FINAL MINUTES

21 May 2008

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Declaration of Material Personal Interest

Nil

ORDINARY MEETING MINUTES

1. ATTENDANCE:

His Worship the Mayor, Cr C Meng (Chairperson), Crs G R Christensen, D T Comerford, P F Steindl, D J Perkins, D R Hatfield, D E Camilleri, W A Cameron, G R Thomsen, K J Casey and K L May were in attendance at the commencement of the meeting. Also present was Mr R Geraghty (Acting Chief Executive Officer) and Ms D Jeffery (Minute Secretary).

The meeting commenced at 10:06am.

2. APOLOGIES:

Nil.

3. CONDOLENCES:

Nil.

4. CONFIRMATION OF MINUTES:

4.1 ORDINARY MEETING MINUTES - 14 MAY 2008

THAT the Minutes of the Ordinary Meeting held on 14 May 2008 be confirmed.

Moved Cr Casey **Seconded Cr Hatfield**

CARRIED 11/0

5. BUSINESS ARISING OUT OF MINUTES OF PREVIOUS MEETING:

Nil.

6. MAYORAL MINUTES:

Nil.

7. CORRESPONDENCE AND OFFICERS' REPORTS:

7.1 MACKAY WATER & WASTE PERFORMANCE MANAGEMENT PLAN

Author General Manager Water & Waste

Purpose

Attaching Performance / Management Reports for Mackay Water & Waste for the period ended 30 April 2008.

General Manager's Recommendation

THAT the Performance / Management Reports be received.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Christensen **Seconded Cr Perkins**

CARRIED 11/0

7.2 MACKAY ENTERTAINMENT CENTRE PERFORMANCE MANAGEMENT REPORT

Author General Manager Community Programs

Purpose

Attached is the Performance Management Report for the Mackay Entertainment Centre for the period February - April 2008.

General Manager's Recommendation

THAT the Performance Management Report be received.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Christensen **Seconded Cr Cameron**

CARRIED 11/0

7.3 AQUATIC FACILITIES PERFORMANCE MANAGEMENT REPORT

Author General Manager Community Programs

Purpose

Attached is the Performance Management Report for the Aquatic Facilities for the period February - April 2008.

General Manager's Recommendation

THAT the Performance Management Report be received.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Christensen **Seconded Cr Camilleri**

CARRIED 11/0

7.4 AMENDMENT OF REGULATED PARKING LOCAL LAW AND SUBORDINATE LOCAL LAW

File No **Local Law No 4 – Regulated Parking**
Author **Manager Recreation Facilities and Property**

Purpose

To consider the making of a proposed amendment for both the existing Regulated Parking Local Law and Subordinate Local Law, and to resolve to adopt the amendments.

Background/Discussion

At Council's Ordinary Meeting on the 10 October, 2007 the following recommendation was made:

THAT the Council hereby resolves to propose to make Mackay City Council Regulated Parking (Amendment) Local Law (No. 1) 2007 which amends Mackay City Council Local law No. 4 (Regulated Parking) 2005.

FURTHER THAT the Council hereby resolves to propose to make Mackay City Council Regulated Parking (Amendment) Subordinate Local Law (No. 1) 2007 which amends Mackay City Council Subordinate Local Law No.4 (Regulated Parking) 2005.

A copy of the report to the 10th October 2007 is attached which details the proposal and resultant outcomes.

Subsequent to this resolution, the necessary State Interest Check and public consultation has been undertaken. The State has approved continuation of the amendment local law making process. No submissions were received as part of the public consultation process. It should also be noted that the report to Council on 10th October 2007 clearly detailed the effect of the changes, with this being a public report.

In summary, the proposed changes involve two(2) separate matters.

Firstly, it is proposed to amend the subordinate local law to include another privately owned property, thus allowing Council (with the property owners agreement) to apply the local law provisions to parking on the site. There are also minor descriptive changes to existing properties contained within the subordinate local law.

The property proposed to be added in this case is the Sydney Street Markets site. The addition of the Sydney Street Markets site is to enable Council to address, on behalf of the property owners, issues with parking within the property. In particular issues with misuse of Disabled Bays, and also workers in the vicinity using the property for long term parking at the expense of shorter term shopper parking. Such action is considered to be in the public interest. Council undertakes similar activities in conjunction with both Canelands and Mt Pleasant Shopping Centres although for Disabled Bays only.

Council has already entered into an agreement with the owners of the Sydney Street Markets whereby they have given permission to apply the provisions of the local law and subordinate local law to their private property when the amendments are enacted. The agreement is based upon a perpetual term however is able to be cancelled at any time by either party with one(1) months notice.

The general intent of Councils agreement to police the Sydney Street Markets site was firstly to do with disabled parking (as is the arrangement with other large Shopping Centres), but is also to address the issue of workers generally using this carpark area instead of limited time on-street and paid off-street parking. Such agreement for general policing was made at the same time as a deal was struck for Council to lease the newly opened public carpark in Sydney Street(old Cole site) (properties are owned by the company). Therefore, any such commitment by Council for general policing of the Sydney Street Markets carpark area would be limited at this time to the same period Council is in occupation of the temporary public carpark site in Sydney Street (old Coles site).

Changes to the local law itself are based solely on amendments to the schedule of infringement notice penalties. It has been identified that the current level of infringement penalties, particularly for disabled bays and taxi ranks etc, is not of sufficient amount to deter illegal parking activities. In essence, the proposal is for an increase in the infringement penalties as a deterrent to illegal parking activities. The increased penalties proposed in the amendment are –

	Proposed	Current
General offences -	$50	$30
Loading Zone offences -	$80	$60
Taxi/Bus Zone offences -	$100	$60

Disabled Bay offences - $150 $60

It should be noted that the amendments are to the existing Mackay City Council local law which applies to the area of the former Mackay City Council only, and not the areas of the former Mirani and Sarina Shire Councils.

At this point Council needs to pass resolutions to proceed with the amendment process, and also to make the associated amendment local law and amendment subordinate local law.

Following these resolutions by Council, changes made via an amendment take effect at the date of Gazettal of the final adopted law for a local law, and date of advertisement for the subordinate local law. Subject to the passing of the associated resolutions, it is proposed to undertake the necessary Gazettal and local advertisement on 30 May 2008 (Queensland Government Gazettes are only published on Fridays). This will mean in particular that the revised infringement notice amounts will take effect from this date.

Neither the local law or subordinate local law amendments contain any anti-competitive provisions. As such no specific public consultation is required for this matter.

Consultation

The required State Interest Check for the proposed local law amendment has been undertaken via the State Government, with approval given to proceed with the local law making process. There is no State Interest Check process for the subordinate local law.

Public consultation was undertaken by way of an advertisement in the Daily Mercury. The advertisement summarised the purpose and general effect of both the proposed amendment local law and subordinate local law, and invited submissions to be made between the period 9th January and 31st January 2008. No submissions were received.

A briefing session was previously held for Councillors on Wednesday 27th June 2007 regarding the proposed infringement notice penalty increases. This session was presented by the Manager Health and Regulatory Services.

The report to Council authoring the commencement of the amendment process was considered at Council's Ordinary Meeting of 10th October 2007.

King and Co Solicitors have been involved in the drafting and State Interest Check processes. In particular, their advice has been sought recently regarding the fact that the early local law making processes were commenced by the Mackay City Council, whereas the actual making of the amendment local law will be by the Mackay Regional Council. Their advice being that by virtue of section 9 of the Local Government Reform Implementation Regulation 2008, the newly formed Council has the legislative ability to continue to perform any functions or exercise any powers of the previous Council(s), including the continuation of the local law making process.

Resource Implications

It is not considered that the changed penalties will have a major impact on the current budget. This will however depend on the quantity of fines issued post the amendments. Any impact will need to be addressed at the time of Quarterly Budget reviews.

Conclusion

To finalise the amendment process Council needs to pass specific resolutions. These simply confirm that Council is happy to proceed with the making process, and to also make the amendment local law and amendment subordinate local law.

It is recommended that Council finalise the amendment process.

General Manager's Recommendation

THAT Council hereby resolves:-

1. To proceed with the making of Mackay Regional Council Regulated Parking (Amendment) Local Law (No. 1) 2008 (previously Mackay City Council Regulated Parking (Amendment) Local Law (No. 1) 2007) as advertised, which amends Mackay City Council Local Law No. 4 (Regulated Parking) 2005.

2. To make Mackay Regional Council Regulated Parking (Amendment) Local Law (No. 1) 2008 (previously Mackay City Council Regulated Parking (Amendment) Local Law (No. 1) 2007) as advertised, which amends Mackay City Council Local No. 4 (Regulated Parking) 2005.

3. To make Mackay Regional Council Regulated Parking (Amendment) Subordinate Local Law (No. 1) 2008 (previously Mackay City Council Regulated Parking (Amendment) Subordinate Local Law (No. 1) 2007) as advertised, which amends Mackay City Council Subordinate Local Law No. 4 (Regulated Parking) 2005.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Comerford **Seconded Cr May**

CARRIED 10/1

MACKAY REGIONAL COUNCIL
Regulated Parking (Amendment) Local Law (No. 1) 2008

Contents

Part 1 Preliminary 1
1 Short title 1
2 Local law amended 1

Part 2 Amendments to local law 1
3 Replacement of sch 2 (Parking infringement notice penalties) 1

'Schedule 2 Parking infringement notice penalties 1

Part 1 Preliminary

1 Short title

This local law may be cited as *Mackay Regional Council Regulated Parking (Amendment) Local Law (No. 1) 2008.*

2 Local law amended

This local law amends *Mackay City Council Local Law No. 4 (Regulated Parking) 2005.*

Part 2 Amendments to local law

3 Replacement of sch 2 (Parking infringement notice penalties)

Schedule 2—

omit, insert—

'Schedule 2 Parking infringement notice penalties

***Transport Operations (Road Use Management) Act 1995* provision**	**Minor Traffic Offence**	**Penalty**
106(1)(a)(i)	Parking a vehicle in a designated parking space unless a parking meter or parkatarea installed for the space indicates that the parking fee has been paid	$50.00
106(1)(a)(ii)	Parking a vehicle in a designated parking space unless the person has done what is required by an authorised system that applies in relation to the space	$50.00
106(1)(b)	Parking a vehicle in a designated parking space for a time longer than the maximum time indicated on the official traffic sign installed for the space	$50.00
106(1)(d)	Parking a vehicle in a designated parking space so that the vehicle is not wholly within the space	$50.00

***Transport Operations (Road Use Management – Road Rules) Regulation 1999* provision**	**Minor Traffic Offence**	**Penalty**
167	Stopping on a length of road or in an area to which a no stopping sign applies	$50.00
169	Stopping at the side of a road marked with a continuous yellow edge line	$50.00
176(1)	Stopping on a road contrary to a clearway sign	$50.00
179(1)	Stopping an unauthorised vehicle in a loading zone	$80.00
179(2)(a)	Authorised driver stopping in a loading zone for longer than 30 mins	$80.00
179(2)(b)	Authorised driver stopping in a loading zone for longer than permitted by a sign	$80.00
182(1)	Stopping an unauthorised vehicle in a taxi zone	$100.00
183(1)	Stopping an unauthorised vehicle in a bus zone	$100.00
183(1)	Stopping a bus in a bus zone contrary to a bus zone sign	$100.00
185(1)	Stopping an unauthorised vehicle in a permit zone	$100.00
202	Stopping contrary to a motorbike parking sign	$50.00
203(1)	Stopping contrary to a disabled parking sign	$150.00
205(1)(a)	Parking for longer than the period indicated on a permissive parking sign	$50.00
211(2)	Parking otherwise than completely within the confines of a parking bay	$50.00
Part 12	Other parking offences provided for in Part 12 (Restrictions on stopping and parking)	$80.00

