



A local government regional subsidiary comprising the City of Burnside, City of Campbelltown, City of Norwood Payneham & St Peters, City of Prospect and Corporation of the Town of Walkerville.

**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**

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**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 <i>full time</i> employed environmental health officers (approx 38 hours/week) <b>(30 June 2009)</b>			
Full name	Qualifications	EHO experience (years/months)	Commenced working for the Authority
Alessia Centofanti	Ba Applied Sc (Env Health)	11 years	1998
Gemma Chambers	Ba Env Health	4.5 years	2005
Madeleine Fernandez	Ba Env Health	2.5 years	2008
Nadia Leahy	Ba Applied Sc (Env Health)	11 years	2007
Gail Painter	Ba Applied Sc (Env Health)	6.5 years	2005
Tina-Marie Patane	Ba Env Health	5.5 years	2008
Cathy Isbester	Assoc Dip Env Health	17 years	2007
Michael Livori	Assoc Dip Env Health	25 years	2003

*Local councils working together to protect the health of the community*

Permanent <b>part time</b> employed environmental health officers (30 June 2009)				
Full name	Qualifications	Average hours worked per week	EHO experience (years/months)	Commenced working for the Authority
Tracey Beeby (Commenced maternity leave Oct 08)	Ba Applied Sc (Env Health)	24 hours	14 years	1996

Temporary <b>contract employed</b> environmental health officers (30 June 2009)				
Full name	Qualifications	Average contracted hours worked per week	EHO experience (years/months)	Contract start/finish dates
Michael Wilkop	Ba Env Health	38	0.5 years	Nov 08 – Oct 09

<b>Contracted non-employee</b> 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 <b>positions vacant</b> (30 June 2009)				
Position type (fulltime/ part time/ contract)	Position hours/week	When the position was first advertised (date)?	Number of suitably qualified applicants	Comments
Nil				

Number (FTE) of Ancillary Staff that assist the Authority to fulfil its responsibilities under the <i>Public &amp; Environmental Health Act, 1987</i> (30 June 2009)	
Immunisation Nurses	3.0 FTE plus casuals as required (approximately 0.6 FTE)
Administration	2.4 FTE plus temp staff as required
Other (please specify)	Consultant Medical Officer of Health

## 1.2 Staff Training

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

Education and training seminars attended during the year are outlined below:

### **Environmental Health Australia 31<sup>st</sup> State Conference**

Seven Environmental Health Officers attended the 31<sup>st</sup> Environmental Health Australia State Conference.

### **Legionella**

Three officers attended training provided by SA Health prior to the introduction of the new *Public and Environmental Health (Legionella) Regulations 2008*. One officer from the Authority attended a one-day training session addressing Legionella.

### **Food Act Enforcement**

Four Environmental Health Officers attended the Environmental Health Australia seminar titled 'Food Act Enforcement – When To Get the Whip Out, The Hurdles and Victories'.

### **Report Writing Skills**

A one-day report writing training session, presented by the Australian Institute of Management, was attended by ten staff.

### **Time Management is Self Management**

Ten staff members participated in an in-house Time Management Training Course conducted by the Australian Institute of Management.

### **Putting the Pieces Back Together – Local Emergency Recovery**

One officer attended a seminar presented by the State Recovery Office, intended to provide practical information to councils about emergency recovery.

### **Infection Control Workshop**

Two officers attended a workshop facilitated by SA Health which explored infections and risks associated with skin penetration procedures.

### **Clandestine Drug Laboratories**

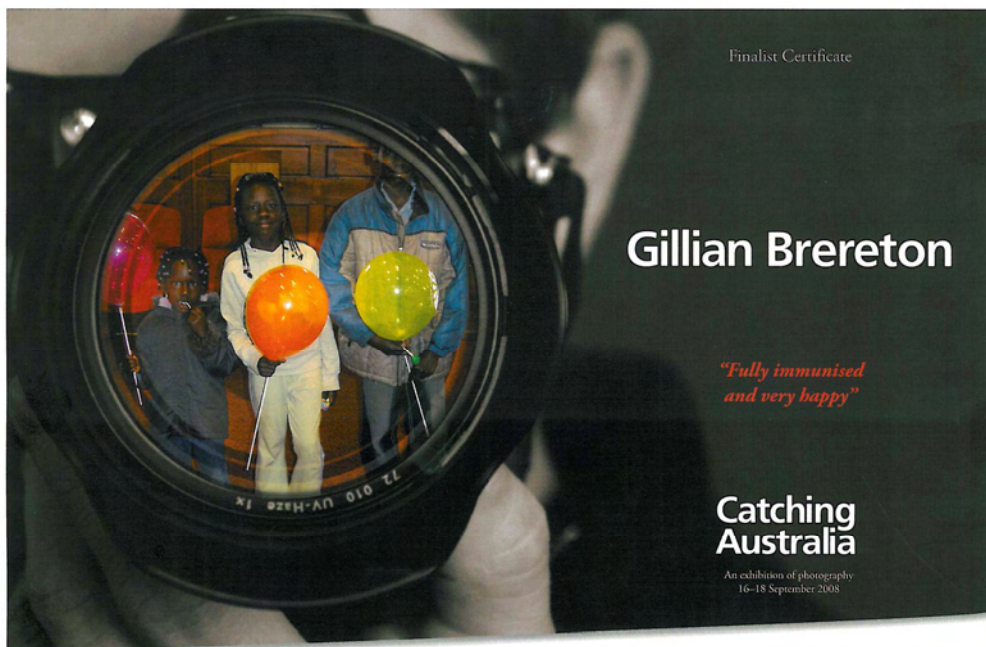
An officer attended a seminar titled 'Clandestine Drug Laboratories – A New Challenge for EHOs' that was presented by Environmental Health Australia.

