

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, 20 NOVEMBER 2024

COMMENCING AT 1.00PM

COUNCIL CHAMBERS - MORANBAH

CALE DENDLE

Chief Executive Officer

SCOTT CASEY

Committee Officer

Director Water and Waste

Committee Members:

Cr Simon West (Chair)

Mayor Kelly Veale

Cr Vern Russell

Cr Rachel Anderson

Cr Viv Coleman

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.

Section 254K Participating in meetings by audio link or audio visual link

- (1) A local government may allow a person to take part in a meeting of the local government by audio link or audio visual link.
- (2) A committee of a local government may allow a person to take part in a meeting of the committee by audio link or audio visual link.
- (3) A councillor or committee member who takes part in a local government meeting under subsection (1) or (2) is taken to be present at the meeting if the councillor or member was simultaneously in audio contact with each other person at the meeting.
- (4) In this section—
audio link see the [Evidence Act 1977](#), [section 39C](#).
audio visual link see the [Evidence Act 1977](#), [schedule 3](#).

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 20 NOVEMBER 2024
COUNCIL CHAMBERS, MORANBAH**

1. OPENING OF THE MEETING
 - 1.1 WELCOME
 - 1.2 ACKNOWLEDGMENT OF TRADITIONAL OWNERS
2. APOLOGIES
3. DECLARATION OF CONFLICTS OF INTEREST
4. CONFIRMATION OF MINUTES
5. OFFICER REPORTS
6. INFORMATION BULLETIN REPORT
7. GENERAL BUSINESS
8. CONCLUSION

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1. OPENING OF MEETING

2. APOLOGIES

3. DECLARATION OF CONFLICTS OF INTEREST

4. CONFIRMATION OF MINUTES

Water and Waste Standing Committee Meeting of Isaac Regional Council held in the Council Chambers, Moranbah, commencing at 1:00pm on Wednesday 16 October 2024.

5. OFFICER REPORTS

5.1 WATER AND WASTE 2024-2025 CAPITAL PROJECTS PROGRESS REPORT

EXECUTIVE SUMMARY

This report aims to update the Water and Waste Standing Committee and Council on the delivery of the Water and Waste 2024/25 Capital Works Program.

5.2 WATER QUALITY INVESTIGATION ACTION PLAN UPDATE

EXECUTIVE SUMMARY

The purpose of this report is to update Council on the Water Quality Reliability Investigation Action Plan Deliverables following the 2021/22 Christmas Period water quality incidents.

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5.3 WATER RESTRICTIONS POLICY AND PROCEDURE

EXECUTIVE SUMMARY

The purpose of this report is to present the Water Restrictions Policy and Water Restrictions Procedure for review and adoption.

5.4 WATER AND WASTE MONTHLY DEPARTMENTAL REPORT - WASTE SERVICES

EXECUTIVE SUMMARY

The purpose of this report is to provide an update to Council on the Waste Services department within the Water and Waste Directorate.

5.5 BUSINESS SERVICES DEPARTMENT OVERVIEW

EXECUTIVE SUMMARY

The purpose of this report is to present an overview of the Business Services Department within the Water and Waste Directorate of Isaac Regional Council.

7. GENERAL BUSINESS

8. CONCLUSION

UNCONFIRMED MINUTES

WATER AND WASTE STANDING COMMITTEE MEETING OF
ISAAC REGIONAL COUNCIL

HELD ON
WEDNESDAY, 16 OCTOBER 2024
COMMENCING AT 1.00PM

ISAAC REGIONAL COUNCIL
UNCONFIRMED MINUTES OF THE
WATER AND WASTE
STANDING COMMITTEE MEETING
HELD IN COUNCIL CHAMBERS, MORANBAH
ON WEDNESDAY 16 OCTOBER 2024

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ISAAC REGIONAL COUNCIL

UNCONFIRMED MINUTES OF THE

WATER AND WASTE

STANDING COMMITTEE MEETING

HELD IN COUNCIL CHAMBERS, MORANBAH

ON WEDNESDAY 16 OCTOBER 2024 COMMENCING AT 1.00PM

ATTENDANCE

Cr Simon West, Division Four (*Chair*)
Mayor Kelly Vea Vea
Cr Vern Russell, Division Two
Cr Rachel Anderson, Division Seven
Cr Viv Coleman, Division Eight

**COMMITTEE
APOLOGIES**

Nil

OBSERVERS

Cr Alaina Earl, Division Five

OFFICERS PRESENT

Mr Cale Dendle, Chief Executive Officer
Mr Scott Casey, Director Water and Waste
Mrs Lisa Tonkin, Manager Business Services
Mr Stephen Wagner, Manager Operations and Maintenance
Mr Amal Meegahawattage, Manager Planning and Projects (*Video Conference*)
Mrs Tricia Hughes, Coordinator Executive Support, Office of the Mayor and Chief Executive Officer
Mrs Kristi Thomsen, Executive Assistant, Water and Waste

1. OPENING

The Chair welcomed all in attendance and declared the meeting open at 2.01pm and acknowledged the traditional custodians of the land on which we meet today and paid her respects to their Elders past, present and emerging.

No apologies or leave of absence this meeting.

No conflict of interests declared for this meeting.

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.

Confirmation of minutes from Water and Waste Standing Committee Meeting of Isaac Regional Council held at Council Chambers, Moranbah, commencing at 1.00pm on Wednesday 18 September 2024.

Carried

5. OFFICERS REPORTS

5.1 Water and Waste Directorate 2024/2025 Capital Projects Progress Report

EXECUTIVE SUMMARY

This report is to provide an update to the Water and Waste Standing Committee and Council on the progress of the delivery of the Water and Waste Directorate 2024/2025 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

- 1. Receives and notes the monthly Water and Waste 2024/2025 Capital Projects Progress Summary Report.*

Resolution No.: W&W0526

Moved: Cr Viv Coleman

Seconded: Cr Rachel Anderson

That the Committee recommends that Council:

- 1. Receives and notes the monthly Water and Waste 2024/2025 Capital Projects Progress Summary Report.**

Carried

ATTENDANCE

Mayor Kelly Vea Vea left the meeting room at 2.20pm

Mr Beau Jackson, Executive Manager Advocacy and External Affairs entered the meeting room at 2.28pm.

6. INFORMATION BULLETIN REPORTS

6.1 Water and Waste Information Bulletin – October 2024

EXECUTIVE SUMMARY

The Water and Waste Directorate Information Bulletin for October 2024 is provided for Committee review.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Notes the Water and Waste Directorate Information Bulletin for October 2024.*

Resolution No.: W&W0527

Moved: Cr Viv Coleman

Seconded: Cr Vern Russell

That the Committee:

1. Notes the Water and Waste Directorate Information Bulletin for October 2024.

Carried

7. GENERAL BUSINESS

7.1 Thank you to Councillors

Mr Stephen Wagner, Manager Operations and Maintenance thanked Councillors for their interest in the Water and Waste Team – it is great to see that Councillors are involved and interested in this part of the business.

MEETING MINUTES

7.2 Thank you – St Lawrence Water and Waste Tour

Cr Rachel Anderson thanked the Water and Waste Team for the recent tour of the St Lawrence Water and Waste Facilities. It was a great opportunity to see the operations and was very informative. Thanks to all involved.

8. CONCLUSION

There being no further business, the Chair declared the meeting closed at 2.50pm.

These minutes will be confirmed by the Committee at the Water and Waste Standing Committee Meeting to be held on Wednesday 21 November 2024 in Moranbah.

.....
CHAIR

..... / /
DATE

MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 20 November 2024

AUTHOR

Amal Meegahawattage

AUTHOR POSITION

Manager Planning and Projects

5.1 WATER AND WASTE 2024-25 CAPITAL PROJECTS PROGRESS REPORT

EXECUTIVE SUMMARY

This report aims to update the Water and Waste Standing Committee and Council on the delivery of the Water and Waste 2024/25 Capital Works Program.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. *Receives and notes the monthly Water and Waste 2024/25 Capital Projects Progress Summary Report.*

BACKGROUND

Regular updates on the financial and physical status of projects within the 2024/25 Water and Waste Capital Works program are crucial to keep Council informed about the program's progress and associated risks.

IMPLICATIONS

The attached Water and Waste 2024/25 Capital Projects Progress Summary provides an overview of the financial and physical status of all projects, with red indicating a projected cost overrun of over 10% or completion after June 2025, yellow indicating a cost overrun of 0-10%, and green indicating no issues. Brief commentary is provided to explain the status of each project. Larger and more complex projects are sometimes delivered over multiple financial years and the exact expenditure in each year may deviate from the annual budget due to variations in the delivery schedule. This can affect expenditure in each year without exceeding the total budgeted amount for the project.

COMPLIANCE

Compliance with the Water and Waste 2024/25 Capital Works Program is essential to meet the identified timeframes of the 2024/25 financial year.

KEY CAPITAL PROJECTS

1. CW222983 – Moranbah Water Treatment Plant Roof Replacement

This project involves replacing the 5.7ML reservoir roof at the Moranbah Water Treatment Plant to ensure long-term structural integrity and reliability. Construction began in March 2023, and key structural elements like cleats, columns, abrasive blasting, and purlins have been installed. Water blasting of external walls began in early November. Additional funding approved at the September Council meeting covers project variations. Completion is on track for November 2024.

2. CW233141 – Nebo Water Network Augmentation

This project upgrades Nebo's water supply infrastructure by adding a new main to improve reliability and capacity, particularly at the truck-fill point. Practical completion was reached in August 2024. The contractor is finalising "As Constructed" drawings, with expected submission by mid-November.

