

# Environmental Health Strategy

2022–2026



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# Acknowledgement of Country

Logan City Council acknowledges the Traditional Custodians of the land, pays respect to Elders past, present and emerging and extends that respect to all Aboriginal and Torres Strait Islander peoples in the City of Logan.



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## Document control

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1.0	Strategy development and designed for ELT approval	E Jones	19/10/2021
2.0	Feedback from ELT and HEW Manager incorporated	E Jones	19/11/2021
3.0	Minor edits following community consultation and review of language	E Jones	17/03/2022
4.0	Final version for Council endorsement and public release	E Jones	18/03/2022

## Strategy details

Corporate Plan link	Strategy start date	Review date	ELT endorse date	Council endorse date	Legislative requirement?
Healthy connected community (HC)	28/04/2022	23/12/2022	11/11/2021	27/04/2022	No

# Introduction

## Mayor message

It is with great pleasure that I endorse the Environmental Health Strategy 2022-2026 which reflects contemporary and emerging environmental health priorities within our community.

In the last 100 years, major progresses in environmental health have increased the quality and length of our lives. Daily, we all enjoy the benefits of many successful public and environmental health initiatives including the provision of clean drinking water, the sanitary disposal of rubbish and human waste, immunisation, food safety and the reduction of vector borne disease.

This is an exciting time for our city and this strategy will help all of us build an even better City of Logan.



**Mayor Darren Power**



Logan City Council's Loganholme Wastewater Treatment Plant

## Executive summary

“Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity” – Constitution of the World Health Organization, 1946.

The environment we live in influences our health and through management of that environment, we can mitigate disease and increase health and wellbeing. Environmental factors that affect our health include food, water, pollutants, noise, light, pests and waste, amongst others. Environmental health is the branch of public health that focuses on the relationships between people and their environment, promotes human health and well-being while fostering healthy communities. Environmental health practice also addresses environmental protection at the interface between people and the environment. Management of air quality, waste, stormwater and waterways influence environmental health outcomes and concurrently facilitate protection of the natural environment.

There are a wide variety of environmental health initiatives occurring across all levels of government, from proactive monitoring, to developing environmental health regulations and standards to managing the physical, biological and chemical hazards that have the potential to impact upon people’s health. Promoting a healthy population requires a collaborative approach through the organised effort of each tier of government.

Local government’s proximity to our communities facilitates us being the front line in delivering environmental health services to the community. Public and environmental health interventions, practices and infrastructure have become interwoven into the fabric of local government urban planning and community service delivery. Clean drinking water, the sanitary disposal of rubbish and human waste, immunisation services, food safety and the reduction of vector borne disease are fundamental environmental health initiatives that undoubtedly provide a significant contribution to improving health outcomes of a community.

The Environmental Health Strategy 2022 - 2026 (the strategy) is an important framework for the continuing delivery of environmental health services to the Logan community. The strategy consolidates all our public and environmental health services into one document, providing a strategic approach to environmental health planning and service delivery, for the City of Logan.

Our Corporate Plan 2021 - 2026 identifies 7 focus areas that deliver a long-term vision for the City of Logan. Five of our Corporate Plan’s focus areas link strongly with the strategy’s 8 key areas of interest.

The strategy’s 8 key interest areas are:

- communicable and non-communicable disease prevention
- food safety promotion
- environmental health assessment and licensing
- catchment management and recreational water quality
- disaster management and community recovery
- environmental protection and waste management
- public health and amenity
- environmental health promotion and legislation advocacy.

The 8 key interest areas categorise tangible environmental health outcomes which are delivered through the Environmental Health Strategy Action Plan (the action plan).

The strategy provides the framework which contributes to better health outcomes for the community, which ensures we continue to be a healthy city to live, work and play in.



Eats and Beats, Logan Hyperdome

## Why do we need this strategy?

The strategy provides the pro-active, strategic framework for us to work collaboratively with state government, business operators and residents on environmental health issues, to improve quality of life for people within the City of Logan.

The strategy enables us to:

1. Develop a creative, clear and cohesive framework for proactively managing environmental health issues across the city.
2. Establish clear objectives, policy and service delivery priorities in relation to environmental health for the next 5 years.
3. Articulate the environmental health services we deliver.



*Environmental Health Officer collecting a water sample*

## How was this strategy developed?

The Environmental Health Plan 2018 - 2021 (the EH plan) has reached its end of life and in its next evolution, we are adapting the document to create Logan's first Environmental Health Strategy.

Developing a comprehensive strategy required a robust internal consultation process, followed by thorough community engagement.

Stakeholder participation facilitates a strategy that strongly reflects contemporary practice.





*Environmental Health Officer assessing noise levels from a live music event*

### **How will this strategy be implemented?**

Identification of our current strategies, policies, plans, focus areas and services allow us to understand 'where we are now' in relation to current environmental health service delivery.

Our current strategies, plans and focus areas aggregate into 8 primary key areas of interest. Each key area of interest categorises the strategy's functions, each being delivered through overarching and supporting objectives.

The strategy objectives and action items address current and emerging environmental health issues. Objectives and action items emerged through consultation with internal stakeholders and take into consideration our statutory responsibilities for environmental health, community health needs and our relevant policies and strategic directions.

# Strategic fit

## Alignment to Corporate Plan 2021-2026

Our Corporate Plan 2021 - 2026 identifies 7 focus areas that help deliver a long-term vision for the City of Logan. Five of our Corporate Plan's focus areas link strongly with this strategy's 8 key areas of interest. The strategy's key areas of interest and how they align with the Corporate Plan's focus areas are outlined below.

