

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, 11 AUGUST 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 Ve'a Ve'a

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 11 AUGUST 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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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 9 June 2021.

Water and Waste Standing Committee Meeting of Isaac Regional Council held in Council Chambers, Moranbah, commencing 1:00pm on Wednesday 14 July 2021.

5. OFFICER REPORTS

5.1 WATER RESTRICTIONS POLICY AND PROCEDURE

EXECUTIVE SUMMARY

The purpose of this report is to present the Water Restrictions Policy, Water Restrictions Procedure, Water Restriction Conditions Guideline and Water Conservation Measures Guideline for review and adoption.

5.2 REVIEW OF WASTE MANAGEMENT STRATEGY 2020 - 2025

EXECUTIVE SUMMARY

This report provides a review on progress made during the first twelve (12) months of the Council's approved Waste Management Strategy.

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The Water and Waste Directorate Information Bulletin for August 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, 9 JUNE 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 9 JUNE 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 9 JUNE 2021 COMMENCING AT 1.00PM

ATTENDANCE Cr Kelly Veve Veve, Acting Mayor (ex officio and Member)
Cr Greg Austen, Division One
Cr Viv Coleman (alternate member)

OFFICERS PRESENT Mr Jeff Stewart-Harris, Chief Executive Officer
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
Mr Beau Jackson, Manager Brand, Media and Communications
Mrs Tricia Hughes, Coordinator Executive Assistant
Ms Serena Davey, Executive Assistant

1. OPENING

The Chief Executive Officer, Mr Jeff Stewart-Harris welcomed all in attendance in the absence of the Chair and declared the meeting open at 1.03pm.

The Chief Executive Officer called for nominations for the position of Chair for the Water and Waste Standing Committee Meeting for Wednesday 9 June 2021 due to the apology of Cr Simon West.

Cr Greg Austen nominated Acting Mayor Kelly Veve Veve as Chair of the Water and Waste Standing Committee Meeting for Wednesday 9 June 2021. Acting Mayor Veve Veve seconded this nomination.

MEETING MINUTES

Resolution No.: **W&W0315**

Moved: **Cr Austen** **Seconded:** **Cr Veve**

That the Water and Waste Standing Committee appoints Acting Mayor Kelly Veve as the Chairperson of the Water and Waste Standing Committee Meeting for Wednesday 9 June 2021.

Carried

Resolution No.: **W&W0316**

Moved: **Cr Veve** **Seconded:** **Cr Austen**

That the Water and Waste Standing Committee accepts Cr Viv Coleman as an alternate member.

Carried

2. APOLOGIES

The Committee received apologies from Mayor Anne Baker and Cr Simon West.

An apology has been received on behalf of Cr Lyn Jones due to a medical condition.

Resolution No.: **W&W0317**

Moved: **Cr Austen** **Seconded:** **Cr Coleman**

That the Water and Waste Standing Committee:

- 1. Accepts the apologies received from Mayor Anne Baker and Cr Simon West.**
- 2. Accepts the apology received for Cr Lyn Jones due to a medical condition.**

Carried

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 12 May 2021.

Resolution No.: W&W0318

Moved: Cr Coleman

Seconded: Cr Austen

That the minutes from the Water and Waste Standing Committee meeting held in Council Chambers, Moranbah on Wednesday 12 May 2021 are confirmed.

Carried

ATTENDANCE

Mr Jeff Stewart-Harris left the meeting room at 1.05pm.

5. OFFICERS REPORTS

5.1 Materials Recycling Facility Recovery Share Arrangement 2021-22

EXECUTIVE SUMMARY

This report seeks endorsement of the proposed 2021-22 Recovery Share Arrangement with the operators of the Materials Recycling Facility currently used by Isaac Regional Council for the disposal of recyclable household waste, in order to receive a share of the Container Deposit Scheme deposits from eligible containers which are collected via Isaac Regional Council's kerbside recycling collection service.

Resolution No.: W&W0320

Moved: Cr Coleman

Seconded: Cr Austen

That the Committee recommends that Council:

1. Support the establishment of three Container Drop Off Points within the Isaac region at Greenhill, Carmila and St Lawrence Waste Management Facilities to support the State Government's Container Refund Scheme – Containers for Change.

Carried

5.3 Waste Management Facilities - Public Holidays

EXECUTIVE SUMMARY

This report provides Council with a review of the current policy on closing of Waste Management Facilities on public holidays and recommends no change to the current policy.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Make no changes to the current closures to Waste Management Facilities during public holidays.*

Resolution No.: W&W0321

Moved: Cr Austen

Seconded: Cr Coleman

That the Committee recommends that Council:

1. Make no changes to the current closures to Waste Management Facilities during public holidays.
2. Requests that a review of the Waste Management Facilities Operating Hours is undertaken and reported to Council in 2022 as reflected in Action 3.6 of the approved Isaac Waste Management Strategy 2020 - 2025.

Carried

5.4 Water and Sewerage Utility Charges - Guiding Principles

EXECUTIVE SUMMARY

The purpose of this report is to confirm the Guiding Principles which will be used as the basis for upcoming Water and Sewerage Utility Charge reviews and amendments. Council's previous consideration applied the Guiding Principles to Sewerage only.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council to:

- 1. Endorse eight (8) Guiding Principles as the basis to underpin upcoming Water and Sewerage Utility Charge reviews.**

Resolution No.: W&W0322

Moved: Cr Austen

Seconded: Cr Coleman

That the Committee recommends to Council to:

- 1. Endorse eight (8) Guiding Principles as the basis to underpin upcoming Water and Sewerage Utility Charge reviews.**

Carried

ATTENDANCE

Ms Liza Perrett, Manager Governance and Corporate Services entered the meeting room at 1.28pm and left at 1.33pm.

Ms Liza Perrett entered the meeting room at 1.46pm.

Mr Jeff Stewart-Harris entered the meeting room at 1.47pm.

6. INFORMATION BULLETIN REPORTS

6.1 Water and Waste Information Bulletin – June 2021

EXECUTIVE SUMMARY

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

OFFICER'S RECOMMENDATION

That the Committee:

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

Resolution No.: W&W0323

Moved: Cr Austen

Seconded: Cr Coleman

That the Committee:

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

Carried

7. GENERAL BUSINESS

7.1 WATER AND WASTE – EMERGING RISKS

The Acting Mayor requested that Council is updated on the Emerging Risks highlighted to the Committee in the June Information Bulletin.

ACTION: DIRECTOR WATER AND WASTE

7.2 DISPOSAL OF WASTE IN COMMERCIAL OR PRIVATE VEHICLES

Cr Austen asked for clarification on a recent interaction at a Waste Facility where a customer in a cattle truck taking three residential household wheelie bins to the Clermont Waste Facility was advised by Council Waste Staff that if he went through the facility in the Cattle Truck he would be charged to dispose of the wheelie bin waste however if her travels to the facility in a private ute with the three wheelie bins he would not be charged.

The Manager Waste Services provided an overview of the charging system relating to Commercial vehicles and the State Legislation surrounding this.

MEETING MINUTES

8. CONCLUSION

There being no further business, the Chair declared the meeting closed at 1.58pm.

These minutes were confirmed by the Committee at the Water and Waste Standing Committee Meeting held in Moranbah on Wednesday 14 July 2021.

.....
CHAIR

..... / /
DATE

UNCONFIRMED MINUTES

WATER AND WASTE STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
WEDNESDAY, 14 JULY 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 14 JULY 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 14 JULY 2021 COMMENCING AT 1.00PM

ATTENDANCE Cr Simon West, Division Four (Chair)

OFFICERS PRESENT Mr Gary Murphy, Director Water and Waste
Mr Karl Murdoch, Manager Waste Services
Mr Stephen Wagner, Manager Operations and Maintenance
Mrs Tricia Hughes, Coordinator Executive Support

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.

The meeting was unable to commence as it was inquorate the time being 1.18pm.

The Chair requested that all agenda items be referred to the July 2021 Ordinary Meeting of Council.

MEETING DETAILS	Water and Waste Standing Committee Wednesday 11 August 2021
AUTHOR	Lisa Tonkin
AUTHOR POSITION	Manager Business Services

5.1

WATER RESTRICTIONS POLICY AND PROCEDURE

EXECUTIVE SUMMARY

The purpose of this report is to present the Water Restrictions Policy, Water Restrictions Procedure, Water Restriction Conditions Guideline and Water Conservation Measures Guideline for review and adoption.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council to:

- 1. Adopt the updated Water Restrictions Policy (STAT-POL-033).**
- 2. Adopt the new Water Restrictions Procedure (WW-PRO-105).**
- 3. Adopt the updated Water Restriction Conditions Guideline (WW-GDS-200).**
- 4. Adopt the updated Water Conservation Measures Guideline (WW-GDS-201).**

BACKGROUND

The Water Restrictions Policy and accompanying Water Restriction Conditions Guideline and Water Conservation Measures Guideline were adopted by Council in September 2018 (Resolution Number 5647) as a means to define how the Water and Waste Directorate will manage the implementation of Water Restrictions in each community across the Isaac region.

During the Water and Waste Annual Management Review, this Policy was noted as requiring a review to ensure it remained up to date. This review has led to the following notable changes in each document:

Water Restrictions Policy

1. The removal of procedural elements and the development of a Water Restrictions Procedure.
2. Inclusion of raw water within the scope of water restrictions in addition to potable water.

Water Restrictions Procedure

1. Introduction of minimum communication and public notice distribution methods for each level of water restrictions.
2. Further clarity regarding when an approved water restrictions exemption will expire.
3. Further clarity regarding the process for an extension of a water restrictions exemption.

Water Restriction Conditions Guideline

1. Introduction of conditions for each level of water restrictions with regard to 'outside water activities', i.e., backyard water slides connected to the potable network. This is following a number of enquiries and receipt of exemption requests.

Water Conservation Measures Guideline

1. Clarity as to the intent of the Water Conservation Measures Guideline as best practice only and not monitored or enforced.

IMPLICATIONS

As per the Water and Waste Annual Management Review, this Policy was earmarked as needing to be reviewed to ensure it remained applicable to current practices.

The changes proposed are recommended to provide further clarity to both residents and Council Officers in the implementation of water restrictions and each parties role, responsibilities and obligations.

CONSULTATION

This suite of documents has been provided to the following teams, groups and officers for review:

Business Services Team

Manager Brand Media and Communications

Social Media Officer

Manager Community Education and Compliance

Governance

Manager Operations and Maintenance and Team

Manager Planning and Projects

Assets and Compliance Officer

Director Water and Waste

Executive Leadership Team

BASIS FOR RECOMMENDATION

The Water Restrictions Policy, Water Restrictions Procedure, Water Restriction Conditions Guideline and Water Conservation Measures Guideline have been developed and updated to ensure they conform to Council's current practices, legislation and related documents.

ACTION ACCOUNTABILITY

Manager Business Services to ensure approved documents are registered through Governance and made available on Council's public website.

WATER AND WASTE

KEY MESSAGES

The Water Restrictions Policy, Water Restrictions Procedure, Water Restriction Conditions Guideline and Water Conservation Measures Guideline have been developed and updated to ensure they are up to date, relevant and follow best practice.

Report prepared by:	Report authorised by:
LISA TONKIN	GARY MURPHY
Manager Business Services	Director Water and Waste
Date: 16 July 2021	Date: 28 July 2021

ATTACHMENTS

- Attachment 1 - Water Restrictions Policy
- Attachment 2 - Water Restrictions Procedure
- Attachment 3 - Water Restriction Conditions Guideline
- Attachment 4 - Water Conservation Measures Guideline

REFERENCE DOCUMENT

- Water Restrictions Trigger Levels Guideline

WATER RESTRICTIONS

APPROVALS

POLICY NUMBER	STAT-POL-033	DOC.ID	3614119
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CATEGORY	Statutory
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POLICY OWNER	Water and Waste
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APPROVAL DATE	Insert
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RESOLUTION NUMBER	Insert
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DRAFT

OBJECTIVE

~~This Policy applies to consumers and transporters of potable water supplied by Isaac Regional Council (Council), both within its water supply districts and in areas to which it supplies potable water outside of these districts.~~ The objective of this Policy is to provide a framework for the effective conservation of water within the Isaac region.

Section 41(1) of the *Water Supply (Safety and Reliability) Act 2008* provides the head of power for implementation of water restrictions under this policy. Section 41(2) of the *Water Supply (Safety and Reliability) Act 2008* provides the conditions for the restriction of water including climatic conditions, water conservation needs and, demand management etc.

Section 43(~~35~~) of the *Water Supply (Safety and Reliability) Act 2008* sets the maximum penalty for contravention of a water restriction.

The *State Penalties Enforcement Act 1999* provides the head of power for an infringement notice offence that is issued under the *Water Supply (Safety and Reliability) Act 2008*, Section 43(~~35~~).

SCOPE

This policy applies to consumers and transporters of potable and raw water supplied by Isaac regional Council (Council), both within its water supply districts and in areas to which it supplies potable water outside those districts.

DEFINITIONS

TERM / ACRONYM

MEANING

~~WATER WISE TIPS~~

~~Water conservation ideas to minimise demand on water supplies in Isaac Regional Council all year round. The tips are not enforceable unless part of the level 1 water restrictions at which time they are enforceable~~

~~ACTIVE PLAYING SURFACE~~

~~Shall mean a grass or synthetic area for playing sport such as a tennis court, turf cricket pitch, running track, hockey pitch, bowling green, croquet green, golf green or tee, football field, volleyball court, netball court or basketball court and any similar area.~~

~~AUTHORISED OFFICER~~

~~Shall mean a person authorised by Council to exercise the powers of an authorised person under the *Water Supply (Safety and Reliability) Act 2008* and *State Penalties Enforcement Act 1999*.~~

~~AUTOMATED IRRIGATION SYSTEM~~

~~Shall mean an irrigation system that is permanently installed, that regulate the flow of water through an electronic device that controls the flow to installed~~

	sprinklers and drippers. All automated irrigation systems must be reprogrammed to operate within the guidelines of Schedule 1.
COMMERCIAL MARKET GARDEN OR PLANT NURSERY	Shall mean land used primarily for the growing of plants including produce and turf for sale or distribution for profit.
COUNCIL	Isaac Regional Council
DESIGNATED WATERING DAYS	Shall mean designated days of water use, such as that are permitted in Schedule 1, and expressed below: Properties with an odd street number may water on a Wednesday, Friday and Sunday; Properties with an even street number may water on Tuesday, Thursday and Saturday; Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.
DOMESTIC PURPOSES	Shall mean potable water taken from the water supply system inside any premise for drinking, cooking, washing persons and clothes, use for dishwashing, or cleaning, heating and cooling a building.
DRIP SYSTEM	Shall mean a watering system that restricts the flow of water to a nominal amount such as an emitter and applies water directly to the soil around plants and must incorporate a mechanical or electronic device in operational condition.
ELECTRONIC DEVICE	Shall mean a device that can be programmed to regulate flow time and volume.
EXEMPTION	Shall mean permission approved by Council in writing and accepted by an applicant that modifies or waives any water conservation measure under this policy.
EXEMPTION CRITERIA	Shall mean the category/reason for exemption as defined in the Application for Exemption or Amendment Form.
EXEMPTION PERMIT	Shall mean a document that contains details of the exemption. An exemption permit must be displayed in a prominent position on the property and will contain the name of the exemption holder, an approved property address, an approval number, any conditions attached to the approval and a

	commencement and expiry date or a Level to which the approval is given.
FIXED SPRINKLER	Shall mean a sprinkler connected to a fixed pipe or hose.
HAND-HELD HOSE	Shall mean a hose or pipe used to convey water, held in the physical possession of any person controlling the efficient distribution of water.
LEVEL	Shall mean the increment as set out in this policy designating particular water conservation criteria.
MECHANICAL DEVICE	Shall mean a device that can be programmed to regulate flow time and volume.
MICRO SPRAY	Shall mean a watering system that creates a fine jet or mist of water and must incorporate a mechanical or electronic device in operational condition.
NON-ACTIVE PLAYING SURFACE	Shall mean that area of any sports ground that is not an active playing surface as defined.
PAVED AREA	Shall mean footpath, driveway, hard standing area or similar having an impervious surface such as concrete, asphalt, paving stones, tiles, etc.
PORTABLE WADING POOL	Shall mean any demountable, temporary and/or transportable pool having capacity less than or equal to 500 litres.
PRIVATE GARDEN	Shall mean land, garden, lawn or grassed area used in relation to residential purposes, industrial, commercial or farming activities, hospitals and aged care facilities, schools, college, university and research facilities, cemetery or crematorium facilities including any like area adjacent to a private garden, excluding sports ground contained within such.
PRIVATE POOL AND SPA	Shall mean any pool, spa or ornamental pond which is not a Council owned public asset.
PUBLIC PARKS AND GARDENS	Shall mean land, garden, lawn or grassed area controlled by Council including a nature strip, road verge, median strip, roundabouts, botanic gardens, cemeteries and footpath.
PUBLIC POOL	Shall mean pools open to the public or individuals operated by Council or its agents.
PUBLIC SPA	Shall mean spas open to the public or individuals operated by Council or its agents.

SPORTS GROUND	Shall mean land used for the purpose of any sport, game or other form of recreation.
SPRINKLER	Shall mean a pipe or hose system and nozzle, soaker hose or similar device used to distribute, sprinkle or spray water in any manner other than by a hand-held hose excluding automated irrigation systems, micro-spray and drip systems.
TIMER	Shall mean any electronic or mechanical device that is used to regulate the time and duration of water flow to a sprinkler, micro-spray or drip watering system.
TRIGGER LEVELS	Are used to clearly establish (in terms of water supply volumes) the clearly defined levels in dams, rivers or bores that enable the implementation of water restrictions to extend the capability of the existing raw water supplies (Schedule 3 Water Restriction Trigger Levels Guideline).
WATER	Shall mean potable and raw water supplied from Council's water supply system.
WATER SUPPLY SYSTEM	Shall mean Council's infrastructure assets associated with the provision and distribution of water to customers, consumers, users and transporters of water.
WATERING CAN / BUCKET	Shall mean a water receptacle holding a maximum of 20 litres of water, at any one time.
WATERING DAYS	Shall mean designated days of water use, such as in Water Conservation Measures as best practice in (Schedule 2) but only enforceable under Water restrictions in (Schedule 1), and expressed below: a. Properties with an odd street number may water on Wednesday, Friday and Sunday; b. Properties with an even street number may water on Tuesday, Thursday and Saturday; c. Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.

POLICY STATEMENT

[Council is committed to ensuring water conservation activities are in place to provide an adequate water supply to the communities it serves through the application of Water Conservation Measures and Water Restrictions. This Policy:](#)

- Outlines Council's position on water conservation measures;
- Confirms when water restrictions may be introduced; and
- Provides a pathway for consumers to apply for an alteration of or exemption from imposed water restrictions.

COUNCIL ENSURES PLANNED MANAGEMENT OF WATER RESTRICTIONS THROUGH THE FOLLOWING ACTIONS AND CHECKS:

APPLICATION

~~This policy applies to consumers and transporters of potable water supplied by Council, both within its water supply districts and in areas to which it supplies potable water outside of those districts.~~

Water restrictions may be applied separately or for any or all of the below ~~or for part of any~~ water supply scheme areas:

- Moranbah₁
- Clermont₁
- Glenden₁
- Nebo₁
- Dysart₁
- Middlemount₁
- St Lawrence; and
- Carmila₁

Nothing in this policy prevents the use of:

- Water drawn from a source other than from ~~the a~~ water supply system under the control of Council; ~~or~~
- Reclaimed/used water; ~~or~~
- Private bores; ~~or~~
- Rainwater collected in tanks (unless the tank is topped up by the Council water supply) or dams; ~~or~~
- Water supplied from another service provider; or
- Water for domestic purposes as defined in this policy.

To assist ~~the~~ investigation of alleged contravention of water restrictions, Council encourages ~~persons those~~ accessing water ~~supply~~ in the above circumstances to register their details with Council.

Council ensures the management of water restrictions as outlined in the Water Restrictions Procedure.

Council will:

- Implement water restrictions as per the [Water Restriction Trigger Levels Guideline](#) and [Water Restriction Conditions Guideline](#) to reduce the consumption of water taken from its water supply system, subject to the provisions of the [Water Supply \(Safety and Reliability\) Act 2008](#);
- Regularly monitor water usage from Council owned and managed dams, bores, raw water supply systems and treatment plants;
- Notify all affected residents and businesses in accordance with the [Water Restrictions Procedure](#);
- Investigate and monitor reported breaches; and
- Consider exemptions to imposed water restrictions.

WATER CONSERVATION MEASURES

Council supports and commits to water saving measures ~~to be being~~ implemented wherever feasible in residential, commercial and Council properties and facilities. Council actively encourages the use of water saving devices, measures and activities that support water sustainability. Council recommends these best practice measures as per the [Water Conservation Measures Guideline](#) which is available on the Council website. Although not enforceable, these measures are in place all year round and ~~These measure will be in place all year round and~~ all water users will be encouraged to comply with them. ~~These are best practice but are not enforceable when Level 1 water restrictions are in place.~~

A. Declaration of Water Restrictions

~~Subject to the provisions of the [Water Supply \(Safety and Reliability\) Act 2008](#), if Council considers it necessary to reduce the consumption of water taken from its water supply system, declaration of water restrictions will be made at one of the below levels:~~

- Level 1 — Low Restrictions
- Level 2 — Medium Restrictions
- Level 3 — High Restrictions
- Level 4 — Critical Restrictions

~~If Council considers it necessary to alter any level of water restrictions, Council may declare another level, either higher or lower in severity, and upon such declaration, such new declaration will revoke any previous declaration.~~

B. Publication of Water Restrictions

~~The cancellation of water restrictions will be publicised by a Council public notice and other means Council considers appropriate to anyone affected. Generally, this will be by means of a public notice published in newspapers circulating in the region affected by the declaration. The notice will specify the region to which~~

~~the water restrictions apply, the level of restrictions, including an outline of permitted hours and use of water, the period of operation of the declaration, penalties for contravention and contact details for further information.~~

~~Additional media release of information and individual customer notification pertaining to water restrictions may be made as appropriate.~~

~~Unless otherwise substituted or revoked by a subsequent declaration or published notice, water restrictions cease to have effect at the end of any period specified in the notice.~~

C. Compliance

~~During a period in which water restrictions are in effect, water from the water supply system shall not be used except in accordance with that set out in Schedule 1 for the declared level or as contained in any approved exemption.~~

D. Offences

~~Within a period in which water restrictions are in effect, a person allegedly contravening a water restriction will be investigated consistent with the Council's compliance and regulatory processes, in line with relevant legislation.~~

E. Exemptions

~~Where an exemption or amendment to water restrictions is sought, applicants shall apply for each individual property or circumstance. Applications shall be forwarded to the Chief Executive Officer.~~

~~Applications may be:~~

- ~~• Approved unconditionally; or~~
- ~~• Approved subject to certain conditions; or~~
- ~~• Not approved.~~

~~Applications will only be considered where reasonable grounds for such exemption have been presented. Approval, if granted, will be in writing and takes effect as of the date of such approval.~~

~~Approvals may be modified or withdrawn at any time Council sees fit. Extensions to exemptions may only be issued in special circumstances and upon review. If an extension is required under normal circumstances an~~

~~additional application must be submitted and prescribed fees paid. Any such approval is final and binding upon acceptance by the applicant.~~

~~The Application for variation to standard watering procedures form provides an application for an exemption to water restrictions.~~

~~Approved applications will be issued with an Exemption Permit. The exemption permit is to be displayed in a prominent position on the approved property and is to be removed on the expiry of the permit and returned to Council.~~

LEGISLATIONS AND RELATED GUIDELINES

- *Water Supply (Safety and Reliability) Act 2008*
- *State Penalties Enforcement Act 1999*

REFERENCES

ID	NAME
WW-PRO-105	Water Restrictions Procedure
WW-GDS-200	Water Restriction Conditions Guideline
WW-MISC-097	Water Restriction Trigger Levels Guideline
WW-GDS-201	Water Conservation Measures Guideline
WW-GDS-190	Water Restrictions Internal Guideline

PROCEDURE

WATER RESTRICTIONS

APPROVALS

PROCEDURE NUMBER	WW-PRO-105	DOC. ID	4768837
DATE EFFECTIVE	Insert		
PROCEDURE OWNER:	Water and Waste		
APPROVED BY THE DIRECTOR	Director Water and Waste		
ENDORSED BY	Insert		
POLICY REFERENCE NUMBER	STAT-POL-033		

DRAFT

AIM

This procedure defines how Isaac Regional Council (Council) will implement, declare and enforce water restrictions to control the demand of raw and potable water in the Isaac region.

SCOPE

This procedure applies to all customers and properties which access raw and/or potable water via Council's water supply system.

ROLES & RESPONSIBILITIES

Chief Executive Officer

The Chief Executive Officer as a delegate of Council is responsible for exercising water restriction powers in accordance with Council's Water Restrictions Policy and under the provisions of the *Water Supply (Safety and Reliability) Act 2008*.

To enable effective implementation of this procedure, the CEO shall:

- Actively support the implementation of this procedure;
- Ensure compliance with this procedure; and
- Consider applications for exemption from water restrictions.

ELT/Managers/Supervisors

- Ensure that they are familiar with this procedure; and
- Ensure that their employees are familiar with this procedure and have adequate training to perform their duties.

All staff

Council employees are responsible for understanding their role in implementing this Procedure.

DEFINITIONS

TERM	MEANING
Council	Isaac Regional Council
ELT	Shall mean Executive Leadership Team comprising the Chief Executive Officer and Council Directors.
Exemption	Shall mean permission approved by Council in writing and accepted by an applicant that modifies or waives an imposed water restriction.
Exemption permit	Shall mean a document that contains details of the exemption. An exemption permit must be displayed in a prominent position on the property and will contain an approved property address, an approval number, any conditions attached to the approval and a

commencement and expiry date or a Level to which the approval is given.

PROCEDURE

DECLARATION OF WATER RESTRICTIONS

Subject to the provisions of the *Water Supply (Safety and Reliability) Act 2008* and the Council's Water Restrictions Policy, Council will implement water restrictions when the trigger for each water supply scheme is reached in accordance with the Water Restriction Trigger Levels Guideline. The declaration of water restrictions will be made at levels specified in the Water Restriction Conditions Guideline. The Water Restriction Conditions Guideline outlines the activities which are allowable and also prohibited during each level of water restrictions from Level 1 to Level 4.

PUBLICATION OF WATER RESTRICTIONS

The publication of water restrictions will be targeted towards the affected township and will, at a minimum, include the following methods for each level of restrictions:

LEVEL OF WATER RESTRICTIONS	PUBLIC NOTICE DISTRIBUTION
LEVEL 1	<ul style="list-style-type: none">• Council's website and Facebook page.• Council facilities (i.e. customer service centres, libraries, notice boards).• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.• Individual reminder letter posted to properties alleged to be in breach of restrictions.
LEVEL 2	<ul style="list-style-type: none">• Council's website and Facebook page.• Council facilities (i.e. customer service centres, libraries, notice boards).• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.• Individual reminder letter posted to properties alleged to be in breach of restrictions.• Letterbox drop.• Township publications if available (i.e. Clermont Rag).
LEVEL 3	<ul style="list-style-type: none">• Council's website and Facebook page including a Facebook 'push'.• Council facilities (i.e. customer service centres, libraries, notice boards).• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.• Individual reminder letter posted to properties alleged to be in breach of restrictions.

	<ul style="list-style-type: none">• Letterbox drop.• Township publications if available (i.e. Clermont Rag).
LEVEL 4	<ul style="list-style-type: none">• Council's website and Facebook page including a Facebook 'push'.• Council facilities (i.e. customer service centres, libraries, notice boards).• Distributed via Council's Public Notice Distribution List and Community Engagement Team as appropriate.• Individual reminder letter posted to properties alleged to be in breach of restrictions.• Letterbox drop.• Township publications if available (i.e. Clermont Rag).

Each public notice will specify the region to which the water restrictions apply, the level of restrictions, the date of commencement and contact details for further information.

Water restrictions remain in effect unless otherwise substituted or revoked by a subsequent declaration or published notice.

BREACHES OF WATER RESTRICTIONS

As per Section 43(5) of the *Water Supply (Safety and Reliability) Act 2008*, it is an offence to contravene an imposed water restriction. Alleged breaches of enforced water restrictions will be investigated and actioned as per Council's Community Education and Compliance Policy.

EXEMPTIONS

Where an exemption or amendment to imposed water restrictions is sought, applicants shall apply for each individual property or circumstance. A separate application is required for residential and commercial properties versus mobile water tankers utilising Council's various potable and raw water truck fill points (standpipes).

To apply for an exemption, residents and businesses are required to complete and submit an Application for Exemption for Mobile Water Tanker to take Water Out of Standpipes in Water Restrictions Form and/or an Application for Exemption Residential and Commercial Users in Water Restrictions Form as per the instructions on the form.

Applications may be:

- Approved unconditionally;
- Approved subject to certain conditions; or
- Declined.

Exemption applications will only be considered where reasonable grounds have been presented with regard to social, health, environmental and economic impacts.

Approval, if granted, will be in writing, will note the conditions applicable during the exemption and will take effect as of the date of such approval.

Approval will only be applicable to the current level of restriction (Level 1 to Level 4) and will cease upon a specified end date or when the current level of restriction is escalated to a higher level, whichever comes first. If, however, approval is granted at a higher level and the restrictions level is lowered, the exemption will remain current, i.e., if the exemption is approved during Level 3 Water Restrictions and the restrictions are lowered to Level 1 Water Restrictions, the exemption will remain current.

Approvals may be modified or withdrawn at any time Council deems appropriate. If an extension is required under normal circumstances an additional application must be submitted.

Approved exemptions will be issued with an Exemption Permit. The Exemption Permit is to be displayed in a prominent position on the approved property and is to be removed on the expiry of the permit.

REFERENCES AND RELATED DOCUMENTS

- *Water Supply (Safety and Reliability) Act 2008*
- *State Penalties Enforcement Act 1999*

DOCUMENT ID/NAME

ID	NAME
STAT-POL-033	Water Restrictions Policy
WW-FRM-137	Application for Exemption Residential and Commercial Users in Water Restrictions Form
WW-FRM-126	Application for Exemption for Mobile Water Tankers to take Water out of Standpipes in Water Restrictions Form
WW-GDS-200	Water Restriction Condition Guideline
WW-MISC-097	Water Restriction Trigger Levels Guideline
WW-GDS-201	Water Conservation Measures Guideline
WW-GDS-190	Water Restrictions Internal Guideline
PECS-POL-113	Community Education and Compliance Policy

GUIDELINE – WATER RESTRICTION CONDITIONS LEVELS

WATER RESTRICTION CONDITIONS				
PURPOSE	LEVEL 1 (LOW)	LEVEL 2 (MEDIUM)	LEVEL 3 (HIGH)	LEVEL 4 (CRITICAL)
RESIDENTIAL	<ul style="list-style-type: none"> No watering on any day between 9am and 5pm. Watering permitted 5am to 9am and 5pm to 9pm <u>outside of these hours</u> on designated watering days with a: <ul style="list-style-type: none"> Sprinkler. Hand held <u>Handheld trigger or twist nozzle</u> hose. Automated Irrigation System. Washing cars & boats with <u>a</u> watering can or bucket <u>only</u>. Top up pools, ponds & spas <u>only</u> No filling to their minimum operating level <u>only</u>. No topping up of tanks/ <u>and</u> <u>d</u>Dams unless for firefighting purposes <u>or</u> <u>domestic household use</u>. Outboard motors may be flushed after use <u>Water must not be used to clean driveways or</u> 	<ul style="list-style-type: none"> No watering on any day between 9am and 5pm. Watering permitted 5am to 9am and 5pm to 9pm <u>outside of these hours</u> on designated watering days with a: <ul style="list-style-type: none"> Hand held <u>Handheld trigger or twist nozzle</u> hose. Automated Irrigation System (garden beds only, no grassed areas). Washing cars & boats with <u>a</u> watering can or bucket <u>only</u>. Top up pools, ponds & spas <u>only</u> No filling to their minimum operating level <u>only</u>. No topping up of tanks/ <u>and</u> <u>D</u>Dams unless for firefighting purposes <u>or</u> <u>domestic household use</u>. Outboard motors may be flushed after use <u>Water must not be used to clean driveways or</u> <u>concreted/bricked/paved</u> 	<ul style="list-style-type: none"> No watering on any day between 9am and 5pm. Watering permitted 5am to 9am and 5pm to 9pm <u>outside of these hours</u> on designated watering days with a: <ul style="list-style-type: none"> Watering can or bucket. No <u>topping</u> up or filling of pools, ponds & spas. No topping up of tanks/ <u>and</u> <u>d</u>Dams unless for firefighting purposes <u>or</u> <u>domestic household use</u>. Outboard motors may be flushed after use <u>Water must not be used to clean driveways or</u> <u>concreted/bricked/paved</u> areas. <u>No outside water activities (i.e. water slides)</u>. 	<ul style="list-style-type: none"> No watering <u>or outside water activities</u> permitted.

	<p><u>concreted/bricked/paved areas.</u></p> <ul style="list-style-type: none"> • <u>Outside water activities (i.e. water slides) are restricted to maximum 3 hours.</u> 	<p><u>areas.</u></p> <ul style="list-style-type: none"> • <u>Outside water activities (i.e. water slides) are restricted to maximum 1.5 hours.</u> 		
<p>COMMERCIAL</p>	<ul style="list-style-type: none"> • <u>No watering between 9am and 5pm when connected to the Council's potable or raw water supply system.</u> Potable Reticulation Network and using potable water. • <u>Watering permitted outside of these hours on designated watering days with a:</u> <ul style="list-style-type: none"> - <u>Sprinkler.</u> - <u>Handheld trigger or twist nozzle hose.</u> - <u>Automated Irrigation System.</u> - <u>Top up of pools, ponds & spas only—No filling to their minimum operating level only.</u> - <u>No topping up of tanks/ and dams unless for firefighting purposes or domestic use.</u> 	<ul style="list-style-type: none"> • <u>No watering between 9 am and 5 pm when connected to Council's potable or raw water supply system.</u> the Potable Reticulation Network and using potable water. • <u>Watering permitted outside of these hours on designated watering days with a:</u> <ul style="list-style-type: none"> - <u>Handheld trigger or twist nozzle hose.</u> • <u>Automated Irrigation System (garden beds only, no grassed areas.</u> - <u>Top up of pools, ponds & spas only—No filling to their minimum operating level only.</u> - <u>No topping up of tanks/ and dams unless for firefighting purposes or domestic use.</u> 	<ul style="list-style-type: none"> • <u>Watering permitted by way of an application for an exemption and subject to conditions when connected to the Potable Reticulation Network and using potable water.</u> No watering or outside usage of potable or raw water. 	<ul style="list-style-type: none"> • <u>Watering permitted by way of an application for an exemption and subject to conditions when connected to the Potable Reticulation Network and using potable water.</u> No watering or outside usage of potable or raw water.
	<ul style="list-style-type: none"> • <u>Mobile water tankers, other than tankers directly used for firefighting purposes, must not be filled with raw or potable water from the water supply system, except:</u> • <u>Any other purpose is by applying for exemption from Isaac Regional Council and by means of a metered standpipe only used on designated watering days in the specific time period as per residential section.</u> • <u>Applications must describe use and volumes required. Exemption approval will be based on social, health, Environmental or Economic</u> 			

MOBILE WATER TANKERS

considerations.

- ◆ ~~No water to be used for dust suppression~~

- ◆ ~~Mobile water tankers, other than tankers directly used for firefighting purposes, must not be filled with water from the water supply system except:~~

~~Any other purpose is by applying for exemption from Isaac Regional Council and by means of a metered standpipe only used on designated watering days in the specific time period as per residential section.~~

~~Applications must describe use and volumes required. Exemption approval will be based on social, health, Environmental or Economic considerations.~~

- ◆ ~~No water to be used for dust suppression~~

- ◆ ~~Mobile water tankers, other than tankers directly used for firefighting purposes, must not be filled with water from the water supply system except:~~

~~Any other purpose is by applying for exemption from Isaac Regional Council and by means of a metered standpipe only used on designated watering days in the specific time period as per residential section.~~

~~Applications must describe use and volumes required. Exemption approval will be based on social, health, Environmental or Economic considerations.~~

- ◆ ~~No water to be used for dust suppression~~

- ◆ ~~Mobile water tankers, other than tankers directly used for firefighting purposes, must not be filled with water from the water supply system except:~~

~~Any other purpose is by applying for exemption from Isaac Regional Council and by means of a metered standpipe only used on designated watering days in the specific time period as per residential section.~~

~~Applications must describe use and volumes required. Exemption approval will be based on social, health, Environmental or Economic considerations.~~

- ◆ ~~No water to be used for dust suppression~~

A DEVIATION OR EXEMPTION FROM THIS GUIDELINE MAY ONLY BE GRANTED AS PER THE WATER RESTRICTIONS POLICY AND PROCEDURE

DEFINITIONS

TERM

MEANING

<u>Automated irrigation system</u>	<u>Shall mean an irrigation system that is permanently installed, that regulate the flow of water through an electronic device that controls the flow to installed sprinklers and drippers. All automated irrigation systems must be reprogrammed to operate within the guidelines of the Water Restrictions Conditions Guideline.</u>
<u>Council</u>	<u>Isaac Regional Council</u>
<u>Designated watering days</u>	<u>Shall mean the designated days of water use allowable per property, as follows:</u> <ul style="list-style-type: none"> <u>• Odd numbered premises water on Wednesday, Friday and Sunday.</u> <u>• Even numbered premises water on Tuesday, Thursday and Saturday.</u> <u>• Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.</u>
<u>Exemption</u>	<u>Shall mean permission approved by Council in writing and accepted by an applicant that modifies or waives an imposed water restriction.</u>
<u>Hand-held hose</u>	<u>Shall mean a hose or pipe used to convey water, held in the physical possession of any person controlling the efficient distribution of water.</u>
<u>Paved area</u>	<u>Shall mean footpath, driveway, hard standing area or similar having an impervious surface such as concrete, asphalt, paving stones, tiles, etc.</u>
<u>Pool, pond and spa</u>	<u>Shall mean any pool, spa or ornamental pond which is not a Council owned public asset.</u>
<u>Watering can / bucket</u>	<u>Shall mean a water receptacle holding a maximum of 20 litres of water, at any one time.</u>

GUIDELINE – WATER CONSERVATION MEASURES

Isaac Regional Council (Council) supports and commits to water saving measures being implemented wherever feasible in residential, commercial and Council properties and facilities. Council actively encourages the use of water saving devices, measures and activities that support water sustainability. Although not enforceable, these Water Conservation Measures are in place all year round and all water users are encouraged to comply with them. These are best practice and are in place all year round but not enforceable.

WATERING DAYS	<p>Shall mean <u>the</u> designated days of water use, such as in Water Conservations Measures as best practice but only enforceable under Guideline Water Restriction Conditions, and expressed below: <u>allowable per property, as follows:</u></p> <ul style="list-style-type: none"> • Properties with an odd street number may water on Wednesday, Friday and Sunday. • Properties with an even street number may water on Tuesday, Thursday and Saturday. • Properties without a Council prescribed street number may water on Wednesday, Friday and Sunday.
WATERING TIMES	<p>No hand-held hoses <u>watering</u> between 9am – 5pm daily.</p>
SPRINKLERS	<p>No fixed sprinklers, micro-spray, drip irrigation systems or unattended hoses between 9am – 5pm daily.</p>
<u>PRIVATE GARDENS, LAWNS AND NEW TURF INCLUDING SPORTS GROUNDS AND ACTIVE PLAYING SURFACES</u>	<p>No watering between 9am – 5pm daily. <u>Watering permitted outside of these times on designated watering days with a sprinkler, handheld trigger or twist nozzle hose, irrigation system, watering can or bucket.</u></p>
<u>WASHING VEHICLES AND BOATS</u>	<p>Private cars, trucks, boats and motors <u>flushing</u> to be cleaned on grassed areas where possible, using <u>a handheld trigger or twist nozzle hose to initially wet or rinse. To wash, a high-pressure low-volume water blaster, watering can, bucket or commercial car wash facility may be used. Outboard motors may be flushed clean after use buckets and a final rinse with a water efficient nozzle hose at any time.</u></p>

GUTTERS

Gutters should not be cleaned by using a hand-held hose.

**DRIVEWAYS,
PATHS, PAVED AREAS
OR HOUSE
**EXTERNAL WALLS AND
WINDOWS****

Driveways, paved areas, external walls and windows are Paths not to be hosed down unless using a handheld trigger or twist nozzle hose, high pressure low-volume water blaster, watering can, bucket or bucket and mop or high pressure device. unless ~~Exceptions: if~~ cleaning is required as a result of accidents, removal of algae growth or, moss, ~~etc.~~, or prior to painting.

DRAFT

MEETING DETAILS	Water and Waste Standing Committee Wednesday 11 August 2021
AUTHOR	Karl Murdoch
AUTHOR POSITION	Manager Waste Services

5.2

REVIEW OF WASTE MANAGEMENT STRATEGY 2020 - 2025

EXECUTIVE SUMMARY

This report provides a review on progress made during the first twelve (12) months of the Council's approved Waste Management Strategy 2020 to 2025.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- Note the content of the report on the review of the first twelve (12) months of the Council's approved Waste Management Strategy 2020 to 2025.***

BACKGROUND

Council at its Ordinary Meeting of 26 May 2020 resolved to approve the Isaac Waste Management Strategy 2020 to 2025 (Resolution 6623).

Following the first twelve (12) months of the Strategy's life, Officers have reviewed progress against the actions in the strategy document, as follows.

