



Toowoomba Regional Council

Minutes of the Ordinary Meeting of Council

held on

18 October 2011

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

TUESDAY, 18 OCTOBER 2011

TABLE OF CONTENTS

1.0	Opening of Meeting	2
2.0	Attendance Including Apologies and Leave of Absence	2
3.0	Confirmation of Minutes	3
3.1	Ordinary Meeting of Council - 20 September 2011	3
4.0	Business Arising out of Minutes of Previous Meetings	4
5.0	Presentation of Petitions	4
6.0	Reception and Consideration of Committee Report	5
6.1	Committee of the Council - 11 and 12 October 2011	5
7.0	Monthly Finance Statement as at 30 September 2011	6
8.0	Group Reports for September 2011	9
8.1	Finance and Business Strategy	9
8.2	Planning and Development	13
8.3	Environment and Community Services	15
8.4	Infrastructure Services	19
8.5	Water and Waste Services	22
9.0	General Business	30
9.1	Special Meeting of Council to Further Consider the Draft Toowoomba Regional Planning Scheme	30

**MINUTES OF THE ORDINARY MEETING OF
TOOWOOMBA REGIONAL COUNCIL
HELD IN THE MILLMERRAN SERVICE CENTRE,
2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

PRESENT: His Worship the Mayor, Councillor P.M. Taylor (Chairperson)
Councillor R.P. Antonio
Councillor W.W. Cahill
Councillor A.C. Glasheen
Councillor P.C.T. Marks
Councillor J.J. McVeigh
Councillor J. Ramia
Councillor R.S. Scotney
Councillor N.L. Strohfeld
Councillor C.E. Taylor
Councillor M.A. Williams

IN ATTENDANCE: Chief Executive Officer Ken Gouldthorp
General Manager, Environment and Community Services Brian Pidgeon
General Manager, Finance and Business Strategy Arun Pratap
General Manager, Infrastructure Services Mike Brady
General Manager, Planning and Development Stewart Somers
General Manager, Water and Waste Services Kevin Flanagan

MINUTES: Co-ordinator, Council Business Angela O'Neil

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

BUSINESS:

1.0 OPENING OF MEETING

1.1 The meeting was opened at 9.02 a.m.

2.0 ATTENDANCE INCLUDING APOLOGIES AND LEAVE OF ABSENCE

2.1 All Councillors were present.

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HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

3.0 CONFIRMATION OF MINUTES

3.1 MOTION:

Moved by Cr. Antonio, seconded by Cr. McVeigh

That the Minutes of the Ordinary Meeting of Council dated 20 September 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.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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6.0 RECEPTION AND CONSIDERATION OF COMMITTEE REPORT

- 6.1 A Report of the Committee of the Council dated 11 and 12 October 2011 was submitted.**

MOTION:

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

That the Report of the Committee of the Council dated 11 and 12 October 2011 be received and the recommendations therein be adopted.

Carried

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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.

7.0 MONTHLY PERFORMANCE STATEMENT AS AT 30 SEPTEMBER 2011

General Manager, Finance and Business Strategy (Arun Pratap) - 6 October 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.

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

ISSUES AND RESPONSES

SEPTEMBER IMPLICATIONS

- The first levy for general rates was issued on the 25 August 2011 with a due date of 27 September 2011.
- Construction and Maintenance Private Works operational expenditure has outlaid 92% of annual budget in three months. This will be increased at the September Budget Review. No invoices were sent out during September 2011 to offset expenditure.

PREVIOUSLY REPORTED IMPLICATIONS

The 2011/2012 budget was adopted on the 19 August 2011.

- Construction and Maintenance Private Works operational expenditure has outlaid 68% of annual budget in two months. This will be increased at the September Budget Review.
- NDRRA funding and capital expenditure awaiting approval of Council's submission.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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Operating Income - overall below YTD budget expectations by \$28,115,030 or 25%

Rates and Levies (\$25,369,039 or 29% below budget)

- First levy for water consumption and access charges to be issued in October 2011.

Fees and Charges (\$2,473,506 or 21% below budget)

- Trade Waste, Effluent re-use charges (\$1,809,854). Invoices to be issued.
- Waste Management Dump Fees (\$673,207).

Interest Received (\$198,209 exceeds budget by 11%)

- Interest at call received extra income than expected (\$232,544).

Grants, Subsidies, Contributions and Donations (\$632,917 or 12% below budget)

- Predominantly NDRRA Flood Damage subsidies offset by unbudgeted external flood private works received.

Operating Expenses - overall exceeds YTD budget expectations by \$2,135,873 or 3%

Labour Costs (\$1,332,899 below budget by 5%)

- Vacancies and little project work in Roads (Capital), Waste Management, Mechanical Trade Services, Property Trade Services, Transport and Drainage etc.

Materials, Services and Other Expenditure (\$3,488,205 exceeds budget by 13%)

As reported previously in August and within this month's reports, the following services reflect the budget over-run:

- Road Maintenance Performance Contract expenses (\$2,256,328).
- Main Roads Contracts (\$519,083).

Capital Income - overall below budget expectations by \$10,591,694 or 83%

Grants, Subsidies, Contributions and Donations (\$10,360,050 or 88% below budget)

- Various capital projects for NDRRA, Roads, Water and Drainage are not at a stage to request funding (\$10,907,961).

