

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

3.1 Animal control and community safety	106
3.2 Building control and pool safety	116
3.3 Environmental and public health	124
3.4 Emergency management and flood mitigation.....	130
3.5 Street lighting and public space lighting	138

Project highlights



Our performance in focus



ANIMAL CONTROL & COMMUNITY SAFETY - ANIMAL CONTROL & COMMUNITY SAFETY - ANIMAL CONTROL & COMMUNITY SAFETY

3.1

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



Our year at a glance

3.1 Animal control and community safety



New off-leash **dog park** opened in Roma

309 dogs impounded

724 new registrations

2,014 dogs registered

208 dogs reunited with their owners

60 dogs adopted / rehomed

35 investigations of dog attacks

227.5 hours of patrols (recorded from November 2018).

Enforcement action:

220 advisory notices issued

33 compliance notices issued

162 infringements issued



Selective inspection program resulted in a **53%** increase in dog registrations (a mandatory requirement for pet owners across the State).



10 resources developed for the community (e.g. fact sheets and newsletters).

ANIMAL CONTROL & COMMUNITY SAFETY HIGHLIGHTS

Project completion

The new off-leash dog park was officially opened in Roma on 19 May 2019.

Annual selection inspection program

This year's program resulted in a 53% increase in dog registrations.

Free dog handling workshop comes to Roma

One of Australia's most experienced dog trainers, Steve Austin, came to Roma to run a free dog handling workshop. Steve Austin Canine Training specialises in providing canine and handler training and education seminars and courses.

Resources developed and published for the community (Fact Sheets and Newsletters):

- Selective inspection programs;
- Choosing the right pet;
- Animal attacks 100% preventable;
- Reporting an animal attack;
- Pets in hot weather;
- Barking dogs;
- Responsible cat ownership;
- Overgrown and unsightly allotments;
- Barking dog information kit;
- Dog park brochure.

Service enhancements

A trial of staggered start and finish times commenced in November 2018. An officer is now available from 7am until 5.40pm (when resources permit). This provides an opportunity for increased proactive patrols within the region in peak times.

ANIMAL CONTROL & COMMUNITY SAFETY CHALLENGES

Projects deferred or discontinued

Two projects included within the 2018/19 budget were not progressed. One in relation to an alternative pound facility at the depot was postponed as the initial estimates were outside budget scope.

The other (temporary holding facilities for dogs in areas other than Roma) was discontinued as the subsequent investigations determined that there was no demand for these facilities. The budget for this project was reallocated to the construction of the Dog Off-Leash Park and general pound operations.

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.

Why we do it

Council has responsibilities delegated to it through State 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.



Council's Community Safety team members join in the fun at the opening of the new off-leash dog park in Roma

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 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 is being introduced in 2019/20.



How we are trending - animal control and community safety

	2014/15	2015/16	2016/17	2017/18	2018/19
Impounded dogs	244	213	202	287	309
New registrations	750	868	542	440	724
Registered dogs	1,336	1,946	2,391	1,409	2,014
Dogs reunited with their owners	149	128	104	149	208
Adopted / rehomed dogs	18	64	66	74	60
Investigations of dog attacks	No data	15	42	49	35

More about the numbers

The increase in registration renewals and new animal registration can be linked to a number of factors - the success of the selective inspection program, the outbound contact program to update our records with current information, and the requirement for animals to be registered and microchipped prior to being released from the pound.

The increase in the number of animals impounded is then linked to the number of registrations received. In relation to the increase in the number of animals being returned to their owner – this can be attributed to a general increase in dog registration and microchipping, increasing our likelihood of reuniting owners with their pets.



SHARE-A-THANKS

Thanks to the Community Safety team members

A customer called to pass on his appreciation and thanks for two of our Community Safety officers, Daniel G. and Danny N.

This customer has dealt with these two officers on different occasions and was very impressed with their attitude, professionalism and understanding. Whilst rostered on call Dan G. had the unfortunate job of calling the customer to inform him that his dog had been hit by a car and passed away. The customer said the way this news was delivered was exceptional and made receiving the horrible news a little easier.

On a separate occasion, Danny N. responded to the customer's house to investigate an animal related issue - the customer was again very impressed with Danny's manner and the professionalism shown, and wanted to pass on his thanks and congratulations to the entire Community Safety team as he believes the team are a credit to Council.

Well done to the officers involved and the entire Community Safety team in maintaining their professionalism even in difficult situations.

Professional service - Community Safety

While providing feedback to the owner of a dog that was the victim of an attack, it was requested that compliments be passed onto the Community Safety team. She was very happy with the response to the attack on her dog and was impressed with the level of service and feedback provided by the Community Safety team.



Projects - what we achieved this year

Completed	In progress	Not started
Opening of the dog off-leash park*	Cat management plan	Alternative pound facility at the depot - the project has been postponed as it was outside budget scope. Temporary holding facilities for dogs in areas other than Roma - after initial investigations it was determined that there was no demand for these facilities. The budget for this project was reallocated to the construction of the Dog Off-Leash Park and general pound operations.
* The dog off-leash park was a Parks, gardens and reserves project, but it was also a key initiative for the Animal control and community safety function.		

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

This year's highlights

Dogs to enjoy the off-leash dog park

Maranoa's four legged residents can now enjoy exercising and socialising in the Roma Off-Leash Dog Park that opened on 19 May 2019. An official launch was held to celebrate this milestone with over 40 excited dogs and their owners attending the event.

The Off-Leash Dog Park launch featured activities for dog owners and pets including best dressed and most obedient dog competitions judged by our local vets, stalls and a raffle prize with all proceeds going towards the RSPCA.

The launch was a fun day out for dog owners and residents in the Maranoa to celebrate this new space. Council's own mascot "Scooter the dog" made a guest appearance to check out the new dog park, with the Community Safety team available on the day to provide information and advice to the community on responsible dog ownership.

It was a project that Council was delighted to provide for our community and was extremely pleased with the attendance and interest on the day of the launch. Council hopes pet owners in the Maranoa and visitors will enjoy this area to exercise their dog for years to come.



Cr Puddy Chandler (with her face painted for the special occasion!) and Mayor Tyson Golder cut the ribbon at the Off-Leash Dog Park opening.

Free dog handling workshop comes to Roma

One of Australia's most experienced dog trainers, Steve Austin, came to Roma to run a free dog handling workshop. Steve Austin Canine Training specialises in providing canine and handler training and education seminars and courses.

The free dog handling workshop was open to all residents for a once in a lifetime opportunity to learn the ins and outs of dog handling.

Topics covered in the workshop included:

- Children and dogs together;
- What to do if a dog is attacking your dog;
- What to do if your dog starts showing aggression;
- Reading a dog's body language;
- How to avoid being attacked.

Animal control officers from both Maranoa and Western Downs Regional Councils took advantage of Steve's visit to the area undergoing a one day workshop on handling aggressive dogs, to assist them in carrying out their duties. The training was well received by all who attended.

A promotional flyer for a dog handling workshop. The top right features a close-up photo of a dog's face with its mouth open, showing teeth. The text "Steve Austin" is written in blue. Below this, it says "DOG HANDLING WORKSHOP" in white on a blue background. A green circle contains the text "FREE WORKSHOP When: 5.30pm-7.30pm Thursday, 26 July 2018 Where: Roma Cultural Centre Auditorium No RSVP required." Below the workshop title, it says "FREE FOR ALL RESIDENTS". The flyer lists several topics covered in the workshop, such as "Do you know what to do when faced with a snarling and growling dog?" and "How can you tell if the dog is ready to attack?". It also includes a section for "This workshop will also cover:" with topics like "Children and dogs together" and "Training your dog to avoid being attacked by another dog". At the bottom, it says "Watch live dog demonstrations" and "As this workshop will include live dog demonstrations, please leave your dog at home. For more information, please call Council's Community Safety Team on 1300 007 662." The Maranoa Regional Council logo is in the bottom right corner.

