



# HEALTH & COMPLIANCE COMMITTEE MEETING

## AGENDA

**30 SEPTEMBER 2014**

*Your attendance is required at a meeting of the Health & Compliance Committee to be held in the Council Chambers, 232 Bolsover Street, Rockhampton on 30 September 2014 commencing at 3.00pm for transaction of the enclosed business.*

A handwritten signature in black ink, appearing to be "C. R.", is positioned above the title of the Chief Executive Officer.

**CHIEF EXECUTIVE OFFICER**  
24 September 2014

Next Meeting Date: 04.11.14

**Please note:**

In accordance with the *Local Government Regulation 2012*, please be advised that all discussion held during the meeting is recorded for the purpose of verifying the minutes. This will include any discussion involving a Councillor, staff member or a member of the public.

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**1 OPENING**

**2 PRESENT**

Members Present:

Councillor C E Smith (Chairperson)  
The Mayor, Councillor M F Strelow  
Councillor N K Fisher  
Councillor A P Williams

In Attendance:

Mr E Pardon – Chief Executive Officer  
Mr M Rowe – General Manager Community Services

**3 APOLOGIES AND LEAVE OF ABSENCE**

**4 CONFIRMATION OF MINUTES**

Minutes of the Health & Compliance Committee held 2 September 2014

**5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

## **6 BUSINESS OUTSTANDING**

### **6.1 BUSINESS OUTSTANDING TABLE FOR HEALTH AND COMPLIANCE COMMITTEE**

<b>File No:</b>	<b>10097</b>
<b>Attachments:</b>	<b>1. Business Outstanding Table for Health and Compliance</b>
<b>Responsible Officer:</b>	<b>Evan Pardon - Chief Executive Officer</b>
<b>Author:</b>	<b>Ross Cheesman - General Manager Corporate Services</b>

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#### **SUMMARY**

*The Business Outstanding table is used as a tool to monitor outstanding items resolved at previous Council or Committee Meetings. The current Business Outstanding table for the Health and Compliance Committee is presented for Councillors' information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Business Outstanding Table for the Health and Compliance Committee be received.

# **BUSINESS OUTSTANDING TABLE FOR HEALTH AND COMPLIANCE COMMITTEE**

## **Business Outstanding Table for Health and Compliance**

**Meeting Date: 30 September 2014**

**Attachment No: 1**

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Date	Report Title	Resolution	Responsible Officer	Due Date	Notes
11 February 2014	Pound Opening Hours	That a report on Pound opening hours be brought back to the Health and Compliance Committee.	Catherine Hayes	18/2/2014	



**7 PUBLIC FORUMS/DEPUTATIONS**

Nil

**8 OFFICERS' REPORTS**

Nil

## 9 STRATEGIC REPORTS

### 9.1 MONTHLY OPERATIONS REPORT HEALTH AND ENVIRONMENT SECTION PERIOD ENDED AUGUST 2014.

**File No:** 1464

**Attachments:**

1. Monthly Operations Report Health and Environment Section Period Ended August 2014
2. The Financial Matters Report Period ending August 2014.

**Authorising Officer:** Michael Rowe - General Manager Community Services

**Author:** Catherine Hayes - Manager Health & Environment / Acting Manager Local Laws

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#### **SUMMARY**

*The monthly operations report for the Health and Environment Section as at 31 August 2014 is presented for Councillor's information.*

#### **OFFICER'S RECOMMENDATION**

THAT the Health and Environment Monthly Operations Report for August 2014 be received.

#### **COMMENTARY**

This report provides information about the activities of Rockhampton Regional Council's Environment and Health Section for the month of August 2014.

The Section consists of three Units namely Environment and Public Health, Pest Management and Vector Management.

**MONTHLY OPERATIONS REPORT  
HEALTH AND ENVIRONMENT  
SECTION PERIOD ENDED  
AUGUST 2014**

**Monthly Operations Report Health and  
Environment Section Period Ended  
August 2014**

**Meeting Date: 30 September 2014**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**HEALTH AND ENVIRONMENT SECTION**  
**Period Ended August 2014**

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**VARIATIONS, ISSUES AND INNOVATIONS**

***Innovations***

*Nil*

***Improvements / Deterioration in Levels of Services or Cost Drivers***

*Nil*

**LINKAGES TO OPERATIONAL PLAN**

**1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

The response times for completing the predominant customer requests in the reporting period for August 2014 are as below:

No mosquito misting complaints.

