



# **Toowoomba Regional Council**

## **Minutes of the Ordinary Meeting of Council**

**held on**

**13 December 2011**

**MINUTES OF THE ORDINARY MEETING OF  
TOOWOOMBA REGIONAL COUNCIL**

**TUESDAY, 13 DECEMBER 2011**

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TOOWOOMBA REGIONAL COUNCIL  
HELD IN THE COMMUNITY AND TECHNOLOGY CENTRE, HUME STREET, PITTSWORTH  
ON TUESDAY, 13 DECEMBER 2011 AT 9.06 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

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**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.

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**3.0 CONFIRMATION OF MINUTES**

**3.1 Ordinary Meeting of Council - 23 November 2011**

**MOTION:**

Moved by Cr. Antonio, seconded by Cr. Scotney

That the Minutes of the Ordinary Meeting of Council dated 23 November 2011 be confirmed.

**Carried**

**3.2 Special Meeting of Council - 29 November 2011**

**MOTION:**

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

That the Minutes of the Special Meeting of Council dated 29 November 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 6 and 7 December 2011 was submitted.**

**MOTION:**

Moved by Cr. Strohfeld, seconded by Cr. Marks

That the Report of the Committee of the Council dated 6 and 7 December 2011 be received and, with the exception of Items 3, 5, 6 and 11, the recommendations therein be adopted.

**Carried**

- 6.2 **Item 3  
CONFIDENTIAL - NDRRA Jellicoe Street Bridge Replacement - Contract No. PT16 - 11/12**

**MOTION:**

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

That the matter be noted and a further report presented to the Special Meeting of Council on 20 December 2011.

**Carried**

- 6.3 **Item 5  
CONFIDENTIAL - After-Hours Emergency Telephone Service**

**MOTION:**

Moved by Cr. Glasheen, seconded by Cr. Antonio

That consideration of this matter be deferred for a briefing to fully explore the proposal, the emergency response implications of the internal system and costs associated with meeting Workplace Health and Safety compliance of an internal system.

**Carried**

- 6.4 **Item 6  
CONFIDENTIAL - Acquisition of Easement at 495 Hume Street (Lot 2/RP115465) and 934 Ruthven Street (Lot 1/RP115465), Kearney's Spring, Toowoomba**

**Declaration of Conflict of Interest**

Councillor Cahill declared a conflict of interest in Item 6 as he is a member of the Christian Outreach Church and left the meeting at 9.09 a.m.

**MOTION:**

Moved by Cr. Glasheen, seconded by Cr. McVeigh

That Council proceed to issue a Notice of Intention to Resume over portions of 495 Hume Street (Lot 2 RP115465) and 934 Ruthven Street (Lot 1 RP 115465), in

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accordance with the *Acquisition of Land Act 1967* (QLD), and/or the *Sustainable Planning Act 2009* as shown on Attachment A of the confidential report dated 22 November 2011.

**Carried**

Councillor Cahill returned to the meeting at 9.10 a.m.

**6.5 Item 11  
Development of a Mining and Gas Legal Resource Document**

**MOTION:**

Moved by Cr. Strohfeld, seconded by Cr. Scotney

That the Executive Director, Council of Mayors South East Queensland (CoMSEQ) be advised that Toowoomba Regional Council does not wish to contribute to the proposal by the Environmental Defenders Office but requests that a further option be considered urgently by CoMSEQ involving the independent preparation of a web-based explanatory guideline to be funded by local governments across Queensland.

**Carried**

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## 7.0 MONTHLY PERFORMANCE STATEMENT AS AT 30 NOVEMBER 2011

**General Manager, Finance and Business Strategy (Arun Pratap) - 6 December 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**

#### **NOVEMBER IMPLICATIONS**

- September Budget Review adopted 23 November 2011.

#### **PREVIOUSLY REPORTED IMPLICATIONS**

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

- Construction and Maintenance Private Works operational expenditure incurred 92% of annual budget in three months. This is specifically the result of increased activities on Department of Main Roads infrastructure flood restoration works. The impact of this has been reflected in submissions to the September Budget Review.
- Council's NDRRA capital expenditure submissions awaiting consideration by the Queensland Reconstruction Authority (QRA).
- The first levy for general rates was issued on the 25 August 2011 with a due date of 27 September 2011.

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- The first levy for water was issued on the 28 October 2011 with a due date of 29 November 2011.

**Operating Income - overall exceeding YTD pro rata budget expectations by \$2,082,650 or 2%**

*Interest Received (exceeds pro-rata budget by \$588,044 or 20%)*

- Interest at call income greater than expected (\$645,416). As interest rates fall the variance will reduce.

*Grants, Subsidies, Contributions and Donations (exceeding pro rata budget by \$4,187,607 or 108%)*

- Council's Federal Financial Assistance Grant for December received in advance.

**Operating Expenses - overall below pro-rata YTD budget by \$630,818 or 1%**

*Finance Costs (below pro-rata budget by \$972,765 or 24%)*

- Council loans are paid quarterly. Loan Interest to be updated to reflect actual payments to QTC.

*Labour Costs (below pro-rata budget by \$1,387,693 or 3%)*

- Labour costs are subject to adjustment with the forthcoming certification of the outdoor staff agreement (to be back-paid to 1 August 2011) and potentially arbitration with indoor staff agreed.

*Materials, Services and Other Expenditure (exceeds pro-rata budget by \$1,727,061 or 4%)*

- Materials and services exceed YTD pro-rata budget due to pro-rata budget based on equal monthly splits. It is anticipated that the materials and services expenditure will return to range in the future months as expenditure reduces during the holiday period. Any variation from this will be reviewed at December Budget Review.

