

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 together with Council’s Privacy Statement and any applicable relevant 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.

1. 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 Annexure A 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, pension 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 Departments or branches.

Council Departments and/or branches also generally collect information from external sources and each other. As a general rule, information is usually collected 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 additional and specific methods of collecting information used 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 Departments or branches that utilise 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 uses of information are specified under the heading of the relevant Departments or branches that undertake such uses.

Council is permitted to disclose information 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 a law enforcement agency to perform its functions, duties and activities.

Any specific persons or entities to which information is disclosed are set out under the heading of the relevant Departments or branches.

2. Works, Parks and Recreation Department

2.1 Sport, Recreation and Natural Resources Branch

To strategically plan the open space network, activating and delivering sport and recreation opportunities within the City and ensuring the City’s natural resources and flood plains are effectively managed and protected. Additionally, the branch undertakes proactive planning, management and response to natural disasters.

In addition to the information collected by Council as described in Part 1 above, the Sport Recreation and Natural Resources Branch collects Centrelink and Blue Card numbers.

This Branch also collects information relating to an individual’s racial or ethnic origin, membership of professional or trade organisations, criminal record, health records and disability status. This information is generally only collected in circumstances where the individual’s consent has been obtained.

This Branch uses information for the purposes of:

- (a) issuing environmental information;
- (b) assessing property;
- (c) corresponding with individuals;
- (d) giving notice of Council’s activities;
- (e) distributing sporting facility and event information;
- (f) strategically plan storm water management and flood mitigation infrastructure;
- (g) provide a service to allow the public and stakeholders to access information regarding flooding records;
- (h) evaluating Council programs;
- (i) maintaining Council records;
- (j) promoting programs; and
- (k) determining the eligibility of volunteers

This Branch exchanges information internally with other parts of Council. It also discloses information externally. Generally external information is provided to a contact person of a sporting group to make contact with customers who are seeking to become involved in that sport.

2.2 City Maintenance Branch

Provide management, maintenance and operational services and activities to the whole department asset base (including roads, traffic signals, street lights, drainage, parks, reserves, sporting areas, aquatic facilities, urban forest, conservation, corporate buildings and depots and former landfill).

The following is in addition to the information provided in Part 1 above. This Branch uses information for the purposes of:

- (a) ensuring that contractors comply with legislative requirements including Workplace Health and Safety requirements;
- (b) attending to customer service requests;
- (c) arranging permits for events;
- (d) manage the traffic operations within the Ipswich local government area;
- (e) maintain road and storm water infrastructure to meet the current and future needs of the local government area;
- (f) Undertake maintenance and aesthetic works for Department of Transport and Main Roads on State transport infrastructure;
- (g) Processing of road closure/opening applications

This Branch exchanges information internally with other parts of Council. It generally does not disclose information externally.

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 or Roads)*

2.3 Business Improvement Branch

This Branch provides the Works, Parks and Recreation Department with the following:

- (a) products, services, business solutions and good governance information needed to achieve excellence in service delivery;
- (b) Identification, analysis, development and implementation of business improvements and processes;
- (c) Identification and co-ordinating training needs for the department to meet workforce competency and knowledge requirements

2.4 Business Accounting and Asset Management Branch

This Branch is responsible for financial and procurement management and the provision of an integrated approach to the strategic asset management for the whole department asset base. This branch collects information for the quotation and tender processes.

2.5 Ipswich Fleet Services Branch

Ipswich Fleet Services is responsible for the internal provision and management of all fleet and associated services to Ipswich City Council.

The following is in addition to the information provided in Part 1 above.

This Branch uses information for the purposes of:

- (a) contacting fleet customers;
- (b) the issue and management of infringement notices;
- (c) determining eligibility to operate Council vehicles

Information may be used internally (for example, by supervisors) and disclosed externally (for example, to police, local authorities and road toll companies).

2.6 Ipswich Waste Services Branch

Ipswich Waste Services provides domestic and commercial waste collection and disposal activities to the residents and commercial businesses in Council's local government area.

In addition to the information collected by Council as described in Part 1 above, this Branch also collects security video footage at the Riverview Recycling & Refuse Centres.

Information including business names, Australian Business Numbers, postal addresses and phone numbers may also be collected for other purposes including the creation of business accounts.

This Branch uses information for:

- (a) commercial purposes;
- (b) site inspections;
- (c) provision of waste services;
- (d) delivery of skips and Council bins;
- (e) replacements and repairs;
- (f) education programs; and
- (g) security and regulating entry into the Riverview Recycling and Refuse Centres

Information may be used internally by other parts of Council and may be disclosed externally (for example, to contractors).

3 Health, Security and Regulatory Services Department

3.1 Compliance Branch

Through the provision of compliance services, the Compliance branch provides superior customer service in working with industry and the community to protect and enhance the public health and safety, environmental values and amenity of Ipswich City and for its community.

The Compliance branch is responsible for the efficient and effective management of the following key functions:

- (a) Investigations, prosecutions and training;
- (b) Infringement reviews;
- (c) Licensing and permits;
- (d) Development and building enforcement;
- (e) Environmental health activities;
- (f) Regulated parking; and
- (g) Pest and vector management.

