

Health, Security and Regulatory Services

April 2019
MONTHLY ACTIVITY REPORT



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Introduction

Council's Department of Health, Security and Regulatory Services (HSRS) is the lead agency in the Ipswich community for the design and delivery of policy and programs that develop and drive a safe and healthy community.

Health and safety can be linked to the majority of services and responsibilities undertaken by Ipswich City Council. Local Councils are no longer just known for the three R's – Roads, Rates and Rubbish. From ensuring children are safe during peak school pick up and drop off times, providing CCTV protection and coverage across the City all the way to guiding businesses on how they can safely prepare food in cafes and restaurants, health and safety is at the very cornerstone of what the community wants. Health and safety is also critical to new communities when they are developed, as it will foster active lifestyles, provide easy access to healthy foods, create streets that are safe to walk through and encourage positive relationships between neighbours that are free of nuisance.

This monthly activity report for **April 2019** provides a snap shot of compliance activities for specific activities, outputs and outcomes.

Compliance Delivery Status

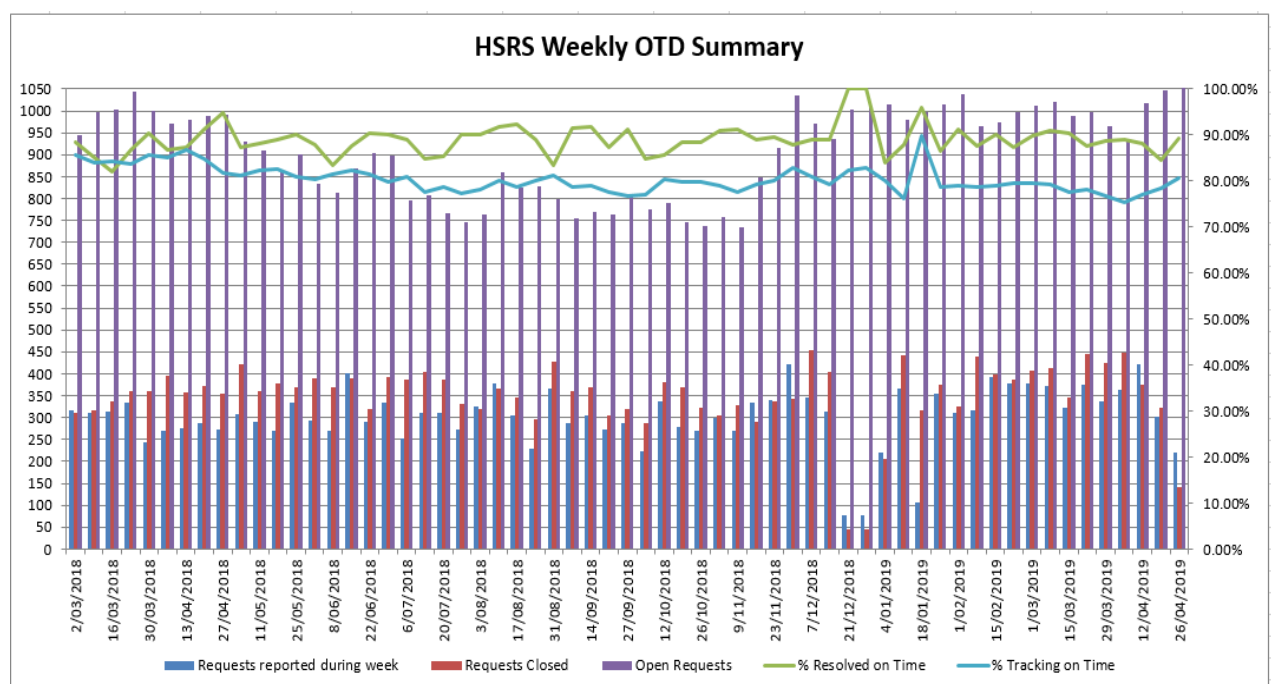
Customer Service Requests

The HSRS Department receives service requests from the community in relation to a diverse range of matters including but not limited to animal management, local laws, parking and environmental health. HSRS monitors the volumes and types of service request to identify trends and allocate resources accordingly to provide a high level of customer service to the community.

HSRS Weekly Compliance Activity - Ongoing

The below graph illustrates the week by week monitoring of customer service requests that are processed, investigated and resolved by HSRS staff. The Department continues to monitor the 85% target to resolve requests timeframe through allocating appropriate Council resources to respond to the needs of the community ensuring that the health, safety and wellbeing of the community are protected.

