

NOTICE OF MEETING

Dear Committee Members

You are requested to attend the following meeting of Council.

WATER AND WASTE STANDING COMMITTEE MEETING OF ISAAC REGIONAL COUNCIL

TO BE HELD ON
WEDNESDAY, 10 NOVEMBER 2021
COMMENCING AT 1.00PM
COUNCIL CHAMBERS, MORANBAH

JEFF STEWART-HARRIS

Chief Executive Officer

GARY MURPHY

Committee Officer

Director Water and Waste

Committee Members:

Cr Simon West (Chair)

Mayor Anne Baker

Cr Greg Austen

Cr Kelly Veava

Cr Carolyn Moriarty

LOCAL GOVERNMENT ACT 2009

Local Government Regulation 2012

Chapter 8, Part 2 Local Government Meetings and Committees

Division 1A, Requirements for Local Government Meetings Generally

Section 254J Closed meetings

- (1) A local government may resolve that all or part of a meeting of the local government be closed to the public.
- (2) A committee of a local government may resolve that all or part of a meeting of the committee be closed to the public.
- (3) However, a local government or a committee of a local government may make a resolution about a local government meeting under subsection (1) or (2) only if its councillors or members consider it necessary to close the meeting to discuss one or more of the following matters—
 - (a) the appointment, discipline or dismissal of the chief executive officer;
 - (b) industrial matters affecting employees;
 - (c) the local government's budget;
 - (d) rating concessions;
 - (e) legal advice obtained by the local government or legal proceedings involving the local government including, for example, legal proceedings that may be taken by or against the local government;
 - (f) matters that may directly affect the health and safety of an individual or a group of individuals;
 - (g) negotiations relating to a commercial matter involving the local government for which a public discussion would be likely to prejudice the interests of the local government;
 - (h) negotiations relating to the taking of land by the local government under the [Acquisition of Land Act 1967](#);
 - (i) a matter the local government is required to keep confidential under a law of, or formal arrangement with, the Commonwealth or a State.
- (4) However, a local government or a committee of a local government must not resolve that a part of a local government meeting at which a decision mentioned in [section 150ER\(2\)](#), [150ES\(3\)](#) or [150EU\(2\)](#) of the [Act](#) will be considered, discussed, voted on or made be closed.
- (5) A resolution that a local government meeting be closed must—
 - (a) state the matter mentioned in subsection (3) that is to be discussed; and
 - (b) include an overview of what is to be discussed while the meeting is closed.
- (6) A local government or a committee of a local government must not make a resolution (other than a procedural resolution) in a local government meeting, or a part of a local government meeting, that is closed.

Conflict of Interest Obligations

Reference is made to Section 150EL of the Local Government Act 2009. Specifically, the obligation of Councillors when they first become aware they have a conflict of interest to make the Chief Executive Officer aware in writing or if in a meeting, ensure they declare immediately.

**WATER AND WASTE
STANDING COMMITTEE MEETING
OF ISAAC REGIONAL COUNCIL
TO BE HELD ON
WEDNESDAY 10 NOVEMBER 2021
COUNCIL CHAMBERS, MORANBAH**

1. OPENING OF THE MEETING
2. APOLOGIES
3. DECLARATION OF CONFLICTS OF INTEREST
4. CONFIRMATION OF MINUTES
5. OFFICER REPORTS
6. INFORMATION BULLETIN REPORT
7. GENERAL BUSINESS
8. CONCLUSION

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1. OPENING OF MEETING

2. APOLOGIES

3. DECLARATION OF CONFLICTS OF INTEREST

4. CONFIRMATION OF MINUTES

Water and Waste Standing Committee Meeting of Isaac Regional Council held in Council Chambers, Moranbah, commencing 1:00pm on Wednesday 11 October 2021.

5. OFFICER REPORTS

5.1 ANNUAL REVIEW OF WASTE COLLECTION CONTRACT

EXECUTIVE SUMMARY

This report provides a review of the performance of the Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 over the past 12 months.

6. INFORMATION BULLETIN

6.1 WATER AND WASTE INFORMATION BULLETIN – NOVEMBER 2021

EXECUTIVE SUMMARY

The Water and Waste Directorate Information Bulletin for November 2021 is provided for Committee review.

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UNCONFIRMED MINUTES

WATER AND WASTE STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
WEDNESDAY, 13 OCTOBER 2021
COMMENCING AT 1.00PM

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
WATER AND WASTE
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON WEDNESDAY 13 OCTOBER 2021

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ISAAC REGIONAL COUNCIL

UNCONFIRMED MINUTES OF THE

WATER AND WASTE

STANDING COMMITTEE MEETING

HELD IN COUNCIL CHAMBERS, MORANBAH

ON WEDNESDAY 13 OCTOBER 2021 COMMENCING AT 1.00PM

ATTENDANCE

Cr Simon West, Division Four (Chair)
Mayor Anne Baker
Cr Greg Austen, Division One
Cr Kelly Vevea, Division Five
Cr Carolyn Moriarty, Division Six

OFFICERS PRESENT

Mr Gary Murphy, Director Water and Waste
Mrs Lisa Tonkin, Manager Business Services
Mr Karl Murdoch, Manager Waste Services
Ms Linda Roberts, Manager Planning and Projects
Mr Stephen Wagner, Manager Operations and Maintenance
Mrs Nicole Money, Coordinator Executive Support
Ms Deanna McNicholl, Executive Assistant

1. OPENING

The Chair declared the meeting open at 1.00pm and acknowledged the traditional custodians of the land on which we meet today and paid his respects to their Elders past, present and emerging.

2. APOLOGIES

No apologies received this meeting.

ATTENDANCE

Ms Sherridan Lange, Information Management Officer, entered the meeting room at 1.01pm

3. DECLARATION OF CONFLICTS OF INTEREST

No conflicts of interest declared this meeting.

NOTE:

Council acknowledges that Chapter 5B Councillors' Conflicts of Interest of the Local Government Act 2009 does not apply to a Councillor if the matter to be resolved relates to a corporation or association that arises solely because of a nomination or appointment of the councillor by the local government to be a member of the board of the corporation or association.

4. CONFIRMATION OF MINUTES

Confirmation of minutes from Water and Waste Standing Committee Meeting of Isaac Regional Council held at Council Chambers, Moranbah on Wednesday 15 September 2021.

Resolution No.: W&W0334

Moved: Cr Vea Vea

Seconded: Cr Moriarty

That the minutes from the Water and Waste Standing Committee meeting held in Council Chambers, Moranbah on Wednesday 15 September 2021 are confirmed.

Carried

5. OFFICERS REPORTS

5.1 Review of Waste Acceptance Criteria

EXECUTIVE SUMMARY

This report seeks approval of Council's updated Waste Acceptance Criteria (WAC). The WAC was due for review to ensure that it remains a compliant and user-friendly document. The report also provides information regarding an asbestos transporting incident which provides a further justification for the review.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Approve the Waste Acceptance Criteria**

Resolution No.: W&W0335

Moved: Cr Vea Vea

Seconded: Cr Austen

That the Committee recommends that Council:

1. Approve the Waste Acceptance Criteria

Carried

6. INFORMATION BULLETIN REPORTS

6.1 Water and Waste Information Bulletin – October 2021

EXECUTIVE SUMMARY

The Water and Waste Directorate Information Bulletin for October 2021 is provided for review.

OFFICER'S RECOMMENDATION

That the Committee:

1. *Note the Water and Waste Directorate Information Bulletin for October 2021.*

Resolution No.: W&W0336

Moved: Mayor Baker

Seconded: Cr Austen

That the Committee:

1. Note the Water and Waste Directorate Information Bulletin for October 2021.

Carried

7. GENERAL BUSINESS

7.1 Water Restriction Triggers

Resolution No.: W&W0337

Moved: Mayor Baker

Seconded: Cr Vea Vea

That the Committee requests that should the Water Agreement for Middlemount and Moranbah not be resolved prior to Thursday 14 October, then a Direct to Council Report in relation to water restriction triggers in Middlemount is to be presented at the October Ordinary Council Meeting.

Carried

8. CONCLUSION

There being no further business, the Chair declared the meeting closed at 1.53pm.

These minutes were confirmed by the Committee at the Water and Waste Standing Committee Meeting held in Moranbah on Wednesday 10 November 2021.

.....
CHAIR

..... / /
DATE

MEETING DETAILS	Water and Waste Standing Committee Wednesday 10 November 2021
AUTHOR	Karl Murdoch
AUTHOR POSITION	Manager Waste Services

5.1

ANNUAL REVIEW OF WASTE COLLECTION CONTRACT

EXECUTIVE SUMMARY

This report provides a review of the performance of the Waste and Recycling Collection Contract IRC/CHRC2083-0119-138 over the past 12 months.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Notes the content of the report on the annual review of the performance of the Waste and Recycling Collection Contract IRC/CHRC2083-0119-138.**

BACKGROUND

Council at its Ordinary Meeting of 28 May 2019 resolved to award the contract for the delivery of Waste and Recycling Collection 2019-2026 – IRC/CHRC 2083-0119-138 to North Queensland Resource Recovery Pty Ltd (Euro VI submission) (hereinafter referred to as Cleanaway) for a period of seven years with the option to extend for up to three years (Resolution 6084). The procurement process had been carried out jointly with Central Highlands Regional Council (CHRC) following a determination by the Australian Competition and Consumer Commission (ACCC) on authorisation AA1000430, which remains in force until 4 October 2029.

The contract commenced on 6 October 2019. Council at its Ordinary Meeting of 16 December 2020 resolved to note the content of the report on the first twelve months performance of the Waste and Recycling Collection 2019-2026 – IRC/CHRC 2083-0119-138 (Resolution 7039). As this contract represents Council's largest annual payment to a single entity for an Operational Expenditure function, officers consider it prudent for Council to undertake an annual review of contract performance.

In general the performance of the contract over the past 12 months has been satisfactory and there have been improvements in a number of areas. The contractor has also paid the required operating contributions back to Council (\$49,612 in 2021-22) and has provided some promotional materials for Council to distribute via such events as the St Lawrence Wetlands Weekend.

IMPLICATIONS

Service Delivery

In the first few weeks of the first year of the contract there was a high number of missed collections, which was expected since the work was being carried out by a new contractor for the first time in more than ten years. Upon investigation many of the apparent service failures were found not to be the fault of the contractor but were due to both unauthorised collections being carried out by the previous contractor, and the perception

of some residents who had become accustomed to regular collection times by the previous contractor and who were not placing their bins out for collection at the required time.

In the first twelve months of the contract there was an average of 3.5 missed collections per 5,000 services. In the twelve months to October 2021, this figure increased to 5.6. This increase is due mainly to two “spikes” in March and May 2021. The total number of missed bins over the 12 months was 875, or 0.1% of the total of 783,000 scheduled collections. The Performance Target within the Water and Waste Annual Performance Plan is <10 per 5,000 services, and so this target has been achieved.

Another key performance indicator is rectification of missed collections. The contractor’s performance varied between 57% and 100 % in the first 12 months and has averaged 90% over the past year. Council’s own performance target within the Water and Waste Annual Performance Plan of 90% within 36 hours has been achieved.

In the initial twelve months to October 2020, officers’ main focus had been on kerbside domestic and commercial collections but there was also a focus on bulk collections, particularly “Front End Lift” bin collections (FEL) which represent approximately 20% of the total contract value. During the twelve months to October 2021 the numbers of missed FEL collections reduced by 75%, to 82 missed collections.

The data collected via the contractor’s Cleanaview system is presented regularly to Council in conjunction with tonnage data from the Mandalay waste data system via the monthly Information Bulletin. Attachment 1 provides more detail on contract performance.

Risk

The 2019 tender evaluation process had identified several risks and had included a comprehensive risk matrix covering all of the tender submissions. The report at Attachment 2 provides a review of all of the risks which shows that most of the risks identified during the tender process have been eliminated or are being managed satisfactorily, with the exception of risks concerning the Cleanaview system, and some risks around staffing. Some risks around Cleanaview remain as medium risks, since this system has only recently been fully addressed and some glitches still occur, although the risk relating to Cleanaview’s integration with Council’s Customer Relationship Management (CRM) system has now been eliminated, as this is working well. Officers have assessed that some risks around staffing should remain as Low risks. This reflects the challenge, experienced by the contractor in common with many employers in the region, of retaining a skilled workforce where mining opportunities exist for staff. The contractor has shown some innovation in developing staff retention strategies to address this.

Financial

Financial savings compared to the previous contract remain significant. This is due in part to the thorough contract scoping, procurement and evaluation but also is a result of the cessation of several large variations to the previous contract.

The following table shows expenditure on waste services budget (Natural Account 7687 – which also includes the costs of processing recyclables). The table also shows the totals across all Council departments, since the contract also includes collection of waste from Council facilities such as depots, swimming pools etc, the

costs of which are charged to the relevant department. The estimated figures for 2021-22 represent officers' current best estimates based on expenditure to date, subject to further review at Q2 budget monitoring.

YEAR	ACTUALS – WASTE SERVICES DEPARTMENT (\$1,000s)	ACTUALS – INCLUDING ALL COUNCIL DEPARTMENTS' BUDGETS (\$1,000s)
2017-18	2,349	2,555
2018-19	2,516	2,689
2019-20	2,078	2,338
2020-21	1,930	2,188
2021-22 Estimated	1,929	2,140

Customer Service

The contractor's Cleanview system, deployed in all side-lift collection vehicles at the start of the contract, has been providing the real-time reporting facility satisfactorily. This system includes all of the required information for each collection round, and enables real-time reporting on work completed and "alerts" (e.g. contaminated bins or bins not presented for collection). It also provides a web-based portal for Council officers to view each collection round's progress and any alerts. This feature allows Waste Services staff and Front-Line officers to view all of the contractor's vehicles in real time, including the driver's report and photographs. This has enabled Council officers to respond more fully to residents who call regarding bin collection problems: the Front-Line officer can feed the "alert" information back to the resident without referring the resident to the waste team.

The system has been made compatible with Council's Customer Relationship Management (CRM) module, so that when Front Line Customer Service staff enter a CRM, this can be relayed direct to the contractor without further input from Waste Services Officers.

All of these functions have worked well during the past 12 months.

The Cleanview System did not however include all of the functions in terms of round information in its first 12 months of operation. A completely revised version of Cleanview was developed in late 2020 and is now fully operational.

Communications

As a result of the Communications Plan deployed at the start of the contract, communication with residents about collection days and times has not created any problems, although officers are continually improving messaging in a variety of ways.

Regular contract meetings were not being held under the previous contract. This was included as a requirement of the new contract. Monthly meetings have been held with Cleanaway management and operational representatives each month over the past 12 months. Operational level meetings are also held weekly when required.

Data

An area for improvement which had been identified while the tender specification was being prepared in 2018 and early 2019 was the lack of reliable performance data, including agreed numbers of collections being made. Numbers of services were agreed at the start of the contract, and numbers of new, additional and discontinued services are confirmed at each monthly contract meeting.

Since May 2020 officers have been monitoring data provided by Cleanaway on numbers of collections and combining this with weighbridge data to produce figures on presentation rates and average bin weights. This information is reported monthly via the monthly Information Bulletin. This data was not provided in the previous contract.

