

CITY OF WEST TORRENS

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2008 / 2009 ANNUAL REPORT

To the SA Public & Environmental Health Council pursuant to Section 44 (1) of the

PUBLIC & ENVIRONMENTAL HEALTH ACT 1987

1 PUBLIC AND ENVIRONMENTAL HEALTH WORKFORCE

1.1 Environmental Health Staff Numbers

Please provide a snapshot of council's environmental health workforce on **30 June 2009** by completing the tables below.

This information is requested to inform State and National environmental health workforce initiatives.

Permanent **full time** employed environmental health officers (approx 38 hours/week) (30 June 2009)

Full name	Qualifications	EHO experience (years/months)	Commenced working for council (date)
Darren Isgar	Diploma Environmental Health	17 years	June 2001
Anthony Jennings	Bachelor Environmental Health	4 years 9 months	October 2008
Jamie Tann	Bachelor Environmental Health	3 years 6 months	October 2008
Jimmy Huynh	Bachelor Environmental Health	4 years 2 months	March 2009

Permanent **part time** employed environmental health officers (30 June 2009)

Full name	Qualifications	Average hours worked per week	EHO experience (years/months)	Commenced working for council (date)
Nil				

Temporary **contract employed** environmental health officers (30 June 2009)

Full name	Qualifications	Average contracted hours worked per week	EHO experience (years/months)	Contract start/finish dates
Nil				

Contracted non-employee environmental health officers (30 June 2009)				
Full name	Qualifications	Average contracted hours worked per week	EHO experience (years/months)	Contract start/finish dates
Nil				

Environmental health officer positions vacant (30 June 2009)				
Position type (fulltime/ part time/ contract)	Position hours/week	When the position was first advertised (date)?	Number of suitably qualified applicants (at 30/6/09)	Comments regarding this position.
Nil				

Number (FTE) of Ancillary Staff that assist council to fulfil its responsibilities under the <i>Public & Environmental Health Act, 1987</i> (30 June 2009)	
Immunisation Nurses	.9
Administration	.2
Other (please specify)	

1.2 Staff Training

Detail training and development implemented during the financial year to maintain/develop EHO or ancillary staff skills and knowledge.

- Draft Legionella Regulations Workshop – 4 EHO's
- Clandestine Drug Laboratories, EHA Seminar – 2 EHO's
- Environment Protection Enforcement Certificate Course – 1 EHO
- Infection Control for Skin Penetration Procedures – 1 EHO
- Disease Control Emergency Management EHA Special Interest Group – 2 EHO's
- Supported Residential Facilities, Authorised Officers Group – 2 EHO's
- Swine Flu Update, DoH – 2 EHO's
- Committee members on various EHA Working Groups – 3 EHO's
- EHA State Conference – 3 EHO's
- CPR update – Community Health Nurse
- SAIN Committee Member (Deputy Chairperson)– Community Health Nurse
- SAIN Country Seminar - Community Health Nurse
- INSIG Seminar - Community Health Nurse
- NARI providers & IMPS user group meetings- Community Health Nurse
- RotaTeq vaccine update – Community Health Nurse
- HPV Register training – Community Health Nurse
- Numerous OH&S workshops – All staff

PUBLIC & ENVIRONMENTAL HEALTH ACT & REGULATIONS

Complete details of measures taken under Part III of the P&EH Act (protection of public health relating to sanitation, drainage and protection of water supplies) & P&EH Regulations (waste control).

Section No.	Type	No. of complaints received	No. of notices served	No. of court / appeals / expiations
Public & Environmental Health Act, Part III				
15 & 16	Prevention / offences re insanitary conditions on premises	41	8	1 expiation
17	Control of offensive activities	0		
18	Discharge of wastes in a public place	0		
19	Private thoroughfare	0		
20	Provision of adequate sanitation	0		
21	Pollution of water	0		
22	Closure of water supplies	0		
Regulations 1995 - Waste Control				
Reg. 19	Maintenance orders	0		
Reg. 24	Connect to STEDS	0		

2.1 Monitoring and management of Insanitary Conditions

2.1.1 Please briefly describe the chief causes of insanitary conditions reported (eg hoarded materials, pest infestation).

