



Burdekin Shire Council

AGENDA

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 09 June 2020

COMMENCING AT 9:00AM

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Burdekin Shire Council

TUESDAY 9 JUNE 2020

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1 PRAYER

2 DECLARATIONS OF INTEREST

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting - 26 May 2020

Recommendation

That the minutes of the Ordinary Council Meeting held on 26 May 2020 be received as a true and correct record.



Burdekin Shire Council

MINUTES

ORDINARY COUNCIL MEETING

**HELD AT COUNCIL ADMINISTRATION BUILDING,
145 YOUNG STREET, AYR**

on 26 May 2020

COMMENCING AT 9:00AM



Burdekin Shire Council

TUESDAY 26 MAY 2020

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Ordinary Council Meeting 26 May 2020



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ATTENDANCE

Councillors L.A. McLaughlin (Mayor), S.P. Perry (Deputy Mayor), K.D. Boccalatte, J.T. Bonanno, M.J. Detenon, J.A.G. Furnell and M. Musumeci

Mr. T. Brennan - Chief Executive Officer
Mr. N. O'Connor – Director Corporate and Community Services
Mr. N. Wellwood – Director of Infrastructure, Planning and Environmental Services
Mr. W. Saldumbide – Manager Operations
Mrs. E. Lovell - Economic Development Coordinator (Part)

Minutes Clerk – Ms. G. Biffanti

1 PRAYER

The meeting prayer was delivered by Pastor Ian Ness of the Uniting Church.

2 DECLARATIONS OF INTEREST

The Mayor called for declarations of interest.

Councillor Detenon declared a Perceived Conflict of Interest in relation to Item 11.1 in – Closed Meeting - Annual Tenders for the Period 1 July 2020 to 30 June 2021 - TBSC/20/002 Supply and Delivery of Stone Products and TBSC/20/003 Supply and Delivery of Bulk Sodium Hypochlorite as his partner, Amy Bahr is the daughter of one of the business partners of Bahrs Pit Quarry/BQC Quarries. Councillor Detenon advised of his intention to leave the meeting during this discussion.

3 MINUTES AND BUSINESS ARISING

3.1 Ordinary Council Meeting Minutes - 12 May 2020

Recommendation

That the minutes of the Ordinary Council Meeting held on 12 May 2020 be received as true and correct record.

Resolution

Moved Councillor Perry, seconded Councillor Furnell that the recommendation be adopted.

CARRIED

3.2 Aerodrome Advisory Group Meeting Minutes - 22 January 2020

Recommendation

That the minutes of the Aerodrome Advisory Group Meeting held on 22 January 2020 be received and adopted.

Resolution

Moved Councillor Boccalatte, seconded Councillor Perry that the recommendation be adopted.

CARRIED

4 EXECUTIVE

4.1 CEO

4.1.1 Council Workshop - 21 April 2020

Executive Summary

The Council conducted a workshop on 21 April 2020 with a range of policy and operational issues discussed. There was only one workshop conducted during the month due to the induction program associated with the new Council.

A brief summary of the items discussed at the workshop is contained in the report.

Recommendation

That the report on the Council workshop held on 21 April 2020 be received and noted.

Resolution

Moved Councillor Musumeci, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

4.2 ECONOMIC DEVELOPMENT

4.2.1 Burdekin Economic Development Strategy 2020-2025

Executive Summary

Burdekin Shire Council received funding from the Building Better Regions Fund – Community Investment Stream and a contribution from Business Council of Australia and Burdekin Shire Council to develop a Burdekin Economic Development Strategy. The purpose of the strategy is to provide

Council with the opportunity to establish a new vision and framework for promoting and facilitating economic development activity across the region.

The broad objectives of the Economic Development Strategy include:

- Increased employment opportunities;
- New industry development;
- Growth and retention of existing business; and
- Attraction of new residents.

Council engaged SC Lennon and Associates to develop the five-year Burdekin Economic Development Strategy which is presented to Council for adoption.

Recommendation

That Council receives and adopts the attached Outlook 2025: Burdekin Economic Development Strategy prepared by SC Lennon & Associates.

Resolution

Moved Councillor Perry, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

9.12am Mrs. Lovell left the meeting.

5 CORPORATE AND COMMUNITY SERVICES

5.1 CLIENT SERVICES

5.2 COMMUNITY DEVELOPMENT

5.3 FINANCIAL AND ADMINISTRATIVE SERVICES

5.3.1 Adoption of 2020/2021 Revenue Policy

Executive Summary

Under the *Local Government Act 2009*, Council is required to prepare, and by resolution, adopt a Revenue Policy for each financial year.

The policy identifies the principles Council intends to apply in relation to levying rates and charges, granting concessions for rates and charges, recovering overdue rates and charges and cost-recovery methods.

A draft Revenue Policy for 2020/2021 is attached for consideration and adoption.

Recommendation

That Council adopts the attached 2020/2021 Revenue Policy.

Resolution

Moved Councillor Musumeci, seconded Councillor Perry that the recommendation be adopted.

CARRIED

5.3.2 Adoption of 2020/2021 Fees and Charges

Executive Summary

The 2020/2021 Fees and Charges schedule is required to be adopted by Council in order to be effective from 1 July 2020.

Recommendation

That in accordance with the *Local Government Act 2009*, Council adopts the attached 2020/2021 Fees and Charges schedule, to take effect from 1 July 2020.

Resolution

Moved Councillor Musumeci, seconded Councillor Furnell that the recommendation be adopted.

CARRIED

5.3.3 Monthly Financial Report for Period Ending 30 April 2020

Recommendation

That the Monthly Financial Report for Period Ending 30 April 2020 be received.

Resolution

Moved Councillor Detenon, seconded Councillor Boccalatte that the recommendation be adopted.

CARRIED

5.4 GOVERNANCE

5.4.1 Q3 Report - Operational Plan 2019/2020

Executive Summary

The Q3 Report for the Operational Plan 2019/2020 provides a fair representation of Council's performance during the period 1 January 2020 to 31 March 2020. The Operational Plan sets out the agreed activities for each Section and Department of Council and includes measurement statements and targets for each activity.

Comments have been provided against each activity to reflect the progress towards achieving the activity within the second quarter. During the third quarter, Council has dealt with the challenges posed by the global pandemic COVID-19. Subsequently, a number of agreed activities have been affected. However, in comparison to the same quarter last year, Council actually achieved an improvement of 2% for activities at or above the agreed target. Of the 228 agreed activities within the Operational Plan, 183 activities are meeting or above target with 37 activities progressing. Five activities are "inactive" or not yet due to commence and three activities are considered to be under target.

The comments provided in the attached report provide further clarification and detail pertaining to each activity.

At the end of third quarter 2019/2020, activities were represented as:

183	Meeting or Above Target (80%)
37	Progressing (16%)
3	Under Target (2%)
5	Inactive (2%)

At the end of third quarter 2018/2019, activities were represented as:

173	Meeting or above target (78%)
39	Progressing (18%)
6	Inactive (2%)
5	Under Target (2%)

Recommendation

That Council adopts the Q3 Report for the Operational Plan 2019/2020.

Resolution

Moved Councillor Furnell, seconded Councillor Perry that the recommendation be adopted.