HSRS manage 75 service requests types, monitoring seasonal peaks for request management and proactive campaign planning. Seasonal peaks can include rainfall impacting sediment/erosion and overgrown properties and school terms and holidays impacting on programs including safe school parking.













Total requests actioned each month for HSRS

MONTH	Total Customer Service Requests Created	Variance to previous month
Jan-17	1561	↑482
Feb-17	1403	↓158
Mar-17	1405	↑2
Apr-17	1197	↓208
May-17	1340	↑143
Jun-17	1388	↑48
Jul-17	1199	↓189
Aug-17	1581	↑382
Sep-17	1260	↓321
Oct-17	1233	↓27
Nov-17	1368	↑135
Dec-17	1129	↓239
Jan-18	1607	↑478
Feb-18	1431	↓176
Mar-18	1606	↑175
Apr-18	1394	↓212
May-18	1473	↑79
Jun-18	1469	↓4
Jul-18	1544	↑75
Aug-18	1728	↑184
Sep-18	1478	↓250
Oct-18	1622	↑144
Nov-18	1719	↑97
Dec-18	1251	↓468
Jan-19	1675	↑424
Feb-19	1662	↓13
Mar-19	1788	↑126
Apr-19	1605	↓183

Top 10: Customer Service Requests and Volumes for April 2019

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

	Overgrown Private Property	115	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>1</td><td>4</td></tr></table>	This Month	Last Month	1	4
This Month	Last Month							
1	4							
	Roaming Dogs	102	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>2</td><td>1</td></tr></table>	This Month	Last Month	2	1
This Month	Last Month							
2	1							
	Illegal Parking on Footpath	69	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>3</td><td>3</td></tr></table>	This Month	Last Month	3	3
This Month	Last Month							
3	3							
	Dog Attack	63	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>4</td><td>6</td></tr></table>	This Month	Last Month	4	6
This Month	Last Month							
4	6							
	Collection of Impounded Dog	52	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>5</td><td>2</td></tr></table>	This Month	Last Month	5	2
This Month	Last Month							
5	2							
	Non-Standard Traffic Control Permit Application	52	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>6</td><td>9</td></tr></table>	This Month	Last Month	6	9
This Month	Last Month							
6	9							
	Unregistered Dog	48	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>7</td><td>5</td></tr></table>	This Month	Last Month	7	5
This Month	Last Month							
7	5							
	Dog Noise Nuisance	46	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>8</td><td>10</td></tr></table>	This Month	Last Month	8	10
This Month	Last Month							
8	10							
	Loan of Cat Trap	41	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>9</td><td>7</td></tr></table>	This Month	Last Month	9	7
This Month	Last Month							
9	7							
	Abandoned Vehicle	39	Ranking	<table><tr><td>This Month</td><td>Last Month</td></tr><tr><td>10</td><td>8</td></tr></table>	This Month	Last Month	10	8
This Month	Last Month							
10	8							

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

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

Service Request Type	Division									
	1	2	3	4	5	6	7	8	9	10
Overgrown Private Property	3	9	19	24	16	8	8	6	11	11
Roaming Dog	7	12	12	21	7	14	9	5	7	8
Illegal Parking on Footpath	9	5	6	7	6	5	4	3	17	7
Dog Attack	3	6	8	9	6	7	9	4	6	5
Collection of Impounded Dog	4	9	9	6	3	4	5	3	9	0
Non-Standard Traffic Control Permit Application	7	11	0	7	3	2	12	4	2	2
Unregistered Dog	3	2	6	9	2	4	3	6	10	3
Dog Noise Nuisance	3	5	8	6	5	1	3	6	7	2
Loan of Cat Trap	2	2	3	6	5	7	5	3	3	5
Abandoned Vehicle Compliance	1	6	6	6	2	6	1	1	10	0

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

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

(The below list is in alphabetical order by team)

ANIMAL MANAGEMENT

No.	Service Type	Total
1	Roaming Dog	102
2	Dog Attack	63

DEVELOPMENT COMPLIANCE

No.	Service Type	Total
1	Illegal Structure	15
2	Swimming Pool Compliance P	12

ENVIRONMENTAL HEALTH

No.	Service Type	Total
1	Food Hygiene	4
2	Food Permits/Licences	1

ENVIRONMENTAL PROTECTION

No.	Service Type	Total
1	Erosion Sediment Control – Field P	22
2	Erosion Sediment Control–Development P	11