CONSULTATION

Director Water and Waste

Director Corporate Governance and Financial Services

Projects and Contacts Coordinator Waste Services (who compiled the data for this report)

BASIS FOR RECOMMENDATION

The contract has now been in operation for 2 years and officers are providing an annual update on contract performance for Council.

ACTION ACCOUNTABILITY

Waste Services Manager is responsible for ensuring that the contractor performs the contract and achieves the key performance targets.

KEY MESSAGES

Council has carried out a review of its Waste Collection contract during the past twelve months of operation and found that the performance of the contractor is satisfactory.

Report prepared by:

KARL MURDOCH
Manager Waste Services

Date: 18 October 2021

Report authorised by:

GARY MURPHY
Director Water & Waste

Date: 18 October 2021

ATTACHMENTS

- Attachment 1 – Contract Performance Report
- Attachment 2 – Review of Contract Risk Matrix

REFERENCE DOCUMENT

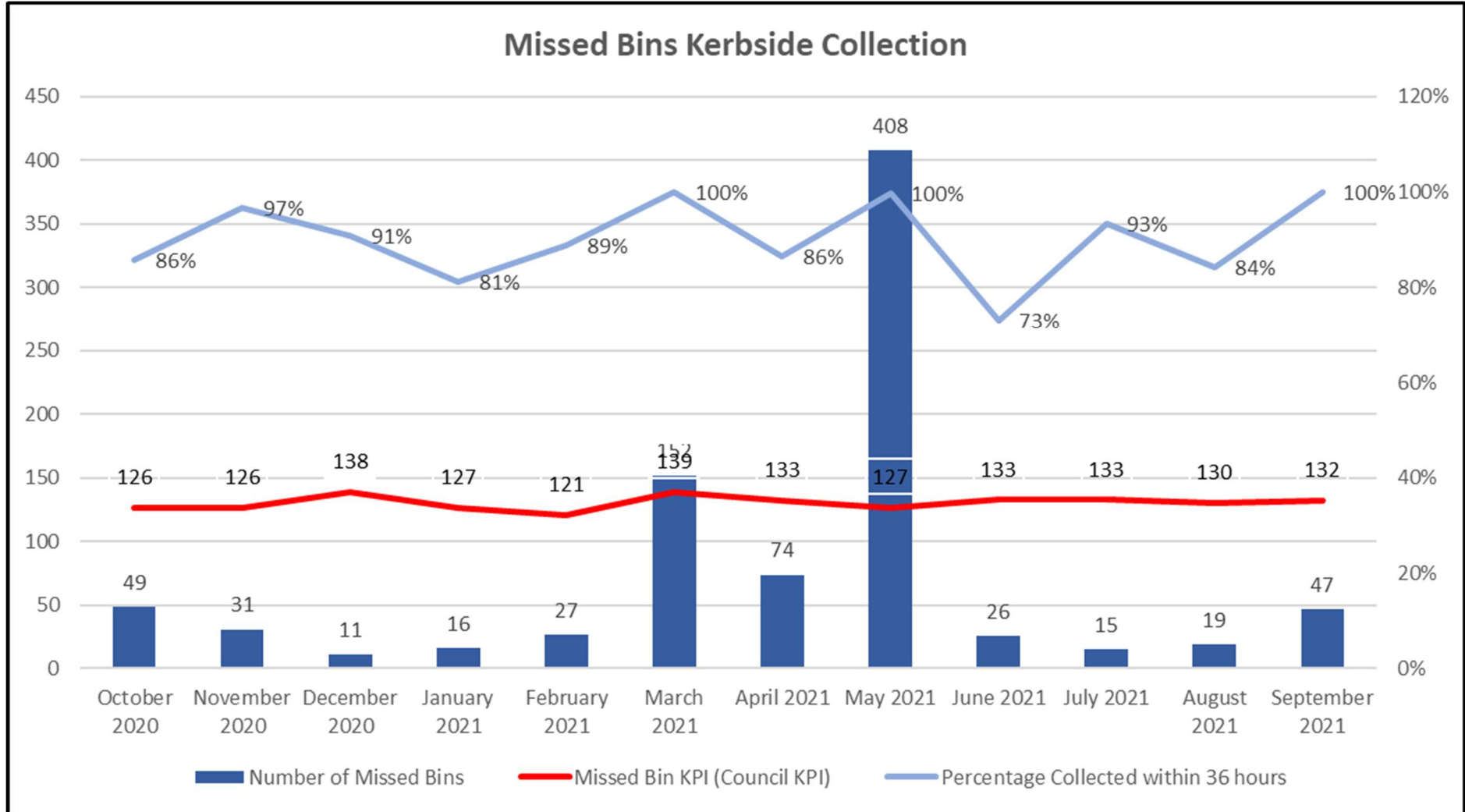
- Contract IRC/CHRC 2083-0119-138 Waste and Recycling Collection 2019-2026

WATER AND WASTE REPORT 1 – ATTACHMENT 1 – CONTRACTOR PERFORMANCE REPORT

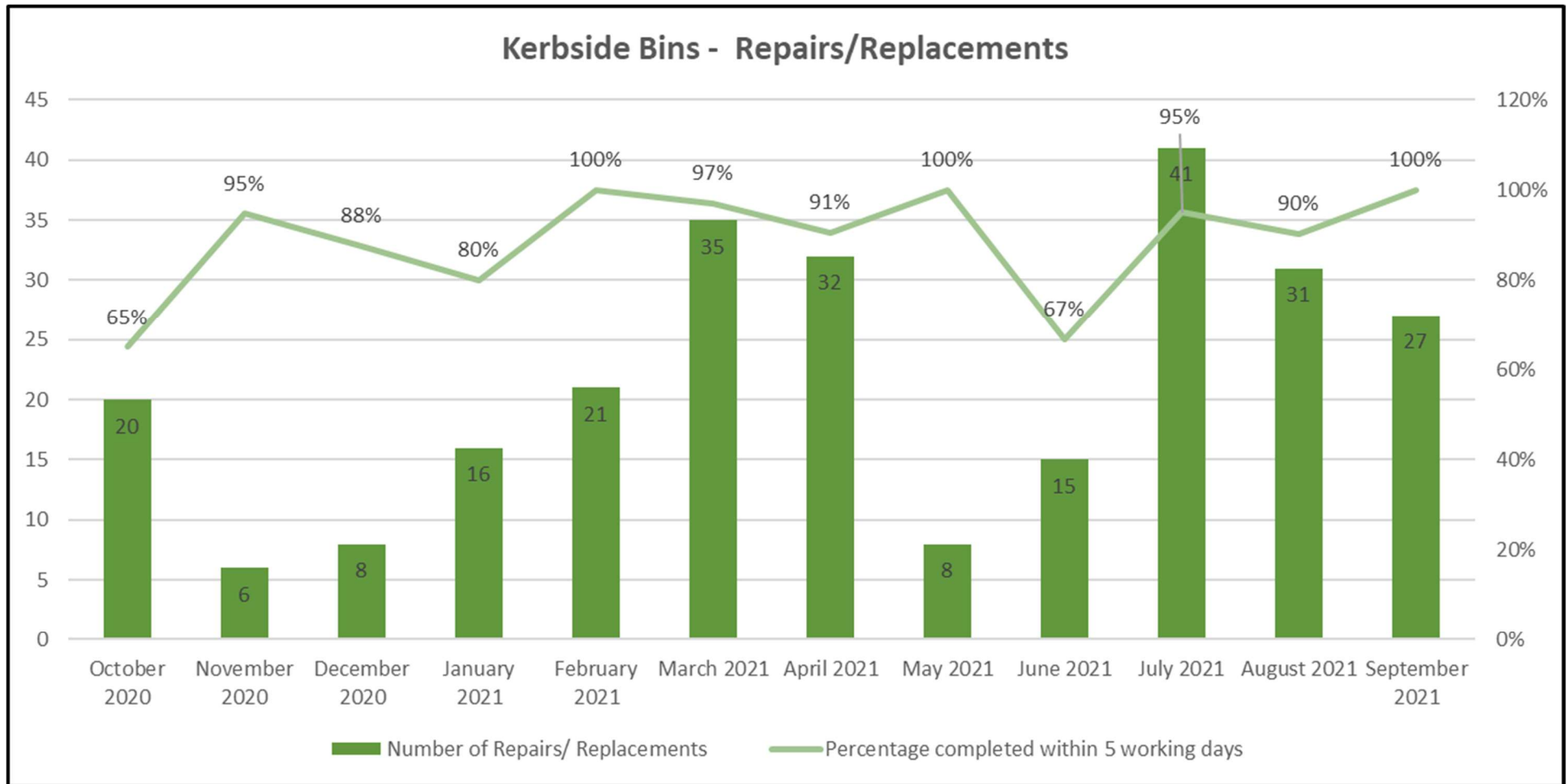
SERVICE TYPES AND NUMBERS

Kerbside Collection Service Figures						
Domestic General	Domestic Recycle	Commercial General	Commercial Recycle	Public Place Bins	Total / week	Total Yearly (subject to ons and offs)
9,308	9,408	746	641	134	15,079	784,082
Front End Lift Services (Bulk Bins)						
General Waste	Recycle Waste	Waste Facilities cardboard and Co-Mingle	Regulated Waste (WWTP)		Total / week	Total Yearly (subject to ons and offs)
61	7	24	2		93	4,849
Skip Bin Movements						
Transfer Station Mixed Waste Skips	Scrap Metal Skips	Transport of Recycling to the Mackay MRF			Total / week	Total Yearly (subject to ons and offs)
17	4	4			25	1,274

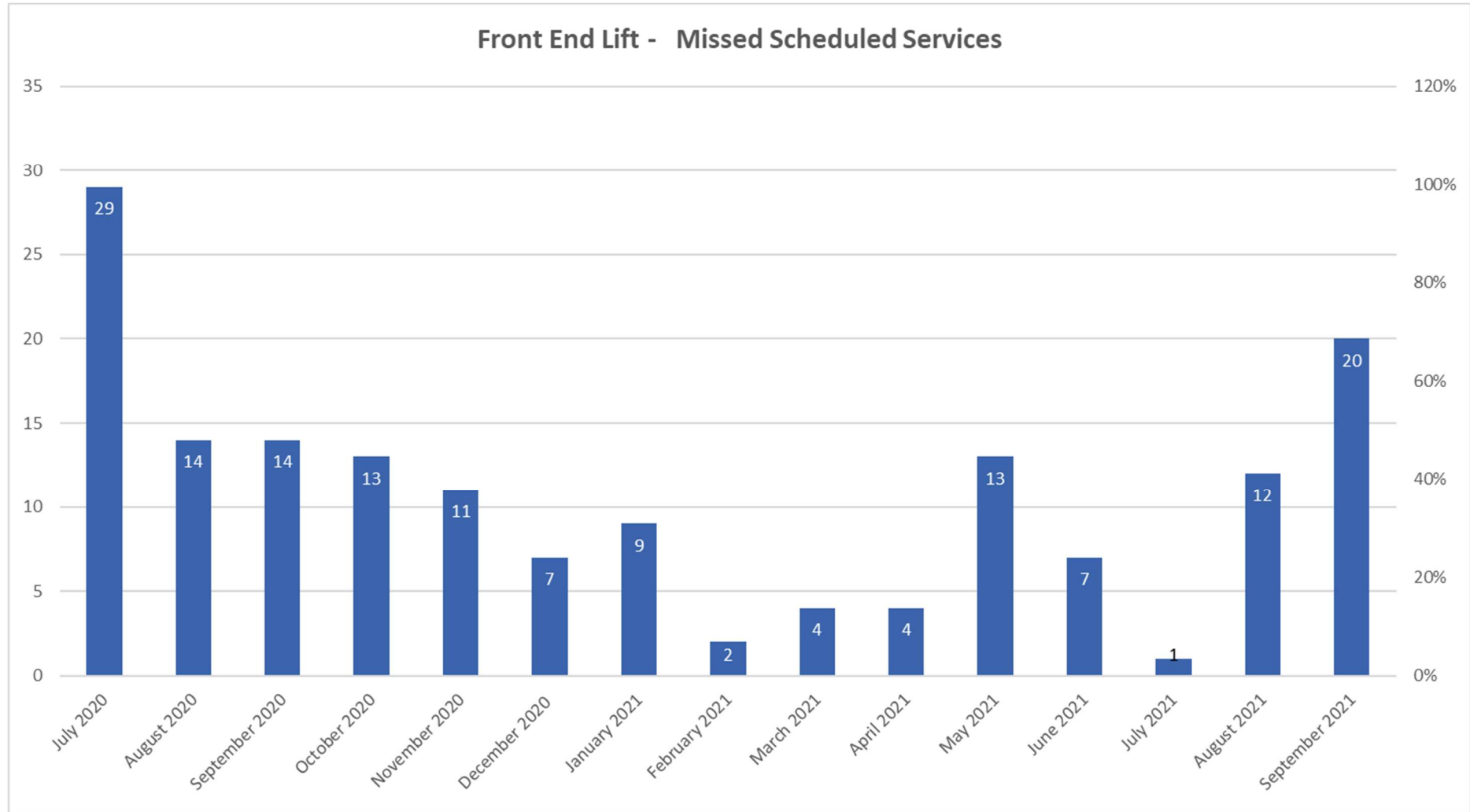
MISSED COLLECTIONS



BIN REPAIRS / REPLACEMENTS



FRONT – LIFT COLLECTIONS



Annual Waste Collection Costs (\$1,000s)



MONTHLY CONTRACT MEETINGS

Id	Meeting date	Category meeting	Subcategory - meeting	Directorate	Department	Description	Open Actions
308	28/10/2020	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRCCHRC 2083-0119-138 Cleanaway Contract Monthly Meeting Minutes 28 October 2020	0
363	27/11/2020	Water and Waste Meetings	Operational	Water & Waste	Waste Services	Monthly Meeting Minutes - IRCCHRC 2083-0119-138 Cleanaway Contract - 27 November 2020	0
364	22/12/2020	Water and Waste Meetings	Operational	Water & Waste	Waste Services	Minutes Monthly Contract Meeting - Cleanaway Contract - 22 December 2020	0
406	02/02/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	Minutes Monthly Contract Meeting - Cleanaway Contract - 2 February 2021	0
437	01/03/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Cleanaway Contract Monthly Meeting Minutes - 1 March 2021	0
454	31/03/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Cleanaway Contract Meeting Minutes - 31 March 2021	0

510	07/05/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	Cleanaway Contract Meeting Minutes 7 May 2021	0
513	02/06/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	Monthly Cleanaway Contract Meeting Minutes - 2 June 2021	0
611	14/07/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Monthly Contract Meeting - Cleanaway	0
612	05/08/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Monthly Contract Meeting - Cleanaway	0
613	07/09/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Monthly Contract Meeting - Cleanaway	0
614	11/10/2021	Water and Waste Meetings	Operational	Water & Waste	Waste Services	IRC/CHRC 2083-0119-138 Monthly Contract Meeting - Cleanaway	0

