
Executive Summary: Water and Waste Services Performance Management Report November 2010

November and the start of December have again been wet which has caused some significant issues in managing the sewerage network. One of the main issues in this area is the Inflow and Infiltration (I/I) entering the system. Council currently has I/I team working through problem catchments. This crew will move into the North Mackay catchment shortly where a number of issues continue to occur in heavy rainfall events. The program looks for illegal connections from residences and also review councils assets to ensure they are not faulty. This will continue to be a focus for the water services team given that the current wet weather is predicted to continue for some months.

Water usage continues to be tempered by the unseasonal high rainfall with low daily and monthly usage being recorded. The rainfall is having an impact on the construction program especially in relation to pipeline works such as the South Mackay trunk main.

The Cairns, Townsville, Mackay (CTM) Water Alliance had its quarterly meeting in November. The meeting assessed the progress to date against the targets set in the annual management plan, identified new projects such as smart metering and talked about strategic issues such as Infrastructure Chares Taskforce, Productivity Commission Enquiry into the Urban Water Sector and the National Water Skills strategy business Plan.

Waste Services have been reviewing the implications of the State's draft Waste Reduction and Recycling Bill and its impact on how the transfer sites are operated and feed collected. Further to this good progress is being made on the design work for the capital program for the closure/remediation works of Bayersville, 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 and cell design for cell 2 at Hogan's Pocket.

Director Water and Waste Services

**Performance Management Report
October 2010**

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1 BUSINESS SERVICES

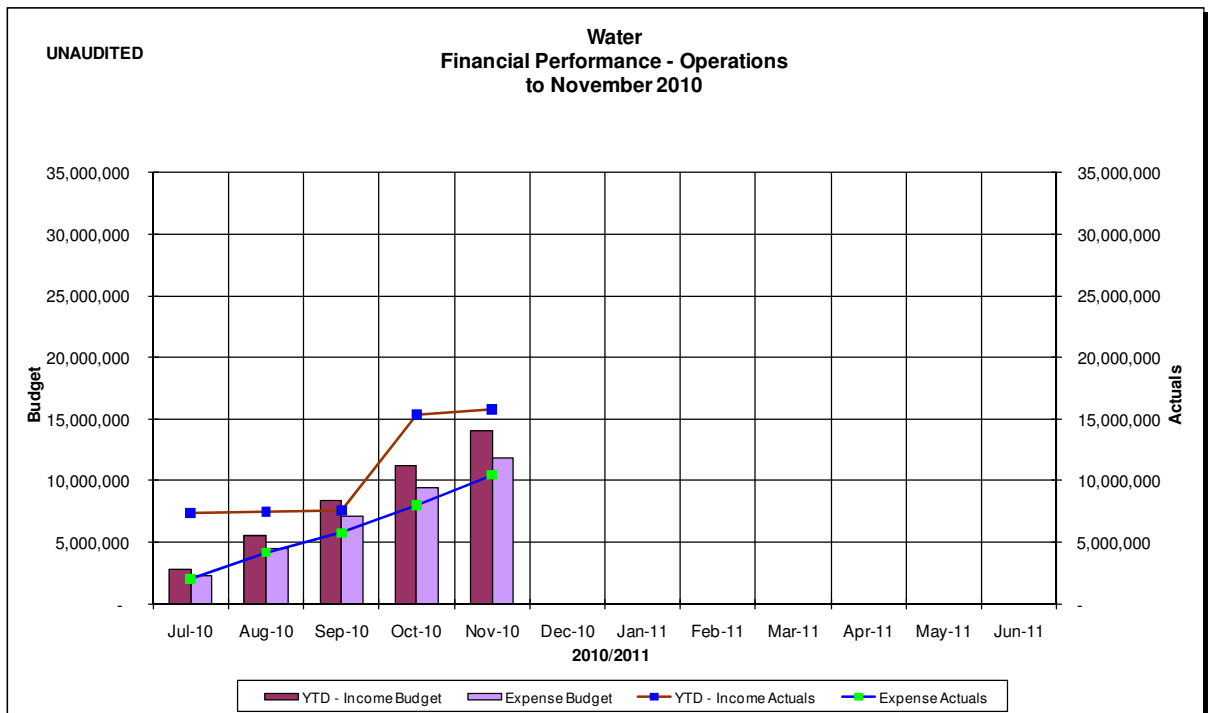
1.1 Finance

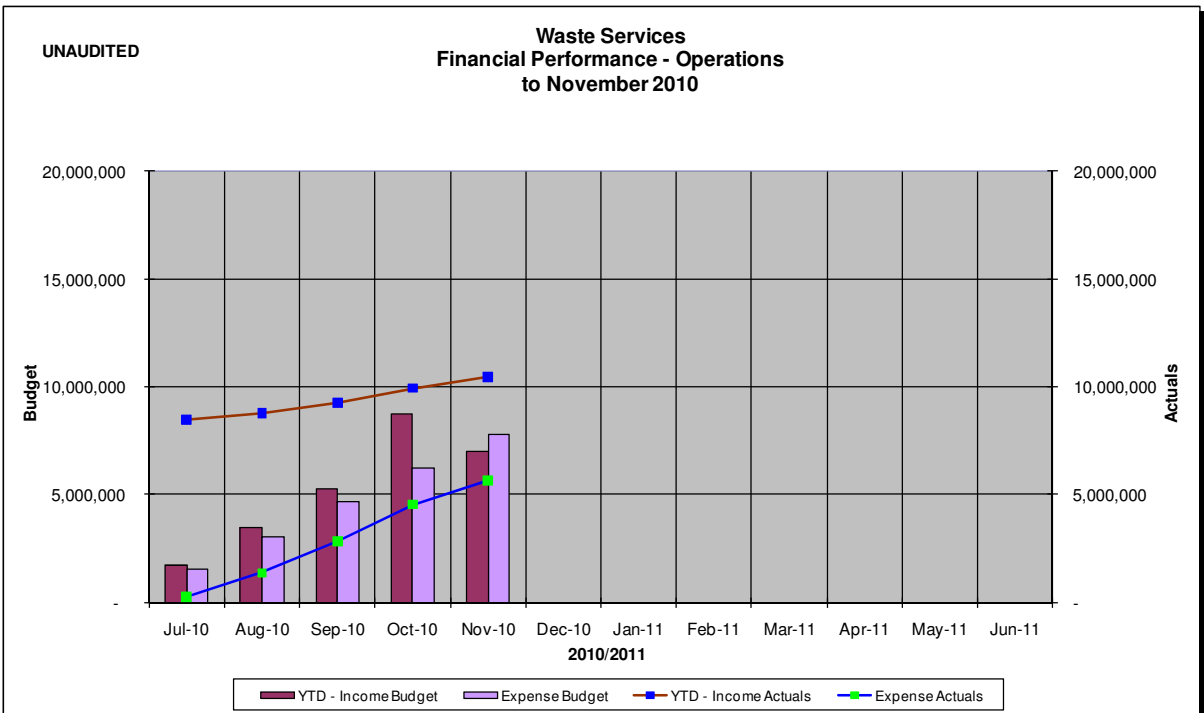
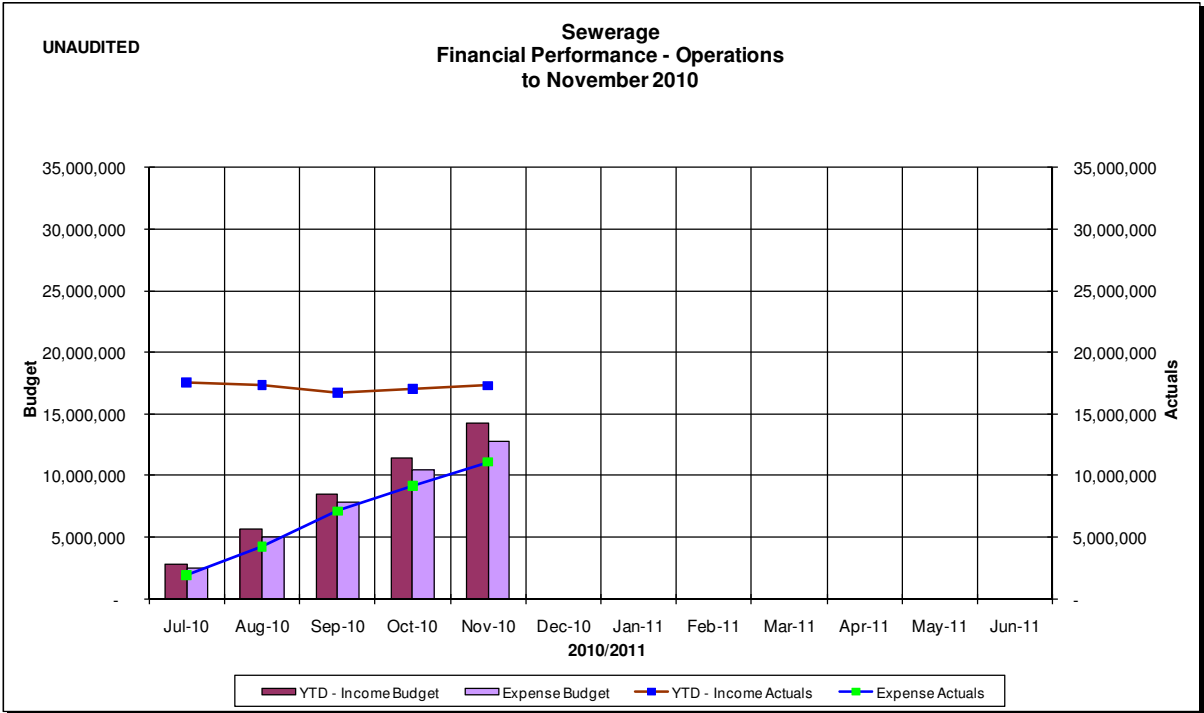
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

Financial Performance of Individual Business Unit Areas

Performance Area	10/11 Budget			Actual + Commit.	Comment
	Original	Revised	YTD		
Water					
Revenue	-33,559,252	-33,609,252	-14,003,855	-15,747,177	
Expenditure	27,203,474	28,379,868	11,824,945	10,460,928	
Wastewater					
Revenue	-34,123,318	-34,123,318	-14,218,049	-17,296,977	
Expenditure	30,389,041	30,740,270	12,808,446	11,094,388	
Waste					
Revenue	-20,965,826	-21,003,826	-7,001,275	-10,469,016	
Expenditure	18,338,057	18,674,482	7,781,034	5,637,246	

The Revenue and Expense information is graphically displayed below.





