

Strategic priority 3

In conjunction with the State Government, we assist in managing specific activities that can impact the health and safety of our local communities.

HELPING TO KEEP OUR COMMUNITIES SAFE

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3.1 ANIMAL CONTROL & COMMUNITY SAFETY



443 animals impounded
755 new registrations
2,786 dogs registered
211 cats registered

203 animals reunited with their owners
60 animals adopted / rehomed
41 investigations of dog attacks
308.45 hours of patrols

Enforcement action:
268 advisory notices issued
44 compliance notices issued
120 infringements issued



Selective inspection program resulted in a **27%** increase in dog registrations (a mandatory requirement for pet owners across the State).

3.2 BUILDING CONTROL & POOL SAFETY



74.6% of market share for building certification services.

134 building approvals.



17 pool safety certificates issued.

40 pool inspections.

\$3,601 in inspection fees waived during the pool safety campaign.



Value of assistance to community projects (through fee waivers)
\$14,682.30

3.3 ENVIRONMENTAL & PUBLIC HEALTH



161 licensable businesses:

- 161 food premises and water carriers;
- 0 personal appearance premise;



1 environmental health newsletter delivered



149 inspections and visits to business (including 58 COVID-19 food business inspections and information to **10** beauty businesses).

6 complaints investigated - no non-conformances with legislation.



10 traps placed in various locations. Samples identified with aedes aegypti reported to Queensland Health.



Deterrents were put in place for three hours morning and evening (Surat roosting areas)

- 4 lights;
- 1 strobe light;
- 5 kytes;
- Sonic system.

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION



\$1.77 million of works undertaken under the Australian and Queensland Government's Natural Disaster Relief and Recovery Arrangements.



\$102,658 additional costs for the COVID-19 response.



New Eastern Diversion Channel operated effectively in the February 2020 flood event.



Local Disaster Management Group activated to respond during the (pandemic) health emergency.



Staff provided with training – Warnings & Alerts, Resupply Modules, Qld Disaster Management Arrangements, Volunteering Management and Psychological First Aid.

3.5 STREET LIGHTING & PUBLIC SPACE LIGHTING



1,293 lights checked across the region, **32** faults identified and logged for rectification by the energy retailer.



\$200,126 for street lighting operating costs.



Street lighting strategy – all street light and pedestrian crossing locations have been mapped with initial prioritisation of works in progress.



We contribute to community safety through initiatives that encourage responsible pet ownership, animal control and compliance with Queensland Government legislation and Council's local laws.



Our year at a glance 2019/20



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Animal control & community safety highlights

Annual selection inspection program

This year's program resulted in a 27% increase in dog registrations.

Other highlights

- Positive year on year trend in animal registrations
- Cat registration now mandatory with a positive community response
- Feral cat trapping program implemented
- Online payment option now available for renewals
- A Short Message Service (SMS) reminder system was implemented for registration renewals.

Animal control & community safety challenges

COVID-19 impacts

We were unable to deliver the school education program and other public events due to COVID-19 restrictions.

Staff turnover

Due to the loss of highly skilled team members within a short timeframe during Quarter 3, it was challenging to meet the workload while undertaking recruitment and training of new team members. Proactive services such as patrols were not able to be undertaken within targeted timeframes.

Dog attacks

A high number of dog attacks were reported and investigated in Quarter 4, which placed considerable strain on resources.

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

What we do

We work with the community to encourage responsible ownership of animals and uphold community standards across the entire Maranoa region. This includes responding to requests relating to:

- Animal registrations;
- Wandering animals;
- Dog attacks;
- Barking dogs and barking collar hire;
- Cat and dog trap hire;
- Prohibited animals – what can be kept in a town area and what can't;
- Excess animals (greater than what is permitted under Council's local law);
- Adoption and rehoming;
- Overgrown and unsightly allotments;
- Abandoned vehicles.

Our services are both proactive (through community education and inspection programs) and responsive to issues that arise in the community.

We also operate the Roma pound facility and provide an after-hours emergency response service for urgent animal control issues e.g. dog attacks.

What we must do

Queensland Government

Local Government Act 2009
Animal Management (Cats & Dogs) Act 2008
Animal Management (Cats & Dogs) Regulation 2009
Workplace Health & Safety Act 2011
Animal Care & Protection Act 2001

Local Laws and Subordinate Local Laws

Local Law No 1 (Administration) 2011
Local Law No 2 (Animal Management) 2011
Local Law No 3 (Community and Environmental Management) 2011
Subordinate Local Law No 1.5 (Keeping of Animals) 2011
Subordinate Local Law No 2 (Animal Management) 2011
Subordinate Local Law No 3 (Community & Environmental Management) 2011

Why we do it

Council has responsibilities delegated to it through Queensland Government legislation and it also makes local laws applicable to the region.

The ultimate goal is to ensure that humans and pets can live in harmony - without nuisance or fear of injury.

Ensuring compliance with the laws must be undertaken by officers authorised under the relevant legislation. Their responsibilities include:

- Seizing and impounding animals wandering at large;
- Declaring dogs as dangerous or menacing (where applicable);
- Investigating complaints including nuisance and dog attacks;
- Issuing notices and fines (State Penalties Enforcement Registry) to the identified non-compliant animal keeper/carer;
- Issuing destruction orders in accordance with the local law and legislation;
- Entering onto land in certain circumstances.

Council also wants to support and encourage responsible pet ownership - our special events, education material and school visits help with raising awareness of everyone's responsibilities.

Other documents

Maranoa Regional Council Disaster Management Plan
Animal Disaster Plan (Evacuation of Roma Pound Facility)
Animal Disaster Management Sub Plan
Australia Government Investigations Standards
Animal Pound Care Standard Operating Procedure
Animal Sickness Management Standard Operating Procedure
Guidelines for Veterinary Personal Biosecurity
Queensland Dog Breeder Register

Did you know

Owning a dog or a cat can provide great companionship, however deciding to become a pet owner brings with it responsibilities, not only for the animal, but to the community as well. Responsibilities include:

- If a dog or cat is 3 months or older, it must be registered annually with Council;
- It is a legislative requirement to microchip a cat or dog after it reaches 12 weeks of age;
- The animal is not to create a nuisance to others, such as barking and/or behaviour that may cause fear to a person or another animal;
- The animal must not wander off the owner's land without being under a person's effective control;
- Animals must be walked on a lead when in a public place;
- If the animal defecates in a public place, the waste must be cleaned up and disposed of in a sanitary manner;
- The general welfare of the animal must be maintained at all times;
- If selling or giving away a dog to another person a supplier number is needed.

Mandatory cat registration was introduced in November 2019.



How we are trending - Animal control and community safety

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Customer requests						
Received and closed	No data	No data	No data	1,119	1,688	2,774
Dog attacks investigations	No data	15	42	49	35	41
Emergency response (after hours)						
Number of calls received	No data	No data	No data	267	288	291
Number of physical call outs				79	103	82
Proactive patrols (hours)	No data	No data	No data	No data	225.25* *7 months of data	308.45
Roma pound facility						
Dogs impounded	244	213	202	287	309	295
Cats impounded	-	-	-	21*	56*	127
Other animals impounded	-	-	-	0	0	21
Animals returned to owners	149	128	104	149	208	203
Animals adopted/rehomed	18	64	66	74	60	60
NOTE: *2017/18 & 2018/19 only includes feral/unowned cats - as a result of trapping programs						
Animal registrations						
Renewals processed	828	1,473	2,153	1,409	2,016	2,429
New registrations	475	589	436	448	672	755
Number of registered cats	23	7	9	13	14	211
Number of registered dogs	1,341	1,785	1,959	2,199	2,603	2,786
Animals marked as deceased or departed.	2	3	8	190	1,381	649
Inspection program results						
Properties inspected	263	204	162	Not conducted	366	272
Advisories issued	No data	No data	No data		54	47
Infringements issued		Nil	40		102	78
Animal management compliance						
Advisory notices	No data	No data	No data	259	228	204
Compliance notices				20	38	25
Overgrown and unsightly allotments						
Advisory notices	No data	No data	No data	71	12	64
Compliance notices				15	4	19
Excess dogs						
Applications processed	No data	56	8	5	1	13
Renewal permits		0	-	14	12	13
Permits cancelled		0	43	8	3	4
Abandoned vehicles						
Requests received and actioned	No data	6	0	2	3	12
Vehicles impounded		6	0	2	3	3
Infringements issued	23	76	47	56	161	120

More about the numbers

The Community Safety team receives a large number of customer requests each year. This year there was an increase recorded on last year of just over 1,000 requests or approximately 64%. The increase of requests can partially be attributed to the way enquiries are now logged, thereby more accurately reflecting workload. In the past, statistics did not include those enquiries that were able to be solved on first point of contact. With the transition to the new customer request system, we now have the ability to be able to log an enquiry as a statistic, call transfer or a request. This increase is evident in the last quarter of the financial year, in particular June – which coincides with the issue of animal registration renewal notices.

Proactive patrols in the first half of the year were not able to be conducted to the level forecasted, due to high workload and low staff numbers. In the second half of the year this improved substantially. Patrols increased overall from last year by 83 hours - doubling what was achieved in the previous year for our smaller towns.











The number of requests actioned, dog attack investigations conducted, animals impounded and proactive patrols undertaken is a strong indication that the Community Safety team is fulfilling their service obligations to Maranoa residents.

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

Our progress with implementing our 5 year plan

✔ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<p>3.1.1 Ensure compliance with the State Government's <i>Animal Management (Cats & Dogs) Act 2008</i> and Regulation 2019, Council's Local and Subordinate Local Laws pertaining to animal control.</p> <p><i>Compliance - Ensuring pet owners are fulfilling their legal responsibilities.</i></p>	Annual service - Emergency response - Rapid response - Other animal management compliance - Excess dog approvals and renewal permits - Registration renewal	✔
	(a) Annual service - Inspection program to check pet owners' compliance (Sample of properties)	✔
	(b) Cat management initiative - Introduction of mandatory cat registration.	✔
	(c) Enhancements to the registration process.	✔
	(d) Online mapping project.	✔
<p>3.1.2 Working with animal owners to improve community standards in relation to responsible animal ownership. Encouraging owners to take proactive steps in relation to:</p> <ul style="list-style-type: none"> • microchipping & registration; • adequate fencing & enclosures; • animal exercise & stimulation; • desexing; • walking dogs on a lead. <p><i>Prevention - Community education and support to minimise the risk of animals causing harm or nuisance to others.</i></p>	Annual service - community education and events including:	✔
	(e) Regular communication about responsible pet ownership	✔
	(f) School visit (Wallumbilla State School)	✔ (pre-COVID impacts)
	(g) Vehicle signage	✔
	(h) Desexing program (Round 1 and 2)	✔

What we aim to do	2019/20	2019/20 Progress
<p>3.1.3 Contributing to the visual amenity of our towns and reducing the likelihood of fire hazards and the harbouring of vermin and reptiles, by working with residents on the following areas:</p> <ul style="list-style-type: none"> • overgrown and unsightly allotments; • abandoned vehicles and goods. <p><i>Prevention, Compliance and Response - Community education, support and actions where property owners are causing impacts to others.</i></p>	Annual service - Abandoned vehicles and goods. - Overgrown and unsightly allotments.	
	Inclusion in communications plan and progressive development of resources.	
<p>3.1.4 Manage stray, unwanted and wandering animals in the community within approved service levels.</p> <p><i>Mitigation - Reduce impact to the community caused by others' pet ownership.</i></p>	Annual service - Proactive patrols of public spaces	
	Annual service - Pound facility operation	
	Annual service - emergency response	
	(i) Council funded trapping programs	
	(j) Pet ID tags	
<p>3.1.5 Partner with other entities on animal control issues within the region.</p> <p><i>Response - Collaboratively work to address identified issues.</i></p>	(k) Annual service - Adoption / rehoming program (With local vets and rescue organisation)	
<p>3.1.6 Undertake disaster management planning, response and recovery for pets within the region.</p>	Annual service - animal management disaster planning Participation in the "Get Ready" campaign.	 
	- animal management disaster response	Not required in 2019/20

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

Looking back - what we achieved in 2019/20

(a) Inspection program to check pet owners' compliance

The annual program undertakes checks of animal registration for a sample of properties each year. Registration is the first step in responsible pet ownership, ensuring compliance with State Government requirements and providing the information needed to manage wandering dogs.