The majority of the causes of insanitary conditions relate to complaints about insanitary yards providing attraction and harbourage for vermin, as a result of deliberate hoarding of materials, neglect or overgrown vegetation. Odours resulting from the keeping of poultry and other animals were common complaints. Commercial and industrial bins were also a chief concern and mainly related to offensive odours.

2.1.2 Please briefly describe the properties most implicated in the insanitary conditions reported (eg rental properties, privately owned).

A large proportion of the properties implicated were privately owned residential properties. Next would be rental properties, and of the rental properties approximately one third were identified as government (Housing Trust) housing.

2.1.3 Please briefly describe the primary impediments to resolving the insanitary conditions reported.

There were no major impediments affecting the resolution of complaints, although language/non-english speaking difficulties have been experienced. There also appears to be an increase in individuals who are unaware or do not comprehend that their activities are having a negative impact on neighbouring properties, and there are instances which can be associated with a mental health issue.

2.2 Monitoring and management of Offensive Activities

2.2.1 Please briefly describe the offensive activities requiring the action described in the table above under the Public and Environmental Health Act 1987.

No reports of offensive activities.

3 PRIORITY OF PUBLIC & ENVIROMENTAL HEALTH ISSUES

3.1 List the more significant environmental health issues currently facing the local community and what is being done to address them

Environmental nuisances particularly noise issues are being reported more frequently as the community becomes more environmentally conscious and realise Council is reacting to these issues. Construction noise is fast becoming the most common source of noise complaint due to the urban infill being experienced in West Torrens. Noise from air-conditioning units also increased substantially which could also be attributed to urban infill.

All complaints are actively acted upon, including some out of hours investigations and noise monitoring is also undertaken.

There was an increase in the number of cases received by Council regarding people living in squalid conditions, with the majority of these cases being associated with a mental health issue. Council attempts to work with these cases to assist with resolution, however these cases generally need assistance from support services and agencies. Council can assist in providing information on the services available and can also assist in co-ordinating referrals to these support agencies.

3.2 Prioritisation process

3.2.1 How was council made aware of these priority issues (eg investigation, research, complaint)?

An increased number of complaints regarding the same issues is a strong indication that priority should be given to resolve the issue. All complaints are actively pursued to substantiate and confirm the nature of the complaint. In relation to noise complaints, monitoring is undertaken if confirmation is required that prescribed levels are being exceeded.

3.2.2 How were these issues prioritised (number of people affected, risk, politics)?

Complaints received are dealt with on a risk basis. In addition if a number of residents are being impacted by an individual premises/issue then priority would also be given to resolving that issue.

3.3 Detail any programs specifically aimed at dealing with public health issues related to vulnerable groups in your community (eg aboriginal, migrants, and the aged).

Council continued with the "Yard Tidies" program which has been developed for Home and Community Care (HACC) clients and other residents of West Torrens living in squalor. The HACC service provides in home services to older people, people with disabilities and/or their carers, which reduces their likelihood of premature entry into residential care.

There was an identified need within the city to address the matter of residents unable or unwilling to reduce the health and safety risks for those living on the property, those neighbouring the property and/or entering the property as a result of:

- Neglect – Extreme household uncleanliness due to resident failure to remove household waste and other rubbish; and
- Deliberate hoarding – Accumulation of material has led to the living environment being unclean, insanitary or dangerous as a result of hoarding.

This program has been successful in dealing with premises and properties that have been deemed insanitary.

Council continues to be involved in the New Arrival Refugee Immunisation (NARI) program for new arrivals and refugees. The funded program was extended for an additional 12 months and offers monthly clinics, with interpreters available to assist in making appointments and obtaining valid consents.

Available fact sheets in languages other than English were utilised.

Flu awareness program undertaken at Warriappindi Aboriginal School.

4 DISEASE CONTROL

4.1 Monitoring of Pools & Spas (public aquatic facilities) to minimise the incidence of water-borne illness (please complete the table below and provide details of any special activities, eg, training etc.)

