

Health and Amenity Plan 2018-2019

Six month progress report

July - December 2018





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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 truth for the Health, Security and Regulatory Services (HSRS) Department within Council.

Our plan – what we do matters to people and places

The Plan 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 provided 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 HAP to ensure workforce planning and training needs are captured to promote a resourceful and skilled workforce.

To see the full Health and Amenity Plan 2018-2019 go to Council's website ipswich.qld.gov.au

Monitoring and Reporting Our Progress

HSRS are responsible for implementing the plan. HSRS monitors, provides advice and reports 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.

This six month progress report provides a brief update on each of the actions and can be found on the following pages. The end of year report will be available on Council's website in August 2019.

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



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.

Status

- HSRS web pages have all been reviewed to ensure content is relevant and up to date with correct links and contacts. All forms are currently under review with changes referred to marketing for updates and consistency across all forms in how information is sought and presented. Dog registration renewals will continue to have an opt-in process for electronic renewals in place.

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

Status

- A draft strategy will be completed by June with monitoring of workloads and trends being undertaken currently. This includes understanding:
 - the current workforce environment
 - necessary skills, capabilities and aptitudes that are required
 - workforce strategies, systems and practices to fill any skills gaps
 - linkages with whole-of-council priorities and outcomes.
- The plan will also link and integrate with:
 - strategic and corporate plans
 - operational and business planning (eg Health and Amenity Plan)
 - budget plans
 - diversity plans
 - changes to whole-of-council priorities and initiatives

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.

Status

- Training needs for job specific and professional development are currently being collated for the Department to see where efficiencies for delivery could be made. The framework and process will be mapped to ensure consistency and integration with new performance appraisal systems.

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.

Status

- This will be a major project with the Interim Administrator and Council's Transformational 2020 business improvement initiatives. It's anticipated this will commence in January 2019. HSRS have captured approximately 90% of changes required in the laws to create optimum regulations for Council and the community. This will be passed on to the project team for consideration.

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.

Status

- The business model for correct and relevant scripting for the Department is currently being drafted with consultation with key stakeholders taking place. Once this model has been tested and implemented a schedule for how and when scripting gets reviewed will be documented and promoted internally. This will be completed by June 2019.

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 & 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 numbers 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.

Status

- Following a hackathon at Firestation 101 in December 2017, the winner, Aaron Brand worked with Council to finalise his product called BarkUp! The mobile friendly website was released in September 2018 where residents can now take positive action on barking dog issues without the need to contact council in the first instance. ([Barkup.dog](#))
- Most dog owners are unaware their dog is causing a problem. BarkUp! is an easy way to record and anonymously notify your neighbourhood dog owner of their dogs excessive barking. When information is logged the website then automatically generates an anonymous letter. If the dog owner chooses they can register on BarkUp! Any future barking incidents recorded will be summarised for the owner to view. It is possible for the dog owner to reply using pre-set responses and again this is anonymous. Unresolved barking issues will need to be referred to Council after completing a 10 day diary on BarkUp! Feedback so far is that this has been a positive experience for users. A comprehensive marketing campaign by Council will be completed prior to Feb 2019 to further promote the BarkUp! solution to residents.

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

Status

- Video, instructions and guide will be released early in 2019 to show dog owners how they can make simple and cost effective fixes at home to contain their dog to their yard. These will be available on Council's website, YouTube, social media including Ipswich First.
- A social media campaign will be undertaken during 2019 on how residents can easily upload information on a lost or found dog via Council's website.
- Microchipping events have continued with the next scheduled event on Friday 15 March 2019. All details are on Council's website.

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.

