



Minutes

Of The

General Council Meeting

Held in the Warren Truss Chamber, 45 Glendon Street Kingaroy

on Wednesday, 26 November 2014

Acting Chief Executive Officer: Gary Wall

SOUTH BURNETT REGIONAL COUNCIL MINUTES

Wednesday, 26 November 2014

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Minutes of the meeting of the South Burnett Regional Council, held in the Warren Truss Chamber, 45 Glendon Street Kingaroy on Wednesday 26 November 2014 at 9:00am

PRESENT:

Councillors:

Cr DW Kratzmann (Mayor), Cr KM Campbell, Cr KA Duff, Cr BL Green, Cr DJ Palmer,
Cr DP Tessmann, Cr RLA Heit

Council Officers:

Gary Wall (Acting Chief Executive Officer), Lester Schumacher (Acting General Manager Finance, Property & Information Technology), Stan Taylor (General Manager Planning, Community & Environment), Russell Hood (General Manager Infrastructure)

1. Leave Of Absence

Nil.

2. Prayers

Nil.

3. Confirmation of Minutes of Previous Meeting

3.1 South Burnett Regional Council Minutes

Officer's Recommendation

That the minutes of the previous meeting held on Wednesday 22 October 2014 as recorded be confirmed.

Resolution:

Moved Cr KA Duff, seconded Cr DJ Palmer.

That the minutes of the previous meeting held on Wednesday 22 October 2014 as recorded be confirmed.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

4. Mayoral Report

4.1 MR - 1391284 - Mayor's Report

Summary

Mayoral Report to Council for the period 16 October 2014 to 19 November 2014.

Officer's Recommendation

That the Mayoral Report to Council for the period 16 October 2014 to 19 November 2014 be received.

Resolution:

Moved Cr DW Kratzmann, seconded Cr BL Green.

That the Mayoral Report to Council for the period 16 October 2014 to 19 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

CONSIDERATION OF BUSINESS SECTIONS INCLUDING BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETINGS

See Business Function Headings

5. Planning, Communities & Environment

5.1 Planning & Land Management (P&LM)

(a) Officer's Reports

5.1.1 P&LM - 1380934 - Forwarding Consideration of Applications for reduction in Council Fees & Charges - Building & Development Applications for Waiver of Fees for RSL Villas

Summary

Council received a written request from the Kingaroy Memerambi RSL Sub-Branch for a 100% waiver of the Planning & Development Assessment Fee. The application is for a Material Change of Use for (four (4) Multiple Dwelling Units) at 81 Markwell Street, Kingaroy (and described as Lot 3 on RP907810). The details are as follows:

- Council issued a Notice of Consent No 413 for 12 Multiple Dwelling Units (Aged Person's Community) on 23 September 1996. On 28 October 2003 Council approved a Request to Change an Existing Approval to amend the layout design. The approval lapsed on 28 October 2007 and only eight (8) of the twelve (12) units have been completed
- The units on site are utilised by the Kingaroy Memerambi RSL Members and their Dependents
- Fourteen applicants are currently on the waiting list seeking accommodation
- An additional four (4) Multiple Dwelling Units are proposed for the site, bringing the total number to twelve (12) to accommodate people on the waiting list.

Officer's Recommendation

That Council *approves* 100% the waiver of the Planning and Development Assessment Fee \$1,920.00 taking into consideration the community nature of the Kingaroy Memerambi RSL Sub-Branch.

Resolution:

Moved Cr KM Campbell, seconded Cr DP Tessmann.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.1.2 P&LM - 1376163 - Forwarding Request for Negotiated Decision - Reconfiguration of a Lot (1 lot into 2 lots) 46 Cants Road, Cushnie - Lot 55 FTZ37183 Applicant: O'Reilly Nunn Favier - G & W Horne

Summary

Key Point Summary

- Applicant requested a Negotiated Decision Notice on 9 October 2014 (refer to Appendix One) in relation to Conditions RAL4 (Statutory Covenant), Condition RAL5 and Condition RAL6 (Vegetated Buffer) as contacted within Council's Decision Notice dated 26 September 2014
- There is approximately 60m of separation distance between the existing Dwelling House and the northern and eastern boundaries of proposed Lot 2
- Proposed Lot 2 has an area of 6.0ha and contains a number of existing Sheds and existing vegetation which provide a buffer between the rural and residential land uses
- Recommendation that Council *approve* the written representations provided by the Applicant as per the Officer's Recommendation however include a new condition to ensure that existing vegetation within proposed Lot 2 is retained for the purposes of a buffer between agricultural and residential land uses

Officer's Recommendation

That Council *approve* the Applicant's request for a Negotiated Decision Notice deleting Conditions RAL4, RAL5 and RAL6 and adding Condition (RAL7) as detailed below (deleted text in strikethrough and new text in bold):

~~RAL4. A statutory environmental covenant with a width of 40m is to be provided along the northern and eastern boundaries of proposed Lot 2 to provide a vegetated buffer to the surrounding agricultural land and to restrict future buildings or structures from locating within the buffer area, as per the requirements of State Planning Policy July 2014. In this regard, the Statutory Covenant is to comply with the "Statutory Covenant - Guidelines for their Use in Queensland". The Statutory Covenant is to be registered with the sealing of the Survey Plan and pursuant to Section 373(4)(b) of the *Land Act 1994*. The buffer is to include a 10m cleared vegetation area either side, for bushfire management and may be located over proposed Lot 1.~~

~~RAL5. Prior to establishing the vegetated buffer, a detailed Buffer Area Management Plan is to be provided by the Application for assessment and approval by Council. The Plan provided to Council shall include but not be limited to the following issues:~~

- ~~▪ Species~~
- ~~▪ Maintenance regimes~~
- ~~▪ Potential impact on the adjoining Tessmanns Road North road corridor~~
- ~~▪ Agricultural activities on adjoining properties~~

- ~~Compliance with relevant Council publications including "Recommendations for Landscape Buffer Plantings in Kingaroy Shire"~~

~~For further details regarding the preparation of a Buffer Area Management Plan please contact Council's Manager – NRM & Parks, Greg Griffiths on (07) 4189 9100.~~

~~RAL6. Prior to Council sealing the Survey Plan, the buffer is to be established to a height of 1.5m with abundant foliage prior to the commencement of any residential uses. Alternatively a bond may be lodged with Council that is equal to 20% of the estimated cost of the buffer provided that planting has been undertaken in accordance with the approved Vegetation Management Plan.~~

RAL7. The existing mature vegetation on proposed Lot 2 shall be retained to function as a vegetated buffer between the residential and adjacent agricultural activities.

All other conditions of development approval are to be retained as per Council's Decision Notice dated 26 September 2014.

Resolution:

Moved Cr KM Campbell, seconded Cr DJ Palmer.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

(b) Portfolio Report

5.1.3 P&LM - 1391211 - Planning Portfolio Report

Summary

Planning Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Planning Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr KM Campbell, seconded Cr DP Tessmann.

That the Planning Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.2 Environmental Services (ES)

(a) Officer's Reports

5.2.1 ES - 1387795 - Request for Private Burial at 80 Waterview Drive Moffatdale - Lot 1 RP903441

Summary

Letter of request received from Mr Joe (son) and Ms Margaretha (wife) Prendergast for Mr Frank Michael Prendergast to be buried on private land at 80 Waterview Drive, Moffatdale on Lot 1 on RP 903441 in the Murgon area.

Due to the short time frame involved with making this decision, the Acting Mayor in consultation with Councillors agreed to this request.

Officer's Recommendation

That Council confirm approval of the request for the burial of Mr Frank Michael Prendergast on private land at 80 Waterview Drive, Moffatdale (Lot 1 RP 903441) subject to the following conditions:

- That the grave must be located within a suitably fenced area and clearly demarcated from the rest of the property;
- That Council be provided with the GPS co-ordinates of the burial site.
- That a plaque or memorial marker is clearly laid on the burial site in order to identify the grave and who is buried there;
- That the internment is not permitted to adversely affect or impact upon the quality of groundwater in the surrounding area;
- That the internment will not cause harm or jeopardise the health and safety of any persons.
- The burial at the property is to be undertaken within no longer than thirty (30) days of Council's approval, and
- An easement be established over the burial site incorporating an access strip to enable the family members to visit the site should the property be sold at some time in the future.

Resolution:

Moved Cr KA Duff, seconded Cr KM Campbell.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.3 Waste (W)

(a) Officer's Reports

No Report.

(b) Portfolio Report

5.3.1 W - 1390256 - Waste Portfolio Report

Summary

Waste Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Waste Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr KA Duff, seconded Cr DP Tessmann.

That the Waste Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.4 Natural Resource Management (NRM) & Parks (NRM&P)

(a) Officer's Reports

No Report.

(b) Portfolio Report

5.4.1 NRM&P - 1390301 - Natural Resource Management & Parks Portfolio Report

Summary

Natural Resource Management & Parks Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Natural Resource Management & Parks Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr KA Duff, seconded Cr RLA Heit.

That the Natural Resource Management & Parks Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.5 Community (C)

(a) Officer's Reports

5.5.1 C - 1390407 - Minutes of the Boondooma Homestead Management Advisory Committee meeting held on 18 November 2014

Summary

Providing a copy of the Minutes of the Boondooma Homestead Management Advisory Committee Meetings held on Tuesday, 18 November 2014.

Officer's Recommendation

That Council endorses the recommendations and minutes of the Boondooma Homestead Management Advisory Committee meeting held on Tuesday, 18 November 2014.



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

Present: Cr Kathy Duff, Cr Ros Heit, Mavis Metzroth, Bruce Metzroth, Lynne Bennett, Bob Somerset, Lesley Somerset, Marion Alford, Marion & Rance Darlington

Apologies: Chris Du Plessis and Pattie Brown

Observers: Michael Hunter, Russell Springall, Buddy Thomson, Dave Robbins, DE Robbins, Bruce Bishop, and Rob Shackel

Chair: Cr Kathy Duff **Minutes:** Wendy Kruger

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|--|--|---------------------|----------|
| Welcome | Cr Kathy Duff welcomed everybody to the meeting and also welcomed Rob Shackel, the current Caretaker to the meeting as an observer. | | |
| Minutes from Previous Meeting | That the minutes of the previous Committee Meeting held on 9 September 2014 as recorded be confirmed. <i>Moved: Lesley Somerset</i> <i>Seconded: Lynne Bennett</i> <i>Carried 11/0</i> | | |
| Correspondence | | | |
| <ul style="list-style-type: none"> Boondooma Museum & Heritage Association Inc | The Caretakers Agreement for Robert & Marilyn Shackel, caretakers for Boondooma Homestead was presented to Council for our records. | | |
| <ul style="list-style-type: none"> Richard Grimes – Letter of Resignation | Richard Grimes has tendered his resignation from the Boondooma Museum & Heritage Association Inc and the Boondooma Management Advisory Committee due to family reasons. The committee requested that a letter be sent to Richard Grimes accepting his resignation and thanking him for his many years of | | |