MACKAY REGIONAL COUNCIL
Regulated Parking (Amendment) Subordinate Local Law (No. 1) 2008

Contents

Part 1 Preliminary 1

1 Short title 1

2 Subordinate local law amended 1

Part 2 Amendments to subordinate local law 1

3 Amendment of s5 (Off-street regulated parking areas – Local Law, s11(1)) 1

Part 1 Preliminary

1 Short title

This subordinate local law may be cited as *Mackay Region Council Regulated Parking (Amendment) Subordinate Local Law (No. 1) 2008.*

2 Subordinate local law amended

This subordinate local law amends *Mackay City Council Subordinate Local Law No. 4 (Regulated Parking) 2005.*

Part 2 Amendments to subordinate local law

3 Amendment of s5 (Off-street regulated parking areas — Local Law, s11(1))

Section 5, from 'local law' to 'Dome Shopping Centre).'—

omit, insert—

'local law, the land controlled by the local government which is defined as an off-street regulated parking area is—

(a) Lot 10 on CP891650, County of Carlisle, Parish of Howard (also known as Caneland Shoppingtown); and

(b) Lot 12 on SP103136, County of Carlisle, Parish of Bassett (also known as Mt Pleasant Shopping Centre); and

(c) Lot 3 on RP900898, County of Carlisle, Parish of Howard (situated directly behind the Dome Shopping Centre); and

(d) Lot 50 on SP178812 County of Carlisle, Parish of Howard (also known as Sydney Street Markets).

7.5 APPLICATION UNDER THE SUPERSEDED PLANNING SCHEME

MATERIAL CHANGE OF USE - PRELIMINARY APPROVAL TO OVERRIDE THE SUPERSEDED PLANNING SCHEME (TO FACILITATE DEVELOPMENT IN ACCORDANCE WITH THE URBAN RESIDENTIAL ZONE & TO MAKE THE CARAVAN PARK & RELOCATABLE HOME PARK CODE ASSESSABLE) AND RECONFIGURATION OF 1 LOT INTO 48 LOTS - 29 JACKSON STREET, BURTON STREET, MCLEOD STREET & BLOOMSBURY-MIDGE POINT ROAD, MIDGE POINT (168711-002-DA-2008-154)

Attachments: Attachment A: Locality Plan
Attachment B: Plan of Development

Purpose

The purpose of this report is for Council to consider a request to have an application that was lodged after 24 March 2006 assessed against the Superseded Planning Scheme.

Site

The site is located at Midge Point and extends along the coast for approximately 215 metres. The site contains remanent vegetation and includes the 'Travellers Rest Caravan Park'. The site is generally flat with significant vegetation. The site is partially located within the erosion prone area; along the coastal frontage of the site and in the southwestern part of the site.

Background

On 24 August 2005, Council resolved as follows:

> *"CTHAT Council adopt the position that applications for a Development Permit made after the commencement of the IPA Compliant Planning Scheme will not be dealt with under the Superseded Scheme unless Council is satisfied that the circumstances of the particular case provides sound planning grounds to do otherwise. Further, that applications for Preliminary Approvals will not be dealt with under the Superseded Scheme in any circumstances."*

The IPA compliant Planning Scheme commenced on 24 March 2006.

Subsequently on 11 April 2007, Council resolved as follows:

> *"B. THAT Council consents to requests for development to be considered under the Superseded Planning Scheme unless there are significant planning or financial grounds not to. Planning grounds could include but not limit to development that would have an adverse impact on the amenity of a locality, health and safety of our residents/users. Financial grounds could include but not limited to development that would have a considerable financial impact on the Council or community, for provision of infrastructure and services."*

Previous / Current Development Applications on the subject site

DA-2005-154

- An application was lodged on 29th June 2005 for a Material Change of Use (Rural to Urban Residential & Higher Density Residential) and Reconfiguration of a Lot (one into 47 lots). The application did not allow for the retention of the existing Caravan Park.

- The application lapsed as the application was not referred to the Environmental Protection Agency within the legislated timeframes.

DA-2005-321

- The application was re-lodged on 19th December 2005 after lapsing of DA-2005-154. Proposal was essential the same as previous application.

- An extensive information request was issued by Council and referral agencies on 1st March 2006. The response to the request for additional information was received on 28th February 2007.

- The response to the information request amended the proposal significantly to that originally submitted and therefore in accordance with State Legislation the application process re-start to allow full assessment of the new proposal.

- A new Acknowledgement Notice was issued on 2nd May 2007 and an Information Request was issued by Department of Local Government & Planning on 7th June 2007.

- A response to this request was received on 30th January 2008 and Public Notification of the proposal was undertaken between 6th February and 20th March 2008.

- Numerous submissions were received against the proposal during the notification period.

- The application has not yet entered the Decision Making Period, as referral agencies are yet to finalise their response to the application.

Proposal

The application is for a Development Application (Superseded Planning Scheme) for a:

- Preliminary Approval Overriding the Planning Scheme for a Material Change of Use (to allow development rights as if the site was located in the Urban Residential zone AND to allow development of the Caravan Park and Relocatable Housing Precincts as Code Assessable applications; and

- Development Permit for Reconfiguring a Lot.

The applicant has described the proposal as quoted below in italics:

"The proposed development involves:

- *Facilitating development in accordance with the Urban Residential Zone and to make the relocatable housing park and caravan park code assessable in accordance with the plan of development; and*

- *The reconfiguration of one lot to create 48 residential lots, 5 open space lots, relocatable home site, caravan park site plus a balance lot; and*
- *The development of a sewerage treatment plant (ERA 15)*

The following sections provide an overview of the design concept for the proposed development.

'Components of the proposed development include:

Caravan Park

It is intended that the current use of the caravan park continue, with the potential for a maximum of 150 caravans, 36 holiday cabins, 20 camping sites, a club house building incorporating the existing shop, a new community meeting and function spaces (that could also service the broader Midge Point community) and some ancillary recreational space.

All of this is proposed in the context of a minor expansion of the existing operation such that it would not be deemed a material change of use to the scale of the intensity of the existing caravan park use.

Relocatable Housing

The intent of the relocatable housing site is to provide an affordable housing product to all age demographics in this location. The area of this site is approximately 6.3ha with a total potential yield of 158 relocatable homes.

Detached Housing

It is proposed to develop 48 allotments that are suitable for residential purposes with a minimum area of 800m^2. The lots are all intended to be created as part of a community title scheme with areas used for effluent management being located within common property. The community title scheme will be formulated during the registration of titles for the lots.

Parkland

Various areas of parkland are proposed including lots 900-904 (inclusive).

Effluent Treatment and Disposal

The incorporation of a community title scheme into the concept permits the creation of an entity that will have long-term ownership and management responsibility for the technology proposed and assets required for effluent treatment and disposal for the site.

A layout plan depicting the proposed development is located at Attachment 'B'.

1. **SUPERSEDED PLANNING SCHEME**

The land is zoned *Rural* under the *Superseded Planning Scheme* with a Strategic Preferred Dominant Land Use of part *Future Urban, Urban Residential and Higher Density Residential.*

The Rural zoning of the *Superseded Planning Scheme* does not support the proposed development. However, the *Superseded Strategic Designations* of *Future Urban, Urban Residential and Higher Density Residential* do indicate that a possible future intent under the *Superseded Planning Scheme* was to allow the land in the future to be developed into uses related to those designations. The application is for Preliminary Approval to override the Superseded Planning Scheme hence the provisions of the Superseded Planning Scheme have limited value.

The Superseded Strategic Plan for the Midge Point alluded to future development on the basis of the establishment of two large integrated tourism developments; Aqua Del Ray (Laguna Quays) and Cable Bay Resort/Quays Largo (did not proceed) and the establishment of a reticulated sewerage network. It must be noted that at the time of the formulation and adoption of the Superseded Planning Scheme, the former Mackay City Council had been considering establishing a reticulated sewerage network for the Midge Point area, however this has not occurred, nor has the development of tourism facilities in the area met expectation.

Note that no assessment of the proposed development has been undertaken in relation to the *Superseded Planning Scheme*, and therefore a comment on whether the proposal is supported or not is premature.

The intent of these designations is in part stated as follows:

2. MACKAY CITY PLANNING SCHEME

Zoning

The site is zoned *Rural* under the *Mackay City Planning Scheme* (previously referred to as the *IPA Compliant Planning Scheme*).

The intent of this zone is in part stated as follows:

Overlay Codes

The subject sites are within areas influenced by the following Overlays:

- Bushfire Management Overlay;
- Coastal Management and Biodiversity Overlay
- Flood & Inundation Management Overlay
- Good Quality Agricultural Land Overlay
- Landscape Character Overlay
- Acid Sulphate Soils Overlay

The zoning of the *Mackay City Planning Scheme* does not support residential development on the subject site.

OFFICER COMMENTS

Type of Application

The *IDAS Implementation Note 13 – Development Permits and Preliminary Approvals* prepared by the Department of Local Government and Planning makes the following statement in answer to the below question:

> *"Can an applicant seek a preliminary approval varying the effect of the superseded planning scheme?*

No. There is no purpose to such an application and the same planning considerations that would be given to vary the effect of the current scheme would equally apply to vary the effect of the superseded planning scheme."

The applicant could have lodged the same application without seeking assessment under the Superseded Planning Scheme and the issue of need for the development would still have to be assessed. The applicant has stated that this application has been lodged to *'ensure that use rights associated with the site under the Superseded Planning Scheme and the ability to claim for injurious affection are preserved.'* By lodging this application, the applicant is assuming that Council would agree to the approval of the application based solely on the designations of the Superseded Planning Scheme; this is yet to be assessed. However, will be assessed as part of the application lodged in December 2005 for the same proposal.

Therefore, other than to avoid the possibility of a claim for compensation, there appears to be no benefit to consider the application under the Superseded Planning Scheme.

In order to claim compensation:

- The application must lodge an application and request assessment under the Superseded Planning Scheme and Council must decide to assess the application under the current Planning Scheme

- The application must follow the standard IDAS processes applicable to the application and Council must determine the application under the current Planning Scheme.

- If the application is refused or approved in part or with conditions, the applicant may lodge a claim for compensation for the change in value of the land between the current Scheme and the Superseded Planning Scheme. The applicant would need to demonstrate that the proposal would have been approved under the Superseded Planning Scheme.

- If compensation is warranted, the amount can be limited by various clauses of the Integrated Planning Act to ensure compensation is reasonable.

Resource Implications

There is no direct Resource Implications for Council as a result of the below recommendation. However, should the application be refused by Council the applicant may apply to the court for compensation if they can demonstrate that if the application were assessed against the Superseded Planning Scheme (i.e. the December 2005 application) would have been approved.

Conclusion

As this is a proposal to override the scheme, it is one that could be assessed against the Superseded Planning Scheme or current planning scheme with similar outcomes.