To increase community awareness of the program and to encourage compliance a factsheet was updated to reflect the current program and a public notice advising of the program was issued via a letter box drop.

The inspection program was conducted from 2 September – 29 November 2019. As a result of the program there was a 27% increase in the number of registered dogs within the region.

Statistics for this program were as follows:

Properties inspected: **272**

Properties compliant: **182**

Properties non-compliant at end of program: **90**

Infringements issued: **78**

Total \$ fines issued: **\$19,287**

Total \$ outstanding (18/12/19): **\$13,839**

Advisory notices issued: **47**

Regulated dog inspections: **13**

Of the 13 regulated dogs – 8 are classified as 'Menacing' and 5 as 'Dangerous' – all dogs were registered and compliant with schedule conditions by the end of the program.

The total number of records updated (to reflect deceased dogs or those departed from the region) as a result of this program was 365.

(b) Cat management initiatives

Cat management within the Maranoa continues to be a priority and an increasing issue for local governments across the State.

The regularly seen wandering cats comprise both domesticated cats (family pets that have strayed from home) and feral cats.

Both have impacts on nature and the environment, and the amenity of our towns.

A further concern is that without responsible cat ownership, domestic cats can be injured, cause disruptions to residents and place additional burden on animal control services.

The introduction of mandatory cat registration is the first step in helping stop the cycle of growth of wandering cats (domestic and feral). It works in a number of ways:

- Records are maintained of the region's cat population, similar to what is done for dogs - this helps Council with animal control planning and resourcing decisions;
- When combined with microchipping it ensures that when cats are impounded, the owners are readily identifiable. This provides an opportunity for conversations directly with owners about initiatives for responsible pet ownership;
- The registration fee is ordinarily a small contribution from pet owners to fund the delivery of the animal control and community safety function. In this way, the full financial burden of pet ownership is not transferred to non-pet owners through general rates.
- The registration process then provides a legal framework for Council and the community to operate within, which includes penalties for pet owners who do the wrong thing.

This year, whilst the registration was mandatory, registration was free to raise awareness of the initiative and to encourage early involvement of pet owners. This initiative resulted in an increase of 202 cat registrations.

(c) Enhancements to the registration process

Pet owners now have the ability to pay registration renewals online. This has been promoted to the community through an update of payment options provided on the renewal notice, media releases and social media. This has been a great benefit given the COVID-19 pandemic restrictions.

SMS reminders for overdue animal registrations were issued for the first time resulting in a positive increase in renewals. On the same day the SMS was sent – 51 renewals were processed, with an additional 176 renewals in the following week.

Of note is that the number of animals registered is the highest in 6 years.

(d) Online mapping project

Preliminary work has been undertaken to identify opportunities to integrate animal management records with Council's mapping software. This may assist in easily identifying registered and unregistered dogs, and hot spots for animal nuisance complaints for targeted patrols and animal control programs.

(e) Regular communications about responsible pet ownership

A 12-month communications plan was developed, focusing on a new topic each month targeting responsible animal ownership or community safety standards. Content and resources have been developed as part of this initiative with a variety of mediums used to communicate with members of our community. This included Facebook posts, media releases, factsheets, website content, messages on hold, newsletters, displays in Customer Service Centres and the new magnetic vehicle signage.

In 2019/20, Fact Sheets were developed for Responsible Dog Ownership, Working Dogs, Selective Inspection Program and Responsible cat ownership. 46 Facebook posts (averaging between 2 and 4 posts each month) and 12 media releases were published.



Facebook post published 2 June 2020 encouraging pet owners to pay their animal registration via Council's online portal. The post received 10 likes, 3 comments and 5 shares reaching 1,324 Facebook users resulting in 101 engagements. The accompanying caption included the online payment portal link which was clicked 27 times.

(f) School visits

Working with the community and raising awareness of responsible animal ownership is a key priority for the Community Safety team.

Attending events and participating in school visits is a task that all officers greatly enjoy. In November 2019, Council's Community Safety team and Scooter visited the students of the Wallumbilla State School to take part in the school's Community Helpers afternoon.

The team gave the students (Prep to Year 2) information and tips on how to look after their pets. A colouring in competition was conducted with Scooter providing some great prizes to the winners.

The COVID-19 pandemic prevented further activities from occurring, however the team is excited about continuing the program for our young pet owners as restrictions ease.



Scooter visits Wallumbilla State School.

(g) Vehicle signage

Magnetic Vehicle Signage has been sourced and is now displayed on vehicles as a visual queue for the community.

The signage includes:

- I am lost without a microchip
- Desex your pet (Photo at the bottom of the page)
- Adopt Now
- Registrations now due.

With community safety officers and vehicles regularly out and about, it is a cost effective way of raising awareness of the important animal control messages for our community.



Community Safety Officers, Dian Mackay and Darren Thomson

(h) Desexing program

In keeping with the theme of "pets can't add but they can multiply" – a desexing program was initiated, with the first of two rounds for the year in July, to coincide with National Desexing Month.

The goal of the program was to encourage responsible animal ownership, in turn reducing the impacts of unwanted litters on the community.

The program has enabled both dog and cat owners with registered and microchipped animals to apply for a voucher.

A follow up program was conducted during May and June 2020 with a focus on cats only. The programs resulted in 52 \$100 vouchers being issued.

This program was well received by animal owners and provided a positive flow-on effect for local veterinary practices as residents were able to redeem their voucher at the local vet of their choice.

(i) Council funded trapping programs

Council funded trapping programs have been conducted this year with positive results. The hire of 50 traps has resulted in the trapping and euthanasia of 101 feral/unowned cats.

(k) Pet ID tags

A Pet ID tag machine has been sourced and hired for a 12-month period.

ID tags are being provided free of charge to animal owners on release of their animal from the pound.

The tags are engraved with the animal name and contact number of the owner. This has been well received by the community and assists to reunite lost animals with their owners.

(k) Adoption / rehoming program

Council has continued to support rehoming of unclaimed animals through the promotion of both local adoption and the use of a variety of rescue organisations to place animals into their forever homes. This year 60 animals were rehomed - this includes both dogs and cats.

Council's website content has been refreshed and work has commenced on the redesign of forms and templates used within the adoption process.

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it 2019/20
Emergency response (outside business hours)	3.1.1 3.1.2	<p>Priority response to the following urgent issues outside of business hours:</p> <ul style="list-style-type: none"> • dog attacks; • dogs posing an imminent or immediate risk to the public; • wandering dogs in high traffic areas; • wandering dogs that have been secured; • stock on roads in urban areas. <p>An officer is rostered on call to provide this service on weekdays, weekends and public holidays.</p>	✓
Services during business hours (Monday to Friday - 8.20am to 5.00pm)			
Rapid response	3.1.1 3.1.2	<p>Priority deployment of an officer/s to respond to and investigate high risk animal management concerns. This includes providing advice and education or may include enforcement action. Priority areas include:</p> <ul style="list-style-type: none"> • dog attacks; • dogs posing an imminent or immediate risk to the public; • wandering dogs in high traffic areas; • wandering dogs that have been secured; • stock on roads in urban areas. 	✓
Other animal management compliance	3.1.1 3.1.2	<p>Response to and investigation of other animal management compliance concerns. This includes providing advice and education or may include enforcement action. Areas of focus include:</p> <ul style="list-style-type: none"> • unregistered animals; • wandering animals (low traffic areas); • excess animals; • prohibited animals; • animal nuisance – i.e. barking; • breach of regulated dog permit conditions; • hire of cat and dog traps; • hire of barking collars. 	✓
Proactive patrols of public spaces	3.1.4	<p>Daily patrols in Roma and on a frequent basis in the townships of Mitchell, Surat, Injune, Wallumbilla, Yuleba and Jackson, with the aim of securing wandering or stray dogs.</p> <p>Patrols are conducted more frequently if there is an increase in reports of wandering dogs or animal attacks.</p> <p>The aim is to visit regional towns a minimum of once each week.</p>	✓
Overgrown and unsightly allotments	3.1.3	<p>Response to and investigation of concerns relating to environment and community standards. This includes providing advice and education or may include enforcement action. Areas of focus include:</p> <ul style="list-style-type: none"> • overgrown allotments • fire hazards • unsightly allotments (accumulation of goods) • community safety hazards i.e. electric or barbed wire fencing, unsecured objects that may become airborne. 	✓
Abandoned vehicles	3.1.3	<p>Respond to and investigate concerns. This may include:</p> <ul style="list-style-type: none"> • impounding and disposal of vehicles if unclaimed. • conducting registration and property security searches. 	✓

What we do	Corporate plan reference	What we aim for	Did we achieve it 2019/20
Pound facility	3.1.4	<p>Provide a secure environment for the impound of animals. This includes general operation of the facility and includes:</p> <ul style="list-style-type: none"> • scheduled and unplanned maintenance; • care of impounded animals (feeding, exercising, cleaning); • temperament testing; • transport of animals to and from the facility; • disposal of animals and animal waste; • maintenance of supplies, tools and equipment; • attempting to reunite lost animals with owners (website, Facebook promotion, impound notices, microchip scanning). <p>(Pound capacity – 11 dogs and 5 cats.)</p> <p>It also includes maintenance of an evacuation plan for the impound facility during disaster events.</p>	✓
Adoption / rehoming program	3.1.5	<p>Reduce euthanasia rates of impounded animals through a responsible adoption or rehoming process. This includes:</p> <ul style="list-style-type: none"> • temperament testing of dogs/cats that are either unclaimed or surrendered to assess if suitable for rehoming; • developing adoption profiles; • advertising animals locally for adoption; • approaching rescue groups as required in attempt to rehome animals; • forming working agreements between Council and rescue organisation. 	✓
Animal cruelty	3.1.5	<ul style="list-style-type: none"> • Notification to the relevant agency - Biosecurity Queensland. 	✓
Registration renewal	3.1.1	<p>Annual registration renewal program within legislative requirements. This involves:</p> <ul style="list-style-type: none"> • issuing of renewal notices within legislative timeframes; • updating Council systems with new tag sets and fees; • the timely processing of animal registration renewals paid via online payment including BPAY which includes the issue of new registration tags; • follow up on overdue registration – via SMS and cold calling; • the timely processing of requests relating to changes in animal or animal owner details to maintain a high level of data integrity. i.e. deceased animals, change of address. <p>Dog/cat registration applies to all animals being kept within the Maranoa region - both in and out of town designated areas. Reduced rates apply for dogs located in non-designated town (rural) areas. Exemptions for working dogs and assistance dogs are available.</p> <p>Issue of animal registration renewal notices 14 days before renewal payment due date; animal registration renewal payment due by 30 June.</p>	✓
Excess dog approvals and renewal permits	3.1.1	<ul style="list-style-type: none"> • Processing and assessment of new excess dog applications • Assessment and issue of annual renewal permit 	✓
Inspection programs	3.1.1	<p>Annual inspection program assessing compliance to State legislation and Council Local laws pertaining to registration and regulated dog permit conditions.</p>	✓
Community education and events	3.1.2	<p>Delivery of education programs, media campaigns and events that increase awareness and encourage and promote responsible animal ownership. This includes:</p> <ul style="list-style-type: none"> • implementation of the annual communication plan; • dog/cat desexing program; • children and pet education in schools; • adoption/rehoming program. 	✓
Animal management disaster planning and response	3.1.6	<ul style="list-style-type: none"> • Information, response and assistance to the community during and post disaster events. • Participation in annual “Get Ready” program 	<p>Planning in progress No event in 2019/20</p>



Our business partners, stakeholders and customers

- Pet owners
- Community members
- Local veterinary practices
- Local pet supply businesses
- Local animal boarding facilities
- Animal rescue organisations
- RSPCA
- Biosecurity Queensland
- Animal Welfare League
- Other Council teams such as Town & Surrounds and Rural Lands, and officers with emergency management roles.