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|---|--|---------------------|----------|
| | <p>support and assistance within the committee.</p> <p>Resolution: That a letter of thanks be sent to Richard Grimes accepting his resignation and thanking him for his many years of support and assistance within the Committee.</p> <p>Moved: Bruce Metzroth Seconded: Lynne Bennett Carried 11/0</p> | | |
| Business Arising from Previous Meeting – 9 September 2014 | | | |
| <ul style="list-style-type: none"> Registration of Boondooma Homestead's Name | <p>Council advised that they are still to follow up on this matter. Council's Building Inspector, Russell Springall suggested that the Boondooma Museum & Heritage Assoc Inc investigate the ownership of their domain name etc. Discussions were held regarding the ownership of names associated with Boondooma Homestead and the Boondooma Museum & Heritage Assoc Inc is to investigate this item. Council's Cultural Services Coordinator, Michael Hunter is to follow up Council's records to see if the registration of this Business Name has been kept current.</p> | Michael Hunter | |
| <ul style="list-style-type: none"> Tourism Directional Signage – Boondooma Homestead | <p>Buddy Thomson advised the committee that he has been working on a design for five (5) signs for the Boondooma Homestead Caravan Park. Once he has settled on a design they will then be sourcing permission from Council and Department of Main Roads & Transport to have the signs installed.</p> <p>The Committee requested Council to investigate the removal of two (2) signs that have been removed. The signs were located on Manar</p> | Kathy Duff | |



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|-------------|--|---------------------|----------|
| | <p>Road and the Mundubbera Road.</p> <p>Council's Cultural Services Officer, Michael Hunter, advised that he has spoken to his staff at the Visitor Information Centre's and they are happy to design a brochure for Boondooma Homestead, however the printing of these brochures come under Promotions within Economic Development. Cr Ros Heit and Michael Hunter to approach Council's Manager of Economic Development to assist in paying for these brochures.</p> <p>Cr Kathy Duff advised the Committee that she had approached the Manager of Economic Development regarding the Australian Country Way Signage and as this was a once off project, there would be no amendments to these signs.</p> <p>Concerns were raised regarding the South Burnett's Official Touring Guide and the lack of information on the western end of the South Burnett. The Committee members were concerned that none of the events from Boondooma Homestead were listed and Manar Park is not even mentioned in the brochure. Committee Members voiced their disappointment at the lack of recognition of the western end of the South Burnett in the Touring Guide.</p> <p>Recommendation: The concerns regarding the lack of recognition of the western end of the South Burnett area in the South Burnett Official Touring Guide to be raised with Economic Development and within the portfolio meeting.</p> <p>Moved: Bob Somerset Seconded: Lesley Somerset</p> | | |



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|--|---|--------------------------------|----------|
| | <i>Carried 11/0</i> | | |
| <ul style="list-style-type: none"> Update on Lease | Council's Cultural Services Officer, Michael Hunter, provided an update on the lease. A copy of the lease was handed to the Boondooma Museum & Heritage Assoc Inc for signing. | | |
| Agenda Items - New Business | | | |
| General Business | | | |
| <ul style="list-style-type: none"> Test & Tagging Concerns | Lynne Bennett from the Boondooma Museum & Heritage Association Inc advised that recently Council's contractor who carried out the annual Test and Tag of all electrical equipment, cut leads off a number of items at the Homestead. One of the items was a brand new lead, a Bain Marie owned by the Proston Ambulance. The concern was the inconsistency of the testing. Council's Cultural Services Coordinator, Michael Hunter advised that the Bain Marie was been taking to Kingaroy for further testing. | | |
| | Cr Ros Heit & Michael Hunter are to follow up with the Manager of Properties regarding their concerns | | |
| <ul style="list-style-type: none"> Tank at Dip yard | The Boondooma Museum & Heritage Assoc Inc raised concerns regarding the overflow from the Windmill tank located at the Dip Yard. Council's Cultural Services Coordinator, Michael advised that he has spoken to the Manager NRM and Parks, Greg Griffith regarding the installation of a float on the Tank and it will be investigated. | | |
| <ul style="list-style-type: none"> Installation of a Cattle Grid at Main Gate | The Committee advised that they are having issues with cattle from neighbouring properties coming onto the Boondooma Homestead | Cr Kathy Duff & Michael Hunter | |



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|---|--|---|----------------------|
| | <p>property. They have requested Council investigate the possibility of installing a cattle grid at the Main Gate to Boondooma Homestead. Council's Cultural Services Coordinator, Michael Hunter advised that Council have no concerns to installing a cattle grid at the main gate. He is liaising Council's Infrastructure Department to ensure the right type of cattle grid is installed and the placement of a secondary gate is a certain standard. Bob Somerset advised that they have been in contact with Council to remove a grid from Shellytop Road and that may be able to be used. Cr Kathy Duff to approach Jeff Stephen from the Department of Infrastructure regarding the use of this grid. Council's Cultural Services Officer, Michael Hunter is to find out what is needed to install the grid at the Homestead.</p> | | |
| <ul style="list-style-type: none"> Christmas Party | <p>The Boondooma Museum & Heritage Assoc Inc raised concerns regarding the date of a Volunteer Christmas Party being held in Kingaroy as it clashes with their Christmas party. Council's Cultural Services Coordinator advised that unfortunately the volunteers will have to make a choice to which event they go to as this date was chosen as the most suitable for the volunteers of this centre.</p> | | |
| <ul style="list-style-type: none"> Insulation on Caretakers Cottage | <p>A request was made for Council to consider installing ceiling insulation in the Caretakers Cottage. Council's Cultural Services Coordinator, Michael Hunter advised that he has spoken to the Properties Department and they have requested the Boondooma Museum & Heritage Association Inc obtain quotes to have them installed. This quote will then be forwarded to the properties section for consideration.</p> | <p>Boondooma Museum & Heritage Assoc Inc & Michael Hunter</p> | <p>Next meeting.</p> |



South Burnett
Regional Council

Directorate - Planning , community & environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|--|---|---------------------|----------|
| <ul style="list-style-type: none"> 2014/2015 Budget | <p>Council's Cultural Services Coordinator, Michael Hunter, provided an update on the budget for 2014/2015. Question was raised regarding the property maintenance amount as we no longer have the budget. Cultural Services Coordinator is to check with Finance as how this process is being dealt with.</p> | Michael Hunter | |
| <ul style="list-style-type: none"> Capital Works | <p>At the earlier Building Sub Committee, it was decided the project for the Capital Works for 2015/2016 would be to complete the internal fit out and restoration of the Homestead. Russell Springall is to work with Boondooma Museum & Heritage Assoc Inc members in putting together a project plan (including quotes and timeframes).</p> <p>Resolution: The Boondooma Museum & Heritage Assoc Inc are to provide Council with a project plan (including quotes, timeframes) for the internal fitout and restoration of Boondooma Homestead, to be considered as capital works for the 2015/2016 budget, by February 2015.</p> <p><i>Moved: Lesley Somerset</i> <i>Seconded: Bruce Metzroth</i> <i>Carried 11/0</i></p> | | |
| <ul style="list-style-type: none"> Volunteers Christmas Party | <p>The end of year and Christmas Party for the volunteers of the Boondooma Museum & Heritage Assoc Inc is to be held on Saturday, 13 December 2014. Councillors from the South Burnett Regional Council are welcome to attend.</p> | | |
| <ul style="list-style-type: none"> Vote of Thanks | <p>Boondooma Museum & Heritage Assoc Inc Chairperson, Bruce Metzroth thanked Council and Council staff for all their assistance</p> | | |



South Burnett
Regional Council

Directorate - Planning , community & Environment

Minutes of the Boondooma Homestead Management Advisory Committee
Tuesday, 18 November 2014 @ 9.00 am

| Agenda Item | Action Summary | Responsible Officer | Due Date |
|----------------------------|---|---------------------|----------|
| | <p>over the past twelve months in assisting the smooth running of the Boondooma Homestead and their various projects.</p> <p>Council's Cultural Services Coordinator, Michael Hunter, thanked the Boondooma Museum & Heritage Assoc Inc committee members and volunteers for their assistance in working together to achieve the best outcomes for the both parties. He wished them all the best for a Merry Christmas and is looking forward to continuing the partnership for the coming year.</p> <p>Cr Kathy Duff added her thanks to both Council staff and Boondooma Museum & Heritage Assoc Inc committee members and volunteers and wished everybody a Merry Christmas.</p> | | |
| Meeting closed at 11.00 am | | | |

Resolution:

Moved Cr RLA Heit, seconded Cr KA Duff.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.5.2 C - 1388394- Minutes of the Arts Culture & Heritage Management Advisory Committee meeting held on 6 November 2014

Summary

Providing a copy of the Minutes of the Arts, Culture and Heritage Management Advisory Committee Meeting held at the South Burnett Regional Council Chambers on Thursday, 6 November 2014.

Officer's Recommendation

That Council endorse the attached minutes and recommendations of the Arts, Culture and Heritage Management Advisory Committee held on Thursday, 6 November 2014.



Minutes

Of the

Arts Culture & Heritage Committee

Held in the South Burnett Regional Council Office, Kingaroy

on 6 November 2014

Commencing at 9.00 a.m.

Community & Cultural Services Coordinator: Michael Hunter



Arts Culture & Heritage Management Advisory Committee Minutes

ORDER OF BUSINESS:

| | | |
|-----|--|---|
| 1. | CONFIRMATION OF MINUTES OF PREVIOUS MEETING..... | 1 |
| 1.1 | ACH Committee Meeting Minutes | 1 |
| 2.2 | Apologies | 1 |
| 2. | AGENDA ITEMS | 1 |
| 2.1 | Welcome | 1 |
| 2.2 | Correspondence..... | 1 |
| 2.3 | Outcome Reports | 3 |
| 2.4 | Round Two Applications for the 2014/2015 Year (1 October to 31 October 2014).... | 3 |
| 2.6 | 2014/2015 Budget Review | 4 |
| 3. | GENERAL SECTION | 4 |
| 3.1 | Other Business..... | 4 |



Minutes of the meeting of the Arts Culture & Heritage (ACH) Management Advisory Committee, held in the South Burnett Regional Council Chambers, Glendon Street, Kingaroy on Thursday, 6 November 2014 at 9.00 am

Present

Cr Ros Heit, Michael Hunter (SBRC Cultural Services Coordinator), Peter Peacey, Dot Rowland, Robyn Dower, Elaine Madill and Terry Jacobsen

Meeting opened at 9.03 a.m.

1. CONFIRMATION OF MINUTES OF PREVIOUS MEETING

1.1 ACH Committee Meeting Minutes

That the minutes of the previous meeting held on Friday, 8 August 2014 as recorded be confirmed.

Resolution: *That the minutes of the previous Committee Meeting held on Tuesday, 8 August May 2014 as recorded be confirmed.*

Moved: Robyn Dower

Seconded: Peter Peacey

Carried: 6/0

2.2 Apologies

Nil

2. AGENDA ITEMS

2.1 Welcome

Cr Ros Heit welcomed all committee members to the meeting.

2.2 Correspondence

- Arts Queensland – Changes to Regional Arts Development Funding

Council's Cultural Services Coordinator, Michael Hunter provided an update on the changes to the Regional Arts Development Funding that will commence from 1 July 2015.

Discussions were held regarding the possibilities and/or opportunities for the Arts Community in the South Burnett

The Committee is to hold a workshop in early February 2015, to determine the direction of the Arts in the South Burnett.

Recommendation: **That Council endorses to retain the current RADF Committee for 2015/2016 under the new Arts Queensland Key Performance Outcomes.**

Moved: Terry Jacobsen

Seconded: Elaine Madill

Carried 6/0

- Letter of Resignation – Julia Shaw

Julia Shaw has tendered her resignation from the Arts Culture & Heritage Management Advisory Committee and as a RADF Committee Member.