Sale of Assets (\$231,645 or 22% below budget)

- Plant and Fleet assets sales have not achieved budget expectations due to the retention of some plant due to NDRRA works.

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Capital Expenditure - overall below budget expectations by \$31,146,618 or 67%

Major projects are below budget expectations (\$28,393,994) in the following services:

- Roads \$3,080,953.
- NDRRA Works \$9,030,056
- Parks and Open Spaces \$1,750,871
- Project Services - Water \$4,493,337
- Project Services - Waste Water \$8,865,403
- Waste Management - \$1,173,374

Budget timings of these projects will be reviewed within the Budget Review 1 process.

RECOMMENDATION

That the Monthly Performance Statement as at 30 September 2011 be received.

MOTION:

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

That the Monthly Performance Statement as at 30 September 2011 be received.

Carried

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8.0 GROUP REPORTS FOR SEPTEMBER 2011

8.1 FINANCE AND BUSINESS STRATEGY

Report from General Manager, Finance and Business Strategy dated 10 October 2011

GENERAL MANAGER

- Attended LGAQ Conference and held meetings with:
 - Mr Graeme Newton (Chief Executive Officer, Queensland Reconstruction Authority);
 - Mr John Curran (Chief Executive Officer, Local Government Infrastructure Service);
 - Mr Phillip Noble (Chief Executive Officer, Queensland Treasury Corporation);
 - Mr Tim Rose (Chief Executive Officer, LocalBuy); and
 - Mr Scott Wilkie (Chief Executive Officer, GovCloud)

STAKEHOLDER ENGAGEMENT AND COMMUNICATION

Internal Communications

- Enterprise Bargaining communications.
- Intranet redevelopment progressing.
- Corporate support for events including Careflight Birthday; Highfields Better Business; Toowoomba Carnival of Flowers Garden Party; Ergon Energy Flower Food and Wine Festival and Cambooya Junior Performance Festival.

External Communications

Researched, drafted and disseminated more than 50 releases/advisories/alerts including:

- Toowoomba Carnival of Flowers
- Waste Management Strategy
- Commenced preparation of the 2010/2011 Annual Report

Advertising/Graphics

- Advertising, design and production of Waste Management Strategy and Workplace Health and Safety material.

FINANCIAL SERVICES

- Preparations for Queensland Treasury Corporation Credit Review.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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- Preparations for banking services tender.
- Engagement with External Audit with focus on non-current asset impairment.
- Completion of the draft Unaudited Annual Financial Statements which were reviewed by the Audit Committee.
- Management of daily investments.
- Half-yearly management of external audit.

INFORMATION, COMMUNICATIONS AND TECHNOLOGY

Major projects under ICT program:

- Intranet redevelopment program - progressing in accordance with project management plan
- ERP - potential replacement of core corporate applications including Finance, HR and Business intelligence.
- All corporate application availability within agreed Service Level Agreements.

Internal Customer Performance Statistics

- Help Desk:
 - 54% faults resolved at first call (target is 50%).
 - 66% requests resolved at first call (target is 50%).
 - Median resolution time for faults 11 minutes.
 - Median resolution time for requests 3 minutes.
 - 95% faults resolved within Service Level Agreement timeframe (target is 90%).
 - 95% requests resolved within Service Level Agreement timeframe (target is 90%)
- Document Management:
 - Records management - 100% requests resolved within SLA timeframe (target is 90%).
 - Storage and archival -100% requests resolved within SLA timeframe (target is 90%).
 - Courier Service - 98% items delivered within agreed timeframes (target is 98%).
 - Mail processing - 99.9% processing accuracy rate (target is 98%).
 - Right to information and Information Privacy - 100% processed within 25 day timeframe (target is 98%).

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PEOPLE AND ORGANISATIONAL DEVELOPMENT

Monthly Performance Activity	
<i>Service</i>	<i>Monthly Highlights</i>
Personnel Services	<ul style="list-style-type: none"> • 57 positions advertised • 30 new staff members recruited • 79 employment extensions processed • 29 incremental increases processed
Training and Development	<ul style="list-style-type: none"> • 22 new employees inducted • 15 green army trainees trained in Code of Conduct and general safety • 25 staff completing Certificate IV Business qualification
WHS & Employee Wellness	<ul style="list-style-type: none"> • 61 site inspections undertaken • 10 lost time injuries recorded
Recruitment Strategy	<ul style="list-style-type: none"> • Recruitment and Selection Procedure endorsed by EMT.

CUSTOMER SERVICE

Monthly Performance Activity	
<i>Service</i>	<i>Monthly Highlights</i>
Customer Service Operations	<ul style="list-style-type: none"> • 75% calls answered within 20 seconds. Target 80%. • 4% abandonment rate. Target < 5%. • 96% calls resolved at first point of contact. Target 90%. • Overall Customer Satisfaction for the month recorded at 91.3% with a 6.25% response rate (An increase on August result of 85.2%). • Outbound Customer Care program continued with an average of 30-40 call backs per week for 'Animal Roaming and 'Wheelie Bin' request types.
Community Liaison	<ul style="list-style-type: none"> • Continued development of a business plan for the Community Liaison Team

Commentary:

- Call volumes and workload remained steady during the majority of September up until Rates which fell due at the end of the month.
- Total Calls answered for September - 13,528. Total calls since opening - 84,337.
- The major factor influencing achievement of service levels was the significantly higher call and counter volumes received as a result of rates falling due in the last few days of the month.
- Average speed of answer for the month was 25 seconds.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

- Total Counter transactions for month 7,414 (up 40% from August figure of 4,491)
- Total counter transactions since opening - 31,245.
- Average Call Handling Time (AHT) for the month was 404 seconds (down from 432 seconds in August, as rate payments are quicker to process and less complex than previous month's enquiries).
- Training for Customer Service Officers in conflict resolution and the Waste Management Strategic Plan.
- Intranet redevelopment project progressing.