The Risk: What is it & how can it happen?		Mitigation strategies	Risk Rating Before Treatment	Risk Rating After Treatment	Risk at November 2020	Risk at November 2021	Comments
Environmental	Risk that a tenderers environmental record places Council at a higher exposure	assurances from tenderer during clarification processes. If shortlisted include questions in interview process sufficient to address Council concerns.	Medium	Low	N/A	N/A	Dealt with during tender evaluation. No longer a risk
Environmental	Risk there are no contingencies for a major spillage.	assurances from tenderer during clarification processes. If shortlisted include questions in interview process sufficient to address Council concerns.	Medium	Medium	Low	N/A	No longer a risk
Environmental	Risk there are insufficient contingencies for major weather disruption.	assurances from tenderer during clarification processes. If shortlisted include questions in interview process sufficient to address Council concerns.	Medium	Low	Low	Low	Dealt with by Business Continuity Plan
Financial	Risk that the appointed contractor has inadequate financial capacity to perform the contract	Assess submission. Review Independent Financial Assessment.	Low	Low	Low	N/A	No longer a risk
Financial	Risk of affordability in the appointment of a higher priced contractor.	No mitigation			N/A	N/A	Was not a risk for this tenderer. No longer a risk
Financial	Risk that departures proposed will represent a higher exposure for Council.	Minimise risk during clarification and interview processes	High	Low	Low	N/A	No longer a risk
Financial	Risk that the numbers of services included in the approved collection schedule differs significantly from information included in the tender documentation and provokes claims from the Contractor	Refer to contract requirements	Low	Low	Low	N/A	No longer a risk Council and Cleanaway agree numbers and any changes at monthly meetings
Financial	Risk that Bulk Bins specified to be new during the contract term will not be owned by Council on contract expiry representing a financial impact and issues with tender evaluation comparative fairness	Refer to contract requirements. Issue raised with respective tenderer during Interviews (No movement in position however) Council may consider purchasing the Ro Ro Bins itself and seek a service only price from all tenderers.			N/A	N/A	Was not a risk for this tenderer. No longer a risk
Financial	Risk that the proposal for an open book assessment for pricing for use of an Alternative Disposal Facility by the relevant tenderer will disadvantage Council	Include questions in interview process sufficient to address Council concerns.			N/A	N/A	Was not a risk for this tenderer. No longer a risk
Financial	Risk that the appointed tenderer is not the most favourably rated by Corporate Scorecard	No mitigation	Low	Low	N/A	N/A	Was not a risk for this tenderer. No longer a risk
Financial	Risk that the costs (and time) for data management mobilisation have not been disclosed	Include questions in interview process sufficient to address Council concerns.	Low	Low	Low	Low	
Financial	Risk that the standard, non compliance or incomplete pricing prevents complete evaluation of submissions.	Include questions in interview process sufficient to address Council concerns.	Extreme	Low	Low	N/A	No longer a risk
Reputation and I	Risk of damage to Councils reputation by service level expectations not being met in the appointment of the lowest priced contractor	Develop media releases and community information to outline benefits			N/A	N/A	Was not a risk for this tenderer. Council appointed the highest-scored tender
Reputation and I	Risk that the selected tenderer has under-priced its submission to secure market position and in doing so miscalculated its submission as all tender prices are below existing contract costs. This may result in higher levels of contract management, variation claims and contract default.	Employ additional contract resources. Contract clauses limiting contractor initiated variations. 10% Performance Security held Replace contractor or novate Contract. Multi level contract controls available to Council.	Low	Low	Low	Low	
Reputation and I	Risk that the media will pick up the human interest storyline if the incumbent is not reengaged and run with it	Develop media releases and community information to outline benefits	Low	Low	Low	N/A	There was some short-term low level interest in this in 2019 but is no longer a risk
Reputation and I	Risk that the media will pick up the human interest storyline if the existing staff are not reengaged and run with it	Develop media releases and community information to outline benefits	Medium	Medium	Low	N/A	There was some short-term low level interest in this in 2019 but is no longer a risk

Reputation and I	Risk that the media will pick up the engagement of a higher priced contractor and run with it	Develop media releases and community information to outline benefits	Medium	Low	N/A	N/A	Was not a risk for this tenderer. No longer a risk
Reputation and I	Risk that IR issues and service disruptions become apparent due to differing entitlements of existing and new contractors and the media run with it.	Refer to submission on approach to employee relations and workforce plan provided. Develop media releases and community information to outline commercial arrangements	Low	Low	Low	Low	
Reputation and I	Risk that any Free waste disposal by 'mates' practice may be exposed with a new contractor	entitled premises. Provide focussed information sessions and scripts to Customer Service for response to enquiries. Undertake a robust audit of services the outcome of which would inform the development of the required Collection Schedule			N/A	N/A	Was not a risk for this tenderer.
Reputation and I	Risk there is political indecision around contract award	Early recommendation report preparation. Council workshops held as soon as possible	Low	Low	N/A	N/A	Dealt with during tender evaluation. No longer a risk
Reputation and I	Risk there is political alteration to scope prior to award	Frequent communication with Council on tender scale and scope	Low	Low	N/A	N/A	Dealt with during tender evaluation. No longer a risk
Service Delivery	Risk that there will be vehicle accidents resulting in injury or worse	Review safety record and training procedures. Include on regular performance meeting with contractor.	Medium	Low	Low	Low	
Service Delivery	Risk that there is a high incidence of property damage by waste collection vehicles	Review safety record and training procedures. Include on regular performance meeting with contractor.	Medium	Low	Low	Low	
Service Delivery	Risk of service level expectations not being met in the appointment of the lowest priced contractor	Ensure reporting s a priority. Develop / continue performance management / contractor regular meetings. Utilise contract, including penalties, as a tool to command performance	Low	Low	Low	Low	
Service Delivery	Risk of service level expectations not being met in the appointment of a contractor other than the lowest priced contractor	Ensure reporting s a priority. Develop / continue performance management / contractor regular meetings. Utilise contract, including penalties, as a tool to command performance			N/A	N/A	Was not a risk for this tenderer. Council appointed the highest-scored tender
Service Delivery	Risk that the number of collection vehicles allocated are inadequate resulting in unsatisfactory service performance	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract. Seek confirmation that adequate staff / drivers are proposed.	Low	Low	Low	Low	
Service Delivery	Risk that the number of contractor staff / drivers allocated are inadequate resulting in unsatisfactory service performance	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract. Seek confirmation that adequate staff / drivers are proposed.	Low	Low	Low	Low	There have been apparent staff shortages on a small number of occasions.
Service Delivery	Risk that staff allocated are not skilled or trained	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract. Seek confirmation that adequate staff / driver training is practiced.	Low	Low	Low	Low	
Service Delivery	Risk that the experience of the local manager is not adequate	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract and the requirement for the Local Manager to be approved. Seek confirmation on nomination and experience of the proposed local manager.	Low	Low	Low	Low	
Service Delivery	Risk that the managerial skills of the local manager are inadequate	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract and the requirement for the Local Manager to be approved. Seek confirmation on nomination and experience of the proposed local manager.	Low	Low	Low	Low	
Service Delivery	Risk that the qualifications of the local manager are not fit for purpose nor adequate	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract and the requirement for the Local Manager to be approved. Seek confirmation on nomination and experience of the proposed local manager.	Low	Low	Low	Low	
Service Delivery	Risk that vehicle body capacities are inadequate resulting in unsatisfactory service performance	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract. Seek confirmation that vehicles are proposed.	Low	Low	Low	Low	
Service Delivery	Risk that all required vehicle types have not been included in submission	Seek clarification and confirmation from contractor that all services will be catered for including provision of any information shortfall.	Low	Low	Low	N/A	No Longer a risk
Service Delivery	Risk that reliance on existing vehicles to supplement the fleet is not acceptable	Seek information from contractor on how they propose to address Councils position and if no change disqualify submission.	Low	Low	Low	Low	
Service Delivery	Risk that reliance on existing vehicles to supplement the fleet does not comply with emission standards	Seek information from contractor on how they propose to address Councils position and if no change disqualify submission.	Low	Low	Low	Low	All replacements are at least Euro V as per contract Specification
Service Delivery	Risk that reliance on existing vehicles to supplement the fleet does not comply with noise standards or expectations	Seek information from contractor on how they propose to address Councils position and if no change disqualify submission.	Low	Low	Low	Low	All replacements are at least Euro V as per contract Specification

Service Delivery	Risk that in the tender assessment process the lack of a proven track record in data management systems of the contractor results in poor development, implementation and use of data management systems.	Review submissions and if shortlisted revisit with tenderer reinforcing the performance based nature of contract. Seek confirmation on compliance with this requirement. Track record information obtained from Referee checks.	Medium	Low	Medium	Medium	Cleanaview system was delivered but was not not fully compliant in 2020. Risk remains while new system is still not fully embedded
Service Delivery	Risk that in vehicle data management system development including mobilisation impacts on ability to collect data from service commencement	Strong oversight in mobilisation process and of their development pathway	Medium	Low	Medium	Medium	Cleanaview system was delivered but was not not fully compliant in 2020. Risk remains while new system is still not fully embedded
Service Delivery	Risk that data management system CRM integration impacts on ability to send and receive electronic service request and complaints from service commencement	Strong oversight in mobilisation process and of their development pathway	Medium	Low	Low	N/A	No Longer a risk. Cleanaview and CRM systems are integrated
Service Delivery	Risk that data management system portal is not fit for purpose nor adequate	Strong oversight in mobilisation process and of their development pathway	Medium	Low	Low	Low	Remains a low risk - system has occasional glitches
Service Delivery	Risk that there are mobilisation delays for bin delivery	Only an issue for bulk bins and green organic bins. Check Bulk Bins are new on schedule during mobilisation process.	Low	Low	Low	N/A	No longer a risk - all were delivered on time
Service Delivery	Risk that new vehicles will not be mobilised in time	direction to source need short term from within company invoke contract controls ensuring supplier agreements are in place	Medium	Low	Low	N/A	No longer a risk. All vehicles were delivered by the contract start date
Service Delivery	Risk there are mobilisation delays with changing to a new contractor	Review submissions and if shortlisted revisit mobilisation plan with tenderer reinforcing the performance based nature of contract. Seek confirmation on compliance with this requirement.	Medium	Medium	Low	N/A	No longer a risk
Service Delivery	Risk that the lack of tender documentation in operating systems plans and procedures of the contractor results in poor development, implementation and use of the systems plans and procedures.	Ensure system development is a priority starting during mobilisation period. Develop / continue performance management / contractor regular meetings. Utilise contract, including penalties, as a tool to command performance	Low	Low	Low	Low	
Service Delivery	Risk that the lack of tender documentation in mobilisation plans of the contractor results in poor mobilisation performance.	Drive mobilisation process ensuring compliance with timeframes included in specification	Low	Low	Low	Low	
Service Delivery	Risk that the lack of tender documentation in business continuity plans of the contractor results in poor mobilisation performance.	Ensure business continuity planning is a priority starting during mobilisation period. Develop / continue performance management / contractor regular meetings. Utilise contract, including penalties, as a tool to command performance	Low	Low	Low	Low	
Service Delivery	Risk there are problems with change to day of Service	Refer to contract requirements and include as priority in regular performance management meetings	Low	Low	Low	N/A	No longer a risk. There were no day changes proposed
Service Delivery	Risk that the conforming submissions lodged by tenderers are deemed non conforming resulting in non compliance with the requirement for tenderers to submit a conforming submission before subsequent submissions.	no mitigation. Council may treat these submissions in accordance with Conditions of Tendering subject to legal advice and or best value	High	High	N/A	N/A	No longer a risk
Service Delivery	Risk that a tenderers industrial relations record places Council at a higher exposure	For individual assessment	Low	Low	Low	Low	
Service Delivery	Risk of legal challenge to selection	Ensure all legal and probity processes and plans are followed and evaluation plan followed	Low	Low	N/A	N/A	No challenge was made. No longer a risk
Service Delivery	Risk of a conflict of interest being made known placing the integrity of the process at risk.	Panel Members have signed a declaration regarding conflict of interest. Tenderers have provided advice on conflict of interest.	Low	Low	N/A	N/A	There were no conflicts of interest. No longer a risk
Service Delivery	Risk that IR issues and service disruptions become apparent due to differing entitlements of existing and new contractors	Refer to submission on approach to employee relations and workforce plan provided.	Low	Low	Low	N/A	Covered in workforce plan. No longer a risk
Service Delivery	Risk that the Waste Management team is not adequately skilled or resourced to manage the new contract arrangement which may impact on service delivery and financial / regulatory implications	Undertake resourcing plan and seek approval for additional contract management resources .	Medium	Low	N/A	N/A	Minor restructure to Waste Services team increased contract management capacity. No longer a risk
Service Delivery	Risk that contrary to tender requirements the tender information submitted is inadequate to develop a formal contract draft	Information in the format required was required to be submitted by tenderers. This information will be requested from the preferred tenderer prior to award.	Low	Low	N/A	N/A	Tender information was adequate. No longer a risk
Service Delivery	Risk that the selected tenderer has under-priced its submission to secure market position and miscalculated its submission. This may result in higher levels of contract management, variation claims and contract default.	Contract clauses limiting contractor initiated variations. 10% Performance Security held Replace contractor or novate Contract. Multi level contract controls available to Council.	Low	Low	Low	Low	

Service Delivery	Risk that the condition of Bulk Bins in service will not be addressed by non replacement with new Bulk Bins at Service Commencement	New Bulk Bins requested including pricing for relevant tenderer			N/A	N/A	Not a risk for this tenderer. All bulk bins were new at contract start date. No longer a risk
Human Health and Safety	Risk that a tenderers work health and safety record places Council at a higher exposure	For individual assessment	Low	Low	Low	Low	Waste Services team have forged a relationship with Cleanaway WHS officer

MEETING DETAILS	Water and Waste Standing Committee Wednesday 10 November 2021
AUTHOR	Gary Murphy
AUTHOR POSITION	Director Water and Waste

6.1 WATER AND WASTE INFORMATION BULLETIN – NOVEMBER 2021

EXECUTIVE SUMMARY

The Water and Waste Directorate Information Bulletin for November 2021 is provided for Committee review.

OFFICER'S RECOMMENDATION

That the Committee:

- 1. Note the Water and Waste Directorate Information Bulletin for November 2021.**

BACKGROUND

The attached Information Bulletin for November 2021 provides an operational update for Committee review on the Water and Waste Directorate.

IMPLICATIONS

Any specific implications or risks will be outlined in the Information Bulletin.

CONSULTATION

Water and Waste Directorate Managers and Staff.

BASIS FOR RECOMMENDATION

This is an information only report.

ACTION ACCOUNTABILITY

Information only report.

KEY MESSAGES

Operational update to Elected Members.

