



**OPERATIONAL REPORT**  
**26 FEBRUARY 2025**  
**QUALITY & COMPLIANCE**

Item No.	12.2
REPORT TITLE	<b>Quality and Compliance Report – February 2025</b>
AUTHOR	Quality and Compliance Manager (Carmen Taylor)
ATTACHMENTS	<ol style="list-style-type: none"> <li>1. Organisation Staffing Structure February 2025</li> <li>2. New Eudoxia EAP posters</li> <li>3. Council Progress Report – Impounded Pig</li> <li>4. Woorabinda Pet Rescue Support Groups</li> <li>5. New Impounded Animals Register</li> <li>6. Illegal Dumping Information and Incident Investigation Resources</li> </ol>

#### 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 February 2025 be received and that those matters not covered by resolution be noted.

Positions	Roles and Projects
<b>QCM Manager</b> Carmen Taylor – full-time	<ul style="list-style-type: none"> <li>• Mentoring of business unit staff and operations – Compliance, Personnel, Environmental Health (compliance) and AMO (Compliance)</li> <li>• Training Coordination</li> <li>• Recruitment packs – Vacancy notice and current Position Description</li> <li>• Casual employee letters of offer</li> <li>• WHS hazard reporting, investigations and notices</li> <li>• Work Care and Return to Work Management</li> <li>• Social Media Community Notice posts</li> <li>• Incident Investigation</li> <li>• <b>Training</b> – Quality Auditing, Excel and Lead ICAM Investigation refresher</li> </ul>
<b>Executive Assistant</b> Nicole Britcher – full-time	<ul style="list-style-type: none"> <li>• Assist the Office of the CEO with administration and projects</li> <li>• Create/update various flyers, forms, templates</li> <li>• Training Coordination spreadsheet</li> <li>• WHS – confined space, asbestos and hazardous chemical registers</li> <li>• Website – Animal Management</li> <li>• <b>Training</b> – request for enrolment in Cert IV Accounting and Bookkeeping</li> </ul>
<b>WHS Officer</b> Vacant – to be advertised	<ul style="list-style-type: none"> <li>• Advertising position January 2025</li> <li>• Dedicated person to conduct regular site inspections, attend prestart and other meetings, update and monitor WHS noticeboards, report and control hazards, run WHS new staff inductions etc.</li> <li>• <b>Training</b> – Cert IV WHS, ICAM Lead Investigator</li> </ul>
<b>Personnel Officer</b> Tamika Isaacs - casual Casual – full-time position to be advertised	<ul style="list-style-type: none"> <li>• Updating and tracking training and workshop calendar including LG Zoom and TEAMS exchanges</li> <li>• Updating expression of interest "Give it a Go" folder and spreadsheet</li> <li>• Creating employment packs and tracking new starter packs with finance</li> <li>• Assisted with Corporate, WHS 101 and EEO new staff inductions</li> </ul>

	<ul style="list-style-type: none"> <li>Ensuring Managers conduct orientation inductions with new starters</li> <li>Develop personnel spreadsheet and populate with current records</li> <li>Identifying personnel file, licenses, certificates, qualifications and training need gaps</li> <li>Developing a Training register - mandatory and other training requirements for each business unit</li> <li>Liaising with LGAQ with funding for training opportunities in 2025</li> <li>Scheduling meetings with all current staff regarding their personnel files, updated licenses, any other training or qualifications</li> <li>PD review</li> <li><b>Training</b> – Excel, WHS, short courses in HR</li> </ul>
<b>Information Technology</b> <b>Vacant – traineeship advertised</b>	<ul style="list-style-type: none"> <li>Essential Services Technical Officer assisting with outstanding ICT projects and issues</li> <li>Starlink installation completed</li> <li>Security cameras ordered</li> <li>Equipment ordered for new staff</li> <li>CCTV upgrade – ongoing</li> <li>Meeting with First Start program regarding 15K funding assistance for ICT traineeship</li> <li>PD review</li> <li><b>Training</b> – Essential Services Technical Officer – Cert III in ICT CQ University, has enrolled through LGAQ funding</li> </ul>
<b>Compliance Officers</b> Kenneth Brown - casual <b>Vacant</b> <b>Full-time positions to be advertised</b>	<ul style="list-style-type: none"> <li>Local Laws and other legislation familiarisation</li> <li>Conducting Community Patrols to identify any new compliance issues</li> <li>Report any hazards and risks in the workplace</li> <li>Conducting Council land patrols for illegal dumping – to liaise with Ranger team for known locations</li> <li>Recording and reporting – daily running sheets and attendance activity reporting – ongoing mentoring by QCM</li> <li>Case file investigations commenced – dog attacks. Mentoring by QCM gathering information and evidence.</li> <li>PD review</li> <li>Registers commenced for abandoned vehicles and community horses</li> <li>“Compliance, doing the right thing” in Community polo and corporate shirts to soften compliance staff presence in Community</li> <li><b>Training</b> – Authorised Officer, Cert IV in Government Investigation, Cert IV WHS</li> </ul>