REF.	STRATEGIC ACTION	PROGRESS TO JUNE 2021
1.1	Maintain landfill security for the region	No action due
1.2	Develop Long-term approach for all unlined landfills	No action due, but approach has been outlined
1.3	Develop waste facilities that meet future community demands	Ongoing
1.4	Investigate regional collaboration opportunities for landfill and alternative waste treatment	Discussions through GWCoM Waste group. Meeting scheduled for 6 August for WIM Alliance to progress a Regional Waste Strategy
2.1	Increase resource recovery services at waste transfer facilities	No action due
2.2	Recovery shed / tip shop	Moranbah tip shop completed in 2020
2.3	Council to lead by example and promote waste reduction and diversion in the way it conducts its activities	Waste diversion written into capital project scopes of works

WATER AND WASTE

2.4	Support the development of markets for end use of recovered products	No action due
2.5	Kerbside bin audits	No action due, but audit of yellow top waste carried out in June 2021
2.6	Kerbside green waste investigation	No action due
2.7	Kerbside hard waste investigation	No action due
2.8	Target reporting on the State waste strategy	N/A
3.1	Implement best practice landfill management	Ongoing New Landfill Contracts in Dec 2020, new monitoring regime from May 2021
3.2	Implement best practice data collection and management systems	<ul style="list-style-type: none"> • Creation of Projects and Contracts Coordinator role • Subscription to LG Sherlock • Annual site staff training in Mandalay waste data system • Inclusion of Key Performance Indicators in Waste Collection and Landfill Management contracts. • New contractor performance monitoring regime • Inclusion in Water and Waste Directorate IMS • Training at Moranbah in Stormwater Management
3.3	Fill plans	Deferred due to Covid-19 but some work was carried out in 2020
3.4	Develop final capping and closure construction program for all “non-active” landfills	No action due in 2021
3.5	Review the <i>Isaac Waste Strategy 2020-2025</i>	No action due in 2021 however this update provides oversight.
3.6	Equitable service delivery across the region	No action due in 2021
3.7	Landfill operational contract	New contracts in place from 6 December 2020
3.8	Kerbside contract	Completed in 2019
4.1	Develop and implement a waste education plan that aligns with the waste strategy and engages the community, schools and business in waste avoidance, reuse and recovery	Deferred due to Covid-19
4.2	Investment in “waste education” infrastructure	No action due in 2021
4.3	Reduce littering and illegal dumping through education and awareness	Deferred due to Covid-19 Council adopted Illegal Dumping Management and Intervention Plan (the Pilot Plan) in August 2020.

WATER AND WASTE

4.4	Regional collaboration in waste education	Deferred due to Covid-19. Meeting scheduled 6 August to progress Regional Waste Strategy
4.5	Include waste education into kerbside collection contract	Completed in 2019
4.6	LAWMAC membership	Officer attendance at meetings / workshops: - <ul style="list-style-type: none"> • Mackay Aug 2020 • Townsville Nov 2020 • Cairns May 2021 • Barcaldine July 2021 IRC Officers have presented to LAWMAC meetings in Feb 2020, Nov 2020 and Jul 2021
4.7	Illegal dumping	Participation in cross-departmental Illegal Dumping Management and Intervention Plan (Pilot Plan). Amnesty Days held and data presented to council Assist with Moranbah Common clean up.
5.1	Establish and maintain cost recovery pricing model	Ongoing, with presentations to Strategic Planning days in December 2020 and May 2021
5.2	Waste utility rates and user pays gate fee pricing	Ongoing Will develop further in 2021-22 Waste Financial Model to become the draft budget for 22/23 financial year.
5.3	Landfill rehabilitation provision	Landfill Rehabilitation Program and annual review of rehab provision from 2020
5.4	Long-term financial planning	10-year draft capital plan which feeds into PAG process, was developed in 2019
5.5	Integration of long-term plans with annual operational plans	Ongoing

IMPLICATIONS

None for the purposes of this report.

CONSULTATION

Director Water and Waste

Extensive public consultation was carried out in late 2019 and early 2020, with much of the feedback having been incorporated into the final Council approved strategy.

BASIS FOR RECOMMENDATION

In line with the Water and Waste Directorate's Integrated Management System, the directorate is required to continually assess the effectiveness of its strategies to ensure they align with objectives and targets set by Isaac Regional Council.

ACTION ACCOUNTABILITY

Manager Waste Services is responsible for ensuring that the strategy's actions are implemented and reported annually.

KEY MESSAGES

Council carries out an annual review of this key strategy.

Report prepared by:	Report authorised by:
KARL MURDOCH	GARY MURPHY
Manager Waste Services	Director Water and Waste
Date: 29 July 2021	Date: 3 August 2021

ATTACHMENTS

Nil

REFERENCE DOCUMENT

- Isaac Waste Management Strategy 2020 to 2025

MEETING DETAILS	Water and Waste Standing Committee Wednesday 11 August 2021
AUTHOR	Gary Murphy
AUTHOR POSITION	Director Water and Waste

6.1 WATER AND WASTE INFORMATION BULLETIN – AUGUST 2021

EXECUTIVE SUMMARY

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

OFFICER'S RECOMMENDATION

That the Committee:

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

BACKGROUND

The attached Information Bulletin for August 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.

Report prepared by:

GARY MURPHY
Director Water and Waste

Date: 3 August 2021

Report authorised by:

JEFF STEWART-HARRIS
Chief Executive Officer

Date: 5 August 2021

ATTACHMENTS

- Attachment 1 – Water and Waste Information Bulletin – August 2021

REFERENCE DOCUMENT

Nil

DATE: August 2021

WATER AND WASTE

DIRECTORATE HIGHLIGHTS

- The W&W Directorate would like to present the final Water & Waste Annual Performance Plan for 21/22 as attached to this Information Bulletin. Upon review and consultation with the Water & Waste Standing Committee, this document will be made available via the Council's public website.
- W&W facilitated the Management Leadership Team (MLT) Meeting in St Lawrence on Thursday 1 July 2021. The Management Team also met with several staff and visited sites.
- The directorate has commenced participation in new online interactive KPI comparative report through Department of Regional Development, Manufacturing and Water (RDMW) to monitor performance on service delivery, water supply security, demand management, infrastructure investment and maintenance, financial stability, customer service and affordability.
- Director Water & Waste and Manager Operations & Maintenance attendance at Queensland Water Regional Conference in Charters Towers on Thursday 22 – Friday 23 July 2021. Connections made with the Charters Towers staff for ongoing collaboration.
- Manager Planning & Projects attendance at Australian Water Association (AWA) North Queensland Regional Conference in Mackay on Thursday 29 – Friday 30 July 2021 also delivering a paper of the Theresa Creek Dam Dredging Project.
- Commencement of consultation with staff on the Functions Review.

Emerging Risks

- The Effluent Reuse System in Moranbah has some challenges with pressure management and the pumping arrangements. Basically, all 5 pumps have to work in unison else they need to be manually driven without the pressure protection systems operating. This may lead to over pressure issues. Prices are being sought to address.
- The scale of non-compliance for Sewerage Pump Stations with EA and ERA is being managed however there is a significant body of work to be completed to get documentation up to standard by October 21'. There will then be a works program developed to address the improvement needs to achieve a compliant system.
- The Moranbah Landfill Remediation Project is progressing however achieving Practical Completion is proving difficult. Most of the capping has been completed and top soil applied. Ongoing delay by the contractor needs to be managed. There are some concerns with Bank Guarantees and sub-contractor payments that are being followed up.
- Our Executive Assistant is moving on to take up a new opportunity in Gladstone.

Operational Projects 2021/2022

See following a table of the funded operational projects for the 22' Financial Year. As work progress, an update column will be added to enable the committee to track progress.

PROJECT TITLE	RESPONSIBLE OFFICER	PROJECT SCOPE	PROJECT OUTCOMES
Implement Clermont Water Quality Response Plan and associated Communication Plan	Manager Operations & Maintenance Manager Planning & Projects Manager Business Services	Finalisation of actions detailed within the Response Plan and providing regularly updates to the community via several platforms as per the Communication Plan.	Increased water quality visibility at the Clermont WTP. Reduced discolouration events in Clermont. Continuous community consultation and communication on changes. Increased visibility and community trust.
IMS surveillance audits (External) and 3-year re-certification audit	Manager Business Services	External IMS Surveillance Audit at the Carmila WTP and Waste Facility, St Lawrence WTP and Waste Facility, Greenhill Waste Facility and Moranbah WTP - 1 Week in October. 3-year Re-Certification Audit in June 2022 on the 3-year anniversary since W&W received certification for their IMS.	To maintain IMS certification, W&W must participate in annual surveillance audits to spot check different areas of the IMS and a complete re-certification audit every 3 years.
Options analysis for suitable water source level indicators and data	Manager Planning & Projects	Review industry standards for the provision of data, need to consider real time requirements versus more static.	Recommendation on the methodology to be used for each asset location.
Hydraulic Modelling of both water and sewer networks	Manager Planning & Projects	Compilation of hydraulic modelling already completed. Finalisation of the Moranbah Sewerage Hydraulic Model.	Better understanding of hydraulic performance. Recommendation on strategy for ongoing hydraulic modelling.
3-year Meter Reading Strategic Plan	Manager Business Services	During 21/22 the following 8 of 26 Actions are due for completion: 1.1 Continue to develop robust working relationships with Taggle Systems and Tyeware. Review and monitor contractual arrangements to ensure they are upheld and remain fit for purpose. 1.2 Build a good working relationship with housing entities across the region. 2.1 Takes steps to rectify	Maximising our relationships with suppliers, support services, internal departments and stakeholders. Build trust with community through advice, support and procedural consistency. Stay abreast of technological advancements. Commit to ongoing system corrections and upgrades.

		<p>system fault which rounds meter reads up to the nearest kilolitre instead of down to the nearest kilolitre.</p> <p>2.2 Review and monitor Mackay Regional Council's trial of Taggle Systems new v200 smart meter.</p> <p>3.1 Review and install taggles on internal W&W infrastructure for greater availability to track inflows and outflows at different areas within the plant and network.</p> <p>4.1 Review the operational impact of activities related to fixing, replacing and checking taggles against current workforce and resources. Find efficiencies in our processes to reduce workloads for meter reading checks.</p> <p>4.2 Develop a proposal to address legacy issues and problematic taggles. Seek external support as required with consideration to asset warranty timeframes.</p>	<p>Collect and utilise data to its full potential.</p> <p>Attract more users and increase property registrations.</p> <p>Collaborate with other users – learn from their mistakes and triumphs.</p> <p>Understand required functions, review current resources, outline gaps and investigate possible efficiencies.</p> <p>Establish asset management and maintenance program.</p> <p>Resolve historic legacy issues and problematic taggles.</p>
Concept plan for Clermont Waste Management Facility Weighbridge and site reconfiguration	Manager Waste Services	Investigation into need, practicality, costs, layout, potential for funding, for reconfiguration of Clermont Waste Management Facility as a result of the need for a weighbridge by 30 June 2024.	Report which addresses business case, feasibility, outline costs, timelines for site reconfiguration and weighbridge installation by June 2024.
Moranbah Sewerage Strategy	Manager Planning & Projects	Review both treatment and network capacities to accommodate growth. 20-year horizon with a 10-year capital investment program.	Strategy with identification of requirement augmentations to meet the long-term demands.
Water Security Assessments for ST Lawrence and Carmila	Manager Planning & Projects	Undertake a water security assessment of the existing assets to determine the risks associated with long term water security.	Understanding of actions both operationally and if there is any investment required in capital to improve water security.
Five (5) year price path – Wastewater	Manager Business Services	As resolved in January 2021 - an 18-month review of the Sewerage Utility	Findings from this review will be presented to Council to ensure a 5-year

		<p>Charge will be completed. This review will take place considering the following 8 principles:</p> <ol style="list-style-type: none"> 1. Standardise charges across all towns and categories. 2. Consistent categories and rationale for all towns. 3. Avoid price shock. 4. Remove immaterial charges. 5. Ensure any new system is easy to understand. 6. Maintain overall yield. 7. A manageable transition plan which may include concessions. 8. A contemporary approach in line with industry best practice. 	<p>Sewerage Utility Charge Price Path can be determined before 1 July 2022.</p>
Implementation of System Leakage Management Plan	Manager Planning & Projects	Review of both Documents for Leak Management.	identification of clear drivers for business case to implement the leak management plan.
Waste Management Strategy 2020-25 – Strategy Actions identified for 2020-2021 which were deferred due to Covid-19	Manager Waste Services	Kerbside Bin Audit, Landform Plans DYS, GLN, Region-wide landfill Plan, Waste Education.	Better data on waste composition and trends, final landform plans of smaller sites (was mostly achieved as part of waste pricing in 2020), Educating the community on correct waste management / recycling.
Waste Management Strategy 2020-25 – Strategy Actions identified for 2021-2022	Manager Waste Services	Continued Price Modelling, Site Opening Hours rationalisation.	Achievement of Waste Strategy Actions; Site opening hours rationalised.
Groundwater Receptor Pathway Analysis – Dysart Waste Management Facility	Manager Waste Services	Groundwater Receptor Pathway Analysis – as identified in recent groundwater monitoring.	Report on groundwater flow characteristics at DYS Waste Facility.
Consolidate all water supply arrangements and address all supply security deficiencies	Director W&W	An assessment of options for each township. Lowest cost option. Research historical obligations of resource sector.	Formal agreements only entered into if a community benefit achieved. Hold resource sector to account for historical obligations.
SCADA/telemetry Strategy	Manager Operations & Maintenance	Undertake an audit of all existing SCADA/telemetry assets, review industry standards and then write strategy.	Strategy will provide recommendations on business needs, platform decisions, timeframes to implement and costs.

Comprehensive Theresa Creek Dam Safety Review	Manager Operations & Maintenance	This is legislative requirement for the dam being regulated dam. The comprehensive safety review is required every 5 years.	Safety review completed with actions if any defects are identified.
Update of Emergency Action Plan Theresa Creek Dam resulting from Failure Impact Assessment & Terrace Overflow Assessment	Manager Operations & Maintenance	To make any changes required from the outcomes of the FIA and Terrace overflow assessment.	Updated current EAP for TCD.
Develop Asset Management Plans to support the adopted Strategic Asset Management Plan	Manager Projects & Planning	review and update existing drafts of AMPS. Consolidation into water and wastewater AMPS.	Endorsement of Water AMP and Wastewater AMP.
Participation in the Illegal Dumping Management and Intervention Plan	Manager Waste Services	Amnesty Days, Review of pricing.	Achievement of Illegal Dumping Management and Intervention Plan objectives
Site Based Management Plan Review	Manager Waste Services	Review of Site Based Management Plans for all 9 waste sites.	Revised Site Based Management Plans for all 9 sites.
Waste Pricing and Rehab Review	Manager Waste Services	Continued refinement of waste price modelling.	Better data used to inform budget setting process for 2022-23.
Finalisation of Environmental Undertaking Dysart	Manager Operations & Maintenance	The only requirement left is for the audit/inspection by the Regulator.	Acknowledgement from the department that the EU is closed, and council has met all its obligations.
Transitional Environmental Program (TEP) – Nebo Wastewater Treatment Plant	Manager Operations & Maintenance	Progress is in accordance with the TEP which outlines dates and actions.	All actions required to meet compliance at the Nebo Wastewater TP is completed and ongoing compliance is achieved for EC levels.
Moranbah Effluent Pressure Analysis	Manager Operations & Maintenance	Build knowledge of the recycled effluent scheme in Moranbah, determine network capacities to inform customer service levels and review.	Improved understanding of the network may lead to capital if business case is viable.
Moranbah Irrigation Management Plan	Manager Operations & Maintenance	This follows on from the above item.	Once network capacities understood then management plan can be written.
Sludge management at the MBH WTP to meet compliance.	Manager Operations & Maintenance	The volume of sludge generated is the large across the region. Options Analysis and recommendations for	Management plan which provides most cost effective and compliant management of sludge materials.

		handling of the sludge to be in management plan.	
Desilting of Moranbah ESD	Manager Operations & Maintenance	Removal of the build-up of sludge and disposal. The volume of material to be removed is yet to be scoped.	To return capacity to the ESDs.

BUSINESS SERVICES

PREVIOUS MONTH'S ACHIEVEMENTS:

- A Water Education Network (WEN) meeting was held on 21 July 2021 with the Manager Business Services and Business Services Officer in attendance. Topics presented included Water Pricing, Douglas Shire Council's *Our Precious Water* campaign, and the upcoming Water Night which Isaac would like to participate in.
- The Communication Plan for upcoming water notices is approved and in action. This includes the creation of a flyer on the changes to water charges for 2021/22, information and letters targeted for real estate agents, landlords and company housing entities as well as various public notices and social media promotions and reminders.
- In response to the IMS Surveillance Audit Findings raised in November 2020, 22 of the 28 actions raised by the directorate to implement improvements in systems and processes have been closed. The remaining open actions are on track to be closed by the October 2021 External Audit.

PREVIOUS MONTH'S ISSUES:

Not applicable.

FINANCIAL REPORT:

During July, the Business Services team in consultation with the Operations and Maintenance team, started a review of all water and wastewater open purchase orders and commitments in Tech1. To date, 129 of 318 purchase orders have been reviewed and of them, 77% were deemed to be no longer required and subsequently closed. The remainder will be reviewed throughout August.

DEVIATION FROM BUDGET AND POLICY:

Not applicable.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

PROJECT TITLE	COMMENTS
Meter Reading Strategic Plan Action 2.1 - Take steps to rectify system fault which rounds meter reads up to the nearest kilolitre instead of down to the nearest kilolitre.	Unfortunately, it has been determined that this system fault within Tech1 cannot be rectified. To ensure properties affected by this error are not incorrectly billed, a manual process has been adopted. This new process has been documented within the Water Meter Reading Process Checklist.
Meter Reading Strategic Plan Action 4.2 - Develop a proposal to address	Various avenues have been investigated to determine the most efficient and cost-effective way to address the accumulation of

legacy issues and problematic taggles. Seek external support as required with consideration to asset warranty timeframes.	broken taggles across the region. As such, a 12-week contract plumber has been approved to complete a work program to address legacy taggle issues. Recruitment is currently in progress.
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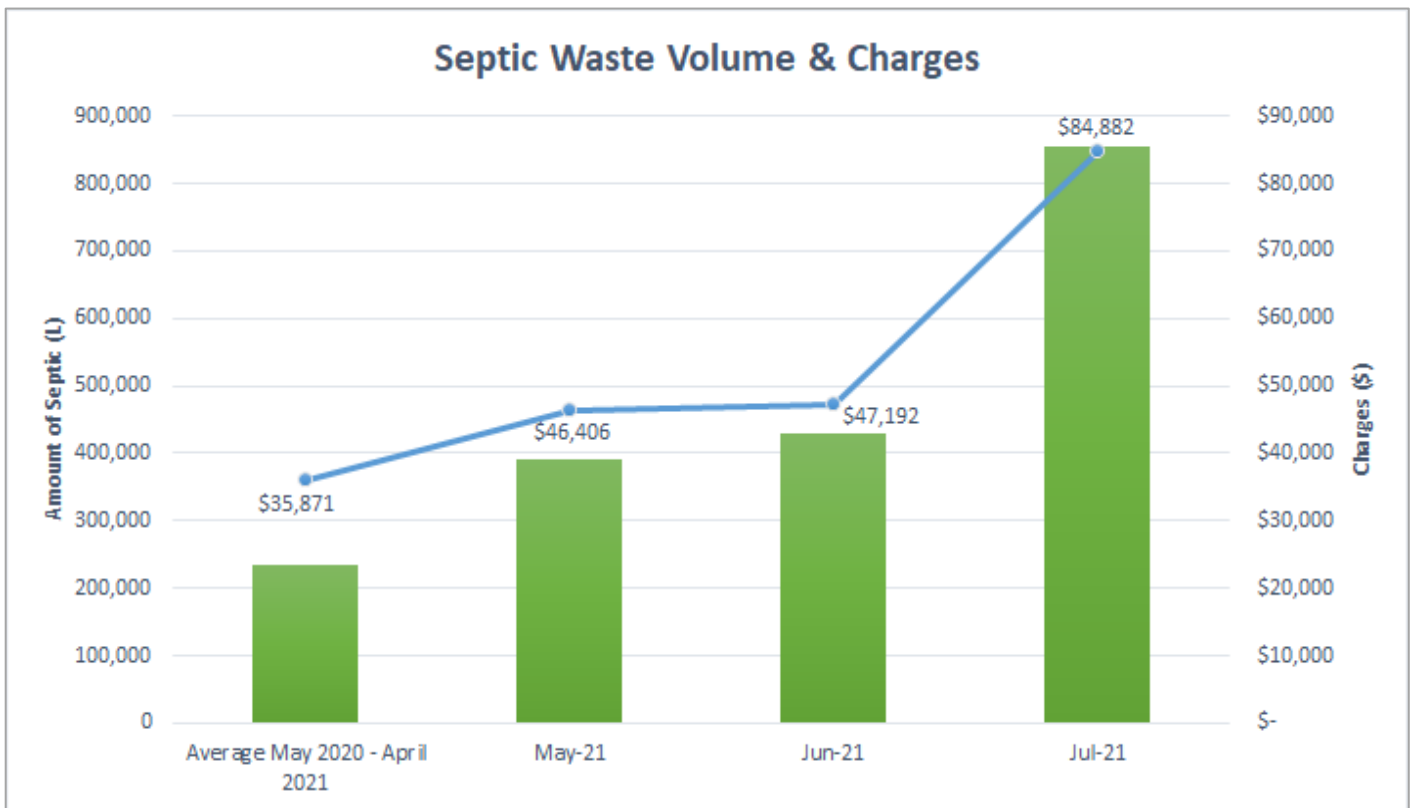
NEXT MONTH’S PROGRAM:

- A project has been initiated to develop a completely new set of Task Numbers for all water, wastewater and waste sites. These new Task Numbers will link to the Operational Asset Register as well as updated budget packs for 21/22.
- The Business Services team will welcome their newly appointed Customer Administration Officer, based in Middlemount, to the team.
- Feedback received from Phase 1 Consultation for the Water and Waste Functions Review will be assessed during August before Phase 2 Consultation begins.
- Water Restrictions in Middlemount remain at Level 3 and the Business Services team are working with the Brand, Media and Communications team to remind residents of their obligations during this time.

DEVELOPING INITIATIVES / ISSUES:

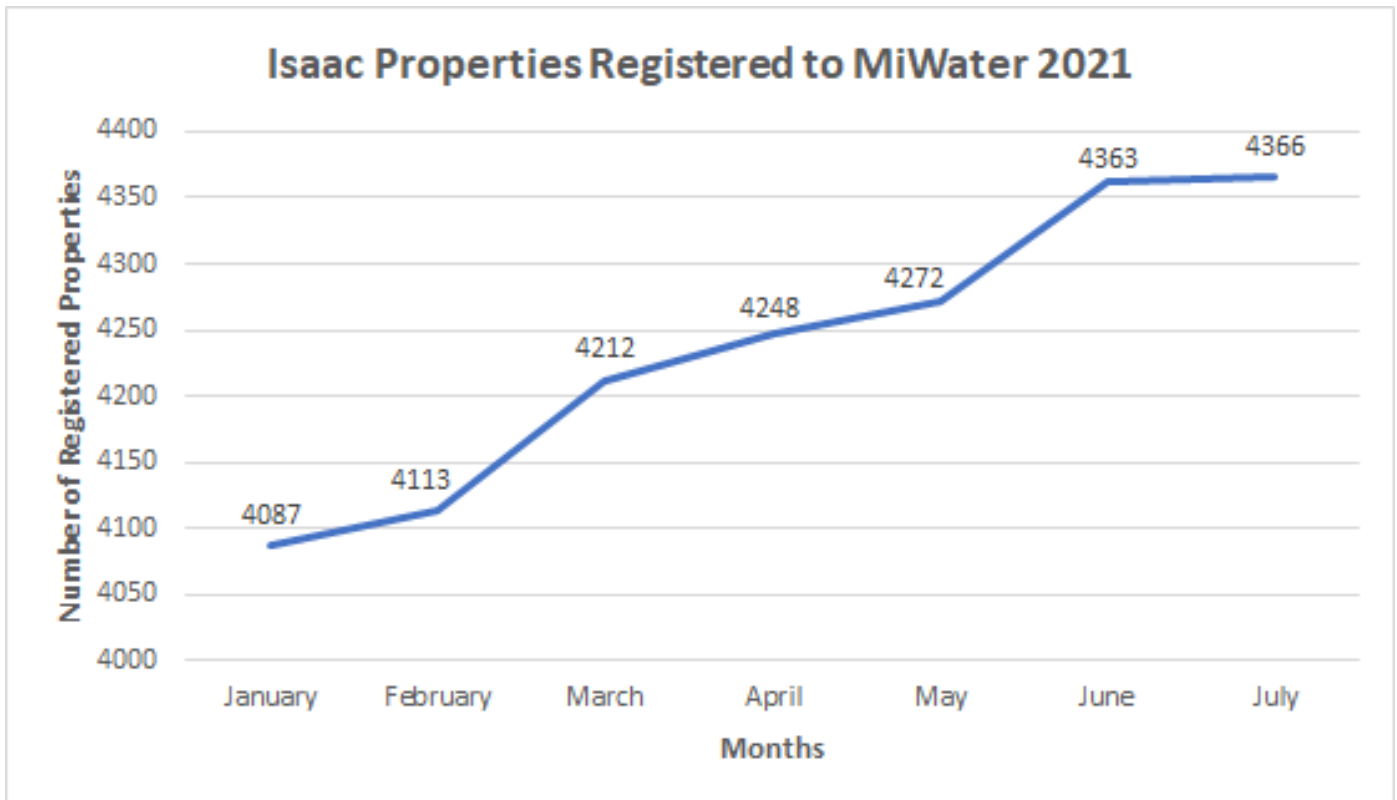
Septic Disposal

On 1 May 2021, an amendment to the septic waste disposal fee was introduced. Customers are charged \$0.15 per litre of septic waste however, now customers with combined disposals over 200,000 litres per billing month incur a discounted fee of \$0.10 per litre. The graph below illustrates trends in disposal rates and revenue following the fee amendment and incorporation of this discounted rate.



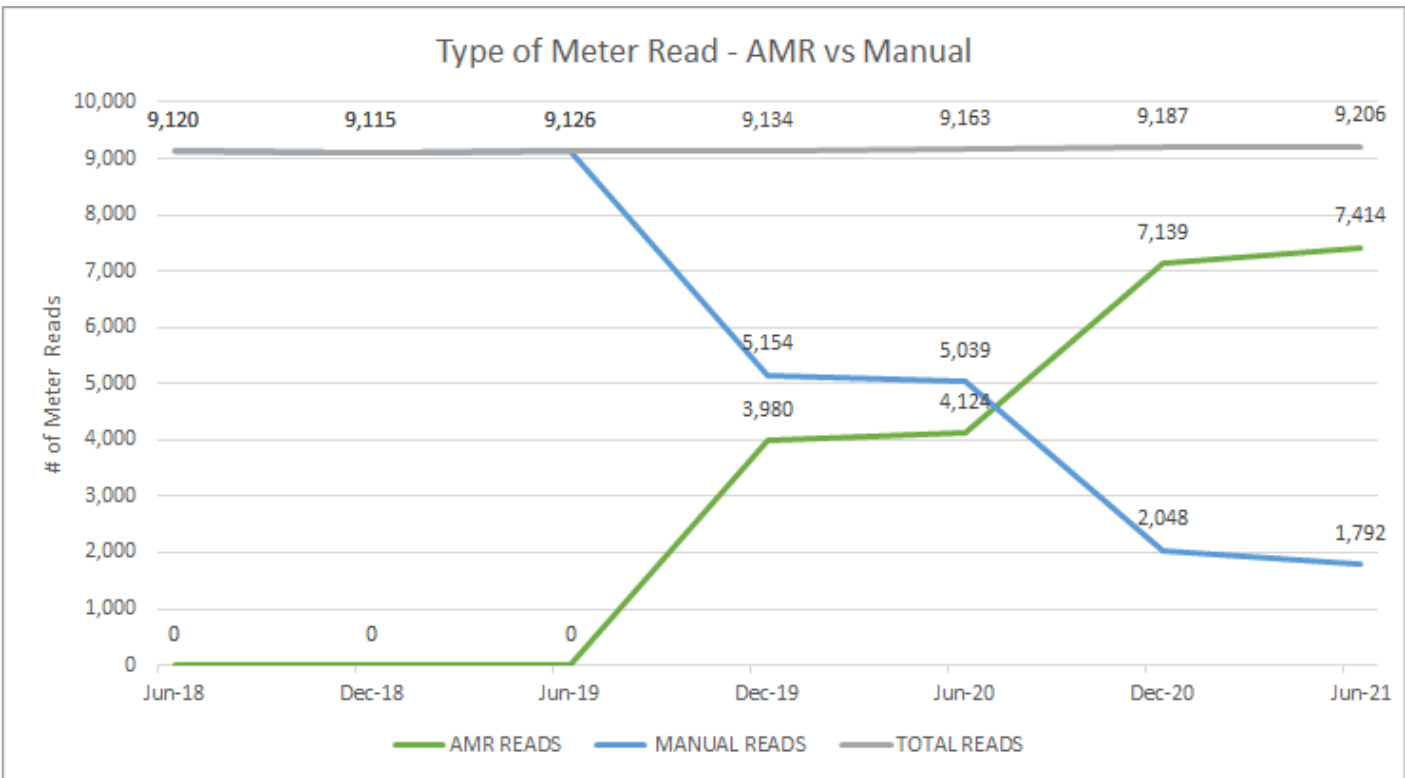
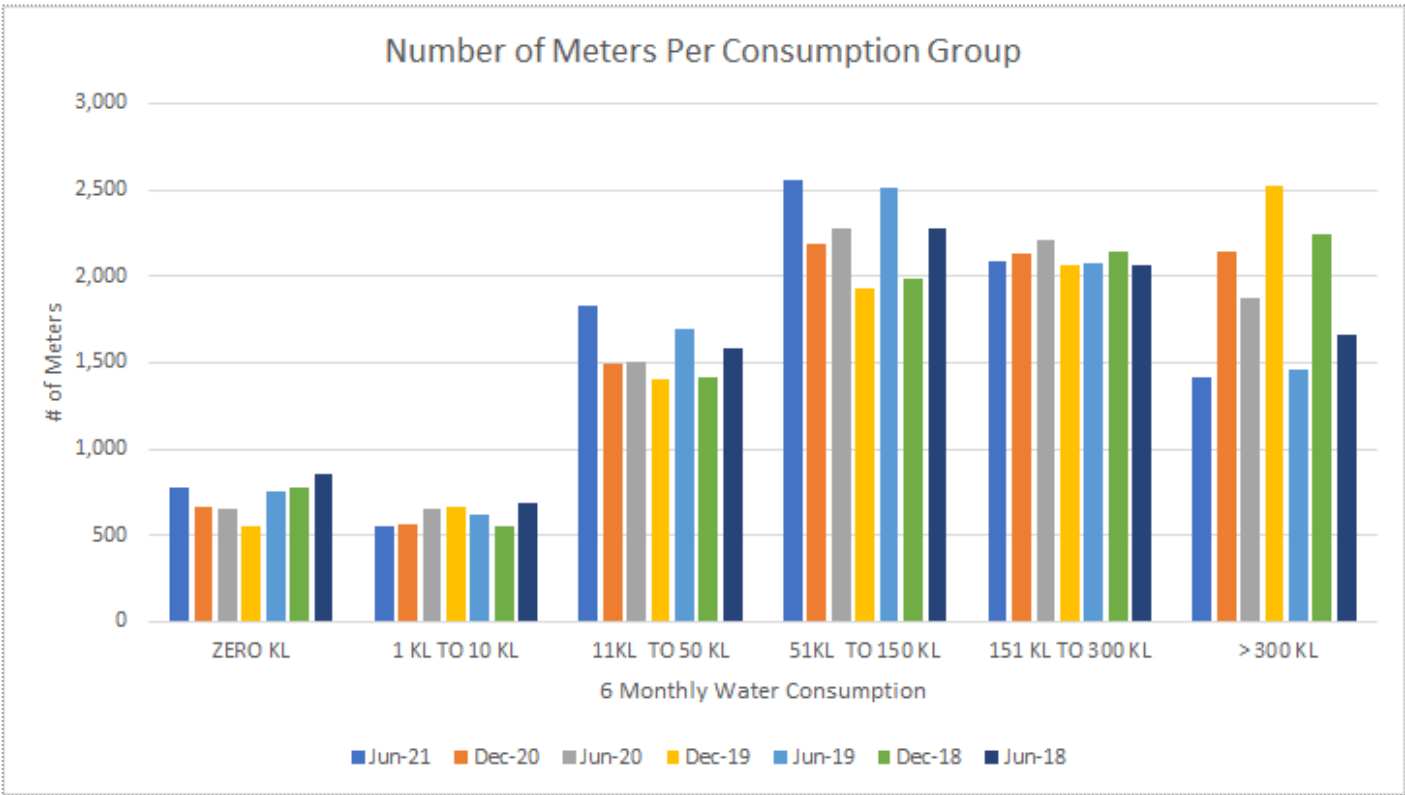
MiWater Users / Registrations

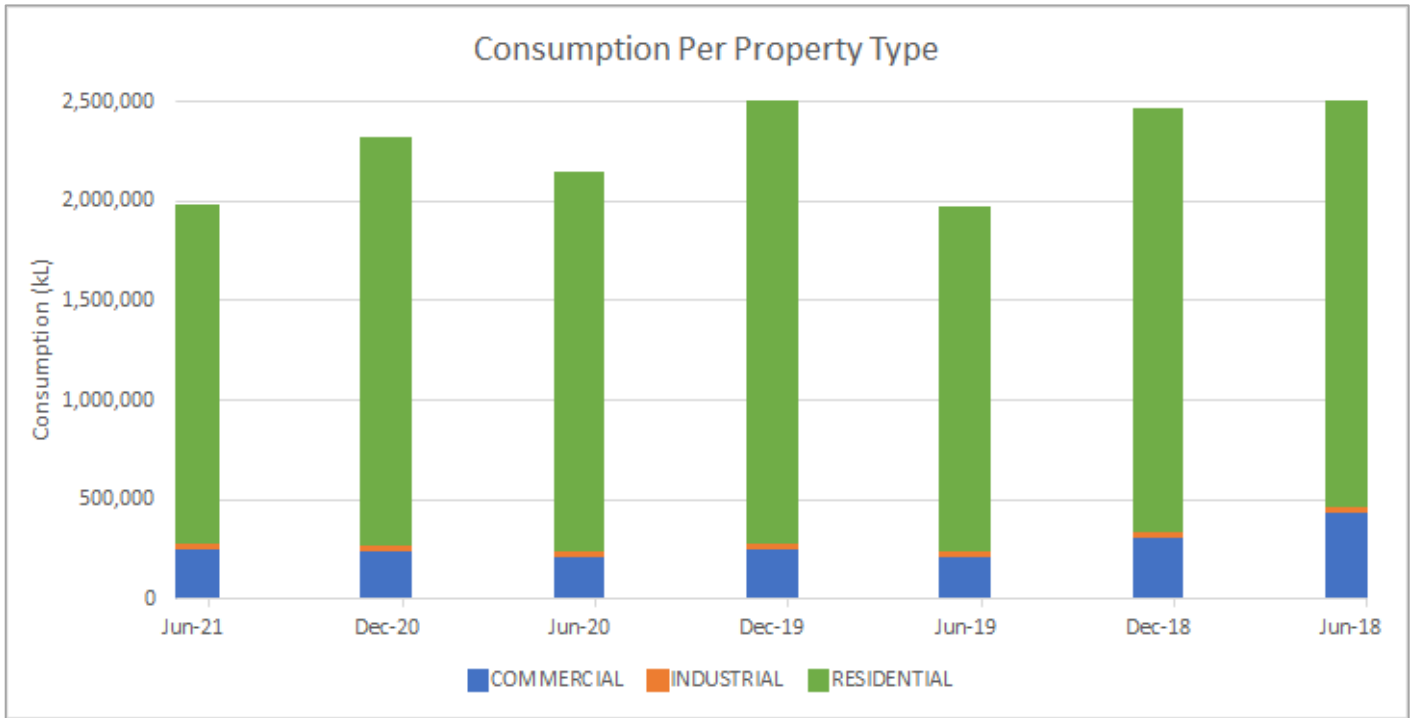
The Business Services team have increased their contact with residents in 2021 regarding leaks reported in MiWater and promotion of the Concealed Leak Policy. This has led to increases in MiWater registrations as per below.



Water Billing Data

Following the completion of the June 2021 meter reads, the following data and trends have been collated.





Water Restrictions

Level 1 Water Restrictions began in St Lawrence from 2 August 2021. AAMC have advised that the allocation for Middlemount supplies is 74% from July 21' and Bundoora Dam hasn't had significant inflow. Hence a request to maintain Level 3 restrictions.

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

WATER AND WASTEWATER

PREVIOUS MONTH'S ACHIEVEMENTS:

- Recognition of Cultural Leadership Program rollout to improve staff engagement.

PREVIOUS MONTH'S ISSUES:

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.



Glenden

Raw water for Glenden is provided from the Bowen River which can be refilled from Gattonvale off-stream storage and Eungella Dam.

- Newlands Coal Min (Xstrata) **N/A**
- Bowen River Weir **82%**

No Water Restrictions

Nebo

Nebo's raw water is supplied through six bores. The new water treatment plant and reservoir as part of the Nebo Water Supply Project have 2ML storage on site.

- See graph below for water levels in Bore 2

No Water Restrictions

Carmila

Raw water is supplied from two shallow bores located near the Carmila Creek approx. 1km from the WTP.

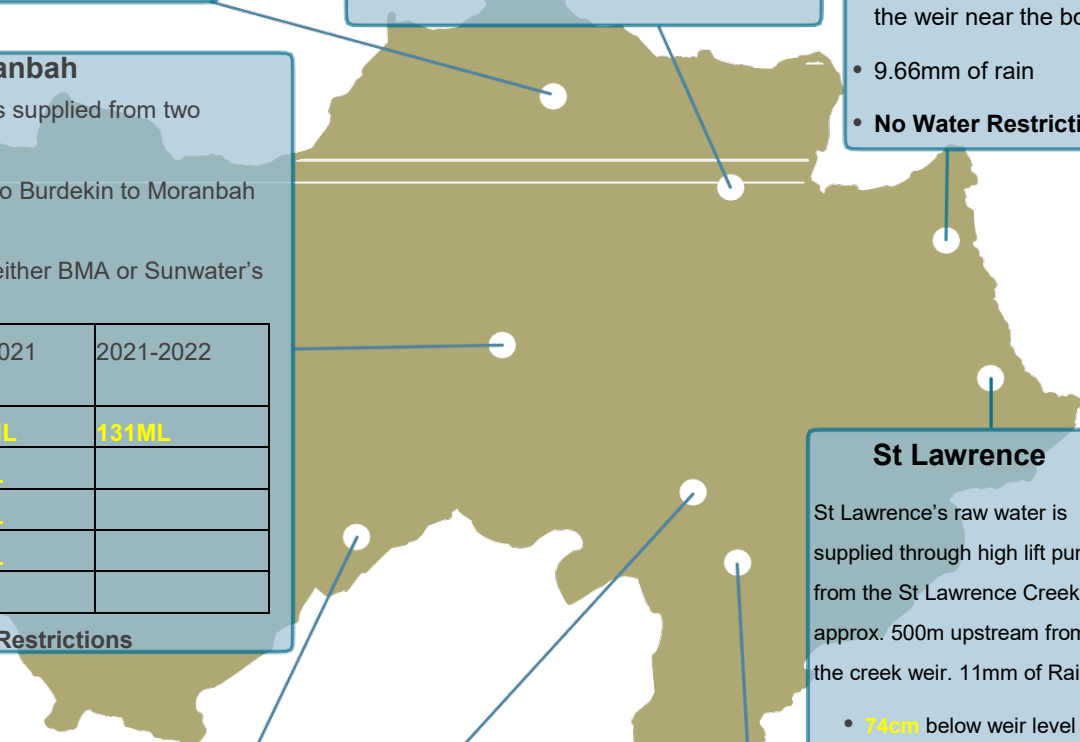
- Water is flowing over the weir near the bore
- 9.66mm of rain
- **No Water Restrictions**

Moranbah

Moranbah's raw water is supplied from two sources:
 Burdekin Dam through to Burdekin to Moranbah pipeline **94%**
 Eungella Dam through either BMA or Sunwater's pipelines **82%**

Water used to date	2020-2021	2021-2022
BMA	1838 ML	131ML
Dyno	100 ML	
Stanmore	450 ML	
Sunwater	250 ML	
Pembroke		

No Water Restrictions



St Lawrence

St Lawrence's raw water is supplied through high lift pump from the St Lawrence Creek approx. 500m upstream from the creek weir. 11mm of Rain

- **74cm** below weir level

Level 1 Water Restrictions to begin 2/08/2021

Clermont

Clermont's raw water is supplied from Theresa Creek Dam. Nilf rain.

- **66cm** below overflow level

No Water Restrictions

Dysart

Dysart's raw water is supplied from Bingegang Weir in the Mackenzie River which can be re-filled from Fairbairn Dam through Bedford Weir.