Recommendation: **That Julia Shaw's letter of resignation be accepted and a letter be sent thanking Julia for her contribution to the community and the committee and wished her well in her future endeavours.**

Moved: Dot Rowland
Seconded: Robyn Dower

Carried 6/0

- RADF Committee Nomination – Val McGrath
The Committee accept Val McGrath's nomination to the RADF Committee
Recommendation: The Committee accept Val McGrath's nomination to the RADF Committee

Moved: Dot Rowland
Seconded: Elaine Madill

Carried 6/0

- RADF Committee Nomination – Wayne Brown
The Committee accept Wayne Brown's nomination to the RADF Committee
Recommendation: The Committee accept Wayne Brown's nomination to the RADF Committee

Moved: Peter Peacey
Seconded: Terry Jacobsen

Carried 6/0

- Tina Forbes – LVRC – Entertainment Proposal – The Chris Cook Band
Discussions were held regarding this entertainment proposal, however the committee decided to not support this proposal but have requested it be passed onto a Community Group in the area who may be willing to take on this project.
Recommendation: The Committee will not be supporting this proposal however have requested Council contact a Community Group or Organisation who may be willing to take on this proposal.

Moved: Terry Jacobsen
Seconded: Robyn Dower

Carried 6/0

- Queensland Touring Film Festival - In The Bin Film Festival, and the Silent Movie Night 2015
Discussions were held regarding this proposal and the Committee requested Council's Cultural Services Coordinator to investigate the possibility of this project being linked to the 2015 Big Screen Film Festival.
Recommendation: The Cultural Services Coordinator to investigate the possibility of this project being linked to the 2015 Big Screen Film Festival.

Moved: Robyn Dower
Seconded: Elaine Madill

Carried 6/0

- Blackbutt & District Tourism & Heritage Assoc Inc – Request for Extension of Time – RADF Application – A Journey along the Upper Brisbane Valley Rail Trail
Recommendation: The Committee accept the extended timelines as requested by the applicant.

Moved: Terry Jacobsen
Seconded: Peter Peacey

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Carried 6/0

- South Burnett Community Orchestra – request to keep unexpended funds

Discussions were held regarding this request.

Recommendation: The Committee request that the unspent funds be returned however, encourage the applicant to apply for further workshops next year.

Moved: Terry Jacobsen

Seconded: Dot Rowland

Carried 6/0

2.3 Outcome Reports

Outcome Reports were received by the following people.

2013/2014 Round 3 Applications

- Wondai & District Band - Wondai & District Band in collaboration with Letterbox Brass - \$2,500
- Going Potty in the South Burnett – Jumping Ant Arts - \$3,900

Resolution: *The Committee accept the outcome reports.*

Moved Peter Peacey

Seconded: Robyn Dower

Carried: 6/0

2.4 Round Two Applications for the 2014/2015 Year (1 October to 31 October 2014)

Council has received four (4) applications for Round Two with a total amount requested of \$46,005 (ex GST).

Applicant: Cornerstone Christian Ministries Inc

Description of Workshop: "Soundwaves" Workshop

Cost: \$2,198

Resolution: That this application be not approved due to application is not complete. Council requested further supporting documentation however was not received by assessment date.

Moved Peter Peacey

Seconded: Elaine Madill

Carried: 6/0

Elaine Madill declared an interest in the following item and left the meeting at 10.03 am

Applicant: Wondai Regional Art Gallery

Description of Workshop: Three (3) day Visual Arts Workshop

Cost: \$1,495

Resolution: That this application be approved for \$1,495 subject to the following conditions:

- A minimum 80% participation from SBR residents
- To include advertising to the wider community
- To provide dates of workshop/event to enable placement of details on Council's website
- To demonstrate that at least one place in the course has been offered to a youth participant.
- To be included as an invitee to the 2014/2015 RADF Showcase exhibition if required.
- Applicant to provide copies of advertising and receipts in their Outcome Report.

Page 3

Moved Terry Jacobsen
Seconded: Dot Rowland

Carried: 5/0

Elaine Madill returned to the meeting at 10.19 am

Applicant: Akshay Wadegaonkar

Description of Workshop: USQ MacGregor Summer School – Watercolour Impressions by Julie Goldspink

Cost: \$1,000

Resolution: That this application be approved for \$1,000.

Moved Peter Peacey
Seconded: Elaine Madill

Carried: 6/0

Applicant: Dual Arts

Description of Workshop: Dual Arts – Unique Scenes of the South Burnett (Art Vs Photography)

Cost: \$41,312

Resolution: The Committee is in favour of this concept however it is not approved in its current format due to budgetary constraints. The Committee request that Council's RADF Liaison Officer, Michael Hunter, Terry Jacobsen and the Chair, Cr Ros Heit meet with the applicants to further discuss this project.

Moved Robyn Dower
Seconded: Elaine Madill

Carried: 6/0

2.6 2014/2015 Budget Review

Council's Cultural Services Coordinator, Michael Hunter provided an update on the 2014/2015 ACH & RADF Budget.

3. GENERAL SECTION

3.1 Other Business

• **Film Festival 2015**

Council's Cultural Services Coordinator, Michael Hunter provided an update on the 2015 Big Screen Film Festival advising the committee that the 2015 Big Screen Film Festival as reported in the media will continue however further discussions are still ongoing with National Film & Sound Archive regarding the concept and the possible date for the event in 2015

The Meeting was declared closed at 11.07 am

Arts Culture & Heritage Management Advisory Committee – Minutes – 6 November 2014

Attachments

From: Jed Cahill [mailto:jed@qtff.com.au]
Sent: Friday, 12 September 2014 9:46 AM
To: Carolyn Knudsen
Cc: Michael Hunter; Chris Du Plessis
Subject: RE: In the Bin

Hi South Burnett Council,

Following on from our recent hugely successful tours in the Somerset, and Gulf regions we have now opened up two more dates for communities this year. This is an exclusive offer and only available to invited communities and only available till the end of the year as we have received some great funding support from the Queensland Government following our successful events recently.

We are offering the 2 day film making workshop, the In The Bin Film Festival, and the Silent Movie Night to a selection of communities at the subsidised cost of \$2,100 + GST. This is \$4,400 off the usual cost of our programs, and is only made available thanks to our sponsors and the Queensland Government and only available till the end of the year.

Not only that but from the cost of \$2,100 we will pay a local school or community band \$400 to create and perform the soundtrack live to the audience for the silent movie.

This is truly a unique opportunity and one we will not be offering in the future, as time is of the essence please let us know as soon as possible if your community would like to get involved in this program, we only have two spaces available for communities and we would love to have your involved,

Thank you for your time,

Jed Cahill
PO BOX 559 Currumbin QLD 4223
www.qtff.com.au
Ph: 040 0795 093



Wendy Kruger

From: Wendy Kruger <WKruger@southburnett.qld.gov.au>
Sent: Thursday, 6 November 2014 8:27 AM
To: Wendy Kruger
Cc: Wendy Kruger
Subject: FW: Resignation

-----Original Message-----

From: Andrew Moore [<mailto:mands48@bigpond.com>];
Sent: 14/09/2014 7:04:19 PM
To: Wendy Kruger [<mailto:WKruger@southburnett.qld.gov.au>];
Subject: Resignation

Dear RADF Committee,

It is with regret I tender my resignation. I find my schedule has changed this year and I am unable to commit the time required to carry out my duties as a committee member.

I have enjoyed my time as a member of the RADF committee and I thank you for the camaraderie and the experience of being part of bringing art and culture to our community.

I would like to take this opportunity to wish the committee all the best and keep up the good work.

Regards ,

Julia Shaw

President- Nanango Art Society

Wendy Kruger

From: Michael Hunter
Sent: Tuesday, 4 November 2014 10:45 AM
To: Wendy Kruger
Subject: FW: RADF - Symphony in the South Burnett

From: Briony Hoare [<mailto:bri.hoare@gmail.com>]
Sent: Tuesday, 14 October 2014 9:33 PM
To: Michael Hunter
Subject: RADF - Symphony in the South Burnett

Hi Michael

SBCO recently held a successful project partly funded by RADF, Symphony in the South Burnett. While the weekend workshop and concert were a success, one of our tutors had to cancel the day before the workshop. RADF funded approx. \$600 towards this tutors costs (total received was \$3,950).

While we did not have to pay this tutor (Tracey Young, Brass), we still had to pay SBCO funded costs of the advertising, pre-paid catering, music scores, photocopying etc associated with her expected attendance. SBCO holds regular workshops for members and intends on holding a similar workshop with tutors again next year based on the success of the 2014 workshop. We would like to apply to reapply these funds to other workshop and orchestral expenses detailed here.

Can you please advise what we need to do from here? We look forward your response.

Kind regards,
Briony

Briony Hoare | Treasurer
South Burnett Community Orchestra
PO Box 1225 | Kingaroy Qld 4610
T/F: (07) 4164 8294 | M: 0403 325 777 | E: bri.hoare@gmail.com
www.sbcoc.com.au | www.facebook.com/sbcorchestra



Resolution:

Moved Cr RLA Heit, seconded Cr KM Campbell.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

(b) Portfolio Reports

5.5.3 C - 1391243 - Communities, Communication & Arts Portfolio Report

Summary

Communities, Communication & Arts Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Communities, Communication & Arts Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr RLA Heit, seconded Cr DP Tessmann.

That the Communities, Communication & Arts Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.5.4 C - 1390225 - Indigenous Affairs Portfolio Report

Summary

Indigenous Affairs Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Indigenous Affairs Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr KA Duff, seconded Cr DJ Palmer.

That the Indigenous Affairs Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

5.5.5 C - 1391543 - Sport and Recreation Portfolio Report

Summary

Sport and Recreation Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Sport and Recreation Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr BL Green, seconded Cr RLA Heit.

That the Sport and Recreation Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

6. Economic Development (ED)

(a) Officer's Reports

6.1 ED - 1391212 - Forwarding notice to rescind a Council Resolution - Item 6.1 - ED - 1378381 - Blackbutt CBD Land Sale and Hall Relocation

Summary

In accordance with Section 262 of the Queensland Local Government Regulation 2012, Councillor Debra Palmer is seeking to rescind the following motion adopted by Council at its ordinary meeting held on Wednesday 22 October 2014 in Kingaroy regarding Blackbutt CBD Land Sale and Hall Relocation.

Resolution:

Moved Cr DJ Palmer, seconded Cr DP Tessmann.

