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Chief Executive Officer
Brisbane City Council
Brisbane, QLD, 4001

30 August 2021

Private & Confidential

Report for Brisbane City Council

Dear Colin

Purpose of report

KPMG has provided services (**Engagement**) to Brisbane City Council (**Council**) to assist in your investigation in relation to an incident that occurred in Glindemann Park, Holland Park West, Brisbane on 8 August 2021. This engagement, presented through this factual findings report (**Deliverable**), has been undertaken in accordance with the Engagement Letter agreed between KPMG and Council, dated 13 August 2021.

The procedures performed, limitations, warranties and disclaimers relating to the factual findings are detailed in this report.

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Background

An incident occurred in Glindemann Park, Holland Park West, Brisbane on 8 August 2021, in which a young child suffered fatal injuries after her mother, who is believed to have been carrying her, apparently tripped and fell in an area where bird(s) had been swooping (**Incident**). Council has made inquiries with the Queensland Police Service (QPS) to determine the exact location of the Incident, and based on images provided by QPS (Appendix A), it appears the Incident occurred within the grassed area adjacent to the pathway from Logan Road to Lawn Street in Glindemann Park, Holland Park West, Brisbane (**Relevant Location**). We have plotted the location of the Incident against the subsequent notifications during the Relevant Period and sign placement at Appendix A1.

In order to properly consider Council's response to the Incident, it is important to understand the legislative framework that applies to Council in relation to the management of swooping birds. We are instructed that "the *Nature Conservation Act 1992 (Qld)* (the Act) and the *Nature Conservation (Animals) Regulation 2020 (Qld)* regulate the protection of native animals, including Australian magpies. The Act creates an offence that a person must not 'take' a protected animal unless the person is an authorised person under the Act or the taking is authorised under the Act. The Act defines 'take' broadly and it extends to killing or catching an animal or attempting to do so. The Act provides that that the Governor in Council may make Regulations under the Act with respect to various matters including authorising (relevantly) the taking of a protected animal. Part 10 of the Animals Regulation makes provision with respect to a Damage Mitigation Permit for taking a protected animal, including for the purpose of preventing or minimising a threat or potential threat to human health or wellbeing caused, or likely to be caused by the animal. In order to obtain a Damage Mitigation Permit the applicant must demonstrate their animal handling experience and capability. Permits are issued relative to particular species of animals".

We understand that in the management of protected animals under the Act, Council is subject to the same restrictions as other individuals and organisations. Council is not permitted to interfere with, or harm, protected animals except as provided under the Act and does not have management responsibilities for protected animals. As land managers, including the Relevant Location, Council seeks to keep the area and amenities safe in general and this includes responding to concerns about swooping birds on council managed land. Guidance material has been prepared to assist operational teams respond to these incidents, including the Swooping Bird Management Plan (**SBMP**).

The current version of the SBMP was drafted in November 2020. The SBMP provides a framework for the assessment of risk and the determination of a response in circumstances where Council is notified of such an event. We are instructed that the SBMP is an internal guide for Council Officers who are responding to notifications about swooping birds.

The responses described in the SBMP are mainly designed to reduce surprise to users of Council managed land and allow precautions to be taken, with information available on Council's website and through the installation of signage where an incident is reported.

Council has advised that from time to time, the risk posed by a bird may become more serious and access to the area might need to be restricted during the breeding season. Where this is not possible, the SBMP states a request should be made to a person authorised by permit under the Act (an external contractor) to consider whether the bird can be relocated.

For ease of reference a summary of key actions and considerations within the SBMP are included in the following table, including relevant responsibilities:

SBMP Action	Responsibility
Capture of information relevant to the reported incident.	Council
Assessment of whether signage is present at the location surrounding the reported incident, and installation of signage where it is not already present.	Council
Assessment of whether injuries were sustained as a result of the reported incident, together with the nature and classification of any reported incidents. This assessment may include whether behaviour of the bird is escalating based on any previous incidents reported.	Council
Depending on the nature and classification of any reported incidents or behaviours, closure of the location where the incident is reported until any identified young birds have learnt to fly.	Council
In circumstances where the location is not able to be closed, or injuries sustained have been assessed as "Major", engagement of a qualified contractor to assess whether the bird can be relocated.	Council
Where a contractor has been engaged, assessment by that contractor as to whether the bird can be relocated.	Qualified Contractor
Where a recommendation has been received to relocate the bird, engagement of a contractor who holds the species-specific permit issued by the Department of Environment and Science, to undertake this activity.	Contractor with species-specific permit

A copy of the SBMP is provided at Appendix B.

To assist with context, the table below provides the number of recorded notifications received by Council¹ in relation to swooping birds between 1 January 2021 and the time of the Incident on 8 August 2021.

Location	Magpie	Plover	Other (not named)	Crow	Peewee	Myna	Duck	Goose	Number of Notifications Received in 2021
Brisbane City Council Local Government Area	11	6	5	3	2	2	2	1	32
Glindemann Park ²	5	0	0	0	0	0	0	0	5

¹ Notifications reported are based upon the Swooping Birds.xlsx file provided by Council on 13 August 2021.

² Glindemann Park notifications are a component of the 32 total notifications for the Brisbane City Council Local Government Area.

Summary of Factual Findings

The summary of factual findings should be read in conjunction with this full report.

Council received five notifications in relation to a magpie swooping people in Glindemann Park, Holland Park West (**Relevant Bird**) between 1 January 2021 and the time of the Incident on 8 August 2021 (**Relevant Period**).

Based on an assessment of the available information, the SBMP states signs should have been erected at the location of the swooping for the notifications received on 5 July 2021, 7 July 2021 and the second of the notifications received on 29 July 2021. Signs should have also been erected for the first notification on 29 July 2021 and the notification on 2 August 2021, additional actions were also required under SBMP due to the nature of these two incidents. Whilst there were three existing signs in Glindemann Park, by virtue of their location they were not positioned in a manner consistent with that described in the SBMP. These existing signs would appear to have been installed prior to the swooping season, and therefore it is likely that these had remained visible since the previous swooping season. No additional signs were erected during the Relevant Period.

In relation to the first notification received on 29 July 2021, information suggests injuries were sustained (Transcript [REDACTED] Appendix I) and the behaviour of the Relevant Bird was escalating. However, these details were not fully recorded in the notification logged by Council. The record within Notification 11644978 states the swooping has resulted in injuries and the bird was "*attacking people*", however further context or description was not provided. A subsequent review of the transcript of the call shows the caller stated the bird was "*hitting*" people and as a result "*people are coming in with injuries*" and "*actually causing a lot of injuries*". Accordingly, staff responsible for assessing the complaint may have lacked important context and information. In addition to the placement of signs the SBMP states Council should conduct an assessment to determine if the location can be closed where injuries include "*Contact made – scratched, blood drawn but first aid was not required*" or the "*behaviour is escalating*". We did not identify evidence that such an assessment took place or signs were installed during the Relevant Period.

In response to the notification on 2 August 2021, Council attended the park on 4 August 2021, undertook an assessment and determined signs should be erected. A request was lodged with Public Space Operations for those signs to be installed. However, this did not occur prior to the Incident on 8 August 2021. In addition, it does not appear the actions set out in the SBMP were followed in relation to the escalating behaviour of the Relevant Bird.

Further detail for each notification is summarised below:

- 1. Notification 11632996 received on 5 July 2021:** the SBMP states for this type of notification Council should install signs at the location of the swooping if signs are not already installed. The site assessment occurred on 8 July 2021, following a subsequent notification on 7 July 2021 and the response is detailed below. Refer to the table in the *Factual Findings* section 1a of this report for further detail.
- 2. Notification 11634025 received on 7 July 2021:** the SBMP states for this type of notification Council should install signs at the location of the swooping if signs are not already installed. The site was inspected by Council on 8 July 2021 and signs were found to be installed at the park, however, the existing signs in Glindemann Park did not meet the *Installation of Signage Criteria* based on the location of this swooping. [REDACTED] attempted to source signs for installation at Glindemann Park at both his own local depot and one other depot, but none were immediately available at these locations and he was told they had to be manufactured, it is unclear

whether relevant signs were available at other Council locations. We have not seen any evidence signs were erected or relocated in response to this notification, or at any time between the date of this notification and 8 August 2021. Refer to the table in *Factual Findings* section 2a of this report for further detail.

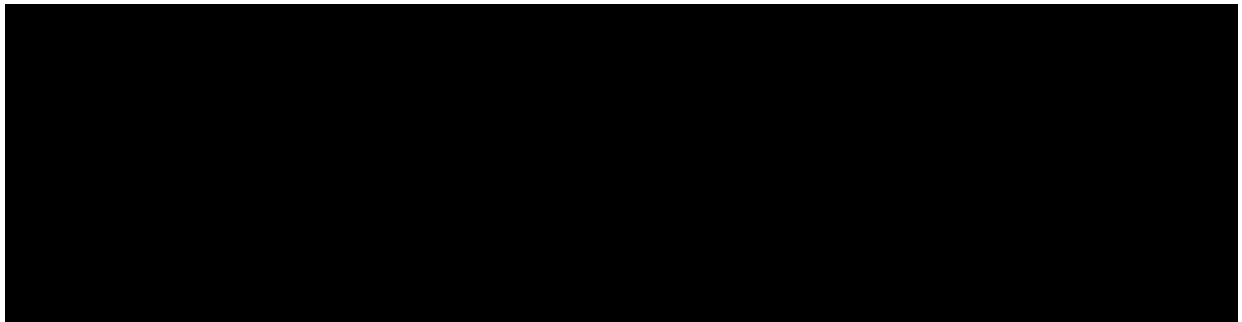
- 3. Notification 11644978 received 29 July 2021:** the SBMP states for this type of notification Council should install signs at the location of the swooping if signs are not already installed, and due to injuries being reported consider additional action. Existing signs did not meet the *Installation of Signage Criteria* due to the location of the swooping. We have not seen any evidence that signs were erected in response to this notification, or at any time between the date of this notification and 8 August 2021 (Appendix C). The SBMP states that due to the reported injuries and escalating behaviour of the Relevant Bird, the relevant Council officer assigned the task should conduct an assessment to determine if the location can be closed until the young birds have learned to fly and, if not, engage a contractor to provide a recommendation about whether the bird should be removed. No evidence of an assessment or recommendation was found in response to this notification. Refer to the table in *Factual Findings* section 3a of this report for further detail.
- 4. Notification 11645075 received 29 July 2021:** the SBMP states for this type of notification Council should install signs at the location of the swooping if signs are not already installed. Existing signs did not meet the *Installation of Signage Criteria* due to the location of the swooping. We have not seen any evidence that signs were erected in response to this notification, or at any time between the date of this notification and 8 August 2021 (Appendix C). Refer to the table in *Factual Findings* section 4a of this report for further detail.
- 5. Notification 11646885 received on 2 August 2021:** the SBMP states for this type of notification Council should install signs at the location of the swooping if signs are not already installed and due to the escalating behaviour consider additional action. [REDACTED] attended the park on 4 August 2021, undertook an assessment and determined signs should be erected. A request was lodged with Public Space Operations for those signs to be installed. However, this did not occur prior to the Incident on 8 August 2021. In addition, the SBMP states that due to the escalating behaviour of the Relevant Bird, the relevant Council officer assigned the task should conduct an assessment to determine if the location can be closed until the young birds have learned to fly and, if not, engage a contractor to provide a recommendation about whether the bird should be removed. No evidence was identified to suggest this assessment was undertaken. Refer to the table in *Factual Findings* section 5a of this report for further detail.

Procedures Performed

Council engaged KPMG to assist in undertaking procedures to support an investigation into the response of Council to the notifications received in relation to the Relevant Bird.

These procedures included:

1. The review of notifications that have been formally lodged and recorded by Council during the period 1 January 2021 to the time of the Incident on 8 August 2021, in relation to Glindemann Park, Holland West, relating to the Relevant Bird³.
2. The interview of Council employees in relation to the response and actions undertaken for notifications received. This included:



3. The review of other relevant evidence relating to the Incident, as provided by Council as set out in Appendix D.
4. A comparison of the response and actions undertaken by Council based on the determined facts, against the defined actions set out in Council's SBMP.
5. Taking photographs of relevant locations at Glindemann Park on 17 August 2021.