1.2 Customer Service

Customer Service Requests

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

Customer Service Requests - November 2010 (Pathway Customer Request System)						
STATISTICS FOR WATER:	Nov-10			TOTALS - YTD 20102011		
Request Category	Ordinary Request	Call-Out Request	Total Request	Total Ordinary Request Y-T-D	Total Call-Out Requests Y-T-D	Total Requests Y-T-D
Fire Hydrant or Service Valve Damaged/Leaking	6	3	9	25	14	39
Water Service - Backflow Prevention Devices	1	-	1	1	-	1
Water Main - Broken/Leaking	54	20	74	72	36	108
Water Main - Replacement	4	9	13	4	9	13
Water Meter - Broken/Leaking	64	21	85	374	95	469
Water Miscellaneous	21	1	22	68	6	74
No Water	3	4	7	16	27	43
Low Water Pressure	6	-	6	25	3	28
Dirty Water / Cloudy Water	9	2	11	26	4	30
Water Odour/Taste/Smell	5	4	9	11	5	16
Public Amenities	18	-	18	85	7	92
Repair Park & Rec facilities - exclude public amenity	1	-	1	3	-	3
Water meter rewasher or leaky stopcock	13	4	17	71	15	86
Water Service Broken/Leaking				187	58	245
Water Service Replacement				-	-	-
Water Service - Subsidence in Ground				-	-	-
MRC Community Hall Repairs				-	1	1
Repair to MRC Pensioner Cottage	4	-	4	10	-	10
Alleged Breach of Water Restrictions				5	-	5
Water Leak	2	-	2	5	-	5
Drinking Fountains	1	-	1	11	1	12
WATER TOTAL	212	68	280	999	281	1,280
STATISTICS FOR SEWER:						
Broken Manhole	2	1	3	7	4	11
Building Over Sewer Enquiries				-	-	-
Hit through sewer pipe / Breaks				-	-	-
Sewer Miscellaneous	11	3	14	22	9	31
Sewerage Overflows/Spillage	7	9	16	24	14	38
Public Toilets				-	-	-
Pump Station Faults				-	-	-
Sewerage Blockage	10	6	16	40	18	58
Sewerage Smell	3	-	3	8	2	10
Subsidence in Ground	2	-	2	7	1	8
Copies of Plans & Sewer Plans & Depths	77	-	77	359	1	360
SEWER TOTAL	112	19	131	467	49	516
GRAND TOTAL	324	87	411	1,466	330	1,796

Other Customer Service Activities:

Item	No.
Water Restriction Exemptions Processes	1
Rebate Applications Processes	3
Water Restriction Enquiries Received	1
Inflow/Infiltration Enquiries Received	0
Trade Waste Enquiries Received	17

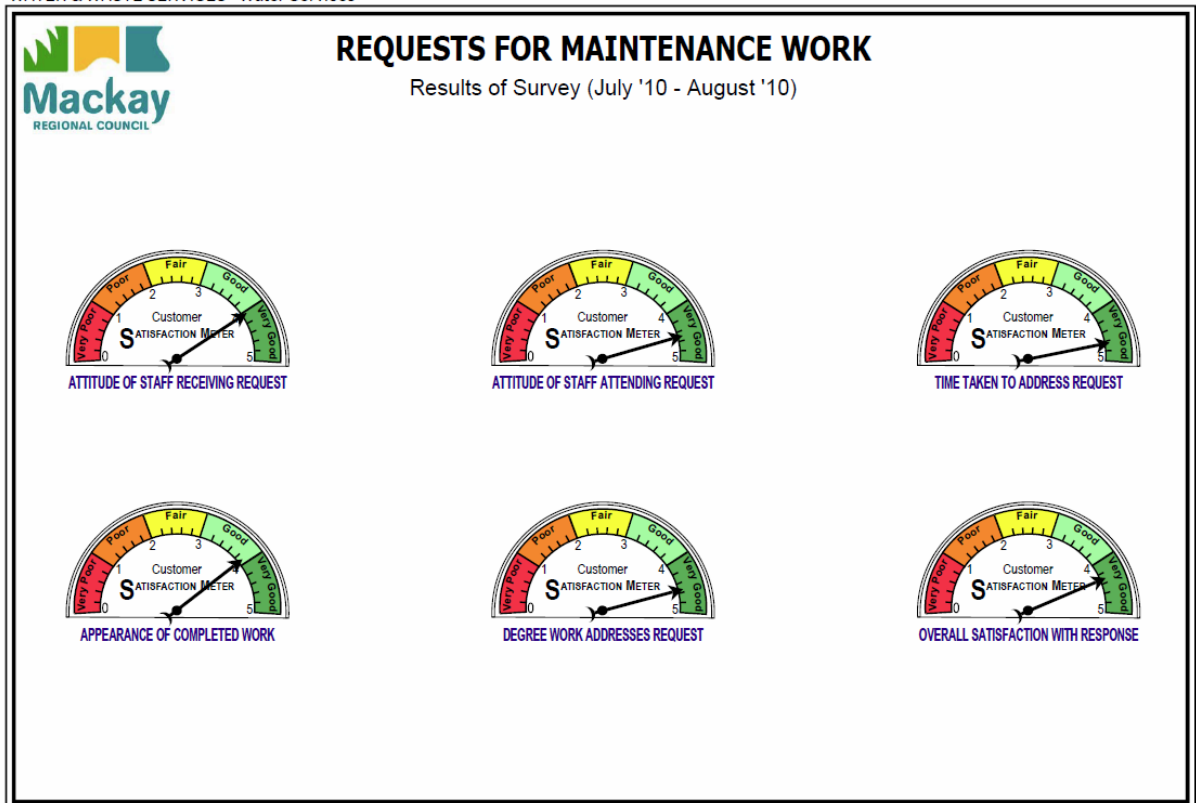
Water Meter Applications

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

Water Meter Applications for period ended 30 November 2010												
	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
Bal b/f 09/10				0				0	69	0	21	90
Jul-10	62	0	7	69	61	0	6	67	70	0	22	92
Aug-10	62	0	6	68	58	0	6	64	74	0	22	96
Sep-10	59	1	2	62	54	1	0	55	79	0	24	103
Oct-10	55	0	3	58	47	0	3	50	87	0	24	111
Nov-10	53	0	13	66	47	0	5	52	93	0	32	125
Total 00/11	291	1	31	323	267	1	20	288	93	0	32	125

Customer Satisfaction Survey Results

WATER & WASTE SERVICES - Water Services



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WATER & WASTE SERVICES - Water Services



Monday, November 01, 2010 © Mackay Regional Council

1.3 Human Resource Management

The following key activities have occurred relevant to human resource management during the month:

- Recruitment of an Environmental Officer
- Recruitment of Planning & Sustainability Manager
- Transfer of an Admin Officer (Bedford Road Depot) as Business Support Officer
- Resignation of an Admin Officer (Bedford Road Depot) to take up a position within Water Services.

Training:

Course Name	No.
Compulsory Training	
Bedford Rd Induction	2
MRC Induction	18
Harassment / Discrimination	9
Confined Space Awareness	10
Confined Space Refresher	23
Confined Space	2
Low Voltage Rescue & Recus	4
Apply First Aid	8
CPR	2
Authorised Persons	2
Professional Development	
Supervisor Training	2
Conducting Successful Performance Appraisal	9
LG Accountants Assoc Annual Conf	1
Driver Education Awareness	55
Fork Lift	1
Computer Training MS Project level 1	1

Incident Reports:

Incident Type	No.
No Time Lost (NTL)	0
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury Incident (NII) – Near Miss	2
Non Staff - Public Incident	0
Non Staff – Contractor	5

Safety cultural change was supported through:

- Distribution of legislative changes and safety alerts to all WWS staff
 - New books of sequentially numbered Confined Space Permits generated
 - Training packages presented to personnel in training sessions at TBT
-

-
- PPE (Hygiene, Fitting and Management)
 - PPE Equipment Bags – Management and Distribution Policy
 - Training undertaken in compulsory training for
 - Confined Space
 - Trenching
 - Low Voltage Rescue

1.4 Systems and Processes

IT Projects

- Initial Set-up of Monitor-Pro Statistical database commenced.
- Extended Field Trial for Taggle AMR project Commenced
- Ongoing meetings held with the Manger and Business Analyst IT, HR, Governance and other stakeholders regarding the implementation of an electronic Quality Management System and process flow manager.

1.5 Governance

- The Risk Workshop for the DWQMP was held
- Data for NPR was confirmed
- Final QA report for SWIMS data was received.

1.6 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 water usage stats and water interruption notices, Waste facilities fees and charges
 - The following public notices were prepared - Shakespeare Street water main renewal and Tass Street water main extension
 - The following press releases were prepared – Recycle right for National Recycling Week, Fluoride added to Sarina’s water supply, Council trials real time metering

Communication plans:

- Water demand management – worked with consultant to produce mass social marketing campaign
 - Trade waste – follow up campaign for trade waste approved. Advertising on television and radio is scheduled to commence 16/01/10 and run until 30/06/10
 - Recycling – National Recycling Week media campaign ran from 1/11/10 – 14/11/10 with advertising on television, radio and in the newspaper. The main focus of the advertising was to advise residents of what they can and can’t put into their yellow lidded recycling bin
 - Prepared draft community engagement plan for the Sarina Water Recycling Facility
-

- Education:
 - The following schools received water education during November:

School	Visit Type	Sessions	Students
St Johns	Classroom water education	1	16
Swayneville State Primary School	Classroom water education	2	49
Hampden	Water education at the Materials Recovery Facility	1	30
St Josephs	Water education at the materials recovery facility	1	27
Total		5	122

- Internal communication:
 - Submitted a water saving tip and waste and recycling tip into the Grapevine
 - Weekly Water Services update – distributed on a weekly basis
 - Prepared December edition of the Water and Waste newsletter “The Resource”
 - Intranet – restructured parts of the WWS intranet. News sections include Media Monitoring for WWS, Workplace Health and Safety and Water and Waste news
 - Drafted a series of posters for the WWS CRM Program (Council reaching maturity)
 - Promoted internal communication survey within WWS

1.7 Scientific and Analytical Services (SAS)

Monitoring Program

Much of the current monitoring programs that were scheduled in November have had to be postponed due to the weather. There has been increased environmental monitoring due to an increase in plant discharges as a result of the rain.