Annual Selective Inspection Program resulted in 53% increase in dog registrations!

An annual Selective Inspection Program is one of the approaches that Council uses to encourage responsible animal ownership within the Maranoa region. The program was conducted from August to October 2018 to assess compliance in designated town areas with the State Government's *Animal Management (Cats & Dogs) Act 2008* for dog registration and regulated dog provisions.

State legislation requires all dogs over 12 weeks of age to be both registered and microchipped. By taking these simple steps pet owners will increase the likelihood of being reunited with their pet if it was to be lost or stolen.

This year's Selective Inspection Program was extremely successful, resulting in 321 new registrations and 408 renewals. This represents a 53% increase in total registrations from last year, taking the total number of dogs currently registered within the Maranoa Regional Council area to just over 2,000. Council's Community Safety Team inspected a total of 359 properties during this period, which not only resulted in the staggering increase in registrations, but also improved the data integrity of Council's animal database by removing 334 dogs that were either deceased or no longer living in the area.

Council would like to congratulate all staff involved with the program for their efforts to raise community awareness around dog owner responsibilities.

Services - what we achieved this year

What we do	What we aim for	What we achieved this year
<p>Animal management rapid response (business hours)</p> <p><i>Providing an immediate response to dog attacks, reports of aggressive dogs and wandering animals posing a risk to public safety.</i></p>	<p>Council business hours Monday - Friday 8.20am – 5.00pm.</p> <p>Immediate response - requests of this nature are given the highest priority.</p> <p><i>(Response times may vary due to the location of the incident in proximity to the available officers).</i></p>	<p>Customer requests statistics for animal control and community safety services were:</p> <p>Received – 1,539 Closed – 1,519</p> <p><i>A trial of staggered start and finish times commenced in November 2018. An officer is now available from 7am until 5.40pm (when resources permit). This provides an opportunity for increased proactive patrols within the region in peak times.</i></p> <p>Number of alleged animal attacks investigated - 35</p>
<p>Emergency response (out of hours)</p> <p><i>Immediate response to dog attacks and aggressive dogs posing an imminent or immediate risk to the public. This also includes responding to wandering dogs in high traffic areas or dogs that have been secured. This includes stock on roads in urban areas.</i></p>	<p>Immediate response - an officer is rostered on call to provide this service.</p> <p>Service provided after hours on weekdays, weekends and public holidays.</p>	<p>Officers are rostered to provide emergency response services. Each officer is required to be on call for 7 days every four weeks.</p> <p>Customer requests for animal control emergency assistance out of hours:</p> <p>Number of calls received – 288 Number of callouts required – 103</p>
<p>Proactive patrols of public spaces with the aim of securing wandering or stray dogs</p>	<p>Dependent on resources, daily patrols in Roma and on a frequent basis in other townships.</p> <p><i>(Patrols are increased if there is an increase in reports of wandering dogs or animal attacks).</i></p>	<p>Proactive daily patrols are conducted in the Roma town area and to other locations on a regular basis. A town visit roster and patrol log was developed commencing in November 2018.</p> <p>Total amount of hours community safety officers spent patrolling, by location:</p> <p>Roma – 188 hours Mitchell – 13.5 hours Injune – 8 hours Surat – 6 hours Yuleba – 6.25 hours Wallumbilla – 5.75 hours</p> <p>Total proactive patrol hours – 227.5 Note statistics commence from November 2018.</p>
<p>Animal management compliance</p>	<p>Delivery in accordance with Council's Customer Service Charter.</p>	<p>Animal management compliance statistics:</p> <p>Dogs impounded for wandering – 266 Dogs reunited with owners – 208 Dogs surrendered to Council – 41 Dogs seized during investigations – 17 Dogs regulated – 9 Dogs adopted locally – 42 Dogs rehomed through a rescue organisation – 18 Dogs euthanised – 38 Cats euthanised (cat trapping) - 56 Dog trap hire – 17 Cat trap hire – 50 Barking collar hire – 34</p> <p>Animal management enforcement action:</p> <p>Advisory notices issued – 220 Compliance notices issued – 33 Infringements issued – 162</p>

3.1 ANIMAL CONTROL & COMMUNITY SAFETY

What we do	What we aim for	What we achieved this year
Environment and community standard compliance	Delivery in accordance with Council's Customer Service Charter.	Overgrown and unsightly allotment compliance statistics: Advisory notices issued – 17 Compliance notices issued – 4 <i>In the winter months the amount of overgrown and unsightly requests are lower in number than in summer months.</i>
Abandoned vehicles	Delivery in accordance with Council's Customer Service Charter.	Abandoned vehicle compliance statistics: Vehicles impounded – 2 Vehicle collected by owner – 1
Local law enquiries	Delivery in accordance with Council's Customer Service Charter.	The majority of enquiries received related to the number and type of animals able to be kept in a town area as well as queries relating to the Selective Inspection Program.
Roma pound facility	Dogs available for collection on weekdays from the Roma Community Hub between the times of 3.00pm and 3.30pm or by appointment if required.	Total number of animals impounded – 365 Average number per month – 25.5
Registration renewal program	Dog registration applies to all dogs 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. Issue of animal registration renewal notices 14 days before renewal payment due date; animal registration renewal payment due by 30 June.	Animal registration statistics: Renewals – 2,016 New registrations – 724 Animals deceased / departed – 1,383 Animal registrations are due 30 June annually.
Approvals and reviews of excess animal applications and regulated dogs	Less than 6 weeks (Note: these types of requests are often complex in nature and each involves preparation of a report to a Council meeting).	Residents can make application for approval to keep a third and fourth dog in certain circumstances. Application and renewal statistics: Excess Dog Application Lodged – 1 Excess Dog Renewals Processed – 12 Excess Dog Cancellations – 3
Inspection programs to assess compliance with State legislation and Council's local laws	Once for the year. Advertising and inspections undertaken in accordance with the legislative process.	Council's annual Selective Inspection Program commenced on 3 August and concluded 26 October 2018. Results of the inspection are as follows: <ul style="list-style-type: none"> • Properties inspected – 359; • Properties compliant at the conclusion of the program – 316; • Infringements issued – 114; • Infringements paid – 53; • Properties requiring additional followup - 43. There was a 53% increase in registrations since commencement of the program.

What we do	What we aim for	What we achieved this year
Special projects and education	<p>Implementation of an annual communication plan.</p> <p>Delivery of education programs, media campaigns, events and the dog adoption program. This includes tools and resources such as brochures, fact sheets and online videos.</p>	<ul style="list-style-type: none"> • Dangerous dog training workshop with Steve Austin conducted in Q1; • Public awareness session with Steve Austin conducted in Q1; • Dog registration brochure and website content updated Q1; • Working dogs process and application form developed Q1; • Revised dog registration form to include non-designated town area dogs Q1; • Community Safety compliance manual draft completed in Q2; • Website content on infringements draft completed in Q2, published Q3; • Infringement withdrawal form developed and published Q3; • Infringement training delivered in house to Community Safety, Water, Sewerage & Gas, Rural Lands and Planning and Building teams in Q4; • Cat handling training conducted in Q4; • Redesign and refresh of annual renewal notice completed in Q4; • Free cat registration proposed and approved in Q4 to commence next financial year; • Proposed Local Law No 2 Animal Management Amendment process commenced in Q4: <ul style="list-style-type: none"> - adding off leash dog park details; - introducing mandatory cat registration; and - amendment to requirements for the keeping of dogs/excess dogs. • Infringement Module went live in Q3 (February 2019) - Community Safety Infringements are now entered into the system to enable a higher level of reporting, tracking and ease of payment. The module can subsequently be set up for use by Rural Lands and Planning and Building Development. • Cat desexing voucher program was held from 1 April to 30 June 2019. Eighty \$100 de-sexing vouchers were available with 59 being issued by the end of Q4. • Annual renewal notices for 2019/20 were issued on 3 June 2019. <p>Fact sheets developed:</p> <ul style="list-style-type: none"> • Selective inspection program; • Choosing the right pet; • Animal attacks 100% preventable; • Reporting an animal attack; • Pets in hot weather; • Barking dogs; • Responsible cat ownership; • Overgrown and unsightly allotments; • Barking dog information kit; • Dog park brochure. <p>Community Safety Newsletters – two editions - December 2018 and June 2019.</p> <p>Display boards, messages on hold, Facebook updates and media releases were released during the year on a range of topics relating to animal management and responsible pet ownership.</p>
Animal management disaster response	Response and information to the community during and post events as required.	Work has commenced on the <i>Disaster Management Sub Plan – Animal Management</i> and the review and update of the <i>Roma Pound Evacuation</i> document. An inspection was conducted at Bassett Park, Roma to identify additional suitable existing locations to temporarily house residents' animals if they need to evacuate during a disaster.
Regulated parking	Periodic checks as required.	No regulated parking checks were required during the year.



