



Toowoomba Regional Council

Minutes of the Ordinary Meeting of Council

held on

15 February 2011

<p style="text-align: center;">MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL</p>

TUESDAY, 15 FEBRUARY 2011

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HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 15 FEBRUARY 2011 AT 9.06 A.M.**

BUSINESS:

1.0 OPENING OF MEETING

1.1 The meeting was opened at 9.06 a.m.

2.0 ATTENDANCE INCLUDING APOLOGIES AND LEAVE OF ABSENCE

2.1 All Councillors were present.

3.0 CONFIRMATION OF MINUTES

3.1 MOTION:

Moved by Cr. McVeigh, seconded by Cr. Ramia

That the Minutes of the Ordinary Meeting of Council dated 25 January 2011 be confirmed.

Carried

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4.0 BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETINGS

4.1 No matters were raised.

5.0 PRESENTATION OF PETITIONS

5.1 No petitions were presented.

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6.0 RECEPTION AND CONSIDERATION OF COMMITTEE REPORT

- 6.1 A Report of the Committee of the Council dated 8 and 9 February 2011 was submitted.

MOTION:

Moved by Cr. McVeigh, seconded by Cr. Scotney

That the Report of the Committee of the Council dated 8 and 9 February 2011 be received and, with the exception of Item 2, the recommendations therein be adopted.

Carried

- 6.2 **Item 2**
CONFIDENTIAL - Proposal from University of Queensland

MOTION:

Moved by Cr. C. Taylor, seconded by Cr.

That Council not accede to the University of Queensland's request to provide a presentation to Council.

Councillor Williams arrived at the Meeting at 9.09 a.m. prior to the motion being put to the vote.

For: Cr. Antonio, Ramia, Scotney, C. Taylor and P. Taylor.

Against: Cr. Cahill, Glasheen, Marks, McVeigh, Strohfeld and Williams.

Lost

- Item 2**
CONFIDENTIAL - Proposal from University of Queensland

MOTION:

Moved by Cr. McVeigh, seconded by Cr. Glasheen

That the University of Queensland's request to provide a presentation to Council be approved and proceed via a confidential briefing.

Carried

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7.0 **MONTHLY PERFORMANCE STATEMENT AS AT 31 JANUARY 2011**

Director, Finance and Business Strategy (Arun Pratap) - 4 February 2011

PURPOSE OF THE REPORT

To present Council with the monthly Financial Performance Statement as required by s152 of the *Local Government (Finance, Plans and Reporting) Regulation 2010*.

CORPORATE PLAN REFERENCE

2.1.2 Ensure sound financial management and procurement practices.

BACKGROUND

Section 152 of the *Local Government (Finance, Plans and Reporting) Regulation 2010* prescribes that statements must be presented to a meeting of the Council at least on a monthly basis.

Attached is the Consolidated Financial Performance Statement which clearly separates operating and capital outcomes including a variance result that is discussed in further detail in the body of this report.

A detailed Executive Financial Performance Report has been previously circulated to Councillors under separate cover.

ISSUES AND RESPONSES

The budget implications arising from the January monthly financial performance report include the following:

- Recognition of previously unbudgeted income received from property sales;
- Reduction in budgeted income from Aquatic Facilities;
- Increase in legal costs arising from property settlement;
- Income received from Carnival of Flowers below budget expectations;
- Additional income received from private works activities (Water Services); and
- Reallocation of resources to infrastructure restoration program.

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Operating Income - overall exceeding YTD budget expectations by \$4,497,359 or 3%

Fees and Charges (\$3,860,692 or 15% below budget)

- Reduced Main Roads project activities due to weather - \$2,875,692 or 39%;
- Regulated Parking income below expectation by \$135,338 or 12% due to decreased usage and damage to parking machines during January rain event;
- Dump fees \$290,281 or 14%;
- Development compliance fees \$384,228 or 11%;
- Aquatic Centre \$319,336 or 24%;
- Fines & Penalties \$204,985 or 41%; and
- Commission received \$150,377 or 41%.

Interest Received (\$1,388,187 or 41% - ahead of budget)

- This represents a timing difference only rather than additional investment income.

Grants, Subsidies, Contributions and Donations (\$2,523,779 or 30% ahead budget)

- Advanced receipt of Commonwealth Government Financial Assistance Grant;
- Advanced receipt of NDRRA flood damage claim; and
- Advanced receipt of Trainees and Apprentices grant.

Operating Expenses - overall below YTD budget expectations by \$3,573,064 or 2%

Materials, Services and Other Expenditure (\$2,084,233 or 5% below budget)

- Reduced expenditure on strategic planning projects (\$1.4M); and
- Reduced expenditure on regional Main Roads contracts (\$1.0M).

Capital Income - overall below budget expectations by \$3,158,901 or 34%

Grants, Subsidies, Contributions and Donations (\$2,309,105 or 35% below budget)

- Aerodrome project contributions delayed due to the recent weather conditions.

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Sales of Assets (\$849,796 or 33% below budget)

- Plant and Fleet assets sales not achieved budget timing expectations.

Capital Expenditure - overall below budget expectations by \$10,286,985 or 23%

Capital Expenditure is below budget due the following:

- Outdoor Sport and Recreation cycling criterium (\$2.5M) is yet to commence;
- Expenditure on various water and wastewater projects are below original budget timing expectations. An engineering consultant has been engaged to undertake a water supply network analysis of the western Toowoomba area. This will guide, validate or otherwise the progression of a number of projects in the Budget / Ten Year Capital Works Program;
- Wet weather impacts on Parks projects and land acquisition projects whilst in progress still need to be finalised (\$2.01M);
- District roads capital expenditure is delayed due to the rain and flooding events in December and January (\$1.8M); and
- Milne Bay Aquatic Centre refurbishment yet to commence (\$600K).

RECOMMENDATION

That the Monthly Performance Statement as at 31 January 2011 be received.

MOTION:

Moved by Cr. McVeigh, seconded by Cr. Strohfeld

That the Monthly Performance Statement as at 31 January 2011 be received.

Carried

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8.0 **2010/2011 DECEMBER QUARTERLY BUDGET REVIEW**

Director, Finance and Business Strategy (Arun Pratap) - 2 February 2011

PURPOSE OF THE REPORT

To present Council with the revised 2010/2011 budget, including the December budget review amendments.

CORPORATE PLAN REFERENCE

2.1.2 Ensure sound financial management and procurement practices.

BACKGROUND

Section 100(4) of the *Local Government (Finance, Plans and Reporting) Regulation 2010* provides an opportunity to amend the budget at any time before the end of the financial year.

The revised budget includes requests and adjustments for the period ended 31 December 2010. A detailed briefing was previously provided to Councillors on 8 February 2011.

ISSUES AND RESPONSES

The revised budget financial statements are attached. A summary of the requests included in these statements is provided below:

DECEMBER BUDGET REVIEW

Operational Requests

Income - Increase	\$ 342,571
Expenditure - Increase	\$ <u>7,002</u>
	\$ 335,569

Capital Requests

Reduction in Capital Expenditure	\$ <u>650,537</u>
Total - Net Position - Positive Result	\$ <u>986,106</u>

This positive result had the following impacts on Council's reserves:

• Transfer to Development Reserve	\$1,176,003
• Transfer from the Future Works Reserve	(\$ 80,855)
• Transfer from the Constrained Works Reserve	(\$ <u>109,042</u>)
	\$ <u>986,106</u>

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RECOMMENDATION

That the 2010/2011 Amended Budget be adopted.

MOTION:

Moved by Cr. Antonio, seconded by Cr. McVeigh

That the 2010/2011 Amended Budget be adopted.

Carried

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9.0 DEPARTMENTAL REPORTS FOR DECEMBER 2010 / JANUARY 2011

9.1 FINANCE AND BUSINESS STRATEGY

Report from Director, Finance and Business Strategy dated 7 February 2011

INTRODUCTION

The main matters to note for the month of December 2010 and January 2011 are:

- Activation of the Disaster Co-ordination Centre.
- Progress on development of Local Laws and Subordinate Local Laws.
- Finalisation of Enterprise Risk Management Framework and Corporate Risk Register.
- 2010/2011 December Quarterly Budget Review.
- Development of 2011/2012 Annual Budget Strategy.
- Functional approach to financial management processes and practices.
- On-line procurement training capability nearing completion - February 2011.