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. McVeigh, seconded by Cr. Glasheen

That the Finance and Business Strategy Group Report be received.

Carried

**MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

8.2 PLANNING AND DEVELOPMENT

Report from General Manager, Planning and Development Services dated 10 October 2011

STRATEGIC LAND USE

- Public submissions on the Draft Toowoomba Regional Planning Scheme closed on 2 September 2011. 712 submissions were received.
- Completed audit of draft Priority Infrastructure Plan (PIP), Capital Works program and growth projection model.
- Continued development of PIP business software in partnership with Ipswich, Logan, Rockhampton, Gladstone, Mackay and Morton Bay Councils.
- Submitted a response on behalf of Council to the State Government's "*Exploration and Urban Living: Striking the Balance*" consultation paper 16 September 2011.
- Continued to progress the establishment of Toowoomba Regional Enterprise (TRE)
- Continued to provide assistance to Empire Theatre Toowoomba Regional Arts Centre Complex (TRACC).
- During September, 22 appointments were conducted with Toowoomba Regional Council's Heritage Advisory Service.
- Completed Heritage Advisory Service effectiveness survey for 2010/2011 financial year to gauge community satisfaction and identify any areas for improvement.
- Officers attended the 2011 Planning Institute Australia State Planning Conference held in Toowoomba 21 to 23 September 2011. Toowoomba Regional Council was a silver sponsor of the conference and was involved in organisation of the conference which saw over 240 attendees and significant praise for the Empire Theatre as a conference venue.

BUILDING AND COMPLIANCE

- Compliance requests have again increased slightly for this month totalling 77 which is still low compared to 91 for the corresponding month in 2010/2011.
- The cumulative total of compliance requests so far this year is 210 compared to 258 for 2010/2011.
- Development Compliance carried out 344 inspections on separate matters over the last month which is lower than July (374).
- A total of 107 compliance notices were issued compared to 86 for last month which is reflective of the current inspection activity.

**MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
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- The outstanding headworks charges audit is continuing.

DEVELOPMENT ASSESSMENT

- Draft standard conditions have been completed. Currently with industry for review.
- Implementation of amendments to *Sustainable Planning Act 2009* relating to infrastructure charges 'capping' regime continues with further legal advice being sought regarding implementation requirements.

CONCLUSION

Projects and actions associated with the Draft Toowoomba Regional Planning Scheme are continuing to progress to meet the current adopted timeframes.

Development activity continues to remain at comparable levels to those of the preceding months.

MOTION:

Moved by Cr. Marks, seconded by Cr. McVeigh

That the Planning and Development Group Report be received.

Carried

MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.

8.3 ENVIRONMENT AND COMMUNITY SERVICES

Report from General Manager, Environmental and Community Services dated 10 October 2011

INTRODUCTION

The following report summarises notable outcomes and issues relevant to the Branches within the Environment and Community Services Group.

LIBRARIES AND CULTURAL SERVICES

- Successful visit by young people's author Emily Rodda to promote the Federal Government's **Get Reading** Campaign. This was held on 13 September at the Highfields State School and the Empire Theatre with over 300 children in attendance at each session.
- Friends of the Toowoomba City Library held a library futures seminar on 14 September, inviting Allan Bundy to talk. Allan is President of Friends of the Library Association Australia. Over 50 library professionals attended from across South East Queensland.
- Public consultation was held in Toowoomba, Crow's Nest, Goombungee and Pittsworth for the Art in Public Places policy development and for the artistic component of the Flexible Funding grant program. This consultation was well attended and featured quite rigorous debate about public art.
- The **Telstra Seniors Connected** program commenced in the third week of September and will run through to March 2012. This popular program trains seniors in the use of mobile phones, and now has a waiting list for the next round of sessions.
- The Queensland Public Library Service State Conference was held at Logan City Council in the last week of September. Several staff were able to attend as part of their professional development. The Library Facility Design Seminar was added to this conference and provided an international look at library design into the future.

ENVIRONMENTAL HEALTH SERVICES

- Completion of an initial set of Local Laws facts sheets which cover parking, busking, controlling your dog in public, keeping a dog, keeping a cat, overgrown and unsightly properties, on road event signs, regional cemeteries and advertising signs.

COMMUNITY SERVICES

- All Council controlled aquatic facilities are now open for public use.
- Drayton & Toowoomba Cemetery workshop construction is now complete.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

- Regional Cemetery signage is in the process of being installed.
- The first round of the Community Support Grants scheme has been assessed by the Assessing Committee. Recommendations from the Committee will be presented to Council in November 2011 for consideration.