Corporate Plan Focus Area	Links with EH Strategy Key Interest Area/Focus Area
Maintaining Current Levels of Service	The strategy guides delivery of current and ongoing services in the areas of food safety, high risk personal appearance services, environmentally relevant activities and local law licensing.
Environment	The strategy outlines the delivery of climate change, environmental safety, refuse management and waterway health initiatives.
Healthy Connected Community	The strategy fosters healthy social infrastructure, delivering immunisation services, animal to human disease mitigation, active lifestyles and social wellbeing, pandemic response, disaster management and community recovery.
Infrastructure	The strategy supports continued maintenance and development of drinking water, trade waste, sewer waste and wastewater treatment infrastructure.
High Performing Organisation	The strategy fosters development of our environmental health professionals through environmental health promotion and legislation advocacy initiatives.

## Alignment to legislation

Outlined below are key legislative requirements and responsibilities that govern environmental health practice at a local government level.

Legislation
<i>Disaster Management Act 2003</i> and Regulations
<i>Environmental Protection Act 1994</i> , Regulations and Policies
<i>Food Act 2006</i> and Regulations and Food Safety Standards
<i>Public Health Act 2005</i> and Regulations
<i>Local Government Act 2009</i> and Regulations
<i>Public Health (Infection Control for Personal Appearance Services) Act 2003</i> and Regulations
<i>SEQ Water Distribution Retail and Restructuring Act 2009</i>
<i>Planning Act 2016</i>
<i>Waste Reduction and Recycling Act 2011</i> and Regulations
<i>Water Supply (Safety and Reliability) Act 2008</i>
Logan City Council's Local Laws and Subordinate Local Laws

## Alignment to other Council strategies

Several strategies and plans align with and contribute to the delivery of the strategy.

Strategy name
<a href="#">City of Logan Biosecurity Plan 2017 - 2022</a>
<a href="#">City of Logan Animal Care Strategy 2018 - 2022</a>
<a href="#">Active Logan Strategy 2016 - 2028</a>
<a href="#">Logan Planning Scheme 2015</a>
<a href="#">Local Disaster Management Plan</a>

<a href="#">Water Netserv Plan Part A</a>
<a href="#">Logan Rivers and Wetlands Recovery Plan 2014 - 2024</a>
<a href="#">Carbon Reduction Strategy and Action Plan 2018 - 2022</a>
<a href="#">Climate Change and Resilience Strategy 2021 – 2031</a>
<a href="#">Logan River Vision 2017 - 2067</a>
<a href="#">Albert River Vision 2017 - 2067</a>
Albert River Accessibility and Connectivity Concept Plan
Logan River Accessibility and Connectivity Concept Plan
Slacks Creek Catchment Futures Study - Vision and Initiative Report
Scrubby Creek Recovery Plan
<a href="#">Upper Oxley Creek Plan</a>
Logan Water Drinking Water Quality Management Plan
Logan Water Operations Strategy
Logan Water Maintenance Strategy
<a href="#">Recreational Trails Strategy 2010 - 2020</a>



*Water quality sampling and analysis*

# Strategy direction

## Where are we now?

We deliver environmental health services to the community through an integrated, multidisciplinary approach. Many of our programs contribute to the continued delivery of environmental health services to our community, including water treatment services, food safety, immunisation, waste disposal and vector management services, amongst others.

Our current environmental health deliverables include:

- Our Environmental Health team both educating the community and enforcing various state government legislation, our local laws and other legislative instruments, to mitigate negative environmental health repercussions within our community
- Policy networks established with state government
- Our delivery of regular, flexible and accessible immunisation services to our community
- Our Animal Care Strategy 2018 – 2022, which promotes responsible pet ownership, including the vaccination of all domestic animals to help prevent the spread of zoonotic diseases (a disease that spreads from animals to humans)
- Our continuing pandemic response through the COVID-19 Local Recovery Plan, coupled with providing support to State Government Public Health Units and local activities focused on implementing Queensland's Chief Health Officer's Public Health Directions
- Our Active Logan Strategy 2016 – 2028, encourages and promotes sport, recreation and physical activity opportunities for the community to work towards a healthier and more physically active lifestyle
- Recreational waterway monitoring which we undertake in line with the National Guidelines for Managing Risks in Recreational Water, resulting in identification of human health risks associated with the recreational use of waterways
- Minimising the effects of disasters by providing a coordinated, risk management approach involving prevention, preparedness, response and recovery strategies at a local, state and federal government level
- Operating our landfill sites and transfer stations responsibly, mitigating environmental impacts and managing potential environmental risks
- Regulating pollution incidents that may occur in the community and natural environment
- Our Climate Change Resilience Strategy 2021 - 2031, Carbon Reduction Strategy and Action Plan 2018 – 2022, provide a framework to build climate resilience and identify actions that enable our vision of achieving carbon neutral operations by 2022 to become a reality
- Committing to managing our drinking water systems to provide safe, high quality water services that ensure the protection of public health and the environment
- Managing our wastewater network, which is critical in producing significant public health benefits through the effective transport of waste. We focus on optimising maintenance practices for the wastewater network as well as our mechanical and electrical assets
- Our Wastewater Treatment Operations, which are a key program that supports the effective treatment of waste. We manage, operate and maintain 4 wastewater treatment plants at Loganholme, Beenleigh, Cedar Grove and Jimboomba.

## Where are we going?

The strategy sets out our environmental health objectives for the next 5 years. The purpose is to articulate the services we deliver that contribute to positive environmental health outcomes for the community. The strategy also provides a proactive, strategic approach to managing environmental health issues across the city and addresses:

- our statutory responsibilities in relation to environmental health
- environmental health issues of importance in the community
- environmental health policy at state government level
- relevant priority areas in our Corporate Plan
- key interest areas to ensure the effective delivery of environmental health outcomes for our community
- the creation of partnerships within Council, with other government agencies and the wider community, that can positively influence the determinants of environmental and public health risks in our community.