The use of the current Planning Scheme would ensure that today's standards are applied to the assessment of the application and would ensure that Councils current stance and resolution in relation to not accepting Preliminary Approvals under the Superseded Planning Scheme was reinforced and maintained.

Note that on 20th February 2008, Mackay City Council refused to use the Superseded Planning Scheme for an application for Preliminary Approval to override the Planning Scheme for a site in East Mackay.

Therefore, it is recommended that the Council refuse the use of the Superseded Planning Scheme and that the Acknowledgement Notice advising of this be sent to the applicant.

General Manager's Recommendation

THAT the request by WS Group on behalf of Demistco Pty Ltd for an application for a Material Change of Use Preliminary Approval Overriding the Superseded Planning Scheme (to facilitate development in accordance with the Urban Residential Zone and allow the development of a Caravan Park and Relocatable Housing Park as Code Assessable) AND Reconfiguration of Lots (Development Permit) to create 48 residential lots, 5 open space lots, a relocatable home site, caravan park site plus balance lot on Lot 2 on SP168711 is refused, and an Acknowledgement Notice is forwarded to the applicant.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Casey **Seconded Cr Cameron**

CARRIED 11/0

7.6 PLANNING SCHEME AMENDMENTS FOR MACKAY CITY COUNCIL PLANNING SCHEME - AMENDMENT 1 OF 2007

Author Manager Strategic Planning Services

Purpose

To consider submissions relating to proposed amendments to the Mackay City Planning Scheme Amendment 1 of 2007. The proposed Amendments to the Planning Scheme deal with the following aspects of the Planning Scheme; City – Centre Locality, Blue Water Activation Strategy and other various amendments to the City Centre Locality.

Background/Discussion

Mackay City Council's IPA Compliant Planning Scheme was gazetted on 24 March 2006. Since its implementation there have been a number of issues identified by consultants, Council's Planning staff and Council requiring amendment to the Scheme.

The proposed amendments to the Scheme were subject to an internal consultation process in January 2007. Proposed amendments were presented to Council for comment in February 2007, after which the amendments were subject to a second round of internal consultation and further proposed amendments presented to Council at a Briefing in June 2007. Council formerly resolved to propose the amendments at its Ordinary Meeting held 25 July 2007 and submit for a State Interest Review.

The proposed amendments incorporated in Amendment 1 of 2007 are:

1. Blue Water Activation Strategy

The proposed amendments required to support the implementation of the activities and facilities located along the Bluewater Trail are:

- Division 6: Replace Overall Outcomes for the Riverside Precinct
- Division 7: Insert 5 new Specific Outcomes to the City Centre Locality Code
- Division 10: Amend an overall outcome and replace the specific outcomes for the Commercial (Major Facility) Zone
- Division 13: Amend 3 specific outcomes for the Waterfront Zone
- The Bluewater Activation Strategy requires the rezoning of land at the Riverfront West Sector (Part 4: City Centre Locality) to Commercial (Major Facility).

2. City Centre Amendments

These proposed amendments are required to provide clarity and detail to provisions of the City Centre Locality, including amendments to overall outcomes, specific outcomes and zone provisions:

- A new definition introduced for Ground Floor requires amendments to various provisions in the City Centre Locality
- Division 6 - Overall Outcomes for City Centre Locality: 5 amendments are proposed to overall outcomes
- Division 7 - Specific Outcomes for City Centre Locality: 1 addition to a specific outcome and 1 new specific outcome is proposed
- Division 9 - Commercial (Main Street): Rewording of an overall outcome is proposed, the deletion of 3 specific outcomes and acceptable or probable solutions and part of one specific outcome, and amendments to 3 specific outcomes and acceptable solutions
- Division 11 - Commercial (Services) Zone: 2 amendments to acceptable solutions and 1 new specific outcome is proposed
- Division 12 - City Residential Zone: 1 new specific outcome and associated acceptable solution is proposed
- Division 14 - Mixed Use Zone: An amendment to an overall outcome and 1 new overall outcome is proposed
- Division 15 - Special Activities (City) Zone: 4 new specific outcomes and associated acceptable solutions are proposed
- Division 16 - Commercial Zone: 1 new specific outcome is proposed
- Division 17 - Higher Density Residential Zone: 1 amendment to an acceptable solutions is proposed

The consultation period for submissions to the proposed Amendment 1 of 2007 was initially advertised from Monday 14th January 2008 to Friday 29th February 2008 however, the consultation period was extended until Monday 10 March 2008, due to flood events in February. The proposed Amendment 1 of 2007 was on public exhibition in conjunction with proposed Amendment 2 of 2007 and proposed Amendment 3 of 2007.

Briefings to Council on proposed Amendment 2 and proposed Amendment 3 of 2007 will be undertaken over the coming weeks, with separate reports on each of the proposed amendments to be subsequently submitted to Council.

The process for Council to amend its Planning Scheme is prescribed in the Integrated Planning Act (IPA). An overview of the process, for making amendments to planning schemes (as specified in Schedule 1 of IPA) to date is as follows:

- Council resolved to propose the amendments
- The amendments were provided to the Minister and the first State Interest Review was completed
- Council considered conditions imposed as part of the State Interest Review process
- Amendments were publicly notified for comment in the local newspaper and were made available for purchase during the public notification period
- Council now needs to consider properly made submissions relating to Amendment 1 of 2007

Consultation

There was a total of 3 properly made submissions received during the public notification period pertaining to proposed Amendment 1 of 2007.

The submissions dealt mainly with the proposed expansion of Caneland Central Shopping Centre, clarification about outcomes listed in acceptable probable solutions and correction of spelling errors.

A complete list of submissions, including a summary of representations made, grounds for submitting the representations and proposed planning response are shown in Attachment A.

The remaining actions required for this amendment process, are:

- Council to determine its response to each properly made submission
- Council to provide a copy of the proposed amendments (with any revisions) to the Minister
- Minister to reconsider potential adverse effects of further amendments to State Interests
- If no further State Interests are to be considered, then Council resolves to adopt the proposed amendments
- Council reports back to all persons who lodged properly made submissions, explaining how it dealt with their submission
- Final amendments are published in the local newspaper and gazette
- A copy of the amendments is made available for purchase and Council's web page is updated
- A copy of the amendments is provided to the Chief Executive Officer of the Department of Infrastructure and Planning.

Resource Implications

The proposed Amendment 1 of 2007 for the Mackay City Planning Scheme will require further planning and administrative resources to finalise amendments.

Conclusion

The proposed amendments, including modifications will correct minor errors, clarify Council's intent on certain issues, reflect new State Planning Policies and facilitate development within the Mackay City area, including the implementation of the Blue Water Activation Strategy.

General Manager's Recommendation

A. THAT Council proceed with Amendment 1 of 2007 of the Mackay City Council Planning Scheme 2006, with modifications as detailed in Attachment A, pursuant to Sections 14 and 16 of Schedule 1 of the Integrated Planning Act 1997.

B. THAT the proposed amendments to the Mackay Planning Scheme as detailed in, Planning Scheme Amendment 1 of 2007, with modifications, be submitted to the Minister to reconsider any potential adverse effects on State Interests.

Council Resolution

THAT the General Manager's Recommendation be adopted.

Moved Cr Steindl **Seconded Cr Casey**

CARRIED 10/1

7.7 RECONFIGURATION OF LOTS (4 INTO 4 RURAL LOTS) - F D VELLA - LOTS 2, 4, 11 AND 41 MARAJU-YAKAPARI ROAD, BALNAGOWAN (159728-002-DA-2007-337)

Application Number:	DA-2007-337
Action Officer:	Graham Taylor
Applicant's Details:	FD Vella C/-Conics (Mackay) Pty Ltd PO Box 1895 MACKAY QLD 4740
Proposal:	Reconfiguration of Lots (4 into 4 Rural lots)
Site Address:	Lots 2, 4, 11 and 41 Maraju-Yakapari Road, Balnagowan
Property Description:	Lot 2 on SP159728, Lot 4 on RP866431, Lot 11

	on SP201877 and Lot 41 on RP704386
Owner's Details:	Anthony J and Fay D Vella
Area:	Lot 2: 12.36 Ha Lot 4: 15.60 Ha Lot 11: 21.22 Ha Lot 41: 29.47 Ha Total: 78.65 Ha
Mackay City Planning Scheme	
Locality:	Mackay Hinterland
Precinct:	Pioneer River and Southern Streams
Zone:	Rural
Referral Agencies:	Concurrence Agency Department of Main Roads
Attachments:	Attachment A: Previous Report to Council

ASSESSMENT OF APPLICATION

Purpose of Report

At the Ordinary meeting of 14th May 2008 it was resolved as follows:

Council Resolution

THAT the matter be deferred to the next Ordinary Meeting to obtain appropriate approval conditions.

Background/Discussion

Council is referred to the previous report (Attachment "A") which outlines the officers assessment against Council's Scheme and all Policies. The approval of the proposal which is contrary to the Scheme, Policies etc does set "principles: that could apply to other Rural land subdivisions. Staff are unable to provide support for an approval.

However, if Council is of the view that this type of development (Rural Residential) is a form of housing style that can be considered within a broader mix of housing types; it may wish to have "Rural Residential" areas considered for inclusion in the Planning Scheme, which are strategically located. This would require assessments of needs, land, relevant Legislation, topography and more. This assessment could be included in Council's Strategic Planning Review Program.

Resource Implications

There are no resource implications with regard to this planning application.

Conclusion

Given the abovementioned inconsistencies with the *Mackay City Planning Scheme and State Policies*, it is considered that the application can not be supported by Council.

Given the above, it is recommended that Council refuse the application for Reconfiguration of a Lot Development Permit for 4 Lots.

General Manager's Recommendation

A. THAT Council refuse the Reconfiguration of a Lot – Development Permit application by F D Vella for Reconfiguration of Lots (4 into 4 Rural lots) at Lots 2, 4, 11 and 41 Maraju-Yakapari Road, Balnagowan (Lot 2 on SP159728, Lot 4 on RP866431, Lot 11 on SP201877 and Lot 41 on RP704386) on the following grounds:

1. The proposal is inconsistent with the Mackay Council Planning Scheme and there are not sufficient planning grounds to justify an approval despite the inconsistency.

2. The proposal is inconsistent with the State Planning Policy 1/92 Good Quality Agricultural Land.

B. AND further that the issue in relation to Rural Residential type Precincts be referred to the Strategic Planning Program for a comprehensive review of the entire Regional Council area and on completion a report be presented back to Council.

Council Resolution

THAT the matter be deferred.

Moved Cr Perkins **Seconded Cr Hatfield**

CARRIED 11/0

7.8 SERVICE DELIVERY - SARINA AND MIRANI OFFICES OF MACKAY REGIONAL COUNCIL

Author GENERAL MANAGER CORPORATE SERVICES

Purpose

This report details pre and post amalgamation service delivery for Sarina and Mirani offices of Mackay Regional Council.

Background/Discussion

At the Council meeting on 16 April 2008, a motion was passed as follows:

SERVICE DELIVERY – SARINA AND MIRANI OFFICE OF MACKAY REGIONAL COUNCIL

THAT a report be presented to the Ordinary Meeting on 7 May 2008 on the past and present service delivery at the Sarina and Mirani Offices of Mackay Regional Council.