WATER AND WASTE

Report prepared by: GARY MURPHY Director Water and Waste Date: 3 November 2021	Report authorised by: JEFF STEWART-HARRIS Chief Executive Officer Date: 5 November 2021
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ATTACHMENTS

- Attachment 1 – Water and Waste Information Bulletin – November 2021
- CONFIDENTIAL Attachment 1a – Water and Waste Capital Projects October 2020.2021 Fin Yr

REFERENCE DOCUMENT

- Nil

DATE: November 2021

WATER AND WASTE

DIRECTORATE HIGHLIGHTS

- Roll out of Cultural leadership program to Operational Leadership Team continues with some great workshops answering some questions around how we ensure the values based leadership we want to see is embedded.
- Completed the 4monthly RMDMW Water Security Assessment
- The Functions Review has progressed and agreed actions will be implemented.
- Successful IMS Audit
- Contribution from W&W to the development of thinking around a Corporate Management System.
- AEC Group P/L has been engaged to assist W&W with modelling the Sewerage 5-year price path and alignment of water 'Units'. This will be subject to reporting to Committee and workshopping.
- Waste LTFF overview presented to Committee and Council
- Annual Dam Safety Statement and Emergency Action Plan for Theresa Creek Dam supplied.
- Actions to supply updated EA and ERA63 Documents for facilities as well as sewerage pump stations submitted to DES

Emerging Risks

- Moranbah Waste Management Facility – letter from DES requiring IRC to respond with a schedule of works to address community concerns. This had been identified as a risk within the IRC Risk Register (WW0041).
- Several failures of raw water main to St Lawrence WTP
- Level 1 restrictions for Clermont likely early December.
- Ongoing challenges with achieving Practical Completion of the Moranbah landfill stormwater and remediation project

BUSINESS SERVICES

PREVIOUS MONTH'S ACHIEVEMENTS:

This October, Council participated in Water Week and sponsored Smart Approved Watermark's Water Night on Thursday 21st October. Promotion of the event included public notices, radio announcements, community newsletters, Facebook and targeted marking posts, digital signage, Library/facility signs and posters, web

banner and 37 schools in the region was sent a personalised letter and promotional pack. The results are being assessed and further promotion is intended throughout November/December 2021.



The annual IMS External Surveillance Audit was undertaken in October over six days and included site visits to St Lawrence, Greenhill and Carmila Waste Facilities, and St Lawrence, Carmila and Moranbah WTPs. The auditor closed out the previous Findings and noted the improvements that had been implemented around contractor management, risk assessment and training. The auditor noted an ongoing continued improvement in systems and processes across the Water & Waste Directorate, making particular mention of the rollout of the Cultural Leadership Program. The Final Report will be received in the coming weeks.



Auditor Karen Dawe and Moranbah WTP Operator Perry Glinster looking over the processes at the water treatment plant.



Brooke Dwyer from St Lawrence Waste Management Facility talks through stormwater management with auditor Karen Dawe and IMS Coordinator Sandi Hutchinson.

Whilst emailing property owners regarding water leaks at their residence, the team received a complimentary response in return.

Thank you Leeanne

My tenant has reported a leaking shower tap which is being repaired.

I really appreciate the service which Isaac regional council provides.

All the best

Toby

PREVIOUS MONTH'S ISSUES:

Senior Customer Administration Officer: This vacancy has been successfully recruited with the candidate due to begin 22 November 2021. Due to the increased workload associated with the upcoming water meter reads, the previously engaged labour hire applicant will be extended for an additional four (4) weeks.

Integrated Management System (IMS) Coordinator: Our IMS Coordinator has provided notice of their resignation in November 2021. Work is underway to review the position responsibilities in line with the pending W&W Functions Review and position requirements. Advertising is expected to begin in the coming days.

FINANCIAL REPORT:

Q1 Budget Review: No changes were made to the Business Services budget pack.

Q1 AOP Reporting: Business Services is on track with their AOP Performance Criteria however water meter read errors remain a high priority for improvement.

DEVIATION FROM BUDGET AND POLICY:

Nil.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

PROJECT TITLE	COMMENTS
5-Year Price Path – Sewerage Utility	AEC Group P/L has been engaged to assist W&W with modelling their Sewerage 5-year price path and alignment of water 'Units'.
Clermont Water Quality Response Plan	Another update of the Clermont Water Quality Response Plan has been drafted and will be made available in the coming days. A meeting has been set to review the final actions within the Plan to set a path for finalisation in 21/22.

NEXT MONTH'S PROGRAM:

Budget: Members of the W&W Management team and other key stakeholders participated in budget training during October and will now begin entering budget proposals for 22/23.

Annual Performance Plan: A meeting has been set in November for the W&W management team to begin drafting their APP for 22/23 and determine their priority operational projects.

Moranbah Raw Water PSA: Submissions close this month and W&W will complete their evaluations as a matter of urgency to ensure a late report can be presented to Council in November for implementation in December 2021.

DEVELOPING INITIATIVES / ISSUES:

Water Restrictions

CURRENT & PROJECTED Location	LEVEL 1		LEVEL 2		LEVEL 3	
	Start Date	End Date	Start Date	End Date	Start Date	End Date
Middlemount	16/03/2019 02/11/2021	18/11/2019	18/11/2019	10/01/2021	01/11/2021	02/11/2021
St Lawrence	02/08/2021	18/10/2021	18/10/2021			

WATER AND WASTEWATER

PREVIOUS MONTH'S ACHIEVEMENTS:

An internal audit has been carried out on the St Lawrence, Carmila and Moranbah Water Treatment Plants in preparation of the IMS Audit in late October.; All plants were found to be operations as desired and within regulation.

A trial valve exercising program on Water Control valves in Middlemount, Moranbah and Clermont was found to be successful with all valves identified to be exercised are now operable and extending the expected working life. At the Middlemount Water Treatment Plant there was and identified valve on the Raw Water Dam that was believed to be leaking 40M/L per year has now been exercised and is no longer leaking. The estimated cost to replace this valve was in the vicinity of \$15k. The whole Trial Valve Exercising Program incurred a cost of \$18K. This show the importance and effectiveness of this program.

A Consequence Category Assessment on the Effluent Storage Dam and the Sewer Overflow storage dam, at Moranbah, have been completed during October. The finding indicate that these facilities have been assessed as low consequence category facilities. Based on the above are not regulated structures as their consequence category has not been assessed to be 'significant' or 'high' in accordance with the DES Manual. Upon acceptance of this assessment, IRC will consider seeking an amendment to the EA to reflect the findings of this Consequence Category Assessment.

PREVIOUS MONTH'S ISSUES:

Three Raw Water Main break at St Lawrence during October. Further close monitoring will occur to ensure safe delivery of sufficient raw water to the Water Treatment Plant.

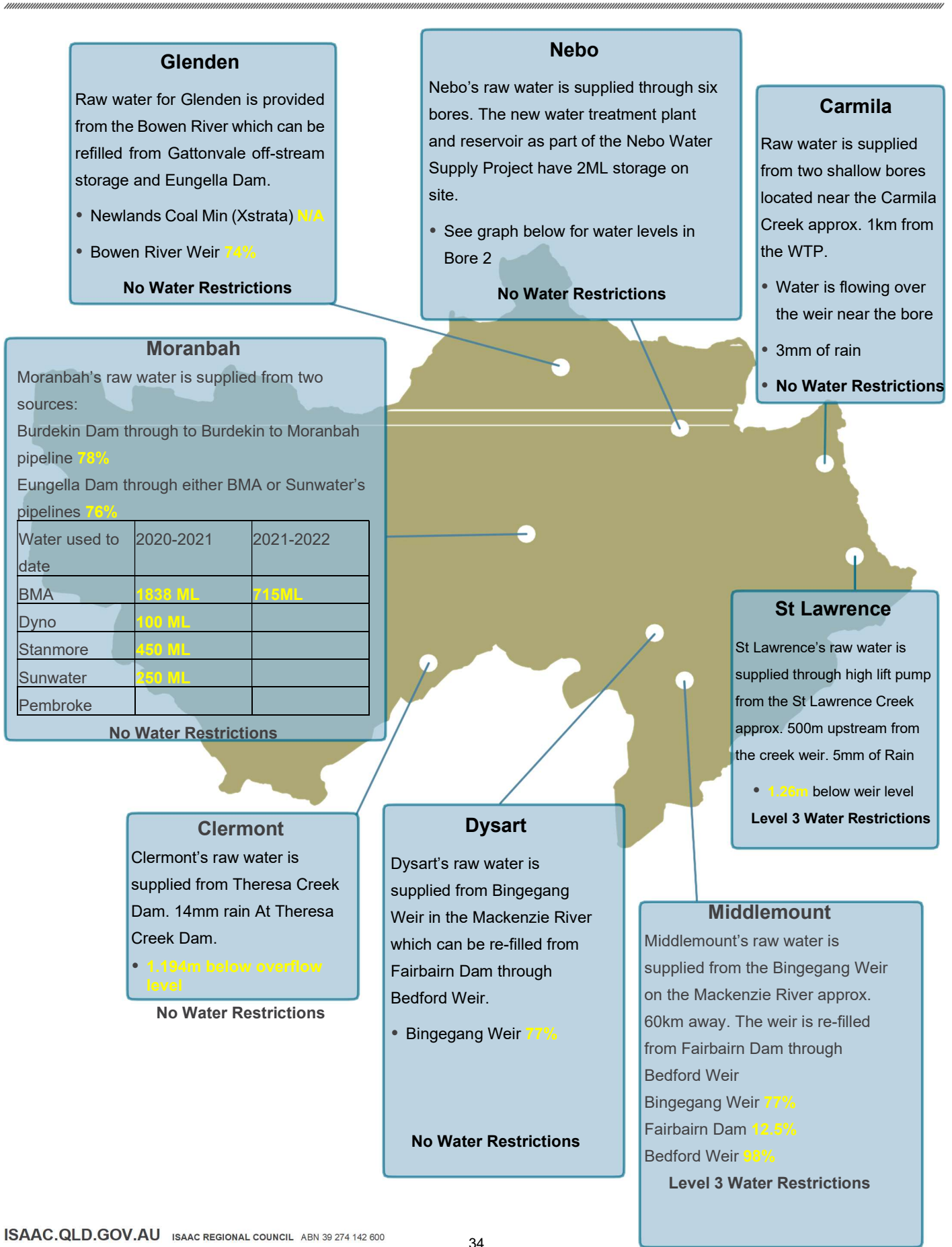


Two Pumps at Glenden Sewer Pump Stations were replaced.

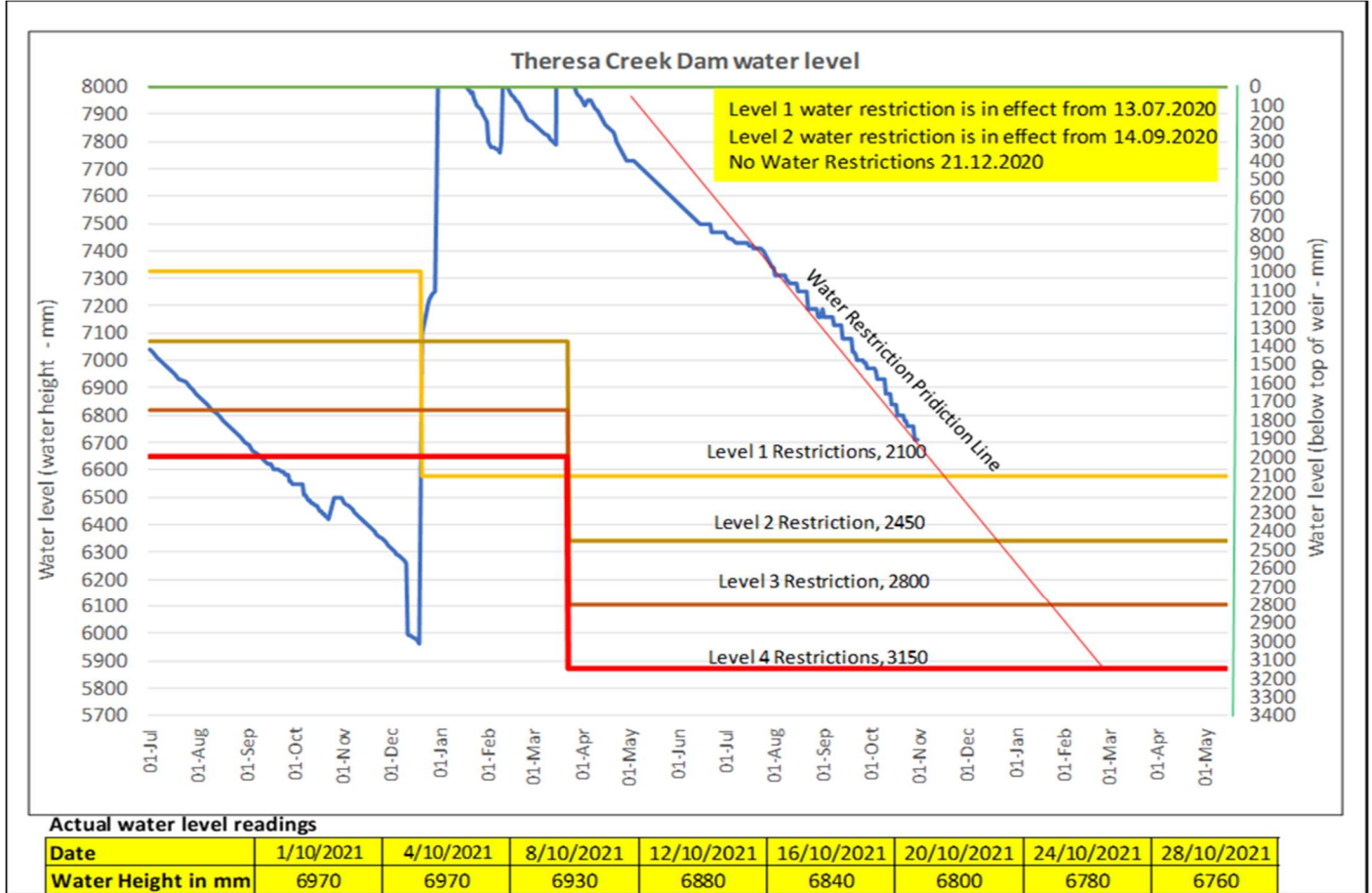
Issue are being identified with the automatic change over to start switches on the onsite generators at Dysart Sewer Pump Station number 2 and Middlemount Sewer Pump Station number 2.

Raw Water Sources for Isaac Regional Towns

The following diagram provides an update on raw water sources, water levels in dams, water used to date if applicable, and current water restrictions in place for each Isaac Regional town.