PARKS AND RECREATION SERVICES

- Preparations for this season's summer annuals are underway, production will be 100,000 units with flowering over December and into January.
- The current 'Plants to the Public' program will finish at the Ramsay Street Nursery at the end of October. The service centres at Cecil Plains, Oakey, Millmerran, Greenmount and Clifton distributed plants this round finishing at Greenmount on 7 October. All centres reported an increase in participation rates.
- All sprinklers have been installed at the Clifton Sports Ground.
- Foundation cages for the Yarraman Tennis Court lights have been installed.
- Gold Park upgrade - new poles and lights are standing, main switchboard expected this week.
- Extension to the western side of the netball courts at Nell E. Robinson Park is complete, turfing scheduled shortly.
- Lake Annand bridge has been replaced after the original timber structure was deemed unsafe and had to subsequently be removed. The new bridge is a steel structure with timber decking, and was designed to emulate the arch of the original bridge whilst allowing better access over the lake at this section. Planting and an interpretive sign are yet to be completed on this project.
- Art Gallery Rear Garden was a commission from the Art Gallery to undertake landscaping to the rear garden area adjacent the Customer Service Centre. Landscaping was provided that would create a private space for sitting and viewing future external artwork located in this rear court. A design consideration was also to ensure that no future damage to the structural integrity of the building was caused by the plantings.
- The Regional Tennis Facility USQ is practically complete with only landscaping to be completed. The facility is set to be officially opened on Sunday, 27 November by the Hon Phil Reeves - Minister for Child Safety, Sport and Recreation Services in conjunction with the Mayor.
- Construction of the cycling criterium track is set for completion on 15 November 2011. An official opening is set down for Sunday, 27 November by the Hon Phil Reeves - Minister for Child Safety, Sport and Recreation Services in conjunction with the Mayor.
- Brisbane Valley Rail Trail (section between Yarraman and Harland Park - 7.5kms) will officially be opened to recreational cyclists, walkers and horse riders by the Mayor at Yarraman Station Grounds in Millar Street on Saturday, 8

**MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
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October. When completed, the trail will extend from Wulkuraka to Yarraman (161 kms) and will provide walkers, cyclists and horse riders with an opportunity to experience the history and landscape of the Brisbane Valley.

PROPERTY SERVICES

Disaster Management

- Completed basic induction training for thirty-three new SES members.
- SES Cecil Plains Group received NRMA Queensland Flood Heroes Award on 1 October.
- Twelve members completed the General Instructors course.
- EMQ provided Disaster Management training to a number of Council staff.

TOURISM AND EVENTS

- Celebrating the 62nd birthday and attracting the highest visitor numbers on record, Toowoomba Carnival of Flowers has proven once again to be an outstanding success, cementing Toowoomba's Garden City image.
- During the ten days of Carnival, Toowoomba Regional Council hosts or co-ordinates sixteen flagship events and supports over eighty community run events.
- This year the Carnival office commissioned University of Queensland, School of Tourism Students to complete market research via face to face visitor surveys. Data was collected between the first Friday through the first Sunday and on the last Sunday.
- The total visitor numbers for the Toowoomba Carnival of Flowers is estimated to be 125,000.

2011 Carnival of Flowers Visitor Survey Report Executive Summary

Internal visitors (from within the host region)	70,063
External Visitors (from outside host region)	54,937
External Visitors who had never been to Toowoomba	38,000
Re-visitation response – will return in 2012	112,650
Most popular age group attending	25 yrs - 34 yrs
<i>Most Popular Attractions</i>	
Flower, Food & Wine Festival	62.3%
Grand Central Floral Parade	54.8%
Sideshow Alley	36.4%
Heritage Live Concert Series	33.9%
USQ's StreetFest	32.9%

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

<i>Additional Activity undertaken during visit</i>	
Visiting family & friends	23.3%
Shopping	23%
Dining	22.8%
Exploring other attractions	11.3%

- Toowoomba Carnival of Flowers would not be able to see such growth without the continuing support of sponsors, volunteers and community groups.
- The Sports and Tourism Officer provided support and assistance to Football South West Queensland, Football Toowoomba and the Brisbane Roar in the development, co-ordination and delivery of a Hyundai A-League Pre-Season game against Adelaide United on Saturday, 17 September. A solid crowd of just under 2,500 attended the event and initial reports is that the event was quite successful.
- From 19 to 22 September, the Queensland Junior Rugby Union State Championships were held in Toowoomba at Downlands College. Over 1,000 players, coaches and officials participated in the event with many family, friends and supporters visiting Toowoomba.

MOTION:

Moved by Cr. Ramia, seconded by Cr. Glasheen

That the Environment and Community Services Group Report be received.

Carried

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

8.4 INFRASTRUCTURE SERVICES

Report from General Manager, Engineering Services dated 10 October 2011

INTRODUCTION

The main activities in September have been the on-going progression of the 2011/2012 Capital Works Program including Fleet disposals, commencement on development of the framework which will deliver the NDRRA restoration works as well as continuing with the remaining NDRRA submission compilations.

STRATEGIC PROJECTS

- Staff from several branches are supporting compilation of the NDRRA submissions and this will continue now to at least late October.
- Staff Attraction/Retention: Offers are in the process of being made to retain permanent employment various skill areas people who have participated in the graduate/technical programs. Peter Smith, new Manager, Construction and Maintenance - South commenced on 26 September.
- A meeting has been arranged to re-establish the Toowoomba Aerodrome Emergency Committee.