That Council

- 1. resolve to invite expressions of interest: under section 228(3) of the Local Government Regulation 2012, for the disposal of the freehold or leasehold interest in the land known as Lot 9 RP32384 and Lot 8 SP105981**
- 2. resolve to invite expressions of interest: under section 228(3) of the Local Government Regulation 2012 for the relocation of the Blackbutt Community Hall**
- 3. impose obligations on the purchaser about the development of the land and the use of the land for supermarket purposes by way of a development covenant.**

Carried 7/0

FOR VOTE - Councillors voted unanimously

Officer's Recommendation

That the resolution from Item 6.1 of the General Meeting held on Wednesday 22 October 2014 - ED - 1378381 - Blackbutt CBD Land Sale and Hall Relocation be repealed; and a new resolution as follows be adopted;

1. Council resolves, for the purposes of section 228(3) of the *Local Government Regulation 2012* to invite expressions of interest for:-
 - a) the disposal of the valuable non-current asset comprising the land at the corner of Coulson Street (D'Aguilar Highway) and Muir Street Blackbutt, more particularly described as lot 9 on RP 32384 and lot 8 on SP 105891 comprising an area of approximately 2,507m² by way of either disposal of the freehold interest in the land or disposal of the leasehold interest in the land or any combination thereof; and
 - b) a contractual arrangement for the relocation of the Blackbutt Community Hall which is currently located on that part of the land comprising lot 9 on RP 32384.
2. Council resolves, for the purposes of section 228(3)(b) of the *Local Government Regulation 2012* to record its reasons for making the resolution as particularised in the report considered by Council prior to the making of the resolution, including, without limitation:-
 - a) Council has received an expression of interest to build and operate a supermarket in the main street of Blackbutt and the land is a suggested location;
 - b) the construction and operation of a supermarket in the main street of Blackbutt would result in a significant benefit for the local community;
 - c) the expression of interest process will provide Council with an indication of the proceeds on offer in the event of the disposal of the land and an indication of options/costs associated with the relocation of the hall;
 - d) in the event of the disposal of the land, Council would no longer be responsible for the maintenance of the land;
 - e) in the event of the relocation of the Blackbutt Community Hall, Council would retain responsibility for the management of the asset.
 - f) there is potential for the operation of a supermarket and associated small shops/offices on the land;
 - g) approximately 300 residents of the Blackbutt Township attended a meeting at the Blackbutt Community Hall to discuss the potential relocation of the hall and generally supported the relocation of the hall as an incidental part of the establishment of a supermarket;
 - h) the Blackbutt Community Hall Committee responsible for the management of the hall supports the relocation of the hall to a suitable location;
 - i) relocation of the hall promptly after settlement of any disposal of the land would enable Council to best preserve the asset comprising the hall;
 - j) Council could regulate the use of the land for supermarket purposes by imposing contractual obligations about development on the purchaser or lessee of the land from Council;
 - k) the information obtained by Council through the expression of interest process will form the basis for any request for tender process undertaken by Council and, in the circumstances which currently prevail, it would be virtually impossible to draft tender documents which would be likely to satisfy the requirements of potential purchasers or lessees of the land.

Resolution:

Moved Cr DJ Palmer, seconded Cr DP Tessmann.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

7. Infrastructure Services

7.1 Roads & Drainage (R&D)

(a) Officer's Reports

No Report.

7.2 Design & Technical Services (D&TS)

(a) Officer's Reports

7.2.1 D&TS - 1367214 - Forwarding an Application for permanent road closure abutting the north boundary of Lot 55 BO613 at Trentham Lane Brigooda - objections to the application by 23 October 2014

Summary

The section of road is located between Walshs Road and the Boyne River and is approximately 30.4 hectares in size. Council does not maintain this section of road reserve, however it has been used for emergency access purposes in the past as it is currently open to the public.

Officer's Recommendation

That Council provide written objection to the Department of Natural Resources and Mines against the proposal for a permanent road closure over a section of Trentham Lane, Brigooda as it is required to be kept open for public use as an unformed road reserve.

Resolution:

Moved Cr DP Tessmann, seconded Cr KA Duff.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

7.3 Water & Wastewater (W&W)

(a) Officer's Reports

7.3.1 W&WW - 1390662 - Water and Wastewater Customer Service Standards

Summary

The *Water Supply (Safety and Reliability) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

As part of meeting the legislative requirements, Council approved a draft document detailing its Customer Service Standards for consultation and public comment. This was published on the Council internet site. No comments were received on the draft document.

Officer's Recommendation

That the Customer Service Standards for Water and Wastewater be adopted and published on Council's website.



Customer Service Standards

Version 1.1

November 2014

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1.0 Council's Vision, Mission and Values

1.1 Corporate Plan

South Burnett Regional Council's Corporate Plan outlines the vision it shares with the local communities to provide a region of choice for lifestyle, employment and investment opportunity; Individual Communities. This Corporate Plan purposefully articulates how Council will fulfil its role in achieving the vision. The plan is structured around five priority areas which collectively will help deliver positive outcomes for the region. These priority areas focus on:

- organisational excellence
- service delivery and infrastructure
- enhancing our communities
- our environment
- growth and opportunity

1.2 Vision

As a larger regional Council we have come to understand what makes the South Burnett a region of choice for lifestyle, employment and investment opportunity; Individual Communities.

That is Council's vision; Individual communities building a strong and vibrant region.

1.3 Our Values - ACHIEVE

| | |
|----------|---|
| A | Accountability We accept responsibility for our decisions and actions |
| C | Community Building partnerships, supporting communities and delivering quality services |
| H | Harmony Our people working cooperatively to achieve common goals in a supportive and safe environment |
| I | Innovation Encouraging an innovative and resourceful workplace and community |
| E | Ethical Conduct We behave fairly with open, honest and accountable behaviour and consistent decision-making |
| V | Vision Our vision is the driving force behind our actions and responsibilities |
| E | Excellence Striving to deliver excellent environmental, social and economic outcomes |

1.4 Our water and wastewater facilities

South Burnett Regional Council owns and maintains a vast underground network of water and wastewater mains that delivers water throughout the region and collects

and treats wastewater (sewage) from homes and businesses. The regions water and wastewater network and assets include:

- 9 water treatment plants
- 551 kilometres of water mains
- 31 water pump stations
- 31 water storage reservoirs
- 9 wastewater treatment plants
- 245 kilometres of wastewater mains
- 21 wastewater pump stations

Council owns and operates both bulk water supplies and distribution networks across the region including Gordonbrook Dam, Boorbir Dam, and the Ellwoods Road and Nukku bulk supply main connections to the Tarong-Boondooma Pipeline.

As a water and wastewater service provider, Council will deliver high quality water and wastewater services across the 9 water and wastewater schemes.

1.5 This document

The purpose of this document is to describe South Burnett Regional Council's water and wastewater customer services and standards in accordance with the *Water Supply (Safety and Responsibility) Act 2008*.

The *Water Supply (Safety and Responsibility) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

This document provides:

- an explanation of the services offered for drinking water and wastewater collection and treatment. General information is also provided about the provision of trade waste services. However, trade waste customers are expected to have individual approvals with Council that will contain information specific to their discharge requirements.
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution
- a list of key performance indicators and targets to express the level of service Council aims to deliver to its customers and the environment. This includes standards for drinking water quality, water pressure, water supply interruptions, wastewater overflows and odours, response times and repair completion times.

This document also sets out our shared rights and responsibilities. Overall, this document informs the customers of the service that they can expect to receive from South Burnett Regional Council, and the obligations of customers in relation to their use of the water and wastewater systems.

The document is available to all customers. It applies to all customers connected to Council's water and wastewater services.

1.6 Disclaimer

The service levels set out in this document are not a contract and are not intended to create any contractual obligation or rights. The times and service levels indicated are not intended to be prescriptive of exact times or levels of services to be provided.

2.0 Water and Sewerage Services

2.1 Drinking water supply

South Burnett Regional Council distributes a reliable supply of drinking water via our network of reservoirs, pump stations and mains connected to the Blackbutt, Kingaroy, Nanango, Murgon, Proston and Wondai water supply schemes.

Council's Drinking water standard is specified under South Burnett Regional Councils Drinking Water Quality Management Plan (2012) and the Australian Drinking Water Guidelines specified by the National Health Medical Research Council, against which South Burnett Regional Council measures the verification of water quality.

2.1.1 Standard service area

Council is required to provide drinking water to customers within the drinking water service areas, as indicated in to Figure 1.

These areas generally cover those developed properties within the urban and some rural residential areas.

2.1.2 Areas other than those of the standard service area

Water services are also provided to a number of properties outside the standard service area. The standard of service to these properties may not be equal to that provided to properties within the standard service area because they have typically been connected via infrastructure that is not designed or built to Council standards.

No future properties outside the water service area can be connected to the water supply system without Council approval, in accordance with standards for the planning, design and construction of water supply infrastructure.

2.1.3 Non potable water supplies

South Burnett Regional Council distributes a reliable supply of non-potable water to Kumbia, Proston Rural, Wooroolin supply schemes, and some customers connected to the Nanango scheme.

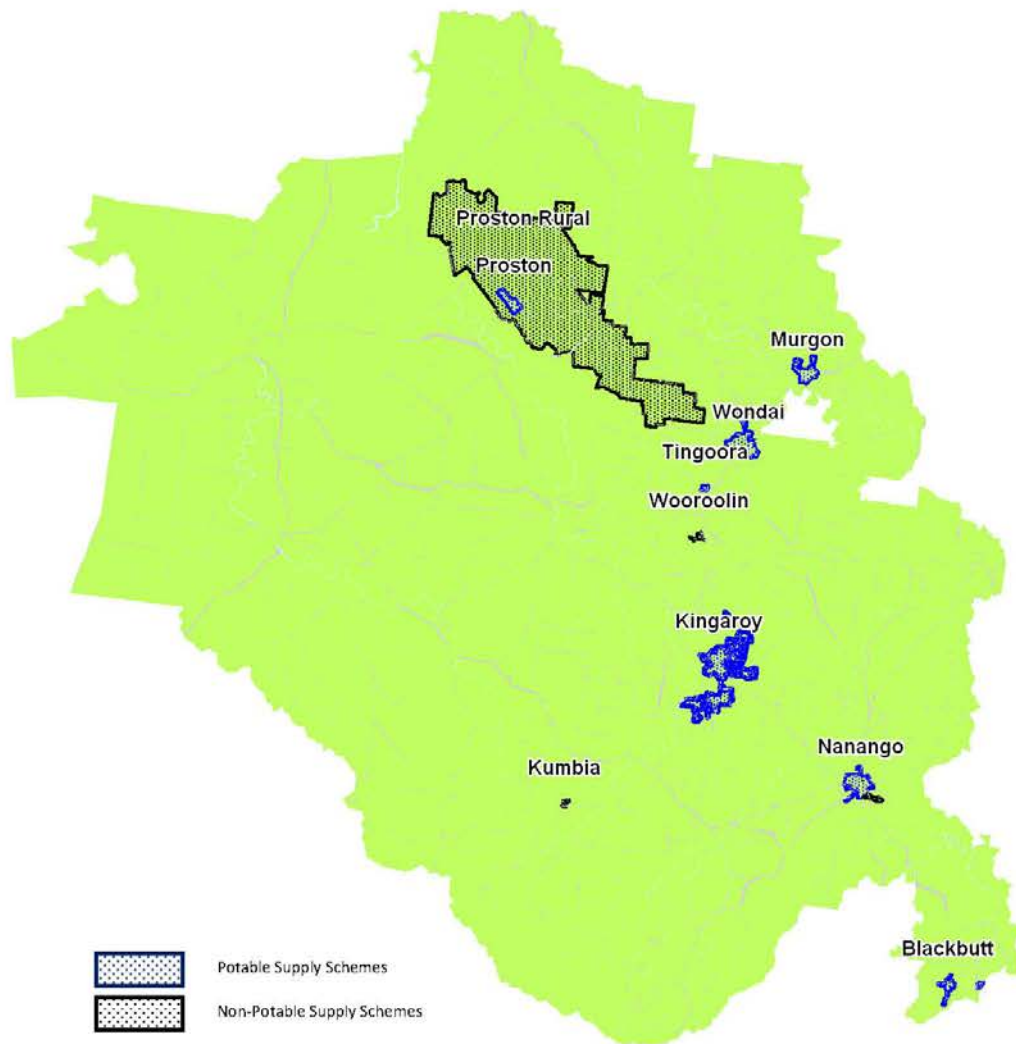


Figure 1: South Burnett Water Supply Areas

2.1.4 Standard water connections

Applications for new water connections and upgrades of existing connections can be made by lodging an *Application for Water and Sewerage Connection* that can be downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Council offers a fixed price installation and/or upgrades to service for new meters less than 32mm. For larger meter sizes, a quote will be provided within 10 working days of receipt of an application.

