipswich Girls' Grammar School, St Augustines College, Staines Memorial College, St Peter Claver College, Sacred Heart Parish School (4-6), Goodna State School (5-6), Ipswich Grammar School and Redbank Plains State High School sent an approximate total of 200 students on 9 August 2018.

Costa Georgiadis, current host of Gardening Australia on the ABC network and a qualified landscape architect, was selected as the keynote guest speaker of the Summit and presented on how one person (each student) can change the world. Costa has an all-consuming passion for plants and people, and believes in embracing and celebrating Mother Nature's cycles and seasons and nurturing her balance, beauty and bounty organically. His holistic approach is all about gardening the soil and the soul. Costa attended the inaugural 2017 Summit and received hugely positive feedback from students, teachers and Council staff.

Other speakers/workshops included:

- Reverse Garbage Queensland (Fast Fashion Workshop)
  - Students learnt how much pressure fast fashion is putting on our planet and created their own accessories made from obsolete industrial discards
- CoastEd Griffith (Build a Beach)
  - Students learnt hands on about erosion, longshore drift and how to tackle these issues through dune regeneration and other management strategies
- Raceview State School Students (Tangalooma EcoMarines)
  - EcoMarine ambassadors presented on the Tangalooma EcoMarines education program and positively influenced the students with stories about their environmental challenges and acquired leadership skills.
- Annette McFarlane (Wild Ipswich)
  - Students learnt about wildlife they can find in local parks, gardens and even in their own backyard. They discovered ways of providing habitat for the unique creatures.
- Sarah Ripper (MC and Post-Summit Action Research)
  - Students worked in groups and presented their ideas on what topic they found most interesting, how they could relate it to their everyday life and what practical research project they could undertake to further explore the issue.

Lunch time activities included:

- Nigel Coates (Sparky Do Dah)
  - Pop up playground made completely from re-purposed materials used to educate the children as they play
- Department of Environment and Science
  - Students learnt about managing the environment
- Ipswich Waste
  - Students learnt how to correctly recycle their lunch products
- Queensland Urban Utilities - Water Warriors
  - Students learnt from a trio of planet saving superheroes

**Attachment A** contains further details of the program.

The aim was to have a zero (general) waste Summit. All items handed out were recyclable and Ipswich City Council's Waste Department provided the Summit with compost bins for each day. Ipswich City Council's nursery provided the Summit with plants for education and decorative purposes. A display of the current Enviroplan Photo Competition entries were displayed as a back drop on the main stage of the Auditorium including a how to enter page.

Each student took home a kitchen caddy (compost collection bin), guide to composting and worm farming booklet and stainless steel water bottle. Stainless steel straws, purchased from The Source Bulk Foods (a local speciality grocery store in Springfield with a zero-waste revolution), were also given to the children. Additionally, the exhibitors and presenters handed out take home packs as part of their presentations/exhibits.

Talitha Rice Photography took photos on both days of the Summit. The Schools were provided with Council's photo consent forms for the students' parents to authorise. Students who did not return a photo consent form wore a sticker to help identify themselves so their photo was not taken/will not be used.

A further report will be submitted to Committee to summarise the outcomes of the Summit including learnings, feedback received and survey results.

#### **CONCLUSION:**

The 2018 Youth Sustainability Summit was held at the Ipswich Civic Centre on 8 and 9 August 2018. Twenty schools sent just over 400 students to the Summit over the two days. The Sustainability Strategy target of 20 schools participating by 2021 has been met. Costa Georgiadis was the guest speaker of the Summit and presented on how one person (each student) can change the world. The Summit featured a variety of workshops selected to help students feel empowered to make a difference, and return home and to school with ideas for the future and a number of gifts to encourage them to live a more sustainable lifestyle.

#### **ATTACHMENT:**

Name of Attachment	Attachment A
<a href="#">Youth Sustainability Summit 2018 - Program</a>	Attachment

#### **RECOMMENDATION:**

That the report be received and the contents noted.

Nicole Grant  
**EDUCATION OFFICER (HEALTH, SECURITY AND REGULATORY SERVICES)**

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



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# Youth Sustainability Summit 8-9 August 2018

Ipswich Civic Centre



Join us online:



  
ipswich.qld.gov.au 

## The Youth Sustainability Summit, run for students in the Ipswich area, focuses on sustainability starting at home.

Featuring special guests and workshops, students will have the chance to understand, discuss and develop sustainability projects, innovations or ideas identified as important within their community. Students will walk away from the summit feeling empowered to make a difference, and return home and to school with ideas for the future.

### 8 AUGUST 2018 – GRADES 4-5

TIME	SESSION	ROOM	SPEAKER
8.45 am	<b>Arrive at Civic Centre</b>	Terrace	–
9.00 am	<b>Welcome</b>	Auditorium	MC: Sarah Ripper
9.15 am	<b>Guest Speaker</b> How one person (you) can change the world	Auditorium	Costa Georgiadis
9.45 am	<b>Fast Fashion workshop</b> – Learn how much pressure fast fashion is putting on our planet and create your own fashion accessories made from obsolete industrial discards.	Cunningham Room	Reverse Garbage Queensland
	<b>Build a Beach</b> – Students will learn hands-on about erosion, longshore drift and how to tackle these issues through dune regeneration as well as management strategies.	Locker Room	CoastEd Griffith
10.45 am	<b>Morning Tea – Tangalooma EcoMarines program presentation</b> – a FREE environmental program for primary schools based in southeast Queensland. Each school has four student EcoMarines ambassadors to lead a variety of environmental activities or challenges. The student ambassadors create a positive influence in their schools and local communities, and acquire environmental knowledge and leadership skills.	Auditorium	Raceview State School Students
11.00 am	<b>Fast Fashion workshop</b> – Learn how much pressure fast fashion is putting on our planet and create your own fashion accessories made from obsolete industrial discards.	Cunningham Room	Reverse Garbage Queensland
	<b>Build a Beach</b> – Students will learn hands-on about erosion, longshore drift and how to tackle these issues through dune regeneration as well as management strategies.	Locker Room	CoastEd Griffith
12.00 pm	<b>Lunch</b> – Grab something to eat and enjoy some play or engagement time <b>Play:</b> Sparky Do Dah's reused materials turned into play equipment <b>Engage:</b> ■ <b>Department of Environment and Science</b> – Learn about managing the environment ■ <b>Ipswich Waste</b> – Learn how to correctly recycle your lunch products	Auditorium Car park Foyer Terrace	 Nigel Coates Exhibitors
12.45 pm	<b>Wild Ipswich</b> – The session looks at the wildlife you will find in local parks, gardens and even in your own backyard. Discover ways of providing habitat for these unique creatures.	Auditorium	Annette McFarlane
1.30 pm	<b>Post-Summit Action Research</b> – students work in groups and present their ideas. <b>1.</b> What topic did you find most interesting? <b>2.</b> How do you relate the information you have been presented to your everyday life? <b>3.</b> What practical research project could you undertake (individually or as a group), to further explore, educate others or find solutions to this issue in your home, school or local area?	Auditorium	Sarah Ripper Mentors: School teachers + Council's Children and Youth Development Officer + Costa Georgiadis + presenters
2.15 pm	<b>Close</b>	Auditorium	MC: Sarah Ripper

