

Ipswich City Council

Personal Information Digest

What is a personal information digest?

A personal information digest is a document which summarises in general terms the kinds of information held by an agency, and how this information is managed by the agency. It assists individuals in finding out what kinds of information an agency holds about them, why this information is held, how this information is held and how this information is managed by the agency.

The Ipswich City Council ("council", "we", "us" or "our") has produced this personal information digest to inform members of the public about council's information management practices. This document is to be read in conjunction with council's Privacy Statement and any applicable information collection notices.

In this personal information digest, any reference to "information" includes a reference to personal information as that term is defined in the *Information Privacy Act 2009 (Qld)*, and other information in relation to businesses and other persons.

Council management of personal information

The various Departments and Branches of council collect, use, store and disclose information as required and authorised by law, including the legislation listed in this Digest and other council protocols and codes of practice.

The information usually collected by council includes names, addresses, phone numbers, dates of birth, age and gender information, car registration and driver's licence details, email addresses, Tax File Numbers, Medicare numbers, customer or account numbers assigned to individuals by council, employment details, Centrelink reference numbers, Australian Business Numbers and photographs or video of individuals.

Certain Departments or Branches of council may also collect additional information. Further detail on what this additional information may include is specified under the heading of the relevant Department or Branch.

Council Departments and/or Branches generally collect and/or disclose information to external sources and within the organisation as required or authorised by law. Any additional and specific methods of collecting or disclosing information by certain council Departments and/or Branches are specified under the heading of the relevant Departments or Branches.

The information that council collects is generally stored in council databases and in hardcopy, as well as on servers, computers, external hard drives and mobile devices. Any additional methods of information storage are specified under the heading of the relevant Department or Branch that utilises such methods. We take precautions to protect personal information against loss, and unauthorised access, use, modification, disclosure or other forms of misuse.

As a general rule, we use and/or disclose information in order to perform council functions and activities, to provide services requested by individuals and to comply with our legal and legislative obligations. Any specific purpose for information sharing is specified under the heading of the relevant Department or Branch that undertakes such uses. Information sharing can support and assist council and external agencies to work collaboratively to fulfil its obligations under the *Local Government Act 2009*.

Council is permitted to disclose information if required or authorised to do so by law and also in a range of circumstances including (but not limited to) where a person has self-published their information, where there has been express or implied consent or where disclosure is necessary for council to perform its functions, duties and activities under the *Local Government Act 2009*.

As a general rule, information is collected and/or disclosed by telephone, standard council forms, mail and facsimile, council meeting notes and records, marketing material, email, the internet, video or still cameras, digital recording devices and face to face contact. Any specific persons or entities to which information is disclosed are set out under the heading of the relevant Departments or Branches.

1. Infrastructure and Environment Department

The Infrastructure and Environment Department plans, designs and constructs infrastructure, and is responsible for the management, maintenance and operations services/activities to the whole of council's asset base. The Department is also responsible for waste management, council's fleet and disaster management, for the City of Ipswich.

Infrastructure Strategy Branch

The Infrastructure Strategy Branch is responsible for the strategic planning associated with council's infrastructure including master planning, policy development, project feasibility, investment planning and the management of many of council's assets. The Branch undertakes strategic planning for transport, water, facilities and open space. It plays a critical role in planning and policy development of council's infrastructure investment frameworks and the development of the annual capital works program. In addition, the Branch operates and manages the traffic network, traffic signals, intelligent transport systems and the drainage network.

The Branch comprises of the Infrastructure Strategy and Planning Section which is made up of three teams with responsibility for the following core functions:

Transport and Traffic Team:

- Transport Planning (i.e. policy, strategy, LGIP, development assessment)
- Transport and Traffic capital planning
- Program Management and Coordination Traffic Operations
- Technical advisory as required to P&RS, IED and other areas of council
- Business case development/advocacy for transport related projects
- Transport modelling.

Hydraulics Team:

- Flooding and stormwater capital planning
- Flood study operational planning
- Flood study modelling and data custodian
- Technical advisory as required to P&RS, IED and other areas of council.

Open Space and Facilities Team:

- Open space network level planning (i.e. policy, strategy, LGIP, development assessment)
- Open space infrastructure level planning (i.e. action plans, site specific master planning, capital project identification, preliminary concept and capital program development)
- Technical advisory as required to P&RS, IED and other areas of Council
- Facilities infrastructure level planning (capital project identification, preliminary concept and capital program development).