CAPITAL WORKS PROGRAM

North Precinct

The following projects had substantive on ground progress:

- Trapp Road (Coalbank) Bridge replacement.
- Meringandan School set down and parking facilities on Meringandan Shirley Rd.
- Oakey-Cooyar Road reconstruction - commencement of sealing works.
- Jondaryan-Nungil Road project - good progress this month with seal planned for October.

Central Precinct

Some of the significant work projects undertaken in the month included:

- Boundary St South, Westbrook - road construction upgrade works.
- Jondaryan-Mt Tyson Rd, south of the Warrego Highway - road construction upgrade works.
- Major Footpath works at McDonald St (Oakey).
- Nelson/Kearney St - Roundabout construction commenced.
- Herries/Curzon Street - Roundabout construction completed.
- Cycling Criterium project - now well advanced with track sealed.

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL
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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

South Precinct

Construction works this month have been undertaken at:

- Bourke Street, Clifton - drainage and road works now close to completion.
- Logan Road, Clifton - widening commenced.
- Hodgsonvale Road, reconstruction east of the New England Highway.
- Cecil Plains-Moonie Road, Dunmore, widening work between Waugh and Weir River Roads has continued and is now over 50% complete.

RECURRENT WORKS

Work undertaken on behalf of Department of Transport and Main Roads (DTMR)

Significant major pavement repair work has been undertaken on the Warrego Highway west of Oakey on behalf of DTMR. Most of this work was delivered by external contract with Council supervision.

Apart from the routine maintenance work under the Road Maintenance Performance Contracts (RMPC) with DTMR, planning commenced for upcoming minor road widening/pavement repairs on the New England Highway near Emu Creek Bridge.

Maintenance Work

Road maintenance programs were at normal activity levels. An emphasis has been placed on advance works for the reseal and asphalt programs.

Flood Events/NDRRA Activities

During September, the Project Team completed compiling the scope of works briefs and engagement arrangements for local consulting engineers to undertake the designs and contract preparation of the 22 Round One Major Projects. Under a separable portion, the consultants have also been invited to provide prices to undertake the contract management of these projects on behalf of Council. It is proposed to minimise the number of consultants to be engaged for these works to improve the management and achieve value for money in delivery.

Round Two Major Projects NDRRA Submission was submitted to the Queensland Reconstruction Authority (QRA) by the Project Manager Flood Recovery on 30 September.

Project Management Branch has been assisting the Project Manager Flood Recovery and General Manager Infrastructure Services in working with consultants Evans and Peck developing the management framework for the delivery of the NDRRA Flood Restoration Projects.

**MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
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QUALITY SYSTEMS

A report has been received following the DTMR Quality Audit undertaken in early September. The report noted that the "audit team is satisfied that the system as presented has been substantially implemented". The report also noted there were some areas where further work was required.

PROJECT MANAGEMENT

The major focus in September has been NDRRA works. Following that, the Oakey Pool project was officially opened and the cycling criterium is nearing completion.

FLEET

There were no major plant purchases this month. Following the failure of a dog trailer towing hitch external to Toowoomba, an assessment was undertaken of all of Council's dog trailers' towing frames.

MOTION:

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

That the Infrastructure Services Group Report be received.

Carried

MINUTES OF THE ORDINARY MEETING OF TOowoomba REGIONAL COUNCIL
HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.

8.5 WATER AND WASTE SERVICES

Report from General Manager, Water and Waste Services dated 10 October 2011

WATER OPERATIONS

Water Operations

- Toowoomba Water Supply System Production (FYTD as at 30 September 2011)

	Dams	Toowoomba Basalts Bores	GAB Bores (including Hampton Irrigators)	Total Bores	Total	Wivenhoe Pipeline
Production (ML)	1,562	709	108	817	2,379	0
% Total Production	65.7	29.8	4.5	34.3	100	

- All raw water for the Cressbrook/Perseverance/Crows Nest/Hampton/Highfields WTP's was sourced from Cressbrook Dam between early March and end May 2011. Due to increased levels of manganese in the Cressbrook Dam raw water, from 1 June 2011 raw water was sourced primarily from Perseverance Dam, with some pumping from Cooby Dam. From mid September pumping was shifted to Cressbrook Dam in anticipation of Wivenhoe Pipeline re-commissioning in October. Council is continuing to manage raw water source and offtake depth to achieve best possible raw water quality. All dams remain at or near 100% useable storage.
- The Perseverance desertification remains shutdown to aid settling and improve dam raw water quality.
- Average residential water consumption (Toowoomba residents) for month:
143 l/p/d.
- Water Quality Compliance**

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

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

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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

Service Centre	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011	Sep 2011
Toowoomba	Nil	Nil	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil
Total	1	2	5	2	1	10	1	2	Nil	Nil	1	Nil

September 2011:

- Council is continuing to manage Crows Nest/Highfields/Hampton treated water quality by raw water source selection. Relatively low raw water iron and manganese from Cressbrook and Perseverance Dams means that all plants are achieving good treated water quality.
- All non-compliances are reported and documented in accordance with DERM requirements.
- The Toowoomba Regional Council Drinking Water Quality Management Plan (DWQMP) Stage 1, (Toowoomba Water Supply System) was approved by DERM on 29 June 2011. Work on the Stage 2 DWQMP, addressing non-Toowoomba water supply systems, is proceeding in accordance with the DERM approved timetable, and should be submitted by 31 December 2011. A briefing to Council is scheduled for 15 November 2011.

