



HEALTH & COMPLIANCE COMMITTEE MEETING

AGENDA

2 DECEMBER 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 2 December 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 printed name of the Chief Executive Officer.

CHIEF EXECUTIVE OFFICER
26 November 2014

Next Meeting Date: 03.02.15

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)
Councillor N K Fisher
Councillor A P Williams

In Attendance:

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

3 APOLOGIES AND LEAVE OF ABSENCE

Mayor Strelow has tendered her apology and will not be in attendance.

4 CONFIRMATION OF MINUTES

Minutes of the Health & Compliance Committee held 4 November 2014

5 DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

6 BUSINESS OUTSTANDING

Nil

7 PUBLIC FORUMS/DEPUTATIONS

Nil

8 OFFICERS' REPORTS

8.1 SELECTIVE INSPECTION PROGRAM 5 JANUARY 2015 TO 3 MAY 2015

File No: 1464
Attachments: 1. Selective Inspection Program
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Catherine Hayes - Manager Community Standards and Compliance

SUMMARY

This report presents a Selective Inspection Program for consideration by Council. Prior to Rockhampton Regional Council officers undertaking an inspection program, the Selective Inspection Program, to monitor compliance with the Animal Management (Cats and Dogs) Act 2008 must be approved by Council.

OFFICER'S RECOMMENDATION

THAT in accordance with the *Animal Management (Cats and Dogs) Act 2008*, Council approves an inspection program, the Selective Inspection Program, as detailed below, for the Rockhampton Regional Council local government area between 5 January 2015 and 3 May 2015.

COMMENTARY

The overdue registration notices and systematic inspection program undertaken in Norman Gardens resulted in an increase in dog registrations, with 463 dog registrations in September and 704 in October. However, as at early November 2014, there were still 1570 non-renewed registrations. A Selective Inspection Program is proposed to follow-up on unregistered dogs located at addresses where animal registrations have not been renewed. As a result of an inspection, new unregistered dogs may be identified. These dogs will be included in the program.

The following identifies the area to be inspected, the timeframe and other details required by the *Animal Management (Cats and Dogs) Act 2008*.

Program Area

Inspections will be conducted throughout the Rockhampton Regional Council local government area.

Purpose

To monitor compliance with the *Animal Management (Cats and Dogs) Act 2008*, in relation to unregistered dogs.

Objective Criteria

Where the owner of a dog, before the period of registration for the dog expired on 31 August 2014, has not given the local government notice of the change and/or paid the registration fee for the dog.

In addition, at the same properties, if an owner of a dog has not registered the dog in the relevant local government's area within 14 days after starting to keep the dog in the area or if a person becomes an owner of a dog has not registered the dog in the relevant local government's area within 14 days, unless the person has a reasonable excuse.

Properties Inspected

Inspections will be conducted on all properties with non-renewed 2013-2014 dog registrations within the stated area.

Commencement and Duration of Program

This survey will commence on 5 January 2015 and will be in force for a period of seventeen weeks expiring on 3 May 2015. Properties will be inspected from 7:00 am to 6:00 pm Monday to Sunday.

BACKGROUND

The *Animal Management (Cats and Dogs) Act 2008* requires that prior to Local Government undertaking property inspections for monitoring compliance with legislative requirements, it must approve an inspection program – a Selective Inspection Program.

If non-compliance's are identified infringement notices may be issued.

BUDGET IMPLICATIONS

The staffing and associated costs to undertake the Selective Inspection Program are provided for in the 2014-2015 Local Laws budget.

LEGISLATIVE CONTEXT

Local Government is responsible for the administration of the *Animal Management (Cats and Dogs) Act 2008* (the Act).

The owner of a dog must, before the period of registration for the dog expires, if any information on the renewal notice has changed, give the local government notice of the change and pay the registration fee for the dog and if it is desexed, ensure the fee is accompanied by a signed veterinary surgeon's certificate stating, or other evidence that, it has been desexed.

In addition, an owner of a dog must register a dog in the relevant local government's area within 14 days after starting to keep the dog in the area unless the person has a reasonable excuse. A person who becomes an owner of a dog must register the dog in the relevant local government's area within 14 days unless the person has a reasonable excuse.

A selective Inspection Program, to monitor compliance with the *Animal Management (Cats and Dogs) Act 2008* must be approved by Council.

STAFFING IMPLICATIONS

The Selective Inspection Program requires the equivalent of six full time officers for the period of the Program.

RISK ASSESSMENT

An assessment regarding Workplace Health and Safety considerations has identified all activities associated with the implementation of the Selective Inspection Program as low risk.

CORPORATE/OPERATIONAL PLAN

Inspection programs have been identified as an action within Council's previous Operational Plan.