AND THAT the report should also include past and present staffing levels at these offices and communications strategy to advise the community of the services available.

Comparisons of staff situated at the Service Centres prior to amalgamation and currently are as follows:

	MIRANI		**SARINA**	
	Prior to Amalgamation	**Post Amalgamation**	**Prior to Amalgamation**	**Post Amalgamation**
Chief Executive Officer	1	0	1	0
Executive Office	2	0	1	0
Executive Managers	4	0	4	0
Customer Service – Full time	3	4	4	5
Customer Service – Part time	1	0	1	1
Building and Plumbing Services	3	3	2	1
Financial Services (Excluding Executive Manager)	3	3	3	1
Human Resources/Payroll	1	0.5	1	1
Economic Development	0	0	1	1
Health and Regulatory Services (Including Waste)	2	1 (full time) 3 (shared with Sarina)	4 (full time) 1 (part time)	2 (full time) 3 (shard with Mirani) 1 (part time)
Development Assessment – Planners (Excluding Executive Manager)	0	0	1	0

HOURS OF OPERATION

Sarina

Phones are attended to between 8:00 am - 4:30 pm. Between 4:30 pm and 5:15 pm, incoming calls are transferred to the Mackay office.

Office hours are 8:30 am – 4:30 pm, which have extended from the previous hours of 9:00 am – 4:00 pm.

Mirani

Phones are attended to between 8:00 am – 4:30 pm. Between 4:30 pm and 5:15 pm, incoming calls are transferred to the Mackay office.

Office hours are 8:30 am – 4:30 pm, which have been shortened from the previous hours of 8:00 am – 4:30 pm.

REGULAR STAFF VISITS

There are regular staff visits of Mackay based staff to the Sarina and Mirani offices as follows:

- Neil Ischenko, Manager Health and Regulatory Services – one day per week at both offices
- Lawrence Booth, Manager Customer Service – one day per week at both offices
- Community Services and Events – 2-3 hours on Tuesdays and Thursdays
- Duty Planner – 9:30 am – 11:30 am on Fridays
- Development Consultant Coordinator – 1-2 days per week
- Water and Sewerage Engineering Officer – 1 2 days a week
- IT Technician – one day per week at both offices
- Other staff – on an as needs basis

KEY ACTIVITIES UNDERTAKEN

The key activities undertaken at Mirani and Sarina with a full-time presence will be as follows:

Sarina	Customer Service
	Building Services
	Waste Services
	Health and Regulatory Services / Waste Services
	Financial Services (limited until 30 June 2008)
Mirani	Customer Services
	Building Services
	Health and Regulatory Services / Waste Services
	Financial Services (limited until 30 June 2008)

Infrastructure and Water Engineers also attend on an as needs basis. Depots are also continuing to be operated at both locations.

In addition to the Sarina Administration offices, the Sarina Youth Centre continues to operate, as does the Sarina Libraries, the Museum, two (2) Community halls (bookings coordinated through Customer Service), the Sarina Sugar Shed, Half Tide Rural Transaction Centre, Sarina Swimming Pool and the Waste Transfer Stations.

In addition to the Mirani office, the Mirani Library, Museum, Swimming Pool and Caravan Park, Melba House, Community Hall and Waste Transfer Stations continue to operate as normal.

COMMENTS ON SERVICES PROVIDED

Customer Service

Provides full Customer Service activities. Additional training continuing to enable Mirani and Sarina staff to assist with Mackay Service Centre calls.

Community Programs

Manager Community Services and Events will be in Sarina on the 2nd and 4th Thursday mornings and at other times as required.

The youth team have just received $40,000 to undertake a youth engagement project across the region, which will happen over the next two (2) years.

The Community Projects Officer continues to undertake community development work in Sarina and is located at the Council Offices in Sarina at least two (2) days per week.

The Community Services and Events Administration Officer continues to implement community programs in Sarina, particularly The Garden Competition, Seniors Luncheon during Seniors Week, Christmas Lights competition.

The Sarina Youth Centre continues to operate as normal, but now has the support of the whole Community Development team as required.

Council's Youth and Community Development Officer continues to be based in Mackay and is working with young people through a youth council. The Youth and Community Development Officer also continues to support community organisations in the Valley.

The Arts Development Officer will be operating in Sarina and Mirani on a visitation roster to meet with local artists to develop their arts practice and assist with RADF and other grant applications.

The Indigenous Community Development Officer will be operating in Sarina and Mirani on a visitation roster to assist members of the indigenous community and organisations that deliver services to this target group.

Coordinator Community Development will be supervising staff in Sarina and Mirani and will also be available to provide community development services in all areas. Services may including linking community groups with grant information and how people prepare applications, policy and procedure in relation to not for profit organisations.

Council's LAMP (multicultural officers) will be operating in Sarina and Mirani on a visitation roster.

When consideration issues such as affordable housing, disability access, community events – the whole region is taken into account and relevant links are made through existing networks.

Health and Regulatory

Duties for staff within the Program areas in Mirani and Sarina prior to the new Regional Council were more diverse, particularly in Mirani where duties included waste management, cemetery burial administration, building maintenance issues, counter disaster role, caravan park/swimming pool maintenance issues for example.

The new service will be more focused on local laws, health, governance, pest management, mosquito control and environmental protection, particularly in Mirani and Sarina where changes in office duties are most effected.

The intention is to continue service delivery at the current levels with increasing demands due to high population growth to be monitored.

Development Assessment – Planning

The scope for the three (3), two (2) hour sessions for duty planners has been expanded at the Mackay office to include:

- Tuesday - Mackay and Mirani Planning Schemes
- Wednesday – Mackay Planning Scheme
- Thursday – Mackay and Sarina Planning Scheme
- Friday – A new two (2) hour service has been introduced in Sarina and Mirani and officers on every Friday morning with Planners travelling out to these offices. These sessions in Sarina and Mirani are approximately half full.

This service will be constantly reviewed to ensure that it is sustainable and is meeting the demand.

Development Assessment – Engineering

Service is provided from Mackay to Mirani and Sarina as follows:

- Inspections – The Development Consultant Coordinator is in the Mirani and Sarina areas 1-2 days a week.
- Technical Officer – As necessary
- Water and Sewerage Engineering Officer - 1-2 days a week

BUILDING – ASSESSMENT AND INSPECTION

Sarina

There is a Cadet Building Certifier and a contract Private Building Certifier (6-8 hours per week) working on contract.

The contract with the private certifier is being reviewed. Developers can use their own certifier.

Mirani

Complete Approval Service officers work as necessary.

PLUMBING

Sarina

Water and Sewerage Officer – Part time. After June, an additional plumbing inspector will be employed to service Sarina and to assist in Mackay as needed.

Mirani

Staffing levels are as follows:

- Senior Plumbing Inspector – as necessary
- One Plumbing Inspector – full time
- Two Administration Officers – part time

COMMUNICATION STRATEGY

There have been a number of methods utilised to explain to the public of Sarina and Mirani the post amalgamation service from the Mirani and Sarina Service Centres. These includes:

- Leading up to amalgamation, there was significant publicity including radio, television, newsletters etc. to explain the amalgamation – new telephone numbers etc.
- A full page was allocated in the *Sarina Siren* for Mackay Regional Council. This included Service Centre opening times and outlined Community Service personnel. There will be future information continuing in this publication.
- Last week's *In Focus* included Health and Regulatory and Community Development service information for both Mirani and Sarina.
- Television and radio publicity for the promotion of Council's activities across the region starts on the 25 May 2008. This promotion will include contact telephone numbers.
- A Fact Sheet is currently being developed and will detail the services available from Mirani and Sarina Service Centres as well as contact telephone numbers.

Consultation

Relevant General Managers and Program Managers.

Resource Implications

Ongoing operational costs for service centres including publicity costs.

Possible future cost implications for Mirani and Sarina Service Centres.

Conclusion

Staff presence at both Mirani and Sarina has reduced significantly since amalgamation and will reduce further by 30 June 2008. The Service Centres will be largely focused on the Customer Service Team with staff also present at a Health and Regulatory level. The Practical Financial Systems will close down at 30 June and all Financial Services will operate from Mackay for both Service Centres.

Processes have been put in place to ensure that there is appropriate service at both Mirani and Sarina for development assessment, but this will need to continue to be monitored.

In the short term, it is important to review the security arrangements at both Service Centres as a result of reduced staff numbers, particularly at the senior level. In addition, there needs to be a review of both buildings as they are aging and the layout is not considered suitable for a focused service delivery Service Centre.

As detailed in the report, there is a significant communication strategy in place to promote the Service Centres.

It is essential that Program Managers continue to monitor overall levels of service to the Communities of Mirani and Sarina.

General Manager's Recommendation

THAT this report be received.

AND THAT the suitability of both Mirani and Sarina buildings be reviewed as part of the 10 Year Strategic Financial Plan review, in regards to possible future renovations of these buildings.

Council Resolution

THAT the report be received.

Moved Cr Perkins **Seconded Cr Cameron**

CARRIED 9/2

8. CONSIDERATION OF COMMITTEE REPORTS:

Nil.

9. RECEIPT OF PETITIONS:

Nil.

10. TENDERS:

Nil.

11. CONSIDERATION OF NOTIFIED MOTIONS:

Nil.

12. LATE BUSINESS:

12.1 PAGET WASTE MANAGEMENT CENTRE AND HOGANS POCKET LANDFILL SITE

THAT Council approve the settlement as negotiated by the Chief Executive Officer with Civdec for the construction of the Paget Waste Management Centre and Hogans Pocket Landfill site.

AND FURTHER THAT the settlement be funded from the Capital Improvement Reserve.

Moved Cr Camilleri **Seconded Cr Thomsen**

CARRIED 11/0

12.2 MIRANI AND SARINA BUILDINGS

THAT the condition of both Mirani and Sarina buildings be assessed as part of the 10 Year Strategic Financial Plan review.

Moved Cr Perkins **Seconded Cr Cameron**

THAT the motion be put.

Moved Cr Christensen

CARRIED 11/0

The motion was put and CARRIED 11/0

11:17am – Cr Christensen retired from the meeting.

12.3 HISTORY OF THE 1958 MACKAY FLOOD

Cr Casey presented the Mayor with a DVD titled "History of the 1958 Mackay Flood" in appreciation for the support given to the 1958 flood reunion during the making of the DVD and on the day of the event.

13. PUBLIC PARTICIPATION:

Mr Merv Stevens asked if Council ever fines anyone for parking offences. He suggested Council should have an infringement officer patrol the CBD streets at night to fine people for parking illegally.

The Mayor acknowledged Mr Stevens comments and advised that Council does fine the public for parking offences.

Mr Stevens suggested Council advertise to ascertain if anyone would be interested in upgrading the bus terminal.

The Mayor advised that the bus terminal is a private enterprise and therefore Council could not enter into such an arrangement.

Mr Stevens asked if the new Chief Executive Officer's contract was going to be water tight this time.

The Mayor advised that the contract will be an appropriate general contract of employment.

Mr Stevens commented on the transparency of the Mackay Entertainment Centre's income and expenditure. He wanted to know how the general public could view the income and expenditure of the Mackay Entertainment Centre.

Council's General Manager Corporate Services, Mr Dan McKinlay, advised that the Mackay Entertainment Centre has never been a self funded entity and will always be funded by ratepayers.