LOCAL LAWS

No.	Service Type	Total
1	Overgrown Private Property	115
2	Abandoned Vehicle Compliance	39

PARKING

No.	Service Type	Total
1	Illegal Parking on Footpath	69
2	Illegal Parking in No Stopping Area	21

ROAD PERMITS

No.	Service Type	Total
1	Non-Standard Traffic Control Permit Application	52
2	Extension to Existing Permit	23

SAFE CITY & SECURITY

No.	Service Type	Total
1	Staff Resignations I	24
2	Swipe Card New/Replacement I	20

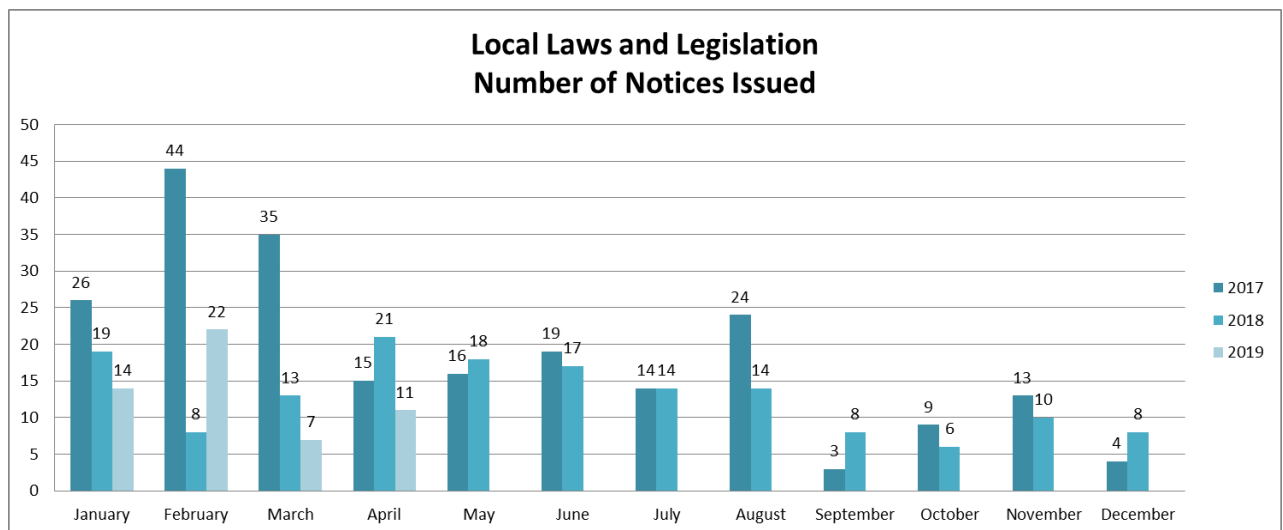
STRATEGIC POLICY AND SYSTEMS

No.	Service Type	Total
1	Temporary Parking Permit	39
2	Penalty Infringement Notices/Warnings Upload !	19

Penalty Infringement Notices (PINs) and Warnings

Local Laws and Legislation – PINs Issued

The HSRS Department issues PIN's and where applicable warnings for a variety of offences under the Local Laws and the *Transport Operation Road Use Management Act*. HSRS issues PIN's and warnings in order to protect the health, safety and wellbeing of the community generally however these are used in conjunction with education and awareness programs to achieve positive outcomes. The Health and Amenity Plan focuses on community education to understand laws as well as be proactively raising awareness on how compliance can be achieved.