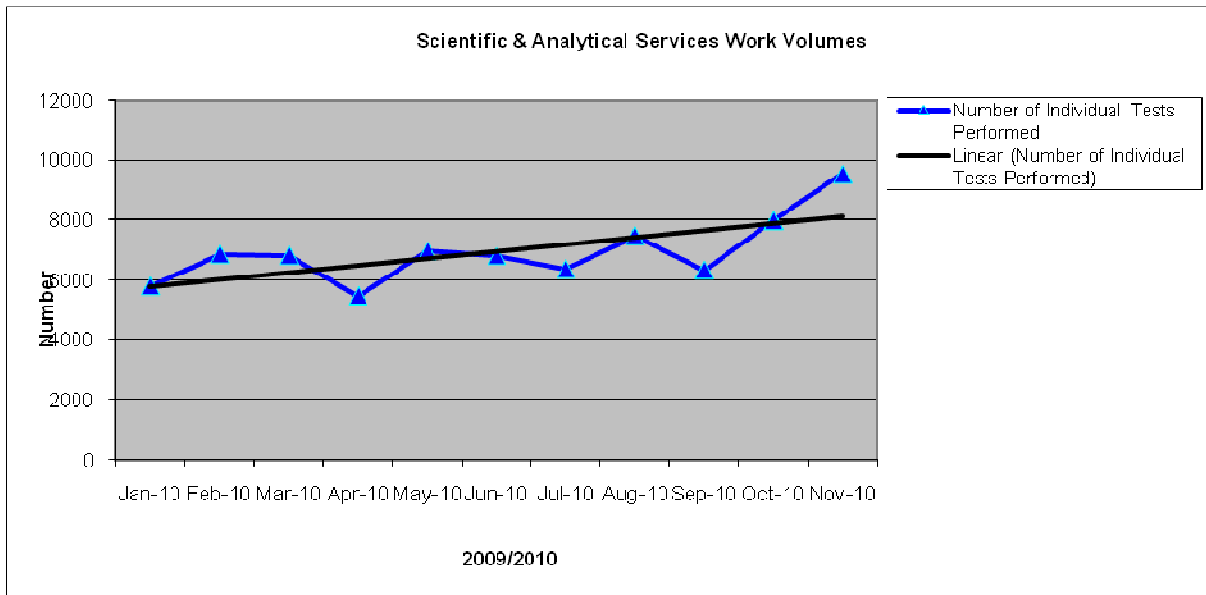
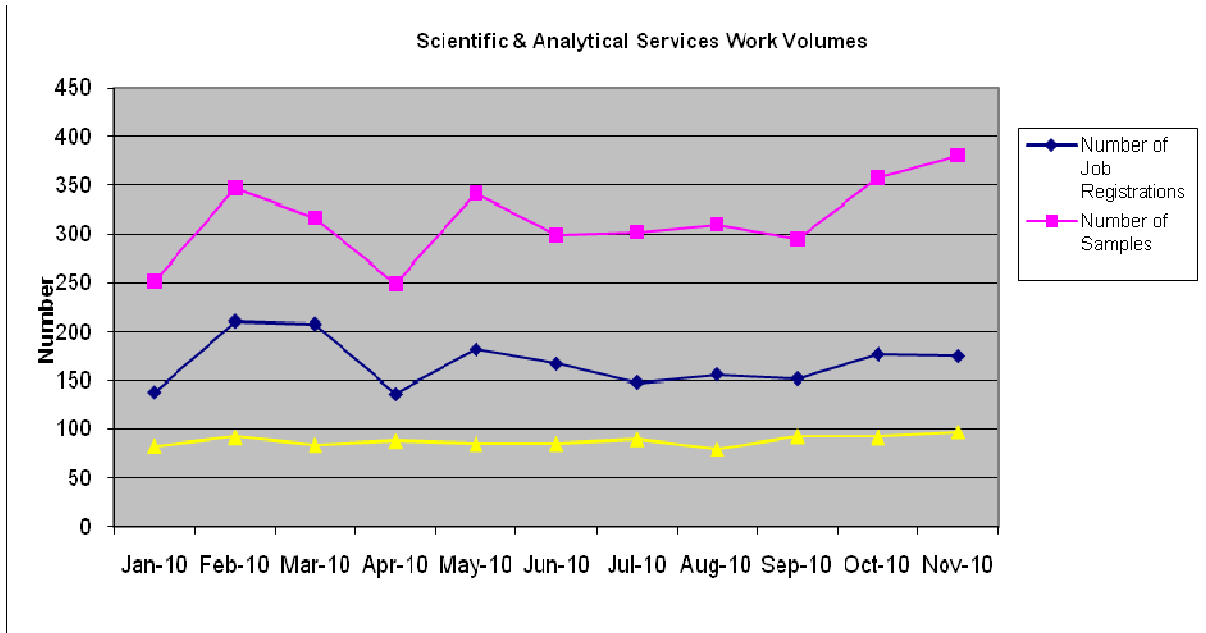
Laboratory Performance Statistics:

KPI	This Month	12 M-to-Date	Monthly Target
Registrations	175	2,090	150
Samples	381	3,903	300
Test Types	22	33	90
Individual Tests Performed	9,548	76,883	5500
Clients	25	36	20

Registration:

Customer	No.
Water & Sewerage	141
Waste	10
Other Council Departments	9
External Clients	15

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



NATA accreditation

SAS has been finalising the last of the submission to NATA. It is expected that NATA will be assessing the submission in December.

2 **PLANNING AND SUSTAINABILITY**

Activity No.	Project / Activity	Status	Critical Issues
<i>1. Strategic Asset Management</i>			
1.1	Capture of Asset data	Water and Sewer Pipeline information collection recommenced. Treatment plant information not commenced.	
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	
1.3	System Leakage Management Plan	See item 2.5 below – Water Demand	
1.4	Water Supply Disinfection for Mackay City	Work progressing.	
<i>2. Strategic Infrastructure Planning</i>			
2.1	Mackay Water Supply Hydraulic Model for Mackay Urban area	All pipes model has been completed and is now in place for interrogation, calibration will occur over future years.	
2.2	Sewerage Hydraulic Model for Mackay Urban area	All pipes model has been completed and is now in place for interrogation, calibration will occur over future years.	
2.3	Sewerage Strategy Report for Mackay City	Work is still progressing and presentation to Council scheduled for near future.	
2.4	Regional Water Supply Report	Brief is being prepared to seek consultant to undertake comprehensive review of current situation and options for Council. Not expected until next year.	
2.5	Demand	Strategy report part 1 received,	

Activity No.	Project / Activity	Status	Critical Issues
	Management	part 2 due now.	
2.6	Sarina Sewerage Treatment Plant Planning Report	Land acquisition process is continuing. Delivery method for project and scope are being developed based on most cost effective approach.	
2.7	Water Supply Planning Report for Mirani and Marian	Draft report on river offtake options under review. Recommendation to Council not expected until early in 2011.	
2.8	Upgrade of Mirani WWTP	A Transitional Environmental Program has been submitted to DERM based on an interim upgrade to meet current licence conditions, initial feedback positive.	
2.9	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.	
2.10	Eungella Integrated Water Management Analysis	See item 2.4	

3. 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. |
| 3.2 | MWRP –Water Balance Model | Modelling work continues to identify options relating to recycled water constraints. Discussions with DERM are |
-

Activity No.	Project / Activity	Status	Critical Issues
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ongoing to determine the way ahead.

4. 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. | |
| 4.2 | Development Approvals - Compliance | Working with Development Services – Engineering team to remedy issues associated with compliance and inspection. | |

5. Policy & Standards

- | | | | |
|-----|--|--|--|
| 5.1 | Review of Water Services engineering guidelines, planning policies and standard drawings | Local resources engaged to update some standard plans. | |
|-----|--|--|--|

6. Detailed Infrastructure Planning

- | | | | |
|-----|---|---|---------------------|
| 6.1 | 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. | |
| 6.2 | MWRP –Water Balance Model | Modeling work continues to identify options relating to recycled water constraints. Discussions with DERM are ongoing to determine the way ahead. | Licence compliance. |

7. Development Assessment

- 7.1 Development Approvals - Planning Ongoing input into development approvals and operational works reports as required.
- 7.2 Development Approvals - Compliance Working with Development Services – Engineering team to remedy issues associated with compliance and inspection. Expectation that master planning is in place for out of sequence works.

8. Policy & Standards




- 8.1 Review of Water Services engineering guidelines, planning policies and standard drawings Local resources engaged to update some standard plans.







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	Construction			Weather impacting on site works. Material supplies on site.
Critical Issues	• Wet weather			
WMR Connors Rd, Paget	Construction			Wet weather is impacting on progress of this job
Critical Issues	<ul style="list-style-type: none"> Existing services and interfaces with pipe route for safe access for construction and maintenance activities Wet weather 			
Tass St	Construction			Work is currently delayed due to wet weather.
Critical Issues	• Wet weather			
Nebo Rd WTP	Construction			Inground pipework & river water

Project	Status	Budget	Time	Comments
Upgrade				dosing tank progressing Commissioning plan being reviewed
Critical Issues	<ul style="list-style-type: none"> Functional design specification to be approved Detailed schedule and commissioning plans 			
Dumbleton Raw Water Trunk Main and Pump Station	Planning / Design			Design workshop held with operations. Works being prioritized to deliver increased capacity.
Critical Issues	<ul style="list-style-type: none"> Completion of TOC and planning of works for delivery in FY10/11 Timing of construction activities to minimize operational risks Land requirements being progressed. 			
Marian & Mirani Augmentation	Design / Procurement			Procurement being progressed and designs finalised. Project schedule developed to identify critical path.
Critical Issues:	<ul style="list-style-type: none"> Wet Weather Procurement packages for pump station materials and construction 			
South Mackay Trunk Main	Construction			Wet weather experienced.
Critical Issues	<ul style="list-style-type: none"> Wet weather 			
Reservoir Chlorination System	Planning			Collation of information identifying reservoirs that have had issues.
Critical Issues	<ul style="list-style-type: none"> Understanding of network and impact on chlorine residuals in system 			
Shakespeare St	Procurement			Crew mobilised to site. Experiencing wet weather delays.
Critical Issues	<ul style="list-style-type: none"> Design for 300 main is priority for procurement due to lead time on material 			
Broad St	Construction			Cut-ins to network undertaken following pressure testing.
Critical Issues	<ul style="list-style-type: none"> Construction to be completed ahead of MRD works 			
Digitisation of Telemetry	Design			Roads permits issued for fibre optic to Nebo Rd
Critical Issues	<ul style="list-style-type: none"> Mirani priority area to establish telemetry network Mackay network to be integrated onto ClearScada to provide capacity for development Radio survey 			
Nebo Rd Fluoridisation	Commissioned			Final subsidy claim to be submitted.
Critical Issues	<ul style="list-style-type: none"> Finalisation of documentation for completion of project report. Costs to be finalised for submission of final subsidy claim. 			
Sarina Water Supply Main	Construction			Finalisation of site works with power supply and controls
Critical Issues	<ul style="list-style-type: none"> Commissioning of chlorination system. 			