**Capital Income - overall above pro-rata YTD budget by \$5,152,688 or 58%**

*Grants, Subsidies, Contributions and Donations (exceeds pro-rata budget by \$5,445,462 or 76%)*

- Funding received for NDRRA (\$10.3m) budget timing to be reviewed within the December budget review process.

*Sale of Assets (below pro-rata budget by \$292,775 or 17%)*

- Plant and Fleet assets sales have not achieved budget expectations due to the retention of some plant in Districts and auction reserves not being attained for other plant items.

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**Capital Expenditure - overall below pro-rata YTD budget by \$7,554,119 or 22%**

Major projects are below budget expectations (\$6,374,238) in the following services:

- Roads \$1,544,698
- Project Services - Waste Water \$1,215,266
- Waste Management Rehabilitation \$435,605
- Fleet and Plant Services \$1,737,894
- Information Management \$1,034,716
- Project Services - Water \$406,059

**RECOMMENDATION**

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

**MOTION:**

Moved by Cr. Williams, seconded by Cr. McVeigh

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

**Carried**

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## 8.0 GROUP REPORTS FOR NOVEMBER 2011

### 8.1 FINANCE AND BUSINESS STRATEGY

Report from General Manager, Finance and Business Strategy (Arun Pratap)  
dated 6 December 2011

#### STAKEHOLDER ENGAGEMENT AND COMMUNICATION

##### Internal Communications

- Preparation of Enterprise Bargaining communications.
- Corporate support provided for events including the preparation of speeches for the opening of the National Trust Conference and Child Writes Project launch.

##### External Communications

- Co-ordinated photography, artwork, design and layout of the 2010/2011 Annual Report, including research into the activities of all Groups and branches of Council over the time period and the drafting of copy to reflect the principal achievements of the organisation.
- Researched, drafted and disseminated more than 30 releases/advisories/alerts including:
  - Enterprise Bargaining
  - Waste Strategy
  - Opening of the Criterium Track.

##### Advertising/Graphics

- Advertising, design and production including the 2010/2011 Annual Report, Enterprise Bargaining materials, Over 80's Christmas Party and the Waste Strategy.

##### Stakeholder Engagement

- Community engagement regarding the Jellicoe Street Bridge and digital television switchover.

#### FINANCIAL SERVICES

- QTC Review - The review is well advanced and the General Manager, Finance and Business Strategy has been briefed on the preliminary outcome by the Manager, Financial Services. This year, for the first time the financial model has included the PIP program. Consequently, some issues have arisen with the modelling and once they are resolved a final draft will be available for internal review.

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- The September quarterly budget review was approved by Council on 23 November and is reflected in the financial reporting to Council this month. A further budget review will be undertaken at the end of December and reported to Council.
- The audited Financial Statements were signed off by the Queensland Audit Office contract auditor on 25 November 2011. The audit opinion was unqualified and the statements are included in the 2010/2011 annual report.

### **INFORMATION, COMMUNICATIONS AND TECHNOLOGY**

Major projects under ICT program:

- Enterprise Resource Planning (ERP): Approach endorsed by Council at its Ordinary Meeting held in November, pending agreed "*project delivery and governance structures*" to be discussed at the Ordinary Meeting of Council in December.
- The availability of all corporate applications for the month of November have been within Service Level Agreements (SLA).

### **Internal Customer Performance Statistics**

- Help Desk:
  - 64% requests resolved at first call (target is 50%).
  - Median resolution time for faults 39 minutes.
  - Median resolution time for requests 4 minutes.
  - 89% faults resolved within Service Level Agreement timeframe (target is 90%).
  - 88% requests resolved within Service Level Agreement timeframe (target is 90%)
- Document Management:
  - Records management - 98% requests resolved within SLA timeframe (target is 90%).
  - Storage and archival - 100% requests resolved within SLA timeframe (target is 90%).
  - Courier Service - 100% items delivered within agreed timeframes (target is 98%).
  - Mail processing - 99.9% processing accuracy rate (target is 98%).
  - Right to information and Information Privacy - 99% processed within 25 day timeframe (target is 98%).

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**PEOPLE AND ORGANISATIONAL DEVELOPMENT**

<b>Monthly Performance Activity</b>	
<i>Service</i>	<i>Monthly Highlights</i>
Personnel Services	<ul style="list-style-type: none"> <li>• 32 positions advertised</li> <li>• 39 new staff members recruited</li> <li>• 86 employment extensions processed</li> <li>• 56 incremental increases processed</li> </ul>
Learning and Development	<ul style="list-style-type: none"> <li>• 32 new employees inducted</li> <li>• 'Coping with Change' staff sessions were facilitated by Therapy Works</li> </ul>
WHS & Employee Wellness	<ul style="list-style-type: none"> <li>• 53 site inspections undertaken</li> <li>• 5 lost time injuries recorded</li> <li>• 2011 Workplace Health and Safety Audit in progress.</li> </ul>

**CUSTOMER SERVICE**

<b>Monthly Performance Activity</b>	
<i>Service</i>	<i>Monthly Highlights</i>
Customer Service Operations	<ul style="list-style-type: none"> <li>• 61% calls answered within 20 seconds. Target 80%.</li> <li>• 7.7% abandonment rate. Target &lt; 5%.</li> <li>• 96.3% calls resolved at first point of contact. Target 90%.</li> <li>• Outbound customer care program continued with 120 call backs being generated per week for animal roaming and wheelie bin request types.</li> </ul>
Community Liaison	<ul style="list-style-type: none"> <li>• Continued development of a business plan for the Community Liaison Team.</li> <li>• Review of Community Support Grants program to enhance program delivery.</li> </ul>

**Commentary:**

- Call volumes and workload increased during November due to Water Rates being due on 29 November.
- Total Calls answered for November - 13,988. Total calls since opening - 109,983.
- The major factor influencing achievement of service levels was the steady call and counter volumes received, with decreasing numbers of CSO's available due to higher than usual unplanned leave in November.
- Average speed of answer for the month was 43 seconds.
- Total Counter transactions for month 6,745 (48% increase from October). Total counter transactions since opening - 41,533.