CONCLUSION

This report presents to Council a Selective Inspection Program for consideration and approval. The implementation of this Selective Inspection Program assists Council to fulfill its responsibilities under the *Animal Management (Cats and Dogs) Act 2008* by allowing Council to monitor compliance with dog registration requirements.

SELECTIVE INSPECTION PROGRAM 5 JANUARY 2015 TO 3 MAY 2015

Selective Inspection Program

Meeting Date: 2 December 2014

Attachment No: 1

NOTICE OF APPROVED SELECTIVE INSPECTION PROGRAM**ROCKHAMPTON REGIONAL COUNCIL*****Animal Management (Cats and Dogs) Act 2008*
Section 113****Program Area**

Inspections will be conducted throughout the Rockhampton Regional Council local government area.

Purpose

To monitor compliance with the *Animal Management (Cats and Dogs) Act 2008*, in relation to unregistered dogs.

Scope

Where the owner of a dog, before the period of registration for the dog expired on 31 August 2014, has not given the local government notice of the change and/or paid the registration fee for the dog.

In addition, at the same properties, if an owner of a dog has not registered the dog in the relevant local government's area within 14 days after starting to keep the dog in the area or if a person becomes an owner of a dog has not registered the dog in the relevant local government's area within 14 days, unless the person has a reasonable excuse.

Properties Inspected

Inspections will be conducted on all properties with non-renewed 2013-2014 dog registrations within the stated area.

Commencement and Duration of Program

This survey will commence on 5 January 2015 and will be in force for a period of seventeen weeks expiring on 3 May 2015. Properties will be inspected from 7:00 am to 6:00 pm Monday to Sunday.

Copy of program

A copy of the program may be purchased at the public offices of Rockhampton Regional Council until the end of the program. The price of a copy of the program is \$2.

By resolution of Rockhampton Regional Council Meeting on **DATE** 2014.

CHIEF EXECUTIVE OFFICER
ROCKHAMPTON REGIONAL COUNCIL
DATE 2014

8.2 ROCKHAMPTON POUND OPENING HOURS

File No: 1464
Attachments: Nil
Authorising Officer: Michael Rowe - General Manager Community Services
Author: Catherine Hayes - Manager Community Standards and Compliance

SUMMARY

This report presents amended Rockhampton Pound opening hours for consideration by Council.

OFFICER'S RECOMMENDATION

THAT the proposed Rockhampton Pound opening hours, as detailed in the report, be adopted by Council.

COMMENTARY

Public feedback indicates that the current Pound opening hours are not suitable in the afternoon.

The Rockhampton Pound is currently open to the public during the following hours:

- Monday to Friday: 7am - 8.30am and 3pm - 4pm
- Weekends and Public Holidays: 7am - 10am
- Good Friday and Christmas Day: Closed

During these hours the following activities are conducted with the public:

- Surrender of animals
- Collection of animals
- General enquiries
- Collection of cat traps
- Dog registration
- Adoption enquiries
- Stray animals microchip scanned
- Adoption agencies view animals.

It is proposed that the Pound opening hours remain as above and standard appointment times, from 4pm to 5pm in 20 minute intervals, be available to residents collecting and surrendering animals. Additional times by arrangement will be made for rescue/foster organisations to view and collect animals and for people wishing to visit seized animals.

The introduction of standard appointments will, extend the hours in the afternoon, reduce the waiting time during opening hours, assist in ensuring animals are ready for collection allowing more time to identify whether the owner/keeper of the animal is meeting legislative requirements and to go through relevant paperwork.

BUDGET IMPLICATIONS

Nil

LEGISLATIVE CONTEXT

Under the *Animal Management (Cats and Dogs) Act 2008*, the owner of a seized dog must be allowed to inspect the dog at any reasonable time, from time to time until the dog is

returned under the relevant sections of the Act. However this does not apply if it is impracticable or would be unreasonable to allow the inspection.

STAFFING IMPLICATIONS

The extended hours will be covered through the roster system.

RISK ASSESSMENT

An assessment regarding Workplace Health and Safety considerations has identified all activities associated with the implementation of the proposed Pound hours as low risk.

CONCLUSION

That the Pound opening hours be amended to:

- Monday to Friday: 7am - 8.30am and 3pm - 4pm and 4pm to 5pm by appointment
- Weekends and Public Holidays: 7am - 10am
- Good Friday and Christmas Day: Closed

Additional times by arrangement for rescue/foster organisations to view and collect animals and for people wishing to visit seized animals.

