

## **Executive Summary: Water and Waste Services Performance Management Report March 2011**

March has been another wet month where significant pressures were placed on the sewerage network due to high rainfall and therefore high inflow and infiltration (I/I) into the system. The professionalism of Water Services staff was reflected in how they dealt with customers during this trying period. The impact of I/I continues to be an issue and further strategies are being reviewed to look to address this matter.

Water Services submitted its Drinking Water Quality Management Plan (DWQMP) to DERM as required under legislation. The DWQMP process looks at undertaking detailed risk assessments of all councils drinking water scheme to ensure detailed monitoring programs are in place. The staff involved in this process have done a great job with finalizing this document within a tight timeframe.

The role out of Safeplan continues to be a focus for the Water Service programs of Operations and Infrastructure Delivery.

The Laboratory has achieved NATA accreditation for Chemical Testing and is in the process of finalizing the outstanding conditions for its Biological Testing. These final requirements are expected to be submitted in early April 2011.

The Directorate has again been looking to consolidate our capital delivery and works progressed on the review of the Long Term Financial Strategy and the development of the 2011/2012 budget.

Work on the Nebo RD WTP upgrade continues to progress and remains on target for completion at the end of June 2011. The South Mackay trunk main continues to be hampered by wet weather with only 151m able to be installed for the month. The project will not be finalised until later this calendar year.

The pre construction process has been finalised and construction of cell 2 at Hogan's Pocket is due to commence in April 2011. The tender for the remediation works at Bayersville is almost complete and will be ready for issue at the end of April. Ongoing progress is being made on the design work for the capital program for the closure/remediation works of Hay Point, Otterburn and Sarina landfills; the future transfer stations for Hay Point, Otterburn and Sarina; the closure plan for cell 1 of Hogan's Pocket.

**Director Water and Waste Services**

---

**Performance Management Report  
March 2011**

**Table of Contents**

<i>1 BUSINESS SERVICES</i> .....	3
1.1 <i>Finance</i> .....	3
1.2 <i>Customer Service</i> .....	5
1.3 <i>Human Resource Management</i> .....	8
1.4 <i>Systems and Processes</i> .....	10
1.5 <i>Governance</i> .....	10
1.6 <i>Communication</i> .....	11
1.7 <i>Scientific and Analytical Services (SAS)</i> .....	12
<i>2 PLANNING AND SUSTAINABILITY</i> .....	14
2. <i>Strategic Infrastructure Planning</i> .....	14
<i>3 INFRASTRUCTURE DELIVERY</i> .....	16
<i>4 OPERATIONS</i> .....	19
4.1 <i>Water Treatment System Performance</i> .....	19
4.2 <i>Water Quality</i> .....	23
4.3 <i>Wastewater Treatment System Performance</i> .....	24
4.4 <i>Network Reticulation Systems</i> .....	30
<i>5 WASTE SERVICES</i> .....	34

---

# 1 BUSINESS SERVICES

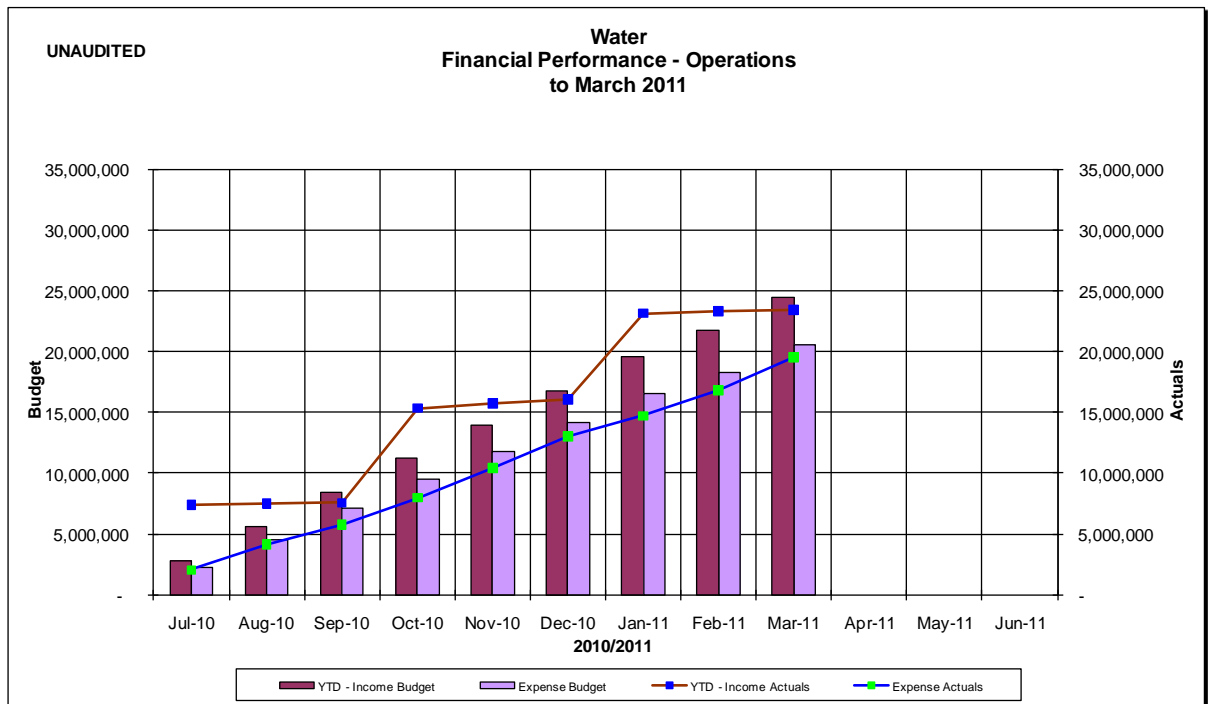
## 1.1 Finance

The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

### Financial Performance of Individual Business Unit Areas

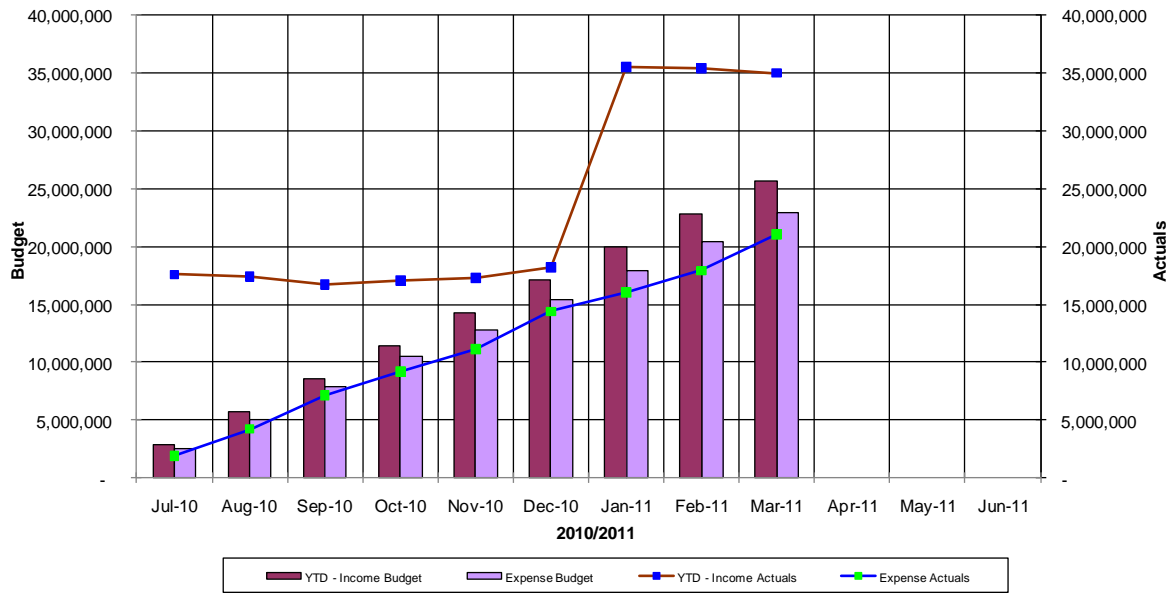
Performance Area	10/11 Budget			Actual + Commit.	Comment
	Original	Revised	YTD		
<b>Water</b>					
Revenue	33,559,252	32,703,252	24,527,439	23,420,933	
Expenditure	27,203,474	27,473,868	20,605,401	19,573,258	
<b>Wastewater</b>					
Revenue	34,123,318	34,123,318	25,592,489	34,982,396	
Expenditure	30,389,041	30,540,270	22,905,203	21,066,986	
<b>Waste</b>					
Revenue	20,965,826	21,089,129	15,816,847	20,500,208	
Expenditure	18,338,057	19,467,665	14,600,749	12,597,484	

The Revenue and Expense information is graphically displayed below.



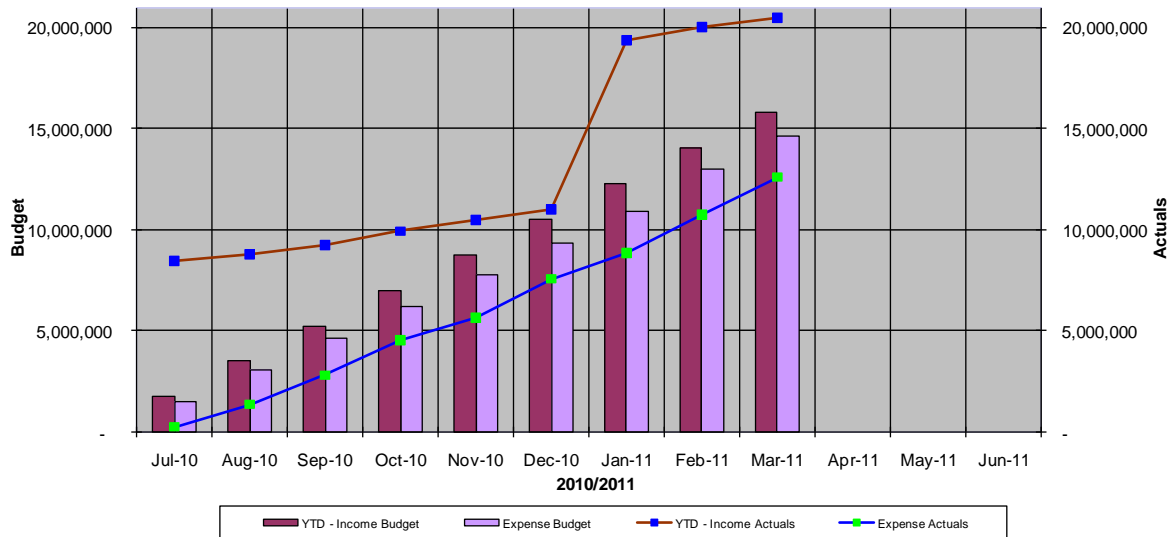
UNAUDITED

### Sewerage Financial Performance - Operations to March 2011



UNAUDITED

### Waste Services Financial Performance - Operations to March 2011



## 1.2 **Customer Service**

### Customer Service Requests

A summary of the customer requests that have been received through the pathways system for the month are detailed in the table below:

<b>Monthly Report March 2011</b>						
<b>Customer Request System - Pathways</b>						
				<b>Mar-11</b>		<b>TOTALS - YTD 20102011</b>
<b>Statistics for Water</b>						
<b>Request Category</b>	<b>Ordinary Request</b>	<b>Call-Out Request</b>	<b>Total Request</b>	<b>Total Ordinary Request Y-T-D</b>	<b>Total Call-Out Requests Y-T-D</b>	<b>Total Requests Y-T-D</b>
Fire Hydrant or Service Valve Damaged/Leaking	10	2	12	57	20	77
Water Service - Backflow Prevention Devices	2	-	2	7	-	7
Water Main - Broken/Leaking	6	9	15	119	102	221
Water Main - Replacement				4	9	13
Water Meter - Broken/Leaking	96	22	118	844	201	1,045
Water Miscellaneous	20	2	22	154	19	173
No Water	5	4	9	38	49	87
Low Water Pressure	5	-	5	49	4	53
Dirty Water / Cloudy Water				41	12	53
Water Odour/Taste/Smell	1	-	1	16	5	21
Public Amenities	16	-	16	154	8	162
Repair Park & Rec facilities - exclude public amenity				8	-	8
Water meter rewasher or leaky stopcock	14	1	15	159	25	184
Water Service Broken/Leaking	49	11	60	471	143	614
Water Service Replacement	1	-	1	2	-	2
Water Service - Subsidence in Ground				-	-	-
MRC Community Hall Repairs				1	2	3
Repair to MRC Pensioner Cottage				13	-	13
Alleged Breach of Water Restrictions				5	-	5
Water Leak				5	-	5
Drinking Fountains	1	-		17	1	18
<b>WATER TOTAL</b>	<b>226</b>	<b>51</b>	<b>276</b>	<b>2,164</b>	<b>600</b>	<b>2,764</b>
<b>Statistics for Sewer</b>						
Broken Manhole	1	-	1	12	5	17
Building Over Sewer Enquiries				-	-	-
Hit through sewer pipe / Breaks				-	-	-
Sewer Miscellaneous	8	-	8	78	21	99
Sewerage Overflows/Spillage	23	10	33	81	38	119
Public Toilets				-	-	-
Pump Station Faults				-	-	-
Sewerage Blockage	24	12	36	98	50	148
Sewerage Smell	1	-	1	16	2	18
Subsidence in Ground	3	2	5	23	4	27
Copies of Plans & Sewer Plans & Depths	118	-	118	678	1	679
<b>SEWER TOTAL</b>	<b>178</b>	<b>24</b>	<b>202</b>	<b>986</b>	<b>121</b>	<b>1,107</b>
<b>GRAND TOTAL</b>	<b>404</b>	<b>75</b>	<b>478</b>	<b>3,150</b>	<b>721</b>	<b>3,871</b>

Other Customer Service Activities:

Item	No.
Water Restriction Exemptions Processes	Nil
Rebate Applications Processes	5
Water Restriction Enquiries Received	2
Inflow/Infiltration Enquiries Received	4
Trade Waste Enquiries Received	40
Backflow Enquiries Received	77

Water Meter Applications

A summary of the water meter applications that have been processed are detailed in the table below:

**Water Meter Applications for period ended 31March 2011**

	Applications Lodged				Applications Finalised				Applications Outstanding			
	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	YTD
<b>Bal b/f 09/10</b>				0				0	13	0	0	13
<b>Jul-10</b>	62	0	7	69	61	0	6	67	14	0	1	15
<b>Aug-10</b>	62	0	6	68	59	0	6	65	17	0	1	18
<b>Sep-10</b>	61	0	2	63	51	0	2	53	27	0	1	28
<b>Oct-10</b>	55	0	3	58	50	0	3	53	32	0	1	33
<b>Nov-10</b>	53	0	13	66	52	0	11	63	33	0	3	36
<b>Dec-10</b>	38	0	3	41	32	0	3	35	39	0	3	42
<b>Jan-11</b>	20	0	8	28	19	0	8	27	40	0	3	43
<b>Feb-11</b>	50	0	6	56	48	0	6	54	42	0	3	45
<b>Mar-11</b>	49	0	12	61	29	0	6	35	62	0	9	71
<b>Total 00/11</b>	<b>450</b>	<b>0</b>	<b>60</b>	<b>510</b>	<b>401</b>	<b>0</b>	<b>51</b>	452	<b>62</b>	<b>0</b>	<b>9</b>	<b>71</b>

Backflow Licensing

New Devices Registered	31
Total Devices	2,483
Tested by Council Plumber	159
Tested by Private Plumber	172
Total Tested	331
Overdue for Testing to 31/03/2011	881
Notices Sent out	1,500
License Fees Invoiced	-
Outstanding License Fees	\$127,411

- Approximately 1500 Backflow Test Reminder Notices sent out to Home Owners and Businesses.
- Positive response, with the general public willing to have their devices tested and comply with regulations.
- Feedback from Private Plumbers very positive with regard to the recent changes implemented. Plumbers liaising with Council to ensure compliance.
- Received a ‘Thank-you’ from customer for our professionalism and valuable advice.
- Making enquiries regarding costs associated with Australia Post issuing the annual Backflow License Notices.

### Customer Satisfaction Survey Results

There are currently no new results for this section.

## 1.3 Human Resource Management

Resignations:

Environmental Officer  
Administration Officer (Bedford Road Depot)

New Hires:

Administration Officer (Maternity Cover – Sarina Depot)  
Laboratory Technician

Training:

*Please note that not all records were available at the time that the Chris 21 report was run on 05.04.11*

Course Name	No.
<b>Compulsory Training</b>	
Bedford Rd Induction	2
MRC Induction	19
Harassment / Discrimination	4
CPR	1
Driver Education Awareness	19
MUTCD Level 1	1
MUTCD Level 2	1
Safe Work near Electrical Power lines	7
Safe Plan Lead Auditor	1
<b>Professional Development</b>	
Computer - Finance 1	3
Certificate 1V in Training & Assessment	1
Computer – Pathway	2
Cross Cultural Training	1
Mentoring Program	6

---

Plumbing Conference	2
<b>Safe Plan Take 5 Training by Supervisors/ Managers</b>	
SP 1.1 WH&S Mgmt Sys Pan & MAPS	18
SP 1.4 WH&S policy Statement	17
SP 2.2 Hazard Management	70
SP 2.3.1 Risk Assessment	56
SP 3.1.1 Consultation	65
SP 4.14.1 Office Safety	17
SP 4.14.2 Work Station Layout & Design	19
SP 6.1.1 Report Incidents	66
SP 6.1.2 Electrical Incidents	62
SP 6.1.3 Causes of Accidents	66

#### 1.4 Work Place Health & Safety

Hazard Inspections & Rectifications:

*NRR = No Record Received*

<b>Inspections</b>	<b>Scheduled / Matrix</b>	<b>Inspection Completed</b>	<b>RAP Issued</b>	<b>Proposed Inspection Date</b>
Supervisor's Offices Bedford Rd Depot	Feb 11	NRR	NRR	NRR
Laboratory Nebo Rd	Feb 11	NRR	NRR	NRR
Sarina Workshop	Feb 11	30.03.11	NRR	n/a
Vehicles Ready for Work Inspection Team (3 x vehicles checked)	Feb 11	04.03.11	n/a	n/a
Water Treatment Plant Nebo Rd	Feb 11	NRR	NRR	NRR
Workshop Mirani	Mar 11	NRR	NRR	NRR
Vehicles Ready for Work Infrastructure Delivery	Mar 11	NRR	NRR	Verbal only
CCTV Van	Mar 11	05.04.11	05.04.11	05.04.11
WTP Sarina	Mar 11	28.03.11	NRR	n/a
WWTP Mirani	Mar 11	NRR	NRR	NRR
Pump Sts, Bore Sites & Reservoirs Sect 2	Mar 11	NRR	NRR	NRR
Worksite Inf Del Crew 1	Mar 11	NRR	NRR	Verbal only
Water Work Site	Mar 11	NRR	NRR	NRR
Waste Water Work Site	Mar 11	NRR	NRR	NRR
Waste Facility - North	Mar 11	NRR	NRR	NRR

## Incident Reports:

<b>Incident Type</b>	<b>No.</b>
No Time Lost (NTL)	1
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	2
Non Injury Incident (NII) - Near Miss	2
Public Incident – Non employee	0
Public Incident - Contractor	0

## Safety cultural change was supported through:

- Deliver Bedford Rd Induction to new employees
- Training and ongoing coaching delivered to supervisors and management regarding Hazard Inspections, Monthly Action Plans and Take 5 delivery
- Developed a management strategy and associated information flow for supervisors and managers to effectively manage the Monthly action plans within SafePlan.
- SafePlan liaison role to assist supervisors achieve mandatory Monthly Action Plans
- Driver Awareness training undertaken by WWS staff that did not attend in 2010
- SafePlan Lead Auditor course undertaken to assist MRC WH&S with SafePlan Audits
- Distributed WH&S Qld proposed audit docs/ questions to assist Supervisors and Managers in preparing for upcoming audits regarding traffic management and working near roads
- WH&S Reps Committee Meeting held 30.03.2011
- Software for the management of Gas Detector fleet installed.

## 1.5 Systems and Processes

The following activities have occurred with regard to the improvement of quality systems for the month:

- Three policies were finalized and will be submitted to Council for Adoption in April. (Concealed Leaks, Exceptional Circumstances, Sub-metering)

## 1.6 Governance

- The Drinking Water Quality Management Plan was delivered in time on the 31<sup>st</sup> of March to DERM
  - Several reportable environmental incidents resulting from sewerage overflows have occurred due to the excessive wet weather.
-

## 1.7 Communication

The following key activities have occurred in relation to communication and promotion of the water business for the month.