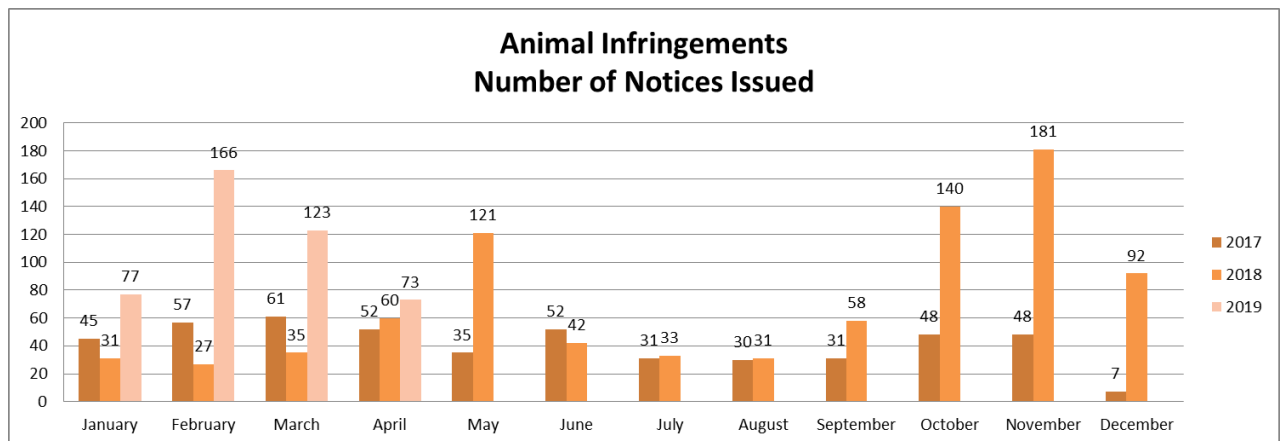


Previous 12 month period (May 2017 to April 2018) total = 163

Current 12 month period (May 2018 to April 2019) total = 149

Reductions overall can also be attributed to a commitment over many years to public education and in turn positive voluntary compliance outcomes.