- Bingegang Weir **93%**

No Water Restrictions

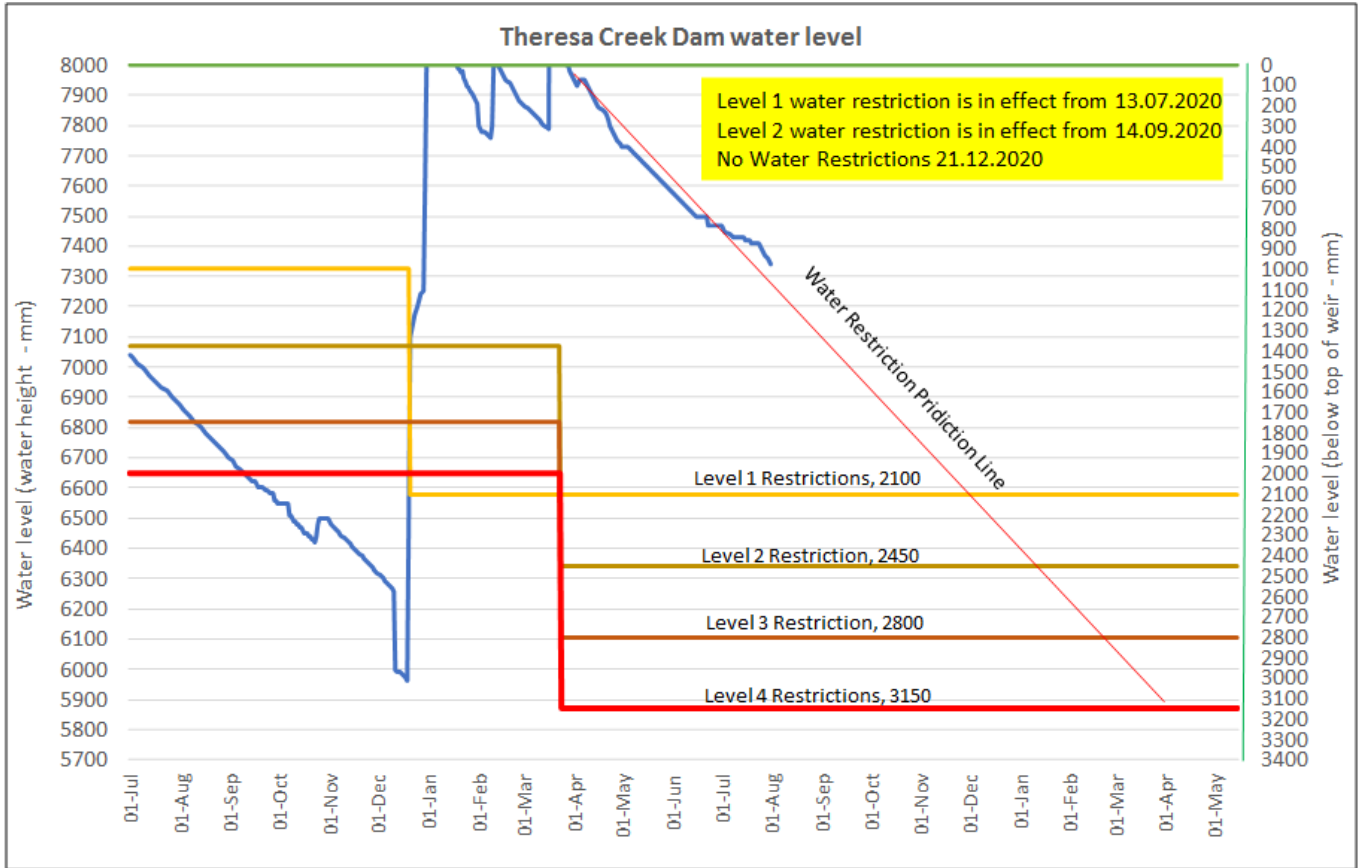
Middlemount

Middlemount's raw water is supplied from the Bingegang Weir on the Mackenzie River approx. 60km away. The weir is re-filled from Fairbairn Dam through Bedford Weir

- Bingegang Weir **93%**
- Fairbairn Dam **16%**
- Bedford Weir **98%**

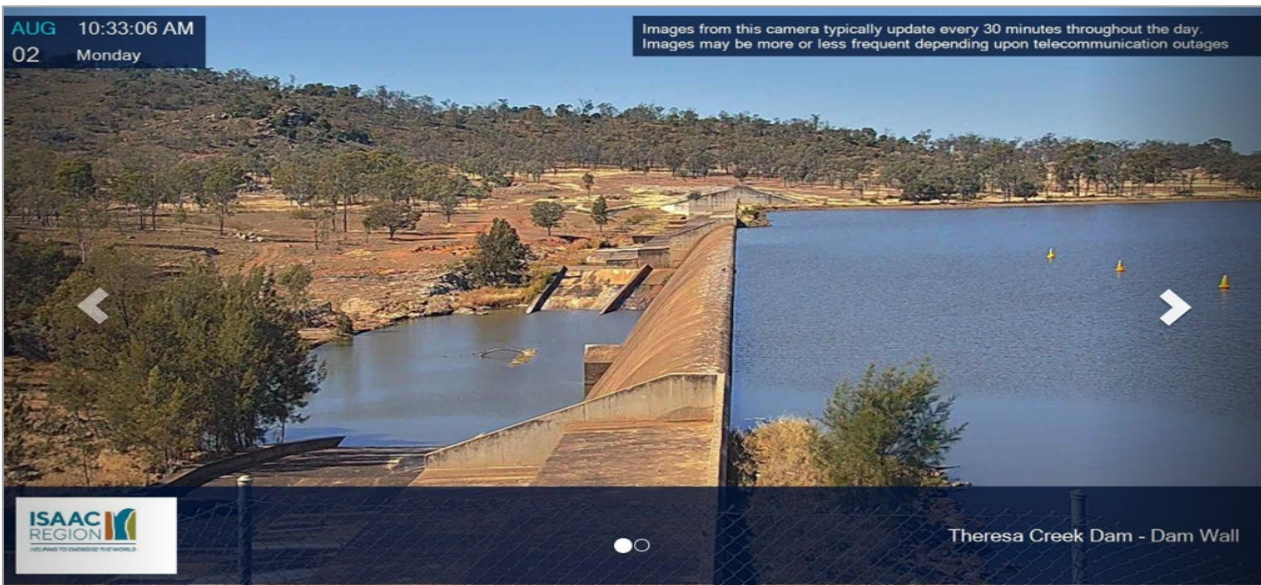
Level 3 Water Restrictions

Theresa Creek Dam Water Level



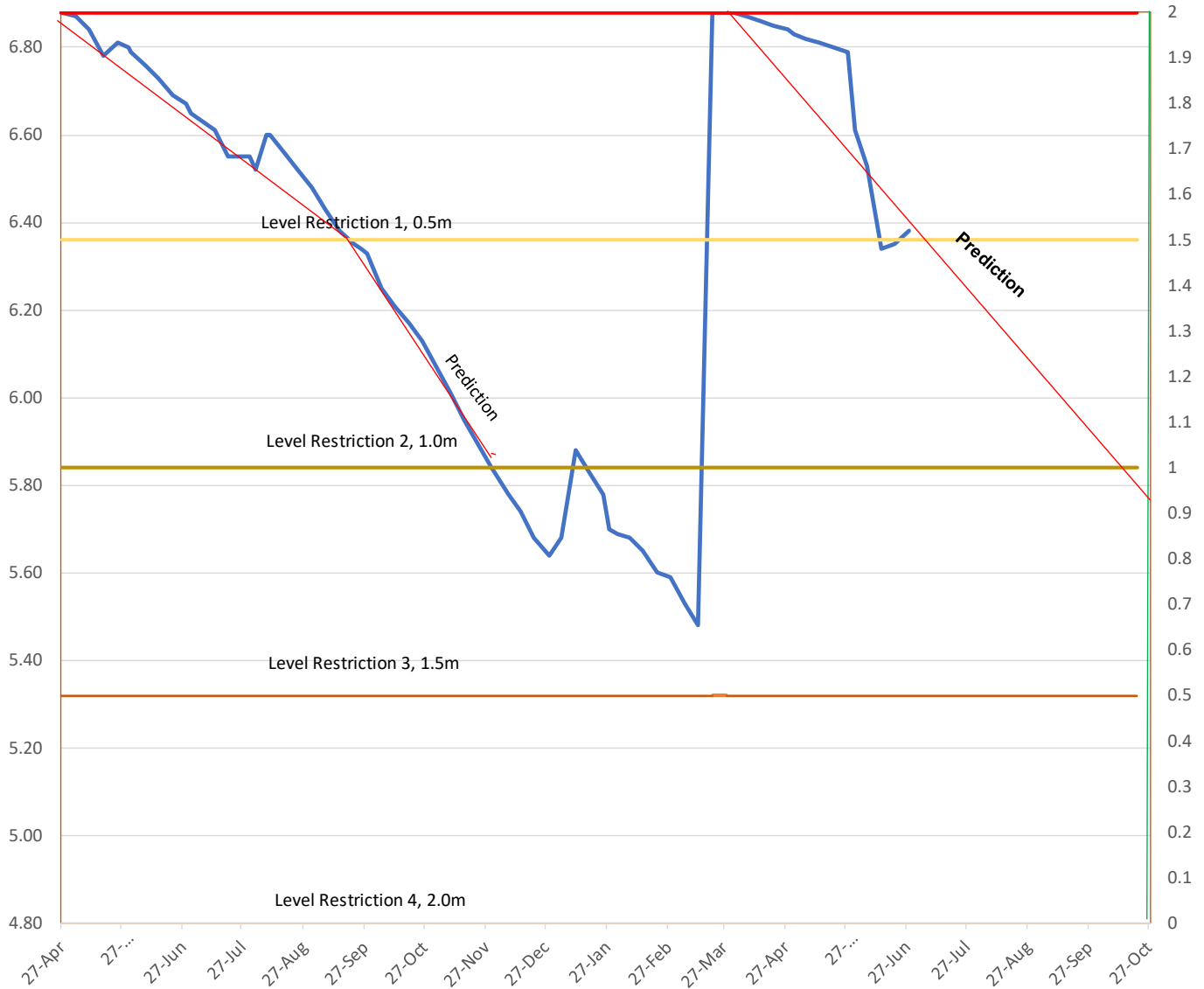
Actual water level readings

Date	1/07/2021	4/07/2021	8/07/2021	12/07/2021	16/07/2021	20/07/2021	24/07/2021	28/07/2021
Water Height in mm	7470	7445	7430	7430	7420	7410	7410	7370



Theresa Creek Dam Wall as at 2 August 2021

St Lawrence Weir Water Level



Date	1/07/2021	7/07/2021	14/07/2021	21/07/2021	28/07/2021
Water Height in m	6.36	6.3	6.22	6.18	6.14



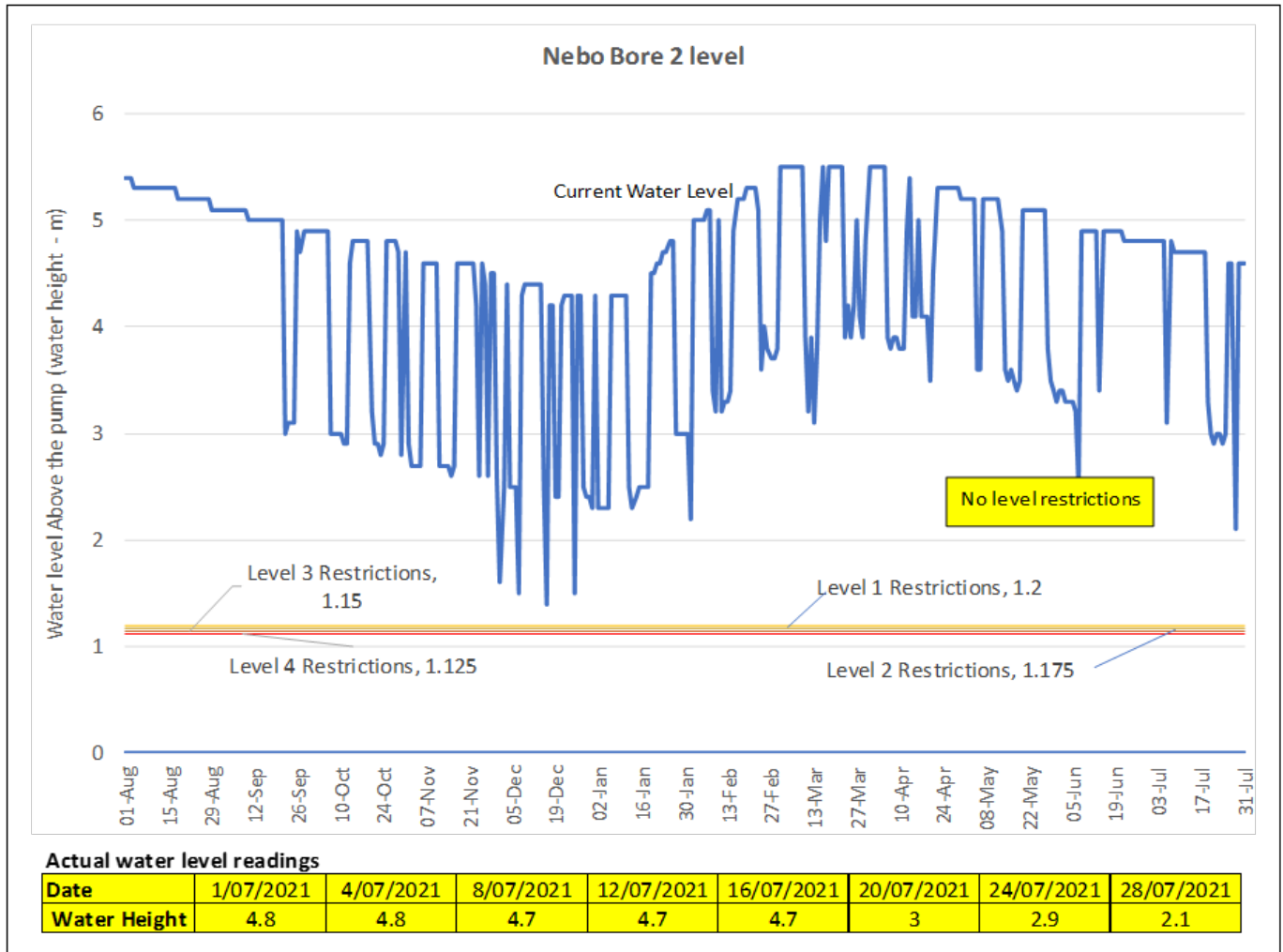
St Lawrence Weir as at 30 July 2021

Camila Weir Water Flow



Carmila Raw Water Creek photo from bore pumps as at 30 July 2021

Nebo Bore 2 Level



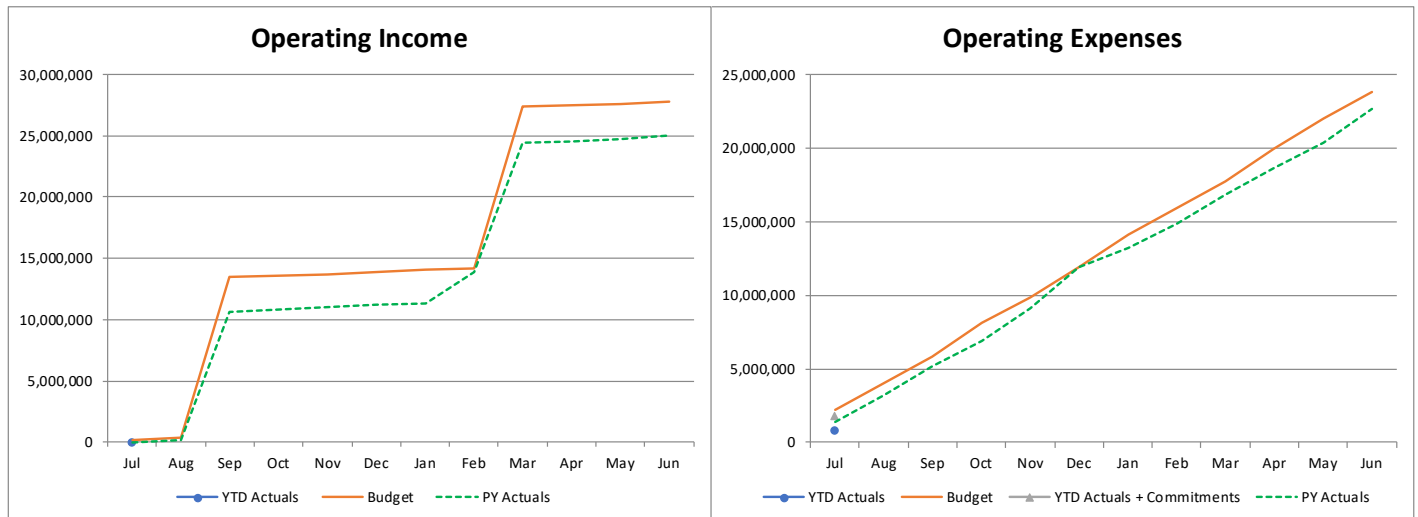
Compliance

The table below contains current statutory undertakings across all assets.

	TARGET DATE FOR COMPLETION	COMMENTS
Transitional Environmental Program (TEP) Nebo WWTP	Completion of the TEP is as per the notification provided by DES.	In accordance with TEP Action July progress report submitted to DES on the 29 July 2021.
Sewer Overflow at Dysart	DES have asked IRC to respond to 16 April 2021 email breach of condition 5-L1 of EA EPR00791913 in relation to unauthorised release of raw sewage which overflowed at the	Warning letter issued by the Department of Environment and Science (DES) pertaining to an overflow of 20,000 litres of sewage from Pump Station 1 into adjacent stormwater drain. The department considered that Council committed an offence under section 430(3) of the <i>Environmental Protection Act 1994</i> in that it has contravened a condition of the Environmental Authority

	Dysart Pumping Station 1, by 7 May 2021.	(EA) EPPR00791913. In this instance, it has been determined that no further action will be taken.
RFQ for SPS and IEMS	Letter of award been issued to successful tenderer.	Project has commenced.
Theresa Creek Dam	Annual safety statement to be submitted to the dam safety regulator by the 1 October 2021.	Ontrack. Failure Impact Assessment report (FIA) has been completed and submitted to the regulator. Subsequent updates, including reduced failure risks are being incorporated into the Emergency Action Plan (EAP). The EAP will be reviewed by the local disaster management group prior to submission to the regulator.

FINANCIAL REPORT:



DEVIATION FROM BUDGET AND POLICY:

Not applicable.

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	20	20 (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	20	20 (Below 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	3	3 (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	2	2 (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	24	24 (Below target)

NEXT MONTH'S PROGRAM:

Organisation Development Plan or Capital Projects Scheduled to Commence During Next Month

PROJECT NAME/ DESCRIPTION	SCHEDULED END DATE	COMMENTS/EXCEPTIONS
Nebo Aquifer water allocation increase	TBA	Report has been completed. Lodgement of the report to request permanent allocation of 400ML will progress next month.
WTP Site Based Management Plans	Jul 2021	Documents almost finalised and then to progress to approval process. Updating the process flow diagrams to include all recent changes.

WWTP Site Based Management Plans	Jul 2021	Clermont WWTP draft completed Dysart now underway. Updating the process flow diagrams to include all recent changes.
Waste Site Based Management Plans	December 2021	Next for review after the WWTP site-based management plans are completed.

DEVELOPING INITIATIVES / ISSUES:

Not applicable.

WASTE SERVICES

PREVIOUS MONTH'S ACHIEVEMENTS:

LAWMAC

Attendance at LAWMAC meeting in Barcaldine by Karl Murdoch, Norm Caldwell and Sara Sheridan on 22-23 July. Participation in Presentation and Discussion Panel on regional transfer stations with Central Highlands and Whitsunday Regional Councils.

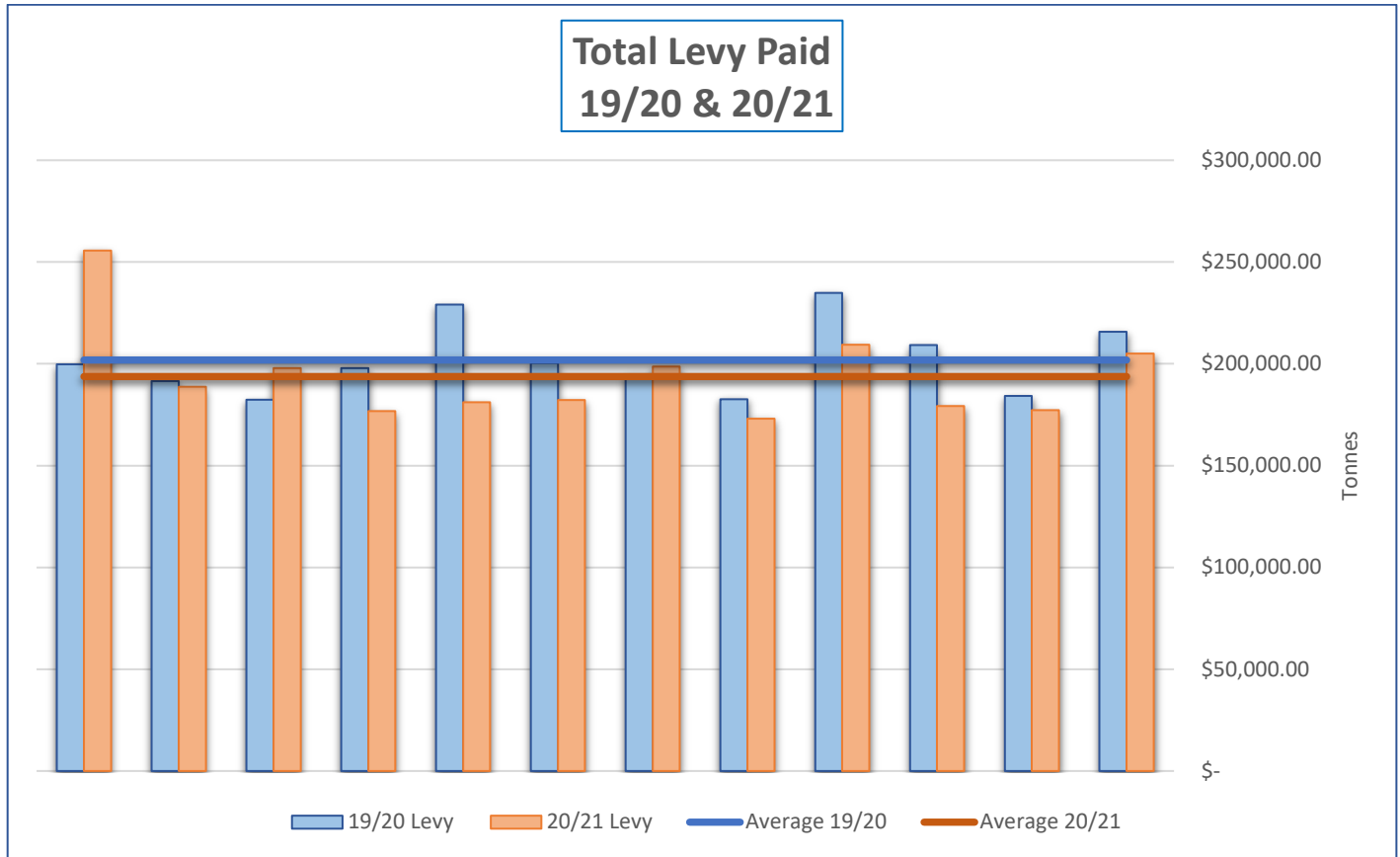


L to R: David DeJager (Whitsunday, on screen), Kirstin Byrne (Central Highlands), Karl Murdoch (Isaac) during the panel discussion.

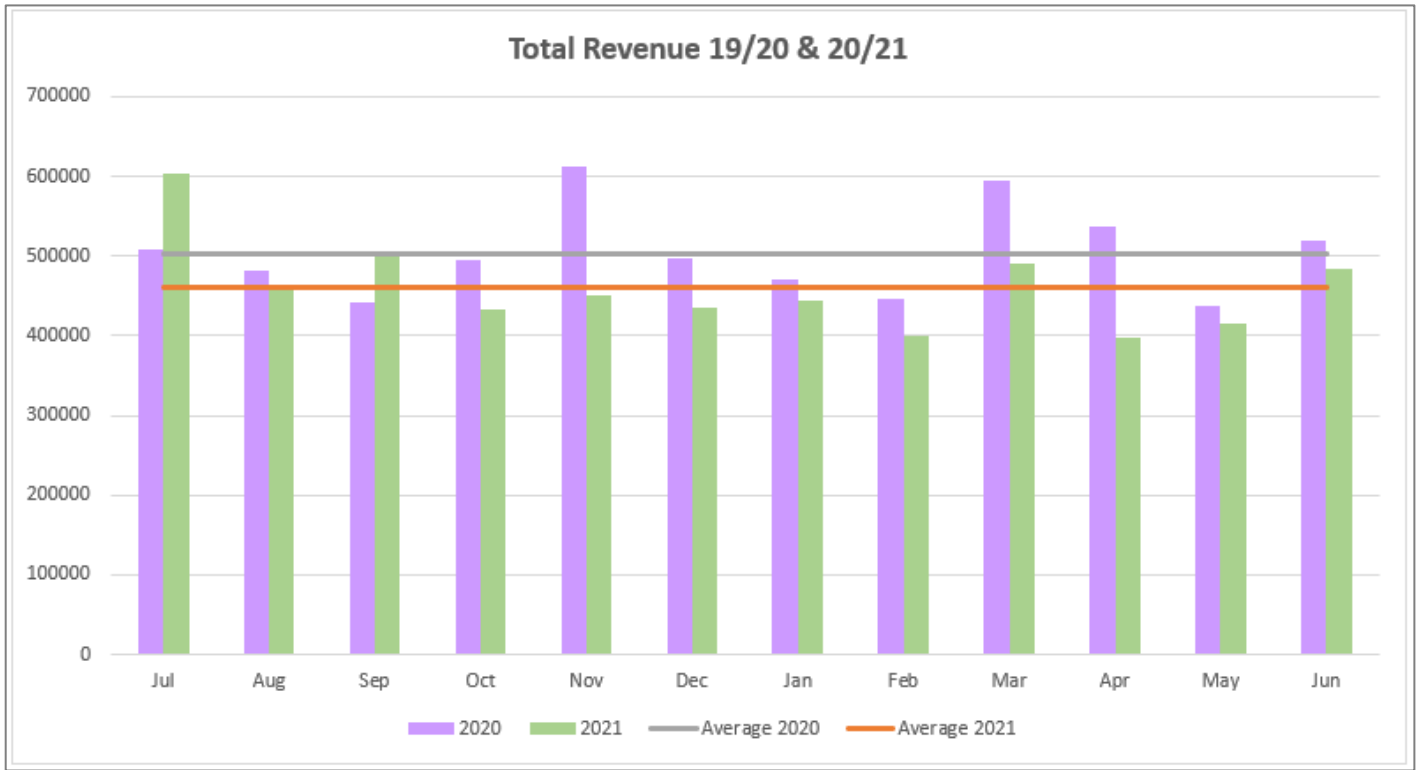
Waste Tonnage and Waste Levy

- The total amount of waste which was landfilled in 2020-21 (31,580 tonnes) was 2.2% less than the comparable figure in 2019-20 (32,289 tonnes).

- Similarly, the amount paid for the waste levy (\$2,324,300) was \$100k (4.1%) lower than in 2019-20 (\$2,424,503) despite an increase of \$5 per tonne in January 2021.



- The number of transactions at waste management facilities in 2020-21 was however 1.7% higher, with 78,916 transactions compared to 77,612 in 2019-20.
- Revenue was 9% lower (\$5.521M) in 2020-21 than in 2019-20 (\$6.042M).

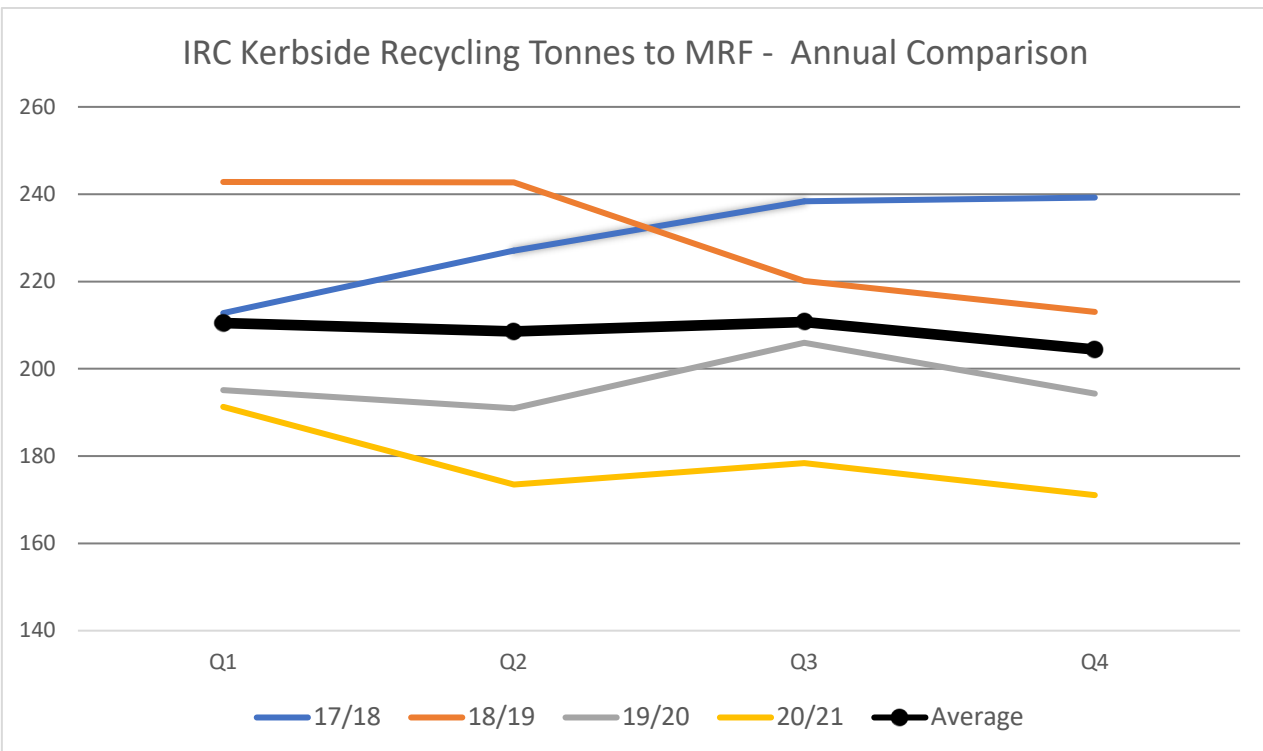
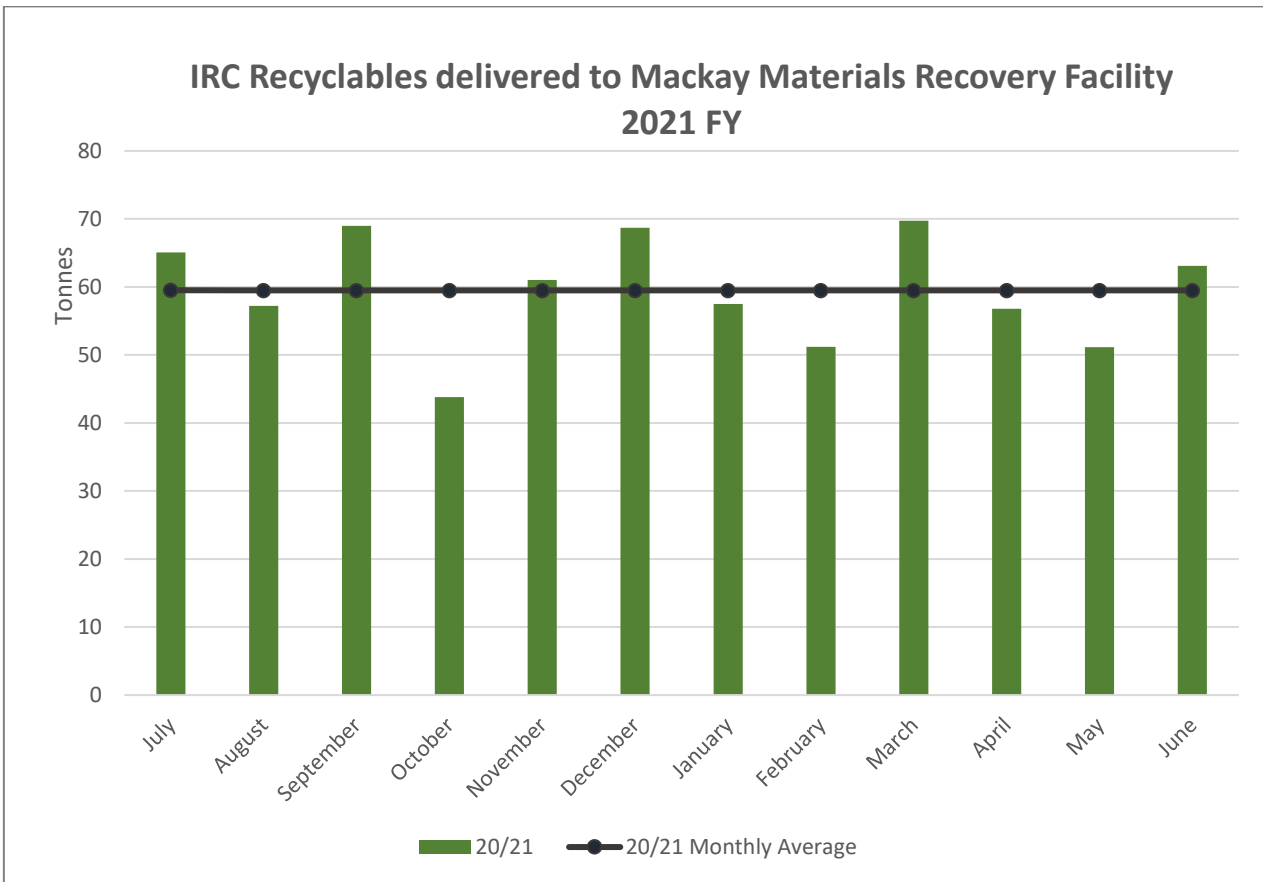


Future of Waste Levy – Advance Payment

As reported in July the state government has indicated its intention to review the Waste Levy which has been interpreted as a possible cessation of the annual advance payment which the government pays to Council to mitigate the impact of the levy on householders. The LGAQ is in discussions with government, and IRC officers have provided information to the LGAQ to assist in quantifying the state-wide impact on Councils' budgets. Officers estimate that the impact on IRC budgets would be approximately \$775k in Financial Year 2022-23, were the advance payment to be discontinued from 01 July 2022. This would equate to approximately \$92 per wheelie bin collection annual charge.

Waste Diversion

- As reported during 2020-21 the key performance indicator has not been achieved for 2020-21, with the overall figure for 2020-21 being 19%, against a target of 25%. Officers will provide a fuller report on this during 2021-22.
- The tonnage of recyclables collected via the yellow top collection service continues on its downward trend, now averaging 60 tonnes per month compared to 75 tonnes per month before the introduction on the Container Refund scheme, Containers for Change.



- June however saw the processing of approximately 7,000 tonnes of legacy concrete at Dysart Waste Management Facility. This concrete had originally been the subject of a bid for Regional Recycling Transport

Assistance Program (RRTAP) funding. The bid was unsuccessful following the outcome of the procurement exercise to procure processing and transport provider(s). Council however left the \$144k budget in place which enabled all of the concrete to be crushed and retained at Dysart where it remains available for various projects on waste sites and other potential end uses.

Kerbside Waste Collection

- Annual target of less than 10 missed bins per 5,000 services was achieved in 2020-21 – actual figure was 898, compared to target of 1,566
- 96% of missed bins were rectified in the 36 hours rectification period (target 90%)
- 90% of bin repairs / requests were completed in the target 5 days (194 out of 215) against a target of 90%
- Annual presentation rate (red top) was 70%
- Annual presentation rate (yellow top) was 44%
- A comparison of the total costs paid by Council for Waste Collection Services over the past 5 years shows that the 2020-21 FY (the first full financial year of the 2019-2026 contract) cost was \$520k less than the final year of the previous contract (FY 2018-19).



- A second annual review of the contract will be provided to Council in November 2021.

INFORMATION BULLETIN

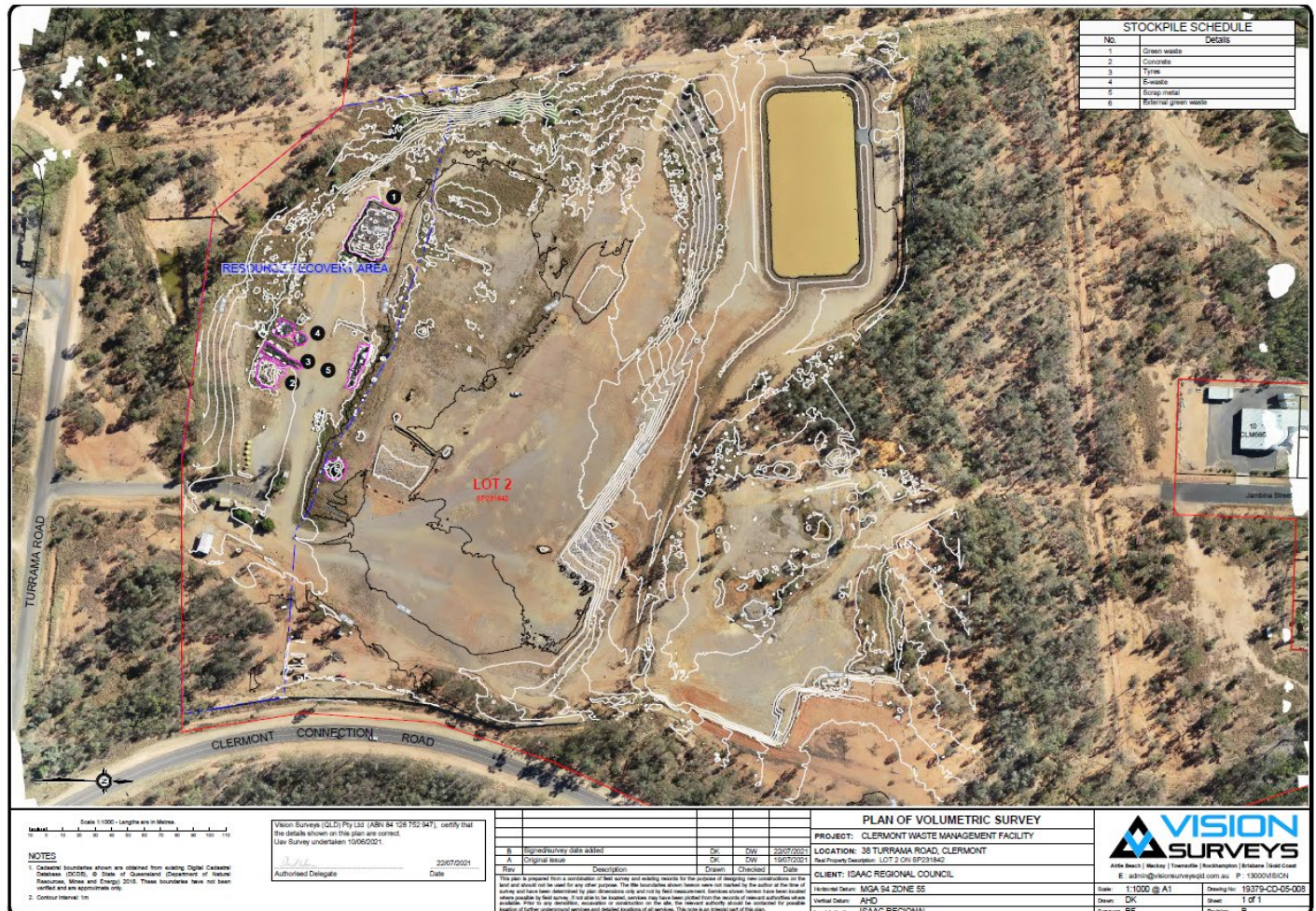
Volumetric Surveys

Results of the 2020-21 landfill volumetric surveys have been submitted to DES within the required timeframe. This is the second year of volumetric surveys to have been reported since the baseline for each site was determined on the eve of the reintroduction of the waste levy in July 2019. The airspace consumed at each site was as follows:

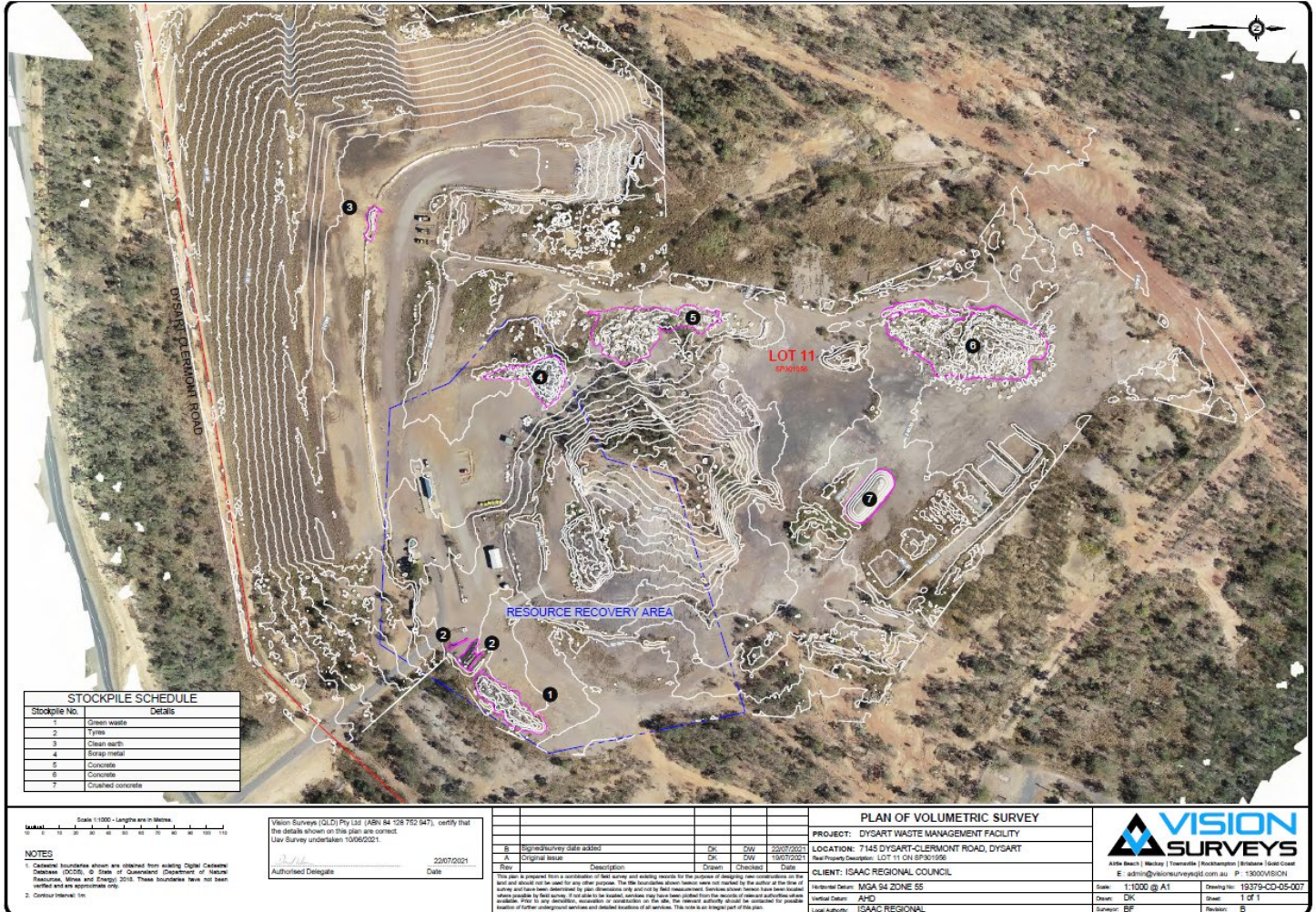
2021 Volumetric Survey Results			
	Waste (t)	Volume consumed (m ³)	Compaction Rate (Density, Tonnes per m ³)
Clermont	3,869	6,838	0.58
Dysart	1,515	3,430	0.63
Glenden	2,694	5,874	0.46
Moranbah	23,500	31,160	0.75

This information will be invaluable in terms of forecasting future landfill longevity, closure dates etc. The following images show the four sites as surveyed in June 2021.

Clermont



Dysart



Stockpile No.	Details
1	Green waste
2	Tyres
3	Clean earth
4	Scrap metal
5	Concrete
6	Concrete
7	Crushed concrete

Scale 1:1000 - Lengths are in metres.