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> • Low recruitment pool – complex skill set. 	<ul style="list-style-type: none"> • Redesign of job roles within the team to include an entry level Ranger position and a higher-level officer position that works on complex investigations. This increases the recruitment pool to include a wider range of applicants, with the ability to provide on the job training, development and career advancement to the officer position.
<ul style="list-style-type: none"> • Timeframe for individuals to learn the full scope of positions (for new inductees to be job ready). 	<ul style="list-style-type: none"> • Progressive development of an on-line onboarding program for new employees, incorporating existing policy, procedure and work instructions. This will improve productivity and efficiency within this function by reducing the timeframes required to make new employees' job ready. This will also provide the opportunity for updates and refresh opportunities for existing employees.
<ul style="list-style-type: none"> • Response times to urgent animal control issues to reduce further risk to community. 	<ul style="list-style-type: none"> • Development and implementation of a triage system – to ensure a rapid response to urgent issues, both within and outside of business hours. • Implementation of an on-call roster – allocating specific resources to enable the provision of this service.
<ul style="list-style-type: none"> • Efficient and accurate capture, storage and use of relevant information pertaining to community safety response and investigation. 	<ul style="list-style-type: none"> • Use of body cameras and relevant storage systems. This enables officers to accurately capture footage that can be assessed and used in undertaking Community Safety investigations. This also improves productivity, efficiency and accuracy of information gathered in response and management of complex and sensitive issues.
<ul style="list-style-type: none"> • Non-compliance with the law. 	<ul style="list-style-type: none"> • Development of the Community Safety Compliance & Operational Manual incorporating process and procedural development to ensure legislative requirements are met and enforcement action is delivered lawfully and consistently, enhancing community safety across the region. • Implementation of the Authority (Business software) modules such as Customer Request Management and Infringement modules to track and capture Council investigation and enforcement action more efficiently, in turn improving information retention to enhance the investigation process, reducing investigation timeframes and cost to ratepayers.
<ul style="list-style-type: none"> • Personal safety of employees responding to high-risk situations. 	<ul style="list-style-type: none"> • Specialised Personal Protective Equipment (PPE) – such as vests with adequate storage and gloves. • Fit for purpose resources and tools – K9 cubes, dog poles, cat crush cages, citronella spray, custom leads. • Body cameras – to accurately record interactions with the animals and members of the public, deter antisocial behaviour and provide reassurance to officers. • Working in pairs where practical - if not possible an on-call check in support system is activated. • Specialised training (delivered via a mix of on-line and in person): <ul style="list-style-type: none"> - Animal handling - dog behaviour training, cat handling techniques, use of specialised equipment. - Dealing with aggressive and hostile people. - Use of body cameras.

Our finances - Animal control and community safety

Operations	2019/20 \$
Operating revenue	\$178,448
Fees and charges	176,595
Internal revenue - Reimbursement from economic development function for Council's COVID-19 relief package (animal control fee waivers)	
Other revenue	1,853
Operating expenses	\$720,110
Employee costs	622,067
Materials and services	85,359
One-off projects (operating)	10,596
Depreciation expense	\$5,187
Operating result (deficit) - Contribution required from general revenue	(\$546,849)

Capital expenditure (Renewal, new, upgrade works)	2019/20 \$
Capital expenditure	
Asset renewal	-
New works	-
Upgrade works	-
Total capital expenditure	-



SHARE-A-THANKS

Supporting our community

Manager Sam would like to recognise the actions of two of the Animal Control/Community Safety Officers - Danny Newton and Daniel Grainger. On Thursday, 24 October 2019 while undertaking inspections, a car accident occurred nearby. The officers immediately went to assist and provided assistance in directing traffic and making the area safe until the Police and other service providers arrived. Well done and a great example of going above and beyond the call of duty.



Great Work Dian - Community Safety

A resident's dog got off its chain and was impounded. When the resident paid and collected his dog, he had a chat with Community Safety Officer Dian who explained the procedures about impounding dogs and the importance of affixing a registration tag to the dog's collar. Dian also took the time and effort to explain to the resident how to build an appropriate enclosure. The resident was impressed with Dian's customer service skills and was very thankful, and requested an email be forwarded to her Manager to commend her service.





We assist in maintaining building standards and pool safety for current and future residents, and provide building information required by other tiers of government and the community.



Our year at a glance 2019/20



74.6% of market share for building certification services.

134 building approvals.



17 pool safety certificates issued.

40 pool inspections.

\$3,601 in inspection fees waived during the pool safety campaign.



Value of assistance to community projects (through fee waivers)
\$14,682.30

Building control & pool safety highlights

Building activity

Council recorded a significant increase in new building work, extensions and renovations in both the business and residential sectors, most notably in the latter half of the year.

Building compliance

Council's proactive approach to building compliance saw a marked increase in final building certification this year compared to last year. This included both Final Certificates issued for domestic structures and Certificates of Classification for commercial and industrial structures.

Community buildings projects

Council supported 14 community groups and charity organisations to undertake new building projects in the region by waiving 100% of building and plumbing application and service connection fees.

Pool safety

This year Council's Pool Safety Campaign was extended by an additional month, allowing more time for residents to take advantage of Council's free inspection service.

Building control & pool safety challenges

Final certification for building work

An audit of building work was conducted by Council officers for the period from 2017-2020, which identified a large number of unfinalised building approvals. This indicated that awareness needs to be raised within the community of the need to gain final certification on completion of building works.

Where there is no final inspection or certificate of compliance for completed building works it not only presents potential safety risks, but can also have implications for the owner's insurances and when selling a property.

In an effort to improve overall compliance rates, Council commenced a program to contact applicants and raise awareness of the outstanding inspections identified in the audit. The positive response saw Council's building certifiers complete a significant number of final inspections during the year.

Increasing development activity

The unexpected spike in building application lodgements in the latter half of the year in parallel with the implementation of COVID-19 restrictions was challenging for our staff to meet service commitments.

3.2 BUILDING CONTROL & POOL SAFETY

What we do

Council provides a building certification service for all classes of buildings and all types of building works, including new work and additions and alterations.

We are responsible for assessing plumbing and drainage works for compliance and we provide a pool safety inspection and certification service by our Registered Pool Safety Inspectors (PSIs).

We record all building assessments, pool safety inspections and certificates completed by Council and all building assessments completed by the private building certification industry.

Our regulatory functions include routine reporting of our records to the Australian Bureau of Statistics and on request to the Queensland Building Construction Commission (QBCC).

Why we do it

Building certification

Most types of building work, including new buildings and structures, as well as additions and alterations to existing buildings, require approval by a licensed Building Certifier before starting construction. This involves an assessment of proposed building work for compliance with relevant State and National standards to ensure that health, safety and amenity is maintained in the public interest.

In 1998 Queensland introduced a private building certification system, enabling qualified professionals from the private sector to perform building assessments and inspections, and certify constructed works in accordance with relevant building standards and laws. Prior to this, these services could only be provided by authorised officers of the local government. These changes to the building laws have created greater choice for those wanting to carry out new building work.

For building works that are certified by the private industry, Council receives notification upon engagement of the certifier, and upon completion and final certification of the constructed works. This enables Council to maintain a record of all building work that is carried out in the region.

Pool safety

Compliant pool barriers help save lives by preventing young children from accessing swimming pools.

All pools, including spas and some portable pools, must now comply with the pool safety standard.

The standard applies to homes with new or existing pools as well as short and long-term accommodation premises. This includes new and existing pools in houses, unit complexes, hotels, motels, backpacker accommodation, caravan parks and mobile van parks.

All pools in Queensland must be registered on the State pool safety register. The pool safety register includes a record of pools in Queensland, pool safety certificates issued and a list of all licensed pool safety inspectors.

Council has 2 registered pool safety inspectors, and runs an annual program where domestic pool inspections are undertaken free of charge. This year's program was extended to run for 3 months, from December to February.

The Queensland Building and Construction Commission (QBCC) is responsible for pool safety inspector licensing, compliance and disciplinary functions.

For more information visit:

<https://www.qbcc.qld.gov.au/home-building-owners/pool-safety/overview>

What we must do

Local instruments

Maranoa Planning Scheme 2017
Adopted Infrastructure Charges Resolution

Queensland Government

Local Government Act 2009
Planning Act 2016
Planning Regulation 2017
Building Act 1975
Building Regulation 2006
Building and Construction Commission Act 1991
Building and Construction Legislation (Non-conforming Building Products—Chain of Responsibility and Other Matters) Amendment Act 2017
Plumbing and Drainage Act 2002
Plumbing and Drainage Regulation 2003
Standard Plumbing and Drainage Regulation 2003
Queensland Plumbing and Wastewater Code
Queensland Development Code.

Australian Government

National Construction Code (NCC)
Building Code of Australia (BCA)
Plumbing Code of Australia (PCA)
Australian Standards
Disability Discrimination Act 1992 (DDA)
Disability (Access to Premises—Building) Standards 2010.

Did you know

If you are new to building development, or have a new or complex proposal, Council officers offer pre lodgement meetings.

The meetings provide the opportunity for detailed feedback and support to be given to applicants, in order to reduce the need for information requests and to expedite assessment periods.



How we are trending - Building control and pool safety

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Building approvals	301	236	131	117	101	111	134
Council certification	161 (53.5%)	125 (53.0%)	97 (74.0%)	89 (76.1%)	77 (76.2%)	90 (79.6%)	100 (74.6%)
Dwellings, units and duplexes	39	25	9	11	9	7	13
Demolitions	1	7	7	5	4	6	9
Commercial and industrial approvals	22	19	22	25	25	24	24
Additions and alterations to dwellings	34	24	20	15	13	8	16
Sheds, carports (Class 10a)	61	45	27	24	20	31	28
Special structures (Class 10b)	New measure in 2018/19					7	8
Pools	4	5	13	9	6	7	2
Private certification	140 (46.5%)	111 (47.0%)	34 (26.0%)	28 (23.9%)	24 (23.8%)	23 (20.4%)	34 (25.4%)
Building records searches	45	47	44	25	32	59	38
Plumbing approvals	191	126	45	35	30	27	31
Pool safety inspections	No data	44	39	74	41	67	40
Pool safety certificates issued	12	33	23	38	27	42	17
Inspection fees waived (Pool safety campaign)						\$5,244	\$3,601
Community projects assistance							
- Number of not-for-profit organisations that received fee waivers						11	14
- Building application fees						\$10,191.90	\$3,125.48
- Plumbing and drainage application fees						\$1,868.60	\$11,556.82
- Total value						\$12,060.50	\$14,682.30

More about the numbers

Certification

On the whole, building approval numbers (Council and private certified development) increased by 18.5% on last year. There were significant increases in both residential and non-residential works, including:

New dwellings	+ 55.5%
Domestic renovations/extensions	+ 21.4%
Domestic sheds	+ 29.4%
Commercial/industrial buildings	+ 11.7%
Demolition	+ 66.6%

The rise in building activity was most pronounced during the last quarter of 2019/20, with 52 new applications received in this period alone. This was double the number of applications received during the previous quarter and made up almost 40% of the total number of approvals issued for the entire year.