In addition to the information collected by Council described in Part 1 above, this Branch also collects information about an individual's historical records, medical records and disability status. This information is generally only collected in circumstances where the individual's consent has been obtained.

In addition to the collection methods described in Part 1 above, this Branch also collects information from external agencies and formal statements.

Compliance uses information for the purposes of:

- (a) Issuing notices (including warning and penalty infringement notices), permits and licences;
- (b) Reviewing penalty infringement notices;
- (c) Determining registered business details;
- (d) Undertaking enforcement action;
- (e) Conducting investigations;
- (f) Verifying an individual's entitlement to discounts on certain Council fees and charges;
- (g) Preparing statements; and
- (h) Confirming vehicle registration details.

Officers within the Compliance branch exchange information internally with other parts of Council and may disclose information to external bodies (for example, the Queensland Police Service). Review Officers within the branch use information for the purpose of infringement reviews and also disclose information to the State Penalties Enforcement Agency for the purpose of enforcing penalty infringement notices.

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

- Ipswich City Council Local Laws
- *Building Act 1975*
 - *Building Fire Safety Regulation 2008*
 - *Building Regulation 2006*
- *Environmental Protection Act 1994*
 - *Environmental Protection (Air) Policy 2008*
 - *Environmental Protection (Noise) Policy 2008*
 - *Environmental Protection Regulation 2008*
 - *Environmental Protection (Water) Policy 2009*
- *Food Act 2006*
 - *Food Regulation 2006*
- *Information Privacy Act 2009*
 - *Information Privacy Regulation 2009*
- *Land Protection (Pest and Stock Route Management) Act 2002*
 - *Land Protection (Pest and Stock Route Management) Regulation 2003*
- *Local Government Act 2009*
 - *Local Government Regulation 2012*
- *Prostitution Act 1999*
 - *Prostitution Regulation 2014*
- *Public Health Act 2005*
 - *Public Health Regulation 2005*
- *Public Health (Infection Control for Personal Appearance Services) Act 2003*
 - *Public Health (Infection Control for Personal Appearance Services) Regulation 2003*
- *State Penalties Enforcement Act 1999*
 - *State Penalties Enforcement Regulation 2014*
- *Sustainable Planning Act 2009*
 - *Sustainable Planning Regulation 2009*
- *Transport Operations (Road Use Management) Act 1995*
 - *Traffic Regulation 1962*
 - *Transport Operations (Road Use Management – Road Rules) Regulation 2009*
- *Work Health and Safety Act 2011*
 - *Work Health and Safety Regulation 2011*

3.2 Strategic Policy and Systems Branch

The Strategic Policy and Systems branch provides strategic leadership in the delivery of key strategic plans; policy advice and support; capacity building initiatives and programs; and equips the Health, Security and Regulatory Services Department with business improvement delivery and systems support.

This branch uses information for the purposes of:

- (a) Designing, delivering and evaluating Council strategic plans and programs for a range of compliance, health and education topics;
- (b) Delivering the Community Immunisation Clinics and School Based Vaccination Program;
- (c) Delivering business solutions to the Department relating to processes, corporate systems and improved customer service interactions;
- (d) Maintaining Council records; and
- (e) Promoting programs.

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

- Ipswich City Council Local Laws
- *Animal Management (Cats and Dogs) Act 2008*
 - *Animal Management (Cats and Dogs) Regulation 2009*
- *Environmental Protection Act 1994*
 - *Environmental Protection (Air) Policy 2008*
 - *Environmental Protection (Noise) Policy 2008*
 - *Environmental Protection Regulation 2008*
 - *Environmental Protection (Water) Policy 2009*
- *Food Act 2006*
 - *Food Regulation 2006*
- *Local Government Act 2009*
 - *Local Government Regulation 2012*
- *Public Health Act 2005*
 - *Public Health Regulation 2005*

The branch exchanges information with other areas of Council. It generally does not disclose information externally unless there is an agreement in place, for example, Council is a service provider for the State Government for the delivery of the School Based Vaccination Program.

3.3 Safe City Branch

The Safe City branch is responsible for Council security and the coordination of some crime prevention programs and long-term opportunities to provide public safety surveillance in public spaces. Video surveillance (also known as CCTV) utilised by the Safe City branch provides the ability to detect and deter potential crimes and gather potential evidence that is fit for purpose.

In addition, the Public Safety Surveillance Camera System is used as a vehicle to enhance and protect the community from hazards that can injure damage or destroy property or life.