Cr Puddy Chandler and Scooter at the opening of the new Off-Leash Dog Park in Roma.

Highlights for the coming year - animal control and community safety



SERVICES AND PROJECTS

- Manage the **animal control and community safety** function within a total budget of **\$698,543**.
- Deliver annual services with quarterly reporting on progress including:
 - Animal management rapid response;
 - Emergency response (out of hours);
 - Proactive patrols of public spaces with the aim of securing wandering or stray dogs;
 - Animal management compliance;
 - Environment and community standard compliance;
 - Abandoned vehicles;
 - Local law enquiries;
 - Roma pound facility;
 - Registration renewal program;
 - Approvals and reviews of excess animal applications and regulated dogs;
 - Inspection programs to assess compliance with State legislation and Council's local laws;
 - Special projects and education;
 - Animal management disaster response;
 - Regulated parking.



KEY PRIORITIES

- **Community education and associated events** - These aim to encourage responsible pet ownership and raise awareness of community safety matters through information, programs and events.
- **Online mapping integration** - A preliminary investigation will be undertaken to test potential use of Council's business system software linkages with spectrum spatial mapping. This may assist in easily identifying registered and unregistered dogs, and hot spots for animal nuisance complaints for targeted patrols and animal control programs.
- **Selection inspection program** - The annual program undertakes checks of animal registration. Registration is the first step in responsible pet ownership, ensuring compliance with State Government requirements and providing the information needed to manage wandering dogs.
- **Adoption program** - This will further develop Council's adoption process, formalising procedures and resources. The program finds 'forever' homes for previously wandering / unclaimed dogs.
- **Cat management** - New laws and community education will be rolled out to make cat registration mandatory.
- **Registration enhancements** - Introduction of the facility to pay registrations on-line and a review of registration tagging will be aimed at making it easier for pet owners to comply with their legal responsibilities and to reunite pets with their owners.

For more information: Our Plan for 2019/20 document - Pages 108 to 113.



2019 Selective Inspection Program

The annual Selective Inspection Program encourages responsible animal ownership within the Maranoa region. The program will commence on Monday, 2 September 2019 and conclude on Friday, 29 November 2019.

BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY - BUILDING CONTROL & POOL SAFETY

3.2

We assist in maintaining building standards and pool safety for current and future residents.



3.2 Building control and pool safety



79.6% of market share for building certification services.

111 building approvals.



42 pool safety certificates issued - the highest number since the new State Government legislation came into effect.

67 pool inspections.

BUILDING CONTROL & POOL SAFETY HIGHLIGHTS

Market share

Council provided building certification services for 79.6% of the market. This is the highest figure for the last 6 years' data collection.

Pool inspections

There continues to be a strong take-up of Council's pool safety inspections - with the highest number of certificates issued since the new State Government legislation came into effect.

Building activity

Whilst building approvals are approximately a third of what they were in 2013/14, commercial and industrial approvals remain relatively steady - this year edging just ahead of the numbers during the boom in 2013/14.

BUILDING CONTROL & POOL SAFETY CHALLENGES

Position vacancy

Council's Lead Building Services Officer position became vacant during the year.

A positive update though is that the successful applicant recruited to fill the position is an experienced local builder.

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

Drowning is one of the leading causes of death in Queensland for children under 5. However, all swimming pool drownings are preventable.

From 1991 until December 2010, 11 different standards were applied to swimming pools, depending on the year of construction. As of 30 November 2015, all swimming pools – both new and existing, have been required to comply with a single pool safety standard.

In summary:

- All pools (and spas) in Queensland must have a compliant fence and 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.
- Pool owners must ensure:
 - the pool has a compliant fence
 - pool fences or barriers are well maintained
 - any damage to fences or barriers is fixed immediately.

Council has 2 registered pool safety inspectors, and runs an annual program where domestic pool inspections are undertaken free of charge across December and January each year.

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

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

The courts can impose penalties of over \$20,000 for individuals and over \$100,000 for corporations for noncompliance with the pool safety laws. These fines also apply to anybody who props open a pool gate. Local governments issue on-the-spot fines of over \$900 for individuals and over \$2,600 for corporations for noncompliance. For more information:

https://www.qbcc.qld.gov.au/sites/default/files/Pools_and_Safety_booklet_August_2018_v2.pdf

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
Building approvals	301	236	131	117	101	111
Council certification	161 (53.5%)	125 (53.0%)	97 (74.0%)	89 (76.1%)	77 (76.2%)	90 (79.6%)
Dwellings, units and duplexes	39	25	9	11	9	7
Demolitions	1	7	7	5	4	6
Commercial and industrial approvals	22	19	22	25	25	24
Additions and alterations to dwellings	34	24	20	15	13	8
Sheds, carports (Class 10a)	61	45	27	24	20	31
Special structures (Class 10b)	New measure in 2018/19					7
Pools	4	5	13	9	6	7
Private certification	140 (46.5%)	111 (47.0%)	34 (26.0%)	28 (23.9%)	24 (23.8%)	23 (20.4%)
Building records searches	45	47	44	25	32	59
Plumbing approvals	191	126	45	35	30	27
Pool safety inspections	No data	44	39	74	41	67
Pool safety certificates issued	12	33	23	38	27	42

More about the numbers

Certification

Council's share in building certification has remained consistent, with the majority of proponents (79.6%) opting to use Council's services. Commercial and industrial development has remained relatively constant throughout the past 5 plus years despite fluctuating market conditions during this period. Building approval numbers have been fairly consistent over the past 3 years, with the majority of building work relating to commercial and industrial development and domestic sheds.

Building Record Searches

There has been a marked increase in Building Record Searches compared to previous financial years. The 84% increase in Building Record Searches from 2017/18 is indicative of increased property sales during 2018/19.

Pools

A 55% increase in Pool Safety Certificates from 2017/18 is reflective of a successful pool safety campaign and increase in property sales. A disproportionate increase in the number of pool safety inspections and certificates versus new pool certification indicates an increase in existing swimming pool compliance.

This year's highlights

Successful pool safety inspections across the Maranoa

Council's free pool safety inspection program has been a great success, with a positive uptake of the inspection service offered during December 2018 and January 2019.

The program's main objective is to raise awareness of the requirements to maintain a safe pool barrier and provide pool owners with the opportunity to ensure their swimming pool is compliant with the State Government pool safety laws.

Regular maintenance and inspections of swimming pool fencing is key to keeping our community out of danger. Of the swimming pools inspected during the program, 44% were found to be non-compliant and 3 unregistered pools were identified.

A number of rectification works have been initiated as a result of the inspections that were conducted during the program, and all inspected pools are now registered with the Queensland Building and Construction Commission (QBCC).