2.1.5 Water Supply Pressure

The minimum pressure customers in urban/residential water supply areas can expect to receive immediately upstream of the water meter under normal service conditions is 22m or 220kPa. This excludes those customers in non-standard water service areas and during periods of fire flow.

Non-standard service areas include rural residential and non-potable supply areas. The minimum pressure customers in non-standard supply areas can expect is 12m.

2.1.6 Drinking water filling stations

Bulk drinking water can be obtained by authorised domestic water carriers from Council filling stations. At present, the only potable water filling stations are located at South Burnett Regional Councils Nanango Depot, Murgon Water Treatment Plant and Wondai Water Treatment Plant. Water is supplied at a fixed rate of \$4.00 per kilolitre. Details of the locations of filling stations and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on 07 4189 9100.

Domestic water carriers must be a registered business and must hold current health inspection and backflow certificates.

2.1.7 Standpipes

Council provides a number of coin operated standpipes connected to the drinking water schemes of Blackbutt and Nanango. These standpipes provide a specific volume of potable water for a fixed fee of \$4.00 per kilolitre. Details of the locations of filling stations and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on 07 4189 9100.

2.2 Wastewater collection, treatment and disposal

Council owns and operates 8 wastewater treatment plants across the region servicing the townships of Blackbutt, Kingaroy, Nanango, Murgon, Proston, Wondai, Boondoomba Dam and Yallakool.

Council is licensed by the Department of Environment and Heritage Protection to operate the plants in accordance with the Environmental Protection Act (1994) and associated legislation.

Council collects wastewater from homes, businesses and schools from the various schemes, sending this to the treatment plants via a system of collection and trunk mains and pump stations. Council also maintains pumps and electrical systems at its wastewater facilities.

Reclaimed water and biosolids from the wastewater treatment plants is reused or recycled where possible, prior to disposal or discharge to the environment under the license conditions approved by Department of Environment and Heritage Protection.

2.2.1 Standard Sewerage Service Areas

Council is required to provide wastewater services to customers within the wastewater service area, as indicated in Figure 2. This area generally covers those developed properties within the urban areas of major towns across the region.

2.2.2 Wastewater connections

Wastewater connections are provided to premises within each wastewater service areas. Connections to the sewer system are typically 100mm in diameter. Council is responsible for maintaining and repairing wastewater services from the connection point at the main to the first inspection opening for the service connection. Applications for a new sewage connection or alteration of an existing connection can be made by lodging an *Application for Water and Sewerage Connection* that can be downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>). For enquiries and applications on connections and changes to connections, contact Council's Customer Service Centre on 4189 9100.

New commercial properties requiring service from Council's wastewater network may require a larger connection and approval. This will be coordinated through the Council Planning and Development Department section.

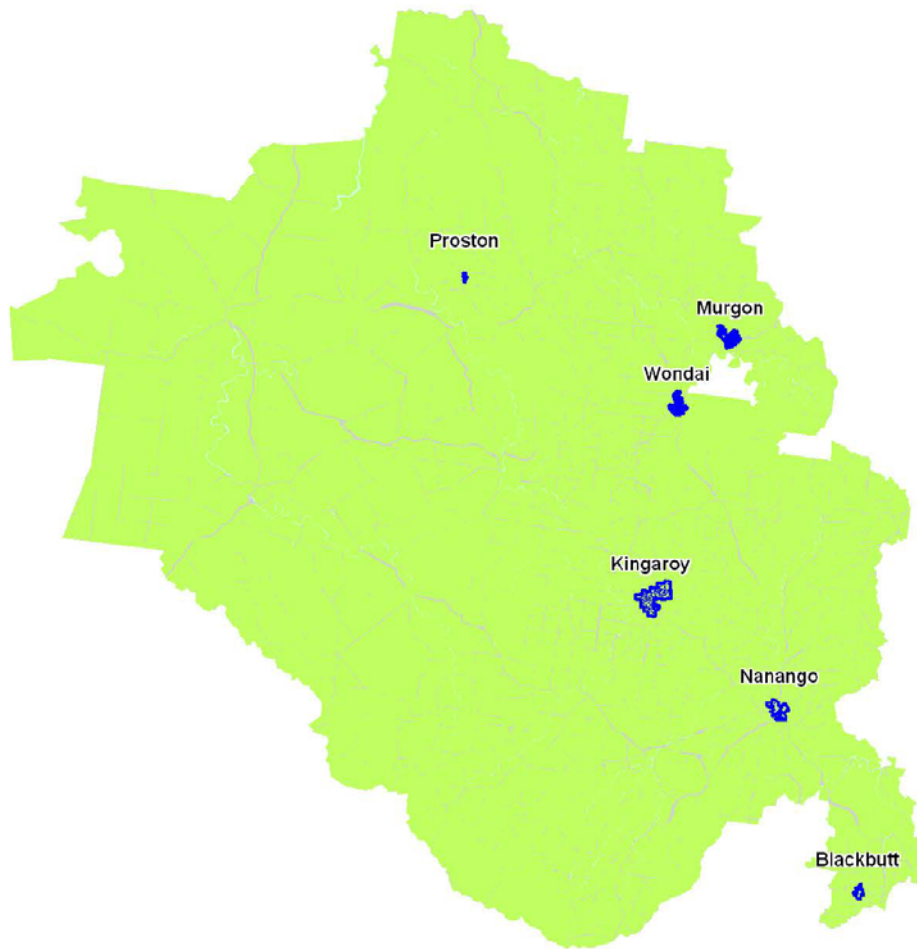


Figure 2: South Burnett Sewerage Areas

2.3 Trade waste management

Trade waste is liquid waste generated from any business (commercial and industrial) other than domestic wastewater from toilets, hand basins and showers.

Trade waste can include cooking oil, grease and food solids produced by food outlets across the region. Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease, explosive substances, gross solids and chlorinated organic compounds. Wastewater treatment plants are not designed to treat these substances. They could also pose a health and safety risk to staff working at treatment plants.

Businesses may only discharge waste to the wastewater system that complies with Council's Trade Waste Management Policy and wastewater admission standards. These standards set limits on what substances are allowed and those prohibited from discharge into the system.

All businesses that generate trade waste and discharge it to the wastewater system must have current trade waste permit approved from Council. The approval stipulates the conditions for discharging trade waste into the wastewater system. It is illegal to discharge trade waste into Council's wastewater system without approval.

Council operates a waste tracking program to monitor the regular removal and disposal of waste from grease traps and other industrial holding tanks. The approval granted by Council stipulates how often these devices must be cleaned out. Approval holders are issued with dockets that must be given to the licensed liquid waste disposal contractor, Council and Department of Environment and Heritage Protection when the device is emptied. These provide information to Council that verify grease traps have been emptied and record the volume of waste.

Industry, businesses, trade or manufacturing customers wishing to discuss liquid waste discharges should call Council's Customer Service Centre on 4189 9100.

2.3.1 Trade waste approval

Businesses wishing to discharge trade waste into the wastewater system must apply to Council for a Trade Waste Permit under section 180 of the *Water Supply (Safety and Reliability) Act 2008* and Council's trade waste policy. The approval stipulates the conditions for discharging trade waste into the wastewater system.

Applications can be made by lodging an application form with Council and providing the following information:

- type of business
- business owner and property owner (or authorised agent)
- layout of the business or industrial plant
- contaminants that are expected to be discharged
- volume and time of day the trade waste will be discharged
- type, size and location of pre-treatment equipment

Applicants must ensure all prior approvals (development application, plumbing and drainage approval) have been obtained from Council prior to lodging the application for approval to discharge trade waste.

The trade waste application must be signed by the applicant (the waste generator) and property owner (authorised agent). The approval is issued to the waste generator and a copy may be forwarded to the property owner and is not transferable. If a trade waste generating business changes ownership, the existing approval is terminated and the new business owner must re-apply for a new approval. If the property changes ownership, the approval will remain current provided the new property owner grants approval, in writing, to discharge the trade waste from the property.

For more information on trade waste applications call Council's Customer Service Centre on 4189 9100.

3.0 Water and Sewerage Charges

3.1 Introduction

All current water and wastewater charges can be found on Council's website (<http://www.southburnett.qld.gov.au/fees-charges>) or by calling Customer Service Centre 07 4189 9100

If fees and charges are amended, Council will advise customers via a public notice in the relevant local newspapers. If the amendment only affects a small number of customers, Council may use other reasonable means of communication to notify affected customers.

3.2 Water charges

Water charges for all water supply schemes are divided into two components:

- water service fixed access charge
- water consumption volumetric charge

The water service access charge is a fixed fee (regardless of the volume of water used) for the connection, or ability to connect, to Council's water supply system. This includes fixed charges for vacant land in water supply areas as well. The fee meets the costs associated with the source of supply, administration, technical overhead and depreciation for each water scheme.

Council has resolved that all consumers should share the fixed cost component, in proportion to the rate that the water may be obtained from the water supply system. That is, the larger the size of the service (water meter), the greater the capacity to draw water from the scheme, hence the higher access charge.

The base access charge is for a 20 mm service. Nearly all residences will be charged at this rate. In some cases, residences that have a 25 mm service in order to improve the water flow due to a "restricted" service will still be charged the equivalent to a 20 mm service.

The access charge applies to each and every water service connection provided to your property. For example, if you have two (2) 20 mm water meters connected to your property, you will be charged two (2) access charges.

Water service access charges for the current financial year are available on Council's Website (<http://www.southburnett.qld.gov.au/rates>) or by phoning Council's Customer Service Centre on 4189 9100.

Consumption charges help cover the cost of treatment and distribution of water in each scheme including:

- operation of water treatment plants
- improvements to water treatment processes
- the operation and maintenance of the extensive water distribution systems.

The consumption charge is based on a six (6) tier system calculated on the volume of water used in kilolitres (1000 Litres). The step system rewards households with low water usage and penalises households with high water usage. Council believes that the higher consumption charge for higher steps will be a significant incentive for residents to conserve water and implement water saving devices.

Water consumption charges for the current financial year are available on Councils Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on 07 4189 9100.

3.3 Wastewater Charges

Wastewater charges have been equalised for each wastewater treatment scheme. For private residences, a charge applies only to the first toilet pedestal. Each additional pedestal is free of charge.

Flats (other than community title scheme lots), businesses and commercial premises, are charged the same first pedestal charge. However, there is also a charge for each additional pedestal.

Vacant land also attracts a charge that is a proportion of the first pedestal charge. Residences connected to the Proston CED scheme have a reduced charging regime, as the sewage is not treated to the same standard as the other schemes.

Wastewater charges for the current financial year are available on Councils Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on 07 4189 9100.

3.4 Billing

Water Meter Readings are recorded every six (6) months in June/July and December/January each year.

The water usage for that corresponding 6 month period is then allocated to each "tier". For properties that have more than 1 water meter, the water usage for each water meter in that 6 month period is allocated to each "tier". Water charges are then calculated accordingly.

Council issues rate notices quarterly which includes the water service access and wastewater charges. The water consumption charge is issued during the first (August) and the third (February) quarterly rate notice correspond with the 6 monthly meter readings period

3.5 Trade waste charges

Additional wastewater quality charges may apply to customers that operate commercial premises, industry, trade or manufacturing businesses that discharge liquid waste other than just domestic wastewater.

Trade waste charges are comprised of three parts, one for access, one based on the volume and one based on strength and quantity of waste accepted by Council for treatment. Charges apply to each kilolitre (kL) of wastewater discharged for Category 1 and 2, and each kilogram (kg) for category 3 approvals that has:

- Biological oxygen demand greater than 300 milligrams per litre (mg/L)
- chemical oxygen demand greater than 600 milligrams per litre (mg/L)
- non-volatile suspended solids greater than 300 mg/L

Details of trade waste charges can be found in Council's Trade Waste Management Policy.