The role of the branch is to provide:

- (a) Facility operators (Safe City) who provide a 24/7 security service and surveillance function for Council and coordinate emergency services and Police response from the Safe City facility;
- (b) Trade contractors – provide maintenance and repair services to existing surveillance infrastructure and security services and equipment. Provide tender responses and advice regarding expansions of surveillance and security infrastructure, in new and emerging areas;
- (c) Security access – manage the distribution and control of swipe access cards and keys to Council facilities;
- (d) Alarm systems – Provide maintenance and repair services to existing alarm systems and liaise directly with monitoring service provider;
- (e) Security Patrols – Provide a patrol service predominately afterhours for Council owned assets;
- (f) Provision of Security personnel – Provide ad hock guard services for Council events and sites as required;
- (g) Security Cameras – Safe City is responsible to the operations of the Ipswich City Councils Asset Protection Cameras (Security Cameras) in Council spaces;
- (h) Maintenance of fire prevention equipment for Ipswich City Council assets.

In addition to the information collected by Council as described in Part 1 above, the branch collects information relating to an individual's image.

The branch exchanges information internally with other Departments and branches of Council. It also discloses information externally to the Queensland Police Service.

3.4 Animal Management Branch

The Animal Management branch coordinates and delivers services relating to domestic animals and livestock across the Ipswich community, including the registration of cats and dogs, nuisance complaints, animal investigations, and the management of regulated dogs.

The branch is responsible for the efficient and effective management of the following key functions:

- (a) Investigations into dog attacks;
- (b) Respond and investigate animal nuisance complaints (for example barking dogs);
- (c) Manage cat and dog registrations;
- (d) Impound roaming animals;
- (e) Micro-chipping events;
- (f) Declare and manage regulated dogs; and
- (g) Provide customer contact and manage the impounding and release of animals from the Ipswich City Council Pound in conjunction with service providers, mainly the Animal Welfare League of Queensland (AWLQ).

The branch exchanges information internally with other parts of Council and may disclose information to external bodies (for example, State Government Departments, QPS, RSPCA, Queensland Ambulance and RAAF).

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

- Ipswich City Council Local Laws, specifically:
 - Local Law No.1 (Administration) 2013
 - Local Law No.3 (Commercial Licensing) 2013
 - Local Law No.4 (Permits) 2013
 - Local Law No.6 (Animal Management) 2013
- *Animal Management (Cats and Dogs) Act 2008*
 - *Animal Management (Cats and Dogs) Regulation 2009*
- *Land Protection (Pest and Stock Route Management) Act 2002*
 - *Land Protection (Pest and Stock Route Management) Regulation 2003*
- *Local Government Act 2009*
 - *Local Government Regulation 2012*

4 Infrastructure Services Department

Infrastructure Services Department consists of four (4) Branches:

4.1 Infrastructure Planning Branch

The Infrastructure Planning Branch is responsible for the planning of the city's transport and local drainage infrastructure with responsibility of four core functions:

Strategic Transport Planning

Identification, planning and policy development of the longer term transport network including:

- Development of the Ipswich Transport Plan (iGO) and associated strategies (e.g. parking, active travel, road safety);
- Road planning and feasibility studies;
- Travel data collection, modelling and forecasting;
- Provide local input into Queensland Government transport projects and policies;

Strategic Investment Planning

Identification, planning and policy development of Council's infrastructure investment frameworks including:

- Development of the 10 Year Infrastructure Investment Strategy (Transport);
- Preparation of business cases, economic assessments and advocacy material for 'signature' transport projects;

Program Development

Key input into the development of the annual capital works program including:

- The identification of projects in the Transport and Traffic Program, Local Amenity Program and Local Drainage Sub-Program;
- The conceptual scoping of all projects (Transport and Traffic, Flood Mitigation and Drainage, Park Sports and Environment, Corporate Facilities and the Local Amenity Programs).

Traffic Engineering & Road Safety Advice

Undertake technical investigations and provide expert advice on traffic engineering and road safety matters.

Information related to the above activities may be used in relation to undertaking community consultation.

This Branch may exchange information with other parts of Council. This Branch generally does not disclose information externally. However, it may disclose information externally to consultants who undertake projects on behalf of Council for planning purposes.

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*

4.2 Business Support Branch

The Business Support Branch provides the following products and services:

- Leading and managing the department's financial activities, including internal reporting and compliance to internal and external requirements;
- Co-ordinate training needs for the department to meet workforce competency and knowledge requirements, in conjunction with branch managers;
- Corporate Reporting and Compliance – ensure that the department meets its corporate reporting and compliance obligations;
- Continual Improvement – oversee and guide the department's continual improvement of business systems and processes, and ensure the on-going development of staff to meet business requirements;
- Procurement Services – including tenders, quotations, contract administration and buying support.

This Branch uses information for the purposes of:

- (a) listing information in Local Disaster Management Plan;
- (b) arranging training courses identified as part the department's training needs analysis;
- (c) ensuring compliance with external agencies of licences; and
- (d) entering into contracts for the supply of goods and services as well as to ensure probity and compliance

Information may be used internally (for example, by supervisors) and disclosed externally to licensing agencies, disaster management agencies and training agencies.

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

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

4.3 Program Management and Technical Services Branch

The Program Management and Technical Services Branch are responsible for the effective and efficient management of a defined program of municipal capital works. The key role of the Branch is to ensure that projects are delivered in line with structured procedures allowing optimum program delivery.