## Sustainable Ipswich Week

6 - 12 AUGUST

Visit [Ipswich.qld.gov.au/sustainableipswichweek](http://Ipswich.qld.gov.au/sustainableipswichweek) to make a difference



*"The presenters were very passionate and energetic. The hands-on activities linked well with the Australian curriculum. The gift bags were extremely generous. Everyone had an enjoyable day. Thank you"*

St Peters Lutheran College (Springfield),  
2017 Summit attendees

### 9 AUGUST 2018 – GRADES 7-9

TIME	SESSION	ROOM	SPEAKER
8.45 am	<b>Arrive at Civic Centre</b>	Terrace	–
9.00 am	<b>Welcome</b>	Auditorium	MC: Sarah Ripper
9.15 am	<b>Guest Speaker</b> How one person (you) can change the world	Auditorium	Costa Georgiadis
9.45 am	<b>Fast Fashion workshop</b> – Learn how much pressure fast fashion is putting on our planet and create your own fashion accessories made from obsolete industrial discards.	Cunningham Room	Reverse Garbage Queensland
	<b>Build a Beach</b> – Students will learn hands-on about erosion, longshore drift and how to tackle these issues through dune regeneration as well as management strategies.	Locker Room	CoastEd Griffith
10.45 am	<b>Morning Tea – Tangalooma EcoMarines program presentation</b> – a FREE environmental program for primary schools based in southeast Queensland. Each school has four student EcoMarines ambassadors to lead a variety of environmental activities or challenges. The student ambassadors create a positive influence in their schools and local communities, and acquire environmental knowledge and leadership skills.	Auditorium	Raceview State School Students
11.00 am	<b>Fast Fashion workshop</b> – Learn how much pressure fast fashion is putting on our planet and create your own fashion accessories made from obsolete industrial discards.	Cunningham Room	Reverse Garbage Queensland
	<b>Build a Beach</b> – Students will learn hands-on about erosion, longshore drift and how to tackle these issues through dune regeneration as well as management strategies.	Locker Room	CoastEd Griffith
12.00 pm	<b>Lunch</b> – Grab something to eat and enjoy some play or engagement time <b>Play:</b> Sparky Do Dah's reused materials turned into play equipment <b>Engage:</b> ■ <b>Department of Environment and Science</b> – Learn about managing the environment ■ <b>Ipswich Waste</b> – Learn how to correctly recycle your lunch products	Auditorium Car park Foyer Terrace	 Nigel Coates Exhibitors
12.10 pm	<b>Watch:</b> Meet the Water Warriors – Queensland Urban Utilities' trio of planet-saving superheroes who empower young people to take responsibility for the future of the environment in a fun and engaging way! Don't miss their fun, interactive stage show about the importance to Save Water, Turn to Tap and Don't Flush That.	Auditorium	QUU
12.45 pm	<b>Wild Ipswich</b> – The session looks at the wildlife you will find in local parks, gardens and even in your own backyard. Discover ways of providing habitat for these unique creatures.	Auditorium	Annette McFarlane
1.30 pm	<b>Post-Summit Action Research</b> – students work in groups and present their ideas. <b>1.</b> What topic did you find most interesting? <b>2.</b> How do you relate the information you have been presented to your everyday life? <b>3.</b> What practical research project could you undertake (individually or as a group), to further explore, educate others or find solutions to this issue in your home, school or local area?	Auditorium	Sarah Ripper Mentors: School teachers + Council's Children and Youth Development Officer + Costa Georgiadis + presenters
2.15 pm	<b>Close</b>	Auditorium	MC: Sarah Ripper

<b>Health, Security and Community Safety Committee</b>	
Mtg Date: 14.08.18	OAR: YES
<b>Authorisation:</b> Barbara Dart	

MW:MW

3 August 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 –  
JULY 2018

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**INTRODUCTION:**

This is a report by the Principal Officer (Business Operations) dated 3 August 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 – July 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.

Barbara Dart

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



# Health, Security and Regulatory Services

July 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 **July 2018** provides a snap shot of compliance activities for specific activities, outputs and outcomes.

# Compliance Delivery Status

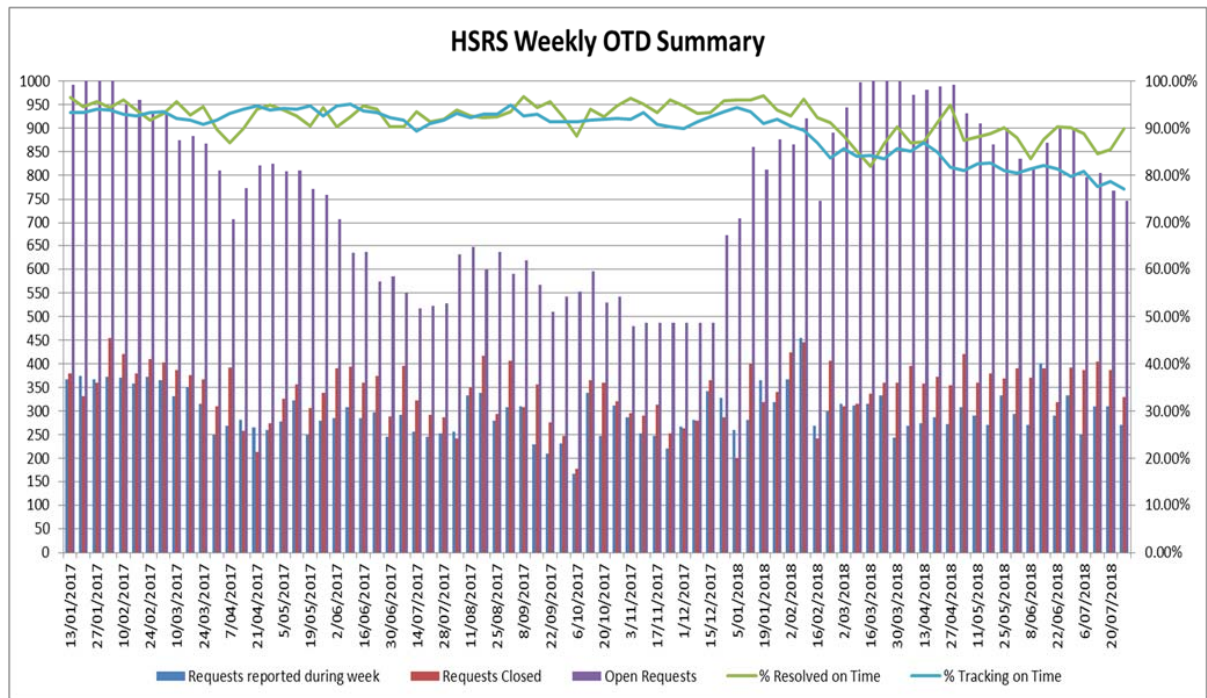
## Customer Service Requests

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, 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**