COMMUNITY AND BUSINESS PLANNING

Disaster Management

- The Disaster Co-ordination Centre (DCC) was activated at 3:45 p.m. on 10 January and stood down at 6:00 p.m. on 25 January, totalling 230 operational hours. Statistics relating to the DCC operations are shown below:

DCC Staffing:

- DCC Call Cell - 27 Council personnel (maximum of 4 persons per shift);
- DCC Operations Cell - 14 Council personnel (maximum of 3 persons per shift);
- Other Council representatives - Engineering Services, Environment Health Services and Information Management (approx 20); and
- At various times during the activation liaison officers were present from QPS, QFRS, QAS, SES and EMQ (approx 10).

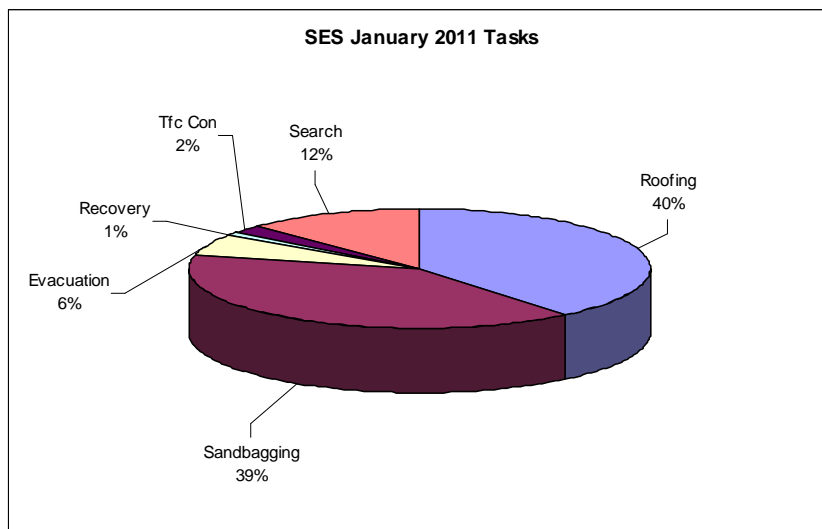
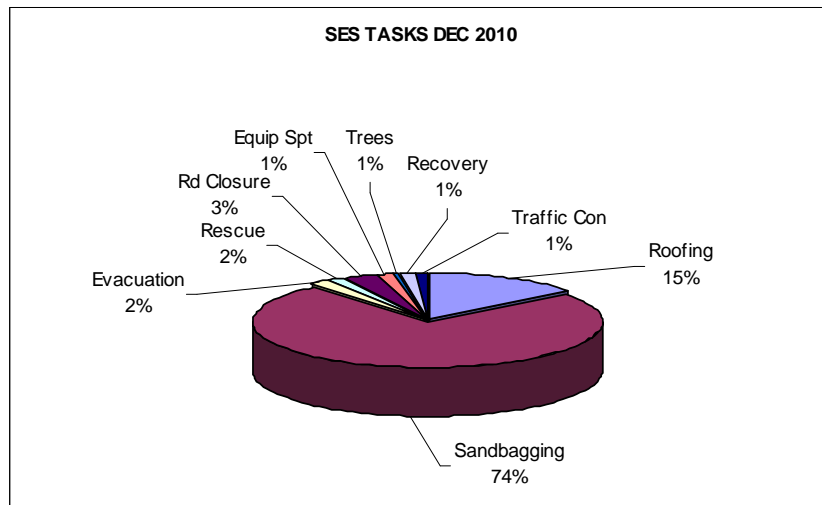
Operations:

- Processed - 1105 Pathway requests; 501 SES referrals; 1241 offers of assistance (approximately 500 requests were entered into Pathway);
- Received and issued 122 road condition reports;
- Received 1588 BOM reports/updates of which 196 were issued;
- Total telephone calls - 2981 incoming; 496 outgoing. (10-16 January);
- Discussion took place with selected members of the operational staff on 31 January.

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SES Activities:

- Five submissions were made for funding under the SES Subsidy Scheme (Crows Nest Toilet/shower block, new vehicle for Yarraman, vehicles accessories for Millmerran, Cecil Plains and Goombungee vehicles).
- The SES complex at Cecil Plains is almost completed.
- Cecil Plains is due to receive a new vehicle in March 2011.
- Rescue boats are now located at Millmerran, Cecil Plains and Clifton (events proved to be right locations).
- Meeting of the SES Executive Officers held in Oakey on 8 January.
- SES Toowoomba Group headquarters was flooded three times during recent flood events. Investigations need to be undertaken into an alternate facility.
- Operations during December and January consisted of:
 - Call outs - 487
 - Operational hours worked - 3808.5
 - Personnel deployed - 634
 - Deployments outside the Toowoomba Regional Council area - 29



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Other Major Disaster Management Aspects:

- Natural Disaster Risk Management Study to commence in February.
- Natural Disaster Resilience Program applications for generator system for new customer service centre/DCC (\$100,000 grant - \$50,000 Council) and development of Pathway/Dekho software for DCC (\$60,000 grant - \$30,000 Council) were successful.
- Local Disaster Management Group met seven times from 10 to 31 January 2011.

Local Laws and Subordinate Local Laws

- Report presented to Council on 14 December 2010 (Committee of the Council - 8 December 2010, Item 15) outlining progress towards the development of an integrated set of local laws and subordinate local laws.
- Model local laws and draft subordinate local laws and consultation plan circulated to Councillors on 18 January.
- Council information session on local laws and subordinate local laws held on 25 January.

Policy

The following policies were considered by the Executive Management Team:

- Induction.
- Secondment.
- Higher Duties.

The following policies were approved by the Chief Executive Officer or are awaiting sign off:

- Equal Employment Opportunity.
- Breastfeeding Support.
- Personal Protective Equipment management.
- Employee Assistance Program.
- Workplace Incident Investigation. and
- Travel and Related Expenses.

Policies considered by Council:

- Community Engagement.
- Community Grants and associated guidelines x 5 (Community Development Grants, Arts and Culture Grants, Sport and Recreation Grants, Event Support, Environment Grants).
- Leases and Licences.
- Rate Remissions.

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Policies approved by Council:

- Guidelines for Councillors receiving customer requests or complaints.
- Portfolio leader guidelines.
- Guidelines for requests by Councillors for advice or information.

Risk Management

- Enterprise Risk Management Framework and Corporate and Departmental Risk Registers prepared for endorsement of Council in February and approval by Audit Committee and Council in March.

Budget: Budget for disaster management will require revision due to flooding events in December and January and the subsequent activation of the Disaster Co-ordination Centre.

CORPORATE COMMUNICATION

Media Unit

- 101 News releases distributed during January. This was 2.5 times the average due to the flood event of 10 January and the subsequent need to continually release updated situation information to the media and public.
- Organised Permanent Conservation water restrictions radio ad to be produced and distributed Permanent Conservation television commercial to stations.
- Organised new WaterWise radio and television schedules for January and February.
- Writing 56 short biographies of Australia Day Award recipients and distributing to relevant Australia Day committees.

Publication and Design

- Design and layout of 36-page road Safety booklet.
- Designed numerous brochures and flyers. including pest management plan booklet, WaterWise brochures, and flyers for Health. Also designed building and information signage for Integrated Customer Service project.
- Photographed and sourced images for website landing pages.
- Regular posting of updated information relevant to flood recovery operations.
- Regular posting of updated flood recovery information to Twitter and Facebook, especially when external website shut down due to technical difficulties.

Budget: Budget is currently 5% below year to date expenditure.

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FINANCIAL SERVICES

- Assisted in the development of Pathway specification for valuation for implementation of site values. Software enhancement to be available by February/March.
- In combination with IMB, upgrade of PowerBudget to version 3.4 for additional functionality and moved to a new server. This has achieved the desired results of improved response times.
- Preparation of the December Budget Review.
- Review and development of documentation for updating accounts payable processes.
- Rates generated and to be issued on 10 February with due date of 15 March.
- Facilitated set up of EFT and BPoint systems for customer service centre.
- Set up project costing for collating disaster management costs.
- Began financial statements and audit planning processes for the 2010/2011 year.
- Prepared draft investment policy, reviewed FBT issues for draft travel policy.

Budget: Year to date expenditure is currently 3.8% below budget.

INFORMATION MANAGEMENT

Application Services

- Completed the Pathway 2010 end of year roll-over and creation of the 2011/1 Rates Levy.
- Upgraded Health Services Immunisation Database to a networked multi-user system.
- Created assorted reports from the Customer Request module for Customer Service project.
- Enhanced the Water Restriction Concession register in Pathway.