The Branch also provides professional technical services to the asset custodians in the development of future 1-5 year programs ensuring delivery. This is achieved by providing services that ensure that forecast project costs and delivery timeframes are realistic and delivery mechanisms reflect good / best practice.

The Branch has five core functions:

- **Program Coordination**

The role of the Program Coordination Team is to coordinate Program delivery (comprising the constituent projects) across the Program lifecycle, especially the planning and design phases, and includes the monitoring of the programs.

- **Monitoring, Controls and Reporting**

This function outlines how the Program is Monitored and Reported, and collectively with the other program management functions allows Program Integration to occur so that the Program can be delivered in line with Infrastructure Services Department's Vision and Strategic Objectives.

- **Schedule Management**

The purpose of Program Schedule Management is to create, manage, report and maintain the Infrastructure Services Master Schedule for effective delivery of the Capital Works Program.

- **Cost Estimation Management**

The purpose of Program Estimation Management is to develop Estimation practices that support effective delivery of the Capital Works Program

- **Technical Services**

Technical Services provides specialised technical services including design, survey and geotechnical activities to the project planning and delivery teams.

This Branch uses information for the purposes of:

- (a) Stakeholder engagement for projects directly or indirectly impacting residents; and
- (b) Property information for design and land acquisitions

This Branch may exchange information internally with other parts of Council. This Branch generally does not disclose information externally. However, it may disclose information externally to consultants who undertake projects on behalf of Council so community consultation or program coordination can occur.

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)*

4.4 Construction Branch

The Construction Branch plays an important role in delivering the capital works program taking formal responsibility from the Procurement Plan phase through to closure.

The Branch works closely with the other three branches and departments, namely Works Parks and Recreation (WPR) as the asset custodian.

The Branch collects company business details, financial details, résumés of contractor staff, Building Services Authority licence details and information relating to membership of professional or trade associations. This information is generally only collected in circumstances where the individual's consent has been obtained.

Information is used by this Branch for the purposes of entering contracts for the supply of goods and services.

This Branch may exchange information internally with other parts of Council. It generally does not disclose information externally.

This Branch also retains information from Contractor's relating to contracts such as:

- Insurances
- Résumés
- Payments

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

- *Work Health and Safety Act 2011*
- *Environmental Protection Act 1994*
- *Transport Operations (Road Use Management) Act 1995*
- *Industrial Relations Act 1999*
- *Local Government Act 2009*
- *Building and Construction Industry Payments Act 2004*
- *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- *Sustainable Planning Act 2009*

5 Finance and Corporate Services Department

5.1 Information Technology Branch (IT)

IT 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 other Council departments. Any information used by the Branch relates to Council staff. The only exception to this is the use of information in the testing of computer applications.

In addition to the information collected by Council as described in Part 1 above, the Branch collects information relating to membership of professional or trade associations and drivers licence details. This information is generally only collected in circumstances where the staff member's consent has been obtained.

The Branch uses l information as follows:

- (a) In engaging contractors to work in IT Branch, information provided by recruitment agencies is used during the recruitment process.
- (b) In installing ICT equipment in staff homes, the address (current and previous in the event of a house move) of that staff member is collected (with their consent) and used to notify Telstra.
- (c) The IT Branch may exchange information internally with other parts of Council, or facilitate the disclosure of information externally to other government bodies on behalf of other Council departments.

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

- *Local Government Act 2009*

5.2 Corporate Services Branch

The Corporate Services Branch's role is to provide property, risk management and corporate functions and services to support the business and legislative requirements of Council.

In addition to the information collected by Council as described in Part 1 above, this Branch also collects information relating to an individual's membership of professional or trade associations, health records, photographs of injuries, credit card details, divers licence, birth certificate, passport, concession card and disability status. This information is generally only collected in circumstances where the individual's consent has been obtained.

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

- (a) dealing with insurance or other claims against Council;
- (b) organising and confirming travel bookings;
- (c) preparing committee reports and agendas;
- (d) providing property searches to members of the public;
- (e) undertaking resumptions and responding to associated compensation claims;
- (f) dealing with complaints
- (g) processing Right to Information and Information Privacy Applications

This Branch may exchange information internally with other parts of Council and disclose information externally (for example, to external legal service providers, insurers and the Office of the Information Commissioner).

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

- *Right to Information Act 2009*
- *Information Privacy Act 2009*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Land Valuation Act 2010*
- *Acquisition of Land Act 1967*

5.3 External Relationships and Projects

The role of External Relationships and Projects branch is to manage Council's external relationships with other organisations and to coordinate high level corporate projects.

The Branch use information for the purposes of:

- (a) managing Council's relationships with external organisations; and
- (b) implementing corporate projects

The Branch exchanges information internally with other parts of Council and disclose information externally (e.g. with Queensland Urban Utilities).