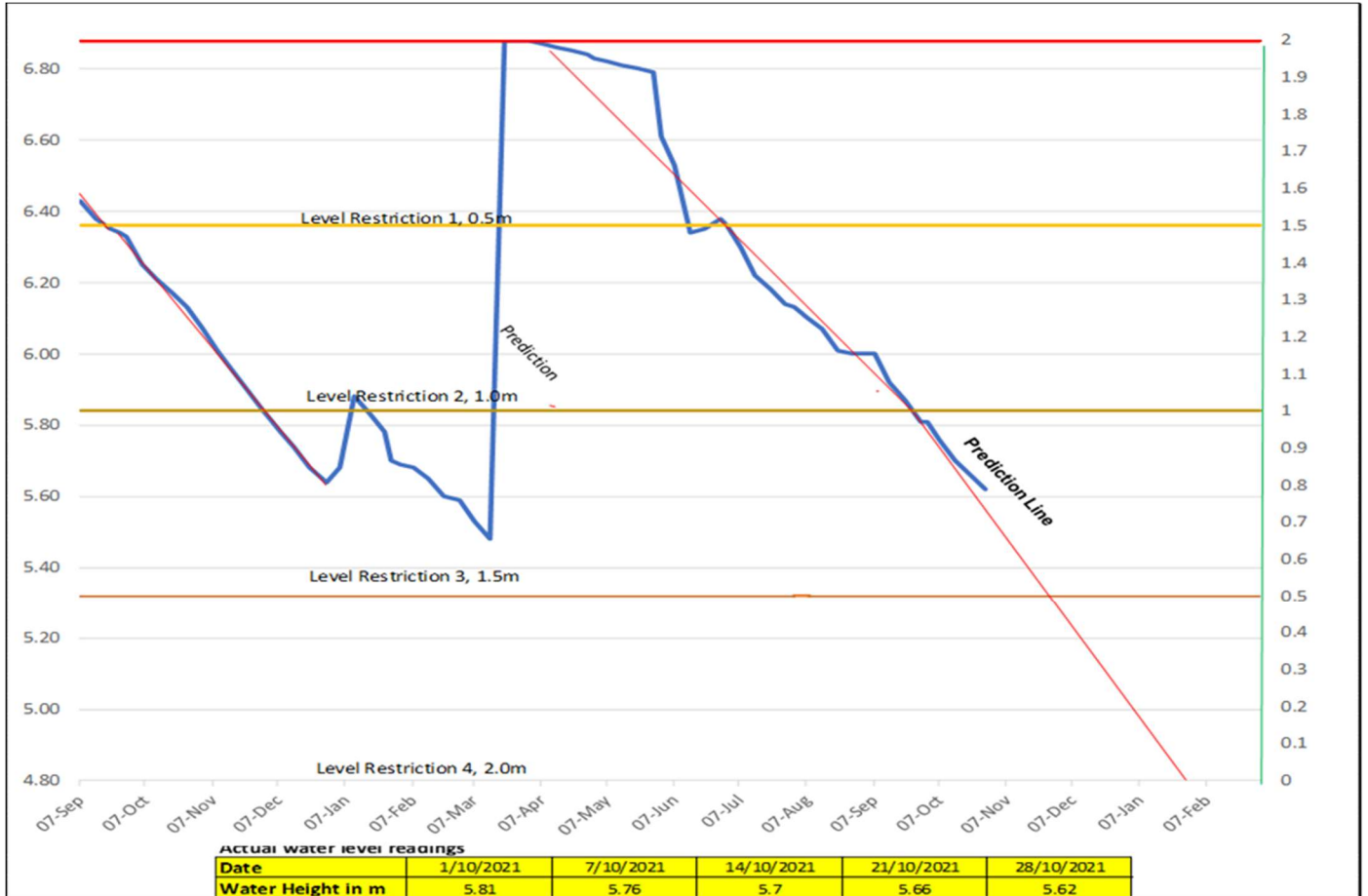


Theresa Creek Dam Water Level



Theresa Creek Dam Wall as at 31 October 2021

St Lawrence Weir Water Level

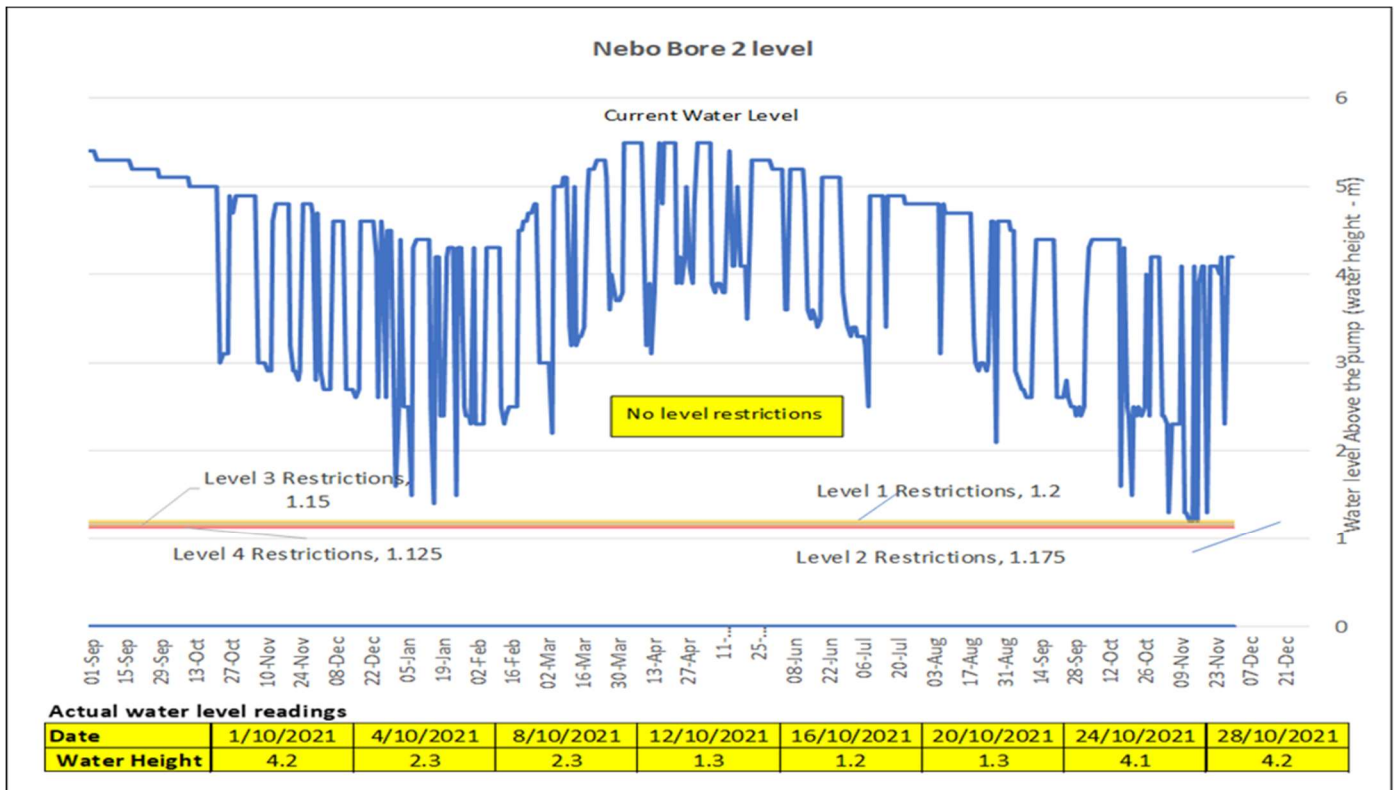


St Lawrence Weir as at 29 October 2021



Carmila Raw Water Creek photo from bore pumps as at 31 October 2021

Nebo Bore 2 Level



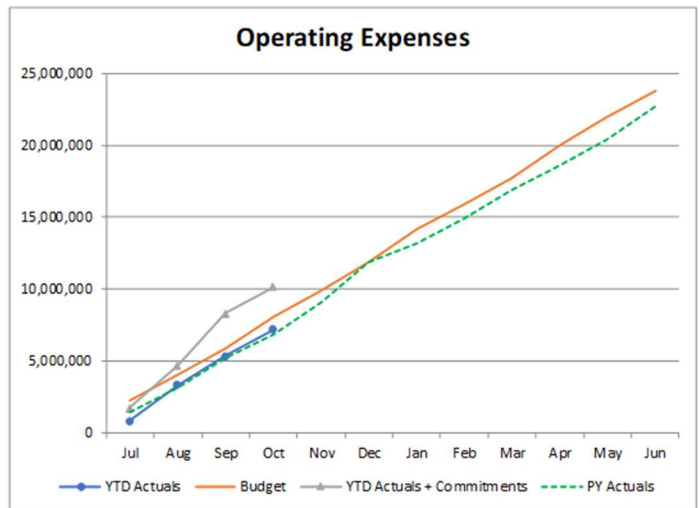
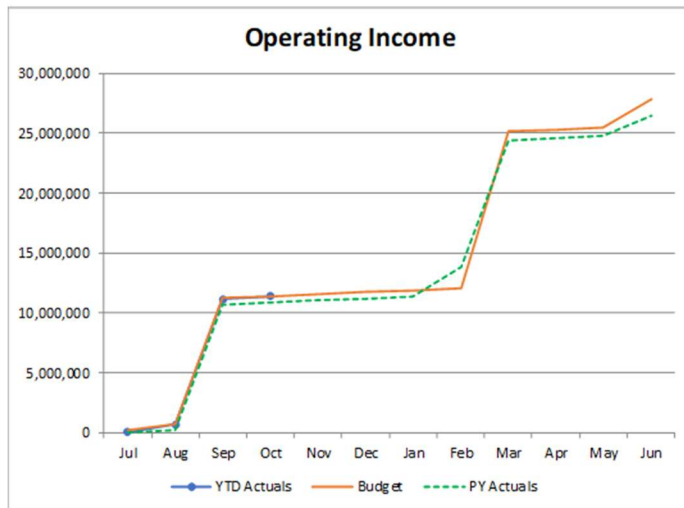
Compliance

The table below contains current statutory undertakings across all assets.

	TARGET DATE FOR COMPLETION	COMMENTS
Nebo WWTP TEP	Completion of the TEP is as per the notification provided by DES.	All timelines being met to date with IMP and REMP changes to be completed and modification of the EA to suit Electrical Conductivity being produced from the Nebo Water Treatment Plant.
Dysart ESD and WWTP EU	Rescheduled site visit organised for the 18th and 19th of August for DES inspection of completed works for the EU and also the DYS landfill site	DES Wastewater site visit conducted on the 19 th of August as scheduled to close out the Dysart Environmental Undertaking with positive comments provided and a close out letter to be provided in November month. DES site visit of the Dysart Landfill on 18 August was also successful with good comments as well. DES has sent through a closedown letter with no observations or concerns
SPS and IEMS	Work has been awarded to GHD. IEMS documentation is to be completed by 7 October 2021.	IEMS and SPS Plans in draft form have been submitted to DES for approval.
Moranbah ESD and OSD Assessments	Two of Effluent Storage Dams and one Overflow Storage Dam need to be assessed for Consequence Category.	Site survey was undertaken between 15 th and 17 th September 2021 by Vision Surveys to enable Consequence Category Assessment (CCA). This assessment will decide the future direction of this project. Draft report due 2 November 2021.
Moranbah Waste Management Facility	12 Nov 2021	A compliance letter has been received from DES regarding "community concerns" at Moranbah Waste Management Facility. DES has requested a Schedule of works to address the concerns, relating to dust, odour, litter and birds

FINANCIAL REPORT:

Operational Result From Period 1 - 4, 2022 Water & Wastewater



Budget is tracking as predicted with the expectation of the engagement of Labour Hire Contractors where permanent employment has not been able to be secured. Replacement of emerging break down of equipment is tracking a little high as well. This supports the necessity of including the budget for Replacement of Failed Equipment.

DEVIATION FROM BUDGET AND POLICY:

Nil.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

Strategy (i.e., C5)	Service Area	Description	Monthly Status Update	Annual Status Update
15	Provision of safe and reliable water supply services – monitor performance and undertake remedial action where required.	Incidence of unplanned interruptions – • < 70 per 1000 connections / year Total Water connection in IRC = 8479 Allowable target 21/22 – 593	19	59 (Below target)
15	Provision of safe and reliable water supply services – monitor performance and take remedial action where required.	Water main breaks – • < 40 per 100 km / year Total Length of water main at IRC = 245 km Allowable target 21/22 – 98	19	60 (Above target)

15	Provision of safe and reliable water supply services – monitor performance and take remedial action where required.	Water quality complaints – <ul style="list-style-type: none"> < 20 per 1000 connections / year Total Water connection in IRC = 8479 Allowable target 21/22 – 170	0	0 (Below target)
15	Provision of effective sewerage transport and treatment services – undertake / investigate – system condition and functionality, monitor performance and undertake remedial action where required.	Wastewater Mains breaks and chokes – <ul style="list-style-type: none"> < 40 per 100 km / year Total Length of wastewater main at IRC = 202 km Allowable target 21/22 – 81	9	20 (Below target)
15	Provision of effective sewerage transport and treatment services – undertake / investigate – system condition and functionality, monitor performance and undertake remedial action where required.	Wastewater complaints – Overflow on property and odour <ul style="list-style-type: none"> < 15 per 1000 connections / year Total Wastewater connection in IRC = 7879 Allowable target 21/22 – 118	1	4 (Below target)
15	Provision of safe and reliable water supply and effective sewerage transport and treatment services	Total Water and Sewer Complaints (any nature) – <ul style="list-style-type: none"> < 100 per 1000 connections / year Total Water connection in IRC = 8479 Allowable target 21/22 – 848	28	77 (Below target)

NEXT MONTH'S PROGRAM:

Scheduled to Commence During Next Month

PROJECT NAME/ DESCRIPTION	SCHEDULED END DATE	COMMENTS/EXCEPTIONS
Nebo Aquifer water allocation increase	Dec 2021	Reports provided and reviewed, and letter drafted for the regulators.
WTP Site Based Management Plans	May 2021	Documents almost finalised and then to progress to approval process.
WWTP Site Based Management Plans	Dec 2021	SWIM data reporting and other works have prevented this progressing
Waste Site Based Management Plans	Dec 2022	Next for review after the WWTP site-based management plans are completed.

Integrated Environmental Management System.	Oct 2021	IEMS creation underway with contract awarded
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DEVELOPING INITIATIVES / ISSUES:

- IEMS and SPS EMP are being compiled to comply with DES request from the Clermont overflow incident.

WASTE SERVICES

Waste Pricing / Long Term Financial Forecast

Work continues on Waste Pricing. A presentation was given to Councillors at the October Strategic Planning Day by officers where initial options for cost recovery were explored. Officers also attended an online presentation by the consultants who have previously assisted IRC on this through a webinar by Local Government Finance Professionals Qld (LGFP). A recording of the presentation is available for Councillors via Councillor portal and OMCEO bulletin.

Containers For Change Drop Off Points at Coastal Sites

There has been notification that the three coastal waste sites are acceptable to CoEx however the implementation will form part of wider changes which CoEx are making. A provisional start date of 06 December 2021 has been intimated by the CoEx provider.

Temporary Amendment to Site Opening Hours- Nebo / Glenden

The temporary amendment to the opening hours at Glenden and Nebo has continued throughout October with no reported problems so far.

Visit to Banana Shire

Officers visited a Banana Shire Council waste facility at Wowan. This site had previously been unmanned and unlocked which resulted in illegal dumping of asbestos, dumping of commercial waste without payment, and general untidiness and lack of resource recovery. The site has now been fitted with an automatic gate which is operated via local residents' PIN numbers. The system opens the gate to a valid PIN number, records the basics of the transaction, and CCTV cameras record residents disposing of their waste correctly. The site was generally very clean and residents appeared to be using the correct drop off points for various wastes. IRC officers consider that some IRC sites could deploy such a system to enhance opening hours and potentially save on operating costs longer term. The system would however require to be reliable, and risks of incorrect recording of waste movements would not be acceptable at locations where there is a landfill on site.