3. CW233155 – Clermont Water Treatment Plant Filter Media Replacement and Plant Modernisation

Critical upgrades ensure compliance with Drinking Water Quality Management Plan standards. The turbidity analyser system was upgraded in mid-September, with new EPA 180.1 compliant analysers installed and calibrated. A control panel upgrade has been completed, and as-built documentation is being finalised. Funding was extended, with completion expected by December 2025, while chemical dosing requirements and procurement documents are progressing toward a tender advertisement in late November. Forecast completion is September 2025.

4. CW233151 – St Lawrence Raw Water Storage and Raw Water Main

This project aims to improve water storage and distribution efficiency for the St Lawrence community by increasing raw water storage capacity and upgrading the raw water main. To date, the raw water main has been installed and successfully commissioned as of November 2023. The construction of the new water storage facility is well underway, with the subcontractor starting tank installation on-site in early November, anticipating completion by mid-November. Other pending works include the installation of actuator valves. Additional funds required to complete the scope of work were approved in the Q3 Budget review.

5. CW243181 – Moranbah Sewer Pump Station Upgrades

This upgrade of the Moranbah Sewer Pump Station aims to improve both capacity and operational efficiency. Following the contract award in July 2024, potholing works were completed, and all necessary materials were ordered. The contractor mobilised on-site in late September, and the project is progressing as scheduled, with an expected completion date at the end of November 2024. Surplus funds allocated for this project were reallocated to other projects needing additional funding during the Q3 Budget review.

6. CW243205 – Moranbah Rectification of Landfill Cell

Efforts to rectify and stabilise the landfill cell in Moranbah are ongoing, addressing environmental concerns and ensuring regulatory compliance. The project has a total budget of \$4.2 million, of which \$3.7 million was carried over to the 2024/25 financial year. A geotechnical specialist has been engaged, and soil sampling was conducted in mid-October. The results will determine the scope of rectification work, with the construction tender expected to be awarded by February 2025.

7. CW243239/CW243240 – Carmila and Greenhill Landfill Capping

These projects are essential to ensure regulatory compliance for landfill capping at the Carmila and Greenhill sites. Design work is progressing, with the contractor, Aurecon, having submitted a draft report. A pre-lodgement meeting with the Department of Environment, Science and Innovation (DESI) was held on 5 November 2024. During the meeting, DESI agreed with Isaac Regional Council's (Council) proposal to manage risks through localised remediation and preventative controls rather than increasing the capping depth from 300mm to 500mm. This approach is expected to result in significant cost savings.

8. CW253266 – Dysart Waste Management Facility Repurpose to Transfer Station

This project involves converting the Dysart landfill into a modern transfer station to improve local waste management infrastructure. The Design and Construct (D&C) tender was advertised, with one compliant tender received by the 8 October 2024 closing date. The tendered price exceeded the budget, so the contractor was asked to provide an alternative price for a reduced scope, changing from a 3-bin to a 2-bin transfer station. The revised price is slightly above budget, and an evaluation of options, balancing waste handling needs with cost, is ongoing.

9. CW253273 – Carmila Water Treatment Plant Upgrade

Upgrades to the Carmila Water Treatment Plant focus on improving operational efficiency and water quality. Project planning began in July 2024, with initial site investigations underway to define the full scope. The design includes SCADA mimic upgrades and a chemical dosing system, both of which are being finalised. The project remains in the scoping phase, with execution expected to begin soon. It is planned to combine this project with CW253274 – St Lawrence Water Treatment Plant Upgrade into a single D&C contract as separable portions to maximise value for money and effective delivery.

10. CW253274 – St Lawrence Water Treatment Plant Upgrade

Upgrades to the St Lawrence Water Treatment Plant focus on improving operational efficiency and water quality. Project planning began in July 2024, with initial site investigations underway to define the full scope. The design includes SCADA mimic upgrades and a chemical dosing system, both of which are being finalised. The project remains in the scoping phase, with execution expected to begin soon. It is planned to combine this project with CW253273 – Carmila Water Treatment Plant Upgrade into a single D&C contract as separable portions to maximise value for money and effective delivery

11. CW253275 – CORP Sewer Relining 2025

This project upgrades the sewer network by capturing CCTV footage and relining prioritised sections. The scope covers remaining CCTV inspections in Moranbah and Dysart, with a focus on completing relining in Moranbah, subject to budget. The Design and Construct (D&C) tender closed in early October. Tender evaluation is slightly delayed as clarification was sought from bidders, but the process is ongoing.

12. CW253282 – CORP Water Network Water Meters

This project replaces outdated water meters to improve accuracy in consumption measurements and billing. The contract was awarded in late October, and project activities have commenced. A public notice was sent to inform residents of upcoming work at their properties.

13. CW253287 – Glenden Water Treatment Plant Turbidity Analyser on Filters

Installing turbidity analysers on the filters at the Glenden Water Treatment Plant will enhance water quality monitoring and compliance. The Request for Quotation (RFQ) for this work was finalised and sent to Procurement for processing in late October.

14. CW253290 – Middlemount Water Network Augmentation

This project involves installing a new water main in the Middlemount network to improve distribution. Additionally, a drainage project on Nolan Drive, adjacent to the reservoir (managed by the Engineering and Infrastructure directorate), has been included in the same contract as a separable portion. Currently, the project is in the procurement phase, with the RFQ issued via VendorPanel, and a tender extension was approved at the end of October.

15. CW253289 – Moranbah Water Network Relocate Truck Filling

This project involves relocating the truck filling station from Goonyella Road to a new site across the road, adjacent to the Moranbah depot. The scope includes upgrading the intersection at the depot entrance, with Water and Waste funding the truck fill station component. The Engineering and Infrastructure directorate will oversee the work as part of a larger intersection upgrade. Design completion is expected by November 2024, with construction starting in March 2025.

16. CW253291 – Nebo Water Network Avdata

An Avdata system will be installed at the Nebo truck fill point to record water volumes used by commercial customers. The Project Manager has engaged with truck operators for feedback on traffic safety arrangements. The RFQ was issued on 31 October, with a closing date of 25 November 2024.

17. CW253283 – CORP Switchboards

This project involves replacing switchboards to reduce service failure risks and ensure regulatory compliance. The draft RFQ was sent to Operations for review. The work includes upgrading the decommissioned switchboard at the Moranbah Wastewater Treatment Plant, enabling it to power the digester blower, which is currently inoperable due to a damaged switchboard.

PROGRESS PHOTOS



Image 1: Moranbah Water Treatment Plant Roof Replacement – External Wall Primer Application



Image 2: St Lawrence Raw Water Storage – Installation in Progress

BENEFITS

Council can see a monthly progress report detailing the progress of projects in the Water and Waste 2024/25 Capital Program. This report communicates risks, failures and delays that have been identified within the Water and Waste 2024/25 Capital Works program.

CONSULTATION

- Director Water and Waste
- Manager Operations and Maintenance
- Manager Waste Services
- Planning and Project Department Project Managers

BASIS FOR RECOMMENDATION

To provide Council with a clear monitoring tool to track capital works delivery for the Water and Waste Directorate by providing transparent and relevant reporting. This report will help identify and communicate any project delays, overspends and project risks.

ACTION ACCOUNTABILITY

The Managers and the Director of Water and Waste oversee the scoping, procurement, and completion of the projects identified within the 2024/25 Capital Projects Progress Summary spreadsheet. Furthermore, the appropriate Managers and the Director Water and Waste are held accountable for the delivery of the project stages which are completed within the identified timeframes.

KEY MESSAGES

That Council has open communication, oversight, and transparency of the Water and Waste 2024/25 Capital Works Program, to ensure Isaac will have effective and sustainable water and waste infrastructure that supports the needs of the region's communities and economic sectors.

Report prepared by: AMAL MEEGAHAWATTAGE Manager Planning and Projects Date: 6 November 2024	Report authorised by: SCOTT CASEY Director Water and Waste Date: 9 November 2024
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ATTACHMENTS

- CONFIDENTIAL Attachment 1 – Water and Waste Capital Projects Progress Summary Spreadsheet October 24

REFERENCE DOCUMENT

- Nil

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MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 20 November 2024

AUTHOR

Lisa Tonkin

AUTHOR POSITION

Manager Business Services

5.2

WATER QUALITY INVESTIGATION ACTION PLAN UPDATE

EXECUTIVE SUMMARY

The purpose of this report is to update Council on the Water Quality Reliability Investigation Action Plan Deliverables following the 2021/22 Christmas Period water quality incidents.

OFFICER'S RECOMMENDATION

That the Committee recommends that Council:

1. ***Receives and notes the Report for the Water Quality Investigation Action Plan Deliverables.***

BACKGROUND

Over the Christmas/New Year period 2021/2022 there were water quality incidents in four (4) townships across the Isaac Region, which caused disruption and impacted the water supply service levels experienced by those communities. The Chief Executive Officer (CEO) of Isaac Regional Council (IRC) committed to a thorough investigation into the incidents. The terms of reference (TOR) for the investigation were approved by Council and an internal investigation was conducted which was peer reviewed by an independent third-party consultant.

Arising from the investigation an action plan was prepared and presented to Council. At the November 2022 Ordinary Meeting (refer resolution number 8126) Council received and acknowledged the Water Quality Investigation Report received and endorsed the Water Quality Investigation Report Action Plan and requested that a regular report be presented to Council on the progress against the action plan deliverables.

IMPLICATIONS

The risk of a reoccurrence of the water quality incidents remained after the events had been resolved, and it was clear from the subsequent investigation that there was no single solution which would entirely remove the risk of such water supply failures. The investigation report gave rise to an action plan which set out a suite of actions which will address the root causes of the water quality events.