Council thanks residents for their participation and support for the program which assists us in providing a safe environment for our community.



Cr Wendy Newman and Council's new Lead Building Services Officer, Scott McElroy.

Services - what we achieved this year

What we do	What we aim for	What we achieved
Applications		
Building works	<p>Assessment and timeframes in accordance with the State Government's Development Assessment Rules.</p> <p>Mandatory compliance inspections and certification for compliant completed works.</p>	<p>111 Building applications were received.</p> <p>90 assessments were completed (by Council) resulting in approval of the following development:</p> <ul style="list-style-type: none"> • 7 Dwelling / units; • 6 Demolitions; • 24 Commercial / industrial; • 8 Additions / alterations to dwellings; • 31 Class 10a structures; • 7 Class 10b structures; • 7 Swimming pools. <p>98% compliance with statutory timeframes.</p> <p>23 building approvals were granted by the private certification industry.</p>
Plumbing and drainage works	<p>Assessment and timeframes in accordance with the State Government's Development Assessment Rules.</p> <p>Mandatory compliance inspections and certification for compliant completed works.</p>	<p>27 Plumbing and drainage applications were received and 27 Plumbing and drainage approvals were granted, and the required inspections were undertaken.</p> <p>96% compliance with statutory timeframes.</p>
Assistance to the community		
Pre-lodgement meetings and advice	Upon request.	54 Pre-lodgement meetings were recorded during 2018/19.
Community projects assistance	As required.	<p>Non-financial assistance was provided to a number of development proponents.</p> <p>11 not-for-profit organisations were granted fee waivers in accordance with Council policy.</p> <ul style="list-style-type: none"> • Building application fees waived = \$10,191.90; • Plumbing and drainage application fees waived = \$1,868.60. <p>Total fees waived for 2018/19 = \$12,060.50.</p>
Building information		
Building approval records	Applications recorded electronically once accepted by Council as properly made.	<p>Building approval records continue to be maintained and updated in Council's Development Approval (DA) Tracker Online.</p> <p>http://www.maranoa.qld.gov.au/current-development-applications</p> <p>During Q2, Building approval records were also made available through the Maranoa Planning Scheme Property Report online.</p> <p>https://mapservices.maranoa.qld.gov.au/trueview/#/MPS2017Reporting</p>

What we do	What we aim for	What we achieved
Building record searches	Within 5 business days. Upon request.	59 Building record searches were issued. 3 inspections for unapproved building work were completed upon request (data available/recorded for Q4 only - new statistic reported).
Development application (DA) tracking	Online/live tracking service - available 24 hours a day / 7 days a week.	Council's DA Tracker Online continues to report to the public on the assessment status of all building applications and plumbing and drainage applications processed through Council. The system also reports on approvals granted by the private building certification industry. http://www.maranoa.qld.gov.au/current-development-applications
Information and guidance material	Accessible via Council's website - 24 hours a day / 7 days a week.	Development information, forms and guidance material continues to be maintained for public reference on Council's website. The suite of guidance material available to the public online was expanded with the launch of the Maranoa Planning Scheme Property Report.
Compliance		
Inspections and follow up of suspected unlawful works	Inspections for Council approved building work at various stages during the construction process. Depending on the type of building work, this can include post-construction of the building 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.	51 Final Inspection Certificates were issued for domestic structures. 6 Certificates of Classification were issued for commercial structures. 18 Compliance inspections were completed in the investigation of identified/reported unlawful and non-compliant building activities and works.
Statistical reporting		
Development assessment statistics	Monthly	Refer "How we are trending" section for key statistics.
Australian Bureau of Statistics (ABS)	Monthly	Building certification statistics were lodged to the Australian Bureau of Statistics (ABS) on the following dates: July 2018 statistics – 13 August 2018 August 2018 statistics – 7 September 2018 September 2018 statistics – 15 October 2018 October 2018 – 16 November 2018 November 2018 – 14 December 2018 December 2018 – 4 January 2019 January 2019 – 11 February 2019 February 2019 – 18 March 2019 March 2019 – 4 April 2019 April 2019 – 20 May 2019 May 2019 – 17 June 2019 June 2019 – 01 July 2019.

3.2 BUILDING CONTROL & POOL SAFETY

What we do	What we aim for	What we achieved
Pool safety		
Inspections and certification	Upon request.	<p>67 pool safety inspections were carried out on shared and non-shared pools, including inspections of new and existing pools and re-inspection of non-compliant pools.</p> <p>42 pool safety certificates were issued.</p>
Pool safety campaign	December and January.	<p>Council's pool safety campaign commenced 1 December 2018 and ran through to 31 January 2019, with Council offering free pool inspections for domestic pools and reassurance about pool fence compliance.</p> <p>The campaign was highly successful, resulting in the following outcomes:</p> <ul style="list-style-type: none"> • 16 swimming pools inspected; • 9 pool safety certificates issued; • 7 non-conforming pools identified - rectification works initiated; • 3 unregistered pools identified – now registered with Queensland Building and Construction Commission (QBCC) and compliant; • A total of \$5,244 in inspection fees were waived, including \$700 in travel fees.



Highlights for the coming year - building control and pool safety



OUR SERVICES AND PROJECTS

- Manage the **building control and pool safety** function within a total budget of **\$346,247**.
- Deliver annual services with quarterly reporting on progress including:
 - Applications for building, plumbing and drainage works;
 - Assistance to the community through pre-lodgement meetings and advice, and fee waivers for not for profit organisations;
 - Building information relating to approval records, building record searches, development application tracking and guidance material;
 - Compliance inspections and follow up of suspected unlawful works;
 - Statistical reporting for development assessment statistics and Australian Bureau of Statistics (ABS) data;
 - Pool safety through inspections, certification and the pool safety campaign.



OUR KEY PRIORITIES

Review of building regulation development in Mitchell

The project will aim to:

- Review and amend planning controls and flood hazard mapping to facilitate building development in Mitchell;
- Provide greater clarity to both proponents and assessors for developments in the floodplain;
- Minimise the need for site-based flood impact assessments to reduce development costs and timeframes.

For more information: *Our Plan for 2019/20 document - Pages 114 to 119.*



Initiatives to support building development in Mitchell

Council has committed to undertaking a more extensive flood study and modelling that will focus on areas of Mitchell with potential to accommodate new development and increased building densities.

Free summer pool inspections planned to continue

Residents will be able to take advantage of the free domestic pool safety inspections (normally valued at over \$280) during December 2019 and January and February 2020.

Our year at a glance

3.3 Environmental and public health



164 licensable businesses:

- 163 food premises and water carriers;
- 1 personal appearance premise;



4 environmental health newsletters



95 inspections

19 complaints investigated - no non-conformances with legislation.



10 traps placed in various locations.

Samples identified with aedes aegypti were 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

Community awareness and support is a priority for food safety

Council's newsletters have provided the community with 'handy tips' on food safety in the Maranoa region. 4 newsletters were prepared during the year:

- Food safety;
- Local governments role in food safety, Role of the Environmental Health Officer (EHO), food recalls;
- Food business waste;
- Focus on grease trap waste, trade waste process.

Mosquito monitoring facilitates treatment of problem areas

Council has continued to monitor the Gravid Aedes Trap (GAT) traps to capture and identify container breeding mosquitoes. This assists with the reduction of mosquito borne illnesses within the community with Council targeting and treating problem areas.

ENVIRONMENTAL & PUBLIC HEALTH CHALLENGES

Position vacancy

The environmental health officer position was vacant for six months. A suitable applicant was found in April 2019, but the interim period impacted how many inspections could be undertaken during the year.

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).

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.

How we are trending - environmental and public health

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

* new data collected for 2017/18 and 2018/19

(a) Environmental health officer role vacant for 6 months

(b) Change in reporting process by Queensland Health

Did you know

Licensable premises are categorised by risk.

