

VML:CD  
Vicki Lukritz  
3810 6221

8 March 2019

Sir/Madam

Notice is hereby given that a Meeting of the **COMMUNITIES COMMITTEE** is to be held in the **Council Chambers** on the 2nd Floor of the Council Administration Building, 45 Roderick Street, Ipswich commencing at **10.30 am or 10 minutes after the conclusion of the Growth and Infrastructure Committee, whichever is the earlier** on **Tuesday, 12 March 2019**.

<b><u>MEMBERS OF THE COMMUNITIES COMMITTEE</u></b>	
Greg Chemello (Interim Administrator) <b>(Chairperson)</b>	

Yours faithfully

**CHIEF EXECUTIVE OFFICER**

## COMMUNITIES COMMITTEE AGENDA

10.30 am or 10 minutes after the conclusion of the Growth and Infrastructure Committee, whichever is the earlier on

**Tuesday, 12 March 2019**

Council Chambers

Item No.	Item Title	Officer
1	<a href="#">Health and Amenity Plan 2018–2019 – Mid Year Report</a>	SPSM
2	<a href="#">Health, Security and Regulatory Services Monthly Activity Report – February 2019</a>	MSPS&PO(BO)
3	<a href="#">Temporary Closure of Ipswich Art Gallery</a>	DIAG
4	<a href="#">Young Performing Artist Bursary</a>	CGC

\*\* Item includes confidential papers

**COMMUNITIES COMMITTEE NO. 2019(03)**

**12 MARCH 2019**

AGENDA

1. HEALTH AND AMENITY PLAN 2018–2019 – MID YEAR REPORT

With reference to a report by the Strategic Policy and Systems Manager dated 27 February 2019 concerning Council's Annual compliance strategy which is known as the Health and Amenity Plan 2018–2019 (HAP) and a mid-year report on its progress.

RECOMMENDATION

That the report be received and the contents noted.

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2. HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT – FEBRUARY 2019

With reference to a joint report by the Manager, Strategic Policy and Systems and the Principal Officer (Business Operations) dated 1 March 2019 providing details on the monthly update of 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. TEMPORARY CLOSURE OF IPSWICH ART GALLERY

With reference to a report by the Director, Ipswich Art Gallery dated 20 February 2019 concerning the proposed temporary closure of the Ipswich Art Gallery during demount of the major exhibition titled 'Playing with Light'.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

- A. That the scheduled temporary closure of the Ipswich Art Gallery to public visitors from Monday, 29 April to Friday, 10 May 2019 to enable demount of the major exhibition titled 'Playing with Light', be noted.
  - B. That the Director, Ipswich Art Gallery liaise with the Media Manager to ensure that every effort is made to inform the general public of the temporary closures of the Ipswich Art Gallery and that inconvenience to Gallery visitors is minimised.
-

4. YOUNG PERFORMING ARTIST BURSARY

With reference to a report by the Community Grants Coordinator dated 19 February 2019 concerning a request for a Young Performing Artist Bursary from Tameeka Catterall.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

That the provision of a Young Performing Artist Bursary to Tameeka Catterall in the amount of \$500.00 towards costs associated with participating in the Australia Dance Festival in Sydney in September 2019, be approved.

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\*\* Item includes confidential papers

and any other items as considered necessary.

<b>Communities Committee</b>	
Mtg Date: 12.03.2019	OAR: YES
<b>Authorisation:</b> Sean Madigan	

BD:BD

27 February 2019

**MEMORANDUM**

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

FROM: STRATEGIC POLICY AND SYSTEMS MANAGER

RE: HEALTH AND AMENITY PLAN 2018-2019 – MID YEAR REPORT

**INTRODUCTION:**

This is a report by the Strategic Policy and Systems Manager dated 27 February 2019 concerning Council’s Annual compliance strategy which is known as the Health and Amenity Plan 2018-2019 (HAP) and providing a mid-year report on its progress. The priority areas of the HAP are listed below:

**Priorities for 2018-2019**

<b>1</b>	<p><b>CUSTOMER CENTRIC AND GOVERNANCE</b></p> <ul style="list-style-type: none"> <li>Improved information and engagement with the community</li> <li>Workforce Planning Strategy implementation</li> <li>Departmental Training Plan</li> <li>Local Law review</li> <li>Scripting review</li> </ul>
<b>2</b>	<p><b>PET MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Barking dogs</li> <li>Roaming dogs</li> <li>Cat Management Strategy implementation</li> <li>Dog control in public and on private property</li> <li>Responsible dog ownership</li> </ul>
<b>3</b>	<p><b>PARKING</b></p> <ul style="list-style-type: none"> <li>School Safe Program</li> </ul>
<b>4</b>	<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>Food safety and business licensing</li> <li>Swimming pool health (Cryptosporidium Parvum)</li> <li>Environmentally Relevant Activities (ERAs) review</li> </ul>
<b>5</b>	<p><b>PUBLIC LAND MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Road closures</li> </ul>
<b>6</b>	<p><b>PEST MANAGEMENT</b></p> <ul style="list-style-type: none"> <li>Biosecurity Plan implementation</li> </ul>
<b>7</b>	<p><b>COMMUNITY SAFETY AND SECURITY</b></p> <ul style="list-style-type: none"> <li>Safe City Connect</li> <li>Swimming pool fencing</li> </ul>

## **RELATED PARTIES:**










There are no related party matters associated with this report.

## **ADVANCE IPSWICH THEME LINKAGE:**

Advance Ipswich themes relating to the delivery of the HAP are:

- Managing growth and delivering key infrastructure;
- Caring for our community;
- Caring for our environment; and
- Listening, leading and financial management.

The delivery of actions in the HAP is a key outcome of the Health, Security and Regulatory Services Department (HSRS) Operational Plan for 2018-2019. The key actions from the Operational Plan are embedded in HAP as shown in the below table:

<b>HSRS Operational Plan Key Action</b>		<b>Where this is being addressed in HAP</b>
2.6 Incorporate relevant provisions and programs to support responsible pet ownership.		Priority 2 – Pet Management
3.24 Delivery of the Safe City program aligned to crime prevention and community safety plans.		Priority 7 – Community Safety and Security
3.25 Facilitate programs, education and awareness on reducing public health risks in the community.		Priority 4 – Environmental Protection, Public Health and Amenity Matters
4.4 Implement appropriate pollutant control mechanisms, particularly for sediment and erosion during the construction phase of development.		Priority 4 – Environmental Protection, Public Health and Amenity Matters
4.10 Ensure appropriate compliance is undertaken in relation to littering, dumping and air and water pollution.		Priority 4 – Environmental Protection, Public Health and Amenity Matters
5.11 Council undertakes inspections and appropriate compliance action in respect to nuisance activities.		Priorities 2, 3, 4, 5, 6, and 7
5.12 The community is provided with information and access on how to apply for and comply with licences and permit conditions, and obligations under local laws and legislation.		Priority 1 – Customer Centric
5.13 Council will undertake programmed inspections and patrols and will respond to requests made by the community to ensure quality of life is being maintained across the city.		All Priorities
5.14 Council has local laws that are contemporary, sustainable and efficient for the good governance of the Local Government Area.		Priority 1 (which is now being delivered through Transformation Project #9)

**BACKGROUND:**

The Health and Amenity Plan (HAP) for 2018-2019 is a corporate publication that is publically available on Council’s website (Attachment A).

The HAP is an annual document created to provide everyone living, working and playing in Ipswich with an understanding of our approach to the education and enforcement of activities under Council’s control - such as pet management and parking. The plan outlines priority areas requiring our focused effort and resources. Knowledge of the priorities are established through the collection and analysis of data from the community and staff.

As part of Council’s yearly commitment to the HAP a mid-year report (for work undertaken in June – December) is developed (Attachment B) to provide a brief update on the status of the priorities and associated actions and this is now available on Council’s website. An End of Year Report is also made available in August.

**PROGRESS REPORT HIGHLIGHTS:**

All projects are on track to be completed by 30 June 2019, however some may have some interdependencies with Council’s Business Transformation Projects that may necessitate an extended delivery date. Key highlights of the plan’s progress are:

<b>Priority 1 – Customer Centric</b>	<ul style="list-style-type: none"><li>• <b>Local Law Review</b> – a review will be completed by the end of the 2019 calendar year and is being delivered through Council’s business transformation projects (TP#9).</li><li>• The department have a <b>business content review</b> project underway to review all content on the web, scripting, fact sheets and forms by 30 June 2019 with a new improved internal process embedded in 2019/2020. This will assist in creating a single point of truth for consistent and correct information for all external facing compliance information and will assist in change management needs as a result of transformational project outcomes for the Department.</li></ul>
<b>Priority 2 – Pet Management</b>	<ul style="list-style-type: none"><li>• The <b>Systematic Inspection Program for dog registration</b> has realised good results by December 2018 with 807 properties visited and 203 dogs identified to be registered. The program will continue and will be conducted every year. Additionally, a database review of dogs in our system who have not paid their registration renewal for the current period or previous year (s). This identified 9,853 dogs (records) across 7,350 separate properties. Investigations to date have seen 4,628 dogs (records) have been verified over 3,316 properties. Verified means they have been confirmed as either deceased, left the Ipswich area/unknown new location or they are still on the property and require registration.</li><li>• Continuation and rollout of various programs including <b>Registration Rewards; AVA PetPep School Visits; Dog and Cat fencing and enclosure DIY videos</b> created (marketing campaign to go out early 2019).</li></ul>

