

**15.7 Quarterly Compliance Report - July to September 2024**

CSP Objective: Outcome 5.2: Governance is transparent and builds trust

CSP Strategy: 5.2.3 Engage with the community in meaningful dialogue and demonstrate how community participation is being used to inform decisions

Delivery Program: 5.2.3.2 Our elected officials are supported through good systems and records.

Item 15.7

**Summary**

This report is the first of the Environment & Compliance Team's quarterly Compliance Report. At the Ordinary October 2024 meeting, Council was provided with traffic and parking compliance statistics. Traffic and parking are only a small component of the compliance matters the team is responsible for.

In this report, the full breadth of compliance matters undertaken by the Environment & Compliance Team is provided to the elected Council.

**Financial implication**

Income generated from compliance related activities is included in the adopted 2024/25 budget. These figures have been derived from analyzing compliance trends from previous years and are therefore subject to change.

**Risk implication**

Compliance related activities are often associated with risks. Many compliance matters evolve into Court matters.

The Environment & Compliance Team attempt to mitigate these risks by applying an education program to inform the community of their compliance obligations and working with community on improvement mechanisms prior to issuing infringement notices (i.e. fines)

**Policy**

The adopted Strategic Finance and Governance Improvement Plan acknowledges the need to prepare and adopt an Enforcement/Compliance Policy. The Environment & Compliance Team have prepared a draft Policy which is currently being refined prior to reporting to Council to undertake the necessary public exhibition process. It is anticipated that this draft Policy will be reported to Council early in 2025.

**Consultation (internal)**

The Environment & Compliance Team has had ongoing internal discussions with Council's subject matter experts (i.e. Building Certifiers etc.) on relevant matters.

**Communication/Community engagement**

As part of undertaking compliance matters, the Environment & Compliance Team have informal communication with the community.

**Attachments**

Nil

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**Enclosures**

Nil

**RECOMMENDATION**

That Council:

1. Receive and note the compliance activities undertaken by the Environment & Compliance team between July-September 2024;
2. Note that a similar report will be provided at the Ordinary February 2025 Meeting for the October-December 2024 period; and
3. Note that a draft Enforcement/Compliance Report will be reported to Council early 2025 to commence community engagement.

**Background**

This report is the first of the Environment & Compliance Team's quarterly Compliance Report. At the Ordinary October 2024 meeting Council was provided with traffic and parking compliance statistics. Traffic and parking are only a small component of the compliance matters the team is responsible for.

In this report, the full breadth of compliance matters undertaken by the Environment & Compliance Team is provided to the elected Council.

The Environment & Compliance Team is comprised of the following teams:

- Compliance Coordinator (full time).
  - 2 x Compliance Officers (full time).
  - 1 x Compliance Officer – Parking (part time).
  - 1 x Compliance Officer (full time) – vacant.
- Environment & Health Coordinator (full time) – vacant.
  - 1 x Environmental/Sustainability Officer (full time).
  - 3 x Environmental Health Officers (full time).

The Team is responsible for responding to customer requests for wide range of compliance matters, including but not limited to:

- unauthorised development/building work.
- food shop inspections.
- swimming pool inspections.
- onsite sewage management system (OSSMS) inspections.
- parking compliance.
- abandoned vehicle compliance.
- noise complaints.

- contamination matters.

The following table shows the compliance activities undertaken by the Environment and Compliance team between July and September 2024.

<b>Traffic Patrols</b>	
Patrols conducted	83
Infringements issued	53
Total infringement value	\$14,322
Vehicle spaces inspected	2910
CRM requests received and actioned	42
<i>**NOTE: the Parking Officer was on leave for the majority of August</i>	
<b>Food Shops</b>	
Number of food shop inspections	24 - 12 x 5 star; 4 x 4 star; 5 x 3 star; 3 x failure
Number of food shop re-inspections	1 - 1 x 3 star
Number of temporary food stall permits/mobile food van permit issued	25 Temporary Food Stalls and 1 Mobile Food Van
<b>OSSM Inspections</b>	
Number of OSSMs inspected	13
<b>Swimming Pool Inspections</b>	
Number of Swimming Pools issued with certificates of compliance or non-compliance	13

The Environment and Compliance team are also managing several contamination and unauthorised development matters which are either progressing to litigation or where clean up orders etc. have been issued.

### Conclusion

Collating and publishing this data enables Council to assess the effectiveness of current parking enforcement strategies and identify trends in behaviour.

This data helps identify trends in behaviour, areas with frequent violations, and the overall impact of fines on compliance. This data allows Council to make informed decisions about potential changes to regulations, adjust patrol frequencies, and allocate resources more effectively to improve compliance management in the community. Additionally, this information may support discussions around public transportation options and alternative solutions to improve space turnover and compliance.

The Team will continue to provide and refine these reports on a quarterly basis, in line with other quarterly reporting schedules. In future reports more financial data will be provided.

As outlined above, the Team will also work on finalising the Enforcement/Compliance Policy. This Policy will provide a standard approach for compliance activities which will assist the community and the elected Council to understand how compliance activities will be managed.