Swimming pools were the only approval type that reduced from last year, with a 77.8% reduction in the number of approvals issued. This is the lowest number on record for the last 7 years.

Pre-lodgement meetings and advice

Council continues to support applicants for new building work by offering pre-lodgement meetings and advice free of charge. Of the 62 building pre-lodgement meetings recorded for the year, 40 of these were conducted onsite.

Building record searches

Requests for Building record searches spiked in the last quarter, accounting for 47% of total searches for the year. This could suggest an increasing number of property sales in the Maranoa region.

3.2 BUILDING CONTROL & POOL SAFETY

Our progress with implementing our 5 year plan

✔ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<p>3.2.1 Provide a building, plumbing and drainage, and pool inspection and certification service including:</p> <ul style="list-style-type: none"> • Assessment and timeframes in accordance with the Queensland Government's Development Assessment Rules. • Mandatory compliance inspections and certification for compliant completed works. 	Annual service	✔
<p>3.2.2 Enforce compliance including investigation of suspected unlawful building works.</p>	Annual service	✔
<p>3.2.3 Maintain building records and provide building information (including building record searches) and statistics for the Queensland Government, Australian Bureau of Statistics and the community.</p>	Annual service	✔
<p>3.2.4 Provide assistance to the community through:</p> <ul style="list-style-type: none"> • pre-lodgement meetings upon request; • community projects assistance. 	Annual service	✔
<p>3.2.5 Conduct an annual pool safety campaign waiving Council fees.</p>	Annual service (a) Free pool inspections during summer - December 2019 – January 2020.	✔
<p>3.2.6 Continue to improve our regulatory frameworks for building development.</p>	<p>(b) Review of local building regulations for development in Mitchell. This project aims to:</p> <ul style="list-style-type: none"> • Review and amend planning controls and flood hazard mapping to facilitate building development in Mitchell; • Provide greater clarity to applicants and assessors for developments in the floodplain; and • Minimise the need for site-based flood impact assessments to reduce development costs and timeframes. 	<p>■</p> <p>✔</p> <p>✔</p>

Looking back - what we achieved in 2019/20

(a) Free pool inspections during summer

Residents were able to take advantage of the free domestic pool safety inspections during the 2019/20 summer.

Council extended its Pool Safety Campaign by an additional month in the 2019/20 financial year to allow more time for residents to take advantage of the free service.

Residents were able to make sure their pools were compliant by booking a free inspection normally valued at over \$280 each.

Pool safety and regular inspections are essential for pool owners to avoid possible pool dangers.

(b) Review of local building regulations for development in Mitchell

In 2010 and 2011, Queensland experienced unprecedented flooding across the state. The disastrous impacts of consistent flooding during this period led to a Queensland Government initiative supporting regional communities to build resilience to such extreme natural events.

The Queensland Government commissioned flood studies for several towns in the Maranoa region which previously had no flood studies or flood mapping to support disaster management. After the town of Mitchell was severely affected by flooding in 2012, Council undertook to expand the scope of the State Government flood study to take into account historical flood information, including the record 2012 event.

The refined flood hazard mapping that was produced from the Mitchell flood study was used to inform new land use controls to manage future development in the floodplain, and avoid or mitigate the risks associated with flooding. These controls are implemented through the Maranoa Planning Scheme, which sets out the assessment requirements for different development types.

There has been a considerable interest in new development in the Mitchell community since the Maranoa Planning Scheme was first implemented in 2017. In some cases, the assessment requirements and costs associated with undertaking development in a flood hazard area have proven discouraging for development proponents.

Council is presently faced with the challenge of ensuring that flood risk continues to be managed, whilst also supporting future development in Mitchell and allowing the town to continue to grow.

In pursuit of achieving a greater balance, Council committed to undertaking a more extensive flood study and modelling that focused on areas of the town with potential to accommodate new development and increased building densities.

The study identified areas subject to high risk and major flow paths that must be maintained, as these factors are critical to ensuring that people, property and the environment will not be subject to an unacceptable or intolerable level of risk.

With this information available, Council has been able to provide guidance to stakeholders about development in the floodplain and can review current development controls with greater confidence.

It is expected that development proponents will benefit from the broadscale flood impact assessments completed as part of the study, as this should minimise the need for site-based assessments and in turn significantly reduce development costs.

During 2019/20 detailed flood modelling of the urban area was completed. This focussed on land zoned for residential, commercial and industrial use. The results identified areas of the town that may be further developed without causing unacceptable off-site impacts and higher risk areas where a fit-for-purpose risk assessment may be required to ensure people, property and the environment are not adversely affected in a significant flood event.



Cambridge Street, Mitchell.

3.2 BUILDING CONTROL & POOL SAFETY

Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
Applications			
Building works	3.2.1	Assessment and timeframes in accordance with the Queensland Government's Development Assessment Rules. Mandatory compliance inspections and certification for compliant completed works.	✓
Plumbing and drainage works	3.2.1	Assessment and timeframes in accordance with the Queensland Government's Development Assessment Rules. Mandatory compliance inspections and certification for compliant completed works.	✓
Assistance to the community			
Pre-lodgement meetings information and advice	3.2.1, 3.2.4	Upon request.	✓
Community projects assistance	3.2.4	As required.	✓
Building information			
Building approval records	3.2.3	Applications recorded electronically once accepted by Council as properly made.	✓
Building record searches	3.2.3	Within 5 business days. Upon request.	✓
Development application (DA) tracking	3.2.3	Online/live tracking service - available 24 hours a day / 7 days a week.	✓
Information and guidance material	3.2.3	Accessible via Council's website - 24 hours a day / 7 days a week.	✓
Compliance			
Inspections and follow up of suspected unlawful works	3.2.2	Inspections for Council approved building work at various stages during the construction process. Depending on the type of building work, this can include inspections of the footings and frame, and in all cases upon final completion of the work. Investigation of suspected unlawful works as identified. Rectification works required immediately where there is a potential risk to public safety.	✓
Statistical reporting			
Development assessment statistics	3.2.3	Monthly	✓
Australian Bureau of Statistics (ABS)	3.2.3	Monthly	✓
Pool safety			
Inspections and certification	3.2.1	Upon request.	✓
Pool safety campaign	3.2.5	December, January, February.	✓

Highlights for the year

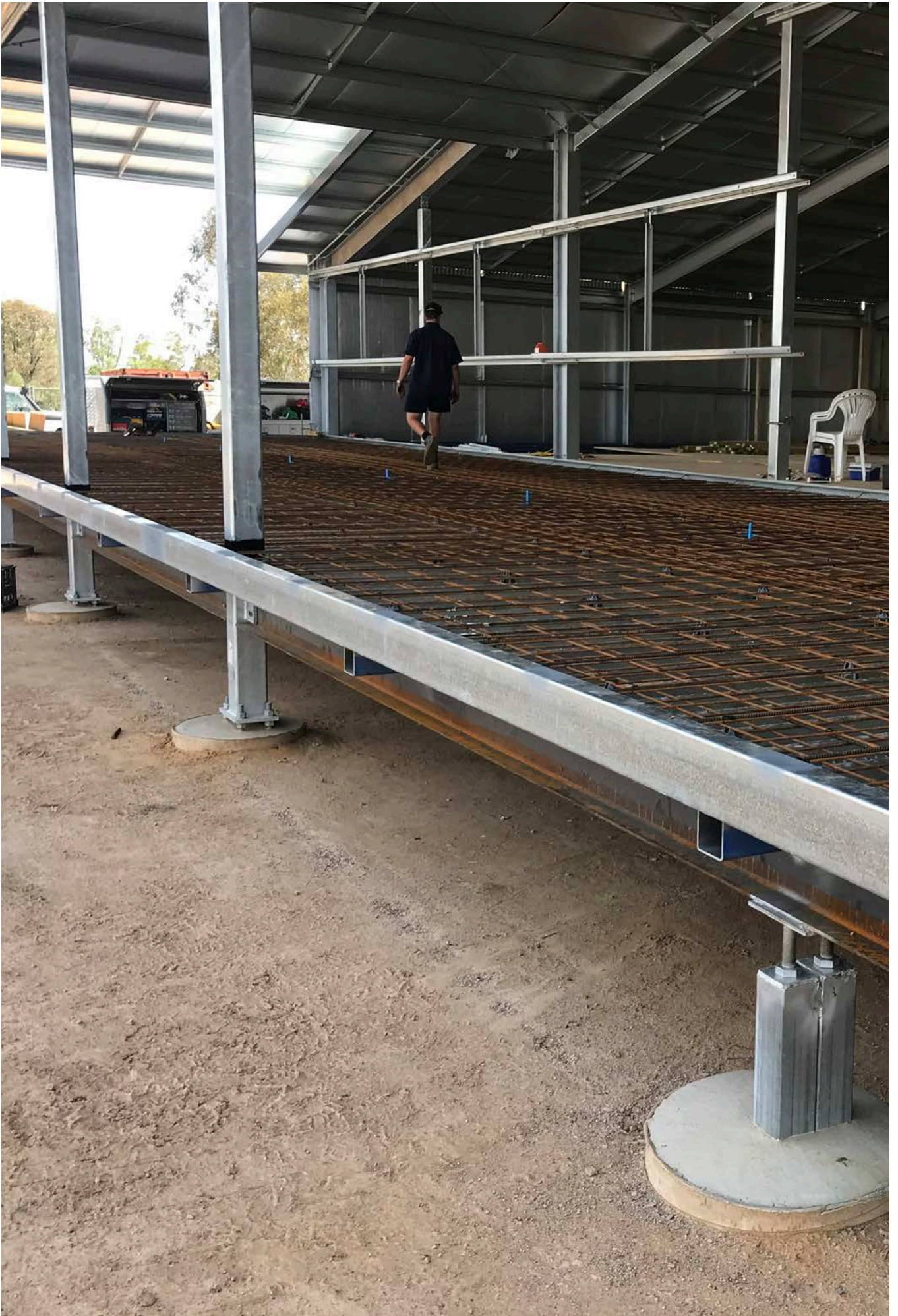
Annual Building, Plumbing and Pool Safety service commitments were successfully fulfilled during the year despite the pressures of increasing application numbers, inspections and search requests amidst the COVID-19 pandemic, which forced a number of changes to operational procedures. Assessments for Building work and Plumbing and Drainage work were completed within statutory timeframes.

Pre-lodgement meetings were a popular means of assisting applicants and communicating building information and advice. The majority of planned meetings were conducted on site. This involved certifying officers travelling across the region on a regular basis.