Type of Pool	Number in area	Number of routine inspections	Number of complaints	Number of Inspections related to complaints/investigations	Total number of inspections
Swimming	19	42	2	2	44
Spa	0	0	0	0	0
Hydrotherapy	2	4	0	0	4
Waterslide	0	0	0	0	0
Other	0	0	0	0	0
Total	22	46	2	2	48

All outdoor pools are inspected twice a year during the summer period and indoor pools are inspected on a quarterly basis.

4.2 Monitoring & investigation to minimise the incidence of Legionnaires Disease (please complete the table below and provide details of any special activities, eg, training, investigations etc)

Type of System	Number registered in area	Number of routine inspections	Number of complaints	Number of Inspections related to complaints/investigations	Total number of inspections
Cooling Water System	69	0	0	1	1
Warm Water System	4	0	0	0	0
Other					
Total	73	0	0	1	1

Environmental Health staff attended training relating to the introduction of the Legionella Regulations.

Council currently has 69 registered cooling towers located at 31 premises, which have historically been inspected annually. Due to staff movements no inspections were undertaken during this reporting period.

In accord with the new Legionella regulations, 4 warm water systems are currently registered with Council.

4.3 Monitoring and control of Waste Control Systems (eg. septic tanks, STEDS, CEDS)

Type of System	Number of applications	Number of routine inspections	Number of complaints
Septic Tank	0	0	0
Aerobic System	0	0	0
Other (name)	0	0	0
Total	0	0	0

Nine waste control systems consisting of septic tanks and aerobic waste water systems are in operation at Adelaide Airport and local golf courses. Service contractors provide Council with quarterly maintenance reports for the aerobic waste water systems.

4.4 Immunisation programs

Please provide details on the number of clinics conducted during the reporting period

<i>Clinic Type</i>	<i>Number of Clinics</i>
Number of Council Operated Public Clinics	60
Number of School Clinics	21
Number of Internal (Council Staff) Influenza Clinics	4
Number of External Influenza Workplace Clinics	24
Number of Other Workplace Clinics	8
<i>Total</i>	117

4.5 Notifiable Disease Follow Up

Provide details of actions resulting from notifiable disease notifications received from CDCB (insert a table if preferred)

Two gastroenteritis outbreaks in an aged care facility was investigated upon request from the CDCB to ensure compliance with the guidelines for the management of infectious gastroenteritis in aged care facilities and in particular food handling practices, laundry operations and the presence of pets.

A case of transmission of Norovirus from a food handler to customers attending a function the food handler was catering for was investigated. Details were recorded and forwarded to CDCB. A follow up investigation was conducted following a notified case of Legionnaires to determine any possible sources of the infection.

Several cases of campylobacter were followed up at the request of CDCB as the cases involved food handlers or healthcare workers, or a food premises located within our area had been implicated.

4.6 Monitoring of Hairdressing, Beauty & Skin Penetration businesses

Type of Facility	Number in area	Number of routine inspections	Number of complaints	Inspections related to complaints/investigations	Total number of inspections
Tattoo Parlours & Body Piercing	0	0	0	0	0
Hairdressing & Beauty Salons (including those that undertake skin penetration)	65	6	0	0	6
Other					
Total	65	6	0	0	6

There are no known tattoo parlours and body piercing premises operating within West Torrens. Hairdressers and beauty salons are inspected on a biannual basis.

4.7 Monitoring and control of Vectors and Other Pests (include level of activity, control measures, number/regularity of complaints, education programs etc)

Vector or Pest	Number of Complaints	Control Program (Y/N) (Please provide further details below)
Mosquitoes	4	N
Rodents	47	N
Head Lice	2	N
Flies	-	N
Pigeons	4	N
Scabies	-	N
Cockroaches	3	N
Bees	53	Y
European Wasps	173	Y
Other (Rabbit)	1	N

Description of control program (identifying vector/pest and activity undertaken)

If a specific location has been identified by a complainant as being a breeding site for mosquitoes, Council will undertake trapping and species identification. The identification of the species will determine the source of the breeding site and the appropriate action that can be implemented. The main species identified in this area are *Oclerotatus Camptorhynchus* and the natures of these complaints are seasonal.