NOTES
 1. Contour boundaries shown are obtained from existing Digital Contour Database (DCDB), © State of Queensland (Department of Natural Resources, Water and Energy) 2015. These boundaries have not been verified and are approximate only.
 2. Contour interval: 1m

Vision Surveys (QLD) Pty Ltd (ABN 84 128 752 947), certify that the details shown on this plan are correct.
 Levelling Survey undertaken 10/06/2021.
 Authorised Delegate: [Signature] Date: 22/07/2021

Rev	Description	Drawn	Checked	Date
B	Original Issue	DK	DW	19/07/2021
A	Original Issue	DK	DW	19/07/2021

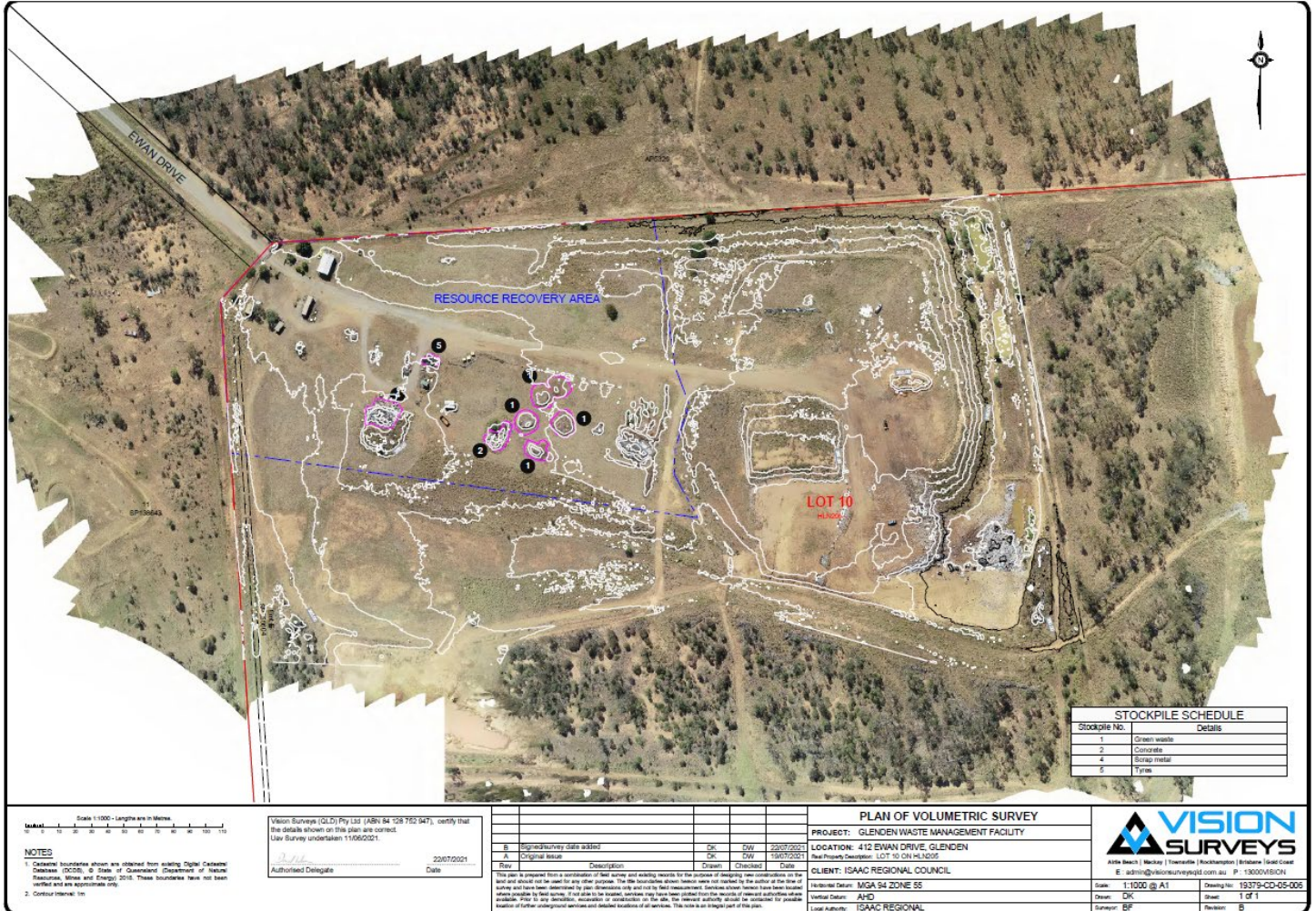
PLAN OF VOLUMETRIC SURVEY	
PROJECT:	DYSART WASTE MANAGEMENT FACILITY
LOCATION:	7145 DYSART-CLERMONT ROAD, DYSART
Real Property Description:	LOT 11 ON SP351958
CLIENT:	ISAAC REGIONAL COUNCIL
Horizontal Datum:	MGA 94 ZONE 55
Vertical Datum:	AHD
Local Authority:	ISAAC REGIONAL

VISION SURVEYS
 John Smith | Michael | Samantha | Christopher | Melissa | David Cook
 E: admin@visionsurveysqld.com.au P: 13000VISION

Scale:	1:1000 @ A1	Drawing No:	19379-CD-05-007
Drawn:	DK	Sheet:	1 of 1
Surveyor:	BP	Revised:	B

INFORMATION BULLETIN

Glenden



Stockpile No.	Details
1	Crush waste
2	Concrete
4	Scrap metal
5	Tyres

Scale 1:1000 - Lengths are in Metres

NOTES
 1. Contour boundaries shown are obtained from existing Digital Elevation Database (DCDE), © State of Queensland (Department of Natural Resources, Mines and Energy) 2018. These boundaries have not been verified and are approximate only.
 2. Contour interval: 1m

Vision Surveys (QLD) Pty Ltd (ABN 84 108 762 947), certify that the details shown on this plan are correct.
 Law Survey undertaken 11/06/2021.
 22/07/2021
 Authorized Delegate _____ Date

Rev	Description	Drawn	Checked	Date
B	Significant/Minor state issued	DK	DK	22/07/2021
A	Original Issue	DK	DK	11/06/2021

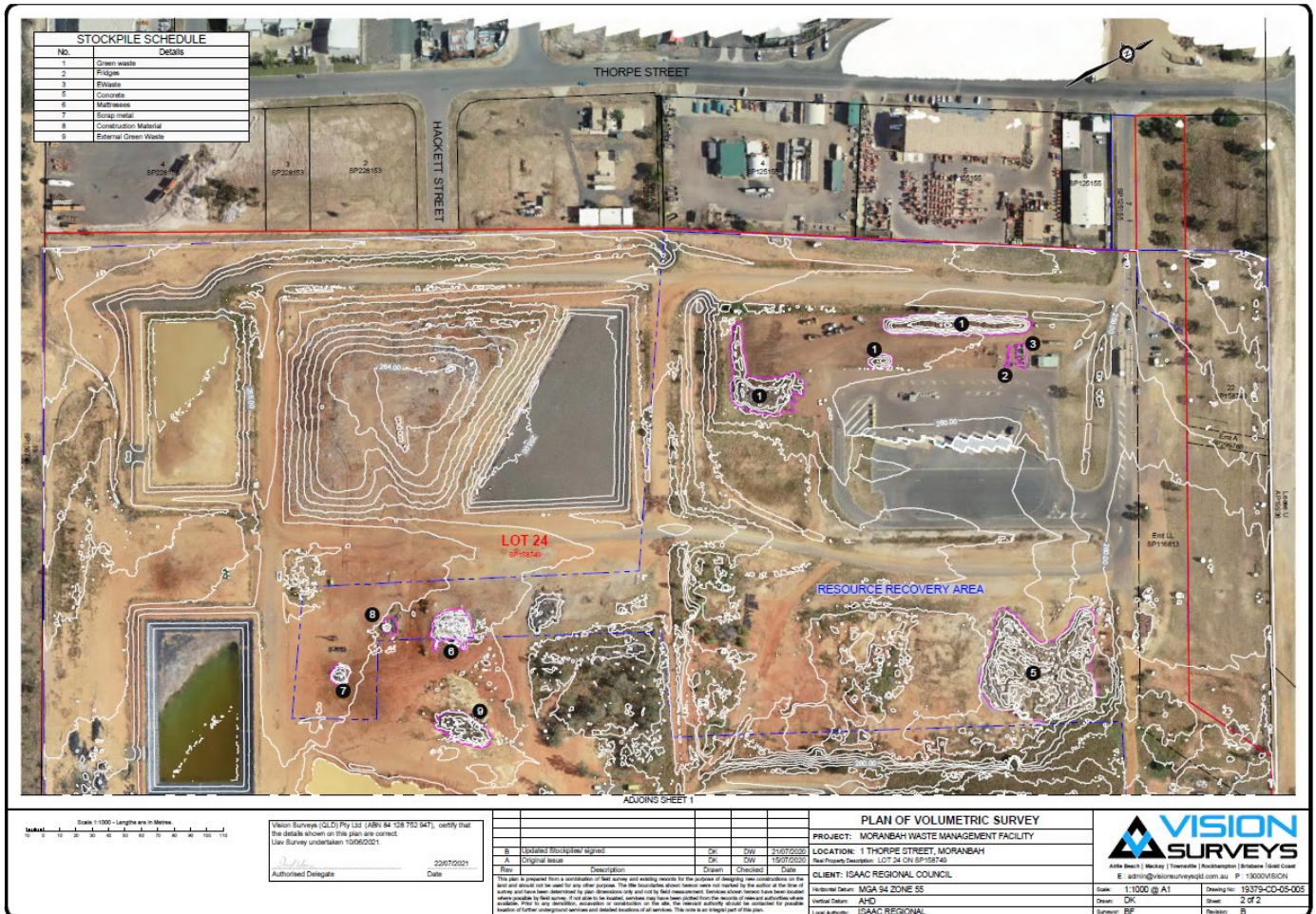
This plan is prepared from a combination of field survey and existing records for the purpose of providing new information to the land and should not be used for any other purpose. The title boundaries shown herein were not marked by the author at the time of survey and have been determined by plan, observation, air and/or by field measurement. Existing shown herein have been verified where possible by field survey. If not done by the author, contours may have been obtained from the records of aerial photographs where available. Prior to any decision, acquisition or construction on this site, the relevant authority should be contacted for possible location of further underground services and related facilities of all sorts. This note is an integral part of this plan.

PLAN OF VOLUMETRIC SURVEY
 PROJECT: GLENDEEN WASTE MANAGEMENT FACILITY
 LOCATION: 412 EWAN DRIVE, GLENDEEN
 Real Property Description: LOT 10 ON HL12005
 CLIENT: ISAAC REGIONAL COUNCIL
 Municipality: MGA 54 ZONE 55
 Vertical Datum: AHD
 Local Authority: ISAAC REGIONAL

VISION SURVEYS
 James Street | Brisbane | Queensland | Australia
 E: admin@visionsurveys.com.au P: 1300VISION
 Scale: 1:1000 @ A1 Drawing No: 19379-CD-05-006
 Drawn: DK Sheet: 1 of 1
 Supervisor: BP Revision: B

INFORMATION BULLETIN

Moranbah

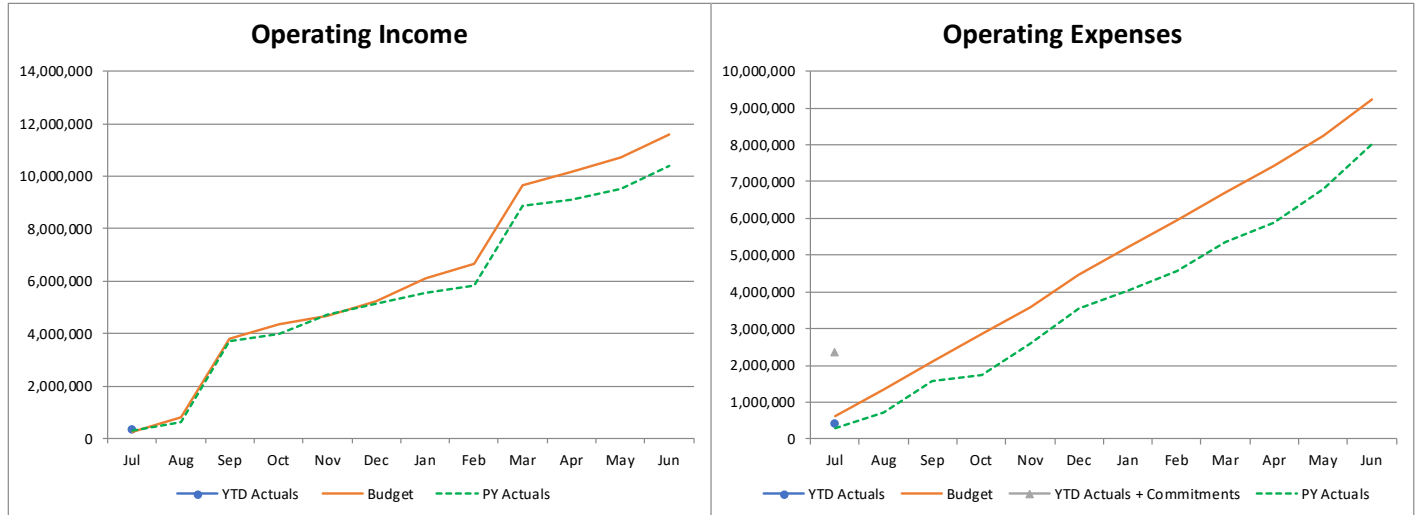


Waste Amnesty Days

Domestic Waste Amnesty Days with some specific eligibility criteria were planned and delivered in May 2021 in Waste Management Facilities at Clermont, Dysart, Moranbah, Nebo, Middlemount, Glenden, St Lawrence, Carmila and Greenhill.

Attachment 1 provides details for each individual site of transactions and items.

FINANCIAL REPORT:



OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

Waste & Recycling Contract 20/21 FY						
	Number of missed services	Collection of Missed Service		Bin Repair / Replacements		
KPI	<10/5000 Services = less than 1566 missed services for the year	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
20/21	898	859	96%	215	194	90%

Waste and Recycling Performance 20/21 FY						
	Tonnes to Landfill (ex Clean Soil)	Tonnes to RRA	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
KPI	N/A	N/A	N/A	N/A	>25%	
20/21	31,580	7,212	714	3216 (t)	19%	116,511 = 44%

Compliance 20/21 FY						
	Compliance with Environmental Authority (EA)	Notice of scheduled site closures	Customer complaints non-price related	Nuisance complaints (odour/litter)	No of Transactions	
KPI	Compliance with all elements of EA >95%	>7 days notice	Number of complaints / 1,000 transactions / site <10 / annum	Number of complaints / 1,000 transactions / site <20 / annum	N/A	
20/21	YES	11 Scheduled 9/11 met KPI>7 days notice	4	7	20/21 = 78916 19/20 = 77612 2% increase in transactions	

NEXT MONTH'S PROGRAM:

Scheduled to Commence During Next Month

Project Name/ Description	Start Date	Scheduled End Date	Comments/Exceptions

Review of Waste Acceptance Criteria	01.07.21	31.08.21	
Review of Waste Services Team Meetings	01.07.21	31.08.21	
Review of Site Cameras	01.07.21	31.08.21	

DEVELOPING INITIATIVES / ISSUES:

- Waste Levy Advance Payment.

PLANNING AND PROJECT DELIVERY

PREVIOUS MONTH'S ACHIEVEMENTS:

Significant Projects Update

CW212875 Moranbah and Middlemount Caravan Dump Points

The Moranbah and Middlemount caravan dump points project was sent to market in May with IRC inviting four (4) vendors to submit a submission. Roebuck Civil was successful in their submission with a letter of award sent at the end of June 2021. The project was initiated to address the need for additional dump points in the region to encourage tourism within the region.

A “Dump Ezy” dump point will be installed at each location, these are designed to be easily identifiable, user friendly, clear signage and come with instructions on how to use. The lid is lockable, and the product is made out of a UV stabilised, non-corroding material.



Figure 1 - Proposed site Middlemount dump point



Figure 2 - Proposed site Moranbah dump point



Figure 3 – Initial mark out area for Middlemount dump point

CW212857 & CW212862 Carmila and Greenhill Transfer Station Retaining Walls

The project will provide a long-lasting safe drop-off area for customers and a safe roll-on roll-off waste skip bin location at the base of the retaining walls, including guide rails for positioning of skip bins on the base slab. The project will also include the addition of an extra bay at the Carmila site to accommodate the scrap metal recycling skip. IRC is currently awaiting on revised design drawings for each individual site prior to finalising the scope of works and sending out to tender.

CW202809 Moranbah Landfill Remediation

Project awarded at Ordinary Meeting 28 April 2020 to Synergy Resource Management. Revised project estimate now \$5,500,000 with the current expenditure at \$4,599,781. Contractor has completed landfill reshaping, supply and placement of cover material, and clay capping areas. Current works including lude topsoiling, hydro mulching and irrigation. Progress continues to be slow with the revised project completion now looking past the end of August 2021 which is 9 months past the original completion date.

CW212864 CORP SN Main Relining Program

The CORP SN Main Relining Program project involves the rehabilitation of the existing buried gravity sewerage pipelines (predominately AC, VC and concrete) which are in poor condition throughout the sewerage network across the IRC region. All pipe relining works were completed on 21/06/2021, with the installation of 'tophats' to the house connection branches and final CCTV reports completed 4/06/2021.

There are still some outstanding non-standard junctions that are to be installed this is due to the supplier being located in Europe. The expected completion date pending the goods being received is mid-August.

CW182563 Middlemount Reroof Clearwater Tanks 1 & 2

The project is approaching practical completion which is expected to be mid-August 2021. Works completed to date included re-roofing of tanks 1 & 2, new liner installed to tank 2 and installation of ultra-sonic sensor in tank 2. The installation of filter back wash pumps and flow meter, new connecting pipework and penetration

to the tanks, new filter valves are 80% complete. Works to be finalised is SCADA, controls systems and balance of filter works.



Figure 4 – New outlet pipework



Figure 5 – New filter backwash pumps

Clermont Water Quality Action Plan Update

There are several actions which Planning and Projects are responsible for. The below list contains the action and commentary on the action.

Action	Commentary
Inline Analysers for WTP	This package has been awarded and commenced procurement of equipment.
Lighting at WTP	This work has been completed.
Theresa Creek Dam installed VFD	VFD installation is complete, increased reliability of pumping from TCD

Program Activities

- Ongoing development of PAG documents for assessment.
- Development of Strategic Procurement Plan for FY21/22.

Projects Completed

CW Number	Project Name/Description	Comments/Exceptions
CW212941	DYS WTP Waste Stream Return	Project was 100% completed in June, with full payment in June.

PREVIOUS MONTH'S ISSUES:

Not applicable.

FINANCIAL REPORT:

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

- a. Progress
- b. Exceptions
- c. Deviations on the capital projects

As at 27/07/2021, Water and Wastewater actual expenditure totals \$54,058 representing less than **1%** of the new approved budget (21-22 - \$9,124,000) and a total spend inclusive of tender commitments of \$1,819,955 which represents **19.95%** of annual approved budget.

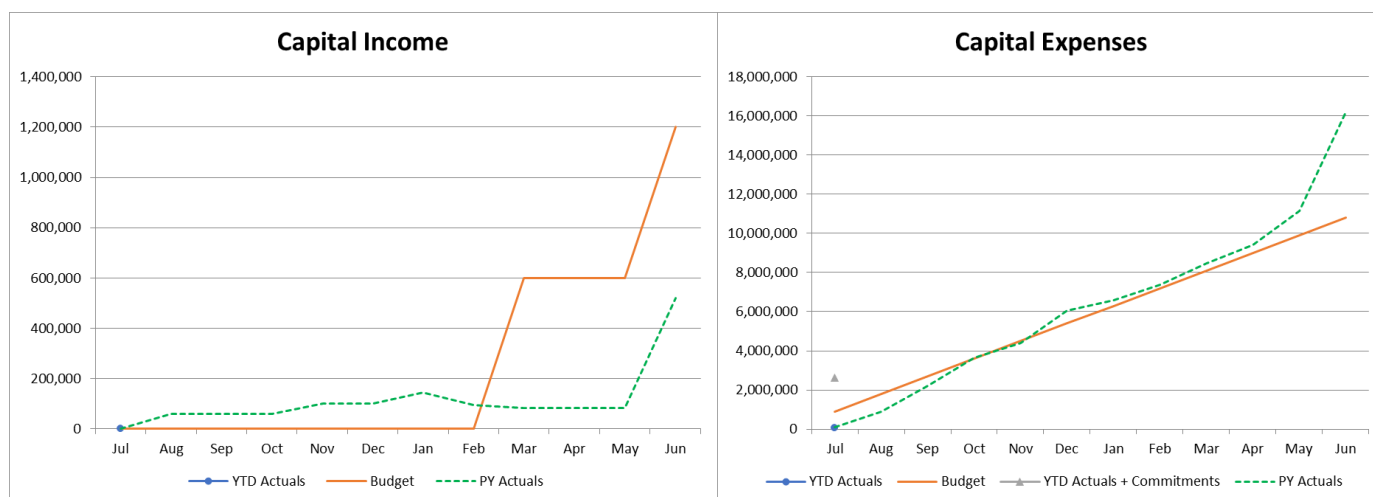
As at 27/07/2021, Waste Services actual expenditure totals \$5,546 representing less than **1%** of the new approved budget (21-22 - \$1,677,000), and a total spend inclusive of tender commitments of \$818,501 which represents **48.81%** of annual approved budget.

The combined Water & Waste actual expenditure totals \$59,603 representing less than **1%** of annual approved budget (21-22 - \$10,801,000) and a total spend inclusive of tender commitments of \$2,638,456 representing **24.43%** of annual approved budget.

EXPENDITURE SUMMARY

Water & Wastewater	JUNE 2021	JULY 2021
Actual CF plus 21/22 Program Expenditure to date	\$7,851,931	\$70,212
Actual Program Expenditure including Tender commitments to date	\$11,818,491	\$1,792,405
Waste		
Actual CF plus 21/22 Program Expenditure to date	\$3,286,060	\$5,546
Actual Program Expenditure including Tender commitments to date	\$5,707,767	\$818,501

The graph below tracks budget against actuals plus commitments.



DEVIATION FROM BUDGET AND POLICY:

The above financial commentary includes all carry overs.

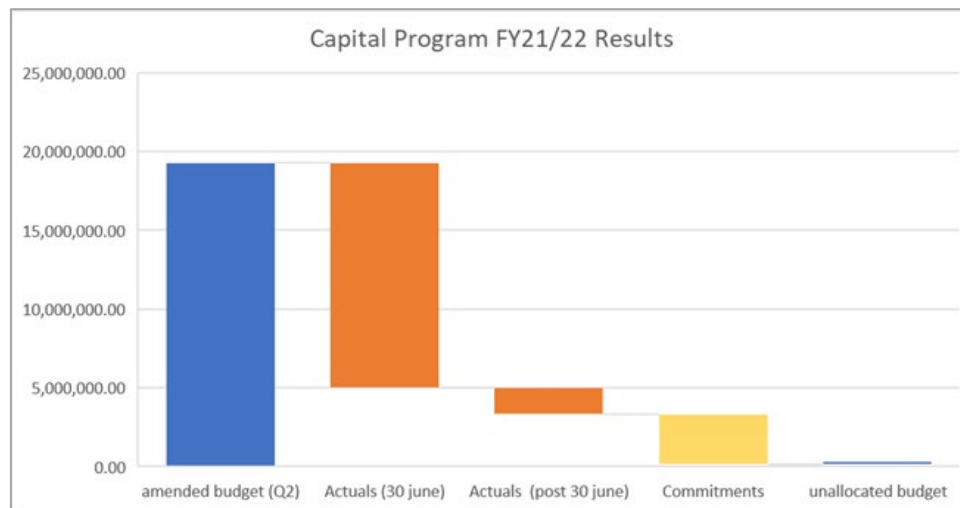
Financial Year Summary – 20/21

Water and Waste set an original target to achieve of 90% delivery for the financial year, whilst we did not meet the original target the Water and Waste team did achieve 83% delivery for the financial year.

Some of the significant projects are listed below:

- 5ML Reservoir Clermont Water Treatment Plant
- Clermont Lime and East Street Water Main Renewals
- Balance Tank at Dysart Wastewater Treatment Plant for the Environmental Undertaking
- Upgrade to chlorine gas dosing system and building at Clermont Wastewater Treatment Plant
- Removal of 15,000m³ of silt from Theresa Creek Dam

The table below shows an overview of the outcomes being Actuals \$15.9M (83% - combined 30 June and post actuals and commitments of \$3.14M (16.2%).



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: <ul style="list-style-type: none"> • >90% of capital program delivered to budget 	Monitor
		Implementation of effective project and contract management systems and procedures: <ul style="list-style-type: none"> • >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
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CW182537	CORP Raw Water Remediation Works	Land valuations were obtained from an independent valuer. An application to purchase State Land was lodged (RPS). Department of Resources (DoR) has completed the assessment and issued an offer which has subsequently been accepted. Community consultation completed as per DoR requirements. Consultant engaged to provide pathway for Native Title extinguishment. Further dam remediation design reviews currently underway to ensure that VFM is achieved. Revise design and project estimate scheduled for delivery by end of week ending 6 August 2021.
CW182563	MMT WTP Reroof Clearwater Tanks 1 & 2	Prestart meeting held 17 March 2021. Final designs were delivered. Methodology and program of works delivered. All materials, fittings and backwash pumps on site. Additional tank panels required due to unexpected corrosion found within five (5) tank panels. Project on track for mid-August finish.
CW182580	Old Failed equipment (MBH WWTP Belt press)	Moranbah Belt Filter Press: All complete, except for final stage of commissioning and minor items. During the commissioning it was discovered the dosing pump was not suitable, thus a new pump been ordered with commissioning expected to be completed in mid-August.
CW192733	CLM STP Upgrade works	Chlorine Duplication project: This project is almost complete with the final stage of commissioning to be finalised. (working with the Operations team) and wind-sock to be installed.
CW202846	NBO WTP Electrical Connectivity Improvement	(Nebo Brine) Funds to be utilised to reduce the EC wastewater levels at WTP or alternative solutions. Short term & medium term options being investigated. Works completed for flowmeter and EC monitoring equipment (43K) to assist with TEP at WWTP. Brine diversion works at the WTP completed.
CW212857	CAR Transfer Station - Retaining Wall	Combined with Greenhills Transfer Station project. Revised drawings received 23/07/2021, to be reviewed by IRC to confirm design suitability to progress for tender. RFT documentation being developed. Anticipate construction works to go out for Tender in August 2021. Carryover project from 2020/21.
CW212861	CORP Water Mains Replacement Program	Contractors site meeting has been booked for 04/08/2021 to develop the scope of works (pricing) for Archer Drive.
CW212862	GNH Transfer Station – Retaining Wall	Combined with Carmila Transfer Station project. Revised drawings received 23/07/2021, to be reviewed by IRC to confirm design suitability to progress for tender. RFT documentation being developed. Anticipate construction works to go out for Tender in August 2021. Carryover project from 2020/21.
CW212863	CORP Water Valve & Hydrant Repair/Replace	Moranbah - McCool Street and Flinders Drive valve replacements construction works completed by Moranbah Plumbing & Contractors. Awaiting As-constructed information for project completion.

INFORMATION BULLETIN

CW212864	CORP SN Main Relining Program	Project completed by Relining Solutions. Pipe relining works completed 21/06/2021. Installation of top hats into house connection branches to continue into August 2021 due to the need to procure additional materials need to be sourced from Europe.
CW212866	CORP - SPS Renewal Program	DYS SPS02 – ongoing MBH SPS02 – ongoing. Variation for bypass to be approved due to scope of works increase. DYS rising main design & MBH sewer remodelling ongoing.
CW212869	CORP Potable Water Meter Install Parks & Gardens	Review of unmetered services completed in Clermont. W&W operations currently procuring materials and installing meters in Clermont. Project is expected to carryover to Q1 - FY21/22.
CW212875	Caravan Dump Points - MBH & MMT	Middlemount – work planned to be the week of 02/08/2021. Moranbah – yet to commence.
CW212936	CORP SN Manhole Rehabilitation	Project awarded to Nixon Plumbing. Works progressing in Clermont, potential for delays due to supply issues for precast components. Works to be included in Middlemount to address major concrete degradation in several manholes. Project to carryover to Q1 - FY21/22.
CW212941	DYS STP Optimisation of Plant	Concrete Infrastructure: Report has been received. Building works: Main activity is near completion and expected to be complete by late August 2021. Electrical/SCADA: RFQ closed on 14 May 2021, with project to be awarded to the successful tenderer in August (once Council has endorsed in the July meeting).

Projects Completed this Month

CW Number	Project Name/ Description	Comments/Exceptions
CW202807	CLM Raw Water – TCD Water Storage	Project complete The final invoice has now been received from Dredging Solutions. This project was co-funded by LGGSP.
CW212863	CORP Water Valve & Hydrant Repair/Replace	Moranbah – McCool Street and Flinders Drive valve replacements construction works completed by Moranbah Plumbing. Awaiting As-constructed information for project completion.
CW212939	CLM STP Lighting Rectification	The lighting has been completed and is operational.
CW202846	NBO WTP Electrical Connectivity Improvement (part works)	Nebo Brine diversion works at the water treatment plant are now completed

New Capital Works Projects (FY 21/22)

INFORMATION BULLETIN

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The new capital works projects have been selected for delivery this year and the team is in the process of reviewing the projects and allocating within the team.

DEVELOPING INITIATIVES / ISSUES:

Not applicable.

Report authorised by:

GARY MURPHY

Director Water and Waste

Date: 3 August 2021

ATTACHMENTS

- Attachment 1a – Water & Waste Information Bulletin – July 2021
- Confidential Attachment 1b – Water & Waste Capital Projects Jul 2021 / 2022 Fin Yr
- Confidential Attachment 1c – Water & Waste Capital Projects Jun 2020 – 2021 Fin Yr
- Attachment 1d – 2021 – 2022 Annual Performance Plan Water & Waste
- Attachment 1e – Waste Amnesty Day Statistics

DATE: July 2021

WATER AND WASTE

DIRECTORATE HIGHLIGHTS

- Director attendance in Brisbane for *qldwater* Strategic Priorities Group Meeting on Friday 4 June 2021.
- Director attendance in Brisbane for LGAQ Water & Sewerage Advisory Group Meeting on Friday 11 June 2021.
- Roll out of the final W&W Leadership Team Introductory Roadshow (Cultural Leadership Program) with W&W Directorate Staff in Middlemount on Thursday 24 June 2021. The third and final phase will be to hold a session for the W&W OLT (comprising all managers, leaders, supervisors, mentors and key influencers).
- Planning Engineer, Sandra Atkinson commenced on 7 June 2021.
- Treatment Plant Supervisor – South, Allan Law commenced on 21 June 2021 based in Middlemount.
- Wider employee engagement begins within the W&W Directorate regarding the W&W Functions Review.

Emerging Risks

- Waste Levy – potential for the discontinuation of the advance payment.
- Water Restrictions St Lawrence – projected to reach L1 Water Restrictions in St Lawrence from 19 July 2021. Public Notice prepared to be issued 9 July 2021.
- Moranbah Landfill Project continues to be managed closely with risks identified in project area.

Operational Projects 2021/2022

PROJECT TITLE	RESPONSIBLE OFFICER	PROJECT SCOPE	PROJECT OUTCOMES
Implement Clermont Water Quality Response Plan and associated Communication Plan	Manager Operations & Maintenance Manager Planning & Projects Manager Business Services	Finalisation of actions detailed within the Response Plan and providing regularly updates to the community via several platforms as per the Communication Plan.	Increased water quality visibility at the Clermont WTP. Reduced discolouration events in Clermont. Continuous community consultation and communication on changes. Increased visibility and community trust.
IMS surveillance audits (External) and 3-year re-certification audit	Manager Business Services	External IMS Surveillance Audit at the Carmila WTP and Waste Facility, St Lawrence WTP and Waste Facility, Greenhill Waste Facility and Moranbah WTP - 1 Week in October. 3-year Re-Certification Audit in June 2022 on the 3-year anniversary since W&W received certification for their IMS.	To maintain IMS certification, W&W must participate in annual surveillance audits to spot check different areas of the IMS and a complete re-certification audit every 3 years.

Options analysis for suitable water source level indicators and data	Manager Planning & Projects	review industry standards for the provision of data, need to consider real time requirements versus more static.	Recommendation on the methodology to be used for each asset location.
Hydraulic Modelling of both water and sewer networks	Manager Planning & Projects	compilation of hydraulic modelling already completed. Finalisation of the Moranbah Sewerage Hydraulic Model.	Better understanding of hydraulic performance. Recommendation on strategy for ongoing hydraulic modelling.
3-year Meter Reading Strategic Plan	Manager Business Services	<p>During 21/22 the following 8 of 26 Actions are due for completion:</p> <p>1.1 Continue to develop robust working relationships with Taggle Systems and Tyeware. Review and monitor contractual arrangements to ensure they are upheld and remain fit for purpose.</p> <p>1.2 Build a good working relationship with housing entities across the region.</p> <p>2.1 Takes steps to rectify system fault which rounds meter reads up to the nearest kilolitre instead of down to the nearest kilolitre.</p> <p>2.2 Review and monitor Mackay Regional Council's trial of Taggle Systems new v200 smart meter.</p> <p>3.1 Review and install taggles on internal W&W infrastructure for greater availability to track inflows and outflows at different areas within the plant and network.</p> <p>4.1 Review the operational impact of activities related to fixing, replacing and checking taggles against current workforce and resources. Find efficiencies in our processes to reduce workloads for meter reading checks.</p> <p>4.2 Develop a proposal to address legacy issues and problematic taggles. Seek external support as required with consideration to asset warranty timeframes.</p>	<p>Maximising our relationships with suppliers, support services, internal departments and stakeholders. Build trust with community through advice, support and procedural consistency.</p> <p>Stay abreast of technological advancements.</p> <p>Commit to ongoing system corrections and upgrades.</p> <p>Collect and utilise data to its full potential.</p> <p>Attract more users and increase property registrations.</p> <p>Collaborate with other users – learn from their mistakes and triumphs.</p> <p>Understand required functions, review current resources, outline gaps and investigate possible efficiencies.</p> <p>Establish asset management and maintenance program.</p> <p>Resolve historic legacy issues and problematic taggles.</p>
Concept plan for Clermont Waste Management Facility Weighbridge and site reconfiguration	Manager Waste Services	Investigation into need, practicality, costs, layout, potential for funding, for reconfiguration of Clermont Waste Management Facility as a result of the need for a weighbridge by 30 June 2024.	Report which addresses business case, feasibility, outline costs, timelines for site reconfiguration and weighbridge installation by June 2024.
Moranbah Sewerage Strategy	Manager Planning & Projects	Review both treatment and network capacities to accommodate growth. 20-year horizon with a 10-year capital investment program.	Strategy with identification of requirement augmentations to meet the long-term demands.

Water Security Assessments for ST Lawrence and Carmila	Manager Planning & Projects	Undertake a water security assessment of the existing assets to determine the risks associated with long term water security.	Understanding of actions both operationally and if there is any investment required in capital to improve water security.
Five (5) year price path – Wastewater	Manager Business Services	As resolved in January 2021 - an 18-month review of the Sewerage Utility Charge will be completed. This review will take place considering the following 8 principles: 1. Standardise charges across all towns and categories. 2. Consistent categories and rationale for all towns. 3. Avoid price shock. 4. Remove immaterial charges. 5. Ensure any new system is easy to understand. 6. Maintain overall yield. 7. A manageable transition plan which may include concessions. 8. A contemporary approach in line with industry best practice.	Findings from this review will be presented to Council to ensure a 5-year Sewerage Utility Charge Price Path can be determined before 1 July 2022.
Implementation of System Leakage Management Plan	Manager Planning & Projects	Review of both Documents for Leak Management.	identification of clear drivers for business case to implement the leak management plan.
Waste Management Strategy 2020-25 – Strategy Actions identified for 2020-2021 which were deferred due to Covid-19	Manager Waste Services	Kerbside Bin Audit, Landform Plans DYS, GLN, Region-wide landfill Plan, Waste Education.	Better data on waste composition and trends, final landform plans of smaller sites (was mostly achieved as part of waste pricing in 2020), Educating the community on correct waste management / recycling.
Waste Management Strategy 2020-25 – Strategy Actions identified for 2021-2022	Manager Waste Services	Continued Price Modelling, Site Opening Hours rationalisation.	Achievement of Waste Strategy Actions; Site opening hours rationalised.
Groundwater Receptor Pathway Analysis – Dysart Waste Management Facility	Manager Waste Services	Groundwater Receptor Pathway Analysis – as identified in recent groundwater monitoring.	Report on groundwater flow characteristics at DYS Waste Facility.
Consolidate all water supply arrangements and address all supply security deficiencies	Director W&W	An assessment of options for each township. Lowest cost option. Research historical obligations of resource sector.	Formal agreements only entered into if a community benefit achieved. Hold resource sector to account for historical obligations.
SCADA/telemetry Strategy	Manager Operations & Maintenance	Undertake an audit of all existing SCADA/telemetry assets, review industry standards and then write strategy.	Strategy will provide recommendations on business needs, platform decisions, timeframes to implement and costs.

Comprehensive Theresa Creek Dam Safety Review	Manager Operations & Maintenance	This is legislative requirement for the dam being regulated dam. The comprehensive safety review is required every 5 years.	Safety review completed with actions if any defects are identified.
Update of Emergency Action Plan Theresa Creek Dam resulting from Failure Impact Assessment & Terrace Overflow Assessment	Manager Operations & Maintenance	To make any changes required from the outcomes of the FIA and Terrace overflow assessment.	Updated current EAP for TCD.
Develop Asset Management Plans to support the adopted Strategic Asset Management Plan	Manager Projects & Planning	review and update existing drafts of AMPS. Consolidation into water and wastewater AMPS.	Endorsement of Water AMP and Wastewater AMP.
Participation in the Illegal Dumping Management and Intervention Plan	Manager Waste Services	Amnesty Days, Review of pricing.	Achievement of Illegal Dumping Management and Intervention Plan objectives
Site Based Management Plan Review	Manager Waste Services	Review of Site Based Management Plans for all 9 waste sites.	Revised Site Based Management Plans for all 9 sites.
Waste Pricing and Rehab Review	Manager Waste Services	Continued refinement of waste price modelling.	Better data used to inform budget setting process for 2022-23.
Finalisation of Environmental Undertaking Dysart	Manager Operations & Maintenance	The only requirement left is for the audit/inspection by the Regulator.	Acknowledgement from the department that the EU is closed, and council has met all its obligations.
Transitional Environmental Program (TEP) – Nebo Wastewater Treatment Plant	Manager Operations & Maintenance	Progress is in accordance with the TEP which outlines dates and actions.	All actions required to meet compliance at the Nebo Wastewater TP is completed and ongoing compliance is achieved for EC levels.
Moranbah Effluent Pressure Analysis	Manager Operations & Maintenance	Build knowledge of the recycled effluent scheme in Moranbah, determine network capacities to inform customer service levels and review.	Improved understanding of the network may lead to capital if business case is viable.
Moranbah Irrigation Management Plan	Manager Operations & Maintenance	This follows on from the above item.	Once network capacities understood then management plan can be written.
Sludge management at the MBH WTP to meet compliance.	Manager Operations & Maintenance	The volume of sludge generated is the large across the region. Options Analysis and recommendations for handling of the sludge to be in management plan.	Management plan which provides most cost effective and compliant management of sludge materials.
Desilting of Moranbah ESD	Manager Operations & Maintenance	Removal of the build-up of sludge and disposal. The volume of material to be removed is yet to be scoped.	To return capacity to the ESDs.

BUSINESS SERVICES

PREVIOUS MONTH'S ACHIEVEMENTS:

On 16 and 17 June, all members of the Water and Waste Business Services Department attended a Minute Takers Workshop run by Peak Services. This day long course was aimed to give improved skills in preparing for and taking minutes accurately and ensuring they are kept in accordance with the appropriate legislation and policies. Topics covered included meeting preparation, the agenda, roles and responsibilities and minute taking tips. Our degree of minute taking knowledge varied within the group and this workshop covered the basic tools required to take meeting minutes successfully. A further workshop is scheduled later this month for the team to finalise what aspects of the training will be incorporated and updated into our current processes.

Approximately 9206 meter reads were completed in June across the Isaac Region. 1792 meters were read manually, with automatic meter reads calculated for the remaining meters. Meter reads commenced on the 16 June and were completed in just over one week across the entire region. All skipped reads and checks will be completed by the 14 July. Water Notices are to be mailed out by the 10 August with payment due September 9.

A critical element of the IMS is the Annual Management Review, which takes a proactive approach to reviewing documentation. This month W&W reviewed and identified all W&W documentation current, expiring and expired and will now implement a priority-based action plan to review and update documents in line with Council's requirements.

PREVIOUS MONTH'S ISSUES:

Not applicable.

FINANCIAL REPORT:

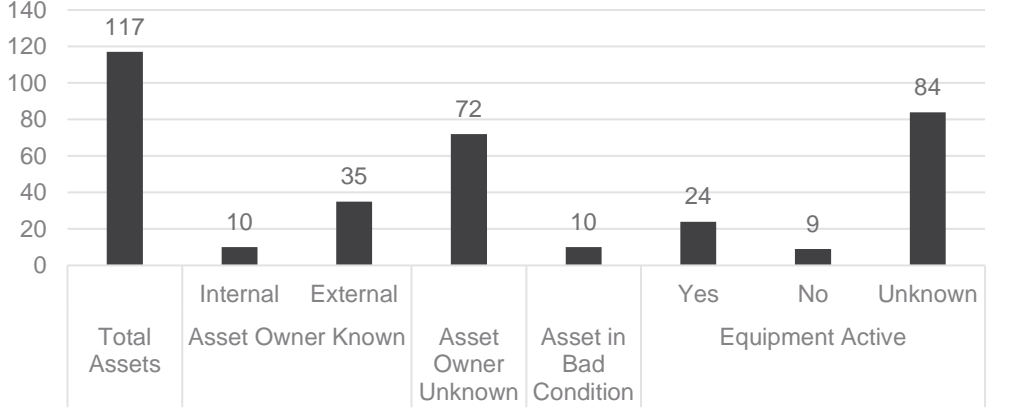
End of month billing has been completed early this month for the end of financial year and officers will continue to contact suppliers to seek invoices to ensure they can be allocated to the correct year. A complete 20/21 budget review will be completed once this has been done however noting that final 20/21 budget analysis cannot be completed until the 2nd water notice for 20/21 is issued and payments are received in September 2021.