Mr Stevens commented on the lack of business and house numbering in Mackay. He stated that in an emergency, if ambulance officers cannot find the right premises, it can be a matter of life and death. He asked if Council could investigate whether someone from the community would be interested in taking on the job of numbering the businesses around Mackay.

Mr Stevens also commented that there were four (4) large events held over the weekend. He wanted to know if Council could ensure that these types of events were not all held on the same night.

The Mayor advised that all of the functions on Saturday evening were privately run and that Council has no control over when these functions are held.

14. CONFIDENTIAL REPORTS:

Nil.

The meeting closed at 11:25am.

Confirmed on Wednesday 28 May 2008.

…… …..……

MAYOR ACTING CHIEF EXECUTIVE OFFICER

MACKAY WATER & WASTE PERFORMANCE MANAGEMENT REPORT

Performance Management Report

Reporting period January, February, March & April 2008

1. DEPARTMENTAL MANAGEMENT

Conferences / Meetings attended

- Alliance Leadership Group Meetings
- Mackay Water Recycling Project – Project Advisory Board Meetings
- Mackay Water Recycling Project – Project Control Group Meetings
- Asset Management Steering Committee Meetings
- Transition Management Team meetings
- Trenchless 2008 Conference
- Queensland Water Directorate Meeting
- Elected Members Update workshops
- Business Water Efficiency Plan Launch
- Various meetings with developers and customers
- Various meetings with staff working groups

Statutory Reporting

SAMP/TMP

Mirani TMP – being assessed to ascertain if it can be appended to the Mackay TMP.

Mackay TMP - development of the SAMP Annual Report for 06/07 is complete. An outline is being prepared for strategies that will make up the regional TMP.

Drought Management Plan

Outline being developed to consolidate plans into a regional format.

Mackay Water Program Financial Performance

The evaluation of performance of Mackay Water will be based on both financial and non-financial indicators.

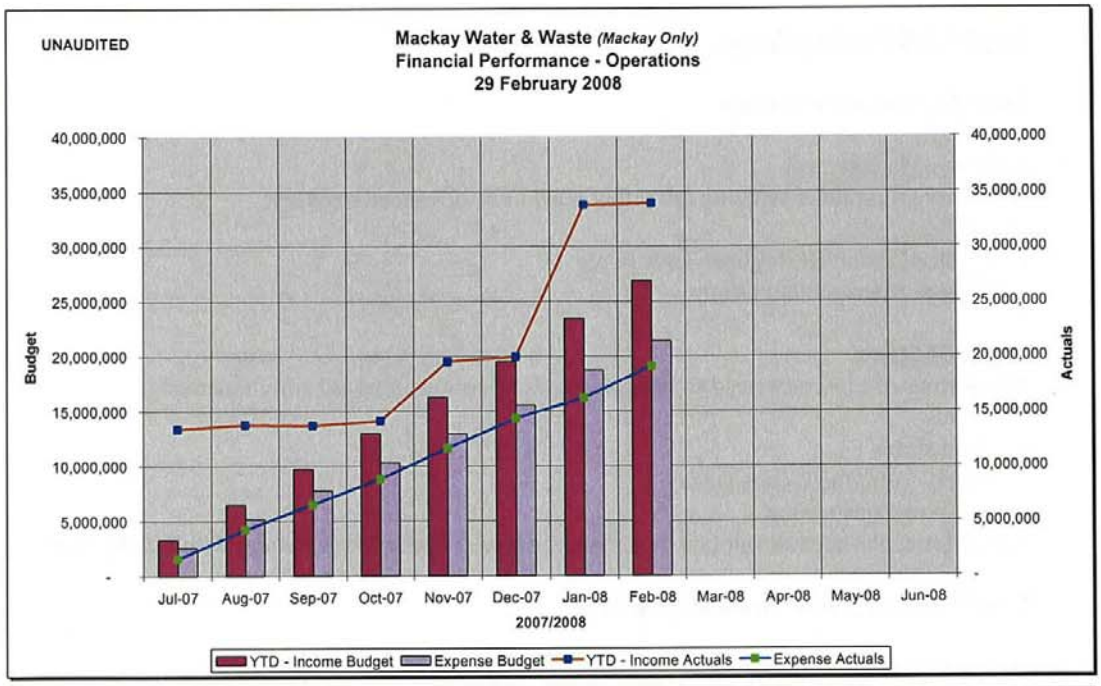
Financial Performance Report period ended 28 February 2008:

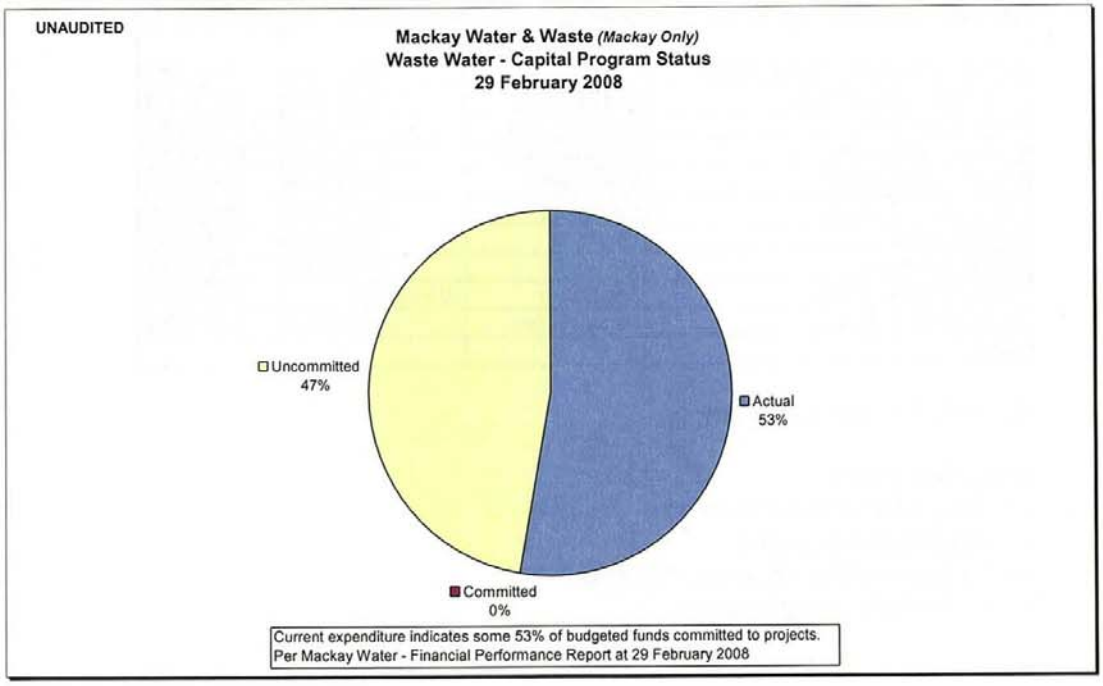
Mackay Water - Financial Performance Report

	Water		Sewerage		Mackay Water	
	Budget 2007/2008	Actual 2007/2008	Budget 2007/2008	Actual 2007/2008	Budget 2007/2008	Actual 2007/2008
Operating Revenue						
Rates & Utility Charges	17,456,203	11,555,870	20,164,096	20,065,803	37,620,299	31,621,673
Less: Discounts and Remissions	(622,694)	(410,538)	(1,815,800)	(1,217,646)	(2,438,494)	(1,628,184)
Fees & Charges	332,567	230,107	257,200	141,735	589,767	371,842
Sales - Contract & Recoverable Work	672,800	417,166	1,313,200	944,800	1,986,000	1,361,966
Operating Grants & Subsidies	-	-	159,942	52,035	159,942	52,035
Operating Contributions	-	-	-	-	-	-
Interest Earned	855,000	954,005	643,000	788,607	1,498,000	1,742,613
Other Revenue	246,190	50,873	155,000	5,991	401,190	56,865
Community Services Obligations	157,264	104,842	188,358	125,572	345,622	230,415
Internal Transfers	80,548	73,981	80,000	63,470	160,548	137,451
Internal Revenue Distribution			-		-	-
	$19,177,878	$12,976,308	$21,144,997	$20,970,367	$40,322,874	$33,946,675
Less: Operating Expenses						
Employee Cost	3,283,088	2,254,500	3,143,826	2,229,974	6,426,915	4,484,473
Goods, Services & Other Operational Costs	6,141,348	3,075,464	5,933,854	2,759,456	12,075,201	5,834,920
Transfer from Capital re Loss on Disposal of Assets	-	17,870	-	241,200	-	259,070
Finance Costs (incl Interest Expense)	641,093	298,561	998,732	245,515	1,639,825	544,076
Other Expenses	79,000	96,814	65,568	84,575	144,568	181,389
Depreciation	4,810,420	3,206,947	3,613,164	2,408,776	8,423,584	5,615,723
Corporate Overheads & Competitive Neutrality Costs	1,275,291	850,194	746,586	497,724	2,021,877	1,347,918
Inter-Function Expenditure for Services Provided	698,361	417,536	633,348	409,940	1,331,708	827,476
	$16,928,601	$10,217,886	$15,135,077	$8,877,159	$32,063,679	$19,095,045
Less: Transfers						
Transfer from Capital re Loss on Disposal of Assets	-	- 17,870	-	- 241,200	-	- 259,070
Retained Surplus Brought Forward from Prior Year	- 55,625	- 55,625	- 807,067	- 807,067	- 862,692	- 862,692
Transfer from Capital for Unfunded Depreciation	-	-	-	-	-	-
Transfer (to) Capital General Revenue Expended	199,391	0	2,314,128	-	2,513,519	0
Inter-Function Dividends & Return on Capital	3,044,955	2,336,311	4,669,034	3,112,689	7,713,989	5,449,000
Other Transfers Between Functions	-	-	-	-	-	-
Transfer from Capital Reserves	- 1,495,070	- 424,723	- 1,423,242	- 566,020	- 2,918,311	- 990,743
Transfer to Capital Reserves	555,625	688,310	1,257,067	1,305,000	1,812,692	1,993,310
	$2,249,276	$2,526,403	$6,009,920	$2,803,402	$8,259,196	$5,329,805
Operating Surplus	$0	$232,019	($1)	$9,289,806	($0)	$9,521,825
Capital Summary						
Capital Funding						
General Revenue Used for Capital Purposes	199,391	0	2,314,128	0	2,513,519	0
Capital Grants	1,315,974	396,974	44,341,901	32,674,229	45,657,875	33,071,203
Capital Contributions - Cash	2,146,300	2,378,701	2,017,905	1,691,280	4,164,205	4,069,981
Capital Contributions - Non Cash Developer	-	919,881	-	1,077,499	-	1,997,380
Capital Internal Transfers - Revenue	-	-	-	-	-	-
Transfers from Capital Reserves	12,454,577	4,399,782	19,330,612	14,446,939	31,785,189	18,846,720
Transfers to Capital Reserves	(2,037,120)	(2,344,520)	(4,790,677)	(4,397,893)	(6,827,796)	(6,742,413)
New Loans	1,300,000	-	36,202,001	24,120,000	37,502,001	24,120,000
Proceeds from Sale of Assets	-	-	-	-	-	-
Funded Depreciation	4,810,420	3,206,947	3,613,164	2,408,776	8,423,584	5,615,723
Capital Funding Brought Forward	-	-	-	-	-	-
Capital Funding Carried Forward	0	(5,302,751)	-	(17,775,550)	-	(23,078,301)
	$20,189,542	$3,655,013	$103,029,034	$54,245,280	$123,218,576	$57,900,293
Capital Expenditure						
Capital Expenditure (refer Schedules)	16,748,108	2,297,890	101,054,237	52,639,584	117,802,345	54,937,474
Capital Internal Transfers - Expense	2,732,623	108,465	383,447	139,419	3,116,070	247,884
Capital Expenditure Carry over	-	-	-	-	-	-
Capital - Non Cash Developer Contributions	-	919,881	-	1,077,499		1,997,380
Loan Repayments	708,811	328,777	1,591,350	388,778	2,300,161	717,555
	$20,189,542	$3,655,013	$103,029,034	$54,245,280	$123,218,576	$57,900,293

The financial performance targets for Mackay Water for the period ending 28 February 2008:

Description	Budget 07/08	Rev Budget 07/08	YTD Budget	YTD Actual
Operating Income	$38,985,158	$40,322,874	$26,881,916	$33,946,675
Operating Expenses	($30,644,082)	($32,063,679)	($21,375,786)	($19,095,045)
Net Operating Surplus before Tax	$8,341,076	$8,259,196	$5,506,130	$14,851,630





GMMW&W Comments

Net operating charge is significantly ahead of year to date budget. This is the result of the 2nd instalment of water and sewerage access charge income being reflected and operating expenditure reflecting below year to date budget.