Investigations were undertaken in response to all reported and identified non-compliant building work and swimming pools. Compliance action was taken where appropriate.

All statistical reporting requirements were achieved.

Right - Building works in progress



Our business partners, stakeholders and customers



Local residents
Ratepayers
Community groups
Local and non-local investors
Real estate agents
Solicitors
Industry

- Builders
- Owner builders
- Plumbers
- Private building certification industry
- Architects
- Engineering Professionals

Queensland Government

- Department of Communities, Housing and Digital Economy (DCHDE)
- Queensland Fire and Emergency Services (QFES)
- Queensland Building Construction Commission (QBCC)
- Non-Conforming Building Products Audit Taskforce

Australian Building Codes Board (ABCB)

Australian Bureau of Statistics.

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> • Non-compliant and poorly maintained private swimming pools 	Subsidised annual inspection program to identify and raise awareness of the risks associated with pools.
<ul style="list-style-type: none"> • Poor building records kept prior to amalgamation of councils 	Building record databases and registers are being consolidated and physical records progressively scanned/digitised.
<ul style="list-style-type: none"> • Illegal building work 	Increased community education on building legislation requirements and risks associated with coming into contact with asbestos. Investigation of complaints of reported illegal building works.
<ul style="list-style-type: none"> • Business continuity 	<p>The function is delivered by a small team with only 2 people (one qualified shortly retiring and one partly qualified). Additional training is being provided to a trade qualified individual and one administrative officer to undertake certain tasks so that the building certification resources can be focussed on a smaller area of responsibility.</p> <p>A tender process will be undertaken to establish a panel of providers for building certification services to supplement Council resources.</p> <p>Skill identification within other Directorate departments is also occurring to explore multi-skilling opportunities.</p>

Our finances - Building control & pool safety

Operations	2019/20 \$
Operating revenue	\$129,531
Fees and charges	117,974
Internal revenue	11,557
Operating expenses	\$334,531
Employee costs	308,547
Materials and services	25,984
One-off projects (operating)	-
Depreciation expense	-
Operating result (deficit) - Contribution required from general revenue	(\$205,000)



We provide the community with information and address specific health and environmental processes undertaken by business, industry and the community to reduce known risks.

We also partner with other agencies in helping to identify and manage mosquitoes and flying foxes in our towns.



Our year at a glance 2019/20



- 161** licensable businesses:
- 161 food premises and water carriers;
 - 0 personal appearance premise;



1 environmental health newsletter delivered



149 inspections and visits to business (including 58 COVID-19 food business inspections and information to **10** beauty businesses).

6 complaints investigated - no non-conformances with legislation.



10 traps placed in various locations.
Samples identified with aedes aegypti reported to Queensland Health.



Deterrents were put in place for three hours morning and evening (Surat roosting areas)

- 4 lights;
- 1 strobe light;
- 5 kytes;
- Sonic system.

Environmental & public health highlights

Assistance to the community during COVID-19 pandemic

The Environmental Health team has provided support to the region's licensed food premises through the delivery of Queensland Health information including:

- Information on food safety;
- Number of patrons allowed in the business food area;
- Appropriate distance between patrons – social distancing;
- Minimising contact when delivering food;
- Record keeping for contact tracing.

Mosquito monitoring facilitates treatment of problem areas

Council has continued to monitor the Gravid Aedes Traps with records forming part of the Darling Downs Public Health Unit Mosquito Data. The information is used for planning a response to mosquito transmitted diseases within the region, including control measures to be undertaken.

Environmental & public health challenges

Illegal dumping

There has been a decrease in illegal dumping across the region in comparison with the previous two years.

Funding has been provided by Department of Environment and Science for improved management of identified illegal hotspot areas. These areas will be signed and have remote monitoring cameras installed.

3.3 ENVIRONMENTAL & PUBLIC HEALTH

What we do

We provide advice and guidance to anyone wanting to open a commercial food premises or any business that has the potential to impact the environment.

We work with the community to ensure practices and processes that occur within the urban areas do not affect the health and wellbeing of residents and the immediate environment in which everyone lives – with particular focus on air quality and water quality.

We manage and monitor numerous illness, infection or disease causing activities carried out in the region by business, industry and community organisations – food safety, mosquito control, reticulated water, swimming pool monitoring and personal appearance services (e.g. tattoo, skin piercing).

What we must do

Queensland Government

Local Government Act 2009

Environmental Protection Act 1994

Food Act 2006

Health Act 1937

Public Health (Infection Control for Personal Appearance Services) Act 2003

Nature Conservation Act 1992

Neighbour Disputes (Dividing Fence & Trees) Act 2011

Local Laws and Subordinate Local Laws

Local Law No. 3 (Community and Environmental Management) 2011

Subordinate Local Law No. 3 (Community and Environmental Management) 2011.

Why we do it

Local government have been contributing to the management of environmental and public health risks for many years. Officers have experience in dealing first hand with businesses, industry and community; the people, the processes and the products and how these elements fit together.

We also ensure that all take out food prepared by commercial or volunteer organisations within the Maranoa region meets national food safety standards. It is important that:

- Businesses along the food supply chain have a sound knowledge and understanding of their responsibilities;
- Potential threats to the integrity of food supply are identified and dealt with decisively;
- Consumers maintain their confidence in the food produced within the Maranoa region.



Did you know

Licensable premises are categorised by risk.

As at 30 June 2020, the Maranoa region renewed the following licences:

High (e.g. aged care, child care)	51
Medium (e.g. cafe, caterer depending on the food prepared and number of people served)	78
Low (food premises)	11
Low (water carriers)	8
Community groups (dependent of the type of food prepared)	13
<i>Food premises and water carriers</i>	<i>161</i>
<i>Personal appearance services</i>	<i>0</i>
Total	161



How we are trending - Environmental and public health

Service	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Commercial food licences issued and renewals	189	260	151	165	175	154	168
Commercial food business inspections	199	335	79	64	140	95 ^(a)	149
Temporary food licences	6	9	4	1	5	1	4
Personal appearance service licences	0	0	1	1	2	1	0
Caravan park licences	0	10	10	8	9	9	9
Non-conformances to legislation		*			7	0	0
Number of reinspections of premises		*			9	5	6
Health searches - change of ownership	4	0	1	1	1	2	3
Food recalls	0	4	13	21	34	31	30
Notifiable diseases	86	83	79	92	17	6 ^(b)	32

* new data collected for 2017/18, 2018/19 and 2019/20

(a) Environmental health officer role vacant for 6 months

(b) Change in reporting process by Queensland Health

More about the numbers

The downturn in the Oil and Gas industry has impacted the number of commercial food business registrations. A reduced number of rural workers' camps has meant a corresponding reduction in commercial kitchens.

The global pandemic has led to significant challenges from an environmental and public health perspective. It has been difficult for businesses to keep up to date with the frequent advice announcements. However, some of the positives for the region have been the:

- Introduction by a number of food businesses of innovative food services for the public during the last quarter of the financial year.
- Opportunity and experience for officers to work with the region's business owners to achieve positive results for where we live and work.
- Positive result for the region as there has been no detection of the virus at the time of preparing the report.



Roma Saleyards Canteen

Our progress with implementing our 5 year plan

✔ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<p>3.3.1 Regulate, monitor and provide information to businesses, industry and community organisations that undertake activities that have the potential to:</p> <ul style="list-style-type: none"> Impact the environment (e.g. air, water, noise, erosion/soil degradation); Cause illness, infection or disease. <p>This includes but is not limited to food safety, vector (including mosquito) control, reticulated water quality, swimming pool water quality monitoring, personal services (tattoo and other skin penetration), and immunisations.</p>	<p>(a) Safe Handling of food training package - I'm Alert training package</p> <p>(Development and presentation to interested community group members (school children/community groups/ commercial food businesses).</p>	✔
	<p>(b) COVID-19 pandemic response for food businesses (Lead agent - Queensland Health).</p> <p>(Collaborate with Qld Health and Qld Police Service by keeping up to date and provide information and assistance to Maranoa businesses for operational COVID-19 compliance requirements).</p>	✔
<p>3.3.2 Ensure compliance with the Queensland Government's legislation:</p> <ul style="list-style-type: none"> Food Act 2006 Environmental Protection Act 1994 Public Health Act 2005 Biosecurity Act 2014 <p>and associated Regulations, Local Laws and Codes of Practice including Queensland Health Water quality guidelines for public aquatic facilities December 2019.</p>	<p>(c) State penalties enforcement register update</p> <p>(For infringement codes under the following legislation:</p> <ul style="list-style-type: none"> Food Act 2006 Public Health Act 2005 Environmental Protection Act 1994 Biosecurity Act 2014 	✔
<p>3.3.3 Partner with the Department of Environment and Science (DES) and Commonwealth Scientific and Industrial Research Organisation (CSIRO) to improve knowledge and mapping of flying fox roosts within the region, and also minimise roosts adjacent to the Surat water treatment plant in accordance with the relevant Code of Practice.</p>	<p>Annual service</p> <p>(d) Flying fox monitoring and Department of Science reporting. (Flying fox arrival, departure and numbers in Surat, Roma and Mitchell - August to December/January).</p>	✔
	<p>(e) Flying fox roost research. (Seek options to participate in Griffith University research).</p>	✔
	<p>(f) Queensland Government's review of the Flying Fox Roost Management Guideline.</p>	✔
<p>3.3.4 Partner with other agencies to identify and manage mosquitoes in our towns.</p>	<p>Queensland Health's training package regarding monitoring, control and identification of mosquitoes (Refresher training for staff).</p> <p>(g) Mosquito trapping program - Identification of Gravid Aedes Trap (GAT) locations within the urban areas of Maranoa – approval to implement traps on site.</p>	✔
<p>3.3.5 Provide environmental health consultancy services (to other councils).</p>	<p>Barcoo Shire Council.</p>	✔



Roma Lions Club at Council's My Maranoa Christmas Street Party

3.3 ENVIRONMENTAL & PUBLIC HEALTH

Looking back - what we achieved in 2019/20

(a) Safe Handling of food training package - I'm Alert training package

Council provided local food businesses with free and unlimited access to a new training product for all food handlers (whether a home, voluntary organisation or commercial food business) to gain valuable skills and knowledge for the safe production and storage of food.

I'm Alert food safety online training was uploaded to Council's Website in September 2019 for use by community group members (school children/community groups/commercial food businesses).

The program is presented in an interactive, easy to follow, and entertaining format. The user has the ability to print off an acknowledgement form and a completion certificate that can be kept as a staff training record.

The training module has been developed by qualified and experienced Environmental Health professionals and is equivalent in scope to a two-day consultant delivered course.

Whilst commercial food businesses have been busy with managing COVID-19 restrictions and social distancing, it is hoped that the package will be a valuable resource in the coming years.

(b) COVID-19 pandemic response for food businesses (Lead agent - Queensland Health).

Council, in collaboration with Queensland Health and Queensland Police, reviewed and provided information to applicable businesses within the region regarding Queensland Health requirements of COVID-19 conditions – food businesses, hotels etc. This has included:

- Information on food safety;
- Number of patrons allowed in the business food area;
- Appropriate distance between patrons – social distancing;
- Minimising contact when delivering food;
- Record keeping for contact tracing.

It was a challenging time for businesses and Council with conditions changing frequently.

(c) State penalties enforcement register update

Council's register and coding within the State Penalty Enforcement system has been updated to reflect requirements under all applicable legislation used by employees.