5.4 Strategic Client Branch

The Strategic Client Branch consists of a number of service teams that:

- (a) Provide a broad range of customer services by phone, letter, email facsimile, internet and at counters;
- (b) Prepare and issue invoices, rate notices, licenses, registrations and other requests for payment;
- (c) Receipt payments on behalf of Council, implement arrangements for customers to make payments and act for Council to recover any unpaid monies;
- (d) Undertake customer satisfaction surveys on behalf of Council, and
- (e) Deliver a range of work specific training to Council staff
- (f) Coordinate park and facility bookings
- (g) Process lodged planning and development applications
- (h) Manage Council records within Council's Record Management Systems
- (i) Maintain Council's Rates and Property Records
- (j) Debt Recovery

In addition to the information collected by Council as described in Part 1 above, the Branch collects information relating to:

- (a) the bank account or credit card accounts of persons wanting to arrange payments to Council;
- (b) A person's Centrelink information that describes their eligibility for a full pension and subsequent eligibility to receive a State Government pensioner subsidy or Council pensioner rebate;
- (c) whether a person occupies a specific property as their principal place of residence;

- (d) whether a person has advertised to rent a property that they own;
- (e) the phone numbers associated with a property and the names of persons associated with those phone numbers; and
- (f) An employee's training history relevant to course placements or further development

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.

The Branch generally uses information for the purposes of providing payment services to customers, determining a customer's eligibility for a concession or for determining the correct Differential Rating Category of a property.

The Branch may exchange information internally with other parts of Council, or disclose information externally to other government bodies such as the Department of Environment and Resource Management – Property Owners advise change of mailing address.

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*
- *Land Valuation Act 2010*
- *Public Records Act 2002*
- *Right to Information Act 2009*
- *Information Privacy Act 2009*

5.5 Human Resources Branch

The Human Resources 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 collected by Council as described in Part 1 above, the Branch collects information relating to:

- (a) staff medical information;
- (b) information regarding disciplinary proceedings;
- (c) employment history;
- (d) referee details; and
- (e) equal opportunity data (e.g. ethnicity and disability information)

This information is generally only collected in circumstances where the individual's 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.

The Branch may exchange information internally with other parts of Council or disclose information to other bodies such as the ATO, superannuation funds, Q-Comp, referees, training organisations and other Council's or State Department's (if current employees change roles).

Any personal information used for statistical reporting is de-identified.

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*

5.6 Strategic Supply Branch

The role of the Strategic Supply Branch is to provide Supply Chain services for Council via Supply's sections – procurement, contracts, inventory and accounts payable. These services include centralised purchasing, contract establishment and management, strategic sourcing and analysis, supplier engagement, inventory control and management, disposal process, purchase card management and invoice processing services.

In addition to the information collected by Council as described in Part 1 above, the Branch also collects information relating to bank accounts, insurance, details of any convictions, membership of professional or trade associations, details of any statutory notices issued, referees, subcontractors and ABN numbers.

This information is generally only collected in circumstances where the individual's consent has been obtained.

The Branch uses this information to:

- (a) assess and award contracts
- (b) make payments to suppliers

The Branch may exchange information internally with other parts of Council and disclose information externally where required by law (for example, details of contracts worth \$200,000 or more must be published to Council's website).

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*

5.7 Finance Management Branch

The role of the Finance Management 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 as described in Part 1 above, 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:

- (a) undertake rating modelling and analysis;
- (b) FBT returns for employees;
- (c) undertake vendor verification; and
- (d) 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.

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*
- *Taxation Administration Act 1953*

6 Executive Secretariat

6.1 Internal Audit Branch

Internal Auditing is an independent, objective assurance and consulting activity designed to add value and improve the organisation's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

The Branch also conducts and manages investigations of corrupt conduct and for this purpose collects and stores information related to the allegations or suspicions.

The information can be collected with or without the individual's consent.

The Internal Audit Branch uses the information for:

- (a) investigations and internal audit purposes
- (b) providing advice to the CEO and Council
- (c) responding to queries.

The Branch may exchange information internally as well as externally (e.g. to the police, Crime and Corruption Commission and the Auditor General).

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*
- *Crime and Corruption Act 2001*

6.2 CEO's Secretariat

The role of the CEO's Secretariat is to support the Chief Executive Officer (CEO) in exercising overall management responsibility for Council's operations.

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 CEO's Secretariat uses information for the purposes of:

- (a) granting access to registers kept under the *Local Government Act 2009*
- (b) undertaking research for the Chief Executive Officer

The CEO's Secretariat may exchange information internally with other parts of Council, the Mayor and Councillors as well as externally (e.g. government departments, external auditors and the Auditor General).

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*

6.3 Office of the Mayor and Electorate Offices

The role of the Office of the Mayor and the Electorate Offices is to provide administrative support to their respective elected representative and to engage with the community.

In addition to the information collected by Council as described in Part 1 above, these Offices also collect information relating to an individual's membership of professional or trade associations, an individual's birth date information and wedding anniversary date information.

The Office of the Mayor and the Electorate Offices use information for purposes including:

- (a) processing and responding to queries;
- (b) arranging meetings;
- (c) completing birth/wedding and other certificates; and
- (d) compiling an electronic contact database

The Office of the Mayor and Electorate Offices exchange information internally with each other and other parts of Council, as well as externally (e.g. government departments and Federal and State Members).