The Branch uses information for the purpose of community consultation; stakeholder engagement for projects directly or indirectly impacting residents.

This Branch may practice internal information sharing and may disclose information externally where required by law (for example to consultants who undertake projects on behalf of council for planning purposes). Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Law No. 7 (Local Government Controlled Areas and Roads) 2013.*

Environment and Sustainability Branch

The Environment and Sustainability Branch is responsible for the strategic planning and management of natural resources and the natural environment including land and water, native title and cultural heritage clearances, conservation estate and disturbed land management, stormwater quality, floodplain management, resource recovery, waste operations, disaster management and sustainability. The Branch provides proactive planning, management and response to natural disasters, and supports the operations of the Local Disaster Management and Local Recovery and Resilience Groups. Additionally, the Branch is responsible for the planning and operations of Ipswich Waste Services as a business unit of Council.

In addition to the information usually collected by council, the Environment and Sustainability Branch also collects other information relevant to undertaking the activities of the Branch. This includes Blue Card numbers, information relating to an individual's racial or ethnic origin, membership of professional or trade organisations, employment details, criminal record, health records and disability status. This information is only collected in circumstances where the individual's consent has been obtained.

This Branch uses information for the purposes of:

- Issuing environmental information
- Assessing property
- Corresponding with individuals
- Giving notice of council's activities
- Managing Council's conservation estates and natural areas i.e.: bushfire mitigation and pest management activities
- Strategically plan for and deliver on storm water quality offsets and floodplain management options
- Evaluating council environment and sustainability related programs
- Community engagement regarding council environment and sustainability related programs
- Participation in council environment and sustainability related events and programs, including relevant education programs such as What a Waste, Get Ready
- Maintaining council records
- Promoting programs
- determining the eligibility of volunteers
- Arranging permits for events
- Attending to customer service requests
- Disaster preparedness, response and recovery domestic and commercial waste customer records and transactions.

Resource Recovery Section

This Section collects other information as part of waste collection and disposal operations. This information includes security video footage at the Riverview Recycling and Refuse Centres and video footage from the Camera System located on all collection vehicles.

This Section uses information collected for the purposes of:

- Commercial purposes
- Site inspections
- Provision of waste services
- Delivery of skips and council bins
- Replacements and repairs
- Education programs
- Security and regulating entry into the Riverview Recycling & Refuse Centres
- Incident and productivity management
- Insurance, risk, workplace health and safety, and public liability purposes.

This Section may practice internal information sharing and may disclose information externally where required by law. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The specific legislation which requires/authorises the Branch to manage information as described:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Work, Health and Safety Act 2011.*

may also include:

- *Disaster Management Act*
- *Waste Management Act*
- *Land Act*
- *Environmental Protection Act*
- *Biosecurity Act*
- *Nature Conservation Act*
- *Environmental Protection and Biodiversity Conservation Act*

2. Corporate Services Department

The Corporate Services Department assists council across a wide range of areas to ensure its outcomes are met, particularly in relation to expenditure and financial management. The Department also manages the rules, relationships, policies, systems and processes within council, ensuring compliance is exercised and maintained.

Finance Branch

The role of the Finance Branch is to provide accounting, financial and business analysis functions and services to support the business and legislative requirements of council.

In addition to the information collected by council, the Branch also collects information relating to bank accounts, addresses, membership of professional or trade associations and ABN numbers.

The Branch uses this information to:

- Undertake rating modelling and analysis
- FBT returns for employees
- Undertake vendor verification
- Undertake fraud detection and prevention.

The Branch may exchange information internally with other parts of council and may disclose information externally (for example, to the ATO, RP Data and IBIS). Where possible, data is de-identified before being disclosed externally.

Where your rates account becomes overdue, Ipswich City Council may contact other interested parties (as defined in *Schedule 8 of the Local Government Regulation 2012*).

The following specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Taxation Administration Act 1953.*

Information, Communication and Technology Branch

The Branch is responsible for the development, implementation and coordination of Information, Communication and Technology (ICT) services, including ICT investments, projects, resources, policies, standards and systems across council.