Status

- Videos, instructions and guides will be released early in 2019 to show cat owners how they can make simple and cost effective fixes at home to contain their cat to their yard. These will be available on Council's website, YouTube, social media including Ipswich First.
- The use of cat traps is captured in the Cat Management Strategy and they will be reviewed each year to ensure the effectiveness of their use. A complete evaluation of current practices will be completed by June 2019. A major initiative of the cat strategy is Council's involvement in a university study of a 'tag, neuter, release' program for feral cats. Whilst this may not commence until the 2019/2010 financial year, the study and its findings will be of great benefit to how Ipswich manages the feral cat population. Subsidised cat desexing programs have been undertaken by both the RSPCA and AWLQ. Findings of both programs will be provided in the HAP end of year report to be released in July 2019.
- Microchipping events have continued with the next scheduled event on Friday 15 March 2019. All details are on Council's website.



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.

Status

- Education signage on the code of conduct in off leash parks will be on display in all off leash parks by April 2019.
- Weekend and morning/afternoon patrols to date in two district/major parks revealed that non-compliance was not as prevalent as complaints may have indicated. In addition to patrols, discussions were held with businesses in the parks (eg kiosks) and users of the parks to understand the issues, if any, around harassing and/or aggressive dogs plus the level of compliance with dogs being on a lead. Those discussions revealed there were no issues and that majority, if not all, of owners were very responsible. Monitoring will continue.



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 (eg 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.

Status

- The Leash, Tag & Carry bag campaign will be repeated before June 2019 and will involve social media.
- For the AVA PetPep Program there has been a total of 10 visits between July and December 2018. There were 3 sessions held at kindergartens and 7 sessions held at schools. All sessions held had 2 animal management officers (with a dog) and a vet present. The sessions were presented to a total of 731 students. The average number of kids in attendance for kindergartens was 21 per session whereas schools averaged out at 74 per session. During this time there was three large school bookings made that had 120 students in attendance per session. August was the busiest time with 6 out of the 10 sessions held within this month. Feedback from schools and staff has been extremely positive.
- The Registration Rewards Program was rolled out post 1 July 2018 with 65 businesses participating. The program and associated marketing assisted in driving up renewals of dog registration by 25% (compared to the previous year) for the June/July 2018 turnover.
- The systematic inspection program is continuing and is realising good results to date with 807 properties visited and 203 dogs identified to be registered. This program will be ongoing and will become business as usual in the 2019/2020 financial year. In addition to this program the Animal Management Branch has commenced a database review of dogs in the system who haven't paid their registration renewal for the current period or in previous years. This process has identified 9,852 dogs (records) across 7,350 separate properties. Investigations to date have meant 4,628 dogs (records) have been verified over 3,316 separate properties. Verified means they have been confirmed either deceased, left the Ipswich area/unknown new location or they are still on the property and require registration.



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.

Status

- Commencing during the 2018 year, Ipswich City Council introduced the use of fixed, solar powered surveillance cameras at several schools to assist in improving traffic flow through regulated parking areas (e.g. loading zones, bus zones, no stopping areas, etc.) and have found the cameras to be very effective. The schools participating in the program include Kruger, Bremer High, Silkstone, Raceview, Springfield Central and Redbank Plains State School.
- Feedback from all of the schools has been very positive with all reporting that traffic flow in the regulated areas has improved. Additionally, feedback from a recent school community survey released through the schools participating in the camera program is that over 60% of respondents would like the cameras installed permanently. 91% of the respondents to the survey were parents or guardians of school children.
- Ipswich City Council has received 147 complaints during the 2018 year specifically in relation to illegal parking within school areas. Since mid-August, more than 1000 parking infringements have been issued for illegally parking at the schools participating in the current program. The revenue raised through infringements is used to offset the cost of the camera program so that no costs are passed on to the school communities.
- Commencing at the start of term 1 in 2019, Council propose to monitor regulated parking areas near the following schools:
 - Woodcrest State College
 - Woodlinks State School
 - Bremer State High School
 - Augusta State School
 - St Mary's College
 - St Edmund's College

A photograph of two people hiking in a forest. The person on the left is wearing a dark cap and a striped shirt, and the person on the right is wearing a dark vest. They are both looking towards the right. The background is a dense forest with sunlight filtering through the trees.

