Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich community

2018-2019

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City of Ipswich

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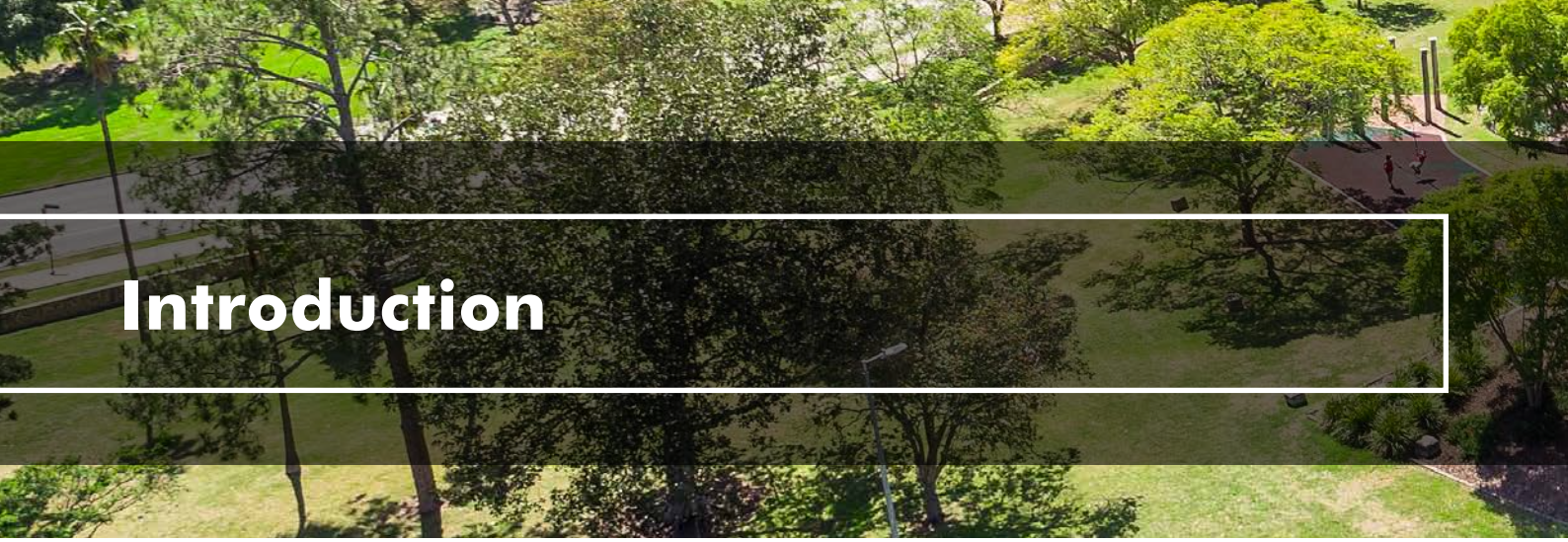


Introduction

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. This was followed by a six monthly progress report and an end of year report, all available on Council's website. The Plan is now in its third year and is evolving each year to be the single point of strategic truth for the Health, Security and Regulatory Services (HSRS) Department within Council.