Wastewater Operations

- Wetalla WRF (September 2011)

Volume Treated (ML)	Volume Recycled Millmerran (ML)	Volume Recycled NAC (ML)	% Recycled	Biosolids Produced (t)	Biosolids Beneficial Reuse (t)	% Beneficial Reuse	Environmental Incidents
578	5.3	36.9	7.3	998	998	100	Nil

- Wetalla AWTP (September 2011)

Volume Treated (ML)	Volume Recycled (ML)	% AWTP Recycled	Environmental Incidents
243	36.9	15.2	Nil

- NAC recycled water take increased from 6.6 ML in February to a peak of 126 ML in July. However, minimal pumping was undertaken in August and September volumes remain well under NAC's current monthly target of 125 ML.
- Council is currently experiencing minimal recycled water demand from Millmerran Power and New Wave Leathers.

Effluent Quality Compliance

Exceedences discharge licence limits

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Service Centre	September 2011
Clifton	Clifton WRF BOD: Licence 85%ile <20mg/L. 52 mg/L as of last sample. Clifton WRF SS: Licence 85%ile <30mg/L. 166 mg/L as of last sample.
Crows Nest	Crows Nest CED Thermotolerant Coliforms: Licence <10 cfu/100 mL median, 4 of 5 <20 cfu/100 mL Last sample 180/150/120/130/190 cfu/100 mL. Crows Nest CED pH: Licence 6.5 – 9.0. 2 of 4 results >9.0. Highfields WRF: Nil
Greenmount	Wyreema WRF Total P: Licence <3mg/L All recent results exceed.
Goombungee/Yarraman	Yarraman WTP: Nil Yarraman WRF: Nil
Millmerran	Millmerran WRF: Nil Cecil Plains WRF: Nil
Oakey	Oakey WRF BOD: Licence: 85%ile <15 mg/L. Currently 53 mg/L for last 12 months. Oakey WRF SS: Licence: 85%ile <20 mg/L. Currently 73 mg/L for last 12 months. Westbrook WRF SS: Licence 30 mg/L max. September 52 mg/L. Westbrook WRF Thermotolerant coliforms: Licence 1000 cfu/100 mL max. September 62,000
Pittsworth	Pittsworth WRF Total N: Licence <0.75mg/L All recent results exceed. Pittsworth WRF Total P: Licence <0.1mg/L All recent results exceed.
Toowoomba	Wetalla WRF Total P: Licence 3mg/L max. 3 exceedances in September. Wetalla WRF Total N 50%ile <5.0 mg/L. Currently 4.3 for last 12 months.

Laboratory Services

- The Principal Scientist, Laboratory Services continued to respond to QFRS Hazmat incidents.
- NATA Accreditation:

Laboratory Services is continuing to perform well in inter laboratory testing programs.

NATA accreditation for chemical and microbiological testing was maintained through recent compliance audits.

Trade Waste Services

The Trade Waste Policy was subjected to its first revision and the revised Policy adopted by Council.

Implementation of the Trade Waste Environmental Management Plan is well advanced:

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- Yarraman staff and generator sessions scheduled for late October/early November 2011.
- Implementation of TWEMP in all other areas is complete.
- Council briefing on TWEMP implementation progress held 29 September 2011.

WATER PROJECT SERVICES

Highfields / Meringandan Water Supply Projects

- The route of the Mt Kynoch Water Treatment Plant to Highfields trunk water main generally follows the alignment of the Cooby, Perseverance and Cressbrook raw water mains within existing easements and road reserves, with connection to a trunk water main near the Mitchell Road / New England Highway intersection. Survey and location of underground services is nearing completion with the consultant's subcontractor experiencing difficulties accurately locating all services. Detailed design has commenced with the full design expected within 4 weeks. A contract has been awarded for the supply and delivery of the DN375 pipe for the project. Pipe delivery is expected to commence within 2-3 weeks. Preliminary works for the construction of the pipeline are expected to commence early November 2011.

Crows Nest Combined Effluent Drainage (CED) Scheme

- Construction of the replacement pressure main from Sewage Pump Station 4 has commenced. Construction of Stage 1 of the trunk sewer south of Albert Street (to just south of Charles Street) will commence during October. Subject to reallocation of funding at the 3-month budget review, construction of Stage 2 of the trunk sewer south Charles Street (to Parkland Drive and the branch lines across the low lying area) will follow. An engineering consultant has been engaged and work has commenced on the design and documentation of the Albert Street SPS and pressure main to the effluent lagoons. Design is expected to be completed by December 2011.

Millmerran Water Supply Bores Projects

- Installation of replacement pumping equipment and switchboards at Bores #5 and #6 (Condamine aquifer) is complete, with the monitoring/communications equipment at the sites to be commissioned.

