

Ipswich City Council

Personal Information Digest

What is a personal information digest?

A personal information digest is a document that summarises in general terms the kinds of information held by an agency and how this information is managed by the agency. It assists individuals in finding out what kinds of information an agency holds about them, why this information is held, how this information is held and how this information is managed by the agency.

The Ipswich City Council ('council', 'we', 'us' or 'our') has produced this personal information digest to inform members of the public about council's information management practices. This document is to be read in conjunction with council's *Privacy Statement* and any applicable information collection notices.

In this personal information digest, any reference to 'information' includes a reference to personal information as that term is defined in the *Information Privacy Act 2009 (Qld)* and other information in relation to businesses and other persons.

Council management of personal information

The various Departments and Branches of council collect, use, store and disclose information as required and authorised by law, including the legislation listed in this Digest and other council protocols and codes of practice.

When an individual provides us with their personal information, we may:

- use the information to help that individual use our services
- through internal sharing, gather the data for analysis for process improvements
- remove personally identifiable characteristics, unless an individual has given us specific consent to recognise their usage on an individual basis or we are required to retain these details for legislative or business purposes.

The information usually collected by council includes names, addresses, phone numbers, dates of birth, age and gender information, car registration and driver's licence details, email addresses, Tax File Numbers, Medicare numbers, customer or account numbers assigned to individuals by council, employment details, Centrelink reference numbers, Australian Business Numbers (ABN) and photographs or video of individuals.

Certain Departments or Branches of council may also collect additional information. Further detail on what this additional information may include is specified under the heading of the relevant Department or Branch.

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Council Departments and/or Branches generally collect and/or disclose information to external sources and within the organisation as required or authorised by law. Any additional and specific methods of collecting or disclosing information by certain council Departments and/or Branches are specified under the heading of the relevant Departments or Branches.

The information that council collects is generally stored in council databases and hardcopy, as well as on servers, computers, external hard drives and mobile devices. Any additional methods of information storage are specified under the heading of the relevant Department or Branch that utilises such methods. We take precautions to protect personal information against loss and unauthorised access, use, modification, disclosure or other forms of misuse.

As a general rule, we use and/or disclose information in order to perform council functions and activities, to provide services requested by individuals and to comply with our legal and legislative obligations. Any specific purpose for information sharing is specified under the heading of the relevant Department or Branch that undertakes such uses. Information sharing can support and assist council and external agencies to work collaboratively to fulfil its obligations under the *Local Government Act 2009*.

Council is permitted to disclose information if required or authorised to do so by law and also in a range of circumstances including (but not limited to) where a person has self-published their information, where there has been express or implied consent or where disclosure is necessary for council to perform its functions, duties and activities under the *Local Government Act 2009*.

As a general rule, information is collected and/or disclosed by telephone, standard council forms, mail and facsimile, council meeting notes and records, marketing material, email, the internet, video or still cameras, digital recording devices and face-to-face contact. Any specific persons or entities to which information is disclosed are set out under the heading of the relevant Departments or Branches.

Artificial Intelligence (AI)

Council may use artificial intelligence (AI) technologies to analyse de-identified personal information to enhance customer experience, improve on service delivery and for other business-related purposes. Appropriate checks and assessments are undertaken to ensure that the use of AI is safe, ethical, and responsible. All use of AI is subject to human oversight.



1. Infrastructure and Environment Department

The Asset and Infrastructure Services Department (AIS) manages council's roads and transport, buildings and facilities, drainage and flood mitigation, parks and open space.

We are focused on planning, delivering and maintaining key infrastructure to cater for Ipswich's current and ever-growing population.

Our capital and operational works reflect the community vision and priorities, ensuring we deliver a safe, inclusive and connected community that keeps our city running. We enhance the quality of life for the community through the provision and management of \$3.4b worth of infrastructure.

Infrastructure Strategy Branch

The Infrastructure Strategy Branch is responsible for the strategic planning associated with council's infrastructure in the areas of transport, hydraulics, facilities and open space. The Branch plays a critical role in policy development which supports council's infrastructure investment frameworks and the annual development of the 3-year capital works program. In addition, it operates and manages the traffic network, traffic signals, intelligent transport systems and the drainage network.

Works and Field Services Branch

The Works and Field Services Branch provides management, maintenance and operational services and activities to the whole Department asset base (including roads, traffic signals, streetlights, drainage, parks, reserves, sporting areas, aquatic facilities, urban forest, conservation, corporate buildings and depots and former landfill). This Branch also plays an important role in delivering the capital works program taking formal responsibility for the Procurement Plan phase through to closure. This Branch is also responsible for the internal provision and management of all fleet and associated services to council and works closely with all Branches.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes company business details, financial details, résumés of contractor staff, Building Services Authority license details, insurance information and information relating to membership of professional or trade associations. This information is generally only collected in circumstances where the individual's consent has been obtained and is only used by the Branch for the purposes of entering contracts for the supply of goods and services.