## Where do we want to be?

Achieving improved environmental health outcomes through shared ownership and constructive partnerships between all levels of government and the community itself.



*Environmental Health Officer responding to a pollution event*

## Outcomes

The outcomes of the strategy include:

1. Improved communicable and non-communicable disease prevention activities
2. Effective food safety promotion initiatives
3. Enhanced environmental health assessment and licensing processes and practices
4. Recreational water quality monitoring programs
5. Efficient response to disaster management and community recovery
6. Improved environmental protection and waste management practices
7. Improvements in public health and amenity
8. Environmental health promotion and legislation advocacy.

## Policy position

To work collaboratively with the state government, business operators and residents on environmental health issues to reduce red tape for industry, to improve environmental health performance and the quality of life for people who live, work and play in the City of Logan.

# Strategy implementation

## Financial impacts

There are no additional costs associated with the delivery of the strategy. The action plan's initiatives consist predominantly of existing services funded through our annual recurrent budget. Savings from efficiencies and continuous improvements fund initiatives which largely involve enhancing existing services. Development of new service initiatives associated with the implementation of the strategy will be subject to our annual budgetary approval processes.



*Environmental Health Officer assessing food safety*



## Key areas of interest

<p><b>1</b> Where are we now?</p>	<ul style="list-style-type: none"> <li>• Immunisation</li> <li>• Pandemic Response</li> <li>• Animal to Human Disease</li> <li>• Active Lifestyle and Soecial Wellbeing</li> </ul>
<p>How do we get there?</p>	<p>Key Interest Area – Comunicable and Non-Communicable Disease Prevention</p>
<p>Objective</p>	<p>Impliment proactive strategies and work collaboratly with other lead agencies to investigate and control notifiable and other preventable diseases and illness within the City of Logan</p>
<p><b>2</b> Where are we now?</p>	<p>Food Safety</p>
<p>How do we get there?</p>	<p>Key Interest Area – Food Safety Promotion</p>
<p>Objective</p>	<p>Ensure a high standard of food hygiene practices across all food businesses in the City of Logan</p>
<p><b>3</b> Where are we now?</p>	<ul style="list-style-type: none"> <li>• High Risk Personal Appearance Services</li> <li>• Local Law Licensing</li> <li>• Environmentally Relevant Activities</li> </ul>
<p>How do we get there?</p>	<p>Key Interest Area – Environmental Health Assessment and Licensing</p>
<p>Objective</p>	<p>Provide environmental health assessment and approval for new and existing environmental health licenes</p>
<p><b>4</b> Where are we now?</p>	<p>Waterway Health</p>
<p>How do we get there?</p>	<p>Key Interest Area – Catchment Management and Recreational Water Quality</p>
<p>Objective</p>	<p>Enhancing our rivers and wetlands within our community and manage the public health risks associated with recreational waters</p>

**5** **Where are we now?** Disaster Management

**How do we get there?** Key Interest Area – Disaster Management and Community Recovery

**Objective** Collaborate and liaise with relevant stakeholders to provide coordinated effective environmental health services in relation to disaster events in the City of Logan

**6** **Where are we now?**

- Environmental Protection
- Waste Management
- Climate Change

**How do we get there?** Key Interest Area – Environmental Protection and Waste Management

**Objective** Support the community to minimise their environmental health impacts while advancing toward becoming a low-carbon and climate change resilient organisation

**7** **Where are we now?**

- Public Health and Amenity
- Drinking Water Quality Management
- Trade Waste Management
- Wastewater Network Maintenance Management

**How do we get there?** Key Interest Area – Public Health and Amenity

**Objective** Manage public health issues in the city through the provision of safe, reliable and sustainable water and wastewater services and the effective education, complaint investigation and enforcement action associated with public health risks

**8** **Where are we now?** Environmental Health Promotion

**How do we get there?** Key Interest Area – Environmental Health Promotion and Legislation Advocacy

**Objective** Achieve good environmental health outcomes through the promotion and advocacy of environmental health action associated with public health risks, develop environmental practices and advocate for the profession

# Strategy action plan

## Key interest area 1: Communicable and non-communicable disease prevention

**Objective 1:** Implement proactive strategies and work collaboratively with other lead agencies to investigate and control notifiable and other preventable diseases and illness within the City of Logan.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
1.1	Continue to work in partnership with Queensland Health to investigate and control disease outbreaks within the City of Logan	Environmental Health and Immunisation Program  <b>External</b>  Queensland Health Public Health Unit – Metro South	Graffiti and Pest Services Program	Rate of foodborne illness  Comparison of data on the incidence of campylobacter and salmonella between the City of Logan and the rest of Queensland	January 2022 to December 2026
1.2	Continue to manage disposal facilities for the safe disposal of sharps in the city	Environmental Health and Immunisation Program	Amenity, Safety and Parking Program  Parks Operations and Maintenance Program  Roads Maintenance Program  <b>External</b>  Ace Waste	Number of customer service requests for the inappropriate disposal of sharps within the community  Quantity of sharps disposed of at Council facilities	January 2022 to December 2026