Our growth – why we need to plan

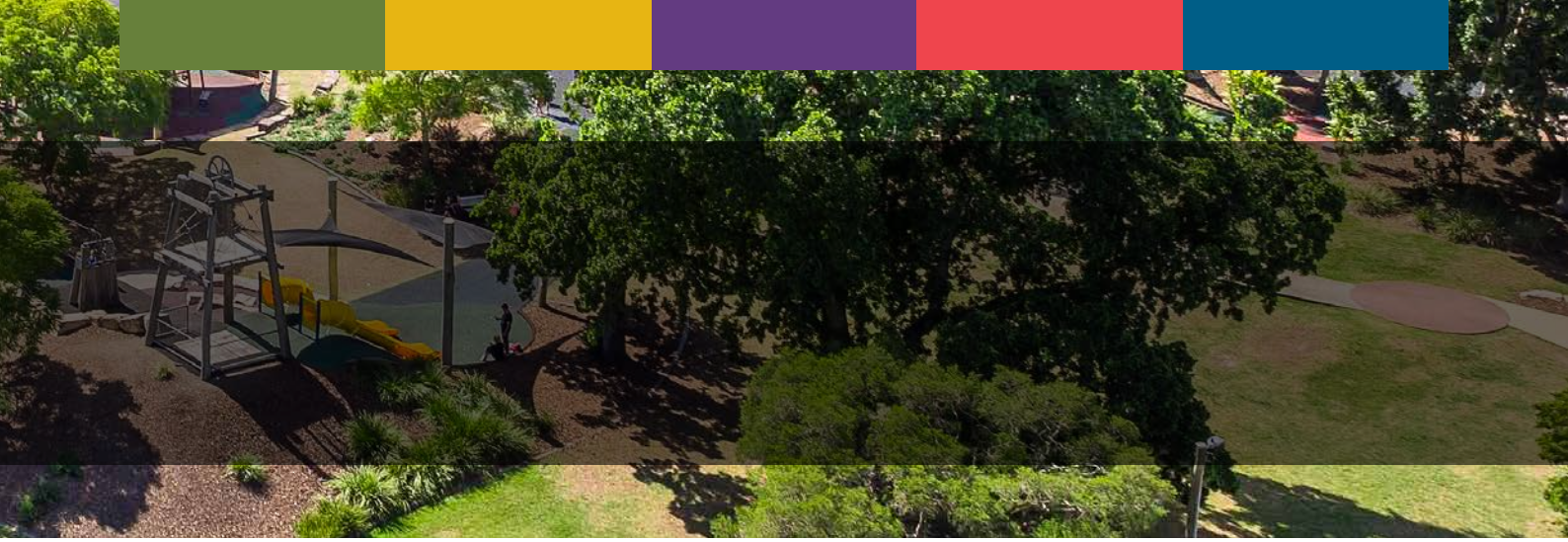
Ipswich City currently has a population of 210,000 people with 72,092 dwellings[1]. With an annual population growth rate of 2.2%[2] across the South East Queensland Region, it is anticipated Ipswich's population will reach 520,000 by 2041 and the city will require an additional 111,470 dwellings by 2041[3].

Alongside the population growth it is anticipated that demand for Council assistance will also increase. Council needs to prepare for this increase in demand for Council service requests. In the 2017 calendar year the HSRS Department received 16,124 service requests that required action by compliance staff. Based on the number of dwellings in 2017 compared to the number of service requests received, this equates to 1 request per 4.5 dwellings. If Council just played a reactive role between now and 2041 it's anticipated that the compliance requests received in 2041 would be approximately 40,790. That's two and half times the volume Council is currently managing. This would have many and varied impacts not the least on how this would be resourced (staffing, equipment, vehicles) and funded. This is why the Health and Amenity Plan is so important. It allows Council and the community to prioritise key issues so that over time they will be resolved and self-regulated in the future.

City of Ipswich

Growth Area	2018 (actual)	2041 (est.)
Population	210,000	520,000
Dwellings	72,092	183,562
Service Requests	16,124	40,790

[1] Shaping SEQ: SEQ Regional Plan 2017
[2] Shaping SEQ: SEQ Regional Plan 2017
[3] Figures based on Shaping SEQ policy for 2041 (Shaping SEQ: SEQ Regional Plan 2017 Table 17)



Our plan – what we do matters to people and places

The Plan ultimately is designed to provide everyone living, working in and visiting Ipswich with an understanding of Council's approach to compliance and HSRS Departmental activities it is responsible for. It highlights key priorities and activities to be undertaken throughout the year whilst recognising the wide ranging operations of work that is carried out day to day. The activities listed in The Plan have been identified by the Ipswich community as compliance matters that require Council to focus more effort and resources towards. The community provides this feedback through requests for service via the Customer Contact Centre, their local Councillor and at the Health and Amenity Plan (HAP) Hubs held throughout the city in March, April, and May 2018. This quantitative and qualitative data help establish priorities.

The Health, Security and Regulatory Services Department (HSRS) within Council is responsible for compliance activities. A range of planning is included in this year's Plan to ensure workforce planning and training needs are captured to promote a resourceful and skilled workforce.