### **Mandated Notification Workshop**

Three Immunisation nurses attended a one-day Mandated Notification workshop about reporting of suspected child abuse.

### **Public Health Association 11th National Immunisation Conference**

Two immunisation nurses attended the 11th biannual Immunisation Conference. At the conference, there was a call for entries for a photographic exhibition – 'Catching the Mood of Public Health in Australia'. The Team leader Immunisation entered the photo shown in the camera lens of the finalist certificate below.



Thinking Australia® CSL Biotherapies

'Happy & Fully Immunised' - children of a delightful Sudanese refugee family now residing in South Australia. The children are very happy to be fully vaccinated after many visits to our clinic for catch-up immunisations.

### **'Rotavirus Vaccination Program – 18 months on'**

The Immunisation Team Leader attended a Rotavirus seminar at which presenters spoke about surveillance and clinical developments.

### **National Human Papillomavirus (HPV) Vaccination Program Register**

Four immunisation staff attended a one-day training session about the new National HPV Register, developed to keep track of client's vaccinations.

### **Cardiopulmonary Resuscitation (CPR) Refresher**

Eleven immunisation staff attended CPR updates.

### **Vaccination – More Than Just a Shot in the Arm**

Immunisation nurses attended an education session sponsored by Healthy Development Adelaide (A Research & Innovation Cluster in South Australia) about new vaccine design.

## **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
<b>Public &amp; Environmental Health Act, Part III</b>				
15 & 16	Prevention / offences re insanitary conditions on premises	182	6	1 (expiation)
17	Control of offensive activities	46	-	-
18	Discharge of wastes in a public place	66	-	-
19	Private thoroughfare	-	-	-
20	Provision of adequate sanitation	-	-	-
21	Pollution of water	-	-	-
22	Closure of water supplies	-	-	-
<b>Regulations 1995 - Waste Control</b>				
Reg. 19	Maintenance orders	-	-	-
Reg. 24	Connect to STEDS	-	-	-

Note: In the main, complaints recorded on the database as discharges of waste in a public place were investigated under the Environment Protection (Water Quality) Policy 2003.

### **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).

An increase in complex cases associated with insanitary living conditions has been observed in the past 12 months. Otherwise, the number of complaints relating to sanitation, animal keeping and vermin are comparable to the previous reporting period. Six notices under section 15(1) (as opposed to one in 2007-08) were deemed necessary to resolve the following:

- Inadequate disinfection of a public swimming pool (see section 4.1 for detail)
- Bedbug infestation in a lodging house
- Sewage discharge from residential premises
- Accumulated materials providing harbourage for vermin (x 2)
- Offensive odours due to soiled materials in a dwelling

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

Residential dwellings both privately owned and rented are implicated in insanitary condition complaints.

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

There were several instances during the reporting period when the Authority was the first agency to confront individuals who do not have the mental capacity to understand that their living conditions are insanitary or make appropriate decisions to improve their situation. The absence of support agencies in place to assist these people is a significant impediment. This is often complicated by individuals who are fiercely independent and refuse to give consent to assistance. Without their consent, it has been our experience that relevant agencies can not provide support to the individual or the Authority in its efforts to resolve the matter.

During the reporting period, the Authority successfully applied to the Guardianship Board for Guardian and Administrative Orders for an elderly couple whose living conditions were insanitary due to hoarding behaviour (animals and materials). The case is ongoing and the Authority is liaising with the Public Advocate and Public Trustee.

## **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.

A comparable number of complaints about air quality were received during the reporting period. See section 7.6 for further detail.

## **3 PRIORITY OF PUBLIC & ENVIROMENTAL HEALTH ISSUES**

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

i. Standards of food hygiene and safety

More enforcement action was required during the reporting period due to inadequate standards of food hygiene and safety in food businesses. In line with the Authority's enforcement policy, introduced in October 2008, the number of inspections performed and notices issued increased. When comparing 2007-08 to 2008-09, re-inspections increased from 172 to 522, improvement notices increased from 68 to 171 and two prohibition ordered were issued. To complement enforcement action, education of food handlers is promoted, as described below.

ii. Food handler skills and knowledge

'Preventing Kitchen Nightmares – A Guide to Food Safety Fundamentals' was launched in June 2008.

The food handler training program aims to provide food handlers, proprietors and managers with an understanding of the basic principles of personal hygiene, food storage, preparation, cleaning and sanitising. The session is three hours in duration and a combination of training methods are used. A presentation on the theory of food safety and photos from inspections highlight common noncompliance with legislative requirements. Group activities encourage interaction between participants and address the safe storage of food in refrigeration and proper hand-washing technique. Workbooks and information hand-outs are provided for future reference and to assist participant's comprehension of key concepts.