<p><b>Priority 3 - Parking</b></p>	<ul style="list-style-type: none"> <li>• <b>School Parking</b> - Implementation commenced of fixed, solar powered surveillance cameras at several schools to assist in improving traffic flow through regulated parking areas. Feedback from all of the schools has been very positive with all reporting that traffic flow has improved. A recent survey of the school community involved in the program indicated that over 60% of the respondents would like the cameras permanently installed. 91% of those respondents were parents or guardians of school children.</li> </ul>
<p><b>Priority 4 – Environmental Protection, Public Health and Amenity Matters</b></p>	<ul style="list-style-type: none"> <li>• <b>Eat Safe Ipswich</b> went live to the community in October 2018. As of 31 December 2018 there are 702 licenced food businesses of which: <ul style="list-style-type: none"> <li>▫ 381 have opted in to display their star rating</li> <li>▫ 321 have opted out to display their star rating</li> <li>▫ 176 are not currently eligible to display their star rating (0-2 Stars)</li> <li>▫ 16 yet to be assigned a rating</li> </ul> <p>Of the businesses that have been assessed (686):</p> <ul style="list-style-type: none"> <li>▫ 5 Star – 137 businesses (full compliance – excellent)</li> <li>▫ 4 Star – 164 businesses (high level compliance – very good)</li> <li>▫ 3 Star – 209 businesses (high level compliance – good)</li> <li>▫ 2 Star – 99 businesses (poor performing)</li> <li>▫ 0 Star – 77 businesses (non-compliant)</li> </ul> <p>It is 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 working with businesses who have 0-2 star to improve their ratings.</p> </li> <li>• Education sessions were held with 114 builders on <b>erosion and sediment control</b> topics late in 2018. The successful sessions were supported by the Housing Industry Association (HIA) and covered areas such as: legal considerations; erosion control measures and techniques; sediment control measures and techniques; and site planning, monitoring and maintenance.</li> </ul>
<p><b>Priority 5 – Public Land Management</b></p>	<ul style="list-style-type: none"> <li>• A business improvement review and its implementation is underway for managing <b>road closure permit applications</b> internally as well reviewing its fees and charges structure for commencement 1 July 2019.</li> </ul>
<p><b>Priority 6 – Pest Management</b></p>	<ul style="list-style-type: none"> <li>• <b>Biosecurity Plan</b> year 1 actions are underway to be completed by 30 June 2019 and relate to updating scripting, website information, and fact sheets relating to general biosecurity obligations (GBO's) for landholders.</li> </ul>
<p><b>Priority 7 – Community Safety and Security</b></p>	<ul style="list-style-type: none"> <li>• <b>Safe City Program</b> – Council and Police are investigating technology opportunities including 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.</li> </ul>



**RESOURCE IMPLICATIONS:**

There are no resourcing or budget implications resulting from this report.

**RISK MANAGEMENT IMPLICATIONS:**

There are no risk management implications associated with this report.

**LEGAL / POLICY BASIS:**

There are no legal or policy implications associated with this report.



**COMMUNITY AND OTHER CONSULTATION:**

Internal consultation was undertaken with staff to obtain qualitative and quantitative reporting on the progress on the activities within the HAP 2018-2019.

**CONCLUSION:**

The Health and Amenity 2018-2019 Mid-Year report provides an update on compliance actions currently underway. An End of Year Report will be provided in August 2019.

**ATTACHMENTS:**

Name of Attachment	Attachment
<a href="#">Health and Amenity Plan 2018-2019</a>	 Attachment A
<a href="#">Health and Amenity Plan 2018-2019 mid-year report</a>	 Attachment B

**RECOMMENDATION:**

That the report be received and the contents noted.

Barbara Dart  
**STRATEGIC POLICY AND SYSTEMS MANAGER**

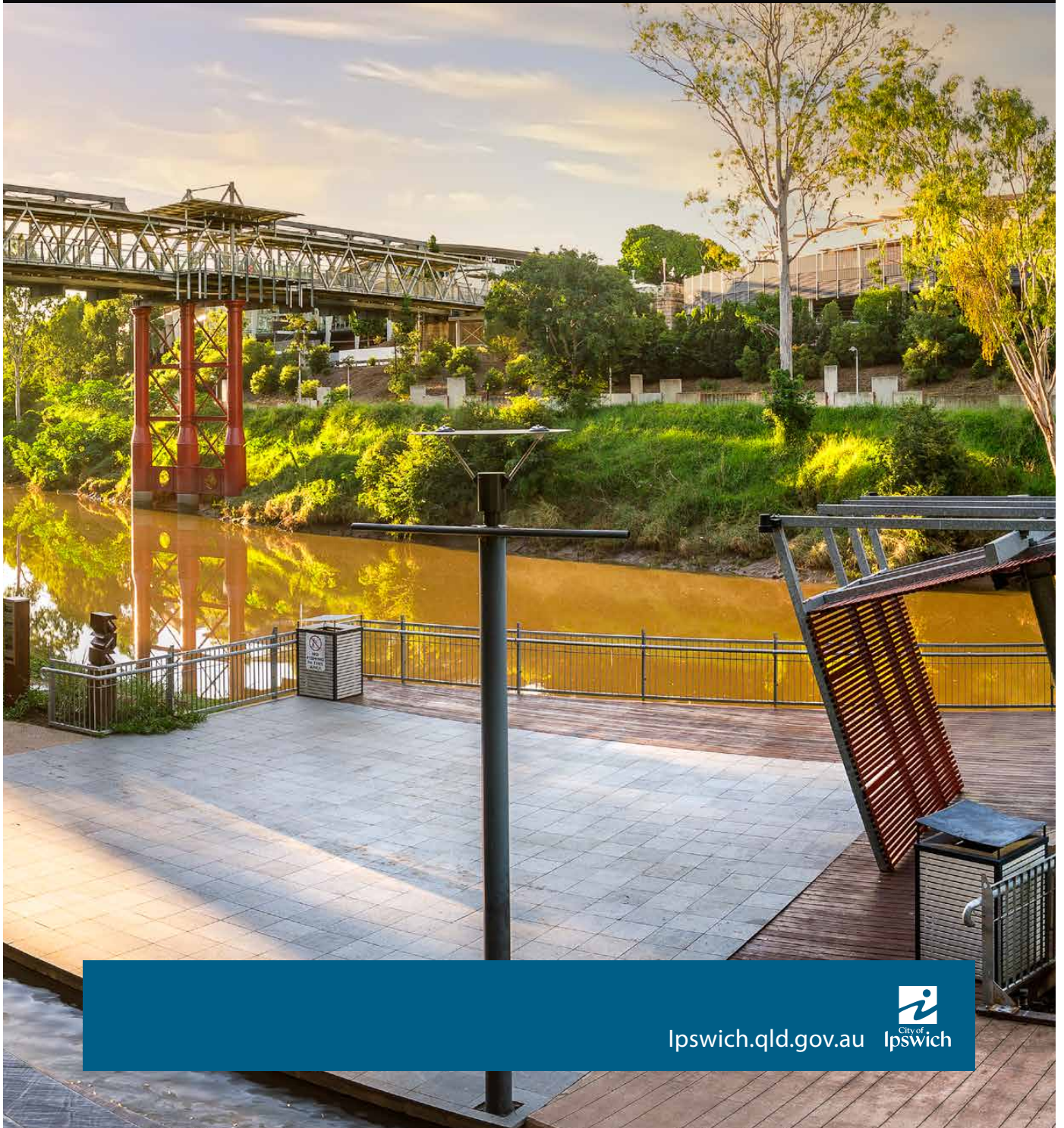
I concur with the recommendation contained in this report.

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

# Health and Amenity Plan

Managing compliance to achieve positive outcomes for the Ipswich community

2018-2019









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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<sup>1</sup>. With an annual population growth rate of 2.2%<sup>2</sup> 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<sup>3</sup>.

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

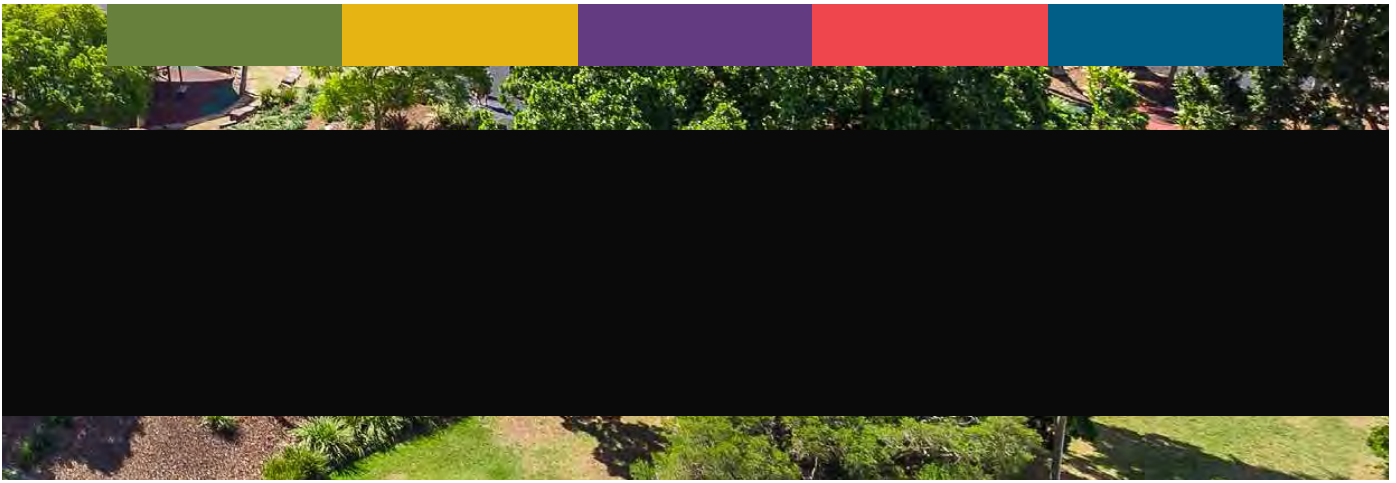
Growth Area	2018 (actual)	2041 (est.)
Population 	<b>210,000</b>	<b>520,000</b>
Dwellings 	<b>72,092</b>	<b>183,562</b>
Service Requests 	<b>16,124</b>	<b>40,790</b>

<sup>1</sup> Shaping SEQ: SEQ Regional Plan 2017

<sup>2</sup> Shaping SEQ: SEQ Regional Plan 2017

<sup>3</sup> 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.