The Branch uses information for the purposes of ensuring contractors comply with legislative requirements including Workplace Health and Safety requirements; attending to customer service requests; arranging permits for events; managing the traffic operations within the Ipswich local government area; maintaining road and storm water infrastructure to meet the current and future needs of the local government area; undertake maintenance and aesthetic works for Department of Transport and Main

Roads on State transport infrastructure; processing of road closure/opening applications; contacting fleet customers; issuing and management of infringement notices; and determining eligibility to operate council vehicles.

This Branch exchanges information internally with other parts of council and may disclose information externally (for example, to Queensland Police Service, local authorities and road toll companies).

The following are the specific pieces of legislation that require or authorise this Branch to manage information as described above:

- *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- *Building and Construction Industry Payments Act 2004*
- *Environmental Protection Act 1994*
- *Industrial Relations Act 1999*
- *Local Government Act 2009*
- *Local Law No. 7 (Local Government Controlled Areas or Roads)*
- *Sustainable Planning Act 2009*
- *Transport Operations (Road Use Management) Act 1995*
- *Work Health and Safety Act 2011.*

Capital Delivery Branch

The Capital Delivery Branch provides survey, design, planning and construction services to the Department and broader council.

This Branch plays an important role in delivering the capital works program, having responsibility for the phases of design and construction through to handover for capitalising of the assets.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes company business details, financial details, résumés of contractor staff, Building Services Authority license details, insurance information and information relating to membership of professional or trade associations. This information is generally only collected in circumstances where the individual's consent has been obtained and is only used by the Branch for the purposes of entering contracts for the supply of goods and services.

The Branch uses information for the purpose of community consultation; stakeholder engagement for projects directly or indirectly impacting residents; property information for design and land acquisitions and ensuring contractors comply with legislative requirements including Workplace Health and Safety requirements.

This Branch may practice internal information sharing and may disclose information externally where required by law (for example to consultants who undertake projects on behalf of council for planning purposes or so community consultation or program coordination can occur). Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation that require or authorise this Branch to manage information as described above:

- *Building and Construction Industry (Portable Long Service Leave) Act 1991*
- *Building and Construction Industry Payments Act 2004*
- *Environmental Protection Act 1994*
- *Industrial Relations Act 1999*
- *Local Government Act 2009*
- *Local Law No. 7 (Local Government Controlled Areas or Roads)*
- *Sustainable Planning Act 2009*
- *Transport Operations (Road Use Management) Act 1995.*

Asset Services Branch

The Asset Services Branch are responsible for conducting field investigations and assessments of council's infrastructure assets and providing technical advice to internal and external stakeholders. The Branch coordinates the renewal and rehabilitation planning of assets through the evaluation of regular condition assessments and updating of asset management plans. In addition, the team is responsible for developing various capital rehabilitation programs as part of council's overall capital works program.

Council infrastructure managed by Asset Management include the following key asset class groupings:

- roads and transport
- parks and reserves
- drainage and flood mitigation
- buildings and facilities.

A key accountability of the Branch is to drive Asset Management maturity across the organisation through transformational projects such as the Effective Asset Management project.

The Branch is also responsible for providing advice on and ensuring the optimal delivery, maintenance and support of council's assets using spatial and information systems. They investigate and facilitate the provision of geospatial and asset information repositories to support complex business analysis and reporting requirements. The information held and used by Asset Services assists in the delivery, maintenance and support of council's assets throughout their lifecycles. Information is restricted and only the required information is disclosed directly to external consultants involved in the planning and management of assets and datasets or as required by law.

The Asset Services Branch also enhances governance, compliance, transparency and operational efficiency through cost administration, operational contract management and support services to the AIS Department. In addition, they provide purchase card payment processing and costing, effective budget management, process improvement initiatives and efficient supplier payments by providing quality, accurate costing data.

2. Corporate Services Department

The Corporate Services Department assists council across a wide range of areas to ensure its outcomes are met, particularly in relation to expenditure and financial management. The Department also manages the rules, relationships, policies, systems and processes within council, ensuring compliance is exercised and maintained.

Finance Branch

The role of the Finance Branch is to provide accounting, financial and business analysis functions and services to support the business and legislative requirements of council.

In addition to the information collected by council, the Branch also collects information relating to bank accounts, addresses, membership of professional or trade associations and ABN numbers.

The Branch uses this information to:

- undertake rating modelling and analysis
- Fringe Benefit Tax (FBT) returns for employees
- undertake vendor verification
- undertake fraud detection and prevention.

The Branch may exchange information internally with other parts of council and may disclose information externally (for example, to the other government agencies such as the Australian Taxation Office as well as third-party services providers such as RP Data). Where possible, data is de-identified before being disclosed externally.

Where your rates account becomes overdue, Ipswich City Council may contact other interested parties (as defined in Schedule 8 of the *Local Government Regulation 2012*).

The following specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Taxation Administration Act 1953.*

Information, Communication and Technology Branch

The Information, Communication and Technology (ICT) Branch is responsible for the strategic planning, implementation and coordination of ICT services, (i.e. ICT investments, projects, operations, hardware and systems) across council.

It is the role of the Branch to manage the storage and security of information and data collected by council Departments. The Branch works closely with its business stakeholders and Information Managers across council to achieve this.