2. BUSINESS IMPROVEMENT

QA/WPHS/Environmental

Main focus of work activity

Asbestos Management
Working within three separate areas that need to be advanced together:
- SafePlan
- Asbestos Personnel Register Task Force
- Asbestos Management Group

Confined Space
Many areas of this issue need to be addressed and moved forward simultaneously:
- Policy
- Procedures
- Safety Equipment consistency
- Training consistency

A task force has been developed to address Confined Space Management within Safe Plan

WH&S Meetings and Toolbox Gatherings

WH&S Meetings and ToolBox Meetings

Meeting	Chaired	Date	Next Due
WH & S Committee Mackay Water	Jon Hook/Scott Casey	19/03/2008	14/05/2008
Peak Advisory Committee	Dan Mekinley	08/04/2008	10/06/2008
Network Toolbox	Paul McLellan	18/04/2008	13/05/2008
Sewer Crew Toolbox	Curtis Bobongie	01/04/2008	06/05/2008
Construction Toolbox	Scott Clarke	10/04/2008	08/05/2008
Maintenance Toolbox	Nil Record	18/03/2008	20/05/2008
WTP Nebo Rd	Jon Hook	30/04/2008	29/05/2008
WWTP Mt Bassett	Jon Hook	26/04/2008	28/05/2008
Mirani Water & Waste	Ron Bailey	nil recorded	01/05/2008
Sarina Water & Waste	Danny Pitcher	15/04/2008	15/05/2008
Waste			

Workplace Health and Safety

Depot Inductions
- Date of Induction 02.05.08
- Number of personnel 4
- 3 x Mackay Water & waste Personnel
- 1 x Depot Visitor (Contract)

Lost Time Injury Incident

- 100 days since last LTI as at 30.04.08
- Mackay Water & Waste Treatment Team have not had a Lost Time Injury Incident since 21st Jan 2008
- 187days since last LTI as at 30.04.08
- Mackay Water Construction & Maintenance Teams have not had a Lost time Injury Incident since 26th October 2007

Training

Compulsory:

Courses Attended During Jan to April	Dates	Number of Mackay Water
Authorised Persons	07/02/2008	18
Building Warden	13/02/2008	2
Building Warden	20/02/2008	3
Building Warden	26/02/2008	1
Pink Card	27/02/2008	8
Apply First Aid	02/04/2008	1
Low volt switchboard rescue	18/04/2008	2
Working at heights	24/04/2008	3

Professional development:

Courses Attended During Jan to April	Dates	Number of Mackay Water Staff
Water Gems Distribution & Design	22/01/2008	5
Hansen Advanced Training	17/01/2008	1
EEO Refreshers	28-Feb	6

Water Education

Main focus of work activity

BWEP

Launch of the Business Water Efficiency Program (BWEP) to businesses that used more than 10ML of water in the 05/06 year. Letters have been sent to these businesses outlining the program. A launch breakfast was held and business representatives attended a presentation from a SEQ Water Representative and Mackay Water and Waste staff. The Mayor officially launched the program in Mackay and 15 business people were in attendance. Follow-up meetings were held with Borthwicks and Hastings Deering. Borthwicks is keen to participate and Hastings Deering have started to apply for funding. Letters are now being prepared for the Tier 2 businesses, that use more than 1ML, encouraging them to take advantage of the program.

QME Stand

Arrangements are being made for a display stand at the Queensland Mining Exhibition (QME), similar to the display held in 2006.

Water Meter Replacement Program

Finalisation of water meter audit following the Water Meter Replacement Program.

Brochures
Arranged for new MRC Water Saving brochures to be printed.

SMS
The SMS system has been updated with details of the new Councillors.

Conferences / Meetings attended

- Meeting Web Content Editor to examine the progress of the Mackay Water and Waste pages from the Mackay Regional Council Webpage.
- Training on new Visual Standards Guidelines - as a result of this training various Mackay Water documents have been updated with the new logo and in line with new guidelines.
- Meeting with representative from Strategic Planning and Waste Education Officer to examine stormwater education. A follow-up meeting will be held.
- Meeting with Manager Water & Waste Water Treatment staff to ascertain what was happening with the BWEP Program and how we were going to achieve our obligations to SEQWater.
- Attendance at the Community Engagement Conference.
- Various meetings with Trade Waste Coordinator, Greg Johnson, regarding the QME stand and information to be distributed.

School Visits

- Andergrove – 2 x Year 5 classes
- Bucasia State School – 2 x Year 5 classes
- Glenella State School – All classes 185 students
- Beaconsfield State School – 440 students

Site Visits

Water Treatment Plant Tour by - 2 x Year 5 classes from Bucasia State School
- Holy Spirit College Year 11
- 2 classes from Beaconsfield State School

Activity at the Mackay Recycling Facility (MRF) – 2 x Year 6 classes from St Francis

Promotions

- Mackay Water and Waste will be providing sponsorship for the Mackay Festival of Arts Wine & Food Day to be held on Saturday 19 July 2008. A stand will also be set up on the day.
- A stand will be set up at the Waste Open Day at the MRF.
- Arrangements have been made, in conjunction with Corporate Communications, for a photographer to take photos of various Mackay Water sites and assets to be used in future publications and promotional material.

Website

Updates have gone live. Additional pages are being prepared. Once all pages are live, the old Mackay Water site will be shut down. Selected Mackay Water & Waste administration staff have been shown how to update the Water Interruptions page on the Internet.

Water Exemption Applications

Month	Approved	Declined	Financial YTD
Jul-07	0	0	0
Aug-07	2	0	2
Sep-07	3	0	5
Oct-07	3	0	8
Nov-07	2	0	10
Dec-07	4	0	14
Jan-08	0	0	14
Feb-08	0	0	14
Mar-08	3	0	17
Apr-08	8	0	25

Water Rebate Program

Approved Rebates

Month	Shower Roses	Toilet Cisterns	Rainwater Tanks	Financial Year-to-Date
Jul-07	4	12	6	22
Aug-07	5	6	7	40
Sep-07	1	5	13	59
Oct-07	10	7	8	84
Nov-07	10	13	5	112
Dec-07	8	11	0	131
Jan-08	7	8	6	152
Feb-08	5	5	4	166
Mar-08	1	4	6	177
Apr-08	3	5	8	193
Total	54	76	63	193

Rainwater Tank Rebate applications awaiting approval

Month	With MW Plumber	Tanks that do not comply with policy. Need approval from inspector	Tanks Inspected that need alterations
Aug-07	13	10	
Sep-07	7	3	10
Oct-07	1	3	-
Nov-07	2	9	9
Dec-07	4	9	9
Jan-08	15	6	8
Feb-08	18	6	8
Mar-08	9	7	12
Apr-08	9	3	11

Environmental Education

Main focus of work activity

Sustainable Home Mackay
The home closed with approximately 2,000 people visiting the house. Several schools and community groups from the Mackay Regional Council area also attended the house.

Community Information
Community information via a media campaign has been organised for the following:
Safety at Waste Disposal Centres
Littering in relation to the new littering laws

Website

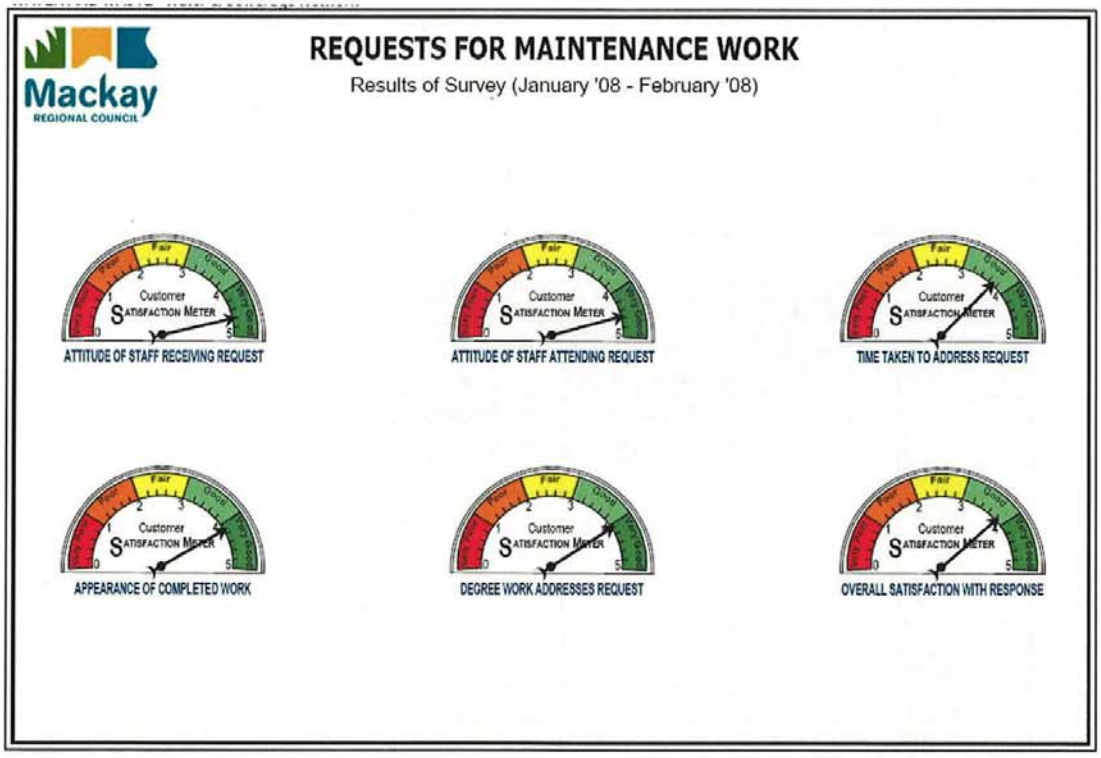
Waste Section updated to reflect changes and include Sarina and Mirani Shire sites.