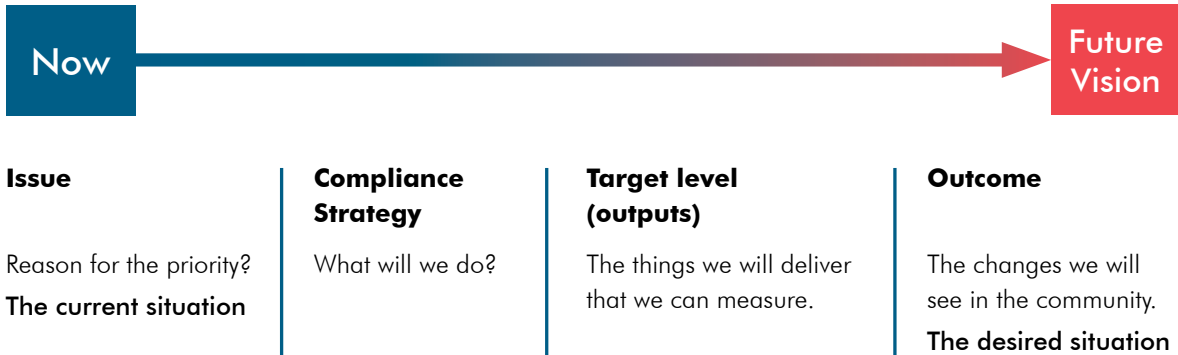


## Priorities for 2018-2019

1	<b>CUSTOMER CENTRIC AND GOVERNANCE</b> <ul style="list-style-type: none"><li>Improved information and engagement with the community</li><li>Workforce Planning Strategy implementation</li><li>Departmental Training Plan</li><li>Local Law review</li><li>Scripting review</li></ul>
2	<b>PET MANAGEMENT</b> <ul style="list-style-type: none"><li>Barking dogs</li><li>Roaming dogs</li><li>Cat Management Strategy implementation</li><li>Dog control in public and on private property</li><li>Responsible dog ownership</li></ul>
3	<b>PARKING</b> <ul style="list-style-type: none"><li>School Safe Program</li></ul>
4	<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>Food safety and business licensing</li><li>Swimming pool health (<i>Cryptosporidium Parvum</i>)</li><li>Environmentally Relevant Activities (ERA's) review</li></ul>
5	<b>PUBLIC LAND MANAGEMENT</b> <ul style="list-style-type: none"><li>Road closures</li></ul>
6	<b>PEST MANAGEMENT</b> <ul style="list-style-type: none"><li>Biosecurity Plan implementation</li></ul>
7	<b>COMMUNITY SAFETY AND SECURITY</b> <ul style="list-style-type: none"><li>Safe City Connect</li><li>Swimming pool fencing</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)
- **what** is the desired situation we want (outcome/future vision).





# 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>• Advocacy and evaluation relating to local laws and State Government legislation.</li> </ul>	<ul style="list-style-type: none"> <li>• Improvements to information provided by Council’s Customer Contact Centre.</li> <li>• Improvements to how complaints are lodged and are investigated.</li> <li>• Improvements 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 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](mailto: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.



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### Compliance strategy

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

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### Target level/output

- A yearly training plan is implemented and monitored.

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### Outcome

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

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### 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.

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### 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.

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### Target level/output

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

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### Outcome

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

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### Key elements

- Legislation.
- 

## **ACTION: Scripting Review**

### Issue

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

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### 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.
-

A composite image featuring a person running in a park with a dog. The top portion shows a person's head and shoulders against a blue sky with clouds. The bottom portion shows a person's legs in light-colored shorts running on a green lawn, with a brown and black dog running alongside them, mouth open. A black banner with white text is overlaid on the top portion of the image.

## 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.
- 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.

#### 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.





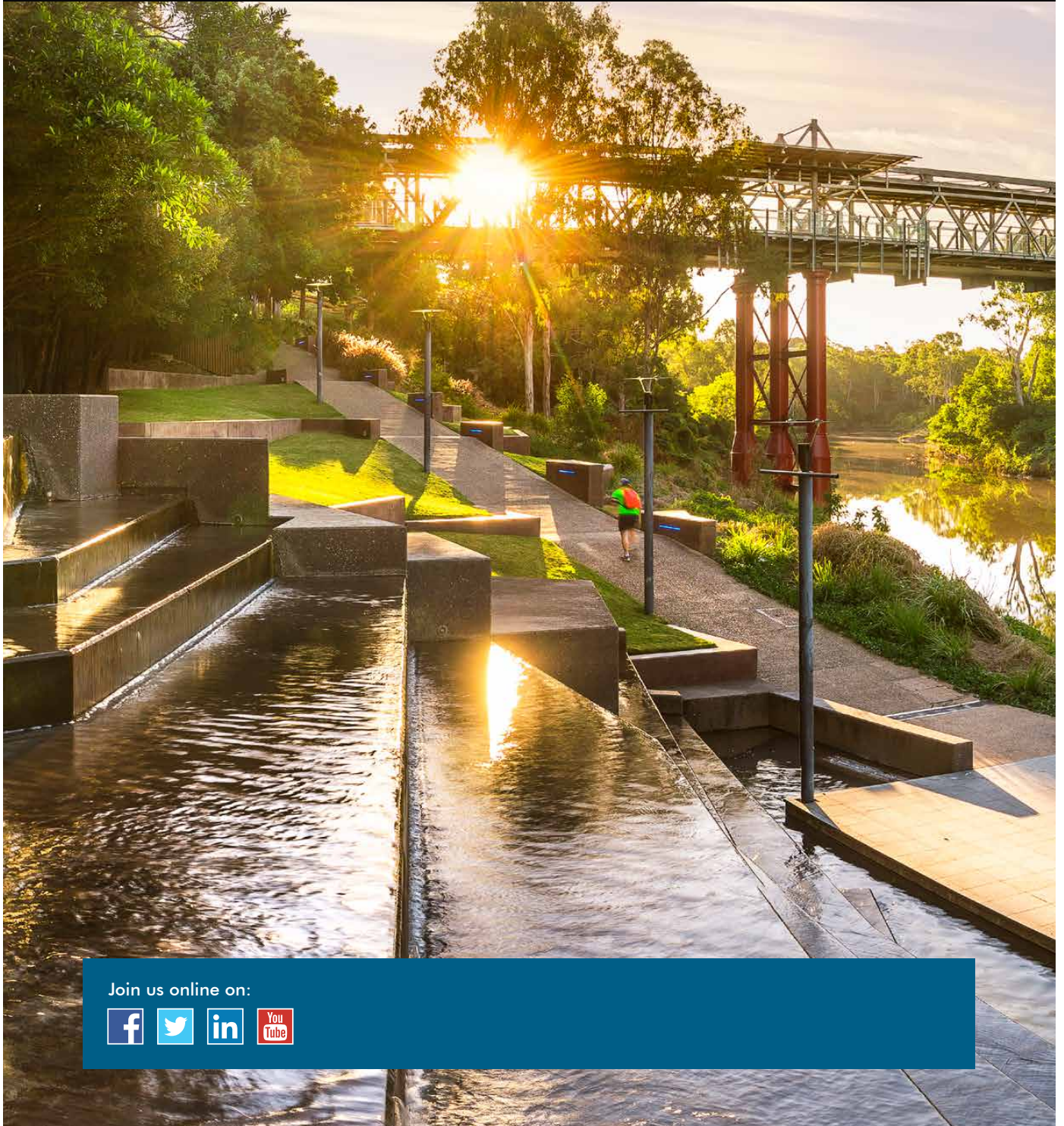




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# Health and Amenity Plan 2018-2019

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](http://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.

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### 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.

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### 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



## 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.





## 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](http://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.



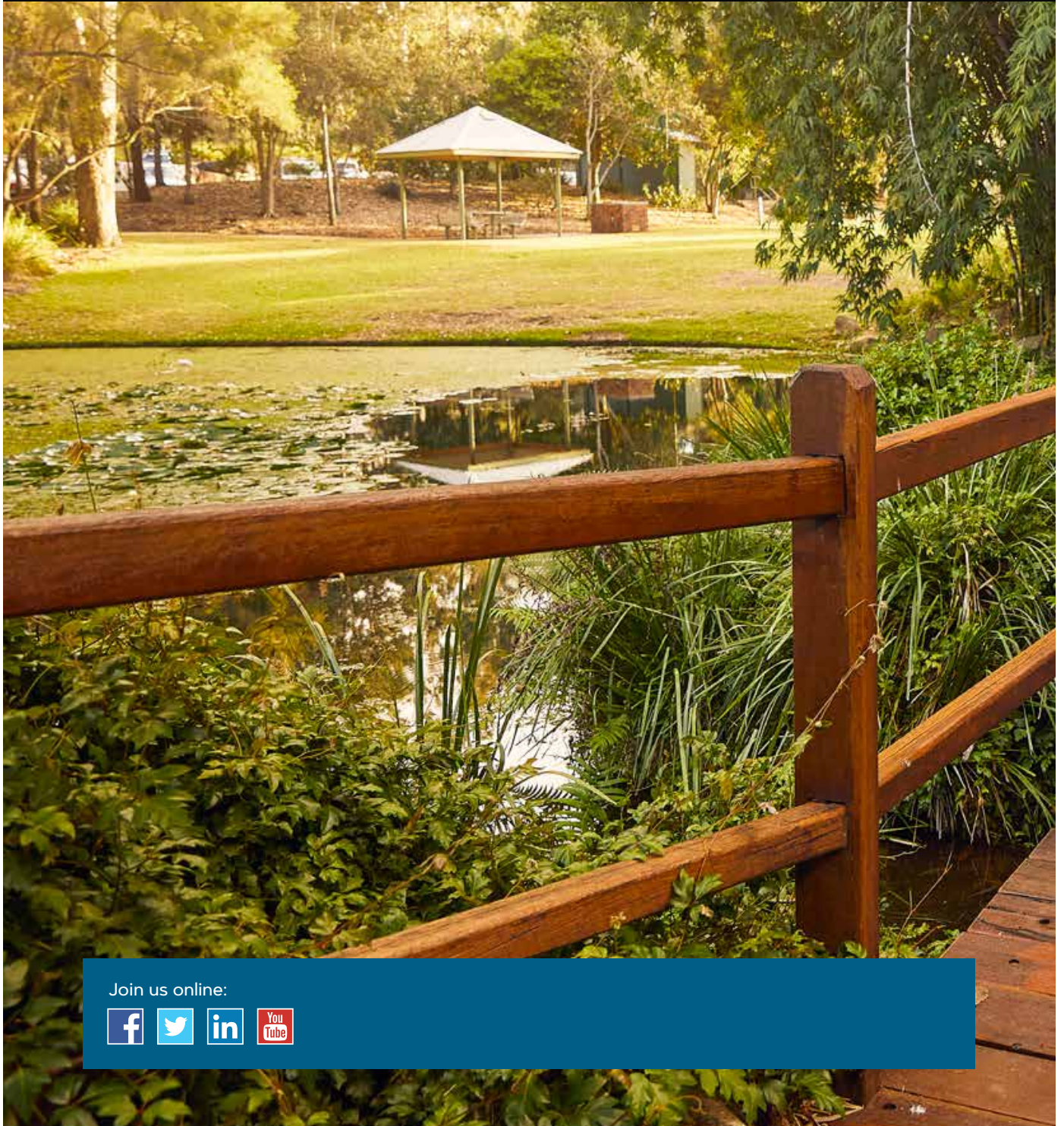




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Join us online:





<b>Communities Committee</b>	
Mtg Date: 12.03.2019	OAR: YES
<b>Authorisation:</b> Sean Madigan	

1 March 2019

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

FROM: MANAGER STRATEGIC POLICY AND SYSTEMS  
PRINCIPAL OFFICER (BUSINESS OPERATIONS)

RE: HEALTH, SECURITY AND REGULATORY SERVICES MONTHLY ACTIVITY REPORT –  
FEBRUARY 2019

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## **INTRODUCTION**

This is a joint report by the Manager, Strategic Policy and Systems and the Principal Officer (Business Operations) dated 1 March 2019 providing details on the monthly update of the activities of the Health, Security and Regulatory Services (HSRS) Department.

## **RELATED PARTIES**

There are no related party matters associated with this report.

## **ADVANCE IPSWICH THEME LINKAGE**

Advance Ipswich themes relating to HSRS service delivery are:

- Managing growth and delivering key infrastructure;
- Caring for our community;
- Caring for our environment; and
- Listening, leading and financial management.

## **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 February 2019. 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.

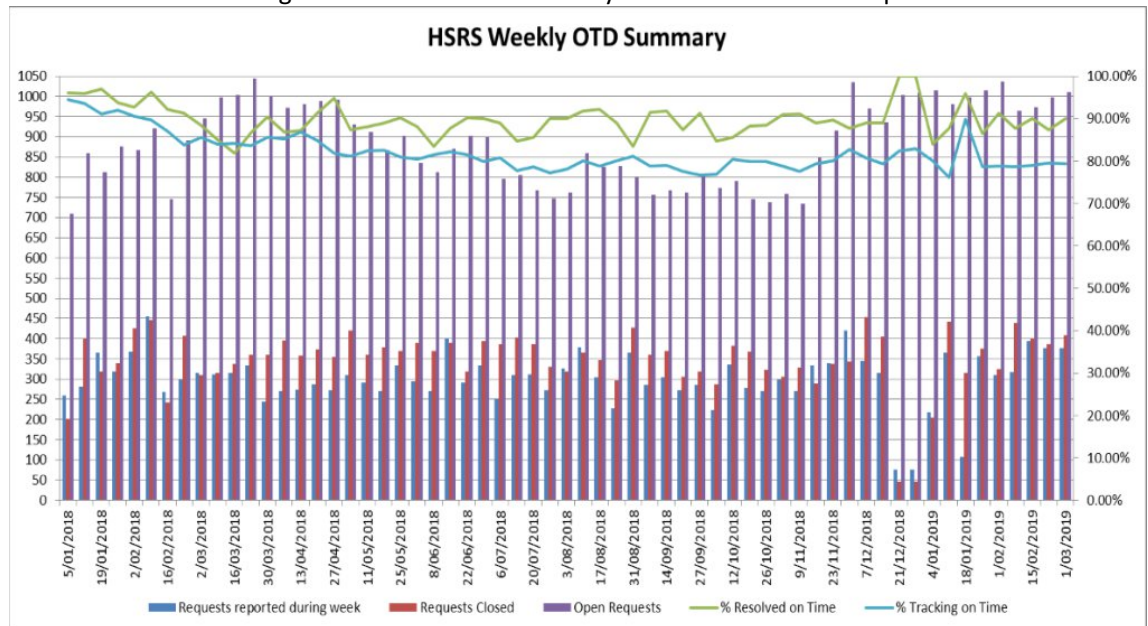
**Performance Summary:**

Below provides a summary the February results, full details are provided in Attachment A.

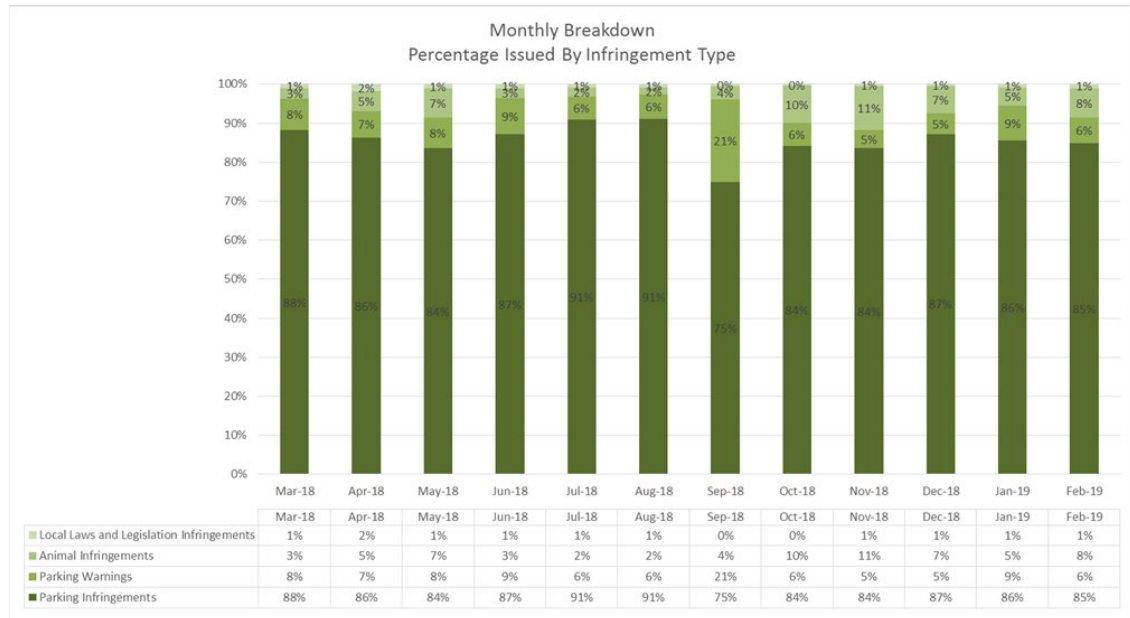
HSRS remained under operational budget expenses and over revenue forecast for February and YTD.



HSRS achieved an average of 89.25% on time delivery of customer service requests.



HSRS issued 2043 PINs and Warnings in February:



**RESOURCE IMPLICATIONS**

There are no resourcing or budget implications.

**RISK MANAGEMENT IMPLICATIONS**

There are no risk management implications relating to this report.

**LEGAL/POLICY BASIS**

*This report and its recommendations are consistent with the following legislative provisions:*  
There are no legal/policy implications as a result of this report.

**COMMUNITY AND OTHER CONSULTATION**

The content of this report did not require any community consultation.

**CONCLUSION**

The HSRS Monthly Activity Report provides an update on compliance and other programs being delivered during the month with comparisons to previous periods.

## ATTACHMENTS

Name of Attachment	Attachment
<a href="#">HSRS Monthly Activity Report – February 2019</a>	Attachment A

## RECOMMENDATION

That the report be received and the contents noted.

Barbara Dart and Maree Walker  
**MANAGER (STRATEGIC POLICY AND SYSTEMS)**  
**PRINCIPAL OFFICER (BUSINESS OPERATIONS)**

I concur with the recommendations contained in this report.

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

*“Together, we proudly enhance the quality of life for our community”*



# Health, Security and Regulatory Services

February 2019  
MONTHLY ACTIVITY REPORT



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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 **February 2019** provides a snap shot of compliance activities for specific activities, outputs and outcomes.

# Compliance Delivery Status

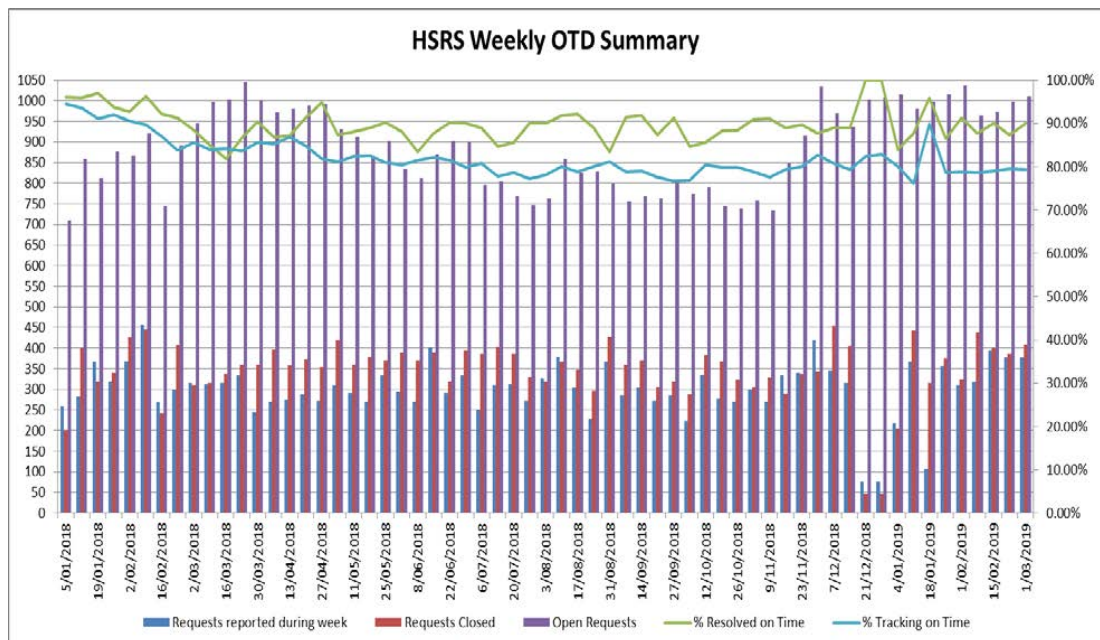
## Customer Service Requests

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 and 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-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
Aug-18	1728	↑184
Sep-18	1478	↓250
Oct-18	1622	↑144
Nov-18	1719	↑97
Dec-18	1251	↓468
Jan-19	1675	↑424
Feb-19	1662	↓13

## Top 10: Customer Service Requests and Volumes for February 2019

The following dashboard highlights the top 10 service requests raised by customers for **February 2019** with variances from the previous month for HSRS officers to investigate. Service request numbers for the top 10 have remained relatively steady.