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. *[Advance Ipswich builds on the programs and strategies in the previous i2020 and i2031 Community Plans and provides a renewed and contemporary focus for the future of the city. Advance Ipswich responds to the current and future changes in the city and the related opportunities and challenges.]*

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:

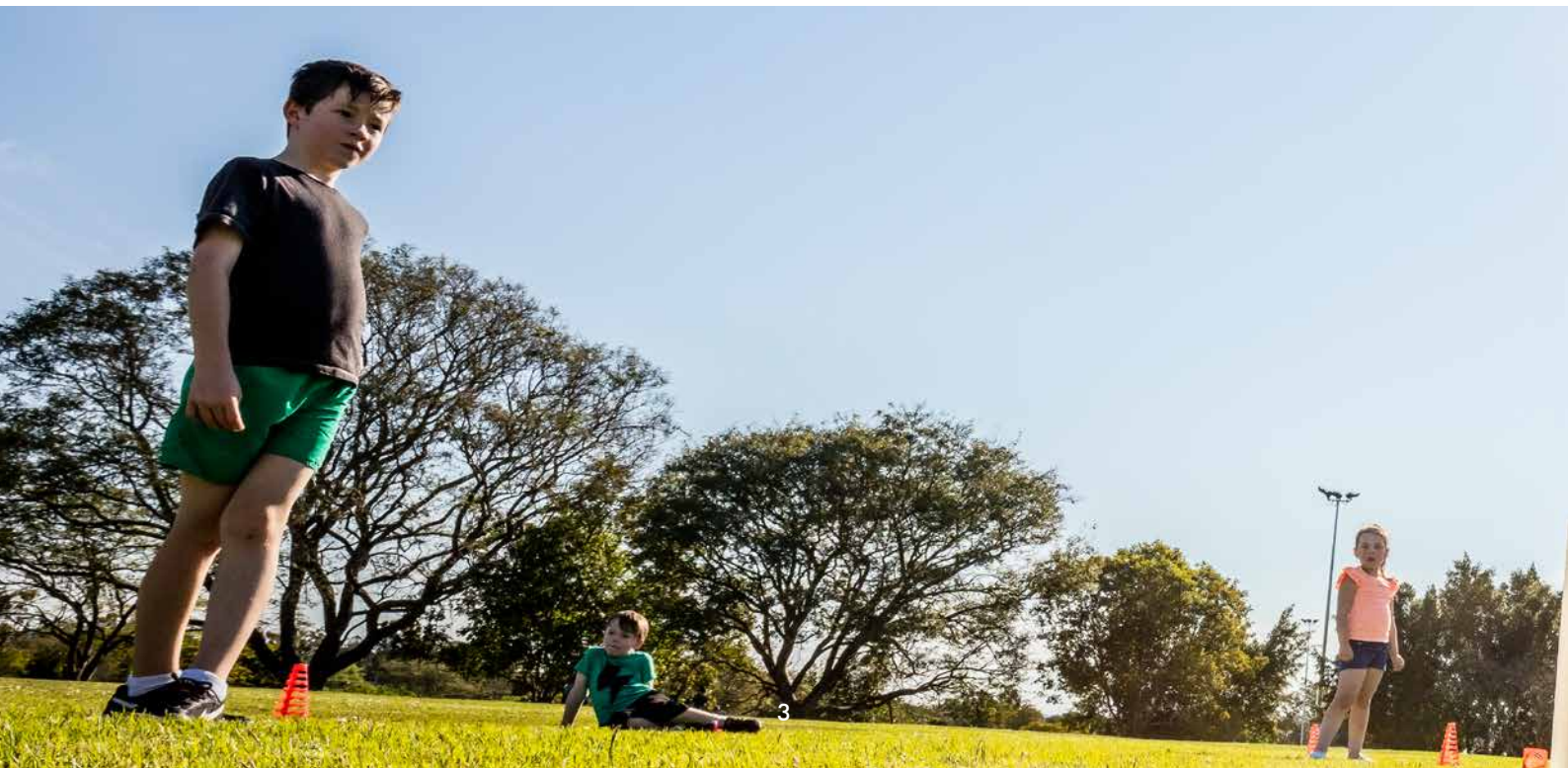
- **Devolution**: Federal or Queensland Government gives local government responsibility for new functions.
- **Cost Shifting**: Where local government assumes increased responsibility or has to finance a service previously paid for by the Federal or Queensland Government.
- **Policy Choice**: Where 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
- increases 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 towards 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, warnings, compliance notices, 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 observed by staff and the community.

Based on the above, the six priority areas first identified in previous HAP's have been expanded to seven, with the inclusion of Community Safety and Security.