Outside gate at Wowan Waste Transfer Station showing keypad and site instructions



Automatic gate at Wowan Transfer Station



CCTV Cameras

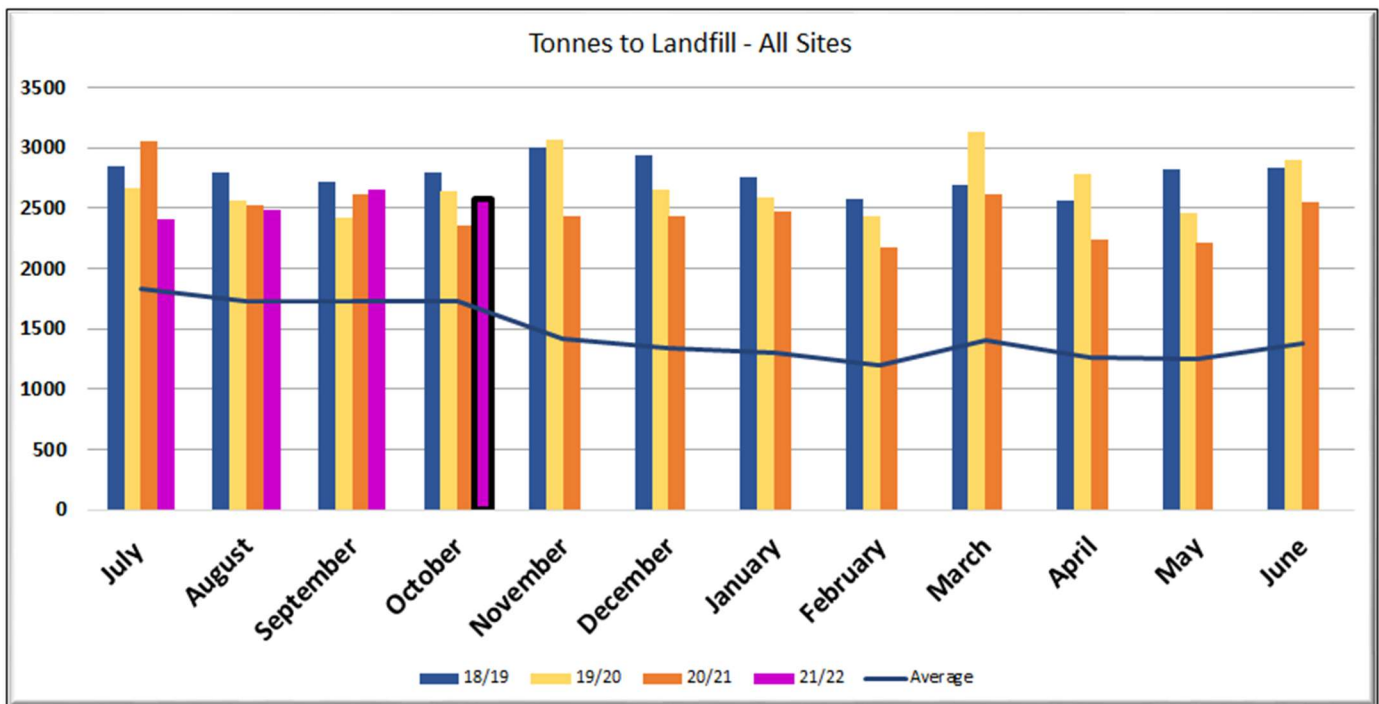
GW3 Councils' Waste Strategies

Mackay and Whitsunday Regional Councils are both separately due to renew their respective Waste Management Strategies. A meeting was convened on 08 October by officers of both Councils to look at common areas as the timescales for both Councils will now be synchronised. Although IRC's Waste Strategy is only 18 months into its life, IRC officers also attended the meeting so that matters concerning IRC could also be considered from the perspective of the other two Councils. This meeting did not form part of a potential joint strategy between all three Councils - which is still desirable - however some potential future matters were made clear to the Mackay and Whitsunday officers, including:

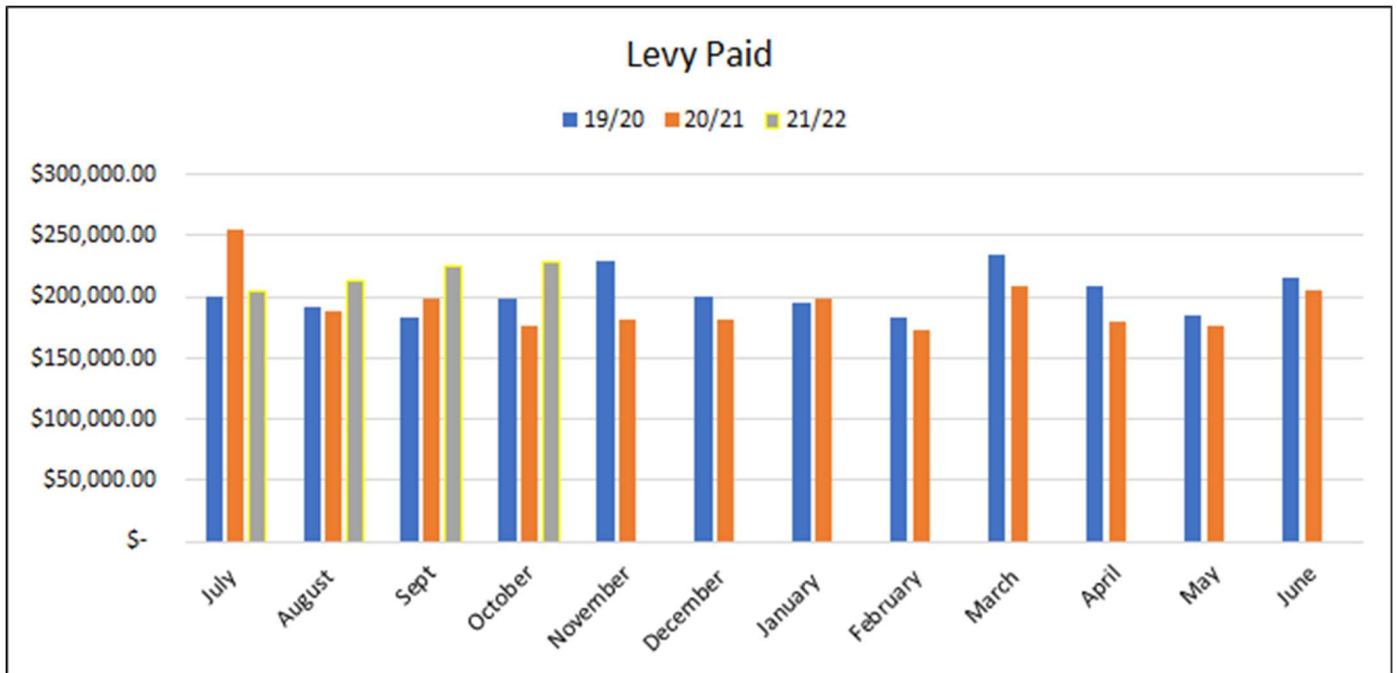
- Future of kerbside recycling schemes and impact on Mackay MRF
- Potential future FOGO (food organics / garden organics) collections
- Waste Education / Potential co-branding of promotional / advertising
- Potential for some IRC waste to divert to Mackay sites (e.g. Glenden post-2024)
- Potential for future joint waste collection contract (beyond 2026)

Waste Tonnage and Waste Levy

2,567 tonnes of waste was landfilled in October, down slightly from 2,635 tonnes in September. This makes a total of 10,086 tonnes for 4 Months to date, which is 4% lower than the same period in the last financial year. Officers are projecting a similar or slightly lower annual tonnage than 2020-21.

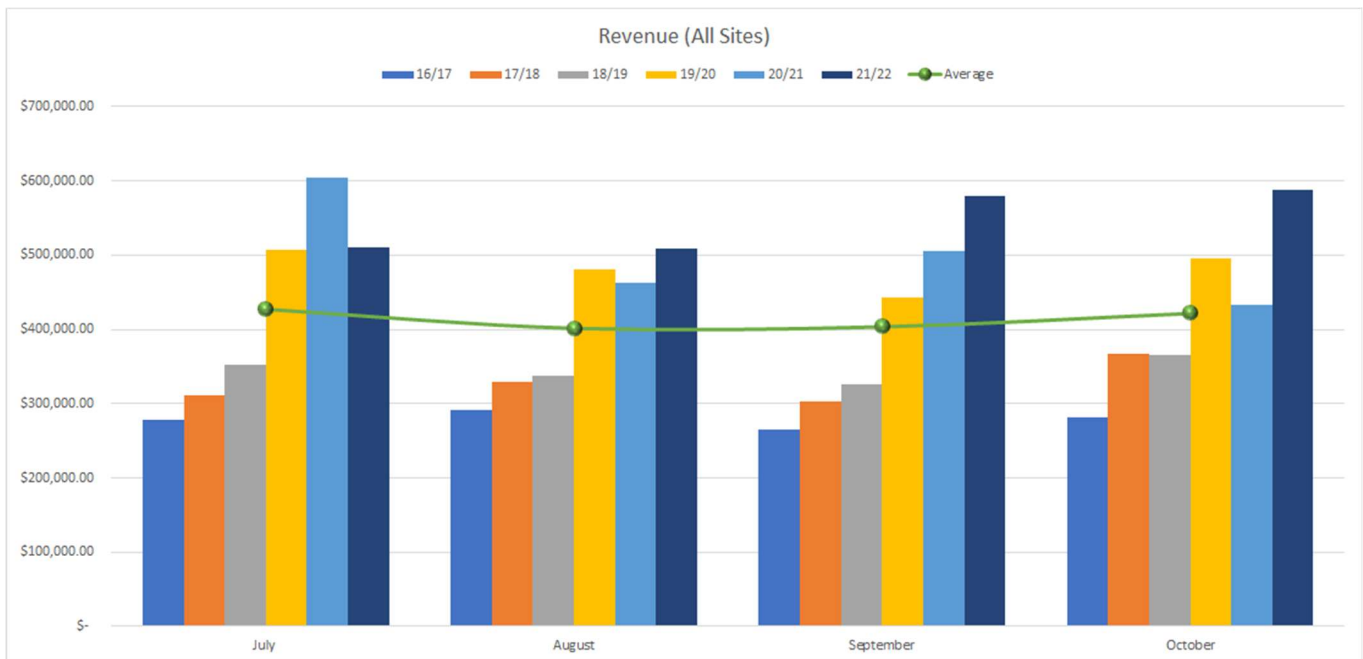


Waste levy paid is now trending at just above the \$200k per month figure – within annual budgets. Increase over 2019-20 and 2020-21 due to state government increases from \$75 per tonne in 2019 to \$85 now.

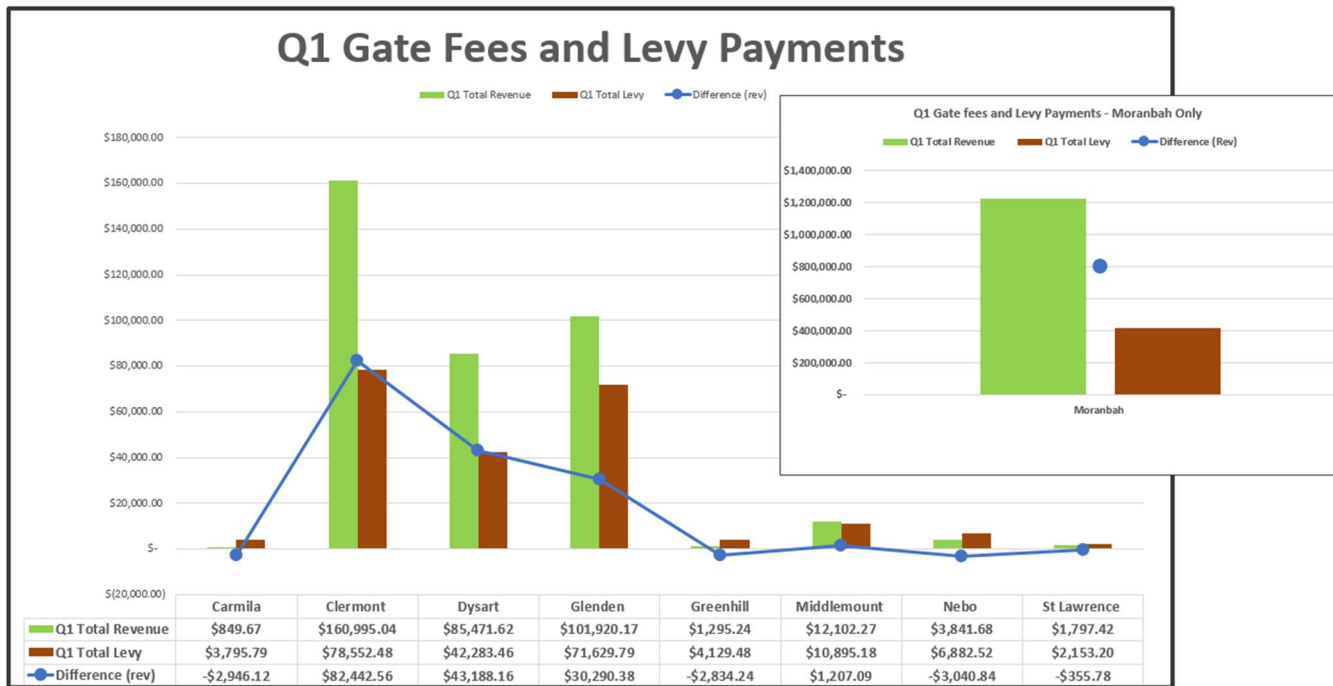


Revenue

Officers are monitoring gate fee revenue closely, following lower than anticipated revenue in 2020-21. The following graph shows how revenue has grown in the past six years. Gate fee revenue is inclusive of waste levy.