The information that the ICT Branch collects relevant to undertaking the activities as an internal service to council includes:

- employee information captured for carrying out service desk requests and business engagement activities
- external supplier and contractor (party) information relating to managing ICT contracts
- data collected in accordance with council's Free Wi-Fi Policy.

This information is only collected in circumstances where there is party awareness and consent has been obtained. At times it is necessary to disclose employee information to contractors to carry out their contractual duties. In these circumstances, it is council's standard practice to contractually require that sensitive and personal information is protected.

This Branch may practice internal information sharing and may disclose information externally (for example to external service providers and government bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation that require or authorise this Branch to manage information as described above:

- *Information Privacy Act 2009 (Qld)*
- *Local Government Act 2009*
- *Public Records Act 2002 (Qld)*
- *Right to Information Act 2009 (Qld)*.

Procurement Branch

The Procurement Branch is responsible for ensuring the expenditure of public funds is carried out in a manner that achieves the best value for money whilst ensuring all actions are ethical and transparent. These services include purchasing, contract establishment and management, strategic sourcing and analysis, supplier engagement, inventory control, asset management and disposal processes.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch.

This includes company business details, relevant licence details, information relating to membership of professional or trade associations, insurance details, criminal history/convictions, details of any statutory notices issued, company financial and ownership information, employee names and qualifications, referees, subcontractors and ABN numbers. This information is only collected in circumstances where there is party awareness and consent has been obtained.

The Branch uses this information in the procurement process to evaluate the suitability of suppliers and as part of the contract management process.

This Branch may practice internal information sharing and may disclose information externally where required by law (for example details of contracts worth \$200,000 or more to be published on council's website) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- Any other applicable procurement legislation.

Legal and Governance Branch

The Legal and Governance Branch incorporates property services, risk, insurance and complaints management, information management, corporate governance and internal legal services to support the business requirements of the council and ensure compliance with its legislative obligations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information relating to an individual's membership of professional or trade associations, health records, photographs of injuries, credit card details, bank details (for payments) drivers' licence, birth certificate, passport, concession card and disability status. This Branch also collects information for the purposes of providing legal advice to council Departments, responding to and representing council in legal procedures and processes and making decisions on applications under the *Right to Information Act 2009* and the *Information Privacy Act 2009*.

This information is only collected in circumstances where there is party awareness and consent has been obtained.

The various Sections within this Branch use information for the purposes of:

- dealing with insurance or other claims against council
- organising and confirming travel bookings
- preparing committee reports and agendas
- processing application for owner's consent (Projects affecting or access and works on council-owned and managed land)
- processing dividing fence contribution applications
- undertaking resumptions and responding to associated compensation claims
- providing legal advice to council Departments
- engaging in court and legal proceedings
- preparing legally binding agreements
- dealing with complaints
- processing Right to Information and Information Privacy applications.

This Branch may practice internal information sharing and may disclose information externally (for example to external legal service providers, insurers, courts and tribunals and the Office of the Information Commissioner) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Acquisition of Land Act 1967*
- *Anti-Discrimination Act 1991*
- *Building Act 1975*
- *Electoral Act 1992*
- *Evidence Act 1977*
- *Human Rights Act 2019*
- *Information Privacy Act 2009*
- *Integrity Act 2009*
- *Judicial Review Act 1991*
- *Land Valuation Act 2010*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Planning Act 2019*
- *Planning and Environment Court Act 2016*
- *Plumbing and Drainage Act 2018*
- *Property Law Act 1974*
- *Public Interest Disclosure Act 2010*
- *Public Records Act 2002*

- *Queensland Building and Construction Commission Act 1991*
- *Queensland Civil and Administrative Tribunal Act 2009*
- *Right to Information Act 2009*
- *Uniform Civil Procedure Rules 1999.*

People and Culture Branch

The People and Culture Branch is responsible for recruitment, payroll, superannuation and salary packaging, training and development, Workplace Health and Safety, Work cover management, employee experience, employment administration and employee and industrial relations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes staff medical information; information regarding disciplinary proceedings; employment history; bank account details, employee sentiment through surveys; referee details; and equal opportunity data (e.g. ethnicity and disability information).

This information is only collected in circumstances where there is party awareness and consent has been obtained.

The Branch uses information for the purposes of recruitment, employment administration, Work Cover, payroll administration, statistical reporting and meeting council's legislative obligations.

This Branch may practice internal information sharing and may disclose information externally (for example to the Australian Taxation Office, superannuation funds, Q-Comp, referees, training organisations and other council's or State Departments in situations where current employees change roles) in accordance with council's *Privacy Statement*. Any personal information used for statistical reporting is de-identified. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulations 2012*
- *Work Health and Safety Act 2011*
- *Workers Compensation and Rehabilitation Act 2003.*

3. Planning and Regulatory Services Department

Council's Planning and Regulatory Services Department is primarily responsible for managing growth and development within the City of Ipswich and coordinates compliance matters across the city.