CARRIED

6 INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES

6.1 ENVIRONMENTAL AND HEALTH SERVICES

6.2 OPERATIONS

6.3 PLANNING AND DEVELOPMENT

6.4 TECHNICAL SERVICES

6.4.1 TBSC/19/019 - Burdekin Shire Council's Supervisory Control and Data Acquisition Planning, Design and Project Management

Executive Summary

TBSC/19/019 – Tender for Consultancy Services – Burdekin Shire Council's Supervisory Control and Data Acquisition (SCADA) Planning, Design and Project Management closed at 12 noon on 21 November 2019.

Two (2) sets of documents were issued to prospective tenderers through Local Buy Contract BUS 262. Tenders were received at the nominated closing time from Welcon Technologies Townsville (Welcon) and Alliance Automation Mackay.

Townsville based company Welcon Technologies were engaged as the successful tenderer for the project which includes a major overhaul of the existing SCADA System to provide an improved level of control across the water and sewerage networks. The seamless operation of the SCADA System is vital for the provision of Water and Wastewater services to the community and to achieve regulatory compliance.

With no local contractor available to provide the required services, the closest provider is Welcon Technologies. For this reason, and to maintain consistency of network control programming, it is proposed to utilise the services of Welcon Technologies to provide ongoing support for the SCADA and telemetry network.

Recommendation

That Council:

- notes the acceptance of the most advantageous tender to Council for \$32,947.20 including GST from Welcon Technologies for the Full System Review, Strategic Plan Development and the Project Management and Design of the Home Hill Reservoir Telemetry and Control;

-
- endorses and approves the engagement of Welcon Technologies through the relevant Local Buy Contract to provide ongoing support, design, installation and maintenance of the SCADA and telemetry network; and
 - endorses all orders to Welcon Technologies under Local Buy Contract BUS 262 for additional and replacement equipment made subsequent to the original acceptance of tender.

Resolution

Moved Councillor Detenon, seconded Councillor Boccalatte that the recommendation be adopted.

CARRIED

6.2 OPERATIONS

6.2.1 Late Report - Emergent Procurement of Pipes, Valves and Fittings for South Ayr Duplicate Trunk Water Main

Executive Summary

The Queensland State Government via the Department of Local Government, Racing and Multicultural Affairs has approved a \$10 Million funding package to improve water security and waters supply resilience in the Ayr Water Supply Scheme. The funding has been provided to undertake three (3) major water supply infrastructure projects as follows:

- Construction of a 10 ML reservoir at the South Ayr Water Treatment Plant;
- Construction of a duplicate water supply trunk main; and
- Development of additional water supply production bores.

The projects are scheduled for completion over the next two (2) years.

The COVID-19 health crisis has cast uncertainty over normal supply chain timelines with inventory holdings of pipes and fittings from major pipeline suppliers predominantly sourced from China. Suppliers are unable to guarantee timeframes on delivery of replacement stock once current inventory is exhausted.

Council has sourced quotations through Local Buy for the pipes, valves and fittings to complete the duplicate water supply trunk main and seeks to fast track the procurement of same to avoid potential large supply chain delays once current Australian stock holdings are exhausted.

Recommendation

That Council accepts the fixed price quotation of \$488,944.74 excluding GST from Viadux Pty Ltd as the most advantageous for the supply and delivery of Ductile Iron Cement Lined Pipe and fittings for the Ayr Water Supply - Trunk Duplication Pipeline Project. Viadux Pty Ltd quotation indicates that all pipeline components are currently stocked in Australia ensuring Council fixed supply and delivery dates.

Resolution

Moved Councillor Perry, seconded Councillor Detenon that the recommendation be adopted.

CARRIED

7 NOTICE OF MOTION

8 RECEIPT OF PETITIONS

9 CORRESPONDENCE FOR INFORMATION

10 GENERAL BUSINESS

10.1 Council Support - Grant Application Funding - Driver Reviver Site Upgrade Programme - Variable Mobile Signage Boards

Resolution

Moved Councillor Furnell, seconded Councillor Perry that Council approves the submission of a Grant Application to the Department of Infrastructure, Transport, Regional Development and Communications for two (2) variable mobile signage boards to be located at Driver Reviver sites during operational periods, noting that the balance of approximately \$12,000 will be allocated from the Plant and Equipment Capital Budget.

CARRIED

10.2 Thanks and Congratulations to Council Staff - Sweet Day Hot Nights

Councillor McLaughlin expressed her congratulations and thanks to Staff involved with the Sweet Day Hot Nights Festival initiative showcasing the event virtually through social media channels.

11 CLOSED BUSINESS ITEMS

10.30am Councillor Detenon declared a Perceived Conflict of Interest as disclosed at the start of the meeting in relation to Item 11.1 as his partner Amy Bahr is the daughter of one of the business partners of Bahrs Pit Quarry/BQC Quarries. Councillor Detenon left the meeting.

Council Meeting closed to Public under Section 275 of Local Government Regulation 2012 Resolution

Moved Councillor Furnell, seconded Councillor Perry that the Council meeting be closed to the public under the following sections of the *Local Government Regulation 2012*:

275(1)(e) contracts proposed to be made by it

1. For the purpose of discussing: Annual Tenders for the Period 1 July 2020 to 30 June 2021 - TBSC/20/002 Supply and Delivery of Stone Products and TBSC/20/003 Supply and Delivery of Bulk Sodium Hypochlorite

CARRIED

10.05am Meeting adjourned for morning tea.

10.30am Meeting resumed.

Council Meeting opened to Public

Resolution

Moved Councillor Perry, seconded Councillor Boccalatte that the Council meeting be opened to the public.

CARRIED

11.1 Confidential Report - Annual Tenders for the Period 1 July 2020 to 30 June 2021 - TBSC/20/002 Supply and Delivery of Stone Products and TBSC/20/003 Supply and Delivery of Bulk Sodium Hypochlorite

Background Information

Under the *Local Government Regulation 2012* section 224(3), Council is required to invite written tenders for large-sized contractual arrangements for goods and services purchased from a supplier that is expected to exceed \$200,000 ex GST for the financial year. The purchase of Stone Products and Bulk Sodium Hypochlorite are expected to fall within this category

TBSC/20/002 - Documentation for the advertised tenders requested tenderers provide details of their registration with a Queensland Government Register or evidence of third-party accreditation for a Quality Management System under ISO 9001:2015.

The only respondent able to furnish the requested evidence of third-party accreditation for a Quality Management System was BQC Quarries. The other tenderers have internal Quality Management Systems in place and are both registered for supply of tendered products with the Department of Transport and Main Roads.

TBSC/20/003 – Two non-conforming tenders were received at the time of closing. Only one tenderer supplied sufficient information to allow further consideration of their tender. This tenderer

has an internal Quality Management System in place however it does not carry third party accreditation under ISO 9001:2015.
As outlined in the Tender specification, Part 1 Section 14.5 Acceptance of Tender, Council reserves the right to accept a Tender in part or in whole.

Resolution

Moved Councillor Perry, seconded Councillor Furnell that:

1. TBSC/20/002 – Supply and Delivery of Stone Products – 2020/2021

It is recommended Council accept all three submissions based on the following.