The food handler training program caters to various businesses types and was attended by 138 people during the year, predominantly from aged care, child care and hospitals. In-house training was delivered in response to positive feedback from attendees and employers requesting training of all food handlers within their businesses across the metropolitan area.

Environmental Health Officers have observed an improvement in the knowledge of food handlers who have attended and of the standard of food hygiene in the premises they work. Furthermore, the training has improved rapport with food handlers, proprietors and managers in the food industry, resulting in a positive acceptance of officers into food businesses during food inspections.

iii. Influenza

The emergence of Human Swine Influenza prompted action on several levels. On 26 May 2009, Board Members and elected members of the constituent councils were informed at a workshop about pandemic plans in place and how they relate to Swine Influenza. A meeting took place with the constituent councils also during May 2009 to discuss co-ordination of pandemic planning and business continuity arrangements.

In support of SA Health's 'Wash Wipe Cover – Don't Infect Another' initiative, health promotion materials were distributed to different community venues and businesses at the commencement of the 2009 winter season. The printed information was initially distributed to constituent council staff and they assisted in the dissemination of materials to libraries and community centres. Other target groups included childcare related organisations, food businesses, beauty industry, aged care and leisure centres such as gyms and public pools. A total of 530 organisations received information packages relevant to their business.

To evaluate the effectiveness of the 'Wash Wipe Cover' campaign within the Authority's workplace, a survey was distributed to all staff. The survey results revealed that the promotional material was sighted and read by staff. Although staff were already applying good hygiene practices of hand washing and covering the mouth when coughing and sneezing, there was an improvement in other recommended practices including wiping down surfaces and the use of anti-bacterial hand gels when required.

'Wash Wipe Cover' has been put into practice at all public, school and worksite immunisation clinics. Information is displayed and provisions made available to staff and the public to encourage good hygiene.

Significant environmental health issues identified more recently that are to be addressed during 2009-2010 include: risk awareness within the hairdressing and beauty industries and general public; standards in lodging houses; skills and knowledge of food handlers within industry sectors; and supply of potable water to residents of Skye.

### **3.2 Prioritisation process**

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

As reported in 2007-08, a 2006 survey of food businesses was conducted to ascertain their satisfaction of the Authority's food safety services. From the findings of the survey and enforcement action undertaken by the Authority in the previous reporting period, it was determined that skills and knowledge of food handlers and standards of food safety and hygiene in food businesses require improvement.

Emails and Public Health Alerts issued by SA Health, together with the websites of SA Health, Department of Health And Ageing and the World Health Organisation were the primary sources of reliable information about Swine Flu. The media was also a source of information.

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

All issues described above have the potential to impact on large numbers of people in the community. Initially, there was a high degree of uncertainty about the severity of Swine Flu which increased the priority given.

### **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).**

#### **Immunisation assessment and catch-up programs**

Overseas families residing in Adelaide for study or as part of the government's skilled workers program approach the Authority for immunisation history assessments. This is often a lengthy and complex process and the clients benefit from individual appointments. Catch-up vaccination programs then commence at a public clinic convenient to the client.

#### **Home and Community Care Programs**

The constituent councils provide services to residents who are frail aged and/or have a disability and their carers to assist them remain in a safe and healthy home environment. Services available through Home Assist include cleaning, garden maintenance, minor home modifications and home security. Home visits are provided to those in the community who are socially isolated. Community care programs offered by councils to enable vulnerable groups maintain good health and wellbeing include: home visits to people who are socially isolated; social programs; exercise programs; the provision of meals; cooking classes; and transport to shopping centres / medical appointments.

## 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 follow up inspections	Number of complaints	Number of Inspections related to complaints / investigations	Total number of inspections
Swimming	35	70	21	3	6	97
Spa	13	26	9	-	-	35
Hydrotherapy	4	8	6	-	-	14
Waterslide	-	-	-	-	-	-
Other	-	-	-	-	-	-
<b>Total</b>	<b>52</b>	<b>104</b>	<b>36</b>	<b>3</b>	<b>6</b>	<b>146</b>

All pools were inspected at least twice during the reporting period. Eleven swimming pools / spa were closed, some requiring numerous re-inspections before re-opening due to recurrent non-compliance with the *Public and Environmental Health (General) Regulations 2006*. The majority of closures were due to high combined chlorine levels and non-compliant pH levels. To prevent these incidents recurring, Environmental Health Officers recommended the employment of professionals, an increase in the frequency of testing and review of maintenance procedures. Because of this persistent approach, compliance improved during the second round of routine inspections.

Three complaints were received over the year, two implicating the same pool. There were allegations of patrons developing a skin rash after swimming. Test results indicated high combined chlorine levels, resulting in closure of the pool. As a result of the investigation, the water quality improved to a satisfactory level and no further complaints were received. The third complaint related to poor air quality and ventilation in the pool area. Several inspections were conducted to determine the severity of the issue. An elaborate ventilation system has since been installed and no further complaints have been received.

The operator of one premises failed to adequately operate and maintain pool water quality in the manner prescribed by the Regulations. The pool did not have adequate disinfectant and pH levels, manual tests results were not documented and no system was in place to close the pool if its operation was not in compliance with the Regulations. As a result a notice was issued under section 15 of the *Public and Environmental Health Act 1987*. The notice was complied with by the due date and the pool has since been found to remain at a satisfactory standard.