Project	Status	Budget	Time	Comments
Small Community Fluoridation	Construction			Site works progressing for commissioning to commence
Critical Issues	<ul style="list-style-type: none">• Commissioning of plants prior to December 31, 2010			

Waste Water Projects

Project	Status	Budget	Time	Comments
Sarina Water Recycling Facility	Development	●	●	Geotech work completed. MCU work package awarded. Delivery strategy & land procurement progressing.
Critical Issues	<ul style="list-style-type: none"> Land acquisition Environmental assessments for development applications Project delivery mechanism and management plans to be finalised 			
Sarina SPS 3,4,5,6 & 8	Construction	●	●	Civil / mechanical works completed. Electrical works in progress.
Critical Issues	<ul style="list-style-type: none"> Wet weather Finalisation of easement at SPS 8 			
Pumping Stations – Beaconsfield, Coles Rd & Gordon St	Commissioned	●	●	Pump stations operating with minor defects being addressed.
Critical Issues	<ul style="list-style-type: none"> Successful completion of proving period for decommissioning works to be finalised Handover documentation 			
Sarina #2 SPS	Procurement	●	●	Material procurement in progress.
Critical Issues	<ul style="list-style-type: none"> Tender of mains works Electrical design DERM approval for pump station Packaging of pump station and mains upgrades split to mitigate potential time delays for DERM approvals on the pump station.			
Schmidtkes Rd Pump Station	Commissioned	●	●	Pump stations operating with minor defects being addressed.
Critical Issues	<ul style="list-style-type: none"> Successful completion of proving period for decommissioning works to be finalised Handover documentation 			

4 OPERATIONS

4.1 Water Treatment System Performance

This report covers the month of November. The main focus for water treatment remained the capital works at Nebo Rd WTP.

The Chemical and Dewatering Buildings are complete and the commissioning team is currently developing the “punch list” to address identified issues. Concrete floors have been poured in the Caustic and PAC rooms as well as the switch room. The structural steel work for the roof has been installed. The River Water Dosing Tank is complete and the internal baffles are being installed.

The filter and dewatering electrical boards are in place and the electrical fit out is approximately 25% complete.

Construction of the sludge thickener tank, thickened sludge tank, and the wash water tank is complete. The pipe work associated with these tanks is 75% complete.

The wash water tank and associated pumps and pipes are approximately 90% complete.

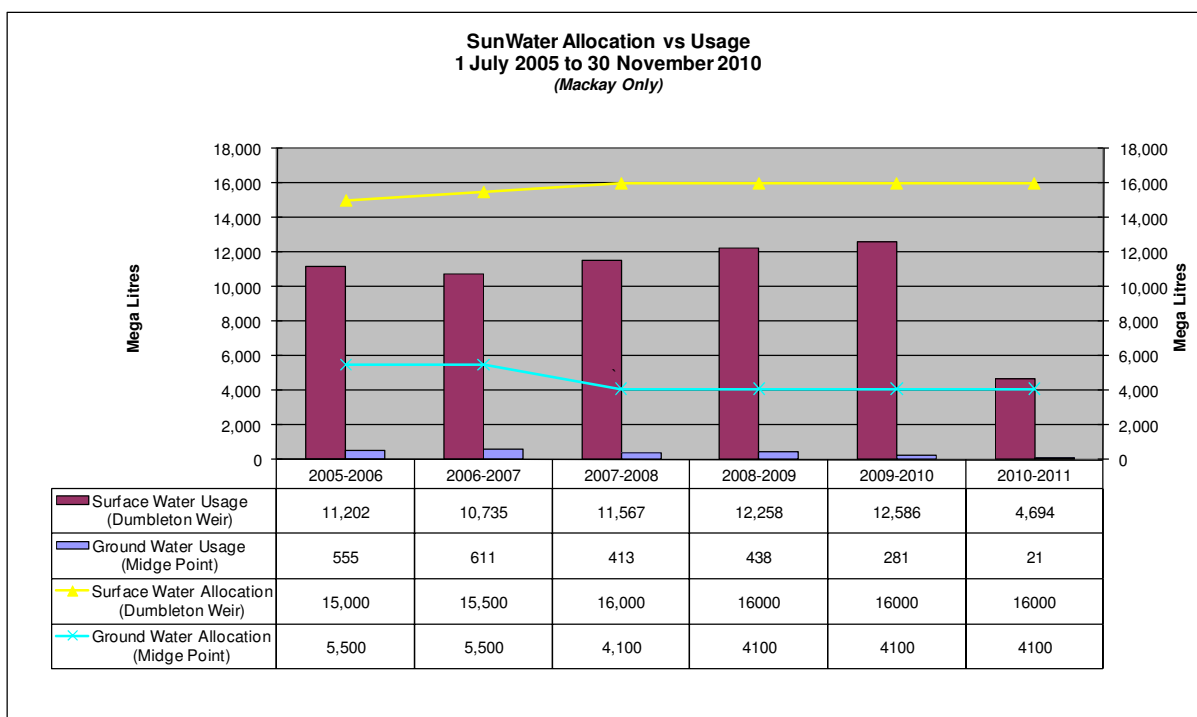
The Small Community Fluoride package plants have been relocated to Sarina WTP and Marwood Bores Pump Station site. Commissioning was undertaken in the last week of November.

Dam / weir levels in the region remain high as summarised below, with the wet season rain followed by intermittent unseasonal rain replenishing the Dumbleton and Mirani bulk water supplies.

Water Storage Levels

AS AT 30 NOVEMBER 2010		
Weir / Dam	Volume / ML	%age
Mirani	4660	100
Marian	3980	100
Dumbleton	8030	91
Middle Creek	1486	100
Peter Faust	449300	91
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 November has remained lower than the equivalent period of the previous year with the average consumption being 28 ML/d.

Annual consumption is forecast at well below the available SunWater allocation of 16,000 ML. Ground water (bore) usage was 3 ML.

Water Source Performance Summary

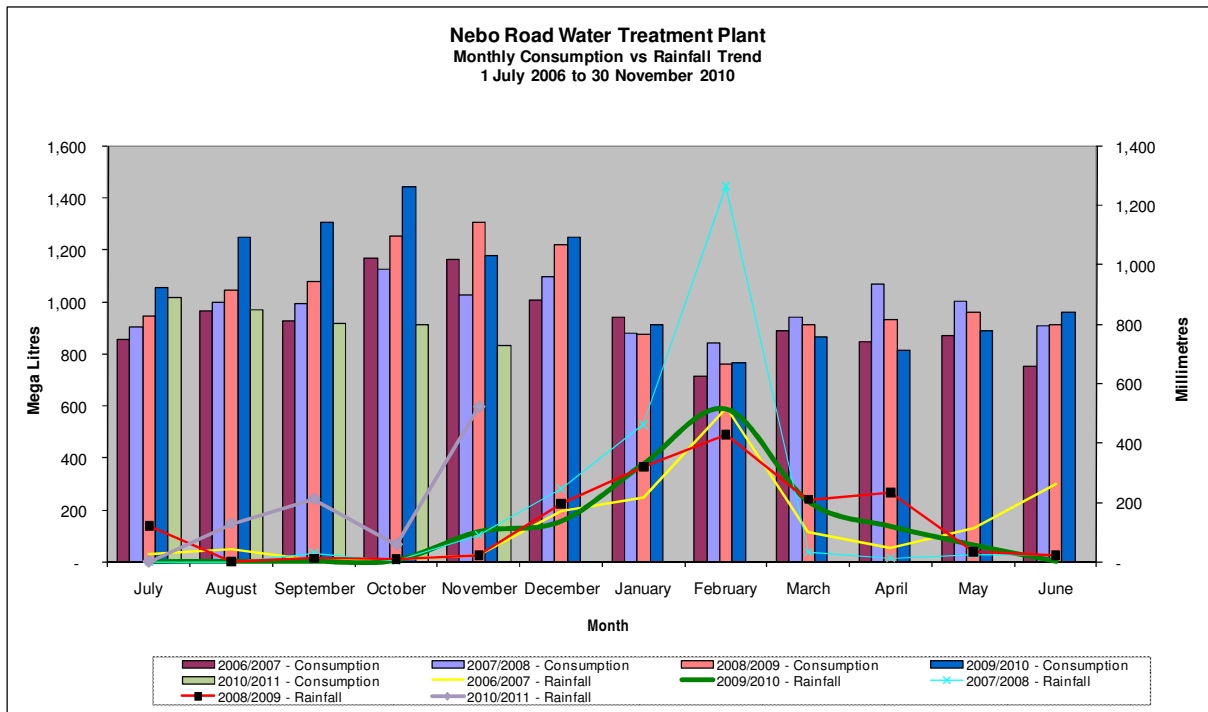
	Allocation (ML/year)	Nov (10/11) Consumption (ML)	Oct (10/11) Consumption (ML)	Sept (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Dumbleton	16000	862	927	959	4806

Weir					
Mackay Bores	5500	3	0	0	9

Water Consumption Performance Summary

	November	October	September
Monthly Water Consumption (ML)	833	911	918
Average Daily Water Consumption (ML)	28	30	31
Maximum Daily Water Consumption (ML)	33	39	36
Average Water Consumption *(Litres per Equivalent Person per Day)*	252	267	282
Rainfall (mm)	523	58	212

* Based on an estimated equivalent population of 110,000 Treatment Plant capacity to approximately 50 ML/day Consumption trends have dropped again due to extreme rainfall events throughout November with the daily average down by 2 Megalitres from the previous month. Maximum day demands reached, 33 ML/d in November, 39 ML/d in October, and 36 ML/d in September.



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

	Allocation (ML/year)	Nov (10/11) Consumption (ML)	Oct (10/11) Consumption (ML)	Sept (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mt Blarney WTP (Plane Creek)	N/A	23.1	26.4	25.3	139.3
Sarina Bores	200	21.1	14.8	14.2	69.3
Marwood Bores	350	22.6	23.9	26.6	145.8
Bally Keel Bore	150	5.4	6.4	6.5	37.2
Armstrong Beach Bore		2.4	3.1	2.8	14.2

Water Consumption Performance Summary

	November	October	September
Monthly Water Consumption (ML)	74.6	74.61	75.4
Average Daily Water Consumption (ML)	2.49	2.41	2.51
Average Water Consumption *(Litres per Equivalent Person)	276	267	279
Rainfall (mm)	454	75	90

*Based on an estimated equivalent population of 9000

Pioneer Valley Water Supply Summary

Demand has reduced in all areas due to the extremely high rainfall throughout November. The high level of demand has abated as a consequence of the unseasonal rainfall, as well as an increase in water restrictions which were supported by water saving advertising campaign.