City Design Branch

The City Design Branch undertakes forward planning activities to facilitate sensitive, integrated and progressive development and encourages the conservation of cultural heritage sites and important natural resource areas within the Ipswich local government area. This Branch also has responsibility for the delivery of an immunisation program on behalf of Queensland Health.

The various Sections within this Branch use information for the purposes of:

- forward land use planning activities including the preparation of the council's Planning Scheme
- spatial modelling, land use monitoring and projections and statutory mapping
- implementation of the Cultural Heritage Program
- delivery of the Community Immunisation Clinics and School Immunisation program on behalf of Queensland Health.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes written submissions made pursuant to the *Planning Act 2016*; enquiries from the public, directly or indirectly through other areas of council (phone, email, written); the activities of council's Heritage Advisor (enquiries, appointments etc.); undertaking an annual survey of persons who have used the heritage advisor service; general customer information and submissions on various matters; Immunisation consent and some public health records which includes parent contact information from schools for students who have not lodged a consent form and reporting to Queensland Health.

This Branch may practice internal information sharing and may disclose information externally (for example to external legal service providers, courts and tribunals) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage the information as described above:

- *Land Act 1994 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations).*

Compliance Branch

Through the provision of compliance services utilising both State legislation and council local laws, the Compliance Branch works with the community and industry to protect and enhance public health, safety, the environment and the amenities of the city. This Branch is also responsible for maintaining council's Animal Management Centre, Cemeteries and the Building and Plumbing Sections. The Building and Plumbing Sections' roles are to develop, implement and maintain appropriate assessment and compliance processes for building and plumbing applications received by council.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information from external agencies and formal statements from its customers and may include digital images, video or voice recordings relevant to the compliance matters.

The Branch uses information for the purposes of designing, delivering and evaluating council plans and programs for a range of regulatory topics and educational programs; maintaining council records; promoting programs; compliance audits; processing applications; improving business processes; issuing notices (including warning and penalty infringement notices), permits and licences; determining registered business details; undertaking enforcement action and prosecution; conducting investigations; verifying an individual's entitlement to discounts on certain council fees and charges; preparing statements; and confirming vehicle registration details; quarterly burial and cremation numbers for Ipswich cemeteries; information relating to complaints about cemetery operations; information related to exhumation applications; and individual burial information.

This Branch may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Department of Environment and Science, Department of Housing, Department of Transport and Main Roads, Department of Resources, Office of the Public Guardian, The Public Trustee of Queensland) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Agricultural Chemicals Distribution Control Act 1966 (and associated Regulations)*
- *Animal Management (Cats and Dogs) Act 2008 (and associated Regulations)*
- *Biosecurity Act 2014 (and associated Regulations)*
- *Building Act 1975 (and associated Regulations)*
- *Environmental Protection Act 1994 (and associated Regulations)*
- *Information Privacy Act 2009 (and associated Regulations)*
- *Ipswich City Council Local Laws 2013 (and associated Subordinate Local Laws)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *State Penalties Enforcement Act 1999 (and associated Regulations)*
- *Stock Route Management Act 2002 (and associated Regulations)*
- *Tobacco and Other Smoking Products Act 1998 (and associated Regulations)*
- *Transport Operations (Road Use Management) Act 1995 (and associated Regulations)*
- *Waste Reduction and Recycling Act 2011 (and associated Regulations)*
- *Work Health and Safety Act 2011 (and associated Regulations).*

Building Assessment and Regulation Section

The Section comprises of the Building Certification Team which undertakes building certification practices; the Building Regulatory Team who processes building regulatory matters associated with building applications; and the Regulated Pools Officer who delivers the Residential Swimming Pool Safety Education and Awareness Program.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes maintaining a register of competent persons to ensure that the person holds the appropriate licence and is suitably qualified to undertake the work for which they are certified.

This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Building and Construction Commission (QBCC), Queensland Fire and Emergency Services (QFES), Urban Utilities (UU), Department of Communities, Housing and Digital Economy, Queensland Police Service, Queensland Ambulance Service, Royal Surf Life Saving Society Queensland and Just Sports n Fitness)

in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Queensland Development Code.*

Plumbing Regulation Section

The Section undertakes approvals, inspections and regulatory activities associated with plumbing, drainage and on-site sewerage facilities. In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes plumbing license details.

This Section uses information for the purposes of assessing applications, providing correspondence and ensuring that individuals are licensed to conduct relevant work. This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Building and Construction Commission (QBCC) and Urban Utilities (UU) in accordance with council's *Privacy Statement*.

Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Plumbing and Drainage Act 2018 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations).*

Engineering, Health and Environmental Branch

The Engineering, Health and Environment Branch is responsible for ensuring a professional, customer focused and 'whole of council' approach in delivering the following services:

- assessment and determination of Operational Works applications and Priority Development Area (PDA) applications
- assessment and determination of development applications for Environmentally Relevant Activities (ERA) and ongoing compliance inspections
- free pre-lodgement meetings with customers to discuss design proposals involving engineering, environment and environmental health matters
- provide engineering and environmental input in determining Material Change of Use (MCU), Reconfigure a Lot (RAL) and PDA planning approvals for the city
- review and approve technical reports involving flooding, mining constraints, street-lighting, stormwater management and waterway rehabilitation, road and signal design, park design, open space, flora and fauna management and ecological assessments
- conduct auditing, inspections, commissioning and asset transfer for developer-contributed infrastructure (both hard and soft)
- conduct routine compliance, programmed inspection and investigations including design assessment, licensing and approvals for commercial activities involving food businesses, entertainment events, venues, footpath dining, roadside vending, etc.
- Eat Safe Program
- undertake presentations for development industry bodies and other government agencies
- the provision of compliance services utilising both State legislation and council local laws, to protect and enhance public health and safety, environmental values and the amenity of the city.

This Branch may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Infrastructure and Planning) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage and deliver the above services:

- *Coastal Protection and Management Act 1995 (and associated Regulations)*
- *Economic Development Act 2012 (and associated Regulations)*
- *Environmental Protection Act 1994 (and associated Regulations)*
- *Food Act 2006 (and associated Regulations)*
- *Information Privacy Act 2009 (and associated Regulations)*
- *Ipswich City Council Local Laws 2013 (and associated Subordinate Local Laws)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations)*
- *Public Health Act 2005 (and associated Regulations)*
- *State Penalties Enforcement Act 1999 (and associated Regulations)*
- *Stock Route Management Act 2002 (and associated Regulations)*
- *Tobacco and Other Smoking Products Act 1998 (and associated Regulations)*
- *Transport Operations (Road Use Management) Act 1995 (and associated Regulations)*
- *Waste Reduction and Recycling Act 2011 (and associated Regulations)*
- *Work Health and Safety Act 2011 (and associated Regulations)*.

Development Planning Branch

The primary role of the Development Planning Branch is to develop, implement and maintain appropriate assessment and compliance processes for the purpose of facilitating good quality development outcomes through development assessment and approvals.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes processing development applications, undertaking compliance audits, investigations and prosecutions, signing subdivision plans and responding to external requests for property searches. Some of this information is published on Development.i. The Branch also uses information to enable it to respond to enquiries, provide performance monitoring, reporting and publication on development trends and forecasts.

This Branch may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Infrastructure and Planning and Australian Bureau of Statistics) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Economic Development 2012 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations).*

Business Support Section

The primary role of the Section is to provide technical and business support to all Branches of the Planning and Regulatory Services Department.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information to enable it to respond to enquiries, provide performance monitoring, reporting and publication on development trends and forecasts.

This Section may practice internal information sharing and may disclose information externally (for example to the Department of State Development, Infrastructure and Planning and Australian Bureau of Statistics) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Building Act 1975 (and associated Regulations)*
- *Economic Development 2012 (and associated Regulations)*
- *Local Government Act 2009 (and associated Regulations)*
- *Planning Act 2016 (and associated Regulations).*

4. Environment and Sustainability Department

The Environment and Sustainability Department is responsible for the strategic planning and management of resource recovery, waste operations and sustainability, natural resources and the natural environment including land and water, conservation estate management and Nature Centre management. Additionally the Department undertakes proactive planning, management and response to disaster events and natural hazards.

In addition to the information usually collected by council, the Environment and Sustainability Department also collects other information relevant to undertaking the activities of the Department.

This includes Blue Card numbers, information relating to an individual's racial or ethnic origin, membership of professional or trade organisations, employment details, criminal record, health records and disability status. This information is only collected in circumstances where the individual's consent has been obtained.

This Department uses information for the purposes of:

- issuing environmental information
- assessing property
- corresponding with individuals
- giving notice of council's activities
- strategically plan for stormwater quality offsets and nature-based flood mitigation solutions
- evaluating council programs
- community engagement regarding council programs
- participation in council events and programs
- environmental education
- maintaining council records
- promoting programs
- determining the eligibility of volunteers
- attending to customer service requests
- disaster prevention, preparedness, response and recovery.

Resource Recovery Branch

This Branch collects other information as part of waste collection and disposal operations. This information includes security video footage at the Riverview Recycling and Refuse Centres and video footage from the cameras located on all side-arm collection vehicles.

This Branch uses information collected for the purposes of:

- commercial purposes
- site inspections
- provision of waste services
- delivery of skips and council bins
- replacements and repairs
- education programs
- security and regulating entry into the Riverview Recycling and Refuse Centres
- incident and productivity management
- insurance purposes.

This Branch may practice internal information sharing and may disclose information externally where required by law. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The specific legislation which requires/authorises the Section to manage information as described:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Work, Health and Safety Act 2011.*

5. Community, Cultural and Economic Development Department

The Community, Cultural and Economic Development Department (CCED) has been established to strengthen and generate awareness and opportunities for the Ipswich region. The CCED Department will enhance the lives of the city's residents and visitors through the development and implementation of innovative programs, events, economic development and tourism services.