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- Average Call Handling Time (AHT) for the month was 394 seconds.
- Intranet redevelopment project - new design and templates complete. Existing content transferred. Development of substantial volume of new content by branches getting underway. Planned release of draft site 31 January, closure of existing site 28 February.

**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**

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## 8.2 PLANNING AND DEVELOPMENT

### Report from General Manager, Planning and Development Services (Stewart Somers) dated 2 December 2011

#### STRATEGIC LAND USE

- Commenced peer and legal reviews of the draft Toowoomba Regional Planning Scheme.
- Completed final amendments to Toowoomba, Crows Nest and Cambooya Planning Schemes.
- Continued cost apportionment and financial modelling for Priority Infrastructure Plan.
- Received four tender submissions for the 3D Model and Modelling Software project.
- Commenced planning for Regional Transport Network Strategy.
- Continued to progress local disaster recovery projects in accordance with Skills Queensland, Jobs and Skills Development program.
- Conducted 35 appointments through Council's Heritage Advisory Service.
- Hosted first meeting of new Heritage Advisory Committee on 8 November 2011.
- Completed Friendship and Cultural Delegation to Takatsuki in November 2011.
- Commenced recruitment for Assistant English Teachers in Takatsuki Japan 2012.

#### BUILDING AND COMPLIANCE

- Compliance requests have increased slightly for this month totalling 75 which is also slightly higher than the 70 for the corresponding month in 2010/2011.
- The cumulative total of compliance requests so far this year is 356 compared to 380 for 2010/2011.
- Development Compliance carried out 356 inspections on separate matters over the last month which is slightly lower than the previous month (383).
- A total of 51 compliance notices were issued compared to 70 for last month however, it is significantly more than the corresponding month for 2010/2011 (37).

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**DEVELOPMENT ASSESSMENT**

- Implementation of amendments to *Sustainable Planning Act 2009* relating to infrastructure charges 'capping' regime continues with further legal advice being sought regarding implementation requirements. Resourcing issues being examined and addressed.
- Work on preparation for implementation of the Toowoomba Regional Council Planning Scheme (Change Management) continues.
- The number of development applications towards the end of November fell away substantially, which can be attributed partly to the time of the year as well as current confidence in the global economy.

**CONCLUSION**

Development activity is at slightly lower levels to those of the preceding months. Staff are busy working on a number of important development projects as well as key internal strategic policy projects.

**MOTION:**

Moved by Cr. Marks, seconded by Cr. Antonio

That the Planning and Development Group Report be received.

**Carried**

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### 8.3 ENVIRONMENT AND COMMUNITY SERVICES

#### Report from General Manager, Environmental and Community Services (Brian Pidgeon) dated 6 December 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

- Grant funds of \$35,000 have been allocated to the exhibition **Toowoomba Never Floods** from the Flexible Funding Program. The exhibition has been jointly developed with Cobb+Co Museum, Toowoomba Historical Society, Toowoomba Local History Library, Writers@work and features a history of flooding in Toowoomba Region, stories and photos from across the region. It will be held at the Cobb+Co Museum and will be officially opened on 10 January, the anniversary of the Toowoomba Flash Flood.
- An EFTPOS machine has now been installed at the Toowoomba City Library. This business improvement assists patrons to pay for services and lost books.

#### ENVIRONMENTAL HEALTH SERVICES

- Free online dog ownership training is available through the TRC website.

Interactive, logical and easy learning format which will assist dog owners to develop the skills and knowledge required to ensure responsible dog ownership and to comply with their obligations under the relevant legislation, is now available on the Toowoomba Regional Council website.

- Immunisation Poster - Prep School

In partnership with GP Connections and other Immunisation Service Providers, Toowoomba Regional Council is providing posters and promotional material to encourage parents to have their prep school children immunised.

#### COMMUNITY SERVICES

- The vigilance of Council's qualified lifeguards averted a near tragedy at Milne Bay Aquatic Centre on 20 November 2011 when lifeguards pulled a young boy from the water. At the time and location of the incident, there were between 50-100 people in the 25m indoor component of the facility and three qualified lifeguards were on deck supervising this water space. It is important for parents and guardians of young children to actively supervise young children. Council aquatic facilities have implemented and promote the Royal Lifesaving Society's 'Keep Watch' program which requires the following active supervision:

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- Aged 0-5 and non-swimmers - supervisors must be in the water within arms length.
- Aged 6-10 - consistent active supervision is required.
- Aged 11-14 - be physically present and monitor.

Lifeguards are there to provide additional supervision and as a preventative measure. Supervision at Council aquatic facilities is provided at a level which meets or exceeds the Royal Lifesaving Society's - Guideline for Safe Pool Operations.