<b>MONTH</b>	<b>Total Customer Service Requests Created</b>	<b>Variance to previous month</b>
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

\*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 July 2018

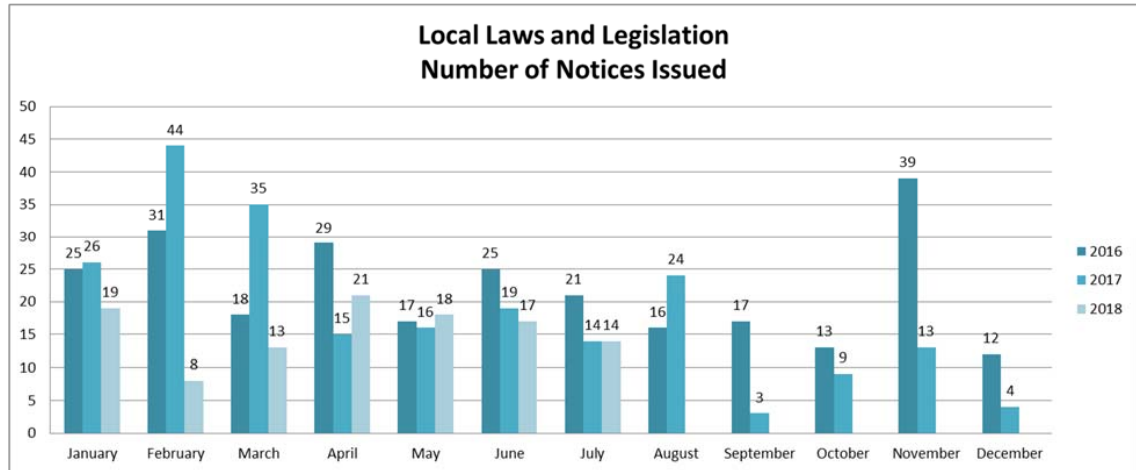
The following dashboard highlights the top 10 service requests raised by customers for **July 2018** with variances from the previous month for HSRS officers to investigate. Service request numbers for the top 10 have remained relatively steady.

	<b>Roaming Dogs</b>	<b>135</b>	<b>Ranking</b>	This Month 1	Last Month 1
	<b>Illegal Parking on Footpath</b>	<b>96</b>	<b>Ranking</b>	This Month 2	Last Month 2
	<b>Dog Attack</b>	<b>81</b>	<b>Ranking</b>	This Month 3	Last Month 5
	<b>Collection of Impounded Dog</b>	<b>77</b>	<b>Ranking</b>	This Month 4	Last Month 4
	<b>Dog Noise Nuisance</b>	<b>66</b>	<b>Ranking</b>	This Month 5	Last Month 3
	<b>Unregistered Dog</b>	<b>51</b>	<b>Ranking</b>	This Month 6	Last Month 7
	<b>Loan of Cat Trap</b>	<b>50</b>	<b>Ranking</b>	This Month 7	Last Month 6
	<b>Abandoned Vehicle</b>	<b>40</b>	<b>Ranking</b>	This Month 8	Last Month 9
	<b>Dog Fencing Issue</b>	<b>30</b>	<b>Ranking</b>	This Month 9	Last Month 8
	<b>Rubbish on Private Property (Minor)</b>	<b>20</b>	<b>Ranking</b>	This Month 10	Last Month 17

## Penalty Infringement Notices (PINs) and Warnings

### Local Laws and Legislation – PINs Issued

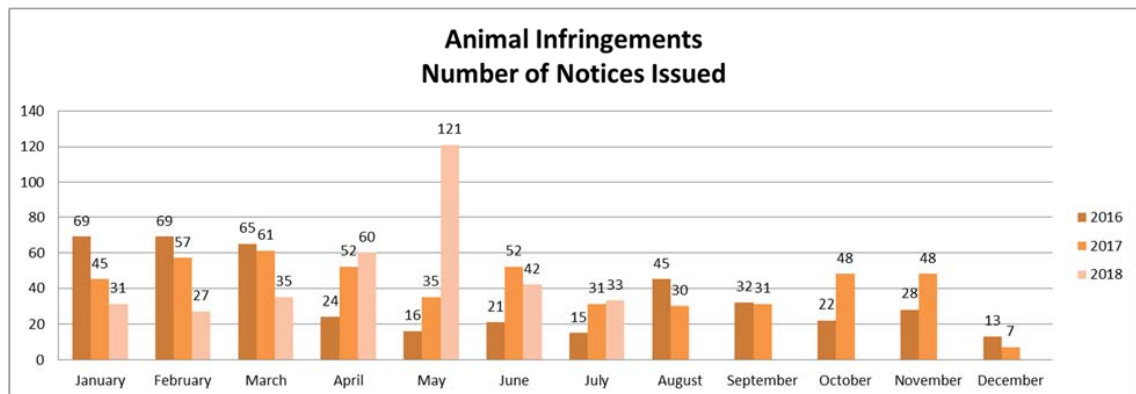
The HSRS Department issues PIN's and where applicable warnings for a variety of offences under the Local Laws and the *Transport Operation Road Use Management Act*. HSRS issues PIN's and warnings in order to protect the health, safety and wellbeing of the community generally however these are used in 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 (August 2016 to July 2017) total = 266