BQC Quarries – Tender accepted with no qualifications on product testing as they are the only submission with third-party Quality Assurance (QA) Accreditation for a Quality Management System under ISO9001:2015 and their tender response included all the required evidence.

Gromac Quarries and North Queensland Natural Resource Holdings (NQRH) – Tender accepted with pre-purchase qualifications of accredited laboratory testing due to both companies not holding third-party QA accreditation under ISO9001:2015.

Both Gromac and NQRH are to provide one of the following options to Council prior to the supply of products:

- a) Provide the Principal with a copy of a recently obtained third-party accreditation; or
- b) Provide the Principal with NATA Accredited Laboratory test results certifying the materials supplied comply with the relevant Main Roads specification. Results are to be from the lot and stockpile that the material is being supplied from and not more than two months old prior to the date of supply.

Using the Tender Schedule of Rates, Authorised Requisitioning Officers (ARO's) are to choose the supplier of goods based on the product pricing most advantageous to Council. As well as price, the ARO's will also take into consideration the geographical location of works and the originating quarry to determine the most advantageous supplier to Council.

2. TBSC/20/003 – Supply and Delivery of Bulk Sodium Hypochlorite – 2020/2021

It is recommended that Council accept the tender from Coogee QCA Pty Ltd based on price, past performance, quality of service and this being the only assessable tender received. Coogee QCA Pty Ltd do not hold third party QA accreditation although they do have a current internal Quality Management System in place.

CARRIED

10.45am Councillor Detenon returned to the meeting.

12 DELEGATIONS

There being no further business the meeting closed at 10.50am.

These minutes were confirmed by Council at the Ordinary Council Meeting held on 9 June 2020.

MAYOR

3.2 Audit Committee Meeting Minutes - 13 May 2020

Recommendation

That the minutes of the Audit Committee Meeting held on 13 May 2020 be received and adopted.

Audit Committee Meeting

Location of Meeting:	John Drysdale Chambers
Date of Meeting:	13 May 2020
Commencing at:	2:09pm
Minutes Clerk:	Mrs. Kate Murray – Governance Support Officer

Attendance

Attendees	Mr. Ian Jessup (Independent Chairperson) Mr. Jim Fahey (Independent Professional Member) Mr. Jim Nuttall (Independent Community Member) Cr. Michael Detenon (Member) Cr. Sue Perry (Member) Mr. Terry Brennan (Chief Executive Officer) Mr. Nick O'Connor (Director Corporate and Community Services) Mrs. Kim Olsen (Manager Administrative and Financial Services) Mrs. Kathy Cortabitarte (Financial Accountant Systems) – part of meeting Mr. Dirk Dabelstein (ICT Coordinator) – part of meeting Mr. Kevin Byers (Manager Technical Services) – part of meeting Mrs. Rebecca Stockdale (Senior Governance Officer) Via telephone Ms. Donna Sinanian (External Audit- Crowe Horwath) Via telephone Ms. Tracey Mayhew (External Audit- Crowe Horwath) Via telephone Ms. Cathy Blunt (OCM- Internal Audit Function) Via telephone Ms. Ashita Lal (QAO Manager)
Apologies	Cr. Lyn McLaughlin, Mr. Nick Wellwood (Director of Infrastructure Planning and Environmental Services)

Minutes

1. Apologies

Apologies were received from Cr. Lyn McLaughlin and Director of Infrastructure Planning and Environmental Services, Mr. Nick Wellwood.

1.1 Acknowledgment

Mr. Jessup acknowledged Councillor Woods from the previous term of Council and his contributions to the Audit Committee. Mr. Jessup welcomed Cr. Detenon to the committee as a new member and wished him all the best for his term on the Audit Committee.

2. Accept Minutes from Previous Meeting

The minutes of the previous meeting were circulated via email to all members and were accepted via response email.

Moved Cr. Perry, seconded Mr. Nuttall that the minutes from the previous meeting be formally adopted by the committee. Carried.

3. Financial Reporting**3.1 Position Papers**

No position papers were presented for this meeting. It was confirmed that position papers will be presented at the next Audit Committee meeting on 17 June 2020.

Moved Mr. Jessup, seconded Mr. Fahey that the position papers be presented at the next Audit Committee meeting on 17 June 2020. Carried.

3.2 Shell Financial Statements

Mrs. Cortabitarte provided an overview of the shell financial statements and points of note as circulated to the committee members ahead of the meeting.

Mrs. Cortabitarte advised that there were multiple changes to the financial statements due to the application of new accounting standards reflected in the draft model Tropical Financial Statements. Mrs. Cortabitarte highlighted that the materiality level has halved.

Mrs. Cortabitarte sought feedback from the committee members in relation to Note 4, "Other Recurrent Income". Mrs. Olsen explained that it was unlikely that Council would be required to include this disclosure in future years and the disclosure was partially triggered by the lower materiality levels this year. The Chair sought the views of the External Auditors present. Ms. Sinanian and Ms. Mayhew expressed their view that there was no need to include a separate note on this disclosure. Ms. Lal supported Ms. Sinanian and Ms. Mayhew.

Moved Mr. Jessup, seconded Mr. Fahey that the Draft Financial Statements be noted by the Audit Committee. Carried.

3.3 Review Investment Policy

Mrs. Olsen provided an overview of the revised Investment Policy. Mrs. Olsen briefed the committee on the proposed changes to the policy and explained that Queensland Country Credit Union has recently transitioned from a credit union to a member-owned bank, and is now rated, as was Bendigo Bank, both of which have been supported by Council as Financial Institutions which supported the local community. As a consequence, it was proposed to remove the term Qualifying Local Financial Institution from the updated Policy, as it is now not necessary. The proposed changes were discussed with Council on Tuesday, 12 May 2020.

Moved Mr. Nuttall, seconded Mr. Detenon that the committee endorse the proposed amended policy. Carried.

3.4 Approval of Ordinary Citizen Transactions (OCT) – Related Party Disclosures

Mrs. Cortabitarte provided an overview of the Ordinary Citizen Transactions – Related Party Disclosures as circulated to the committee members ahead of the meeting.

Mrs. Cortabitarte noted that the listing was similar to previous years. It was advised that Council's Executive Leadership Team had reviewed and endorsed the list of ordinary citizen transactions. Mrs. Cortabitarte advised the list would be presented to Council for formal adoption.

Moved Mr. Fahey, seconded Mr. Nuttall that the Ordinary Citizen Transactions (OCT) – Related Party Disclosures be noted by the Committee and presented to Council. Carried.

4. Infrastructure Assets

4.1 Draft annual infrastructure valuation methodology report

Mr. Byers provided an overview on the draft internal and external valuation reports as circulated to attendees prior to the meeting. Final valuation reports will be completed in time for QAO Audit week beginning 18 May 2020 and presented at the next Audit Committee meeting on 17 June 2020.

Moved Mr. Nuttall, seconded Mr. Fahey that the draft valuation reports be received and the final report be presented at the next Audit Committee on 17 June 2020. Carried.

5. QAO Advice

5.1 QAO briefing on emerging issues

Ms. Lal provided an overview on emerging issues in the QAO 2020 Audit Committee Briefing Paper as circulated to attendees prior to the meeting.