6.4 Commercial Assets

The role of Commercial Assets is to manage Council's commercial business activities and its wholly owned or controlled companies.

Commercial Assets use information for the purposes of:

- (a) operating Council's commercial business activities
- (b) managing its wholly owned or controlled companies

Commercial Assets exchanges information internally with other parts of Council as well as externally (e.g. with its wholly owned or controlled companies and government departments).

6.5 Legal Services

The Legal Services Branch's role is to provide internal legal services to support the business requirements of the Council and ensure compliance with its legislative obligations.

This Branch uses information for the purposes of providing legal advice to Council departments and making decisions on applications under the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

This Branch may exchange information internally with other parts of Council and disclose information externally (for example, to external legal service providers, insurers, courts and tribunals and the Office of the Information Commissioner).

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

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

7 Arts, Social Development and Community Engagement Department

7.1 Ipswich Libraries

The role of the Branch is to:

- Deliver customer-centric Library Services to the Ipswich community
- Utilise relevant innovative technologies and systems that provide the best value for customers
- Have a pro-active approach to developing programs and projects that contribute to the lifelong learning experiences of Ipswich.

In addition to the information collected by Council as described in Part 1 above, the Branch also collects information regarding

- Disability status
- Criminal record.

This information is only collected in circumstances where the individual's consent has been obtained.

This Branch uses information for the purposes of:

- Issuing library membership cards and library notices
- Processing library membership applications
- Customer protection
- Emergency contact with individuals
- Answering queries
- Public safety and incident recording
- Volunteer management including complying with audit and safety requirements
- Targeted marketing of library resources and services.

This Branch may exchange information internally with other parts of Council and disclose information externally (for example, to the QPS).

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

- *Work Health and Safety Act 2011*
- *Information Privacy Act 2009*
- *Queensland Libraries Act 1988*
- *Local Government Act 2009*

7.2 Ipswich Art Gallery Branch

The role of the Branch is to:

- Raise the cultural profile of Ipswich
- Contribute to the cultural development of Ipswich
- Develop and deliver exhibitions
- Manage and develop the City of Ipswich Collection
- Research, exhibit and publicise Ipswich cultural heritage
- Attract cultural tourism to Ipswich Central via exhibitions and events.

In addition to the information collected by Council as described in Part 1 above, the Branch also collects information regarding

- An individual's membership of arts-related organisations.

This Branch uses information for the purposes of:

- Issuing invitations to gallery events
- Create survey reports of gallery visitors
- Procure new suppliers
- Public safety and incident recording
- Volunteer management including complying with audit and safety requirements.

This Branch may exchange information internally with other parts of Council. The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

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

7.3 Civic Centre Branch

The role of the Branch is to:

- Be an efficient and effective provider of performing arts and function venue products and services.

In addition to the information collected by Council as described in Part 1 above, the Branch also collects information regarding:

- Ticket sales eg. contact details (conducted under the guidelines of the Live Performance Australia Ticketing Code of Conduct).

This Branch uses information for the purposes of:

- Theatre ticket sales
- Venue hire
- Billing
- Public safety and incident recording
- Targeted marketing campaigns
- Programming and future show selection.

This Branch only discloses information with other parts of Council.

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

- *Liquor Act 1992*
- *Local Government Act 2009*
- *Food Act 2006*
- *Right to Information Act 2009*
- *Information Privacy Act 2009*
- *Public Health Act 2005*
- *Disaster Management Act 2003*
- *Work Health and Safety Act 2011*
- *Trade Practices Act 1974*
- *Privacy Act 1988 (Cth)*
- *Spam Act 2003 (Cth)*

7.4 Social Development Branch

The role of the Branch is to:

- Provide high quality services that strengthen and support the wellbeing of the Ipswich community
- Provide mechanisms for effecting community change through actively linking the community and Council in collaborative planning to respond to community needs
- Support the development of active and sustainable communities based on the principles of social justice
- Develop and implement community initiatives in partnership with local communities to:
 - Remove the barriers that prevent people from participating in community life
 - Improve the economic, social and cultural conditions of communities
 - Link individuals, businesses and organisations to work towards common goals
 - Support capacity building, strengthening and involvement by people in their communities
- Develop and implement programs, services and projects that:
 - Demonstrate innovation and creativity
 - Take steps forward in creating increased self-sufficiency
 - Focus on strengthening the capacity of the community to respond to their identified needs and aspirations
 - Enhance existing resources
- Provide good governance in achieving sustainable outcomes that meet identified community needs.

In addition to the information collected by Council as described in Part 1 above, the Branch also collects information regarding:

- Volunteer management:
 - Health information
 - Criminal history
 - Disabilities
 - Referees
 - Blue card number
- Programs and events:
 - Address
 - Age
- Home Assist services:
 - Racial or ethnic origin
 - Preferred language
 - Health records and conditions
 - Ability to perform daily living activities
 - Carer details
 - Disability status

- Wishes about the future provision of health services

This information is only collected in circumstances where the individual's consent has been obtained.