- Directorate Promotion:
  - MRC website updated with the following information:
    - Water usage statistics
    - Water interruption notices
    - Trade waste information session details
    - Waste education program information
  - Press releases were prepared on the following topics:
    - World Water Day – Daily Mercury and Midweek
    - Nebo Road WTP shutdown – Daily Mercury
    - Mirani Wastewater Treatment Plant upgrades – Council Connect, Walkerston and Valley Advertiser
  - Local Government Awards nomination prepared for the CTW Water Alliance collaboration
  
- Communication Plans:
  - Backflow – finalised invoice design
  - Trade Waste – follow up advertising campaign commenced on 16/01/11 and will run through to the 30/06/11. The campaign consists of television and radio advertisements. The next information session for CBD business will be held on Wednesday, April 13.
  - Inflow and infiltration – follow up advertising campaign commenced on 1/01/11 and ran through until the 12/03/11. The campaign consisted of television and radio advertisements.
  - SWRF – prepared draft community consultation plan for the SWRF
  
- Education:
  - The following water education programs sessions were held during March:

School	Visit Type	Sessions	Students
Central State School Yr 4	School	1	17
Eimeo State School Yr 3	MRF	2	47
Eimeo State School Yr 3	MRF	2	49
Farleigh State School Yr P – 7	MRF	2	40
Glenella State School Yr 2&3	School	1	17
<b>Total</b>			<b>170</b>

- Designed poster for upcoming Recycled Art Competition
  - Attended a professional development day with teachers hosted by the Great Barrier Reef Marine Park Authority on 8/03/11.
-

- Internal Communication:
  - Submitted articles and Water and Recycling tips to Grapevine
  - Prepared the Water and Waste Services quarterly newsletter 'The Resource'
  - Prepared for the upcoming Water and Waste Services Employee Awards on the 21/04/11.

## 1.8 Scientific and Analytical Services (SAS)

### Monitoring Program

No new monitoring programs were started in March. There are a number of monitoring programs which are waiting to be started once the wet weather has ceased.

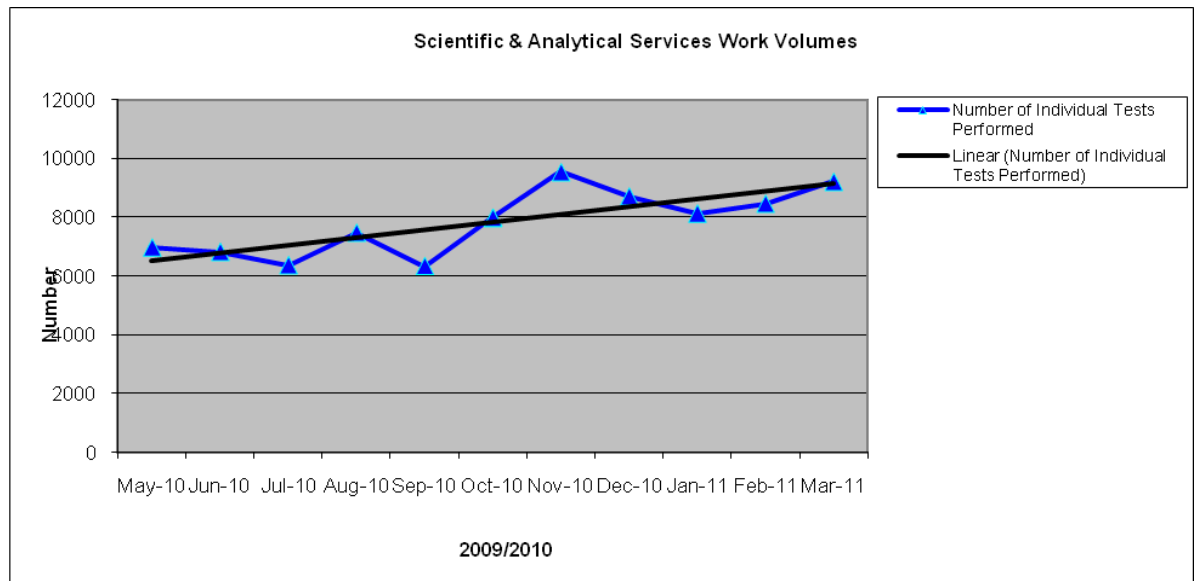
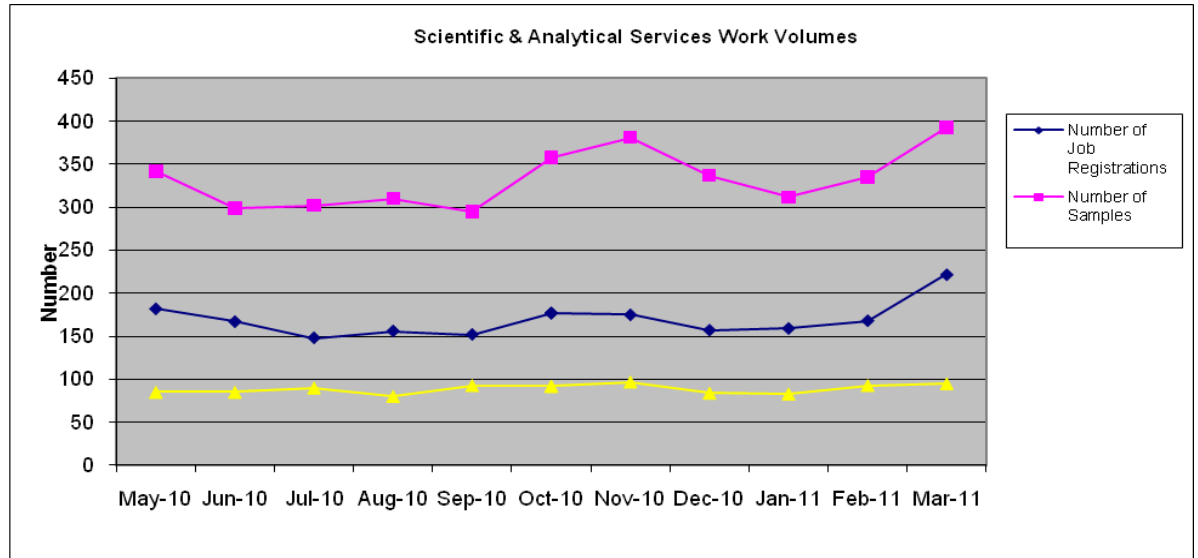
### Laboratory Performance Statistics:

<b>KPI</b>	<b>This Month</b>	<b>12 M-to-Date</b>	<b>Target</b>
Registrations	222	1929	161
Samples	393	3713	309
Test Types	95	126	100
Individual Tests Performed	9220	85858	7154
Clients	26	39	29

### Registration:

<b>Customer</b>	<b>No.</b>
Water & Sewerage	186
Waste	9
Other Council Departments	4
External Clients	23

The following graph details the number of tests performed by the laboratory over time:



NATA accreditation

NATA accreditation for Chemical Testing was granted on the 23/03/11. For biological accreditation, NATA has six conditions that still require to be met, before accreditation can be granted. SAS has completed five of the six conditions, and the last condition will be submitted to NATA the week ending 8<sup>th</sup> April.

## **2 PLANNING AND SUSTAINABILITY**

<b>Activity No.</b>	<b>Project / Activity</b>	<b>Status</b>	<b>Critical Issues</b>
<b>1. Strategic Asset Management</b>			
1.1	Capture of Asset data	As Constructed data for Marian & Mirani Sewers have been received allowing the start of data Capture. Data cleanup is in progress for North Mackay Water Network.	Marian Cadastre has been surveyed and Mirani is next. Corporate GIS capture and Asset capture will commence thereafter.
1.2	Inflow and Infiltration Strategy for entire MRC Region	I & I program currently limited to smoke testing which is being carried out by Operations section. A review of further strategies required along with resources has been held and council will be briefed on the recommendations. A review of the defects found in I/I investigation of some of the Sarina catchments identified 78 defects. Of these 75 have been fixed.	Consistently high levels of sewer surcharge have limited access for smoke testing. Administration of well established processes following site audits has not been adequate and is being reviewed from a resourcing and supervision perspective. Deployment of supposedly dedicated personnel to other operational activities during wet weather is also being reviewed.
<b>2. Strategic Infrastructure Planning</b>			
2.1	Sewerage Strategy Report for Mackay City	Work is progressing well and a presentation to Council is programmed for May 2011.	The need to consider a number of additional options due to the problems experienced with effluent discharge to the South Mackay Regional Water Reclamation Facility.
2.2	Regional Water Supply Report	Consultant is appointed and scoping refinement work is underway.	Timing of completion of the report.

---

Activity No.	Project / Activity	Status	Critical Issues
2.3	Demand Management	Strategy Report Part 1 enhancements received and being reviewed for finalization.	
2.4	Water Supply Planning Report for Mirani and Marian	Basis for a Recommendation to Council is expected at the end of May 2011.	Identification of a suitable off-take position and type.
2.5	Upgrade of Mirani WWTP	A Transitional Environmental Program has been approved by DERM. Design work has commenced.	
2.6	10 Year Capital Plan	Ongoing development of priorities based on growth and asset performance. Projects for next year are under assessment for works requirements and detailed briefs are being developed.	Balancing recently defined financial constraints with desired levels of service and increased risk. Complexity of modeling the plethora of permutations for forecasting long term impacts.

### *Detailed Infrastructure Planning*

3.1	Implementation of planning activities associated with Year 1 Capital Plan	In house resources have been recently appointed and consultants will assist in completing business cases. This is an ongoing process.	The funding uncertainty associated with the 20yr capital plan.
3.2	MWRP –Water Balance Model	Modeling Report has been accepted by DERM. Discussion on changes to DA have commenced.	Where all the principles as presented will be accepted by DERM.

---

Activity No.	Project / Activity	Status	Critical Issues
--------------	--------------------	--------	-----------------

### 3. Development Assessment

4.1	Development Approvals - Planning	Ongoing input into development approvals and operational works reports as required. Additional resource now appointed to assist in timely provision of advice.	Complications posed by possible new Developments occurring outside of the PIA approval areas.
4.2	Development Approvals - Compliance	Working with Development Services – Engineering team to remedy issues associated with compliance and inspection.	

### 4. Policy & Standards




5.1	Review of Water Services engineering guidelines, planning policies and standard drawings	Local resources engaged to update some standard plans. Standards & Specifications for proposed District Metered Areas are being developed in April and May.	
-----	--	---	--



## 3 INFRASTRUCTURE DELIVERY



















### **Summary of Water Services Current Capital Program**









The following table summarises key projects in the Water Infrastructure Delivery budget for 2010 / 2011.