Information Services

- Published new high resolution aerial photography and height model within Council's GIS.
- Created a specific GIS environment for disaster event, providing critical mapping support to DCC and operational areas.
- Converted CitySafe camera footage to usable format and constructed a range of multi-media disaster presentations for key stakeholders.

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- Four Right to Information requests currently open - one with 4,000 pages respondent documents, another for CitySafe camera imagery.

Technology Services

- New radio network link to Toowoomba Airport installed. Some interference being experienced.
- Implementing Wireless Broadband Portal to improve management of TRC NextG data services.
- Upgraded server infrastructure for Spydus Library Management System upgrade.

Strategic Change Programmes

- **Customer Interface Management & eBusiness** - New main Council website: finalising draft content ready for revision and user testing behind schedule and now due for release in March. IT Help desk is to 'go-live' with Contact Centre software prior to training for Customer Service, with extra modules being acquired for Workforce Management Control, Recording and Feedback. All ICT equipment has been ordered and plans agreed for installation within the Customer Service Centre.
- **Document and Records Management** - DM Client upgrade project will be completed with the implementation of the DM client in Citrix in February. Migration commenced of former Councils' document management content into the TRC corporate repository - on track for March completion.
- **Spatial Information Services & Tools** - Significant work undertaken to deliver Disaster GIS and mapping support, revised external web mapping in final testing. Flood mapping project commenced. GIS-DM integration project underway.
- **Infrastructure and Communications** - Network Switching: Toowoomba network remediation work planned for FY 2010/11 completed ahead of schedule. Windows/Office 2007 detailed project planning underway. PABX Districts: Equipment ordered, deployment schedule development nearing completion. Wireless Network project approved to commence with Proof-of-Concept planned within main Administration Offices.
- **Improved Enterprise Business Solutions** - Completed reconciliation of E1 with master establishment list, now defining workforce management business processes and reconciling PowerBudget. Workflow project resources engaged. Business Intelligence resource engaged. Implemented new online e-Recruitment functionality and handed over to HR, now in daily use. Finalised design of Competency Management module in E1. Implementation now endorsed and resourced by Transition Management team.
- **Collaboration & Equipping** - Online learning solutions appropriate for the needs of Customer Service Branch, directors and management, general computer users and Information Management branch have been purchased. Intranet redevelopment review completed and recommendations presented. The development of internally hosted online training material is continuing with a focus on functions in Pathway required by the Customer Service branch.

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- **Governance** - Application Performance Monitor programme requirements gathering complete with vendor demonstrations commenced. Security Improvement project increased scope to include tablet and mobile related security requirements. Information Privacy training for Managers and Directors completed.

Budget: Overall -9% (\$377k) improved from -15% (\$570k). Operational Expenditure + 6% up from 4%. Capital Expenditure + 4% down from 38%. No quarterly review requests

PROCUREMENT AND TRADE SERVICES

Procurement

- Online procurement training course content reviewed by Director, Finance and Business Strategy. IM Branch are working to have the content converted for the new supplier of online training software.
- The Store in Toowoomba was very busy sourcing and issuing equipment and stores following the flood event.

Fleet Management

Disposals:

- 30 items with reserves totalling \$268,710 (4 Trucks/Yellow Plant, 8 utes/sedans, 18 minor plant) were sent to auction.

Asset Replacement Program:

- 40 Purchase Orders were raised with a value of \$2.2M (18 utilities/sedans, 14 truck/heavy plant, and 8 minor plant).

Other:

- RPQS for sedans/utilities is now in place.

TRADE SERVICES

Electrical

Completed:

- Intersection Upgrade - Ruthven and Jellicoe Streets.
- Major Upgrade/Reconstruction Works - Toowoomba Airport.
- Assist with Replacement of Sewage Pump Station - Clark Street, Clifton.
- Electrical Upgrade - Cecil Plains Hall.

In Progress:

- Sportsgrounds Upgrade - Millmerran.
- Round 3 of RLCIP Funded Upgrades for Milne Bay Aquatic Centre.
- Electrical Upgrade - Oakey Soccer Ground.

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Building

Completed:

- Create Water Restriction Signage.
- Replacement of Concrete Supports - Cooby Pipeline (Stage 1 Complete).
- Paint Wall - Library.

In Progress:

- District re-badging continuing.
- Renovations and maintenance - Cecil Plains Hall - painting required.
- Repairs to Herries Street Building (leaks).
- Repair pavers/footpaths due to flood damage.

Future Works:

- Repairs to Heritage Toilet - Russell Street.
- Kearney Springs - Renovate shower into toilets.
- Gazebo - Highfields.

Mechanical

In Progress:

- Motor Rebuild - Tana C0112.
- Replace Motor - Alderley Street bore.
- Install Blanking Plates - Booster Pumps, Leahy Road.

Boilermaking

In Progress:

- Reinforcements for Construction and Maintenance for flood damage.
- Replacement tool boxes & parts for flood damage.
- Construct 1 large and 4 medium bus shelters - Construction and Maintenance.
- Construct pipe clamps and stays for Highfields - Construction and Maintenance.
- Carryout gate replacements - Parks and Gardens.

CONCLUSION

The current activities of the Finance and Business Strategy Department are consistent with the four key areas of corporate focus being investment in ICT, customer service, transition to a functional structure, and long-term financial sustainability.

MOTION:

Moved by Cr. Williams, seconded by Cr. Strohfeld

That the Departmental Report be received.

Carried

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9.2 PLANNING AND DEVELOPMENT SERVICES

Report from Director, Planning and Development Services dated 7 February 2011

This Report is a brief overview of the four Branches that constitute the Planning and Development Services Department.

STRATEGIC PLANNING

- Awarded the third consultancy for the Strengthening Basin Communities project, a Street Tree Master Plan, to RPS Consultants.
- Completed Priority Infrastructure Plan draft charges for water, stormwater and sewerage and presented to Council.
- Priority Infrastructure Plan transport and parks components delayed due to flood.
- Legal and Peer review of the draft Planning Scheme completed.

Budget: On target.

BUILDING AND COMPLIANCE

- Staff attendance at the January Institute of Plumbing Inspectors meeting.
- Representation at the Master Plumbers Association meeting.
- Participation in Building Certification legislation workshops.
- Plumbing Inspector commenced employment at the end of January achieving full plumbing inspector staff complement for the first time for over twelve months.
- An additional Compliance staff member has completed an Authorised Officer training course providing an extra resource for site inspections.
- A significant increase in compliance requests (136 in total) occurred in January due to weather events. Subsequently, there was an increase in inspection activity (589 for the month).

Budget: Revenue to be adjusted through journal transfer.

DEVELOPMENT ASSESSMENT

- Significant work being conducted on HAFeDA and T5 projects – entering final phases.
- Draft Standard conditions have been completed and internal review is now complete. They will be sent out to the 'industry' for its comment in March 2011.

Budget: Nil issues as at six month review

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MAJOR REGIONAL PROJECTS

Charlton Wellcamp Enterprise Area - Facilitation and Implementation

- Continuing to facilitate various development proposals. Operational works applications for both the FK Gardner and Charlton Industrial sites have been lodged. FKG have subsequently received approval to commence bulk earthworks. Several meetings have been held to sort through the myriad of issues that have arisen from detailed analysis of works requirements. This may result in a variation to the existing Infrastructure Agreement with FKG.
- Discussions are being held with Ergon to ensure that an electricity supply is available when required by the FKG development.
- Continuing involvement with Department of Transport and Main Roads to arrive at a suitable solution regarding Warrego Highway access at Charlton.

State Significant Projects

- A submission was sent on 16 December 2010 to the Department of Infrastructure and Planning in response to the draft Surat Basin Regional Planning Framework.
- A submission was sent on 21 December 2010 to the Department of Infrastructure and Planning in response to the draft Resource Town Housing Affordability Strategy.
- Met with representatives from Origin Energy at Millmerran on the 23 November (along with Toowoomba Regional Council construction and maintenance branch members and the Millmerran Service Centre Manager) to further discuss a program of local road inspection, maintenance and payment. This is to ensure that roads used by the company (and its contractors) are adequately maintained at their cost.
- Attended Arrow Energy's public consultation session at Millmerran on the 25 November where their program of exploration in the region was further detailed. Production within Council's area is unlikely to commence before 2015.