Council contracts the services of a private contractor who removes bee hives and eradicates European wasp nests.

Council does not have any proactive programs however, Council provides rat bait at cost to residents and readily provides both written and verbal information on measures to prevent attraction and control harbourage of rats on their properties.

4.8 Monitoring & control of Animal Keeping Facilities (eg. domestic animals, petting zoos, kennels)

Council maintains a register of stables with 20 stables currently on the register. No complaints regarding stables were received during the reporting period.

Council's Compliance Department generally deal with any nuisance complaints received as a result of the keeping of domestic animals under the Local Government Act 1999, which generally relates to keeping of poultry and roosters. There has been an increase in complaints of odours due to faeces and urine from dogs and the failure of their owners to collect and dispose of it.

4.9 Outline any preparation work done for Pandemic Flu

Council is aware of the position statement released by the Department of Health regarding Local Governments role in a Pandemic Influenza event.

Council promotes flu vaccinations to all staff and volunteers and there was an increase in the numbers vaccinated this year. As a result of the increased interest in the swine flu we conducted an internal education program on infection control utilising the "Wash Wipe Cover – Don't Infect Another" public health campaign. This was extended to Council's Immunisation clinics, aged care facilities and numerous schools and other local businesses and organisations. There has also been a subsequent increase in demand from local businesses requesting Council to conduct workplace flu vaccinations.

5 PUBLIC & ENVIRONMENTAL HEALTH MANAGEMENT PLAN

5.1 Does Council have a current Public & Environmental Health Management Plan or Strategic/ Corporate Plan that forward plans the environmental health activities of Council?

YES

IF NO

Does Council expect to produce one within the next 2 years?

YES / NO

IF YES

Date commenced. Presented to Council 03/07/07

Have details of the plan been provided in previous reports ?

YES

(If Yes, go to next item)

6. HEALTH EDUCATION / PROMOTION & COMMUNITY CONSULTATION

Include Council initiatives, activities and programs designed to promote public health issues to the community including those delivered in partnership with others. (eg. training sessions, workshops, radio interviews, presentations / education sessions to schools/community groups, educational materials produced, newsletter articles, studies or trials). Provide details of consultation and community involvement, the variety of communication tools used (eg. local newspaper/radio, Council pamphlets, shopping centre displays) and how projects are evaluated.

Various health issues promoted continually through the website, fact sheets, Council's quarterly magazine "Talking Points" and the local press column.

Education and information sessions were provided to schools and community groups.

An Environmental Health Plan was prepared, which included consultation with various community groups.

7. ENVIRONMENTAL MANAGEMENT & SUSTAINABILITY

Provide details of activities designed to reduce and prevent exposure of individuals to health hazards. May include number/types of complaints received, issues dealt with, concerns, inventories held etc.

7.1 Monitoring to ensure Potable Water (eg. rainwater tanks, bores)

Ratepayers are provided with advice on the use of rainwater tanks and the website lists related websites and resources, plus information on testing the water quality of rainwater tanks.

7.2 Monitoring to ensure Water Quality / Protection of Waterways and Catchments

48 Complaints were received and dealt with under the Environment Protection Water Quality Policy and Local Government Act.

31 complaints related to discharging of listed pollutants into the stormwater and 17 were for drag out and waste from building/development sites.

The majority of the offenders received verbal warnings, with an additional 6 receiving a written warning and 7 expiations were issued.

7.3 Waste Management Practices (domestic waste, landfills, green waste, recycling, solid waste, hazardous waste) (eg. types and regularity of services)

Council contractors provide weekly collection of a 140 litre refuse bin and fortnightly collection of 240 litre green waste and recycling bins. During the reporting period 10,606.70 tonnes of general waste has been collected and disposed of to landfill. 5,769.39 tonnes of recyclables and 6,602.29 tonnes of green waste were diverted from landfill.