Ms. Lal highlighted the QAO's response to the emerging risks of COVID-19. Ms. Lal reinforced the need to communicate earlier rather than later in relation to challenges faced under the current restrictions in achieving key milestones for audit and financial reporting.

Moved Mr. Nuttall, seconded Cr. Perry that the committee note the QAO brief. Carried.

6. External Audit

6.1 Review external audit plan

Ms. Sinanian provided an overview on the external audit plan as circulated to attendees prior to the meeting.

Ms. Sinanian advised that preparation for the interim audit is currently being undertaken. The interim audit will commence next week and will be conducted remotely due to COVID-19.

Moved Mr. Nuttall, seconded Cr. Perry that it is noted by the Audit Committee that the interim audit will commence next week. Carried.

6.2 Consider need for closed briefing session

No closed briefing session was required.

7. Internal Audit

7.1 Internal Audit Report – ICT General Controls

A copy of OCM's ICT General Controls report was circulated to committee members prior to the meeting.

Ms. Blunt provided an overview of the ICT General Controls audit which was undertaken in January 2020. The audit outlined a small number of minor control weaknesses / performance improvement opportunities. Ms. Blunt noted that findings of the audit were consistent in

Audit Committee Meeting

comparison with similar organisations. The committee indicated their acceptance of the agreed management action items as detailed in the report.

Mr. Dabelstein provided the committee with an update on the actions commenced to date.

Moved Mr. Nuttall, seconded Mr. Fahey that the Internal Audit – ICT General Controls Report be noted by the Committee. Carried.

7.2 Update on progress towards completion of Audit Plan

Ms. Blunt advised that OCM has completed the scheduled audits for the 2019/2020 financial year and the draft Audit Plan 2020/2021 will be presented at the next Internal Audit Committee meeting on 17 June 2020. Ms. Blunt advised that OCM is working with management to prepare a report on progress towards implementation of agreed management action items from previous completed internal audits and this report would be presented at the next audit committee meeting.

Moved Mr. Nuttall, seconded Mr. Fahey that the progress of the completion of the Audit Plan is noted by the committee. Carried.

8. Management Updates**8.1 Risk Management update (COVID-19) briefing**

Mrs. Stockdale provided an overview of the Risk Management Briefing Note as circulated to the committee members ahead of the meeting.

Mrs. Stockdale advised that the Risk Management committee has not met recently due to COVID-19, however, due to the global pandemic a Pandemic Flu committee was established in March. This committee continues to meet as needed in response to the pandemic.

Mr. O'Connor highlighted the important role Council's recently reviewed and updated Business Continuity Plans had played in responding effectively to the COVID-19 situation.

Moved Cr. Perry, seconded Mr. Nuttall that the Risk Management Briefing be noted by the committee. Carried.

8.2 Follow up on Audit issues

A report on outstanding audit matters was forwarded to the committee ahead of the meeting. None of the matters are currently overdue.

Moved Mr. Nuttall, seconded Mr. Detenon that the report on follow-up audit items be noted by the committee. Carried.

9. Other Business**9.1 Term of Office – Independent Community Member (as per Charter)**

Mr. Jessup advised the committee that the position of the Independent Community Member will become vacant in November 2020 as per the Audit Committee Charter. The appointment of the new Independent Community Member will be undertaken through an expression of interest process. It was noted that the current appointee was eligible to be appointed for a further term.

9.2 Chief Executive Officer Update

Mr. Brennan advised the committee that the new term of Councillors have all successfully undertaken their Councillor Onboarding Inductions.

Mr. Brennan was pleased to advise the committee that Council has been successful in receiving \$10,000,000 in state government funding for water supply improvements. The improvements will focus on the bores in Anzac Park, a new main installation to increase network capacity and a new 10 megalitre reservoir in South Ayr. The funding has been negotiated with the State Government in response to the ongoing issue of detection of PFAS at a number of Council's existing bores in the Nelsons Lagoon borefield.

Mr. Brennan also highlighted to the committee the impacts COVID-19 had on Council's current budget process as well as the community, outlining actions being undertaken by Council to support local businesses and persons adversely impacted.

Meeting Closure

Meeting Closed at:	4:07pm
Date of Next Meeting:	17 June 2020

4 EXECUTIVE

4.1 CEO

4.1.1 Council Workshops - May 2020

Document Information

Referring Letter No:	N/A
File No:	1394
Name of Applicant:	N/A
Location:	N/A
Author and Title:	Mr. Terry Brennan – Chief Executive Officer

Executive Summary

The Council conducted two workshops during the last month on 5 and 19 May 2020, with a range of policy and operational issues discussed. Some external presentations were also undertaken at the workshops.

A brief summary of the items discussed at the workshops are contained in the report.

Recommendation

That the report on the Council Workshops held on 5 and 19 May 2020 be received and noted.

Background Information

The Council has adopted governance arrangements based on holding Council meetings on a fortnightly basis each month, with the exception of December and January each year. In conjunction with these arrangements it is proposed to conduct Council Workshops with Councillors on the alternate week to scheduled Council meetings.

During the past month Council Workshops were held on 5 and 19 May 2020. The workshops covered a range of policy and operational issues. They also included presentations by external parties.

A brief summary of the issues discussed at the Council Workshops is outlined below:

5 May 2020

- Economic Development presentation
- Canegrowers Burdekin – The need to diversify the sugar cane industry & project update
- Burdekin Be Active Trail – Home Hill
- Acceptable Request Guidelines under the *Local Government Act*
- QRA Betterment Program – Thompson Road, Kalamia
- Water & Wastewater Customer Service Standards

-
- New water pipeline - Ayr Water Supply - materials procurement
 - Community Grants Program overview
 - Burdekin Theatre Refurbishment options
 - Land Protection Fund payments methodology changes

19 May 2020

- Request to allow encroachment into Council Drainage easement – 3 Bird Street, Ayr
- Various minor road issues and signage
- Disaster Recovery Funding arrangements (DRFA)
- Water Treatment options
- Q3 Operational Plan update
- Burdekin Theatre Refurbishment concept
- Anzac Park Masterplan
- Burdekin Shire 10 Year Sports and Recreation Plan

Link to Corporate/Operational Plan

5.3.1 Demonstrate open and transparent leadership

Consultation

Consultation was undertaken with various parties in the presentation of the workshop topics.

Legal Authority or Implications

N/A

Policy Implications

Any policy proposals are subsequently referred to a Council meeting via a report for consideration and if approved adoption.

Financial and Resource Implications

As highlighted in the workshop presentations

Report Prepared By:

Mr. Terry Brennan - Chief Executive Officer

Report Authorised By:

Mr. Terry Brennan - Chief Executive Officer

Attachments

1. N/A

4.2 ECONOMIC DEVELOPMENT

5 CORPORATE AND COMMUNITY SERVICES

5.1 CLIENT SERVICES

5.2 COMMUNITY DEVELOPMENT

5.3 FINANCIAL AND ADMINISTRATIVE SERVICES

5.4 GOVERNANCE

5.4.1 Approval for Operation of Cane Railways (Tramway)

Document Information

Referring Letter No:	N/A
File No:	683 and 700
Name of Applicant:	Wilmar Sugar Australia Limited
Location:	Burdekin Shire
Author and Title:	Mr. Nick O'Connor – Director of Corporate & Community Services

Executive Summary

The purpose of this report is to provide for the formal approval of the tramway network (road traverses and crossings) operated by Wilmar Sugar Australia Limited. The current approval expires on 30 June 2020.