COMSEQ Trail Bike Task Force

- Continued attendance at regular meetings and most recently reviewed and provided input to revised planning guidelines.

Budget: No significant budget issues

CONCLUSION

An eventful start to the new year has meant that staff have been involved in various tasks outside their normal duties. Needless to say however, work has continued to turn approvals around within statutory timelines along with work continuing on the Regional Planning Scheme and Priority Infrastructure Plans.

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There has also been an increase in requests for prelodgements for a range of activities including subdivisions, multi unit development and small shopping centres. This all points towards an upturn in activity later in the year.

MOTION:

Moved by Cr. Marks, seconded by Cr. Glasheen

That the Departmental Report be received.

Carried

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9.3 ENVIRONMENTAL AND COMMUNITY SERVICES

Report from Director, Environmental and Community Services dated 4 February 2011

INTRODUCTION

The following reports summarise notable outcomes and issues relevant to the Branches within the Environmental and Community Services Department.

LIBRARIES AND CULTURAL SERVICES

- Toowoomba City Library evacuated at 2:15 p.m. on 10 January 2011 due to flash flood event. Water entered the basement under the roller door and then tore the lower section away from the wall. The flood was 10 cm across the ground floor. Clean-up took two weeks and included damage assessment, lifting the carpet tiles for guernying and drying, disinfecting the floor, carpet laying and steam cleaning. Other jobs included repair of the lift, and writing-off 300 books. Bulk loans and housebound services returned to normal on 17 January and the library reopened on 24 January. A moratorium is in place for all overdue books until 8 February. Costs to date are \$15,000 and total estimated is to be \$30,000.
- The rain and flood event resulted in additional leakages at the Local History Library and the Toowoomba Regional Art Gallery. Where possible, walls and books are being dried out.
- On 29 January, the Cecil Plains Library experienced an overflow of sewage. This is being cleaned professionally and the library expected to re-open on Wednesday, 2 February. The carpet will need to be replaced.
- The air conditioner compressor in the top level of City Library is defunct and needs replacing. Working conditions are warm.

Budget: Nil to report.

ECONOMIC DEVELOPMENT, TOURISM AND EVENTS

- The annual "Summer Tunes" entertainment program is in full swing offering 32 live entertainment events between 9 January and 27 February. The events have been scheduled at Queens Park, Picnic Point, Laurel Bank Park and Newtown Park.
- At the Toowoomba Visitor Information Centre Famil held on 19 January, discussions were held between Visitor Information Centre volunteers and Council staff regarding the impact of the recent floods on visitation to the region, and the need to continue to actively promote Toowoomba and the Darling Downs as a place to visit. Volunteers reported a high level of enquiry from intending visitors about whether the Toowoomba region was accessible, and whether it was now safe to visit.

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- Toowoomba Regional Council hosted a group of students from Paju, our sister city in Korea. The students were in Toowoomba on a study tour at USQ, and were hosted by local families. In Toowoomba during the flash flooding, the students had an “interesting” stay. A Paju City Council representative also travelled with the group and briefed staff on opportunities for a Toowoomba Regional Council delegation to the city.
- The 2011 Economic Development Strategy is progressing, with a working draft to be reviewed by the project working group prior to its presentation to the Toowoomba Region Economic Development Board

Budget: Nil to report.

ENVIRONMENTAL HEALTH SERVICES

- On 21 January 2011, Council officers met with Aurecon Australia Pty Ltd to commence the Waste Collection Tender Documentation Development (Stream 2) Project. Site visits have been completed to all collection areas.
- Total amount of flood disaster waste that has been accepted at the Bedford Street Waste Management Facility free of charge since the start of the disaster until the end of January 2011 was approximately 4,876 tonnes. In the last few weeks most of this waste has been transported by vehicles greater than 3 tonne. The estimated impact on landfill life is a life-span loss of approximately 25 days.
- A number of incidents regarding leachate breakouts caused by the storm/flood events were reported to the Department of Environment and Resource Management.
- The cost estimate of removing leachate is expected to be approximately \$18,000.
- Mosquito control at Toowoomba Regional Council's 24 landfill facilities has been completed. Treatment included spraying for adult mosquitoes and larvicide control. Treatment for flies and black fly has also been undertaken at these sites. Other Council sites such as Lagoon Creek in Jondaryan were inspected and treatments of these sites were undertaken where necessary.
- Following the floods, Council's Environmental Health Officers visited effected food businesses and provided advice on cleaning and sanitisation to those businesses that were undertaking their clean-up processes.
- Co-ordinating the collection and disposal of flood damaged material from affected properties in the city area was tasked to the Branch. The Branch worked with a number of volunteer organisations and assistance was provided to businesses and residential homes from other businesses and agencies including Easternwell, TK Transport, USQ, Correctional Services, RPS Group, Ergon Energy, Wagners and Q-Vital. This is not a comprehensive list as there were many other businesses throughout the region that volunteered their assistance. The number of storm/flood damaged collections was 360.

Budget: There has been costs incurred by the Branch due to flood/storm remediation works, however, it is anticipated that these costs would be funded through disaster funding from the Queensland Government.

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PARKS AND RECREATION SERVICES

- Flood repair work has been the focus for Gardens North teams, mainly at East Creek, Vera Lacaze Park, Chalk Drive and Newtown State Rose Garden with most damage caused being loss of plants, mulch, soil, kerbing, decomposed granite pathways and bluestone retainer walls. Staff have also helped with the kerbside clean-up for residential properties.
- Preparation of flower beds for Carnival 2011 has also begun with the solarising of beds being undertaken over the past month, this helps prevent fungal and weed infestation.
- Gardens South staff have been undertaking flood damage repairs in Lake Annand including repairs to lawn, replanting of shrubs, trees and groundcovers and mulching of gardens. Some repair work has also been done at Clewley Park and Laurel Bank Park.
- CBD - replanted Victoria Street (Margaret to Russell Streets). Waiting for QRail to reinstate railway line to allow completion of landscaping in Dent Street.
- 'Plants to the Public' commenced on 2 February at the Ramsay Street Nursery and then Wednesdays and Saturdays as per the vouchers for the months of February and March, districts will open at various times during March.
- Lake Annand Bridge - latest Engineer's report has advised that the bridge is to be removed due to the damage to structural integrity, quotes have been received for a replacement bridge and the preferred supplier has been advised, construction period is approximately three months, modifications to the bridge abutments are also required.
- Wine Drive Park - park meeting held on 27 January met with favourable response from community (approx 20 attendees). The community has until the end of February to submit their preference for the park name. The masterplan was displayed and favourably received, two concerns identified included: limited area for dog-off leash area and need for wider pathways to accommodate cyclists.
- Update of parks in the 'Toowoomba Region RLCIP' Contract Time Extension - all sub-projects should have been completed before the Final Report due on 28 February. Consistent rains have continued to delay work and now with the disastrous floods in this region and right across central and southern Qld it appears certain that this deadline cannot be met both because of the unsuitable ground conditions and the fact that all teams will be necessarily tasked to disaster relief work for the unforeseeable future. Three sub-projects which are facing indefinite delays are: Webb Park Slide (50% complete), Millmerran Sporting Field Lighting (30% complete) and Millmerran Factory Dam Playground (50% complete), no completion date available at this time. Discussion with the Federal Government has indicated that they are likely to extend completion dates to 30 June 2011.
- Clean-up work has been proceeding at Loveday Cove with an expected reopening date of mid February. Internal roads and parking areas are still quite damp with water continuing to seep from the surrounding countryside. Ultimately, these areas will require to be resurfaced but are trafficable with care.

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- Lake Cressbrook remains closed to public access while it continues to spill and access roads are limited to "Local Traffic Only". Clean-up and restoration of recreational facilities are proceeding during the closure.
- Complete damage assessment of the Escarpment Parks is yet to be undertaken and these parks remain closed. Assessment will proceed over the next two weeks and further information on damage suffered will be reported together with estimates of repair time.

Budget: Nil to report

CONCLUSION

The Branches within the Department were affected by the 10 January Flood Event which has impacted delivery of normal service levels during the month.

MOTION:

Moved by Cr. Scotney, seconded by Cr. Cahill

That the Departmental Report be received.