3.6 Use of water for fire fighting

There is no charge for water taken from a fire fighting system (or a fire hydrant) for fire fighting purposes (this includes training for fire fighting and testing fire fighting equipment). However, a person must not take water from a fire fighting system (or a fire hydrant) without the permission of Council, unless the water is taken for fire fighting purposes. Fire fighting systems are systems that are used solely for fire fighting purposes.

4.0 Council's Rights and Responsibilities

4.1 Introduction

In general, South Burnett Regional Council:

- has the right to enter your property for the purpose of installing, reading, replacing or maintaining your meter between the hours of 6am and 6pm
- has the right to enter your property at other times if the situation is deemed an emergency or a breach of legislation is suspected (eg for sewer main blockages)
- officers are required to carry photo identification and produce it if requested, indicating their powers of authorisation under the respective legislation.
- has the right to impose on-the-spot fines for illegal use of water in accordance with any water legislation or restriction in force at the time, or connection or interference with Councils infrastructure, including water and sewerage infrastructure.

4.2 Service standards

South Burnett Regional Council sets standards for its water and wastewater services that are consistent with the organisation's corporate vision and commitment to customers and the natural environment. These are provided in *Section 7.0 Customer Service Standards*.

In general, Council will make every reasonable effort to:

- provide water and wastewater services on a continuous basis unless an interruption is required for emergency repairs or planned maintenance of the system
- supply high quality drinking water free from harmful organisms in accordance with the National Health and Medical Research (NHMRC) Australian Drinking Water Guidelines
- minimise overflows from the wastewater collection system and ensure affected areas are cleaned up and disinfected as soon as possible
- provide an acknowledgement of a complaint within 10 business days
- provide a resolution of a complaint within 15 business days, depending on the complexity of the complaint

Section 7.0 describes Council's Customer Service Standards. Once Customer Service Standards are approved, flyers are available on Councils website or from Councils Customer Service Centres.

4.3 Meter reading

Meter readings are used to calculate consumption charges that appear on the Council water rate notices.

Council reads water supply meters at six (6) monthly intervals.

In most cases the water meter is located in the footpath in front of the property. There are cases, however, where the meter is located inside the property and Council's meter reader or approved contractor will need to enter the property to take the reading.

Meter accuracy may reduce with increasing age or usage. In general, mechanical meters tend to slow down as they get older (i.e. they tend to record less consumption than actually occurs).

Council runs a meter replacement program. If the water meter is found to be damaged or not working then an estimate of the property's water consumption will be applied based on customers historical consumption. When a water meter is replaced, the final reading is recorded for billing prior to the new meter being installed. Meter replacement occurs at no cost to the customer except where the customer has damaged the meter.

Damage to meters and water services caused by the customer will be charged to the customer for the cost to repair the service.

4.4 Repairs and maintenance

From time to time, Council needs to undertake planned maintenance work and emergency repairs to the water supply and wastewater system.

For planned works Council will:

- provide written notice to the occupier of all affected properties at least 48 hours prior to commencing planned work

- undertake planned work that involves shutting down the water supply or wastewater system at a time
- minimises disruption to residents and businesses. Every reasonable effort will be made to perform this work between 8am and 3pm.

For emergency repairs and service faults, Council will, where possible:

- respond to service faults within quoted timeframes
- try to limit water interruptions to a maximum of four (4) hours
- provide alternative water supply throughout the interruption for customers with special needs, such as those who require water to operate life support or dialysis equipment

If, as part of the work entry into your property is required, Council will:

- make every effort to contact the occupier of the property prior to entering the property to undertake urgent repairs
- ensure that all Council staff and authorised contractors produce their identification card upon arrival and keep the identification card clearly visible whenever working within the property
- advise the occupier of the property as to the nature of the work required, the personnel and equipment that will be involved and the timeframe to complete the work
- undertake the work as carefully as possible with all effort made to minimise the impact to the property and disruption to the occupier
- leave a calling card after completion of the work if the occupier of the property is not present
- discuss any reinstatement works with the occupier prior to commencement
- make every effort to reinstate the property to its prior state as quickly as possible after completion of the work

In all circumstances Council will:

- undertake works in a safe manner in line with best practices and Councils SafePlan2 procedures
- present ourselves in a neat and tidy manner
- conduct ourselves professionally and courteously at all times and refrain from any offensive behaviour or coarse language

4.5 Reinstatement of surfaces

In the majority of cases, water and wastewater mains and services are located beneath the street or footpath in front of the property. It is therefore necessary from time to time that landscaping and concrete driveways will need to be cut and excavated in order to repair or replace water mains and other infrastructure.

Council will take reasonable care in undertaking such works to find an alternative to cutting driveways where possible, but should an alternative solution not be viable, cutting may be unavoidable. Council will restore the driveway with plain concrete.

Some properties have decorative driveways with pavers, exposed aggregate, stamped concrete, tiles or slate surfaces that are difficult or impossible to reinstate to

their previous condition. Council will undertake works to match the finish of decorative driveways as close as practicable.

4.6 Restriction of supply

Under the *Water Supply Act 2008*, Council may restrict the water supply to a property when the property owner:

- has not paid a water and wastewater rate notice
- has been provided with at least two reminder notices and has not sought assistance in paying the rate notice
- has failed, more than once in a 12 month period, to comply with any agreed payment plan.

By law, the water supply may be reduced to the minimum level required for the health and sanitation of the occupier, but not completely shut off.

Council will not restrict the supply if you are registered with Council for special health needs.

Resumption of full supply will occur when the reason for the restriction of services no longer applies, but will not exceed five business days.

5.0 Your Rights and Responsibilities

5.1 Introduction

In general, customers:

- are responsible for internal plumbing on their property. Internal plumbing should be maintained, including preventing tree root intrusion on wastewater pipes, and regularly checking for leaks on water pipes
- are responsible for ensuring their water meter is readily accessible by Council's meter readers
- are responsible for the cost of a wastewater blockage if caused by a covered inspection hole, defective fitting on their property or placement of inappropriate items in the wastewater system
- are required to notify Council of any dangers on their property e.g. dangerous dogs
- should advise Council if they require uninterrupted/high volumes of water (eg for use by life support or dialysis machines) so we are aware of the situation
- must ensure that stormwater drainage is not connected to or not permitted to enter the wastewater system through the overflow relief gully (ORG)

In addition, customers must allow an authorised person (officer) from Council to access to their property to:

- install, read, test maintain or alter meters
- replace meters and other equipment
- connect, restrict or restore supply
- inspect, make safe, operate, change, maintain, remove, repair or replace any SBRC infrastructure or equipment

- disconnect unauthorised connections to the system

5.2 Property connections

Property owners can lodge applications for water and wastewater connection works to Council using *Application for Water and Sewer Connection* form.

Application for Water and Sewerage Connection forms are available at SBRC Customer Service Centres or via Councils Website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Upon receipt of a completed *Application for Water and Sewerage Connection* and payment of the appropriate connection fees, Council will provide the connection to the property within 10 working days.

5.2.1 Disconnection of water supply

If a property no longer requires water supply, Council can disconnect the existing service and remove the meter and meter box from the property. Fixed water supply charges will still apply. Applications for disconnection of existing connections can be made by lodging an *Application for Disconnection of Water Service* form.

Council offers a fixed price disconnection service for new meters less than 100mm in size. For larger sizes, a quotation will be provided on application. On receipt of the application, Council will provide a fixed price quote within 10 business days.

Council will undertake the disconnection works within 10 working days upon receipt of the application for disconnection and appropriate fees have been paid.

5.2.2 Disconnection of wastewater

If a property no longer requires an existing wastewater connection, the pipe connecting to Council's wastewater main must be cut off and capped by a licensed plumber to prevent water or soil entering the system. The connection pipe should be cut off as deep in the ground as is practical to avoid being damaged by future landscaping or building works. Fixed wastewater supply charges will still apply to the property.

5.2.3 Water Service Flow and pressure tests

Customers can request water flow and pressure information to their property should they consider the water service to be inadequate. Customers may lodge a Customer Request by contacting Councils Customer Service Centres 07 4189 9100.

Customers who request a water flow or pressure test will receive a written response within 10 working days outlining the results of the pressure and flow test, and any actions taken.

South Burnett Regional Council does not provide fire flow or pressure test services required to assess a customer's fire system requirements. Customers are referred to

private hydraulic consultants to undertake and assess this information at their expense.

5.3 No building near or over services

There are strict land development guidelines regarding structures being built near or over Council water and wastewater infrastructure. In general:

- building work near or over a water or wastewater main must not interfere with or adversely affect the function of the service or place any additional load on the service
- adequate access must be provided to the mains for future maintenance
- adequate access must be provided and maintained to access covers
- adequate access must be provided and maintained to wastewater connection points

Requirements for building near or over water and wastewater infrastructure are outlined in Queensland Development Code MP 1.4 – BUILDING OVER OR NEAR RELEVANT INFRASTRUCTURE (October 2013).

5.4 Metering

5.4.1 Special meter readings

Property owners can request a special water meter reading, for example:

- if the property is being sold and a water rate adjustment is required as part of final settlement figures
- if a tenancy agreement requires the tenant to pay or contribute to the water consumption charges.

Property owners and/or their agent can order a special water meter reading by contacting Council's Customer Contact Centre on 4189 9100. A standard fee is payable upon application. South Burnett Regional Council will take all reasonable action to provide the meter reading within 5 working days for non-urgent requests.

5.4.2 Sub-metering of multi-unit developments

Historically, multi-unit developments had two options for the management of their water consumption charges:

- option A - have the total consumption recorded by the master meter apportioned in accordance with Lot Entitlement and billed to each Lot owner separately through the rate notice
- option B - have the total consumption recorded by the master meter billed entirely to the Body Corporate

Pre-1 January 2008, sub-meters were not required to be installed and if they were installed were not owned by Council.

Post-1 January 2008 when sub-metering of multi-unit developments was introduced; the sub-meters are owned by Council, and located so they are easy to read and

maintain. It is not mandatory to retro-fit submeters to existing multi-unit complexes. The Body Corporate can, however, elect to do so at its own cost.

During the planning of new multi-unit complexes, the developer must submit plans to Council showing the proposed arrangement of the internal plumbing, the proposed location of each meter to be installed.

The sub-meters must be accessible for reading and periodic replacement. Only meters approved by Council can be installed and all meters used in a complex must be of the same make.

After the sub-meters have been inspected, tested and approved they will become the property of Council. From that time onwards, the meters will be read, maintained and replaced by Council similar to standard individual property meters.

5.4.3 Meter accuracy testing

If the property owner is concerned that the water meter is not reading correctly, then the property owner can apply to have the meter tested. This can be done within 12 months of the relevant rate notice by lodging a Customer Request through Councils Customer Service Centre.

Council offers two different tests that are progressively more accurate but also progressively more expensive:

- option A - a field test using a second accurate Council flow meter
- option B – an independent laboratory test whereby the meter is removed tested offsite for accuracy of flow

The applicant must pay the fee for the test when the application form is lodged. For option A, Council will take all reasonable action to conduct the meter test and provide a meter test report within 10 business days following completion of the test.

For option B, Council will take all reasonable action to conduct the meter test and provide a meter test report within 20 business days following completion of the test. A replacement meter will be installed in place of the meter being tested for the duration of the test.