Brookstead Bores and Yarranlea Booster Pump Station (Pittsworth) Projects

- Site work under the contract for the replacement of pumping equipment and switchboards at the Brookstead bores has commenced. Investigations have resulted in the provision of an alternative booster pumping arrangement at the Yarranlea pump station. The alternative involves the recovery, refurbishment and installation of pumping units from the Leahy Road (Highfields) GAB Cooby raw water main injection station. These pumps are no longer required for operational purposes as an alternative low-head pumping and pipeline system now transfers GAB water to Cooby Dam. The contractor is currently refurbishing the three pumping units and is awaiting delivery of the new Brookstead bore pumps.

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Water Main Projects

- Replacement of the Geddes Street water main near Kitchener Street was completed. Replacement of water meters in Goggs, Tointon and Langton Streets have commenced. Other projects in the 2011/12 program are in investigation / planning / survey / design phases.

Toowoomba Wastewater Infrastructure Projects (TWIP)

- Tender documentation for this suite of projects comprising:
 - Western Trunk Sewerage Network (Oakey to Wetalla Water Reclamation Facility);
 - Westbrook Trunk Sewerage Network (Westbrook to Koorunga Valley);
 - Highfields to Wetalla Water Reclamation Facility Trunk Sewerage Network;
 - SPS 55C Glenvale Trunk Sewerage Network; and
 - Mt Kynoch Water Treatment Plant Sludge Thickener;

was released to the ECI participants on 5 July 2011. Tenders closed on 6 September 2011. Following approval to award a contract (Council Meeting 20 September 2011), the joint venture of Monadelphous Engineering Pty Ltd and Transfield Services (Australia) Pty Ltd was awarded the contract by Letter of Acceptance dated 23 September 2011.

Construction work will commence early November 2011, with project completion dates of July - October 2012 (subject to extensions for wet weather and any other approved delays) for the various projects in the suite of projects.

WATER INFRASTRUCTURE SERVICES

Civil Infrastructure

Water

- Reactive Water Maintenance including burst repairs - Completed.
- 82 Carrington Road fire connection installed - Flow & Pressure testing to be carried out.
- Capital works Water Pipe Replacement Programme pipe identification completed and forwarded to Water Projects.

Sewer

- Markers on the trunk sewers Manholes - 90% completed.
- Crows Nest CED Scheme - Parkland Drive area work in progress.
- Smoke Testing in Pittsworth - Completed.
- Review of CCTV in Westbrook, Clifton, Oakey and Toowoomba - Completed and prioritized repair works.
- Repair works in Clifton, Westbrook and Millmerran investigated and prioritised.
- Capital works Sewer Relining Programme - pipes identified to be relined in Toowoomba and Oakey and forwarded to Water Projects.

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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

Development Assessment and General Civil

- Provide comments to DA after assessing all relevant development applications.
- Private Works - Completed as per requests from Developers and Customers for live connections.
- Pressure and flow tests carried out on networks to provide information to Strategic Planning Branch for network studies.
- Development of a Bulk Water Main Protection Policy - Draft completed and waiting for comments.
- Emergency Action Plan for Trunk Sewers - Draft completed and waiting for comments.
- Review of Water and Wastewater Policies - In progress and waiting for comments.
- Delta S - In progress in Toowoomba & Crows Nest for Water and sewer areas.

Mechanical / Electrical / Communication Infrastructure

Wastewater

- Wetalla bio reactor 2 diffuser replacement complete.
- Wetalla annual plant maintenance complete.
- AWTP PALL servicing and operator awareness training complete.
- SPS 50 major rebuild in house, pump installed and operating.
- Oakey WWTP flood mitigation works continuing.

Water

- Cressbrook pump station lower pump 600mm reflux valve removed for overhaul.
- Cressbrook pump station telemetry upgrade installation complete. Commissioning to be carried out.
- Gabbinbar reservoir R12 isolated and drained. Roof inspected for replacement, sacrificial anodes replaced on internal steel columns. Reservoir returned to service.
- Gabbinbar basalt bore repaired and installed.
- Investigations continuing into defective equipment at the Oakey RO plant.
- Meeting held with TPA and LinkWater representatives to finalise requirements for alterations to pump and motor arrangements to address vibration issues with the high lift pumps at Wivenhoe dam.

Asset Management

- Cross checking of Water and Wastewater pipeline assets information against E1 data has been finalised and supplied to Finance to allow asset valuations to be carried out.
- Dam Safety Exercise carried out.
- Review of Dam Safety documents in progress

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STRATEGY AND CO-ORDINATION (WATER & WASTE)

• Water Demand Management

Commenced the updating of our Water Demand Management Procedure Manual and Work Instructions in preparedness of an external audit of the processes for undertaking tours of Council's water facilities.

Continued to assist the Parks and Recreation Branch with the review of their Water Conservation Plan.

Work commenced to update Council's website to include a menu for Waste education and awareness.

The water facilities tour arrangements are being amended to include waste facilities.

Updated brochures have been completed for:

- Water Supply System and Treatment
- Cooby Dam - General Information
- Cooby Dam - Self Guiding Walk

• EMS Co-ordination

Awaiting the receipt of the EMS pre-certification audit report. Following the receipt of the audit report, further programs will be developed in order to address any non-conformances identified.

• Quality/HACCP Co-ordination

The 2011/12 internal audit Quality Assurance and HACCP schedules have been implemented and internal audits have commenced.

• Performance Reporting Co-ordination

Daily reporting to the Bureau of Meteorology (BoM) continued.