	<b>Illegal Parking on Footpath</b>	<b>83</b>	<b>Ranking</b>	This Month 1	Last Month 4
	<b>Roaming Dogs</b>	<b>81</b>	<b>Ranking</b>	This Month 2	Last Month 2
	<b>Collection of Impounded Dog</b>	<b>73</b>	<b>Ranking</b>	This Month 3	Last Month 3
	<b>Dog Attack</b>	<b>50</b>	<b>Ranking</b>	This Month 4	Last Month 9
	<b>Non-Standard Traffic Control Permit Application</b>	<b>46</b>	<b>Ranking</b>	This Month 5	Last Month 9
	<b>Unregistered Dog</b>	<b>46</b>	<b>Ranking</b>	This Month 5	Last Month 7
	<b>Overgrown Private Property</b>	<b>42</b>	<b>Ranking</b>	This Month 7	Last Month 1
	<b>Illegal Parking in No Stopping Area</b>	<b>39</b>	<b>Ranking</b>	This Month 8	Last Month 22
	<b>Loan of Cat Trap</b>	<b>37</b>	<b>Ranking</b>	This Month 9	Last Month 5
	<b>Abandoned Vehicle</b>	<b>33</b>	<b>Ranking</b>	This Month 10	Last Month 5

### Top 10: Customer Service Requests and Volumes by Division for February 2019

The following table highlights the top 10 service requests raised by customers for **February 2019** by division

Service Request Type	Division									
	1	2	3	4	5	6	7	8	9	10
Illegal Parking on Footpath	14	15	8	5	7	7	8	4	14	1
Roaming Dog	2	6	13	13	7	12	7	10	7	4
Collection of Impounded Dog	2	21	6	10	6	8	5	2	10	3
Dog Attack	1	9	6	6	8	4	1	6	5	4
Non-Standard Traffic Control Permit Application	4	3	3	8	4	0	14	2	4	4
Unregistered Dog	0	3	9	9	7	4	3	5	4	2
Overgrown Private Property	0	5	5	11	3	2	6	4	3	3
Illegal Parking in No Stopping Area	3	4	1	9	0	3	7	3	3	6
Loan of Cat Trap	2	6	3	3	2	5	6	6	2	2
Abandoned Vehicle Compliance	0	0	5	5	3	1	4	5	9	1

**Customer Service Requests (Highest Volumes) for each team/unit in February 2019**

The following dashboard highlights the **top 2 service requests** raised by either external or internal customers for **February 2019** for each work area/unit within HSRS for officers to investigate including jobs that have been created by staff as a proactive program (see items marked **P**) or is an internal service request to Council (see items marked **I**)

*(The below list is in alphabetical order by team)*

**ANIMAL MANAGEMENT**

No.	Service Type	Total
1	Roaming Dog	81
2	Collection of Impounded Dog	73

**DEVELOPMENT COMPLIANCE**

No.	Service Type	Total
1	Illegal Structure	20
2	Swimming Pool Compliance ( <b>P</b> )	16

**ENVIRONMENTAL HEALTH**

No.	Service Type	Total
1	Food Hygiene	3
2	Food Poisoning	2

**ENVIRONMENTAL PROTECTION**

No.	Service Type	Total
1	Erosion Sediment Control - Development	39
2	Noise – Business/Commercial	8

**LOCAL LAWS**

No.	Service Type	Total
1	Overgrown Private Property	42
2	Abandoned Vehicle Compliance	32

**PARKING**

No.	Service Type	Total
1	Illegal Parking on Footpath	83
2	Illegal Parking in No Stopping Area	39

**ROAD PERMITS**

No.	Service Type	Total
1	Non-Standard Traffic Control Permit Application	48
2	TGS Inspection	44

**SAFE CITY & SECURITY**

No.	Service Type	Total
1	Key Transfer Request ( <b>I</b> )	19
2	Swipe Card New/Replacement ( <b>I</b> )	14



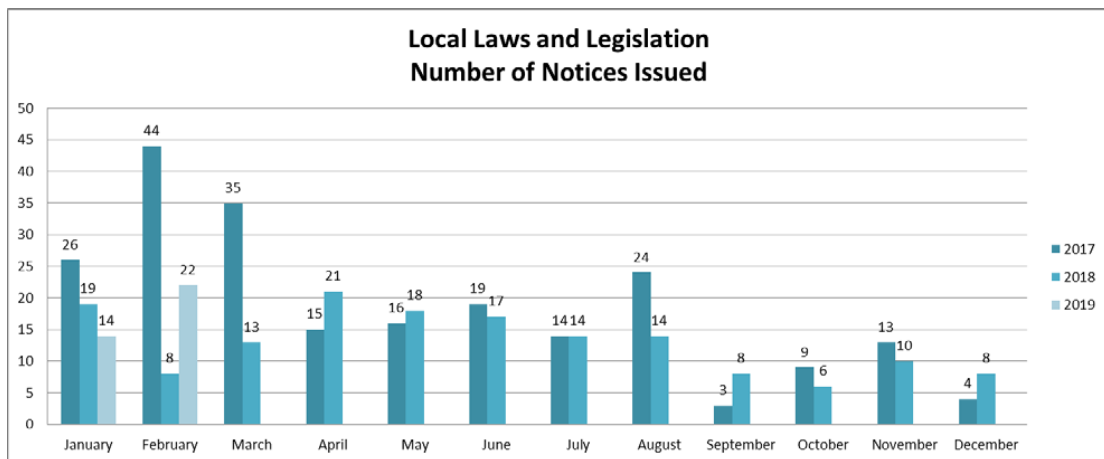
## STRATEGIC POLICY AND SYSTEMS

No.	Service Type	Total
1	Penalty Infringement Notices/Warnings Upload to system (I)	20
2	Report Request (I)	5

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.

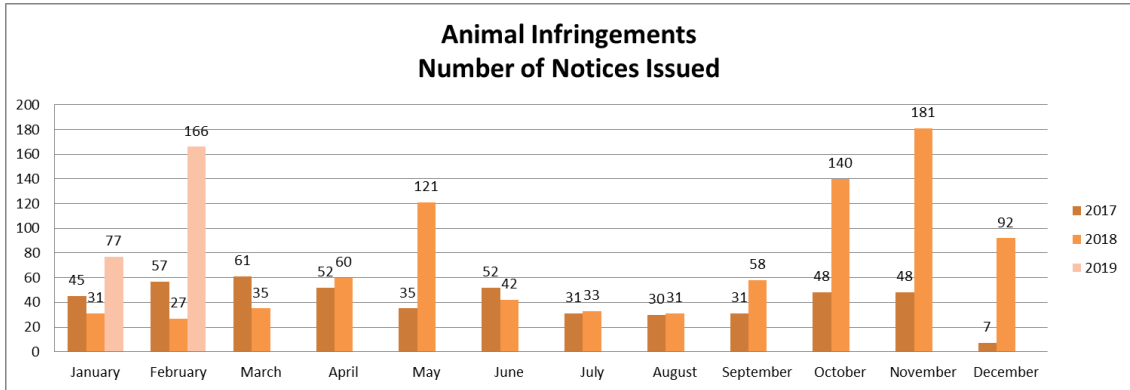


Previous 12 month period (March 2017 to February 2018) total = 179

Current 12 month period (March 2018 to February 2019) total = 165

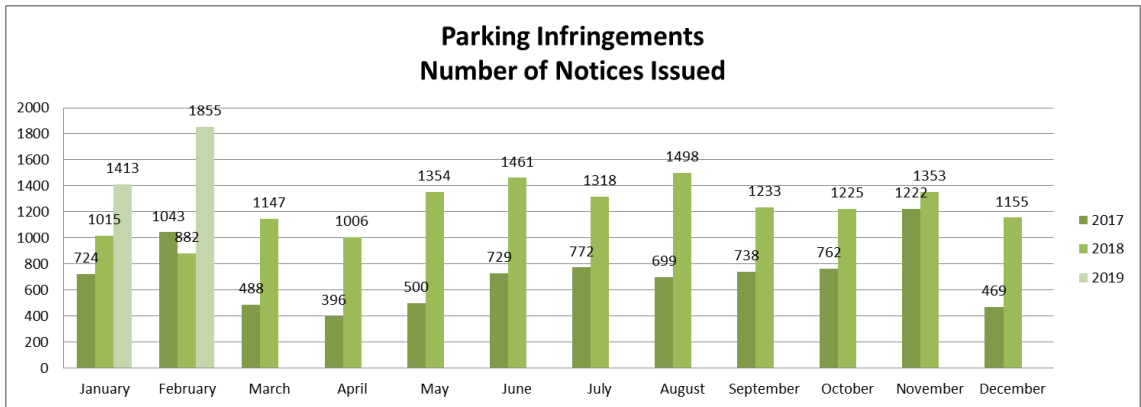
Significant periods of drought over the past 12 months saw a reduction in overgrown and stormwater PIN's in particular. Reductions overall can also be attributed to a commitment over many years to public education and in turn positive voluntary compliance outcomes.