Priorities for 2018-2019

1 CUSTOMER CENTRIC AND GOVERNANCE

- Improved information and engagement with the community
- Workforce Planning Strategy implementation
- Departmental Training Plan
- Local Law review
- Scripting review

2 PET MANAGEMENT

- Barking dogs
- Roaming dogs
- Cat Management Strategy implementation
- Dog control in public and on private property
- Responsible dog ownership

3 PARKING

- School Safe Program

4 ENVIRONMENTAL PROTECTION, PUBLIC HEALTH AND AMENITY MATTERS

- Erosion and sediment controls
- Illegal dumping and littering
- Food safety and business licensing
- Swimming pool health *(Cryptosporidium Parvum)*
- Environmentally Relevant Activities (ERA's) review

5 PUBLIC LAND MANAGEMENT

- Road closures

6 PEST MANAGEMENT

- Biosecurity Plan implementation

7 COMMUNITY SAFETY AND SECURITY

- Safe City Connect
- Swimming pool fencing

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)
- **what** is the desired situation we want (outcome/future vision).

Now → Future Vision

Issue	**Compliance Strategy**	**Target level (outputs)**	**Outcome**
Reason for the priority? **The current situation**	What will we do?	The things we will deliver that we can measure.	The changes we will see in the community. **The desired situation**

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
• Advocacy and evaluation relating to local laws and State Government legislation.	• Improvements to information provided by Council's Customer Contact Centre. • Improvements to how complaints are lodged and are investigated. • Improvements or implementation of proactive patrols and programs. • Training of staff and authorised persons.	• Continuous improvement to information available online and in printed format. • Continuous improvement and implementation of new formats to engage with the community such as one off and annual events, seminars, pop up kiosks, webinars and smart phone apps.

Monitoring and reporting progress

HSRS are responsible for implementing the 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 Health and Amenity Plan is an annual plan that operates for each financial year period.

Community comments welcome

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

Priority 1: Customer centric and governance

Being 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.

A range of governance and administration matters are critical to ensuring that Council can meet service demands adequately and appropriately.

HSRS operations that occur day to day in this area are:

- legislation including local laws
- registrations
- licencing and permitting
- customer information
- staff resource planning
- staff training
- authorisations and delegations
- financial responsibilities
- system support
- events and community engagement related to compliance
- Penalty Infringement Notice (PIN) reviews

Key actions for 2018-2019

- improved information and engagement with the community
- workforce strategy implementation
- departmental training plan
- local law review
- scripting review and transition

ACTION: Improved information and engagement with the community

Issue

- Information online could be improved to increase readability and understanding; and easy to find/locate.

Compliance strategy

- 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.
- Implementation of e-notices for renewals (licences, permits, registrations) to be sent electronically via email to those customers who opt in.

Target level/output

- Customer journey mapping for some key issues undertaken to see how the community accesses Council information, makes applications and payments.
- Business Licences and Dog Registration Renewals can be sent electronically to customers.

Outcome

- Anyone visiting Council's website can find information easily on any device.
- Council understands the topics of most interest to its website visitors and the community.

Key elements

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

ACTION: Workforce Planning Strategy Implementation

Issue

- Ensuring our workforce is resourced appropriately to respond to compliance matters including seasonal impacts.

Compliance strategy

- A workforce strategy is developed and implemented.

Target level/output

- Strategy is implemented and monitored by Coordinators and Managers within HSRS.

Outcome

- All work teams are resourced to respond and manage service requests, programmed inspections and HAP project involvement during the year.

Key elements

- Business processes and compliance activities.

ACTION: Departmental Training Plan

Issue

- Ensuring our staff are skilled appropriately to undertake their roles and build capacity for future development within the organisation.

Compliance strategy

- A yearly Departmental Training Plan is developed and implemented for HSRS that includes mandatory and non-mandatory training.

Target level/output

- A yearly training plan is implemented and monitored.

Outcome

- Staff undertake training to build on their skills to deliver the best service possible to the Ipswich Community.

Key elements

- Business processes and compliance activities.

ACTION: Local Law Review

Issue

- Ensuring our local laws are reviewed for redundant provisions and are contemporary to meet Council and community needs.

Compliance strategy

- A schedule of local law amendments required is developed to determine what may be amended during the 2018-2019 year.
- The Local Law Making Process Policy will be followed when undertaking amendments.

Target level/output

- Local Laws are reviewed according to the schedule and as per policy requirements.