It is the role of the Branch to store, manage and retrieve data collected by council departments and to ensure the integrity and security of that data. The Branch works closely with business stakeholders and knowledge and information leaders across council to achieve this.

This Branch practices internal information sharing and may disclose information externally (for example to external service providers and government bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Information Privacy Act 2009 (Qld)*
- *Local Government Act 2009*
- *Public Records Act 2002 (Qld)*
- *Right to Information Act 2009 (Qld).*

Procurement Branch

The Procurement Branch is responsible for ensuring the expenditure of public funds is carried out in a manner that achieves the best value for money whilst ensuring all actions are ethical and transparent. These services include purchasing, contract establishment and management, strategic sourcing and analysis, supplier engagement, inventory control, asset management and disposal processes.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes company business details, relevant licence details, information relating to membership of professional or trade associations, insurance details, criminal history/convictions, details of any statutory notices issued, company financial and ownership information, employee names and qualifications, referees, subcontractors and ABN numbers. This information is only collected in circumstances where there is party awareness and consent has been obtained.

The Branch uses this information in the procurement process to evaluate the suitability of suppliers and as part of the contract management process. This Branch may practice internal information sharing and may disclose information externally where required by law (for example details of contracts worth \$10,000 or more to be published on council's website) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Any other applicable procurement legislation.*

Legal and Governance Branch

The Legal and Governance Branch incorporates property services, risk and insurance, complaints management, information management including right to information and information privacy, corporate governance and internal legal services to support the business requirements of the council and ensure compliance with its legislative obligations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information relating to an individual's membership of professional or trade associations, health records, photographs of injuries or property damage, credit card details, drivers' licence, birth certificate, passport, concession card and disability status. This Branch also collects information for the purposes of providing legal advice to council Departments, responding to and representing council in legal procedures and processes, and making decisions on applications under the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

This information is only collected in circumstances where there is party awareness and consent has been obtained.

The various Sections within this Branch use information for the purposes of:

- Dealing with insurance or other claims against council
- Organising and confirming travel bookings
- Preparing committee reports and agendas
- Providing property searches to members of the public
- Undertaking resumptions and responding to associated compensation claims
- Providing legal advice to council Departments
- Engaging in court and legal proceedings
- Dealing with complaints
- Processing Right to Information and Information Privacy applications
- Managing requests for information from external law enforcement agencies.

This Branch may practice internal information sharing and may disclose information externally (for example to external legal service providers, insurers, courts and tribunals, the Queensland Ombudsman, the Crime and Corruption Commission, the Office of the Information Commissioner and the Queensland Human Rights Commissioner) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Acquisition of Land Act 1967*
- *Anti-Discrimination Act 1991*
- *Building Act 1975*
- *Crime and Corruption Act 2001*
- *Electoral Act 1992*
- *Evidence Act 1977*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Integrity Act 2009*
- *Judicial Review Act 1991*
- *Land Valuation Act 2010*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Planning Act 2019*
- *Planning and Environment Court Act 2016*
- *Plumbing and Drainage Act 2018*
- *Property Law Act 1974*
- *Public Interest Disclosure Act 2010*
- *Public Records Act 2002*
- *Queensland Building and Construction Commission Act 1991*
- *Queensland Civil and Administrative Tribunal Act 2009*
- *Right to Information Act 2009*
- *Uniform Civil Procedure Rules 1999.*

People and Culture Branch

The People and Culture Branch is responsible for recruitment, payroll, superannuation and salary packaging, education, training and development, Workplace Health and Safety, Work Cover Management, employment administration and employee and industrial relations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes staff medical information (including COVID-19 (or other) vaccination information); information regarding disciplinary proceedings; employment history; referee details; and equal opportunity data (e.g. ethnicity and disability information).

This information is only collected in circumstances where there is party awareness and consent has been obtained. The Branch uses information for the purposes of recruitment, employment administration, Work Cover, payroll administration, statistical reporting and meeting council's legislative obligations.

This Branch may practice internal information sharing and may disclose information externally (for example to Australian Taxation Office, Queensland Health superannuation funds, Q-Comp, referees, training organisations and other council's or State Departments in situations where current employees change roles) in accordance with council's *Privacy Statement*. Any personal information used for statistical reporting is de-identified. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulations 2012*
- *Work Health and Safety Act 2011*
- *Workers Compensation and Rehabilitation Act 2003*
- *Queensland Public Health Directions.*

3. Planning and Regulatory Services Department

Council's Planning and Regulatory Services Department is primarily responsible for managing growth and development within the City of Ipswich and coordinates compliance matters across the city.