(d) Flying fox monitoring and Department of Science reporting

For many years, flying foxes have come into the region at Surat, Roma and Mitchell enroute north, for the birthing season.

The species (Little red neck flying fox) usually arrive in August and vacate approximately at the end of December, as food sources are extinguished.

Council continued to monitor known flying fox roosting areas along the Balonne, Bungil and Maranoa Rivers and provided statistical information to Queensland's Department of Environment and Science.

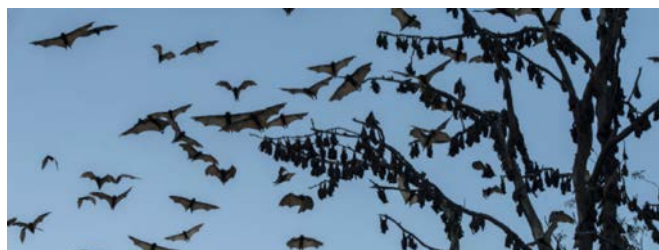
Deterrents were put in place for three hours morning and evening (Surat roosting areas).

- 4 lights;
- 1 strobe light;
- 5 kytes;
- Sonic system.

Whilst flying foxes are crucial to keeping native flora and fauna healthy, spreading seeds and pollinating plants, these animals disturb urban areas through noise and droppings.

Council advocated for a five year monitoring program to identify where flying foxes come from and where they go each year.

During the 2019/20 financial year very few flying foxes migrated to the Maranoa region from August through to December 2019 (breeding season). The drought had a major impact on the animals as there was very little feed and water around the usual roosting areas for this period of time.



(e) Flying fox roost research

Council officers participated in a survey conducted by Griffith University during its research into the species.

The Maranoa region did not meet the criteria to participate in further stages (e.g. roost management) as the animals do not roost within the region on a continual basis – the region is a 'stop over' during the migration route.

(f) Queensland Government's review of the Flying Fox Roost Management Guideline.

Council officers participated in the review process for the Flying Fox Roost Management Guideline, providing comment and information on the species experienced within this region.

(g) Mosquito trapping program

Council has continued to monitor the Gravid Aedes Traps with records forming part of the Darling Downs Public Health Unit Mosquito Data. The information is used for planning a response to mosquito transmitted diseases within the region, including control measures to be undertaken.

Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
Amendment to an activity subject to the <i>Environmental Protection Act 1994</i>	3.3.1	As required - any weekday during Council business hours.	Nil for 2019/20
Applications for activities under the <i>Environmental Protection Act 1994, Food Act 2006</i> , Local Law No. 1 and regulated activities on local government controlled areas and roads	3.3.2	Inspection of site any weekday or weekends if and when required. Inspection of all licensed premises - minimum once a year.	✓ (Up to February 2020) Routine annual inspections were suspended during COVID-19 restrictions
Food safety programs (review) for 'at risk' residents (Child care/aged care)	3.3.2	Within 10 days.	✓
Non-compliances with licence and/or regulated conditions	3.3.1	Inspection as required, subject to a current delegation.	✓
Nuisance complaints (e.g. <i>Biosecurity Act 2014, Public Health Act 2005, Local Laws</i>)	3.3.1	Issue of compliance notices where applicable.	✓
Asbestos removal applications	3.3.1, 1.5.3	As required. Review of application and presented information (percentage of contamination and type).	✓
Notifiable diseases (<i>Public Health Act 2005</i>)	3.3.1	Mapping, monitoring and actions in partnership with Queensland Health.	✓
Mobile food outlets	3.3.2	Monitored annually.	Nil for 2019/20 Routine annual inspections were suspended during COVID-19 restrictions
Annual report to Queensland Health	3.3.2	September each year.	✓
Surat flying foxes	3.3.3	Annual initiative to undertake actions to relocate the flying foxes away from the water supply and adjacent town of Surat.	✓
Mosquito control	3.3.4	Partnership with Queensland Health to trap and identify mosquitoes (to reduce the likelihood of an outbreak of illness).	✓
Water quality monitoring		Potable water and aquatic facilities.	✓
Environmental health newsletter	3.3.2	Quarterly	✓
Environmental health consultancy services (to other councils)	3.3.5	Service delivery consistent with agreements / memorandums of understanding (MOUs).	✓
Paroo Shire			
Barcoo Shire			

By 30 November 2019, all commercial food premises were provided with their new licence in accordance with their applications. Any licensed premises in the previous year that had not submitted their application by this date were contacted via email and or telephone.

The response required to the COVID-19 pandemic impacted both events and inspections during Quarter 3 and 4. Officers' time was diverted away from routine inspections. In total, 58 COVID-19 related inspections of food businesses were conducted and 10 beauty shops were visited during the Quarter 4 period.

Key littering sites within the region have been inspected every quarter. Inspections have revealed less littering in these areas over the twelve (12) month period. No further sites have been identified. It is likely that the Queensland Government's container refund scheme also contributed to the reduction in roadside litter that has been observed over the last year.

Our business partners, stakeholders and customers



- Business owners
- Commercial food premises
- Community members
- Private Schools – St. Johns, St. Patricks

Internal – Council

- Planning and Building team
- Infrastructure Services
- Community Safety
- Customer Service
- Facilities team
- Roma Saleyards
- Rates team

Darling Downs South West Environmental Health Group

- Western Downs Regional Council
- Balonne Shire Council
- Murweh Shire Council
- Southern Downs Regional Council
- Lockyer Valley Regional Council

- Toowoomba Regional Council
- Scenic Rim Regional Council
- Quilpie Shire Council
- Paroo Shire Council
- Barcoo Shire Council

Queensland Government

- Queensland Police Service
- Queensland Forestry
- Queensland National Park Service
- Department Environment and Science
- Department of Resources
- Queensland Health
- Darling Downs Queensland Health Service
- Queensland Health Laboratory
- Queensland Fire & Emergency Services
- Queensland hospitals (Maranoa region)
- State Schools – Injune, Mitchell, Mungallala, Roma, Surat.

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> • Food – ensure food produced by commercial food premises within the region is suitable for consumption 	Environmental Health Officer/s complete onsite inspections, and monitor high risk premises – ‘aged care, child care facilities’ to ensure compliance with the Food Act and regulation.
<ul style="list-style-type: none"> • Spread of vector borne diseases 	Continue to implement mosquito surveillance in partnership with Queensland Health to eliminate / reduce known species that transfer disease eg. Dengue, Zika, Chikungunya. The program is used to define the nature and extent of the mosquito problem and to gauge mosquito control operations. It also provides data for ease of control if and when required.
<ul style="list-style-type: none"> • Water quality – Council public swimming pools 	Monitor and review sample results from all Council owned and managed swimming pools to ensure water quality meets the Water quality guidelines for public aquatic facilities December 2019.

Our finances - Environmental and public health

Operations	2019/20
	\$
Operating revenue	\$58,137
Fees and charges	58,137
Operating expenses	\$313,044
Employee costs	227,217
Materials and services	85,827
One-off projects (operating)	-
Operating result (deficit) - Contribution required from general revenue	(\$254,907)





We partner with government and non-government agencies to manage disasters and other emergencies within the region.

We also undertake flood mitigation works in accordance with available funding and annual priorities.



Our year at a glance 2019/20



\$1.77 million of works undertaken under the Australian and Queensland Government's Natural Disaster Relief and Recovery Arrangements.



\$102,658 additional costs for the COVID-19 response.



New Eastern Diversion Channel operated effectively in the February 2020 flood event.



Local Disaster Management Group activated to respond during the (pandemic) health emergency.



Staff provided with training – Warnings & Alerts, Resupply Modules, Qld Disaster Management Arrangements, Volunteering Management and Psychological First Aid.

Emergency management & flood mitigation highlights

Project highlights

- Construction of a new flood boat shed and installation of an accommodation unit for the State Emergency Service (SES) in Surat.
- Completion of a critical infrastructure risk assessment project funded by the Natural Disaster Resilience Program. The final report and data sets have been provided to Council. This information will be used for infrastructure planning and emergency response purposes

Stage 2A Roma flood mitigation tested

In February 2020, flooding events across the region resulted in moderate flooding in the Bungil Creek catchment. These flows led to the first operation of the Eastern Diversion Channel (part of Stage 2A – Roma Flood Mitigation Project) which operated effectively and as intended.

As designed the channel restricted the height of the floodwater observed in Roma by providing additional flow area for the water to pass Roma more efficiently and with less restriction.

Emergency management & flood mitigation challenges

Construction of the Stage 2B Roma flood mitigation

Stage 2B which comprises works at the Railway Dam has been delayed. Further preconstruction activities were identified as being required through the regulatory planning approval processes.

The project team is currently working through these requirements with the support of the design consultant.

COVID-19 pandemic (health) response

The Local Disaster Management Group (LDMG) moved into the 'stand up' level of activation in March 2020. The term refers to the actions required during a disaster.

Regular LDMG meetings were held, with Queensland Health taking the lead on responding to the pandemic. The restrictions that were put in place by the Queensland Government resulted in many of the Council facilities being closed to the public for a significant amount of time.

This required a rapid response to directives from the Queensland Government and then interpreting those directives for the community.

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

What we do

We work with all staff, agencies and residents to deliver the four key elements of Queensland's disaster management framework for the Maranoa region (PPRR - Prevention, Preparedness, Response and Recovery).

Council partners with the relevant government and non-government agencies including:

- Undertaking a comprehensive all-hazards approach to disaster planning and preparedness to minimise the impact of future disasters;
- Planning our activities around the State's Inspector General of Emergency Management's (IGEM) assurance framework;
- Supporting the Local Emergency Coordination Committees (LECC's);
- Upskilling all Council staff to form part of the disaster management teams across the region;
- Implementing a coordinated governance structure that includes the Local Emergency Coordination Committees (LECC's) and the Local Disaster Management Group (LDMG);
- Assisting the local agencies' and communities' capability to develop and implement local plans;
- Promoting that community resilience is a shared responsibility for all Queenslanders.

Prevention

We continue to apply for Queensland and Australian Government funding to deliver infrastructure and other solutions where practical.

This includes implementing measures to build resilience and to mitigate the economic, environmental, human and social, roads, transport and building impacts of disasters on our communities.

The Maranoa Planning Scheme and associated Planning Scheme Policies enable Council to plan for a sustainable future as well as taking into account the potential hazards and land-use planning.

Preparedness

We aim to promote to all members of the community the importance of being aware of the types of hazards and potential disasters that are likely to occur, and to understand the risks associated with these hazards.

Where prevention is not possible, disaster management planning establishes community networks and arrangements to reduce risks, prepare for, respond to and recover from disasters.

Local Disaster Management Plan

We prepare and update the Local Disaster Management Plan in accordance with the requirements of the *Disaster Management Act 2003*.

The purpose of the Plan is to detail arrangements for the coordination and management of resources, to keep communities within the region safe prior to, during, and after a disaster.

Response

We aim to provide a locally led, cohesive, well trained and coordinated response to disaster events, partnering with the Queensland Government and other agencies to ensure a timely response.

We support the Local Emergency Coordination Committees in Mitchell, Injune, Surat and Wallumbilla/Yuleba to have a locally led disaster management response.

Recovery

We assist affected communities to regain an appropriate level of functioning following a disaster across the five functions of:

- economic;
- environment;
- human and social;
- roads and transport;
- buildings.