The procedures undertaken were based upon information provided to KPMG by Council in the period 13 August to the date of this report. This information has not been audited or assessed for completeness.

³ This did not include any notifications or detail made in relation to the Relevant Bird made via social media and other public or private communication means if such notifications existed.

Factual Findings

The SBMP provides "to facilitate the assessment of risks posed by swooping birds on Council land, a framework for the assessment of risk and the determination of a response is provided in Table 1.". For the purposes of this report, we have extracted Table 1 from the SBMP and reproduced it in this section and included our factual findings for each step.

In addition to the framework for the assessment of risk, and in addition to any outcome determined by the assessment, the SBMP states:

Installation of signage

Where a swooping bird is reported to be affecting the public on Council-owned land, appropriate signage is to be placed on site.

1. *Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone.*
2. *Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory.*
3. *The local Ward Office is to be advised of the location of the aggressive bird and signage installation.*
4. *Sporting clubs, local schools and other heavy users of a site are to be notified of the aggressive bird in the area.*
5. *Signs are to be removed upon cessation of the swooping behaviour.*

1. Notification 11632996 received on 5 July 2021

Notification received through Council call centre.

a. KPMG Assessment

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.	Brisbane Glindemann Park, Holland Park, Brisbane. (Notification 11632996, Appendix E).
		Outside of Brisbane	Refer to appropriate jurisdiction.	
2	Where were you when the incident occurred?	In a park	Go to Question 4.	In a park The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11632996, Appendix E).
		On other Council-owned land (e.g. footpath)	Go to Question 4.	
		School, Queensland Government land	Go to Question 3.	
		On private property	Go to Question 3.	
		Other (shops, restaurants etc.)	Go to Question 3.	
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.	Yes The bird was nesting at the southern end of Glindemann Park and swooping from this location (Notification 11632996, Appendix E).
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.	
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.	Glindemann Park The bird responsible for the swooping was nesting in Glindemann Park within Holland Park (Notification 11632996, Appendix E).

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
Incident Details:				
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.	Australian Magpie The bird is described as a magpie (Notification 11632996, Appendix E).
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.	Walking The notification does not specify what the caller was doing at the time of the reported swooping (Notification 11632996, Appendix E). The transcript offers additional relevant information which was not contained in the notification. It notes the caller has been walking in the area and has noticed the swooping. (Transcript Appendix F).
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.	Yes The swooping occurred in July which falls within the breeding season for magpies noted in the SBMP (Notification 11632996, Appendix E; and Swooping Bird Management Plan Appendix B).
		No	Go to Question 8.	



Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
8	Is signage installed at the location	Yes	Go to Question 9.	No Existing signage at Glindemann Park was not consistent with the requirements of the SBMP due to the location of the signs. Based on documents reviewed and interviews conducted, it is understood that three signs were installed at Glindemann Park at the time of the notification: <ul style="list-style-type: none"> - Corner Nursery Rd & Logan Rd (refer 1b Map of Notification below) - Lawn St side of Glindemann Park between Oates St & Seville Rd (refer 1b Map of Notification below) - Lawn St between Oates Ave & Steele St (refer 1b Map of Notification below) The signage installed was not consistent with two of the Installation of Signage Criteria as laid out in the SBMP (Appendix B): <ol style="list-style-type: none"> 6. "Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone." 7. "Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory." Based on documents reviewed and interviews conducted, it is understood that no further signs were installed at Glindemann Park
		No	Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions. Go to Question 9.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				in response to this notification (refer 1b Map of Notification).
9	Were any injuries sustained?	No	Go to Question 10.	No The bird engaged in swooping but no injuries were reported (Notification 11632996, Appendix E). The Transcript from the notification confirms that swooping has occurred. There is no confirmation about whether the swooping resulted in contact or injuries (Transcript [REDACTED] Appendix F).
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.	
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.	
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
Risk evaluation:				
10	Have there been any other reports or complaints made about a specific bird	Yes – behaviour is the same	Record details of incident and monitor for change.	No This was the first report of swooping birds at Glindemann Park during the Relevant Period.
		No	Record details of incident and monitor for change.	
		Yes – behaviour is escalating	Go to Question 11.	
11	If young are present, can access to the location be closed off until young birds have learnt to fly?	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.	Not Applicable Due to answers in Questions 9 and 10 no further action required beyond the installation of signs.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird				
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.	Not Applicable Due to answers in Questions 9 and 10 no further action required beyond the installation of signs.
		No	Close down access to the area for the duration of the event.	

b. Map of Notification⁴

The below table shows two annotated maps of Glindemann Park. The map on the left shows an approximate area where this swooping occurred and the location of signage at the time, based on information available to KPMG at the time of writing⁵. The map on the right shows the signs and exclusion zone present when KPMG inspected Glindemann Park on 17 August 2021.

Time of Notification 5 July 2021	Time of KPMG Inspection 17 August 2021
	
<p>Location of signs present at time of notification⁵ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Corner Nursery Rd and Logan Rd</p> <p>Location of sign present at time of notification⁵ moved before KPMG Inspection:</p> <p>L3 Lawn St Between Steele St and Oates Ave</p>	<p>Location of signs present at time of notification⁵ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Cnr Nursery Rd and Logan Rd</p> <p>Location of sign moved on 9 August 2021⁵:</p> <p>L4 Lawn St Between Steele St and Oates Ave</p> <p>Location of new signs installed 9 August 2021⁵:</p> <p>L5 Logan Rd at path entrance</p> <p>L6 Logan Rd across from 1167 Logan Rd</p> <p>L7 Logan Rd across from 1165 Logan Rd</p> <p>L8 Logan Rd across from 1155 Logan Rd</p>

⁴ Image created by KPMG.

⁵ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of Notification 11632996. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

2. Notification 116340257 received on 7 July 2021

Notification received through online form.

a. KPMG Assessment

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.	Brisbane The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11634025, Appendix G).
		Outside of Brisbane	Refer to appropriate jurisdiction.	
2	Where were you when the incident occurred?	In a park	Go to Question 4.	In a park The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11634025, Appendix G).
		On other Council-owned land (e.g. footpath)	Go to Question 4.	
		School, Queensland Government land	Go to Question 3.	
		On private property	Go to Question 3.	
		Other (shops, restaurants etc.)	Go to Question 3.	
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.	Yes Two magpies were swooping in Glindemann Park (Notification 11634025, Appendix G).
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.	
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.	Glindemann Park The swooping occurred on the path between Steele St and Logan Rd (Notification 11634025, Appendix G).

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
Incident Details:				
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.	Australian Magpie The two birds were described as magpies (Notification 11634025, Appendix G).
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.	Walking A woman and two children were walking on a path at the time of the swooping (Notification 11634025, Appendix G).
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.	Yes The swooping occurred in July which falls within the breeding season for magpies noted in the SBMP (Notification 11634025, Appendix G, and Swooping Bird Management Plan, Appendix B).
		No	Go to Question 8.	



Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
8	Is signage installed at the location	Yes	Go to Question 9.	No <p>_____ attended on 8 July 2021, undertook an assessment and determined signs should be installed. They attempted to source signs for installation at Glindemann Park at two Council depots, but none were immediately available as he was told they had to be manufactured. It is unclear whether signs were available at other Council locations. The signs were not erected prior to the Incident on 8 August 2021.</p> <p>Existing signage at Glindemann Park was not consistent with the requirements of the SBMP due to the location of the signs. Based on documents reviewed and interviews conducted, it is understood that three signs were installed at Glindemann Park at the time of the notification:</p> <ul style="list-style-type: none"> - Corner Nursery Rd & Logan Rd (refer 2b Map of Notification below) - Lawn St side of Glindemann Park between Oates St & Seville Rd (refer 2b Map of Notification below) - Lawn St between Oates Ave & Steele St (refer 2b Map of Notification below) <p>Signage installed was not consistent with two of the Installation of Signage Criteria in the SBMP (Swooping Bird Management Plan, Appendix B):</p> <ol style="list-style-type: none"> 1. "Signs are to be placed on all paths leading to, or through
		No	<p>Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions.</p> <p>Go to Question 9.</p>	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				<p>the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone."</p> <p>2. "Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory."</p> <p>Based on documents reviewed and interviews conducted, it is understood that no further signs were installed at Glindemann Park in response to this notification (refer 2b Map of Notification below).</p>
9	Were any injuries sustained?	No	Go to Question 10.	<p>No</p> <p>The birds engaged in swooping which the notifier described as 'several attacks' but did not report injuries (Notification 11634025, Appendix G).</p> <p>The notifier states 'everyone is ok' and there is no additional information which would indicate the reported notification resulted in contact or injury.</p>
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.	
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.	
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
Risk evaluation:				
10	Have there been any other reports or complaints made about a specific bird	Yes – behaviour is the same	Record details of incident and monitor for change.	Yes – behaviour is the same This appears to be the same magpie reported in prior notifications at Glindemann Park in 2021 based on the location of this notification (Notification 11634025, Appendix G). Behaviour of the bird described as an ‘attack’ in this notification (Appendix G). Was noted as an ‘aggressive magpie’ engaging in swooping in previous notification (Appendix E). Insufficient to conclude escalation of behaviour.
		No	Record details of incident and monitor for change.	
		Yes – behaviour is escalating	Go to Question 11.	
11	If young are present, can access to the location be closed off until young birds have learnt to fly?	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.	Not Applicable Due to answers in Questions 9 and 10 no further action required beyond the installation of signs.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird				
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.	Not Applicable Due to answers in Questions 9 and 10 no further action required beyond the installation of signs.
		No	Close down access to the area for the duration of the event.	

b. Map of Notification⁶

The below table shows two annotated maps of Glindemann Park. The map on the left shows an approximate area where this swooping occurred and the location of signage at the time, based on information available to KPMG at the time of writing⁷. The map on the left also shows the approximate area of the other swooping bird notifications which occurred in 2021 before this notification. The map on the right shows the signs and exclusion zone present when KPMG inspected Glindemann Park on 17 August 2021.

Time of Notification 7 July 2021	Time of KPMG Inspection 17 August 2021
 <p>Notification 11634025 7 July 2021</p> <p>Location of signs Approximate Area of Notification Approximate Area of Notification 11632996</p> <p>L1 Lawn St between Seville Rd and Oates Ave L2 Corner Nursery Rd and Logan Rd L3 Lawn St Between Steele St and Oates Ave</p>	 <p>KPMG Inspection 17 August 2021</p> <p>Location of signs Location of moved sign Location of new signs Approximate Area of Exclusion Zone</p> <p>L1 Lawn St between Seville Rd and Oates Ave L2 Cnr Nursery Rd and Logan Rd L4 Lawn St Between Steele St and Oates Ave L5 Logan Rd at path entrance L6 Logan Rd across from 1167 Logan Rd L7 Logan Rd across from 1165 Logan Rd L8 Logan Rd across from 1155 Logan Rd</p>
<p>Location of signs present at time of notification based on documents reviewed by KPMG⁷ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave L2 Corner Nursery Rd and Logan Rd</p> <p>Location of sign present at time of notification based on documents reviewed by KPMG⁷ reportedly moved before KPMG Inspection:</p> <p>L3 Lawn St Between Steele St and Oates Ave</p>	<p>Location of signs present at time of notification based on documents reviewed by KPMG⁷ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave L2 Cnr Nursery Rd and Logan Rd</p> <p>Location of sign reportedly moved on 9 August 2021⁷:</p> <p>L4 Lawn St Between Steele St and Oates Ave</p> <p>Location of new signs installed 9 August 2021⁷:</p> <p>L5 Logan Rd at path entrance L6 Logan Rd across from 1167 Logan Rd L7 Logan Rd across from 1165 Logan Rd L8 Logan Rd across from 1155 Logan Rd</p>

⁶ Image created by KPMG

⁷ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of Notification 11634025. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

3. Notification 11644978 received on 29 July 2021

Notification received through Council call centre.

a. KPMG Assessment

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.	Brisbane The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11644978, Appendix H).
		Outside of Brisbane	Refer to appropriate jurisdiction.	
2	Where were you when the incident occurred?	In a park	Go to Question 4.	In a park The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11644978, Appendix H).
		On other Council-owned land (e.g. footpath)	Go to Question 4.	
		School, Queensland Government land	Go to Question 3.	
		On private property	Go to Question 3.	
		Other (shops, restaurants etc.)	Go to Question 3.	
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.	Yes The bird was swooping from a very large tree within Glindemann Park (Notification 11644978, Appendix H).
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.	
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.	Glindemann Park The bird was swooping from a tree within Glindemann Park across from 1173 Logan Road (Notification 11644978, Appendix H). The transcript provides further context and details that the tree the bird is located in is near the

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				footpath (Transcript [REDACTED] Appendix I).
Incident Details:				
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.	Australian Magpie The bird is described as a magpie (Notification 11644978, Appendix H).
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.	Walking The Swooping events have occurred to 'people walking past' (Notification 11644978, Appendix H).
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.	Yes The swooping occurred in July which falls within the breeding season for magpies noted in the SPMB (Notification 11644978, Appendix H; and Swooping Bird Management Plan, Appendix B).
		No	Go to Question 8.	



Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
8	Is signage installed at the location	Yes	Go to Question 9.	<p>No</p> <p>Existing signage at Glindemann Park was not consistent with the requirements of the SBMP due to the location of the signs.</p> <p>Based on documents reviewed and interviews conducted, it is understood that three signs were installed at Glindemann Park at the time of the notification:</p> <ul style="list-style-type: none"> - Corner Nursery Rd & Logan Rd (refer 3b Map of Notification below) - Lawn St side of Glindemann Park between Oates St & Seville Rd (refer 3b Map of Notification below) - Lawn St between Oates Ave & Steele St (refer 3b Map of Notification below) <p>The signage installed was not consistent with two of the Installation of Signage Criteria as laid out in the SBMP (Appendix B):</p> <ol style="list-style-type: none"> 1. "Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone." 2. "Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory." <p>Based on documents reviewed and interviews conducted, it is understood that no further signs were installed at Glindemann Park</p>
		No	<p>Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions.</p> <p>Go to Question 9.</p>	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				in response to this notification (refer 3b Map of Notification).
9	Were any injuries sustained?	No	Go to Question 10.	Yes: MODERATE The swooping has resulted in injuries. It is not known what the extent of the injuries are (Notification 11644978, Appendix H). The transcript offers additional relevant information which was not contained in the notification. The transcript provides further context and states the bird was “hitting” people and as a result “people are coming in with injuries” and “actually causing a lot of injuries”(Transcript [REDACTED] Appendix I).
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.	
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.	
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
Risk evaluation:				
10	Have there been any other reports or complaints made about a specific bird	Yes – behaviour is the same	Record details of incident and monitor for change.	Not Applicable Answer to Q9 directs straight to Q11.
		No	Record details of incident and monitor for change.	
		Yes – behaviour is escalating	Go to Question 11.	
11	If young are present, can access to the location be closed off until young birds have learnt to fly?	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.	Yes Based on the fact that the location was subsequently closed off on 8 August 2021.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird				
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.	Unknown Documents reviewed did not contain an assessment or recommendation from a contractor regarding removal of the bird.
		No	Close down access to the area for the duration of the event.	

b. Map of Notification⁸

The below table shows two annotated maps of Glindemann Park. The map on the left shows an approximate area where this swooping occurred and the location of signage at the time, based on information available to KPMG at the time of writing⁹. The map on the left also shows the approximate area of the other swooping bird notifications which occurred in 2021 before this notification. The map on the right shows the signs and exclusion zone present when KPMG inspected Glindemann Park on 17 August 2021.

Time of Notification 29 July 2021	Time of KPMG Inspection 17 August 2021
 <p>Location of signs present at time of notification based on documents reviewed by KPMG⁹ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Corner Nursery Rd and Logan Rd</p> <p>Location of sign present at time of notification based on documents reviewed by KPMG⁹ reportedly moved before KPMG Inspection:</p> <p>L3 Lawn St Between Steele St and Oates Ave</p>	 <p>Location of signs present at time of notification based on documents reviewed by KPMG⁹ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Cnr Nursery Rd and Logan Rd</p> <p>Location of sign reportedly moved on 9 August 2021⁹:</p> <p>L4 Lawn St Between Steele St and Oates Ave</p> <p>Location of new signs installed 9 August 2021⁹:</p> <p>L5 Logan Rd at path entrance</p> <p>L6 Logan Rd across from 1167 Logan Rd</p> <p>L7 Logan Rd across from 1165 Logan Rd</p> <p>L8 Logan Rd across from 1155 Logan Rd</p>

⁸ Image created by KPMG

⁹ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of Notification 11644978. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

4. Notification 11645075 on 29 July 2021

Notification received through Council call centre.

a. KPMG Assessment

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.	Brisbane The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11645075 (Appendix J)).
		Outside of Brisbane	Refer to appropriate jurisdiction.	
2	Where were you when the incident occurred?	In a park	Go to Question 4.	In a park The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11645075, Appendix J).
		On other Council-owned land (e.g. footpath)	Go to Question 4.	
		School, Queensland Government land	Go to Question 3.	
		On private property	Go to Question 3.	
		Other (shops, restaurants etc.)	Go to Question 3.	
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.	Yes Multiple nests noted in tree at Steel Street and Lawn Street corner (Notification 11645075, Appendix J).
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.	
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.	Glindemann Park The swooping occurred from a tree at the corner of Steele St and Lawn St. Per the notification this is 'roughly opposite' property 154 Lawn St (Notification 11645075, Appendix J). The transcript offers additional relevant information which was not contained in the notification.

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				The transcript states that the swooping is taking place on the footpath connecting Logan Rd to Lawn St. The footpath is 'where Steel St and Lawn St are intersecting on that corner' (Transcript [REDACTED] Appendix K).
Incident Details:				
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.	Australian Magpie The bird is described as a magpie (Notification 11645075, Appendix J).
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.	Walking The caller has raised this notification on behalf of people they have seen in the park. What the people were doing at the time of swooping is not described (Notification 11645075, Appendix J). The transcript offers additional relevant information which was not contained in the notification. The transcript states the swooping occurred on a footpath that people 'walk through' (Transcript [REDACTED] Appendix K).



Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.	Yes The swooping occurred in July which falls within the breeding season for magpies noted in the SBMP (Notification 11645075, Appendix J; and Swooping Bird Management Plan, Appendix B).
		No	Go to Question 8.	
8	Is signage installed at the location	Yes	Go to Question 9.	No Existing signage at Glindemann Park did not meet the requirements of the SBMP due to the location of the signs. Based on documents reviewed and interviews conducted, it is understood that three signs were installed at Glindemann Park at the time of the notification: <ul style="list-style-type: none"> - Corner Nursery Rd & Logan Rd (refer 4b Map of Notification below) - Lawn St side of Glindemann Park between Oates St & Seville Rd (refer 4b Map of Notification below) - Lawn St between Oates Ave & Steele St (refer 4b Map of Notification below) The signage installed was not consistent with two of the Installation of Signage Criteria as laid out in the SBMP (Appendix B): <ol style="list-style-type: none"> 1. "Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone."
		No	Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions. Go to Question 9.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				<p>2. “Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won’t take them through the bird’s territory.”</p> <p>Based on documents reviewed and interviews conducted, it is understood that no further signs were installed at Glindemann Park in response to this notification (refer 4b Map of Notification below).</p>
9	Were any injuries sustained?	No	Go to Question 10.	No The caller has seen people being swooped. No express mention of whether this has resulted in contact or injuries (Notification 11645075, Appendix J). The transcript states that swooping has occurred but again provides no express statement about whether this has resulted in injury (Transcript [REDACTED] Appendix K).
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.	
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.	
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
Risk evaluation:				
10	Have there been any other reports or complaints	Yes – behaviour is the same	Record details of incident and monitor for change.	Yes – behaviour is the same. Bird appears to be the same as prior notifications in 2021 at Glindemann Park based on location within Glindemann Park
		No	Record details of incident and monitor for change.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
	made about a specific bird	Yes – behaviour is escalating	Go to Question 11.	(Notification 11632996, Appendix E; Notification 11634025, Appendix G; Notification 11644978, Appendix H). The bird is described as ‘swooping’, no mention of contact or other behaviour that could be classified as escalating (Notification 11645075, Appendix J; Transcript [REDACTED] Appendix K).
11	If young are present, can access to the location be closed off until young birds have learnt to fly?	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.	Not Applicable Due to answers in Questions 9 and 10 no further action required, beyond the installation of signage.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird				
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.	Not Applicable Due to answers in Questions 9 and 10 no further action required, beyond the installation of signage
		No	Close down access to the area for the duration of the event.	

b. Map of Notification¹⁰

The below table shows two annotated maps of Glindemann Park. The map on the left shows an approximate area where this swooping occurred and the location of signage at the time, based on information available to KPMG at the time of writing¹¹. The map on the left also shows the approximate area of the other swooping bird notifications which occurred in 2021 before this notification. The map on the right shows the signs and exclusion zone present when KPMG inspected Glindemann Park on 17 August 2021.

Time of Notification 29 July 2021	Time of KPMG Inspection 17 August 2021
	
<p>Location of signs present at time of notification based on documents reviewed by KPMG¹¹ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Corner Nursery Rd and Logan Rd</p> <p>Location of sign present at time of notification based on documents reviewed by KPMG¹¹ reportedly moved before KPMG Inspection:</p> <p>L3 Lawn St Between Steele St and Oates Ave</p>	<p>Location of signs present at time of notification based on documents reviewed by KPMG¹¹ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Cnr Nursery Rd and Logan Rd</p> <p>Location of sign reportedly moved on 9 August 2021¹¹:</p> <p>L4 Lawn St Between Steele St and Oates Ave</p> <p>Location of new signs installed 9 August 2021¹¹:</p> <p>L5 Logan Rd at path entrance</p> <p>L6 Logan Rd across from 1167 Logan Rd</p> <p>L7 Logan Rd across from 1165 Logan Rd</p> <p>L8 Logan Rd across from 1155 Logan Rd</p>

¹⁰ Image created by KPMG.

¹¹ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of Notification 11645075. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

5. Notification 11646885 received on 2 August 2021

Notification received through online form.

a. KPMG Assessment

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.	Brisbane Glindemann Park, Holland Park, Brisbane (Notification 11646885, Appendix L).
		Outside of Brisbane	Refer to appropriate jurisdiction.	
2	Where were you when the incident occurred?	In a park	Go to Question 4.	In a park The swooping occurred in Glindemann Park, Holland Park, Brisbane (Notification 11646885, Appendix L).
		On other Council-owned land (e.g. footpath)	Go to Question 4.	
		School, Queensland Government land	Go to Question 3.	
		On private property	Go to Question 3.	
		Other (shops, restaurants etc.)	Go to Question 3.	
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.	Yes The bird was swooping people on the corner of Logan Rd and a sidewalk at Glindemann Park (Notification 11646885, Appendix L).
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.	
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.	Glindemann Park The bird was swooping people on the corner of Logan Rd and a sidewalk in the southern part of Glindemann Park (Notification 11646885, Appendix L).

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
Incident Details:				
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.	Australian Magpie The bird is described as a magpie (Notification 11646885, Appendix L).
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.	Unknown Notifier did not mention in their email what the people getting swooped were doing (Notification 11646885, Appendix L).
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.	Yes The swooping occurred in July which falls within the breeding season for magpies noted in the SBMP (Notification 11646885, Appendix L; Swooping Bird Management Plan, Appendix B).
		No	Go to Question 8.	
8	Is signage installed at the location	Yes	Go to Question 9.	No [REDACTED] attended the park on 4 August 2021, undertook an assessment and determined signs should be erected. A request was lodged with Public Space Operations for those signs to be
		No	Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions.	



Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
			Go to Question 9.	<p>installed. However, this did not occur prior to the Incident on 8 August 2021.</p> <p>The existing signage at Glindemann Park did not meet the requirements of the SBMP due to the location of the signs. Based on documents reviewed and interviews conducted, it is understood that three signs were installed at Glindemann Park at the time of the notification:</p> <ul style="list-style-type: none"> - Corner Nursery Rd & Logan Rd (refer 5b Map of Notification below) - Lawn St side of Glindemann Park between Oates St & Seville Rd (refer 5b Map of Notification below) - Lawn St between Oates Ave & Steele St (refer 5b Map of Notification below) <p>The signage installed was not consistent with two of the Installation of Signage Criteria as laid out in the SBMP (Appendix B):</p> <ol style="list-style-type: none"> 1. "Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone." 2. "Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory." <p>Based on documents reviewed and interviews conducted, it is understood that no further signs</p>

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				were installed at Glindemann Park in response to this notification (refer 5b Map of Notification below).
9	Were any injuries sustained?	No	Go to Question 10.	No The bird engaged in swooping (Notification 11646885, Appendix L).
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.	
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.	
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
Risk evaluation:				
10	Have there been any other reports or complaints made about a specific bird	Yes – behaviour is the same	Record details of incident and monitor for change.	Yes – behaviour is escalating This appears to be the same magpie as was reported in previous notifications due to the location of this notification overlapping with the location of previous notifications (Notification 11646885, Appendix L; Notification 11632996, Appendix E; Notification 11634025, Appendix G; Notification 11644978, Appendix H; Notification 11645075, Appendix J). The notifier described the magpie as both ‘highly aggressive’ and
		No	Record details of incident and monitor for change.	
		Yes – behaviour is escalating	Go to Question 11.	

Brisbane City Council Swooping Bird Management Plan Assessment Matrix				KPMG Finding
				'incredibly aggressive, even more than past years' (Notification 11646885, Appendix L). The notifier also reported that the magpie was 'swooping people all day'.
11	If young are present, can access to the location be closed off until young birds have learnt to fly?	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.	Yes Based on the fact that the location was subsequently closed off on 8 August 2021.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.	
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird				
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.	Not Applicable Due to answers in Questions 9 and 10 no further action required, beyond the installation of signage.
		No	Close down access to the area for the duration of the event.	

b. Map of Notification¹²

The below table shows two annotated maps of Glindemann Park. The map on the left shows an approximate area where this swooping occurred and the location of signage at the time, based on information available to KPMG at the time of writing¹³. The map on the left also shows the approximate area of the other swooping bird notifications which occurred in 2021 before this notification. The right map shows the signs and exclusion zone present when KPMG inspected Glindemann Park on 17 August 2021.

Time of Notification 2 August 2021	Time of KPMG Inspection 17 August 2021
	
<p>Location of signs present at time of notification based on documents reviewed by KPMG¹³ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Corner Nursery Rd and Logan Rd</p> <p>Location of sign present at time of notification based on documents reviewed by KPMG¹³ reportedly moved before KPMG Inspection:</p> <p>L3 Lawn St Between Steele St and Oates Ave</p>	<p>Location of signs present at time of notification based on documents reviewed by KPMG¹³ which remained in place until KPMG Inspection:</p> <p>L1 Lawn St between Seville Rd and Oates Ave</p> <p>L2 Cnr Nursery Rd and Logan Rd</p> <p>Location of sign reportedly moved on 9 August 2021¹³:</p> <p>L4 Lawn St Between Steele St and Oates Ave</p> <p>Location of new signs installed 9 August 2021¹³:</p> <p>L5 Logan Rd at path entrance</p> <p>L6 Logan Rd across from 1167 Logan Rd</p> <p>L7 Logan Rd across from 1165 Logan Rd</p> <p>L8 Logan Rd across from 1155 Logan Rd</p>

¹² Image created by KPMG.

¹³ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of Notification 11646885. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

Limitations, Warranties and Disclaimer

We have prepared this report pursuant to the Engagement Letter between KPMG and Council dated 13 August 2021 for the purpose referred to above.

The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed.

No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided by Council employees interviewed as part of the process. We have considered and relied upon information, which we believe to be reliable, complete and not misleading.

Nothing in this report should be taken to imply that we have verified any information supplied to us, or have in any way carried out an audit of any information supplied to us other than as expressly stated in this report. The statements and findings included in this report are given in good faith, and in the belief that such statements and findings are not false or misleading. These findings are based solely on the information provided to us during the course of our review to date.

KPMG is under no obligation in any circumstance to update this report, in either oral or written form, for events occurring after the report has been issued in final form.

The findings in this report have been formed on the above basis.

Your sincerely,



Dean Mitchell

Partner

Appendix A: Incident location as advised by QPS

Appendix A1: Annotated Incident Location

The below map shows the location of the Incident and the location of signage at the time, based on information available to KPMG at the time of writing¹⁴. The map also shows the approximate area of the other swooping bird notifications which occurred in 2021 before the Incident.



Location of signs present at time of notification based on documents reviewed by KPMG¹⁴ which remained in place until KPMG Inspection:

L1 Lawn St between Seville Rd and Oates Ave

L2 Corner Nursery Rd and Logan Rd

Location of sign present at time of notification based on documents reviewed by KPMG¹⁴ reportedly moved before KPMG Inspection:

L3 Lawn St Between Steele St and Oates Ave

¹⁴ Based on documents reviewed (Appendix C) and interviews conducted, it is understood that there were 3 signs present on the date of the Incident. It is understood that 2 of these signs remained in place until photographs were taken of their locations on 17 August 2021. It is further understood that the third sign was relocated to the area of the Incident on 9 August 2021, refer to Appendix C for further information.

Appendix B: Swooping Bird Management Plan

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November 2020

Swooping Bird Management Plan

Guiding assessment of risk and selecting appropriate management responses

Background

During nesting season all Australian Birds can exhibit defensive behaviour often involving swooping, as the bird is trying to protect their nest, eggs and young. The behaviour usually lasts around six to eight weeks, ceasing when the young have learnt to fly. This behaviour is most prevalent between the months of July and December.

As all native birds are protected under Queensland's *Nature Conservation Act 1992* (the Act), Brisbane City Council encourages proactive responses and tolerance during swooping bird season.

Council has three key management actions for dealing with swooping birds:

- providing information about swooping birds through brochures and online material
- providing advice on responses and behavioural changes that can resolve targeted swooping incidents
- undertaking swooping bird assessments and implementing appropriate responses on Council land (e.g. the installation of warning signs and covered bins).

A small percentage of birds will demonstrate particularly aggressive behaviour during nesting season. This behaviour usually peaks after February and is often the result of an unsuccessful breeding attempt, where interference or a natural event (e.g. storm) has resulted in the loss of young. This can make birds more protective and anxious.

Where tolerance and space is given to swooping birds, the behaviour will naturally cease, and is likely to reduce over time as parent birds become more confident in their ability to protect and raise their young. However, in rare instances, this behaviour can be so aggressive, or contact is made with people and the harm done that is so serious that other management options need to be considered. This document outlines the assessment process, and roles and responsibilities of business areas responsible for the management of swooping birds across Brisbane.

Responsibilities

The management of swooping birds on, or from, Council land is managed by Natural Environment, Water and Sustainability (NEWS) and Asset Services.

Business area	Responsibilities
NEWS – Biosecurity, Wildlife and Invasive Species Management team	Providing advice and guidance to residents on strategies they can employ to manage swooping birds
	Referring matters for assessment to Asset Services where occurring on Council-owned land
	Providing advice to Asset Services on management options
	Development of suitable signage for use in Council parks
	Providing feedback to the Chairman of the Environment, Parks and Sustainability Committee

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Asset Services	Maintaining accurate and helpful information on Council's internet and intranet to assist in understanding and responding to swooping bird risks
	Coordinating swooping bird responses on Council-owned land or assets not managed by Asset Services, and in areas where tenure or human-wildlife interactions are complex
	Responsible for the day to day management, and mitigation of risks associated with swooping birds
	The installation of signage where swooping behaviour is observed by Council staff
	The removal of signage when swooping behaviour ceases
	Assessment and investigation of serious incidents

Swooping bird assessments

To facilitate the assessment of risks posed by swooping birds on Council land, a framework for the assessment of risk and the determination of a response is provided in Table 1. For convenience, Appendix 2 provides a process diagram that can be used by operational staff in the field.



Table 1: Reviewing a swooping incident to identify a suitable management response

Incident location: Determining tenure and responsibility			
1	What suburb did the swooping incident happen in?	Brisbane	Go to Question 2.
		Outside of Brisbane	Refer to appropriate jurisdiction.
2	Where were you when the incident occurred?	In a park	Go to Question 4.
		On other Council-owned land (e.g. footpath)	Go to Question 4.
		School, Queensland Government land	Go to Question 3.
		On private property	Go to Question 3.
		Other (shops, restaurants etc.)	Go to Question 3.
3	Was the bird swooping from vegetation or infrastructure located on public land?	Yes	Go to Question 4.
		No	Council are not able to manage wildlife on private property. Refer customer to a wildlife contractor (Queensland Fauna Consultancy or Ecosure) to obtain advice on the best way forward.
4	Where specifically did the incident occur?	Address and explanation of site	Determine which region and park is involved for response referral. Go to Question 5.

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Incident Details:			
5	What type of bird (species) was it?	Collect information/ descriptions if the customer isn't sure	This will help identify the bird/s involved. If this assessment results in management actions, a species-specific permit will also be required so this information is essential to potentially engage a contractor. Go to Question 6.
6	What were they doing when the incident occurred?	Walking Running Cycling Sitting	This information will be helpful to understand patterns of behaviour as some birds will not swoop everyone but may only target cyclists. This information can be helpful in the selection of management actions (e.g. signage options) later in this assessment. Go to Question 7.
7	Is it nesting season (refer Appendix 1)	Yes	This behaviour is common for all species. There are additional protections offered to nesting birds in the Act. Where possible try to facilitate responses that provide buffer zones until young birds have learnt to fly. Go to Question 8.
		No	Go to Question 8.
8	Is signage installed at the location	Yes	Go to Question 9.
		No	Signage to be installed by parks coordinator, choosing a suitable option that considers the species and target utilising information gathered in previous questions. Go to Question 9.
9	Were any injuries sustained?	No	Go to Question 10.
		Yes: MINOR	Swooped, screeched, fluttered, frightened, made contact but no evidence was left and no medical attention was required. Go to Question 10.
		Yes: MODERATE	Contact made – scratched, blood drawn but first aid was not required. Go to Question 11.
		Yes: MAJOR Serious injury sustained/ possible – medical assistance required	Behaviour is serious or risk (ie. running into traffic) is extreme - needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.
Risk evaluation:			
10	Have there been any other reports or complaints made about a specific bird	Yes – behaviour is the same	Record details of incident and monitor for change.
		No	Record details of incident and monitor for change.
		Yes – behaviour is escalating	Go to Question 11.
11	If young are present, can access to the location be closed off until	Yes	Take preventative action until young birds have learnt to fly and behaviour has ceased.
		No	Behaviour is serious and needs an assessment by a professional to determine the risk. Engage a contractor to assess the risk posed by the bird. Go to Question 12.

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	young birds have learnt to fly?		
LAST RESPONSE: Engage a contractor to assess the risk posed by the bird			
12	Was it recommended that the bird be removed because it poses such a significant threat?	Yes	Engage a contractor with a species-specific permit issued by the Department of Environment and Science to undertake this activity.
		No	Close down access to the area for the duration of the event.

Wildlife behaviour: human induced swooping

Some birds will swoop outside nesting season. If an assessment outside nesting season is required, consideration should be given to whether or not behaviour change by the humans involved can change the behaviour of the birds.

Swooping because they have been threatened

Swooping behaviour can be influenced by interactions from people. For instance, aggressive behaviour is likely to escalate where people demonstrate aggressiveness towards nesting birds.

Where this is occurring, swooping behaviour may be targeted to a specific group of people, such as children or cyclists, and birds may begin to see all people in that category as a threat. Communication and signage can be a suitable response.

Swooping because of resource competitiveness

Some birds will become protective of places they like to visit or use, like bird baths in gardens.

For example, as birds do not have teeth, some species will use bird baths or ponds to soak their food, returning for it later. Where residents persist in cleaning out or throwing this food away, birds can begin to see residents as a threat. This can result in a particular person being targeted with swooping behaviour.

Guidance for management responses

Ensuring personal safety

When working in an area where birds are demonstrating swooping behaviour:

- wear a hat
- wear glasses to protect your eyes
- do not interfere with the birds or their nest as this may increase swooping behaviour
- watch the birds while walking away quickly – it is less likely to swoop if it knows you're watching
- never harass or provoke birds as this makes them more defensive and may lead to a worse attack
- do not touch or approach a young bird.

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Installation of signage

Where a swooping bird is reported to be affecting the public on Council-owned land, appropriate signage is to be placed on site (Appendix 3).