Current 12 month period (August 2017 to July 2018) total = 163

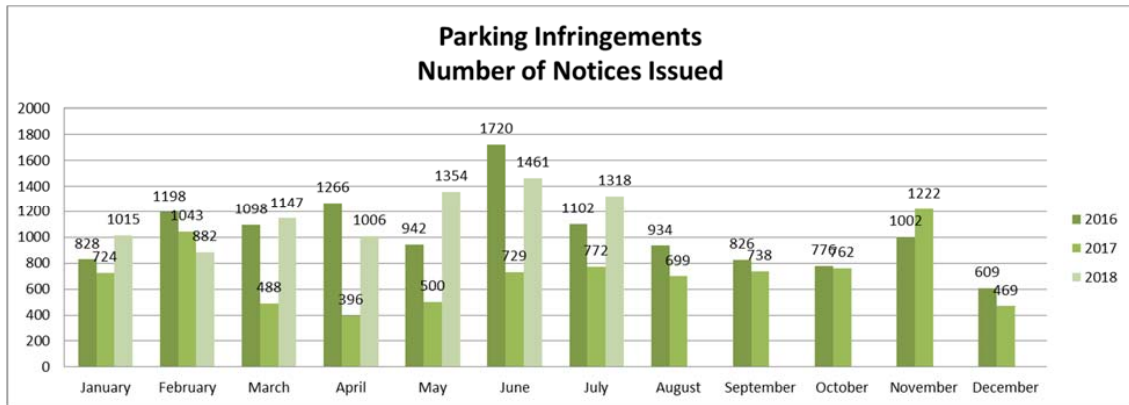
### Animal Management – PINs Issued



Previous 12 month period (August 2016 to July 2017) total = 473

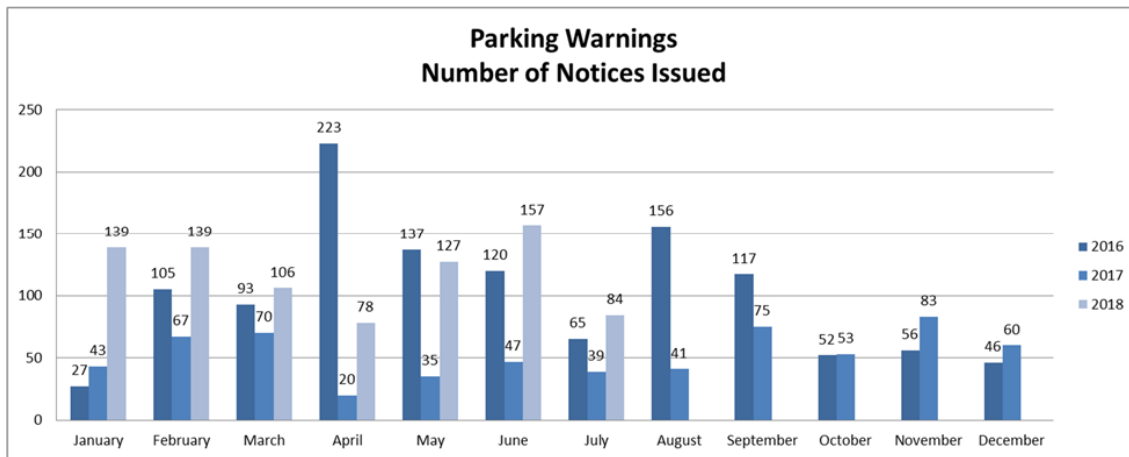
Current 12 month period (August 2017 to July 2018) total = 513

**Parking – PINs Issued**



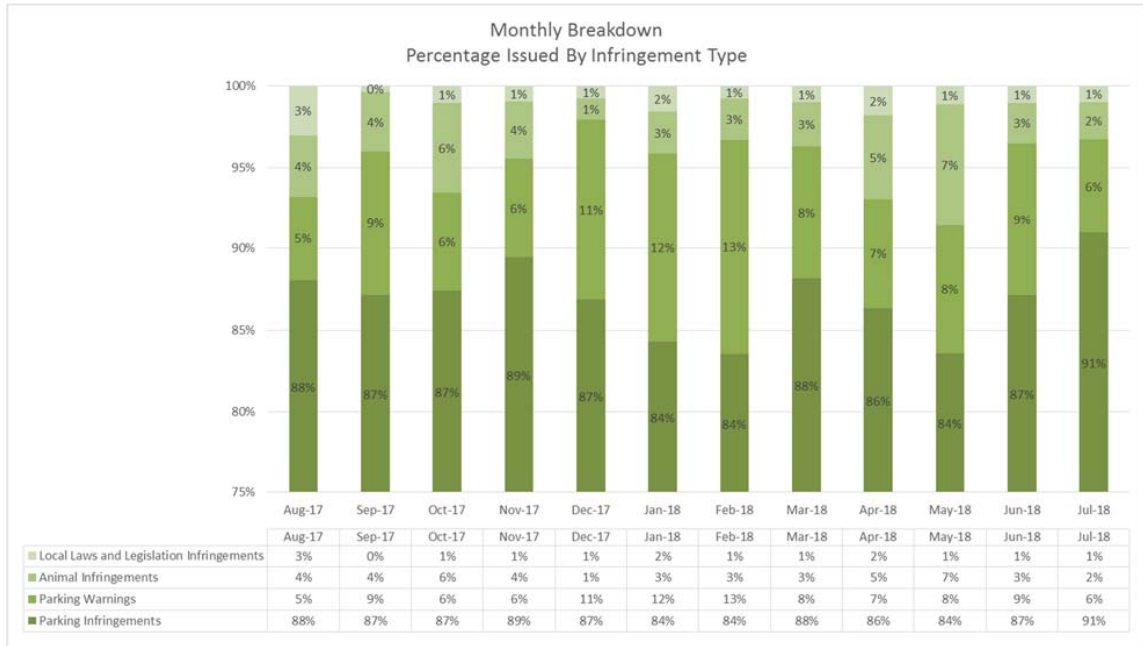
Previous 12 month period (August 2016 to July 2017) total = 8,799  
 Current 12 month period (August 2017 to July 2018) total = 12,073

**Parking – Warnings Issued**



Previous 12 month period (August 2016 to July 2017) total = 748  
 Current 12 month period (August 2017 to July 2018) total = 1,142

The chart below shows a summary of total infringements and warnings for the current 12 month period (August 2017 to July 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 2 August 2018

<b>Current Register Status</b>	
Investigation (Brief in development)	9
Brief (with Legal Branch)	1
Court	12
<b>TOTAL</b>	<b>22</b>

## Infringement Review requests for July 2018

A total of **240** requests for infringements to be reviewed were received in the month.

## Licences, Permits and Design Assessments

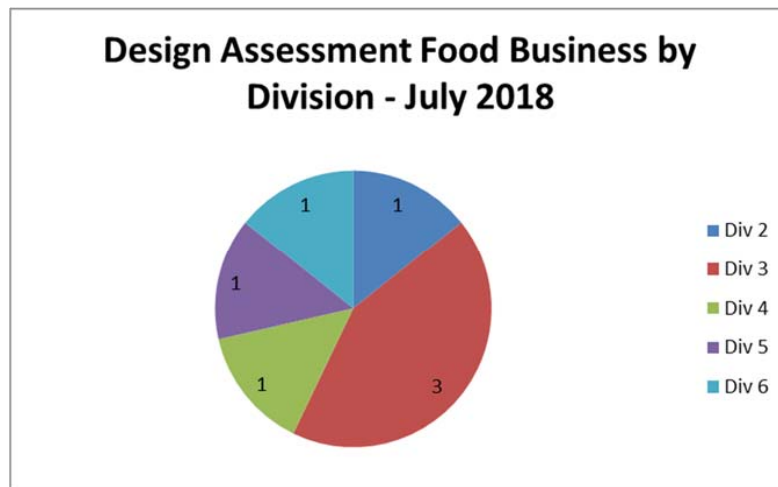
The HSRS Department approve a range of licences (commercial activities) and permits (non-commercial activities) under Council's local laws and State Legislation such as the *Food Act 2006*. Design Assessments are also carried out by HSRS to determine suitability and compliance with standards for fit-outs 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 July.