Economic Development Section

This Section provides support and improvement services to business and industry while facilitating opportunities for growth and investment across the city. The Section is committed to generating economic progress, through focusing on the key areas of people, place, prosperity and partnerships.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes personal information retained from business enquiries, existing businesses and potential investors during discussions or from email exchanges and business cards. Information collected is stored electronically in emails and on council databases or manually in business card holders

and diaries. The Shape Your Ipswich and Smarty Grants opt-in systems and databases used by this Section are hosted by a third-party operator. Council also collects Australian Business Register (ABR) data which is only stored and utilised in line with ABR requirements.

This Section uses information for the purposes of maintaining ongoing contact and communicating information via electronic newsletter (with individuals' consent) with stakeholders, followers and subscribers.

This Section may practice internal information sharing and may disclose information externally (for example to government Departments and stakeholders outside of council to assist with business development) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

Safe City and Asset Protection Section

This Section is responsible for council security and fire related aspects of council facilities. This includes access control, patrol services, CCTV, keys, intrusion detection and fire maintenance and training. The Section is also responsible for council's Safe City Program and over 300 public safety cameras in public spaces. Video surveillance (also known as CCTV) utilised by the Section provides the ability to confront and address unacceptable levels of behaviour, violence and crime through the use of cameras, community engagement and existing partnerships with Queensland Police Service. This Section aims to create a harmonious environment in popular public spaces for all people to live, work and socialize in Ipswich without feeling intimidated or threatened.

This Section uses information for the purposes of:

- providing a 24/7 security and surveillance function for council and coordination of emergency services and Police response from the Safe City facility
- engaging trade contractors to provide maintenance and repair services to existing surveillance infrastructure, security services and equipment as well as tender responses and advice regarding expansions to surveillance and security infrastructure
- management of the distribution and control of swipe access cards and keys to council facilities
- provision of Security personnel for guard services for council events and sites as required

This Section may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Queensland Fire and Rescue Service and the Queensland Ambulance Service) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Work Health and Safety Act 2011 (and associated Regulations)*
- *Building Fire Safety Regulation 2008.*

Libraries and Customer Services Branch

The role of this Branch is to deliver front-line customer service and library services to our community. A broad range of services is provided by this Branch including but not limited to customer enquiries, invoicing and receipting, internal customer service scripting, delivery of library services and a proactive approach to program and project management.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes Centrelink details, place of residency, investment property details, phone numbers and email addresses. Information regarding credit card and bank details, driver's licence/birth certificate/passport information is not retained once the business transaction is complete. Information is collected in circumstances where either the individual's consent has been obtained or the data has been provided by a third party that has obtained the individual's consent for the collection of that data.

This Branch uses information for the purposes of:

- payment and receipting services to customers
- determining a customer's eligibility for a concession or for determining the correct Differential Rating Category of a property
- processing library membership applications and notices
- emergency contact with individuals
- answering enquiries
- public safety and incident recording
- volunteer management including complying with audit and safety requirements
- targeted marketing of library resources and services.

This Branch may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Department of Environment and Resource Management) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Information Privacy Act 2009*
- *Land Valuation Act 2010*
- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Public Records Act 2002*
- *Right to Information Act 2009*
- *Work Health and Safety Act 2011.*

Community and Cultural Services Branch

Ipswich Art Gallery

The role of the Ipswich Art Gallery (the Gallery) is to raise the visual arts cultural profile and development of Ipswich. The Gallery also develops and delivers exhibitions and manage the City of Ipswich Collection, research, exhibit and publicise Ipswich's cultural heritage and attract cultural tourism to Ipswich.

In addition to the information usually collected by council, the Gallery also collects information relevant to undertaking the activities of the Gallery. This includes information regarding an individual's membership of arts-related organisations.

The Gallery uses information for the purposes of issuing invitations to gallery events; creating survey reports of gallery visitors; procuring new suppliers; public safety and incident recording; and volunteer management including complying with audit and safety requirements.

The Gallery may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Gallery to manage information as described above:

- *Local Government Act 2009*
- *Work Health and Safety Act 2011.*

Community Facilities (including Sport and Recreation) Section

The role of the Section is to be an efficient and effective provider of performing arts, function venue products and services including Ipswich Civic Centre, North Ipswich Corporate Centre, Studio 188 and council sporting and recreation facilities.

In addition to the information usually collected by council, the Community Facilities and Sporting and Recreation Sections also collect other information relevant to undertaking the activities of the Section. This includes ticket sales information including contact details (conducted under the guidelines of the Live Performance Australia Ticketing Code of Conduct); Blue Card numbers; and Membership of professional, trade or sporting organisations.

This Section uses information for the purposes of theatre ticket sales; venue hire; billing; public safety and incident recording; targeted marketing campaigns; distributing sporting facility and event information; education programs; and programming and future show selection.