- Signs are to be placed on all paths leading to, or through the swooping zone, and at a minimum are to be placed at the outside of the bird's protective zone.
- Where possible, signs are to be placed at junctions that give pedestrians / bike riders the choice to take a path that won't take them through the bird's territory.
- The local Ward Office is to be advised of the location of the aggressive bird and signage installation.
- Sporting clubs, local schools and other heavy users of a site are to be notified of the aggressive bird in the area.
- Signs are to be removed upon cessation of the swooping behaviour.

Relocation of wildlife

Relocating swooping birds can only be considered in situations where it can be shown that the swooping bird is making physical contact and causing serious harm to people that cannot be avoided. In these instances, an onsite assessment by a competent Council officer or qualified wildlife contractor is required before a trapping and relocation program is initiated.

Contractors that are qualified for these activities include Queensland Fauna Consultancy and Ecosure.

Prior to engaging these contractors, it is necessary to verify that they have a current permit for work authorised by the Department of Environment and Science. It is important to note that these permits are species-specific, so necessary to confirm that the permit covers the specific bird (e.g. magpie) causing harm.

The contractors will be able to provide advice on strategies that can be deployed, issues associated with dependent nestlings, and the potential success of capture.

For further advice or assistance in the management of swooping birds, please contact the Biosecurity, Wildlife and Invasive Species Management team at [REDACTED]

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Appendix 1: Breeding seasons for common swooping birds

Bird swooping season traditionally commences in June and can run through to late December/early January. During this time Council receives numerous complaints about bird swooping activity, typically from people using bikeways or visiting parks.

Swooping birds, such as the magpie, masked lapwing (plover) and noisy miner, are very territorial although most will accept the presence of people within their territory. However, some birds will swoop people who enter what the bird identifies as its protective zone.




Breeding season for common swooping birds

Common Name		Breeding Season
Australian Magpie		July to December, peak in August or September
Torresian Crow		August to February
Noisy Miner		June to December

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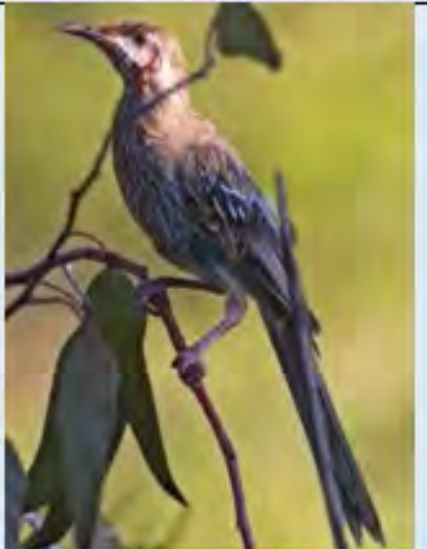
November 2020

Pied Butcherbird		May to November (Northern breeding season)
Grey Butcherbird		July to December
Masked Lapwing (plover)		June to December (or when conditions are suitable)

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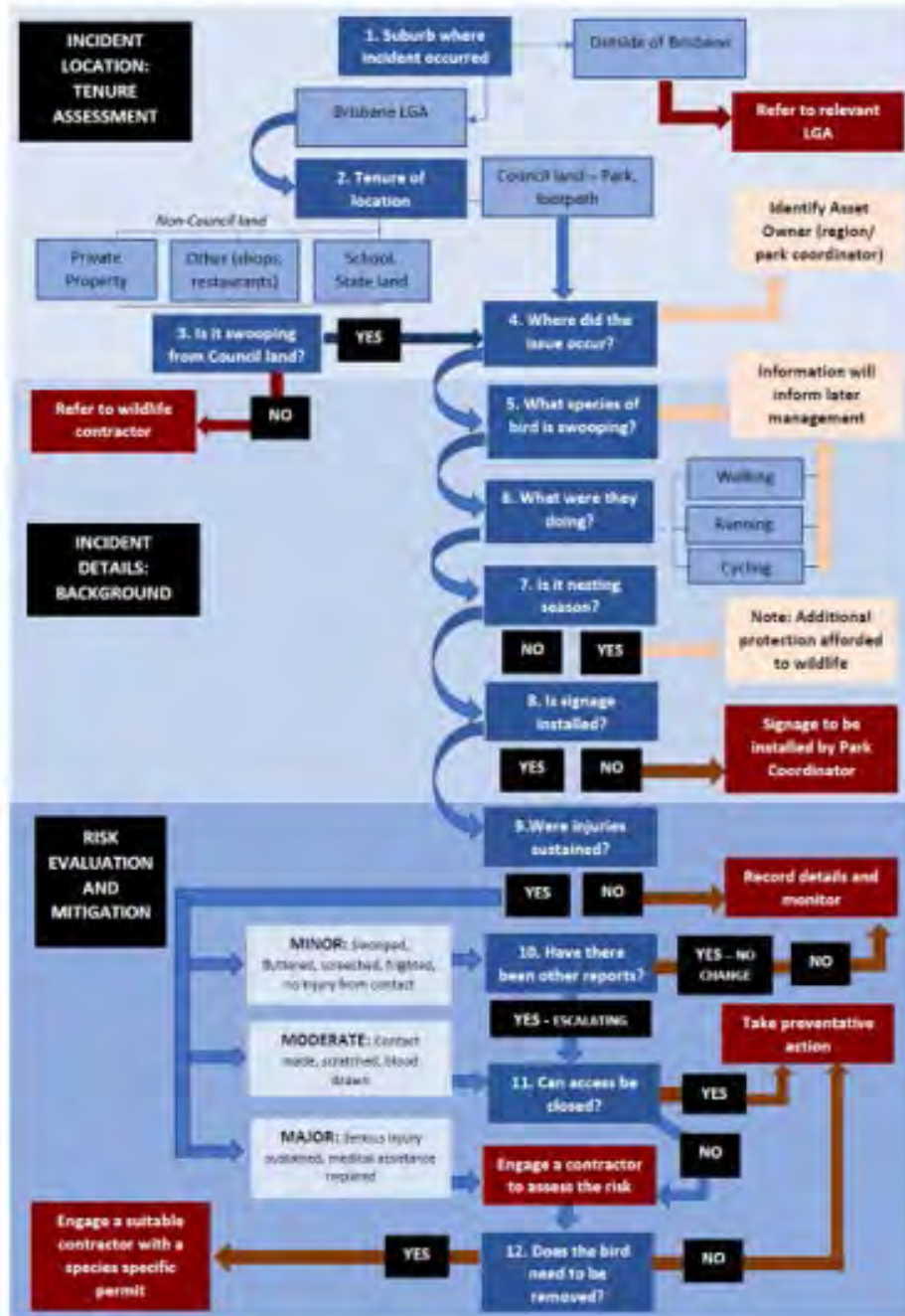
Pied Currawongs		September to November
Magpie Lark (Peewees)		January to December
Red Wattle Bird		July to December



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Appendix 2: Swooping bird risk assessment flowchart

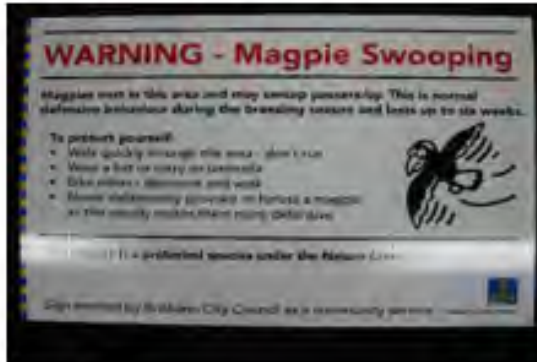


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Appendix 3: Swooping bird signage



Material code: 317149
– Sign Corflute
Warning – Magpie
Swooping Landscape
Size 600 x 800mm

For use in areas where people have the opportunity to read the content prior to entry. It is not suitable for roads or bikeways.

Material Code:
317131 – Sign
Corflute Warning –
Magpie Swooping
Landscape Size 400 x
600mm

Note: Magpie specific



Material Code:
317115 – Sign Corflute
Warning – Birds
Swooping Portrait Size
400 x 600mm

For use in areas where people have the opportunity to read the content prior to entry. It is not suitable for roads or bikeways.

Suitable for any bird species.



Material Code:
~~4008993~~ – Sign
Corflute Swooping
Bird Alert 420mm x
600mm

This generic sign is available for use in parks and areas where a picture can assist residents to identify a threat. It is also useful for areas where communication and education are a priority such as near schools.

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Order only available via NEWS branch

This sign is reserved for instances where high risk swooping birds are attacking from the front (which is more aggressive behaviour) or where they have been attacking eyes. It is not for general deployment. It can be special ordered by contacting the Biosecurity, Wildlife and Invasive Species Management team in NEWS branch.



Material Code:
317156 – Sign Corflute
Warning – Swooping
Birds “Cyclists
Dismount” Portrait
Size 600 x 800mm

Suitable for areas where messages need to be read fast – such as along bikeways or roads.

Material Code:
317123 – Sign Corflute
Warning – Swooping
Birds “Cyclists
Dismount Portrait Size
400 x 600mm



Material Code:
4009024 – Sign
Corflute Ground
Nesting Birds Live
Here 420mm x
600mm

This sign is suitable to protect wildlife and warn of nesting behaviour by plovers, brush turkeys and other ground nesting birds. It can be helpful to also communicate with contractors (eg. grass cutting) in parklands.

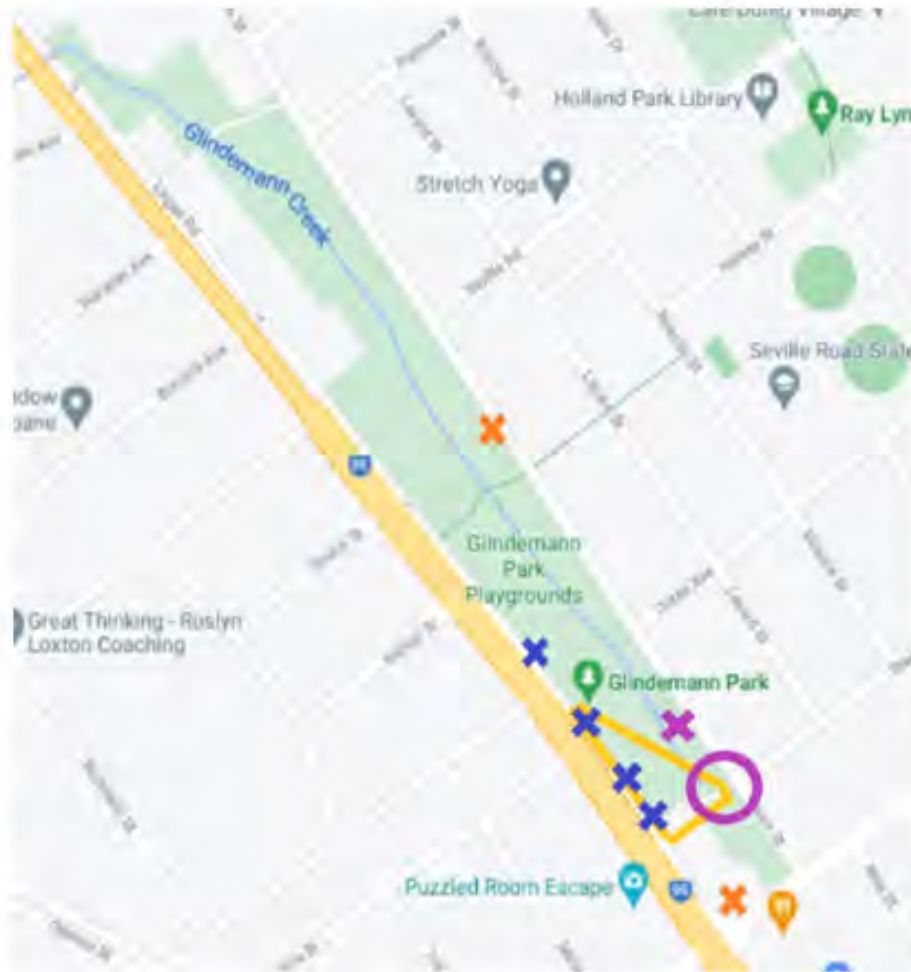
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Appendix C: Brisbane City Council Program Planning & Integration Branch Briefing Note, 9 August