**Animal Management – PINs Issued**



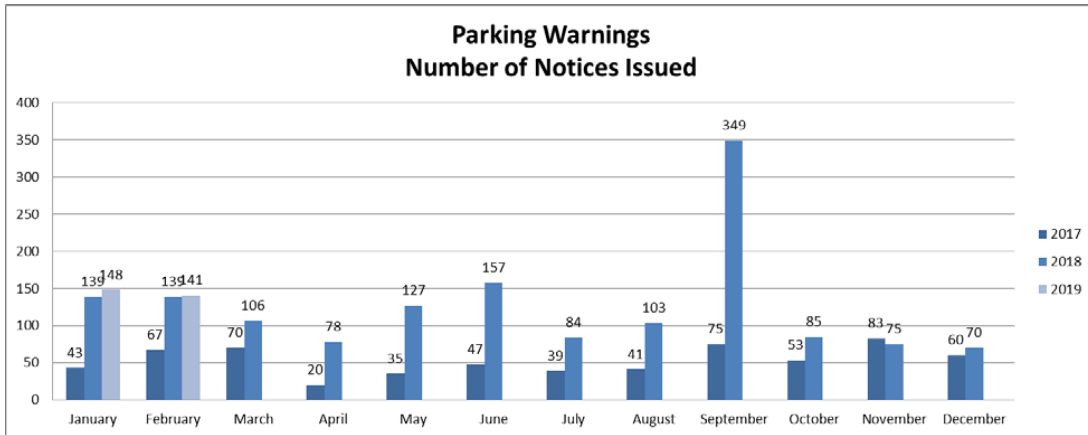
Previous 12 month period (March 2017 to February 2018) total = 453  
 Current 12 month period (March 2018 to February 2019) total = 1,036

**Parking – PINs Issued**



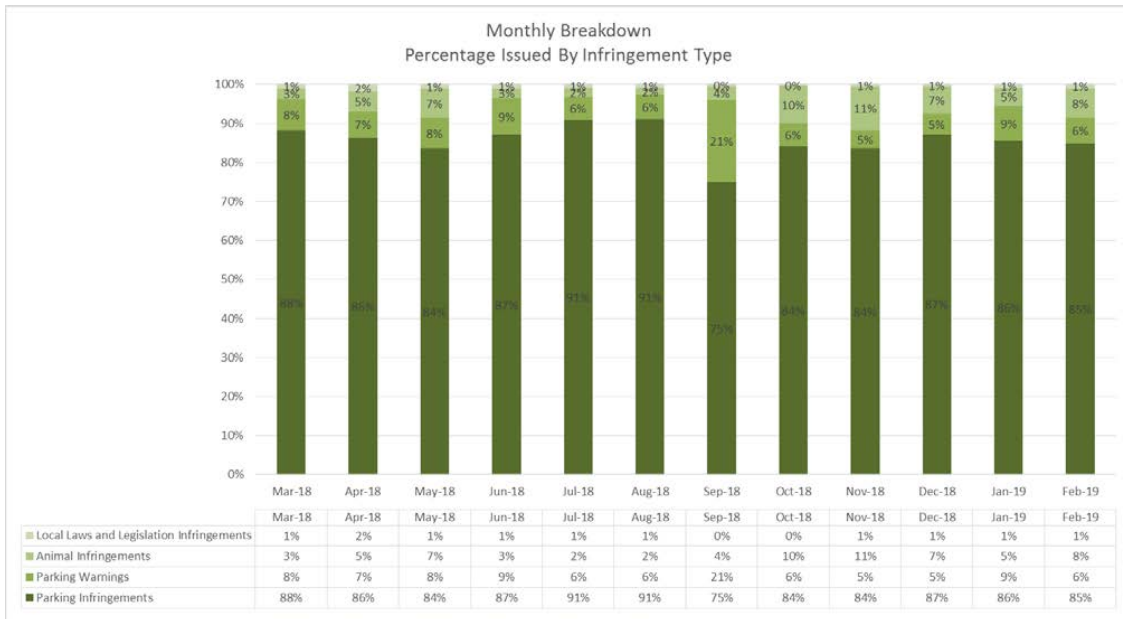
Previous 12 month period (March 2017 to February 2018) total = 8,672  
 Current 12 month period (March 2018 to February 2019) total = 16,018

## Parking – Warnings Issued



Previous 12 month period (March 2017 to February 2018) total = 801  
 Current 12 month period (March 2018 to February 2019) total = 1,523

The chart below shows a summary of total infringements and warnings for the current 12 month period (February 2018 to January 2019).



## Prosecutions and Appeals

The HSRS Department completes investigations into compliance matters which range from complex environmental offences through to regulated parking breaches. The Investigations, Prosecutions and Training team compile briefs of evidence when persons elect to have infringements dealt with by a Magistrates Court. These briefs of evidence are presented to Council's Legal Branch. The matters are then considered by Council's Prosecution Panel to determine whether they should proceed to prosecution. The decision is based on the sufficiency of evidence and whether it is in the public interest to prosecute. The panel make a recommendation to the Chief Operating Officer HSRS who is responsible for making the final determination of the matter.

### *List of prosecutions and appeals as of 4 March 2019*

<i>Current Register Status</i>	
Investigation (Brief in development)	2
Brief (with Legal Branch)	2
Court	9
<b>TOTAL</b>	<b>13</b>

## Infringement Review requests for February 2019

A total of **344** requests for infringements to be reviewed were received in the month.

## Development Compliance Contributions

The below table highlights the contributions to Council as a result of direct HSRS Development Compliance action. These figures are updated at the end of each quarter.

- The number of applications being received by Council as a result of HSRS compliance action has remained consistent for the past two years. (Making an application is only one way a customer can comply, most opt to cease their activity or remove/alter their structure)
- The Development Compliance Team issued more than double the number of infringements in 2018 (17) compared to 2017 (7). This is mainly due to taking a firmer approach to our compliance activities particularly with commercial and/or blatant offenders.

2018 Quarter	# of PINs Issued	Applications Submitted Following Compliance Investigation
2018 Jan-Mar	3	11
2018 Apr-Jun	3	5
2018 Jul-Sep	8	18
2018 Oct-Dec	3	17
<b>2018 Year to Date</b>	<b>17</b>	<b>51</b>
<b>Total Service Requests Received 2018</b>		<b>693</b>



2019 Quarter	# of PINs Issued	Applications Submitted Following Compliance Investigation
2019 Jan-Mar (RUNNING TOTALS)	2	12
2019 Apr-Jun		
2019 Jul-Sep		
2019 Oct-Dec		
<b>2019 Year to Date</b>		
<b>Total Service Requests Received 2019 to date.</b>		<b>191</b>

### Pro-Active Swimming Pool Inspection Program

The Swimming Pool Inspection Program is in place to identify non-compliance of the safety requirements for residential swimming pools and barriers. Along with non-compliant pool barriers, the program has been identifying unapproved and unregistered swimming pools and spas. The program ensures any deficiencies in these requirements are rectified by the property owner. This will lead to an overall increase in compliance which will contribute to a reduction in risk of drowning for infants and young children within our community.

There are more than 8000 known swimming pools in the Ipswich local government area. Based on the data from the trial inspection program we know that one completed inspection takes 230 minutes on average.

During each inspection, customers are being asked if they have heard of the program and through what channels so we can better target our marketing campaign. Since the commencement of this practice in November 2018, we have found that no customer has had any knowledge of the program.

#### February

Total Site Visits	New Inspections Conducted	Re-Inspections Conducted	Formal Notices Issued	Other Action Required	SRs Closed due to achieving compliance
37	27	10	1	Verbal Directions	13

#### In February:

- \* 3 new service requests were raised for swimming pools and barriers identified through the pro-active program that have no building approval.
- \* 12 swimming pools were found not registered with the QBCC.

#### Key issues being identified during February:

- \* Pool gates catching and not closing and latching automatically.
- \* The height of the gap between the bottom of the barrier and finished ground level exceeds the maximum of 100mm.
- \* Barriers are failing the strength and rigidity test (mainly due to being old and not maintained).

## 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 February.

### Licences/Permits

Licence/Permit Type	No. Issued February 2019
Accommodation Meals requires a Food Safety Program	0
Baker / Patisserie	1
Beverage Manufacturer / Bottler	0
Cannery	0
Cafe / Restaurant	3
Care Facility Meals	0
Catering	0
Child Care Centre Meals	2
Delicatessen	0
Domestic Dog Permit	6
Driveway Permits (Standard/Non-Standard)	5
Five Plus Dog Permit	1
Food Manufacturer	1
Food Shop	0
Fruit & Vegetable Processing	0
Heavy & Other Vehicle Parking Permit	0
Hospital Meals	0
Indoor Entertainment Venue	1
Mobile Food Premises excluding Preparation	0
Mobile Food Premises involving Preparation	1
Outdoor Entertainment Venue/Arena	0
Packer	0
Personal Appearance – Tattooing and Body Piercing	1
Public Swimming Pool Licence	0
Supermarket	0
Takeaway Food Premises	1
Temporary Entertainment Event	0
Temporary Food Stall	3
Temporary Food Stall (One Off Event)	6
<b>Total</b>	<b>32</b>

### Design Assessments

Application Type	Total Approved in January
Design Assessment Food Business	2
Design Assessment High Risk Personal Appearance Services	1

### Food Safety Program Assessments

Application Type	Total Approved in February 2019
Amended Food Safety Program	0
Restamped FSP	2

# Other Program Delivery Status

## Systematic Inspection Program (Animal Registration)

The Systematic Inspection Program to identify unregistered dogs and update Council's registration database is undertaken on an on-going basis in the suburbs of Ipswich.

The inspection program recommenced in February within Deebing Heights (particularly in areas that have been established in the past 12 months) and Chuwar.

## Annual Regulated Dog Inspection Program

Each year, the Animal Management Branch inspects properties and confirms compliance with the Declared Dangerous and Menacing Dog keeping conditions imposed through the *Animal Management (Cats and Dogs) Act 2008*.