This Section may practice internal information sharing and may disclose information externally (for example to State and Federal Government Departments and external funding bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Disaster Management Act 2003*
- *Food Act 2006*
- *Information Privacy Act 2009*
- *Liquor Act 1992*
- *Local Government Act 2009*
- *Public Health Act 2005*
- *Right to Information Act 2009*
- *Spam Act 2003 (Cth)*
- *Trade Practices Act 1974*
- *Work Health and Safety Act 2011.*

Community Services Section

The role of the Section is to provide high-quality services and mechanisms that strengthen, support and improve the well-being of the Ipswich community by enabling council to develop and implement programs that effectively respond to community needs.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information regarding health and disability status, criminal history, referees, blue card number, date of birth, racial or ethnic origin, preferred language, ability to perform daily living activities, carer details, details and wishes about the provision of future health services. This information is only collected in circumstances where the individual's consent has been obtained.

This Section uses information for the purposes of volunteer management; programs and events including community and cultural service directories; Home Assist services including referrals, funding, or obtaining contractor services; and public safety and incident recording.

This Section may practice internal information sharing and may disclose information externally (for example to State and Federal Government Departments and external funding bodies) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Section to manage information as described above:

- *Aged Care Act 1997*
- *Building Act 1975*
- *Building Code of Australia*
- *Building Fire Safety Regulation 2008*
- *Building Regulation 2006*
- *Housing Regulation 2015*
- *Local Government Act 2009.*

Marketing and Promotions Branch

Marketing Services Section

The Section is responsible for developing and implementing marketing strategies that position the city and council at the forefront of community and key stakeholder relations. This Section of council supports various Departments and Branches by delivering targeted marketing, digital, design and event services.

This Section uses information for the purposes of identifying competition entrants; requests for logo usage; compiling invitations; and distribution of print and electronic direct mail (online newsletters). Information is stored on an internal database and does not partake in internal information sharing unless consent has been obtained to do so.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*

Destination Development Section

Council's Destination Development Section coordinates tourism development initiatives, destination marketing and provision of visitor services for the City of Ipswich. This Section manages the Ipswich Visitor Information Centre, providing a full range of tourism information and booking services to residents and visitors; promotes Ipswich as an attractive tourism destination to locals, national and international visitors; and works with the tourism industry locally, regionally and at a state level to encourage and support the development of tourism products and attractions.

This Section uses information for the purposes of facilitating accommodation and tour bookings; sending electronic direct mail; responding to customer enquiries and requests for travel information; volunteer management; and working in partnership with other relevant tourism bodies such as Brisbane Marketing and Tourism and Events Queensland.

This Section may practice internal information sharing and may disclose information externally (for example to tour operators, funding bodies and accommodation providers) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

This Branch uses information for the purposes of:

- sending information alerts and other information via electronic mail
- preparing briefings and information for internal distribution
- identifying competition entrants or expression of interest applications
- engaging effectively with its suppliers, stakeholders and patrons.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*

City Events Section

The role of the City Events Section is to deliver quality networking functions and events which enhance the relationship between council and the business community; deliver quality community and civic functions/events which reflect positively on Ipswich while engaging its residents; deliver and service visits by international delegations which enhance relationships between Ipswich and the international community.

In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information in relation to an individual's racial or ethnic origin, membership of political, professional or trade associations, religious beliefs or affiliations and disability status.

In relation to Citizenship Ceremonies, confidential information is provided to council by the Department of Immigration and Border Protection on candidates who are to be conferred as Australian citizens. Information is used by this Section for the purposes of organising and managing events.

This Section may practice internal information sharing and may disclose information externally (for example to Members of Parliament in accordance with the Australian Citizenship Ceremonies Code) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Section to manage information as described above:

- *Information Privacy Act 2009*
- *Right to Information Act 2009.*

NSP Activation Section

The Nicholas Street Precinct Activation Team is responsible for the development, management and delivery of the events and activations calendar for the Precinct, providing end-to-end high-level strategic planning, resourcing and promotion that support the commercial initiatives of the Precinct's re-development. In addition to the information usually collected by council, the Section also collects other information relevant to undertaking the activities of the Section. This includes information retained from stakeholders during discussions or from email exchanges and business cards. Information collected electronically is stored on an internal database or manually in business card holders and diaries. Information is only used by this Branch to disseminate information in accordance with council's *Privacy Statement*.

This Section uses information for the purposes of:

- sending information alerts and other information via electronic mail
- preparing briefings and information for internal distribution
- identifying competition entrants or expression of interest applications
- engaging effectively with its suppliers, stakeholders and patrons.

Media, Communications and Engagement Branch

It is the responsibility of the Media, Communications and Engagement Branch to inform and engage stakeholders about council decisions, issues and events which impact the city.

The Branch provides media services to council and councillors and it will also provide internal communications to staff. The Branch seeks out news stories from throughout the city to encourage a healthy, active and engaged community. These stories will be published in an open-source environment on the council-owned news service Ipswich First and on council's social media channels. The use of photography and/or video may support media releases and responses and will only be used in line with council's *Privacy Statement* and collection notice.

Branch officers will foster and manage relationships with internal and external stakeholders that lead to positive outcomes for the city.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information retained from stakeholders during discussions or from email exchanges and business cards. Information collected electronically is stored on an internal database or manually in business card holders and diaries. The Ipswich First opt-in database is hosted by a third-party operator. Information is only used by this Branch to disseminate information in accordance with council's *Privacy Statement*.