Carried

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9.4 ENGINEERING SERVICES

Report from Director, Engineering Services dated 4 February 2011

INTRODUCTION

In the last departmental report dated November, increased capital activity in early 2011 was flagged through both direct labour and contract delivery modes. However, with flooding events continuing from October 10 - 12 through the events commencing the 26 December 2010 and 9 January 2011, focus is now heavily diverted to flood recovery efforts for the majority of Engineering Services staff.

CURRENT ACTIVITIES

- **Eastern Downs Regional Road Group (EDRRG)** - Notification has been received from the Road Alliance Board indicating their awareness of the impact of flood damage on the likely delivery under the Transport Infrastructure Delivery (TIDS) Program.

The Road Group has received a request for an amended anticipated program for the TIDS program.

- **External Works Policy** - A draft External Works Policy and Procedures have been completed. An external audit of one specific identified project has been undertaken and the findings used to support further advancement of procedural changes made since amalgamation and proposed in the new policy.
- **Hierarchy/Priority Infrastructure Plan** - Departmental staff continue to support as required, the development of Council's Priority Infrastructure Plan and Planning Scheme.

STRATEGIC PROJECTS

- **Engineering Departmental Review** - While work had been suspended given recent departmental focus, work has recommenced particularly in relation to the establishment of appropriate communication processes between Customer Services Branch and service delivery by the Department.
- **Outer Circulating Road** - Work has continued in December and January with Traffic Modelling by the appointed consultant now well advanced.
- **Spring Creek and Highfields/Meringandan Catchment Management Strategies** - have received significant focus in December and will continue as resources allow.
- **Road Safety Partnership Project** - Stakeholders and consultation meetings identified in the Project Management Plan for this project were completed in December. A draft Consultation Paper will be presented to Council in the near future prior to its public release.

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- **Asset Management System** - The identified milestone of completion of a Core Asset Management Plan for identified asset classes was achieved by the stated deadline of 31 December 2010.

Since this date, Council is in receipt of advice in relation to an extension of that deadline but has already progressed to planning of activities elevating the current plan to the advanced status with processes such as building asset condition assessment already commenced.

Resources allocated to the development of the Asset Management System have been currently diverted to support the preparation of Council's National Disaster Recovery Relief Arrangement (NDRRA) submission seeking funds to support the restoration of damaged infrastructure.

CAPITAL WORKS PROGRAM

To the end of January 2011, Capital Funds of \$22.9M have been committed of a \$16.9M Year to Date Budget. However, phasing of Capital Works was heavily biased to the second half of the year with a total budget of \$56M identified.

With all road construction resources currently allocated to flood recovery works and a small amount of resources assisting Lockyer Valley Regional Council, achievement of full budget expenditure may be difficult and similarly some funds may be required to support flood recovery expenditure.

The Toowoomba Aerodrome Upgrade Project commenced at the beginning of January.

Current Works

- **Roads Works** - Approximately \$11.4M has been committed of a \$12.5M Year to Date programmed expenditure. Road works were also heavily phased for delivery in the second half of the Financial Year with an annual budget of \$33.4M.
 - Construction works were largely postponed in January.
 - Design works were completed for Gipps/Ball Street roundabout with an estimate of \$454,000 estimate cost which exceeds current budget allocation and will require reallocation of funds at the nine month review.
 - Design work on Curzon/Herries Street and Nelson/Kearney Street roundabouts is well advanced.
 - Preparation of final designs for the criterium has progressed to near completion during December. Project delivery has been delayed due to unanticipated issues with tenure negotiation with the Show Society.
 - Drainage investigation work has commenced for Ballin Drive and Garnett Lehmann Parks on East Creek with design work for the Hogg/Tor, Kearney Street and Beer Court drainage projects now well advanced.

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- **Flood Events/NDRRA Activations** - the October 10/12, December/January initial estimates grew from in the order of \$2M to \$10M to \$50M progressively. Emergent Works are currently underway and at the end of January had expended \$2.85M.

Data collection has commenced in earnest with both identification of damage and the development of more accurate estimates commenced and expected to be completed by April 2011. As at 4 January, approximately 766 locations were identified involving more than 875 instances of infrastructure damage with the first pass progressive estimate total now at \$37M. This total is based on initial estimates and unit rates and is increasing as more damage is identified and the accuracy of estimates improve.

A Project Team has been formed for Project Management for the external delivery of identified specific major projects with the engagement of consultants to assist in the development of the information for submission for these major projects with engagement now in place.

Engineering staff were involved in the Disaster Co-ordination Centre activity following the 10 January activation and were involved in co-ordination of departmental emergency response, co-ordination of transport information and the use of external resources.

In line with normal practice following run-off events, survey teams have completed measurement of observed flood heights of Toowoomba with programmed work in Oakey and Yarraman.

Current assistance to Lockyer Valley Regional Council includes -

- Senior Engineer;
- Civil Works Co-ordinator;
- Additional Part Time Works Co-ordinator;
- Three Work Crews (primarily wet hired equipment); and
- Plans underway for the provision of Jetpatchers/Flocon, tractors and slashers and potentially an additional grader/road maintenance crew.

Flood damage has significantly changed activities with the majority of the departmental resources now assisting with the flood recovery efforts with full recovery likely to take in the order of two years for the currently identified damage.

- **Toowoomba Aerodrome Upgrade** - Approximately \$0.7M was expended to the end of January with total committed funds of \$7.4M of the \$9.8M budget.

The tender for Construction Upgrade Works was let to CivilTeam Engineering Pty Ltd who commenced at the beginning of January on Area One (Western end) with progress now reaching 60% in that section.

Twin engine and regular passenger transport (RPT) operations were relocated to the Oakey Army Facility on 24 January and will operate there under agreement until 19 April 2011. Wet weather impacting on the site has lead to significant

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delays and a four day Contractual Extension of Time with the Date for Practical Completion now 20 April 2011.

- **Regional and Local Community Infrastructure Program (RLCIP) Sustainable Pools** - Minor outstanding works were completed in December bringing this project to a conclusion.
- **Oakey Pool Upgrade** - Tenders for the upgrade closed in January and are currently under review.
- **Toowoomba Regional Council Road Reseal Program** - Rain interrupted delivery of the first stage of this project on 2 December. Delivery of the balance of project using Council resources is now considered unlikely with a variation being sought under the existing contract for the spreading and rolling of aggregate.

Resources are likely to be in short supply and significant damage has occurred to some of the road network with limited current ability to complete prior works on all the programmed reseal locations. It is still hoped for the second stage to be undertaken however, unlikely to be completed in full.

- **RSL Roof Replacement** - Work has commenced on the development of contractual documents.

RECURRENT WORKS PROGRAM

Current Work

- Expenditure to date of \$28.3M exceeds the Year to Date Budget of \$25.6M heavily due to the impact of the initial (emergent) work undertaken to date in response to the three significant flooding events.

This has reflected heavily in the road works operations area with \$10.7M of expenditure against the \$9M Year to Date budget.

- **Emergency Flood Damage Work** - reported in November in the Oakey/Millmerran areas following the NDRRA activation for the 10/12 October event will now be included with the subsequent activations.
- **Watermain Replacement Project** - is underway on behalf of Water Services on Bridge Street between Mackenzie and Prince Henry Drive.
- **External Works** - Expenditure of \$9.7M has been committed of a \$7.3M Year to Date Budget. Significant work on behalf of the Department of Transport and Main Roads conducted in December and January is yet to be claimed and anticipated to be invoiced over the next week.
- **Oakey/Cooyar Upgrade Project** - work is currently postponed.
- **Ruthven/Jellicoe Streets Intersection Works** - were postponed in January but will recommence as soon as possible with an anticipated completion in early March.

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- **Milne Bay Aquatic Centre** - material supply and preliminary works are on schedule for the program shutdown commencing on the 14 March.
- **The Empire Theatre** - Preparation for maintenance work to the gunmetal wall and the painting of Northern and Southern foyers has commenced.
- **City Safe System** - Nil exceptions to report. The system was heavily relied upon during the 10 January flash flooding event by the Queensland Police Service and will be very useful in the analysis of hydrological/hydraulic studies currently underway.

QUALITY SYSTEMS

- **Road Works Quality Assurance System** - no action in the last reporting period.
- **Maintenance Management System** - the DeltaS Road Maintenance and RMPC Modules were programmed to be implemented early in the calendar year however, these efforts have now been temporarily postponed and it is still hoped for full implementation across the region for the start of the 2011/2012 Financial Year.