As at 30 June 2019, the Maranoa region renewed the following licences:

High (e.g. aged care, child care)	48
Medium (e.g. cafe, caterer depending on the food prepared and number of people served)	85
Low (food premises)	3
Low (water carriers)	9
Community groups (dependent of the type of food prepared)	18
<i>Food premises and water carriers</i>	<i>163</i>
<i>Personal appearance services</i>	<i>1</i>
Total	164



This year's highlights

Community awareness and support a priority for food safety

Council's newsletters have provided the community with 'handy tips' on food safety in the Maranoa region. These tips help to ensure that the food we consume does not cause health issues.

Council's Environmental Health Officers have also completed inspections at each agriculture show within the Maranoa and found all businesses were licensed and met requirements in accordance with the Food Act and Regulations. This program enables customers to have confidence in consuming food served at these annual events.



Mosquito monitoring facilitates treatment of problem areas

Council has continued to monitor the Gravid Aedes Trap (GAT) traps to capture and identify container breeding mosquitoes. The information from the traps has enabled Queensland Health to implement management strategies to better inform our Maranoa residents about mosquito control. This significant information also assists with the reduction of mosquito borne illnesses within the community with Council targeting and treating problem areas.

Services - what we achieved this year

What we do	What we aim for	What we achieved this year
Amendment to an activity subject to the <i>Environmental Protection Act 1994</i>	As required - any weekday during Council business hours.	Three premises were inspected for compliance with the <i>Environmental Protection Act 1994</i> with one remediated immediately. One is subject to ongoing monitoring in collaboration with the Department of Work Health and Safety. An amendment of Council's environmental regulation activity registration certificate was completed during the year. A report was provided to the State Department of Environment and Science stating that Council does not have any licensed Environmentally Relevant Activities (ERAs) for the following categories: <ul style="list-style-type: none"> • 20(1) metal recovery <100tonnes/day; • 20(2)(a) metal recovery without fragmentiser 100tonnes /day or more or 10,000/year; • 61(1) waste incineration and thermal treatment.
Applications for activities under the <i>Environmental Protection Act 1994</i> , <i>Food Act 2006</i> , Local Law No. 1 and regulated activities on local government controlled areas and roads	Inspection of site any weekday or weekends if and when required. Inspection of all licensed premises - minimum once a year.	Applications and renewals were processed as follows: <ul style="list-style-type: none"> • New businesses (registered and inspected) - 8; • New and renewed licences (food premises and water carriers) - 163; • Renewed licence (personal appearance services) - 1. <p>95 inspections were conducted out of the 164 licensed premises. The lower number was a result of a vacancy in the Environmental Health position for approximately half the year.</p>
Food safety programs (review) for 'at risk' residents (Child care/aged care)	Within 10 days.	The process is that Food Safety Program Audits are conducted by an accredited person then given to Council for approval. No new applications were received in 2018/19.
Non-compliances with licence and/or regulated conditions	Inspection as required, subject to a current delegation.	63 compliance inspections were completed with no non-conformances.
Nuisance complaints	Issue of compliance notices where applicable.	Nuisance complaints were received pertaining to the following categories: <ul style="list-style-type: none"> • Food - 4; • Environment - 6; • Mosquitoes - 2; • Noise - 3; • Bats - 1; • Roadside vending - 1; • Caravan occupied in a backyard - 1; • Fire nuisance - 1. <p>The inspections were completed with no non-conformances.</p>

3.3 ENVIRONMENTAL & PUBLIC HEALTH

Services - what we achieved this year

What we do	What we aim for	What we achieved this year
Asbestos removal applications	As required. Compliance with the Asbestos Removal Code.	No applications were received in 2018/19.
Applications for receipt of chemical impregnated waste at Council's waste facilities	As required. Review of application and presented information (percentage of contamination and type).	2 applications were received in 2018/19. With the two applications received and reviewed, there was low contamination of both.
Notifiable diseases	Mapping, monitoring and actions in partnership with Queensland Health.	Council officers monitor the Queensland Health website to identify notifiable diseases in the Maranoa region: <ul style="list-style-type: none"> • 6 notifiable diseases in 2018/19 (Ross River). Mapping has not yet commenced. This may progress in 2019/20 (subject to Queensland Health).
Mobile food outlets	Monitored annually.	Licences were issued where required: <ul style="list-style-type: none"> • Mobile food businesses - 26; • Mobile vans and water carriers - 15. All mobile food vans were inspected with no non-compliances. The water carriers are monitored quarterly.
Annual report to Queensland Health	September each year.	The Queensland Health Annual report was completed and submitted on 27 July 2018.
Surat flying foxes	Annual initiative, circa October to undertake actions to relocate the flying foxes away from the water supply and adjacent town of Surat.	Approximately 2,000 flying foxes arrived in October 2018. The following deterrents were put in place for three hours morning and evening: <ul style="list-style-type: none"> • 4 lights; • 1 strobe light; • 5 kytes; • Sonic system. Additional statistics: Approximately 70,000 – 80,000 were roosting in early December 2018. The animals were shifted on 19 December 2018 to the eastern side of the bridge. Approximately 2,000 – 3,000 were roosting as at 2 January 2019. Officers met with National Park personnel and provided an update regarding the annual flying fox visit to Surat (for the period October 2018 to January 2019). Officers will arrange a trial to identify where the flying foxes are coming from and where they are going to, after their stay at Surat.
Mosquito control	Implementation of partnership with Queensland Health to trap and identify mosquitoes (to reduce the likelihood of an outbreak of illness).	Regular monitoring of Gravid Aedes Trap (GAT) (mosquito light trap) was undertaken to identify mosquito types as possible vector borne diseases. 10 traps were placed in various locations in Roma. Samples identified with aedes agypti were reported to Queensland Health.
Environmental health newsletter	Quarterly	4 newsletters were prepared during the year: <ul style="list-style-type: none"> • Food safety; • Local governments role in food safety, Role of the Environmental Health Officer (EHO), Food Recalls; • Food business waste; • Focus on grease trap waste, trade waste process.

Highlights for the coming year - environmental and public health



OUR SERVICES AND PROJECTS

- Manage the **environmental and public health** function within a total budget of **\$332,905**.
- Deliver annual services with quarterly reporting on progress for the following areas:
 - Amendments to activities subject to the *Environmental Protection Act 1994*;
 - Applications for activities under the *Environmental Protection Act 1994*, *Food Act 2006*, Local Law No. 1 and regulated activities on local government controlled areas and roads;
 - Food safety programs (review) for 'at risk' residents (child care/aged care);
 - Non-compliances with licence and/or regulated conditions;
 - Nuisance complaints;
 - Asbestos removal applications;
 - Applications for receipt of chemical impregnated waste at Council's waste facilities;
 - Notifiable diseases;
 - Mobile food outlets;
 - Annual report to Queensland Health;
 - Surat flying foxes;
 - Mosquito control;
 - Environmental health newsletters.



OUR KEY PRIORITIES

- **Safe handling of food training package**
A training package will be developed and presented to interested community group members (school children/community groups/commercial food businesses).
- **State penalties enforcement register**
An update is required to the register for infringement codes under the following legislation:
 - *Food Act 2006*;
 - *Public Health Act 2005*;
 - *Environmental Protection Act 1994*;
 - *Biosecurity Act 2014*;
 - *Waste Reduction and and Recycling Act 2011*.

For more information: *Our Plan for 2019/20* document - Pages 120 to 125.



Council's joint mosquito monitoring program with Queensland Health

Council, in continued partnership with Queensland Health, will undertake a joint monitoring program to identify and monitor mosquito numbers within the region.

Flying fox management for Surat

Council will continue to monitor known flying fox roosting areas along the Balonne, Bungil and Maranoa Rivers and provide the information to Queensland's Department of Environment and Science, advocating for a five year (or more) monitoring program.