### 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	32	33	-	-	33
Warm Water System	38	-	-	2	2
Other	-	-	-	-	-
<b>Total</b>	<b>70</b>	<b>33</b>	<b>-</b>	<b>2</b>	<b>35</b>

Following commencement of the *Public and Environmental Health (Legionella) Regulations 2008*, 34 registrations were received (up to 30 June 2009) which encompass 38 warm water systems and 32 cooling towers. One new cooling tower was identified because of the mandatory registration requirements, while one cooling tower was decommissioned in the reporting period.

All cooling towers were inspected at least once during the reporting period against the structural and maintenance requirements of the new Regulations. As part of the inspections, water samples were obtained for microbiological analysis. Legionella was detected in two cooling towers and in response, operators were contacted and required to decontaminate the cooling towers and re-test to ensure the decontamination process was successful. Routine inspections of warm water systems will commence during 2009-10 once officers are trained and have a better understanding of the operation and maintenance of these systems.

Five notifications of high Legionella counts were received, prompting decontamination of the implicated systems and investigation into maintenance regimes. In two instances, SA Health assisted the Authority and attended meetings with operators to ensure compliance with the Regulations.

#### 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	1	2	-
Aerobic System	2	3	-
Other Biolytix	1	1	-
<b>Total</b>	<b>4</b>	<b>6</b>	<b>-</b>

The Authority received and approved four applications for the installation of waste control systems during the reporting period. Three applications were for installations in non-sewered areas.

Awareness about the pressure on reticulated water supplies in South Australia has resulted in greater interest in the recycling and reuse of water. One application was approved for an installation in a sewered area where the applicant intended to re-use the wastewater. Copies of approvals for two additional systems installed within sewered areas were received from SA Health.

#### 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	307
Number of School Clinics	86
Number of Internal (Council Staff) Influenza Clinics	6
Number of External Influenza Workplace Clinics	78
Number of Other Workplace Clinics	13
<b>Total</b>	<b>490</b>

## **Public Immunisation Clinics**

Every year around 30 public immunisation clinics are available each month at seven locations. During 2008-09, 4819 clients received 9894 vaccinations.

The commencement of the 2009 influenza season saw enquiries and client demand for vaccination escalate significantly. The pressure upon the Authority's immunisation services prompted a number of proactive short-term measures to alleviate extreme waiting times and prevent children missing or delaying their immunisation. For example, standard operating procedures were modified to suit the circumstances and extra immunisation sessions were made available. An additional six clinics were conducted during March to June 2009. Two of these clinics catered specifically for infants and children unable to attend regular clinics due to the increased demand for influenza vaccination

A spike in demand in April 2009 prompted an analysis of all immunisation services. It was found that over a three year period, demand at public clinics has increased by over 25%. The record attendance in April 2009 saw a further 30% increase in patronage above the increased average.

One of the benefits of providing immunisation across a region in the form of a regional subsidiary is that the communities in the councils we service have a wide choice of immunisation venues, dates and times. The availability of such a variety of clinics to the communities of our constituent councils is an important strategy in improving access to services and enhancing the uptake of immunisation.

## **School Based Immunisation Program**

Ninety-five sessions at 25 high schools were booked for the 2009 program. 10 788 vaccines were delivered, representing a decrease from the previous reporting period as the HPV catch-up program has now concluded. The ongoing SBIP is however now more complex than the previous program, requiring 25% more visits to schools and higher numbers of vaccinations. We are now offering around 40% more vaccines than with the previous ongoing SBIP.

## **Worksite Program**

During February 2009, information promoting the Worksite Immunisation Program was distributed to existing and potential clients. Eighty-nine worksites were serviced and 2457 vaccinations were provided, an increase of 367 or 18% on the previous reporting period.

An outbreak of pertussis early in 2009 prompted demand for the diphtheria/tetanus/pertussis (dTpa) vaccine. Six dTpa worksite programs were provided for staff at primary and secondary schools where there had been cases of the illness amongst staff and students. Eighty-nine dTpa vaccines were administered compared to two dTpa vaccines the previous year. Three of the six dTpa programs were delivered in the Burnside and Campbelltown areas that had a high number of notified pertussis cases.

#### 4.5 Notifiable Disease Follow Up

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

During the reporting period, the CDCB referred 21 confirmed cases to the Authority for further investigation, a reduction of 41% when compared to 2007-08.

The Authority investigated two confirmed cases of Legionellosis during the year. Whilst the source of one case could not be pinpointed, the other was linked to a domestic hot water system that had an operating temperature of less than 60°C.

#### 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	2	3		-	3
Hairdressing & Beauty Salons (including those that undertake skin penetration)	212	83	1	1	83
Other /Acupuncturists	15	12	-	-	12
<b>Total</b>	<b>229</b>	<b>98</b>	<b>1</b>	<b>1</b>	<b>98</b>

There was a significant focus on the hairdressing, beauty and skin penetration industries this year.

As a new initiative, 232 self-assessment forms were posted to hairdressing and beauty salons, of which 138 were returned. The majority were completed to a satisfactory standard, however 23 contained unsatisfactory responses. All business that did not return the self-assessment and those that provided unsatisfactory responses were placed on an inspection schedule.