This program maintains the accuracy of Council's records and assists in proactively mitigating the risks posed by Dangerous and Menacing Dogs. There are currently 88 regulated dogs in Ipswich, with all except three inspections being completed.

There were no significant breaches of the regulated dog keeping conditions identified during the inspections.

## City-wide Database Updates (Animal Registration)

The Animal Management Branch (the Branch) identified 9,852 animal registration records (individual animals) which have become orphaned within the registration database as a result of incomplete administrative updates, non-payment of fees or owners not advising Council when their animal moves/passes away.

The Branch has verified approximately 7,432 records since October 2018, with 2,420 remaining.



## 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 recommenced on 13 February 2019.

Ipswich City Community clinics are held at the following new locations for 2019:

### **Ipswich Library**

2nd and 4th Tuesday on the month – 9am – 11am  
2nd Thursday of the month – 3.30pm – 6pm

### **Springfield Central Library**

1st Tuesday of the month – 9am – 11am  
4th Thursday of the month – 3.30pm – 5.30pm

### **Redbank Plains Community Centre**

1st Wednesday of the month – 9am – 11am

### **February Clinics**

Type	Individuals Treated	Immunisations Issued
Community Clinics	47	102
Schools (catch-ups)	9	13
School Clinics	1915	2988
Special Projects (seasonal flu vaccinations)	N/A	N/A

## 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.

The program was officially be launched on 15 October 2018.

### Eat Safe Ipswich Inspections -

Month	Eat Safe Education Visits	Eat Safe Education Calls	Eat Safe Initial Audits	Reinspections for Non-Compliant Businesses
January 2018	24	67	0	0
Feb 2018	66	120	28	3
March 2018	80	135	67	16
April 2018	43	66	126	36
May 2018	110	133	117	62
June 2018	123	217	121	18
July 2018	19	30	115	32
August 2018	0	0	123	49
September 2018	0	0	58	48
October 2018	0	0	5	34
November 2018	0	0	7	31
December 2018	0	0	23	25
January 2019	0	0	34	28
February 2019	0	0	45	34

In addition to the above inspections, a further eleven (11) inspections were undertaken of temporary food stalls operating at the Earth Frequency event.

In addition to the inspections undertaken, the Environmental Health Team undertook two (2) immediate suspensions of Food Business licence due to an immediate and serious risk to public health, also one voluntary closure was undertaken due to non-compliance noted. Additionally three (3) show cause notices were issued for repeated non-compliances with the *Food Act 2006*.



## School Safe Program

The Ipswich City Council School Safe Program promotes safe road travel and responsible parking habits, creating a safer environment for school children. For many years, Ipswich City Council Officers have assisted schools by being on site to regulate parking at schools however, it was found that as soon as the Officers left the area, illegal parking habits returned.

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 during the second half of 2018 included Kruger, Bremer High, Silkstone, Raceview, Springfield Central and Redbank Plains State Schools.

Feedback from all of the schools prior to the end of 2018 was very positive with all reporting that traffic flow in the regulated areas had improved. Additionally, feedback from a 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. From mid-August to the end of the 2018 school year, more than 1,000 parking infringements were issued for illegally parking at the schools participating in the 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.

Council is monitoring regulated parking areas near the following schools as of Term 1, 2019:

- Woodcrest State College
- Woodlinks State School
- Bremer State High School
- Augusta State School
- St Mary's College
- St Edmund's College

## Other Regulated Activities-

Below shows the number of Inspections held in February by type:

Inspection Type	Inspections
Hall/Cinema/Theatre/Nightclub etc. with Liquor Lic	1
Pet Shop	0
Personal Appearance - Tattooing	2
Camping Grounds & Caravan Parks	0
Commercial Catteries & Kennels	1
Commercial Stables	0
Outdoor Entertainment Venues	0
Public Swimming Pools	1
<b>Total</b>	<b>5</b>

## 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).

### Impounded Vehicle Auction

An impounded vehicle auction was held on 13 February at Kenneth Street, Riverview with 49 vehicles auctioned at a total value of \$29,175.00. The auction attracted 101 registered bidders which is over double the patronage of previous auctions. This is attributed to a change in the advertising of the auction and the inclusion of Facebook marketing. This auction gained considerably higher revenues for the impounded vehicles due to the increase in patronage.



## 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 work with entities such as QUU to attend to erosion and sediment concerns that may impact our waterways. This work contributes to raising the healthy waterways rating report card.

A lack of rain in early in 2019 has resulted in an increase in dust incidents whilst water contamination incidents were reduced.

Below is a summary of service requests undertaken in February:

Investigation Type	Volume
Noise - Business/Commercial	8
Land Dust - Business/Commercial	7
Commercial Use of Roads - Business	1
Erosion and Sediment Control - Total	39
Water Contamination	1
Erosion Sediment Control - Proactive	28
<b>Total</b>	<b>83</b>

## Erosion and Sediment Control

Increase erosion sediment control compliance can be seen on sites occupied by previously engaged companies and builders. This can be seen through the increase in compliant sites compared to the noncompliant actions undertaken by officers.

An increased awareness of ICC presence in areas of building and the need for ESC measures and potential actions for noncompliance can be seen within the building industry. This has been identified by Officers through discussion and engagement with both compliant and noncompliant builders within the various building areas in the City.

Current customer concerns relate to large scale development sites with dust leaving the site and impacting quality of life for nearby residents. Engagement and compliance inspections are currently being undertaken in relation to a number of sites throughout the City to ensure compliance with both the *Environmental Protection Act 1994* and any associated development conditions.

## 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.

Below shows the number of permit applications received and compliance inspections scheduled for February:

Permit Type	Volume
TGS Inspection	44
Non-standard works on road permit application	16
Road Permit Traffic Complaint	8
Non-standard traffic control permit application	48
Extension to existing permit	17
Standard works on road permit application	5
Notification under annual permit	0
Advice & Enquiry	1
Standard traffic control permit application	21
First Reinstatement Inspection	0
Road Permit	1
<b>Total</b>	<b>161</b>

The CMC Rocks Country Music Festival will be held at Willowbank between the 15 – 17 March 2019. The festival has a significant traffic management plan and attracts a number of complaints about traffic congestion in the vicinity of the motor sport precinct. Considerable effort has been expended on improving the traffic management plan for the 2019 event in conjunction with the event organisers.

## PetPEP Program

Council participate in the Australian Veterinary Association (AVA) Pets and People Education Program (PetPEP).

The program teaches pre-prep and primary school students, 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.

February visits:

SCHOOL	DATE	GRADE	NO. OF STUDENTS	DIVISION
Bush Kids Brassall	Wednesday 20th February 2019	Kindergarten	36	Division 6
C&K Kindergarten	Monday 25 February 2019	Kindergarten	22	Division 1

## Clean Up Australia Day

### Clean Up Australia Day

Over the past 29 years, Clean Up Australia Day (CUAD) volunteers have donated more than 33 million hours at over 178,000 locations across the country. Together they have removed the equivalent of 350 thousand ute loads of rubbish from across Australia. Since then it has become the nation's largest community-based environment event and one that Ipswich City Council is proud to support again in 2019. Council's aim through its support is promote and mobilise the community to participate on the day. For groups that register Ipswich sites to be cleaned up on the CUAD website Council provides support to them with rubbish removal (green bins and skips) should they request it in their registration. This year, Council held a registered photo competition on Instagram where participants could snap a picture during their clean up event using the hashtag #cuadipswich. A total of 24 photos with the #cuadipswich hashtag were uploaded to Instagram. A total of six winners (two winners per day on each of the three CUAD days) were randomly selected and advised via Instagram. Each winner was awarded a \$200 Bunnings voucher.

### Other details about CUAD 2019

#### *Clean Up Days*

Business Clean Up Day - Tuesday, 26 February

Youth and Schools Clean Up Day - Friday, 1 March

Clean Up Australia Day - Sunday, 3 March

- 46 Ipswich sites were registered on the CUAD website.
- Of the 46 sites, 12 requested rubbish removal assistance from Council.
- Of the 46 sites: 7 were businesses; 23 community groups; 8 schools and 8 youth groups participated.

## Cemeteries

Norwood Park Limited (Trading as Ipswich Cemeteries) provides death care services for Warrill Park, Ipswich General, Stone Quarry, Tallegalla and Haigslea cemeteries. Council still provides a functional role in management of the contract with Norwood Park, escalated enquiries/complaints, elements of conservation, and some maintenance and capital works.

### Crypt Remediation Project

Ipswich City Council, in partnership with the University of Southern Queensland, is working to uncover the secrets of one of the state's first politicians, Joseph Fleming. Digging has commenced at Ipswich General Cemetery as part of remediation work.

Details of the significant find were first revealed by Council in December 2017 and investigations commenced in order to determine if it was possible to carry out the archaeological dig safely and inexpensively and restore the site for heritage purposes.

The crypt is the final resting place of Joseph Fleming and his wife Phoebe Fleming. Mr Fleming was a member of the first Queensland Parliament, representing West Moreton from 9 July 1860 until 3 November 1862 and again from 11 September 1866 until 2 July 1867.

On 10 October 2018 the location of the crypt was confirmed and the upper construction was exposed in preparation for hand excavation over the following weeks. The site will soon see the installation of a 24/7 surveillance camera to provide security at early phase of the project.

Further details on the project including photos can be found at [www.ipswich.qld.gov.au](http://www.ipswich.qld.gov.au)

## Safe City

The Ipswich City Council Safe City monitoring facility is centrally located in the CBD, operating seven days per week, twenty-four hours per day, with the ability to stream live video footage to the Queensland Police Service.

Safe City includes over three hundred public safety surveillance cameras across the Ipswich region. The monitoring facility often collaborates with a range of agencies in an effort to work hand-in-hand to assist in addressing strategies for community safety and policing. Such approaches include:

- Coordinating police response and emergency services to areas (within camera coverage) where an emergency response is required.
- Engaging with schools.
- Engaging with various businesses and community groups.
- Trained, licenced security operators who detect and respond to any incidents that may create a potential safety concern or endanger the community.