#### **Water Projects**









Legend	
On track	
Of concern	
Not on track	

Project	Status	Budget	Time	Comments
Boundary Rd (Bruce Highway – Rainlovers St.)	Construction			Contractor ceased site works till 1 <sup>st</sup> April 2011 due to wet weather. Impact of delay to be quantified.
Critical Issues	<ul style="list-style-type: none"> <li>Wet weather</li> </ul>			
WMR Connors Rd,	Construction			Continued delays due to interface

Project	Status	Budget	Time	Comments
Paget				with Ergon assets that are not in their correct alignment.
Critical Issues	<ul style="list-style-type: none"> <li>Existing services and interfaces with pipe route for safe access for construction and maintenance activities</li> <li>Wet weather</li> </ul>			
Sarina WTP Chlorination Unit	Construction			Site works in progress
Critical Issues	<ul style="list-style-type: none"> <li>Weather</li> </ul>			
Nebo Rd WTP Upgrade	Construction			Site works continuing.
Critical Issues	<ul style="list-style-type: none"> <li>Functional design specification approved</li> <li>Detailed schedule and commissioning plans agreed by ALG</li> <li>Wet weather has impacted programmed cut ins</li> </ul>			
Dumbleton Raw Water Trunk Main and Pump Station	Planning / Design			Issues identified during design review workshop being addressed. Awaiting MWS electrical review
Critical Issues	<ul style="list-style-type: none"> <li>Pipeline structural integrity, installation of thrust blocks and valve constraint concerns being addressed</li> <li>Land requirement acquisitions well progressed, waiting on Sunwater for a parcel of land.</li> <li>MWS electrical review</li> </ul>			
Marian & Mirani Augmentation	Design / Procurement			All material orders placed, booster pump station and rising main construction works tender evaluation in progress.
Critical Issues:	<ul style="list-style-type: none"> <li>Wet weather has delayed start of internal network upgrade works</li> </ul>			
South Mackay Trunk Main	Construction			Wet weather experienced.
Critical Issues	<ul style="list-style-type: none"> <li>Potential under spend due to weather delays</li> <li>Wet weather</li> </ul>			
Reservoir Chlorination System	Planning			Mt Basset and Shoal Pt identified as locations for supplementary dosing. Scoping of physical works required.
Critical Issues	<ul style="list-style-type: none"> <li>Project in abeyance pending engagement of Project Manager</li> </ul>			
Shakespeare St	Procurement / Construction			150mm dia main in progress. Wet weather delays. Delivery of 300mm dia main pipe and fittings has commenced
Critical Issues	<ul style="list-style-type: none"> <li>Service identification – quantity of buried services and available information has required design amendments</li> <li>Conflict with redundant CI gas main alignment</li> <li>Wet weather</li> </ul>			
Bruce Highway (Stockroute Rd Intersection)	Procurement			Water Mains Schedule and specification issued to QTMR for inclusion in Tender. Delivery of Principal supplied RCP envelopers delayed by wet weather.
Critical Issues	<ul style="list-style-type: none"> <li>Potential under spend due to QTMR delays in securing land</li> </ul>			

Project	Status	Budget	Time	Comments
	resumptions			
Digitisation of Telemetry	Construction			Progressing Clear SCADA implementation
Critical Issues	<ul style="list-style-type: none"> <li>• Technical specification for the implementation of the Mirani telemetry network, including radio survey, to be tendered</li> <li>• Integrated of Mackay network onto ClearScada to provide capacity for development</li> <li>• Electrical / control resources to assist with scoping and implementation works</li> </ul>			
Nebo Rd Fluoridisation	Commissioned			Final subsidy claim to be submitted.
Critical Issues	<ul style="list-style-type: none"> <li>• Finalisation of documentation for completion of project report.</li> <li>• Costs to be finalised for submission of final subsidy claim.</li> </ul>			
Sarina Water Supply Main	Commission			Wet weather delaying completion of outstanding minor works
Critical Issues	<ul style="list-style-type: none"> <li>• Finalisation of subsidy claim</li> </ul>			
Nebo Road Trunk Main Replacement	Planning			Design work commenced
Critical Issues	<ul style="list-style-type: none"> <li>• Detailed planning brief and scope definition agreed</li> <li>• Service location and potholing programme being developed</li> </ul>			

### Waste Water Projects

Project	Status	Budget	Time	Comments
Sarina Water Recycling Facility	Development			In principal agreement for land and TLPI approved. Scope of work being developed for pump station. QR wayleave negotiation in progress. Survey complete
Critical Issues	<ul style="list-style-type: none"> <li>• Community consultation</li> <li>• Environmental assessments for development application</li> <li>• Project delivery mechanism and management plans to be finalised</li> </ul>			
SPS – Base Hospital	Planning			Scope definition required
Critical Issues	<ul style="list-style-type: none"> <li>• Detailed planning brief and scope definition required to facilitate design</li> </ul>			
Sarina SPS 3,4,5,6 & 8	Completed			Fully operation
Critical Issues	<ul style="list-style-type: none"> <li>• Easement at SPS 8 secured</li> </ul>			
Pumping Stations – Beaconsfield, Coles Rd, Gordon St & Schmidkes Rd	Commissioned			Pump stations operating with minor defects being addressed.
Critical Issues	<ul style="list-style-type: none"> <li>• Successful completion of proving period for decommissioning works to be finalised</li> </ul>			

Project	Status	Budget	Time	Comments
	<ul style="list-style-type: none"> <li>As Constructed documentation outstanding</li> </ul>			
Sarina #2 SPS	Procurement	●	●	Draft DA revised by planning consultant and circulated for review. Pipe installation work Contract awarded.
Critical Issues	<ul style="list-style-type: none"> <li>Wet weather impacting initiation of pipe line works</li> <li>Electrical design awaiting development of standard electrical specification</li> <li>DERM approval for pump station</li> </ul>			
SPS Switchboard Upgrades	Planning / Design	●	●	Standard electrical specification to be finalised for switchboards to be procured.
Critical Issues	<ul style="list-style-type: none"> <li>Standard Electrical Specification</li> <li>Electrical resources to finalise specification and assist with project delivery</li> </ul>			

## **4 OPERATIONS**

### **4.1 Water Treatment System Performance**

This report covers the month of March 2011. The focus for water treatment is back with the Nebo Road WTP. The construction projects have accelerated with some relief from the almost constant wet weather. The capital works program at Nebo Rd WTP is approaching completion with pre-commissioning commencing for most of the major items of plant.

Construction of the roadworks for the site has commenced.

The Chemical and Dewatering Buildings at Nebo Road WTP are complete and the commissioning team is currently working through the "punch list" to address identified issues. Caustic and PAC rooms are complete as well as the switch room. The footpaths for these are complete. The structural steel work installation for the roof has been completed. The River Water Dosing Tank (RWDT) is complete. Walkways on the tanks have been completed. Wiring to the RWDT is underway and will be followed by commissioning.

The filter and dewatering electrical boards are in place and the electrical fit out is complete with the main switchboard and the chemical dosing switchboard both in place. The clarifier blowdown pipe work is complete and in operation.

Construction of the sludge thickener tank, thickened sludge tank, and the wash water tank is complete. The pipe work associated with these tanks is complete.

The wash water tank and associated pumps and pipes are approximately 95% complete.

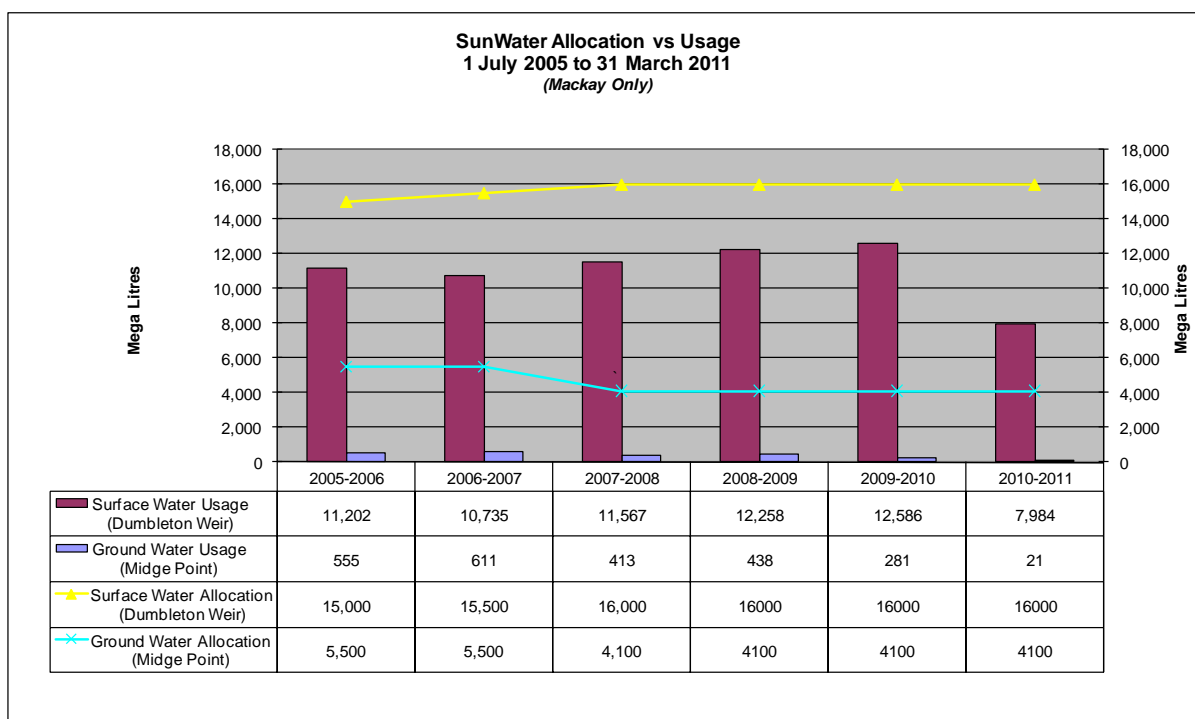
The Small Community Fluoride package plants at Sarina WTP and Marwood Bores Pump Station have been commissioned and are undergoing optimisation.

Dam levels in the region remain high as summarised below, with the wet season rain added to by intermittent extreme rain events replenishing the Dumbleton and Mirani bulk water supplies.

## Water Storage Levels

AS AT 31 MARCH 2011		
Weir / Dam	Volume / ML	%age
Mirani	3880	83
Marian	3980	100
Dumbleton	8620	98
Middle Creek	1486	100
Peter Faust	491400	100
Teemurra	147500	100

A summary of the water use against SunWater allocations is detailed in the figure below.