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 (ERAs)
- 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.
- Illegal 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.

Status

- Council held Erosion and Sediment Control Education Sessions for builders in September and October. There were 9 (1.5hr) sessions run over 4 days. A total of 180 seats were available with 114 tickets issued (64%). In total, 740 builders were contacted about the sessions through various channels (electronic direct mail, email and phone). The Housing Industry Association (HIA) supported the sessions through advertising them in their e-news.
- Key topics from the session covered:
 - Legal Considerations
 - Introduction to ESC
 - Erosion control measures and techniques
 - Sediment control measures and techniques
 - Site planning, monitoring & maintenance

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).

Status

- An evaluation report of the Litter, Dumping and Waste Reduction Campaign 2017/18 has been completed and information will be provided in the end of year report.
- Other audits are in progress.

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.

Status

- Marketing and promotional materials are currently being developed with information to be distributed on social media, Council's website and at public pools in February 2019.

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 (ERAs) in the Ipswich City area.

Status

- The program has commenced and will concentrate firstly on businesses who potentially meet the criteria for ERA 12 - Plastic Product Manufacture. Desktop assessments and correspondence will be sent early in 2019 with any applications received from that process to be received by the Planning and Development Department for assessment/approval. Once this tranche has been completed and evaluated, the next ERA category will be selected.

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.

Status

- The Eat Safe Ipswich program went live to the community in October 2018. As of 31 December 2018 there are 702 licenced food businesses of which:
 - 381 have opted in to display their star rating
 - 321 have opted out to display their star rating
 - 176 are not currently eligible to display their star rating (0-2 star rating)
 - 16 are yet to be assigned
- Of the businesses that have been assessed (686):
 - 5 Star – 137 businesses (full compliance – excellent)
 - 4 Star – 164 businesses (high level compliance – very good)
 - 3 Star – 209 businesses (high level compliance – good)
 - 2 Star – 99 businesses (poor performing)
 - 0 Star – 77 businesses (non-compliant)
- It's important to note that of the businesses that have been rated 5 Star, 72 % are businesses that are not franchise fast food type operations. Council is continually working with businesses to help those who are 0-2 star ratings improve their rating. The East Safe Program is the same program that is operating in Brisbane, Logan and Gold Coast providing a consistent approach to food safety across South East Queensland.



A photograph of a family enjoying a park at sunset. In the foreground, a young boy in a black shirt and shorts is running towards the camera. Behind him, a girl in a red dress is also running. To the left, another boy in a green shirt is running. In the background, a man and a woman are sitting on a blanket on the grass, watching the children play. The scene is bathed in the warm, golden light of the setting sun, with long shadows cast across the grass. Large trees are visible in the background.

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).

Status

- A cross-council working group has been established and have met to discuss the current business process and proposed business processes. Bench marking across other Councils will be conducted to determine a best practice approach for Ipswich City Council. It's anticipated that this will be completed by June 2019.



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.

Status

- Year 1 Actions of the Biosecurity Plan are underway to be completed by June 2019. Actions relate to updating of Council's call centre scripting, website information and fact sheets relating to general biosecurity obligations (GBOs) for landholders.
- Year 1 actions can be found in the Biosecurity Plan on council's website lpswich.qld.gov.au





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.

Status

- Representatives from the Ipswich Police District met recently with Safe City as part of an ongoing commitment to investigate technological opportunities in relation to public safety and crime prevention initiatives within the community. Solutions being investigated include applications that have the potential to analyse lengthy video footage within minutes instead of hours or days to solve crimes and provide useful data such as traffic and people counting of a given area.

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.

Status

- A comprehensive marketing and promotional campaign will be released in January 2019 to highlight key things that pool owners can do to make sure their fencing is compliant and safe. A proactive inspection program is underway with additional funding for compliance staff being considered by Council.





Ipswich

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