Water Source Performance Summary

	Allocation (ML/year)	Nov (10/11) Consumption (ML)	Oct (10/11) Consumption (ML)	Sept (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mirani Bore	100	6.1	7.1	8.1	37.22
Marian Bore	95	14	17	16.95	86.48
Pinnacle / Garget	60	1.34	1.53	1.72	8.18
Finch Hatton	46	1.99	2.26	2.06	11.84

Water Consumption Performance Summary

	November	October	September
Monthly Water Consumption (ML)	23.43	27.89	28.83
Average Daily Water Consumption (ML)	0.78	0.9	0.96
Average Water Consumption (Litres per Equivalent Person)	209	241	257
Rainfall (mm)	406.5	51.5	177

- 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

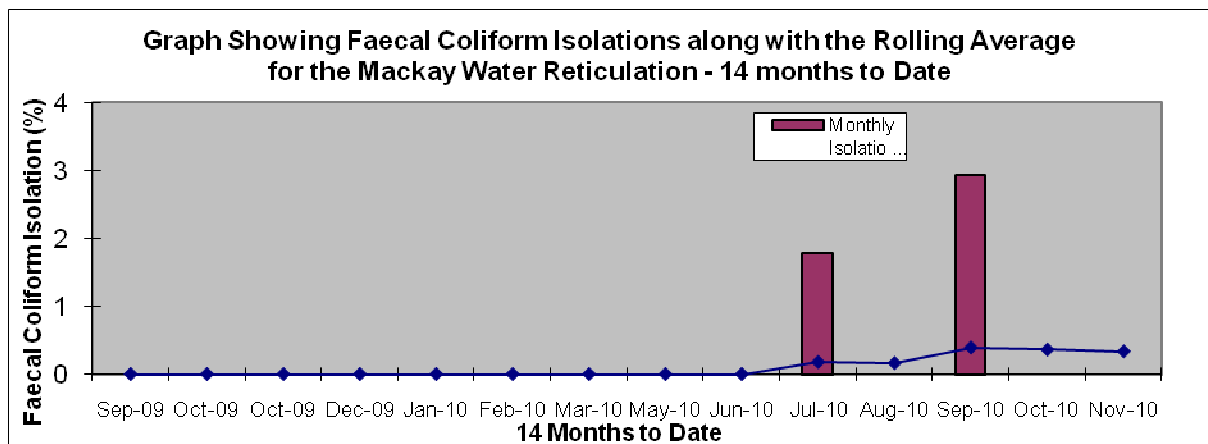
	Nov (10/11) Consumption (ML)	Oct (10/11) Consumption (ML)	Sept (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Eton	-	3.06	4.24	11.18
Calen	2.54	2.05	2.18	11.6
Bloomsbury	0.61	0.85	0.83	3.37
Midge Point	10.88	13.17	15.97	68.78
Koumala	1.16	1.16	1.07	6.01

4.2 Water Quality

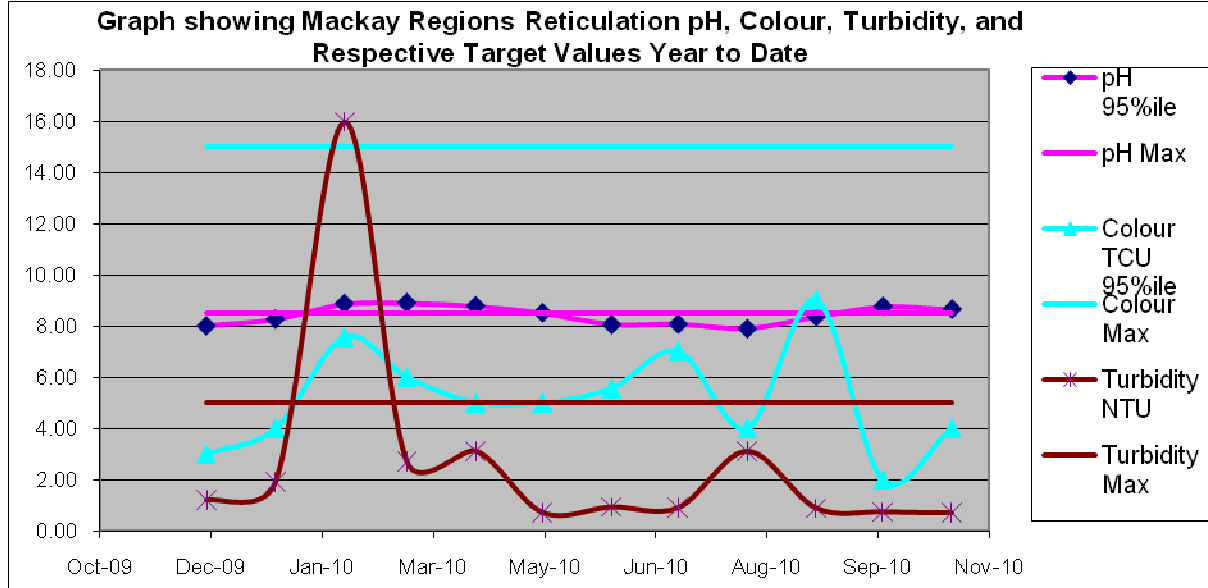
There was one faecal coliform isolation detected in the region to September 2010. This equates to a 14 month rolling average of 99.7% compliance, which is higher than the customer service level target of 98%. A summary of the water quality performance data for the region is detailed in the following graphs.

An E.Coli incident has been recorded for Sarina and is a consequence of the reservoir roof leaking. The resultant infiltration into the reservoir after a dry period of weather provided a substantial source of contamination. The reservoir has been taken off line and repairs have been programmed.

Coliform Isolation Results

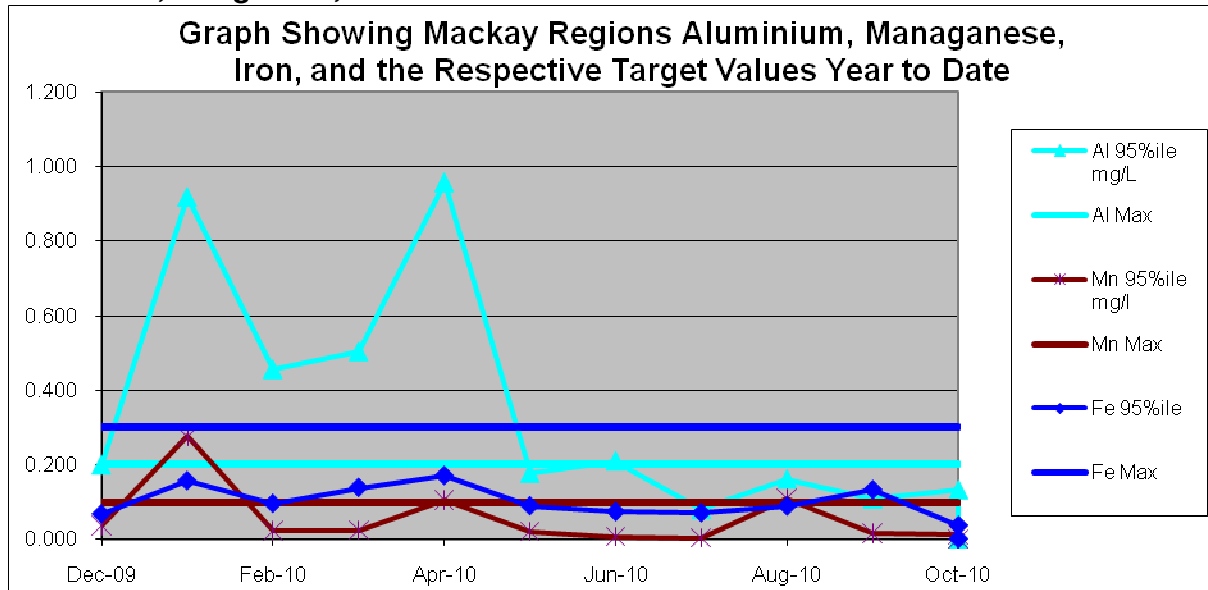


Reticulation pH, Colour, Turbidity



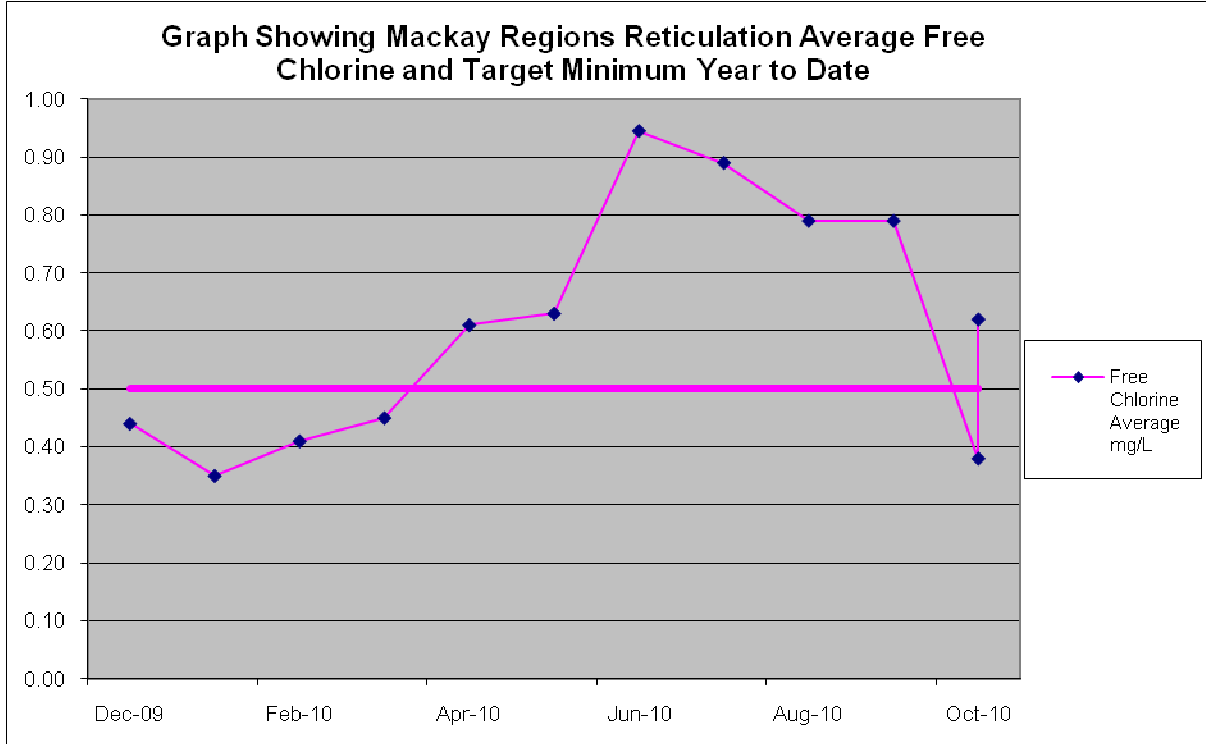
Physical chemical parameters have exceeded the aesthetic guideline for Turbidity in the Mackay distribution system in January 2010 even though the results at Nebo Road WTP were well below the guideline values.