DEVIATION FROM BUDGET AND POLICY:

Not applicable.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING 20/21 CLOSE-OUT

PROJECT TITLE	COMMENTS
Implement Clermont Water Quality Response Plan and associated communication Plan	Phase 1 and 2 of the Communication Plan has been completed as works continue to be finalised as per the Response Plan. This project will continue into 21/22 and will be finalised upon completion of Phase 3.
Audit to ascertain what assets are affixed to W&W infrastructure	An external audit has been completed. This audit has discovered, located and provided evidence of 117 assets affixed to W&W Infrastructure as per the following table. Significant further analysis is now required to find the owners of the unlabelled assets, develop a Policy position and progress lease agreements.

	<p style="text-align: center;">All Towns</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Category</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Total Assets</td> <td>117</td> </tr> <tr> <td>Internal Asset Owner Known</td> <td>10</td> </tr> <tr> <td>External Asset Owner Known</td> <td>35</td> </tr> <tr> <td>Asset Owner Unknown</td> <td>72</td> </tr> <tr> <td>Asset in Bad Condition</td> <td>10</td> </tr> <tr> <td>Equipment Active Yes</td> <td>24</td> </tr> <tr> <td>Equipment Active No</td> <td>9</td> </tr> <tr> <td>Equipment Active Unknown</td> <td>84</td> </tr> </tbody> </table>	Category	Value	Total Assets	117	Internal Asset Owner Known	10	External Asset Owner Known	35	Asset Owner Unknown	72	Asset in Bad Condition	10	Equipment Active Yes	24	Equipment Active No	9	Equipment Active Unknown	84
Category	Value																		
Total Assets	117																		
Internal Asset Owner Known	10																		
External Asset Owner Known	35																		
Asset Owner Unknown	72																		
Asset in Bad Condition	10																		
Equipment Active Yes	24																		
Equipment Active No	9																		
Equipment Active Unknown	84																		
<p>MiWater/Taggle system review and improvements</p>	<p>A 3-year Meter Reading Strategic Plan has been developed with 26 actions to be completed by 30 June 2024.</p>																		

NEXT MONTH’S PROGRAM:

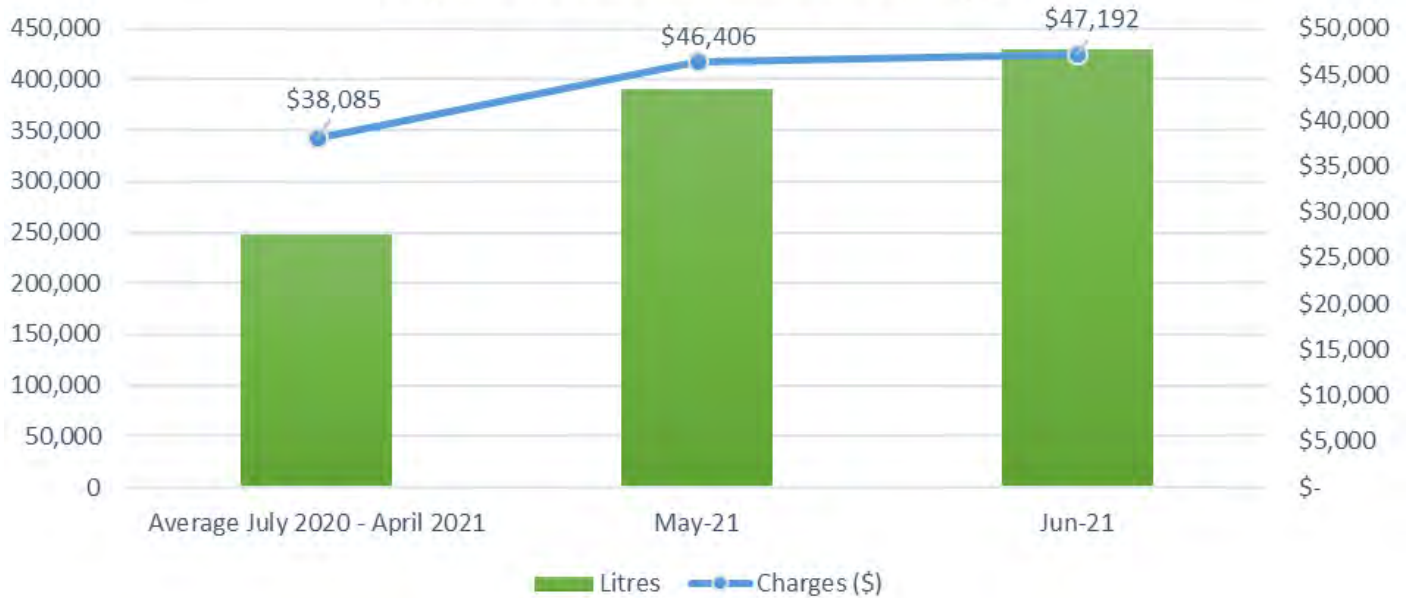
- Finalisation of the Water Restrictions suite of documents including updated Policy and new Procedure.
- Interviews in Middlemount for the vacant Customer Administration Officer role.
- W&W Management Team meeting and sites visits in Nebo.
- Wider employee engagement begins within the W&W Directorate regarding the W&W Functions Review.
- Development of the 21/22 water charges booklet and FAQ following the endorsement of the 21/22 Council Budget.

DEVELOPING INITIATIVES / ISSUES:

Septic Disposal

On 1 May 2021, an amendment to the septic waste disposal fee was introduced. Customers are charged \$0.15 per litre of septic waste however, customers with combined disposals over 200,000 litres per billing month incur a discounted fee of \$0.10 per litre. The graph below illustrates trends in disposal rates and revenue following the fee amendment and incorporation of this discounted rate. The data depicts an increase to disposal quantities and associated revenue, which are expected to continue throughout 2021/2022.

Septic Waste Volume & Charges

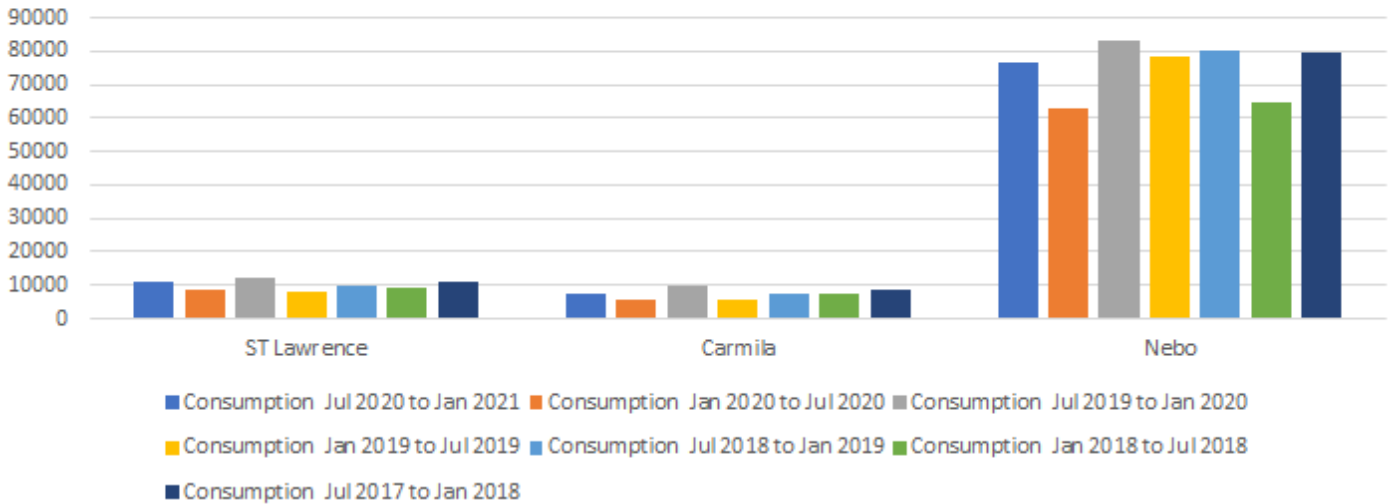


Water Consumption

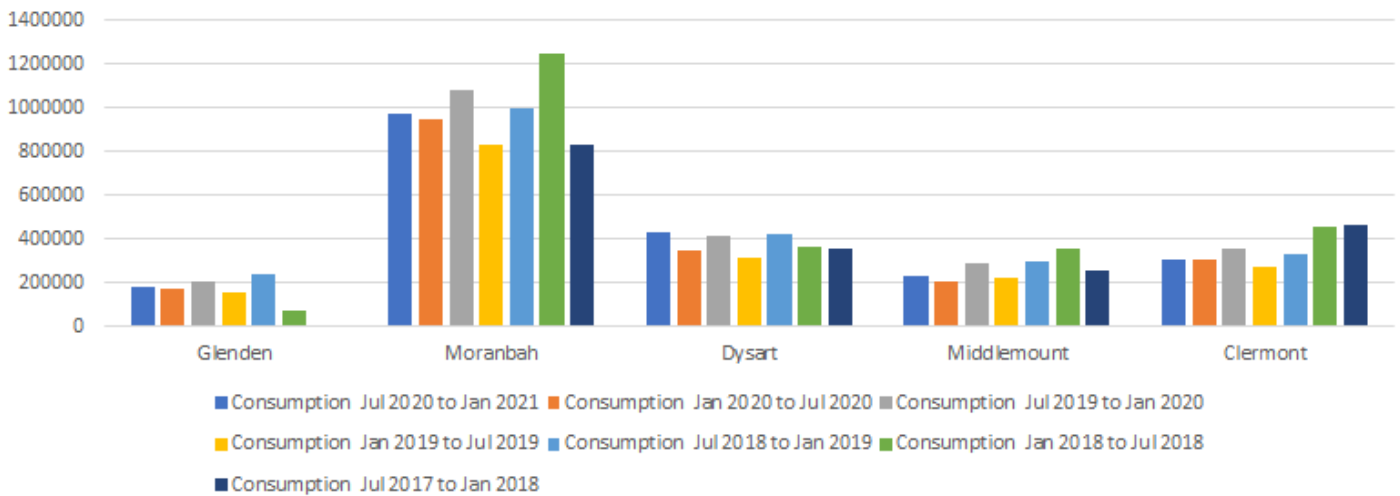
Since 2017, each town has recorded the below water consumption during each 6-monthly billing cycle. The July 2017 to January 2018 period was only partially recorded in most towns and Glenden did not start recording consumption until early-to-mid 2018. Consumption is generally higher during the July to January (Summer) time compared to the January to July (Winter) time.

Of significance, water consumption is trending downwards in almost all locations.

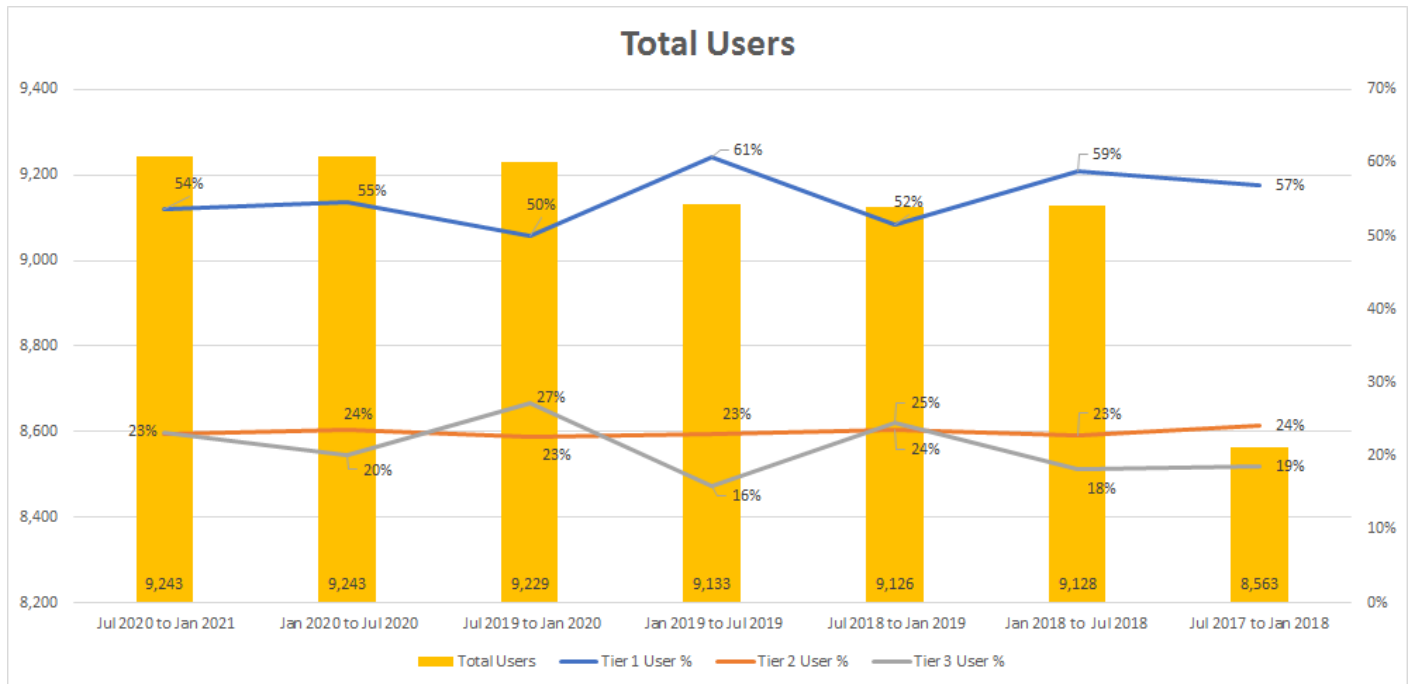
6-Monthly Town Water Consumption



6-Monthly Town Water Consumption



The total number of water users for each period can be seen below as well as the % all users are spread across the water billing Tiers 1, 2 and 3.



Water Restrictions

CURRENT & PROJECTED	LEVEL 1		LEVEL 2		LEVEL 3	
Location	Start Date	End Date	Start Date	End Date	Start Date	End Date
Middlemount	16/03/2019	18/11/2019	18/11/2019	10/01/2021	11/01/2021	
St Lawrence	19/07/2021					

WATER AND WASTEWATER

PREVIOUS MONTH'S ACHIEVEMENTS:

Recycled Water Connection for Middlemount Motocross

Consultation with Motocross Club in Middlemount resulted in the understanding that the cost of installing recycled mains to the site was prohibitive. The club expressed thanks for providing inputs into the costs being understood. There may be future conversations regarding accessing recycling from the truck fill point.

PREVIOUS MONTH'S ISSUES:

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.



Glenden

Raw water for Glenden is provided from the Bowen River which can be refilled from Gattonvale off-stream storage and Eungella Dam.

- Newlands Coal Min (Xstrata) **N/A**
- Bowen River Weir **102%**

No Water Restrictions

Nebo

Nebo's raw water is supplied through six bores. The new water treatment plant and reservoir as part of the Nebo Water Supply Project have 2ML storage on site.

- See graph below for water levels in Bore 2

No Water Restrictions

Carmila

Raw water is supplied from two shallow bores located near the Carmila Creek approx. 1km from the WTP.

- Water is flowing over the weir near the bore

No Water Restrictions

Moranbah

Moranbah's raw water is supplied from two sources:

- Burdekin Dam through to Burdekin to Moranbah pipeline **97%**
- Eungella Dam through either BMA or Sunwater's pipelines **83%**

Water used to date	2019-2020	2020-2021
BMA	1824 ML	1838 ML
Dyno	50 ML	100 ML
Stanmore	467.8 ML	450 ML
Sunwater	251.5 ML	180 ML
Permbroke	84.4 ML	

No Water Restrictions

Clermont

Clermont's raw water is supplied from Theresa Creek Dam. 48.5mm of rain.

- **53cm below overflow level**

No Water Restrictions

Dysart

Dysart's raw water is supplied from Bingegang Weir in the Mackenzie River which can be re-filled from Fairbairn Dam through Bedford Weir.

- Bingegang Weir **101%**

No Water Restrictions

St Lawrence

St Lawrence's raw water is supplied through high lift pump from the St Lawrence Creek approx. 500m upstream from the creek weir. 72mm of Rain

- **55cm below weir level**

No Water Restrictions

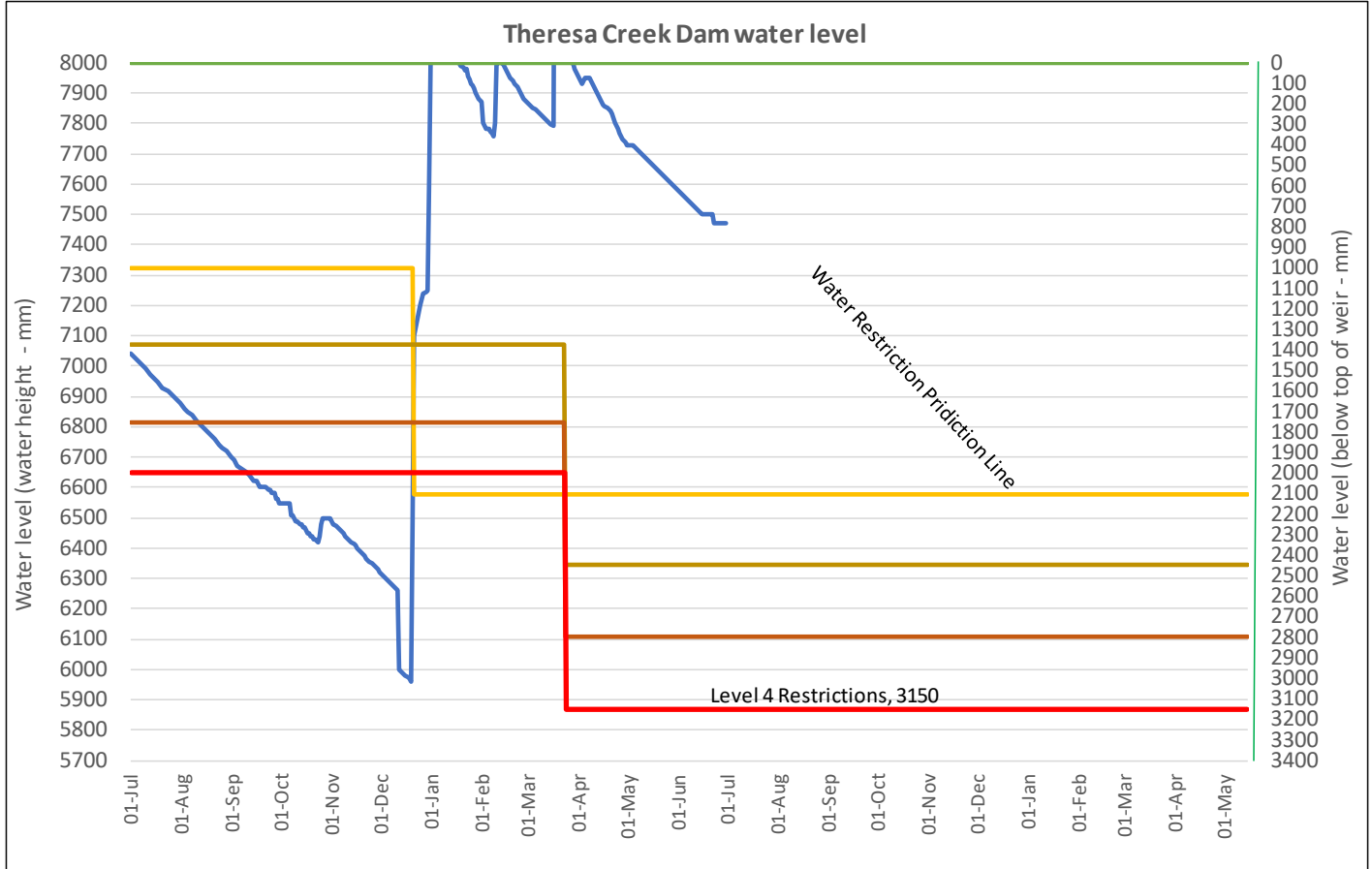
Middlemount

Middlemount's raw water is supplied from the Bingegang Weir on the Mackenzie River approx. 60km away. The weir is re-filled from Fairbairn Dam through Bedford Weir

- Bingegang Weir **101%**
- Fairbairn Dam **16%**
- Bedford Weir **100%**

Level 3 Water Restrictions

Theresa Creek Dam Water Level



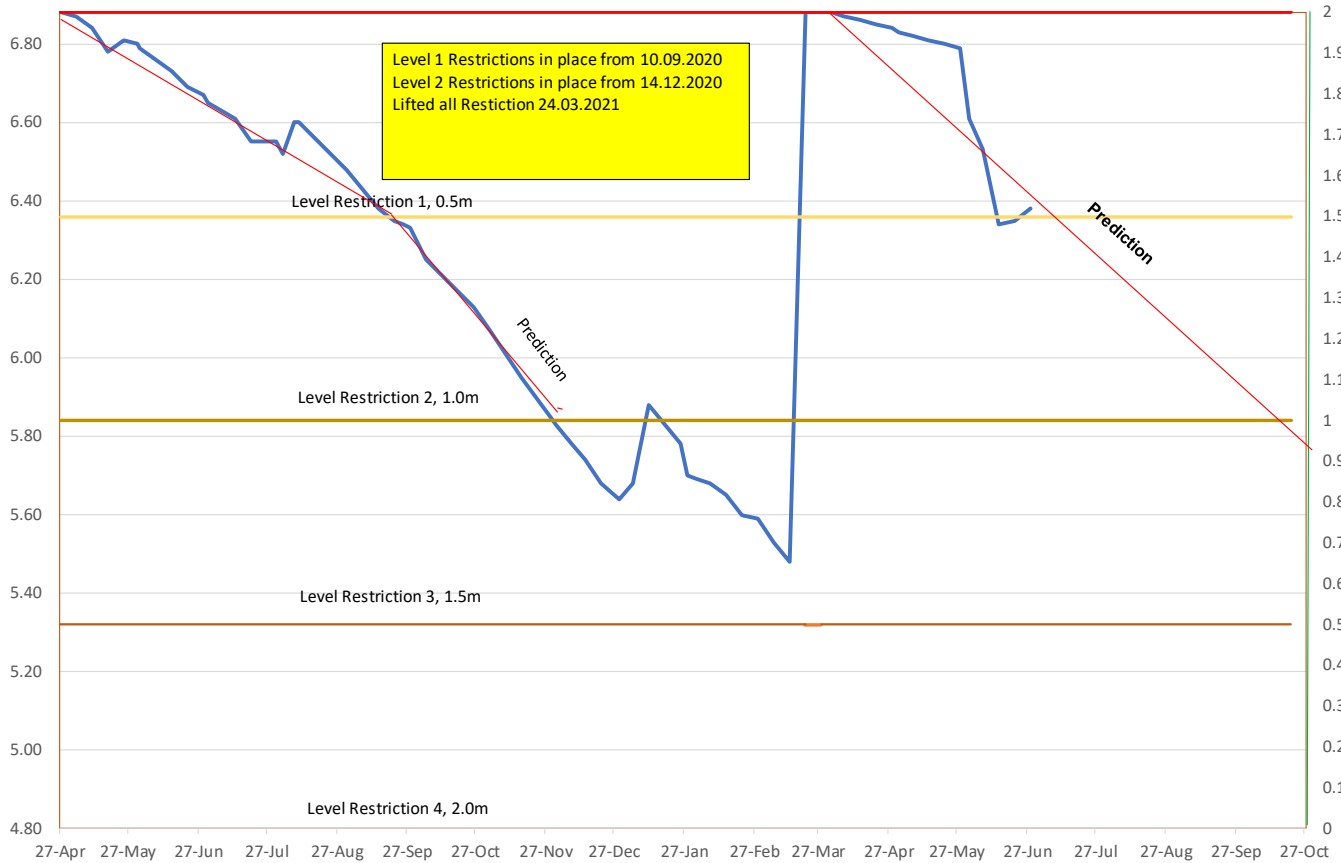
Actual water level readings

Date	1/06/2021	4/06/2021	8/06/2021	12/06/2021	16/06/2021	20/06/2021	24/06/2021	28/06/2021
Water Height in mm	7640	7620	7600	7530	7500	7500	7470	7470



Theresa Creek Dam Wall as at 30 June 2021

St Lawrence Weir Water Level



Actual water level readings

Date	1/06/2021	5/06/2021	10/06/2021	15/06/2021	20/06/2021	25/06/2021	28/06/2021
Water Height in m	6.61	6.53	6.4	6.34	6.35	6.37	6.38

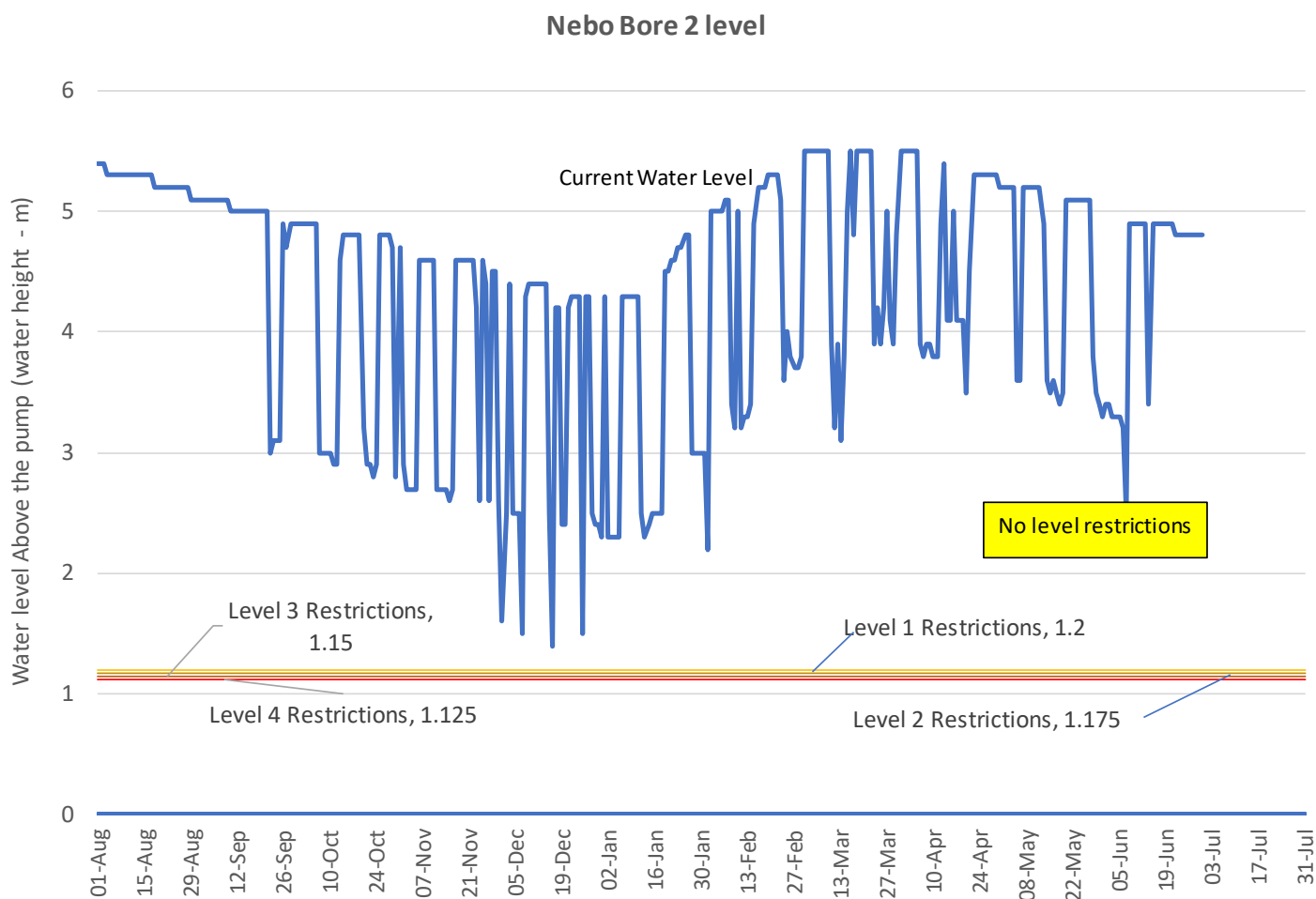


St Lawrence Weir as at 30 June 2021



Carmila Raw Water Creek photo from bore pumps as at 30 June 2021

Nebo Bore 2 Level



Actual water level readings

Date	1/06/2021	4/06/2021	8/06/2021	12/06/2021	16/06/2021	20/06/2021	24/06/2021	28/06/2021
Water Height	3.4	3.3	4.9	4.9	4.9	4.9	4.8	4.8

Compliance

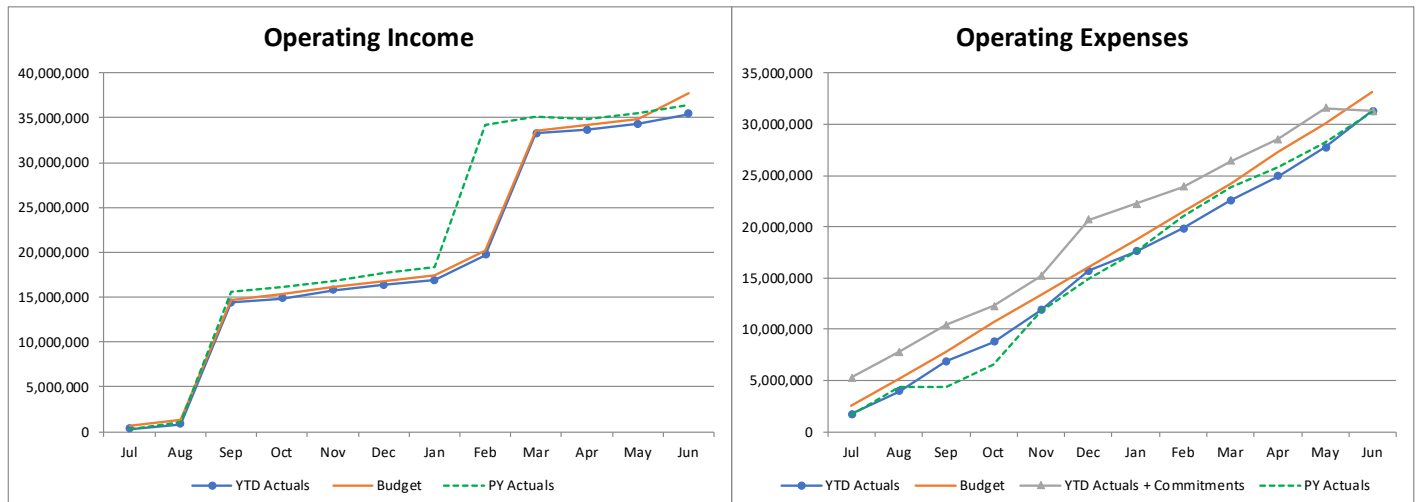
The table below contains current statutory undertakings across all assets.

	TARGET DATE FOR COMPLETION	COMMENTS
Transitional Environmental Program (TEP) Nebo WWTP	Completion of the TEP is as per the notification provided by DES.	In accordance with TEP Action 3.1 and further to recent correspondence, IRC provided DES with two broad Scope of Works based on outcomes from Actions 2.1 and 3.0.
Sewer Overflow at Dysart	DES have asked IRC to respond to 16 April 2021 email breach of condition 5-L1 of EA EPR00791913 in relation to unauthorised release of raw sewage	Warning letter issued by the Department of Environment and Science (DES) pertaining to an overflow of 20,000 litres of sewage from Pump Station 1 into adjacent stormwater drain. The department considered that Council committed an offence under section 430(3) of the <i>Environmental Protection Act 1994</i> in that it has

	which overflowed at the Dysart Pumping Station 1, by 7 May 2021.	contravened a condition of the Environmental Authority (EA) EPPR00791913. In this instance, it has been determined that no further action will be taken.
RFQ for SPS and IEMS	Letter of award been issued to successful tenderer.	Project to commence second week of July.
Theresa Creek Dam	Annual safety statement to be submitted to the dam safety regulator by the 1 October 2021.	Ontrack. Failure Impact Assessment report (FIA) has been completed and submitted to the regulator. Subsequent updates, including reduced failure risks are being incorporated into the Emergency Action Plan (EAP). The EAP will be reviewed by the local disaster management group prior to submission to the regulator.

FINANCIAL REPORT:

Interim Report – June 2021



DEVIATION FROM BUDGET AND POLICY:

Not applicable.

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 20/21 – 593	67	408 (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	34	230 (Above target)

		Allowable target 20/21 – 98		
15	Provision of safe and reliable water supply services – monitor performance and take remedial action where required.	Water quality complaints – • < 20 per 1000 connections / year Total Water connection in IRC = 8479 Allowable target 20/21 – 170	0	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 Mains breaks and chokes – • < 40 per 100 km / year Total Length of wastewater main at IRC = 202 km Allowable target 20/21 – 81	3	42 (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 • < 15 per 1000 connections / year Total Wastewater connection in IRC = 7879 Allowable target 20/21 – 118	0	39 (Below target)
15	Provision of safe and reliable water supply and effective sewerage transport and treatment services	Total Water and Sewer Complaints (any nature) – • < 100 per 1000 connections / year Total Water connection in IRC = 8479 Allowable target 20/21 – 848	37	246 (Below target)

NEXT MONTH'S PROGRAM:

Organisation Development Plan or Capital Projects Scheduled to Commence During Next Month

PROJECT NAME/ DESCRIPTION	SCHEDULED END DATE	COMMENTS/EXCEPTIONS
Nebo Aquifer water allocation increase	TBA	Draft report is being completed with first draft expected by the end of June.
WTP Site Based Management Plans	Jun 2021	Documents almost finalised and then to progress to approval process.
WWTP Site Based Management Plans	June 2021	Document review underway and is in process beginning with Clermont WWTP.

Waste Site Based Management Plans	December 2021	Next for review after the WWTP site-based management plans are completed.
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DEVELOPING INITIATIVES / ISSUES:

- Water and Wastewater Engineer, Thomas Raj commences on 12 July 2021.

WASTE SERVICES

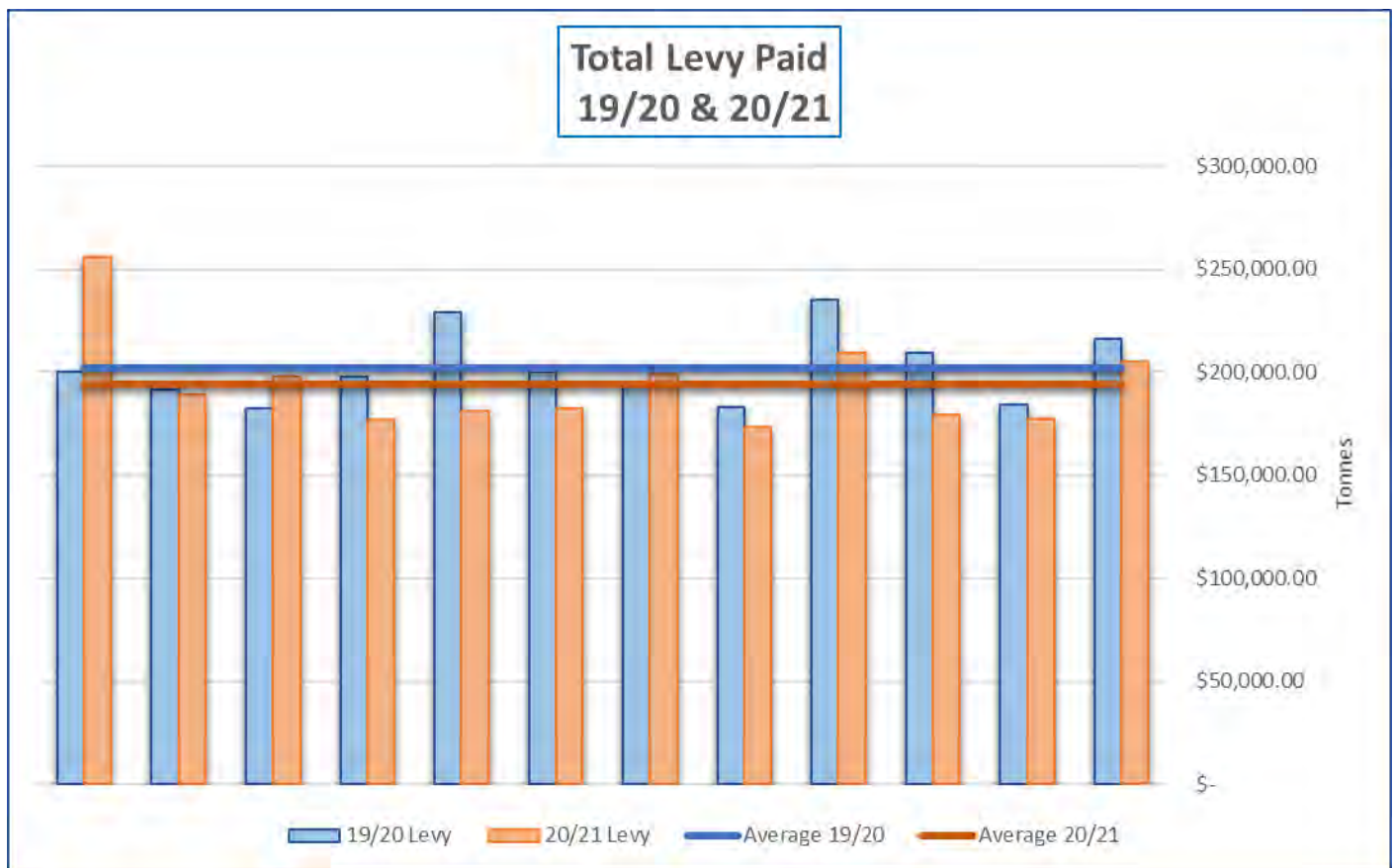
PREVIOUS MONTH'S ACHIEVEMENTS:

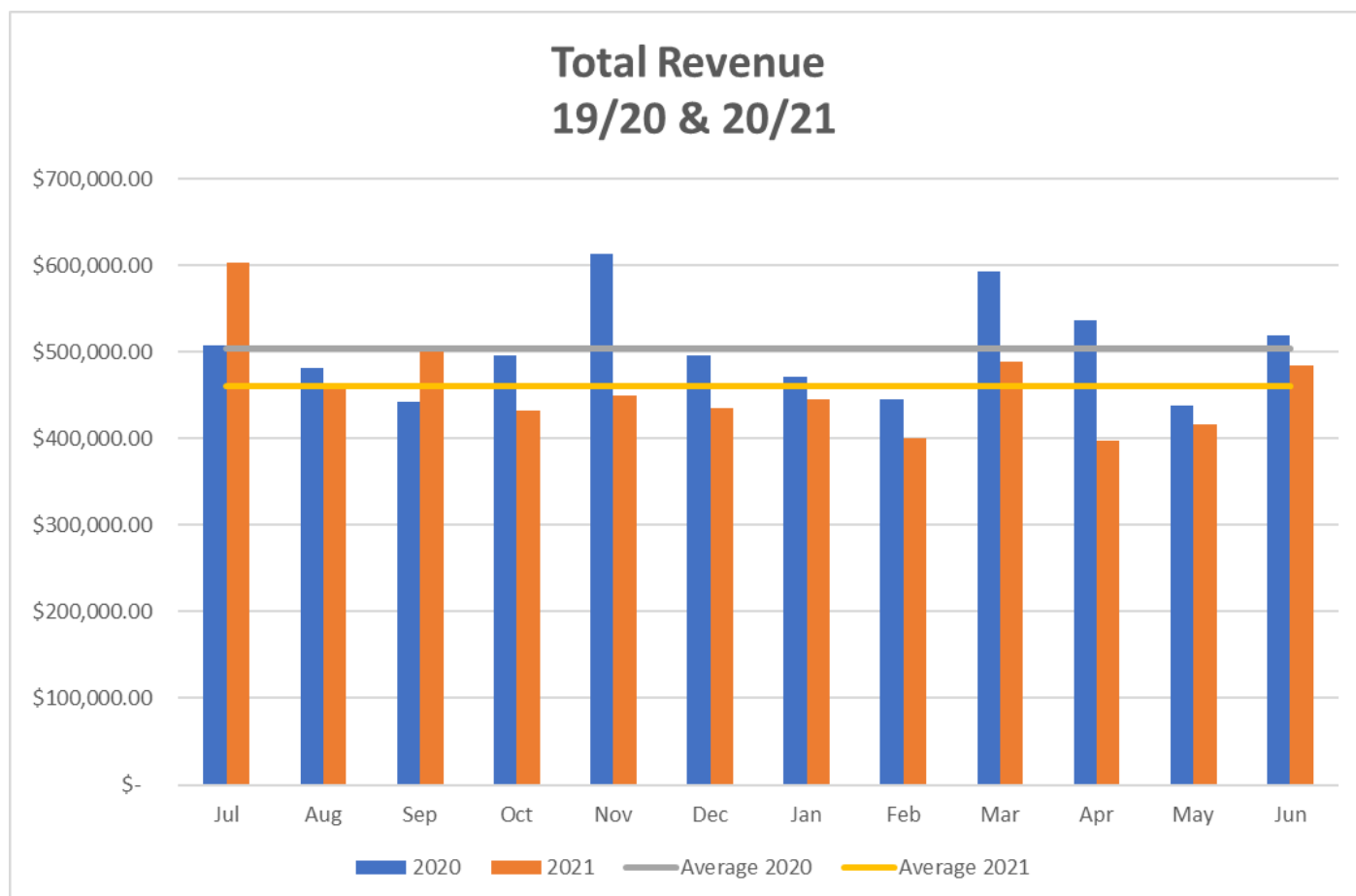
Waste Tonnage and Waste Levy

Total waste landfilled for 2020-21 was 29,592 tonnes (provisional figures), which is approximately 8% less than the 32,215 tonnes in 2019-20.

Total waste levy paid in 2020-21 was \$2,324,298, which was 4% less than the \$2,422,304 paid in 2019-20, despite the \$5 increase in January 2021.

The following diagrams show comparisons of the waste levy paid in 2020-21 compared to 2019-20, and waste facility revenue received in 2019-20 and 2020-21. There has been a significant decrease in both during 2020-21, despite the \$5 per tonne increase in waste levy from January 2021.





Future of Waste Levy – Advance Payment

There is growing speculation that the State Government is planning to discontinue the Waste Levy advance payments to councils beyond 30 June 2022. This would appear to contradict earlier government policy on avoiding any impact on Queensland householders. The Waste Levy applies to all waste sent to landfill in Queensland, including domestic (Municipal Solid Waste – MSW) waste. The impact on householders is avoided via the advance payment which government pays to each council on a quarterly basis.