The Safe City Branch is also responsible for all matters relating to fire and security services at over 100 Council facilities and works closely with both internal and external stakeholders. This includes the management and maintenance of Councils master key system, access control and intrusion detection, corporate security cameras for the protection of Council facilities and assets, fire maintenance, emergency evacuation training and diagrams, security patrol and guard services.

Below is a summary of information from February.

Type	Volume
Image Reviews and Audits	24
Image Releases	11
Information Given to Police	127
Resulting Arrests as a Direct Result of Information Given to Police	13
Keys Issued	5
Swipe Cards Issued	51
General Evacuation and First Response Training Completed	53

## Graffiti Management and Prevention

The Graffiti Management and Prevention working group was established in 2018 with the aim of addressing increasing occurrences of graffiti and associated clean-up costs initially in the Riverview and Booval areas. The working group now addresses all areas of Ipswich and has representatives from numerous Council departments as well as external stakeholders such as the Queensland Police and Youth Justice.

Through departmental collaboration, regular reports are now provided to the Queensland Police to provide information and evidence of graffiti incidents. Community engagement surveys and events have also been commenced in "hot spot" areas to gather community feedback on ways to address graffiti and vandalism.

The working group have established a list of actions intended to be addressed by 2020 including a Council wide strategy on graffiti management and prevention.

## Education, Marketing & Communication

### Current Campaigns

Campaign Name	Target Audience	Related to HAP 18/19	Planning Stage	Currently Live	Completed during month
Healthy Water Play	Public Pool and zero depth water park attendees	✓		✓	
Immunisation Clinics 2019	Parents/caregivers of immunisation age children		✓		
BarkUp!	Neighbours of noisy dogs, dog owners	✓		✓	
Dog Fencing and Cat Enclosure DIY videos and instruction sheets	Residents with roaming dogs and cats			✓	
On leash Dog signage	Residents with dogs who visit Limestone Park	✓	✓		



Campaign Name	Target Audience	Related to HAP 18/19	Planning Stage	Currently Live	Completed during month
Registration Rewards Project 2019/20	Residents who own dogs	✓	✓		
Systematic pet inspection Program	Dog owners without registered pets	✓		✓	
Swimming Pool Inspection Program	Swimming pool owners in Ipswich	✓		✓	
Clean Up Australia Day Campaign	Residents in Ipswich		✓		
Illegal Dumping – Charity Bins	Residents in Ipswich	✓	✓		
Forms Project	All HSRS forms reviewed and updated	✓	✓		
Web pages review	All HSRS web pages	✓	✓		
Safe City web updates and Fact Sheet	Residents in Ipswich		✓		
Restricted Invasive Plant Fact Sheet – Harrisia Cactus (Biosecurity Plan)	Residents in Ipswich	✓	✓		
Keeping regulated dogs	Dog owners (dangerous and regulated dogs)		✓		

## Fees and Charges Detailed Review

As per previous monthly report - HSRS is conducting a detailed review of its fees and charges in alignment with the annual review prior to renewals being sent to ensure that the fees/charges are reflective of our current service levels. The review is almost complete with a report to be sent to the relevant April committee.

Key Milestone	Status
Workload planning to ensure timeframe will be achievable	Completed
Background research of service delivery when fee/charge originally set	Completed



Review of relevant Legislation to ensure referenced sections are up to date	Completed
Review of Pricing methodology i.e. Full cost recovery vs. incentivised	Completed
Volume / demand analysis of previous financial years	Completed
Stakeholders consulted and fees consolidated to ensure clarity on fees applicable	Completed
Benchmarking of other Local Governments of service standards and fee/charge	Completed
Service Costing Analysis using time in motion studies	Completed
Service Standards and Competitive Neutrality for fees/charges beyond regulatory items	Completed
Product Pricing	Completed
Policy considerations	Completed
Tax treatment	In Progress
Council approval	Report to go to April Committee
Implementation	Not Commenced

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Join us online on:



<b>Communities Committee</b>
Mtg Date: 12 March 2019
<b>Authorisation:</b> Caroline McMahon

20 February 2019

**MEMORANDUM**

TO: CHIEF OPERATING OFFICER (ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)

FROM: DIRECTOR, IPSWICH ART GALLERY

RE: TEMPORARY CLOSURE OF IPSWICH ART GALLERY

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**INTRODUCTION:**

This is a report by the Director, Ipswich Art Gallery dated 20 February 2019 concerning the proposed temporary closure of the Ipswich Art Gallery during demount of the major exhibition titled 'Playing with Light'.

**RELATED PARTIES:**

There are no related party matters associated with this report.

**ADVANCE IPSWICH THEME LINKAGE:**

Caring for the Community.

**PURPOSE OF REPORT/BACKGROUND:**

The Ipswich Art Gallery is currently presenting a major family exhibition titled 'Playing with Light', which is scheduled to close to the public at 5:00pm on 28 April. The exhibition is of considerable size and comprises numerous large scale exhibits presented throughout the Gallery. Demount of the exhibition is scheduled to take place from Monday 29 April to Friday 10 May. The Gallery will re-open to the public on Saturday 11 May.

In accordance with the *Ipswich Art Gallery Opening Hours Policy*, when public closures are scheduled, the Director Ipswich Art Gallery must provide advice in advance to the relevant Committee.

**RESOURCE IMPLICATIONS:**

There are no resourcing implications.

**RISK MANAGEMENT IMPLICATIONS:**

The planned temporary closure of the Ipswich Art Gallery to the public during the dates above will mitigate the risk to public safety created by the movement of large objects in a public space.

**LEGAL/POLICY BASIS:**

*This report and its recommendations are consistent with the following legislative provisions:*

Local Government Act 2009

Local Government Regulation 2012

**COMMUNITY AND OTHER CONSULTATION:**

The Director, Ipswich Art Gallery will liaise with the Media Manager to ensure that every effort is made to inform the general public of the temporary closures of the Ipswich Art Gallery and that inconvenience to Gallery visitors is minimised.

**RECOMMENDATIONS:**

That the Interim Administrator of Ipswich City Council resolve:

- A. That the scheduled temporary closure of the Ipswich Art Gallery to public visitors from Monday, 29 April to Friday, 10 May 2019 to enable demount of the major exhibition titled 'Playing with Light', be noted.
- B. That the Director, Ipswich Art Gallery liaise with the Media Manager to ensure that every effort is made to inform the general public of the temporary closures of the Ipswich Art Gallery and that inconvenience to Gallery visitors is minimised.

Michael Beckmann

**DIRECTOR, IPSWICH ART GALLERY**

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

Caroline McMahon

**CHIEF OPERATING OFFICER**

**(ARTS, SOCIAL DEVELOPMENT & COMMUNITY ENGAGEMENT)**

*“Together, we proudly enhance the quality of life for our community”*



<b>Communities Committee</b>
Mtg Date: 12.03.19
<b>Authorisation:</b> Caroline McMahon

19 February 2019

**MEMORANDUM**

TO: COMMUNITY ENGAGEMENT MANAGER  
FROM: COMMUNITY GRANTS COORDINATOR  
RE: YOUNG PERFORMING ARTIST BURSARY

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**INTRODUCTION:**

This is a report by the Community Grants Coordinator dated 19 February 2019 concerning a request for a Young Performing Artist Bursary from Tameeka Catterall.

**RELATED PARTIES:**

There are no related party matters associated with this report.

**ADVANCE IPSWICH THEME LINKAGE:**

Caring for the Community.

**PURPOSE OF REPORT/BACKGROUND:**

The Young Performing Artist Bursary was established in 1994 and offers young regional performing artists the opportunity to further develop their skills by providing financial assistance to attend workshops, and/or be involved in performances and competitions outside of the region.

Maximum funding of up to \$500.00 per individual and \$700.00 for group applications can be allocated from a total annual budget allocation of \$4,000.00.

**Tameeka Catterall**

Tameeka Catterall seeks a Young Performing Artist Bursary to attend the Australia Dance Festival, which will be held at Sydney's Olympic Park from 19 to 22 September 2019. The Festival will enable Ms Catterall to attend workshops with top Australian choreographers and to audition for employment opportunities in the dance industry, including cruise ship positions.

Ms Catterall has attended local dance studio, Performance Plus Dance, from the age 2 until 16 years old, and has performed in group and solo Eisteddfods in jazz, tap, ballet, contemporary, musical theatre and singing. Currently she is undertaking a Certificate IV in Dance, learning acrobatics, aerial work and other genres to further her career.

The cost for Ms Catterall to attend the Australian Dance Festival in Sydney is \$1,040.00, which includes flights, accommodation and the weekend workshop cost.

The application has been assessed as eligible against the criteria outlined in Council's assessment criteria.

**RESOURCE IMPLICATIONS:**

There are no resourcing implications.

**RISK MANAGEMENT IMPLICATIONS:**

There are no risk management implications associated with this report.

**LEGAL/POLICY BASIS:**

*This report and its recommendations are consistent with the following legislative provisions:  
Local Government Act 2009*

**COMMUNITY AND OTHER CONSULTATION:**

The contents of this report did not require any community consultation.

**CONCLUSION:**

Funds for provision of Young Performing Artist Bursaries are contained in the Community Engagement Branch 2018-2019 budget. Applications for funding through the Young Performing Artist Budget are assessed against eligibility criteria. After Council approves the Bursary recommended in this report, funds of \$1,600.00 will remain available for allocation under the Young Performing Artist Bursary for the remainder of the 2018-2019 financial year.

**RECOMMENDATION:**

That the Interim Administrator of Ipswich City Council resolve:

That the provision of a Young Performing Artist Bursary to Tameeka Catterall in the amount of \$500.00 towards costs associated with participating in the Australia Dance Festival in Sydney in September 2019, be approved.

Josie Berry

**COMMUNITY GRANTS COORDINATOR**

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

Abbey Richards

**COMMUNITY ENGAGEMENT MANAGER**

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

Caroline McMahon

**CHIEF OPERATING OFFICER**

**(ARTS, SOCIAL DEVELOPMENT AND COMMUNITY ENGAGEMENT)**

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