A total of 98 inspections were conducted, comprising 14 hairdressers, 36 beauty salons, 12 acupuncturists and three tattoo parlours. This represents a three-fold increase in inspections compared to last year. Acupuncturists and tattooists are inspected annually due to the greater risk to health associated with procedures that pierce the skin. A high level of compliance was observed and no re-inspections were required this year. Further information provided to businesses for consideration addressed issues surrounding vaccinations, sharps disposal and hand washing practices.

A complaint about a hairdresser who was reported to have a dog on the premises was investigated during the year but could not be substantiated.

**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	16	No
Rodents	65	Yes
Head Lice	-	Yes
Flies	-	No
Pigeons	10	No
Scabies	-	No
Cockroaches	2	No
Bees	-	Yes
European Wasps	488	Yes
Other / Ants (1) / Foxes (5)	6	No

An 18% decrease in complaints received by the Authority about vectors was observed during the reporting period. Although there was a slight increase in mosquito complaints, there was a significant decrease in complaints made in regards to rodents, pigeons and flies. The majority of complaints throughout the year were concerning rats or mice and associated with overgrown grass, accumulated refuse material and poultry keeping. Mosquitoes were more prevalent in the summer period and were commonly found to be breeding in unmaintained swimming pools and ponds.

Fine-tooth nit combs for the treatment of head lice continue to be available from the Authority at minimal cost, and a limited supply of rodenticide is available at no cost.

There has been no change in the pest control services provided by the constituent councils. Each Council continues to provide a free European Wasp nest destruction service to the community. Suitably qualified contractors are utilised to destroy pests or remove bee hives from public land where the matter is reported as a health or safety concern. With respect to insect and pest problems on private property, property owners are assisted through referral to suitably qualified pest control contractors. Owners are responsible for pest removal from their own property, at their own cost.

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

Twenty animal keeping complaints were received by the Authority relating to cats, dogs, poultry, sheep and a peacock. This was comparable to 2007-08.

During 2008/09, the City of Norwood Payneham and St Peters developed a “dog fact sheet” and a “dog owner’s kit” for dog owners in the City. Otherwise, the constituent councils maintained regular programs promoting responsible pet ownership, in particular dogs. Services include the provision of dog tidy dispensers in parks and reserves, availability of open space where dogs can be exercised off-leash and microchipping days at which dogs can be microchipped at a subsidised cost.

Feral cats are problematic and 150 complaints were received by the City of Burnside during 2008-09. Residents were assisted through the provision of cat traps and disposal of trapped cats. The City of Norwood Payneham & St Peters provides funding to C.A.T.S Incorporated.

#### **4.9 Outline any preparation work done for Pandemic Flu**

As reported last year, the Authority's Emergency Management Plan addresses Pandemic Disease. The plan indicates that the Authority will deploy as required by SA Health and anticipates that actions may include: education of the public, immunisation and additional routine matters as SA Health concentrates on the Pandemic.

A Business Continuity Plan has also been developed and may be activated in this scenario, although it has not been necessary as a result of Human Swine Influenza to date. The plan identifies critical functions that must continue in a crisis, such as a pandemic when staff numbers may decline. Critical functions include delivery of public and school immunisation services and environmental health investigations into cases of notifiable disease.

Two staff representing immunisation and environmental health attended meetings with SA Health to discuss how to bridge the gap between state and local pandemic planning. This is ongoing and will take into account the Human Swine Influenza experience.

For details about the Authority's response to Human Swine Influenza, refer to section 3.1.

#### **4.10 Other**

##### **Lodging Houses**

Routine inspections of four lodging houses were conducted in the past year and notable deficiencies in standards of accommodation were observed. While a notice under the *Public and Environmental Health Act 1987* was not warranted, serious attention to structural defects was required. The State Government announced during 2009 that they would not pursue the proposed Accommodation Act that was intended to improve standards in lodging houses and supported residential facilities. Without a by-law or state-wide legislation specific to lodging houses, Environmental Health Officers have found that they have limited powers to require significant structural works to be undertaken. As such, the Housing Improvement Branch (Department of Families and Communities) were informed of the lodging house of concern and a 'notice of intention to declare the property substandard' was issued.

Several lodging houses dedicated to international student accommodation were discovered during the reporting period, increasing the number to be inspected during 2009-10 to ten.

### **5 PUBLIC & ENVIRONMENTAL HEALTH MANAGEMENT PLAN**

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#### **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?**

**IF YES**

Date commenced

1 July 2009

Have details of the plan been provided in previous reports? **NO**

*Provide a summary of how the Plan responds to the needs of the local community, how it is progressing and how regularly it is reviewed.*

Each year the Authority develops an Annual Business Plan that identifies priorities for the year, outlines actions and sets measures to assess performance. 2008-09 was a challenging year due to the simultaneous introduction of *Food Safety Standard 3.3.1 (Food Safety Programs for Food Service to Vulnerable Populations)* and *Public and Environmental Health (Legionella) Regulations 2008*. Despite this, evaluation of core program indicators shows that performance targets were met.

A priority of the Annual Business Plan 2009-10 is to develop a Public Health Plan. The Plan will link to the constituent councils' strategic planning processes and tackle the broader issues confronting the health of the eastern community of Adelaide. Given the public health planning requirements likely to be contained within the imminent South Australian Public Health Act, this has been put on hold.