1.3	Continue to provide an integrated and holistic approach to managing sharps in the city through the promotion of best practice sharps disposal in domestic settings and within the general community	Environmental Health and Immunisation Program	Parks Operation and Maintenance Program Roads Maintenance Program Waste and Recycling Program <b>External</b> Queensland Health - Communicable Diseases Branch Queensland Health - Metro South Public Health Unit	Quantity of materials distributed Quantity of customer service requests received Web changes maintained within Council's website	January 2022 to December 2026
1.4	Develop the Immunisation Strategy 2022–2025 and concurrently deliver immunisation services to the community in accordance with Council's immunisation strategy	Environmental Health and Immunisation Program	<b>External</b> Department of Health - Communicable Diseases Branch Queensland Health - Metro South Public Health Unit	Maintain or increase the number of vaccinations delivered per annum	January 2022 to December 2026
1.5	Implement the City of Logan Animal Care Strategy 2018–2022 to promote public health outcomes and responsible animal ownership	Animal Care Program	<b>External</b> RSPCA Combined Vets of Logan City Biosecurity Queensland	Deliver the City of Logan Animal Care Strategy 2018–2022 Promotion of responsible pet ownership and/bite attack prevention strategies	January 2022 to December 2026

1.6	Continue to manage the transmission of zoonotic diseases at the Animal Management Centre through the implementation of the City of Logan Animal Care Strategy 2018–2022	Animal Care Program	<b>External</b> RSPCA Combined Vets of Logan City Biosecurity Queensland	Conduct research and ensure current strategies are best practice  Continue to provide staff training in recognising the symptoms of diseases that are common to domestic animals and livestock	January 2022 to December 2026
1.7	Manage the risks to people associated with communicable diseases from petting zoos	<b>External</b> Queensland Health - Metro South Public Health Unit  Workplace Health and Safety Queensland	Environmental Health and Immunisation Program Animal Care Program <b>External</b> RSPCA	Provision of guidelines to the operators of petting zoos within the City of Logan  Educating the community and petting zoo owners on the health risks  Respond to customer service requests within corporate service standards	January 2022 to December 2026
1.8	Pandemic response (COVID-19) - inspect Council licensed businesses to assess compliance with Queensland's Chief Health Officer's Public Health Directions	Environmental Health and Immunisation Program	<b>External</b> Council licensed businesses  Queensland Health - Metro South Public Health Unit	Respond to customer service requests regarding licensed businesses' failure to comply with the Chief Health Officer's Public Health Directions within 2 working days  Number of licensed businesses assessed for compliance with the Chief Health Officer's Public Health Directions	January 2022 to December 2026
1.9	Identify and quantify impacts of COVID-19 on program service delivery levels	Environmental Health and Immunisation Program	<b>External</b> Queensland Health - Metro South Public Health Unit	Develop clarity surrounding impact of COVID-19 response on staff resourcing  Develop response measures	January 2022 to December 2026

1.10	Deliver and maintain active spaces that encourage participation in active lifestyle choices	City Planning Program  Parks Operation and Maintenance Program  Sport, Leisure and Facilities Program	Planning Assessment and Technical Services Program  <b>External</b>  State Development, Infrastructure, Local Government and Planning  Developers	Plan, deliver and maintain active spaces in line with the <i>Active Logan Strategy 2016-2028</i>  Manage and maintain a range of parks, sporting grounds and recreational spaces to provide opportunities for active lifestyle choices	January 2022 to December 2026
1.11	Deliver activities that encourage social inclusion and participation in active lifestyle choices	Sports and Recreation Program	Events Program  Community Services Branch  Natural Environment and Sustainability Program  Logan Libraries  City Standards and Animal Care Branch  <b>External</b>  Community Sporting/Organisations	Deliver physical and social inclusion programs detailed within the <i>Active Logan Strategy 2016-2028</i>	January 2022 to December 2026

## Key interest area 2: Food safety promotion

**Objective 2:** Ensure a high standard of food hygiene practices across all food businesses in the City of Logan.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
2.1	Review and continue the implementation of Eat Safe Logan program based on a risk-based inspection frequency	Environmental Health and Immunisation Program	<b>External</b> Licensed Food Businesses Brisbane City Council City of Gold Coast Ipswich City Council Bundaberg Regional Council Fraser Coast Regional Council Mackay Regional Council Queensland Health - Metro South Public Health Unit	Percentage of food businesses with 3 or more stars under the Eat Safe Logan Program Compare data with other local governments implementing Eat Safe Programs Percentage of food businesses inspected at their assigned Eat Safe Logan inspection frequency	January 2022 to December 2026
2.2	Promotion of Eat Safe Logan to the wider community	Environmental Health and Immunisation Program	Marketing Program Media Branch <b>External</b> Brisbane City Council	Quantity of communication channels used for the promotion of Eat Safe Logan Circulating messages through media Number of food businesses 'opting in' to display their star rating	January 2022 to December 2026

2.3	Effectively manage and investigate food safety related complaints in a consistent manner including foodborne illness outbreaks and suspected intentional contamination of food	Environmental Health and Immunisation Program  <b>External</b> Queensland Health - Metro South Public Health Unit	<b>External</b> Food Business Operators  Queensland Police Service	Measure levels of food safety compliance  Review of customer service requests relating to foodborne illness outbreaks and foreign matter in food	January 2022 to December 2026
2.4	Manage food safety risks at temporary events and markets to increase food safety and compliance with legislation and standards	Environmental Health and Immunisation Program	Marketing Program Parks Operations and Maintenance Program  <b>External</b> Community Event and Market Organisers  Food Business Operators  Temporary Food Stall Operators	Measure levels of food safety compliance comparatively with previous inspections	January 2022 to December 2026
2.5	Provide food safety education sessions to food stall operators involved in community events within the city to assist operators meet legislative requirements and minimise potential food safety risks	Environmental Health and Immunisation Program	Marketing Program  <b>External</b> Community Event and Market Organisers  Community Groups	Quantity of food safety education sessions delivered  Review feedback from participants in the food safety education sessions	January 2022 to December 2026