### **PARKS AND RECREATION SERVICES**

- **Cycling Criterium** - the new cycling criterium track at Harvey Road, Glenvale was officially opened on Sunday, 27 November by the Hon. Kerry Shine, Member for Toowoomba North and Councillor Peter Taylor, Mayor of Toowoomba. The official opening was very well attended and culminated in a mass ride of the track immediately following the unveiling of the commemorative plaque.
- **Newtown Park** - works have commenced at Newtown Park on an upgrade to the playground area and picnic facilities in the north western corner (Pottinger & Tor Streets) of the park. Upgrades will include new playground equipment and pathways to be completed prior to Christmas with new BBQ shelters and picnic facilities, fencing and landscaping early in the new year.
- **Summer Floral Display** - for the first time since the summer of 2003/2004, Council gardeners will present a Summer Floral Display. Approximately 100,000 seedlings are currently being planted at various parks and other locations throughout Toowoomba.
- Irrigation has been installed at the **Clifton Recreation Grounds** in partnership with Wattles Junior Rugby League Club. The upgrade was funded through Council's Sport & Recreation Community Grants Program and the club contributed 50% of the total project costs.

### **PROPERTY SERVICES**

- The acquisition of the property at 305 Margaret Street (cnr. Clifford Street), Toowoomba was finalised on 25 November.
- The Australian Apprentice Intervention Project team commenced work on K Block at the old TAFE site on 28 November. SES are on track to occupy building in mid to late December.
- Queensland Flood citations are being distributed to SES members active during December/January. Citations are being presented to group members by Councillors.
- Local emergency co-ordination sub-groups are being established. Yarraman, Oakey and Pittsworth have met to consider sub-group membership, roles and responsibilities. Millmerran and Clifton are scheduled to meet first week in December.

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- Local Disaster Management Plan has been revised and endorsed by Local Disaster Management Group.
- New flood boat has arrived in Toowoomba and is currently being fitted out. Flood boat to be presented to the Toowoomba Unit in December.

### **TOURISM AND EVENTS**

- The SEQC Regional Food Network stakeholder reference group, in co-operation with Council's Tourism & Events Branch, held the first round of 'Shed' meetings with regional farmers to establish a regional food network.
- Working collaboratively with Regional Tourism Organisations and neighbouring Councils to jointly market the region to South East Queensland schools as a part of an Outback-Country Queensland Excursion Program.
- Tourism & Events Branch is concentrating on the development of new material to focus on local content for visitors to the region, including local drive and heritage tourism. Council is endeavouring to increase awareness of, and access to, locally produced food and wine products in its promotional activities.
- The new Tourism Transition Board, to oversee the merger of Toowoomba Golden West & South Burnett Tourism Regional Tourism Organisation and the South Burnett & Granite Belt Regional Tourism Organisation, has been formed and held its first meeting. The Co-ordinator, Tourism & Events has nominated for this Tourism Transition Board and has accepted the position of Treasurer.
- Tourism & Events Branch is working on a number of key sporting events planned for 2012 including the Australian Pro Tour tennis event, the Queensland PGA Championships and the FKG Tour of Toowoomba.
- Three of the region's local events have received funding under the latest round of the Events Queensland Regional Development Program. The recipients are the Easter Vintage Festival (\$22,000) held from 7 to 9 April 2012, the Tour of Toowoomba 2012 (\$30,000), held from 18 to 20 May 2012 and the Australian Camp Oven Festival (\$30,000) held on 6 and 7 October.
- Following Council's presence at the Good Food & Wine Show, Tourism & Events is reviewing Council's participation in a number of regional travel, food & wine shows to ensure that marketing activities have the highest possible impact on attracting visitation to the region.

### **MOTION:**

Moved by Cr. Cahill, seconded by Cr. Ramia

That the Environment and Community Services Group Report be received.

**Carried**

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## **8.4 INFRASTRUCTURE SERVICES**

### **Report from General Manager, Engineering Services (Mike Brady) dated 7 December 2011**

#### **INTRODUCTION**

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

#### **OVERVIEW**

- Heavy involvement in NDRRA Flood Restoration program related activities.
- Staff from several branches continuing to support compilation of the NDRRA submissions and this will continue now to at least late December.
- Applications closed for the positions of Executive Manager, Construction and Maintenance and Manager, Project Management Services. It is proposed to make appointments to these positions prior to Christmas.

#### **TRANSPORT AND DRAINAGE**

- Toowoomba Aerodrome TAUP Phase 2 asphalt overlay is now complete.
- FUGRO now commissioned to complete condition assessment and structural testing to complete entire Toowoomba Regional Council sealed road network so as to utilise information to develop the 2012/2013 sealed roads works program.

#### **CONSTRUCTION AND MAINTENANCE**

Council Reseal Program commenced in Goombungee in late November. It has now been cancelled due to wet weather, and will recommence in January 2012.

#### **North Precinct**

Work occurred on the following projects:

- Jondaryan-Nungil Road - widening and overlay has reached practical completion.
- Wonga Plains South Road - construction of bitumen seal commenced.
- Oakey-Cooyar Road - widening works in progress with anticipated completion early December.
- New England Highway - widening and overlay. Earthworks commenced on site.
- New England Highway Safety Improvements - additional signage and delineation was installed and clearing undertaken.
- Meringandan-Shirley Road - road widening has been completed.
- Crows Nest area - gravel resheets were undertaken.
- Crows Nest and Goombungee areas - reseal preparation was completed.