Why we do it

Although the requirement for disaster management exists in the Queensland Government's *Disaster Management Act 2003*, it is a priority of Council to:

- ensure all residents and visitors in the region are aware of the disaster risks and the mitigation and preparedness options; and
- provide a comprehensive response and recovery capability to ensure that our residents and visitors are safe.

What we must do

Queensland Government

Disaster Management Act 2003

Disaster Management Regulation 2014

Prevention, Preparedness, Response and Recovery Disaster Management Guideline

Emergency Management Assurance Framework (EMAF).

Did you know

Maranoa Regional Council and other local governments may seek funding for restoration of infrastructure assets damaged in a disaster.

Disaster Recovery Funding Arrangements (DRFA) are jointly funded by the Australian and Queensland Governments and administered through the Queensland Reconstruction Authority (QRA).

Only disaster events that are activated in accordance with the Australian Government guidelines are eligible for funding, and there are further eligibility assessments undertaken by the Queensland Reconstruction Authority in accordance with the guidelines.



How we are trending - Emergency management and flood mitigation

Australian and Queensland Government Funded Programs	Expenditure by financial year					
	2014/15 \$	2015/16 \$	2016/17 \$	2017/18 \$	2018/19 \$	2019/20 \$
Type of works approved for funding						
1. Emergent (Emergency works)	273,471	-	121,404	244,032	50,821	1,456,884
2. Restoration	3,761,192	1,176,321	1,434,999	10,819	298,140	313,476
3. Betterment	-	-	-	-	210,123	0
Total expenditure	\$4,034,663	\$1,176,321	\$1,556,403	\$254,850	\$559,084	\$1,770,360

More about the numbers

1. **Emergency works** are the activities undertaken during / after a disaster. This could include erection of warning signs/barriers, pothole patching, removal of silt and debris, clearing of table drains and minor grading. These activities restore the road network to a safe and usable standard.

Emergency works must be undertaken within the first 90 days following an event and are temporary fixes until further substantial works can be assessed / approved to restore the infrastructure network back to pre-disaster standard.

The most recent emergent works have been completed for what is referred to as Event 12 (South West Queensland Flooding, 20 - 26 February 2020). These works were completed by 30 June 2020 and the final acquittal is required by 30 September 2020.

2. Restoration work is the replacement of eligible essential public assets damaged as a direct result of an eligible disaster to the pre-disaster standard, in accordance with current engineering standards. Restoration works must be completed within 2 years from the end of the financial year that the event occurred in.

Restoration works for essential public assets require submissions to be made to the Queensland Reconstruction Authority (QRA) for approval for funding. Once a submission has been assessed, and if approved, the procurement process for the restoration works can begin.

In 2019/20 there was activity in relation to 3 events:

- Event 10 - Central and South West Queensland Trough which occurred from 20-21 February 2018. All works were complete by June 2020.
- Event 11 - Southern Queensland Upper Level Trough which occurred from 22-25 April 2019. The works are to be delivered by June 2021.
- Event 12 - South West Queensland Flooding, which occurred 20 - 26 February 2020. Some immediate restoration works were completed prior to submission for funding due to the risk to road users.

3. Betterment work is joint Australian Government and Queensland Government funding to build back better, more resilient essential public infrastructure. No betterment funding was received in 2019/20.

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

Our progress with implementing our 5 year plan

✔ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
3.4.1 Implement the State Government's Inspector-General Emergency Management Assurance Framework to build our communities' resilience to emergencies, working to meet standards and implement actions for prevention, preparedness, response and recovery).	(a) Volunteering Queensland projects – Sub plan development & training.	✔
	Training in Spontaneous Disaster Volunteer converted to On-line training due to COVID-19.	■
	(b) Disaster management training - Volunteer management - Psychological first aid - Coordinator training for volunteer management - Warnings and alerts - Resupply (Essential goods to isolated individuals) - Road closure module (Guardian software)	✔
	(c) Flood & other hazard triggers actions and mapping sub plan update (Working with Bureau of Meteorology to update river height data post river heights stations project and levee).	■
3.4.2 Finalise Stage 2A of the Roma Flood Mitigation Project.	-	
3.4.3 Undertake a revised scope for Stage 2B having regard to funding availability.	(d) Roma flood mitigation project - Stage 2B - Detailed design and pre-construction activities.	■
	Progress reports to funding body. Application for extension of time.	
3.4.4 Establish and maintain a Local Disaster Coordination Centre.	-	
3.4.5 Implement Local Emergency Coordination Committees (LECC) to help ensure disaster prevention, preparedness, response and recovery for communities for flood, fire and other emergencies.	Meetings held quarterly from late 2019.	✔
3.4.6 Undertake other flood mitigation works as funding becomes available, and subject to annual priorities.		
3.4.7 Pursue and acquit funding to build capacity and resilience for the region's emergency management.	Flood boat shed for Surat.	✔ (Funding acquitted June 2020)
	(SES Support Grant - Queensland Fire and Emergency Services)	
	Critical infrastructure assessment.	✔ (Funding acquitted June 2020)
	(Qld Reconstruction Authority (QRA) – Natural Disaster Resilience Program)	
	Queensland Government's Get Ready program.	✔

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

Looking back - what we achieved in 2019/20

New flood boat shed in Surat for storm emergency assistance

Council received \$34,300 from the Queensland Government's 2019/20 State Emergency Service (SES) Support Grant program for the construction of the Surat flood boat shed.

The new shed improves accessibility to the flood boat in the case of an emergency situation where time is of the essence.



Critical infrastructure project completed

Council carried out an assessment to identify all critical infrastructure and natural hazard impacts within the Maranoa region.

This information will be used for infrastructure planning and emergency response purposes and has been funded by the Natural Disaster Resilience Program. The program aims to strengthen community resilience in its management of, and response to, natural disasters.

The National Disaster Resilience Program is jointly funded by the Queensland and Australian Government, which is administered by Queensland Reconstruction Authority.

Volunteers valued during disasters

Council worked with Volunteering Queensland to incorporate a sub plan and standard operating procedures – 'Working with Volunteers in Disasters' into Council's Disaster Management Plan.

Volunteering Queensland and Queensland Fire & Emergency Services were also engaged to train appropriate Council staff in Volunteering Management, Psychological First Aid and Queensland Disaster Management Arrangements.

Maranoa responds to COVID-19 pandemic

In March, the Maranoa region, like others across the globe, responded to the spread of the COVID-19 (coronavirus).

The COVID-19 outbreak in Australia was managed as a health emergency, with both the Australian and Queensland Governments implementing measures as part of the pandemic response.

It was recognised that, as a Council, we are a major provider of services, many of which our residents rely solely on us to provide. We therefore wanted to do our part at a local level to support our community during this time and a ten point action plan was developed.




Regular updates were provided to the community. This included a dedicated section of the website to advise how we were monitoring and responding within the region, and information on what to do if having symptoms.

Council participated in Local Disaster Management Group (LDMG) meetings and actions, and worked closely with Queensland Health.



Eastern Diversion Channel - part of the Stage 2A Flood Mitigation Project, Roma.

Projects - what we achieved in 2019/20

Completed	In progress	Not started
		
<ul style="list-style-type: none"> • State Emergency Service (SES) Flood Boat Shed – Surat (funded from State Emergency Services funding) • Fitout replacement donga – Surat (funded from State Emergency Service recurrent funding) • Roma Flood modelling – various design flood events • Critical Infrastructure risk assessment (funded from the Natural Disaster Resilience Program (NDRP) – administered by the Queensland Reconstruction Authority). 	<ul style="list-style-type: none"> • Flood Mitigation: Plant and equipment, Roma • Mitchell Local drainage – Upgrade of stormwater assets in Mitchell town required in sections of Winchester and Mary Street Mitchell (Multi-year project) <i>(This project is jointly funded by the Queensland Government and Maranoa Regional Council through the Queensland Disaster Resilience Fund (QDRF))</i> • Stage 2B Flood Mitigation Roma Railway Dam carried forward funding (Multi-year project <i>(This project is a joint initiative of the Queensland Government and Maranoa Regional Council)</i>). 	<ul style="list-style-type: none"> • Flood levee monument • Flood warning river height stations - Regional.



Stage 2B Flood Mitigation Site - Railway Dam

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

Annual services

What we do	Corporate plan reference	What we are aiming for	Did we achieve it in 2019/20
Compliance with legislation			
Manage events in the region	3.4.1	As required.	✓
Hold meetings of the Local Disaster Management Group (LDMG)	3.4.1	Minimum – every 6 months.	✓
Develop and implement emergency management staff roles and responsibilities	3.4.1	Ongoing review to ensure currency.	✓
Coordinate training for staff and supporting agencies	3.4.1	As identified including refresher training.	✓
Review the effectiveness of the Local Disaster Management Plan	3.4.1	Minimum once during the year.	✓
Plan and map required actions and monitor progress with implementation of the State Government's Inspector-General Emergency Management (IGEM) Assurance Framework	3.4.1	Minimum once during the year / action ongoing.	✓
Building community resilience			
Provide support to the Local Emergency Coordination Committees in Mitchell, Injune, Surat, Wallumbilla/Yuleba, including holding regular all-hazards planning meetings with key State Government agencies	3.4.5	From late 2019 - Quarterly.	✓
Participate in the Queensland Government's 'Get Ready' campaign	3.4.7	In accordance with the State's program.	✓
Provide support in relation to the flood gauge network	3.4.1	As required.	✓
Engage with the business community and vulnerable sectors of our community (including the aged) to support resilience and planning for disasters	3.4.1		✓
Prepare funding applications for mitigation and preparedness projects and acquit successful funded projects	3.4.7	As funding opportunities are identified.	✓

In 2019/20, there were two major events in the region that involved the operation of the Local Disaster Management Group.

- In February 2020 the region was hit by isolated flooding. The Local Disaster Management Group managed this event with timely responses to stranded motorists situated on the Warrego Highway as well as welfare checks on residents located south of Mitchell.
- Since the outbreak of the coronavirus (COVID-19) the Local Disaster Management group has been working with Queensland Health to ensure that appropriate information is being shared with the community.

Our business partners, stakeholders and customers



All Maranoa property owners and residents
 Balonne Shire as part of the same District Disaster Management Group
 Travelling public, including visitors to the region
 Queensland Police Service
 Queensland Fire & Emergency Services
 Queensland Ambulance Service
 Ergon Energy
 Telstra
 Queensland Health
 Department of Communities, Housing and Digital Economy
 Department of Transport and Main Roads
 Department of Agriculture & Fisheries
 Agforce Qld
 Department of Environment and Science
 Red Cross
 GIVIT
 ABC Radio Emergency Broadcasting
 Volunteering Queensland
 Salvation Army Emergency Services
 Department of Education
 Santos

Origin Energy / Australia Pacific LNG
 Mitchell Local Emergency Coordination Committee
 Surat Local Emergency Coordination Committee
 Injune Local Emergency Coordination Committee
 Wallumbilla/Yuleba Local Emergency Coordination Committee
 Blue Care
 Anglicare

Non-government organisations

Council has entered into formal Memorandums of Understanding with the Red Cross, The Salvation Army and GIVIT who also play an important part in disaster management before, during and after events.

The roles these organisations perform through all levels of disaster management in supporting residents and visitors is one Council supports and values.

Council meets all of these agencies on a regular basis to review plans and further develop an appreciation of the communities' needs before during and after disasters.