			Food Business Operators Temporary Food Stall Operators		
2.6	Develop food safety initiatives to provide targeted food safety education	Environmental Health and Immunisation Program	Marketing Program <b>External</b> Queensland Health - Food Safety Regulation Unit Food Business Operators Professional Translating Services Queensland Health - Metro South Public Health Unit	Number of targeted education/training programs implemented	January 2022 to December 2026
2.7	Continue to review food safety resources and develop new resources for emerging issues	Environmental Health and Immunisation Program	Marketing Program <b>External</b> Queensland Health - Food Safety Regulation Unit Food Business Operators Community/Sporting Organisations	Number of fact sheets, education booklets and promotional materials developed and distributed  Develop educational material for culturally and linguistically diverse communities	January 2022 to December 2026

2.8	Continue to work in partnership with Sport, Leisure and Facilities Branch relating to food safety in Council managed and leased community facilities	Environmental Health and Immunisation Program	Sports and Recreation Program Community Infrastructure Program <b>External</b> Community/Sporting Organisations	Provide advice to relevant stakeholders	January 2022 to December 2026
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### Key interest area 3: Environmental health assessment and licensing

**Objective 3:** Provide environmental health assessment and approval for new and existing environmental health licences.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
3.1	Undertake the assessment and approval of environmental health related licences and permits associated with development applications	Environmental Health and Immunisation Program	Development Assessment Branch <b>External</b> Developers Business Operators	All environmental health related development applications processed and approved to a high quality and within legislative timeframes	January 2022 to December 2026
3.2	Process approvals for food businesses, temporary food stalls, environmental relevant activities, non-residential property information applications (PS2 searches), high risk personal appearance services, local law prescribed activities	Environmental Health and Immunisation Program	Amenity, Safety and Parking Program Development Assessment Branch Parks Operations and Maintenance Program Traffic Program <b>External</b> Licensed Business Operators Department of Transport and Main Roads	All applications processed and approved to a high standard and within legislative timeframes	January 2022 to December 2026

3.3	Continue to conduct audits and accreditations of food safety programs for high-risk businesses	Environmental Health and Immunisation Program	<b>External</b> Food Business Operators, particularly for: <ul style="list-style-type: none"> <li>• Child Care Centres</li> <li>• Caterers</li> <li>• Aged Care Facilities</li> </ul> Food Safety Auditors Queensland Health - Food Safety Regulation Unit	All food safety programs audited by Council's food safety auditors to a high quality and within legislative timeframes	January 2022 to December 2026
3.4	Develop and implement electronic food business licence renewal solution	Environmental Health and Immunisation Program	Information Technology Services Program Customer Service <b>External</b> Licensed Food Business Operators	Develop electronic food licence renewal framework Implement electronic food licence renewal framework	January 2022 to December 2026

## Key interest area 4: Catchment management and recreational water quality

**Objective 4:** Enhancing our rivers and wetlands within our community and manage the public health risks associated with recreational waters.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
4.1	Undertake annual inspections and conduct water sampling of all commercial swimming pools licensed under our local law – including pools associated with accommodation and caravan parks	Environmental Health and Immunisation Program	Logan Water (laboratory services) <b>External</b> Commercial Swimming Pool Business Operators Accommodation Business Operators Caravan Park Operators Queensland Health - Water Quality Unit Queensland Health - Metro South Public Health Unit	Percentage of our licensed premises inspected annually Water quality results monitored and documented in our database to assist to identify high risk trends	January 2022 to December 2026
4.2	Maintain a waterway monitoring program that supports identification and management of public health risks associated with recreational use of waterways	Natural Environment and Sustainability Program	Environmental Health and Immunisation Program Logan Water (laboratory services) Media Branch <b>External</b>	Maintain a recreational water quality monitoring program Collection and reporting of water quality results from water quality monitoring Community education to manage the risks associated with recreational waterways after incidents that impact on water quality	January 2022 to December 2026

			<p>Department of Environment and Science</p> <p>Queensland Health - Water Quality Unit</p> <p>Healthy Land and Water</p>		
4.3	Working with the community to support and improve the health and resilience of Logan City's creeks and wetlands through the implementation of the Logan Rivers and Wetlands Recovery Plan 2014–2024	Natural Environment and Sustainability Program	<p>Environmental Health and Immunisation Program</p> <p>Logan Water (laboratory services)</p> <p><b>External</b></p> <p>Department of Environment and Science</p> <p>Healthy Land and Water</p>	Implementation of action items outlined in the Logan Rivers and Wetland Recovery Plan 2014–2024	January 2022 to December 2026
4.4	Proactively managing Logan City's wetlands and water bodies through the implementation of the Water Body Asset Management Framework 2014	Natural Environment and Sustainability Program	<p>Environmental Health and Immunisation Program</p> <p>Water Service Quality and Sustainability Program</p> <p>Water Operations Program</p> <p>Sports and Recreation Program</p>	Management of Council's water body assets in accordance with the Water Body Asset Management Framework 2014	January 2022 to December 2026

			Parks Operation and Maintenance Program		
4.5	Assess stormwater quality	Development Assessment Branch	Amenity, Safety and Parking Program	Undertake assessments in accordance with the Planning Scheme	January 2022 to December 2026