The action plan contained both short term interventions and actions that form part of a longer-term strategy. Some of the short-term interventions such as the replacement of failed equipment have already had an impact on the likelihood of a reoccurrence but will not eliminate it entirely. Expected delivery dates have been identified in the action plan so that progress may be tracked and effectively managed.

It should be noted that implementation of the recommended actions has taken a significant commitment from the Water and Waste management team and Isaac Regional Council.

In the period from August 2024 to October 2024 continued progress has been made on delivery of the Water Quality Action Plan. Progress to date is shown in detail in Attachment 1 - Water Quality Investigations Action Plan - Update – October 2024 but can be summarised as follows:

Status	October 2023	January 2024	April 2024	July 2024	October 2024
Action Complete	12*	16*	20*	22*	23
Previously Completed Actions removed from PLAN	-	-	-	-	21
Action On - Track	23**	16**	17**	15**	14
Action Needs Improvement	1	2	0	0	0
Action Yet to Commence	0	0	0	0	0
Ongoing	1	3	0	0	0

* Where actions have become embedded as business-as-usual activities they have been considered as complete.

** Some of the identified actions are scheduled to be delivered over several years.

CONSULTATION

- Director Water and Waste
- Manager Operations and Maintenance
- Program Leader Compliance and IMS
- Water and Waste Process Engineer

BASIS FOR RECOMMENDATION

The Action Plan in Attachment 1 forms the basis of future risk mitigation measures, and its implementation significantly reduces the likelihood of similar water quality incidents occurring in the future. This report shows that progress has been made against all actions; 23 actions are now complete and 14 are on track for successful delivery. Of the completed actions 21 have now been removed from the attachment for ease of reporting. The continuing implementation of this action plan will further reduce the risk of future water quality events occurring.

The scope and nature of many of the actions in the plan are multi-year initiatives which will embed a culture of continuous improvement in the Water and Waste directorate. These continuous improvement actions are incorporated into the Water and Waste Integrated Management System where appropriate, to secure the improvements in future operations. Funding relating to some of the actions has been included in the budget submissions for the 2024/25 Financial Year.

The action plan is one mechanism being used to improve water quality in response to specific water quality events. It is complimented by broader activities such as the Water and Waste Integrated Management System (IMS) and the Drinking Water Quality Management Plan (DWQMP) which was reviewed in December 2023.

The review of the DWQMP included a targeted improvement plan Risk Management Improvement Plan (RMIP) which has informed the 2024/25 Financial Year investment strategy for the Water and Waste Directorate.

Although the continued delivery of the action plan in Attachment 1 will result in a more robust and sustainable water services it represents the actions identified at a point in time and will be complemented by further initiatives which have commenced subsequently.

ACTION ACCOUNTABILITY

The Director of Water and Waste will continue to lead the improvement in reliability of the water supply schemes across the Region.

KEY MESSAGES

The management team of Water and Waste are committed to improving performance and implementing change to minimise the risk of water quality failures in the future, both in a focused way in response to specifically identified risks and more systemically through continuous process improvement mechanisms.

Since the water quality events in December 2021/22 that triggered this investigation and action plan, the improvements made to date have enhanced the resilience of the water treatment process. Subsequent events have been identified and resolved before they have compromised water quality or the continuity of water supply to the community. These practical examples demonstrate that the initiatives captured in this action plan along with increased asset maintenance and additional staff training have led to more sustainable services.

There are several inter-related initiatives encompassed by this action plan and in complimentary business improvement frameworks. The ultimate success in preventing future water quality events will be dependent upon delivering them all, so that they complement each other.

Report prepared by:

SCOTT CASEY
Director Water and Waste

Date: 9 November 2024

Report authorised by:

SCOTT CASEY
Director Water and Waste

Date: 9 November 2024

ATTACHMENTS

- Attachment 1 - Water Quality Investigations Action Plan - Update – October 2024

REFERENCE DOCUMENT

- Drinking Water Quality Management Plan

WATER QUALITY INVESTIGATIONS – ACTION PLAN

Q2 UPDATE – OCTOBER 2024

Key

Lead – Is the resource identified to lead and co-ordinate the implementation of an action.

Support – Is a resource that will be required to contribute to the delivery of an action but will support the Lead.

Input - Is a resource that will be required to contribute to achieve the successful delivery of an action but will only contribute as required.

BAU – Business as Usual

CAPEX – Capital Expenditure

DWQMP – Drinking Water Quality Management Plan

IMS – Integrated Management System

OPEX – Operational Expenditure

RMIP - Risk Management Improvement Program

SWIMS – Statewide Information Management System

WWILT – Water and Waste Influencers and Leadership Team

WTP – Water Treatment Plant

WWTP – Wastewater Treatment Plant

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
1.	System Documentation / Knowledge Management	Review existing operational documentation to identify gaps.	4 months per site (across all 8 water treatment plants) Start Jan 2023 End Dec 2024	A strategy using IMS procedures and capital projects to manage and resolve engineering documentation gaps and inaccuracies has been recommended. There is a cost to this approach so needs to be well defined and endorsed. ON TRACK	Ongoing with no significant change in the preceding period. ON TRACK	Technical Standard for documentation partially completed. This shall be presented to the Capital Projects team to obtain feedback and improve. Investigate utilising the IMS document Management protocols to ensure Engineering documentation is relevant and remains current. Integration of operational documentation into the IMS is ongoing and will eventually form a complete operating system. ON TRACK	This is an ongoing issue. Ideally suitable documentation for all plants will encompass historical assets and the project delivery process will require contractors to update engineer documentation when providing improvements or replacements on treatment facilities. Project delivery guidelines are currently being drafted. ON TRACK	Will be consideration in the project delivery work flow document that is being compiled. ON TRACK
1A	System Documentation / Knowledge Management	Develop specific SOPs for lab testing procedures (specific to the instrumentation)	2 months per site (across all 8 water treatment plants following on from action 1A)	Existing work instructions (WI) pending endorsement and publishing on Iris.	Ongoing with no significant change in the preceding period. ON TRACK	Waiting for draft work instructions to be finalised in IMS. ON TRACK	Operators using new Hach equipment, using the Hach test methods until the	All activities commenced in the previous quarters are ongoing and yet to reach a conclusion.

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		that is at the sites).	Start Jan 2023 End April 2024	Second phase WIs identified and awaiting commencement. ON TRACK			new IRC WIs are approved. ON TRACK	ON TRACK
1B	System Documentation / Knowledge Management	Document procedure for how to respond to changing raw water quality etc.	5 months (across all 8 water treatment plants following on from action 1B) May need to prioritise in high-risk sites. Start Jan 2023 End December 2026	A procedure has been generated as part of the St Lawrence turbidity event. This procedure has been circulated. Development of the procedure has continued for raw water changes due to seasonal impacts. This will be circulated to the Supervisor North and IMS Officer once complete. ON TRACK	Ongoing with no significant change in the preceding period. ON TRACK	Ongoing with no significant change in the preceding period. Document will be within the IMS. ON TRACK	IMS procedure for "Response to Changing Raw Water Quality" is complete but awaiting final review and approval. ON TRACK	SOP has been approved and available through Iris. SOP was presented at Operators monthly meeting. Going forward the SOP shall be reviewed periodically as per IMS processes. COMPLETE - ACTION CLOSED Remove from future reports.
1C	Process Robustness (previously action 19)	Review processes, identify gaps or processes that would provide more robust response to	5 months (across all 8 water treatment plants following on from action 1B)	DWQMP review has been conducted by external consultant which will inform and refresh the RMIP (Risk Management	The DWQMP review and process audits have identified areas for improvement, and these have been input into the FY2425 budget	DWQMP and RMIP COMPLETE Next step to produce a WTP Process Standard against which each	Draft for WTP Process Audit template nearing completion. General technical specification for	Ongoing work in aligning process audits with RMIP for implementation by Capital Projects. Current focus on CLM, STL and CAR.

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		variability in raw water quality (e.g. the use of a coated media processes rather than potassium permanganate). Consider what additional monitoring (including on-line) to provide early warning or automated process changes. For example, pH and DO monitoring to provide early warning that coated media manganese removal might be compromised. Also, raw water turbidity monitoring with automated step change to the coagulant dose rate. Consider using on-line manages analyser results	May need to prioritise in high-risk sites. Start Jan 2023 End December 2026	Improvement Program). These audits identify gaps and improvements prioritised on a risk basis including changes in raw water quality. Additional process audits conducted by the process engineer for all sites which will feed into the investment decision process. Project scoping underway for process improvement opportunities for Carmila WTP. Some of the RMIP actions are to investigate options for improvement and this work will be assessed in the investment decision making process. ON TRACK	preparation process for future investment. ON TRACK	treatment plant is audited to identify improvements. ON TRACK	Isaac Chemical Dosing Requirements is underway with an expected delivery date of August 2024. ON TRACK	ON TRACK

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		with alarms and also feed forward change to the potassium permanganate dose rate. The changes to dose rates would be based on information gathered from previous events and jar testing.						
2.	System Documentation / Knowledge Management	Ensure one updated operation and maintenance manual exists for each plant with the manuals all being consistent in format to enable operators from other plants to easily find information.	3-year project (average 4 months per site) Start 1 July 2023 End June 2026	Data acquisition for water treatment sites has commenced to update the Operations and Maintenance Manuals. ON TRACK	Lucidity action 6978. Contractor has been engaged to complete the manuals. MMT and DYS water treatment plants and wastewater treatment plants will be completed this year. ON TRACK	Contractor has been engaged to complete the manuals. ON TRACK	Middlemount and Dysart Water Treatment Plant Manuals have been drafted and awaiting checking with operational team. Once this has been completed these documents will be registered. Moranbah and Nebo Water Treatment Plants are the next sites to have these documents developed. ON TRACK	Order placed for MBH WTP manual. Review of MMT and DYS in progress. ON TRACK