This Branch uses information for the purposes of:

- preparing and publishing stories which promote the city or encourage discussion about issues impacting the city
- publishing articles to the public
- sending Ipswich First news alerts and other information via electronic mail
- preparing stories and information for internal distribution
- identifying competition entrants
- engaging effectively with its citizens
- identifying and contacting stakeholders who may have an interest in key projects.

This Branch may practice internal information sharing and may disclose information externally. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Branch to manage information as described above:

- *Copyright Act 1968*
- *Defamation Act 2005*
- *Local Government Act 2009.*

6. Office of the CEO

Strategy and Performance Branch

The Strategy and Performance Branch facilitates the corporate strategic planning and business improvement function for council. The Branch assists council in planning as well as how it is performing against key measures. This is done by providing project management, reporting, policy and strategy methods and guidance to all business areas of council.

The various Sections within this Branch use information for the purposes of:

- designing, delivering and evaluating council's corporate strategic plans and reports including Advance Ipswich, Corporate Plan, Operational Plan and the Annual and Quarterly Reports
- designing and delivering project management governance for council
- designing, delivering and evaluating performance measures and reporting relating to financial and non-financial operations of council
- identifying and monitoring business improvement solutions (including benefit realisations) for council
- development and monitoring of policies and strategic plans related to social planning and other issues related to the Department
- developing submissions for external funding opportunities including auditing and monitoring of successful grants issued to council.

This Branch may practice internal information sharing and may disclose information externally. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise the Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Internal Audit

Internal Audit is an independent, objective assurance and consulting activity designed to add value and improve council's operations. It helps the organisation accomplish its objectives by bringing a systematic, disciplined approach to evaluating and improving the effectiveness of risk management, control and governance processes. Internal Audit also conducts and manages investigations of corrupt conduct and for this purpose collects and stores information related to the allegations or suspicions.

Internal Audit uses information for the purposes of investigations and internal audit purposes; providing advice to the Chief Executive Officer and council; and responding to enquiries.

Internal Audit may practice internal information sharing and may disclose information externally (for example to the Queensland Police Service, Crime and Corruption Commission and the Auditor General). Internal Audit can collect information with or without the individual's consent.

The following are the specific pieces of legislation which require or authorise Internal Audit to manage information as described above:

- *Crime and Corruption Act 2001*
- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Executive Services Branch

The Executive Services Branch is responsible for delivering administrative support to the elected representatives of council and supporting the Chief Executive Officer (CEO) in exercising overall management responsibility for council's operations.

In addition to the information usually collected by council, the Branch also collects other information relevant to undertaking the activities of the Branch. This includes information relating to an individual's membership of professional or trade associations and information for the purposes of processing and responding to queries and arranging meetings.

The Office of the CEO is responsible for maintaining various registers, the safe custody of local government documents and generally managing the local government and its staff. The Office of the CEO uses information for the purposes of granting access to registers kept under the *Local Government Act 2009* and undertaking research for the CEO.

This Branch may practice internal information sharing and may disclose information externally (for example to government Departments, Federal and State Members of Parliament and the Office of the Information Commissioner) in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared in circumstances where there is party awareness and consent has been obtained.

The following are the specific pieces of legislation which require or authorise this Branch to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Office of the Mayor

The Office of the Mayor provides strategic and administrative support to the Mayor to assist in the fulfilment of her duties. It also supports the Office of the CEO in fulfilling its duties as a key liaison point between the council organisation and the Mayor.

Specifically, the Office of the Mayor provides support regarding media queries and statements, strategic policy advice, government relations, engagement with residents and key stakeholders, the internal business of council and general administrative support.

The Office of the Mayor collects information that is required for the efficient operations of the office. This includes information retained from meetings and discussions with residents and key stakeholders, email exchanges and databases with contact information.

The office may practice internal information sharing and share information externally in certain circumstances, in accordance with council's *Privacy Statement*. Unless required by law, this information is generally only shared where there is awareness of the parties involved and with their consent to do so.

The following are the specific pieces of legislation which require or authorise this office to manage information as described above:

- *Local Government Act 2009*
- *Local Government Regulation 2012.*

Nicholas Street Precinct

The Nicholas Street Precinct Branch (NSP) are responsible for the development delivery and subsequent precinct management of the Nicholas Street revitalisation scheme.

The development delivery includes the management of external consultants and contractors to design, procure, construct and open an array of assets ranging from civic officers and the public realm to commercially orientated retail, leisure and office occupiers.

Once complete and open the NSP team are then responsible for management of the assets as they either transition back into council (e.g. civic assets) or into operational retail assets as part of the Nicholas Street Precinct brand. The latter includes the management of precinct operations, facilities, brand/marketing and the collection of rent and outgoings for the provision of space to a third-party retailer by way of a lease.

Nicholas Street is active in the retail industry leasing market utilising a Ministerial Exemption under Section 236 (l)(f) of the *Local Government Regulation 2012* relating to various property descriptions but in particular the disposal of land by way of lease supported by a third part valuer to maintain best value. Once complete, the Nicholas Street Precinct will be home to approximately 40 tenants.