Aluminium, Manganese, Iron



Physical chemical parameters have exceeded the aesthetic guideline for Aluminium in Sarina and Manganese in Bloomsbury. A new WTP has been procured for Bloomsbury. Installation of the new plant is complete and laboratory results indicate the Manganese issues have been addressed.

Chlorine Residual Results



With an average value of 0.61mg/l the Chlorine residual is compliant with the target value of 0.5mg/l.

4.3 Wastewater Treatment System Performance

The significant events for the wastewater system are as follows:

Sarina WWTP

- WH&S enhancements were implemented throughout November to compliment the repairs that were carried out on the Primary Sedimentation Tank during October. The bridge/scrapper & centre column were lifted out and a new seal was fitted at the column base, as well as a new bearing at the top of the column. New slip ring & brushes were fitted and adjustment chains put on the scrapers. Since the completion of these repairs there has been a further significant improvement in plant performance with respect to effluent quality. The WH&S enhancements included repairs to handrails on the Primary and Secondary Sedimentation Tanks and safety signage in all areas of the treatment plant.

Mirani WWTP

- Works on the buffer tank at Mirani WWTP are complete.
- Regulatory sampling has commenced as a routine for the water recycling storage dam.

Mackay North Water Recycling Facility and Catchment

In October, the plant received a total of 89.12 ML of influent this month equating to an average flow of 2.87 ML/d. The maximum flow for the month 3.3 ML. Total rainfall for the month was 44.0 mm.

MNWRF Performance Summary

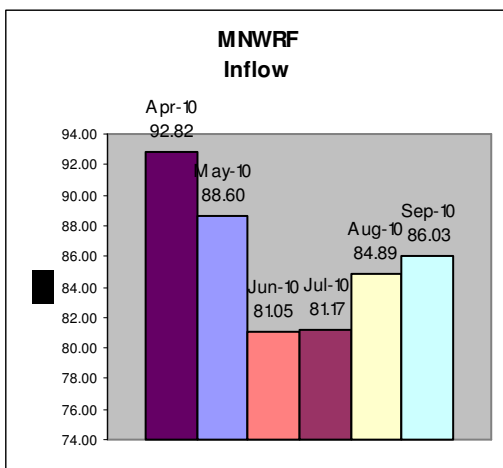
Date	WEEKLY (8TH DAY) LAB RESULTS							
	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	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
08/10/2010	7.0	5.7	<5	50	10	4.2	0.4	4
16/10/2010	7.0	6.5	<5	27	4	3.4	0.4	<1
24/10/2020	7.0	6.3	<5	32	3	3.6	0.2	<1
Limits Contract						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in month						3.7	0.3	

Summary of Discharges from System

Parameter	October	September	August	Year to Date(10/11)
Total Wastewater Treated	89.12	86.03	84.89	341.2
Effluent Released at Outfall (ML)	95.75	98.29	91.44	380.4
Tonnes of Biosolids Removed From Site	70	43	86	402
% 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 October, The plant received a total of 589.43 ML of influent this month equating to an average flow of 19.01 ML/d. The maximum flow for the month 23.7 ML. Flow to Bakers Creek 581.59ML. Total rainfall for the month was 56.5 mm.

MSWRF Performance Summary

Discharges to Storage licence compliance

WEEKLY (8 TH DAY) LAB RESULTS									
Date	Effluent pH (mg/l)	Effluent BOD (mg/l)	Effluent COD(mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent TP(mg/l)	Effluent Faecal Coliforms	Turbidity	Disinfection Chlorination
Limits Licence	6.0 to 8.5	Max 20	Refer BOD	Max 30	50 th ile 10 Max 30mg/L	50 th ile 8 Max 15mg/L	50 th ile 1000 Max 4000	Max 15mg/L	Min 1
08/10/2010	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek
16/10/2010	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek
24/10/2010	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek
Limits Contract	6.0 to 8.5				Average <10.0 mg/L	Average < 8.0 mg/L	50 th ile <10	95 th %ile <2 NTU Max 5	> 1.0mg/L FCR
Average of all results in month	Discharge to creek				Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek	Discharge to creek

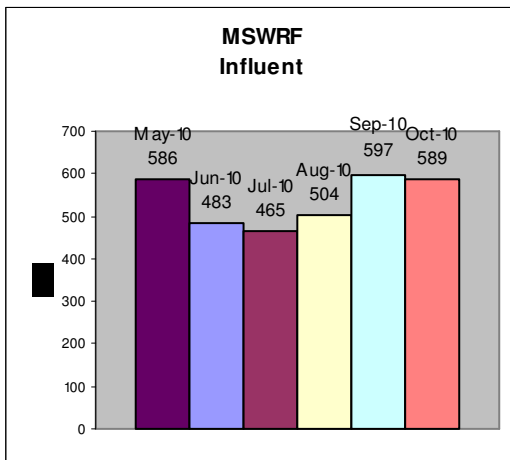
MSWRF Discharges to Bakers Creek licence compliance

Date	Effluent pH (mg/l)	Effluent DO	Effluent BOD (mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent NH4	Effluent TP(mg/l)	Effluent Faecal Coliforms
Limits Licence	6.0 to 8.5	Min 2	Max 20	Max 30	Max 30mg/L	90 th %ile 3 Max 6	Max 15mg/L	50 th ile 150 90 th %ile 1000 Max 4000 (Up to 3 x ADWF)
08/10/2010	7.2	5.6	<5	5	9.1	1.4	2.8	200
16/10/2010	6.9	5.5	<5	3	8.1	1.1	2.5	5
24/10/2010	7.0	5.0	<5	12	6.4	1.1	2.7	100

Summary of Discharges from System

Parameter	October	September	August	Year to Date (10/11)
Total Wastewater Treated	589.43	597.19	503.65	2155.39
Effluent Released at Outfall (ML)	581.59	591.88	104.59	1477.98
Effluent Reused (ML)	0	0	419.67	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	376.9	461	552	1566
% 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

The plant received a total of 77.42 ML of influent this month equating to an average flow of 2.6 ML/d. The maximum flow for the month was 7.6 ML/d. Total rainfall for the month was 454 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)
Limits	Max 30	Max 45	Max 4000	Max	Max 5mg/L
03-Nov-10	<5	14	<1	20.8	8.1

Summary of Discharges from System

Parameter	November	October	September	Year to Date (10/11)
Total Wastewater Treated	77.42	34.07	37.0	199.73
Average Daily Flow	2.6	1.1	1.2	1.3
Effluent Released at Outfall (ML)	67.9	22.5	28.9	147.83
Effluent Reused (ML)	0	7.05	3.7	28.52
% Effluent Reused	0	23.9	11.4	14.3
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A	N/A
Effluent in Storage (%)	100	100	92	N/A
Tonnes of Biosolids Removed From Site (m3)	0	20	0	0
% Biosolids Beneficially Reused	N/A	N/A	N/A	N/A

Mirani/Marian Wastewater Treatment Plant

The plant received a total of 27.4 ML of influent this month equating to an average flow of 0.9 ML/d. The maximum flow for the month was 1.7 ML/d. Total rainfall for the month was 406.5 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
Limits to water storage	6.5-8.5	N/A	Max 20mg/L	Max 30mg/L	N/A	N/A	Max 4000	N/A
Limits to water way	6.5-8.5	Min 2 mg/L	Max 15mg/L	Max 20mg/L	Max 20mg/L	Max 5mg/L	Max 600	Max 2
3-Nov-10	7.2	6.0	<5	5	21.2	8.3	<1	11.4

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

The Pioneer Valley Golf Club has used 6.3 ML of effluent from the storage dam in November.

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	November	October	September	Year to Date (10/11)
Total Wastewater Treated	27.4	19.8	19.8	103.62
Average Daily Flow	0.9	0.6	0.6	0.7
Effluent Released at Outfall (ML)	10.2	0	0	10.2
Effluent Reused (ML)	6.3	11	14.99	68.91
% Effluent Reused	23	55	78.9	66.5
Target / Licensed Effluent to be Reused (%)	100	100	100	100
Effluent in Storage (%)	65	102	95	N/A
Tonnes of Biosolids Removed From Site (m3)	129.4	0	0	129.4
% Biosolids Beneficially Reused	100	0	0	100

Effluent Recycling

Recycled Water usage in November was again negligible with no recycled water usage at all. With the commencement of harvesting and planting, use of RW should have increased. However, 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.

The Pump Station at RWS 3 has now been commissioned.

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

- Investigate and repair 200mm AC main leading to Blacks Beach Reservoir. This water system is becoming a great concern and is currently with our planning department to review our options.
 - Manual chlorine dosing undertaken in reservoirs due to presumptive results.
 - Safety inspections and investigations undertaken at reservoirs.
 - Locations were undertaken on Boundary Road between Broadsound Rd and Connors Rd to allow contractors building a new road for MRC to continue their works.
 - Inspections have been carried out on the fences of all our water reservoirs as part of our planned maintenance program and to guarantee the integrity of the fences as school holidays commence.
 - Hydrant repairs and replacements were undertaken in (5) locations.
 - 1 Valve was replaced
 - A new fire hydrant was installed on the corner of Holland Street and Bridge Road to enhance fire protection to St Francis Primary School.
 - Fire hydrant cleaning and marking was carried out at Eimeo and Rural View
 - Installation of larger water services and firelines/metchecks were installed 4 locations.
 - 1 Backflow repair conducted.
 - Building maintenance undertaken for internal departments at 13 locations
 - Faulty/Damaged water meters were replaced this month
 - 16 water services were replaced, altered or installed
 - (1) water service was disconnected this month.
 - Flushing of water mains has been carried out this month at Hinton Street, Howard Street, Victoria and Tennyson Streets, Mackay
-

4.4.2 Civil Sewer Maintenance – Recoverable Works

- Due to extreme wet weather no recoverable works were undertaken during this period.