### Licences/Permits

Licence/Permit Type	No. Issued July 2018
Baker / Patisserie	2
Cafe / Restaurant	3
Mobile Food Premises excluding Preparation	3
Mobile Food Premises involving Preparation	2
Regulated Parking - Other – Staff (Fee Exempt)	21
Regulated Parking Other - Volunteers/Staff/Committees (Fee Exempt)	2
Personal Appearance - Tattooing	1
Takeaway Food Premises	5
Public Swimming Pool Licence	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 July
Design Assessment Food Business	7





### 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.

<b>2017 Quarter</b>	<b># of PINs Issued</b>	<b>Applications Submitted following Compliance Investigation</b>
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>

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

# Other Program Delivery Status

## 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

### July Clinics

Type	Individuals Treated	Immunisations Issued
Community Clinics	43	88
Schools (catch-ups)	12	18
School Clinics	--	--
Special Projects (seasonal flu vaccinations)	--	--

## Eat Safe Program

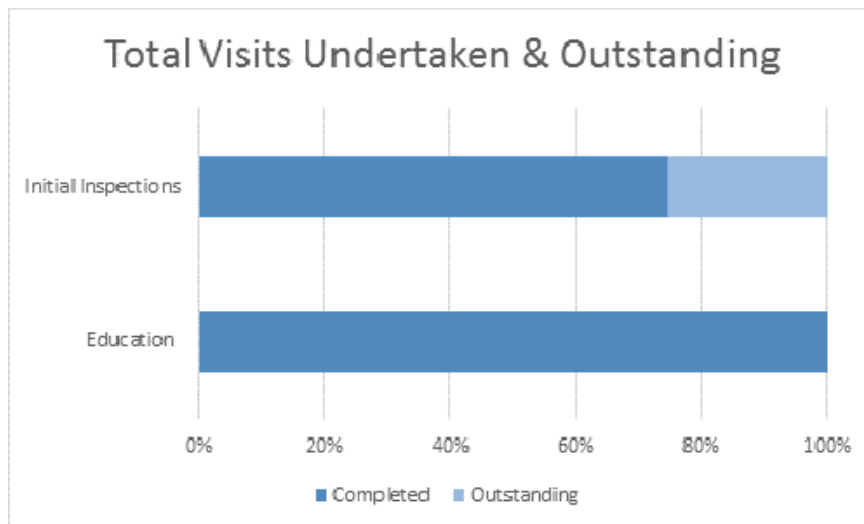
The Eat Safe Program is a system where a licenced food business can receive a food star rating based on compliance with the Food Act 2006 and Food Safety Standards.

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 July 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



## 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 is working 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 shows to service requests by type for July:

Service Request Type	Total
Noise - Business/Commercial	5
Food Hygiene	6
Land Dust - Business/Commercial	5
Food Poisoning	4
Urgent Asbestos Domestic Investigate	1
<b>Total</b>	<b>21</b>

## Sediment and Erosion Control

Increase in proactive ESC inspections in areas of high building works showed a high level of non-compliance. Through engagement with builders, owners and companies within these areas it has become evident that a lack of understanding within the industry or lack of willingness to comply due to time and cost, has resulted in the high level of non-compliance. Officers have engaged with the responsible person/company to provide education and where required enforcement actions, such as oral directions. There has been an increased compliance within these areas. Ongoing proactive ESC inspections of building areas will continue through until November with the hope to increase overall compliance under the Environmental Protection Act 1994 and erosion and sediment control requirements within the building industry.

Reactive Complaints	Vol	Proactive Erosion Sediment Control Inspections	Vol	Action	Vol
Commercial use of roads - business	0	ESC development sites initial inspection	3	EPA PIN	0
Contaminated land	0	ESC development site reinspections	8	EPA Direction Notice	0
Water contamination - other	2	ESC building sites initial inspection	90	EPA Oral Direction	55
Odour - other (not spray painting)	1	ESC building sites reinspection	78	Warning	14
Land dust - Business/commercial	0				
Noise - Business/commercial	8				

## 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 including in July The Greater Springfield Duathlon, Ipswich Park 2 Park and the State Netball Championships.

Below shows number of permit applications received in July:

Permit Type	# Issued
Non-standard traffic control permit application	31
Non-standard works on road permit application	13
Road Permit	6
Standard traffic control permit application	7
Standard works on road permit application	2
<b>Total</b>	<b>59</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.

25 Schools and 873 students have participated in July. From 27 July - 14 August we have another four schools registered with an additional 400 students attending.

Ipswich City Council  
45 Roderick Street  
PO Box 191, Ipswich  
QLD 4305, Australia

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Join us online on:



<b>Health Security and Regulatory Services Committee</b>	
Mtg Date: 14.08.18	OAR: YES
<b>Authorisation:</b> Barbara Dart	

BD:BD

6 August 2018

**MEMORANDUM**

TO: CHIEF EXECUTIVE OFFICER

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

RE: HEALTH AND AMENITY PLAN 2017-2018 – END OF YEAR REPORT

**INTRODUCTION:**

This is a report by the Acting Chief Operating Officer (Health, Security and Regulatory Services) dated 6 August 2018 concerning the end of year report for the Health and Amenity Plan 2017-2018.

**Priorities for 2017-2018**

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



## **BACKGROUND:**

The Health and Amenity Plan for 2017-2018 is a corporate publication available on Council's website and a copy is attached. (**Attachment A**).

An End of Year Report is now presented (**Attachment B**) to document how each of the priorities have been delivered including their actions, compliance strategies and associated target levels.

## **HIGHLIGHTS OF THE DELIVERABLES FOR 2017-2018**

Based on the Plan's compliance strategies and target levels identified, the following are some highlights of what has been delivered in 2017-2018:

- ✚ ***Eat Safe Ipswich***, a voluntary food safety program, began its implementation in 2018. The official launch of the program will occur late in 2018.
  - 795 eligible food businesses in Ipswich
  - To date 485 inspections have taken place between February and June to provide an assessment and determine the business's star rating.
  - Of those already assessed, 70% have opted in to the voluntary Eat Safe Ipswich program.
- ✚ ***Key food licence information*** is now available in the following ***languages*** on Council's website: Vietnamese; Japanese; simplified and traditional Chinese.
- ✚ ***A comprehensive review*** and updating of ***Council's website*** for compliance content was completed to be more user friendly and customer centric. This will be an ongoing process to ensure information remains relevant and consistent.
- ✚ Partnered with Department of Environment and Science to reduce waste in Ipswich. ***Litter reduced by 60% at targeted sites*** and littering requests reduced by 208 for the year as a result of strategies introduced.
- ✚ ***Roaming dog complaints*** have remained steady compared to previous years with an average of ***118 complaints*** raised each month in 2017-2018 compared to 124 in 2016-2017.
- ✚ Delivery of an online campaign called ***Leash, Tag and Carry Bag*** to promote responsible dog ownership.
- ✚ ***Illegal dumping on footpath*** complaints have ***increased*** by 180 complaints in 2017-2018 compared to 2016-2017. Significant promotion of how leaving items on footpaths such as lounges and tables (outside of kerbside collection dates) is illegal has meant more residents have contacted council to raise service requests.
- ✚ ***Council's first hackathon for a compliance solution (#Barkathon17)*** was held with a winner selected – 'Bark Up'. The digital solution is now in the development stage with testing and release to occur in 2018-2019.