This Branch 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 Branch may exchange information internally with other parts of Council (including elected representatives) and disclose information externally (e.g. State and Federal Government Departments and funding bodies)

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

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

7.5 Research and Social Planning Team

The role of the Team is to:

- Undertake social data analyses on emerging social issues to inform and guide Council decision-making
- Provide support across Council on the design and implementation of community engagement projects.
- Information is only collected in circumstances where the individual's consent has been obtained.

This Team uses information for the purposes of:

- Data analyses on emerging social issues and community needs.
- This Team only discloses information to other parts of Council, where the individual's consent has been obtained.

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

- *Local Government Act 2009*

8 Economic Development and Marketing Department

The Department of Economic Development and Marketing delivers quality corporate services and measurable development of new economic, social and profile growth for the City of Ipswich.

The department has a core marketing, communications, media and events service responsibility responding to the business needs and requests across all Council departments and staff.

8.1 Office of Economic Development

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

This Branch uses information for the purposes of:

- (a) Maintaining ongoing contact
- (b) Communicating information via electronic newsletter (with individuals consent)

Personal information is 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 database or manually in business card holders and diaries.

This Branch exchanges information internally with other branches of Council and may disclose information externally to stakeholders outside of Council to assist with business development with the individuals consent.

8.2 Marketing Services Branch

The Marketing Services Branch is responsible for the productive delivery of vital marketing and communications services to Council specifically to:

- Respond to Ipswich City Council's Corporate Plan
- Develop the profile of the City of Ipswich
- Add value to the image of Ipswich City Council

This Branch uses information for the purposes of:

- (a) Identifying competition entrants
- (b) Requests for logo usage
- (c) Compiling invitations
- (d) Distribution of print and electronic direct mail (online newsletters)

This Branch stores information on an internal database and only discloses information internally with other parts of Council.

The Digital Services Team is committed to the development of innovative, sustainable, and active digital technology ecosystems for the City of Ipswich.

This Team is responsible for:

- Delivering digital information and communication technologies to enhance the quality and performance of services by Ipswich City Council
- Reducing costs and resource consumption
- Engaging more effectively with its citizens

Information is sourced and supplied by an external agency outside of Council. Ipswich City Council's Digital Services is not responsible for the collection and storage of personal information or contacting individuals for consent to use personal information.

8.3 Events Branch

The role of the Events team 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
- Deliver and service visits by international delegations which enhance relationships between Ipswich and the international community.

This team may collect 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 team for the purposes of organising and managing events.

This team does not generally exchange information internally with other parts of Council and generally does not disclose information externally with the exception of citizenship candidate information which may be shared with Members of Parliament in accordance with

the Australian Citizenship Ceremonies Code.

8.4 Tourism Branch

Council's Tourism Branch coordinates tourism development initiatives, destination marketing and provision of visitor services for the City of Ipswich, specifically:

- 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
- Work with tourism industry locally, regionally and at a state level to encourage and support development of tourism products and attractions.

This Branch uses information for the purposes of:

- (a) Facilitating accommodation and tour bookings
- (b) Sending electronic direct mail
- (c) Responding to customer enquiries and requests for travel information
- (d) Volunteer management
- (e) Working in partnership with other relevant tourism bodies such as Brisbane Marketing and Tourism and Events Queensland

This branch shares information with other parts of Council and externally to tour operators and accommodation providers.

8.5 Media and Communications Branch

The Media Branch provides media services to council and councillors.

In carrying out their duties the use of photography and/or video may support media releases and media responses.

Information that may be collected includes an individual's image, name, phone number, email and address.

9 Planning and Development Department

9.1 Strategic Planning Branch

The primary role for the Strategic Planning Branch is to undertake forward planning activities to facilitate sensitive, integrated and progressive development and encourage the conservation of cultural heritage sites and important natural resource areas within the Ipswich local government area.

This Branch has lead responsibility for forward land use planning activities including the preparation of the Council's Planning Scheme. The Branch also leads and has responsibility for the Cultural Heritage Program

In addition to the information collected by Council as described in Part 1 above, the Branch also collects the following information:

- (a) written submissions made pursuant to the *Sustainable Planning Act 2009*;
- (b) enquiries from the public, directly or indirectly through other areas of Council including Councillors (phone, email, written);
- (c) entries into the annual Awards of Excellence;
- (d) relating to the activities of Council's Heritage Advisor (enquiries, appointments etc);
- (e) undertaking an annual survey of persons who have used the heritage advisor service; and
- (f) contact details of community members of the Heritage Consultative Committee and the Monuments and Memorials Committee

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

- *Sustainable Planning Act 2009* (and associated Regulations).

9.2 Building and Plumbing Branch

The primary role for the Building and Plumbing Branch is to develop, implement and maintain appropriate assessment and compliance processes for the purpose of building and plumbing applications.

Building Section

The Building Section comprises a Building Certification Unit which undertakes building certification practices and a Building Regulatory section which processes building compliance matters associated with building applications.