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> Repeat of 2012 Flood event in Mitchell 	<ul style="list-style-type: none"> Establishment of a Local Emergency Coordination Committee (LECC). Planning works around evacuation and communication around preparedness.
<ul style="list-style-type: none"> Widespread bushfire (due to impacts on cropping and grazing industries) 	<ul style="list-style-type: none"> Engagement in South West Fire Management Group Implementation / endorsement of the Annual Operation Cool Burn Plan Support RFSQ in their community engagement strategies for preparedness Support RFSQ in their recruitment and training strategies. <p>(RFSQ = Rural Fire Service Queensland)</p>
<ul style="list-style-type: none"> The current status of recovery for a wide spread event 	<ul style="list-style-type: none"> Memorandums of Understanding with Red Cross and Salvation Army for recovery welfare support. Planned rewrite of a recovery plan and strategy.
<ul style="list-style-type: none"> Roma levee maintenance / operations 	<ul style="list-style-type: none"> Inspections quarterly and annually. External audit inspection every 3 years. Establish and train maintenance work crew. Plan levee operations exercise.

Our finances - Emergency management & flood mitigation

Operations and maintenance	2019/20
	\$
Operating revenue	\$72,544
Grants subsidies and contributions	35,611
Other revenue	36,933
Operating expenses	\$554,997
Employee costs	203,413
Materials and services	36,203
One-off projects (operating)	205,752
Finance costs	109,629
Depreciation expense	-
Operating result / (deficit) - Contribution required from general revenue	(\$482,453)

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20
	\$
Capital funding	
Contribution from general revenue	127,118
Grants, subsidies	-
Transfer/adjustment other reserves	399,732
Estimated opening balance (disaster management reserves)	1,709,363
Total capital funding	\$2,236,213
Capital expenditure	
Asset renewal	-
New works	416,309
Upgrade works	-
Loan repayments	127,118
Total capital expenditure	\$543,427
Projected closing funds for future years (Emergency management)	\$1,692,786



We contribute, in partnership with the region's energy provider, to the planning and delivery of a street lighting network that focusses on improving road user and pedestrian safety at night.

We also contribute to pedestrian safety through the progressive review of lighting in public spaces and identifying any potential improvements for future budget consideration.



Our year at a glance 2019/20



1,293 lights checked across the region, **32** faults identified and logged for rectification by the energy retailer.



\$200,126 for street lighting operating costs.



Street lighting strategy
– all street light and pedestrian crossing locations have been mapped with initial prioritisation of works in progress.

Street lighting & public space lighting highlights

Annual audit by Council

The annual street inspection program commenced in early April 2020 in Amby and the final inspection was completed in early June 2020 in Roma.

Street lighting strategy in progress

All street light and pedestrian crossing locations are now mapped.

3.5 STREET LIGHTING & PUBLIC SPACE LIGHTING

What we do

Council pays monthly street lighting electricity accounts to Ergon Energy as they currently own and maintain the majority of the street lights installed across the Maranoa region.

Number of street lights	
Mitchell and Surrounds	
Amby	18
Mungallala	27
Mitchell	154
Roma and Surrounds	
Roma	631
Muckadilla	15
Injune	76
Surat	66
Yuleba / Wallumbilla / Jackson and Surrounds	
Yuleba	37
Wallumbilla	47
Jackson	11
TOTAL	1,082

Council provides a number of related services:

- Consideration of residents' requests for additional street lights and application to Ergon Energy.

New installations are prioritised based on road user volumes and are subject to Council's funding availability. In some situations nearby residents will also be consulted to identify if the additional lighting is desired.
- Audit to proactively identify faults.
- Notification of faults to Ergon Energy where these have been reported to Council (Note: Residents can report these directly to Ergon Energy).
- Conditioning new developments to ensure that street lighting meets the requirements of the Australian Standard.

Why we do it

We aim to provide:

- a well-planned and affordable street lighting network that focusses on improving road user and pedestrian safety at night - particularly at intersections, traffic islands and pedestrian crossing points.
- improved safety for pedestrians through the progressive review of lighting in public spaces and identification of any potential improvements for budget consideration.

Note:

- Only local governments (Councils) or the Department of Transport and Main Roads can apply to Ergon Energy for street lighting connections.
- Street lighting is not designed to provide security lighting for private property.
- Council's preference is not to install shields on street lights, as this can reduce lighting levels below that required by the Australian Standards, resulting in public safety issues.

Where a resident can demonstrate extreme hardship due to light spill into their property from an adjacent street light, the installation of a shield on the light may be considered.

Shields are not appropriate in new residential subdivisions where the street lighting has been specifically designed and installed to meet the lighting requirements of the Australian Standard.

- Street lighting designs must be prepared by an approved consultant and are to be certified by a registered engineer.

What we must do

Capricorn Municipal Design Guidelines (CDMG)

AS 1158 – Lighting for Roads and Public Spaces

Did you know

We do not own the majority of the street lights, but we do pay the accounts.



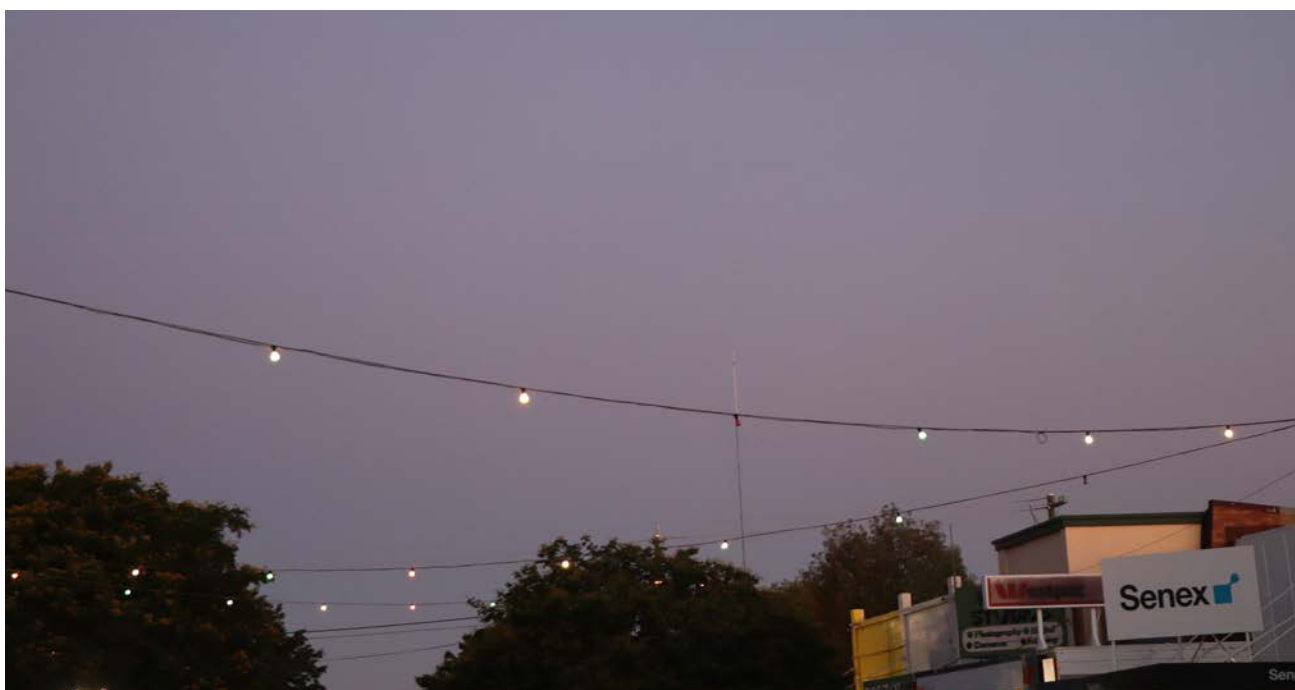
How we are trending - Street lighting and public street lighting

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Street lighting expenses	\$209,586	\$186,510	\$189,543	\$201,065	\$225,230	\$200,126

Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
3.5.1 Develop a street lighting strategy to guide investment decisions for additional lighting and consideration of new applications.	Commencement of strategy.	■
3.5.2 Undertake an annual audit of our towns for street lights that aren't working and report these to the provider.	Annual service	✓
3.5.3 Allocate an annual budget sufficient to meet current lighting use and periodically review the allocation for any expansion to the network.	Annual service	✓
3.5.4 Explore opportunities to reduce costs and consumption through energy efficiency options.	Annual service	✓
3.5.5 Facilitate the reporting of faults to the energy provider.	Annual service	✓
3.5.6 Consider improvements according to annual priorities across both streets and public spaces.	Light Emitting Diode (LED) Trial.	✓
3.5.7 Identify and implement lighting projects that complement other infrastructure works.		



Festive lighting in McDowall Street, Roma.

Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
Faults			
<ul style="list-style-type: none"> Proactive (inspection of the street lighting network for brightness, damage and faults and report all findings to Ergon Energy). Reactive 	3.5.2	Annually	✓
	3.5.5	As required <i>Note: Council or residents can report faults directly to Ergon Energy:</i> <ul style="list-style-type: none"> Telephone: 13 22 96 Online: https://www.ergon.com.au/network/outages-and-disruptions/report-a-problem/faulty-streetlight. <i>Ergon will need to be provided with the street address of the pole and it is helpful if the number on the pole can also be provided.</i> <ul style="list-style-type: none"> Emergencies such as exposed live wires should be reported immediately by telephoning Ergon on 13 19 62. Downed power lines should be reported directly to Emergency Services on 000. 	✓
Electricity account processing			
<ul style="list-style-type: none"> Mitchell & Surrounds (Mitchell, Amby, Mungallala) Roma & Surrounds (Roma, Muckadilla) Injune Surat Yuleba & Surrounds (Yuleba, Wallumbilla, Jackson) 	3.5.3	Monthly	✓
Electricity network			
New applications	3.5.1	Upon receipt Includes consideration of supporting information and road user volumes as required.	Nil for 2019/20

Our business partners, stakeholders and customers



Ergon
Developers
Residents

How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> Some components of the service and performance fall under the control of entities other than Council. <p>Street lighting is provided to improve road user safety at night by illuminating roads and footpaths particularly at intersections, traffic islands and pedestrian crossing points. The service is delivered via partnership with Ergon Energy and Maranoa Regional Council. Ergon Energy currently own and maintain almost all street lights installed in the Maranoa region, with Council paying the monthly electricity accounts and approving network extensions.</p>	<ul style="list-style-type: none"> Annual budget sufficient to meet current lighting use. Proactive annual audit of our towns for street lights that aren't working and reporting these to the provider. Communication of street lighting arrangements through the inclusion of a specific topic in the Corporate and Operational Plans and development of a Fact Sheet to raise awareness within the community about street lighting arrangements.
<ul style="list-style-type: none"> Unplanned extensions to the existing street light network <p>Council pays a service and energy use charge for each street light [other than those on State-controlled roads] within the Maranoa region. As the network is extended, the annual cost of street lighting also increases.</p> <p>Any network extensions need to be considered on a strategic basis so that the level of service is sustainable over the long term.</p>	<ul style="list-style-type: none"> Street lighting strategy to guide investment decisions for additional lighting. Ensuring street lighting requirements for developments are appropriate and consider the long term operational cost to Council (Planning Scheme and Capricorn Municipal Design Guidelines). Identification and implementation of lighting projects that complement other infrastructure works.

Our finances - Street lighting and public spaces

	2019/20
Operations and maintenance	\$
Operating expenses	\$200,126
Employee costs	4,941
Materials and services	195,185
One-off projects (operating)	-
Depreciation expense	-
Operating result (deficit) - Contribution required from general revenue	(\$200,126)