City Design Branch

The City Design Branch undertakes forward planning activities to facilitate sensitive, integrated and progressive development, and encourages the conservation of cultural heritage sites and important natural resource areas within the Ipswich local government area. This Branch also has responsibility for council's cemeteries and managing the delivery of an immunisation program on behalf of Queensland Health.

The various Sections within this Branch use information for the purposes of:

- Forward land use planning activities including the preparation of the council's Planning Scheme
- Spatial modelling, land use monitoring and projections and statutory mapping
- Implementation of the Cultural Heritage Program
- Delivery of the Community Immunisation Clinics and School Immunisation Program on behalf of Queensland Health.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes written submissions made pursuant to the *Planning Act 2016*; enquiries from the public, directly or indirectly through other areas of council (phone, email, written); the activities of council's Heritage Advisor (enquiries, appointments etc.); undertaking an annual survey of persons who have used the heritage advisor service; Immunisation consent and some public health records which includes parent contact information from schools for students who have not lodged a consent form, and reporting to Queensland Health.

This Branch may practice internal information sharing and may disclose information externally (for example to external legal service providers, courts and tribunals) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage the information as described above:

- *Land Act 1994 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations).*

Compliance Branch

Through the provision of compliance services utilising both State legislation and council local laws, the Compliance Branch works with the community and industry to protect and enhance public health and safety, environmental values and the amenity of the city. This Branch is also responsible for maintaining council's Pound and Animal Management Centre, Cemeteries and the Building and Plumbing Sections. The Building and Plumbing Section roles are to develop, implement and maintain appropriate assessment and compliance processes for building and plumbing applications received by council.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information from external agencies and formal statements from its customers.

The Branch uses information for the purposes of designing, delivering and evaluating council plans and programs for a range of regulatory topics; maintaining council records; promoting programs; compliance audits; processing applications; improved business processes; issuing notices (including warning and penalty infringement notices), permits and licences; determining registered business details; undertaking enforcement action and prosecution; conducting investigations; verifying an individual's entitlement to discounts on certain council fees and charges; preparing statements; and confirming vehicle registration details; quarterly burial and cremation numbers for Ipswich cemeteries; information relating to complaints about cemetery operations; information related to exhumation applications; and individual burial information.

This Branch may practice internal information sharing and may disclose information externally (for example to Queensland Police Service, Department of Environment and Science, Department of Housing and Public Works, Department of Transport and Main Roads, Department of Natural Resources, Mines and Energy, Office of the Public Guardian, The Public Trustee in Queensland) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Agricultural Chemicals Distribution Control Act 1966 (and associated Regulations)*
- *Animal Management (Cats and Dogs) Act 2008 (and associated Regulations)*
- *Biosecurity Act 2014 (and associated Regulations)*
- *Building Act 1975 (and associated Regulations)*
- *Environmental Protection Act 1994 (and associated Regulations)*
- *Information Privacy Act 2009 (and associated Regulations)*
- *Ipswich City Council Local Laws 2013 (and associated Subordinate Local Laws)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *State Penalties Enforcement Act 1999 (and associated Regulations)*
- *Stock Route Management Act 2002 (and associated Regulations)*
- *Tobacco and Other Smoking Products Act 1998 (and associated Regulations)*
- *Transport Operations (Road Use Management) Act 1995 (and associated Regulations)*
- *Waste Reduction and Recycling Act 2011 (and associated Regulations)*
- *Work Health and Safety Act 2011 (and associated Regulations)*

Building Assessment and Regulation Section

The Section comprises the Building Certification Team which undertakes building certification practices; the Building Regulatory Team who processes building regulatory matters associated with building applications; and the Regulated Pools Officer who delivers the Residential Swimming Pool Safety Education and Awareness Program.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes maintaining a register of competent persons to ensure that the person holds the appropriate licence and is suitably qualified to undertake the work for which that they are certifying.