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		For sites that do not have SCADA – how do we get those sites accessible	2.5 years Start Jan 2023 End July 25	SCADA project was offered to preferred supplier but not accepted. Price escalation prompted a redefinition of the project scope and a return to the market for re-tender. ON TRACK	The first element of the revised SCADA project has been to the market and is in the evaluation stage. Award to technical advisor expected February 2024. NEEDS IMPROVEMENT	SCADA Technical Advisor contract has been awarded and initial meetings have been held at Glenden and Nebo. ON TRACK	The initial contractor has not fulfilled their obligations and developed the documentation as required. A second contractor is being engaged to start this process with Clermont WTP. ON TRACK	Clermont WTP SCADA will be implemented in November 2024. Glenden, Carmila and St Lawrence WTP SCADA Scopes are being developed presently and will be including into Capital Upgrade Projects over the next 18 months. ON TRACK
3.	SCADA	Ensure the SCADA system has the capability to put logic to alert discrepancies when variance between actual and recorded information is detected. (eg if X filters on-line then expected flow is Y ML, have a discrepancy alarm)	3.5 years Start July 2022 End Dec 25	Delays experienced in tender process for SCADA projects due to disruption to the preferred supplier however the project has been re-scoped and will return to market. ON TRACK	The first element of the revised SCADA project has been to the market and is in the evaluation stage. Award to technical advisor expected February 2024. NEEDS IMPROVEMENT	SCADA Technical Advisor contract has been awarded and initial meetings have been held at Glenden and Nebo. ON TRACK	The initial contractor has not fulfilled their obligations and developed the documentation as required. A second contractor is being engaged to start this process with Clermont WTP. ON TRACK	This action has been included in the SCADA development that will be implemented at Clermont WTP. This will be a standard feature on all SCADA project moving forward. ON TRACK
4.	SCADA	As part of the strategy development review systems and processes	3.5 years Start July 2022	DWQMP review has been completed, report is being written.	Risk assessments completed for 8x WTPs.	DWQMP Review and RMIP complete.	Draft for WTP Process Audit template nearing completion.	General technical spec for Chemical dosing requirements completed and

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		to identify gaps in monitoring and control. Ensure there is sufficient on-line instrumentation for monitoring key water quality parameters including Critical Control Points (CCPs). Related to this, there is a need to ensure there is sufficient control of the plant, such as plant shutdowns on breaches of CCP limits.	End Dec 25	Process visits with Bligh Tanner have been undertaken; results are being collated. CCP's have been reviewed. From these activities monitoring and control requirement will be identified. ON TRACK	2023 Risk management improvement program (RMIP) produced as an output of the DWQMP review. ON TRACK	Next step to produce a WTP Process Standard against which each treatment plant is audited to identify improvements. ON TRACK	General technical spec for Chemical dosing requirements is underway. ON TRACK	provided to the Capital Team. Work has started on specific requirements for STL and CAR. Delivery of online monitoring according to RMIP. ON TRACK
5.	SCADA	The strategy should consider installing instrumentation to monitor raw and treated water quality, production and delivery with trends being monitored to alert operators in advance of the need to start	3.5 years Start July 2022 End Dec 25	DWQMP review and process audits have assessed requirements for additional online instrumentation to monitor water quality. ON TRACK	Risk assessments completed for 8x WTPs. 2023 Risk management improvement program (RMIP) produced as an output of the DWQMP review. ON TRACK	DWQMP Review and RMIP complete. Next step to produce a WTP Process Standard against which each treatment plant is audited to identify improvements. ON TRACK	Draft for WTP Process Audit template nearing completion. ON TRACK	These improvements are being included with the improvements being rolled out. ON TRACK

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		adjusting their plant operation.						
6.	Escalation Processes are not Working to Raise all the Critical Issues	Ensure staff receive CCP response refresher training (Apply the risk management principles of the water industry standards, guidelines and legislation) as a refresher which covers the 12 elements of the Australian Drinking Water Guidelines as well as critical control points, critical limits and response plans.	Ongoing program Start Oct 2022 End Ongoing	<p>The review of the DWQMP has reduced the number of CCPs (critical control points), (no longer includes treated water turbidity or treated water pH).</p> <p>The CCP online analysers are within the capital plan.</p> <p>Department of Resource Development Manufacturing and Water (DRDMW) presented to operators team meeting on events and incident reporting.</p> <p>The importance of escalation reinforced along with advice to contact - RDMW in an event for timely reporting.</p> <p>ON TRACK</p>	<p>2023 Review of DWQMP complete and submitted to RDMW – awaiting approval.</p> <p>CCPs now on traffic light charts with actions and reporting.</p> <p>Operator awareness training of CCPs once DWQMP has been approved.</p> <p>ON TRACK</p>	<p>RDMW requested clarification and amendments on four points within DWQMP.</p> <p>Training of CCP charts during June 2024 Operators meeting.</p> <p>ON TRACK</p>	<p>CCPs presented during June 2024 Operators meeting.</p> <p>RDMW have verbally accepted the DWQMP 2023.</p> <p>COMPLETE</p>	<p>Transition to SWIMS has commenced and this shall trigger SMS alerts for out of spec inputs.</p> <p>Automation changes are ongoing to minimise nuisance alarms to ensure shutdown interlocks are reinstated for CCPs.</p> <p>Continue to implement a positive and supportive culture for reporting events, incidents and quality issues.</p> <p>Action considered to be embedded as BAU.</p> <p>COMPLETE – ACTION CLOSED</p> <p>Remove from future reports.</p>

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
	Ineffective Alarms to Identify Problems and then Escalation (H2O action item 15)	Implement Critical Operating Point (COP) limits in the water supply network, covering low and high limits for free chlorine.	3.5 years – phased implementation based on risk Start July 2022 End Dec 25	MMT Cleanwater Reservoir project sent to market and prices returned were many times over budget. Operational control measures remain in place whilst alternatives options are considered for the project. NEEDS IMPROVEMENT	Evaluation of drinking water quality at MMT as part of the DWQMP review highlighted elevated risk around Chlorine contact time. This is being managed operationally but has prompted the re-submission of the capital project for the MMT reservoir main for FY2425 budget consideration. ON TRACK	PAG submission has been included for the MMT reservoir main for FY2425 budget consideration. ON TRACK	Middlemount Reservoir Main duplication SOW has been completed and tender being released to market in August 2024. \$1.4M committed in the FY24/25 budget. ON TRACK	Review of CCP's within the DWQMP review and training of staff of these CCP's has uplifted the knowledge of the team to identify a non-compliance CCP. This action has been included in the SCADA development that will be implemented at Clermont WTP. This will be a standard feature on all SCADA project moving forward. The development of online SWMS reporting through Qld Water dashboard has the capability to alarm to supervisors if a CCP has been entered that is out of scope. ON TRACK
7.	Ineffective Alarms to Identify	Trends should also be automatically	3.5 years - SWIMS Project	Delays experienced in tender process for SCADA projects	The award of the SCADA project failed to conclude	SCADA Technical Advisor contract has been awarded	The initial contractor has not fulfilled their	Review of CCP's within the DWQMP review and training

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
	Problems and then Escalation	calculated to alert before critical levels are reached.	NOTE - SWIMS will become the daily data log NOTE – links to SCADA implementation. Start July 2022 End Dec 25	due to disruption to the preferred supplier. ON TRACK	due to issue with the preferred contractor. Project has been reviewed, the scope adjusted and has been re-issued to the market. The first element of the revised SCADA project has been to the market and is in the evaluation stage. Award to technical advisor expected February 2024. ON TRACK	and initial meetings have been held at Glenden and Nebo. ON TRACK	obligations and developed the documentation as required. A second contractor is being engaged to start this process with Clermont WTP. ON TRACK	of staff of these CCP's has uplifted the knowledge of the team to identify a non-compliance CCP. This action has been included in the SCADA development that will be implemented at Clermont WTP. This will be a standard feature on all SCADA project moving forward. The development of online SWMS reporting through Qld Water dashboard has the capability to alarm to supervisors if a CCP has been entered that is out of scope. ON TRACK
		Ensure there is sufficient information available for staff who are not fully conversant with the plant to be able to	Ongoing action Start Jan 2023 End	Training of staff in the capture and recording of water data is ongoing.	All activities commenced in the previous quarter are ongoing an yet to reach a conclusion.	Workshop between W&W and P&C occurred to investigate options for recruitment and retention.	Recruitment and retention strategy is being developed. ON TRACK	All activities commenced in the previous quarter are ongoing an yet to reach a conclusion.