The advance payment is calculated from the tonnage of MSW in the year prior to the previous financial year (i.e. advance payment for 2021-22 was based on 2019-20 tonnage). The payment equates to the tonnage, multiplied by the prevailing levy rate, multiplied by 1.05, multiplied by a population growth factor.

For 2021-22, the advance payment has been worked out as:

- 8,568 tonnes x \$85 per tonne x 1.05 x 1.0056 annual population change = \$769,008.

Advance Payment amounts for IRC:

- 2019-20 - \$ 986,289
- 2020-21 - \$ 806,278
- 2021-22 - \$ 769,008
- 2022-23 - \$ 779,400 (estimated from 2020-21 MSW tonnage, based on 0.5% population growth and waste levy set at \$90 / tonne)

Officers have been asked to provide an estimate of the impact on ratepayers should this change eventuate. In short, the impact will amount to the cost of the waste levy to an average household for the landfilled waste which it produces. Officers' best estimate is an increase of approximately \$93 per property with a waste collection charge.

The Mayor has signed a joint letter from the LGAQ to the State Government on behalf of all affected councils which requests that the government keeps its commitment to exempting Queensland families from the cost of the State's Waste Levy.

The State Government is required by the legislation (*Waste Reduction & Recycling Act 2011*) to carry out a review of the levy no later than its third anniversary (1 July 2022).

LGM – Risk Matrix

Officers became aware of a Waste Management Guide published by LGM Queensland in 2017. This document looks at common risks associated with waste management services and suggests ways to mitigate them. Officers have carried out an exercise to measure IRC's waste services compliance with the Guide.

An initial review of the Guide's risk produced the following matrix:

Transfer Station & Landfill Risks

Site / Risk Control	Deposition location - minimise interaction with plant	Separate locations for domestic & commercial	Site Rules	Site roadways	Speed Restrictions	Internal Barriers	Signage - directional and warning	Pit Edge Protection	Signs re avoiding risks	Verbal Instructions to users	Landfill Operations exclude non involved persons	Security & Access Controls	Plant & Equipment fit for purpose	Bulk Bin Transport Controlled	Control of Pest Animals
Moranbah	Y	Y	Y	Y	Y	Y	Y	Y	?	Y	Y	Y	Y	Y	Y
Clermont	Y	N	Y	Y	Y	Y?	Y	N/A	?	Y	Y	Y	Y	Y	Y
Dysart	Y	N	Y	Y	Y	Y?	Y	N/A	?	Y	Y	Y	Y	Y	Y
Glenden	Y	N	Y	Y	Y	Y?	Y	N/A	?	Y	?	Y	Y	Y	Y
Middlemount	Y	Y	Y	Y	Y	N/A	Y	Y	?	Y	Y	Y	Y	Y	Y
Nebo	Y	Y	Y	Y	Y	N/A	Y	Y	?	Y	Y	Y	Y	Y	Y
St Lawrence	Y	Y	Y	Y	Y	N/A	Y	N/A	?	Y	?	Y	Y	Y	Y
Carmila	Y	Y	Y	Y	Y	N/A	Y	Y	?	Y	Y	Y	Y	Y	Y
Greenhill	Y	Y	Y	Y	Y	N/A	Y	Y	?	Y	Y	Y	Y	Y	Y

Officers made the following notes to further interpret the common risks and their impact from and IRC perspective:

Notes

- 1) Internal Barriers - at CLM, DYS and GLN, does this include limiting access to tip face for domestic users whilst trucks are tipping?
- 2) Separate locations for domestic & commercial - at CLM customers are held back while trucks tip, at DYS there is visibility of tip face from gatehouse
- 3) Pit Edge Protection - N/A for small landfills since no vertical edges as found at transfer stations. STL has no "pit edge" - customers tip at ground level
- 4) Signage re risks - partly covered by "Site Rules" signs - needs reviewing
- 5) Operations exclude non involved persons . At Glenden there is potential for interaction. All transfer stations other than STL have segregation of public from bulk bin loading areas
- 6) Conditions of Entry signage is visible upon entry at each site showing Site rules.
- 7) Work Instruction WW-WI-131 showcases all Traffic Management Plans for sites. Depicts allowable vehicles at Transfer Stations and at Tip faces at Landfills.
- 8) Column B - Contractors at Dysart/Clermont work after hours to eliminate interaction. Moranbah Landfill has operators working during business hours, Operators control movements of trucks entering, unloading and leaving the cell. Glenden - operators 3 times a week who control all movements at the cell. Sites are set out as per the TMP to reduce vehicular accidents
- 9) Column E - All sites have a TMP and signage depicting area's for drop off and traffic flow.
- 10) WW-WI-131 explains the segregation between trucks and light vehicles on site at the same time.
- 11) Pit Edge protection is present at Nebo, Middlemount, Carmila Greenhills. St Lawrence has above ground bins in place.
- 12) Sign Audit is currently being undertaken at all sites to identify needs and requirements.

Following further review, officers refined the document, and developed actions to eliminate unacceptable risks and mitigate other less serious risks.

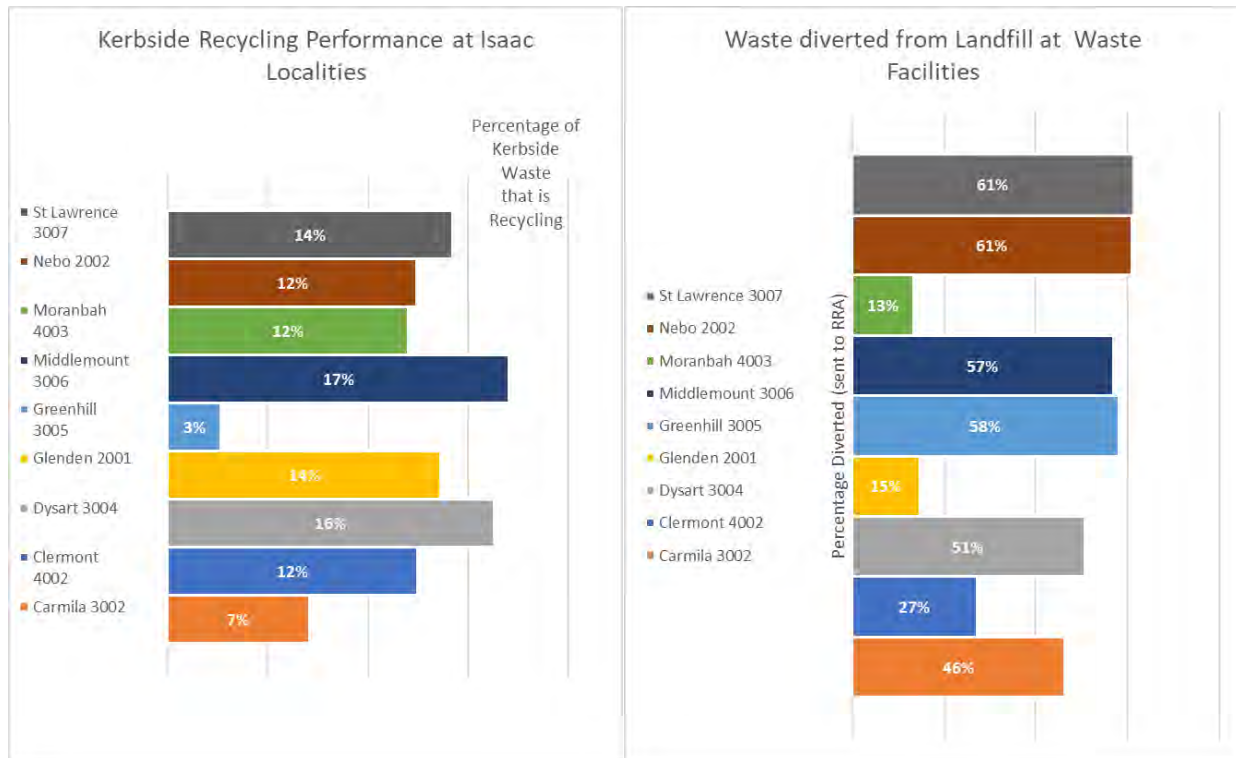
Site / Risk Control	Deposition location - minimise interaction with plant	Separate locations for domestic & commercial	Site Rules	Site roadways	Speed Restrictions	Internal Barriers	Signage - directional and warning	Pit Edge Protection	Signs re avoiding risks	Verbal Instructions to users	Landfill Operations exclude non involved persons	Security & Access Controls	Plant & Equipment fit for purpose	Bulk Bin Transport Controlled	Control of Pest Animals
Moranbah	Large Commercial Vehicles only at tip face	Transfer Station drop off for all small vehicles	Signs with Site Rules at entrance to site	All roads open to small vehicles are sealed, signed and marked. Traffic Management Plan for site	Speed restriction in place at all sites	Weighbridge. Transfer Station drop off for all small vehicles	All Sites are well signed and all have traffic management plans in place	Barriers in place at all transfer station tipping bays	Partly addressed by site rules signs. Signage audit is being undertaken at all sites	Verbal Instructions are given to all users at all sites	Large vehicles at tip face only. 2-way UHF Radio communications	Sites Locked, CCTV	Contractor's tender submissions, Contractor Management site inspections	Waste Collection Contract in place	Carried out by Contractors
Clermont	Contractor does not operate plant during open hours	Consider transfer bins for small vehicles but cost-prohibitive. Will be separate post 2024		Site roads are signed and maintained but not sealed. Traffic Management Plan in place for site		Small vehicles are held back while large commercial are tipping		No vertical edges, but no physical barriers. Sites will change to transfer stations post-2024			Pushing & Covering take place when site is closed			Not Applicable (no bulk Bins)	
Dysart						Good visibility of tip face from gatehouse					Pushing & Covering take place when site is closed				
Glenden	No Plant on site after 30 June 2024	No large commercial vehicles after 30 June 2024				No large commercial vehicles after 30 June 2024					No Plant on site after 30 June 2024				
Middlemount	No Plant used on site during open hours	No large commercial vehicles		All roads open to small vehicles are sealed, signed and marked. Traffic Management Plan for site		No large commercial vehicles		Barriers in place at all transfer station tipping bays			Not Applicable (No Landfill)		Not Applicable (No Landfill)	Waste Collection Contract in place	
Nebo				signed and maintained but not sealed. Traffic Management Plan in place for site				N/A						Waste Collection Contract in place but some risk due to position of bins	
St Lawrence															
Carmila				All roads open to small vehicles are sealed, signed and marked. Traffic Management Plan in place for site				Barriers in place at all transfer station tipping bays						Waste Collection Contract in place	

Waste Diversion

As previously reported, the target to divert 25% of waste from landfill remains difficult to achieve, finishing the financial year at 20%.

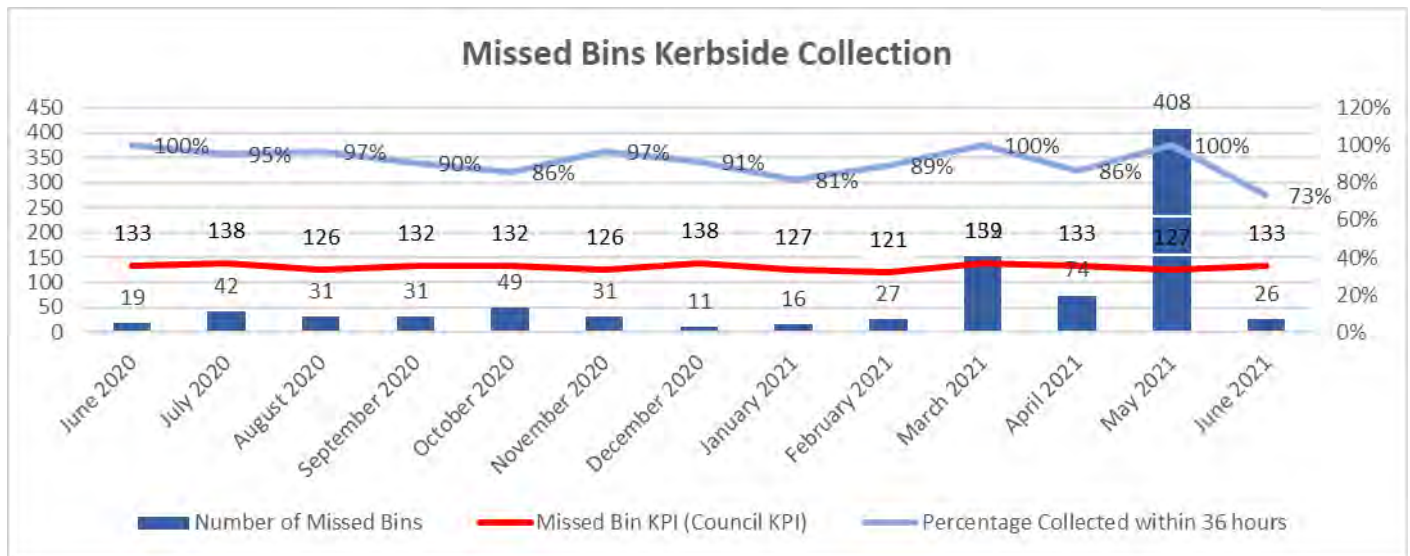
Monthly % Diverted overall	Cumulative % - Year to Date				
	Feb	March	April	May	June
July	15%				
August	17%				
September	19%				
October	17%				
November	18%				
December	16%				
January	23%				
February	22%	18%			
March	23%	19%			
April	18%		19%		
May	20%			19%	
June	22%				19%

As previously reported, there is a range of performance levels in different locations, both with kerbside yellow top bin collection performance, and diversion of waste at waste management facilities, illustrated in the following graphs.

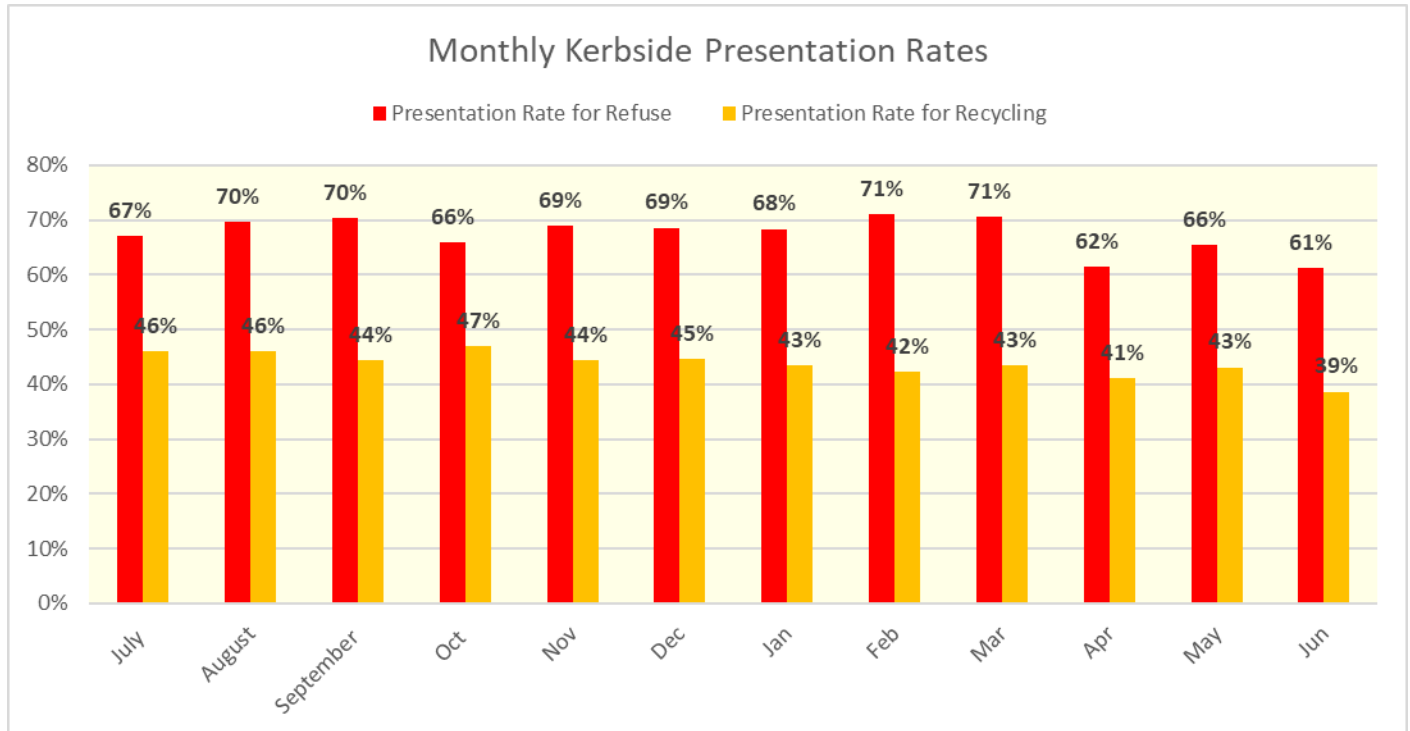


Kerbside Waste Collection

Performance on number of bins being missed improved in June, however only 73% were rectified with the 36-hour rectification period.



Presentation rates for both red and yellow topped bins have dropped during the fourth quarter of 2020-21.



Moranbah Subcell and Separation Layer

A small project comprising two elements was completed at the Moranbah Landfill in June. The elements were:

- Small subcell drainage layer connection – The current landfill cell, cell 1 was constructed as two connected subcells in order to minimise leachate in the initial stages of the cell’s life. This left the drainage systems of the two subcells intentionally unconnected. In order to bring the smaller second subcell into use, the two drainage systems require to be connected whilst maintaining the integrity of the cell liner.
- Reinstatement of small subcell separation layer – The uppermost layer of the cell construction is a geofabric layer intended to prevent waste descending into the ballast in the drainage layer, which could ultimately compromise the cell liner. The separation layer in the smaller subcell was extensively damaged during the “supercell” weather event in February 2018. This separation layer has now been re-installed using materials which have been stockpiled since they were purchased via an insurance claim in 2018.



Reinstated Separation Layer in place, Subcell B, Moranbah Landfill Cell 1, June 2021



Drainage systems in Subcell A (left) and B (right) prior to connection



Drainage systems following connection

The completion of these two projects will allow Council to begin landfilling operations in the smaller subcell, commencing 01 July 2021. Officers now refer to the older larger subcell as subcell A and the smaller subcell as subcell B.

Compliance

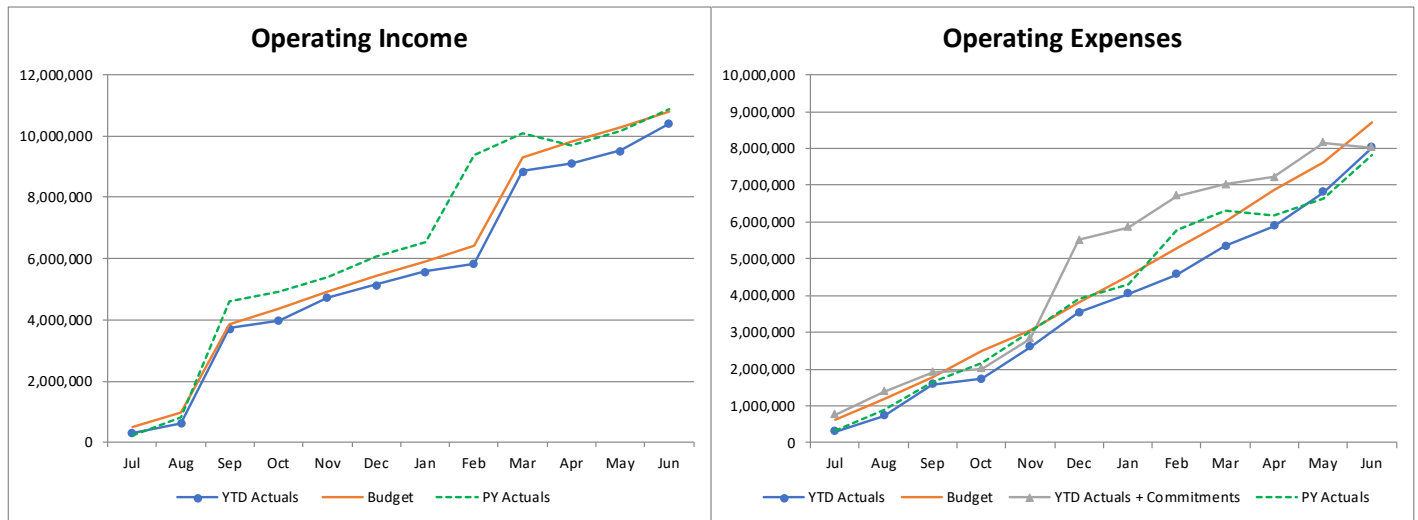
Volumetric analyses of landfill cells and waste stockpiles were carried out by cadastral surveyors in June, in accordance with the *Waste Reduction & Recycling Act*. This is the second year that these surveys have been carried out since the baseline survey was carried out in July 2019. The surveys should provide useful information on landfill performance and projected landfill life expectancy.

PREVIOUS MONTH'S ISSUES:

Not applicable.

FINANCIAL REPORT:

Interim Report – June 2021



DEVIATION FROM BUDGET AND POLICY:

Not applicable.

OPERATIONAL PLAN / BUSINESS PLAN – EXCEPTION REPORTING

Waste & Recycling Contract						
KPI	Number of missed services	Collection of Missed Service		Bin Repair / Replacements		
	<10/5000 Services = less than 133 missed services for the month	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
June	26	19	73%	15	10	67%

Waste and Recycling Performance						
KPI	Tonnes to Landfill (leviable)	Tonnes to RRA	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
	June	3149	737	63	1284t	20%

Compliance						
KPI	Compliance with Environmental Authority (EA)	Notice of scheduled site closures	Customer complaints non-price related	Nuisance complaints (odour/litter)	No of Transactions	
	Compliance with all elements of EA >95%	>7 days notice	Number of complaints / 1,000 transactions / site <10 / annum	Number of complaints / 1,000 transactions / site <20 / annum	N/A	
June		0 scheduled site closures	0	1 - dust related complaint Moranbah	5475 transactions 16% lower than May 2021 13% lower than June 2020	

NEXT MONTH'S PROGRAM:

Scheduled to Commence During Next Month

Project Name/ Description	Start Date	Scheduled End Date	Comments/Exceptions
LAWMAC meeting - Barcaldine	22 July 2021	23 July 2021	Presentation / Panel discussion on Regional Transfer Stations

DEVELOPING INITIATIVES / ISSUES:

Waste Levy – discontinuation of Advance Payment.

PLANNING AND PROJECT DELIVERY

PREVIOUS MONTH'S ACHIEVEMENTS:

Significant Projects Update

CW212936 CORP SN Manhole Rehabilitation

The CORP SN Manhole Rehabilitation is to prioritise the rehabilitation and raising of existing sewer manholes in the town of Clermont, as identified during the cleaning and CCTV inspection of the sewer network conducted in 2019-20. This project was awarded to Nixon Plumbing with commencement of the project on site being 4 May 2021.

The works include excavation to expose buried manholes and raising of manholes to a compliant level in accordance with IRC and CMDG requirements and reinstatement of affected areas within private properties and public land throughout the township of Clermont.

To date over 80 manholes have been rectified to date in Clermont.



Figure 1 – Image of existing manhole buried below concrete driveway in Clermont



Figure 2 – Image of manhole attacked by hydrogen sulphide (H2S) gas in Middlemount

CW212864 CORP SN Main Relining Program

The CORP SN Main Relining Program project involves the rehabilitation of the existing buried gravity sewerage pipelines which are in poor condition throughout the sewerage network across the IRC region, utilising the process of in-situ relining. Relining works will prioritise the rehabilitation of pipelines at the highest risk of failure or already failed.

This 2020/21 project is focused on rehabilitation of the network in Clermont and Middlemount and has been awarded to Relining Solutions.

Condition assessment CCTV reports were completed in Middlemount during March 2021. Pipeline relining works are completed in Clermont and Middlemount on 21 June 2021. Installation of top hats to house connection junctions was completed in Clermont and Middlemount on 4 July 2021 including post installation CCTV reports.



Figure 1 – Spiral winding machine installation at Middlemount PS #01



Figure 2 – Low pressure expanding of 225mm fold & form liner Middlemount



Figure 3 – Disintegrated 375 AC main MMT, section of pipe missing



Figure 4 – Completed spiral wound reline of 375 AC main MMT

CW202809 Moranbah Landfill Remediation

Project awarded at Ordinary Meeting 28 April 2021 to Synergy Resource Management. Revised project estimate now \$5,500,000 with the current expenditure at \$3,003,000.

The contractor has now completed land fill reshaping, supply and placement of cover material, and is in the process of placing the final clay capping areas. IRC has supplied the project's topsoil and top up clay which

will be adjusted in the final close out of the project. Progress continues to be slow with the revised project completion now looking at the end of August 2021.

CW212866 Moranbah Pump Station Renewal Program

The Moranbah Sewerage Pump Station renewal program has been awarded to Re-Pump. The program involves the upgrade to 13 sewerage pump stations in Moranbah. It has been decided to start replacing the existing concrete manholes with a new PVC (plastic based) sewerage manhole which has a longer life expectancy of eighty (80) years. The benefits of using the new PVC manhole is they are light and easy to install compared to the concrete ones which have corrosion issues from the gases released and require a crane to complete the installation. An example of a manhole damaged by gas is shown under project CORP SN Manhole Rehabilitation.



Figure 1 – Image of sewage manholes



Figure 2 – Image of sewage manholes

Clermont Water Quality Action Plan Update

There are several actions which Planning and Projects are responsible for. The below list contains the action and commentary on the action.

Action	Commentary
Inline Analysers for WTP	This package has been awarded and commenced procurement of equipment.
Lighting at WTP	This work has been completed.
Theresa Creek Dam installed VFD	VFD installation is complete, increased reliability of pumping from TCD

Program Activities

- Ongoing development of PAG documents for assessment.
- Development of Strategic Procurement Plan for FY21/22.

Projects Completed

CW Number	Project Name/Description	Comments/Exceptions

INFORMATION BULLETIN

CW212941	DYS WTP Waste Stream Return	Project was 100% completed in June, with full payment in June.
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PREVIOUS MONTH'S ISSUES:

Not applicable.

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 30/06/2021, Water and Wastewater actual expenditure totals \$9,633,254 representing **71.65%** of amended budget (20-21 - \$13,445,060) and a total spend inclusive of tender commitments of \$12,523,394 which represents **93.14%** of annual approved budget.

As at 30/06/2021, Waste Services actual expenditure totals \$4,675,073 representing **80.13%** of amended budget (20-21 - \$5,834,510), and a total spend inclusive of tender commitments of \$6,025,333 which represents **103.27%** of annual approved budget.

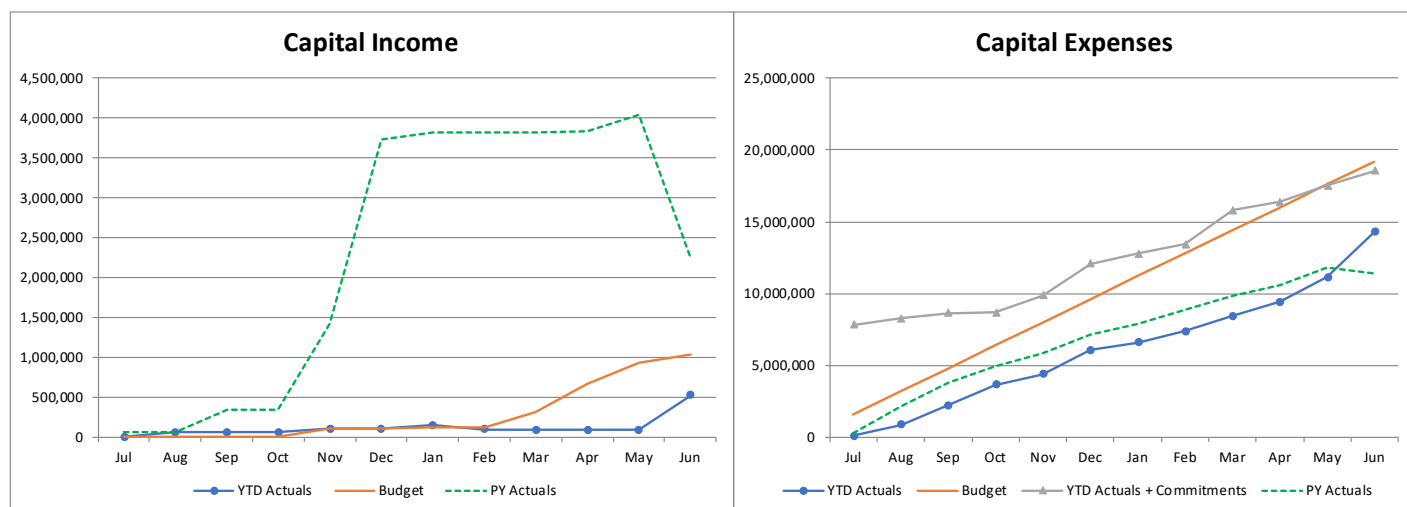
The combined Water & Waste actual expenditure totals \$14,308,326 representing **74.21%** of annual approved budget (20-21 - \$19,279,570) and a total spend inclusive of tender commitments of \$18,548,727 representing **96.21%** of annual approved budget.

EXPENDITURE SUMMARY

Water & Wastewater	MAY 2021	JUN 2021
Actual CF plus 19/20 Program Expenditure to date	\$7,851,931	\$9,633,254
Actual Program Expenditure including Tender commitments to date	\$11,818,491	\$12,523,394
Waste		
Actual CF plus 19/20 Program Expenditure to date	\$3,286,060	\$4,675,073
Actual Program Expenditure including Tender commitments to date	\$5,707,767	\$6,025,333

Interim Report – June 2021

The graph below tracks budget against actuals plus commitments.



DEVIATION FROM BUDGET AND POLICY:

The above financial commentary includes all carry overs.

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	CORP Raw Water Remediation Works	Land valuations were obtained from an independent valuer. An application to purchase State Land was lodged (RPS). Department of Resources (DoR) has completed the assessment and issued an offer which has subsequently been accepted. Community Consultation completed as per DoR requirements. Consultant engaged to provide pathway for Native Title extinguishment. Further dam remediation design reviews currently underway to ensure that VFM is achieved. Revise design and project estimate scheduled for delivery by end of July.
CW182563	MMT WTP Reroof Clearwater Tanks 1 & 2	Prestart meeting held 17 March 2021. Final designs were delivered. Methodology and program of works delivered. All materials, fittings and backwash pumps on site. Additional tank panels required due to unexpected

INFORMATION BULLETIN

		corrosion found within five (5) tank panels. Project on track for end of July finish.
CW182564	CORP WTP Clearwater Tank Upgrades (Capricorn St Reservoir)	DGH quoting putting overflow pipe on outside of reservoir. Significant Safety benefit.
CW182580	Old Failed equipment (MBH WWTP Belt press)	MBH BFP: Shed complete, civils completed, and physical BFP equipment complete. Electrical Completed. Tested belts and general operations. Waiting to be commissioned (potential resource risk from COVID).
CW192733	CLM STP Upgrade works	Chlorine Duplication Project: Portable water upgrade, asbestos removed, building expansion and commissioning both Cylinders completed. Need booster pump to be installed to complete commissioning, plus minor items (labels, documentation) to be completed by July 2021.
Capital Works Projects (FY20/21)		
CW202807	CLM-Raw Water-TCD Water Storage	Desilting complete. Demobilised. Variation 2 approved. Awaiting final invoice from Dredging Solutions.
CW202809	MBH Landfill - Stormwater, Leachate Management	Project awarded at Ordinary Meeting 28/04/2020 to Synergy Resource Management. Revised project estimate now \$5,500,000. Current expenditure \$3,003,000 contractor has completed land fill reshaping, supply and placement of cover material, and is now placing the final clay capping areas. Agreement has been reached for the Principal to supply the project topsoil and top up clay due to credit issues between the principal contractor and the local sub-contractor supplying the material. Progress has been slow, with the contractor is likely to be 7 months late in the delivery of this project. The delays have been caused by slow progress within all stages of the work due to construction issues, and contractor inexperience. The contractor has been encouraged to improve their productivity. A new Superintendent was appointed Feb 2021 (Premise) to assist with the closing out of this project. The Project Team has also concerns relating to the financial stability of the Principal Contractor, with legal advice sought to address this issue if it arises. The contractors revised program has PC and 30 July 2021. However, the project team don't expect this work to be completed before mid-August 2021. This is a multiyear project.
CW202846	NBO WTP Electrical Connectivity Improvement	Funds to be utilised to reduce the EC wastewater levels at WTP or alternative solutions. Short-term & medium-term options being investigated. Quote accepted for flowmeter and EC monitoring equipment (43K) to assist with TEP at WWTP. Quote accepted for brine diversion works at the WTP. Works expected to be completed by 15/07/2021.
CW212857	CAR Transfer Station - Retaining Wall	Combined with Greenhills transfer station project. Revised drawings received 10/6/21, reviewed by IRC and designers currently amending the drawings to suit the existing terrain, possible additional Geotech investigation may be required for existing drop off mound to determine

INFORMATION BULLETIN

		safe excavation slopes for construction. RFT documentation being developed. Anticipate construction works to go out for Tender in July 2021. Project will carry over into Q1 2021/22.
CW212861	CORP Water Mains Replacement Program	Balance of funds utilised by operations/capital for WM replacement in Nebo, MBH etc. RFQ to be developed for 280m WM replacement in Archer Drive MBH.
CW212863	CORP Water Valve & Hydrant Repair/Replace	MBH McCool St and Flinders Dr valve replacements in progress by Moranbah Plumbing & Contractors. Scheduled for completion on 30/6/2021.
CW212864	CORP SN Main Relining Program	Project awarded to Relining Solutions. Pipe relining works completed 21/06/2021. Installation of top hats into house connection branches to continue into July 2021.
CW212866	CORP - SPS Renewal Program	NBO & GLN SPS: The SPS switchboard that require minor work have been completed, irrigation switchboard completed, waiting Ergon on last switchboard. MBH SPS upgrade planned for completion end of July 2021.
CW212869	CORP Potable Water Meter Install Parks & Gardens	Review of unmetered services completed in Clermont. W&W operations currently procuring materials and installing meters in CLM. Installation of several irrigation service meters to Clements St MBH completed in April. Project expected to carryover to Q1, 21/22.
CW212875	Caravan Dump Points - MBH & MMT	Materials have been ordered for both sites, but no delivery dates have been given by the suppliers.
CW212936	CORP SN Manhole Rehabilitation	Project awarded to Nixon Plumbing. Works progressing in Clermont, potential for delays due to supply issues for precast components. Works to be included in Middlemount to address major concrete degradation in several manholes. Project to carryover to Q1, 21/22.
CW212939	CLM STP Lighting Rectification	Lighting complete and operational.
CW212940	CLM WTP Quality Response Action Works	Iron and manganese analysers to be installed under IRCQ2013-1120-854 to improve the quality of the CLM water supply. Works expected to be completed by mid-October 2021.
CW212941	DYS STP Optimisation of Plant	Concrete Infrastructure report: Site inspected & CCTV conducted, waiting report. Building Works: Was awarded in mid-April, with construction started early May and is expected to be completed by mid-July. Electrical/SCADA: RFQ close on 14 May, with project to be issued next fin year.

DEVELOPING INITIATIVES / ISSUES:

Not applicable.

INFORMATION BULLETIN



Report authorised by:
LINDA ROBERTS
Acting Director Water and Waste

Date: 7 July 2021

ATTACHMENTS

- Confidential Attachment 1a – Water & Waste Capital Projects Jun 2020 / 2021 Fin Yr

PAGES 116 TO 120 HAVE INTENTIONALLY BEEN REMOVED DUE TO CONFIDENTIAL REASONS

2021 – 2022 ANNUAL PERFORMANCE PLAN WATER & WASTE

ISAAC REGIONAL COUNCIL

CURRENT AS AT: 1 JULY 2021

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INTRODUCTION

The Water and Waste Directorate (W&W) is responsible for the strategic planning, operations, construction and maintenance of all Isaac water, wastewater, recycled water and waste facilities and services.

As required by the *Local Government Regulation 2012*, the Annual Operational Plan for a local government is to include an Annual Performance Plan for Council's commercialised business unit/s. While Isaac Regional Council (Council) will not have a defined commercial business during 2021-2022, the Water and Waste Directorate will retain the Annual Performance Plan and implement best practice tools to guide and fulfil their ongoing strategic and operational needs.

The purpose of this Annual Performance Plan is to ensure the implementation of Isaac Regional Council's Corporate Plan through the programs, functions and services provided by the Water and Waste Directorate.

This Annual Performance Plan provides day-to-day direction for the delivery of core functions, identifying specific projects and activities that will be the priorities of each department. The Annual Performance Plan influences the development of the 2021-2022 Annual Operational Plan and budget, identifying the performance measures that will determine how the Corporate Plan's outcomes are being achieved.

This Annual Performance Plan identifies the:

- Approved programs provided by the directorate.
- Program activities under each department.
- Outputs that will be delivered by means of specific projects or through ongoing services.
- Resources that are required to deliver them at the agreed standards.
- Performance measures/indicators or key milestones that will be used to track achievements, workload and success.
- Actions required to address any residual risk in all areas of the business.

KEY PRINCIPLES OF THE WATER AND WASTE DIRECTORATE

KEY PRINCIPLES OF THE DIRECTORATE

1. Focus on customer service.
2. Adequately address specialised and technical functions.
3. Be consistent with water and waste industries best practice.
4. Ensure full utilisation of current skills and understand skills gaps.
5. Provide career path opportunities.
6. Support succession planning.
7. Ensure effective communication and decision-making practices.
8. Be competitive/efficient.
9. Focus on strategic issues.
10. Ensure legislative compliance.
11. Ensure adherence to expenditure targets.
12. Ensure adherence to Council Policy and Procedures.

13. Develop comprehensive Asset Management Plans with listings, condition assessments and replacement strategies.
14. Ensure all projects are delivered to meet milestones including budgetary/funding requirements.
15. Maintain open and transparent reporting.
16. Manage risk.

ISAAC REGIONAL COUNCIL VISION, MISSION AND VALUES

COUNCIL VISION

- To energise the world.

COUNCIL MISSION

- To feed, power and build communities.

COUNCIL VALUES

Professionalism

Which means that we will display accountability, openness, transparency and integrity.

Continuous Improvement

Which means that all aspects of the organisation's operations are encouraged through a progressive and creative approach.

Excellence

Which means that the manner in which we approach all aspects of the business for the Isaac Region; the highest possible outcome will be achieved.

Procedural Consistency

Which means that there is a consistent approach to the way in which Council conducts its business across the region.

Customer Focus

Which means that we identify and meet the needs of all customers in a responsive and equitable manner.

Teamwork and Coordination

Which means that we work together to achieve a common goal.

Safety and Well-being

Which means that we are all committed to working safely and caring for each other's well-being.

WATER AND WASTE DIRECTORATE NOBLE PURPOSE AND OBJECTIVES

NOBLE PURPOSE

One team servicing Isaac's vital needs safely, sustainably and seamlessly.

DIRECTORATE OBJECTIVES

Identifying each department's objectives will assist in acknowledging the opportunities and constraints the department operates within, with a view that appropriate planning and considerations can be employed when considering activities and projects.

This process also assists in identifying gaps and being prepared for responding to emergent issues.

Water and Waste Directorate

- Strategically operate, maintain, utilise and review the delivery of Council assets to ensure the efficient and cost-effective services to the community are met and continuously improved.
- Develop policies, strategic plans and processes to address local and regional issues, guide service provision and ensure operational effectiveness.
- Ensure that the assets maintained and constructed are appropriate to the current and future needs of the region's customers and industries.
- Ensure compliance with all statute and regulation and seek to achieve best practice by complying to the ISO standards of Quality 9001:2015, Environment 14001:2015 and Safety 45001:2018 and the Australian Standards of Occupational Health and Safety 4801:2001.

Business Services

- Coordinate the maintenance and retention of certification for the Integrated Management System (IMS).
- Coordinate the meter reading process to enable the distribution of water notices to the various townships within the Isaac region.
- Provision of exceptional customer service to Isaac residents in response to their requests for assistance in relation to a variety of issues such as water connections, water leaks, water quality, new and replacement bins, missed waste services, etc.
- Provide administrative, procurement and financial support to the entire W&W Directorate.

Water and Wastewater

- Provide effective, sustainable, high-quality and continuous supply of water, wastewater and recycled water products and services.
- Meet the requirements of the Australian Drinking Water Guidelines (ADWG) and environmental compliance.
- Ensure effective collection, transport, storage and treatment of wastewater meeting all relevant environmental authority conditions.
- Supply of recycled water which meets customer expectations and compliance standards.
- Meet the requirements for Dam Safety for water storages.

Waste Services

- Ensure efficient and timely waste and recycling collection and storage services are provided to the community which encourage waste reduction, reuse, recycling and diversion from landfills.
- Minimise Council's impact on the natural environment through effective compliance with State Government Environmental Authority conditions.

Planning and Projects

- Capital Works delivery on time, on program to meet sustainability, quality, safety and environmental aspects and impacts.
- Deliver reliable and safe service infrastructure to customers and the community by developing infrastructure plans and conducting appropriate investigations where warranted.

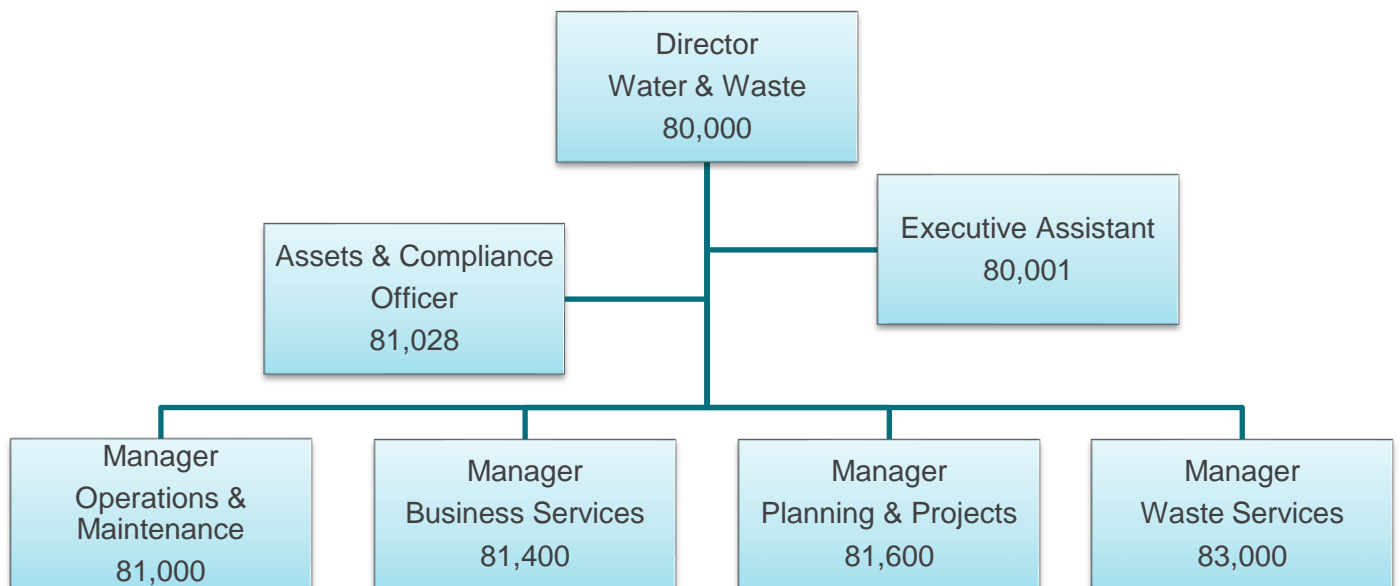
- Seek efficiency and value for money in all aspects of resource utilisation including the analysis of costs and benefits for all new initiatives relating to water and waste functions.