This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Building and Construction Commission (QBCC), Queensland Fire and Emergency Services (QFES), Urban Utilities (UU), Department of Communities, Housing and Digital Economy, Queensland Police Service, Queensland Ambulance Service, Royal Surf Life Saving Society Queensland and Just Sports n Fitness) accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Queensland Development Code.*

Plumbing Regulation Section

The Section undertakes approvals, inspections and regulatory activities associated with plumbing, drainage and on-site sewerage facilities. In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes plumbing license details.

This Section uses information for the purposes of assessing applications, providing correspondence and ensuring that individuals are licensed to conduct relevant work. This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Building and Construction Commission (QBCC) and Queensland Urban Utilities (QUU) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Plumbing and Drainage Act 2018 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations).*

Engineering, Health and Environmental Branch

The Engineering, Health and Environment Branch is responsible for ensuring a professional, customer focused and 'whole of council' approach in delivering the following services:

- Assessment and determination of Operational Works applications and Priority Development Area (PDA) applications
- Assessment and determination of development applications for Environmentally Relevant Activities (ERA) and ongoing compliance inspections
- Free pre-lodgement meetings with customers to discuss design proposals involving engineering, environment and environmental health matters
- Provide engineering and environmental input in determining Material Change of Use (MCU), Reconfigure a Lot (RAL) and PDA planning approvals for the city
- Review and approve technical reports involving flooding, mining constraints, street-lighting, stormwater management and waterway rehabilitation, road and signal design, park design, open space, flora and fauna management and ecological assessments
- Conduct auditing, inspections, commissioning and asset transfer for developer contributed infrastructure (both hard and soft)
- Conduct routine compliance, programmed inspection and investigations including design assessment, licensing and approvals for commercial activities involving food businesses, entertainment events, venues, footpath dining, roadside vending, etc.
- Eat Safe Program
- Undertake presentations for development industry bodies and other government agencies
- The provision of compliance services utilising both State legislation and council local laws, to protect and enhance public health and safety, environmental values and the amenity of the city.

This Branch may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Manufacturing, Infrastructure and Planning) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage and deliver the above services:

- *Coastal Protection and Management Act 1995 (and associated Regulations)*
- *Economic Development Act 2012 (and associated Regulations)*
- *Environmental Protection Act 1994 (and associated Regulations)*
- *Information Privacy Act 2009 (and associated Regulations)*
- *Ipswich City Council Local Laws 2013 (and associated Subordinate Local Laws).*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *State Penalties Enforcement Act 1999 (and associated Regulations)*
- *Stock Route Management Act 2002 (and associated Regulations)*
- *The Food Act 2006 (and associated Regulations)*
- *Tobacco and Other Smoking Products Act 1998 (and associated Regulations)*
- *Transport Operations (Road Use Management) Act 1995 (and associated Regulations)*
- *Waste Reduction and Recycling Act 2011 (and associated Regulations)*
- *Work Health & Safety Act 2011 (and associated Regulations).*

Development Planning Branch

The primary role of the Development Planning Branch is to develop, implement and maintain appropriate assessment and compliance processes for the purpose of facilitating good quality development outcomes through development assessment and approvals.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes processing development applications, undertaking compliance audits, investigations and prosecutions, signing subdivision plans and responding to external requests for property searches. Some of this information is published on PD Online. The Branch also uses information to enable it to respond to enquiries, provide performance monitoring, reporting and publication on development trends and forecasts.

This Branch may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Manufacturing, Infrastructure and Planning and Australian Bureau of Statistics) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Economic Development 2012 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*.

Development Planning Support Section

The primary role for the Section is to provide technical and business support to all Branches of the Planning and Regulatory Services Department.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information to enable it to respond to enquiries, provide performance monitoring, reporting and publication on development trends and forecasts.

This Section may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Manufacturing, Infrastructure and Planning and Australian Bureau of Statistics) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Economic Development 2012 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*.

4. Coordination and Performance Department

The primary role of the Coordination and Performance Department is to assist the organisation to improve performance and decision making, and to monitor, measure and report on the delivery of outcomes to align with council's strategic direction. The Department delivers integrated strategic planning for council to ensure optimised and streamlined operational planning and service delivery to council's customers and community and provides communication and community engagement services to the organisation.

Performance Branch

The Performance Branch facilitates the corporate strategic planning and business improvement environments for council to best serve the Ipswich community. The Branch assists council in setting key performance indicators for short and long-term planning as well as how it is performing against key measures. This is done by providing the project management, reporting, policy and strategy methods and guidance to all business areas of council.