Outcome

- Local laws are contemporary to meet Council and community needs.

Key elements

- Legislation.

ACTION: Scripting Review

Issue

- Ensuring our scripting for our Customer Contact Centres are accurate and appropriate for phone call responses.

Compliance strategy

- A schedule of all HSRS scripting is developed and a content owner and champion assigned to each one.
- A schedule for scripting reviews to be done so that scripting is reviewed accordingly each year to ensure no redundant information is included.

Target level/output

- Schedules are developed and implemented.

Outcome

- Scripting is accurate and provides customers with the right information first time.

Key elements

- Business processes and compliance activities.

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 the human population of Ipswich. Considering the population growth the Ipswich City Council region will experience in the years ahead, the cat and dog population is expected to also grow.

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.

HSRS operations that occur day to day in this area are:

- barking dogs
- roaming dogs and cats
- dog attacks
- lost and found animals
- pound management and RSPCA contract management
- regulated dog inspections
- animal ownership permits
- animal nuisance

Key actions for 2018-2019

- barking dogs
- roaming dogs
- Cat Management Strategy implementation
- dog control in public and on private property
- responsible dog ownership

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.
- Implementation 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 and assist with 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 numbers of complaints.
- Lost and found process needs to be improved to create real time reporting enabling 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 or 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 being 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 the property.
- People can easily document, report and locate lost and found dogs so they can be reunited quickly with their owner.

Key elements

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

ACTION: Roaming cats

Issue

- High numbers 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 strategies.
- Implementation of Ipswich City Council Cat Management Strategy.
- 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.
- The Ipswich City Council Cat Management Strategy actions are undertaken.
- 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.

Key elements

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

ACTION: Dog control in public and on private property

Issue

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

Compliance strategy

- Further implementation of a Code of Conduct for off leash parks including educational signage in each park.
- 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.
- Reduction in number of complaints made about harassing and wandering dogs (not under effective control) in parks identified.

Outcome

- Residents understand they must have their dogs under effective control 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 businesses for registered dog owners.
- Continuation of the Systematic Inspection Program for the entire year to promote and enforce legislation requirements for dog registration. Each program operates for approximately six months.

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 2018-2019.
- The Registration Rewards Program for 2019-2020 is developed with an increase in participating businesses.
- The Systematic Inspection Program is delivered twice in 2018-2019.

Outcome

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

Key elements

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

Priority 3: Parking

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

Due to the ever changing populations at schools, there is a need to ensure Schools along with Council regularly remind parents and motorists who travel to schools in private vehicles about the need to do so safely. Promotion of where parents can park safely and walk to pick up their children, active transport opportunities and public transport options as a means of addressing the problem will be looked at. More car parks are often not the answer due to the cost of infrastructure to meet a demand for a small part of the day. 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, for example, parking fully or partially on nature strips and footpaths, double parking, and parking on yellow lines 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.

HSRS operations that occur day to day in this area are:

- parking in the CBD
- parking on footpaths
- parking around Schools
- heavy vehicle parking in residential areas

Key actions for 2018-2019

- School Safe Program

ACTION: School Safe Program

Issue

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

Compliance strategy

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

Target level/output

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

Outcome

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

Key elements

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

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 illegal dumping.

Council regulates and monitors public health risks across a number of areas including the water quality in public pools and food safety. 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 via the Eat Safe Ipswich program can have a positive impact for cafes and restaurants.

HSRS operations that occur day to day in this area are:

- erosion and sediment control
- stormwater and waste water
- illegal dumping and littering
- Environmentally Relevant Activities (ERA's)
- nuisances (odour, noise, visual)
- food safety
- water quality at public pools
- overgrown yards
- hoarding and squalor issues
- vehicles for sale on the side of roads
- abandoned vehicles
- shopping trolley containment issues
- wheelie bin containment issues
- temporary advertising signs
- dangerous and non-approved structures
- delivery of immunisation services at community clinics and high schools on behalf of the Department of Health

Key actions for 2018-2019

- erosion and sediment controls.
- Iillegal dumping and littering.
- swimming pool health *(Cryptosporidium Parvum)*.
- Environmentally Relevant Activities (ERAs).
- food safety and business licensing (Eat Safe Ipswich).

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.

Compliance strategy

- Monitor the 'Illegal Dumping and Littering' campaign partnership outputs from previous years to evaluate effectiveness. (The partnership between Council and the Department of Environment and Science aim was to increase awareness and reporting of illegal dumping and littering to Council and the State Government).