## Key interest area 5: Disaster management and community recovery

**Objective 5:** Collaborate and liaise with relevant stakeholders to provide a coordinated effective environmental health services in relation to disaster events in the City of Logan.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
5.1	<p>Actively participate in Council's disaster management and community recovery planning and response initiatives particularly in relation to:</p> <ul style="list-style-type: none"> <li>• advice regarding the management of evacuation centres</li> <li>• building assessments</li> <li>• environmentally relevant activities</li> <li>• domestic animal response</li> <li>• food safety in businesses and in homes</li> <li>• plumbing and drainage assessments (including sewage inundation)</li> <li>• public health risk assessment and advice</li> <li>• rodent and vector control</li> <li>• waterway contamination and recovery</li> <li>• land and / or soil contamination and recovery</li> </ul>	Disaster Management Program	<p>Amenity, Safety and Parking Program</p> <p>Animal Care Program</p> <p>Graffiti and Pest Services Program</p> <p>Marketing Program</p> <p>Social Planning Program</p> <p>Development Engineering Program</p> <p>Environmental Health and Immunisation Program</p> <p>Water Operations Program</p> <p>Water Service Quality and Sustainability Program</p> <p>Water Infrastructure Planning</p>	<p>Environmental health issues addressed in the Logan City Disaster Management Plan, the Logan City Disaster Management Hazard Specific Sub-Plan and the Local Disaster Management Recovery Plan.</p> <p>Development of fact sheets and other education initiatives to address public health risks associated with disasters</p>	January 2022 to December 2026



	<ul style="list-style-type: none"> <li>• management of solid waste and hazardous materials</li> </ul>		<p>Sports and Recreation Program</p> <p>Media Branch</p> <p>Parks Operation and Maintenance Program</p> <p>Natural Environment and Sustainability Program</p> <p>Waste and Recycling Program</p> <p>Planning Assessment Technical Services</p> <p><b>External</b></p> <p>Queensland Police Service</p> <p>Business Operators</p> <p>Department of Environment and Science</p> <p>Department of Regional Development, Manufacturing and Water</p> <p>Department of Agriculture and Fisheries</p> <p>Department of Resources</p>		
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			<p>General Community</p> <p>Queensland Fire and Emergency Services</p> <p>Queensland Health - Metro South Public Health Unit</p> <p>Red Cross</p> <p>RSPCA</p> <p>State Emergency Services</p>		
<b>5.2</b>	Continue delivery of the City of Logan Recovery Report COVID-19	Disaster Management Program	<p>Environment Recovery Sub-Group</p> <p>Human-Social Recovery Sub-Group</p> <p>Infrastructure Recovery Sub-Group</p> <p>Economic Recovery Sub-Group</p>	Continue implementing deliverables detailed within the City of Logan Recovery Report COVID-19	January 2022 to December 2026

## Key interest area 6: Environment protection and waste management

**Objective 6:** Support the community to minimise their environmental health impacts.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
6.1	Effectively manage environmental health issues (air, waste, water, noise and light) within Council's jurisdiction in a consistent manner	Environmental Health and Immunisation Program  Amenity, Safety and Parking Program  Development Operations Program	Natural Environment and Sustainability Program  Waste and Recycling Program  <b>External</b>  Business Operators  Community Members  Department of Environment and Science  Department of Transport and Mains Road  Workplace Health and Safety Queensland	All customer service requests investigated and resolved within the agreed corporate timeframes  Approved Environmental Health Compliance Strategies are followed  Effective collaboration & cooperation between lead responsibilities when investigating complex complaints	January 2022 to December 2026
6.2	Continue to provide a 24-hour, 7 day a week emergency response service for environmental health incidents within the scope of Council's legislative responsibilities	Environmental Health and Immunisation Program	Amenity, Safety and Parking Program  Customer Experience Program	All emergency response service calls investigated and resolved within the agreed corporate timeframes	January 2022 to December 2026

			<p>Water Operations Program</p> <p><b>External</b></p> <p>Department of Environment and Science</p> <p>Queensland Fire and Emergency Services</p> <p>Queensland Health - Metro South Public Health Unit</p> <p>Queensland Police Services</p>		
<b>6.3</b>	Minimise waste generation, provide cost effective levels of waste and recycling services and infrastructure and reduce the environmental impacts of waste generation	Waste and Recycling Program	<p>Environmental Health and Immunisation Program</p> <p>Illegal Dumping Taskforce</p>	Undertake waste reduction and recycling activities	January 2022 to December 2026
<b>6.4</b>	Provide industry education and implement compliance action to reduce erosion sedimentation associated with development sites in the City of Logan	Development Operations Program	<p>Environmental Health and Immunisation Program</p> <p>Natural Environment and Sustainability Program</p> <p>Amenity, Safety and Parking Program</p>	Education of developers about erosion and sediment control strategies through the erosion and Sediment Control Proactive Compliance Program	January 2022 to December 2026

6.5	Provision of education and enforcement action to resolve erosion and sediment control issues on residential premises	Amenity, Safety and Parking Program	Development Operations Program Environmental Health and Immunisation Program	All customer service requests investigated and resolved within the agreed corporate timeframes	January 2022 to December 2026
6.6	Management of declared pest plants / weeds in accordance with our Biosecurity Plan 2017-2022	Graffiti and Pest Services Program	Natural Environment and Sustainability Program	Implement actions in accordance with our Biosecurity Plan 2017-2022 Draft and implement a new Biosecurity Plan	January 2022 to December 2026
6.7	Reduce levels of carbon emission that occur as a result of Council's operations	Natural Environment and Sustainability Program	Fleet Program LEC and Community Venues Program Community Infrastructure Program <b>External</b> Cities Power Partnership	Certified carbon neutral by 2022 Deliver an annual carbon emissions profile report for Council's operations	January 2022 to December 2026
6.8	Continue to collect illegal waste dumped on roads, footpaths and road reserves	Road Maintenance Program	Illegal Dumping Taskforce Waste and Recycling Program <b>External</b> Waste Collection Contractors	Tonnage of waste collected annually Tonnage of tyres collected annually Tonnage of asbestos collected annually	January 2022 to December 2026