The various Sections within this Branch use information for the purposes of:

- Designing, delivering and evaluating council's corporate strategic plans and reports including Advance Ipswich, Corporate Plan, Operational Plan and the Annual and Quarterly Reports
- Designing and delivering project management governance for council
- Designing, delivering and evaluating performance measures and reporting relating to financial and non-financial operations of council
- Identifying and monitoring business improvement solutions (including benefit realisations) for council
- Development and monitoring of policies and strategic plans related to social planning and other issues related to the Department
- Development and monitoring of councils policies and procedures
- Undertaking social data analysis on emerging social issues to inform and guide council decision-making
- Developing submissions for external funding opportunities including auditing and monitoring of successful grants issued to council.

This Branch may practice internal information sharing and may disclose information externally. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Media, Communications and Engagement Branch

It is the responsibility of the Branch to inform and engage stakeholders about council decisions, issues and events which impact the city.

The Branch provides media services to council and councillors, it will also provide internal communications to staff. The Branch also publishes content in an open source environment on the council-owned website Ipswich First. The use of photography and/or video may support media releases and responses and will only be used in line with council's *Privacy Statement* and collection notice.

Branch officers will foster and manage relationships with internal and external stakeholders which lead to positive outcomes for the city.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information retained from stakeholders during discussions or from email exchanges and business cards. Information collected electronically is stored on an internal database or manually in business card holders and diaries. The Ipswich First and Shape Your Ipswich opt-in databases are hosted by a third-party operator. Information is only used by this Branch to disseminate information in accordance with council's *Privacy Statement*.

This Branch uses information for the purposes of:

- Preparing and publishing stories which promote the city or encourage discussion about issues impacting the city
- Publishing articles to the public
- Sending Ipswich First electronic alerts and other information via electronic mail
- Preparing stories and information for internal distribution
- Identifying competition entrants
- Engaging effectively with its citizens
- Identifying and contacting stakeholders who may have an interest in key projects.

This Branch may practice internal information sharing and may disclose information externally. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Branch to manage information as described above:

- *Copyright Act 1968*
- *Defamation Act 2005*
- *Local Government Act 2009.*

Internal Audit

Internal Audit is an independent, objective assurance and consulting activity designed to add value and improve council's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes. Internal Audit also conducts and manages investigations of corrupt conduct and for this purpose collects and stores information related to the allegations or suspicions.

Internal Audit uses information for the purposes of investigations and internal audit purposes; providing advice to the Chief Executive Officer and council; and responding to enquiries.

Internal Audit may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Crime and Corruption Commission and the Auditor General). Internal Audit can collect information with or without the individual's consent.

The following are the specific pieces of legislation which require or authorise Internal Audit to manage information as described above:

- *Crime and Corruption Act 2001*
- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Executive Services Branch

The Executive Services Branch is responsible for delivering administrative support to the elected representatives of council and supporting the Chief Executive Officer (CEO) in exercising overall management responsibility for council's operations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information relating to an individual's membership of professional or trade associations and information for the purposes of processing and responding to queries and arranging meetings.

The Office of the CEO is responsible for maintaining various registers, the safe custody of local government documents and generally managing the local government and its staff. The Office of the CEO uses information for the purposes of granting access to registers kept under the *Local Government Act 2009* and undertaking research for the CEO.

This Branch may practice internal information sharing and may disclose information externally (for example to government Departments, Federal and State Members of Parliament, and the Office of the Information Commissioner) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012.*

5. Community, Cultural and Economic Development Department

The Community, Cultural and Economic Development Department (CCED) has been established to strengthen and generate awareness and opportunities for the Ipswich region. The CCED Department will enhance the lives of the city's residents and visitors through the development and implementation of innovative sport, leisure, recreational and cultural programs, events, economic development and tourism services.

Economic and Community Development Branch

Economic Development Section

The Section provides support and improvement services to local industry while facilitating opportunities for new business and investment across the city. The Section is committed to generating economic progress, sustainable industry and a skilled workforce.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes personal information retained from existing businesses and potential investors during discussions or from email exchanges and business cards. Information collected is stored electronically in emails and on council databases or manually in business card holders and diaries.