• Network Planning

Paul Quinlan commenced in the role of Principal Engineer-Network Planning on 12 September and has been undertaking a review of current water and wastewater planning reports/projects and will prepare a schedule of works in the near future.

WASTE SERVICES

• Operational Review Waste Services

The operational review undertaken by Morisson Low Consultants Pty Ltd is complete. The final report is currently subject to an internal QA review by Morisson Low before being released to Council.

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ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.**

- **Draft Waste Management Strategic Plan (WMSP)**

Two reports were submitted to Council in September; both related to the WMSP. The first report summarised the outcomes from workshops held with Councillors in relation to the WMSP and moving forward with the associated public consultation process. The report also sought confirmation of key recommendations to become levy ready at waste facilities. The second report provided information on alternative waste collection service offerings which would potentially increase diversion of green waste from landfill and reduce Council's financial liability under a future carbon tax. Key recommendations adopted included commencement of the public consultation process from 3 October 2011 and adoption of a single contract approach for waste collection.

- **State Waste Disposal Levy**

Council provided a submission to the Queensland Parliament's Environment, Agriculture, Resources and Energy Committee (EAREC) in relation to the Waste Reduction and Recycling Bill 2011.

- **Bedford Street Landfill Expansion Project**

Aurecon Australia has submitted a proposal for the next phases of the Bedford Street Landfill Expansion Project. The phases include water balance modelling of the proposed waste cell, development of a concept design for the "piggyback" landfill cell, hydrogeological analysis and air quality assessment (dust, odour and noise).

- **DERM Compliance Inspections (April 2011)**

The proposed meeting with DERM officers to discuss progress on issues raised during their compliance inspections has been delayed to allow time for the new Manager Waste Management Services to attend.

MOTION:

Moved by Cr. Antonio, seconded by Cr. Marks

That the Water and Waste Services Group Report be received.

Carried

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HELD IN THE MILLMERRAN SERVICE CENTRE, 2-16 CAMPBELL STREET, MILLMERRAN
ON TUESDAY, 18 OCTOBER 2011 AT 9.02 A.M.

9.0 **GENERAL BUSINESS**

9.1 **SPECIAL MEETING OF COUNCIL TO FURTHER CONSIDER THE DRAFT
TOOWOOMBA REGIONAL PLANNING SCHEME**

MOTION:

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

That, in accordance with Clause 16.1 of Standing Orders permission be given for the proposed business of requesting a special meeting of Council to further consider the Draft Toowoomba Regional Planning Scheme, to be considered at this meeting.

Carried

MOTION:

Moved by Cr. Marks, seconded by Cr. Glasheen

That a Special Meeting of Council be held on Tuesday, 25 October 2011 commencing at 11.30 a.m. for the purpose of considering submissions received and to adopt the amended Draft Toowoomba Regional Planning Scheme for the purpose of the second state interest check.

Carried

Meeting concluded: 10.07 a.m.

.....
CHAIRPERSON

Attachment to Item 7.0

Monthly Performance Statement as at 30
September 2011

Financial Performance Statement

	Original Budget	Revised Budget	YTD Revised Budget	YTD Actuals	YTD Variance	YTD % Variance
OPERATING						
Income						
Recurrent Revenue						
Rates and Levies	175,276,784	175,276,784	87,638,390	62,269,351	-25,369,039	-29
Fees and Charges	43,063,405	43,063,435	11,991,271	9,517,765	-2,473,506	-21
Interest Received	7,231,500	7,231,530	1,827,803	2,306,012	498,209	11
Other Recurrent Income	30,687,039	30,687,039	7,671,439	7,633,661	-37,778	-2
Grants, Subsidies, Contributions and Donations	19,832,216	19,832,216	5,266,491	4,633,674	-632,817	-12
Total Recurrent Revenue	275,881,004	275,881,004	114,375,393	86,260,363	-28,115,039	-25
Expenses						
Recurrent Expenses						
Labour Costs	96,616,620	96,785,300	25,837,687	24,164,789	-1,330,899	-5
Materials, Services and Other Expenditure	104,414,583	104,902,172	28,827,255	30,315,460	2,488,205	-13
Finance Costs	9,583,089	9,585,089	2,395,877	2,375,516	-20,361	-1
Capex	68,128,461	68,126,461	17,031,438	17,032,168	729	0
Total Recurrent Expenses	278,741,753	279,299,022	72,142,057	74,277,830	-2,135,873	-3
NET OPERATING RESULT ATTRIBUTABLE TO COUNCIL	-2,059,749	-2,608,018	42,233,336	11,982,433	54,215,769	126
CAPITAL						
Income						
Capital - Related Revenue						
Grants, Subsidies, Contributions and Donations	51,195,486	51,421,344	11,729,796	1,369,746	-10,360,050	-88
Sales of Assets	4,229,222	4,229,222	1,057,263	825,618	-331,645	-22
Total Capital - Related Revenue	55,424,708	55,650,566	12,787,059	2,195,365	-10,591,694	-83
Expenditure						
Capital - Related Expenditure						
Labour Costs, Materials, Services and Other Expenditure	155,275,155	359,315,866	46,200,350	15,053,732	-31,146,618	-67
Total Capital - Related Expenditure	155,275,155	359,315,866	46,200,350	15,053,732	-31,146,618	-67