Target level/output

- The Illegal Dumping and Littering campaign is measured and evaluated.

Outcome

- Understanding of what actions/outputs of the partnership were a success in terms of less illegal dumping and littering being recorded/identified.

Key elements

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

ACTION: Swimming pool health *(Cryptosporidium parvum)*

Issue

- Hygiene issues that lead to the spread of *Cryptosporidium Parvum* in public and private pools.

Compliance strategy

- Development and implementation of a promotional campaign that highlights key things people can do when swimming that will reduce the risk of gastroenteritis and diarrhoea.

Target level/output

- Campaign is delivered as per the requirements of the promotional action items.

Outcome

- Swimmers, pool operators and pool owners understand the key messages they need to promote and behaviours to encourage to reduce the risk of *Cryptosporidium Parvum*.

Key elements

- Education and promotion.

ACTION: Environmentally relevant activities (ERAs)

Issue

- Legislative requirement.

Compliance strategy

- A Proactive ERA Inspection Program Plan is developed for all businesses who are undertaking Environmentally Relevant Activities (ERA's) in the Ipswich City area.

Target level/output

- All inspections undertaken as per The Plan.

Outcome

- All relevant businesses undertaking ERA's are licenced and compliant.

Key elements

- Legislation.
- 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 and monitoring of the Eat Safe Ipswich program including reports on the first year of implementation.
- Continuous improvement to ensure business licensing information available online is relevant and easy to understand on how people can apply and comply with requirements.

Target level/output

- Eat Safe Ipswich is implemented and evaluated in its first year of operation.
- Business licensing information available online is updated.

Outcome

- Food businesses and the community understand the legislated requirements for food safety and promote their successful compliance with the laws.
- Prospective business licensees know what is required to apply for a licence and what they need to do to comply with laws and regulations.

Key elements

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

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. This includes activities that require road closures to ensure areas are managed appropriately for safety, reinstated post an event, or maintenance as required is completed. Another example is 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.

HSRS operations that occur day to day in this area are:

- conservation area patrols
- management of contract for cemeteries (Ipswich General, Warrill Park, Haigslea, Stone Quarry and Tallegalla)
- driveway construction standards
- road closures
- temporary event management
- illegal use of public spaces

Key actions for 2018-2019

- road closures

ACTION: Use of public land

Issue

- Business improvement opportunity exists to streamline the application process and provide clear instruction on what is required of each applicant.

Compliance strategy

- Review of current business processes, procedures, policies, fees and associated materials to ensure Road Closure Permit applications, assessment, and conditions are managed in an efficient and contemporary way (Road Closure Business Process Review).

Target level/output

- All actions and recommendations in the Road Closure Business Process Review are undertaken.

Outcome

- Applicants are aware of what activities are allowed and prohibited in Conservation Parks and areas.
- Applicants and interested parties know how and when to apply for a Road Closure Permit and what conditions need to be complied with.

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 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 in 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.

HSRS operations that occur day to day in this area are:

- response to complaints regarding pest weeds and animals
- advocacy and representation to the DDMRB
- management of the Council's first Biosecurity Plan