Recommendation

That Council approves the operation of cane railways (tramway traverses and crossings) by Wilmar Sugar Australia Limited as summarised below in accordance with *Subordinate Local Law No 1.7 (Operation of Cane Railways) 2012* subject to the following term and conditions:

Cane Railway Infrastructure

Number of Crossings: 146
Number of Roads Crossed: 109
Total Length of Line: 260.02 kilometers

Term

The term of the approval is for seven (7) years from 1 July 2020.

Conditions

1. The operation of the cane railway must not adversely affect traffic flow or be likely to cause a traffic hazard.
2. The operation of the cane railway must not produce noise emissions or air pollutants which would adversely affect nearby premises used for residential purposes.
3. The design and construction of the cane railway must be safe and appropriate for the nature of its proposed use.
4. The operation of the cane railway must not unreasonably detract from the amenity of the area in which it is proposed the cane railway will operate.
5. Locomotives and rolling stock must not exceed 20 kilometers per hour while crossing a road.

The approval holder must –

6. Take out and maintain public liability insurance covering the approval holder and Council for their respective interests and produce documentary evidence of the insurance as and when demanded by the Council. Such insurance must be for an amount of not less than \$20 Million in respect of all claims arising out of a single event, or such higher amount as the Council may determine from year to year; and
7. Give the Local Government a specified indemnity; and
8. Comply with relevant safety requirements, standards and guidelines; and
9. Properly maintain the cane railway and other railway infrastructure, for example, the maintenance of sidings and pads so as to ensure that water does not pond on through traffic lanes in a manner which may cause a safety hazard; and
10. Ensure that all road crossings are maintained in a manner specified in the approval; and
11. Install traffic control devices at all road crossings as specified in the approval; and
12. Ensure that drainage is constructed so as to ensure that water does not pond adjacent to a siding or road for more than four (4) hours after the cessation of significant rainfall, provided that this condition shall not apply to ponding caused by downstream drainage interference or inaction by others beyond the control of the holder of the approval; and
13. Ensure that the road adjacent to the cane railway is maintained for a distance of not less than two (2) meters from the outer rail on one side to a distance of two (2) meters from the outer rail on the other side; and

-
14. Carry out maintenance as required so as to ensure that –
 - (i) assets of the Local Government are not damaged or interfered with by the operation of the prescribed activity or any incidental activity; and
 - (ii) culverts, drains and roads are maintained clear of trash and other waste materials; and
 15. If, during the currency of the approval, the Local Government carries out work to upgrade relevant infrastructure of the Local Government—upgrade the infrastructure of the approval holder at the expense of the approval holder so as to maintain optimal interface between the infrastructure of the approval holder and the upgraded infrastructure of the Local Government; and
 16. Ensure that turning, acceleration and deceleration areas and accesses, adjacent to existing asphalt and bitumen roads at sidings, including turnouts which must be asphalt sealed, are designed and constructed in accordance with relevant requirements of the Austroads, Institute Municipal Engineering Association of Queensland Australian Roads Research Board and Main Roads Guides Standards and Specifications; and
 17. Ensure that all signage and equipment of and incidental to the undertaking of the prescribed activity complies with relevant requirements of the Department of Transport and Main Roads Queensland; and
 18. With regard to rolling stock – ensure that all bins have reflectors or reflective material attached on each side; and
 19. Schedule the movement of bins on the cane railway of the approval holder so as to minimise the disruption of peak hour traffic; and
 20. Ensure that a train using the cane railway of the approval holder does not block a road crossing, particularly if, and when, any Queensland Government railway line is in use for the transport of bins; and
 21. Ensure that the undertaking of the prescribed activity is carried out in a manner that ensures the care and safety of all persons; and
 22. If the approval holder changes the method of undertaking the prescribed activity during the currency of the approval - ensure that the safety of persons and property is not compromised and take any action reasonably necessary to remedy the situation; and
 23. Ensure that design plans for maintenance and upgrades scheduled for the following January to December Calendar Year are submitted and approved by Council by 1 November of each preceding calendar year.

Background Information

Additions and modifications to tramway infrastructure are periodically approved by Council staff as and when they are submitted.

Wilmar Sugar Australia Limited must ensure that the documents and materials outlined in Schedule 1, section 5, clause 3 of *Subordinate Local Law No 1.7 (Operation of Cane Railways) 2012* accompany the application for an approval.

The up to date details of the requested approval are:

Number of Crossings: 146
Number of Roads Crossed: 109
Total Length of Line: 260.02 kilometers

Council charges an annual permit fee based on the above details.

Under Council's local laws, formal approvals are valid for a period of seven (7) years. Council adopted local laws pertaining to tramways are:

- *Local Law No 1 (Administration) 2012*; and
- *Subordinate Local Law No 1.7 (Operation of Cane Railways) 2012*.

Link to Corporate/Operational Plan

5.3.3 Adhere to the governance framework and public reporting systems

Consultation

Correspondence with Wilmar to request approval and obtain latest infrastructure details.

Legal Authority or Implications

Approval required under *Subordinate Local Law No 1.7 (Operation of Cane Railways) 2012*.

Policy Implications

Nil

Financial and Resource Implications

Nil – Revenue from annual permit is normally budgeted.

Report Prepared By:

Ms. Tamara Bateman – Governance and Property Officer

Report Authorised By:

Mr. Nick O'Connor – Director Corporate & Community Services

Attachments

1. N/A

6 INFRASTRUCTURE, PLANNING AND ENVIRONMENTAL SERVICES

6.1 ENVIRONMENTAL AND HEALTH SERVICES

6.2 OPERATIONS

6.2.1 Customer Service Standards - Water and Wastewater

Document Information

Referring Letter No:	N/A
File No:	N/A
Name of Applicant:	Burdekin Shire Council
Location:	N/A
Author and Title:	Mr. Wayne Saldumbide – Manager Operations

Executive Summary

As a registered Service Provider under the *Water Supply (Safety and Reliability) Act 2008* (“the Act”), Burdekin Shire Council must develop a set of Customer Service Standards for Water and Wastewater to ensure customers who do not have a contract with the service provider for the supply of registered services are protected by standards relating to the supply.

The Act requires council to implement certain measures to ensure the continuity of services and the protection of customers’ interests. It also requires council to quantify these measures by way of a Customer Service Standard and provide a copy to its customers.

This Standard is adopted by Council resolution and can only be varied by same, or at the direction of the Regulator. Council in accordance with section 120 of the Act, must review the Customer Service Standard at least every five (5) years.

The public consultation period was open from Friday 8 May to Friday 29 May 2020. At the time of closing no feedback was received.

Recommendation

Council adopt the Burdekin Shire Council Customer Service Standards – Water and Wastewater as required by section 120 of the Act.

Background Information

In May 2014, the Queensland Water Supply Regulator issued Burdekin Shire Council a Report Requirement Notice advising of changes to the Act.

One of the requirements of the Notice requires Council to adopt Customer Service Standards to ensure customers' who do not have a contract with Council for the supply of registered services are protected by standards relating to the service.