### Mackay (Nebo Rd) Water Supply Summary

Water consumption in March has remained constant with the average consumption being 27 ML/d. Annual consumption is forecast at around 14,000 ML, within the available SunWater allocation of 16,000 ML. Ground water (bore) usage was 14 ML.

### Water Source Performance Summary

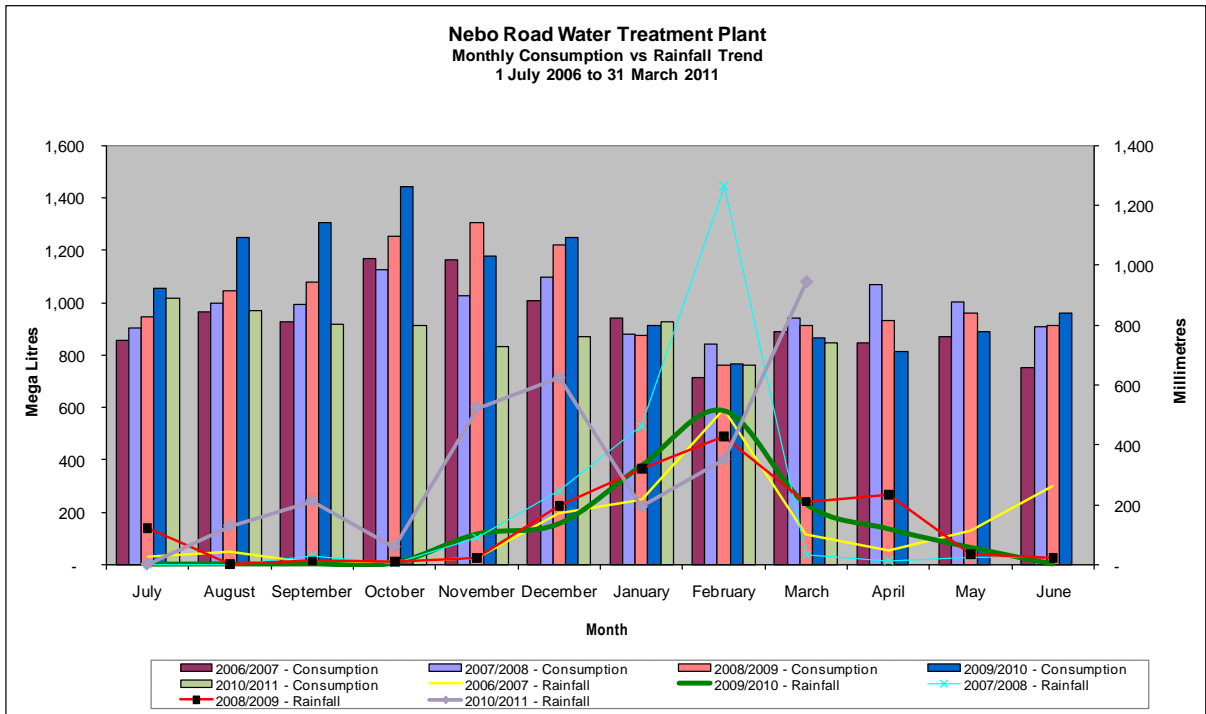
	Allocation (ML/year)	March Consumption (ML)	February Consumption (ML)	January Consumption (ML)	Year to Date Consumption (10/11) (ML)
Dumbleton Weir	16000	856	747	943	8238
Mackay Bores	5500	14	8	21	81

## Water Consumption Performance Summary

	March	February	January
Monthly Water Consumption (ML)	848	763	927
Average Daily Water Consumption (ML)	27	27	30
Maximum Daily Water Consumption (ML)	40	30	36
Average Water Consumption *(Litres per Equivalent Person per Day)*	249	248	272
Rainfall (mm)	943	350	192

\* Based on an estimated equivalent population of 110,000 Treatment Plant capacity to approximately 50 ML/day

Consumption trends for the last three months have remained relatively constant due to extreme rainfall events throughout November and through to March resulting in the daily average remaining relatively constant. Maximum day demands reached, 40 ML/d in March, 30 ML/d in February, and 36 ML/d in January.



### Sarina and Beaches Water Supply Summary

A summary of the water supplied to Sarina and the surrounding communities is detailed below.

#### **Water Source Performance Summary**

	<b>Allocation (ML/year)</b>	<b>March (10/11) Consumption (ML)</b>	<b>Feb (10/11) Consumption (ML)</b>	<b>Jan (10/11) Consumption (ML)</b>	<b>Year to Date Consumption (10/11) (ML)</b>
Mt Blarney WTP (Plane Creek)	N/A	17.6	18.6	26.1	219.3
Sarina Bores	200	19.4	18.2	17.1	148.6
Marwood Bores	350	31.0	27.7	28.0	276.2
Bally Keel Bore	150	6.6	5.6	8.4	69.2
Armstrong Beach Bore		2.1	2.3	2.7	23.6

#### **Water Consumption Performance Summary**

	<b>March</b>	<b>February</b>	<b>January</b>
Monthly Water Consumption (ML)	76.7	72.4	82.3
Average Daily Water Consumption (ML)	2.47	2.59	2.65
Average Water Consumption *(Litres per Equivalent Person)	274	287	294
Rainfall (mm)	656	494	146

\*Based on an estimated equivalent population of 9000

### Pioneer Valley Water Supply Summary

Demand has reduced in all areas to a more reasonable level for this time of year. The high level of demand has abated as a consequence of a wet season with higher than usual rainfall exacerbated by extreme weather events that delivered flooding rainfall.

---

---

## Water Source Performance Summary

	Allocation (ML/year)	March (10/11) Consumption (ML)	Feb (10/11) Consumption (ML)	Jan (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mirani Bore	100	6.5	5.8	6.3	62.22
Marian Bore	95	14.8	13.2	14.4	142.58
Pinnacle / Garget	60	2.6	1.8	1.7	15.88
Finch Hatton	46	2.2	2.0	2.5	20.94

## Water Consumption Performance Summary

	March	February	January
Monthly Water Consumption (ML)	26.1	22.8	24.9
Average Daily Water Consumption (ML)	0.84	0.81	0.80
Average Water Consumption (Litres per Equivalent Person)	225	218	215
Rainfall (mm)	838.5	326.5	321.5

- Based on an estimated equivalent population of 3730EP

## Remote Water Treatment Sites Performance

A summary of the water supplied to the remote sites is detailed below.

## Water Source Performance Summary

	March (10/11) Consumption (ML)	Feb (10/11) Consumption (ML)	Jan (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Eton	4.65	7.36	4.85	35.96
Calen	2.10	2.33	2.55	20.98
Bloomsbury	0.37	0.54	0.52	5.36
Midge Point	9.51	8.44	11.06	108.97
Koumala	1.07	0.93	1.16	10.18

## 4.2 *Water Quality*

There was no graphical data provided for March however MRC Principal Chemist, Christine Galea stated that there were no exceedences or non-compliances for any analyte.

### 4.3 Wastewater Treatment System Performance

The significant events for the wastewater system are as follows:

- Installation of flow meters at Mirani and Sarina WWTP's is complete and they await commissioning.
- Installation of automatic samplers at Mirani and Sarina WWTP's is complete and they await commissioning.

#### Mackay North Water Recycling Facility and Catchment

In March, the plant received a total of 101 ML of influent this month equating to an average flow of 3.6 ML/d. The maximum flow for the month 4.9 ML. Total rainfall for the month was 264 mm.

#### **MNWRF Performance Summary**

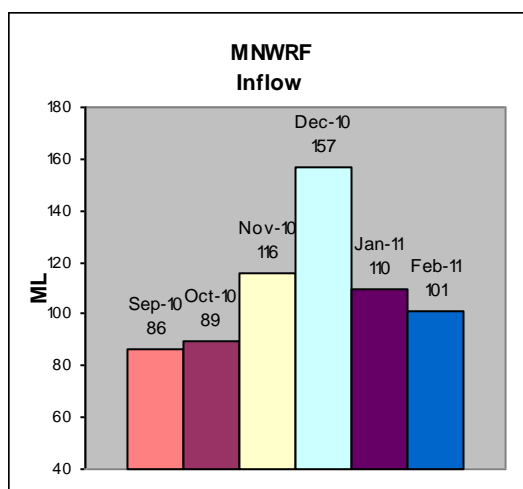
Date	WEEKLY (8TH DAY) LAB RESULTS							
	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	Range 6-8.5	Min 2 mg/L	Max 20mg/L	Refer BOD	Max 30mg/L	Max 15mg/L	Max 3mg/L	50%ile 150 90%ile 1000 Max 4000
<b>5/02/2011</b>	7.2	3.5	5	19	15	3	0.7	1
<b>13/02/2011</b>	7	5.5	5	21	2	6	3.8	4
<b>21/02/2011</b>	7	6	5	22	2	1.3	0.8	1
<b>Contract Limit</b>						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in the month						3.4	1.8	

## Summary of Discharges from System

Parameter	February	January	December	Year to Date(10/11)
Total Wastewater Treated	101	110	157	736.1
Effluent Released at Outfall (ML)	93	104	155	748.7
Tonnes of Biosolids Removed From Site	104	130	213	938
% Biosolids Beneficially Reused	100	100	100	100

\* Effluent figure higher than inflow due to monthly rainfall.

A summary of the flows over the previous six months treated by MNWRF is shown below.



## Mackay South Water Recycling Facility and Catchment

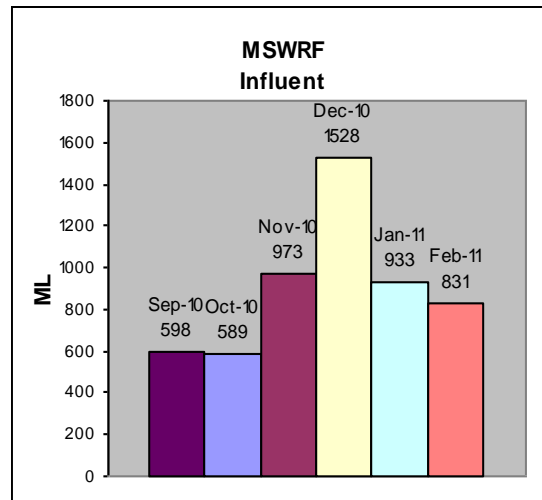
In March, the plant received a total of 831 ML of influent this month equating to an average flow of 31 ML/d. The maximum flow for the month was 58 ML. Effluent flow to reuse storages was 0 ML. Effluent flow to Bakers Creek was 820 ML. Total rainfall for the month was 371 mm.