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		effectively complete the tasks on the worksheets.	BAU	Discussions about improving onboarding of new staff continues with P&C. Recruitment and retention activities continue along with discussions with P&C on how this might be improved. ON TRACK	ON TRACK	Operations and Maintenance team have developed an onboarding pack for new staff. This has been shared across the directorate. ON TRACK		Development of plant manuals will assist with this action. Dysart and Middlemount manuals have been completed in draft form and Moranbah WTP will be developed this FY. ON TRACK
8.	Loss of Long-Term Historical Knowledge – Staff Turnover	Ensure one updated operation and maintenance manual exists for each plant with the manuals all being consistent in format to enable operators from other plants to easily find information.	3-year project (average 4 months per site) Start Jan 2023 End June 24	Recruitment of Process Engineer will be presented to Council in Q4. ON TRACK	The presentation of the Process Engineer to Council was suspended prior to Christmas but will be reinitiated. An operational project to prepare operation and maintenance manuals is underway. ON TRACK	An operational project to prepare operation and maintenance manuals is underway. ON TRACK	An operational project to prepare operation and maintenance manuals is underway. ON TRACK	Development of plant manuals will assist with this action. Dysart and Middlemount manuals have been completed in draft form and Moranbah WTP will be developed this FY. ON TRACK
9.	Asset Management	An asset management system needs to be implemented	2 years Start	Asset revaluation is complete.	The draft asset management plan has been reviewed.	A position description has been prepared for a new asset	Work continues with the development of this	All activities commenced in the previous quarters

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
		to identify asset condition and replacement schedules.	July 2023? End Jully 25?	Asset management plan currently being updated. Resources reallocated to work on asset management and long-term capital investment programs. IRC Assets team invited to work with W&W in development of investment programs. ON TRACK	Work on the water and waste investment strategy has commenced. Preparation of the 10-year capital programs has been done. All sources of recommended investment have been collated into a comprehensive list of identified need. ON TRACK	management position within W&W. Recruitment for this position will be progressed. Work continues with the asset management team to consolidate and rationalise the asset registers. ON TRACK	asset management position. Condition assessments are being collated at the end of each preventative maintenance program. These condition assessments are being uploaded into the Asset Management System. Draft asset management plans have been reviewed and updated. ON TRACK	are ongoing and yet to reach a conclusion. ON TRACK
	Asset Management	Amend the draft AMPs with focus on the improvement plan	12 months from engagement of resource Start June 23 End June 24	Asset management plan currently being updated. Resource allocation reviewed and existing resources reallocated to work on asset management and long-term capital	The review of the asset management plan is complete and is just awaiting approval. Dedicated asset management resources have been identified and will be implemented over the coming	10-year investment programs are now complete in draft for water wastewater and waste functions ON TRACK	Finalisation of the AMP's and the update of the 10-year investment program is near completion. Once completed this will be submitted for approval. ON TRACK	All activities commenced in the previous quarters are ongoing and yet to reach a conclusion. Dedicated Assets resources is presently being finalised with recruitment to start

NO	FACTORS	ACTION	TIMELINE	PROGRESS OCTOBER 2023	PROGRESS JANUARY 2024	PROGRESS APRIL 2024	PROGRESS JULY 2024	PROGRESS OCTOBER 2024
				investment programs. ON TRACK	periods if approved. In the meantime, existing resources are focusing on the continued development of the asset register and 10 year investment programs. ON TRACK			on this position in November 2024. ON TRACK

MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 20 November 2024

AUTHOR

Lisa Tonkin

AUTHOR POSITION

Manager Business Services

5.3

WATER RESTRICTIONS POLICY AND PROCEDURE

EXECUTIVE SUMMARY

The purpose of this report is to present the Water Restrictions Policy and Water Restrictions Procedure 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 updated Water Restrictions Procedure (WW-PRO-105).**
- 3. Repeal the Water Restriction Conditions Guideline (WW-GDS-200).**
- 4. Repeal the Water Conservation Measures Guideline (WW-GDS-201).**
- 5. Repeal the Water Restriction Trigger Levels (WW-MISC-097).**

BACKGROUND

The Water Restrictions Policy and Water Restrictions Procedure were adopted by Council in August 2021 (Resolution Number 7466) 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, these documents were noted as requiring a review to ensure they remained up to date. This review has led to the following notable changes:

1. Moving the responsibility to approve applications for exemption from water restrictions from the Chief Executive Officer to the Director Water and Waste.
 - a. This request is proposed to streamline the process based on potential risk and turnaround time. The Manager Business Services provides a recommendation for all exemption applications considering social, health, environmental and economic impacts.
2. Moving the content of the Water Restriction Conditions, Water Conservation Measures and Water Restriction Trigger Levels Guidelines to Appendix one (1), two (2) and three (3), respectively, of the Water Restrictions Procedure.
 - a. This request is proposed to simplify the Water Restrictions process and ensure all relevant information can be easily accessed in one (1) place.

3. Minor formatting and punctuation and some rewording for improved clarity and understanding.

IMPLICATIONS

As per the Water and Waste Annual Management Review, these documents were earmarked as needing to be reviewed to ensure they remained applicable to current practices.

The changes proposed are recommended to provide further simplicity and ensure applications for exemption can be considered in a timely manner for both residents, truck fill points users and Council officers.

Pending approval of this Policy and Procedure, the following documents have also been reviewed and edited in line with the proposed changes:

- Water Restrictions Internal Guideline (WW-GDS-190)
- Exemption Application for Residential and Commercial Users in Water Restrictions Form (WW-FRM-137)
- Exemption Application for Mobile Water Tanker to take Water from Standpipes During Water Restrictions Form (WW-FRM-126).

CONSULTATION

- Manager Advocacy and External Affairs
- Manager Community Education and Compliance
- Corporate Governance Department
- Director Water and Waste
- Program Leader – Compliance and IMS
- Customer Administration Officer
- Executive Leadership Team

BASIS FOR RECOMMENDATION

The Water Restrictions Policy and Procedure 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 Corporate Governance and made available on Council's public website.

KEY MESSAGES

The Water Restrictions Policy and Procedure have been updated to ensure they are up to date, relevant and follow best practice.

Report prepared by:

LISA TONKIN

Manager Business Services

Date: 2 October 2024

Report authorised by:

SCOTT CASEY

Director Water and Waste

Date: 9 November 2024

ATTACHMENTS

- Attachment 1 - Water Restrictions Policy
- Attachment 2 - Water Restrictions Procedure

REFERENCE DOCUMENT

- Water Restrictions Internal Guideline (WW-GDS-190)
- Exemption Application for Residential and Commercial Users in Water Restrictions Form (WW-FRM-137)
- Exemption Application for Mobile Water Tanker to take Water from Standpipes During Water Restrictions Form (WW-FRM-126)

WATER RESTRICTIONS

APPROVALS

POLICY NUMBER	STAT-POL-033	DOC.ID	3614119
CATEGORY	Statutory		
POLICY OWNER	Water and Waste		
APPROVAL DATE		RESOLUTION NUMBER	7466

OBJECTIVE

The objective of this Policy is to provide a framework for the effective conservation of water within the Isaac region in conjunction with sections of the *Water Supply (Safety and Reliability) Act 2008* as listed below:

- 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.
- Section 43(5) 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(5).

SCOPE

This policy applies to consumers and transporters of potable and raw water supplied by Isaac Regional Council (Council).

DEFINITIONS

TERM / ACRONYM	MEANING
COUNCIL	Isaac Regional Council
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.
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.
TRIGGER LEVELS	Are used to clearly establish (in terms of water supply volumes) the defined levels in dams, rivers or bores that enable the implementation of water restrictions to extend the capability of the existing raw water supplies (<i>Appendix 3 Water Restriction Trigger Levels within the Water Restrictions Procedure</i>).
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.

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.

APPLICATION

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

- Moranbah;
- Clermont;
- Glenden;
- Nebo;
- Dysart;
- Middlemount;
- St Lawrence; and
- Carmila.

Nothing in this policy prevents the use of:

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

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

Council will:

- Implement water restrictions as described in the Water Restrictions Procedure, 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 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 listed in *Appendix 2* Water Conservation Measures within the Water Restrictions Procedure, which is available on the Council website. Although not enforceable, these measures are in place all year round and all water users are encouraged to comply with them.

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-190	Water Restrictions Internal Guideline

WATER RESTRICTIONS

APPROVALS

PROCEDURE NUMBER	WW-PRO-105	DOC. ID	4768837
DATE EFFECTIVE			
PROCEDURE OWNER:	Water and Waste		
APPROVED BY THE DIRECTOR	Director Water and Waste		
ENDORSED BY	Resolution No. 7466		
POLICY REFERENCE NUMBER	STAT-POL-033		

AIM

This procedure defines how Isaac Regional Council (Council) will declare, implement, 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 that access raw and/or potable water via Council's water supply system and will be implemented and followed by all Council staff including the CEO, Director Water and Waste and management teams.

ROLES & RESPONSIBILITIES

Chief Executive Officer (CEO):

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; and
- Ensure compliance with this procedure.

Director Water and Waste:

- Consider applications for exemption from water restrictions.

ELT/Managers/Supervisors:

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

All Isaac Regional Council staff:

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

DEFINITIONS

TERM	MEANING
Automated irrigation system	Shall mean an irrigation system that is permanently installed and 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 <i>Appendix 1, Water Restrictions Conditions</i> .
Council	Isaac Regional Council

Designated watering days	<p>Shall mean the designated days of water use allowable per property, as follows:</p> <ul style="list-style-type: none"> • Odd numbered premises water on Wednesday, Friday and Sunday. • Even numbered premises water on Tuesday, Thursday and Saturday. • Properties without a Council prescribed street number may water on Wednesday, Friday, and Sunday.
ELT	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	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.
Hand-held hose	A hose or pipe used to convey water, held in the physical possession of any person controlling the efficient distribution of water.
Paved area	Shall mean footpath, driveway, hard standing area or similar having an impervious surface such as concrete, asphalt, paving stones, tiles, etc.
Pool, pond and spa	Any pool, spa or ornamental pond which is not a Council owned public asset.
Watering can / bucket	Shall mean a water receptacle holding a maximum of 20 litres of water, at any one time.