***Comments & Additional Information***

Nil

## **2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS**

### ***Safety Statistics***

The safety statistics for the reporting period are:

	FIRST QUARTER		
	July	Aug	Sept
<b>Number of Lost Time Injuries</b>	0	0	
<b>Number of Days Lost Due to Injury</b>	6	1	
<b>Total Number of Incidents Reported</b>	0	1	
<b>Hazard Inspections completed</b>	0	1	

### ***Risk Management Summary***

Example from Section Risk Register (excludes risks accepted/ALARP)

<b>Risk</b>	<b>Current Risk Rating</b>	<b>Future Control &amp; Risk Treatment Plans</b>	<b>Due Date</b>	<b>% Completed</b>	<b>Comments</b>
Council does not have appropriate and implemented pest management planning for pest plants and pest animal management leading to public complaints about service delivery, localized damage to Council's reputation, temporary redirection/addition of staff/resources required.	Moderate	Legislative changes occurring in 2016.  Review and realign plan with newly identified changes.  Review of service level arrangements/requirements	2016	0	

### ***Legislative Compliance & Standards***

<b>Legislative Compliance Matter</b>	<b>Due Date</b>	<b>% Completed</b>	<b>Comments</b>
Council's Ground Distribution Contract Licence outdated	6 April 2017		Not due until 6 April 2017
Pest Management Officers AC/DC Licenses	Various	100%	
Vector Management Officers Pest Management Technicians Licenses	Various	100%	

## **3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME**

No capital projects are relevant to the Health and Environment Section.

**4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME**

No operational projects are relevant to the Health and Environment Section.

**5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS*****Adopted/Operational Service Level Standards & Performance***

<b>Service Level</b>	<b>Target</b>	<b>Current Performance</b>
Annual inspection of licensed food businesses undertaken	100%	22%
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	100%	10%
Annual inspection of devolved licensed environmentally relevant activities undertaken	100%	0%

Please note the service levels depicted in the above table are operational standards only and have not been formally adopted by Council.

**FINANCIAL MATTERS**

The Financial Matters report is outlined in Attachment 2.



**MONTHLY OPERATIONS REPORT  
HEALTH AND ENVIRONMENT  
SECTION PERIOD ENDED  
AUGUST 2014**

**The Financial Matters Report Period  
ending August 2014**

**Meeting Date: 30 September 2014**

**Attachment No: 2**

End of Month General Ledger - (Operating Only) - COMMUNITY SERVICES

As At End Of August

Report Run: 16-Sep-2014 11:41:48 Excludes Nat Accs: 2802,2914,2917,2924

	Budget \$	Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$
<b>COMMUNITY SERVICES</b>					
<b>HEALTH &amp; ENVIRONMENT</b>					
<u>VECTOR HEALTH</u>					
Revenues	(1,000)	0	0	0	0
Expenses	483,589	0	1,355	54,644	56,000
Transfer / Overhead Allocation	92,000	0	0	18,007	18,007
<b>Total Unit: Community &amp; Cultural Devel:</b>	<b>574,589</b>	<b>0</b>	<b>1,355</b>	<b>72,652</b>	<b>74,007</b>
<u>PEST MANAGEMENT</u>					
Revenues	(500)	0	0	(105)	(105)
Expenses	729,350	0	1,348	107,338	108,686
Transfer / Overhead Allocation	144,000	0	0	15,757	15,757
<b>Total Unit: Libraries Client Services</b>	<b>872,850</b>	<b>0</b>	<b>1,348</b>	<b>122,990</b>	<b>124,339</b>
<u>ENVIRONMENT AND PUBLIC HEALTH</u>					
Revenues	(195,858)	0	0	(32,408)	(32,408)
Expenses	803,672	0	2,135	90,204	92,339
Transfer / Overhead Allocation	65,000	0	0	5,691	5,691
<b>Total Unit: City Child Care</b>	<b>672,814</b>	<b>0</b>	<b>2,135</b>	<b>63,487</b>	<b>65,622</b>
<u>HEALTH AND ENVIRONMENT</u>					
Revenues	0	0	0	0	0
Expenses	346,417	0	0	12,606	12,606
Transfer / Overhead Allocation	0	0	0	0	0
<b>Total Unit: Community Programs</b>	<b>346,417</b>	<b>0</b>	<b>0</b>	<b>12,606</b>	<b>12,606</b>
<b>Total Section: Health and Environment</b>	<b>2,466,670</b>	<b>0</b>	<b>4,839</b>	<b>271,735</b>	<b>276,573</b>

**9.2 MONTHLY OPERATIONS REPORT LOCAL LAWS SECTION PERIOD ENDED AUGUST 2014**

**File No:** 1464

**Attachments:**

1. Monthly Operations Report - Local Laws Section
2. Local Laws Monthly Request - August 2014
3. August 2014 Local Law General Ledger

**Authorising Officer:** Michael Rowe - General Manager Community Services

**Author:** Catherine Hayes - Manager Health & Environment / Acting Manager Local Laws

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**SUMMARY**

*The monthly operations report for the Local Laws Section as at 31 August 2014 is presented for Councillor's information.*

**OFFICER'S RECOMMENDATION**

THAT the Monthly Operations Report Local Laws Section as at 31 August 2014 be 'received'.