BUDGET/RESOURCE IMPLICATIONS

Significant budget amendment will be necessary due to extensive infrastructure damage from flooding event. The full extent of damage and Council's contribution towards restoration works will not be known with reasonable accuracy for several months and full restoration works cannot commence until approval of the upcoming NDRRA submission is received which is certain to carry over into the coming financial year and possibly beyond. These works should be offset by additional funding resulting from the NDRRA submission.

CONCLUSION

A significant change of focus of delivery has been required with both Council and external resources responding to recent flooding events.

MOTION:

Moved by Cr. McVeigh, seconded by Cr. C. Taylor

That the Departmental Report be received.

Carried

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9.5 WATER SERVICES

Report from Director, Water Services dated 4 February 2011

INTRODUCTION

A combination of persistent rainfall during December 2010 and heavy rainfall over the weekend of 8 and 9 January 2011 resulted in the activation of the Dams Flood Event Control Room at the James Cook Centre on 9 January. The activation was in accordance with the Dams Emergency Action Plan.

The flood event required around the clock monitoring with staff at all three dams. The unprecedented rain event on 10 January stretching from the dams' catchment to Toowoomba led to all three dams recording highest levels on record. The 10 January rainfall also resulted in significant damage to Water and Sewerage assets across the region. Further details of damage follow in this report. Water Services staff worked long hours in subsequent weeks to restore services.

WATER OPERATIONS

Water Operations

- Toowoomba Water Supply System Production (FYTD as at 28 January 2011)

	Dams	Toowoomba Basalts Bores	GAB Bores (including Hampton Irrigators)	Total Bores	Total	Wivenhoe Pipeline
Production (ML)	3,500	1,402	358	1,760	5,260	2,050
% Total Production	66.5	26.7	6.8	33.5	100.0	

- Currently pumping from Cressbrook and Perseverance dams. Actual proportion variable depending on blue green algae status and maintenance activities. Minimal pumping from Cooby Dam. All dams at 100% usable storage.
- Unable to pump from Cressbrook dam 11/1 - 21/1/2011 due to flooding of tower.
- Wivenhoe pipeline last operated 5/12/2010. Anticipate turnover pumping only for foreseeable future. Wivenhoe pump station currently unserviceable due to flooding.
- Average residential water consumption (Toowoomba residents) for month: **129 l/p/d**

Water Quality Compliance

Reportable non-compliances (E.Coli detected or ADWG health based guidelines exceeded)

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Service Centre	Feb 2010	Mar 2010	Apr 2010	May 2010	June 2010	July 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011
Clifton	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Crows Nest/Highfields	Nil	Nil	1	2	Nil*	Nil*	Nil*	Nil	1	Nil	4	Nil
Greenmount	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	1	Nil
Goombungee/Yarraman	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	2	Nil	Nil
Millmerran	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Oakey	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	2
Pittsworth	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Toowoomba	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Total	2	Nil	2	3	Nil	Nil	Nil	Nil	1	2	5	2

December 2010 - January 2011:

- Meringandan East (Ted Franke Park) - *E.Coli* detected in samples collected 7 and 30/12/10. Manual chlorination of Meringandan East reservoir not maintained due to access difficulties under wet weather conditions. Procedures instigated to ensure manual chlorination occurs even when vehicle access not possible.
- Perseverance WTP - Manganese for sample collected 7/12/10 exceeded ADWG health guideline. Raw water manganese following early December inflow events beyond plant's treatment capacity. Carting in treated water until raw water quality improves.
- Wyreema (Obst Park) - *E.Coli* detected in sample collected 13/12/10. Chlorine residual not maintained due to chlorination failure and treated water main break. Procedures instigated to ensure daily monitoring of bores chlorination facilities.
- Blue Mountain Heights - 21/12/10. Free chlorine exceeded ADWG health guideline due to release of super-chlorinated water during Mt Kynoch R7 recommissioning. Transient event only.
- Glenvale Reservoir - *E.Coli* detected in samples collected 19 and 25/1/11. *E.Coli* not detected in reticulation samples. Continuing to investigate - preliminary conclusion suggests poor reservoir turnover as primary cause.
- All non-compliances reported and documented in accordance with DERM requirements.
- December/January dams inflow events have resulted in very poor raw water quality. Mt Kynoch WTP has consistently complied with ADWG and HACCP limits however, treatment chemical consumption and costs have increased significantly. It is anticipated that raw water quality will remain poor into the foreseeable future.
- Highfields and Crows Nest WTPs are continuing to experience difficulty treating very poor quality raw water. Maximising treated water quality through increased

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backwash frequency and intensive monitoring however, can expect ongoing dirty water complaints from these systems.

- Toowoomba water supply system subject to precautionary boil water alert from 11/1/11 until 13/1/11 (lifted with Queensland Health approval). No water quality non-conformances detected during this period.
- Yarraman WTP raw water rising main damaged 10/1/11. Temporary repairs completed 13/1/11.
- Received information request from regulator re Stage 1 (Toowoomba water supply system) DWQMP. Response submitted 2/2/11.

Wastewater Operations

- Wetalla WRF (December 2010 - January 2011)

Volume Treated	Volume Recycled Millmerran	Volume Recycled NAC	% Recycled	Biosolids Produced	Biosolids Beneficial Reuse	% Beneficial Reuse	Environmental Incidents
2,850 ML*	52 ML	11 ML	2.2%	2,214 t	83 t	3.7%	1

- Wetalla AWTP (December 2010 - January 2011)

Volume Treated	Volume Recycled	% AWTP Recycled	Environmental Incidents
460 ML	11 ML	2.4%	Nil

- *In addition to the volume treated, a further 445 ML was bypassed during December and January due to infiltration/inflow during extreme rainfall events. Of this total, 344 ML (77%) was bypassed over the period 6 to 13/1/11. Excess flow was bypassed in accordance with DERM license conditions.
- Maximum daily inflow was 223 ML (approx 12 x current average dry weather flow) on 10/1/11.
- NAC advised volume 120 ML/month from 30/10/09 - 2010/11 YTD significantly less and anticipate minimal for remainder of year. Adjusted at 6 month review.
- Majority of biosolids disposed to Swanbank landfill. Beneficial reuse not possible due to wet weather access limitations.
- Heavy vehicle access limited due to flood damage to culvert.
- SPS Operations - Numerous overflows due to extreme rainfall events and consequent flooding/inflow/infiltration.

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Effluent Quality Compliance

Exceedences discharge licence limits.

Service Centre	December 2010 - January 2011
Clifton	Clifton WRF: BOD and SS exceed 85 th percentile limits December/January results exceeded suspended solids maximum.
Crows Nest/Highfields	Crows Nest CED: Thermotolerant coliforms, pH. Highfields WRF: Thermotolerant coliforms.
Greenmount	Wyreema WRF: Thermotolerant coliforms, Total Phosphorus
Goombungee/Yarraman	Yarraman WTP: Nil Yarraman WRF: Nil
Millmerran	Millmerran WRF: Nil Cecil Plains WRF: Nil
Oakey	Oakey WRF: BOD and SS exceed 85 th percentile limits Westbrook WRF: Nil
Pittsworth	Pittsworth WRF: Total Nitrogen and Total Phosphorus
Toowoomba	Total Nitrogen results remain variable but are currently slightly out of compliance - rolling 12 month 50 th percentile 5.1 mg/L compared with limit of 5.0 mg/L 11/1/11: Exceeded suspended solids maximum 19/1/11: Exceeded Thermotolerant coliforms and Total Phosphorus maximums

- Oakey WRF - Inundated during January flood event. Currently providing partial treatment.
- Wetalla WRF - January licence exceedances due to extremely high inflows and non-typical influent composition during January rainfall event leading to reduced treatment effectiveness.
- All wastewater collection systems experienced one or more SPS overflows due to extreme rainfall event.
- All Environmental Authority non - compliances being reported to DERM in accordance with Environmental Authority conditions.

Laboratory Services

- NATA Accreditation:

Laboratory is continuing to perform well in inter laboratory testing programs. NATA surveillance audit scheduled for March 2011.

Trade Waste Services

Trade Waste Policy approved by Council. Implementation of Trade Waste Policy and Trade Waste Environmental Management Plan is well advanced:

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- Reissue of Highfields/Crows Nest/Oakey/Westbrook trade waste approvals is complete.
- Millmerran staff and generator information sessions were held 17 August. Processing of approval applications complete.
- Pittsworth staff and generator information sessions held 19 October 2010. Processing of approval applications complete.
- Yarraman staff and generator sessions scheduled for February 2011 postponed until March in consideration of January flood event impacts.