Council, in accordance with section 120 of the Act, must review the Customer Service Standard at least every five (5) years. The due date for adoption of the revised Customer Service Standard – Water and Wastewater is 30 June 2020.

Link to Corporate/Operational Plan

1.4.5 Improve water and sewerage network reliability through planned infrastructure upgrades

5.1.1 Continue and enhance community engagement processes that enable greater community participation and feedback

5.3.4 Undertake regulatory responsibilities in accordance with legislative regulations

Consultation

The draft proposed Customer Service Standards – Water and Wastewater were reviewed by Council at a Workshop on Tuesday 27 April 2020.

A quarter page advertisement was placed in the Burdekin Advocate on Friday 8 May 2020 and a Community Consultation notice was placed in the public notice section of the Council Connections page of the Burdekin Advocate on Wednesday 13 and 20 May 2020.

A click through banner advising of the opportunity to review and provide feedback on the proposed Burdekin Shire Council Customer Service Standards - Water and Wastewater was posted to the front page of the Council's website on the Friday 8 May 2020.

The consultation period was closed at cease of business Friday 29 May 2020.

No correspondence or enquiries from the general public were received during the consultation period.

Legal Authority or Implications

Water Supply (Safety and Reliability) Act 2008 sections 115, 116, 117, 118, 119 and 120.

Policy Implications

N/A

Financial and Resource Implications

N/A

Report Prepared By:

Mr. Wayne Saldumbide – Manager Operations

Report Authorised By:

Mr. Nick Wellwood – Director Infrastructure, Planning and Environmental Services

Attachments

1. Customer Service Standards – Water and Wastewater

Customer Service Standards

Water and Wastewater

Prepared By

Shaun Johnston

Authorised By

Wayne Saldumbide

Date Prepared

20 April 2020

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1. Water and Wastewater Customer Service Standards

Burdekin Shire Council is a registered Service Provider under the Water Supply (Safety and Reliability) Act 2008 (the Act).

Burdekin Shire Council is committed to providing access to affordable, safe and reliable water and wastewater services to shire residents connected to those services.

The Act requires council to implement certain measures to ensure the continuity of services and the protection of customers' interests. It also requires council to quantify these measures and make a copy available to its customers.

1.1 Purpose of the Customer Service Standards (CSS)

Pursuant to Division 3 – Customer Service Standards, the purpose of this CSS is to ensure that our customers are protected by the provisions of the Act particularly relating to adequacy, safety, quality and continuity of supply. These provisions, along with customer service performance target measures, form the basis for which Burdekin Shire Council aims to deliver water and wastewater services.

The CSS sets out the rights and obligations of Burdekin Shire Council and its customers and provides details of:

The level of service to be provided by Burdekin Shire Council.

The process for establishing new connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

Other matters stated in guidelines, if any, made by the regulator for preparing the Customer Service Standard.

1.2 Council's Commitment to Customer Service

Council welcomes customer comments, enquiries and suggestions. Our customers are encouraged to contact Council's Customer Service Centre for assistance on matters such as service difficulties and faults, general and technical enquiries.

Council maintains a 24-hour emergency contact service for emergencies related to service systems, such as a burst water main or sewerage overflow, and will respond promptly to customer enquiries, complaints and requests.

1.3 When the Customer Service Standard does not apply

This Standard does not apply during periods of declared natural disasters and emergencies until as soon as practicable after the affected normal services have been restored, or where the customer has failed to provide clear access to Council's infrastructure.

1.4 Amending the Customer Service Standard

This Standard is adopted by Council resolution and can only be varied by same, or at the direction of the Regulator. Council in accordance with Section 120 of the Water Supply (Safety and Reliability) Act 2008 must review the customer service standard at least every five (5) years.

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2. Water and Wastewater – Shared Rights and Responsibilities

Both the Burdekin Shire Council and its Customers have rights and responsibilities associated with the provision and use of water and wastewater services.

2.1 Council's Rights and Responsibilities as a Service Provider are:

- Council has the right to interrupt, postpone or limit the supply of services in situations when:
- Infrastructure is damaged or requires inspection, maintenance, repair or replacement
- In the event of drought or as part of a Demand Management Plan
- In the event of fire, flood, cyclone, power shortage or other emergencies
- To inspect, maintain, operate, repair, replace or remove local government infrastructure, employees of Burdekin Shire Council may enter a property without providing notice and without the permission of the owner and occupier of the property. As soon as an employee enters the property, they must inform any occupier of the property of the reason for entering the property and that the representative is authorised under the *Local Government Act 2009 and the Water Supply (Safety and Reliability) Act 2008* to enter the property and produce an identity card for the owner and occupier of the property to inspect.
- To limit any inconvenience, Burdekin Shire Council will attempt to carry out work at times convenient to owners and occupiers except in an emergent situation, or if a breach of legislation is suspected.
- Council is responsible for maintaining water meters and pipes between the water main and the meter.
- Council has the authority to request customers to effect necessary repairs to their internal plumbing to ensure compliance with the Plumbing and Drainage Act Queensland.
- Council has the right to recover all costs from the property owner for damage by the property owner or third party to any Council infrastructure including water services and meters.

2.2 The Customer Rights and Responsibilities are:

- Customers within the declared water and sewerage service areas have a right to be connected to council's infrastructure.
- Customers have the right to make a complaint in accordance with Division 3, s.118 of the Act.
- Customers must apply to and receive approval from Burdekin Shire Council to connect to water and wastewater services.
- Customers must engage a licensed plumber to do internal work on the customer's property including connection to a water meter.
- Wastewater and trade waste customers are responsible for maintaining all plumbing, drainage and fixtures to the point where they connect with Council's infrastructure. Council's infrastructure commences at the inspection opening (i/o) on the property connection stub.

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- The Customer is responsible for the installation and maintenance of plumbing on the property side of the meter.
- Customers must assist Council's response to water and wastewater issues by:
 - Providing clear access to the water meter, sewer manholes and other infrastructure within and adjacent to their property by ensuring that any concrete or other structures, tree roots and vegetation are kept well clear and not covering sewer manholes with soil, garden mulch or parked vehicles
 - Gaining Council permission to build over sewerage infrastructure within their property
 - Reporting any unauthorised discharge into or interference with the water and wastewater networks
 - Notifying Council's Customer Service Centre of any service difficulties and faults that customers have encountered on (07) 4783 9800 – 24-hour service, seven days per week.
- Customers must comply with all notices served by Council under the Water Act 2000, to carry out remedial works within their property within the specified timeframe. Should the customer not comply with an issued notice within the specified time frame, Council has the authority under the Water Act 2000, to enter private property, carry out the required work and recover all costs from the owner.

3. Customer Service Procedures

As a registered water service provider, Burdekin Shire Council must, by resolution, declare all or part of its local government area to be a declared service area for a water and/or wastewater.

In the case of a new water service outside of the Declared Water Service area, customers must apply for a service connection. Council will consider each application on its merits. Should the connection be approved, all costs for extension to and provision to the service will be recovered from the customer for the provision of the service.