This Section uses information for the purposes of maintaining ongoing contact and communicating information via electronic newsletter (with individuals consent) with stakeholders and subscribers. This Section may practice internal information sharing and may disclose information externally (for example to government Departments and stakeholders outside of council to assist with business development) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

Community Development Section

The role of the Section is to facilitate positive social outcomes by working alongside our community in development and strengthening community capability, encouraging collaborative practices, creating opportunities and leading social change.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information regarding health and disability status, referees, blue card number, date of birth, racial or ethnic origin, and preferred language, ability to perform daily living activities, carer details, details and wishes about the provision of future health services. This information is only collected in circumstances where the individual's consent has been obtained.

This Section uses information for the purposes of volunteer management; programs and events including community and cultural service directories; Home Assist services including referrals, funding, or obtaining contractor services; public safety and incident recording.

This Section may practice internal information sharing and may disclose information externally (for example to State and Federal Government Departments and external funding bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Section to manage information as described above:

- *Aged Care Act 1997*
- *Building Act 1975*
- *Building Code of Australia*
- *Building Fire Safety Regulation 2008*
- *Building Regulation 2006*
- *Housing Regulation 2015*
- *Local Government Act 2009*.

Smart and Safe City Section

This Section is responsible for council security and fire related aspects of council facilities. This includes access control, patrol services, CCTV, keys, intrusion detection and fire maintenance and training. The Section is also responsible for council's Safe City Program and over 300 public safety cameras in public spaces. Video surveillance (also known as CCTV) utilised by the Section provides the ability to confront and address unacceptable levels of behavior, violence and crime through the use of cameras, community engagement and existing partnerships with Queensland Police Service. This Section aims to create a harmonious environment in popular public spaces for all people to live, work and socialize in Ipswich without feeling intimidated or threatened.

This Section uses information for the purposes of:

- Providing a 24/7 security and surveillance function for council and coordination of emergency services and Police response from the Safe City facility
- Engaging trade contractors to provide maintenance and repair services to existing surveillance infrastructure, security services and equipment as well as tender responses and advice regarding expansions to surveillance and security infrastructure
- Management of the distribution and control of swipe access cards and keys to council facilities
- Provision of Security personnel for ad hoc guard services for council events and sites as required

This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Queensland Fire and Rescue Service and the Queensland Ambulance Service) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Work Health & Safety Act 2011*
(and associated Regulations).

Libraries and Customer Services Branch

The role of this Branch is to deliver front-line customer service and library services to our community. A broad range of services are provided by this Branch including but not limited to customer enquiries, invoicing and receipting, internal customer service scripting, delivery of library services and a proactive approach to program and project management.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information regarding credit card and bank details, email addresses, drivers licence/birth certificate/passport information, Centrelink details, place of residency, investment property details, phone numbers, training history of employees, criminal history and disability status. This information is generally only collected in circumstances where either the individual's consent has been obtained or the data has been provided by a third party that has obtained the individual's consent for the collection of that data.

This Branch uses information for the purposes of:

- Payment and receipting services to customers
- Determining a customer's eligibility for a concession or for determining the correct Differential Rating Category of a property
- Processing library membership applications and notices
- Emergency contact with individuals
- Answering enquiries
- Public safety and incident recording
- Volunteer management including complying with audit and safety requirements
- Targeted marketing of library resources and services.

This Branch may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Department of Environment and Resource Management) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Information Privacy Act 2009*
- *Land Valuation Act 2010*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Public Records Act 2002*
- *Right to Information Act 2009.*

Community and Cultural Services Branch

Ipswich Art Gallery

The role of this Ipswich Art Gallery (the Gallery) is to raise the cultural profile and development of Ipswich. The Gallery also develop and deliver exhibitions, workshops, support and promote local artists, provide the opportunity for a regional and wider audience to experience the work of national and international artists, manage the City of Ipswich collection, research, and publicise Ipswich's cultural heritage and attract cultural tourism to Ipswich.

In addition to the information usually collected by council, the Gallery also collects other information relevant to undertaking the activities of the Gallery. This includes information regarding an individual's membership of arts-related organisations.

The Gallery uses information for the purposes of issuing invitations to gallery events; create survey reports of gallery visitation; procure new suppliers; public safety and incident recording; compliance with audit and safety requirements.