Other activities for the Health, Security and Regulatory Services Department in 2017-2018 included:



- Investigation of 97 dangerous structure complaints.
- Inaugural Youth Sustainability Summit held at the Civic Centre in October 2017.
- Cleared 1194 overgrown properties (increase of 17% compared to previous year).
- 44 sites registered for Clean Up Australia Day 2018.
- *Best Friends Forever* book launched in April at the Ipswich Library.
- 1689 illegal parking complaints investigated.
- 635 abandoned or hazardous vehicles collected from the streets of Ipswich (increase of 18% compared to previous year).
- Two impounded vehicle auctions held.
- 80% reduction of graffiti as a result of strategically placed, temporary deployed cameras in Council parks.
- 152 swimming pool compliance safety inspections completed.
- Investigated 159 stormwater/overland flow complaints.
- Returned 1349 dogs to their owners.
- 480 proactive sediment and erosion inspections were conducted at building and development sites.
- Removed 67 illegal advertising signs from the roadways of Ipswich.
- Delivered 23 responsible pet ownership sessions to 829 children from pre prep to year 7.

The end of year report will now be graphically designed, published and presented on Council’s website to showcase the deliverables for the Plan.

**CONCLUSION:**

The End of Year Report for the first Health and Amenity Plan is now presented highlighting some significant achievements for Council.

**ATTACHMENTS:**

Name of Attachment	Attachment
<a href="#">Health and Amenity Plan 2017-2018</a>	 Attachment A
<a href="#">Health and Amenity Plan 2017-2018 End of Year Report</a>	 Attachment B

**RECOMMENDATION:**

That the Health and Amenity Plan 2017-2018 End of Year Report, as detailed in Attachment B to the report by the Acting Chief Operating Officer (Health, Security and Regulatory Services) dated 6 August 2018, be finalised for publishing and presentation on Council's website.

Barbara Dart

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

I concur with the recommendation/s contained in this report.

Sean Madigan

**CHIEF EXECUTIVE OFFICER**



# Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich community

1 July 2017 – 30 June 2018



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



City of  
Ipswich







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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.



**Mayor Andrew Antoniulli**  
City of Ipswich



**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](mailto:council@ipswich.qld.gov.au) or posted to PO Box 191, Ipswich 4305.



## Priorities for 2017-2018

1	<h3>Customer Centric</h3> <ul style="list-style-type: none"> <li>Improved information and engagement with the community</li> </ul>
2	<h3>Pet Management</h3> <ul style="list-style-type: none"> <li>Barking dogs</li> <li>Roaming dogs</li> <li>Roaming cats</li> <li>Dog control in public and on private property</li> <li>Responsible dog ownership</li> </ul>
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5	<h3>Public Land Management</h3> <ul style="list-style-type: none"> <li>Use of public land</li> </ul>
6	<h3>Pest Management</h3> <ul style="list-style-type: none"> <li>Pest Management Planning</li> </ul>

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"> <li>Review, amendments, advocacy, evaluation relating to local laws and State Government legislation.</li> </ul>	<ul style="list-style-type: none"> <li>Updates to information provided by Council's contact centre.</li> <li>Improvements to how complaints are lodged and are investigated.</li> <li>Changes or implementation of proactive patrols and programs.</li> <li>Training of staff and authorised persons.</li> </ul>	<ul style="list-style-type: none"> <li>Continuous improvement to information available online and in printed format.</li> <li>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.</li> </ul>

## 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.

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### 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.

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### Outcome

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

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### 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.

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**Target level/output**

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

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**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.

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**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.

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**Target level/output**

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

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**Outcome**

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

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**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.



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### 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.

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### 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.

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### 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.

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### 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.

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### 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.
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### 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.
- 

### Target level/output

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

### Outcome

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

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### 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.

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### 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.

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### Key elements

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





## 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.

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### **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.

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### **Target level/output**

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

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### **Outcome**

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

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### **Key elements**

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



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**HEALTH AND AMENITY PLAN (HAP)**

**2017/2018**

***END OF YEAR REPORT***

**JULY 2018**

## **INTRODUCTION**

The Health and Amenity Plan (the Plan) is designed to provide everyone living, working and visiting Ipswich with an understanding of Council's approach to the compliance activities it is responsible for.

For the 2017/2018 year, the Plan consisted of six core priorities with a range of actions to be delivered over the twelve months. The activities were identified by the Ipswich community as compliance matters that require a stronger focus and higher priority to Council. Knowledge about these problems and their associated risks were established by collecting and analysing data from a range of information sources including:

- Direct feedback from the community;
- Complaints received by Council;
- Results from compliance monitoring; and
- Trends in non-compliance areas.

### **Priorities for 2017-2018**

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



The Health Security and Regulatory Services Department (HSRS) within Council is responsible for compliance activities. The plan has been actioned and managed by HSRS through detailed project plans and funded activities to assist in delivering the compliance strategies and target levels listed in the Plan.

The key deliverables of Council's first ever Health and Amenity Plan are now listed in this End of Year Report.

### ***HIGHLIGHTS OF THE KEY DELIVERABLES***

Based on the Plan's compliance strategies and target levels identified the following are the key highlights of what has been delivered in 2017/2018:

- ✚ ***Eat Safe Ipswich***, a voluntary food safety program, began its implementation in 2018. The official launch of the program will occur late in 2018.
  - 795 eligible food businesses in Ipswich
  - To date 485 inspections have taken place between February and June to provide an assessment and determine the business's star rating.
  - Of those already assessed, 70% have opted in to the voluntary Eat Safe Ipswich program.
- ✚ ***Key food licence information*** is now available in the following ***languages*** on Council's website: Vietnamese; Japanese; simplified and traditional Chinese.
- ✚ ***A comprehensive review*** and updating of ***Council's website*** for compliance content was completed to be more user friendly and customer centric. This will be an ongoing process to ensure information remains relevant and consistent.
- ✚ Partnered with Department of Environment and Science to reduce waste in Ipswich. ***Litter reduced by 60% at targeted sites*** and littering requests reduced by 208 for the year as a result of strategies introduced.
- ✚ ***Roaming dog complaints*** have remained steady compared to previous years with an average of ***118 complaints*** raised each month in 2017-2018 compared to 124 in 2016-2017.
- ✚ Delivery of an online campaign called ***Leash, Tag and Carry Bag*** to promote responsible dog ownership.
- ✚ ***Illegal dumping on footpath*** complaints have ***increased*** by 180 complaints in 2017-2018 compared to 2016-2017. Significant promotion of how leaving items on footpaths such as lounges and tables (outside of kerbside collection dates) is illegal has meant more residents have contacted council to raise service requests.
- ✚ ***Council's first hackathon for a compliance solution (#Barkathon17)*** was held with a winner selected - "Bark Up". The digital solution is now in the development stage with testing and release to occur in 2018-2019.