Key actions for 2018-2019

- Implementation of the Biosecurity Plan

ACTION: Pest management planning

Issue

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

Compliance strategy

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

Target level/output

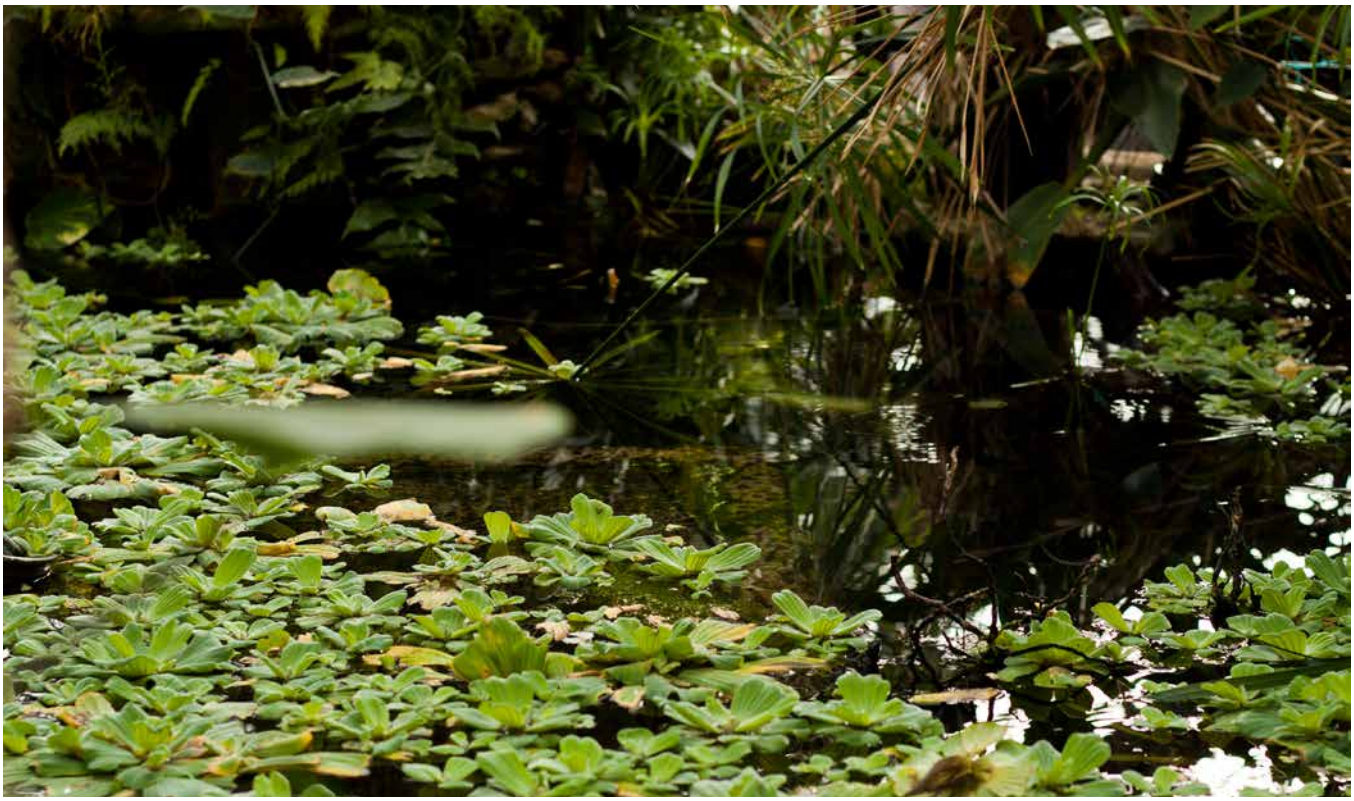
- Implementation of the Ipswich City Council Biosecurity Plan and related actions for 2018-2019.

Outcome

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

Key elements

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



Priority 7: Community safety and security

The Ipswich City Council Safe City Program commenced in 1994 to deal with unacceptable levels of crime in Ipswich Central and to increase the community's feeling of safety, ultimately creating a 'Safe City'. The program has since been expanded with the camera network installed into ten suburbs to date with further expansions proposed in the coming years. Other community safety principles are applied when looking at safety in areas and this includes Crime Prevention Through Environmental Design (CPTED) – the ability to influence offender decisions before a criminal act occurs.

There are a range of other community safety issues that Council is responsible for regulating, for example swimming pool fencing legislation. Drowning is one of the leading causes of death in Queensland for children under the age of five so regulation and monitoring in this space is vital.

HSRS operations that occur day to day in this area are:

- Safe City camera monitoring 7 days per week, 24 hours a day of over 200 cameras
- liaison with other services to assist in strategies for community safety and policing
- investigation of community safety concerns in public places (to determine strategy – camera, design changes etc.)
- implementation of legislation provisions for safe swimming pool fencing requirements

Key actions for 2018-2019

- Safe City Connect
- swimming pool fencing

ACTION: Safe City Connect

Issue

- Sustainability and growth of the existing Safe City Program (est 1994).

Compliance strategy

- Ipswich City Council Safe City Program to explore the future of crime prevention and community safety through connectivity and modern collaboration techniques with the development of a project plan with key deliverables for the 2018-2019 year.

Target level/output

- Development of a Safe City Connect Project Plan with key deliverables for 2018-2019 undertaken.

Outcome

- Community understands how Safe City connects with technology and services across Ipswich to help increase community safety.