A hard waste collection service is provided annually, normally in September (however we are in the tender process at the moment so it may not be until October 09 this year). Council funds a pilot program for the collection of electronic waste with a local company E-cycle recovery. Residents received a 50% reduction when they disposed of electrical waste at this location. As a result 3.89 tonnes of electrical waste has been diverted from landfill. Council also participates in the mobile muster program, and has a drop off point for disused mobile phones, charges, mobile batteries etc at the Civic Centre which collected 23 kg's. A free used oil facility is available at the transfer station.

Council in conjunction with Zero Waste SA is taking part in a Food to Organics program trial. 1,980 residents from specific areas are taking part in the trial which runs for a 2 year period. Food scraps, tissues, tea bags can be placed in the compostable bags and then disposed of in the green waste bin to be collected fortnightly. This will reduce the amount of organic food type waste going to landfill, it being reused as compost.

7.4 Monitoring of Contaminated Land

Council has no formal contaminated land register but a database of past and current occupancies of premises provides some indication of possible contamination

7.5 Monitoring and Control of Hazardous Substances (eg. asbestos, medical waste)

Council promotes the safe disposal of sharps by providing a sharps container exchange service at cost.

Sharps containers are provided at 9 public facilities, mainly toilet blocks.

Reported discarded syringes are collected for safe disposal.

Council investigates complaints regarding asbestos removal where professional licenced contractors are not undertaking the work. All other complaints are referred to Worksafe SA Mineral Fibres Branch. Fact sheets are available from Council's website and from customer service.

7.6 Monitoring of Air Quality

57 air quality complaints were investigated comprising 14 odour, 8 smoke, 14 dust and 21 back yard burning.

The majority of the smoke complaint issues related to neighbouring wood fire/combustion heaters. Inspections and the provision of educational literature and brochures regarding appropriate wood burning practices are used to address these issues.

Building sites (both demolition and construction) were the main cause of dust problems.

There has been an increase in odour complaints against commercial and industrial properties that are in close proximity to residential areas, or where there is a mixture of industrial and residential in the same area.

7.7 Noise Complaint Investigations

56 noise complaints were investigated over the reporting period. The majority of noise complaints related to builders commencing early, and domestic machines particularly air-conditioners and industrial machinery.

Construction noise has become the most common source of noise complaint due to the urban infill being experienced in West Torrens. Noise from air-conditioning units is increasing which can also be attributed to urban infill.

The impact that noise from commercial and industrial properties are having on the amenity of residential premises has also increased in recent times. The issue of noise was identified in section 3.1 of this report as a significant environmental health issue

7.8 Monitoring and Control of Recreation Facilities (eg. risk assessment of playgrounds, inspections of camping areas etc.)

Risk assessments for parks, playgrounds etc are carried out based on usage and seasonal variations and may vary from weekly to monthly intervals.

7.9 Emergency Planning Activities (eg. disaster recovery / business continuity plans)

As a result of region changes made by the State Government, Council is no longer in partnership with the Cities of Holdfast Bay, Marion, Mitcham, and Unley which developed the (SCERM) Sturt Community Emergency Risk Management Plan. However the SCERM is still the current emergency management plan for the City of West Torrens.

SCERM incorporates all the prescribed elements of risk management as outlined in the Australian / New Zealand Standard on Risk Management (AS/NZS 4360:2004) and with the emergency risk management concepts / methodology outlined by the Emergency Management Australia and Safe SA guidelines.

7.10 Rural and Urban Planning Activities (eg. number of development applications assessed by EHOs)

Development applications are assessed by Environmental Health Department, where there is a potential for environmental and/or health impacts.

8. OTHER

Please provide details of any other public & environmental health issues encountered by Council. (eg, complex investigations, participation in major events and festivals, strategic planning and implementation programs etc)

Date this report is to be presented to Council: 15/09/2009

This report is to be submitted by 30th September 2009 in soft copy emailed to:

andrew.vickers@health.sa.gov.au

Please note that hard copies are no longer required to be sent to the Public and Environmental Health Council.