The prescribed margin for meter accuracy is defined by the National Measurement Institute *National Framework for Urban Water Measurement 2010*. If the meter is found to be registering within ± 5 per cent, or registering greater than 5 per cent less than the actual amount used in the test (i.e. the meter is running 'slow' and under-charging the property owner) no refund or adjustment to the water consumption charge will be made. However, the meter will be replaced with a new equivalent meter as per Councils meter replacement program.

If the meter is found to be registering greater than 5 per cent more than the actual amount used in the test (i.e. the meter is running 'fast' and over-charging the property owner) Council will refund the testing fee and adjust the water consumption charge on the next rate notice for the estimated amount that has been over-charged.

The meter will also be replaced with a new equivalent meter as per Council's meter replacement program.

5.4.4 Monitoring of water use and water leaks

Customers are responsible for all water use and water leaks on their property. Customers can monitor their water use by reading their water meter on a regular basis.

To perform a leak check, turn off all taps and water-using appliance in and around your property. Then check your water meter. If the dials on your water meter are moving there could be a leak. If there is no movement on the dials, there may still be a slow leak. To check this, do not use any water for at least 30 minutes, then take another reading. If the meter reading has changed, there may be a leak. To fix, check all fixtures and fittings or call a licensed plumber.

5.5 Bursts, blockages and spills

5.5.1 Wastewater blockages in private plumbing

The property owner is responsible for clearing blockages and repairing cracks or breaks to the wastewater plumbing within the property and down to the connection to Council's wastewater main. In cases where the connection of the private plumbing to the wastewater main is outside the property boundary, then the property owner is only responsible for the private plumbing from the first inspection opening.

In the event of a wastewater blockage, the property owner must contact a licensed plumber in the first instance to identify the cause. If the blockage is located within the property owner's area of responsibility then the property owner must pay for the cost of clearing the blockage and any associated repairs to the private plumbing.

If the plumber believes that the blockage is located within Council's area of responsibility then the plumber must contact Council as soon as possible to arrange for a Council officer to attend the property and liaise and inspect with the plumber in relation to the location of the blockage.

If the blockage is located within Council's area of responsibility, Council will clear the blockage and repair any infrastructure necessary, and reimburse reasonable charges from the plumber in attending on-site.

5.5.2 Water damage and wastewater overflows

From time to time, water mains burst and wastewater pipes get blocked with tree roots or other debris causing an overflow. This may result in damage to private property. If this occurs:

- property owners should contact their insurers in the first instance
- tenants should contact their insurers in the first instance in relation to any personal effects and advise the owner or property manager/agent of any damage to the property

Council recognises that such an event is distressing and will, without liability, assist owners and occupiers with support and advice throughout the process.

6.0 Complaints and Dispute Resolution

In the interests of improving customer service Council welcomes customer comments, enquiries and suggestions.

You are encouraged to contact Council for assistance on matters such as service difficulties and faults, account enquiries and general and technical enquiries. Council will maintain an after hours emergency contact service for emergency events related to water and wastewater systems such as a burst water mains or sewerage overflow and we will respond promptly to customer enquiries, complaints and requests.

6.1 Complaints Handling

If you have a complaint that can be justified against Council's stated service standards, we will investigate the complaint and take all reasonable action to solve the problem or address the issues promptly and effectively.

We will endeavour to resolve 90% of complaints within 15 working days of it being lodged.

6.2 Dispute Resolution

If the issue or difficulty proves more complex, development of a resolution will follow Council's complaint resolution process. If the dispute remains unresolved the customer may submit the complaint to the Ombudsman.

7.0 Customer Service Standards

The South Burnett Regional Council customer service standards outline commitments, responsibilities and standards you can expect from Council in relation to your water and wastewater service. The standards are provided to all customers connected to the South Burnett Water Supply and Wastewater schemes, including Blackbutt, Kingaroy, Kumbia, Murgon, Nanango, Proston, Wondai and Wooroolin.

Service Standards are based on Key Performance Indicators (KPI's) which Council has developed through technical and public consultation. Annual reports highlighting Council's annual performance against these specified KPI's are provided on Council's website (The first Annual Report to be published is due January 2016).

Water Quality

| Water Quality Complaints per 1000 properties (S) (QC 4.10) | |
|---|---|
| <p>Definition</p> | <p>The total number of complaints received South Burnett Regional Council that relate to water quality from any type of water provided. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received either in person, by mail, fax, phone, email or text messaging. With respect to water quality, this is any complaint regarding:</p> <ul style="list-style-type: none"> • discolouration • taste • odour • stained washing • illness • cloudy water (e.g. caused by oxygenation), etc. <p>It excludes complaints relating to:</p> <ul style="list-style-type: none"> • service interruption • adequacy of service • restrictions • billing and accounts • water pressure and leakage. <p>Complaints that require further investigation are those where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded.</p> |
| <p>SBRC Service Standard</p> | <p>Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 connections per year</p> <p>Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year</p> |

Interruptions and Continuity of Water Supply

| Total Water Main Breaks (S) (QG 4.5) | |
|---|---|
| Definition | <p>The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for the reporting period, including breaks caused by third parties.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • breaks and leaks within the property service (i.e. mains to meter connection) • leaks, weeps or seepages that can be fixed without shutting down the main |
| SBRC Service Standard | Less than 15 breaks/100km of main |

| Incidence of unplanned water interruptions per 1000 connections per year (QG 4.7) (S) | |
|--|--|
| Definition | <p>An unplanned water supply interruption occurs when a property is without a service due to any cause. This is when the customer has NOT received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. 'Customers affected' is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption.</p> <p>This includes</p> <ul style="list-style-type: none"> • situations where the duration of a planned interruption exceeds that which was originally notified • all un-notified interruptions caused by third parties (include text response on proportion of third-party breaks if desired) <p>This excludes the following:</p> <ul style="list-style-type: none"> • Property service connection interruptions (unless they burst or leak requiring the water main to be shut down for repair and therefore affects multiple customers) • Interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc.) are still possible • Breaks in house connection pipes or mains • Planned interruptions. <p>An unplanned water supply interruption is when the customer has not received at least 48 hours notification (or as otherwise prescribed by regulatory requirements)</p> |

| | |
|-----------------------|--|
| | <p>of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified.</p> <p>In this circumstance the duration of the entire interruption is referenced.</p> <p>All un-notified interruptions caused by third parties should be included.</p> |
| SBRC Service Standard | Less than or equal to 20 unplanned water interruptions per 1000 connections per year |

| Average Response time for water incidents (burst and leaks) (S) (QG 4.8) | |
|---|---|
| Definition | This is the average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person / team on-site to commence fixing the problem. |
| SBRC Service Standard | Potable Supply Schemes – less than 60 minutes Non-potable schemes – less than 120 minutes |

Sewerage

| Sewer Main breaks/chokes per 100 km of sewerage mains per year | |
|---|---|
| Definition | <p>The sewerage main breaks and chokes indicator includes unplanned interruptions to the following infrastructure:</p> <ul style="list-style-type: none"> • All gravity sewer mains • All pressure mains (including common effluent pipelines, rising mains etc) • All vacuum system mains of any diameter. • Property connection sewers <p>The indicator excludes the following:</p> <ul style="list-style-type: none"> • Pipelines carrying treated effluent • Recycled water distribution and reticulation mains delivering water for urban areas; such mains are to be reported as water mains. <p>Sewer Chokes are a confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system. A sewer break or leak is a failure of the sewer main which results in an interruption to the sewerage service.</p> |
| SBRC Service Standard | Less than 15 per 100km of sewer mains per year |

| Average response time for sewerage incidents (including main breaks and chokes) (S) (QH 4.9) | |
|---|---|
| Definition | This is the average response time for sewerage incidents. It is determined as the time from the notification of the incidence to the time it takes to get a person/ team on-site to commence fixing the problem. Average response time is based on individual schemes |
| SBRC Service Standard | Average Response time of 60 minutes |

Total Water and Sewerage Complaints

| Total water and sewerage complaints (S) (QG 4.11) | |
|--|---|
| Definition | <p>The total number of complaints received by SBRC that relate to water or sewerage services. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.</p> <p>Complaints include:</p> <ul style="list-style-type: none"> • bursts • leaks • service interruptions • adequacy of service • water pressure • water quality or reliability • sewerage service complaints • sewage odours • affordability • billings and accounts • behaviour of staff or agents <p>Complaints relating to the following are excluded:</p> <ul style="list-style-type: none"> • government pricing policy • tariff structures <p>Complaints are those requiring further investigation where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address</p> |

| | |
|-----------------------|---|
| | discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded. |
| SBRC Service Standard | Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 properties per year Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year |

Resolution:

Moved Cr BL Green, seconded Cr DJ Palmer.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

7.3.2 W&WW - 1378628 - Wondai Country Club sprinklers

Summary

The report summarises information relating to a request from the Wondai Country Club for assistance in repairing sprinklers due to sand being forced through the sprinkler system from the Wastewater Treatment Plant.

Officer's Recommendation

That Council approves the purchase and installation of the sprinklers at the Wondai Golf Course that require replacement due to damage from sand infiltration at an estimated cost of \$10,000.

Resolution:

Moved Cr BL Green, seconded Cr RLA Heit.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

7.3.3 W&WW - 1378263 - Murgon PCYC Water Connection Fee Waiver

Summary

The Murgon PCYC are seeking to have town water available at the site of their Radio Controlled Car Club at the southern end of Macalister Street for amenities. Water was previously connected at this location, so the reconnection involves minimal work and the installation of a new water meter.

Officer's Recommendation

That Council approve the waiver of the \$946 water connection fee for the Radio Controlled Car Club operating under the control of the Murgon PCYC on Lot 41 on plan FY2424.

Resolution:

Moved Cr BL Green, seconded Cr KA Duff.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

7.3.4 W&WW - 1390637 - Implementation of Water Restrictions

Summary

The report provides information relating to water supplies throughout the South Burnett Region and details of what Level 2 restrictions will mean to users.

Officer's Recommendation

That under section 41 of the Water Supply (Safety and Reliability) Act 2008, Council increase water restrictions to Level 2 Demand Management for residential and commercial water usage as per the attached restriction tables, where Council provides reticulated water across the region.