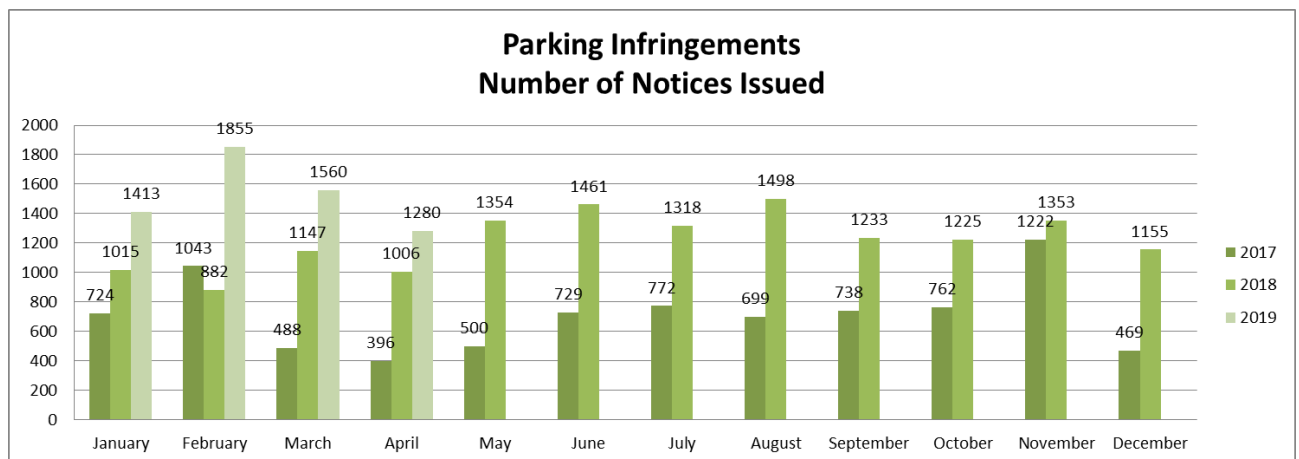
Animal Management – PINs Issued



Previous 12 month period (May 2017 to April 2018) total = 435

Current 12 month period (May 2018 to April 2019) total = 1,137

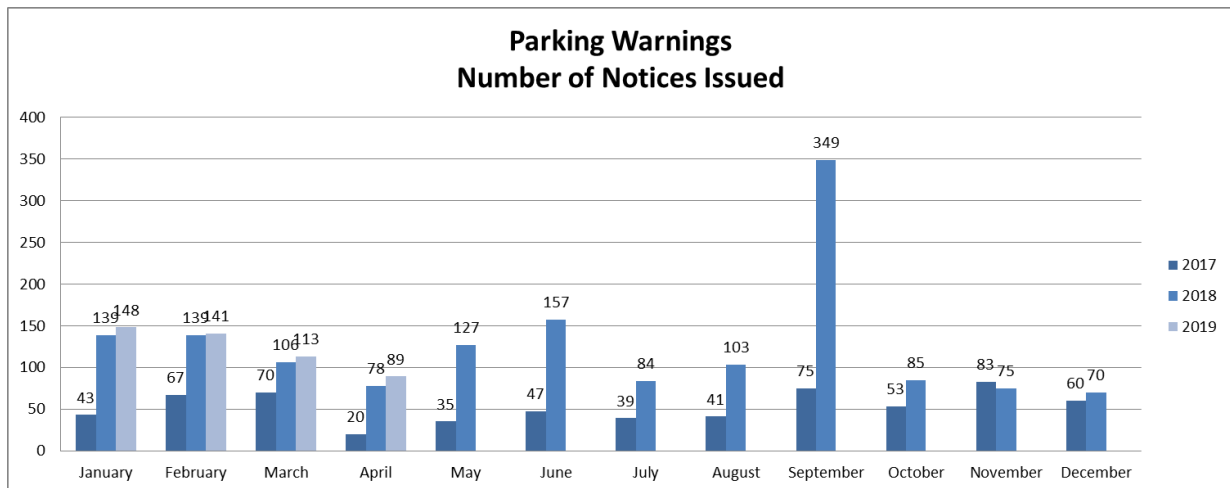
Parking – PINs Issued



Previous 12 month period (May 2017 to April 2018) total = 9,941

Current 12 month period (May 2018 to April 2019) total = 16,705

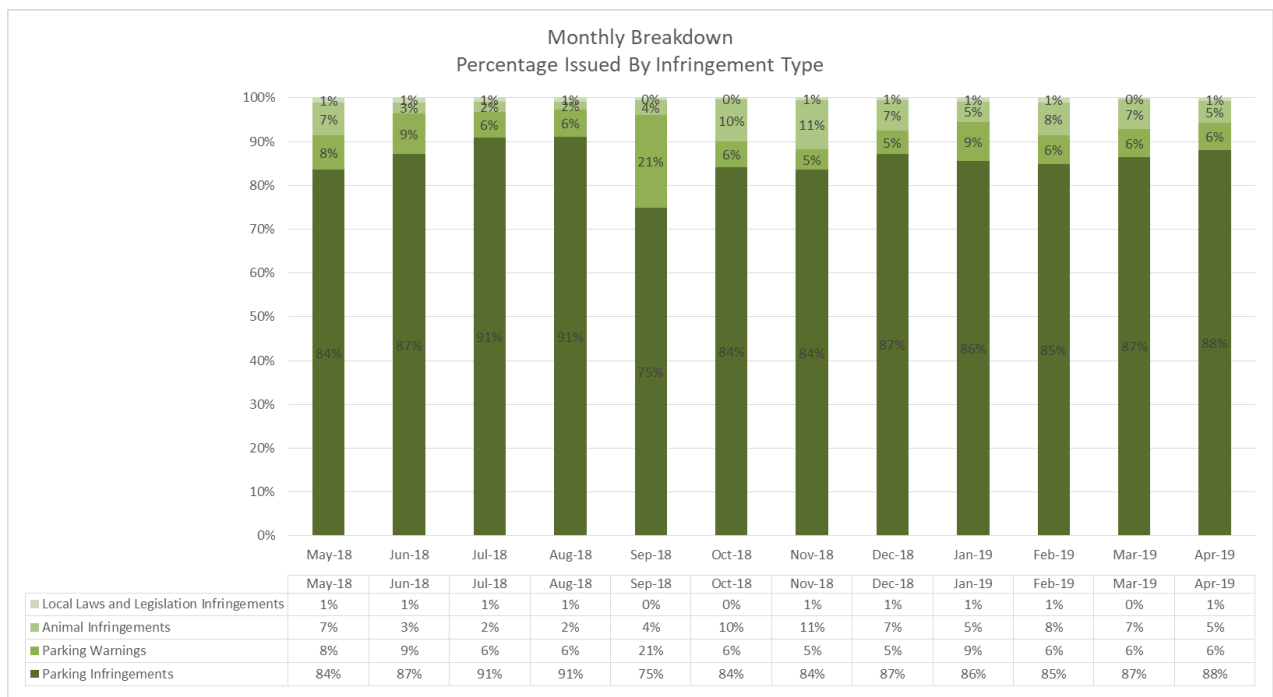
Parking – Warnings Issued



Previous 12 month period (May 2017 to April 2018) total = 895

Current 12 month period (May 2018 to April 2019) total = 1,541

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



Prosecutions and Appeals

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

List of prosecutions and appeals as of 2 May 2019

<i>Current Register Status</i>	
Investigation (Brief in development)	7
Brief (with Legal Branch)	7
Court	5
TOTAL	19

Infringement Review requests for April 2019

A total of **305** requests for infringements to be reviewed were received in the month.