DIRECTORATE STRUCTURE

HUMAN RESOURCES (AS AT MAY 2021)

WORK AREAS	NUMBER OF STAFF	TENURE TYPE
Department Management	5	Permanent
Project Management	4	Temporary
Engineering	2	Permanent
Administrative Support	7	Permanent
Treatment Plant Operations	31	29 Permanent, 2 Trainees
Asset and Maintenance	3	Permanent
Network Operations (Plumbers)	9	7 Permanent, 2 Apprentice
Waste Services	18	Permanent

DIRECTORATE STRUCTURE (AS AT MAY 2021)



ROLE OF EACH PARTY

Each party is:

- Responsible for the delivery and continuity of water, wastewater and waste services to the Isaac community.
- To be a service provider for planning, operation, maintenance, renewals and management of Water and Waste assets.
- To deliver the services and products to customers/community of Isaac Regional Council as described in the individual department sections throughout this document.

STAKEHOLDER	INTEREST	SERVICE DELIVERABLES	STAKEHOLDER DELIVERABLES / INPUTS
Council (IRC)	Business Owner	<ul style="list-style-type: none"> • Preserve Commercial Interests • Provide Value for Money • Contribute to Corporate Plans • Protect Assets 	<ul style="list-style-type: none"> • Overall Strategic Direction • Delegated Authority • Appropriate Pricing • Facilitate Financing
	Customer Advocate	<ul style="list-style-type: none"> • Maintain service standards • Display social responsibility 	<ul style="list-style-type: none"> • Fund community service obligations
	Regulator	<ul style="list-style-type: none"> • Comply with Laws and Regulations • Promote energy efficiency • Promote environmental sustainability • Maintain Governance standards 	<ul style="list-style-type: none"> • Feedback on expectations • Advice on compliance • Provide support services
	Service Provider	<ul style="list-style-type: none"> • Establish service requirements 	<ul style="list-style-type: none"> • Provide support services • Develop/ maintain Service Level Agreements
Customers	Customer	<ul style="list-style-type: none"> • Maintain service standards • Provide value for money • Engage in consultations 	<ul style="list-style-type: none"> • Timely settlement of dues • Respond to community initiatives
Suppliers	Supplier	<ul style="list-style-type: none"> • Uphold contractual obligations • Adopt a partnership approach 	<ul style="list-style-type: none"> • Uphold contractual obligations • Adopt a partnership approach • Provide an efficient and reliable service
Employees	Employee	<ul style="list-style-type: none"> • Create a conducive work environment • Provide job security • Ensure safety • Recognise and reward 	<ul style="list-style-type: none"> • Adopt and maintain professional standards • Facilitate safety • Promote corporate objectives
Government Agencies	Regulator	<ul style="list-style-type: none"> • Ensure compliance with operating and reporting requirements • Incorporate community requirements 	<ul style="list-style-type: none"> • Interpretation and implementation support • Adopt a balanced approach

WATER AND WASTE DIRECTORATE SERVICES

The Water and Waste Directorate is responsible for the provision of four primary services to the Isaac community, ratepayers, residents and visitors:

- Collection/securement, storage, treatment, transportation and supply of potable water.
- Collection, treatment and disposal of wastewater.
- Storage, treatment, transportation and management of recycled water.
- Collection, transport, disposal, resource recovery and recycling of waste

Please refer to individual department sections for full details.

ASSETS AND COMPLIANCE

The Assets and Compliance undertakings of the directorate include:

- Ensuring the W&W Directorate is legislatively compliant and maintains good asset management practices.

Other initiatives that will be undertaken to support the primary objective are:

- Servicing all other areas within the W&W Directorate to meet regulatory compliance.
- Ensuring the actions in the Reporting Framework within this Annual Performance Plan are completed accurately and on time.
- Developing and maintaining directorate compliance initiatives to increase compliance with regulatory requirements.
- Auditing sites for improvement practices and operational techniques that can be introduced by the operational team to meet compliance objectives and achieve best practice.
- Auditing of recycled water sites for improvement practices and operational techniques that can be introduced to meet compliance objectives.
- Following and improving the Strategic Asset Management Plan to ensure asset management is capable of successfully meeting the future needs of the Isaac region and achieving asset design lives.
- Development, maintenance and coordination of various management plans including:
 - Asset Management Plans
 - Demand Management Plans
 - System Leakage Management Plans
 - Irrigation Management Plans
 - Site Based Management Plans
 - Integrated Water Cycle Management Plans
 - Service Areas Plans
- Coordination and management of recycled water including end user compliance through agreements, monitoring and audits.
- Improve asset failure mapping for condition assessment management.
- Improve mapping information.
- Undertake asset condition assessments.
- Maintain the Assets Framework.
- Receiving Environment Monitoring Program.
- Meeting statutory requirements for water, wastewater and waste Service Areas including out of service area compliance through agreements and monitoring.

UNDERTAKINGS BY THE PARTIES

- Entering into contracts in line with Council delegations.
- Completing approved programs in accordance with Council's budget, Annual Operational Plan and Corporate Plan, as well as the Water and Waste Directorate's Annual Performance Plan.
- Promoting and presenting the Water and Waste Directorate to the community as a proactive directorate of Isaac Regional Council by undertaking educational, promotional and customer activities with assistance of Brand Media and Communications (BMC) in line with Council's engagement procedures and policies.
- Developing and implementing budgets and long-term pricing models and financial plans within Council's budgeting processes.

THE WATER AND WASTE DIRECTORATE

The Water and Waste Directorate will:

- Provide water, wastewater and waste operations.
- Conduct its business and operations in compliance with the requirements of:
 - *Environmental Protection Act 1994*
 - *Environmental Protection Regulation 2019*
 - Environmental Protection (Water and Wetland Biodiversity) Policy 2019
 - *Local Government Act 2009*
 - *Local Government Regulation 2012*
 - *Water Act 2000*
 - *Water Supply (Safety and Reliability) Act 2008*
 - *Water Supply (Safety and Reliability) Regulation 2011*
 - *Waste Reduction and Recycling Act 2011*
 - *Waste Reduction and Recycling Regulation 2011*
 - *Waste Reduction and Recycling (Waste Levy) Amendment Act 2019*
 - *Waste Reduction and Recycling (Waste Levy) Amendment Regulation 2019*
 - *Sustainable Planning Act 2009*
 - *Product Stewardship Act 2011*
 - National Waste Policy 2018
 - Australian Drinking Water Guidelines 2011
 - Any other relevant Acts and Regulations
- Adopt the principles of ecologically sustainable development.
- Plan for, build, operate and maintain assets to ensure nominated service levels are maintained and useful lives realised.
- Commit and work to Council's vision, mission and values.
- Provide monthly reports on its financial and non-financial performance.
- Manage risk - particularly residual risk.
- Show due diligence in reporting any non-compliances or incidents to Council.

- Pursue and undertake private works on a full cost-plus recovery basis provided the works fall within the scope, skills and competencies of assigned staff and contractors. Financial risk of Council must be considered when undertaking significant private works projects.

ISAAC REGIONAL COUNCIL CORPORATE PLAN OBJECTIVES

To address key strategies included in the IRC 5-year Corporate Plan to 2022, the Water and Waste Directorate will:

Communities

C1: Provide, operate and maintain venues and community facilities to deliver safe, efficient and cost-effective services.

Economy

EC1: Plan, design and provide sustainable infrastructure, facilities and services that encourage and support economic growth and development.

Infrastructure

I2: Provide effective and sustainable water supply, wastewater and waste management infrastructure while progressively achieving environmental compliance.

I4: Maintain high preparedness and capability to respond to natural disasters that impact on regional communities and infrastructure.

I5: Strategically operate, maintain and utilise and review the delivery of Council assets to ensure the efficient and cost-effective services to the community are met and continuously improved.

I6: Ensure that the assets maintained and constructed are appropriate to the current and future needs of the region's industries.

Environment

EN1: Adopt responsible strategic land use planning to balance community, environmental and development outcomes.

EN3: Minimise Council's impact on the natural environment through effective recycling and environmental management policies and programs.

EN4: Advocate to all forms of government on matters which impact on the health, wellbeing and sustainability of our region's natural environment.

EN5: Partner with industry and community to minimise environmental harm through appropriate education and regulation.

Governance

G2: Develop policies, strategic plans and processes to address local and regional issues, guide service provision and ensure operational effectiveness.

G3: Pursue financial sustainability through effective use of Council's resources and assets and prudent management of risk.

G4: Deliver unique customer focused and responsive services that are based upon a program of continuous improvement.

G5: Provide transparent and accountable planning, decision-making, performance monitoring and reporting to the community in order to continuously improve.

STRATEGIES FOR ACHIEVING PRINCIPLES

KEY PRINCIPLES		BUSINESS SERVICES	OPERATIONS & MAINTENANCE	WASTE SERVICES	PLANNING AND PROJECTS
1	Focus on Customer Service.	Complaints and enquiries processed within defined Customer Service standards, and customer education and assistance with MiWater and water preservation techniques.	Guaranteed supply of products and services and timely response to emergent works.	Effective contract management, staff training, and complaints processed within defined Customer Service Standard.	Completion of projects for customers within agreed parameters.
2	Adequately address specialised and technical functions.	Monitor performance through the application of the IMS.	Engagement of suitably qualified and experienced team members or use of appropriate external resources.		
3	Be consistent with water and waste industries best practice.	Ensure a continuous improvement approach and maintain up-to-date processes with best practice industry standards.			
4	Ensure full utilisation of current skills and understand skills gaps.	Training and qualification mapping through SMART system to ensure skills are utilised and gaps are identified.			
5	Provide career path opportunities.	Performance appraisals, development processes, training opportunities and informal discussions.			
6	Support succession planning.	Ongoing discussions, Training Needs Analysis (TNA), engagement of Trainees and Apprentices and development opportunities.			
7	Ensure effective communication and decision-making practices.	Setting accountabilities, responsibilities and boundaries for decision making.			Regular consultation, start-up meetings, intervention plans.
8	Be competitive/efficient.	Monitor performance through the application of the IMS and sound financial and communication practices.	Set KPI's – monitor, review and performance manage.		Time management and projects completed within budget.
9	Focus on strategic issues.	Completing works and duties in conjunction with Annual Performance Plan, Annual Operational Plan, Council's Corporate Plan, Organisational Development Plan and other key strategies set by Council and the W&W Directorate.			
10	Ensure legislative compliance.	Ensure adherence to legislative compliance through the application of the IMS, continuous improvement, internal and external engagement and training and development.			
11	Ensure adherence to Actual versus Planned expenditure targets.	Accurate budget forecasting, monitoring and review processes.			

12	Ensure adherence to Council Policy and Procedures.	Ensure adherence to Policy and Procedures through the application of the IMS, continuous improvement, internal engagement and training and development.		
13	Develop a comprehensive Asset Management Plan with listings, condition assessments and replacement strategies.	Asset condition assessments, maintenance schedules, internal communication and adherence to Asset Management Plans.		Strategic Capital Project Framework implementation, internal and external communication and handover processes.
14	Ensure all projects are delivered to meet milestones including budgetary/ funding requirements.	Project Management planning, scheduling, monitoring and reporting.		
15	Maintain open and transparent reporting.	Adherence to reporting and record keeping procedures for business and administrative processes.	Adherence to reporting and record keeping procedures for operational and maintenance works.	Adherence to reporting and record keeping procedures for capital works projects.

FINANCIAL AND NON-FINANCIAL PERFORMANCE TARGETS

Performance targets for the W&W Directorate are identified below. Financial targets are measured annually with non-financial performance targets measured quarterly and reports provided to Council.

NON-FINANCIAL PERFORMANCE TARGETS

TARGET AREA	ACTION	RESPONSIBLE DEPARTMENT	ANNUAL TARGET
Safety incidents	Restricted work injury (RWI)	All	<5 per annum
	Lost time incident (LTI)	All	<2 per annum
Safety and environmental interactions and management	IMS audits	Business Services	>10 per annum
	Repeat of non-conformances	All	<2 per annum
	Safety KPIs lodged in SMART	All	>320 per annum
Environmental incidents	Reportable incident	Office of DW&W	<10 per annum
Staff training	Mandatory training	All	100% identified and/or up to date

FINANCIAL INDICATORS

Expenditure to financial targets/budgets +/- 5%

KEY PRIORITIES AND OUTPUTS

PRIORITIES AND OUTPUTS FOR 2021/2022

The key priorities and outputs to be completed by the Water and Waste Directorate during 2021/2022 are:

- Finalisation of the W&W Functions Review, Case for Change and Resourcing Strategy.
- W&W Cultural Leadership Program and Workshops.
- Delivery of W&W services in accordance with Customer Service Standards and regulatory requirements.
- Five (5) year price path – Sewerage Utility Charges.
- Clermont Water Quality Response Plan and associated Communication Plan.
- Develop Asset Management Plans to support the adopted Strategic Asset Management Plan (Waste, Water Network, Water Treatment, Sewerage Network, Sewage Treatment, Recycled Water).
- Updates to planned maintenance programs based on asset condition monitoring.
- Moranbah Sewerage Strategy.
- Theresa Creek Dam audit recommendations received from Department of Natural Resources, Mines and Energy (RDMW).
- Annual review and update to the 10 Year Projects Program (CAPEX and OPEX).
- Planning and delivery of the Capital Works Program.
- Condition monitoring of all treatment facilities, pump stations, and priority pipelines.
- Develop all documents required for statutory compliance with ERA63 Pump Stations
- Improvement of sustainability through better planning and working with regulators and other departments to ensure best practice is implemented – i.e. improvement of recycled water network and use.
- Water and waste strategic water demand development/implementation for each town.
- Budget management to ensure the efficient use of Council resources is balanced with the need for responsive and timely delivery.
- Ensure the achievement of compliance requirements and reporting.
- Review Hydraulic Modelling requirements and resourcing for both water and sewer networks.
- Ensure the ongoing maintenance of our IMS including participation in external surveillance audits and completion of required 3-year re-certification.
- Completing actions as per the 3-year Meter Reading Strategic Plan.
- Development of a W&W Telecommunications Lease Policy and Procedure – pending approval of a resourcing plan.
- The utilisation of LG Sherlock to develop a plan to find efficiencies and negotiate tariff categorisation of electricity charges for water, wastewater and waste sites and assets throughout the Isaac region – pending approval of a resourcing plan.
- Asset Register & Condition Assessments.
- SCADA normalisation and improvement strategy.
- Water supply agreements, purchases and security.
- Review of water security options for Carmila and St Lawrence.

- Theresa Creek Dam Comprehensive Safety Review.
- Implementation of System Leak Management Plan.
- Actions for 2021-2022 as detailed in Council's Waste Management Strategy.
- Concept Plan for Clermont Waste Management Facility Weighbridge and site configuration.
- Final Landform Plans for Dysart and Glenden Landfills (deferred from 2020-21 due to COVID-19).
- Whole-of-Region Landfill Plan (deferred from 2020-21 due to COVID-19).
- Ongoing review and maintenance of the Enterprise Risk Register and associated mitigation actions.
- Transition of the IMS from the Australian Standards of Occupational Health and Safety 4801:2001 to the ISO Standard of Safety 45001:2018 at the expiry of 4801:2001 in September 2021.
- Continue to develop Business Continuity Plans following on from COVID-19 response plans.

LONG-TERM PRIORITIES AND OUTPUTS

The current long-term priorities to be completed by the Water and Waste Directorate are:

- Integrated Management System – maintenance of certification and continuous improvement as per IMS Framework.
- Establish a water preservation and education program and engagement activities.
- Strategic alliances and a regional delivery approach (Isaac, Mackay, Whitsunday) for systems and resource sharing for provision of water and waste services and project delivery.
- Continued improvement of recycled water networks to provide irrigation capacity to internal and external users whilst reducing demand on potable water supply.
- Reduction in waste sent to landfills across the region.
- Receiving Environment Management Program.
- Drinking Water Quality Management Plan review.
- Increased recycling across the region.
- Ongoing achievement of compliance reporting and requirements.
- Recycled Water Management Plan for the region.
- System Leak Management Plan Strategy.
- System Leak Management Plan.
- Demand Management Plan Strategy.
- Demand Management Plan.
- Theresa Creek Dam Emergency Action Plan.
- Strategic Asset Management Plan – Water & Wastewater.
- Approved Waste Management Strategy Actions.
- Inclusion of Green Energy (e.g. Solar) to reduce costs wherever possible.
- Introduce zero impact solutions to reduce landfill impacts in all projects.
- Recycled Water Optimisation Study (Deferred from 21/22).
- St Lawrence Weir Structural Review (Deferred from 21/22).

- Theresa Creek Dam Catchment Management Plan (Deferred from 21/22)
- Integrated Water Cycle Management Strategy (Deferred from 21/22).
- Concrete Crushing Program (Deferred from 21/22).

CAPITAL WORKS PROGRAM

See Appendix B 2021/2022 Capital Works Program, as adopted by Council, for full details.

MEETING OUR CUSTOMER'S NEEDS

CUSTOMER SERVICE STANDARDS

The Water and Waste Customer Service Standards (CSS), business services, water supply and wastewater and waste services, inform customers of the external level of service they can expect to receive from the Water and Waste Directorate.

A copy of the Water and Waste Directorate's CSS is available from Council's customer service centres or on the Isaac Regional Council website.

CUSTOMER SERVICE

The Water and Waste Directorate will:

- Provide a range of information relating to service advice, accounts and charges on request.
- Make information available to customers through fact sheets, Council's website, community education programs, public notices or by calling 1300ISAACS.

The Water and Waste Directorate will make every effort to meet each department's Customer Service Standards.

DELEGATED AUTHORITIES

The W&W Directorate's delegated authorities are in accordance with the *Local Government Act 2009* (Section 257). Delegated authorities for specific staff are set out in Council's Delegations of Authority Register. The delegations are given to the Director of the Water and Waste Directorate from the Council's Chief Executive Officer (CEO) to manage the Water and Waste Directorate's activities identified throughout the 2021/2022 year.

Water and Waste operates in accordance with Council directions contained in this Annual Performance Plan, the adopted Annual Operational Plan, Capital Works Program, Corporate Plan, and within the financial and pricing parameters contained in the Budget of Council.

REPORTING FRAMEWORK

REPORTING STRUCTURE

The reporting structure is such that the W&W Director reports to the CEO of Council regarding the Water and Waste Directorate.

INTERNAL REPORTING REQUIREMENTS

OUTPUT/REPORTING	FREQUENCY	EXTERNAL
Capital Works Delivery/Project Management	Daily	W&W
Budget Delivery	Daily	Council

Customer Service	Daily	Council
Annual Operational Plan	Quarterly	Council
Annual Performance Plan	Exception Reporting Monthly	Council
Council Report	Monthly	Council
Standing Committee Report	Monthly	Council
Information Bulletin	Monthly	Council

The W&W Directorate will participate in Council's corporate reporting processes (i.e. corporate and operational plans), particularly focusing on key strategies that have been identified for the W&W Directorate.

EXTERNAL REPORTING REQUIREMENTS

OUTPUT/REPORTING	FREQUENCY	EXTERNAL
Drinking Water Quality Management Plan (DWQMP) report for each site	Annually	Department of Natural Resources, Mines and Energy (RDMW)
DWQMP Review	Biennial	RDMW
DWQMP Audit	Quadrennial	RDMW
Drinking Water Quality Incident Reporting in accordance with <i>Water Supply (Safety and Reliability) Act 2008</i>	As required	RDMW
Annual Performance Plan in accordance with <i>Local Government Regulation 2012</i>	Annually	Adopted by Council
Environmental Incident Reporting associated with Wastewater Treatment Environmental Authority	As required	DES
Greater Whitsunday Council of Mayors (GWCoM) Waste Subgroup Action Plan	Quarterly	GWCoM
Environmental incident reporting associated with Waste Environmental Authority	As required	DES
Waste Detailed Data Return	Monthly	DES
Waste – Summary Return	Monthly	DES
Landfill Volumetric Survey	Annual	DES
Waste - local government survey	Annually	DES
State-wide Water Information Management (SWIM) Report	Annually	RDMW
Customer Service Standards (CSS) in accordance with the <i>Water Supply (Safety and Reliability) Act 2008</i>	Minimum of every 5 years	Water and Waste Customers/RDMW
Waste Transport Certificates	7 days from receipt	DES
Fluoride Dosing reporting in accordance with the <i>Water Fluoride Regulation 2008</i> and the <i>Public Health Regulation 2005</i>	As required	Qld Health
Fluoride Quarterly Report	Quarterly	Qld Health
Queensland Water Supply Survey	Quarterly	RDMW
System Leak Management Plan (SLMP) Review	Annually	Council
CRM Service Requests	Daily	Various/as received
Site Based Management Plans - Water	Biennial	DES

Site Based Management Plans - Wastewater	Biennial	DES
Site Based Management Plans - Waste	Biennial	DES
Theresa Creek Dam – Emergency Action Plan Review	Annual	RDMW
Theresa Creek Dam – Comprehensive Inspection	Quinquennial	RDMW
Theresa Creek Dam – ANCOLD Safety Review	Vicennial	RDMW
Recycled Water Management Plan Review	Annual	RDMW
Effluent Storage Dam Inspections	Annual	DES
Environmental Monitoring - Waste Management Facilities (ground and surface water monitoring)	Biennial	DES
Receiving Environment Management Plan	Annual	DES
Integrated Environmental Management Plan	Annual	DES



BUSINESS SERVICES

BUSINESS SERVICES DEPARTMENT

BUSINESS SERVICES STRUCTURE (AS AT MAY 2021)



OBJECTIVES AND TARGETS

The Business Services Department's primary objectives are:

- Coordinate the maintenance and retention of certification for the Integrated Management System to the global standards of ISO 9001:2015 Quality Management System, ISO 14001:2015 Environmental Management System, ISO 45001:2018 Safety Management System and AS/NZ 4801:2001 OH&S Management System.
- Develop financial plans and models including fees and charges as well as find efficiencies and monitor business performance.
- The development and maintenance of various water and waste policies:
 - Concealed Leak Remission Policy.
 - Water and Sewerage Connections and Disconnections Policy.
 - Water Meter Reading and Billing Policy.
 - Water and Waste Service Complaints Policy.
- Monitor and report on water usage across the region to examine water restrictions and usage trends.
- Coordination of meter reading to enable the distribution of water rates notices for residents of the Isaac region in accordance with adopted strategy.
- Reconcile and manage raw, potable and recycled water usage from Council standpipes.
- Provision of exceptional customer service to Isaac residents in response to their requests for assistance in relation to a variety of issues such as water connections, water leaks, water quality, missed waste services, etc.
- Water preservation education and advice.
- Coordination of external lease agreements.
- Customer complaint support.
- Communication and public notice development for emergent works and W&W related information.
- Support and assist all W&W customers with enquiries on water notices, fees, Policy and Procedure and charges.

The scope of services provided to internal clients is as follows:

- Administration, procurement, systems and financial support.
- Coordinate emergent works through creation of tasks.
- Budget monitoring, maintenance and reporting.
- Compile water and waste performance reporting.
- Chain of custody (waste tracking).
- Purchasing and invoicing.
- Maintain internal governance and IMS standards.

CUSTOMER SERVICE STANDARDS

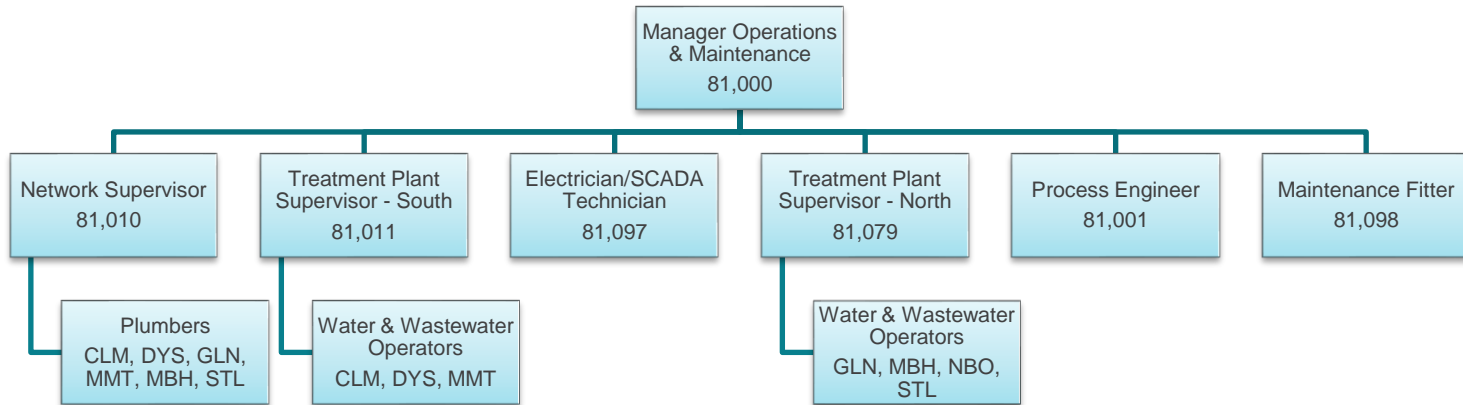
PERFORMANCE INDICATOR	PERFORMANCE MEASURE	RECOMMENDED TARGET
BUSINESS SERVICES		
Miwater system and Taggle enquiries investigated and customer provided a response	Response time (business day)	<7 Days
Water rates notice errors due to incorrect data input	No. of remissions per 1000 connections	<3
W&W emergent works – task drafted, and Plumber contacted via phone and/or email	Response time (business day)	Within the same business day



WATER AND WASTEWATER

WATER AND WASTEWATER DEPARTMENT

WATER AND WASTEWATER STRUCTURE (AS AT MAY 2021)



OBJECTIVES AND TARGETS

In delivering water and wastewater services the primary objectives are to:

- Provide effective, sustainable, high-quality and continuous water and wastewater products and services.
- Meet the requirements of the Australian Drinking Water Guidelines and environmental compliance.
- Effective collection, transport and treatment of wastewater meeting all relevant environmental authority conditions.
- Supply of recycled water which meets customer expectations and compliance standards.

SERVICES

Chapter 2 Part 3 Division 2 of the *Water Supply (Safety and Reliability) Act 2008* provides the Water and Waste Directorate with the general power of a service provider to operate water and wastewater services within the IRC area with current service delivery areas.

The Water and Wastewater Department provides a range of water and wastewater services:

- Management of raw water sources.
- Forecasting of water restrictions triggers.
- Water treatment and supply of potable water into distribution network.
- Collection, transportation and treatment of wastewater.
- Recycled water supply.
- Maintenance of all relevant assets.
- Connection and disconnection of water and wastewater services to the community.
- Response to water and wastewater main breaks and/or incidents.

- Miscellaneous customer enquiries.
- Private work orders (Plumbers and Water & Waste Operators).
- Management of raw, potable and recycled water standpipes to residential and commercial users.

OPERATION AND MAINTENANCE OF ASSETS

Water Supply

- Water Treatment Plants (WTPs)
- Trunk and Branch mains
- Valves and accessories
- Water distribution reticulation
- Meters
- Hydrants
- Pump stations
- Reservoirs
- Creeks (raw water supply)
- Bores
- Dams
- SCADA and cyber security on the SCADA network

Wastewater

- Wastewater Treatment Plants (WWTPs)
- Pump stations
- Gravity mains
- Pressure/rising mains
- Valves and accessories
- Sewer Reticulation
- Manholes
- SCADA and cyber security on the SCADA network

FACILITIES

Water Supply

- Carmila Water Supply System
- Clermont Water Supply System
- Dysart Water Supply System
- Glenden Water Supply System
- Middlemount Water Supply System
- Moranbah Water Supply System
- Nebo Water Supply System

- St Lawrence Water Treatment Plant

Wastewater

- Clermont Wastewater Collection, treatment and safe disposal system
- Dysart Wastewater Collection, treatment and safe disposal system
- Middlemount Wastewater Collection, treatment and safe disposal system
- Moranbah Wastewater Collection, treatment and safe disposal system
- Nebo Wastewater Collection, treatment and safe disposal system
- Glenden Wastewater Collection, treatment and safe disposal system

CUSTOMER SERVICE STANDARDS

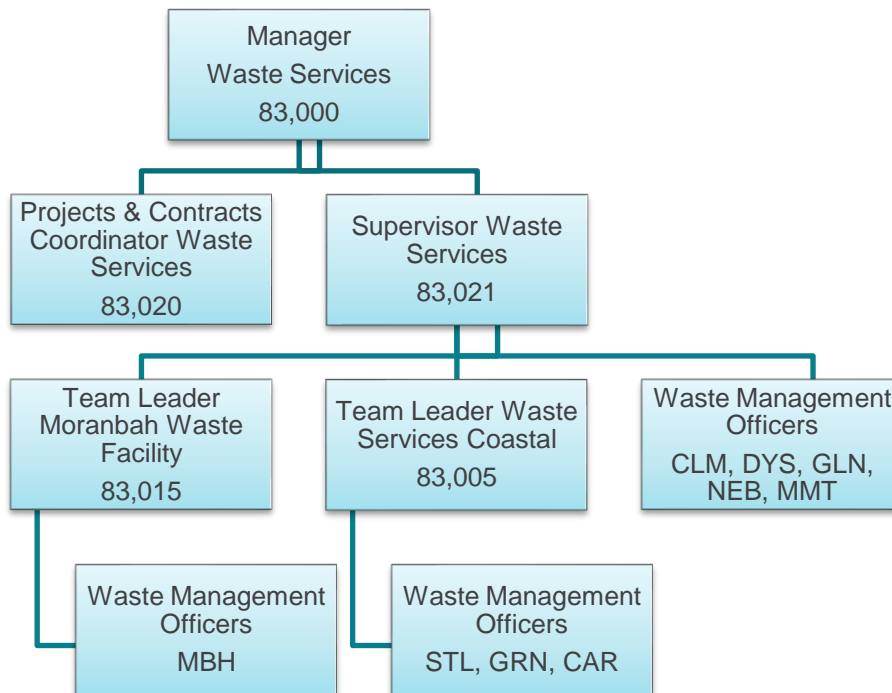
PERFORMANCE INDICATOR	PERFORMANCE MEASURE	RECOMMENDED TARGET
WATER SERVICES		
Water mains breaks	Per 100 km / annum	<40
Incidents of unplanned interruptions	Per 1,000 connections / annum	<70
Water quality related complaints	Per 1,000 connections / annum	<20
Drinking water quality	% of samples tested with no E. coli detection / annum	100%
Construct/activate a new water connection within the following timeframes once the invoice has been paid by the property owner	A standard water connection A non-standard water connection	Within 30 business days Within 50 business days
Time to respond to water incidents – water quality complaints, burst mains, supply interruption	% of response to incident <12 hours	<4 hours
Compliance with Australian Drinking Water Guidelines	Compliance with the elements of the ADWG	95% compliance
WASTEWATER SERVICES		
Sewer mains breaks and chokes (blockages)	Per 100 km / annum	<40
Sewerage complaints – overflow on properties and odour	Per 1,000 connections / annum	<15
Construct/activate a new connection within the following timeframes once the invoice has been paid by the property owner	A standard water connection A non-standard water connection	Within 30 business days Within 50 business days
Time to respond to sewerage incidents – blockages, chokes, overflows	% of response to incident <12 hours	<4 hours
Compliance with Environmental Authority	Compliance with all elements of EA	95% compliance
WATER AND WASTEWATER SERVICES		
Total water and sewerage complaints (any nature)	Per 1,000 water connections / annum	<100



WASTE SERVICES

WASTE SERVICES DEPARTMENT

WASTE SERVICES STRUCTURE (AS AT MAY 2021)



OBJECTIVES AND TARGETS

In delivering waste services the primary objectives are to:

- Ensure efficient and timely waste and recycling collection services are provided to the community which encourage waste reduction, reuse, recycling and diversion from landfills.
- Minimise Council's impact on the natural environment through effective compliance with State Government Environmental Authority conditions.

SERVICES

Waste collection services are provided on a weekly basis for general waste and fortnightly for recycled waste via a 7-year contract with North Queensland Resource Recovery (Cleanaway) from 6 October 2019.

The Waste Services Department provides a range of services as follows:

- Waste services facilities and waste transfer station operations
- Kerbside waste and recycling collection (via a contractor)
- Bulk waste collection and transport services (via a contractor)
- Environmental compliance at waste management facilities
- Reuse and recycling of selected materials
- Maintenance of all relevant assets
- Waste education strategies
- Miscellaneous customer enquiries

OPERATIONS AND MAINTENANCE OF ASSETS

The Waste Services Department includes the operation and maintenance of the following assets:

- Landfills
- Transfer Stations
- Leachate Systems
- Weighbridges

FACILITIES

Waste Service facilities are located in each of the region's townships as follows:

Landfill Sites with Weighbridges

- Dysart Waste Management Facility
- Moranbah Waste Management Facility

Landfill Sites – Without Weighbridge

- Clermont Waste Management Facility
- Glenden Waste Management Facility

Transfer Stations (Non-weighbridge Facilities)

- Carmila
- Greenhill
- Middlemount
- Nebo
- St Lawrence

CUSTOMER SERVICE STANDARDS

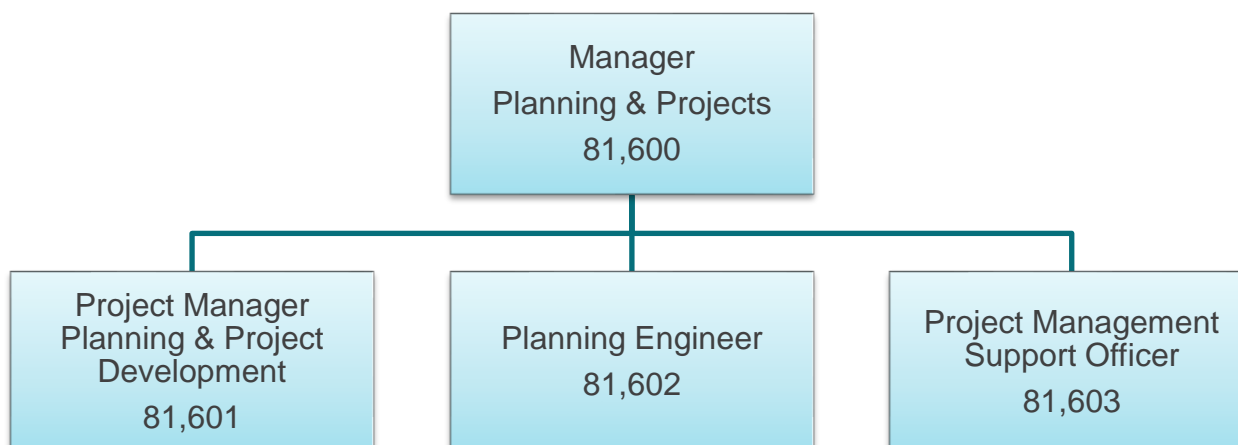
PERFORMANCE INDICATOR	PERFORMANCE MEASURE	RECOMMENDED TARGET
WASTE COLLECTION SERVICES		
Missed services	Number of missed services per month	<10 per 5000 services
Collection of missed services	Response time for collection of missed services	90% within 36 hours
Bin repair / replacement requests	Response time to repair per replacement requests	90% within 5 working days
LANDFILLS AND TRANSFER STATIONS		
Compliance with Environmental Authority	Compliance with all elements of EA	95% compliance
Diversion of Waste from Landfill	Percentage of all IRC-managed waste diverted from landfill	>25%
Notice of scheduled site closures	Public notices	>7 days
COMPLAINTS		
Customer complaints non-price related	Number of complaints per 1,000 transactions per site	<10 / annum
Nuisance complaints (odour / litter)	Number of complaints per 1,000 transactions per site	<20 / annum



PLANNING AND PROJECTS

PLANNING AND PROJECTS DEPARTMENT

PLANNING AND PROJECTS STRUCTURE (AS AT MAY 2021)



OBJECTIVES AND TARGETS

The primary objective of the Planning and Projects Department is the Capital Works delivery on time, on program to meet sustainability, quality, safety and environmental aspects and impacts.

Other initiatives that will be undertaken to support the primary objective are:

- Deliver reliable and safe service infrastructure to customers and the community by developing infrastructure plans and conducting appropriate investigations where warranted.
- Seek efficiency and value for money in all aspects of resource utilisation including the analysis of costs and benefits for all new initiatives relating to water and waste functions.
- Deliver the above objectives to the Water and Wastewater and Waste Services Departments within the Water and Waste Directorate.

SERVICES

The Planning and Projects Department provides the following services:

- Deliver agreed project outcomes through project managers, construction and contract supervisors (internal and external resources) as well as planning, design and related consultancies.
- Responsible for strategic water and waste infrastructure planning, development and delivery of the annual, three, five, and ten-year capital works program.
- Customer interactions where projects interface with the community.

