

Item No.	
REPORT TITLE	Quality and Compliance - April 2024
AUTHOR	Quality and Compliance Manager (Carmen Taylor)
ATTACHMENTS	

EXECUTIVE SUMMARY:

The purpose of this report is to provide information in relation to the status of programs managed by the Business Operations and Contracts Manager.

OFFICER'S RECOMMENDATION:

That the Quality and Compliance Manager Report for April 2024 be received and that those matters not covered by resolution be noted.

People and Culture

Topic	Action
Staff Development	<p>All WASC personnel files being reviewed and updated to create a staff development spreadsheet to capture licences, training, certificates, and any other relevant qualifications. This will enable tracking of</p> <ul style="list-style-type: none"> casual staff 3-month review annual position review licence and qualification expiry dates training needs <p>The Quality and Compliance unit will be seeking a Personnel Officer to assist with this task as the position is currently vacant</p>
Training	<p>3 x staff enrolling in Queensland Justice of the Peace (10794NAT) online training.</p> <p>Work, Health and Safety (WHS) workshops commenced in February 2024 and continuing.</p> <p>Expressions of Interest called for:</p> <ul style="list-style-type: none"> Provide First Aid Mental Health First Aid First Aid Officers Fire Warden Basic bushfire awareness Snake Awareness HR license Forklift Bobcat Maintain small engines and equipment workshop. <p>Sourcing Registered Training Organisations (RTO) to facilitate training.</p>
Recruiting	<p>QCM liaising with Managers for staff recruitment and "Give it a Go" entry level program. WASC currently employs approximately 90 staff.</p>

Employee Assistance Program (EAP)	<p>QCM is currently sourcing EAP options.</p> <ol style="list-style-type: none"> 1. Local chaplain or similar 2. Visiting external EAP
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WHS

Topic	Action
Site Inspections	<p>Site inspections of all WASC facilities are continuing to identify hazards and safety risks as per Work Health and Safety Act 2011 - Queensland Legislation - Queensland Government primary duty of care section 19.</p> <p>Inspections have identified most First Aid Kits are out of stock and not been regularly audited. New kits have been ordered and QCM will align kit audits with 6 monthly fire safety audits next due May 2024.</p> <p>Communication noticeboards being installed to ensure Work, Health and Safety (WHS) and People and Culture updates are available for staff.</p> <p>The Quality and Compliance unit will be seeking a WHS Officer to assist with this task as the position is currently vacant.</p>
Toolbox Talks Machinery prestart	Managers, Coordinators and Team Leaders are being encouraged to ensure minimum one team toolbox talk and 1 x vehicle/machinery prestart check per week to cultivate continuous improvement with workplace safety culture.
PPE	Managers will be requested to ensure staff have appropriate warm PPE for the cooler months.
Hazard Reports	<ol style="list-style-type: none"> 1. Water leak at drinking station at gym, resolved 2. Pothole at fuel station – request for repair

Incidents and Complaints

Topic	Action
Incident	Nil reports for this period
Complaints	Nil complaints received

Quality

Topic	Action
Policy	Policy documents are being redesigned with a draft WASC style guide pending approvals, updates and reviews for 2024.

Compliance

Topic	Action
AMRRIC community visit	<p>Animal Management in Rural and Remote Aboriginal Communities (AMRRIC) conducted a door-to-door animal census 15-18 April 2024. Waiting on final report but in total they saw 347 dogs and 112 cats - far more cats than they were anticipating!</p> <p>The desexing rate (i.e. those already desexed) is currently sitting at 16.13% for dogs and 9.83% for cats. AMRRIC generally recommends to councils a target of 70-80% for dogs and 90% for cats. Owners of 97 dogs and 47 cats requested their animals be desexed which is a positive response.</p> <p>The Quality and Compliance unit will be seeking an Environmental Health and Animal Management Officer as the position is currently vacant.</p>
Environment	<p>Meeting with Department of Environment, Science and Innovation to discuss safety and compliance options at the landfill facility. An action plan will be created to identify short-, medium- and long-term practical solutions.</p> <p>Discussing the available position</p>