9 STRATEGIC REPORTS

9.1 MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR OCTOBER 2014

File No: 1464

Attachments:

1. Monthly Operations Report Community Standards and Compliance Section
2. Local Laws Traffic Light Report for October 2014
3. Health & Environment Traffic Light Report for October 2014
4. Financial Matters Report for Community Standards and Compliance Section October 2014.

Authorising Officer: Michael Rowe - General Manager Community Services

Author: Catherine Hayes - Manager Community Standards and Compliance

SUMMARY

The monthly Operations Report for Community Standards and Compliance Section as at 31 October 2014 is presented for Councillor's information.

OFFICER'S RECOMMENDATION

THAT the Community Standards and Compliance Monthly Operations Report for October 2014 be received.

COMMENTARY

This report provides information about the activities of Rockhampton Regional Council's Community Standards and Compliance Section for the month of October 2014.

The Section consists of five units namely Environment and Public Health, Local Laws, Vector Management, Pest Management and Support Services.

MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR OCTOBER 2014

Monthly Operations Report Community Standards and Compliance Section

Meeting Date: 2 December 2014

Attachment No: 1

MONTHLY OPERATIONS REPORT
COMMUNITY STANDARDS AND COMPLIANCE SECTION
Period Ended October 2014

VARIATIONS, ISSUES AND INNOVATIONS***Innovations***

Nil

Improvements / Deterioration in Levels of Services or Cost Drivers

Final statistics have been collated for Infringement Notices and Compliance Notices issued as a result of the Approved Inspection Program undertaken in Norman Gardens. The survey ran for the period 29 September 2014 to 9 November 2014. Further infringement notices will result from further follow ups.

Infringement Notices

Fail to implant a dog with a microchip – 6
Fail to register a new dog – 230
Fail to renew dog registration – 136
Fail to amend dog registration – 5
Fail to comply with regulated dog keeping conditions – 1
Fail to prevent an animal from wandering (dog) – 1

Total 379 infringement notices.

Compliance Notices

Fail to update microchip information – 3
Fail to amend dog registration – 3
Kept more than two dogs – 3
Fail to register a new dog – 17
Fail to implant dog with microchip – 17
Fail to prevent an animal from wandering (dog) - 2
Fail to renew dog registration – 3
Fail to provide a proper animal enclosure (dog) – 1

Total 49 compliance notices.

During the program an increase in dog registrations was noted with 463 dog registrations in September and 704 in October 2014.

LINKAGES TO OPERATIONAL PLAN**1. COMPLIANCE WITH CUSTOMER SERVICE REQUESTS**

The response times for completing the predominant customer requests in the reporting period for October 2014 are outlined in Attachment 2.

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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:

	SECOND QUARTER		
	October	Nov	Dec
Number of Lost Time Injuries	0		
Number of Days Lost Due to Injury	2		
Total Number of Incidents Reported	0		
Hazard Inspections completed	0		

Risk Management Summary

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

Risk	Current Risk Rating	Future Control & Risk Treatment Plans	Due Date	% Completed	Comments
Pest Management - 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	
Local Laws - Failure to achieve earned income targets resulting in an inability to fund operations; poor service delivery and public dissatisfaction.	Very High 3	1. Effective infringement financial management process to be put in place. 2. Internal Process Review	30/06/14	5% as at 5/3/14	
Local Laws – Inconsistent regulation and enforcement of local laws and legislation resulting in poor service and considerable public dissatisfaction.	High 4	1. Reviewed to be completed: Internal Audit, Process Review, Legal review of Local Laws 2. membership subscription to LGAQ's Legislation Compliance Section. 3. Join SEQ Regional Animal Management Group (SEQRAM).	31/12/14	5% as at 5/3/14	

Legislative Compliance & Standards

Legislative Compliance Matter	Due Date	% Completed	Comments
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%	
Local Laws Power of Entry Training	Various	100%	completed
Investigation Skills	Various	44%	
Animal Management	Various	100%	completed

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

No capital projects are relevant to the Community Standards and Compliance Section.

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

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

Project	Revised Budget	Actual (incl. committals)	% Budget Expended	Explanation
Issue of Dog Registration Renewals	20,000	To be determined	82%	Renewals issued
Systematic Inspection	20,000	To be determined	TBA	100% completed
Micro Chipping Day	4,000	To be determined	TBA	

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

Service Level	Target	Current Performance
Annual inspection of licensed food businesses undertaken	100%	40%
Annual inspection of licensed businesses that provide higher risk personal appearance services undertaken	100%	27%
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 3.

MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR OCTOBER 2014

Local Laws Traffic Light Report for October 2014

Meeting Date: 2 December 2014

Attachment No: 2

All Monthly Requests (Priority 3) Local Laws 'Traffic Light' report October 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) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed										
Dog Registration Enquiry	6	6	60	38	22	0	10	●	3.66	●	4.26	●	7.52	3.11
Animals (more than permitted number)	15	3	29	10	31	0	10	●	5.60	●	9.34	●	17.49	4.50
Comm Compliance Barking Letter/Visitors Advice	6	4	25	15	12	0	5	●	3.00	●	4.44	●	5.18	2.28
Dog Attack on Animal (Confirmed)	0	0	0	0	0	0	10	●	0.00	●	0.00	●	0.00	0.00
Dog Attack on Person (Fear) CSO	0	0	1	0	1	0	20	●	0.00	●	0.00	●	0.00	1.00
Dog Attack on Animal (Alleged) CSO	13	6	15	5	17	0	20	●	2.60	●	19.05	●	25.41	10.53
Dog Attack on Person (Bite) CSO	33	16	20	2	35	0	20	●	3.00	●	18.33	●	23.54	9.90
Heavy Vehicle Parking	1	0	2	2	1	0	5	●	2.50	●	4.11	●	5.17	2.27
Overgrown Allotments	23	12	31	13	29	0	45	●	6.15	●	17.70	●	19.03	14.90
Regulated Parking	6	5	23	17	7	0	5	●	3.76	●	5.18	●	6.71	2.51
Dust Complaint	0	0	3	2	1	0	7	●	1.50	●	3.50	●	6.52	2.44
Litter/Illegal Dumping	3	3	12	5	7	0	5	●	1.40	●	6.27	●	8.47	2.00
Noise Complaint	2	2	6	5	1	0	7	●	2.40	●	7.70	●	7.05	2.45
Barking Dog Complaint - Stage 1	3	1	67	66	3	0	3	●	0.48	●	0.64	●	1.12	0.48
Barking Dog Complaint - Stage 2 LLEO Use Only	2	1	8	2	7	0	10	●	10.00	●	16.23	●	20.87	9.55
Nuisance Vehicle	4	4	23	12	11	0	10	●	2.25	●	6.81	●	6.95	3.74
Wandering Animals (dogs, cats, poultry)	35	34	97	77	21	0	7	●	0.78	●	1.37	●	1.60	0.64
Wandering Stock	5	4	22	19	4	0	2	●	0.95	●	3.15	●	3.71	1.29

MONTHLY OPERATIONS REPORT FROM COMMUNITY STANDARDS AND COMPLIANCE UNIT FOR OCTOBER 2014

Health & Environment Traffic Light Report for October 2014

Meeting Date: 2 December 2014

Attachment No: 3



All Monthly Requests (Priority 3) Health & Environment 'Traffic Light' report October 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) Current Mth		Avg Completion Time (days) 6 Months		Avg Completion Time (days) 12 Months		Avg Duration (days) 12 Months (complete and incomplete)
			Received	Completed											
Vector Misting	1	1	9	8	1	1	7	●	2.63	●	2.56	●	2.56	●	1.50

**MONTHLY OPERATIONS REPORT
FROM COMMUNITY STANDARDS AND
COMPLIANCE UNIT FOR OCTOBER
2014**

**Financial Matters Report for
Community Standards and Compliance
Section October 2014**

Meeting Date: 2 December 2014

Attachment No: 4



COMMUNITY STANDARDS AND COMPLIANCE SECTION

As at End of Period 04 (October)

Report Run: 21-Nov-2014 11:26:49

	Adopted Budget \$	YTD Actual \$	End of Month Committals \$	Total Committals \$
<i>Environmental and Public Health</i>				
Revenues	(195,858)	(44,460)	0	(44,460)
Expenses	1,147,404	195,202	0	195,202
Transfer/Overhead Allocation	65,000	11,310	0	11,310
Total Environmental and Public Health	1,016,546	162,053	0	162,053
<i>Pest Management</i>				
Revenues	(1,500)	(75,437)	0	(75,437)
Expenses	729,350	220,644	1,329	221,973
Transfer/Overhead Allocation	144,000	33,821	0	33,821
Total Pest Management	871,850	179,028	1,329	180,357
<i>Vector Management</i>				
Expenses	482,589	132,571	22,785	155,356
Transfer/Overhead Allocation	92,000	29,200	0	29,200
Total Vector Management	574,589	161,771	22,785	184,555
<i>Local Laws</i>				
Revenues	(1,054,750)	(701,675)	0	(701,675)
Expenses	2,096,493	625,904	236,989	862,893
Transfer/Overhead Allocation	214,200	60,909	0	60,909
Total Local Laws	1,255,943	(14,862)	236,989	222,127
Total Section Health and Environment	3,718,928	487,989	261,103	749,092

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