1. Further details and photos of exact location of incident at Glindemann Park:
 - It is understood the incident occurred near the entrance to Glindemann Park around the entrance at Lawn Street and Steele Street.
 - See aerial map and key on following page.
2. Further details and photos of each magpie warning sign in place and were installed on Monday 9/8/21 (exact locations required):
 - 3x 'swooping bird awareness' signs were previously installed (see orange and purple crosses below in the aerial), in close proximity to where the incident is understood to have occurred (cnr Lawn St and Steele St).
 - 90 Lawn St (orange cross)
 - adjacent to 232 Nursery Road (orange cross)
 - 154 Lawn Street (purple cross, and please note this sign has been relocated to the park entrance within the purple circle on the corner of Lawn St and Steele St this morning in discussion with QPS officers on-site).
 - 4x additional signs installed Monday morning 9/8/21 (see blue crosses)
 - These four have all been placed on the slip road adjacent to Logan Road.
 - Council has also cordoned off a temporary exclusion zone, which is where it is understood the birds are most aggressive (see yellow triangular section in aerial).
 - Photos are all included at the end of this document.
3. What is Council's general criteria for swooping bird removal/relocation and why was the magpie at Glindemann Park not removed?
 - All native birds are protected under Queensland's *Nature Conservation Act 1992* (the Act).
 - During nesting season all Australian Birds can exhibit defensive behaviour often involving swooping, as the bird is trying to protect their nest, eggs and young. In response to this Council has developed a 'Swooping Bird Management Plan' which outlines the steps taken to manage swooping birds on Council land.
 - The response is based on the level of risk beginning with educating the public on behaviours to avoid being swooped, physically placing warning signs and blocking off access, through to removal of the bird under permit by a person trained and licenced to do so.
 - In relation to Glindemann Park a number of warning signs had been erected at locations around the park.
4. How many reports of swooping birds has Council received for Glindemann Park in the following swooping seasons: current, 2020 and 2019?
 - 2019 = 7x complaints
 - 2020 = 2x complaints
 - Current year (up to midnight Tuesday 10/8/21) = 12x complaints – please note that this number was 8x complaints and has increased by 4x since 9/8/21, with 4x new reports submitted on 10/8/2021
 - In total, from 1 January 2019 to 10 August 2021 (up to 2:30pm), Council received a total of 21 complaints about swooping birds for Glindemann Park.
 - Please note, a search using the relevant classifications has been conducted for the period, first contacts only, all duplicates were excluded.
5. How many reports of swooping birds has Council received citywide in the following swooping seasons: current, 2020 and 2019?
 - 2019 = 195 complaints

- 2020 = 243 complaints
 - Current year (up to midnight Tuesday 10/8/21) = 56 complaints – please note that on 9/8/21 a 38 complaints were reported, 16 additional reports were submitted on 10/8/21
 - In total, 494 complaints received from 1 January 2019 to 10 August 2021 about swooping birds.
 - Please note, a search using the relevant classifications has been conducted for the period, first contacts only, all duplicates were excluded.
6. How many swooping birds have been removed/relocated in the following swooping seasons: current, 2020 and 2019?
- We are only aware of 1x magpie being relocated at [REDACTED] Wynnum Road, Tingalpa in September 2020.
 - There was also a request to remove another species of bird (Noisy Myna) at Carindale which was swooping people at the bus stop. The bird was never relocated though, as it had moved itself away by the time the permit was provided.
 - In checking with NEWS too, they have confirmed they don't usually engage contractors directly this is done by the operational areas however NEWS does provide advice in more difficult situations including where land tenure / responsibility isn't clear.
7. A detailed description of Council's swooping bird management program and our policy approach to swooping birds in Brisbane
- The 'Swooping Bird Management Plan' outlines the best practice for dealing with swooping birds please see the link below (see separate attachment).
 - In this document, there is a detailed section called "Relocation of Wildlife" which addresses the process.
 - In summary, relocating swooping birds can only be considered in situations where it can be shown that the swooping bird is making physical contact or causing serious harm to people that cannot be avoided. For magpies this is completed when it is the only option remaining.
 - 'Serious harm' could include children running blindly into traffic to escape the bird etc.
8. Any additional information you consider relevant
- The magpie at Glindemann Park was trapped and relocated on Monday 9/8/21.
9. How many bird swooping warning signs (total individual signs if possible, or by total number of locations) did Council install in the following swooping seasons: current, 2020 and 2019?
- 2019 = new signs installed at 163 locations
 - 2020 = new signs installed at 131 locations
 - 2021 = From 1 January 2021 to COB 10 August 2021 inclusive, Council has installed signs at 30 new locations across the city. In most instances, multiple signs are installed at a location*.
 - Across this time frame this totals 324 new locations where signs have been installed.
 - **PPI maintains a register in Records Manager of locations where swooping bird alert signs are installed throughout the city. The above are the numbers of new signs that have been installed each year. Installation of these signs is tracked via locations as opposed to the number of signs.*

- Also, please note that typically at the end of each season signs are most often left in place and not actively removed.



Key:

- Orange crosses = existing signage
- Purple cross = existing signage, which this morning was relocated to within the purple circle following discussions with QPS
- Purple circle = approximate location where it is understood the incident occurred
- Blue cross = additional signs installed Monday 9/8/21
- Yellow triangle = temporary exclusion zone where it is understood magpies are most aggressive.

Existing sign locations – Glindemann Park

Adjacent to 232 Nursery Road



90 Lawn Street



154 Lawn Street

- This is where the sign was removed (purple cross) and relocated to the entrance at Lawn Street and Steele Street (purple circle)



Additional signs – Glindemann Park

All 4x additional signs on the slip road adjacent to Logan Road.







Exclusion zone – Glindemann Park
Service road (slip road adjacent to Logan Road)



Lawn Street frontage




Lawn Street frontage



Appendix D: Document List

Ref.	Title	Type
1	Brisbane City Council Program Planning & Integration Branch Briefing Note, 9 August	Word
2	Glindemann Park - swooping bird signs - installed 9-8-21 - photos supplied by tech officer	Word
3	CA20 1043698 CPAS - NEWS - PNR - BWISM - Swooping Bird Management Plan - Nov 2020	Word
4	Copy of CA17 768150 PPI - Reporting - Swooping Bird (Magpie) Stats and Sign Locations	Excel
5	00IR6IG4HS8BBAPBOS8KI2LAES00AED0_2021-08-08_22-53-02_0	MP3
6	Glindemann Park - swooping bird signs -pre existing -9-8-21 - photos supplied by tech officer	Word
7	000011646885	PDF
8	000011634025	PDF
9	000011649569	PDF
10	000011632996	PDF
11	000011644978	PDF
12	000011649532	PDF
13	000011645075	PDF
14	Notification 11645075 - swooping bird sign photo 4 - installed 9-8-21	JPG
15	Notification 11645075 - swooping bird sign photo 3 - installed 9-8-21	JPG
16	Notification 11645075 - swooping bird sign photo 5 - installed 9-8-21	JPG
17	Notification 11645075 - swooping bird sign photo 1 installed 9-8-21	JPG
18	Notification 11645075 - swooping bird photo 2 - installed 9-8-21	JPG
19	Notification 11646885 - swooping bird photo 1 - installed 9-8-21	JPG
20	Notification 11508672 - swooping bird sign photo 1 - installed 16-11-20	JPG
21	Notification 11508672 - swooping bird sign photo 2 - installed 16-11-20	JPG
22	Case 13887084	PDF
23	IGA_13_8_2021_16_10_49_904	PDF
24	IGA_13_8_2021_16_10_32_811	PDF
25	Swooping Birds	Excel
26	FW Another question	Outlook
27	2021-08-13T09_07_25_10_00_Enterprise_Risk_Public_health___safety_incident_at_CPaS_public_spaces__	PDF
28	Glindemann Park mentions on Council's SM	Outlook
29	2021-08-13T09_06_02_10_00_Enterprise_Risk_A_member_of_the_public_is_injured_by_a_swooping_bird_on	PDF
30	Glindemann Park Swooping Bird Reports	Excel
31	Manual Transcript for case - [REDACTED]	Word
32	Manual Transcript for Case - [REDACTED]	Word
33	Manual Transcript for case - [REDACTED]	Word
34	13856257_Redacted	PDF
35	13724325_Redacted	PDF

Appendix E: Notification 11632996

 <p>NOTIFICATION</p> <p><i>Dedicated to a better Brisbane</i></p>	Plant Code	Brisbane City Council	
	Planner Group	AS0 - Asset Services	
	Main Work Centre	AS-EAST-PARKS	
NOTIFICATION DETAILS			
Notification Number	11632996	Call Centre Ref.	
Notification Type	M1 Maintenance Request		
Notification Description	AM 1208 LOGAN Road Holland Park		
Notification User Status	COMP - Completed		
Notification Priority	3 - P3 2-14 Days		
Reported By	PI PPI RFC - PI PPI RFC		
Work Order Number			
DATES			
Notification Date - Time	05.07.2021 - 14 : 38		
Start Date - Time	05.07.2021 - 14 : 38		
End Date - Time	20.07.2021 - 14 : 38		
ASSET DETAILS			
Functional Location	B-RE-1848 - GLINDEMANN PARK		
Equipment			
Assembly			
Location Data	E71 - Holland Park		
Customer Details		Notification Address	1208 LOGAN Road, HOLLAND PARK WEST
DESCRIPTION			
Detailed Description:	<p>* 05.07.2021 14:38:48 AUSQLD PI_PPI_RFC (PI_PPI_RFC)</p> <p>* Park Name: GLINDEMANN PARK</p> <p>* Customer Address: [REDACTED]</p> <p>* Contact description: Bird Swooping</p> <p>* Observed date:</p> <p>* Observed time:</p> <p>* Accident damage:</p> <p>* Bus stop number:</p> <p>* Required comments: Magpies</p> <p>* Request details: Caller advised that there is an aggressivemagpie nesting at the southern (Nursery Rd) end of Glindemann Park, and as such caller is requesting Council install two bird swooping warning signs on the Lawn St side of this park (at this southern end), and another sign on the Logan Rd side where people get off the bus. Please investigate and contact customer with feedback.</p> <p>* Urgent/Emergency:</p> <p>* Resolved internally: No</p> <p>* Contact source: External - General Public</p> <p>* Customer requested callback by Phone</p>		



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	ASD - Asset Services
Main Work Centre	AS-EAST-PARKS

Dedicated to a better Brisbane

* 05.07.2021 14:59:38 AUSQLO [REDACTED] (109400) Phone [REDACTED]	
* Added to Swooping Birds Spreadsheet.	
RESPONSIBILITIES	
Department Responsible	10000107 - East Road Ne
User Responsible	
TASK DETAILS 1 of 1	
Task No. & Description	1 - CHECK AND VERIFY ISSUE
Task Text	ANIMAL MANAGEMENT
Task Status	Task Completed
Task Processor	[REDACTED]
Planned Start Date - Time	05.07.2021 - 14 : 59
Planned Finish Date - Time	20.07.2021 - 14 : 38
Completed on Date - Time	08.07.2021 - 14 : 48
Completed By	[REDACTED]

Appendix F: Manual Transcript for Case [REDACTED]

Transcript for case – [REDACTED] (5 July – 14:38)

O = Operator/Consultant

C = Customer

O - Good afternoon, Brisbane City Council Business Hotline, this is [REDACTED].

C - Yeah, good afternoon, I'm at Holland Park in Brisbane and um, the magpies are out in force.

O - Right

C - Are you the person to speak to about putting signs up?

O - Uh, so signage, putting it up on the footpath? Is that what you are wanting?

C - Well yes, for the safety of the public.

O - Mhm, yep. What was the location where you would think the sign should be?

C - The location is the southern end of Glindemann park.

O - Let's have a look.

C - He's been there every year but looks like he's decided to have chicks a bit early and he was swooping people down there.

O - I'll just find Glindemann park on the map, I won't be long.

C - Yeah yeah.

O - Um, I've got a park called Glindemann roads park, is that the one?

C - Now on my refedex, it's just got Glindemann park. It runs off.. one side of it is Lawn Street and the other side of it is the service road of Logan Road. And the end I'm talking about is Nursey Road end.

O - Nursery road end? Hang on, let's have a look.

