

| HSRS Operational Plan 18-19 | | | | | |
|---|---|---|--|---|------------------------------|
| Key Actions | Department | Key Outcome | Deliverables | 4th Qtr Progress Comments 1 Apr 2019 - 30 Jun 2019 | 4th Qtr Progress Achieved |
| MANAGING GROWTH AND DELIVERING KEY INFRASTRUCTURE | | | | | |
| Goal 2: Plan and develop a vibrant and sustainable city that accommodates the needs of a diverse and growing population and economy. | | | | | |
| Strategy 1: Develop a compact, sustainable, mixed use urban form that supports community and economy development | | | | | |
| 2.6 Incorporate relevant provisions and programs to support responsible pet ownership. (9.3/1.7) | Health Security and Regulatory Services | 2.6.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 2.6.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | Input was made into the development of a new Planning Scheme for the City. This incorporated compact, sustainable mixed use urban forms that support community and economic development. Video, instruction and guidelines released to show pet owners how they can make simple and cost effective fixes at home to contain pets to their yard. Available on Council's website, YouTube and social media. | Complete |
| CARING FOR OUR COMMUNITY | | | | | |
| Goal 3: Create a city that values its past and embraces opportunities to work together for the betterment of the community. | | | | | |
| Strategy 6: Build on the success of Council's community safety programs to address new and emerging issues | | | | | |
| 3.24 Delivery of the Safe City program aligned to crime prevention and community safety plans. (9.4/6.4) | Health Security and Regulatory Services | 3.24.1 The Safe City network and program is incorporated in projects and plans to realise a reduction in crime in public places and an increased sense of community safety. | 3.24.1.1 Deliver actions from the Safe City program identified for 2018/19 | The Safe City program is constantly reviewed to ensure it achieves its goals. The operation and 24 hour a day 7 day a week monitoring of the 318 cameras that form part of the program is fundamental to this. The reduction of crime in public places and an increased sense of community safety are key outcomes. | Complete |
| 3.25 Facilitate programs, education and awareness on reducing public health risks in the community. (9.4/6.6) | Health Security and Regulatory Services | 3.25.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 3.25.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | A targeted educational program was implemented to minimise the spread of disease in public and private pools. This particularly related to the spread of Cryptosporidium parvum. A partnership with Queensland Health ensured regular testing of pool water at key Council sites. The Eat Safe Ipswich program went live to the community in October 2018. | Complete |
| CARING FOR OUR ENVIRONMENT | | | | | |
| Goal 4: Important areas of native habitat are conserved, the city's important waterways are protected and their water quality enhanced, and the city responds appropriately to climate change and uses resources prudently. | | | | | |
| Strategy 2: Waterways are protected and managed to achieve enhanced environmental, ecological and water quality outcomes | | | | | |
| 4.4 Implement appropriate pollutant control mechanisms, particularly for sediment and erosion during the construction phase of development. (9.5/3.2) | Health Security and Regulatory Services | 4.4.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 4.4.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | The Erosion and Sediment Control Compliance Program was implemented to monitor construction of both large lot developments and residential home construction sites. Education sessions for builders and developers were held during the year to facilitate improved understanding and construction practice. | Complete |

| Strategy 5: Improve environmental awareness, education and compliance | | | | | |
|---|---|--|--|--|----------|
| 4.10 Ensure appropriate compliance is undertaken in relation to littering, dumping and air and water pollution. (9.5/6.2) | Health Security and Regulatory Services | 4.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 4.10.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | Illegal Dumping and Littering was the subject of a partnership with the State Government to increase awareness and reporting of illegal dumping and littering. Regular inspections and monitoring of known dumping sites was carried out to minimise illegal activity. | Complete |
| LISTENING, LEADING AND FINANCIAL MANAGEMENT | | | | | |
| Goal 5: Visionary and accessible leadership is provided that consults and communicates on key decisions and delivers sound financial management and good governance outcomes. | | | | | |
| Strategy 5: Good neighbourly relations are maintained through effective dispute resolution, community education and compliance. | | | | | |
| 5.10 The community is provided with information, education and tools to minimise and, if necessary, resolve neighbourhood disputes and to be aware of their obligations under laws and regulations. (9.6/5.1) | Health Security and Regulatory Services | 5.10.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 5.10.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | The BarkuUp! program was implemented to provide continuous improvement to provide more comprehensive information online about Council's complaint process, examples of nuisance behaviour and tools to reduce excessive barking to assist dog owners and complainants. Implementation of a digital solution for the community to access educational information and provide Council with information about nuisance barking complaints to streamline processes and resolution times for the community and Council. | Complete |
| 5.11 Council undertakes inspections and appropriate compliance action in respect to nuisance activities. (9.6/5.2) | Health Security and Regulatory Services | 5.11.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 5.11.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | Continuous improvement has occurred to ensure that the ongoing responsibilities relating to inspections and appropriate compliance action in regard to nuisances. The Compliance Handbook (HSRS) was amended to reflect current legislation, Local Laws and practice. | On Track |
| Strategy 6: Maintain a consistent and efficient approach to laws and compliance activities across the city. | | | | | |
| 5.12 The community is provided with information and access on how to apply for and comply with licences and permit conditions, and obligations under local laws and legislation. (9.6/6.1) | Health Security and Regulatory Services | 5.12.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 5.12.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | Web pages were reviewed to ensure content was relevant and up to date with correct links and contact information. Forms have been redesigned to ensure consistency and currency. Consistency across all forms of information accessible to the community has been achieved through the provisions of linked process to ensure all forms of media are updated simultaneously providing consistent and up to date information to the community/ | Complete |
| 5.13 Council will undertake programmed inspections and patrols and will respond to requests made by the community to ensure quality of life is being maintained across the city. (9.6/6.2) | Health Security and Regulatory Services | 5.13.1 Ensure delivery of actions and outcomes in the Ipswich City Council Health and Amenity Plan are achieved. | 5.13.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19 | Programmed inspections were undertaken for a diverse range of activities that are legislatively required and the subject of community concern. Inspections and patrols were also undertaken to ensure that quality of life issues were a foremost consideration of daily operations. | Complete |

| | | | | | |
|---|--|--|---|---|-----------------|
| <p>5.14 Council has local laws that are contemporary, sustainable and efficient for the good governance of the Local Government Area. (9.6/6.3)</p> | <p>Health Security and Regulatory Services</p> | <p>5.14.1 The local laws provide clear and consistent outcomes for Council and the community in resolving compliance matters and are reviewed regularly.</p> | <p>5.14.1.1 Deliver actions from the health and Amenity Plan identified for 2018/19</p> | <p>A significant Local Law review process has been undertaken. Transitional Programs have been enacted to ensure appropriate review and amendment of Local Laws takes place. Currently laws are being subjected to public notice and input as part of that process.</p> | <p>On Track</p> |
|---|--|--|---|---|-----------------|