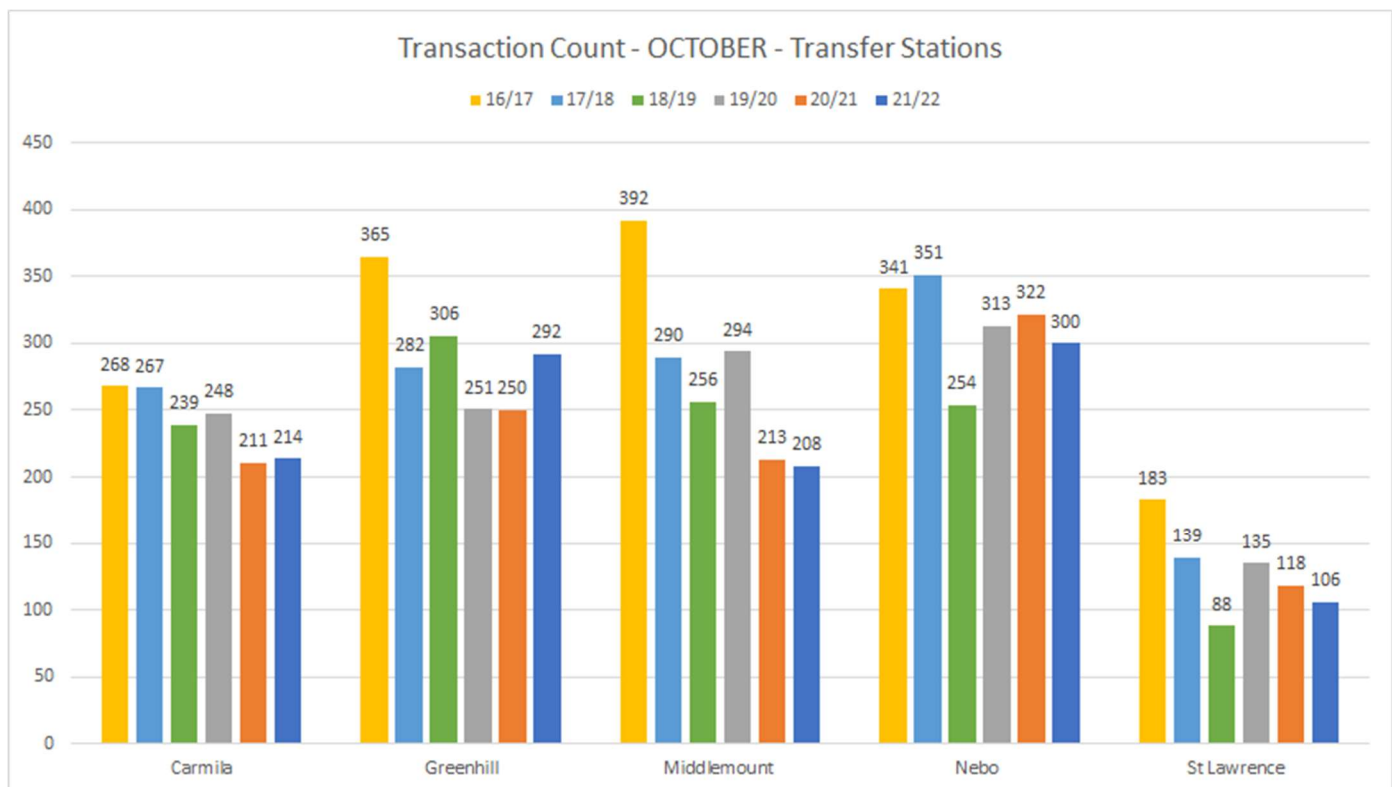
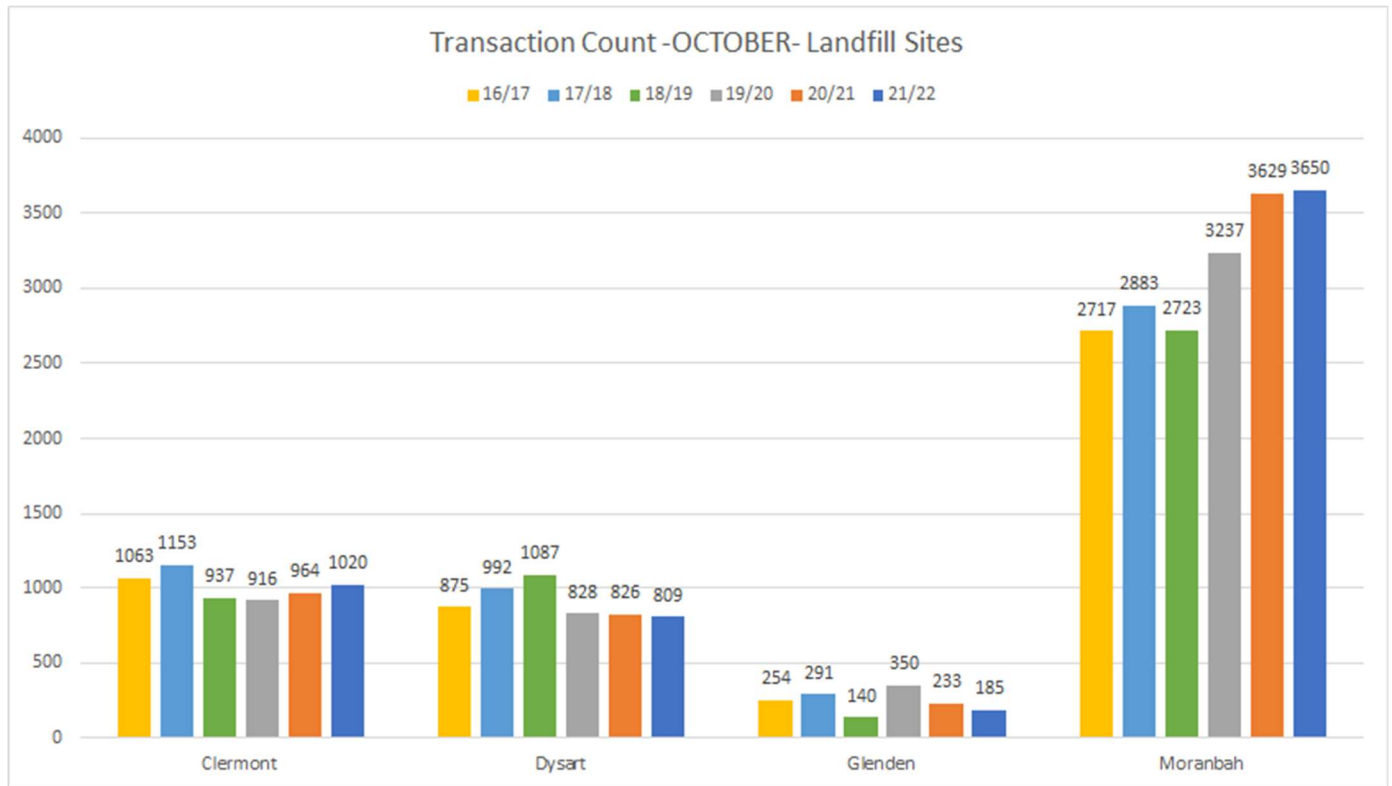


Revenue from gate fees at each site compared to levy paid for landfilled waste from each locality is shown in the graph below. This includes waste taken to a waste facility and collected via the kerbside general waste collection



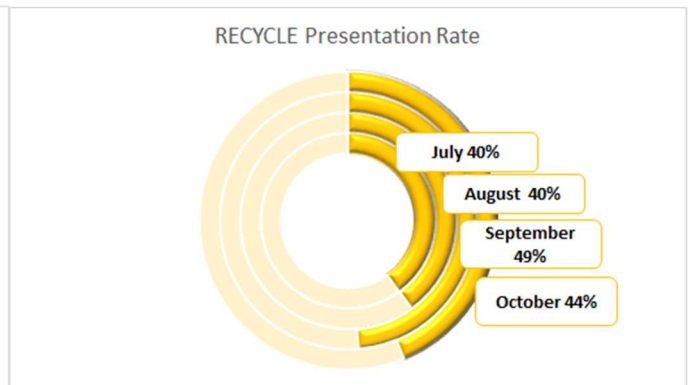
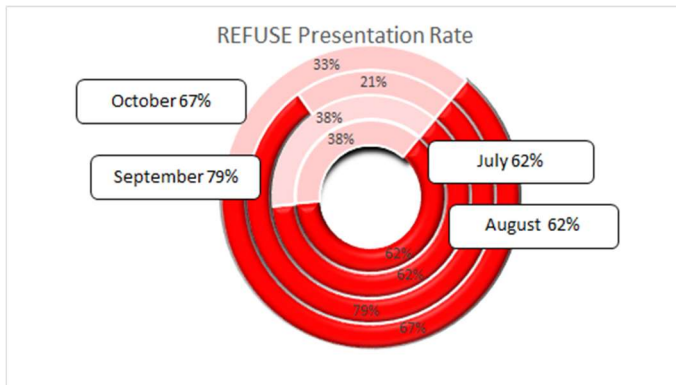
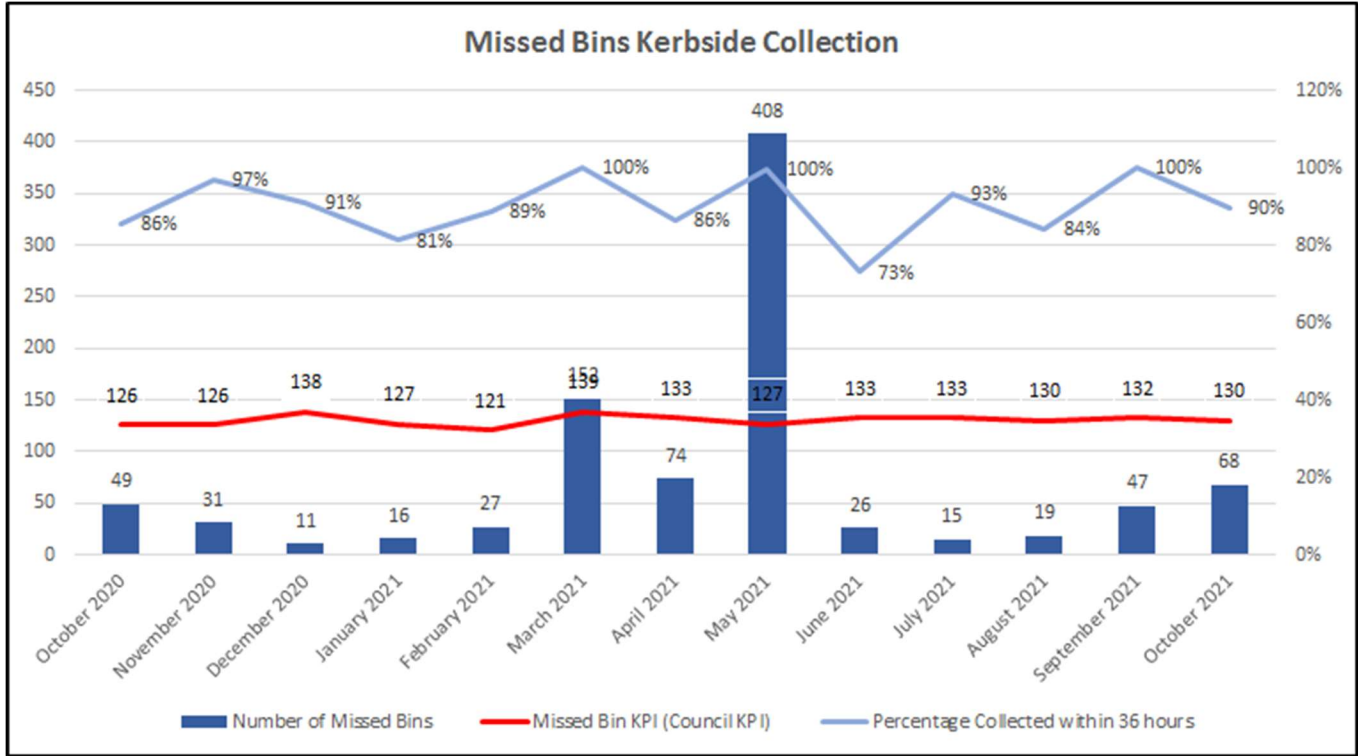
Transactions

Transactions in 2021-22 Q1, at 17,449 were 5% lower than the previous year Q1 across all sites, and overall about 3% lower than the long term Q1 average of 17,934. October has seen a rise in transactions across the sites and is on par with transaction counts in the previous Financial Year. The following graphs show transaction numbers for October only, for each year since 2016-17. Landfills are shown separately from Transfer Stations to give a more meaningful representation for the smaller sites.

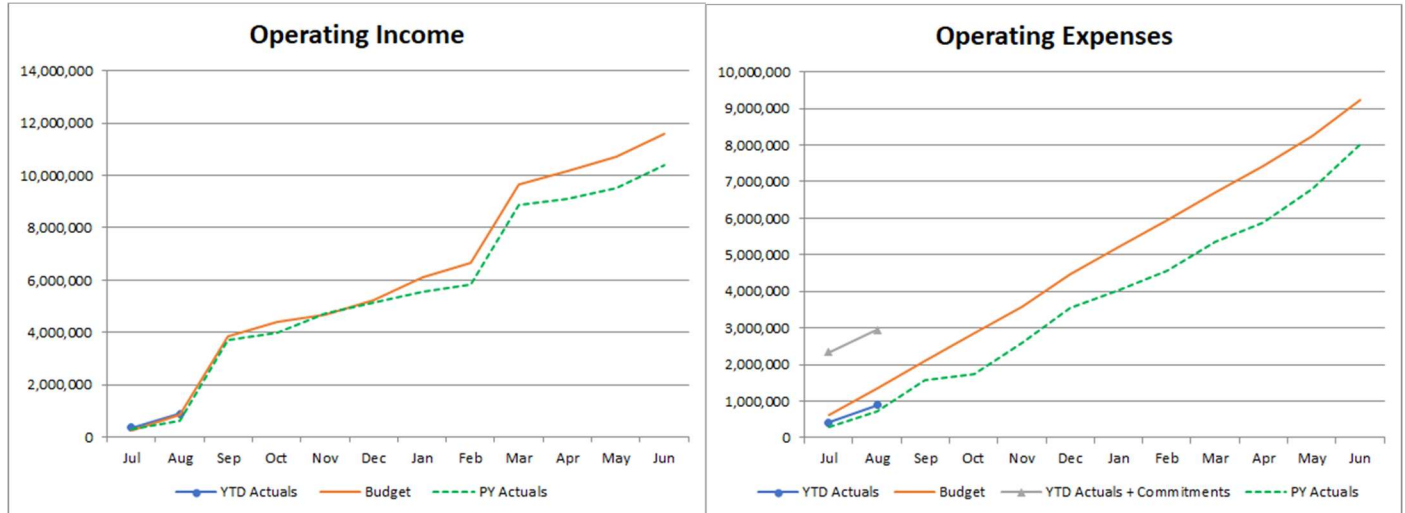


Kerbside Waste Collection

Missed bins were higher in October, with 68 reported missed collections, however 90% of these were rectified within the required 36-hour deadline.



FINANCIAL REPORT:



OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

Waste & Recycling Contract 21/22 FY						
KPI	Number of missed services	Collection of Missed Service		Bin Repair / Replacements		
	<10/5000 Services = less than 133 missed services for both months	No of missed bins collected within 36 hours	90% within 36 hours of contractor being notified	No of requests	No of requests completed within 5 working days	90% within 5 working days of request
Oct-20	47	38	81%	17	14	82%
Sep-21	47	47	100%	27	27	100%
Oct-21	68	61	90%	22	20	90%

Waste and Recycling Performance 21/22 FY						
KPI	Tonnes to Landfill (ex Clean Soil)	Tonnes to RRA (Stockpiles)	Tonnes diverted via Kerbside Recycling	Tonnes sent off site for Sale or to processor	% of Waste diverted from Landfill	No of Kerbside Recycling Services Vs Presentation rate
Oct-20	2323	485	62.3	63	23%	9430- 43%
Sep-21	2,635	950	55.9	61.68	28%	10,769 - 49%
Oct-21	2,568	791	58.45	58.6	25% (to date - 4 months)	9258 - 44%

Compliance 21/22 FY					
KPI	Compliance with Environmental Authority (EA)	Notice of scheduled site closures	Customer complaints non-price related	Nuisance complaints (odour/litter)	No of Transactions
Oct-20	No of reportable regulatory notices	>7 days notice	Number of complaints / 1,000 transactions / site <10 / annum	Number of complaints / 1,000 transactions / site <20 / annum	N/A
Oct-20		1	0	0	6,397
Sep-21	2 (fire & flare-up)	1 (Queen's Birthday Holiday)	0	0	6,025
Oct-21	0	N/A	0	1	6,581

Unmanned facilities	01.10.21	31.10.21	Site visit to operational site
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DEVELOPING INITIATIVES / ISSUES:

Waste Pricing – further presentations to be made.