CUSTOMER SERVICE STANDARDS

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	RECOMMENDED TARGET
PROJECT AND DELIVERY (EXTERNAL)		
Complaints from the community on Capital Works projects	Interruption >4 hours above planned outage	<5 / annum
Project delivery	% of Annual Capital Program (Actuals)	>90%
PROJECT AND DELIVERY (INTERNAL)		
Ensure inclusion of O&M staff in all design aspects	Sign off by Operations and Maintenance staff on designs of all projects	100%

APPENDIX A – PROJECTS / ACTIVITIES / SERVICES

BAU – Business as Usual (no impact on budget excepting parameters)

NB – New Bid (Enhancement to service, new service to core business)

Water and Waste Operational Projects 2021/2022

PROJECT TITLE	RESPONSIBLE OFFICER	BAU/NB
Implement Clermont Water Quality Response Plan and associated Communication Plan	Manager Operations & Maintenance Manager Business Services Manager Planning & Projects	NB
IMS surveillance audits (External) and 3-year re-certification audit	Manager Business Services	NB
Meter Reading Strategic Plan	Manager Business Services	NB
Concept plan for Clermont Waste Management Facility Weighbridge and site reconfiguration	Manager Waste Services	NB
Options analysis for suitable water source level indicators and data	Manager Planning & Projects	NB
Hydraulic Modelling of both water and sewer networks	Manager Planning and Projects	NB
Moranbah Sewerage Strategy	Manager Planning and Projects	NB
Water Security Assessments for ST Lawrence and Carmila	Manager Planning & Projects	NB
Five (5) year price path – Wastewater	Manager Business Services	NB
Implementation of System Leakage Management Plan	Manager Planning and Projects	NB
Waste Management Strategy 2020-25 – Strategy Actions identified for 2020-2021 which were deferred due to Covid-19	Manager Waste Services	BAU
Waste Management Strategy 2020-25 – Strategy Actions identified for 2021-2022	Manager Waste Services	BAU
Groundwater Receptor Pathway Analysis – Dysart Waste Management Facility	Manager Waste Services	NB
Consolidate all water supply arrangements and address all supply security deficiencies.	Director W&W	BAU
SCADA/telemetry Strategy	Manager Operations & Maintenance	NB
Comprehensive Theresa Creek Dam Safety Review	Manager Operations & Maintenance	NB
Update of Emergency Action Plan Theresa Creek Dam resulting from Failure Impact Assessment & Terrace Overflow Assessment	Manager Operations & Maintenance	NB
Develop Asset Management Plans to support the adopted Strategic Asset Management Plan (Waste, Water Network, Water Treatment, Sewerage Network, Sewage Treatment, Recycled Water)	Manager Projects & Planning	NB
Participation in the Illegal Dumping Management and Intervention Plan	Manager Waste Services	NB

Site Based Management Plan Review	Manager Waste Services	BAU
Waste Pricing and Rehab Review	Manager Waste Services	BAU
Finalisation of Environmental Undertaking Dysart	Manager Operations & Maintenance	BAU
Transitional Environmental Program (TEP) – Nebo Wastewater Treatment Plant	Manager Operations & Maintenance	BAU
Utilisation of LG Sherlock to find efficiencies and negotiate tariff categorisation of electricity charges (Pending finalisation of a resourcing strategy).	Manager Business Services	BAU
Development of a W&W Telecommunications Lease Policy and Procedure (Pending finalisation of a resourcing strategy).	Manager Business Services	BAU
Desilting of Moranbah ESD	Manager Operations & Maintenance	NB
Options analysis and recommendations for sludge management at the MBH WTP to meet compliance	Manager Operations & Maintenance	NB

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APPENDIX B – 2021/2022 WATER AND WASTE CAPITAL WORKS PROGRAM

ID	Number1	CW Num	Task Name	Duration	Start	Finish	Gantt Chart									
							M	M	Half 2, 2021	J	S	N	Half 1, 2022	J	M	M
1	0			650 days?	Mon 4/01/21	Fri 30/06/23										
2	10	CW212857	Camelia Transfer Station - Retaining Wall (\$141,828 + CF)	90 days	Tue 1/02/22	Mon 6/06/22										
3	0		Planning & Project Development	20 days	Tue 1/02/22	Mon 28/02/22										
4	0		Design	20 days	Tue 1/03/22	Mon 28/03/22										
5	0		Construction/Installation/Commission	50 days	Tue 29/03/22	Mon 6/06/22										
6	0		Project Management	90 days	Tue 1/02/22	Mon 6/06/22										
7	0		<New Task>													
8	12	CW212862	Greenhill Transfer Station - Retaining Wall (\$141,872 + CF)	90 days	Tue 1/02/22	Mon 6/06/22										
9	0		Planning & Project Development	20 days	Tue 1/02/22	Mon 28/02/22										
10	0		Design	20 days	Tue 1/03/22	Mon 28/03/22										
11	0		Construction/Installation/Commission	50 days	Tue 29/03/22	Mon 6/06/22										
12	0		Project Management	90 days	Tue 1/02/22	Mon 6/06/22										
13	14	CW212864	New CORP SN Main Relining Program (\$762,176 + CF)	40 days	Thu 1/07/21	Wed 25/08/21										
14	0		Construction/Installation/Commission	40 days	Thu 1/07/21	Wed 25/08/21										
15	0		Project Management	40 days	Thu 1/07/21	Wed 25/08/21										
16	20	CW212875	Caravan Dump Points - MBH & MMT (\$75,877 + CF)	44 days	Thu 1/07/21	Tue 31/08/21										
17	0		Construction/Installation/Commission	38 days	Fri 9/07/21	Tue 31/08/21										
18	0		Project Management	44 days	Thu 1/07/21	Tue 31/08/21										
19	23	CW212940	CLM WTP Quality Response Action Works (\$306,345 + CF)	240 days	Thu 1/07/21	Wed 1/06/22										
20	0		Planning & Project Development	30 days	Thu 1/07/21	Wed 11/08/21										
21	0		Design	60 days	Thu 12/08/21	Wed 31/11/21										
22	0		Construction/Installation/Commission	150 days	Thu 4/11/21	Wed 1/06/22										
23	0		Project Management	240 days	Thu 1/07/21	Wed 1/06/22										
24	24	CW212941	DVS STP Optimisation of Plant (\$188,056 + CF)	250 days?	Mon 4/01/21	Fri 17/12/21										
25	0		Planning & Project Development	104 days	Tue 3/01/21	Fri 28/05/21										
26	0		Design													
27	0		Construction/Installation/Commission	197 days	Mon 1/03/21	Tue 30/11/21										
28	0		Project Management	250 days	Mon 4/01/21	Fri 17/12/21										
29	26	CW222960	CORP Water Valve and Hydrant Repair Replacement (\$100,000)	260 days	Thu 1/07/21	Wed 29/06/22										
30	0		Planning & Project Development	20 days	Thu 1/07/21	Wed 28/07/21										
31	0		Design	40 days	Thu 29/07/21	Wed 22/09/21										
32	0		Construction/Installation/Commission	200 days	Thu 23/09/21	Wed 29/06/22										
33	0		Project Management	260 days	Thu 1/07/21	Wed 29/06/22										
34	27	CW222964	CORP SPS rehabilitation works - MMT, NBO, GDN (\$550,000)	217 days	Wed 1/09/21	Thu 30/06/22										
35	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21										
36	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21										
37	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22										
38	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22										
39	28	CW222970	MBH WTP Bobby Plant filter Media replacement (\$325,000)	217 days	Wed 1/09/21	Thu 30/06/22										
40	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21										
41	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21										
42	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22										
43	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22										
44	29	CW222971	CLM Water Network Augmentation (\$350,000)	110 days	Mon 24/01/22	Fri 24/06/22										
45	0		Planning & Project Development	20 days	Mon 24/01/22	Fri 18/02/22										
46	0		Design	90 days	Mon 21/02/22	Fri 24/06/22										
47	0		Project Management	110 days	Mon 24/01/22	Fri 24/06/22										
48	30	CW222972	CORP Cathodic protection Water (\$306,000)	236 days	Thu 3/08/21	Thu 30/06/22										
49	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21										
50	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21										
51	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22										
52	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22										
53	31	CW222973	CORP Design - Sewer (\$50,000)	217 days	Fri 16/07/21	Mon 16/06/22										
54	0		Planning & Project Development	18 days	Thu 5/08/21	Sun 29/08/21										
55	0		Design	54 days	Fri 1/10/21	Wed 15/12/21										
56	0		Project Management	33 days	Mon 1/11/21	Wed 15/12/21										
57	32	CW222974	CORP Sewer Relining (\$1,300,000)	236 days	Thu 3/08/21	Thu 30/06/22										
58	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21										
59	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21										
60	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22										

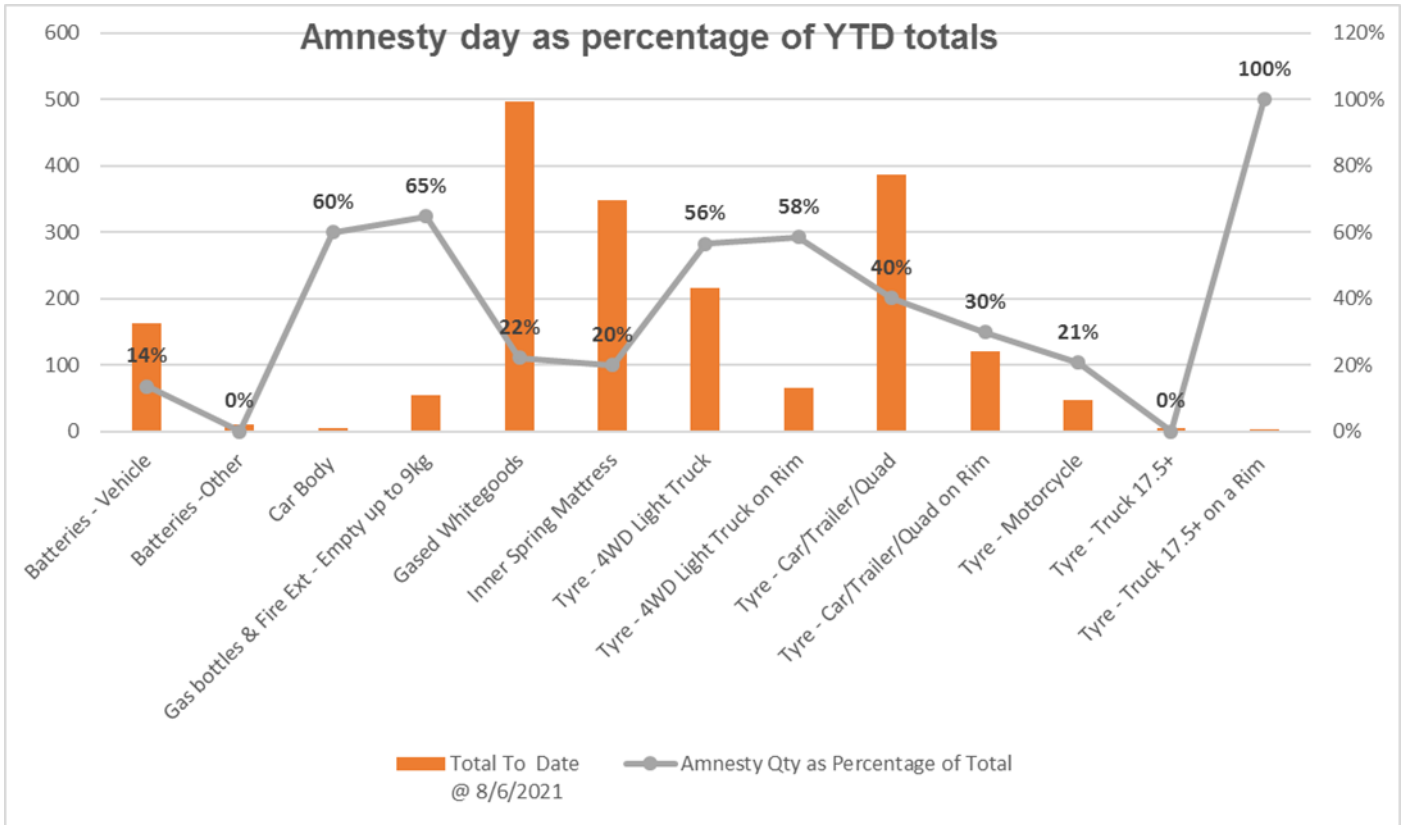
ID	Number	CW Num	Task Name	Duration	Start	Finish	Half 2, 2021							Half 1, 2022					
							M	M	J	S	N	J	M	M					
61	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
62	0		Planning & Project Development	41 days	Thu 5/08/21	Thu 30/09/21													
63	0		Procurement	57 days	Fri 1/10/21	Mon 20/12/21													
64	0		Construction/Installation/Commission	75 days	Mon 17/01/22	Fri 29/04/22													
65	0		Project Management	192 days	Thu 5/08/21	Fri 29/04/22													
66	33	CW222975	CORP Bulk water meter replacements (\$100,000)	250 days	Fri 16/07/21	Thu 30/06/22													
67	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
68	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
69	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
70	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
71	0		Planning & Project Development	84 days	Fri 16/07/21	Wed 10/11/21													
72	0		Design	57 days	Fri 1/10/21	Mon 20/12/21													
73	0		Construction/Installation/Commission	66 days	Mon 14/02/22	Mon 16/05/22													
74	0		Project Management	217 days	Fri 16/07/21	Mon 16/05/22													
75	34	CW222978	CORP Design - Water (\$50,000)	120 days	Thu 1/07/21	Wed 15/12/21													
76	0		Planning & Project Development	18 days	Thu 5/08/21	Sun 29/08/21													
77	0		Design	54 days	Fri 1/10/21	Wed 15/12/21													
78	0		Project Management	33 days	Mon 1/11/21	Wed 15/12/21													
79	35	CW222983	MBH WTP - roof replacement (\$324,000)	261 days	Thu 1/07/21	Thu 30/06/22													
80	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
81	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
82	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
83	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
84	36	CW222984	GLN WWTP - depth boards in clarifier replacement (\$87,000)	236 days	Thu 5/08/21	Thu 30/06/22													
85	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
86	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
87	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
88	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
89	37	CW222985	MBH truck fill point upgrade to existing (\$216,000)	250 days	Fri 16/07/21	Thu 30/06/22													
90	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
91	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
92	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
93	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
94	38	CW222986	Dysart WWTP Tricking filters x 2 (\$1,066,000)	261 days	Thu 1/07/21	Thu 30/06/22													
95	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
96	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
97	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
98	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
99	39	CW222987	Dysart Rising main - SPS to WWTP - connecting into existing main (\$680,000)	261 days	Thu 1/07/21	Thu 30/06/22													
100	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
101	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
102	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
103	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
104	40	CW222988	Middlemount recycled water main to Racecourse (\$130,000)	195 days	Fri 1/10/21	Thu 30/06/22													
105	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
106	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
107	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
108	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
109	41	CW222989	TCD Riparian valve redundancy CLM (\$58,000)	250 days	Fri 16/07/21	Thu 30/06/22													
110	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
111	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
112	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													
113	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22													
114	42	CW222990	GLN WTP handrails around Clarifier (\$116,000)	152 days	Fri 1/10/21	Sat 30/04/22													
115	0		Planning & Project Development	40 days	Fri 1/10/21	Thu 25/11/21													
116	0		Design																
117	0		Construction/Installation/Commission	65 days	Mon 17/01/22	Fri 15/04/22													
118	0		Project Management	152 days	Fri 1/10/21	Sat 30/04/22													
119	43	CW222991	Nebo WWTP SCADA project (\$120,000)	261 days	Thu 1/07/21	Thu 30/06/22													
120	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21													
121	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21													
122	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22													

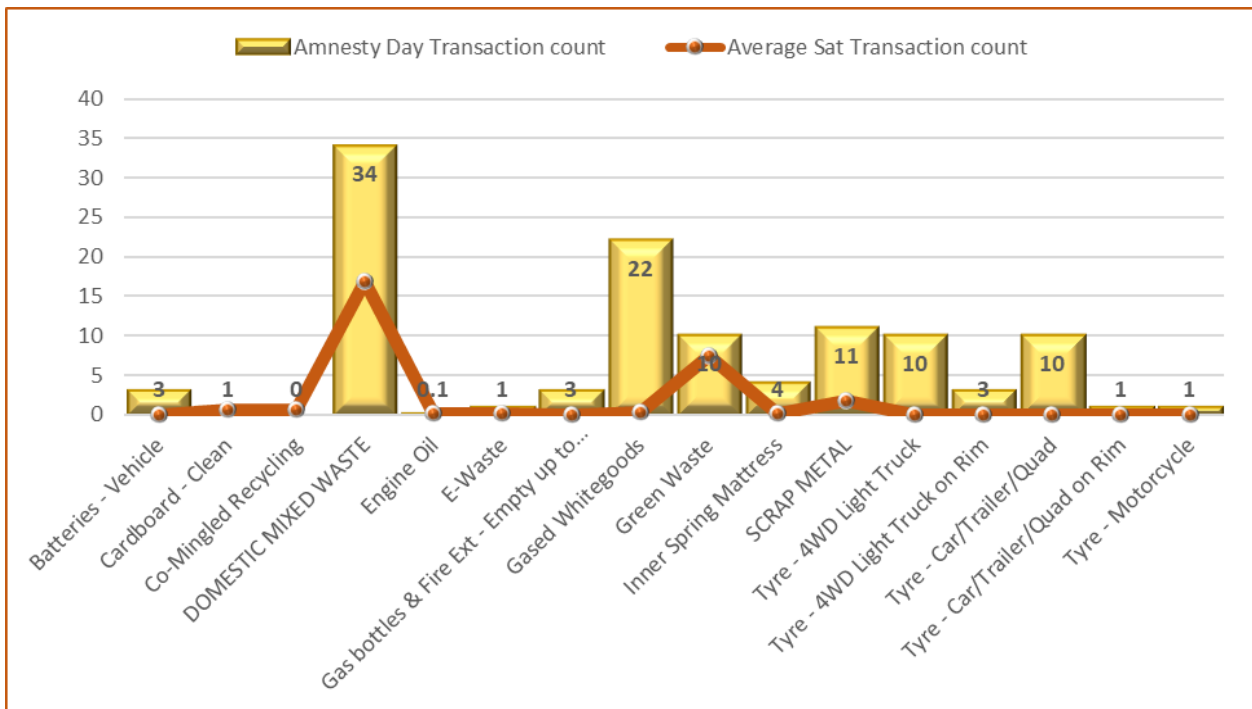
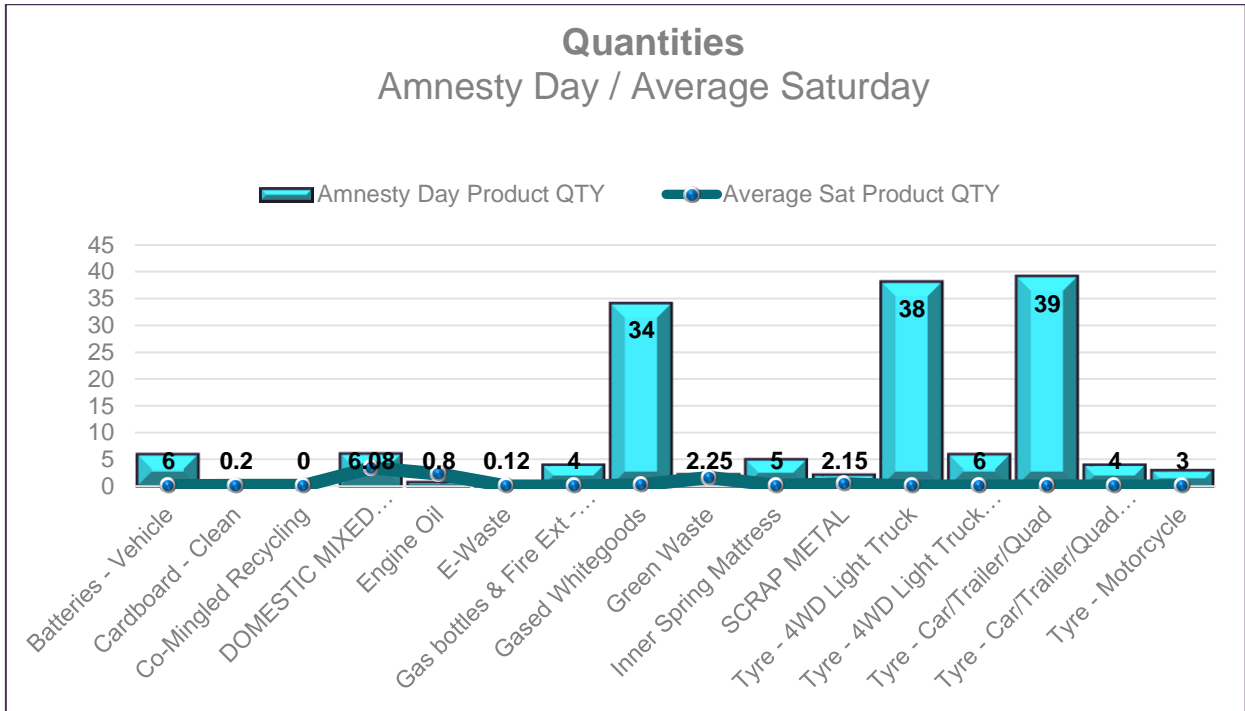
ID	Number1	CW Num	Task Name	Duration	Start	Finish	Half 2, 2021							Half 1, 2022									
							M		M		J		S		N		J		M		M		
123	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22																	
124	44	CW222992	GLN WWTP SCADA project (\$260,000)	261 days	Thu 1/07/21	Thu 30/06/22							PM										
125	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
126	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
127	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
128	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
129	45	CW222993	CLM TCD floating offshore structure (\$360,000)	250 days	Fri 16/07/21	Thu 30/06/22																	
130	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
131	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
132	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
133	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
134	46	CW222994	MBH & GLN WWTP - fencing repairs (\$116,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
135	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
136	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
137	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
138	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
139	47	CW222995	CORP WWTP - old failed equipment (\$300,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
140	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
141	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
142	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
143	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
144	48	CW222996	CORP WTP - old Failed equipment (\$300,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
145	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
146	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
147	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
148	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
149	49	CW223000	Moranbah Landfill Phase 2 Stage 2 (\$1,553,000)	522 days	Thu 1/07/21	Fri 30/06/23																	
150	0		Planning & Project Development	87 days	Mon 2/08/21	Tue 30/11/21							Pln & Devl										
151	0		Procurement	70 days	Tue 2/11/21	Mon 7/02/22																	
152	0		Construction/Installation/Commission	211 days	Mon 9/05/22	Mon 27/02/23												Const					
153	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
154	50	CW223001	CORP Boundary Fence Renewal Waste Facilities (\$64,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
155	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
156	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
157	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
158	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										
159	51	CW223002	Clermont & Carmila WMF - Monitoring Bores (\$60,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
160	0		Planning & Project Development	40 days	Mon 1/11/21	Fri 24/12/21									Pln & Devl								
161	0		Procurement	26 days	Mon 27/12/21	Mon 31/01/22																	
162	0		Construction/Installation/Commission	42 days	Tue 1/02/22	Wed 30/03/22												Const					
163	0		Project Management	131 days	Mon 1/11/21	Sat 30/04/22							PM										
164	52	CW223019	Moranbah 400ML raw water dam - remediations works (\$1,200,000)	261 days	Thu 1/07/21	Thu 30/06/22																	
165	0		Planning & Project Development	44 days	Wed 1/09/21	Mon 1/11/21							Pln & Devl										
166	0		Procurement	41 days	Mon 1/11/21	Mon 27/12/21																	
167	0		Construction/Installation/Commission	42 days	Mon 14/02/22	Tue 12/04/22												Const					
168	0		Project Management	217 days	Wed 1/09/21	Thu 30/06/22							PM										

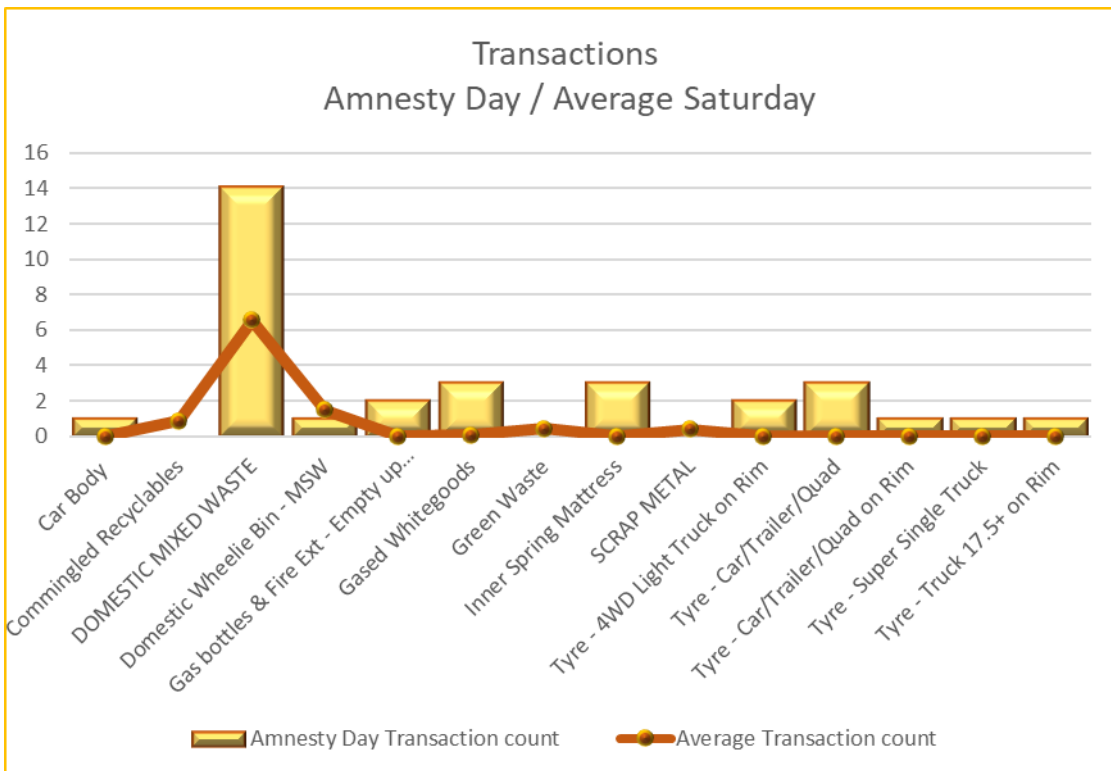
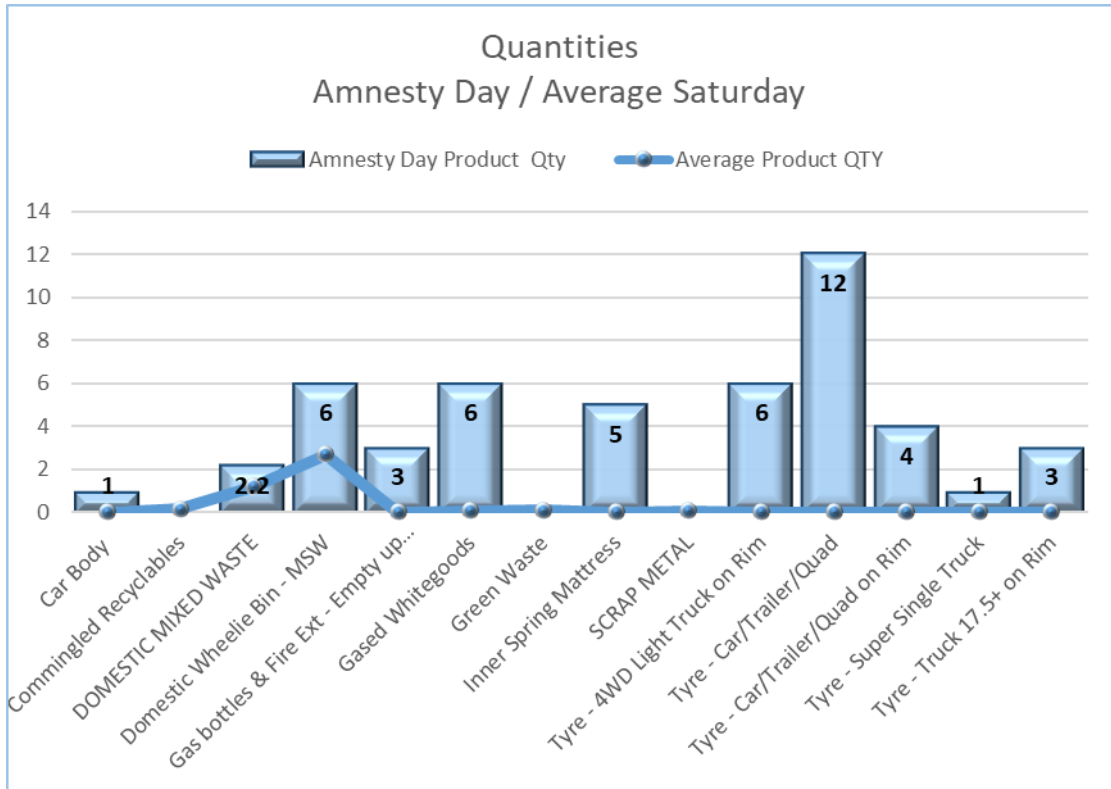
ATTACHMENT 1E – AMNESTY DAY STATISTICS

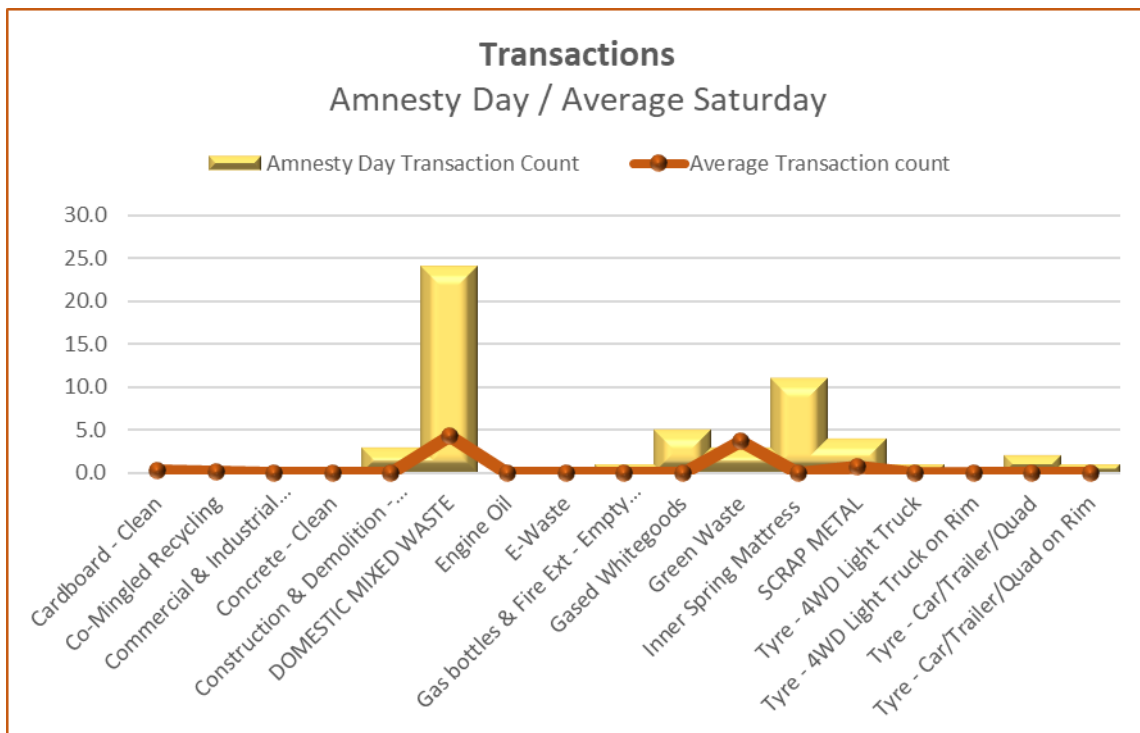
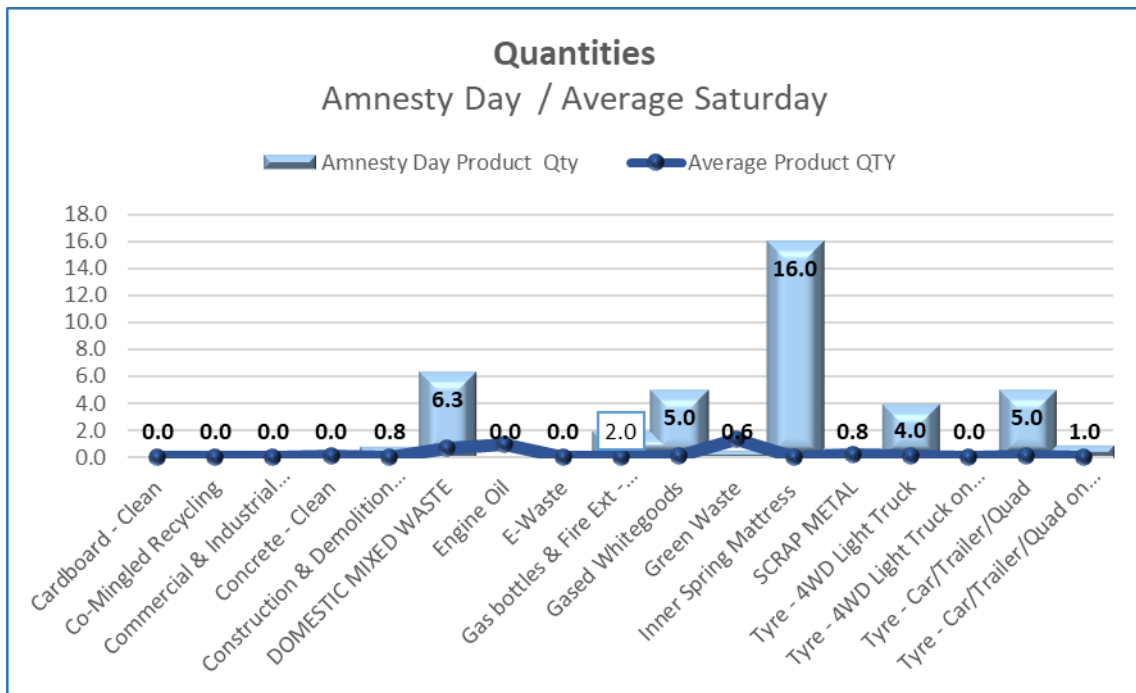
Product	Total QTY Received	Fee ex GST	Processing Fee	Lost Revenue ex GST	Processing Charge (incurred by council)	Staff OT cost
Batteries - Vehicle	22	\$ -	\$ -	\$ -	\$ -	
Batteries -Other	0	\$ -		\$ -	\$ -	
Car Body	3	\$ 76.36	\$ -	\$ 229.09	\$ -	
Engine Oil		\$ -	\$ -	\$ -	\$ -	
Gas bottles & Fire Ext - Empty up to 9kg	35	\$ 17.27	\$ 22.60	\$ 604.55	\$ 791.00	
Gased Whitegoods	110	\$ 39.09	\$ 25.00	\$ 4,300.00	\$ 2,750.00	
Inner Spring Mattress	70	\$ 38.18	\$ 28.50	\$ 2,672.73	\$ 1,995.00	
Tyre - 4WD Light Truck	122	\$ 12.73	\$ 7.15	\$ 1,552.73	\$ 872.30	
Tyre - 4WD Light Truck on Rim	38	\$ 17.27	\$ 21.45	\$ 656.36	\$ 815.10	
Tyre - Car/Trailer/Quad	155	\$ 5.45	\$ 3.85	\$ 845.45	\$ 596.75	
Tyre - Car/Trailer/Quad on Rim	36	\$ 12.73	\$ 11.55	\$ 458.18	\$ 415.80	
Tyre - Motorcycle	10	\$ 4.00	\$ 2.50	\$ 40.00	\$ 25.00	
Tyre - Truck 17.5+	0	\$ 22.73	\$ 16.50	\$ -	\$ -	
Tyre - Truck 17.5+ on a Rim	3	\$ 36.64		\$ 109.92	\$ -	
				\$ 11,469.01	\$ 8,260.95	\$ 2,647.38

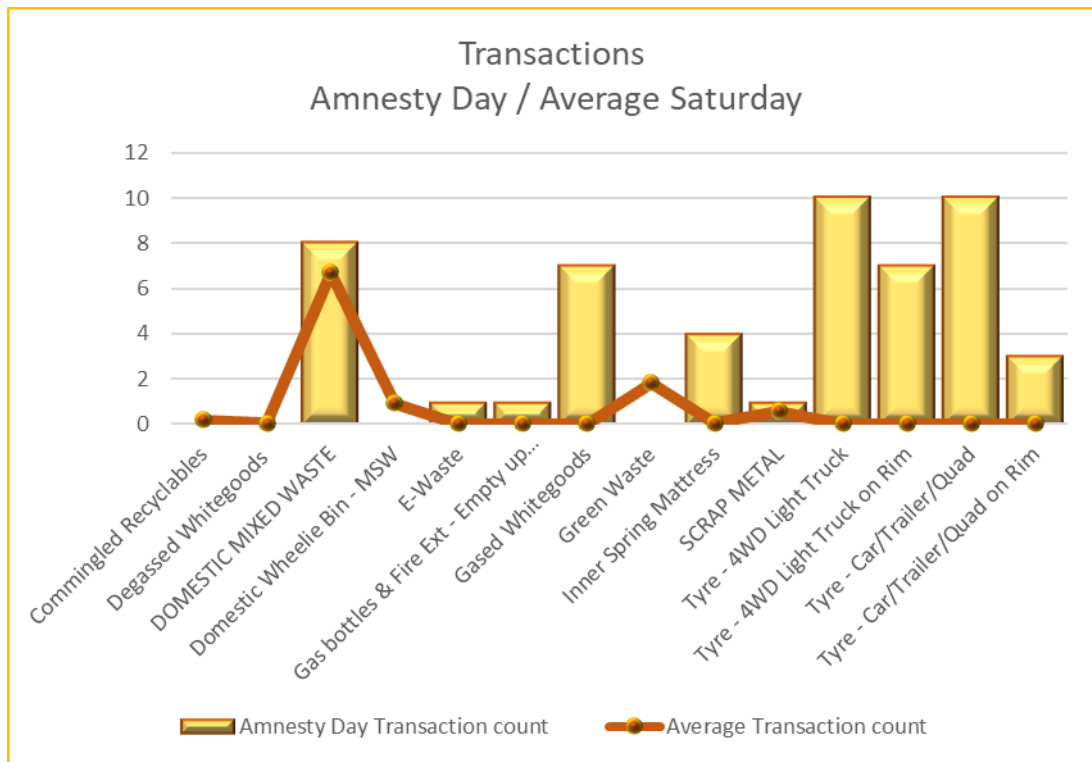
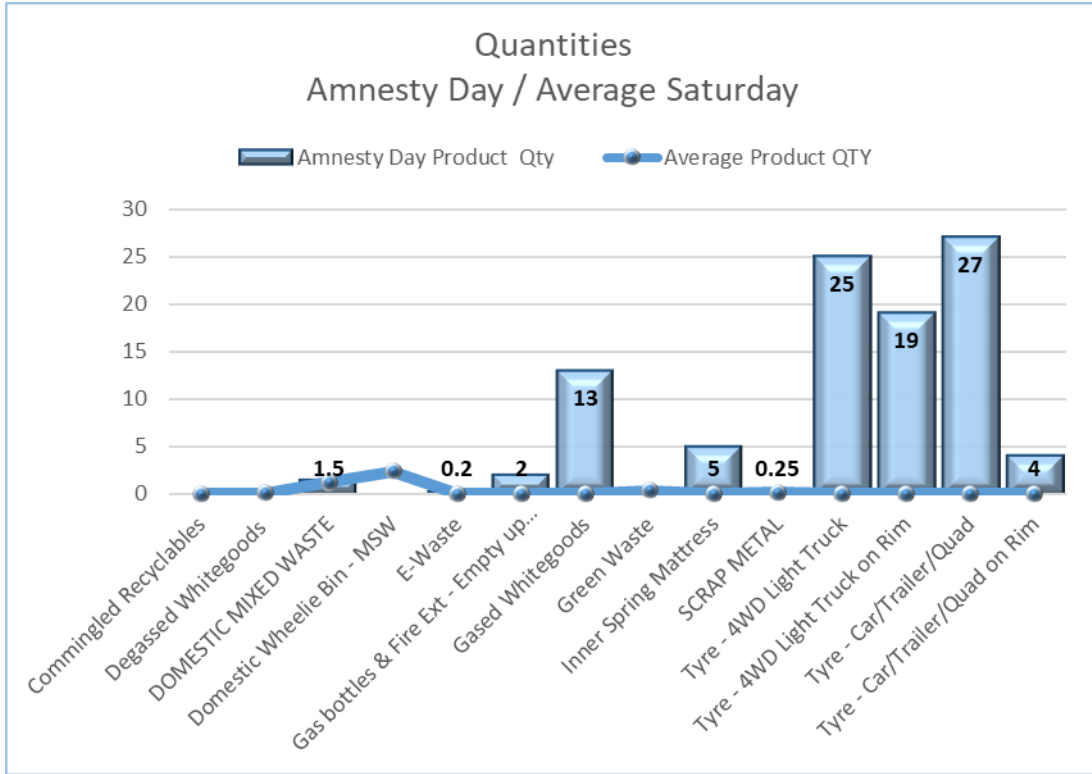
Product	Carmila	Clermont	Dysart	Glenden	Greenhill	Middlemount	Moranbah	Nebo	St Lawrence
Batteries - Vehicle	0	6				5	11		
Batteries -Other	0	0							
Car Body	1	0				0		1	1
Engine Oil	0	80					49		
Gas bottles & Fire Ext - Empty up to 9kg	3	4	2	7	2		9	8	
Gased Whitegoods	6	34	5		13	7	42	3	
Inner Spring Mattress	5	5	16		5	14	22	1	2
Tyre - 4WD Light Truck	0	38	4		25	7	22	6	20
Tyre - 4WD Light Truck on Rim	6	6	0	1	19	3		3	
Tyre - Car/Trailer/Quad	12	39	5	12	27	3	51	6	
Tyre - Car/Trailer/Quad on Rim	4	4	1		4		11	12	
Tyre - Motorcycle	0	3					4	3	
Tyre - Truck 17.5+		0							
Tyre - Truck 17.5+ on a Rim	3								



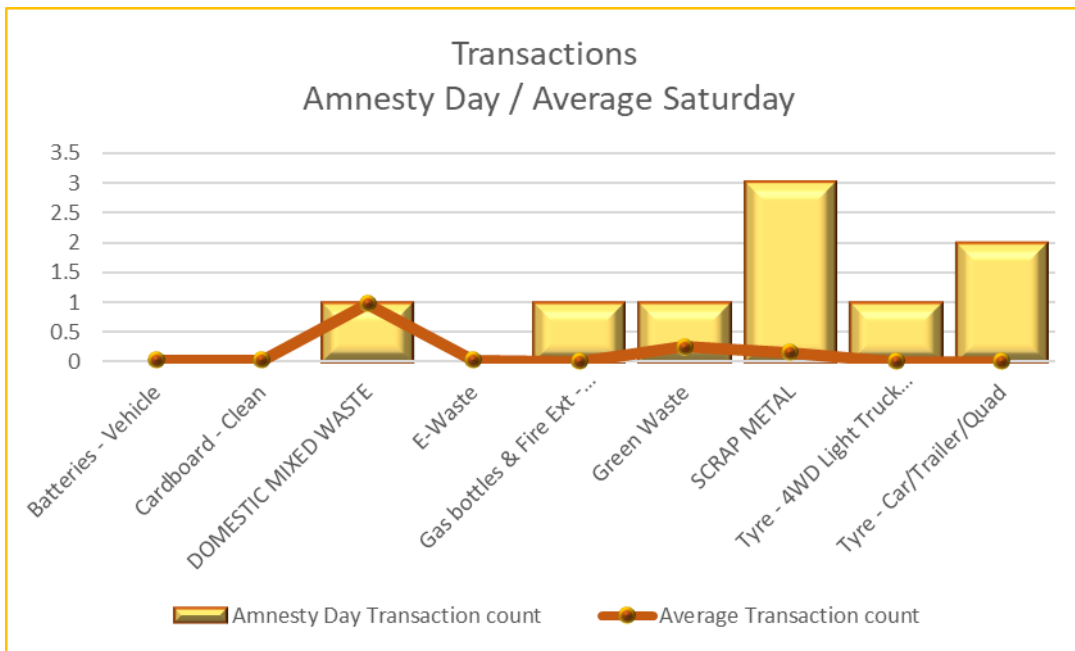
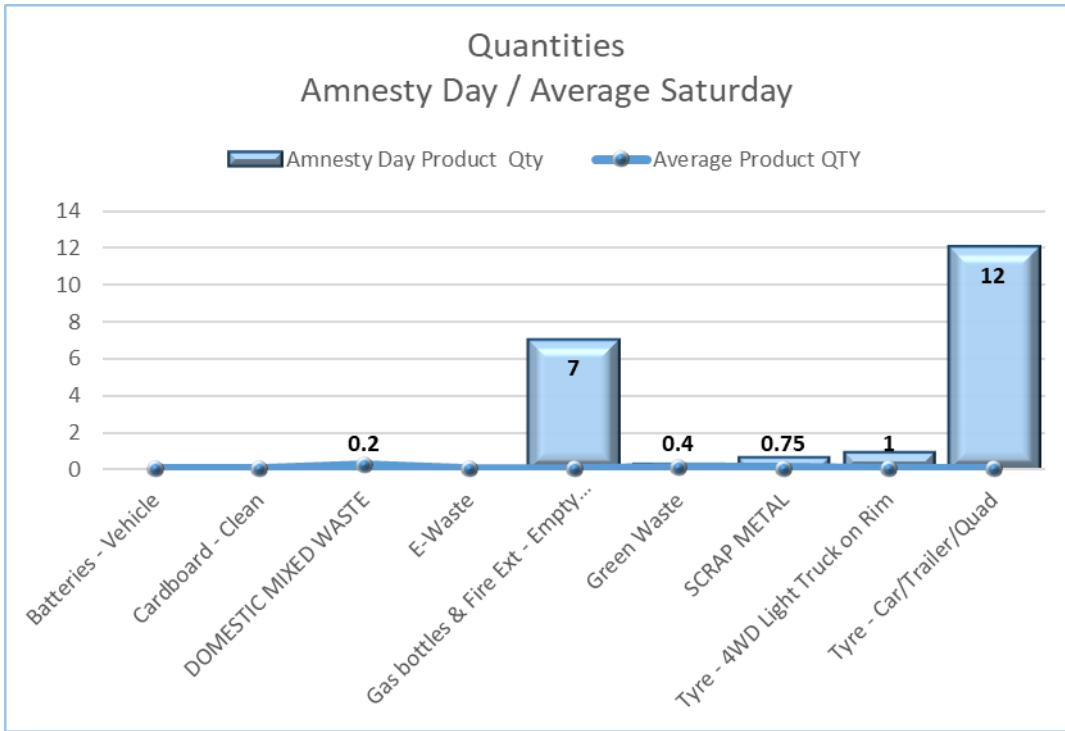








Glenden



Middlemount