4.4.3 Standard Maintenance

- A new sewer main across the South Mackay main drain adjacent to Casey Avenue was installed removing the old pipe from the Casey Avenue bridge which can now be demolished.
- Sewer manhole lids were replaced at the new depot site in Paget after they were displaced during civil works.
- Manholes were repaired in Stockbridge St, Petrie St, Casey Ave after routine inspections found they were displaced and could allow infiltration.
- A sewer manhole base was repaired in the Royal Sands subdivision after it was found to be a large source of infiltration, ground water de-watering pumps were in place for (5) days prior to the job to lower the water table in the area.
- Extensive clean-ups from over-flows were undertaken after big rain events in late November. This clean up took many days and a large number of man hours.
- Trenching and Shoring courses were undertaken in an effort to up-skill our work team to be safer when working a depth and allow us to comply with regulations.
- Confined space courses were undertaken by staff to ensure that we keep our teams skilled in this extremely area of work.
-

4.4.4 CCTV Investigations

- Manhole investigations were undertaken in the following areas in preparation for the next smoke testing program. Burston Street, Hodges Street, Evans Avenue, Meadow Street, Elizabeth Street, Tass Street, Hicks Street.
- Manholes were raised in Gordon Street, Bundesen Street, Margaret Vella Drive, Norris Road.
- Linewashing was undertaken in Valley Street, Burgess Street, Nicklin Drive, Hodges St, Evans Avenue, Meadow Street
- Smoke detection was undertaken in the Quarry Hill area in 2 – 13 Sands Terrace and 3 – 23 Short Street
- Letter drops were undertaken to advise our customers of upcoming works in Mortenson Street, Evans Avenue, Quarry Street, Hamilton Street, Foulden Street, Sands Terrace and Short Street
- Extensive investigative work was undertaken by the team in an effort to determine where infiltration is occurring in North Mackay.
- 1,444.84m of CCTV inspections were carried out for the month.

The implementation of a schedule & dispatch team is in progress, this will provide the mechanism to capture data and provide electronically generated reports.

4.5 Trade Waste

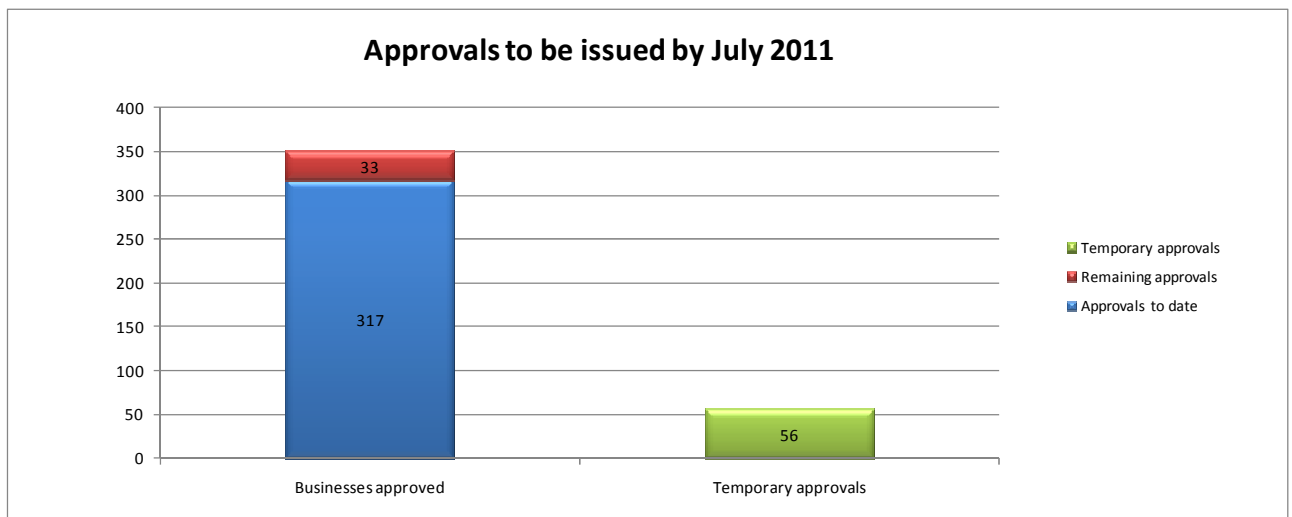
4.5.1 Main focus

The quarterly meeting of the Northern Trade Waste Working Group was held in Mackay. Due to the inclement weather numbers were a bit down, but many important issues were discussed, such as, the CTM Alliance website development, National Certificate IV Training and requirements for minimum risk discharges. A new waste management system was also presented, which may be of assistance in ensuring businesses meet their trade waste approval conditions.

Despite the wet weather, the six monthly reading of all trade waste flow measurement devices was conducted.

The newly appointed Trade Waste Inspectors Assistant commenced on 16 November.

The current Water and Waste, Trade Waste Inspectors Assistant was offered and accepted the promotion to the Inspectors role. Applicants for the Assistant's position have been short listed and interviews are to be conducted in early December.



4.5.2 *Trade waste statistics*

NOVEMBER 2010	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 30 November 2010	352	35	3	1
Businesses approved @ 30 November 2010	288	25	3	1
• Category 1	74	7	1	0
• Category 2	69	5	1	0
• Category 3	145	13	1	1
Applications under assessment @ 30 November 2010	7	0	0	0
Temporary approvals				
Temporary approvals issued for 30 November 2010	5	0	0	0
Temporary approvals awaiting formal approval @ 30 November	56	0	0	0
Total non-generator assessments	298	1	0	2
Non-generator assessment for November 2010	3	0	0	0
Total approvals issued				
Approvals issued for November 2010	14	0	0	0
• Category 1	5	0	0	0
• Category 2	3	0	0	0
• Category 3	6	0	0	0
Compliance tests performed				
• Within set limits	19	0	0	0
• Exceeding set limits	6	0	0	0
Outstanding test results @ 30 November 2010	6	0	0	0

4.6 **Plumbing**

4.6.1 *Main focus*

To date, we have been unsuccessful in filling the two vacant plumbing inspector positions, despite a number of offers being made to successful applicants following the interview process.

Advertising for these positions will continue in December and with a revised and more attractive salary package on offer. We hope to fill these positions early in the New Year.

In the meantime, keeping up with the ever increasing demand from the building and plumbing industry is moving somewhat difficult, given the holiday season and ongoing staff training, therefore the inspectors are having to continue to work overtime.

Notwithstanding the record rainfall for the month of November, demand for plumbing inspections remained high. Despite a large number of inspections being cancelled due to wet weather, 424 inspections were carried out for November.

4.6.2 Plumbing Inspections

Inspection type	Nov 2010
Booked inspections	401
Additional inspections	16
Urgent inspections (Form 3)	7
Total	424

The number of booked inspections carried out for November was 401 with an additional 7 inspections booked directly through plumbing inspectors and 16 Form-3 inspections.

4.6.3 Plumbing Applications

Location	November 2010 Received	November 2010 Decided	Information requests issued	Average days to decide	November 2009 Received
Central	104	108	27	6	91
West	33	38	2	4	28
South	12	9	3	6	10
Total	149	155	32	5	129

The total number of plumbing applications received for November 2010 was 149, compared to 129 for November 2009. Of the 149 applications received, 104 related to the Central & North region, 33 related to the West region and 12 related to the South region.

The vacant Senior Plumbing Inspector position has been filled with the recent appointment of Dean Eiser.

Further review of the checklist process implemented as part of the communiqué circulated to stakeholders in August has revealed that certain information is consistently not being supplied with applications, allowing the opportunity to further educate applicants at the time of lodgement as to mandatory information required for all applications. Overall, the checklist process appears to have been well received and has proved successful in improving the quality of plumbing applications received.

5 WASTE SERVICES

5.2 Management

- Design work for the design of cell 2 for Hogan's Pocket Landfill was completed and public tender advertised. Tenders close 21 December 2010. It is expected that a report will be presented to Council for its consideration in early February 2011.
 - Evaluation of Landfill Gas Tender continued. A recommendation will be submitted to Council by February 2011.
 - Design work for remediation of Bayersville, Sarina, Hay Point and Otterburn Landfills continued.
-

- Design work for rural transfer stations at Sarina, Hay Point and Otterburn continued.
- Waste Services completed its Service Level Review process.
- Short Term Resource Recovery Services contract awarded to Tri Q.

Active Waste Disposal Sites

Active Waste Disposal Sites:	November		October		
	Inspections	Actions required	Inspections	Actions required	Actions completed
Hogans Pocket L/F	15	1	19	1	1
Paget T/S	24	2	31	2	1
Bloomsbury T/S	2	1	2	2	2
Kolijo T/S	1	1	1	0	0
Kuttabul I/B	6	2	6	1	0
Seaforth T/S	3	1	2	0	0
Sarina L/F	22	5	17	2	2
Hay Point L/F	10	4	11	0	0
Koumala T/S	5	2	3	0	0
Colston I/B	19	0	6	2	2
Otterburn L/F	13	1	8	0	0
Gargett L/F	14	2	13	3	3
Finch Hatton T/S	6	0	7	0	0
Eungella T/S	3	1	1	0	0

Greenwaste Sites

Greenwaste Sites:	November		October		
	Inspections	Actions required	Inspections	Actions required	Actions completed
Bayersville	0	0	0	0	0
Walkerston	1	0	1	0	0
Bucasia	0	0	3	1	1

Closed Waste Sites

Closed Waste Sites:	November		October		
	Inspections	Actions Required	Inspections	Actions required	Actions completed
Illawong (Far Beach)	0	0	0	0	0
Bakers Creek	1	0	1	0	0
Eton	0	0	0	0	0
Habana	0	0	0	0	0
St Helens	0	0	0	0	0
Midge Point	0	0	0	0	0
Rural Bin Sites	0	0	0	0	0
Seaforth L/F	0	0	0	0	0

Koumala	0	0	0	0	0
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Waste Site Transactions (Receipts Issued)

	Nov-0	Oct-0	Sep-0	Aug-0	Jul-0	Jun-0	May-0	Apr-0	Mar-0	Feb-0	Jan-0	Dec-09	Nov-09	Oct-09	Sep-09	Aug-09	Jul-09	Jun-09	May-09	Apr-09	Mar-09	Feb-09
Hogans Pocket L/F	53	51	43	13	9	3	19	19	44	27	32	31	18	17	31	13	11	8	3	6	0	1
Pageat T/S	8,691	9,989	8,365	8,813	8,635	8,468	9,259	7,832	14,508	8,871	10,740	10,355	8160	9724	9264	7875	8396	8512	9462	9460	9562	9209
Bloomsbury T/S	85	135	112	116	117	97	124	151	370	99	179	157	202	146	106	153	137	107	142	133	186	132
Kolijo T/S	130	149	135	137	118	127	180	109	151	138	157	169	244	155	114	208	136	143	149	142	231	186
Kuttabul I/B	119	237	123	147	128	153	185	194	182	132	175	166	126	180	166	165	176	207	474	169	0	0
Seaforth T/S	216	264	229	256	239	211	278	238	965	232	415	313	501	292	311	257	268	319	286	311	497	281
Sarina L/F	703	910	740	769	462	362	501	466	1455	431	707	707	389	646	692	529	667	726	954	1081	777	1016
Hay Point L/F	229	298	222	244	283	238	255	223	717	196	383	302	460	633	560	446	576	482	578	608	633	675
Koumala T/S	20	19	36	24	18	22	29	23	47	17	34	45	42	58	42	46	57	45	58	70	45	64
Otterburn L/F	361	499	366	375	350	338	411	444	1478	369	367	486	347	495	413	359	453	422	543	486	367	0
Gargett L/F	77	178	97	102	88	92	124	121	273	95	136	160	79	119	123	94	131	128	147	152	132	0
Finch Hatton T/S	63	153	67	44	68	52	57	53	203	61	94	80	54	91	97	77	98	89	105	104	110	0
Eungella T/S	33	86	34	42	56	36	66	15	76	55	78	71	54	58	42	32	47	53	46	45	80	120
Bayersville Greenwaste Facility	726	1,032	559	540	595	549	819	2,681	5412	864	1139	671	847	970	966	640	556	777	982	906	1058	988
Wilkerston Greenwaste Facility	148	254	124	123	151	126	175	997	1899	203	216	137	158	184	175	124	149	165	207	191	235	253
Bucasia Greenwaste Facility	523	775	413	390	501	398	594	3,074	6273	517	615	490	594	657	683	507	451	472	621	612	507	601