## **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 the internet. Simplified, de-cluttered Council websites make it easy for customers to complete their electronic journey quickly and easily.



<b>ACTION: Improved information and engagement with the community</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<p><i>Information online could be improved to increase readability and understanding</i></p> <p><i>Provide more pathways for people to apply and pay</i></p> <p><i>Provide more opportunities to engage and get feedback from the community</i></p>	<p>Continuous improvement will occur to ensure we have a responsive website that provides good user experiences for a diverse community across all devices (smart phone, tablet, desktop) for compliance matters including information and advice, applications and payments.</p> <p>Ensure all business licensing and permitting applications can be made online via Council's website.</p> <p>Look at opportunities for renewals (licences, permits, registrations) to be sent electronically via email to those customers who opt in</p> <p>Conduct more community education activities to improve awareness about Council's role, responsibilities, policies and services.</p>	<p>Evaluation undertaken to see how the community accesses Council information, makes applications and payments to assist with future priority identification.</p> <p>All business licensing and permits can be made online (in addition to hard copy format).</p> <p>Business Licences and Dog Registration Renewals can be sent electronically to customers.</p> <p>Increase in engagement opportunities for Council.</p>	<p>Complete review of HSRS pages on the Council website completed to ensure information is correct, consistent and easy to understand.</p> <p>Business licencing and permitting applications can be made online via e-pathway.</p> <p>Council commenced the opt-in process for dog owners to receive their registration renewal electronically when sent out in May 2019.</p> <p>HAP Hubs were conducted in March and April 2018 to provide awareness and input into the development of the 2018/2019 Plan.</p> <p>Council is engaging with key areas such as Ripley Valley to assist new owners with understanding of how to resolve neighbourhood issues such as responsible pet ownership and noise/amenity issues.</p>

**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.

<b>ACTION: Barking Dogs</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<p><i>High numbers of complaints.</i></p> <p><i>Residents can find investigation processes complex and lengthy.</i></p>	<p>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.</p> <p>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.</p>	<p>Clear procedures and customer information on how barking dog complaints are managed.</p> <p>Digital solution available for the community to access for nuisance barking complaints</p>	<p>Comprehensive review and update of animal management content on Council's website completed.</p> <p>#Barkathon17 was held with a winner selected - "Bark Up". The digital solution is now in the development stage with testing and release to occur in 2018-2019.</p>
<b>ACTION: Roaming Dogs</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<p><i>High numbers of complaints.</i></p> <p><i>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..</i></p>	<p>Continue to promote containment options for dog owners to showcase possible solutions that are low cost and easily achievable.</p> <p>Promotion of Council's Lost and Found portal so dogs can be reunited quickly with their owners.</p> <p>Continuation of free and low-cost microchipping events in the Ipswich area for dogs</p>	<p>Increase in number of dogs returned to their owners via an on-road release.</p> <p>Increase in number of dogs impounded by Council returned to their owner (reclaim rate).</p> <p>Increased promotion and access to real time information on lost and found dogs (and other pets) in the Ipswich area.</p> <p>Increase in number of microchipped dogs on Councils registration database</p> <p>Increase in hours for proactive patrols for roaming dogs.</p>	<p>Comprehensive review and update of animal management content on Council's website completed.</p> <p>Lost and found information is now able to be updated and interrogated by the public in real time to assist owners being reunited with their lost pets. There is now a single point of truth for lost and found pets in the region with linkages into the RSPCA system.</p> <p>4 microchipping events were held during the year.</p>

<b>ACTION: Roaming Cats</b>
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Issue	Compliance Strategy	Target Level/Output	Deliverables in 2017/2018
<p><i>High numbers of complaints.</i></p> <p><i>Anecdotal feedback is that some residents don't realise laws exist requiring cats to be contained to their yard.</i></p> <p><i>Nuisance cats are an issue in some areas requiring cat traps to be set.</i></p>	<p>Continue to promote laws and containment options for cat owners to showcase possible solutions that are low cost and easily achievable.</p> <p>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 strategies.</p> <p>Research, investigate and implement desexing campaigns and compliance programs for owned and unowned cats as part of an overall cat management strategy.</p> <p>Continue with low-cost micro chipping events in the Ipswich area for cats. Utilisation of the 'Tag and Chip to Reunite you Quick' campaign.</p>	<p>Increase in promotion of containment solutions.</p> <p>Evaluation of cat trap program</p> <p>Increase in promotion of desexing benefits.</p> <p>Number of cats microchipped at Council events increases.</p> <p>Increase in the number of cats impounded by Council that are returned to their owner. (reclaim rate increases)</p>	<p>Comprehensive review and update of animal management content on Council's website completed.</p> <p>Videos showing how owners can make their own enclosures/fencing to keep their pets contained have been developed and will be released later in 2018.</p> <p>Council provided support to desexing initiatives undertaken by the RSPCA and AWLQ</p> <p>4 microchipping events were held during the year.</p>
<b>ACTION: Dog Control in Public and on Private Property</b>			
Issue	Compliance Strategy	Target Level/Output	Deliverables in 2017/2018
<p><i>High numbers 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.</i></p>	<p>Implement a Code of Conduct for off leash parks including educational signage in each park.</p> <p>Investigate contemporary strategies to reduce dog attacks.</p> <p>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.</p>	<p>A Code of Conduct is implemented in all off-leash dog parks and promoted widely by Council and other stakeholders.</p> <p>Research on dog attack strategies is considered in the development of programs and projects.</p> <p>Reduction in dog attacks on private and public property</p> <p>Reduction in number of complaints made about harassing and wandering dogs (not under effective control)) in Pilot program.</p>	<p>Code of Conduct signage commenced being rolled out to off leash dog parks.</p> <p>Education and enforcement campaigns in Limestone Park and Colleges Crossing were undertaken.</p>
<b>ACTION: Responsible Dog Ownership</b>			