## Summary of Discharges from System

Parameter	February	January	December	Year to Date (10/11)
Total Wastewater Treated	831	933	1528	5770.93
Effluent Released at Outfall (ML)	820	912	1590	5148.39
Effluent Reused (ML)	0	0	0	702.13
% Effluent Reused (target 88%)	0	0	0	N/A
Effluent Storage (% remaining RWS2)	0	0	0	N/A
Effluent Storage (% remaining RWS3)	0	0	0	N/A
Tonnes of Biosolids Removed From Site	407	424	325	3066
% Biosolids Beneficially Reused	100	100	100	100

A summary of the flows over the previous six months treated by MSWRF is shown below.



### Sarina Wastewater Treatment Plant

For March the plant received a total of 131.1 ML of influent this month equating to an average flow of 4.2 ML/d. The maximum flow for the month was 7.8 ML/d. Total rainfall for the month was 990 mm.

## Sarina WWTP Performance Summary

MONTHLY LICENCE READINGS - SARINA					
Date	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Effluent TN (mg/l)	Effluent TP (mg/l)
<b>Limits</b>	<b>Max 30</b>	<b>Max 45</b>	<b>Max 4000</b>	<b>Max</b>	<b>Max 5mg/L</b>
9-Mar-11	5	11	4	5.7	1.7

## Summary of Discharges from System

Parameter	March	February	January	Year to Date (10/11)
Total Wastewater Treated	131.1	99.1	56.7	601.66
Average Daily Flow	4.2	3.3	2.1	5.0
Effluent Released at Outfall (ML)	110.2	97.3	57.5	517.83
Effluent Reused (ML)	0	0	0	28.52
% Effluent Reused	0	0	0	7.7
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A	N/A
Effluent in Storage (%)	100	100	100	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	0
% Biosolids Beneficially Reused	N/A	N/A	N/A	N/A

\* Approximately 6.5 ML were discharged at the licenced point adjacent to the plant.

## Mirani/Marian Wastewater Treatment Plant

For March the plant received a total of 36.4 ML of influent this month equating to an average flow of 1.18 ML/d. The maximum flow for the month was 3.9 ML/d. Total rainfall for the month was 838 mm.

## Mirani WWTP Performance Summary

MONTHLY LICENCE READINGS - MIRANI								
Date	Effluent pH (mg/l)	Effluent DO (mg/l)	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent TN (mg/l)	Effluent TP (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Ammonia
<b>Limits to water storage</b>	6.5-8.5	N/A	Max 20mg/L	Max 30mg/L	N/A	N/A	Max 4000	N/A
<b>Limits to water way</b>	6.5-8.5	Min 2 mg/L	Max 15mg/L	Max 20mg/L	Max 20mg/L	Max 5mg/L	Max 600	Max 2
9-Mar-10	7.5	7.2	<5	5	13.0	6.1	2	5.8

Mirani discharge all effluent to the recycled water storage under normal weather conditions. The local cane farmers have not used any effluent from the reuse storage dam for irrigation in March.

The Pioneer Valley Golf Club used 0.001 ML of effluent from the storage dam in March.

Whilst discharging to the reuse storage dam the licence limits are DO – 2.0 mg/L, BOD - 20 mg/L, Suspended Solids - 30 mg/L, and E-Coli - 4000 cfu/100ml.

### Summary of Discharges from System

Parameter	March	February	January	Year to Date (10/11)
Total Wastewater Treated	36.4	25.9	26.0	228.22
Average Daily Flow	1.18	0.92	0.84	0.79
Effluent Released at Outfall (ML)	25.4	15.0	12.1	84.2
Effluent Reused (ML)	0.001	9.4	12.7	93.93
% Effluent Reused	0	0	49	41.0
Target / Licensed Effluent to be Reused (%)	100	100	100	100
Effluent in Storage (%)	67	65	58	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	129.4
% Biosolids Beneficially Reused	0	0	0	100

N.B. Plant influent by-pass to discharge point W1 was 1.4 ML

### Effluent Recycling

Recycled Water usage in March was again 0 ML with no recycled water usage at all. Extremely high rainfall has suppressed demand for all of the MWRP area.

As suggested within previous reports, any significant rainfall events would hinder RW usage. Not only has there been substantial rainfall, in addition weather conditions have been cool.

We do not expect much use of the RW until the weather conditions return to a dryer regime.

Storage levels are as follows;

RWS 2----- 100 %  
RWS 3----- 100 %

Farm Balance Ponds are generally very close to full supply level.

## 4.4 Network Reticulation Systems

### 4.4.1 Civil Water Maintenance

- Investigations were undertaken on the Dumbleton Raw Water main. (2) Leaks were subsequently located and repaired.
  - Initial investigations were undertaken on how to repair a damaged storm water line at the Nebo Rd WTP which is causing scouring damage at neighboring Botanic Gardens.
  - Investigations were undertaken of scouring on the Proserpine River Bank adjacent to Mackay Regional Council's Crystalbrook's borefield. Our concerns have been raised with a representative of the Proserpine River Trust who will report back to Council once investigations are complete.
  - The bore on the Bloomsbury Water Supply Scheme has suffered extensive erosion. Repairs will be affected once weather conditions allow us to enter the O'Connell River.
  - Air valves 6 & 8 on the Dumbleton Rising Main on Neilson Road were repaired.
  - Inspections at the Mt Pleasant Reservoir revealed minor earth slippage behind No.2 reservoir. This was cleared and measurements to aid with the construction of new access ladders for Mt Oscar reservoirs were undertaken.
  - Access roads to the Dumbleton PS and the Jane Creek PS were repaired after damage due to the wet weather made entry difficult.
  - The mangrove re-growth on the Sydney Street rising main was cleared as per our easement permit.
  - Locations of water services assets were undertaken in Morrison Street, Ness Street and Hume Street to allow Ergon Energy to continue work on their new facility.
  - A flow and pressure test was undertaken in Iridium Drive Paget to allow the developer to finalise design of their buildings.
  - 45kg of chlorine tablets were installed in the Midge Point reservoir and 2.5kg installed in Rural View reservoir to aid with water quality due to low water usage due to the rainfall.
  - A water connection has been undertaken in Pardoe Street Bucasia connecting a new sub-division into the existing infrastructure.
  - A 150mm Fireline across Enterprise Street has been installed to allow a new development to meet its fire safety requirements.
  - Hydrant and valve repairs have been carried out in various locations in the City after planned maintenance investigations indicated they were failing. A non-return valve located in Mulherin Drive was located after it was buried during road works in the area.
  - A new mini vacuum excavator purchased by Mackay Water has proved to be very beneficial during investigation works being undertaken at the Mackay Harbour to allow for the installation of more efficient metering of assets within the precinct.
  - Installation of larger water services and fire lines/metclocks were installed.
  - Building maintenance undertaken for internal departments as required.
-

#### 4.4.2 Civil Sewer Maintenance – Recoverable Works

- (6) New HCP were installed to allow small developments to be connected to the system in Wall Street, Scott Street, Forth Street, Quarry Hill and Slade Point Road.
- (9) Manhole connections have been undertaken to allow for new developments to be connected in the existing network in Cemetery Road, Bridge Road, Gregory Street, Montgomery Drive, Dobinson Street, West Street Marian, Vine Street and Whitehaven Drive.
- (1) Manhole has been raised in Douglas Crescent.
- (2) House point disconnections have occurred in Wall Street and Meadow Street to allow for the redevelopment of the properties.

#### 4.4.3 Standard Maintenance

- (2) HCP have been repaired in Dapplewood Street and Main Street Bakers Creek.
- (4) HCP blockages have been cleared in Ocean Avenue and Ness Street.
- (6) Sewer manholes were repaired in Norris Road, Dapplewood Close, Aspley Way, Bedford Road, Inglewood Drive and Burgess Street after planned maintenance revealed their failure.
- (5) Subsidence's were repaired in Mengal Street, Brandon Street, Credlin Street, Tulloch Street and Merro Street after customer services complaints identified the problems.
- (4) House drain repairs were undertaken in Hart Street, Tulloch Street, Main Street and Sieneta Street after customer complaints identified problems.
- (17) Manholes have been coated with a ceramic compound as part of a trial undertaken to extend the life of our receiving manholes. The results so far have been encouraging.
- Due to the large rain fall experienced in March a large number of overflows have been experienced within the system. Mackay Water services are working towards a satisfactory outcome for this problem.

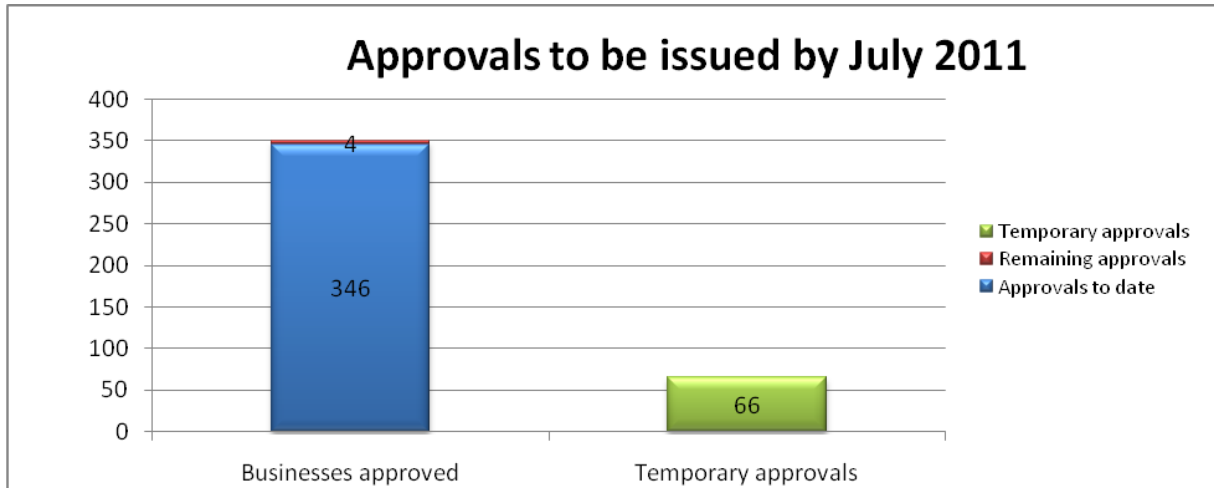
#### 4.4.4 I/I Investigations

- Smoke testing has been undertaken in Meadow Street, Elizabeth Street, Valley Street, Burston Street, High Street, Manual Street, Brake Street, Haber Street, Hollock Street and Bovey Street as part of ongoing investigations.
  - Inflow and infiltration investigations have been undertaken in Wood Street, Victoria Street and Sydney Street trying to identify problem areas on the Sydney Street catchment.
  - Overflows have been investigated throughout the city noting potential future areas where investigations will need to be undertaken.
-

## 4.5 Trade Waste

### 4.5.1 Main focus

Invitations are being sent in readiness for the next information session for property and business owners in the Mackay City Centre, scheduled for 13 April 2011. Non-compliance continues to be an issue, with businesses failing to either lodge an application or to complete temporary approval conditions. During March, one “Show Cause” notice was issued. In addition, two letters were sent advising a show cause notice will be issued if temporary approval conditions are not completed.