## **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.*

Health promotion activities routinely undertaken include:

- Supply of South Australia Food Handler Update (SAFHU) newsletter to all food businesses.
- Promotion of public health messages via publications produced by the constituent councils.
- Display of public health promotional and hand-out material in the customer service areas of the constituent councils, libraries and the Authority.

Special health promotion projects included 'Preventing Kitchen Nightmares – A Guide to Food Safety Fundamentals', 'Wash Wipe Cover – Don't Infect Another' (see section 3.1) and the following:

### **Fight the Bite**

'Fight the Bite' posters, pamphlets and fact sheets addressing protection from mosquitoes and minimisation of mosquito breeding were dispersed during the summer period as mosquito populations started to increase. Such information was delivered to medical centres, libraries, community centres and other venues where mosquito problems may occur, such as caravan parks. Where necessary the issue at hand was discussed at each venue and staff were advised to contact the Authority for any further help or information.

### **Immunisation Education**

The Authority's public immunisation clinics are promoted throughout the community. A revised clinic timetable is mailed annually throughout the constituent council areas, focussing on childcare centres, Child & Youth Health, kindergartens, primary schools, public libraries and other council community areas.

An immunisation education session on Diphtheria, Tetanus and Pertussis (dTpa) vaccination was presented to 120 year nine students after a request from the school coordinator. The Team Leader Immunisation covered the following subjects relevant to students' upcoming immunisation:

- why we need a booster dose of dTpa
- the effect of immunisation coverage on the population
- overview of diphtheria, tetanus and pertussis diseases
- how to relax and reduce anxiety before vaccination.

## **7. ENVIRONMENTAL MANAGEMENT & SUSTAINABILITY**

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*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)**

In the main, the area covered by the Authority is supplied with reticulated mains water. During the consultation phase of the Safe Drinking Water Bill, it came to the Authority's attention that there are several suppliers of potable water to residents in the suburb of Skye. One of the suppliers states that the water, sourced from a bore, is not intended for human consumption. Despite this, the water supply has been identified as a risk to the health as it is plumbed into homes and unintentional consumption could occur eg: during use of the water for personal hygiene purposes. The issue will be further investigated during 2009-10.

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

During 2008-09, there was a reduction in the number of complaints received about stormwater pollution. The decline has been observed over several years, which indicates improved awareness and a behaviour change amongst industry and the public. All complaints were dealt with through an educative approach. One third of complaints were about the discharge of dirt and waste onto the road, mostly from building sites. Other complaints received related to discharge of substances such as wash down water and swimming pool backwash.

During the reporting period, the City of Burnside, Campbelltown City Council and the City of Norwood Payneham St Peters, in association with the City of Adelaide, completed Stage 1 of an Urban Stormwater Management Plan. The Management Plan makes recommendations for future catchment management programs and catchment-specific planning policies, which will be investigated in more detail as part of Stage 2 in 2009/10.

Campbelltown City Council commenced water quality sampling on 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> creeks. The findings will be used to determine what type of water quality treatment is required for each catchment eg. silt and hydrocarbon traps. Also, council is proactively purchasing land adjacent to watercourses when the opportunity arises.

The City of Prospect, in partnership with NRM Education, hosted two drain stencilling days. Students from the Prospect Centre spent a morning stencilling stormwater side entry pits along some roads in the City. The stencils are designed to raise awareness about the link between stormwater that drains from our houses and streets, and the end point for this water, the sea.

Ongoing measures employed by the constituent councils to protect and improve waterways and catchments include:

- Trash racks and gross pollutant traps to reduce the amount of silt and other debris entering regional watercourses.
- Footpath and street sweeping programs to reduce the impact of leaf and other litter, with the frequency increasing during autumn leaf fall periods.

- Inspection and clean out of stormwater collection pits, gross pollutant traps and sumps.
- Wetlands to improve the quality of water entering the River Torrens.

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

Ongoing waste minimisation strategies provided in addition to regular domestic waste, recycling and green waste collection services included:

- Waste management kit for households that provides tips and guidance on recycling and alternative options for waste that cannot be disposed of through the kerbside collection system.
- Annual door-to-door hard waste collection.
- Public litter bins including cigarette butt bins.
- Recycling bins for materials such as cans, bottles, cartons, plastic containers and glass items installed in public places.
- In-house council commitment to recycling of office paper, newspapers, cardboard, printer and photocopier toner cartridges.
- Fluorescent globe collection facility to provide an option for residents to dispose of products safely at the end of their useful life, as they contain small amounts of mercury.
- Upgrade of used oil collection facility to support the significant reduction in this material going to landfill and illegal dumping.
- Receiving of old batteries for recycling.
- On-call scrap metal collection on a fortnightly basis.
- Drop-off service for mobile telephones.
- Annual hazardous household waste drop-off service (for the disposal of paints, solvents, pharmaceuticals, batteries, oils and other hazardous items) hosted by the City of Burnside, Campbelltown City Council and City of Norwood Payneham St Peters and funded by Zero Waste SA. On 30 August 2008, 952 vehicles disposed of 14,044 kilograms/Litres (kg/L) of hazardous waste. This is 3,406 kg/L more than what was disposed of by 338 vehicles at the 2007 hazardous household waste drop-off day.

New waste minimisation strategies pursued by the constituent councils during 2008 - 09 are described below.