## Key interest area 7: Public health and amenity

**Objective 7:** Manage public health issues in the city through the provision of safe, reliable and sustainable water and wastewater services and the effective education, complaint investigation and enforcement action associated with public health risks.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
7.1	Education and resolution of community requests for regulation of residential & commercial nuisances under <i>Local Law No. 10 (Public Health) 1999</i>	Environmental Health and Immunisation Program  Amenity, Safety and Parking Program	Development Operations Program  Development Engineering Program  Building and Business Services Program	All customer service requests investigated and resolved within the agreed corporate timeframes	January 2022 to December 2026
7.2	Strengthen public health intervention and initiate a humanitarian response to assist with the management of complex hoarding/squalor issues in the community	Environmental Health and Immunisation Program	Amenity, Safety and Parking Program  Animal Care Program  Graffiti and Pest Services Program  Waste and Recycling Program  <b>External</b>  Greater Brisbane Hoarding & Squalor Strategies Group	Investigation and resolution of 100 per cent of customer service requests in a sensitive yet timely manner	January 2022 to December 2026

			<p>Local Government Association of Queensland</p> <p>Specialist/Trauma Cleaning Contractors</p> <p>Community Service Agencies</p> <p>Department of Communities</p> <p>Queensland Police Service</p>		
7.3	Manage open fires in the City of Logan	Amenity, Safety and Parking Program	<p>Environmental Health and Immunisation Program</p> <p><b>External</b></p> <p>Queensland Fire and Emergency Services</p> <p>Rural Fire Service</p>	100 per cent of customer service requests investigated and resolved within the agreed corporate timeframes	January 2022 to December 2026
7.4	Ensure that high risk personal appearance services (e.g. tattoo parlours) operate in accordance with legislative requirements of the <i>Public Health (Infection Control for Personal Appearance Services) Act 2003</i>	Environmental Health and Immunisation Program	<p><b>External</b></p> <p>Business Operators</p> <p>Fair Trading</p> <p>Queensland Health - Communicable Diseases Branch</p> <p>Queensland Police Service</p>	100 per cent of annual inspections conducted to ensure public health standards are achieved and maintained	January 2022 to December 2026

7.5	Continue to work collaboratively with Queensland Health and Workplace Health and Safety Queensland in managing asbestos-related complaints in non-workplace settings	Environmental Health and Immunisation Program	<p>Amenity, Safety and Parking Program</p> <p>Parks Operation and Maintenance Program</p> <p>Roads Maintenance Program</p> <p>Waste and Recycling Program</p> <p><b>External</b></p> <p>Queensland Health - Environmental Health Unit</p> <p>Local Government Association of Queensland</p> <p>Queensland Health - Metro South Public Health Unit</p> <p>Workplace Health and Safety Queensland</p> <p>Asbestos Health Regulators' Network</p> <p>Department of Environment and Science</p>	<p>Quantity of asbestos customer service requests received by Council</p> <p>Quantity of asbestos referrals sent to Queensland Health Public Health Unit - Metro South for investigation</p> <p>Resolution of asbestos-related complaints to the customers' satisfaction</p> <p>Annual provision of asbestos indemnity information to Queensland Health</p>	January 2022 to December 2026
7.6	Manage public health risks associated with compliance of domestic and commercial waste systems including plumbing and	Development Engineering Program	Environmental Health and Immunisation Program	Plumbing assessment and inspections are conducted within agreed corporate timeframes	January 2022 to December 2026



	drainage, rainwater tanks, onsite sewage treatment facilities and backflow prevention devices		Water Service Quality and Sustainability Program  <b>External</b>  Department of Environment and Science	Customer service requests investigated and resolved within the agreed corporate timeframes	
7.7	Management of our Trade Waste Management Plan	Water Service Quality and Sustainability Program	Environmental Health and Immunisation Program  <b>External</b>  Commercial and industrial major trade waste generators  Community Members  Business Owners  Department of Environment and Science	Compliance with sewer admission limits and licence conditions for generators	January 2022 to December 2026
7.8	Completion of environmental audits at key wastewater sites	Water Service Quality and Sustainability Program	<b>External</b>  Community Members  Department of Environment and Science	Percentage of scheduled audits completed	January 2022 to December 2026
7.9	Develop, review and update environmental authority conditions and associated management plans	Water Service Quality and	<b>External</b>  Community Members	Compliance with Department of Environment and Science environmental authority conditions	January 2022 to December 2026

	for new and existing wastewater treatment plants	Sustainability Program	Department of Environment and Science		
7.10	Monitor and manage the performance of treatment facilities and resources	Water Operations Program	<b>External</b> Community Members  Department of Environment and Science	Compliance with long term effluent standards	January 2022 to December 2026
7.11	Manage and maintain the water and wastewater environmental management system	Water Service Quality and Sustainability Program	Environmental Health and Immunisation Program  <b>External</b> Community Members  Department of Environment and Science	Notifiable wastewater overflows reported to Department of Environment and Science per 100km main  Notification of major incidents to Department of Environment and Science within 24 hours  Number of wastewater odour customer service requests per 1,000 properties	January 2022 to December 2026
7.12	CCTV surveys of the existing wastewater reticulation network	Water Service Planning and Optimisation Program	Water Service Quality and Sustainability Program  Water Infrastructure Planning  <b>External</b> Community Members	Number of wastewater reticulation main breaks and chokes per 100 km of main	January 2022 to December 2026