Development Compliance Contributions

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

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

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

2019 Quarter	# of PINs Issued	Applications Submitted Following Compliance Investigation
2019 Jan-Mar	4	35
2019 Apr-Jun (Quarter to date)	1	204*
2019 Jul-Sep		
2019 Oct-Dec		
2019 Year to Date	5	239
Total Service Requests Received 2019 to date.		377

**The increase in the number of applications lodged to date in the April-June quarter is largely due to HSRS Development Compliance Teams' action against one Private Building Certifier Company after identifying through the Pro-Active Swimming Pool Inspection Program their failure to comply with legislative requirements to submit building approvals to Council. As a result, lodgements are now being received for belated building approvals.*

- *Of the 204 applications submitted, 157 were for structures such as sheds, carports, patios, decks etc and 47 for swimming pools and spas.*

Pro-Active Swimming Pool Inspection Program

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

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

During each inspection, customers are being asked if they have heard of the program and through what channels so we can better target our marketing campaign. Since the commencement of this practice in November 2018, we have found that one customer was aware of the program prior to our visit.

April

Total Site Visits	New Inspections Conducted	Re-Inspections Conducted	Formal Notices Issued	Other Action Required	SRs Closed due to achieving compliance
18	15	3	0	Verbal Directions	8

In April:

* 201 building approvals were submitted to Council after it was identified through the Pro-Active Swimming Pool Inspection Program that one Private Building Certifier Company was failing to comply with their legislative requirements to submit building approvals to Council.

* 7 swimming pools were found not registered with the QBCC.

Licences, Permits and Design Assessments

The HSRS Department approve a range of licences (commercial activities) and permits (non-commercial activities) under Council's local laws and State Legislation such as the *Food Act 2006*. Design Assessments are also carried out by HSRS to determine suitability and compliance with standards for fit-outs of various businesses, primarily food business, but also others such as public swimming pools, entertainment venues and high risk personal appearance services (HRPAS) such as tattoo studios. The below represent the licences, permits and design assessments approved by HSRS for February.

Licences/Permits

Licence/Permit Type	No. Issued April 2019
Accommodation Meals requires a Food Safety Program	
Baker / Patisserie	
Beverage Manufacturer / Bottler	
Cannery	
Cafe / Restaurant	5
Care Facility Meals	
Catering	
Child Care Centre Meals	
Delicatessen	
Domestic Dog Permit	2
Driveway Permits (Standard/Non-Standard)	4
Five Plus Cat Permit	1
Five Plus Dog Permit	
Food Manufacturer	
Food Shop	
Fruit & Vegetable Processing	
Heavy & Other Vehicle Parking Permit	
Horse Permit >2000m2 Residential (Standard)	
Hospital Meals	
Indoor Entertainment Venue	
Mobile Food Premises excluding Preparation	
Mobile Food Premises involving Preparation	
Outdoor Entertainment Venue/Arena	
Packer	
Personal Appearance – Tattooing and Body Piercing	
Public Swimming Pool Licence	
Supermarket	
Takeaway Food Premises	3
Temporary Entertainment Event	
Temporary Food Stall	
Temporary Food Stall (One Off Event)	12
Temporary Camping Licence	
Supermarket	1
Water Carrier	1
Total	29

Design Assessments

Application Type	Total Approved in April
Design Assessment Food Business	4
Design Assessment High Risk Personal Appearance Services	0

Food Safety Program Assessments

Application Type	Total Approved in April 2019
New FSP	0
Amended Food Safety Program	0
Restamped FSP	0

Other Program Delivery Status

Systematic Inspection Program (Animal Registration)

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

The inspection program continued in March within Chuwar and Karalee.

Annual Regulated Dog Inspection Program

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

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

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

City-wide Database Updates (Animal Registration)

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

The Branch has now completed the verification process.

Immunisation Program

Immunisation is a simple, safe and effective way of protecting against harmful diseases that can cause serious complications. The immunisation team is dedicated to providing an inexpensive, convenient immunisation service for all Ipswich residents. School clinics recommenced on 13 February 2019.