PROCEDURE

DECLARATION OF WATER RESTRICTIONS

Subject to the provisions of the *Water Supply (Safety and Reliability) Act 2008* and Council's Water Restrictions Policy, Council will implement water restrictions when the trigger for each water supply scheme is reached in accordance with *Appendix 3 Water Restriction Trigger Levels*. The declaration of water restrictions will be made at levels specified in *Appendix 1 Water Restriction Conditions*. *Appendix 1 Water Restriction Conditions* outlines the activities which are allowable and 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.
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. • Letterbox drop. • Township publications if available.
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 drops. • Township publications if available.

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 PECS-POL-113.

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 Exemption Application for Mobile Water Tanker to take water from Standpipes during Water Restrictions Form and/or an Application for Exemption Residential & Commercial Users during 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:

1. Be in writing;
2. Note the conditions applicable during the exemption; and
3. 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 & Commercial Users during Water Restrictions Form
WW-FRM-126	Exemption Application for Mobile Water Tankers to take Water from Standpipes during Water Restrictions Form
WW-GDS-190	Water Restrictions Internal Guideline
PECS-POL-113	Community Education and Compliance Policy

APPENDIX 1 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 outside of these hours on designated watering days with a: <ul style="list-style-type: none"> Sprinkler. Handheld trigger or twist nozzle hose. Automated Irrigation System. Washing cars & boats with a watering can or bucket only. Top up pools, ponds & spas to their minimum operating level only. No topping up of tanks and dams unless for firefighting purposes. Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. Outside water activities (i.e. water slides) are restricted to maximum 3 hours. 	<ul style="list-style-type: none"> No watering on any day between 9am and 5pm. Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> Handheld trigger or twist nozzle hose. Automated Irrigation System (garden beds only, no grassed areas). Washing cars & boats with a watering can or bucket only. Top up pools, ponds & spas to their minimum operating level only. No topping up of tanks and dams unless for firefighting purposes. Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. Outside water activities (i.e. water slides) are restricted to maximum 1.5 hours. 	<ul style="list-style-type: none"> No watering on any day between 9am and 5pm. Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> Watering can or bucket. No topping up or filling of pools, ponds & spas. No topping up of tanks and dams unless for firefighting purposes. Outboard motors may be flushed after use. Water must not be used to clean driveways or paved areas. No outside water activities (i.e. water slides). 	<ul style="list-style-type: none"> No watering or outside water activities permitted.

COMMERCIAL	<ul style="list-style-type: none"> No watering between 9am and 5pm when connected to Council's potable or raw water supply system. Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> Sprinkler. Handheld trigger or twist nozzle hose. Automated Irrigation System. Top up of pools, ponds & spas to their minimum operating level only. No topping up of tanks and dams unless for firefighting purposes. 	<ul style="list-style-type: none"> No watering between 9 am and 5 pm when connected to Council's potable or raw water supply system. Watering permitted outside of these hours on designated watering days with a: <ul style="list-style-type: none"> Handheld trigger or twist nozzle hose. Automated Irrigation System (garden beds only, no grassed areas. Top up of pools, ponds & spas to their minimum operating level only. No topping up of tanks and dams unless for firefighting purposes. 	<ul style="list-style-type: none"> No watering or outside usage of potable or raw water. 	<ul style="list-style-type: none"> No watering or outside usage of potable or raw water.
MOBILE WATER TANKERS	<ul style="list-style-type: none"> 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. 			

APPENDIX 2 WATER CONSERVATION MEASURES

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 which 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.

WATERING DAYS	<p>The designated days of water use allowable per property, as follows:</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	No watering between 9am – 5pm daily.
SPRINKLERS	No fixed sprinklers, micro-spray, drip irrigation systems or unattended hoses between 9am – 5pm daily.
PRIVATE GARDENS, LAWNS AND NEW TURF INCLUDING SPORTS GROUNDS AND ACTIVE PLAYING SURFACES	No watering between 9am – 5pm daily. 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.
VEHICLES AND BOATS	Private cars, trucks, boats, and motors to be cleaned on grassed areas where possible, using 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.
GUTTERS	Gutters should not be cleaned by using a hand-held hose.
DRIVEWAYS, PAVED AREAS OR EXTERNAL WALLS AND WINDOWS	Driveways, paved areas, external walls, and windows are not to be hosed down unless using a handheld trigger or twist nozzle hose, high pressure low-volume water blaster, watering can, bucket or mop unless cleaning is required as a result of accidents, removal of algae growth or moss or prior to painting.

APPENDIX 3 WATER RESTRICTION TRIGGER LEVELS

RAW SUPPLY WATER	WATER RESTRICTION TRIGGER LEVELS			
LOCATION	LEVEL 1 (LOW)	LEVEL 2 (MEDIUM)	LEVEL 3 (HIGH)	LEVEL 4 (CRITICAL)
CARMILA CARMILA CREEK BORES	Flow of 100mm or less-over V-Notch weir located 100m upstream of bore locations in Carmila Creek	No flow over V-Notch Weir located 100m upstream of bore locations in Carmila Creek	No visual water in Carmila Creek at the bores	Raw water pumps can no longer pump at 1.5l/s each and must run off one pump to maintain supply
CLERMONT THERESA CREEK DAM	When storage reaches 40% (2.1m below spillway)	When storage reaches 31% (2.45m below spillway)	When storage reaches 25% (2.8m below spillway)	When storage reaches 20% (3.15m below spillway)
DYSART SUPPLIER RELIANT	Dependent on water suppliers			
GLENDEEN SUPPLIER RELIANT	Dependent on water suppliers			
MIDDLEMOUNT SUPPLIER RELIANT	Dependent on water suppliers			
MORANBAH SUPPLIER RELIANT	Dependent on water suppliers			
NEBO BORE 2 USED AS REFERENCE POINT	1.2m to 1.175m above the bore pump	1.175m to 1.15m above the bore pump	1.15m to 1.125m above the bore pump	Less than 1.125m above the bore pump
ST LAWRENCE WEIR ST LAWRENCE CREEK WEIR	0.5m below spillway	1.0m below spillway	1.5m below spillway	More than 2.0m below spillway

NOTE - Water restrictions may also be triggered by water treatment plant failures, major main breaks or other issues that may affect the supply of potable water to customers.

MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 20 November 2024

AUTHOR

Jason Grandcourt

AUTHOR POSITION

Manager Waste Services

5.4

WATER AND WASTE MONTHLY DEPARTMENTAL REPORT – WASTE SERVICES

EXECUTIVE SUMMARY

The purpose of this report is to provide an update to Council on the Waste Services department within the Water and Waste Directorate.

OFFICER'S RECOMMENDATION

That the Committee recommends to Council to:

- 1. Note the content of this report regarding an update of the Waste Services department within the Water and Waste Directorate for October.***

BACKGROUND

In the interest of transparency each of the departments within the Water and Waste Directorate will provide a regular departmental report to Council. These reports will provide visibility of risks and highlights experienced by the department and will outline relevant operational performance.

Waste Services Performance

September saw a total of 2,737 Tonnes landfilled equating to \$257,879 in Waste Levy. October is estimated to be 2,900 tonnes and \$273,275 in Waste Levy.

The waste levy monthly average to date in 24/25 is \$266,465.

It is intended in future reports data will be provided on the performance of other contracted services including collection services, bin request matters, landfill operations and resource recovery activities.

Scheduled to Commence Next Month

Project Name / Description	Scheduled End Date	Comments / Exceptions
Procurement for Annual Volumetric Surveys	January 2025	With the previous contract now expired, the Waste department is reviewing the specification to go to market via LocalBuy. The previous contract was in place for 4 years with Vision Surveys.
Removal of Scrap Metal for Processing	January 2025	Waste have recently engaged a scrap metal processing company to remove scrap metal for processing. Previously baling of scrap steel has been done onsite. Under the new arrangement all scrap steel will be transported off site for

		separation and processing, removing hazards and risks associated with the baling process from IRC sites.
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Developing Initiatives

- Engagement with Waste Services staff to identify needs and develop the program for Annual Waste Training to be held in March/April 2025.
- Engagement with contracted Waste Removal companies to improve Waste Separation on Mine Sites has commenced. It is intended to facilitate site visits of mining representatives to Council's Moranbah landfill, to illustrate the waste materials that create challenges to Council to operate a safe and compliant landfill.
- Training for new and existing team members for Introduction to Landfill, facilitated by Waste Management and Resource Recovery Association of Australia (WMRR).
- Workshops to develop the next iterations of the waste and recycling kerbside collection contract and the landfill operations contracts will commence in November 2024.
- Research into a Clean Up Day has commenced to develop a proposal for Council's consideration.
- A procedure for the waiver of not-for-profit for waste disposal fees is being developed for implementation.

Strategic Waste Matters

- Through the Whitsunday, Isaac, Mackay (WIM) Alliance), the respective Waste Services Managers are regularly meeting to explore the opportunities to access any grant funding that is available for regional implementation of the Regional Waste Management Plan (RWMP). This will be an item at the next WIM alliance meeting to be held in Mackay on Friday 15 November 2024.
- Council's Manager Waste Services has been accepted as a committee member of the LGAQ Inc. Waste Management & Circular Economy Advisory Group.
- Council's Manager Waste Services will be attending the annual Queensland Waste Forum, being hosted by the Waste Management and Resource Recovery Association of Australia on Thursday 14 November 2024. The Manager Waste Services will be on a panel session to discuss the current state of RWMPs. It will be an opportunity to raise the challenge of regional Councils' ability to meet the Queensland Government's waste diversion targets and the lack of affordable access to alternative markets and solutions.
- Council will be represented by Waste Services officers at the LAWMAC meeting being hosted by Mackay Regional Council on 21 and 22 November 2024. This forum will have a focus on RWMPs and waste levy impacts, amongst other current waste management issues facing regional Councils.