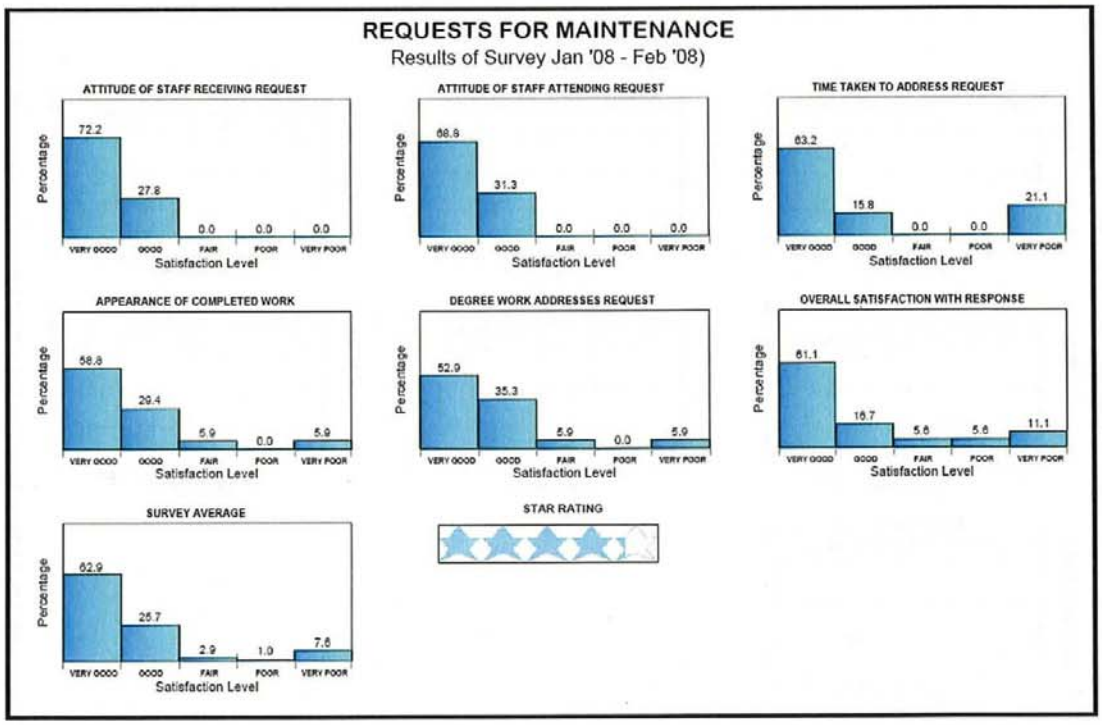
MRF Tours

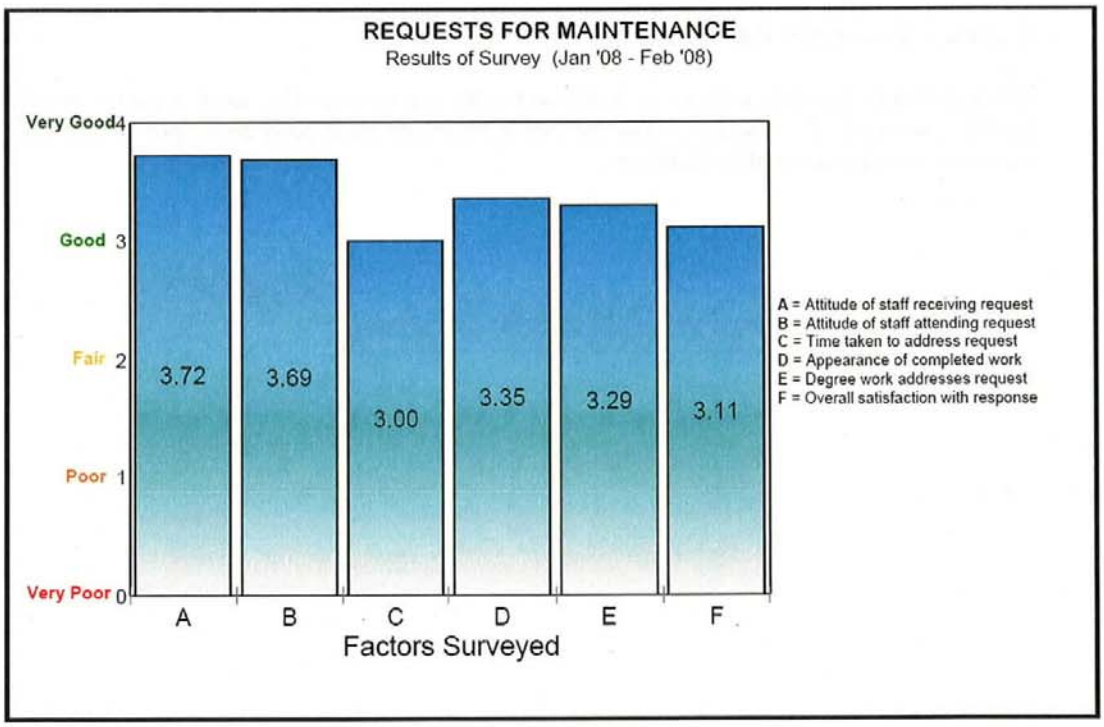
	This Month	Last Month	6 Months ago
Material Recovery Facility (MRF) Tours	2	2	3

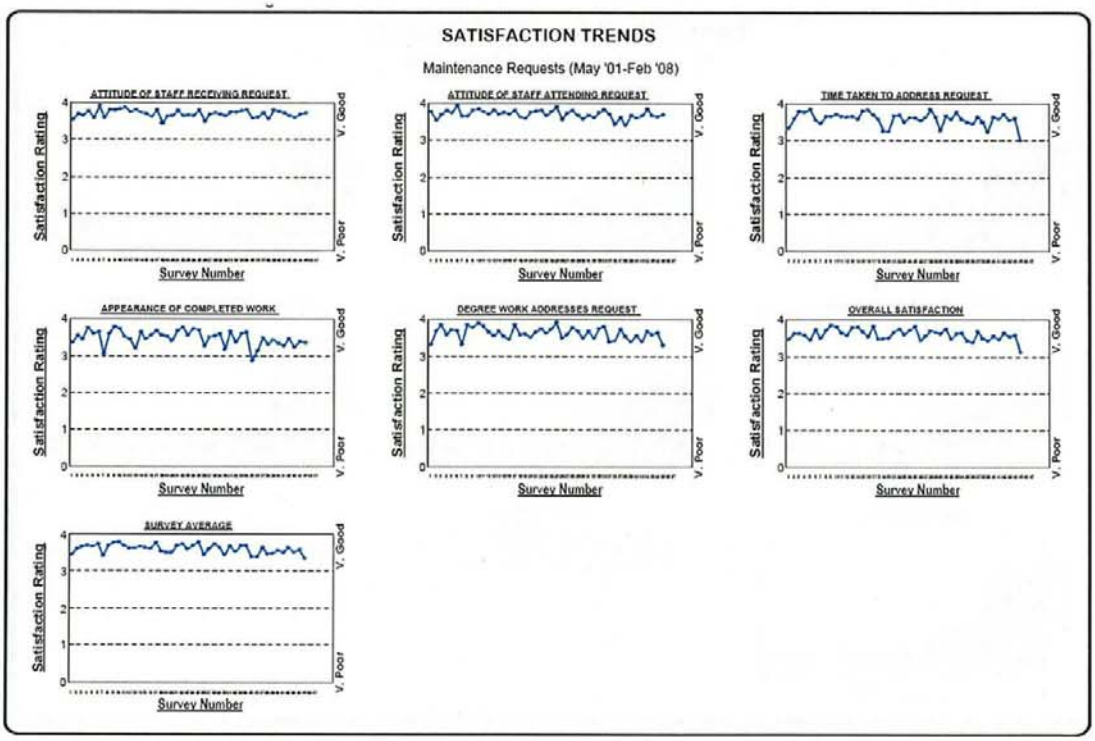
3. ADMINISTRATION

Customer Satisfaction Survey Results – January to February 2008




REQUESTS FOR MAINTENANCE
Results of Survey Jan '08 - Feb '08)
ATTITUDE OF STAFF RECEIVING REQUEST
72.2
27.8
0.0
0.0
0.0
ATTITUDE OF STAFF ATTENDING REQUEST
68.8
31.3
0.0
0.0
0.0
TIME TAKEN TO ADDRESS REQUEST
63.2
15.8
0.0
0.0
21.1
APPEARANCE OF COMPLETED WORK
58.8
29.4
5.9
0.0
5.9
DEGREE WORK ADDRESSES REQUEST
52.9
35.3
5.9
0.0
5.9
OVERALL SATISFACTION WITH RESPONSE
61.1
16.7
5.6
5.6
11.1
SURVEY AVERAGE
62.9
25.7
2.9
1.0
7.6
STAR RATING
Percentage
VERY GOOD
GOOD
FAIR
POOR
VERY POOR
Satisfaction Level


REQUESTS FOR MAINTENANCE
Results of Survey (Jan '08 - Feb '08)
Very Good 4
Good 3
Fair 2
Poor 1
Very Poor 0
3.72
3.69
3.00
3.35
3.29
3.11
A
B
C
D
E
F
Factors Surveyed
A = Attitude of staff receiving request
B = Attitude of staff attending request
C = Time taken to address request
D = Appearance of completed work
E = Degree work addresses request
F = Overall satisfaction with response



Customer Service KPI Table

Mackay Water provides a range of water and sewerage services that meet accepted social, health and economic standards. The following standards have been developed to evaluate customer service and quality standards.