An electronic waste (E-Waste) disposal service operated in conjunction with the hazardous waste collection day that was provided by The City of Burnside, Campbelltown City Council and City of Norwood Payneham St Peters. This initiative is to encourage residents to dispose of computers, televisions, printers, VCRs, telephones, kettles and other electrical items, which contain hazardous substances, in an environmentally responsible manner. The service was funded via a three-way split between Zero Waste SA, the three (3) regional councils and the resident disposing of the E-Waste. A total of 232 vehicles disposed of five (5) tandem truck loads of electronic waste items, which were taken to *E-Cycle Recovery* (a commercial electronics recycler) for processing and recycling. Up to 97% of each electrical item is recycled.

Community consultation was undertaken during a review of the City of Prospect kerbside waste management system. An information pamphlet detailing the proposed new collection system was sent to every household and two public information sessions were held to explain the changes in more detail which was attended by more than 100 people. More than 500 responses were received to a Council survey.

*The Natuzzi Parade Food Wine & Music Festival* operated as a “Green Event” where food stall participants provide biodegradable plates, cutlery and cups to festival patrons. Recycling bins are provided along The Parade for the collection of these biodegradable materials as well as cans, bottles and glass items. The Council also provided recycling bins for disposal of recyclable materials at the St Peters Fair.

To reduce the amount of waste sent to landfill, the Campbelltown City Council and the City of Norwood Payneham St Peters commenced participation in the State Government’s 12-month kerbside Food Waste Pilot. The Councils selected households to participate in the trial, which involves residents disposing of their food waste with their green organic waste through the kerbside waste collection. Households involved in the trial were provided with a bench top container and roll of cornstarch liner bags to collect the food waste at source. As part of the Trial, the residual waste ‘wheelie’ bin was collected fortnightly (in the trial areas only) to determine if this collection regime would divert more waste from landfill. However, this aspect of the trial has been discontinued by Campbelltown City Council due to lack of community acceptance.

#### **7.4 Monitoring of Contaminated Land**

There has been no change in procedures to monitor contaminated land. Site land-use histories are required as part of the assessment process in instances where long standing vacant land is to be developed, where land is going to a more sensitive use or a site is known to have accommodated a potentially contaminating activity. If the site history confirms the likelihood of contamination, a contamination report is required, followed by remediation and audit as necessary.

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

Fewer complaints about hazardous substances were received during the reporting period. Complaints and enquiries were predominantly related to discarded asbestos materials and structures containing asbestos.

As an ongoing service, syringe and needle disposal was provided for residents. Full sharps containers were exchanged with a new container for a minimal fee. In addition, sharps discarded in public places were promptly collected by Environmental Health Officers in the interest of public safety.

#### **7.6 Monitoring of Air Quality**

A comparable number of complaints about air quality was received during the reporting period. Smoke from domestic wood heaters, dust, odours and chemical spray drift made up the majority of air quality complaints. Over one third (35%) related to domestic wood heaters. Disruption of home comfort (eg: odorous washing) accounted for most complaints. Neighbours were encouraged to resolve the problem utilising the Environment Protection Authority’s guidelines. If the problem was not resolved, Environmental Health Officers conducted an inspection to ensure the guidelines were observed and wood smoke minimised. Mediation is also encouraged where a conciliatory approach between neighbours is unsuccessful.

#### **7.7 Noise Complaint Investigations**

The Authority and its constituent councils referred all noise complaints to the Environment Protect Authority for investigation. The City of Norwood Payneham St Peters investigated some noise complaints in relation to hotels, where Council staff acted as a mediator between the hotel and concerned residents.

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

Regular inspections and maintenance of playground equipment is undertaken by the constituent councils for the purpose of identifying hazards and individual items which have worn out, are approaching failure or require replacement. Council Field Staff attending recreational areas, identify and report hazards associated with other equipment (eg: sprinkler heads, light poles, goal posts, scoreboards etc) in the course of their routine activities.

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

During 2008-09, implementation of the Authority's Emergency Management Plan commenced. The Plan was developed the preceding year after successfully applying for a grant from the Australian Government under the 'Working Together to Manage Emergencies' initiative. The intent of the Emergency Management Plan is to build capability of the Authority and increase integration with other emergency management organisations.

Initial implementation strategies have focused on internal communication. A workshop was held for the Authority's staff to launch the Emergency Management Plan, and to familiarise staff with the intent and content of the plan. Staff were taken through a flooding scenario, under which circumstances the Emergency Management Plan would be used to guide the Authority's response.

An integral part of the Emergency Management Plan is the Business Continuity Plan. Further work was undertaken in conjunction with the constituent councils to ensure that arrangements are in place to ensure continuity of services should an emergency directly affect the Authority. Discussions took place about options for failover of IT systems and hardware requirements.

Each year Environmental Health Australia presents awards to environmental health professionals and organisations who demonstrate leadership and excellence in the field of environmental health. This year the *Department of Health (SA) Award for Excellence in Leadership* was awarded to the Authority in recognition of its emergency management planning initiatives.

During 2008-09, the Eastern Region Emergency Risk Management Group (comprising all constituent councils) continued to implement an Emergency Management Plan and co-ordinate regional education and community awareness programs to reduce the impact of natural disasters. A series of information brochures – *Quake Ready, Flood Ready and Fire Ready* were produced and widely promoted and distributed. A regional training session was also conducted for Council Mayors and Chief Executive Officers.