**COMMENTARY**

This report focuses on the operations of the Local Laws Section under Community Services for the month of August 2014.

The performance information contained within the attached report relates to the adopted 2014/2015 Operational Plan Key Performance Indicators.

**MONTHLY OPERATIONS REPORT  
LOCAL LAWS SECTION PERIOD  
ENDED AUGUST 2014**

**Monthly Operations Report -  
Local Laws Section**

**Meeting Date: 30 September 2014**

**Attachment No: 1**

**MONTHLY OPERATIONS REPORT**  
**LOCAL LAWS SECTION**  
**Period Ended August 2014**

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**VARIATIONS, ISSUES AND INNOVATIONS**

***Innovations***

Nil

***Improvements / Deterioration in Levels of Services or Cost Drivers***

Nil

**LINKAGES TO OPERATIONAL PLAN**

**1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

The response times for completing the predominant customer requests in the reporting period for August 2014 is set out in Attachment 2.

## **2. COMPLIANCE WITH STATUTORY AND REGULATORY REQUIREMENTS INCLUDING SAFETY, RISK AND OTHER LEGISLATIVE MATTERS**

### ***Safety Statistics***

The safety statistics for the reporting period are:

	FIRST QUARTER		
	July	Aug	Sept
<b>Number of Lost Time Injuries</b>	0	0	
<b>Number of Days Lost Due to Injury</b>	0	0	
<b>Total Number of Incidents Reported</b>	0	2	
<b>Number of Incomplete Hazard Inspections</b>	0	0	

### ***Risk Management Summary***

Example from Section Risk Register (excludes risks accepted/ALARP)

<b>Risk</b>	<b>Current Risk Rating</b>	<b>Future Control &amp; Risk Treatment Plans</b>	<b>Due Date</b>	<b>% Completed</b>	<b>Comments</b>
Failure to achieve earned income targets resulting in an inability to fund operations; poor service delivery and public dissatisfaction.	Very high 3	<ol style="list-style-type: none"> <li>Effective infringement financial management process to be put in place</li> <li>Internal Process Review</li> </ol>	30 June 2014	5% as at 5/3/14	
Inconsistent regulation and enforcement of local laws and legislation resulting in poor service and considerable public dissatisfaction.	High 4	<ol style="list-style-type: none"> <li>Reviewed to be completed: <ul style="list-style-type: none"> <li>Internal Audit Process Review</li> <li>Legal review of Local Laws</li> </ul> </li> <li>Membership subscription to LGAQ's Legislation Compliance Section</li> <li>Join SEQ Regional Animal Management Group (SEGRAM)</li> </ol>	31 December 2014	5% as at 5/3/14	

**Legislative Compliance & Standards**

Legislative Compliance Matter	Due Date	% Completed	Comments
Power of Entry Training	Various	100%	
Investigation Skills	Various	44%	
Animal Management	Various	To be determined	To be provided by PLS Performance Group

**3. ACHIEVEMENT OF CAPITAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME**

No capital projects are relevant to the Local Laws Section.

**4. ACHIEVEMENT OF OPERATIONAL PROJECTS WITHIN ADOPTED BUDGET AND APPROVED TIMEFRAME**

As at period ended 31 August 2014, 16.6% of year elapsed.

Project	Revised Budget	Actual (incl. committals)	% budget expended	Explanation
Issue of Dog Registration Renewals	20,000	\$11 877.00	59%	Renewals Issued
Systematic Inspection	20,000	0	0%	Project yet to commence
Micro Chipping Day	4,000	To be determined	0%	Project completed

**5. DELIVERY OF SERVICES AND ACTIVITIES IN ACCORDANCE WITH COUNCIL'S ADOPTED SERVICE LEVELS*****Adopted/Operational Service Level Standards & Performance***

Will be an outcome of an adopted enforcement strategy.

**FINANCIAL MATTERS**

The Financial Matters for the reporting period for 31 August 2014 are set out in Attachment 3.