The Gallery may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Gallery to manage information as described above:

- *Local Government Act 2009*
- *Work Health and Safety Act 2011.*

Community Facilities Section

The role of the Section is to be an efficient and effective provider of performing arts, function venue goods and services across various locations including the Civic Centre, North Ipswich Corporate Centre, Studio 188, Robelle Domain and 1 Nicholas Street.

In addition to the information usually collected by council, the Community Facilities Section also collects other information relevant to undertaking the activities of the Section. This covers ticket sales information including contact details (conducted under the guidelines of the Live Performance Australia Ticketing Code of Conduct); Blue card numbers; and Membership of professional and trade organisations.

This Section uses information for the purposes of theatre ticket sales; venue hire; billing; public safety and incident recording; targeted marketing campaigns; distributing event information; performing art education programs; and programming and future show selection.

This Section may practice internal information sharing and may disclose information externally (for example to State and Federal Government Departments and external funding bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Disaster Management Act 2003*
- *Food Act 2006*
- *Information Privacy Act 2009*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Public Health Act 2005*
- *Right to Information Act 2009*
- *Spam Act 2003 (Cth)*
- *Trade Practices Act 1974*
- *Work Health and Safety Act 2011.*

Sport and Recreation Section

The Section of Sport and Recreation is responsible for driving and increasing the levels of physical activity of the people of Ipswich by providing the leadership, policies and programs necessary to enable higher rates of participation in sport and active recreation. Sport and active recreation are an important part of the fabric of our communities. It reaches across age, cultural background and demographic groups, contributing to social, health and economic outcomes.

In addition to the information usually collected by council, the Sport and Recreation Section also collects other information relevant to undertaking the activities of the Section. This covers player registration details numbers (players and teams), gender, reach and Membership of controlling bodies and organisations.

This Section uses information for the purposes of infrastructure planning, targeted marketing campaigns; distributing event information; and scheduling of local, state and national sporting events.

This Section may practice internal information sharing and may disclose information externally (for example to State and Federal Government Departments and external funding bodies) in accordance with council's privacy statement. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Disaster Management Act 2003*
- *Information Privacy Act 2009*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Public Health Act 2005*
- *Right to Information Act 2009*
- *Spam Act 2003 (Cth)*
- *Work Health and Safety Act 2011.*

Marketing and Promotion Branch

Marketing Services Section

The Section is responsible for developing and implementing marketing strategies that position the city and council at the forefront of community and key stakeholder relations. This Section of council supports various Departments and Branches by delivering targeted marketing, digital, design and event services.

This Section uses information for the purposes of identifying competition entrants; requests for logo usage; compiling invitations; and distribution of print and electronic direct mail (online newsletters). Information is stored on an internal database and does not partake in internal information sharing unless consent has been obtained to do so.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*

Destination Development Section

Council's Destination Development Section coordinates tourism development initiatives, destination marketing and provision of visitor services for the City of Ipswich. This Section manages the Ipswich Visitor Information Centre, providing a full range of tourism information and booking services to residents and visitors; promotes Ipswich as an attractive tourism destination to locals, national and international visitors; and works with the tourism industry locally, regionally and at a state level to encourage and support development of tourism products and attractions.

This Section uses information for the purposes of facilitating accommodation and tour bookings; sending electronic direct mail; responding to customer enquiries and requests for travel information; volunteer management; and working in partnership with other relevant tourism bodies such as Brisbane Marketing and Tourism and Events Queensland.

This Section may practice internal information sharing and may disclose information externally (for example to tour operators, funding bodies and accommodation providers) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*

City Events Section

The role of the Section is to deliver quality networking functions and events which enhance the relationship between council and the business community; deliver quality community and civic functions/events which reflect positively on Ipswich while engaging its residents; and deliver and service visits by international delegations which enhance relationships between Ipswich and the international community.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information in relation to an individual's racial or ethnic origin, membership of political, professional or trade associations, religious beliefs or affiliations and disability status.

In relation to Citizenship Ceremonies, confidential information is provided to council by the Department of Immigration and Border Protection on candidates who are to be conferred as Australian citizens. Information is used by this Section for the purposes of organising and managing events.

This Section may practice internal information sharing and may disclose information externally (for example to Members of Parliament in accordance with the Australian Citizenship Ceremonies Code) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*