Issue	Compliance Strategy	Target Level/Output	Deliverables in 2017/2018
<p><i>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 eg barking.</i></p>	<p>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.</p> <p>The ICC and Australian Veterinary Association (AVA) PetPep School Education program is delivered to assist with responsible pet ownership awareness in kindergartens and primary schools.</p> <p>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.</p> <p>Continuation of the Systematic Inspection Program for the entire year to promote and enforce legislation requirements for dog registration.</p>	<p>Increase in the promotion of the 'Leash, Tag and Carry Bag' campaign.</p> <p>PetPep School Education Program is delivered and evaluated.</p> <p>The Registration Rewards Program is delivered to owners of registered dogs in 2017/2017.</p> <p>The Registration Rewards Program for 2018/2019 is developed with an increase in participating businesses.</p> <p>The Systematic Inspection Program is delivered twice in 2017/2018.</p>	<p>Comprehensive review and update of animal management content on Council's website completed.</p> <p>PetPep, Registration Rewards and the Systematic Inspection Program were continued during the year and will continue into the 2018/2019 year.</p> <p>PetPep visits: 23 visits undertaken to schools</p> <p>Registration Rewards Program 18/19 Value: Over \$3,500 (65 businesses)</p> <p>Systematic Inspection Program: Council undertook two systematic inspection programs and identified that 13% of the approximately 4,000 properties visited had at least one unregistered dog.</p>

**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.



<b>ACTION: Safer School Parking</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>High volume complaints of unsafe parking at schools including near miss incidents and injuries/accidents.</i>	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.	The Safe School Parking Program is delivered and evaluated each school term.	Program continued with a focus on six schools to build capacity, understanding and awareness. Online resources and support provided to all Schools.
<b>ACTION: Parking on Footpaths</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>High volume complaints of unsafe parking on footpaths including blocked access to private properties and damage to utilities.</i>	<p>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:</p> <ul style="list-style-type: none"> <li>• Cause major damage to public infrastructure both above and below the ground;</li> <li>• May prevent emergency personnel from accessing key infrastructure such as water, sewerage, gas, telecommunications and drainage pipes;</li> <li>• Can pose increased safety risks for pedestrians as they are less visible to oncoming cars; and</li> <li>• Restrict access for wheelchair and pram users.</li> </ul>	Increased promotion of what damage, inconveniences and safety issues parking on a footpath may cause.	Comprehensive review and updating of information on Council's website and associated materials completed.

#### **PRIORITY 4**

##### **ENVIRONMENTAL PROTECTION, PUBLIC HEALTH AND AMENITY MATTERS**

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.

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 2005* 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.

<b>ACTION: Erosion and Sediment Controls</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>High volume complaints (seasonal) on sediment/pollutants.</i>	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.	The Erosion and Sediment Control Compliance Program (ESCCP) is delivered and evaluated.	Developers, contractors and builders understand what their obligations are under planning conditions, legislation and laws (through workshops and one-on-one liaison), and exhibit best practice erosion and sediment control practices.
<b>ACTION: Illegal Dumping &amp; Littering</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>High volume complaints of illegal dumping and littering across the city.</i>  <i>Increase in amounts of asbestos being disposed of at Ipswich waste and recycling centres.</i>	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.	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.	Roadside 'don't litter' signs were erected on key roads around Ipswich including the Warrego Highway. .  Promotion of key 'dumping' locations were made 'visible' with signs erected highlighting the sites to passers-by. This drew attention positive attention to the site discouraging people from dumping there (and raising more complaints with council to act on.)  Residents and businesses understand how and where they can dispose of asbestos legally with updated information on Council's website.  Litter reduced by 60% at targeted sites and littering service requests reduced by 208 for the year.
<b>ACTION: Overgrown Yards</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>High volume complaints (seasonal).</i>  <i>Some residents aren't sure what constitutes an overgrown yard (how long is too long).</i>	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.	The Overgrown Yard Operational Plan is implemented and evaluated.  Improved in 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.	Operational plan implemented to assist with seasonal workloads. Community groups in contact to assist where possible and appropriate for disadvantaged residents.

<b>ACTION: Hoarding and Squalor Issues on Private Property</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>Complaints of hoarding and squalor often take a long time to resolve, although surrounding residents often want a quicker resolution of their complaints.</i>	Continuous improvement through benchmarking best practice with other local governments and agencies to identify any efficiency for the community, individuals involved and Council.	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.	Council has continued its involvement with regional action groups and agencies to assist in these matters and provide positive solutions for residents.
<b>ACTION: Food Safety and Business Licensing</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<i>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</i>	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.	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.	A food safety star rating system called Eat Safe Ipswich commenced implementation. The program is the same as Eat Safe Brisbane and Eat Safe Logan. There are 795 eligible food businesses in Ipswich. To date 485 inspections have taken place between February and June to provide an assessment and determine the business's star rating. Of those already assessed, 70% have opted in to the voluntary Eat Safe Ipswich program.  Key food licence information is now available in the following languages on Council's website: Vietnamese; Japanese; simplified and traditional Chinese.  Comprehensive overview of information on Council's website was undertaken.

**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 Riverheart Parklands, Robelle Domain Parkland and Orion Lagoon. Community feedback ensures enhancements are continually being made to local parks and larger district parks such as Queens Park and Conservation Estates.

The Health Security and Regulatory Services Department has a role to play in the use of these spaces to ensure fair play is observed and that no damage is done to these public spaces. For example trail bikes and four wheel drives in Conservation Estates such as White Rock can create devastating environmental damage through erosion, transporting seeds from one area to another, injuries and fatalities for 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.

<b>ACTION: Use of Public Land</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level</b>	<b>Deliverables in 2017/2018</b>
<p><i>Complaints regarding the illegal use of conservation estates causing damage or noise nuisances etc.</i></p> <p><i>Confusion over what approvals and licences are required Temporary Events on private property and Council land.</i></p>	<p>Continue the Conservation Estate Patrol Program in conservation estates to monitor illegal use of trail bikes and four wheel drive vehicles.</p> <p>Provide clearer information and pathways for people to apply to undertake temporary events on private property and Council land.</p>	<p>Conservation Estate Patrol Program is maintained and evaluated.</p> <p>Increase in information about Temporary Events made available online including how to apply, how to comply, and where to get further information on using Council land.</p>	<p>Weekly patrols of conservation estates continued.</p> <p>Comprehensive review and update of temporary event content on Council's website completed.</p>



**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. The DDMRB 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.

<b>ACTION: Pest Management Planning</b>			
<b>Issue</b>	<b>Compliance Strategy</b>	<b>Target Level/Output</b>	<b>Deliverables in 2017/2018</b>
<p><i>Landholder pest complaints are high in various regions of the city.</i></p> <p><i>Legislative requirement</i></p>	<p>The <i>Biosecurity Act 2014</i> 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.</p> <p>Council's Biosecurity plan will:</p> <ul style="list-style-type: none"> <li>• set strategies, activities and responsibilities for pest management at a local scale;</li> <li>• set achievable objectives for the local community;</li> <li>• incorporate monitoring and evaluation of effectiveness of the plan; and</li> <li>• inform regional planning processes on local pest management priorities.</li> </ul>	<p>Development of an Ipswich City Council Biosecurity Plan as prescribed by legislation.</p>	<p>Draft Biosecurity Plan completed and released for consultation. Final Plan was considered and approved by Council in July 2018.</p>