O - Ah no.. there's another park called Glindemann Park. We've got Lawn Street on one side and Logan Road on the other side.. yep that's perfect. So, there's Nursery Road which is the very southern end?

C - Yes, there's some houses at the very southern end that go onto Nursery Road. But it's where the walkway goes through to the park.

O - Yep no that's okay. Let's get some details logged. Hang on a second.

C - Yep

O - And I'll just confirm the mobile I've got on my phone for you, is that your best number ending in [REDACTED]

C - Yes

O - Could I just confirm your name?

C - [REDACTED]

SECURITY LABEL: OFFICIAL

O - Thanks. Now, this is optional but as an alternative form of contact, would you like to provide an email? You don't have to.

C - No, no. Just the phone.

O - Sure, one second.

C - And would you prefer sort of 1 or 2 signs? What do you think would be appropriate?

O - Oh, he was there last year and the year before and the year before that. I would say you would most probably need around about 3 there. I do a walk down through there and do a big block and everybody I've seen today I've warned them that magpies are swooping.

C - Yep, perfect, yep.

O - Yeah, I'd say you would most probably need lawn street side, so there'd be a post there they would put 1 or 2 signs. And then on the other side for when they get off the bus.

C - And the other sign on the Logan Road side where people get off the bus? Is that right?

C - Yeah, yeah. There's a post there so they could easily mound one onto it.

O - Okay, perfect. Great.

O - Okay, so we've got an aggressive magpie nesting at the southern or Nursery road end of Glindemann Park.

C - yeah, he's got a nest there.

O - And as such, we're requesting Council install 2 bird swooping warning signs on the Lawn street side of the park at the southern end. And another sign on the Logan Road side where people get off that bus.

C - Yes.

O - So, that will be investigated, and they'll give you a call with feedback with what will be done and when.

C - oh yeah, okay.

O - You're welcome to write down this reference for the form we've put through. Or I can text it to your phone, whatever's easier.

C - Nah, just tell me what the reference number is.

O - Yeah great, great perfect. That is reference [REDACTED]

C - So that's [REDACTED]

O - That's it. And you should be followed up within the next 7 working days.

C - Okie dokie, righto, thank you.

O - Thanks, bye now.

C - Righto, Bye.

SECURITY LABEL: OFFICIAL

Appendix G: Notification 11634025



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	AS0 - Asset Services
Main Work Centre	AS-EAST-PARKS

Dedicated to a better Brisbane

NOTIFICATION DETAILS			
Notification Number	11634025	Call Centre Ref.	
Notification Type	M1 Maintenance Request		
Notification Description	GLINEMANN PARK- BIRD SWOOPING		
Notification User Status	COMP - Completed		
Notification Priority	3 - P3 2-14 Days		
Reported By	PI PPI RFC - PI PPI RFC		
Work Order Number			
DATES			
Notification Date - Time	07.07.2021 - 13 : 01		
Start Date - Time	07.07.2021 - 13 : 01		
End Date - Time	22.07.2021 - 13 : 01		
ASSET DETAILS			
Functional Location	B-RE-1846 - GLINDEMANN PARK		
Equipment			
Assembly			
Location Data	E71 - Holland Park		
Customer Details	Not Provided Not Provided	Notification Address	1208 LOGAN Road, HOLLAND PARK WEST

DESCRIPTION	
Detailed Description	<p>* 07.07.2021 13:01:07 AUSQLD PI_PPI_RFC (PI_PPI_RFC)</p> <p>* Park Name: GLINDEMANN PARK</p> <p>* Customer Address: </p> <p>* Contact description: Bird Swooping</p> <p>* Observed date:</p> <p>* Observed time:</p> <p>* Accident damage:</p> <p>* Bus stop number:</p> <p>* Required comments: Magpies</p> <p>* Request details: WARD OFFICE REQUEST: 7/7/21</p> <p>* "I wanted to give your office the heads up about a severe magpie swooping incident that occurred today at Glindemann Park.</p> <p>* My wife and young children were walking on the path in between Steele St and Logan Rd where they were swooped by two magpies numerous times.</p> <p>* My wife had to shield our 4 yr old and protect our 8 month baby, through several attacks before they flew away.</p> <p>* Everyone is ok - albeit shaken - but I wanted to let you know, so that your office is aware and can relay the information in whatever way is deemed appropriate.</p>



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	AS0 - Asset Services
Main Work Centre	AS-EAST-PARKS

Dedicated to a better Brisbane


	<ul style="list-style-type: none"> * Feel free to call me if you have any questions on [REDACTED] * Urgent/Emergency: * Resolved internally: No * Contact source: Councillor * Customer requested callback by Phone * 08.07.2021 07:58:49 AUSQLD [REDACTED] (097930) * [REDACTED] to check if there are warning erected * 08.07.2021 13:14:32 AUSQLD PI_PPI_RFC (PI_PPI_RFC) * there are signs located on the Lawn Street side of the park between Oates Street and Steele Street and between Oates Street and Seville Road I will sauce some more signs and erect them to help warn the general public of the dangers however this will not stop the birds from swooping as it is in their nature to protect their territory whilst nesting and raising their chicks. * emailed customer services to inform the ward office of outcome * 08.07.2021 13:35:03 AUSQLD [REDACTED] (109400) Phone [REDACTED] * WO email sent 08/07/2021
--	--

RESPONSIBILITIES	
Department Responsible	10000107 - East Road Ne
User Responsible	

TASK DETAILS 1 of 2	
Task No. & Description	1 - CHECK AND VERIFY ISSUE
Task Text	ANIMAL MANAGEMENT
Task Status	Task Completed
Task Processor	[REDACTED]
Planned Start Date - Time	07.07.2021 - 13 : 34
Planned Finish Date - Time	22.07.2021 - 13 : 01
Completed on Date - Time	07.07.2021 - 14 : 44
Completed By	[REDACTED]

TASK DETAILS 2 of 2	
Task No. & Description	2 - CHECK AND VERIFY ISSUE
Task Text	Glindemann Park
Task Status	Task Completed
Task Processor	[REDACTED]
Planned Start Date - Time	08.07.2021 - 07 : 57
Planned Finish Date - Time	22.07.2021 - 13 : 01
Completed on Date - Time	08.07.2021 - 13 : 14
Completed By	[REDACTED]

Appendix H: Notification 11644978

	<h1>NOTIFICATION</h1>		Plant Code	Brisbane City Council
			Planner Group	AS0 - Asset Services
			Main Work Centre	AS-EAST-PARKS
<p><i>Dedicated to a better Brisbane</i></p>				
NOTIFICATION DETAILS				
Notification Number		11644978	Call Centre Ref. [REDACTED]	
Notification Type		M1 Maintenance Request		
Notification Description		PARK 1208 LOGAN Rd Holland Park		
Notification User Status		COMP - Completed		
Notification Priority		3 - P3 2-14 Days		
Reported By		PI PPI RFC - PI PPI RFC		
Work Order Number				
DATES				
Notification Date - Time		29.07.2021 - 14 : 31		
Start Date - Time		29.07.2021 - 14 : 31		
End Date - Time		13.08.2021 - 14 : 31		
ASSET DETAILS				
Functional Location		B-RE-1846 - GLINDEMANN PARK		
Equipment				
Assembly				
Location Data		E71 - Holland Park		
Customer Details		Not Provided Not Provided	Notification Address	1208 LOGAN Road, HOLLAND PARK WEST
DESCRIPTION				
Detailed Description		<p>* 29.07.2021 14:31:35 AUSQLD PI_PPI_RFC (PI_PPI_RFC)</p> <p>* Park Name: GLINDEMANN PARK</p> <p>* Customer Address: [REDACTED]</p> <p>* Contact description: Bird Swooping</p> <p>* Observed date:</p> <p>* Observed time:</p> <p>* Accident damage:</p> <p>* Bus stop number:</p> <p>* Required comments: Magpies</p> <p>* Request details: Customer advises that at Glindemann Park across from 1173 Logan road there is a very large tree that a very angry swooping magpie or 2 are living and attacking people walking past causing injuries request for warning signage.</p> <p>* GLINDEMANN PARK - #1208 Logan Road, HOLLAND PARK WEST, BRISBANE, #121</p> <p>* Urgent/Emergency:</p> <p>* Resolved internally: No</p> <p>* Contact source: External - General Public</p> <p>* Customer requested callback by Phone</p>		



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	ASD - Asset Services
Main Work Centre	AS-EAST-PARKS

Dedicated to a better Brisbane

	* 29.07.2021 14:46:20 AUSQLD [REDACTED] (109400) Phone [REDACTED]
	* Added to Swooping Bird Spreadsheet

RESPONSIBILITIES	
Department Responsible	10000107 - East Road Ne
User Responsible	

TASK DETAILS 1 of 1	
Task No. & Description	1 - CHECK AND VERIFY ISSUE
Task Text	ANIMAL MANAGEMENT
Task Status	Task Completed
Task Processor	[REDACTED]
Planned Start Date - Time	29.07.2021 - 14 : 43
Planned Finish Date - Time	13.08.2021 - 14 : 31
Completed on Date - Time	03.08.2021 - 09 : 46
Completed By	[REDACTED]

Appendix I: Manual Transcript for Case [REDACTED]

Transcript for case – [REDACTED] 29 July – 14:31)

O = Operator/Consultant

C = Customer

O - Good afternoon, Brisbane City Council, this is [REDACTED]

C - Oh hi [REDACTED] my name is [REDACTED] and I work at [REDACTED] um, and we have, I don't know who to speak to, we have some magpies [REDACTED] who are swooping, um, people and actually causing a lot of injuries

O - Oh okay, um, I'll just have a look, when we're saying swooping on the roads, are they like in a park or just on the...

C - Yeah they're in the park across the road, yeah right near the walking path

O - Just going to have a look to see what we normally do cause I believe that we normally put a sign up just to let people know but I don't know if they do anything further than that like with regards to relocating...

C - Yeah I think even a sign just to warn people that they're there, yeah

O - It that okay yep, yep so we can erect a sign to let people know um but that's the only thing that we can do because we're not allowed to move them

C - I guess some sort of sign there to let people know that hey there are magpies in the area, just beware yeah

O - Just having a look, oh yeah it is breeding season at the moment, yes, okay

C - They've been swooping for some time now but yes, just people are coming in with injuries, they are actually hitting people

O - Oh no, okay, were you wanting to log it under the [REDACTED] was it?

C - Yeah that's fine, yeah

O - I'll just bring that system up and we can log a request, and do you have an email address there for you?

C - [REDACTED]

O - and so that was [REDACTED]

C - Yes

O - Okay great, and what was your address there please?

C - It was [REDACTED]

O - [REDACTED] Okay. And so where they're located...

SECURITY LABEL: OFFICIAL

C - [REDACTED], um just where the park is, on the walking..., where there's like a big big tree near the... what'd you say [REDACTED]? Yeah, next to the footpath

O - oh okay, so more than one?

C - [REDACTED] do you think there's more than one? Yeah

O - Okay, I'm going to see what park that is, let's have a look, [REDACTED]
[REDACTED]

C - Yep

O - Yep, it's Glindemann park

C - Yes

O - Okay, yep that's fine, we're going to put that request through. Um, do you mind if I just place you on hold and then I can provide you with a reference number and timeframe.?

C - Yep, yeah sure

O - Great I won't be a moment

C - No worries

O - Thank you

HOLD – 2:37 to 5:25 (2:48 minutes)

O - Thank you for waiting...

C - That's okay...

O - Thanks for your patience okay

C - No worries

O - Okay, so I've put that request through – did you want someone to give you a call back about this?

C - Uuuuum, yeah

O - Yep, okay, I'll get some to give you a call back. Um and then I will put that through. So just depending on how they deem... how quickly they can go out, they'll need to get someone to go out and have a look...

C - Yep

O - I've got a reference number here for you

SECURITY LABEL: OFFICIAL

C - Yes

O - It's [REDACTED]

C - Perfect

O - And I'll just have a look at the timeframe... um so generally it says within seven days...