SCHEDULE OF REPORTING FOR 2025

As we transition from a monthly information bulletin, the Water and Waste Directorate will present a report to Council each month. This Waste report is the first iteration of this form of reporting, and it will be provided on a quarterly basis. A proposed schedule of departmental reporting is included as attachment 1. The frequency of these reports will be monitored and amended as needed.

IMPLICATIONS

Provision of departmental reports will provide Council visibility of the operational aspects of the Water and Waste Directorate.

CONSULTATION

- Projects and Contracts Coordinator
- Director Water and Waste

BASIS FOR RECOMMENDATION

The recommendation is to note the content of this report regarding an overview of the Waste Services department within the Water and Waste Directorate of Isaac Regional Council.

ACTION ACCOUNTABILITY

The Manager Waste Services is responsible for strategic-level delivery of Waste Management services across the region, comprising waste and recycling collection services and operation of Waste Management Facilities, and related environmental compliance within the Isaac Region.

KEY MESSAGES

The Manager Waste Services will provide information on a regular basis to keep Council well informed of the performance and developing initiatives within the Waste area of operations.

Report prepared by: JASON GRANDCOURT Manager Waste Services Date: 8 November 2024	Report authorised by: SCOTT CASEY Director Water and Waste Date: 11 November 2024
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ATTACHMENTS

- Attachment 1 – Schedule of Departmental Reports (proposed)

REFERENCE DOCUMENT

- Nil

MEETING DETAILS

Water and Waste Standing Committee Meeting

Wednesday 20 November 2024

AUTHOR

Jason Grandcourt

AUTHOR POSITION

Manager Waste Services

5.4

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IMPLICATIONS

Provision of departmental reports will provide Council visibility of the operational aspects of the Water and Waste Directorate.

CONSULTATION

- Projects and Contracts Coordinator
- Director Water and Waste

BASIS FOR RECOMMENDATION

The recommendation is to note the content of this report regarding an overview of the Waste Services department within the Water and Waste Directorate of Isaac Regional Council.

ACTION ACCOUNTABILITY

The Manager Waste Services is responsible for strategic-level delivery of Waste Management services across the region, comprising waste and recycling collection services and operation of Waste Management Facilities, and related environmental compliance within the Isaac Region.

KEY MESSAGES

The Manager Waste Services will provide information on a regular basis to keep Council well informed of the performance and developing initiatives within the Waste area of operations.

Report prepared by:
JASON GRANDCOURT
Manager Waste Services
Date: 8 November 2024

Report authorised by:
SCOTT CASEY
Director Water and Waste
Date: 11 November 2024

ATTACHMENTS

- Attachment 1 – Schedule of Departmental Reports (proposed)

REFERENCE DOCUMENT

- Nil

MEETING DETAILS	Water and Waste Standing Committee Meeting Wednesday 20 November 2024
AUTHOR	Lisa Tonkin
AUTHOR POSITION	Manager Business Services

5.5

BUSINESS SERVICES DEPARTMENT OVERVIEW

EXECUTIVE SUMMARY

The purpose of this report is to present an overview of the Business Services Department within the Water and Waste Directorate of Isaac Regional Council.

OFFICER’S RECOMMENDATION

That the Committee recommends that Council:

- 1. Note the content of this report regarding an overview of the Business Services Department within the Water and Waste Directorate of Isaac Regional Council.***

BACKGROUND

The Business Services Department (BSD) was established in 2017 when the Water and Waste (W&W) Directorate was created after previously forming part of the Engineering and Infrastructure Directorate. Since this time and following the implementation of several structural changes, the BSD consists of eleven (11) full-time equivalent positions and undertakes the following key functions:

- Provide excellent customer service and complaint support
- Coordinate the maintenance and retention of certification for the directorate’s Integrated Management System (IMS).
- Monitor and maintain regulatory and environmental reporting.
- Collect and analyse regulatory and operational data.
- Develop financial plans and models including fees and charges and monitor the performance of the water and wastewater business areas.
- Develop and maintain various W&W Policies and Procedures.
- Coordinate meter reading to enable the distribution of water rates notices.
- Coordinate the development and management of external lease agreements for telecommunications.
- Administration, procurement, systems, governance, and financial support for the W&W Directorate.
- Coordinate the management of W&W assets, maintain asset data and marshal the investment decision making process.

Each year the BSD develops and internally publishes a Business Plan to highlight key functions, priorities, resources, risks and operational and capital projects. Attached to this report, as Attachment 1, is the 2024/25 BSD Business Plan.

IMPLICATIONS

Although the BSD budget should not be examined in isolation due to linkages to the water, wastewater and waste functions of the directorate, following the Water and Waste Standing Committee on Wednesday 20 November 2024, a 20-minute presentation on the BSD including organisational chart, budgetary impacts, opportunities and future presentations will be delivered.

CONSULTATION

- Director Water and Waste

BASIS FOR RECOMMENDATION

The BSD plays an integral role in ensuring the primary services of the W&W Directorate are fulfilled, including:

- 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.

ACTION ACCOUNTABILITY

Manager Business Services to ensure the objectives and functions of the BSD are fulfilled.

KEY MESSAGES

The BSD will continue to support the other departments within the W&W Directorate to ensure the primary services of the directorate are fulfilled, including:

- 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.

Report prepared by:

LISA TONKIN

Manager Business Services

Date: 5 November 2024

Report authorised by:

SCOTT CASEY

Director Water and Waste

Date: 9 November 2024

ATTACHMENTS

- Attachment 1 – 2024/25 Business Services Business Plan
- CONFIDENTIAL Attachment 2 - Business Services Presentation

REFERENCE

- Nil

WATER AND WASTE -BUSINESS SERVICES

BUSINESS PLAN FINANCIAL YEAR – 2024/2025



Prepared By: Lisa Tonkin, Manager Business Services
Current as at: 1 July 2024

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PURPOSE

The purpose of this Business Plan is to ensure the implementation of Isaac Regional Council's Corporate Plan through the programs, functions and services provided by the featured department.

Business plans will inform the development of Council's Annual Operational Plan, as well as operational and capital budgets, identifying projects that require concept briefs for approval, for new or unique capital and operational projects. The Business Plan also influences the development of performance measures that will determine how well the Corporate Plan's outcomes are being achieved.

SCOPE

This Business Plan applies to all operational functions of the department, supporting the strategic direction of the Directorate and Council.

KEY FOCUS AREAS

We're delivering in a changing world. At Isaac, the how matters.



BUSINESS PLAN INFLUENCES

How the Business Plan is the key link to all business activities.



BUSINESS SERVICES PLAN ON A PAGE

DEPARTMENT NAME Business Services

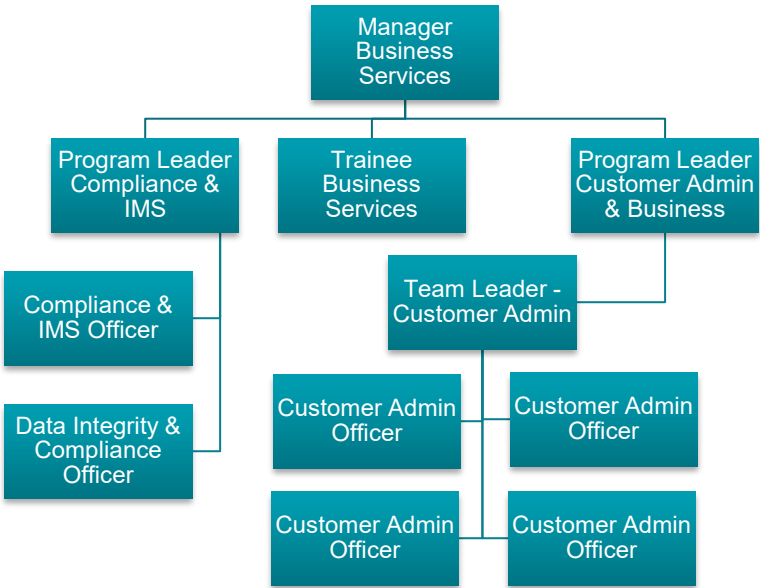
- DEPARTMENT OBJECTIVES
- Ensure the maintenance and retention of certification for the Water and Waste (W&W) Directorate to the International Standards for Occupational Health and Safety, Environment and Quality
 - Provide exceptional customer service to Isaac residents for water, wastewater and waste services provided by Isaac Regional Council
 - Provide effective administrative, procurement, governance, regulatory compliance and financial support and management to the W&W Directorate



- KEY FUNCTIONS
- Provide excellent customer service and customer complaint support
 - Coordinate the maintenance and retention of certification for the directorate’s Integrated Management System (IMS)
 - Ensure regulatory and environmental reporting is completed and monitored
 - Collect and analyse regulatory and operational data
 - Develop financial plans and models including fees and charges and monitor business performance
 - Develop and maintain various W&W Policies and Procedures
 - Coordinate meter reading to enable the distribution of water rates notices
 - Coordinate the development and management of external lease agreements for telecommunications
 - Administration, procurement, systems, governance, and financial support for the W&W Directorate