Our year at a glance

3.4 Emergency management and flood mitigation



\$559,084 in emergency, restoration and betterment road works were undertaken.



Continued contribution to the **district, region** and **local** emergency management.



3 new appointments to emergency management positions.



Construction of **Stage 2A Roma Flood Mitigation** with \$3.59 million spent in 2018/19. Stage 1 and Stage 2A were officially opened on 23 March 2019.

Roma Flood Mitigation is a joint project between the Australian Government, Queensland Government and Maranoa Regional Council.

EMERGENCY MANAGEMENT & FLOOD MITIGATION HIGHLIGHTS

Completion of Stage 2A Roma Flood Mitigation Project

The Roma Flood Mitigation Project is a joint project between the Australian Government, Queensland Government and Maranoa Regional Council. Stage 2A included an extension to the Western Levee and construction of the Eastern Diversion Channel to divert flood waters away from the town of Roma. \$3.59 million of works were completed in 2018/19 and both Stages 1 and 2A were officially opened on 23 March 2019. Stage 2A works were solely managed by Council which is a credit to the project managers. Council was also committed to using as many local contractors and businesses as possible while the project was in progress.

New appointments

Existing (internal) staff members were selected for the following important emergency management positions.

- Local Disaster Coordinator - Rob Hayward;
- Deputy Local Disaster Coordinator - Cameron Hoffmann;
- Emergency Management Officer - Gemma Lines.

The officers are long term local residents with significant local knowledge. The new Local Disaster Coordinator was previously the Deputy and has significant experience in Council's response and recovery efforts for the 2010, 2011 and 2012 flood events. As a result, significant progress is being made in Council's emergency management planning in conjunction with other agencies.

Betterment works completed

Council completed betterment works on Conroys Lane in May 2019 after the floodway was washed out and blocked with debris as a result of Severe Tropical Cyclone Debbie.

Works were also undertaken at a number of sites in Surat and Roma.

Funding was provided by the Australian and Queensland Governments.

EMERGENCY MANAGEMENT & FLOOD MITIGATION CHALLENGES

Consolidation of Stage 1 and Stage 2A flood mitigation manuals

Design and construction of Stage 1 was completed by an external contractor (Ostwald Bros) and Stage 2A was delivered by Council. This resulted in two separate operations manuals for the flood mitigation infrastructure. Consolidation of the two manuals was required to ensure effective and consistent maintenance and operation of the levee and Eastern Diversion Channel.

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 State and Federal Government grants 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 ensure and maintain safe communities within the region 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 State 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 State 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.

Did you know

Maranoa Regional Council and other local governments may seek funding through the Natural Disaster Relief and Recovery Arrangements (NDRRA) program for restoration of infrastructure assets damaged in a disaster.

NDRRA program is jointly funded by the Commonwealth and Queensland Governments and is governed through the Queensland Reconstruction Authority (QRA).

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



How we are trending - emergency management and flood mitigation

Natural Disaster Relief and Recovery Arrangements (NDRRA)	Expenditure by financial year				
	2014/15 \$	2015/16 \$	2016/17 \$	2017/18 \$	2018/19 \$
Type of works approved for funding					
1. Emergent (Emergency works)	273,471	-	121,404	244,032	50,821
2. Restoration	3,761,192	1,176,321	1,434,999	10,819	298,140
3. Betterment	-	-	-	-	210,123
Total expenditure	\$4,034,663	\$1,176,321	\$1,556,403	\$254,850	\$559,084

More about the numbers

- 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 11 (Southern Queensland Upper Level Trough which occurred from 22-25 April 2019).

- 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 2018/19 there was activity in relation to 3 events:

- Event 9 - Severe Tropical Cyclone Debbie and associated rainfall and flooding which occurred from 28 March - 6 April 2017.

Event 9 restoration works were completed during 2018/19.

- Event 10 - Central and South West Queensland Trough which occurred from 20-21 February 2018.
- Event 11 - Southern Queensland Upper Level Trough which occurred from 22-25 April 2019.

The event activation request for Event 11 was submitted on 29 May 2019 for Disaster Recovery Funding Arrangements (DRFA) - Reconstruction of Essential Public Assets (REPA) with an estimate of eligible expenditure of \$800,000. Activation was approved on 4 June 2019. The works are to be delivered by June 2020.

- Betterment work** is joint Australian Government and Queensland Government funding to build back better, more resilient essential public infrastructure.

On 31 May 2018, Council was notified of approved Betterment funding which enabled works to be undertaken in 2018/19:

Project costs	\$437,984.00
Category B value (Restoration)	\$79,357.00
Category D value (Betterment)	\$334,147.50
Council contribution	\$24,479.50

The value of betterment works included:

- Alexander Street, Surat;
- Bertha Street, Surat;
- Conroys Lane, Roma (featured in This year's highlights over the page);
- Ivan Street, Surat;
- Kincora Road, Surat;
- Litani Road, Surat;
- Miscamble Street East, Roma;
- Orallo Road, Roma;
- Overstone Road, Surat;
- Treatment Plant Road, Surat.






Conroys Lane, Roma - Floodway betterment

All the listed projects were completed by 28 June 2019.

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

Projects - what we achieved this year

Completed	In progress	Not started
		
<ul style="list-style-type: none"> Roma flood mitigation project Stage 2A - funded through the Australian Government's National Insurance Affordability Initiative, the Queensland Government's Building our Regions program, and Council. Annual project – Bungil Creek Roma clearing (<i>Refer to This year's highlights in Parks, Gardens and Reserves function</i>). 	<ul style="list-style-type: none"> Roma flood mitigation project - flood levee equipment. Roma flood levee monument. Critical Infrastructure Risk Assessment - jointly funded by the Commonwealth and Queensland Governments under the Natural Disaster Resilience Program (NDRP). 	<ul style="list-style-type: none"> Roma flood mitigation project Stage 2B - funded through the Queensland Government's Building our Regions program (Included in the 2019/20 Operational Plan and Budget). Minor Local Drainage Mitchell Project (approved June 2019) - a joint initiative of Maranoa Regional Council and the Queensland Government under the Queensland Disaster Resilience Fund (QDRF). Surat Flood Boat Accommodation project - a joint initiative of Maranoa Regional Council and the Queensland Government through the State Emergency Funding program.

This year's highlights

Roma flood mitigation projects – Stage 1 and Stage 2A officially opened

Council hosted an official opening for both Stage 1 and Stage 2A of Roma's flood mitigation works on 23 March 2019.

The significant floods experienced in Roma in 2010 and 2011, followed by an unprecedented storm event in 2012, had vast effects on the whole community.

As a result of these major flood events, the previous term of Council commissioned flood studies of the Bungil Creek and applied for State and Federal Government funding to reduce the risk of above floor flooding to as many homes in Roma as possible.

Stage 1 of Roma's flood mitigation project involved construction of a 5.2km earthen levee, extending just north of the Roma Airport, crossing the Carnarvon Highway and then running along the western side of Bungil Creek into Roma. This project was completed in May 2015.

Stage 1 had a total approved project cost of \$21.06 million, funded through the Australian Government's National Insurance Affordability Initiative (\$2.02 million), the Queensland Government (\$5 million), South West Queensland Flood Mitigation Fund (\$4.7 million) and Local Government Grants and Subsidies Program (\$2.72 million) and Maranoa Regional Council (\$6.62 million).

Based on flood modelling data, the Stage 1 levee is expected to reduce the risk of above floor flooding for approximately 480 homes, should we experience another flood event similar to 2012.

Stage 2 of the Roma flood mitigation project includes the Stage 2A works completed this year. The works comprised a diversion channel to the east of Bungil Creek and the Western Levee, an extension of the Stage 1 levee.

Stage 2B, which will be completed in 2019/20. include works at Railway Dam.