## People and Culture

Topic	Actions 2025			
Recruiting	February 2025 Workforce Statistics			
	Positions	135	Total Casual Workers	50
	Total Staff	103	% Casual Workers	48.5%
	% Filled Positions	76.3%	Part-time Workers	5
	Vacant Positions	32	% Part-Time Workers	5%
	% Vacant	23.7%	Contractors	2

	<ul style="list-style-type: none"> <li>• Need to transition Casual workers to either permanent part-time or full time</li> <li>• Advertise vacancies – review of position descriptions for recruitment packs</li> <li>• Maintain Organisational Staffing Structure to track vacant positions and casual staff.</li> <li>• Meeting with First Start program regarding 15K funding assistance for building and mechanical apprenticeships and ICT traineeship</li> <li>• MAX 10K wage subsidy available for each MAX client recruited to WASC.</li> </ul> <table border="1"> <tr> <td><b>2025 New Staff</b></td><td>15</td></tr> <tr> <td><b>Resigned/Terminated</b></td><td>6</td></tr> <tr> <td><b>Feb 2025 Inducted</b></td><td>10</td></tr> </table>	<b>2025 New Staff</b>	15	<b>Resigned/Terminated</b>	6	<b>Feb 2025 Inducted</b>	10
<b>2025 New Staff</b>	15						
<b>Resigned/Terminated</b>	6						
<b>Feb 2025 Inducted</b>	10						
New Staff Inductions	<ul style="list-style-type: none"> <li>• Monthly Corporate, WHS and Diversity in the Workplace inductions to continue in 2025, certificates of attendance issued and placed in personnel files.</li> <li>• Business Unit Managers responsible for workplace orientation – orientation checklist drafted, to be added to new employee starter pack.</li> <li>• 2025 mandatory changes in Coercive Control and Positive Duty (sexual harassment) to be included.</li> </ul>						
Staff Development/Training	<p><b>Progressing</b></p> <ul style="list-style-type: none"> <li>• Targeting training needs for each Business Unit.</li> <li>• Quality &amp; Compliance staff creating Training Coordination checklist and spreadsheet to assist with 2025 training calendar.</li> <li>• All Managers, Coordinators and Team Leaders to be sent calendar invites to all relevant Zoom exchange meetings for 2025. Liaise with other QLD LGA.</li> <li>• LGAQ coordinating funded training needs with QCM for 2025. Funding to be spent by May 2025</li> <li>• <a href="#">2025 Proposed Training List for LGAQ funding</a> <ol style="list-style-type: none"> <li>1. Mental Health First Aid</li> <li>2. Emotional Intelligence – lateral violence &amp; coercive control</li> <li>3. Fire Warden and – confirming date in March 2025</li> <li>4. Excel – intro and intermediate – Peak Services</li> <li>5. Performance Appraisal and Management for Managers – Peak services</li> <li>6. MR/HR training</li> <li>7. White card - GTS Gladstone formalising quote</li> <li>8. Blue Card applications</li> <li>9. Forklift - GTS Gladstone</li> <li>10. Excavator - GTS Gladstone</li> <li>11. Bobcat - GTS Gladstone</li> <li>12. Confined Space - GTS Gladstone</li> <li>13. Working at Heights - GTS Gladstone</li> <li>14. Snake Handling/Awareness – Snakehandler Pty Ltd confirm dates</li> <li>15. Authorised Officer LGA – Peak services online training</li> <li>16. Induction packs – Peak services online training</li> <li>17. Cert III ICT – Jymel enrolled</li> <li>18. Cert III Water – LGAQ sourcing training provider</li> </ol> </li> </ul>						