WATER PROJECT SERVICES

Southern Regional (Wyreema) Water Reclamation Facility Project

- Design of the Southern Regional Water Reclamation Facility and the Westbrook pump station and transfer main is progressing. This project is being delivered using an ECI project delivery methodology. Applications for Development Permits have been lodged. With input from the ECI participants, design is nearing completion.

Clifton Projects

- The engineering consultant's draft report examining water quality issues and options to improve water quality was received early December 2010. Following a Council officer review of the draft report, a number of comments have been provided for the consultant's consideration. A revised report will be provided in the near future, with a report likely to be presented to a meeting of the Committee of the Council in March 2011.

Highfields / Meringandan Water Supply Projects

- Significant funding is provided in the 2010/11 and following years budgets for the water supply infrastructure in the Highfields / Meringandan area. Infrastructure Strategic Planning Branch has for some time been undertaking planning investigations that will determine the optimum way to augment the water supply in these areas. Water supply network models for the area have been developed based on GIS information and updates provided by network managers.

Prior to using networks models as a planning tool, it is necessary to calibrate the models with field data. This process has been time consuming as it has been found necessary to adjust the model to reflect system changes that have not been captured in GIS. The results of calibration scenarios indicate that the model is still not fully calibrated which is thought to be due to some network connectivity issues that still need to be corrected. Further ground-truthing of the model is required.

Due to the reduction of in-house resources for this network modelling / planning work, it is intended to engage an engineering consultant to review the model calibration and to then undertake the required infrastructure planning tasks.

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Highfields Sewerage Project

- Design the pump station and transfer main is progressing. This project is being delivered using an ECI project delivery methodology. With input from the ECI participants, design is nearing completion.

Millmerran Water Supply Bores Projects

- Tenders closing Tuesday, 22 February 2011 have been invited for the replacement of pumping equipment at Bores #5 and #6 (Condamine aquifer).

Brookstead Bores and Yarranlea Booster Pump Station (Pittsworth) Projects

- Tenders closing Tuesday, 22 February 2011 have been invited for the replacement of pumping and switchboard equipment at the Brookstead bores and the Yarranlea booster pump station.

Kingsthorpe and Gowrie Junction Sewerage Projects

- Council's design consultant MWH has been requested to investigate an alternative option using conventional gravity and Pressure Sewer System (PSS) house connections leading into conventional gravity sewers, i.e. a hybrid system to reduce the length and cost of the reticulation network. A draft report has been received and is being reviewed.

District Water Supplies Fluoridation Projects

- Queensland Health has advised that the Water Fluoridation Regulation 2008 has been amended with the following impacts on Council:
 - the requirement to fluoridate the water supply at the Cambooya bores and the Yarraman Water Treatment Plant has been removed; and
 - the prescribed implementation date for the fluoridation of water supplies at the Crows Nest and Highfields Water Treatment Plants has been changed from 31 December 2010 to 31 December 2012.

A response to Council's submission to Queensland Health and Department of Infrastructure and Planning seeking clarification and direction in regard to the fluoridation of the Hodgson Vale and Pittsworth/Brookstead water supplies is yet to be received.

Toowoomba Sewer Relining Projects

- The 2010/11 sewer relining program contractor will commence works under the contract in February 2011.

Water Main Projects

- Replacement of a section of water main in Bridge Street from Mackenzie Street to Prince Henry Drive is nearly complete. Following completion of this project, the next project is the replacement of a section of water main in West Street from Drayton Road to Evans Street.

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Toowoomba Wastewater Infrastructure Projects (TWIP)

- Expressions of Interest for Early Contractor Involvement (ECI) participants for the TWIP program closed on 14 September with nine EoIs received. Five respondents were invited to attend separate interview / discussion sessions with the selection panel. Two ECI participants were invited, and subsequently accepted the invitation, to participate in the ECI phase.

The ECI participants continue to be proactively involved with Council and Council's designers in a structured program to develop designs that the ECI participants will tender on in early 2011.

With input from the ECI participants, design is nearing completion.

During February/March, it is planned for detailed design and documentation to be completed and reviewed by Council and the ECI participants and for final commercial meetings to be held. Tender documentation will then be compiled for issue to the ECI participants.

In the original project delivery schedule, the issue of invitations to tender was scheduled for 11 February 2011. This timing was derived with a compressed design timeline. Whilst all endeavours have been made by Council's design consultants to achieve the timeline, the unusual weather conditions during January and other factors have resulted in a delay in the completion of design and documentation. To ensure the design and tender documentation is of a high standard to minimise flow-on risk to Council the issue of invitations to tender will be delayed by 6-8 weeks.

A further issue, which will impact on the award of a contract, is the receipt of required Development Permits. Applications for the required Development Permits have been made, however the timeframes of the assessment process means that Permits may not be issued for sometime. It is considered prudent from a risk management perspective to not award a contract until the Permits are issued. This will allow, as may be required, any extra-ordinary Permit conditions to be incorporated into the design and priced by the ECI participants.

WATER INFRASTRUCTURE ASSET MANAGEMENT

Civil Infrastructure

- During December 2010/January 2011, the three dams experienced significant flood events resulting in all three dams recording the highest storage levels on record, with Perseverance reaching its highest level on 10 January and Cressbrook and Cooby dams reaching the peak level on 11 January.

Cressbrook peak RL 280.420 - metres over spillway 4.2

Perseverance peak RL 449.11 - metres over spillway 3.03

Cooby peak RL 480.09 - metres over spillway 1.55

- Significant to catastrophic damage has occurred to measurement equipment used to calculate inflow into the dams. The structures and instrumentation will take a considerable time to repair and/or reconstruct.

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- Road access to Cressbrook and Perseverance dams has been severely restricted due to landslides and slips. All three dams have been restricted to authorised access only for public safety due to the amount of debris in the water, road conditions and spillway activity.
- The three dams have been inspected by Dam Safety Engineers and have shown no safety issues affecting the integrity of the structures. Ongoing work will be required to rectify problems caused by upstream flooding and slips on and around the vicinity of the dams. Recreational activities will have to be restricted to some areas for a considerable period.
- Significant damage has occurred to civil water and waste water networks across the region with the most severe damage occurring in Toowoomba with several major trunk systems damaged during the events of January 10. Emergency restoration works are either in progress or services have been restored with minimal disruption to residents.

Mechanical / Electrical / Communications Infrastructure

- Cressbrook C1 pump station was required to be de energised due to the Hi Lift pump floor being inundated when water levels rose above RL 281.50. This resulted in the two 640 Kw lift pump motors being removed for repair in Brisbane when water levels receded. The station was off line for an additional 5 days while this work was being carried out.
- Destratification units on Cooby and Perseverance dam are off line indefinitely until debris levels within the storages reduce.
- Several bore pumping stations are off line within the city and regional networks due to flooding of electrical equipment. Works are in progress to bring them back on line. Oakey STP has been damaged beyond economical repair and processes are being considered to work around this issue.
- Crows Nest CED and Westbrook sewer networks have ongoing problems that are being worked through to minimise environmental and public health issues while long term solutions are being put in place.

WATER - STRATEGY AND CO-ORDINATION

- **Water Demand Management**

The Water Demand Management team have been preparing Knowledge Base information sheets for use by the Customer Service Centre. Extensive work has also been undertaken in updating website material.

Implementation of Permanent Conservation Measures has continued with the finalisation of Active Playing Surface Guidelines and the development of a fridge magnet which will be distributed over the coming months.

A training workshop on "Water Efficiency Guidelines – External Cleaning" has been arranged for external cleaners on 11 February 2011.

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Arranged filming and photography of dam overflow events for use in additional chapter for the technical level "Follow the Flow" DVD currently under production.

Tour bookings early in the year are normally a bit slow, but have started with a large booking for later this month for Environmental Engineering students from USQ.

Several articles have been written for both residents and internal newsletters.

- **EMS Co-ordination**

Collated environmental data, infrastructure damage, plant and infrastructure environmental performance and reinstatement programs across the region in relation to Toowoomba and Region flooding events.

Daily reporting to DERM in relation to the above in accordance with TRC's statutory environmental compliance with duty to notify and general environmental duty provisions of the EP Act.

Undertook a preliminary environmental review and collected data for the preparation of a Transition Environmental Program for the Westbrook pump stations to address surcharges during wet weather events.