#### 4.5.2 Trade waste statistics

<b>MARCH 2011</b>	<b>Bakers Creek WWTP</b>	<b>Bucasia WWTP</b>	<b>Sarina WWTP</b>	<b>Mirani WWTP</b>
Total approvals issued @ 31 March 2011	383	35	3	1
Businesses approved @ 31 March 2011	316	25	2	1
• Category 1	86	7	1	0
• Category 2	77	5	0	0
• Category 3	153	13	1	1
Applications under assessment @ 31 March 2011	23	0	0	0
<b>Temporary approvals</b>				
Temporary approvals issued for March 2011	5	0	0	0
Temporary approvals awaiting formal approval @ 31 March 2011	66	0	0	0
Total non-generator assessments	436	1	0	2
Non-generator assessment for March 2011	66	0	0	0
<b>Total approvals issued</b>				
Approvals issued for March 2011	9	0	0	0
• Category 1	4	0	0	0
• Category 2	2	0	0	0
• Category 3	3	0	0	0
Compliance tests performed during March 2011	92	8	2	1
• Within set limits	63	3	2	0
• Exceeding set limits	16	0	0	1
Outstanding test results @ 31 March 2011	13	5	0	0
Compliance test results outstanding from February 2011	18	0	0	0
• Within set limits	15	0	0	0
• Exceeding set limits	3	0	0	0

### 4.6 **Plumbing**

#### 4.6.1 Main focus

Notwithstanding continued wet weather conditions throughout March, demand for plumbing inspections remained high.

Plumbing administration and nominated “early adopter” clients attended Smart eDA user training on 24 March 2011, conducted by Dean Nottingham DIP, for electronic lodgement of plumbing applications. The training identified some aspects of the system which required further development by DIP. It is anticipated that Smart eDA will go “live” during the second week of April. Initially, only the nominated “early adopter” clients will have access to the system to lodge their plumbing applications. Once it is certain the system is working correctly, it will be available to all clients who wish to lodge a plumbing application.

The remaining vacant plumbing inspector position has been filled. The new plumbing inspector will commence his employment on 3 May 2011.

#### 4.6.2 Plumbing Inspections

<b>Inspection type</b>	<b>March 2011</b>
Booked inspections	384
Additional inspections	5
Urgent inspections (Form 3)	6
<b>Total</b>	<b>395</b>

The total number of inspections carried out for March was 395. Of the 395 inspections, 5 inspections were booked directly through plumbing inspectors and 6 inspections were booked Form-3 inspections.

#### 4.6.3 Plumbing Applications

Location	March 2011 Received	March 2011 Decided	Information Requests Issued	Average days to decide	March 2010 Received
Central	77	63	14	3	51
West	13	12	2	2	16
South	19	11	10	2	11
<b>Total</b>	<b>109</b>	<b>86</b>	<b>26</b>	<b>2</b>	<b>78</b>

## 5 WASTE SERVICES

### 5.1 *Management*

- Hogan's Pocket Landfill - Cell 2 Construction.
  - Pre-mobilisation actions have been completed. Mobilisation of plant & equipment will commence April 2011.
  - Pre-Start meeting was held with Means, Thiess Services, Superintendants Representative, AECOM and Waste Services officers
- Waste Services Officers and Councilor Thomsen attended a Department of Environment and Resource Management information workshop regarding the proposed Landfill Levy on the 3<sup>rd</sup> March 2011.
- Wet weather caused minor disruption to waste collection services during the last two weeks of March. Contingency arrangements were implemented to minimise customer impact.
- Preparation of Waste Services 2011 / 2012 budget commenced.
- Meeting held with Regulatory Services to agree ongoing management of Illegal Dumping (clean up, investigation and where possible issuing of infringement notices and/or prosecution).
- Application for Grant Funding submitted to DERM 31 March. Funding to offset costs associated with introduction of DERM Landfill Levy.

## Active Waste Disposal Sites

Active Waste Disposal Sites:	March			February		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	19	6	5	27	7	7
Paget T/S	24	3	2	21	4	4
Bloomsbury T/S	1	0	0	2	1	1
Kolijo T/S	1	0	0	1	0	0
Kuttabal I/B	2	2	1	4	0	0
Seaforth T/S	1	2	2	2	1	1
Sarina L/F	12	4	3	11	2	2
Hay Point L/F	7	2	1	7	2	1
Koumala T/S	2	2	2	2	1	1
Otterburn L/F	7	1	1	7	1	1
Gargett L/F	11	2	0	7	2	0
Finch Hatton T/S	4	2	0	2	1	1
Eungella T/S	2	1	0	1	0	0

## Greenwaste Sites

Greenwaste Sites:	March			February		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	3	2	1	0	0	0
Walkerston	5	2	2	6	3	3
Bucasia	1	0	0	0	0	0

## Closed Waste Sites

Closed Waste Sites:	February			February		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	0	0	0	0	0	0
Bakers Creek	3	1	1	3	0	0
Eton	0	0	0	0	0	0
Habana	1	0	0	0	0	0
St Helens	0	0	0	0	0	0
Midge Point	1	0	0	0	0	0
Colston Park	1	0	0	0	0	0
Seaforth L/F	4	0	0	5	0	0
Koumala	1	1	1	0	0	0

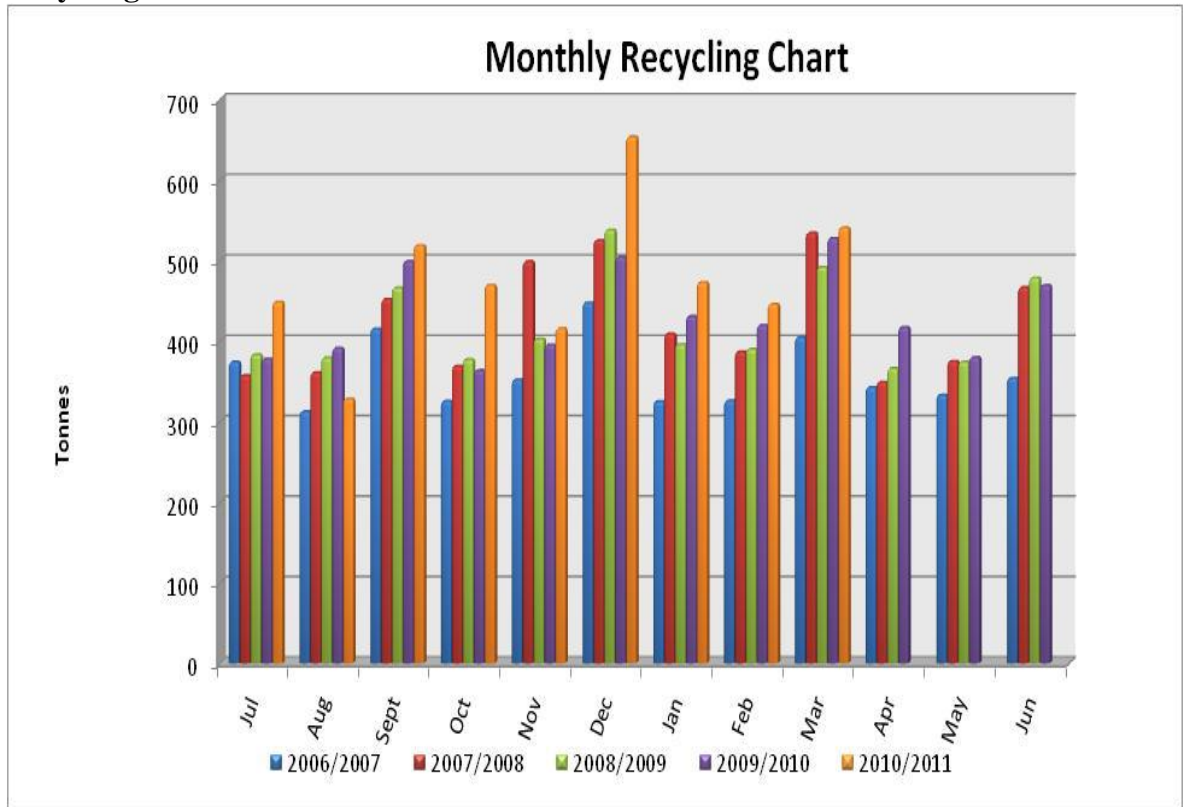
## Waste Site Transactions (Receipts Issued)

Transaction (Receipts)	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10	Sep-10	Aug-10	Jul-10	Jun-10	May-10	Apr-10	Mar-10	Feb-10
Hogans Pocket L/F	65	58	47	59	53	51	43	13	9	3	19	19	44	27
Paget T/S	8,346	9,784	12,898	11,580	8,691	9,989	8,365	8,813	8,635	8,468	9,259	7,832	14,508	8,871
Bloomsbury T/S	88	118	172	150	85	135	112	116	117	97	124	151	370	99
Kolijo T/S	96	152	125	120	130	149	135	137	118	127	180	109	151	138
Kuttabul I/B	102	150	164	154	119	118	123	147	128	153	185	194	182	132
Seaforth T/S	185	231	376	216	216	264	229	256	239	211	278	238	965	232
Sarina L/F	635	965	1,344	720	703	910	740	769	462	362	501	466	1455	431
Hay Point L/F	270	288	407	271	229	298	222	244	283	238	255	223	717	196
Koumala T/S	15	14	24	23	20	19	36	24	18	22	29	23	47	17
Otterburn L/F	295	401	729	470	361	499	366	375	350	338	411	444	1478	369
Gargett L/F	71	95	138	90	77	101	97	102	88	92	124	121	273	95
Finch Hatton T/S	60	85	117	62	63	90	67	44	68	52	57	53	203	61
Eungella T/S	36	50	58	43	33	53	34	42	56	36	66	15	76	55
Bayersville Greenwaste Facility	779	1,055	1,408	576	726	1,032	559	540	595	549	819	2,681	5,412	864
Walkerston Greenwaste Facility	169	244	286	138	148	254	124	123	151	126	175	997	1899	203
Bucasia Greenwaste Facility	487	637	906	360	523	775	413	390	501	398	594	3,074	6,273	517