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### **Central Precinct**

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

- Boundary Street South (Westbrook) - road construction upgrade works continuing.
- Jondaryan-Mt Tyson Rd, (south of the Warrego Highway) - road construction upgrade - works continuing.
- McDonald Street (Oakey) - footpath construction - works continuing.
- Cycling Criterium project - project was completed and official opening was held on 27 November.
- Goggs, Tointon, Langton Streets - water main replacements were completed.
- Crows Nest - sewer rising main works were completed

### **South Precinct**

Construction works this month have been undertaken at:

- Logan and Bourke Streets, Clifton - road works completed. Final seal still remaining.
- Hamilton Street, Pittsworth-stormwater works are near completion. Road and kerb and channel works have commenced.
- Hodgsonvale Road, road reconstruction works completed. Final seal still remaining.
- Cudmore Road, Greenmount, road widening works have commenced.
- Cecil Plains-Moonie Road, Dunmore, widening work between Waugh and Weir River Road is completed. Final seal still remaining.

### **Recurrent Work**

#### Work Undertaken on Behalf of Department of Transport and Main Roads (DTMR)

- Pavement repair work has continued on the Warrego Highway west of Oakey.

#### Maintenance Work

- Road and drainage maintenance works have continued, with expenditure remaining ahead of budget. With more wet conditions being predicted, it is anticipated that maintenance expenditure will remain high into 2012.

## **PROJECT MANAGEMENT**

### **NDRRA Project**

Project Management Branch (PMB) has been working with Project Manager Flood Recovery and General Manager developing the management framework for the delivery of the NDRRA Flood Restoration Projects.

Council has engaged the services of Evans & Peck - Project Managers, McCullough Robertson Lawyers and Hyder Consulting as third party advisors to assist with the establishment, development and delivery of the NDRRA Program.

During the month of November, the following activities/tasks have been actioned.

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- Interviews held with three potential Principal Program Consultant candidates on 30 November 2011.
- Works Packaging Workshop held on Tuesday, 29 November 2011.
- Risk Management Workshop held on Wednesday, 30 November 2011.
- Principal Project Consultant Tender has closed. Currently under assessment.
- Civil Contractors Tender has been advertised.
- Jellicoe St Bridge:
  - A community information session was held on Saturday 26 November 2011.
  - Bridge design is substantially complete, approach roadworks still in progress.
  - Piles and deck planks have been ordered.
  - Bridge contractor tender has been advertised and closed. Currently under assessment.
- Major Projects Design - Designers have now been engaged for all 30 projects.

#### **Gravel Pits Management**

PMB is proposing to work with the PPC to develop a management plan and seek approvals from Toowoomba Regional Council and Environmental Protection Agency to utilise local gravel pits for operations wherever practicable.

This has been identified as a high priority project and will require resources and support from all parties involved in the process. Some high level support from the General Managers may be required to assist and expedite the application and approval processes.

#### **Projects**

Listed below are a number of other projects currently being undertaken by Officers with the branch:

1. Completion of the cycle criterium track - Opening held on 27/11/11.
2. Oakey pool construction - completed, closing out the contract.
3. CBD bus interchange repairs.
4. Bikeways projects - Toowoomba.
5. South Street - drainage design.
6. Drayton and Toowoomba Cemetery - landscape works and memorial gardens.
7. Acland Coal Haul Road - rehabilitation of southern section in progress.
8. Toowoomba Aerodrome Asphalt Overlay Works - works effectively complete.

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## **FLEET**

### **Replacement Program**

- Purchase Orders were issued totalling \$1,120,537:
  - 16 Light Vehicles were replaced with a Purchase Value of \$545,783.
  - 10 Minor Plant Items with a Purchase Value of \$20,372.
  - 3 Plant and Truck items with a purchase Value of \$554,382.

### **Disposals**

- 2 Plant Item Trade Ins placed on Purchase Orders amounting to \$70,000 (items not yet disposed).
- 18 Items are being prepared for disposal during the first week in December

### **Other**

- Position with transitioning Asset maintenance from Fleet's Rapid Plant Management system (RPM) to E1's Preventative Maintenance (PM) module:
  - Training took place during mid November.
  - John Deere Graders have been fully set up in PM.
  - Thanks to Brenda Kelly's ISG Business Support Unit who has indicated that her Unit may be able to assist us with administrative assistance to setup existing assets into PM.

### **MOTION:**

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

That the Infrastructure Services Group Report be received.

**Carried**

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## 8.5 WATER AND WASTE SERVICES

Report from General Manager, Water and Waste Services (Kevin Flanagan)  
dated 5 December 2011

### WATER OPERATIONS

#### Water Operations

- Toowoomba Water Supply System Production (FYTD as at 25 November 2011)

	Dams	Toowoomba Basalts Bores	GAB Bores (including Hampton Irrigators)	Total Bores	Total	Wivenhoe Pipeline
Production (ML)	2,553	1,144	128	1,272	3,825	0
% Total Production	66.7	29.9	3.4	33.3	100	

- The Perseverance destratification remains shutdown to aid settling and improve dam raw water quality.
- Average residential water consumption (Toowoomba residents) for month:  
**148 L/p/d.**

#### Water Quality Compliance

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

Service Centre	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	June 2011	July 2011	Aug 2011	Sep 2011	Oct 2011	Nov 2011
Clifton	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Crows Nest/Highfields	4	Nil	1	3	1	1	Nil	Nil	1	Nil	Nil	Nil
Greenmount	1	Nil	Nil	2	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Goombungee/Yarraman	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Millmerran	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Oakey	Nil	2	Nil	1	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil
Pittsworth	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Toowoomba	Nil	Nil	Nil	1	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
<b>Total</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>Nil</b>	<b>Nil</b>	<b>1</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>

November 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

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achieving reasonable treated water quality, however some treated water turbidity issues are emerging following recent minor dam inflow events.

- 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 progress briefing to Council was held on 15 November 2011.