	<p>19. Cert IV WHS 20. Lead ICAM Investigator 21. Cert IV Govt Investigation 22. Cert IV Training and Assessing</p> <p><b>Provide First Aid – 16 staff trained 19 February 2025 Blackboy</b></p>  
<p><b>Staff Performance</b></p>	<p><b>Reward and recognition</b></p> <ul style="list-style-type: none"> <li>• To be identified for 2025</li> <li>• Safety Champion</li> </ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• CEO and Managers due February 2025</li> <li>• All other employees due March/April 2025,</li> <li>• Managers, Coordinators and Team Leaders to attend a training workshop on Performance Appraisal and Management practices</li> </ul>
<p><b>Work Care (WC) &amp; Return to Work (RTW)</b></p>	<ul style="list-style-type: none"> <li>• 1 x new Work Care claim - injury</li> <li>• 1 x RTW - ongoing</li> </ul>
<p><b>Employee Assistance Program (EAP)</b></p>	<p>Eudoxia EAP Information flyers and pamphlets being distributed to all Council facilities.</p> <ul style="list-style-type: none"> <li>• Religious Groups are keen to offer their support.</li> <li>• Yoonthalla counselling services available to WASC staff.</li> </ul>



## WHS

Topic	Action
Site Inspections	<ul style="list-style-type: none"> <li>All Council facilities to be visited in early 2025 by QCM to conduct WHS and Fire Safety inspections.</li> <li>Chubb fire extinguisher and smoke detector 6-month inspection due.</li> <li>First aid kit audits due.</li> <li>Ensure noticeboards are in place and updated weekly for effective communication with Council staff.</li> </ul>
Prestart Talks Machinery prestart	<ul style="list-style-type: none"> <li>Manager and supervisor training with GTS Gladstone to cover the legislative requirements for staff, machinery and equipment prestart and the use of safe work method statements to drive safety culture from above.</li> <li>Follow-up with machinery training and VOC Verification of competency for all machine operators.</li> <li>Encourage staff to contribute to <b>safety shares</b> during meetings/prestart.</li> </ul>
Drug and Alcohol Testing	<ul style="list-style-type: none"> <li>Director of The Drug Detection Agency Gladstone to run introduction to substance abuse in the workplace for Managers 2 hours and employee education sessions 1 hour</li> </ul>
PPE - ongoing	<ul style="list-style-type: none"> <li>Setting up RSEA Rockhampton as a vendor and bulk order to ensure stock is on hand.</li> <li>Considering culturally appropriate indigenous art designed PPE shirts – different colours for each department i.e. WTP/STP, Open Spaces, Machine Operators etc.</li> </ul>
Contractor Inductions	<ul style="list-style-type: none"> <li>Being drafted to include agreed commercial waste disposal methods</li> <li>Potential for cultural induction being included</li> </ul>
Monthly Toolbox Topics	<ul style="list-style-type: none"> <li>Not yet started for 2025</li> </ul>
Fire Warden Training and Drills	<ul style="list-style-type: none"> <li>Training dates being confirmed for March 2025</li> <li>Commence random fire drills for facilities</li> </ul>
Hazard Reports - ongoing	<ul style="list-style-type: none"> <li>Hazard and near miss register being developed to capture all reports and actions and create a baseline to monitor trends and improvements</li> </ul>

## Incidents and Complaints

Topic	Action
Incidents	<ul style="list-style-type: none"> <li>Dog attack on pig – see Council progress report</li> <li>5/02/2025 Impound dog removed from Animal Care Facility without authority</li> </ul>
Complaints	<ul style="list-style-type: none"> <li>Woorabinda Healthy Country Plan given to the Illegal Dumping team in Brisbane by QCM.</li> <li>5/02/2025 Police involvement with impound dog removed from Animal Care Facility without authority</li> </ul>

## Quality

Topic	Action
Policy - ongoing	<b>2025 priority</b> - Policy documents are being redesigned with a draft WASC style guide pending approvals, updates and reviews for 2025.