Collection Services

	November	October
No of new waste bin services provided	105	93
No of waste bin replacements - damaged	61	81
No of waste bin replacements - stolen	53	35
No of waste bin repairs	70	72
No of New recycling bins services	74	80
No of recycling - replacements - damaged	5	4
No of recycling - replacements - stolen	23	15
No of recycling bins - repairs	14	6
Waste collection complaints	0	2
Waste collection enquiries	0	24
Waste collection inspections	0	11
Waste Bin inspections	0	0
Recycling contamination complaints	0	0

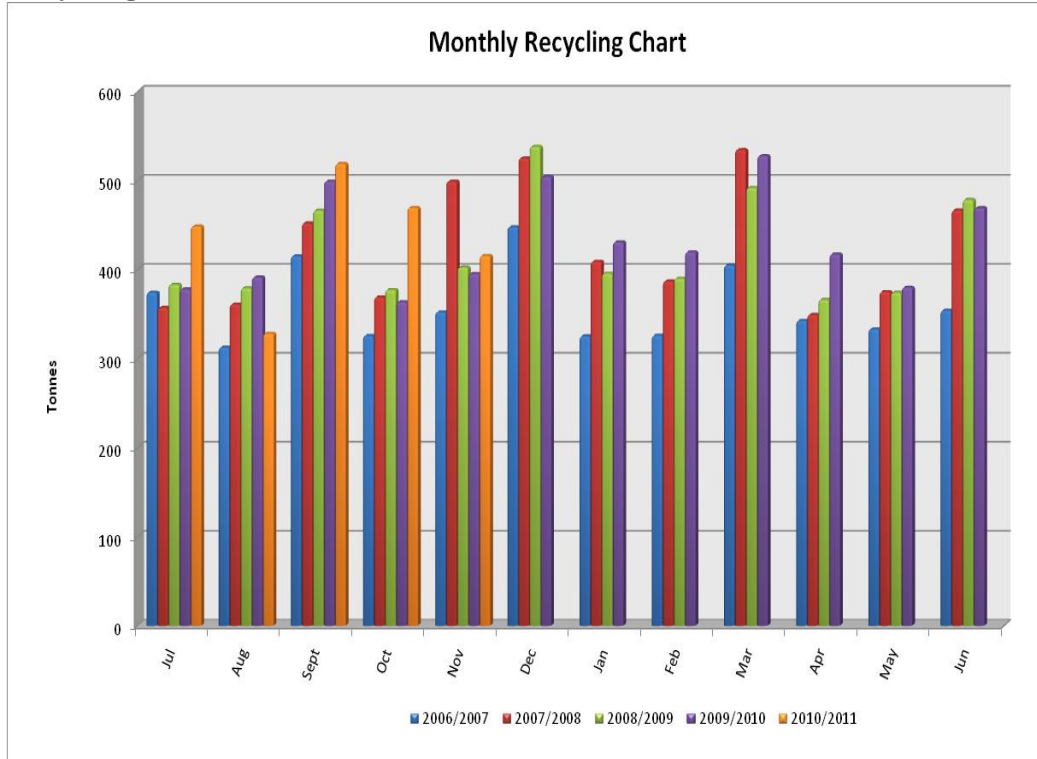
Bin Audit

Bin Audit:

	November	October
Number of audits	121	161

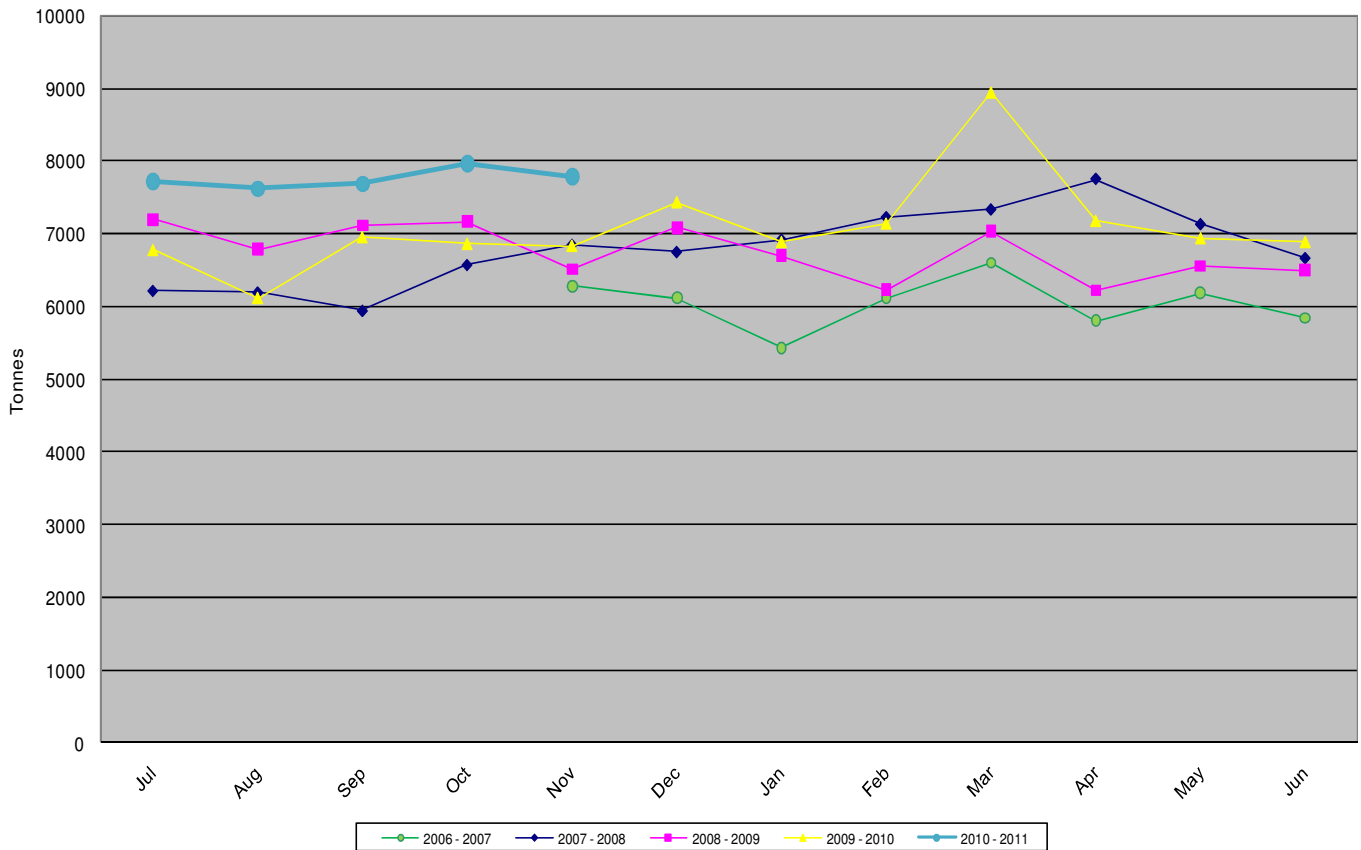
Number of letters issued	93	16
Number of new services ordered	0	0
Number of bins surrendered	2	2

Recycling Collection



Waste Disposal Monthly

Hogan's Pocket Monthly Tonnages



Environmental Education Performance Report November 2010

Main focus of work activities:

Environmental Education duties:

Education visits to the Materials Recovery Facility:

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

- Birralee Kindergarten- 15 students & 7 adults
- Hampden State School (Joint Waste & Water session)- 23 students & 2 adults
- St Joseph's Catholic School (Joint Waste & Water session)- 30 students & 2 adults

School / Community Education Visits

- Three recycling education sessions given at North State Primary School with a total of 145 students and 6 teachers.
 - Five recycling sessions given at Eimeo Road State School with a total of 120 students and 6 teachers
-

School Recycling Program-DERM

Collated applications and fielded enquiries for the following schools for “Do the right thing, use the right bin” –DERM schools recycling project:

- Eton State School
- Kinchant Dam Outdoor Education Centre
- Chelona State School
- Mirani State School
- Eungella State School
- Glenella State School

The collated applications were forwarded to the Department of Environment and Resource Management (DERM) for processing. Liaised with DERM and the schools to assist with processing the applications.

National Recycling Week-8-14 November 2010

The following activities were organised to during National Recycling Week:

- A press release was prepared for release during National Recycling Week.
- A static recycling display was exhibited for the week at Mount Pleasant Shopping Centre. The display was supervised by staff for the two days to run a recycling competition and answer enquiries. The competition involved spotting contaminants in the recycling bin. Mount Pleasant donated three \$30 vouchers as prizes to be spent in the shopping centre.
- Recycling television advertisement aired on Win and Seven during National Recycling Week. The advertisement was developed by Mackay Regional Council staff and made locally.
- Recycling advertising aired on Sea FM radio station. A recycling promotional competition was run by Sea FM seeking ‘Mackay’s Champion Recyclers’. Waste Service staff accompanied the radio station to assist with judging. The best recycler received a \$500 prize.
- Materials Recovery Facility tour for one school and three recycling education sessions at a primary school were organised during National Recycling Week.
- A free composting workshop sponsored by the Mackay Regional Council. The Community Gardens ran the workshop with 17 adults and 4 children in attendance.

Recycling Calendar 2011

- Design of Mackay Region Recycling Calendar finalised and sent to printers for processing of 5000 copies.

Clean Up Australia Day – 6 March 2011

- Commenced coordination of Clean Up Australia Day 2011 and started registering Council sites.
- Prepared a media release for Clean Up Australia Day and dispatched to Corporate Communications for approval and release in January.

Providing the Links

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- Received and dispatched the updated Waste Education Teaching Resource-
“Providing the Links” to primary schools in the Mackay Region.

Conference / meetings:

- Attended a meeting with Sarina Art Extravaganza group on 14 November 2010.
 - Attended, Driver Education Awareness Workshop on 30 November 2010.
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