C - Okay

O - Um, somebody will go out and have a look, unless they deem it to be like an emergency emergency then someone will go out sooner than that

C - Okay, yeah no worries

O - Yep

C - Okay perfect

O - Okay

C - Thank you for that

O - Great, thanks

C - Bye

O - You're welcome, thanks for your call

C - Bye

SECURITY LABEL: OFFICIAL

Appendix J: Notification 11645075



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	AS0 - Asset Services
Main Work Centre	UA-EAST-GARDENS

Dedicated to a better Brisbane

NOTIFICATION DETAILS			
Notification Number	11645075	Call Centre Ref.	
Notification Type	M1 Maintenance Request		
Notification Description	Glinde mann Park-swooping bird signage		
Notification User Status	COMP - Completed		
Notification Priority	3 - P3 2-14 Days		
Reported By	PI PPI RFC - PI PPI RFC		
Work Order Number	11242449		
DATES			
Notification Date - Time	29.07.2021 - 16 : 47		
Start Date - Time	29.07.2021 - 16 : 47		
End Date - Time	13.08.2021 - 16 : 47		
ASSET DETAILS			
Functional Location	B-RE-1846 - GLINDEMANN PARK		
Equipment			
Assembly			
Location Data	E71 - Holland Park		
Customer Details		Notification Address	1208 LOGAN Road, HOLLAND PARK WEST

DESCRIPTION	
Detailed Description	<p>* 29.07.2021 16:47:18 AUSQLD PI_PPI RFC (PI_PPI RFC)</p> <p>* Park Name: GLINDEMANN PARK</p> <p>* Customer Address: </p> <p>* Contact description: Bird Swooping</p> <p>* Observed date:</p> <p>* Observed time:</p> <p>* Accident damage:</p> <p>* Bus stop number:</p> <p>* Required comments: Magpies</p> <p>* Request details: magpie mating season - requesting some signage in area as there are 3 nests with magpies and caller sees people in parkland being swooped unaware it is a magpie area</p> <p>* magpies located in tree at steel st and lawn st corner</p> <p>* roughly opposite property 154 LAWN ST, HOLLAND PARK 4121</p> <p>* signage erected last year but removed, requesting installation throughout park but close to problem area mentioned</p> <p>* Urgent/Emergency:</p> <p>* Resolved internally: No</p> <p>* Contact source: External - General Public</p>

 <p>NOTIFICATION</p> <p><i>Dedicated to a better Brisbane</i></p>	Plant Code	Brisbane City Council
	Planner Group	AS0 - Asset Services
	Main Work Centre	UA-EAST-GARDENS

	* Customer requested callback by Phone
	* 30.07.2021 07:08:18 AUSQLD [REDACTED] (100400) Phone [REDACTED]
	* Added to swooping birds spreadsheet
	* 04.08.2021 12:45:21 AUSQLD [REDACTED] (098088) Phone [REDACTED]
	* PSO please install swooping bird signage. Thanks

RESPONSIBILITIES	
Department Responsible	10000107 - East Road Ne
User Responsible	

Appendix K: Manual Transcript for Case [REDACTED]

Transcript for case – [REDACTED] July – 16:47)

O = Operator/Consultant

C = Customer

O - Good afternoon Brisbane City Council, this is [CONSULTANT]

C - Hi [CONSULTANT], I'm just calling uhm because we've got some magpies that have started their mating season and started swooping [REDACTED] and I was wondering if you guys could put up some signage

O - Yeah, absolutely, we definitely can do, uhm, like, magpie signage, I think they can sort of erect it on uhm, signs nearby if you give permission, maybe on your fence as well? and uhm yeah possibly trees, but yeah... magpies are a bit of a point of contention but uhm, signage is about all we can do, yeah...

C - Yeah, yeah

O - With... swooping birds

C - I have no problem with sort of leaving them be, but yeah just...uhm, I... my, [REDACTED]

[REDACTED] shouting and swearing because they get swooped. because they don't know that there's three nests in the trees.

O - Ahh, see.

C - Near the units.

O - Are you thinking that you, like the signage would be more appropriate actually in the park? or sort of a combo of footpath, park... or?

C - Well, we had some signage last year, ah... during the mating season and obviously it was taken down, uhm, post mating season, uhm... so... I was just wondering if you guys could put it up again because, it seemed... moderately effective? Obviously, there's some people who will just walk through regardless, uhm, but it should hopefully reduce the number of people who... shout in the middle of the day because they're getting swooped by a magpie, heh.

O - Ah, well yeah it's quite scary when you see them pinning it at you again there, but yeah, hopefully most of them duck way before, you know, definitely I'll put a request through today for you. Ah, now look we'll be able to action it with or without your details, did you want to provide some contact info? That way we can kind of let you know when we've... when we've got to the job?

C - Yeah sure.

O - Sure?

C - My name is [CUSTOMER].

O - Thank you [CUSTOMER], your surname too, sorry?

C - Yeah, [SPELLS OUT SURNAME].

SECURITY LABEL: OFFICIAL

O – Thank you very much. It looks like on a prior call you've given us a Gmail? are you still using that email address?

C – Ahhhh... yeah! Occasionally, that should be fine.

O – Thank you, because, oh we don't email much, just if you want to email a reference number but no, I can just link to your mobile and sorry you did mention the name of the park a moment ago, what was that one?

C – Yeah, so it's Glindemann Park. In Holland Park West and uh, the particular area... uhm... where the magpies are... it's on a footpath connecting Logan Road to Lawn Street, at the end of Glindemann Creek, ah... the entrance to... uh... to that... erm... footpath is where the Steel Street and Lawn Street are intersecting on that corner.

O – That location... yeah... it's a really long park isn't it.

C – It is, yes. so, I'm on the s-south, er... eastern end of Glindemann Park. That's where the magpie nest is.

O – Steel and Lawn... yep.

C – Yeah.

O – Yeah, fantastic.

C – So the magpie nest is uh... if you're looking at Google Maps it's...

O – Mmhmm.

C – It's just, just on a tree in-between uhm two units. Uhm, there's a big tree there, it has about three nests on it. Uhm and yeah, the magpies are... they're all over that big park... err... near the house, but uhm, primarily it's... it's swooping when they go across that park.

O – Yeah, thank you sir... I'll just put roughly opposite that one... one five four Lawn it looks like, thank you and oh I'm sure people will be pretty appreciative of you making the call through to be honest [LAUGHS] as I'll put on there too.

C – [LAUGHS]

O – Yeah I wonder if they uhm, go back automatically to all those sites? Like, they must have like, they've got rosters and schedules for park and uhm, it must be round this year... Zillmere... uhm...

C – Yeah.

O – Well yeah around August-September isn't it they fire up? So, and that's just Glindemann Park, not Glindemann drive... yep... thank you. Ahh look, I'll ring that through now for you, if you don't mind, I've got pretty much all my notes done up, I'll just put some finishing touches on... I'll be about 30 seconds, [CUSTOMER], on hold, if you don't mind?

C – Yeah, no problems.

O – Thanks very much.

[HOLD MUSIC]

SECURITY LABEL: OFFICIAL

O – Alright thanks very much [CUSTOMER] just for holding there just while I put that request through... just waiting on that to finalize sorry... it just uh gets a bit slow toward the end of the day.

C – Mmhmm.

O – A little bit like myself... yeah... alright thank you, so that has gone through, uhm, basically it's through to like invasive... Invasive Species Team of Parks area as well, so normally for them they have everything actioned within seven working days... I imagine it only takes that, when it's really busy for them? So, I feel like it will be early mid-week, uhm, early next week we'll have that all organised for you.

O – I can uhm... email you a job number if you like? Just for that request, for the signage?

C – Ah, no that's okay.

O – Easy. All put through. Might just get a message or some correspondence from the team once they've actually gone out there so...

C – Yep, nah that's all good.

O – Good stuff... easy.

O – Anything else we can help with while we've got you on the line?

C – Nah that's it thanks.


O – Easy, happy to help you out. Enjoy the afternoon. Thanks for the call, [CUSTOMER]

C – Yeah, you too, bye!

O – Cheers, bye!

SECURITY LABEL: OFFICIAL

Appendix L: Notification 11646885

	NOTIFICATION		Plant Code	Brisbane City Council
			Planner Group	AS0 - Asset Services
			Main Work Centre	UA-EAST-URBAN RESPONSE
Dedicated to a better Brisbane				
NOTIFICATION DETAILS				
Notification Number		11646885	Call Centre Ref.	
Notification Type		M1 Maintenance Request		
Notification Description		FP 1208 LOGAN ROAD Holland Park		
Notification User Status		INPR - In Process		
Notification Priority		3 - P3 2-14 Days		
Reported By		PI PPI RFC - PI PPI RFC		
Work Order Number		11242158		
DATES				
Notification Date - Time		02.08.2021 - 22 : 20		
Start Date - Time		02.08.2021 - 22 : 20		
End Date - Time		13.08.2021 - 16 : 00		
ASSET DETAILS				
Functional Location		B-IN-RC-G000-0373 - GLINDEMANN DR HOLL		
Equipment		200453875 - GLINDEMANN DR EVEN VERGE		
Assembly				
Location Data		E71 - Holland Park		
Customer Details			Notification Address	1208 LOGAN Road, HOLLAND PARK WEST
DESCRIPTION				
Detailed Description		<p>* 02.08.2021 22:20:07 AUSQLD PI_PPI_RFC (PI_PPI_RFC)</p> <p>* Park Name: GLINDEMANN PARK</p> <p>* Customer Address: </p> <p>* Contact description: Bird Swooping</p> <p>* Observed date:</p> <p>* Observed time:</p> <p>* Accident damage:</p> <p>* Bus stop number:</p> <p>* Required comments: Magpies</p> <p>* Request details: Email Council 02/08/2021 14:42</p> <p>* "Please do a swooping bird assessment and implement appropriate responses. Highly aggressive magpie is swooping on people all day in the corner of logan rd and a sidewalk road at the south part of the Glindemann park. This year this magpie has been incredibly aggressive, even more than past years. This is second year in a row that I submit a complaint due to the same bird",</p> <p>* Urgent/Emergency:</p> <p>* Resolved internally: No</p> <p>* Contact source: External - General Public</p>		



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	AS0 - Asset Services
Main Work Centre	UA-EAST-URBAN RESPONSE

Dedicated to a better Brisbane

* Customer requested callback by Phone
 * 05.08.2021 12:50:45 AUSQLD PI_PPI_RFC (PI_PPI_RFC)
 * SITE INSPECTION NOTES:
 *
 * * Site inspection confirmed #swooping birds# at concrete/footpath link running through #GlindemannPark#, next to No.1210 Logan Rd through to Lawn St.
 * * Council will erect #bird swooping warning signs# at both ends of footpath when #COVID-19# restrictions/Council management advice permits.
 *
 * Customer notified by phone at time of inspection.
 * Inspector's Name: [REDACTED]
 * Phone: [REDACTED]
 *
 * WORK REQUIRED:
 * * Erect #Bird Swooping# warning signs.
 *
 * LIMITS:
 * No.1208 Logan Rd, Holland Park.
 * * #Glindemann Park#.
 *
 * SITE DETAILS:
 * * Erect two # Bird Swooping# warning signs.
 *
 * * On Electricity Pole next to No.1210 Logan Rd.
 *
 * * On #light pole# in Park(Lawn St end of concrete footpath, opposite Steele St)
 *
 * ADDITIONAL NOTES:
 * * Site photos attached.
 *
 * PROMISE DATE:
 * * By COB Friday 13/08/21 please.

RESPONSIBILITIES

Department Responsible	10000107 - East Road Ne
User Responsible	

ITEM DETAILS 1 of 1

Asset Part Codes	FORMED
Damage Codes	OTHER (SEE TEXT)
Damage Text	Bird swooping issue.
Cause Codes	OTHER (SEE TEXT)
Cause Text	Bird swooping issue.
Activity No. & Text	1 - OTHER (SEE TEXT)



NOTIFICATION

Plant Code	Brisbane City Council
Planner Group	AS0 - Asset Services
Main Work Centre	UA-EAST-URBAN RESPONSE

Dedicated to a better Brisbane

TASK DETAILS 1 of 1	
Task No. & Description	1 - CHECK AND VERIFY ISSUE
Task Text	
Task Status	Task Completed
Task Processor	
Planned Start Date - Time	04.08.2021 - 00 : 00
Planned Finish Date - Time	17.08.2021 - 00 : 00
Completed on Date - Time	05.08.2021 - 12 : 50
Completed By	