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

Development applications of potential environmental or public health significance were referred to the Authority by the constituent councils during the year. Site visits are conducted as necessary to enable accurate assessment of applications. The importance of communication and collaboration during the development assessment process was emphasised during meetings between the Authority and constituent councils.

## 7.11 Other

### **Community Seminars**

The City of Burnside and the City of Prospect hosted community information seminars designed to engage and inform their residents on a range of environmental topics. The seminars provided the opportunity for the community to learn more about sustainable housing design, climate change, composting and worm farming, solar power and the benefits of the urban backyard for biodiversity and growing your own food.

### **Environmental Grants**

Each year the City of Prospect awards Community Environmental Grants to assist local community groups, schools and for the first time, informal resident groups to improve the environment. The Community Environmental Grants Program is an initiative of the City of Prospect's Environmental Action Plan 2008-2011, supporting the notion of 'think global, act local'.

### **Sustainable Strategic Planning**

The City of Norwood Payneham St Peters Strategic Plan, *CityPlan 2030*, was endorsed by the Council in July 2008 and is based on a quadruple bottom line (QBL) approach to sustainability, incorporating the principles of Social Equity, Cultural Vitality, Economic Prosperity and Environmental Sustainability. In 2008-09 data was collected to provide baseline information for the proposed indicators outlined in the Plan, in order to develop targets.

The City of Norwood Payneham St Peters Environmental Management System (EMS) was re-certified according to ISO 14001:2004 in October 2008, by TQCS International Pty. This follows the initial certification of the EMS in October 2005. The EMS is a holistic system that enables the Council to manage its operations in an environmentally responsible manner and ensures adherence with the obligations of all relevant legislation across the Council's operations.

### **Clean-up Australia Day**

A total of 11 community groups and schools within the City of Norwood Payneham & St Peters participated in the annual *Clean Up Australia Day* event on 1 March 2009. The groups removed rubbish from local reserves, streets, school grounds and areas adjacent the River Torrens.

### **Climate Change**

The Authority's constituent councils as participants in the Cities for Climate Protection Program have taken a proactive approach to reducing greenhouse gas emissions. Examples of initiatives undertaken in 2008-09 to help reduce emissions include:

- Purchase of Green Power for public lighting and Council premises.
- BP Global Choice program, which offsets all the Council's vehicle greenhouse gas emissions during the year.
- A car free day to encourage staff to leave the car at home.
- Energy Efficiency Incentive Scheme offering financial incentives to property owners and/or occupiers to install climate friendly products

The City of Burnside was one of only three Councils in South Australia to receive funding from the Australian Government Department of Climate Change for a climate

change risk management and adaptation program. Council matched this funding enabling expansion of the program to identify community perceptions on climate change. The project has allowed:

- identification of climatic scenario's likely to impact City of Burnside
- identification and evaluation of climate change risks to Council operations
- identification of community perceptions of climate change risks
- Development of an adaptation plan to address and treat the risks.

### **Water Conservation**

The constituent councils provide incentives of different forms to encourage residents to implement various water conservation measures which aim to reduce usage of mains water. The City of Burnside's shower timer campaign "A Change in Burnside Can Change the World" was a city wide campaign aimed at raising awareness in the community about the importance of water conservation. Each household received a water conservation pack containing a four minute shower timer, fridge magnet and information card. The campaign message was: *"By reducing shower time to four minutes, each Burnside household can save 105 litres of water per day. Collectively, Burnside could save two million litres daily. Reducing your shower time also reduces the amount of energy used to heat water. Four minute showers can save 8,000 tonnes of greenhouse gas in Burnside annually – equivalent to taking 2,500 cars off the road."*

Water conservation strategies have also been implemented for council's operations. Initiatives pursued during 2008-09 include:

- installation of meters at Council owned and operated bores to monitor use of bore water
- exploration of aquifer storage recharge and water harvesting opportunities
- installation of waterless urinals
- irrigation audits of turfed open space sites to identify water and cost savings
- efficient and fit-for-use irrigation systems to replace the manual sprinkler systems

## **8. OTHER**

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*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)*

### **Promoting the Environmental Health Profession**

Environmental Health Officers facilitated two workshops to year ten science students at Marryatville High School during 2008-09. The presentation material, developed by the Department of Environmental Health at Flinders University and Environmental Health Australia, aims to promote the environmental health profession to students.

The workshop incorporated a fictitious scenario involving a cyclone in a remote area of Australia and the health implications associated with this situation. With guidance, the students performed simple water tests to determine microbial contamination and metal contamination in the water. Using the results, the students determined remedial actions and then wrote and presented a media release. The feedback from students and teachers involved was positive and students gained a greater understanding of environmental health as a career. The high school has requested further presentations for year 11 and 12 students in the future.

## **Youth Development**

The Town of Walkerville and the City of Prospect share the services of a part time Youth Officer. A range of programmes and opportunities for young people are provided including Youth Week events and a joint Prospect/Walkerville Youth Advisory Committee (known as "Essential Youth: Agents of Change").

**This report was presented to and endorsed by  
the Eastern Health Authority Board of Management on  
26 August 2009**