## Compliance

Topic	Action
Water Treatment Plant – drinking water	<ul style="list-style-type: none"> <li>Continued monitoring by the WTP staff</li> <li>Check testing recording for February 2025 Water Regulator February 2025 Compliance Report</li> <li>No new Community notices</li> </ul>
Workshop	<ul style="list-style-type: none"> <li>Forklift compliance plate out of date for 10-year major inspection, to be tagged out of service, recommend hiring a forklift in the interim</li> </ul>
Food Safety	<ul style="list-style-type: none"> <li>Waiting on Environmental Health Worker recruitment</li> <li>Check on inspection required for new owners of Food Works</li> </ul>
Waste Facility	<ul style="list-style-type: none"> <li>Waste Management Plan to identify compliance signage requirements</li> <li>WHS signage list forwarded to Construction Manager Jason Smith</li> </ul>
Illegal Dumping	<ul style="list-style-type: none"> <li>Compliance Officer identifying locations of illegal dump sites</li> <li>Ranger Coordinator advises of numerous asbestos dumping locations</li> <li>Loaned surveillance cameras arrived from LGIDPP. A staff member from Banana Shire to come across and show how to install.</li> <li>30/01/2025 Meeting with Senior Program Officer, LG Illegal Dumping Partnerships Program  Waste Partnerships, Waste and Enforcement Services   Environmental Services &amp; Regulation</li> </ul>
Authorised Officers	<ul style="list-style-type: none"> <li>At present there are no employees with the delegations or instrument of appointment across all Local Laws – to identify suitable employees for training.</li> <li>QCM hold the only delegation/instrument of appointment under the Animal Management (Cats and Dogs) Act</li> <li>Peak online training available for 10 Authorised Officer</li> </ul>
Local Law Review	2015 Local Law review required for 2025
Animal Management (Cats and Dogs) Act 2008	<p><b>New strong dog laws: Safer communities</b></p> <p><a href="#">Tougher dangerous dog laws put the bite on irresponsible owners - Ministerial Media Statements</a></p> <ul style="list-style-type: none"> <li>Community Information Notices posted regarding stronger dog laws and responsible pet ownership after a number of dog attack and dogs not under effective control issues.</li> </ul>

Building – Construction and Maintenance	<ul style="list-style-type: none"> <li>• Meeting in early 2025 to discuss current and upcoming projects</li> <li>• Develop contractor inductions</li> </ul>
Environment/Health	<ul style="list-style-type: none"> <li>• Performance reports for the ATSI Public Health Plan due for Public Health</li> <li>• New health planning process due before EOFY</li> <li>• Researching little red fox roosting plan</li> <li>• Researching swallow management plan – nests</li> <li>• Following up mosquito testing</li> </ul>
Abandoned Vehicles - ongoing	<ul style="list-style-type: none"> <li>➤ 13 vehicles identified and photographed for actioning with owners – creating an abandoned vehicle register</li> <li>➤ <b>Community Education</b> - conduct a community education program with Department of Housing</li> <li>➤ <b>Dept of Housing</b> – liaise regarding unsafe vehicles in yards.</li> <li>➤ <b>Car Removalist</b> – Compliance team researching available companies</li> </ul>
Animal Management	<ul style="list-style-type: none"> <li>➤ Animal Care Facility Officer recently resigned</li> <li>➤ Casual employees sharing the role</li> <li>➤ ACF impounded animals register created and website to be updated to include fees and charges, impound animal photos and important information and updates.</li> <li>➤ 2025 ongoing community education program to work towards Local and State law requirements</li> <li>➤ Creating a community horse identification register</li> </ul> <p><b>Vet Clinic 4 February 2025</b></p> <ul style="list-style-type: none"> <li>• 35 animals treated</li> <li>• Waiting for breakdown of vet treatments from Moura vet</li> </ul> <p><b>Current impounded animals</b></p> <ul style="list-style-type: none"> <li>○ 1 x black pig – dog attack – see Council progress report</li> <li>○ 1 x Russian blue female staffy surrendered – waiting on rescue</li> <li>○ 3 x bull arab female puppies surrendered – waiting on rescue</li> <li>○ 1 x abandoned muli -coloured female puppy – to Capricorn Animal Aid rescue Rockhampton</li> <li>○ 1 x stray grey female kitten - to Capricorn Animal Aid rescue Rockhampton</li> </ul> <p><b>Seized</b></p> <ul style="list-style-type: none"> <li>○ 1 x red kelpie declared Dangerous Dog, owner to comply with Dangerous Dog conditions</li> <li>○ Staff working with owner to achieve compliance</li> </ul>