Key elements

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

ACTION: Swimming pool fencing

Issue

- Legislative requirement.
- Assist pool owners become compliant and reduce the risk of immersion incidents.

Compliance strategy

- Development and implementation of a proactive swimming pool inspection program for 2018-2019.

Target level/output

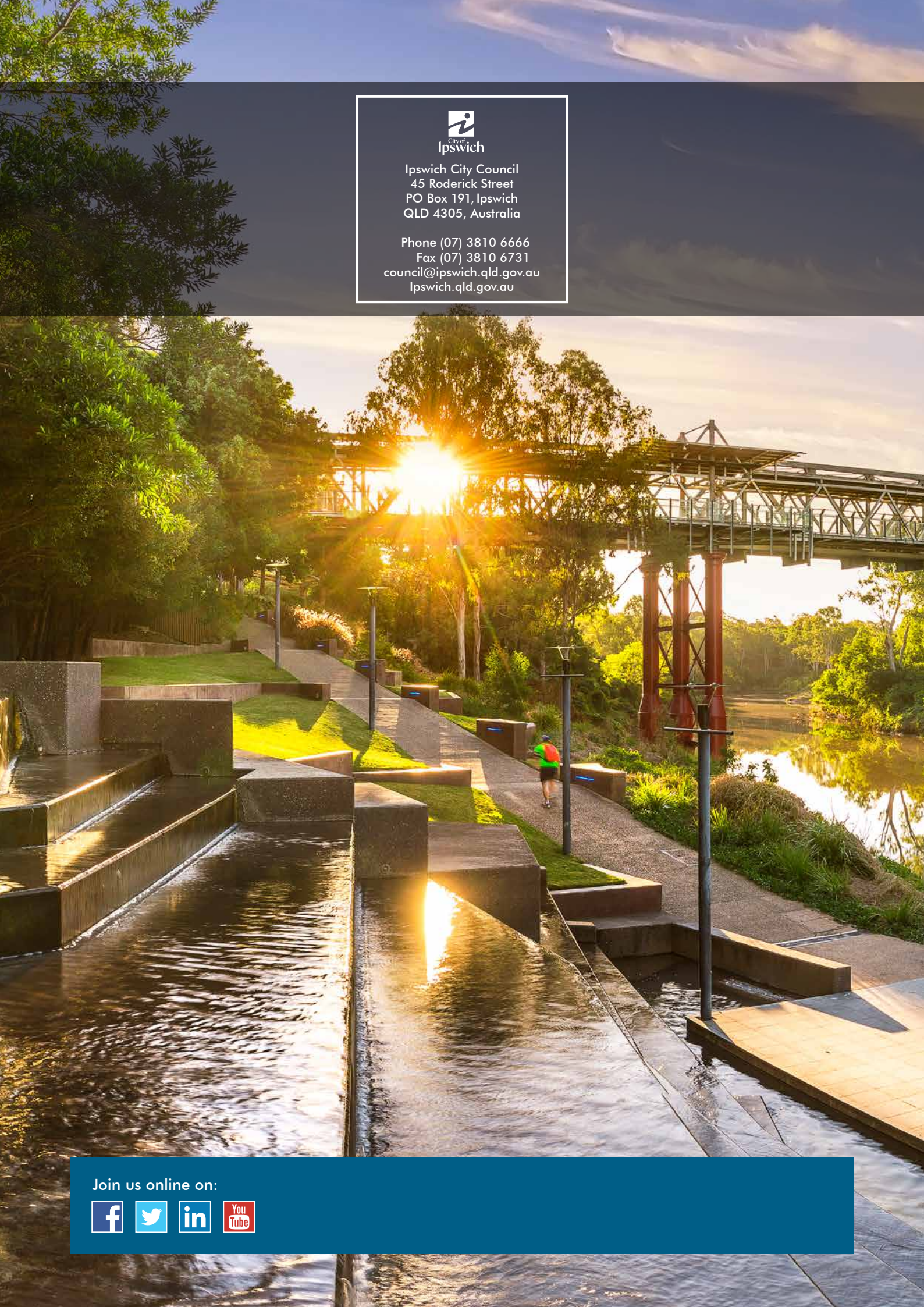
- All actions identified in the proactive inspection program are undertaken.

Outcome

- Community and pool owners understand why pool fencing laws exist and are compliant.

Key elements

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



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