Residential Water Restrictions

| | Water Conservation | Demand Management | | Drought Management | | Critical Water Supply |
|--|--|--|--|--|--|---|
| | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Emergency Arrangements |
| Consumption L/person/day | 215 | 185 | 160 | 140 | 120 | <100 |
| Watering Days excl Government | Any Day | No Watering on Mondays unless specifically stated below Odd Numbers – Tuesday, Thursday, Saturday Even Numbers – Wednesday, Friday, Sunday | | | | No External Water Use |
| Residential Watering Hours | 6:00-9:00am 5:00-8:00pm | 6:00-8:00am 5:00-7:00pm | 6:00-7:00am 5:00-6:00pm | 6:00-7:00pm | 6:00-7:00pm <i>Buckets Only</i> | N/A |
| <i>Gardens & Lawns</i> 1.1 Hand-held hosing | Any Day Unlimited Hours | Specified Days/Hours | Specified Days/Hours | Specified Days/Hours | Banned | Banned |
| 1.2 Sprinklers and Soaker Hoses | One Sprinkler or Soaker Hose | Banned | Banned | Banned | Banned | Banned |
| 1.3 Buckets / Watering Cans | Any Day Unlimited Hours | Specified Days Unlimited Hours | Specified Days Unlimited Hours | Specified Days Unlimited Hours | Specified Days/Hours | Banned |
| 1.4 New Turf | As Per Residential Section 1.1 to 1.3 | One Sprinkler-Specified Hours | Must Seek Approval | Banned | Banned | Banned |
| 1.5 Council Approved drip and micro sprinkler irrigation systems | Specified Hours | Specified Hours | Specified Hours | Specified Hours | Banned | Banned |
| 2.0 Hosing or Washing Paved or Concreted Areas | Specified Hours | Specified Hours | Banned | Banned | Banned | Banned |
| 3.0 Swimming Pools and Spas | MAY be emptied/refilled Specified Hours Topping up Allowed | MAY be emptied/refilled Specified Hours Topping up Allowed | NO Filling Topping up Allowed | NO Filling OR topping up allowed | NO Filling OR topping up allowed | NO Filling OR topping up allowed |
| 4.0 Motor Vehicle Washing | Trigger hose or high pressure cleaners | Trigger hose or high pressure cleaners for rinsing | Bucket for washing Trigger hose or high pressure cleaners for rinsing | Bucket for washing Trigger hose or high pressure cleaners for rinsing | Bucket for washing and rinsing | Only mirrors and windscreens |
| 5.0 Domestic Pets Drinking water ok Washing Bucket | Cleaning of pens trigger nozzle or high pressure cleaner specified hours | Cleaning of pens trigger nozzle or high pressure cleaner specified hours | Cleaning of pens trigger nozzle or high pressure cleaner specified hours | Cleaning of pens trigger nozzle or high pressure cleaner specified hours | Cleaning of pens trigger nozzle or high pressure cleaner specified hours | Cleaning of pens trigger nozzle or high pressure cleaner – 15 min per day |
| 6.0 Cleaning of BBQ's and Rubbish Bins | Allowed Anytime | Allowed Anytime | Bucket for washing, trigger hose for rinsing anytime | Bucket for washing, trigger hose for rinsing anytime | Bucket Anytime | Bucket Anytime |
| 7.0 External Building cleaning <i>Other Devices with Approval</i> | High Pressure Cleaners | High Pressure Cleaners | Buckets for windows only | Buckets for windows only | Banned | Banned |
| 8.0 Construction Activities - Occupier | Hose with trigger nozzle | Hose with trigger nozzle | Bucket Only | Bucket Only | With Council Approval | Banned |



Commercial Water Restrictions

| | Water Conservation | | Demand management | | Drought Management | | Critical Water Supply |
|--|--|--|--|--|--|--|-----------------------|
| | Level 1 | Level 2 | Level 3 | Level 4 | Level 5 | Emergency Arrangements | |
| Consumption L/person/day | 215 | 185 | 160 | 140 | 120 | <100 | |
| Watering Days excl Government | Any Day | No Watering on Mondays unless specifically stated below Odd Numbers – Tuesday, Thursday, Saturday Even Numbers – Wednesday, Friday, Sunday | | | | No External Water Use | |
| Others Watering Hours | 8:00-11:00am 3:00-6:00pm | 8:00-10:00am 3:00-5:00pm | 8:00-9:00am 3:00-4:00pm | 3:00-4:00pm | 3:00-4:00pm <i>Buckets Only</i> | N/A | |
| 1.0 Business Gardens, Lawns or Landscaping | Residential Rules with Others specified hours | As per Residential Rules with Others specified hours | As per Residential Rules with Others specified hours | As per Residential Rules with Others specified hours | Approved Micro systems only with Buckets Others Watering Hours | Banned | |
| 2.0 Car Dealers Business Vehicles | Trigger hose or high pressure cleaners | Trigger hose or high pressure cleaners | Trigger hose or high pressure cleaners | Buckets for washing, High Pressure Water Units for Rinsing | Buckets for washing, High Pressure Water Units for Rinsing | Banned | |
| 3.0 Truck Washing – Hygiene & Safety Only (exterior panels as per residential Motor Vehicle Washing) | Trigger hose or high pressure cleaners Anytime | Trigger hose or high pressure cleaners Anytime | Trigger hose or high pressure cleaners Anytime | High Pressure Water Units for Rinsing | High Pressure Water Units for Rinsing | Must use Buckets for washing and rinsing | |
| 4.0 Child Care Centres | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | Residential Rules for Gardens Trigger hose or high pressure cleaners for Hygiene Purposes | |
| 5.0 Safety, Testing Facilities, Hygiene | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | |
| 6.0 Land Development or Construction | Council Approval to use potable water | Banned | Banned | Banned | Banned | Banned | |
| 7.0 Animal Keeping (Piggeries, Kennels etc excl Domestic Pets) | Permitted any time for drinking, washing with trigger nozzle. cleaning of pens Trigger hose or high pressure cleaners specified hours | Permitted any time for drinking, washing with trigger nozzle. cleaning of pens Trigger hose or high pressure cleaners specified hours | Permitted any time for drinking, washing with trigger nozzle. cleaning of pens Trigger hose or high pressure cleaners specified hours | Permitted any time for drinking, washing with trigger nozzle. cleaning of pens Trigger hose or high pressure cleaners specified hours | Permitted any time for drinking, washing with trigger nozzle. cleaning of pens Trigger hose or high pressure cleaners specified hours | Permitted any time for drinking, washing with trigger nozzle. Cleaning of pens trigger nozzle or high pressure cleaner – 1 hour per day | |
| 8.0 Other Requests | To be considered by Council on an individual basis after written application. Council shall use the QWC guidelines to provide guidance where individual circumstances are not covered by the above requirements. | | | | | | |

Resolution:

Moved Cr BL Green, seconded Cr DP Tessmann.

That the Officer's Recommendation be adopted.

Carried 5/2
FOR VOTE - Cr DW Kratzmann (Mayor), Cr KM Campbell, Cr BL Green, Cr DJ Palmer,
Cr DP Tessmann
AGAINST VOTE - Cr KA Duff, Cr RLA Heit

8. Finance, Property & Information Technology

8.1 Finance (F)

(a) Officer's Reports

ATTENDANCE:

General Manager Russell Hood left the meeting at 10:23am

8.1.1 F - 1390766 - Monthly Financial Statements

Summary

The following information provides a snapshot of Council's Financial Position as at 18 November 2014.

Officer's Recommendation

The Monthly Financial Report as at 18 November 2014 be received and noted.

Resolution:

Moved Cr KM Campbell, seconded Cr DP Tessmann.

The Monthly Financial Report as at 18 November 2014 be received and noted.

Carried 7/0
FOR VOTE - Councillors voted unanimously

8.1.2 F - 1390723 - South Burnett Regional Council Monthly Capital Works Report

Summary

The following information provides a snapshot of Council's Capital Works as at 18 November 2014.

Officer's Recommendation

The South Burnett Regional Council's Monthly Capital Works Report as at 18 November 2014 be received and noted.

Resolution:

Moved Cr KM Campbell, seconded Cr DP Tessmann.

The South Burnett Regional Council's Monthly Capital Works Report as at 18 November 2014 be received and noted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

ATTENDANCE:

General Manager Russell Hood returned to the meeting at 10:27am

General Manager Stan Taylor left the meeting at 10:33am

General Manager Stan Taylor returned to the meeting at 10:35am

(b) Portfolio Report

8.1.3 F - 1391266 - Finance Portfolio Report

Summary

Finance Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Finance Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr KM Campbell, seconded Cr RLA Heit.

That the Finance Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

8.2 Property (P)

(a) Officer's Reports

No Report.

(b) Portfolio Report

ATTENDANCE:

Cr DP Tessmann left the meeting at 10:36 AM

Cr DP Tessmann has returned from temporary absence at 10:37 AM

8.2.1 P - 1391361 - Properties Portfolio Report

Summary

Property Portfolio Report to Council for the period 14 October 2014 to 17 November 2014.

Officer's Recommendation

That the Property Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

Resolution:

Moved Cr RLA Heit, seconded Cr BL Green.

That the Property Portfolio Report to Council for the period 14 October 2014 to 17 November 2014 be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

8.3 Information Technology (IT)

(a) Officer's Reports

No Report.

9. Executive Services

9.1 Governance (G)

(a) Officer's Reports

9.1.1 G - 1387685 - Extension of the rates discount date to Tuesday 16 December 2014

Summary

Due to feedback received in December 2013 regarding the due date for rates being too close to Christmas, the former Chief Executive Officer, Mayor and Deputy Mayor agreed to make the due date for 2014 earlier in December. The rate notices were issued with the discount due date of Friday 5 December 2014.

Since the issuing of the rate notices concerns have been expressed by the community regarding this date change. The preference was to keep the date as usual around the second week in December.

Accordingly, in response to this feedback it was agreed by Councillors to extend the discount due date for rates to Tuesday 16 December 2014. This will provide residents with 10 additional days.

Officer's Recommendation

That Council confirm the action taken by the Acting Chief Executive Officer to change the discount date for rates to Tuesday 16 December 2014.

Resolution:

Moved Cr KM Campbell, seconded Cr KA Duff.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

10. Information Section (IS)

10.1 IS - 1390141 - Reports for the Information of Council

Summary

List of correspondence pending completion of assessment report
Delegated Authority Report
Road Maintenance Expenditure Report

Officer's Recommendation

That the reports be received.

Resolution:

Moved Cr BL Green, seconded Cr RLA Heit.

That the reports be received.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

ADJOURNMENT:

Motion:

Moved Cr BL Green, seconded Cr DP Tessmann.

That the meeting adjourn for morning tea.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

RESUMPTION:

Motion:

Moved Cr RLA Heit, seconded Cr BL Green.

That the meeting resume at 11:00am with attendance as previous to the adjournment

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

11. General Section

No Report.

12. Confidential Section

CLOSED SESSION:

Motion:

Moved Cr DP Tessmann, seconded Cr RLA Heit.

That the meeting be closed to the public for Council discussions in accordance with Section 275(1)(e) contracts proposed to be made by it, of the Local Government Regulation 2012.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

OPEN COUNCIL:

Motion:

Moved Cr RLA Heit, seconded Cr DJ Palmer.

That the meeting resume in Open Council.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

Report:

The Mayor reported that whilst in Closed Session, in accordance with Section 275(1)(e) contracts proposed to be made by it, of the Local Government Regulation 2012, Council considered matters concerning Agreement renewal for closing of Murgon and Wondai Waste Facilities.

Motion:

Moved Cr DW Kratzmann, seconded Cr KA Duff.

That the Mayor's report be received

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

12.1 CONF - 1390881 - Brian Tilney - Agreement renewal for closing of Murgon and Wondai Waste Facilities

Reason for Confidentiality

This report is **CONFIDENTIAL** in accordance with Section 275(1)(e) of the Local Government Regulation 2012, which permits the meeting to be closed to the public for business relating to the following:

- (e) contracts proposed to be made by it

Recommendation

That Council enter into a new Agreement with Brian Tilney for twelve (12) months from the date of the expiry of the previous Agreement (19 October 2014) with an option to extend by a further twelve (12) months by mutual agreement.

The new Agreement will be under the same terms as the previous agreement except for the following additions:

1. Sandra Blackburn be permitted to assist with the closing of the Wondai and Murgon gates from time to time if Mr Tilney is unavailable; and
2. Council pay him with an additional \$100 per week (\$5,200 per year) in order to provide the above mentioned services; and
3. Provision be made for a CPI (Brisbane All grps) rise or fall for the preceding year ended 31st Mar after every successfully completed year of the Agreement.

Resolution:

Moved Cr KA Duff, seconded Cr RLA Heit.

That the Officer's Recommendation be adopted.

*Carried 7/0
FOR VOTE - Councillors voted unanimously*

There being no further business the meeting was declared closed at 11:05am.

Confirmed before me this day of2014

..... **MAYOR**