Continued document review of EMS system in preparation for benchmarking audits although significant disruption to this process by flooding events early in the month.

Provided General Environmental Awareness training to staff.

Finalised Environmental Audit schedule for 2010/2011.

- **Quality/HACCP Co-ordination**

The Office of the Water Supply Regulator has issued an Additional Information Notice in response to Council's Drinking Water Quality Management Plan Stage 1 submission. A response to the 24 actions included in the Notice has been submitted.

The development of Council's Drinking Water Quality Management Plan Stage 2 is in progress with steering group meetings held monthly.

- **Performance Reporting Co-ordination**

Routine reporting to the Bureau of Meteorology (BoM) continued for the month.

- **Carbon Accounting and Sustainability Awareness Projects**

Carbon accounting systems officer compiled Toowoomba city's electricity accounts for 2009/10 and calculated the emissions from those accounts. Compiling of District Fleet fuel usage for 2009/10 has commenced.

Sustainability Awareness community education continued with the Climate Smart Home Service and the launch of the TRC Environmental Grants program. The

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popular EnergyWise appliance tester kit lending service concluded and plans are underway to turn the kits into a school resource.

Within Council, the Sustainability Awareness program continued with staff education about green office practices by launching the 'think before you print' campaign.

Awareness continues regarding carbon management, with the 2009-2010 carbon footprint results being advertised in the Communic8 staff newsletter and the first group of trainees completing the inaugural Southern Queensland Institute of TAFE "Participate in Environmentally Sustainable Work Practices" course.

MOTION:

Moved by Cr. Antonio, seconded by Cr. Scotney

That the Departmental Report be received.

Carried

9.6 DISTRICT SERVICES

Report from Director, District Services dated 7 February 2011

INTRODUCTION

The Department of District Services has undergone change with the ongoing transition to a functional structure progressing and District Managers commencing other roles. The handover of legacy issues continues with two Regional Managers now in place across the former districts. Otherwise, it has remained business as usual in the delivery of local government services. The Customer Service Business Improvement Project remains on schedule, despite the impacts of weather.

Customer Service

- Project has experienced delays to the construction programme due to flood impacts on the supply of ductwork and switchboard. All other elements of the project are on time and within budget.
- Hand-over date of the new customer service centre to Council has been revised from the 14 February to the 2 March. Opening for the public remains unaffected with the scheduled date in late March.
- Full contingent of Customer Service Branch staff, including co-ordinator customer liaison but excluding customer liaison officers, have been recruited;
- Review of non-technical training content delivered by the HR Consultancy Team on the 24 January complete. Development of technical training content prioritised with project staff diverted to this task as a matter of urgency.
- Non-technical training commenced on the 31 January for 7 weeks - Initial 2 weeks at Highfields and subsequent weeks in the HR Training Room and new customer service centre for contact centre software reliant training.
- Workforce scheduling software is to be purchased given complexity of rostering over multiple locations.
- Completion of Phase 2 Knowledge Base for Water, Development Assessment, Building Compliance and Parks and Recreation. Testing to be conducted for phase 2 in training.
- Service Level Agreements (SLAs) continue to be drafted and negotiated with functional managers. Environmental Health SLA agreed and signed by both parties.
- Staff Directory identified as major tool for CSOs to identify and contact staff within TRC. Processes and responsibilities continue to be developed for upgrading and maintenance of data base.
- Customer Satisfaction surveys - Mystery Shopping Programme for telephone, face to face and e-mail to establish baseline satisfaction levels will be finalised shortly.

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- Hours of operation and after-hours process finalised for new customer service branch.

**SERVICE CENTRES - NORTH
(encompassing Crows Nest, Goombungee and Oakey Service Centres)**

Australia Day Celebrations

Australia Day celebrations were successfully held in Crows Nest, Goombungee, Highfields, Oakey and Yarraman with the assistance of Council staff based at the service Centres. The Goombungee celebrations were scaled back on account of the effect of local flooding earlier in the month.

Flooding

Throughout January, the northern area of the Region experienced above average rainfall culminating in significant flooding across the area, particularly around the 10 and 11 January.

The centres worst affected were Oakey (approximately 100 houses inundated) and Yarraman (approximately 25 houses inundated). Significant damage was sustained to the extensive road network with all centres being isolated for periods of up to 24 hours and on multiple occasions. Most local reports suggest that the water heights in most waterways were the highest in living memory.

Low lying areas were evacuated with some 80 Oakey residents evacuated to the Toowoomba Grammar School to escape the Oakey flooding.

Flood Damage

Damage has been sustained to the road network with most roads affected from washouts, removal of gravel surfaces, landslips and the undermining or damage to a significant number of large culverts and bridges. Infrastructure damage within Parks and water storages are significant.

Significant damage in urban areas was caused from flash flooding whilst most rural areas sustained damage from creeks escaping their banks.

Staff attended numerous callouts every day during the month in response to water over roads and the effects of flooding, road damage and fallen trees. The efforts of staff during the Christmas period were particularly noteworthy given only skeleton crews were available for assistance.

Flood Recovery

Since the waters have receded, Engineering staff have concentrated on opening roads to traffic and making safe areas that would require longer term repair. The major highways and roads along with school bus routes were a priority prior to school commencing. Restoration of road damage continues to be of the highest priority.

All Oakey residences which were inundated have been cleaned by either the Rural Fire Brigade volunteers or the Oakey fire brigade. This took just over a day and

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those involved should be commended. The relevant aid agencies were introduced to the town residents so that assistance could be provided. Damaged household contents were collected by Council following the event.

Yarraman residences in the lower lying parts of the town sustained damage due to the Yarraman Creek escaping its banks. More damage was recorded than first reported to Council officers by local representatives. Initial reports indicated that about six properties were inundated from the creek however, the number was greater when flash flooding damage was accounted for. The Department of Communities have spent a considerable period in Yarraman assisting local residents and business owners to access the necessary support programs. Works programs are being put in place to remove debris from the creek, to remediate road damage and catch up on mowing requirements.

Customer Service

With the departure of seven staff from the northern area to commence customer service duties in February, the balance of service centre staff are working outside of their normal duties to cover these staff. All staff are putting in a concerted effort to continue to provide a high level of service to the communities during this period.

SERVICE CENTRES - SOUTH

(encompassing Clifton, Greenmount, Millmerran and Pittsworth Service Centres)

- Greenmount, Clifton, Pittsworth and Millmerran Districts all suffered severe flood damage to a significant amount of Council infrastructure during the recent flood events. As a consequence of the flood events, staff focus has been on dealing with the emergency, road closures and openings and emergency road and other infrastructure repairs. A significant number of staff either worked through planned leave or did not get the opportunity to take leave with flooding commencing on 26 December 2010 and the last of the flood waters receding from roads during the last week of January 2011.
- All staff (both Engineering and Administrative) at the Southern Districts Service Centres have been actively engaged with residents during the worst of the flooding and to commence the reconstruction of infrastructure. Immediate emphasis was placed on opening and repairing sections of the Gore and New England Highways, other State Controlled Roads, school bus roads and then other Council roads ensuring that all residents have an access to a town or main road.
- DEEDI organised Flood Information sessions were held for residents, small businesses and rural producers at Pittsworth and Millmerran during January 2011 covering topics such as various financial assistance available, mental health awareness as well as other forms of assistance available from government and non-government agencies.
- A significant amount of time has been spent in discussions with Red Cross, LifeLine, Salvation Army, Lions Clubs and others offering support to local residents inundated by flood waters. This support will continue to be offered and co-ordinated for those requiring assistance.

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- Successful 2011 Australia Day Events were held at Cecil Plains, Clifton, Hodgsonvale and Pittsworth with good numbers in attendance at all of the events.

BUDGET/RESOURCE IMPLICATIONS

All programs remain within budget and minor changes and reallocations have been requested through the December budget review. The resources of the department are currently being maximised with the transition of District Managers, and ongoing matters are being resolved with the available resources.

CONCLUSION

Despite ongoing changes throughout the transition and the disaster event impacts across the region, the department continues to deliver community services and local responses with available resources. Customer Service and the successful delivery of the project remain the priority over coming months.

MOTION:

Moved by Cr. Cahill, seconded by Cr. Marks

That the Departmental Report be received.

Carried

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10.0 GENERAL BUSINESS

No matters were raised for consideration.

Meeting concluded: 10.30 a.m.

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CHAIRPERSON