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

Ipswich Library

2nd and 4th Tuesday on the month – 9am – 11am

2nd Thursday of the month – 3.30pm 6pm

Springfield Central Library

1st Tuesday of the month – 9am – 11am

4th Thursday of the month – 3.30pm – 5.30pm

Redbank Plains Community Centre

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

April Clinics

Type	Individuals Treated	Immunisations Issued
Community Clinics	47	86
Schools (catch-ups)	13	19
School Clinics	458	687
Special Projects – Staff flu (seasonal flu vaccinations)	329	329

Eat Safe Program

The Eat Safe Program is a system where a licenced food business can receive a food star rating based on compliance with the Food Act 2006 and Food Safety Standards.

The objective of the voluntary Eat Safe program is to increase and reward compliance with the Food Act 2006 and Food Safety Standards which will in turn optimise service delivery. If a business calculates a 3 star or above rating they can opt-in to have their results publicly displayed.

The program was officially be launched on 15 October 2018.

Eat Safe Ipswich Inspections -

Month	Eat Safe Education Visits	Eat Safe Education Calls	Eat Safe Initial Audits	Reinspections for Non-Compliant Businesses
January 2018	24	67	0	0
Feb 2018	66	120	28	3
March 2018	80	135	67	16
April 2018	43	66	126	36
May 2018	110	133	117	62
June 2018	123	217	121	18
July 2018	19	30	115	32
August 2018	0	0	123	49
September 2018	0	0	58	48
October 2018	0	0	5	34
November 2018	0	0	7	31
December 2018	0	0	23	25
January 2019	0	0	34	28
February 2019	0	0	45	34
March 2019	0	0	54	45
April 2019	0	0	55	39

In addition to the above inspections, four (4) Prescribed Infringement Notices (PINS) were issued to food businesses due to repeated non-compliances with the requirements of the Food Standard Code.

School Safe Program

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

Commencing during the 2018 year, Ipswich City Council introduced the use of fixed, solar powered surveillance cameras at several schools to assist in improving traffic flow through regulated parking areas (e.g. loading zones, bus zones, no stopping areas, etc.) and have found the cameras to be very effective. The schools participating in the program during the second half of 2018 included Kruger, Bremer High, Silkstone, Raceview, Springfield Central and Redbank Plains State Schools.

Feedback from all of the schools prior to the end of 2018 was very positive with all reporting that traffic flow in the regulated areas had improved. Additionally, feedback from a school community survey released through the schools participating in the camera program is that over 60% of respondents would like the cameras installed permanently. 91% of the respondents to the survey were parents or guardians of school children.

Ipswich City Council has received 147 complaints during the 2018 year specifically in relation to illegal parking within school areas. From mid-August to the end of the 2018 school year, more than 1,000 parking infringements were issued for illegally parking at the schools participating in the program. The revenue raised through infringements is used to offset the cost of the camera program so that no costs are passed on to the school communities.

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

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

Other Regulated Activities-

Environment Health and Protection

Conservation Park Patrols

HSRS undertake patrols in conservation estates on behalf of Council to monitor, detect and prevent illegal action such as 4WD and trail bikes and other activities including illegal dumping, damage to Council infrastructure, location identification of pest plants/animals and dogs on and off leash.

The focus on these activities is due to the risk of harm to wildlife and native plants; erosion issues; and the transportation of seeds around the estates and risk to recreational users (eg potential for UXOs). The desired outcome of the patrols is to provide a safe environment for lawful users; prevent and reduce impacts on flora; prevent and reduce damage to infrastructure (including gates and fencing); and reduced injuries and fatalities of wildlife.

These patrols are undertaken on a weekly basis (predominantly on weekends) with additional patrols carried out during peak periods (eg school holidays).

Environmental

HSRS investigates a range of Environmental issues including Erosion Sediment Control, Noise, Land Dust, and Contaminated Land. The focus for compliance is driven through building relationships with key officers across Council and externally (developers, contractors, builders and others).

The use of education to drive a change in behaviour is vital, with enforcement used as a last resort to help achieve compliance in line with the *Environmental Protection Act*.

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

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

Below is a summary of service requests undertaken in April:

Investigation Type	Volume
Noise - Business/Commercial	2
Land Dust - Business/Commercial	0
Commercial Use of Roads - Business	1
Erosion and Sediment Control - Total	9
Water Contamination	1
Total	

Erosion and Sediment Control

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

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

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

Road Permits

A Road Permit is required to carry out certain activities within road reserves in the Ipswich City Council (ICC) area. A road reserve is the area from property boundary to property boundary including the verges, footpaths, shoulders, traffic lanes, and median.