**Drinking water quality complaints (November 2011)**

Toowoomba: 7  
Goombungee: 3  
Crows Nest: 4  
Oakey: 1

Total YTD: 85

**Wastewater Operations**

- Wetalla WRF (November 2011)

Volume Treated (ML)	Volume Recycled Millmerran (ML)	Volume Recycled NAC (ML)	% Recycled	Biosolids Produced (t)	Biosolids Beneficial Reuse (t)	% Beneficial Reuse	Environmental Incidents
601	19.0	24.8	7.3	900*	900*	100	Nil

\* Estimate only

- Wetalla AWTP (November 2011)

Volume Treated (ML)	Volume Recycled (ML)	% AWTP Recycled	Environmental Incidents
249	24.8	10.0	Nil

- NAC recycled water-take increased from 6.6 ML in February to a peak of 126 ML in July. However, minimal pumping has been undertaken since August and volumes remain well under NAC's current monthly target of 125 ML.
- Council continues to experience minimal recycled water demand from Millmerran Power and New Wave Leathers.
- **Effluent Quality Compliance**

Exceedances discharge licence limits

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<b>Service Centre</b>	<b>November 2011</b>
Clifton	Clifton WRF BOD: Licence 85%ile <20mg/L. 48 mg/L as of last sample. Clifton WRF SS: Licence 85%ile <30mg/L. 166 mg/L as of last sample. Licence Max 90 mg/L. 8/11/11 sample 93 mg/L.
Crows Nest	Crows Nest CED Thermotolerant Coliforms: Licence <10 cfu/100 mL median, 4 of 5 <20 cfu/100 mL Last sample 460/390/380/330/350 cfu/100 mL. Crows Nest CED pH: Licence 6.5 – 9.0. 4 of 5 results > 9.0. Highfields WRF Thermotolerant Coliforms: Licence <10 cfu/100 mL median, 4 of 5 <20 cfu/100 mL 1 of 4 weekly sample sets non-compliant.
Greenmount	Wyreema WRF Total P: Licence <3mg/L All recent results exceed. Wyreema WRF Thermotolerant Coliforms: Licence <1,000 cfu/100 mL. Last result 3,100/100 mL.
Goombungee/Yarraman	Yarraman WTP: Nil Yarraman WRF: Nil
Millmerran	Millmerran WRF BOD: Licence 50%ile <20 mg/L. 30 mg/L as of last sample. Cecil Plains WRF: Nil
Oakey	Oakey WRF BOD: Licence: 85%ile <15 mg/L. Currently 48 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. October 5/12/83 mg/L. Westbrook WRF Thermotolerant coliforms: Licence 1000 cfu/100 mL max. October <10/10/<10
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. No exceedances in November. Wetalla WRF Total N: Licence 50%ile 5.0 mg/L. Rolling 12 month 50%ile = 5.2 mg/L. Current financial year 50%ile = 3.7 mg/L.

- All Environmental Authority non-compliances are being reported to DERM in accordance with Environmental Authority conditions.
- A further meeting was held with DERM regarding renegotiation of licence conditions for selected TRC WRFs. Focus is on plants not to be decommissioned in short term and subject to unrealistic discharge limits. Developing good working relationship with new local DERM management.

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### **Laboratory Services**

- 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**

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

- Yarraman staff and generator session was held on 2 November 2011 with a good response from the business community. All businesses have been audited and approvals are being issued. Anticipate completion by end December 2011.

## **WATER PROJECT SERVICES**

### **Highfields / Meringandan Water Supply Projects**

- The route of the Mt Kynoch Water Treatment Plant to Highfields trunk water main (DN375 DICL pipe) 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. Detailed design is well advanced with a number of specific design and control issues being addressed by the engineering consultant with Council staff input.

Pipe delivery commenced in November with preliminary construction works commencing in December at the Mt Kynoch WTP end of the project. Completion and commissioning of the water main is expected during April 2012.

### **Crows Nest Combined Effluent Drainage (CED) Scheme**

- Construction of the replacement pressure main from Sewage Pump Station 4 is complete and has been commissioned.

Construction of Stage 1 of the trunk sewer south of Albert Street (to just south of Charles Street) has commenced. 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 during December 2011.

### **Charlton Trunk Water Main (Stage 1) Project**

- Construction of the Charlton trunk water main (DN300 DICL pipe) along Steger Road and O'Mara Road will commence during December. Pipe has been delivered and stockpiled.

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**Brookstead Bores and Yarranlea Booster Pump Station (Pittsworth) Projects**

- Work under the contract for the replacement of pumping equipment and switchboards at the Brookstead bores is in progress. Both of the Brookstead bore pumps have been installed with one commissioned, and the other awaiting power connection by Ergon Energy.

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 the three 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 waiting on the delivery of pipe and fittings to commence installation.

**Toowoomba Sewer Projects**

- Tenders for the annual sewer relining contract have closed and are currently being assessed. The contract should be awarded during December with contract work commencing early 2012 subject to the contractor's work program commitments.

**Water Main Projects**

- Replacement of Goggs Street water is complete. Other projects in the 2011/12 program are in investigation / planning / survey / design phases.

**Toowoomba Wastewater Infrastructure Projects (TWIP)**

The contractor, Monadelphous Engineering Pty Ltd and Transfield Services (Australia) Pty Ltd Joint Venture, is currently undertaking procurement and site mobilisation activities with preliminary site construction work scheduled to commence in December 2011.

Project completion dates for the various projects in the suite of projects are July - October 2012, subject to extensions for wet weather and any other approved delays.