7.13	Deliver the Logan Wastewater Junction Replacement Program	Water Service Planning and Optimisation Program	<b>External</b> Community Members  Department of Environment and Science	Number of property connection wastewater breaks and chokes per 1,000 properties	January 2022 to December 2026
7.14	Minimise wastewater overflow and reduce the impacts of stormwater (wet weather) on our wastewater network, customers and the environment	Water Service Planning and Optimisation Program	Water Operations Program  Water Service Quality and Sustainability Program  <b>External</b> Community Members	Implementation of the Wastewater Network Renewal and Improvement Program  Number of dry weather wastewater overflows to connected residential properties per 1,000 properties	January 2022 to December 2026
7.15	Provide best practice mosquito and rodent control services and general pest control of our buildings and enhance community understanding of vector control through education and awareness	Graffiti and Pest Services Program	Environmental Health and Immunisation Program	Mosquito, rodent and insect customer service requests attended to within the agreed corporate timeframes	January 2022 to December 2026
7.16	Resolution of community requests for waste/litter offences under the <i>Waste Reduction and Recycling Act 2011</i>	Amenity, Safety and Parking Program	Environmental Health and Immunisation Program	Customer service requests investigated and resolved within the agreed corporate timeframes	January 2022 to December 2026

## Key interest area 8: Environmental health promotion and legislation advocacy

**Objective 8:** Achieve good environmental health outcomes through the promotion and advocacy of environmental health action associated with public health risks, develop environmental practices and advocate for the profession.

#	Action	Lead responsibility	Key stakeholders	Performance indicators	Timeframe
8.1	Continue partnership and collaboration with external stakeholders on strategic regional and statewide working groups and interagency meetings that advocate for environmental health	Environmental Health and Immunisation Program	<b>External</b> Department of Environment and Science Queensland Health Queensland Health - Metro South Public Health Unit Environmental Health Australia (Queensland) Local Government Association of Queensland Griffith University Queensland University of Technology University of Sunshine Coast Safe Food Production Queensland	Working group meetings attended and our position advocated to influence legislation and policy development	January 2022 to December 2026

			<p>Greater Brisbane Hoarding &amp; Squalor Strategies Group</p> <p>SEQ Councils</p> <p>Local Government Toolbox Steering Committee</p> <p>Local Government Toolbox Food Safety, Public Health and Environmental Protection Working Groups</p> <p>Workplace Health and Safety Queensland</p> <p>Asbestos Health Regulators Network</p>		
8.2	Advocate our position to the State and Federal Governments during legislative reform processes to improve environmental health outcomes for the City of Logan	Environmental Health and Immunisation Program	<p><b>External</b></p> <p>Department of Environment and Science</p> <p>Department of Health</p> <p>Queensland Health - Metro South Public Health Unit</p> <p>Workplace Health &amp; Safety Queensland</p> <p>Environmental Health Australia (Queensland)</p>	Submissions made to all relevant environmental health related legislative reform processes	January 2022 to December 2026

			<p>Local Government Association of Queensland</p> <p>Greater Brisbane Hoarding &amp; Squalor Strategies Group</p> <p>SEQ Councils</p> <p>Local Government Toolbox Steering Committee and Environmental Health Working Groups</p> <p>Asbestos Health Regulators' Network</p>		
8.3	<p>Increase community awareness and encourage positive behaviour modification through effective environmental health promotion and advocacy including events such as:</p> <ul style="list-style-type: none"> <li>• Ignite Youth Careers Expo</li> <li>• Australian Food Safety Week</li> </ul>	<p>Environmental Health and Immunisation Program</p>	<p>Marketing Program</p> <p>Customer Experience Program</p> <p>Media Branch</p> <p>Health and Safety Program</p> <p>Natural Environment and Sustainability Program</p> <p><b>External</b></p> <p>Community Members</p> <p>Environmental Groups</p>	<p>Implementation of environmental health promotion campaigns, education programs and projects</p> <p>Improved environmental health messages regarding services and projects on our website</p> <p>Positive media stories or messages circulated in media (including use of social media)</p>	<p>January 2022 to December 2026</p>

			Environmental Health Australia (Queensland)		
8.4	Student mentor program for environmental health/public health students and be a preferred supplier for work experience	Environmental Health and Immunisation Program	<p>Amenity, Safety and Parking Program</p> <p>Natural Environment and Sustainability Program</p> <p><b>External</b></p> <p>Griffith University Queensland</p> <p>Queensland University of Technology</p> <p>University of Sunshine Coast</p>	<p>Collaborate with universities for the continued delivery of a student mentor program</p> <p>Regular student placements hosted by Council</p>	January 2022 to December 2026
8.5	Identify opportunities to work with local schools to implement education programs on food safety, water quality, environmental protection, careers days etc.	Environmental Health and Immunisation Program	<p>Marketing Program</p> <p>Amenity, Safety and Parking Program</p> <p>Natural Environment and Sustainability Program</p> <p>Waste and Recycling Program</p> <p><b>External</b></p> <p>Local schools (State and private/independent)</p>	Opportunities identified and taken to implement environmental health education programs in local schools	January 2022 to December 2026

# Strategy management and review

## How will we know we are achieving the strategy?

The action plan details 59 individual environmental health deliverables the majority anticipated to be provided annually, during the life of the strategy.

Performance indicators provide tangible metrics, to allow assessment of service delivery, allowing us to accurately measure service delivery 'success', develop benchmarking metrics and facilitate evaluation of service delivery trends.

## Strategy amendment controls and procedure

Annual review of the strategy allows us to evaluate and realign our strategic direction to incorporate new and emerging environmental health matters and address service delivery concerns. Re-prioritisation and amendment of existing actions ensures we can deliver critical and relevant actions in an efficient, timely manner.

Annual review coupled with internal consultation contributes to shaping the development and delivery of the next year's strategic actions. Reviews are not limited strictly to annual reviews; legislative, political, changes to funding or similar scenarios may trigger an 'as needed' review. During the annual reporting process each key stakeholder will be asked to review their action items to ensure continued relevance.

## How will the performance of delivering this strategy be reported?

Each action item reflects program reporting requirement and will be reported on as part of existing operational and performance reporting processes.



*Logan City Council's Eat Safe program*