In addition to the information collected by Council as described in Part 1 above, the Building Section maintains 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.

Information is exchanged internally with other branches of the Planning and Development Department for the purpose of maintaining contact details for service or legislative purposes.

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

- *Building Act 1975*
- *Building Fire Safety Regulation 2008*
- *Building Regulation 2006*
- *Queensland Development Code*
- *Building Code of Australia*
- *Sustainable Planning Act 2009*
- *Sustainable Planning Regulation 2009*

Plumbing Section

The Plumbing section undertakes approval, inspectoral and regulatory functions associated with plumbing, drainage and on-site sewerage facilities.

In addition to the information collected by Council as described in Part 1 above, the Plumbing Section may also obtain plumbing license details.

Information is used by the Plumbing Section to assess applications, provide correspondence and ensure that individuals are licensed to conduct relevant work.

Information is exchanged internally with other branches of Council for the purposes of maintaining contact details. The Plumbing Section also discloses application information externally to the QBCC for investigatory purposes or for confirming licence details.

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

- *Plumbing and Drainage Act 2002*
- *Plumbing and Drainage Regulation 2003*
- *Standard Plumbing and Drainage Regulation 2003*
- *Water Supply (Safety and Reliability) Act 2008*
- *Queensland Plumbing and Wastewater Code*
- *Plumbing Code of Australia*
- *AS 3500 Plumbing and Drainage*
- *AS 1547 On-site domestic waste-water management*
- *AS 1546 On-site domestic waste-water treatment units*

9.3 Business Support Branch

The primary role for the Business Support Branch is to provide technical and business support to all branches of the Planning and Development Department.

The following is in addition to the information provided in Part 1 above.

The Branch uses information to enable it to respond to enquiries. Information may be exchanged internally with other Departments of Council as well as disclosed externally to bodies such as the State Department of Infrastructure, Local Government and Planning. This information is required for State Government Integrated Development Assessment (IDAS) performance monitoring and reporting and the publication of development trends and forecasting. Similarly, information is also disclosed to other bodies such as Australian Bureau of Statistics. This information is required for national statistical reporting.

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

- *Sustainable Planning Act 2009* (and associated Regulations).

9.4 Engineering and Environment Branch

The Engineering and Environment Branch is responsible for development assessment, including devolved Environmental Relevant Activity (ERA), in terms of both engineering and environment matters.

The following is in addition to the information provided in Part 1 above.

This Branch uses information for processing development applications, permits and licensing and complaints. It publishes development assessment information on PD Online.

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

- *Sustainable Planning Act 2009*
- *Work Health & Safety Act 2011*
- *Environmental Protection Act 1994*
- *Coastal Protection and Management Act 1995*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Public Health Act 2005*
- *Transport Operations (Road Use Management) Act 1995*

9.5 Development Planning Branch

The primary role for 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.

The following is in addition to the information provided in Part 1 above. The Branch uses information for processing development applications, compliance audits, signing subdivision plans and responding to external requests for property searches. It publishes this information on PD Online.

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

- *Sustainable Planning Act 2009* (and Regulations).

Annexure A - Legislation

Animal Management (Cats and Dogs) Act 2008
Acquisition of Land Act 1967
Australian Citizenship Act 2007
Body Corporate and Community Management Act 1997
Building Act 1975
Building and Construction Industry Payments Act 2004
Building and Construction Industry (Portable Long Service Leave) Act 1991
Building Units and Group Titles Act 1980
Coastal Protection and Management Act 1995
Crime and Corruption Act 2001
Dangerous Goods Safety Management Act 2001
Disaster Management Act 2003
Electricity Act 1994
Environmental Protection Act 1994
Fire and Rescue Service Act 1990
Fisheries Act 1994
Food Act 2006
Gaming Machine Act 1991
Gas Supply Act 2003
Information Privacy Act 2009
Integrated Planning Act 1997
Land Act 1994
Land Title Act 1994
Land Protection (Pest and Stock Route Management) Act 2002
Liquor Act 1992
Local Laws
Local Government Act 2009
Local Government Regulation 2012
Mineral Resources Act 1989
Mixed Use Development Act 1993
Petroleum Act 1923
Petroleum and Gas (Production and Safety) Act 2004
Plumbing and Drainage Act 2002
Privacy Act 1988 (Cth)
Prostitution Act 1999
Public Health Act 2005
Public Health (Infection Control for Personal Appearance Services) Act 2003
Residential Services (Accreditation) Act 2002
Right to Information Act 2009
Spam Act 2003 (Cth)
State Development and Public Works Organisation Act 1971
State Penalties Enforcement Act 1999
Stock Act 1915
Sustainable Planning Act 2009
Taxation Administration Act 2001
Tobacco and Other Smoking Products Act 1998
Transport Infrastructure Act 1994
Transport Operations (Road Use Management) Act 1995
Transport Planning and Co-ordination Act 1994
Land Valuation Act 2010
Water Act 2000
Water Supply (Safety and Reliability) Act 2008
Workers Compensation and Rehabilitation Act 2003