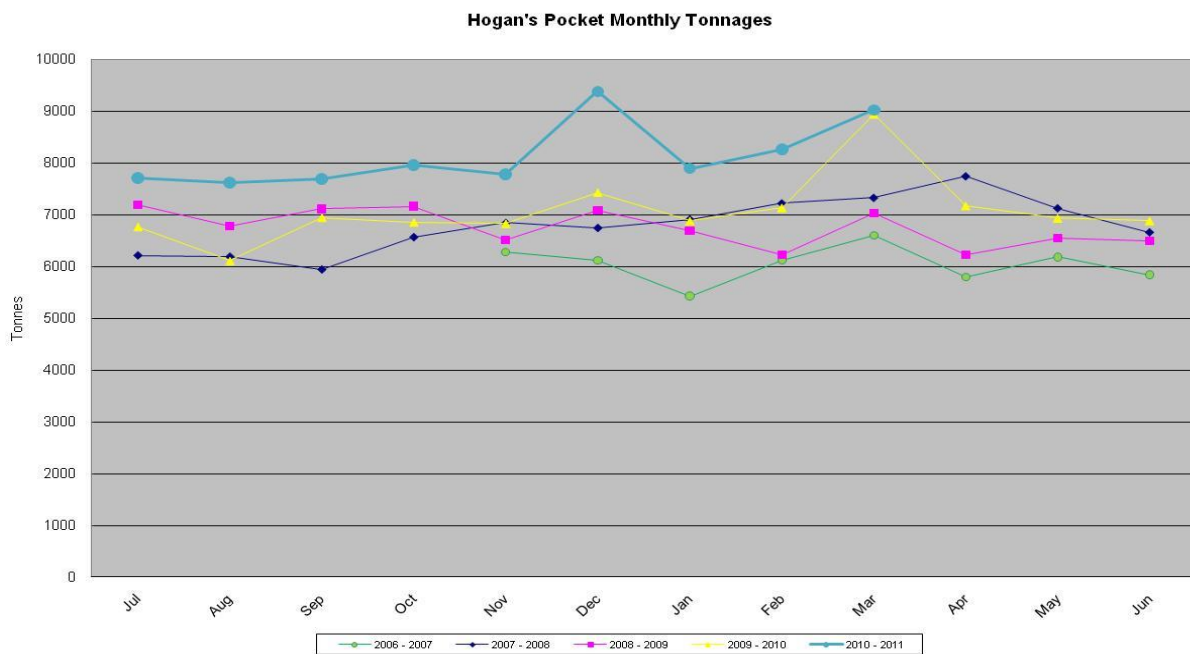
## Collection Services

Collection Services:	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10	Sep-10	Aug-10	Jul-10	Jun-10	May-10	Apr-10	Mar-10	Feb-10	Jan-10
No of new waste bin services provided	107	58	60	85	104	93	120	20	96	104	86	104	86	67	69
No of waste bin replacements - damaged	99	90	93	67	59	81	74	76	65	108	119	108	125	122	113
No of waste bin replacements - stolen	58	41	32	31	49	35	36	34	34	40	22	75	31	41	41
No of waste bin repairs	78	72	77	57	69	72	66	57	87	70	62	4	75	6	84
No of New recycling bins services	1	0	9	0	1	10	8	0	0	2	3	2	0	1	3
No of recycling - replacements - damaged	4	22	4	4	5	4	5	4	16	2	2	2	8	3	4
No of recycling - replacements - stolen	20	14	13	10	23	14	4	23	19	11	10	11	19	28	15
No of recycling bins - repairs	18	7	16	26	14	6	9	16	14	9	8	9	20	18	20

## Recycling Collection



## Waste Disposal Monthly



## **Environmental Education Performance Report November 2010**

### **Main focus of work activities:**

#### **Environmental Education duties:**

##### **Education visits to the Materials Recovery Facility:**

Co-coordinated and performed the following school and community visits at the Materials Recovery Facility:

- Mackay Regional Council MECC staff- 10 Adults
- Eimeo Road State School Year 3 – 96 Students and 8 teachers (Joint Waste & Water sessions)
- Farleigh State School – Years Prep to 7- 31 Students and 5 Adults (Joint Waste & Water sessions)

##### **School / Community Education Visits:**

- Two recycling education sessions given at C & K Kindergarten Walkerston. In attendance 44 students and 4 teachers.

##### **Competitions:**

- Prepared and sent out the 2011 recycling art competition details to all primary and secondary schools in the region.

##### **Clean Up Australia Day 2011**

Coordination of Clean Up Australia Day 2011 -6 March for the Mackay Region included:

- Completed all preparations for Clean Up Australia Day prior to 6 March
- Assisted Veolia with placement of skip bins for waste collection and removal in the Mackay region.
- Visited council registered sites within Mackay city area on Saturday 5 March and Sunday 6 March.
- Organised follow-up collection and removal of tyres from sites.
- Completed a Clean Up Australia Day 2011 survey for the Mackay region.
- Compiled a Clean Up Australia Day 2011 report for the Mackay region (attached).

##### **International Composting Awareness week**

- Commenced preparations to run a free composting workshop at The Community Gardens to celebrate International Composting Awareness Week in May.

##### **Promotions:**

- Prepared and supplied the Libraries with recycling displays for the DIY Carbon Warrior Kit Workshops.
  - Liaised with Kylee Gilbank and Corporate Communications regarding promotion of impending events such as the art competition, composting workshop and Recycle Right TV advertisement.
-

**Website / Information updates:**

- Ongoing liaison with Kylee Gilbank and Corporate Communications to update website information.

**Conference / meetings:**

- Attended meetings with Veolia and PSF and staff 8 March
- Attended BESW meeting 9 March
- Attended meeting with Corporate Communications
- Attended Public Place Recycling Training 29 March

**Clean Up Australia Day (CUAD) 2011 Report**

There are three national clean up days:

- Business Clean Up Day (Tuesday 1 March 2011)
- Schools Clean Up Day (Friday 4 March February 2011)
- Community Clean Up Australia Day (6 March 2011)

**Overview:**

Each year the council co-ordinates sites for the community Clean Up Australia Day and gives assistance and advice to businesses and schools if requested. Clean Up Australia Day Sunday 6 March 2011 was the 21<sup>st</sup> year of Clean Up Australia Day.

**Registrations:**

The Mackay Regional Council lodged an expression of interest to participate and register sites in the region with Clean Up Australia in October 2010.

Site supervisors who were involved in CUAD in previous years with the Mackay Regional Council were contacted to seek their involvement again in 2011 by registering with the council. An advertising campaign seeking site supervisors was launched to further attract interested parties across the region.

In total 18 sites were registered through council for Clean Up Australia Day.

Council registrations included:

<b>ORGANISATION</b>	<b>SITE SUPERVISOR</b>
Mackay City Central Scout Group	Nikki McWhinney
Church of Jesus Christ of Latter day Saints	Michael Pinyon
Mackay Land Rover Club Inc.	Bruce Noble
Mercy College Mackay	Teresa Hackney
Mackay Rotary Club	Norm Henry
1 <sup>st</sup> Northern Beaches Girl Guides	Lyn Laffin
Hail Creek Mine	Fiona Kruger
Pioneer Catchment and Landcare Group	Dallas Milburn
Rotary Club of Mackay Sunrise	Gabe Giannangelo
Mackay District Holden Club	Darryl Barker
Mackay Surf Riders Club	Michael DePinto
Strategic Accountants	Nicola Bamford
State Emergency Service	Nev Ross
Rotary Club of Mackay North	Peter Van Der Velden
Holy Spirit College	Sandra McLellan
Sarina Beach Progress Association	Noel Kane
Half Tide Radio Base	Jenny Tandy

---

The Association for the improvement of Campwin Beach	Jill Sands
---	------------

**Volunteers:**

Over 500 volunteers registered to clean up at council registered sites.

**Waste Disposal:**

Waste removal was coordinated with Veolia and skip bins provided for sites registered with the Council. 14 skip bins were provided for rubbish collection.

The Mackay Regional Council provided free waste disposal of Clean Up Australia Day rubbish. The total tons of waste disposed of from Clean Up Australia Day were 5.4 Tonnes. 37 tyres weighing 207kgs were collected and disposed of separately by Veolia. The collection and disposal of tyres alone cost Mackay Regional Council \$760 + GST.

**Promotion:**

The Mackay Regional Council actively promoted the event using advertising and press releases via the local newspapers and radio stations. Many Clean Up Australia Day articles appeared in the local papers leading up to and after the event.

**Sponsorship/ Donations:**

Council provided free drinks at each of the council sites.

**Distribution Kits and Material:**

The Mackay Regional Council supplied additional material to clean up kits including bags, gloves and tongs. The clean up kits were distributed directly to the site supervisors who were given a briefing about their responsibilities on the day.

**Clean Up Australia Day -Sunday 6 March:**

Weather once again threatened to cancel the event on the 6 March. On 6 March, all site supervisors at Council registered sites were phoned to discuss the weather and advice was given to cancel if conditions deteriorated to an extent where it was felt unsafe to clean up. One 4WD group cancelled their clean up due to weather and postponed it until Sunday 3 April.

**Volunteer certificates**

Volunteer certificates are being organised to be sent out during volunteer's week in May 2011.

**Summary of Clean Up Australia Day 2011****Points for consideration and improvement:****Monitoring of sites registered**

The Clean Up Australia Day website was very useful in helping to monitor registrations made independent of council. Most individuals and groups who independently register directly online continue to fail to contact council to give notification of their intended waste removal and disposal. Details of such registrations can be accessed via a management website and contact can be made with the groups. Council can then offer these groups the joint use of skip bins place at council registered sites.

A new concern that occurred this year was a group organised to clean up an area without registering with Clean Up Australia Day or notifying council before the event date. This group notified Council after the event that waste had been left at a location for collection.

---

Interestingly the waste was left a short distance from a skip bin had been provided nearby for another registered site in the same area. A Waste Services staff member was required travel to the location and collect and dispose of the waste in the skip. This situation could have easily been avoided if the group had followed the correct procedure for involvement in Clean Up Australia Day.

#### **Timing of National Clean Up Australia Day event**

Each year the national clean up event is threatened by inclement weather and this year was no exception. It would be advantageous for the Mackay Regional Council to transfer its involvement in the national Clean Up Australia Day in March to the Great Northern Clean Up in September. The Great Northern Clean Up event is aimed at providing an opportunity for the communities within the northern parts of Australia to participate at a time more suitable to their climate.

---