Stage 2 has a total project budget of \$8.736 million funded through the Australian Government's National Insurance Affordability Initiative (\$4.98 million), the Queensland Government's Building our Regions Program (\$3.09 million) and Maranoa Regional Council (\$0.666 million). Stage 2 is anticipated to reduce the risk of above floor flooding for an additional 51 homes in Roma.

Stage 2A works were solely project managed by Council and we commend the Council team on the completion of this major infrastructure. During the project Council was committed to using as many local contractors and businesses as possible while the project was in progress.



Special guests, Councillors and staff at the official opening of Stage 1 and Stage 2A of the flood mitigation works. The Roma Flood Mitigation Project is a joint project between the Australian Government, Queensland Government and Maranoa Regional Council.

Betterment works completed on Conroys Lane

Council completed betterment works on Conroys Lane in May 2019 after the floodway was washed out and blocked with debris as a result of Severe Tropical Cyclone Debbie.

Eligible works have been jointly funded by the Australian and Queensland Governments as part of the Betterment Framework under the Natural Disaster Relief and Recovery Arrangements (NDRRA).

Thanks to the betterment program, Conroys Lane has been built to a stronger standard, to reduce the risk of similar damage occurring during future significant rain events.

The work included creating a concrete bed level crossing, moving pipes that were continuing to block up and opening up the inlet and outlet to the floodway.

The floodway is now more open, which will allow the water to move through quicker, enabling landholders to use the road a lot sooner after a rain event as well as reducing ongoing maintenance costs.

Services - what we achieved this year

What we do	What we are aiming for	What we achieved this year
Compliance with legislation		
Manage events in the region	As required.	<p>The Maranoa Local Disaster Management Group was at Lean Forward level from 1-5 December 2018 and then Alert Level from 6-7 December 2018 for the Queensland Bushfires. During this time, Council staff assisted the Queensland Fire and Emergency Services in the Incident Control Centre.</p> <p>The Local Disaster Management Group Post Season meeting was held on 14 March 2019 which adopted the new Recovery Sub Plan Version 1.</p>
Hold meetings of the Local Disaster Management Group (LDMG)	Minimum - every 6 months.	<p>Local Disaster Management Group meetings were held on:</p> <ul style="list-style-type: none"> • 1 November 2018 The group adopted the new Maranoa Local Disaster Management Plan and the following sub plans: <ul style="list-style-type: none"> 2.1 Flood and Other Hazards Triggers, Actions and Mapping; 2.2 Contacts; 3.6 Evacuation; 3.7 Evacuation Centres & Public Welfare. • 14 March 2019.
Develop and implement emergency management staff roles and responsibilities	Ongoing review to ensure currency.	<p>New appointments were made to the Local Disaster Management Group in 2018/19 for:</p> <ul style="list-style-type: none"> • Local Disaster Coordinator - Rob Hayward; • Deputy Local Disaster Coordinator - Cameron Hoffmann; • Emergency Management Officer - Gemma Lines.
Coordinate training for staff and supporting agencies	As identified including refresher training.	<p>Discussions were held with representatives of Queensland Fire and Emergency Services to implement a training program for the 2019 year.</p> <p>Guardian software training was conducted with Council staff and representatives from other agencies on 16 and 17 October 2018.</p> <p>The Local Disaster Coordinator and Emergency Management Officer attended a Bureau of Meteorology Masterclass in Roma on 24 May 2019.</p> <p>A Biosecurity Saleyards Livestock Standstill workshop was held on 27 June 2019. The workshop was attended by Council staff, Roma Livestock Agents, Roma Saleyards Advisory Committee, Roma Saleyards contractors and Roma Livestock Transporters. The following topics were presented by Biosecurity Queensland, Animal Health Australia and Department of Agriculture and Fisheries:</p> <ul style="list-style-type: none"> - Biosecurity Planning in the Saleyards Industry; - Roma Saleyards Biosecurity Plan and Livestock Standstill Plan; - Foot and Mouth Disease and the Australia response arrangements; - If the balloon goes up, what will we do at Roma Saleyards?
Review the effectiveness of the Local Disaster Management Plan	Minimum once during the year.	<p>An exercise was undertaken to test and review the plan's effectiveness on 23 August 2018.</p> <p>In partnership with Queensland Police Service and Queensland Fire and Emergency Services the annual review of the Maranoa Disaster Management Arrangements was completed on 2 and 3 October 2018.</p> <p>Throughout the year the following were reviewed and completed:</p> <ul style="list-style-type: none"> • Evacuation and evacuation centre planning and plan development 24 July 2018; • Finalisation of the Maranoa Local Disaster Management Plan re-write; • Preparation of sub plans - 2.1 Flood and Other Hazards Triggers, Actions and Mapping, 2.2 Contacts, 3.6 Evacuation and 3.7 Evacuation Centres & Public Welfare; • State Heatwave Risk Assessment for the region on 23 October 2018; • Recovery planning and plan development on 22 November 2018; • Adoption of a Memorandum of Understanding (MOU) between Queensland Fire and Emergency Services and Council in May 2019 (Council resolution reference - 8 May 2019 - GM/05.2019/04). The MOU was executed in the same month.

3.4 EMERGENCY MANAGEMENT & FLOOD MITIGATION

What we do	What we are aiming for	What we achieved this year
Plan and map required actions and monitor progress with implementation of the State Government's Inspector-General Emergency Management (IGEM) Assurance Framework	Minimum once during the year / action ongoing.	IGEM Framework is in progress. The framework is due to be submitted to the State Disaster Coordination Group in October 2019. The annual IGEM Disaster Management Plan assessment has been submitted for 2018/19.
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	Every 6 months, or earlier if required.	Provision of disaster management kits to Local Emergency Coordination Committees 14 – 15 July 2018. Local Emergency Coordination Committee meetings were held including Council representatives: <ul style="list-style-type: none"> • Injune – 17 December 2018; • Surat – 11 March 2019; • Mitchell – 26 June 2019.
Participate in the State's 'Get Ready' campaign	In accordance with the State's program.	The 2018/19 Get Ready funding was used to purchase printed educational pamphlets for distribution to community members.
Provide support in relation to the flood gauge network	As required.	Annual maintenance was completed in October 2018.
Engage with the business community and vulnerable sectors of our community (including the aged) to support resilience and planning for disasters		Surat Local Emergency Coordination Committee (LECC) group has developed a draft awareness pamphlet "Every Second Counts". The concept behind the pamphlet is to ensure residents in the Surat area have their property clearly identified with the street number or rural address number. The pamphlet was sent to the supplier for printing and will be distributed to Surat residents once printing is completed.
Establish and maintain a dedicated Local Disaster Coordination Centre (Event response and training purposes)	30 June 2019.	The Community Hub and Council Chambers are currently being used as the Local Disaster Coordination Centre.
Prepare funding applications for mitigation and preparedness projects	As funding opportunities are identified.	Get Ready funding proposed projects for next year have been submitted to the Queensland Reconstruction Authority on 20 June 2019. It is proposed that Business Continuity Workshops be held across the region. Funding applications were submitted to the Queensland Reconstruction Authority on 18 April 2019 for the Queensland Disaster Resilience Fund (QDRF) for the following flood mitigation projects: <ul style="list-style-type: none"> • Minor Local Drainage - Mitchell; • Golf Links Remedial Works - Roma. An activation request was submitted on 29 May 2019 for Disaster Recovery Funding Arrangements (DRFA) - Reconstruction of essential public assets (REPA) for rain event – Southern Queensland Upper Level Trough 22-25 April 2019 with an estimate of eligible expenditure of \$800,000. The activation was approved on 4 June 2019.