**WATER INFRASTRUCTURE SERVICES**

**Water Supply**

- Fire Hydrants Testing Programme - Planning is underway with testing to commence in early December.
- Contract for changing Water Meters - Completed.
- Water Meter Replacement Programme - In progress.
- Trunk Main Inspection - On going.
- Trunk Main Repair Works - Repairs work has been identified as required on the Perseverance, Cressbrook and Cooby Mains primarily due to joint failures. Repair work on the Perseverance and Cressbrook mains has commenced.
- Repairs to the Cooby Main are scheduled to be started after work on the other two mains is completed.

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### **Sewerage System**

- Placement of location markers on the trunk sewers Manholes /structures in Toowoomba - Completed.
- Relining Programme under Capital Works -Review of tender documents is in progress.
- CCTV Inspections - Areas identified and inspections are underway. Planning is continuing to ensure inspections continue to roll out.
- Crows Nest, South Street Sewer connection - Manhole installation has commenced as precursor to pipeline construction.
- Smoke Testing in Pittsworth - Reviewing of the results is complete and letters requesting remedial works to be carried out have been sent.

### **Other Items**

- Preparation of Private Works Quotations and execution of works are ongoing.
- Emergency Action Plan for Trunk Sewers - Comments on the draft have been received and review of the document is underway.
- Review of Water and Wastewater Policies - continuing.
- Rollout and use of Delta S - Ongoing in the Toowoomba & Crows Nest for Water and Sewer areas.

### **Mechanical / Electrical / Communication Infrastructure**

#### **SCADA**

- Revision of Crows Nest Mimic Screens.
- Investigation into relocation of CMF Computers at Clifton and Crows Nest.
- Ongoing dam level installs.
- SCADA issues at Mt Kynoch are resolved short term but ongoing testing is needed.
- SCADA machine at Oakey Depot timing issues resolved.
- New HMI screens built for Crows Nest (ongoing).
- Trending monitoring and analysis at Crows Nest (ongoing).
- Data collection of vibrating wire piezometers at Cressbrook wall.
- Glenvale reservoir telemetry install.

#### **Water**

- Booster Lift pump at the Oakey RO plant was refurbished. Seals were replace and impeller coated.
- Discharge valves removed from Perseverance Pump 2 for overhaul.
- Bearing 8 and 10 failure on Perseverance Line shaft 1, currently being replaced.
- De-Stratification maintenance complete.
- Inspection of 33 district water reservoirs completed.
- Filter and calcite Tanks at Oakey RO repairs carried out by Nirosoft.
- Filter membranes were replace and new end cap fittings are to be delivered to site early December.

#### **Waste Water**

- Toowoomba Sewerage Pump Station maintenance 50% complete.
- Sewerage Pump Station pump 2 replaced.

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- Millmerran trickle filter removed for overhaul.

### **Toowoomba Dams and Wivenhoe System**

- Wivenhoe telemetry at Cressbrook tested, re-installed and re-commissioned.
- Rerun of commissioning of high-level pump motor, telemetry and control systems carried out successfully.
- EAPs for all dams finalised and distributed.
- Dam Safety Exercise conducted with staff.

### **STRATEGY AND CO-ORDINATION (WATER & WASTE)**

- **Water Demand Management**

The Queensland Water Commission (QWC) has signalled proposed changes to Permanent Conservation Measures in SEQ. The Co-ordinator Water Demand Management attended a briefing at QWC involving SEQ Water Service Providers. The measures proposed to be removed or simplified include residential water use compliance and some non-residential industry-based requirements. It is not expected that these proposed changes would create any major difficulties with respect to Council's Permanent Conservation Measures.

The installation of the leakage detection and associated devices in the public facilities in Queens Park has been postponed due to heavy rain.

Modifications of wording on the Permanent Conservation Measures road signs have been completed.

- **EMS Co-ordination**

Facilitation of non conformance and observation findings continued in preparation of a Certification Audit.

General Environmental Awareness Training was provided in 3 sessions to 13 staff across all areas of TRC.

Discussions continued with DERM on proposed licence amendments for Crows Nest, Clifton, Pittsworth and Wyreema Treatment Plants. Data acquisition commenced for environmental impact assessment for these sites.

The statutory quarterly report to the Queensland Point Source Database has been completed.

Participated in DERM evaluation of its senior programs and staff performance as a major client representative.

Internal audits were carried out in accordance with the 2011/12 EMS Audit Schedule.

Carbon Management activities included:

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- Toowoomba Waste Management Centre emissions and carbon price calculations including a review of amendments to government accounting protocols.
- Sewage Treatment Plant emission calculations.
- Toowoomba Waste Management Centre emissions and carbon charge calculations.
- Attended State and Federal Government Information Sessions on Implications of the new Carbon Pricing Scheme.
- **Quality/HACCP Co-ordination**

Internal audits were carried out in accordance with the 2011/12 QA and HACCP Audit Schedules.
- **Performance Reporting Co-ordination**

Daily reporting to the Bureau of Meteorology (BoM) continued.
- **Network Planning**

Work continued on the analysis of Planning Assumptions and Risk Assessments of current Water and Sewerage Planning Policies. The determination of water and sewerage flow parameters for the Toowoomba and Regional Schemes has been completed.

Work has also commenced on undertaking network studies in the following areas:

  - Pittsworth / Brookstead / Southbrook (Water Supply and Sewerage)
  - Highfields / Meringandan / Goombungee (Water Supply)
  - Charlton Wellcamp Masterplan
  - Cambooya Water Supply
  - Greenmount Water Supply.

## **WASTE SERVICES**

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

- **Levy Ready Activities**

Installation of a new weighbridge continued at Jondaryan Landfill. Installation will be completed mid December 2011.