3.1 New Connections

If a customer wishes to apply for any of the following services, they will need to submit the appropriate application form and payment to Council. These forms are available from the Customer Service Centre at 145 Young Street, Ayr, or from Council's website at www.burdekin.qld.gov.au

- New water service
- Relocation of existing water service
- Disconnection/reconnection of water service
- Upgrade water service
- New wastewater service connection
- Relocation of wastewater service connection

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3.2 Charges and Customer Accounts

Fees, charges and rates are set annually by Council resolution. The current water and wastewater rates and charges are available on our website at www.burdekin.qld.gov.au.

Burdekin Shire Council charges users a fixed access charge to its water and wastewater networks and a two-tiered consumption charge for water used. Water meters are read twice per year in May/June and October/November. Water consumption charge notices are sent out in August/September with the annual rates notices and in January of the following year.

3.3 Water Meters

It is compulsory that all serviced properties be metered. A water meter will be installed as part of a new water service connection and will remain the property of Council. The meter will be used to measure the water consumption component of any water charges. All new water meters will be within industry standard limits of accuracy ($\pm 2\%$).

Burdekin Shire Council actively monitors the accuracy of its water meter fleet, and through its water meter replacement program targets inaccurate meters. Where a customer has reason to doubt either the accuracy or reliability of their water meter, Burdekin Shire Council will offer to test the meter for the fee prescribed in Council's Schedule of Fees and Charges. If the meter is found to be defective, then the fee will be reimbursed along with the amount of any water consumption over-charge.

Should you have any problems or enquiries regarding your meter, please contact the Customer Service Centre on 4783 9800.

3.4 Service Alterations

If a customer requests to relocate an existing service, the customer will need to complete the appropriate application form, available from the Customer Service Centre or by downloading from the public website. The application form must be submitted along with the relevant fee.

3.5 Disconnection of Water or Wastewater Services

If a customer no longer requires a water supply or wastewater service, they may apply in writing to Council for disconnection. An application form is available from the Customer Service Centre or can be downloaded from the public website. Approval will be subject to legislation and a disconnection fee, as per the adopted fees and charges, will apply.

3.6 Reconnection of Water Service

If a customer requests to reconnect to the water supply network, the customer will be required to complete the appropriate application form and pay a fee to cover the reconnection service application. Water services must be reconnected by Council.

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3.7 Sanitary Drains

The owner of a property is responsible for the maintenance and repair of any sanitary drains on their property, up to and including the connection point on Council's sewer. This also includes the cost of clearing any blockages caused by the ingress of tree roots or other foreign objects.

Council is responsible for clearing blockages in Council's wastewater infrastructure. Private plumbers or drainers are not to undertake any work to clear a blockage in Council sewer or wastewater infrastructure without obtaining Council's approval prior to commencing any work. If approved, the Council will reimburse the private Plumber or Drainer fees.

3.8 Damage to Infrastructure

If Council's water or wastewater infrastructure is damaged, please report the damage to Council's Customer Service Centre on (07) 4783 9800, 24 hours a day, seven days per week.

Council will charge the owner of the property for the cost of repairing any accidental damage to Council's infrastructure. It is the property owner's responsibility to recover costs from any third party that may have caused the damage.

Where incidental damage to council infrastructure is caused by a customer's tree or tree roots, the customer will be provided the opportunity to remove the tree at their own costs. Should the customer fail to do so to the satisfaction of Council, Council will remove the tree and recover costs associated with the removal.

If Council's infrastructure is damaged intentionally this is considered an offence and is provided for in the Act. If you witness Council infrastructure being intentionally damaged please report the damage as soon as possible to minimise any potential compromise to community health.

If damage is done to infrastructure on the property owner's side of the property boundary, after the water meter, then it is the responsibility of the owner to repair or replace the infrastructure. Where a Council employee caused the damage through no fault of the owner, Council will be responsible for the repair of any infrastructure on the property owner's side.

3.9 Works and Repairs

When conducting works or repairs, Burdekin Shire Council will ensure the area is left in the same standard as before the work or repairs were carried out. Any work area also will be adequately fenced or signed to ensure safety.

3.10 Trade Waste

A customer may discharge trade waste into Council's Wastewater System provided the customer has first obtained approval for a trade waste permit from Council. The Trade Waste Application for Permit to Discharge to Sewer form is available from the Customer Service Centre or can be downloaded from Council's website. All approvals are subject to conditions contained in Council's Trade Waste Policy, management plan and guidelines and are usually valid for and renewable each financial year. Council may review the conditions at renewal of the permit. Conditions include sewer admission limits and the service frequency of any pre-treatment devices.

Council will accept trade waste only where there is no likelihood the trade waste will harm a person/s, the environment and/or Council's wastewater system.

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3.11 Sub-metering

Sub-metering is an initiative aimed at water conservation measures and the sustainability of water supply. Sub-metering is a legal requirement in all new developments of multi-unit properties. Burdekin Shire Council is required to comply with the *Plumbing and Drainage Act Queensland and subservient documents*.

3.12 Water Restrictions

Water restrictions will be implemented consistent with the provisions of the Burdekin Shire Council Demand Management Plan. Burdekin Shire Council will notify customers a minimum of 2 weeks in advance of water restrictions coming into effect as part of the Demand Management Strategy to ensure security of water resources and continuity of supply.

3.13 Customer Consultation

Burdekin Shire Council will endeavour to inform customers of any planned interruptions to normal service provision at least 48 hours in advance. This will be via posting relevant information on Council's website, Council's social media platforms, advertising in the local paper, displayed on roadside LED message boards or alternative methods as appropriate. In the event of a planned loss of supply to customers' residence or business, Council will endeavour to complete a letter drop at the affected address at least 48 hours prior to work beginning.

3.14 Customer Complaint Handling and Dispute Resolution

Burdekin Shire Council will endeavour to provide the highest level of service to its water and wastewater customers.

In the first instance should the customer have any problem with the service they have received, or compliance with the targets set out in this document they should contact Customer Service to report their concerns.

Burdekin Shire Council will investigate any complaints registered with Council in compliance with its Complaints Management Policy.

Where the customer is not satisfied with the outcome or resolution of their complaint, they may contact the Queensland Water Supply Regulator with their concerns.

4. Service Level Standards

4.1 Quality of Water

Burdekin Shire Council is committed to supplying our Customers with water that complies with the National Health and Medical Research Council's Australian Drinking Water Guidelines.

4.2 Adequacy of Supply

Council is committed to providing a safe and reliable water supply system to the Burdekin community. Council will endeavour to maintain water flow and pressure in accordance with State Government guidelines.

If customers notice a significant change in the usual water supply pressure not caused by household pipes and fittings, Council encourages customers to contact the Burdekin Shire Council immediately. Council will investigate and advise customers of any action that has been or needs to be taken to rectify problems.

4.3 Continuity of Supply

Council has outlined its strategy for the provision of improved water and sewerage network reliability through planned infrastructure upgrades in its Corporate plan. Council will continue to undertake ongoing maintenance and repair work to ensure its services will operate effectively in the long term. Council aims to provide a reliable long-term water supply and wastewater service to Burdekin Shire customers.

4.4 Effective Transport of Waste / Effluent

Burdekin Shire Council is committed to environmentally sound practices. Council will always treat wastewater and dispose of effluent and biosolids (sludge) in an environmentally responsible manner. The Ayr and Home Hill Wastewater Treatment Plants are operated in accordance with statutory licence conditions set by the Department of Environment and Science.