OVERVIEW

RESOURCES



 STRATEGY	KEY STAKEHOLDERS	<ul style="list-style-type: none"> • Elected body of Isaac Regional Council • Members of the W&W Directorate • Isaac residents and property owners • Other Isaac Regional Council staff • Department of Environment, Science and Innovation (DESI) • Department of Regional Development, Manufacturing and Water (DRDMW)
	KEY STRATEGIES	<ul style="list-style-type: none"> • Water & Waste Integrated Management System Framework • Water & Waste Customer Service Standards • Water & Waste Integrated Environmental Management System (IEMS)
	KEY LEGISLATION	<ul style="list-style-type: none"> • Local Government Act 2009 • Local Government Regulation 2012 • Water Act 2000 • Water Supply (Safety & Reliability) Act 2008 • Environmental Protection Act 1994
	KEY INFLUENCES	<ul style="list-style-type: none"> • Isaac residents and property owners • Department of Environment, Science and Innovation (DESI) • Department of Regional Development, Manufacturing and Water (DRDMW)
 INFLUENCES AND RISKS	KEY RISKS	<ul style="list-style-type: none"> • Changes in legislation • Staff turnover and retention • Regulatory compliance • Financial and economic instability
	KEY BUSINESS AS USUAL (TOP 5)	<ul style="list-style-type: none"> • 2500+ customer requests processed yearly • Occupational Health and Safety, Environment and Quality audits, performance reviews and improvement initiatives • Regulatory and environmental reporting for both internal and external stakeholders • Financial and business performance monitoring, review, contract management, and reporting • Internal administration, procurement, systems, data management, governance, and financial support for W&W Directorate employees
PRIORITIES & PROJECTS	KEY OPERATIONAL PROJECTS	<ul style="list-style-type: none"> • Water Fund Review (finalisation and implementation) • W&W Telecommunications Leasing Program • Water Supply Agreements (new and ongoing negotiations)

**KEY CAPITAL
PROJECTS**

- Water Meter Replacement Program
 - Water Standpipe AVDATA Installation
-

BUSINESS SERVICES DEPARTMENT OVERVIEW

DEPARTMENT OBJECTIVES, TARGETS AND KEY FUNCTIONS

The Business Services Department is committed to fulfilling its obligations in line with the Isaac Regional Council's Vision, Mission and Values and the Water and Waste Noble Purpose.

Vision

To energise the world.

Mission

To feed, power and build communities.

Values

Community Focus – we engage and communicate authentically with all Isaac communities to understand both their concerns and specific needs. We will continuously improve how we address those needs to help future-proof our region.

Caring – we are committed to working safely and caring for the safety and wellbeing of our people and communities. We believe that people matter.

Teamwork – we expect respectful relationships in our work together, to achieve. We cultivate commitment through shared purpose, to create value.

Positive Work Ethic – we do our best every day to have pride and enjoyment in our work. We display accountability, transparency, procedural consistency, and integrity. We seek the highest possible practical outcomes in everything we do. We practice the knowledge that how we do things is just as important as what we do.

Water and Waste Noble Purpose

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

Primary Objectives

The Business Services Department is responsible for the following primary objectives:

- Coordinate the maintenance and retention of certification for the Integrated Management System to the global standards of ISO 9001:2015 Quality Management Systems, ISO 14001:2015 Environmental Management Systems, and ISO 45001:2018 Occupational Health and Safety Management Systems.
- Coordinate legislative and regulatory compliance activities for the W&W Directorate.
- Collect and analyse legislative and operational data for the W&W Directorate.
- Provide 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.
- Develop and maintain various policies, procedures, guidelines, templates, and forms.
- Develop financial plans and models including fees and charges as well as find efficiencies and monitor business performance.
- Contract/Agreement negotiations, development, and management.
- Monitor and report on water usage across the region to examine water restrictions and usage trends.

- Coordinate water meter reading to enable the distribution of water rate notices for residents of the Isaac region.
- Reconcile and monitor water and sewerage services provided across the region, i.e., septic waste disposal.
- Coordinate the development and management of external lease agreements for telecommunications.
- Develop communications and public notices for emergent works and W&W related information.

Functions and Services

The Business Services team delivers a range of services:

- Administration, procurement, systems, and financial support.
- Water billing complaints resolution.
- 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.

PEOPLE RESOURCES (AS AT JULY 2024):

UNIT	NUMBER OF STAFF	TENURE TYPE
Management	1	1x Contract
Compliance and IMS	3	3 x Full Time Permanent
Trainee	1	1x Full Time Fixed Term
Customer Admin & Business	6	5 x Full Time and Part Time Permanent 1 x Part Time Fixed Term

WORK SITES

None.

KEY CUSTOMERS/STAKEHOLDERS

INTERNAL	EXTERNAL
Elected Members	Isaac Customers, Residents and Property Owners
Chief Executive Officer	DESI
Director W&W	DRDMW
All Council Staff	Suppliers, Consultants and Contractors
Members of the W&W Directorate	Local Resource Sector Entities
	SunWater

STRATEGIES INFLUENCING DEPARTMENT

This section identifies the relevant legislation and internal Council strategies relevant to the day-to-day operations and long-term planning instruments for effective operations of the Department activities.

STRATEGIES INFLUENCING DEPARTMENT

REFERENCE PLANS	DEPARTMENTAL LINKS
Vision & Values	We are delivering in a changing world. At Isaac, the how matters.
Community Plan (20 Years)	Community Engagement strategic objective.
Five-Year Community-Corporate Plan	Engaged Communities, Inclusive Growth for a Progressive Economy, Liveability through Design and Infrastructure, Vibrant Natural Assets, and Governance for Accountability.
Annual Operational Plan	Includes the themes and strategies of the Corporate Plan and items in this Business Plan to identify priorities of projects and services.
Asset Management Plans	Asset class asset management plans.
Enterprise Risk Management Framework	How we identify and manage risks.

LEGISLATIVE INFLUENCES ON DEPARTMENT

REGULATION	RELATED POLICIES
Local Government Act 2009 (LGA 2009)	Quality Management Policy
Local Government Regulation 2012	
Information Privacy Act 2009 (& IP Regulation 2009)	
Public Records Act 2002	
Right to Information Act 2009 (& RTI Regulation 2009)	
Work Health and Safety Act Queensland 2011	WHS Policy Statement and Health and Wellbeing Policy Statement
Environmental Protection Act 1994	Environmental Management Policy
Water Supply (Safety & Reliability) Act 2008	Water Meter Reading and Billing Policy Water and Waste Customer Service Standards
Water Act 2000	Water and Sewerage Connections and Disconnections Policy

DEPARTMENTAL INFLUENCES AND RISKS

DEPARTMENT INFLUENCES/IMPACTS

The following table summarises the various current and emerging influences on the Department at this time, which will have an impact on the business and our ability to meet corporate objectives.

INTERNAL/ EXTERNAL	POTENTIAL IMPACT	RISK OR OPPORTUNITY
External	Operations impacting the environment leading to environmental harm, compliance enforcement, and customer complaints.	Risk
External	Lack of water security and financial limitations relating to the availability of raw water.	Risk
Internal	Increased revenue from acceptance of septic waste and sludge.	Opportunity
Internal	Improved management of telecommunications facilities atop W&W Infrastructure.	Opportunity

DEPARTMENT IDENTIFIED RISKS

The following matrix summarises the various current and emerging risks impacting on the deliverables of the Department.

REGISTER REFERENCE	DESCRIPTION OF RISK	MITIGATION ACTIVITIES REQUIRED
WW0040	<p>Failure to update and maintain the training matrix and training records of W&W staff leading to:</p> <p>Non-compliance with work, health and safety legislation</p> <p>Worker injury</p> <p>Damage to environment</p> <p>Damage to property</p> <p>Compromised IMS certification</p>	<p>No outstanding actions.</p> <p>Implemented processes are sufficient.</p>

THE WATER AND WASTE DIRECTORATE PRIORITIES AND PERFORMANCE TARGETS

The Water and Waste Directorate is comprised of four (4) Departments (Waste Services, Operations and Maintenance, Business Services, and Planning and Projects) and is responsible for the provision of four primary services to Isaac communities, 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.

DEPARTMENT PRIORITIES AND PROJECTS

KEY PRIORITIES OF DEPARTMENT

The key priorities and outputs of the Business Services Department is to deliver the outlined functions and services including operational and capital projects and activities against the Community-Corporate Plan.

Current Year

CORPORATE PLAN LINK	PROJECT OR BAU PRIORITY	OPS OR CAP BUDGET	MEASURE OF SUCCESS (KPI)
Governance for Accountability	Water Fund Review (finalisation and implementation)	OPS	Price Path developed, and community consultation initiated by 30 June 2025
Inclusive Growth for a Progressive Economy	W&W Telecommunications Leasing Program	OPS	Leases in place for all current facilities and opportunities for new leases have been promoted by 30 June 2025

Ongoing or Future Years

PROPOSED FY	CORPORATE PLAN LINK	PROJECT OR BAU PRIORITY	OPS OR CAP BUDGET
Ongoing – current and future years	Inclusive Growth for a Progressive Economy	Water Supply Agreements (new and ongoing negotiations)	OPS
Ongoing – current and future years	Governance for Accountability	Maintain certification to the global standards of ISO 9001:2015 Quality Management Systems, ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Organisational Health and Safety Management Systems	OPS
Ongoing – current and future years	Governance for Accountability	Ongoing review and maintenance of the Enterprise Risk Register and associated mitigation actions	OPS
Ongoing – current and future years	Inclusive Growth for a Progressive Economy	Strategic alliances and a regional delivery approach (Isaac, Mackay, Whitsunday) for systems and resource sharing for the provision of water and waste services and project delivery	OPS
Ongoing – current and future years	Governance for Accountability	Budget management to ensure the efficient use of Council resources is balanced with the need for responsive and timely delivery	OPS

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