PLANNING AND PROJECT DELIVERY

PREVIOUS MONTH’S ACHIEVEMENTS:

Significant Projects Update

CW182580 MORANBAH BELT FILTER PRESS

The Moranbah Belt Filter Press was commissioned and handed over to the Operations team Monday 25 October 2021. Construction of the BFT commenced late 2020 using existing equipment that was originally sourced for the Dysart Sewage Plant. The BFP will process sludge from the WWTP to reduce the water content and weight rather than sending the bi-product out to the drying beds. The end product will be stored on site with potential use for land rehabilitation. Training and demonstrations on the BFP were provided to the operators on the day. Awaiting final reports for practical completion to be awarded.



Figure 1 – Moranbah BFP – Truck in loading bay to receive end product that is produced from BFP.



Figure 2 – Moranbah BFP – Final installation

CW212941 DYSART WWTP OPTIMISATION OF PLANT

This project is to undertake several activities at Dysart WWTP to optimise its operation:

- Improve storage and facilities space, by renovating the brick building and convert it into a lunchroom and lab, removing a wall in the office building (to make room for a new switchboard and increase office space). During the month of October the remaining construction activities were completed on site.
- Upgrading of Electrical infrastructure including expanding the PLC/SCADA infrastructure and replacing the main switchboard (Scoped in 2020/2021 and to be constructed in 2021/2022). The contractor has completed the designs for the electrical upgrades. Switchboards have been ordered and are currently being manufactured.



Figure 1 – Newly constructed cylinder storage area



Figure 2 – Newly constructed cylinder storage area

CW212861 CORP WATER MAIN REPLACEMENT – ARCHER DRIVE, MORANBAH

Archer Drive in Moranbah has experienced a number of breaks along the line, it has now become necessary to replace the section of the water main. Nixon Plumbing has been awarded the contract to replace the water main between Belshore Street and Bushlark Drive, the new mains line has been installed with the following works to be undertaken in the next couple of weeks. A public notice has been sent out to the impacted residents for the upcoming work – Tuesday 2nd November.

- Cut in of 2 valves and fire hydrant
- Pressure testing of the new mains
- Water sampling – samples to be sent to Mackay laboratory

The new line will be fully completed by the end of November.



Figure 1 – Channels being excavated



Figure 2 – Installation of new water main



Figure 3 – Installation of new water main



Figure 4 - Installation of new water main

CW222986 DYSART WWTP TRICKLING FILTERS X 2

The RFT for the Dysart WWTP Trickling filter project has been issued to the market and is expected to closed on the 8 November and awarded in late November. This projects focus will be on the rehabilitation of the Eastern Media filter including rehabilitation of the rock media, installation of additional underdrainage and repair of the concrete structure. During June 2021, there was a CCTV investigation of both filters, from this report it was decided to only rehabilitate media on the eastern filter media. A decision can be made later whether the western filter requires the rehabilitation.

This approach may result in a cost savings for 2021/2022 budget (with potential savings to be made over the longer term), which will be reviewed within the Q2 budget and tender assessments. This project also contains rehabilitation of various other concrete structures based on an engineering condition assessment completed by GHD in June 2021. Most of the infrastructure requires minor rehabilitation activities such as repairing concrete cracks and then applying a protective coating.

PROGRAM ACTIVITIES

- Development of Strategic Procurement Plan for FY21/2 approval given with regular reporting on actions to occur.
- Starting to Develop the PAG program and individual documents for FY22/23.

PREVIOUS MONTH'S ISSUES:

- A temporary resource has been engaged in the Planning Engineer's role while recruitment occurs
- A specialist technical expert has been engaged as the SCADA Electrical Engineer (start Nov 22nd) to undertake an audit, stakeholder engagement and develop the SCADA strategy.

FINANCIAL REPORT:

The following is a report of the Water and Waste Capital Projects delivery highlighting:

- Progress
- Exceptions
- Deviations on the capital projects

As at 29/10/2021, Water and Wastewater actual expenditure totals \$1,417,223 representing **12.40%** of the new approved budget (21/22 - \$11,432,821) and a total spend inclusive of tender commitments of \$2,205,036 which represents **19.29%** of annual approved budget.

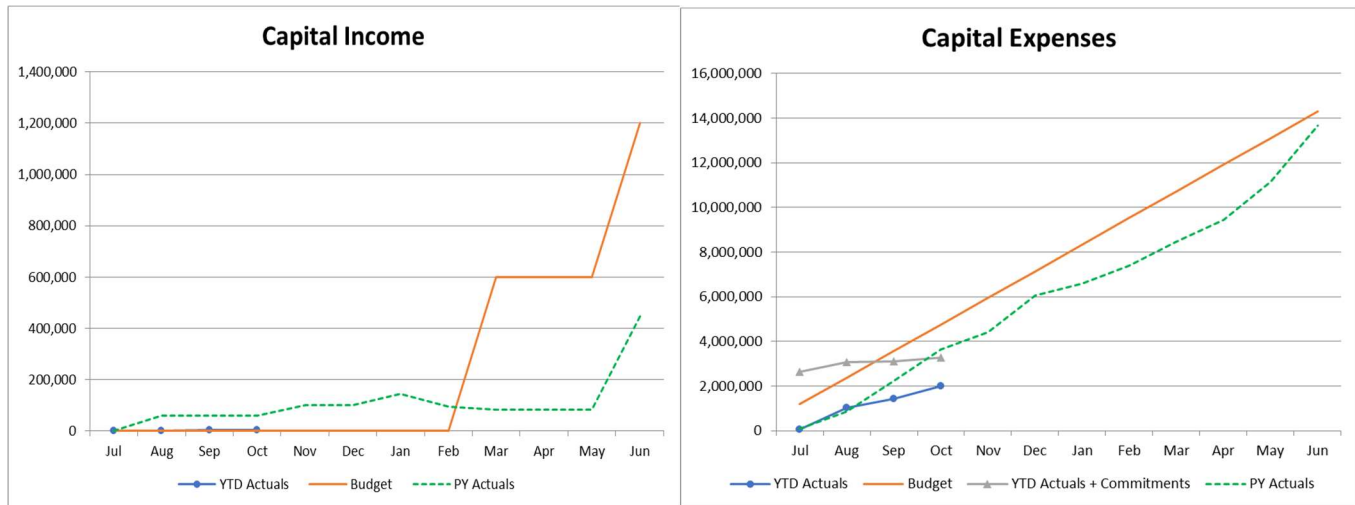
As at 29/10/2021, Waste Services actual expenditure totals \$570,457 representing **19.98%** of the new approved budget (21/22 - \$2,855,432) and a total spend inclusive of tender commitments of \$1,049,951 which represents **36.77%** of annual approved budget.

The combined Water & Waste actual expenditure totals \$1,987,680 representing **13.91%** of annual approved budget (21/22 - \$14,288,253) and a total spend inclusive of tender commitments of \$3,254,987 representing **22.78%** of annual approved budget.

EXPENDITURE SUMMARY

Water & Wastewater	AUGUST 2021	SEPTEMBER 2021
Actual CF plus 21/22 Program Expenditure to date	\$983,512	\$1,417,223
Actual Program Expenditure including Tender commitments to date	\$2,066,562	\$2,205,036
Waste	\$	\$
Actual CF plus 21/22 Program Expenditure to date	\$457,560	\$570,457
Actual Program Expenditure including Tender commitments to date	\$1,022,960	\$1,049,951

The graph below tracks budget against actuals plus commitments.



DEVIATION FROM BUDGET AND POLICY:

The above financial commentary includes all carry overs. The graph below tracks budget against actuals plus commitments.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

Strategy (i.e. C5)	Service Area	Description	Highlight/Exception, including explanation
I6	Effective and Efficient Capital Works Delivery	Implementation of effective project and contract management systems and procedures: • >90% of capital program delivered to budget	Monitor
		Implementation of effective project and contract management systems and procedures: • >90% all subprograms in the W&W capital program is completed on time and in budget	Delay in the delivery of some projects has been reflected in under expenditure for actuals. Monitor

NEXT MONTH'S PROGRAM:

Capital Projects Update

CW Number	Project Name/ Description	Comments/Exceptions
CW182537	COR Raw Water Remediation Works	GHD updated IFC design, report & BOQ received. RFT to be prepared. Balance of funds to be transferred to CW223019.
CW182564	CORP WTP Clearwater Tank Upgrades (Capricorn St Reservoir)	DGH to be on site 15/11/2021 to rectify leak in overflow pipe.
CW192733	CLM STP Upgrade Works	Chlorine Duplication project: Basically completed with final stage of commissioning waiting on operations.
CW202809	MBH Landfill – Stormwater Leachate Management	Project awarded to Synergy Resource Management 28/04/2020. Revised project estimate now \$5,500,000.

		Current total project expenditure \$5,185,214. Contractor has completed works on site, establishment of grass cover to be obtained within 3mths of seeding (27th Sept). Progress of the works was slow due poor productivity, ongoing construction process issues and apparent contractor inexperience, with the contractor 9-10 months late in the delivery of this project (6-7mths over PC). The Contract has been extremely difficult throughout the project and there continues to be issues which require legal advice and ongoing project support from Premise, adding to the overall project costs. Currently awaiting receipt of the Sept progress claim (almost 1mth late). This is a multi year project.
CW212857	CAR Transfer Station – Retaining Wall	Combined with Greenhill transfer station project. Revised drawings received 15/10/2021 have been reviewed by IRC and again still require changes of the wall layout prior to progressing to tender stage. RFT documentation being developed. Anticipate construction works to go out for Tender in November 2021. Carryover project from 2020/21.
CW212861	CORP Water mains replacement program	Archer Drive water main installation ongoing. Nebo Saleyard drive complete subject to tidy up.
CW212862	GNH Transfer Station – Retaining Wall	Combined with Carmila transfer station project. Revised drawings received from Premise 15/10/2021 have been reviewed by IRC and again still require changes of the wall layout prior to progressing to tender stage. RFT documentation being developed. Anticipate construction works to go out for Tender in November 2021. Carryover project from 2020/21.
CW212863	CORP Water Valve & Hydrant repair/Replace	Projects complete
CW212864	CORP SN main relining program	Project completed by Relining Solutions. Pipe relining works, top hats into house connection branches and final CCTV reports completed 27/08/2021. Review of final quality reports completed by IRC, additional information required from Relining Solutions to allow IRC to finalise project and issue PC.
CW212866	CORP – SPS Renewal Program	Glenden: Almost completed, with minor activities left including a small variation approved in August. All switchboards installations are complete.
CW212936	CORP SN Manhole Rehabilitation	Project by Nixon Plumbing. Works complete in CLM & MMT except for 2 x additional manholes added at CLM showground. Project delays due to supply issues and contractor commitment to other critical IRC projects. Installation of 2 x new manholes completed in Middlemount. Project to carryover to Q2, 21/22.
CW212940	CLM WTP Quality Response Action Works	Awaiting final Cardno "As built " drawings. Iron & manganese analyser ongoing.
CW212941	DYS STP Optimisation of Plant	Building Works: Project basically completed. Electrical/SCADA: Manufacturing of equipment underway, civil work commenced.

CW222964	CORP SPS Rehabilitation works MMT, NBO	Scope of works being developed for RFT. PM attended site with stakeholders.
CW222970	MBH WTP Bobby Plant – Filter Media Replacement	Scope of works to be developed for RFT. Planned to undertake work in last quarter of 21/22FY.
CW222971	CLM Water Network Augmentation	Operations prioritised industrial area upgrades. RFQ for design to be undertaken.
CW222974	CORP Sewer Relining	Planning and investigations have commenced to define project scope. Anticipate tender stage to be completed in Q2 with construction delivery to be completed in Q3/4.
CW222975	CORP Bulk water meter replacements	Project planning and investigations have commenced. SOW to be developed.
CW222983	MBH WTP – Roof Replacement	RFQ for assessments by Engineering Consultant is now closed with responses being reviewed. Expected to be award in early November.
CW222986	Dysart WWTP Trickling Filters x 2	RFT issued and is expected to be awarded in late November or early December. Construction to commence January/February 2022.
CW222988	MMT recycled water main to Racecourse	Project planning and procurement to commence 2nd quarter.
CW222989	TCD Riparian Valve Redundancy	Three contractors were asked to submit a quote for the remediation works. One quote has been received at this stage.
CW222994	MBH & GLN WWTP – Fencing Repairs	Site inspection with stakeholders complete. RFQ to be developed.
CW222995	CORP WWTP – Old Failed Equipment	DGH repairing aerator for CLM WWTP. Nixon replaced humus line @ CLM WWTP successfully.
CW222996	CORP WTP - old Failed equipment	2 x new compressors installed at DYS WTP by MoreAir.
CW223000	Moranbah Landfill Phase 2 Stage 2	Early planning meeting held 25/10/21 with key project stakeholders. Procurement of design to be actioned, intend to use single source invitee with previous designers. Anticipate budget reduction for 2021-22 with Q2 review. Multi-year project with construction completion required by end of Q3 2022-23.
CW223019	Moranbah 400ML raw water dam - remediation	Design & technical specification received. RFT to be developed.

Projects Completed this Month

CW Number	Project Name/ Description	Comments/Exceptions
CW212875	Caravan Dump Points – MBH & MMT	Both Moranbah and Middlemount are now completed – 01/10/2021
CW212866	CORP – SPS Renewal Program	Practical Completion awarded – 06/10/2021
CW182563	MMT WTP Reroof Clearwater Waters 1 & 2	Replacement of the tank roofs have not been completed – final closure for PC to be issued
CW202808	CLM 5MI Treated Water Reservoir	Leak has been fixed and tested

New Capital Works Projects (FY 21/22)

INFORMATION BULLETIN

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The new capital works projects are continuing to move forward with the project managers completing a summary of their projects and the anticipated delivery timelines for the financial year broken down into the remaining 3 quarters.

DEVELOPING INITIATIVES / ISSUES:

Nil.

Report authorised by:

GARY MURPHY

Director Water and Waste

Date: 3 November 2021

ATTACHMENTS

- Confidential Attachment 1a – Water & Waste Capital Projects October 2021 / 2022 Fin Yr.

PAGES 59 TO 60 HAVE INTENTIONALLY BEEN REMOVED DUE TO CONFIDENTIAL REASONS