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5. Water – Key Performance Indicators

Key Service Characteristics	Customer Service Indicator		Target Response Time	Target Repair Time	Customer Service Target
Day to Day	Dirty Water / Water Quality		<45 minutes		>95%
		Flush		<2 hours	>90%
	Broken Water Main		<45 minutes		>95%
		Repair -urgent LOS		<8 hours	>90%
	Broken Water Service		<45 minutes		>95%
		Repair -urgent LOS		<5 hours	>90%
		Repair		<5 working days	>90%
	Leaking Water Service/Main/Hydrant NON URGENT		<1 working day		>95%
	Repair	Repair		<30 Working Days	>90%
	Defective Stopcock (urgent)		<45 minutes		>95%
	Repair			<2 hours	>90%
	Defective Stopcock (non-urgent)		<1 working day		>90%
	Repair			<30 Working Days	>90%
	Loss of Supply - Respond		<45 minutes		>95%
	Low Water Pressure - Respond		<1 working day		>95%
		Repair (If required)		<5 working Days	>90%
	Planned Interruptions				
	Provide Prior Notice of Planned Works		<48 hours		>90%
	Provide Prior Notice of Planned Works-Minimum requirement Water Supply (Safety and Reliability) Act 2008		<24 hours		>98%
	Water Service Replacement			<30 Working Days	>90%
	New Water Service			<40 working days	>90%
	Flow / Pressure Investigation			<30 Working Days	>90%
Quality of Water	Unplanned Interruptions	Number of Incidents			<50/1000 connections
	Ratio of Unplanned to Planned Interruptions				<1:3
	Microbiological (Coliforms & E-Coli)	No of Tests completed and in limits			<98%
	Physical/Chemical Parameters	No of Tests completed and in limits			<95%
	Water Quality Complaints (Taste/Odour - validated)	Number of Incidents			<5/1000 connections
	Dirty Water Complaints (validated)	Number of Incidents			<30 /1000 connections

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Key Service Characteristics	Customer Service Indicator		Target Response Time	Target Repair Time	Customer Service Target
Adequacy of Supply	Minimum flow at boundary	Urban (L/minute)	>22		<10/1000 connections
		Rural (L/minute)	>4.5		<5/1000 connections
	Minimum Static Pressure	Urban (m)	>20		<5/1000 connections
		Rural (m)	>12		<10/1000 connections
Continuity of Supply	Number of Water Main Breaks	Number of breaks			<10/100km of main
	Intervention level for water main replacement / renewal	Number of breaks			3 per segment
	System Water Loss and Unaccounted Water Use	(Litres/Con/Day)			<500
Customer Service	Number of complaints about water bill (confirmed)				<10/1000 connections
	Ratio fo compliments to complaints (confirmed) about general customer service standard				>2:1

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6. Wastewater Key Performance Indicators

Key Service Characteristics	Customer Service Indicator		Target Response Time	Target Rectification Time	Customer Service Target
Continuity of Supply	Sewer Main Breaks and Chokes	Number of Incidents			<10/100km Sewer
	Rising Main Breaks	Number of Incidents			<1/10km Rising Main
	Sewer Inflow/Infiltration	Ratio of ADWF to MWWF			>1:6
Effective Transport of Waste / Effluent	Pump Station Overflows/Annum	Number of Incidents (excluding Flooding/Loss of Power supply)	< 45 minutes	<4 hours	<2
	Sewage Overflows (confirmed)	Response and repair times met	< 45 minutes	<8 hours	>90%
	Sewage Main Breaks and Chokes (confirmed)	Response and repair times met	< 45 minutes	<8 hours	>90%
	Odour Complaints	Response and repair times met	<1 working hour	<30 Working days	>50%
	Total Sewage overflows/Annum	Number of confirmed Incidents			<10/100km Sewer
	Odour Complaints/Annum (verified)	Number of confirmed Incidents			<5/100km Sewer
	Sewage Overflows to Customer	Number of confirmed Incidents			<5/1000 Connections
	Compliance with EPA Licence Conditions/Annum	Percentage compliance			>98%

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[Doc Number] Rev [Rev No]

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7. Document History and Version Control

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6.3 PLANNING AND DEVELOPMENT

6.4 TECHNICAL SERVICES

6.4.1 TBSC/20/005 - Relining of Sewer Mains and Manholes

Document Information

Referring Letter No:	N/A
File No:	768
Name of Applicant:	N/A
Location:	Ayr and Home Hill
Author and Title:	Mr. Glen Stockdale – Design Office Coordinator

Executive Summary

The *Local Government Regulation Queensland 2012* requires Council to invite written tenders for large-sized contractual arrangements for goods and services purchased from a supplier that is expected to exceed \$200,000 excluding GST per financial year. The contract for Relining of Sewer Mains and Manholes is in this category.

Quotations were called for the relining of a selection of sewer mains and manholes within the areas of Ayr and Home Hill (TBSC/20/005) which closed at 4.00pm on Friday 1 May 2020. Twenty-two prequalified suppliers under the LocalBuy Contract BUS-270 were invited to offer quotations with only two (2) responses received. The two (2) responses are summarised as follows:

Interflow – \$496,069.79 including GST; and
Relining Solutions – \$570,755.90 including GST.

The quotations were assessed by Council Officers with the preferred supplier being Interflow.

Recommendation

That Council awards Contract TBSC/20/005 – Relining Sewer Mains and Manholes to Interflow.

Background Information

Segments of the Burdekin's sewerage reticulation are more than 40 years old and it has been identified by Council that the conditions of the sewers are degraded and in need of rehabilitation. An ongoing program of rehabilitation is required to rehabilitate these assets.

To progress the ongoing rehabilitation of the sewer network, the following works need to be undertaken and will form part of the contract:

-
- a) The pressure cleaning of the access chambers, sewer mains and manholes, including the removal and disposal of all debris;
 - b) The in-situ structural relining of the sewer mains and manholes;
 - c) Restoration of and sealing of access chambers and manholes to prevent ingress of ground water, egress of sewage, and provide structural integrity; and
 - d) Submission of “as constructed” details in a format approved by the Principal.

Link to Corporate/Operational Plan

5.3.2 Ensure Council’s financial position is effectively managed

Consultation

The Asset Management Team, Manager Water and Wastewater, and Manager Contracts were all consulted during the creation of the contract documents.

The Manager Water and Wastewater Operations and Manager Contracts were included in the evaluation team.

Legal Authority or Implications

The procurement process has been followed in accordance with the *Local Government Regulation 2012*.

Policy Implications

The procurement process has been followed in accordance with Council’s Procurement Policy.

Financial and Resource Implications

\$250,000.00 is included in the 2019/2020 Capital Budget.

\$200,000.00 is included in the 2020/2021 Capital Budget.

Report Prepared By:

Mr. Glen Stockdale – Design Office Coordinator

Report Authorised By:

Mr. Kevin Byers – Manager Technical Services

Attachments

1. N/A

7 NOTICE OF MOTION

8 RECEIPT OF PETITIONS

9 CORRESPONDENCE FOR INFORMATION

10 GENERAL BUSINESS

11 CLOSED BUSINESS ITEMS

12 DELEGATIONS