Several meetings were held with iWeigh during November 2011 to finalise software upgrade for Bedford Street Landfill, hardware installation for Jondaryan Landfill and introduction of PDA System at disposal sites with no weighbridge.

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- **Public Consultation**

A community consultation meeting was held in the Kulpi town hall at 7.30 pm 15 November 2011.

Community Survey submissions closed on 28 November 2011.

A total of 7,746 submissions were received and are currently being reviewed.

- **Staffing Arrangements**

Interviews for Waste Facility Operator positions and regional Supervisors' positions were undertaken during October 2011. Fifteen positions remain vacant.

Temporary staff will be employed through employment agencies until all permanent vacancies are filled.

- **Gate Fees**

The fees and charges adopted by Council on 17 May 2011 to provide uniform gate fees across the region and to incorporate the State Waste Levy, are to be introduced as of 1 December 2011.

- **Regional Waste and Recycling Collection Contract 2013**

Draft tender documents for regional waste and recycling collection services are currently being prepared and will be available for comment by mid December 2011. Feedback from community consultation will determine the final suite of services to be included in the public tender documents.

- **Recyclable Material Processing Contract 2013**

A 'market sounding' exercise was undertaken by Aurecon and Waste Services during November 2011 to determine the most appropriate options to be offered in the new generation kerbside collection services and recyclable material processing public tender processes.

### **Department of Environment and Resource Management (DERM) Liaison**

Council's Waste Services Officers met with DERM Toowoomba Officers on 21 November 2011 to discuss the findings of April 2011 DERM compliance inspections, levy ready activities and the Bedford Street Landfill expansion project.

A further detailed report on works associated with improved compliance will be presented to Council in due course.

### **Environmental Compliance**

AECOM has been engaged to conduct further environmental risk assessments at rural landfill sites across the region and provide a report to Council with recommendations to improve environmental compliance.

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**MOTION:**

Moved by Cr. Antonio, seconded by Cr. Scotney

That the Water and Waste Services Group Report be received.

**Carried**

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9.0 **GENERAL BUSINESS**

9.1 **SPECIAL MEETING OF COUNCIL SCHEDULED FOR 20 DECEMBER 2011**

**MOTION:**

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

That the purpose for the Special Meeting of Council scheduled for 20 December 2011 be expanded to include consideration of two confidential reports relating to:

- (a) Contract No PT15 - 11/12 - NDRRA Civil Contractor Services - Expression of Interest.
- (b) Contract No. PT16 - 11/12 - NDRRA Jellicoe Street Bridge Replacement.

**Carried**

9.2 **MILLMERRAN POWER PROJECT COMMUNITY BENEFIT FUND**

**Declaration of Conflict of Interest**

Councillor Antonio declared a conflict of interest in this matter as he is the Chair of the Millmerran Power Project Community Benefit Fund, appointed by the previous Millmerran Shire Council. Councillor Antonio left the meeting at 10.28 a.m.

**MOTION:**

Moved by Cr. Williams, seconded by Cr. Marks

That Toowoomba Regional Council progress consideration of the final distribution of the Millmerran Power Project Community Benefit Fund in a manner consistent with administrative arrangements for previous distributions.

**Carried**

Councillor Antonio returned to the meeting at 10.29 a.m.

**The meeting adjourned at 10.36 a.m.**

**The meeting reconvened at 10.43 a.m.**

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10.0 **CONFIDENTIAL - NDRRA PRINCIPAL PROGRAM CONSULTANT SERVICES - FLOOD RECOVERY PROGRAM - CONTRACT NO. PT13 - 11/12**

**CLOSING OF MEETING TO THE PUBLIC**

**MOTION:**

Moved by Cr. Antonio, seconded by Cr. Strohfeld

That the meeting be closed to the public in accordance with Section 72 (1) (e) and (h) of the Local Government (Operations) Regulation 2010 to discuss a contract proposed to be made by Council and for which a public discussion would be likely to prejudice the interests of Council or someone else, or enable a person to gain a financial advantage.

**Carried**

The meeting was closed to the public at 10.43 a.m.

The meeting adjourned at 10.45 a.m. at which time Councillor Marks left the meeting and was absent for the remainder of the meeting.

The meeting resumed at 10.52 a.m.

**Confidential Report from the General Manager, Infrastructure Services Group and Project Manager, Flood Recovery dated 9 December 2011 was discussed.**

Councillor Scotney returned to the meeting at 11.02 a.m. during discussion on the confidential report.

**OPENING OF MEETING TO THE PUBLIC**

**MOTION:**

Moved by Cr. Strohfeld, seconded by Cr. Scotney

That the meeting be opened to the public.

**Carried**

The meeting was opened to the public at 11.20 a.m.

**MOTION:**

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

1. That, subject to finalisation of legal agreement, Contract No. PT 13-11/12 - NDRRA Principal Program Consultant Services - Flood Recovery Program, be awarded to AECOM Australia Pty Ltd for a targeted price contract sum of \$9,610,713 (exclusive of GST).
2. That the Chief Executive Officer and/or delegate undertake final legal and commercial negotiations with AECOM Australia Pty Ltd and that Council enter into a Collaborative Program Agreement.

**Carried**

**MINUTES OF THE ORDINARY MEETING OF TOOWOOMBA REGIONAL COUNCIL  
HELD IN THE COMMUNITY AND TECHNOLOGY CENTRE, HUME STREET, PITTSWORTH  
ON TUESDAY, 13 DECEMBER 2011 AT 9.06 A.M.**

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Meeting concluded: 11.30 a.m.

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**CHAIRPERSON**