Highlights for the coming year - emergency management and flood mitigation



OUR SERVICES AND PROJECTS

- Manage the **emergency management and flood mitigation** function within a total budget of **\$3,688,163**.
- Deliver annual services with quarterly reporting on progress including:
 - Compliance with legislation, with key tasks to:
 - » Manage events in the region;
 - » Hold meetings of the Local Disaster Management Group (LDMG);
 - » Develop and implement emergency management staff roles and responsibilities;
 - » Coordinate training for staff and supporting agencies;
 - » Review the effectiveness of the Local Disaster Management Plan;
 - » Plan and map required actions and monitor progress with the State Government's Inspector-General Emergency Management (IGEM) Assurance Framework.
 - Building community resilience, with key tasks to:
 - » Provide support to the Local Emergency Coordination Committees and hold regular all-hazards planning meetings with key State Government agencies;
 - » Participate in the State's 'Get Ready' campaign;
 - » Provide support in relation to the flood gauge network;
 - » Engage with the business community and vulnerable sectors of our community for planning;
 - » Establish and maintain a dedicated Local Disaster Coordination Centre;
 - » Prepare funding applications for mitigation and preparedness projects.
- Undertake operating and capital projects of **\$2,910,212** including works on flood mitigation, local drainage, critical infrastructure risk assessment, flood modelling and river height stations.



OUR KEY PRIORITIES

- **Volunteering Queensland projects** - In partnership with Volunteering Queensland this project will incorporate Sub Plan & Standard Operating Procedures "Working with Volunteers" into the Disaster Management Plan. Training for Council employees in Volunteering Management, Psychological First Aid and Queensland Disaster Management Arrangements.
- **Disaster management training** - Training for employees in Warnings & Alerts, Resupply (Supply and delivery of essential goods to isolated individuals) and Guardian (Emergency management software).
- **Flood and other hazards triggers, actions and mapping sub plan** - Update in line with the new river height data on completion of the river height stations project.
- **Roma flood mitigation project - Stage 2B** - Administration of the funding agreement through the State Government's *Building our Regions* program.

For more information: Our Plan for 2019/20 document - Pages 126 to 133.



Roma's Flood Mitigation Stage 2B commencing

Stage 2B of Roma's flood mitigation is set to commence in 2019/20. Works will include improving the drainage detention at Railway Dam (left image). Once complete, the works will help alleviate and delay some stormwater flows along Bowen Street.

Construction of new flood boat shed in Surat for storm emergency assistance

The Surat flood boat shed will be receiving \$34,300 for the construction of a new shed after Council received funding from the Queensland Government's 2019/20 State Emergency Service Support Grant.

New updates for all flood warning river height stations

Together with the Bureau of Meteorology, a consulting hydrologist and Council, the Maranoa region will be updating the river height data levels to reflect the impact of Stage 1 and 2A of Roma's flood mitigation.

3.5

STREET LIGHTING & PUBLIC SPACE LIGHTING - STREET LIGHTING & PUBLIC SPACE LIGHTING - STREET LIGHTING & PUBLIC SPACE LIGHTING

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

3.5 Street lighting and public space lighting



76 faults identified and logged for rectification by the energy retailer.



\$225,230 for street lighting operating costs.



Data collection undertaken for pedestrian crossings as an input into the new street lighting strategy.

STREET LIGHTING & PUBLIC SPACE LIGHTING HIGHLIGHTS

Annual audit by Council

The annual street inspection program was commenced in early February 2019 in Amby and the final inspection was completed in late March 2019 in Roma.

STREET LIGHTING & PUBLIC SPACE LIGHTING CHALLENGES

Street lighting strategy in progress

Data has been collected for pedestrian crossings in Roma. Each has been prioritised according to proximity to key locations (hospital, schools etc.) and the current level of street lighting provided at each location. Work on the strategy and costings will now be progressed in 2019/20 to inform future budget considerations.

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.

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
Street lighting expenses	\$209,586	\$186,510	\$189,543	\$201,065	\$225,230

Projects - what we achieved this year

Completed	In progress	Not started
 -	 Street lighting strategy	 -

This year's highlights

LED lights come to some Roma streets

Roma streets now shine a little brighter with the completion of the Ergon Energy Street Lighting Program.

Ergon Energy has replaced some of the street lights in Roma with a more advanced technology - Light Emitting Diode (LED) lighting.

Ageing street lights were replaced with the energy efficient technology as a proactive approach to Roma's street lighting, bringing a newer, more sustainable technology to the region.

Producing a whiter light, using less power and generating less heat, the new light also makes streets appear more as they do during daylight hours, rather than a 'warm light glow' they previously produced.

Streets where LED lighting have been installed include:

- Queen Street (between Alfred Street and Miscamble Street);
- Timbury Street;
- Cottell Street (between Timbury Street and Parker Street);
- The intersection of Wyndham Street and McDowall Street.

Ergon Energy delivered the works for this project.



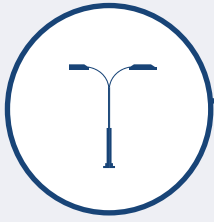
Intersection of Wyndham Street and McDowall Street, Roma.

3.5 STREET LIGHTING & PUBLIC SPACE LIGHTING

Services - what we achieved this year

What we do	What we aim for	What we achieved
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 	<p>Annually</p> <p>As required</p> <p><i>Note: Council or residents can report faults directly to Ergon Energy:</i></p> <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. <p><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></p> <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. 	<p>The annual street inspection program commenced in early February 2019 in Amby and the final inspection was completed in late March 2019 in Roma.</p> <p>All faults identified were reported to Ergon for rectification at completion of the inspections as follows:</p> <ul style="list-style-type: none"> Amby – 4 Muckadilla – 0 Injune – 7 Jackson – 1 Yuleba – 1 Wallumbilla – 2 Mitchell – 21 Mungallala – 4 Surat – 17 Roma – 19 <p>From these inspections, a new reporting matrix has been developed and the focus will be adapting this for tablet use to streamline the collection and reporting of data.</p>
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) 	<p>Monthly</p>	<p>Annual street lighting expenses for 2018/19 were \$225,230.</p> <p>A breakdown of the expenses by town was follows:</p> <ul style="list-style-type: none"> Injune – \$16,332; Mitchell and surrounds – \$46,790; Yuleba, Wallumbilla Jackson - \$17,022; Surat - \$14,926; Roma and surrounds - \$130,160.
Electricity network		
<p>New applications</p>	<p>Upon receipt - considered having regard to supporting information and road user volumes as required.</p>	<p>Whilst there were no applications for new street lighting in 2018/19, there were several customer requests received expressing concerns with the level of light in the Roma CBD in the vicinity of the McDowall and Wyndham Street intersection.</p> <p>A detailed design is being prepared and costed for the Wyndham / McDowall Street intersection – as this was identified as a high priority crossing.</p> <p>Further information will be presented to Council in the first half of next financial year with the details of the proposed solution, including an estimate of costs. The remaining crossings will be assessed based on priority, with a proposed treatment plan and costings to be developed. It is expected that the document will be finalised by end of Quarter 2, 2019/20.</p>

Highlights for the coming year - street lighting and public space lighting



OUR SERVICES AND PROJECTS

- Manage the **street lighting and public space lighting** function within a total budget of **\$202,500**.
- Deliver annual services with quarterly reporting on progress including:
 - Faults (annual inspection and reporting to Ergon Energy, and other reporting as required);
 - Electricity account processing;
 - New applications' consideration.



OUR KEY PRIORITIES

- **Street lighting strategy** - Preparation of a strategy to guide future investment (data collection completed and analysis commenced in 2018/19).
- **Street light inspections** - Development of an ongoing condition assessment of the region's street lighting through a tablet based inspection program.

For more information: *Our Plan for 2019/20 document - Pages 134 to 137.*



Council's annual street lighting audit program to go digital

In the most recent community satisfaction survey, street lighting recorded an increase in importance for our community. This year's program includes increased service levels where Council will be taking a greater role in monitoring outages, reporting these to Ergon Energy and following up on audit outcomes.