**MONTHLY OPERATIONS REPORT  
LOCAL LAWS SECTION PERIOD  
ENDED AUGUST 2014**

**Local Laws Monthly Request -  
August 2014**

**Meeting Date: 30 September 2014**

**Attachment No: 2**



## All Monthly Requests (Priority 3) Local Laws 'Traffic Light' report August 2014

	Balance B/F	Completed in Current Mth	Current Month NEW Requests		TOTAL INCOMPLETE REQUESTS BALANCE	Under Long Term Investigation	Completion Standard (days)	Avg Completion Time (days)			Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed				Current Mth	6 Months	12 Months	
Dog Registration Enquiry	8	7	33	30	4	0	10	● 2.93	● 5.30	● 7.97	2.94
Animals (more than permitted number)	17	13	37	21	20	0	10	● 4.52	● 13.98	● 17.54	4.44
Comm Compliance Barking Letter/Visitors Advice	0	0	4	2	2	0	5	● 0.50	● 5.44	● 5.39	2.11
Dog Attack on Animal (Confirmed)	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00	0.00
Animal Attack on Person (Confirmed)	0	0	0	0	0	0	10	● 0.00	● 0.00	● 0.00	0.00
Dog Attack on Animal (Alleged) CSO	17	13	11	3	12	0	20	● 1.33	● 20.23	● 26.14	10.07
Dog Attack on Person (Alleged) CSO	27	21	33	8	31	0	20	● 4.13	● 21.62	● 24.41	9.30
Heavy Vehicle Parking	2	2	10	7	3	0	5	● 2.86	● 4.94	● 4.80	2.38
Overgrown Allotments	26	14	20	8	24	0	45	● 1.50	● 16.45	● 18.80	14.77
Regulated Parking	10	10	54	44	10	0	5	● 3.39	● 5.01	● 6.54	2.55
Dust Complaint	0	0	0	0	0	0	7	● 0.00	● 13.00	● 6.19	2.48
Litter/Illegal Dumping	3	3	13	10	3	0	5	● 3.10	● 6.09	● 10.28	5.71
Noise Complaint	1	1	7	3	4	1	7	● 3.00	● 7.72	● 6.30	2.48
Barking Dog Complaint - Stage 1	0	0	83	79	4	0	3	● 0.41	● 0.74	● 1.26	0.54
Barking Dog Complaint - Stage 2 LLEO Use Only	5	5	10	5	5	0	10	● 5.40	● 17.41	● 20.89	9.05
Nuisance Vehicle	2	2	34	25	9	0	10	● 4.48	● 7.02	● 6.99	3.84
Wandering Animals (dogs, cats, poultry)	56	55	121	80	42	0	7	● 0.93	● 1.53	● 1.57	0.68
Wandering Stock	1	1	23	20	3	0	2	● 1.30	● 2.94	● 3.82	1.42

**MONTHLY OPERATIONS REPORT  
LOCAL LAWS SECTION PERIOD  
ENDED AUGUST 2014**

**August 2014 Local Law General Ledger**

**Meeting Date: 30 September 2014**

**Attachment No: 3**

**End of Month General Ledger - (Operating Only) - COMMUNITY SERVICES  
As At End Of August**

Report Run: 16-Sep-2014 11:41:48 Excludes Nat Accs: 2802,2914,2917,2924

	Budget \$	Budget \$	EOM Commitments \$	YTD Actual \$	Commit + Actual \$
<b>COMMUNITY SERVICES</b>					
<b>LOCAL LAWS</b>					
<u>COMMUNITY STANDARDS AND COMPLIANCE ADMINISTRATION</u>					
Expenses	423,670	0	7,757	44,950	52,707
Transfer / Overhead Allocation	100		0	0	0
<b>Total Unit: Community &amp; Cultural De</b>	<b>423,770</b>	<b>0</b>	<b>7,757</b>	<b>44,950</b>	<b>52,707</b>
<u>POUND</u>					
Revenues	(85,000)	0	0	(10,451)	(10,451)
Expenses	263,562	0	103,968	18,508	122,475
Transfer / Overhead Allocation	12,100	0	0	237	237
<b>Total Unit: Libraries Client Services</b>	<b>190,662</b>	<b>0</b>	<b>103,968</b>	<b>8,295</b>	<b>112,262</b>
<u>COMMUNITY COMPLIANCE</u>					
Revenues	(969,750)	0	0	(414,041)	(414,041)
Expenses	1,409,261	0	105,421	199,726	305,147
Transfer / Overhead Allocation	202,000	0	0	30,711	30,711
<b>Total Unit: City Child Care</b>	<b>641,511</b>	<b>0</b>	<b>105,421</b>	<b>(183,605)</b>	<b>(78,184)</b>
<b>Total Department: Local Laws</b>	<b>1,255,943</b>	<b>0</b>	<b>217,145</b>	<b>(130,360)</b>	<b>86,785</b>

**10 NOTICES OF MOTION**

Nil

## **11 URGENT BUSINESS/QUESTIONS**

*Urgent Business is a provision in the Agenda for members to raise questions or matters of a genuinely urgent or emergent nature, that are not a change to Council Policy and can not be delayed until the next scheduled Council or Committee Meeting.*

**12 CLOSURE OF MEETING**