Permits are issued pursuant to the *Local Government Act 2009*. HSRS work with entities including the Department of Transport and Main Roads (DTMR) and QPS regarding the issuing of permits. HSRS also manage Road Permits for significant events.

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

Permit Type	Volume
Non-standard traffic control permit application	52
Non-standard works on road permit application	15
Extension to existing permit	22
Road Permit Traffic Complaint	1
Standard traffic control permit application	19
Standard works on road permit application	4
TGS Inspection	0
Road Permit	1
Advice & Enquiry	0
First Reinstatement Inspection	3
Notification under annual permit	
Total	117

Million Paws Walk

Million Paws Walk

On Sunday 19 May 2019 Council will host the Ipswich Million Paws Walk held in Limestone Park, Ipswich. Council supports the walk to fight animal cruelty while raising awareness of responsible pet ownership and delivering a community event. There will be food vans, a band on stage, giveaways, lucky door prizes and a range of exhibitors. The event begins at 8.30am with the walk starting at 10.00am and the activities continuing after the walk until 12.00pm. It is a great day out for friends, family and dogs!

PetPEP Program

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

The program teaches pre-prep and primary school students, about the responsibilities associated with owning pets and safe behaviour around animals.

The program helps primary school teachers integrate responsible pet care messages into their classroom teaching, to teach our next generation about the responsibilities associated with owning animals and how to behave safely around them.

April visits:

School	Date	Grade	No. of Students	Suburb	Division
Staines Memorial College Kindergarten	Monday 1st April 2019	Pre-Prep	17	Redbank Plains	Division 9
Staines Memorial College Kindergarten	Tuesday 2nd April 2019	Pre-Prep	16	Redbank Plains	Division 9
Staines Memorial College Kindergarten	Friday 5th April 2019	Pre-Prep	11	Redbank Plains	Division 9

Cemeteries

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

Crypt Remediation Project

Ipswich City Council, in partnership with the University of Southern Queensland, is working to uncover the secrets of one of the state's first politicians, Joseph Fleming who, as discovered, is buried in a crypt at the Ipswich General Cemetery. Details of the significant find were first revealed by Council in December 2017 and investigations commenced in order to determine if it was possible to carry out the archaeological dig safely and inexpensively and restore the site for heritage purposes.

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

On 10 October 2018 the location of the crypt was confirmed and the upper construction was exposed in preparation for hand excavation which occurred over the following weeks. The site has a 24/7 surveillance camera to provide security. Stonemasonry and other works are being carried out in line with significant heritage and cultural principles with full restoration of the crypt to be completed by 30 June this year.

Further details and updates on the project including photos can be found at www.ipswich.qld.gov.au

Safe City

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

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

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

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

Below is a summary of information from April:

Type	Volume
Image Reviews and Audits	26
Image Releases	19
Information Given to Police	93
Resulting Arrests as a Direct Result of Information Given to Police	17
Keys Issued	18
Swipe Cards Issued	63
General Evacuation and First Response Training Completed	54
Licence Plate Recognition (LPR) Activations - Police	85
Total number of offences observed	40

Graffiti Management and Prevention

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

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

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

Education, Marketing & Communication

Current Campaigns

Campaign Name	Target Audience	Related to HAP 18/19	Planning Stage	Currently Live	Completed during month
Immunisation Clinics 2019	Parents/caregivers of immunisation age children				✓
Dog Fencing and Cat Enclosure DIY videos and instruction sheets	Residents with roaming dogs and cats				✓
On leash Dog signage	Residents with dogs who visit Limestone Park	✓		✓	
Registration Rewards Project 2019/20	Residents who own dogs	✓	✓		
Swimming Pool Inspection Program	Swimming pool owners in Ipswich	✓		✓	
Illegal Dumping – Charity Bins	Residents in Ipswich	✓	✓		
HSRS Content review Project	All HSRS customer facing communication	✓		✓	
HSRS Fact Sheets	Residents in Ipswich. Relates to Content Review Project	✓		✓	
HSRS Forms	Residents in Ipswich. Relates to Content Review Project	✓		✓	
Keeping regulated dogs	Dog owners (dangerous and regulated dogs)		✓		
Million Paws Walk	Residents who own dogs			✓	
EHO Inspection Notes	Local Businesses				✓
HSRS Health and Amenity Plan	Residents in Ipswich	✓	✓		

Fees and Charges Detailed Review

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

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



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