CATEGORY	SUB CATEGORY	PERFORMANCE INDICATOR	PERFORMANCE MEASURE	2007/2008 ACTUAL	LEGISLATIVE DRIVER	2007/2008 TARGET
Social	Chosen Employer		Total lost days as a percentage of days worked			3.50%
	Quality Water Service Provision	Provide high quality water and sewerage services to our customers	% tests meeting 1996 NHRMC bacterial guidelines - faecal coliforms - total coliforms	 99.8 99.8	Water Act / SAMP (CSS) / NHMRC	 98% 95%
			95th percentile of meeting 1996 NHRMC guidelines - pH - turbidity - colour	 7.76 3.9 7	Water Act / SAMP (CSS) / NHMRC	 <6.5->8.5 <5 NTU <15 CPU
			Water quality (odour and taste) complaints per 1000 properties	2.42	Water Act / SAMP (CSS)	7
			Number of unplanned interruptions per 1000 properties	32.50	Water Act / SAMP (CSS)	75
			Ratio of planned to unplanned incidents	0.10		4:1
		No of drinking water quality incidents	No per year	76	Water Act / SAMP (CSS)	20
	Customer Focus	Customer and Community Focus	General customer satisfaction	4.25 stars		4 stars
		Response time for sewerage complaints		8:2.25	Water Act / SAMP (CSS)	3h
		Response time for water complaints		5:27.75	Water Act / SAMP (CSS)	3h
		Interruption time for sewerage	Planned Unplanned	 18.00	WSAA / NWI(1)	3h 3h
		Interruption time for sewerage	Planned Unplanned	 3:14.5	WSAA / NWI(1)	3h 3h
		Minimum water pressure			Water Act / SAMP (CSS)	22 metres head
		Customer interruption frequency per connection (Council side of the water meter)		2.496%	Water Act / SAMP (CSS)	3-5%
		Restoration of services - unplanned interruptions	% restored within 5 hours	96%	Water Act / SAMP (CSS)	95%
		Connections with deficient pressure	% of total connections	0.00	Water Act / SAMP (CSS)	
Environmental	Environmental Sustainability	Minimise the impact of our business upon the environment	Number of valid sewage odour complaints per 1000 properties	0.037	Water Act / SAMP (CSS)	3
			Percentage of effluent reused	8.65	EPP (Water)	10%
			Percentage of biosolids reused	100	EPP (Water)	100%
			Nitrogen release to environment from WWTP (kg) per 1000 properties	6180	EPA Licence	6,000
			Phosphorous release to environment from WWTP (kg) per 1000 properties	2012	EPA Licence	2,000
			Number of wastewater overflows to the environment per 100km of main	0.000	Water Act / SAMP (CSS)	<10
			Number of wastewater overflows to customers' property per 1000 connections per year	0.176	Water Act / SAMP (CSS)	<5
			Energy consumption per property			350
	Environmental Sustainability	Encourage customers and key stakeholders to deliver their services and manage our products in an environmentally responsible manner	Water supplied per property (kL)	113	WSAA / NWI(1)	420
			Number of applications under Waterwise rebate scheme	131		450
			Sewer inflow infiltration ratio of peak days flow to the average day flow	1.22	Water Act / SAMP (CSS)	< 4:1
	Accountability	Ensure compliance with relevant environmental legislation and procedures	Number of environmental licence parameter excursions (Mt Bassett, Bucasia & Bakers Creek WWTPs	7	EPA Licence	0
Economic	Commercial Sustainability	Provide best value for money services	Water operating costs ($) per property		WSAA / NWI(1)	$240
			Water operating costs ($) per megalitre		WSAA / NWI(1)	$430
			Unaccounted for water losses		Water Act / SAMP (CSS)	14%
			Sewage operating costs ($) per property		WSAA / NWI(1)	$350
			Sewage operating costs ($) per megalitre		WSAA / NWI(1)	$690
	Quality Water Service Provision	Provide high quality water and sewerage services to our customers	Number of water leaks/breaks per 100km of water main	4.07	Water Act / SAMP (CSS)	40
			Total number of service breaks (water main to meter breaks)	1561	Water Act / SAMP (CSS)	2,500
			Number of sewer main breaks or blockages per 100 km of sewerage main	2.35	Water Act / SAMP (CSS)	30

After Hours Callouts – Excludes Mirani & Sarina

Monthly Report 30 April 2008
Customer Request System - Pathways
Excludes Mirani & Sarina

	Feb-08			Mar-08			Apr-08			TOTALS - YTD		
Statistics for Water												
Request Category	**Ordinary Request**	**Call-Out Request**	**Total Request**	**Ordinary Request**	**Call-Out Request**	**Total Request**	**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	5	1	6	11	1	12	3	4	7	62	16	78
Water Service - Backflow Prevention Devices	-	-	-	1	-	1			-	4	-	4
Water Main - Broken/Leaking	5	-	5	6	1	7	3	2	5	65	13	78
Water Main - Replacement	-	-	-	-	-	-			-	4	1	5
Water Meter - Broken/Leaking	48	9	57	72	21	93	78	28	106	545	131	676
Water Miscellaneous	23	-	23	12	1	13	9	3	12	136	9	145
No Water	5	4	9	4	8	12	5	2	7	51	35	86
Low Water Pressure	3	-	3	5	-	5	7	1	8	62	4	66
Dirty Water / Cloudy Water	16	3	19	5	1	6	9	5	14	119	43	162
Water Odour/Taste/Smell	2	-	2	1	-	1			-	12	-	12
Public Amenities	7	-	7	9	2	11	12	3	15	104	8	112
Repair Park & Rec facilities - exclude public amenity	1	2	3	6	-	6	5	1	6	37	7	44
Water meter rewasher or leaky stopcock	15	1	16	23	7	30	37	1	38	281	41	322
Water Service Broken/Leaking	78	15	93	103	37	140	84	29	113	994	262	1,256
Water Service Replacement	-	-	-	-	-	-	-	-	-	1	-	1
Water Service - Subsidence in Ground	-	-	-	-	-	-	-	-	-	-	-	-
MCC Community Hall Repairs	-	-	-	1	-	1	-	-	-	2	-	2
Repair to MCC Pensioner Cottage	14	-	14	6	-	6	2	-	2	49	-	49
WATER TOTAL	**222**	**35**	**257**	**265**	**79**	**344**	**254**	**79**	**333**	**2,528**	**570**	**3,098**
Statistics for Sewer												
Broken Manhole	6	1	7	2	-	2	-	-	-	19	2	21
Building Over Sewer Enquiries	-	-	-	-	-	-	-	-	-	-	-	-
Hit through sewer pipe / Breaks	1	-	1	-	-	-	1	-	1	8	-	8
Sewer Miscellaneous	15	2	17	9	2	11	2	-	2	49	8	57
Sewerage Overflows/Spillage	20	8	28	2	1	3	2	1	3	35	13	48
Public Toilets	-	-	-	-	-	-	-	-	-	-	-	-
Pump Station Faults	-	-	-	-	-	-	-	-	-	-	-	-
Sewerage Blockage	20	4	24	6	-	6	14	3	17	125	24	149
Sewerage Smell	2	2	4	2	3	5	4	-	4	28	9	37
Subsidence in ground	4	1	5	1	-	1	-	-	-	5	1	6
SEWER TOTAL	**68**	**18**	**86**	**22**	**6**	**28**	**23**	**4**	**27**	**269**	**57**	**326**
GRAND TOTAL	**290**	**53**	**343**	**287**	**85**	**372**	**277**	**83**	**360**	**2,797**	**627**	**3,424**

***Excludes Flood Response 15.02.08**

FLOOD EVENT 15 FEBRUARY 2008 - RESPONSE REQUESTS

Complete (1)	56	62%
Follow Up (2)	21	23%
Actioned (Calc)	77	**85%**
Pending (3)	14	15%
Total	**91**	
Duplicates	20	
Total Less Duplicates	**71**	

Backflow Prevention – ***Excludes Mirani & Sarina Devices (no data available from these sites)***

BACKFLOW TESTING UNDERTAKEN BY MACKAY WATER & WASTE *(Mackay Only)* 30 APRIL 2008		
Reporting Period	**Devices Tested**	**Y-T-D**
31 July 2007	8	8
31 August 2007	3	11
30 September 2007	9	20
31 October 2007	0	20
30 November 2007	0	20
31 December 2007	4	24
31 January 2008	10	34
29 February 2008	0	34
31 March 2008	6	40
30 April 2008	7	47
31 May 2008		47
30 June 2008		47
Number of registered devices		3,576
Number of active licenses		458
06/07 No of outstanding licenses		5
07/08 No of outstanding licenses		31
% of Outstanding Licences		8%

4. CAPITAL WORKS

Main focus of work activity

- Development of an updated 10 year capital plan taking into account recent master planning activities
- Bulk water supply and sewerage strategy development
- Design of Nebo Road Water Treatment Plant Upgrade and Sewer Pump Stations

Conferences / Meetings attended

- Paper presented at Building and Financing Local Government Infrastructure Conference by Manager Capital Works
- Work Package 1 – Marryatt Street Rising Main – 60% Design Review Workshop
- Work Package 2 – Coles Road, Beaconsfield & Gordon Street Sewage Pump Station – 60% Design Review Workshop
- Work Package 4 - Nebo Road WTP - Design Review and Value Management Workshops
- Planning of Water Services in Local Government
- Revision of Standard Drawings Workshop
- Project Initiation Meeting – Sarina Pipeline
- Project Initiation Meeting – Sarina STP Planning

Contracts Tendered/Request for Quotation

Job	Comment
Mirani WTP	Tender negotiations ongoing
Oak Street Pump station Refurbishment	Quotation called awaiting delivery of principle supplied equipment before award
Sarina Pipeline	Work package definition statement issued to Alliance
Sarina STP Planning	Scope of works agreed with Alliance
Sarina Water and Sewerage Modellers	Scope of works agreed with Alliance

Summary of Mackay Water Current Capital Program

Sewerage Planning / Design

Project	Status	Delivery
10 year Capital Plan	Updated plan developed	MW&W /Alliance
08/09 Work Program	Updated plan developed	MW&W /Alliance
Sewerage Modelling Mackay	All pipes model in progress	Alliance
Sewerage Modelling Sarina	Data collection completed. Model development in progress.	Alliance
Coles Road Sewage Pump Station	Preliminary design and Target Outturn Cost Ongoing	Alliance
Beaconsfield Sewage Pump Station	Target Outturn Cost Estimate Ongoing	Alliance
Gordon Street Sewage Pump Station	Target Outturn Cost Estimate Ongoing	Alliance
Marryatt Street Rising Main	Project completed April	Alliance

Water Planning / Design

Project	Status	Delivery
10 year Capital Plan	Updated plan developed	MW&W /Alliance
08/09 Work Program	Updated plan developed	MW&W /Alliance
Water Modelling Mackay	All pipes model in progress	Alliance
Sewerage Modelling Sarina	Data collection completed. Model development in progress	Alliance
Eton Water Supply	Updated planning report completed	Alliance
Rural View Trunk Main	Detailed design in progress – awaiting report from developer	Alliance
Mt Pleasant Trunk Main	Target Outturn Cost Estimate ongoing	Alliance
Shoal Point Reservoir	Negotiations with land owner on going	Alliance
Nebo Road Water Treatment Plant Upgrade	Preliminary design and Target Outturn Cost Estimate Ongoing	Alliance
Mackay Sarina Pipeline	Preliminary design and Target Outturn Cost Estimate Ongoing	Alliance

Water Construction Projects

Project	Status	Delivery
River Street Water Main Upgrade (Q150)	Construction commenced 28/4/2008	Alliance / MW&W
Farrellys Lane / Connors Road	Remove 300mm Water Main and 100mm Sewer Rising Main so as Mcourtdando can install 900mm Sewer Rising Main for the MRWP Line. Farrellys Lane waiting for culvert to be constructed at Connors Road and Farrellys Lane	MW&W
Broadsound Road	Reconstructing Water Main in road culverts - Completed	MW&W
Carr Street, North Mackay	Upgrade New Water Main and Services due to resealing of program of works - Completed	MW&W
Vine Street, North Mackay	Construct New Water Main - Completed	MW&W
Douglas Street	Construct new water main - Completed	MW&W
Sunset Drive	Flood damage – repair water main due to wash out	MW&W
Mt Oscar Reservoir	Flood damage – removal of soil from land slide – not completed	MW&W
Mt Pleasant Reservoir	Flood damage – removal of soil from land slide – waiting for geotech report	MW&W
Brisbane Street / Victoria to River Streets	Water main upgrade – works complete – awaiting as constructed	MW&W
River Street	Connection to existing network – in progress	MW&W
Malcolmson Street / Gooseponds Bridge to Glenpark Street	Water main upgrade - In progress	MW&W
Nebo Rd Water Treatment Plant	Install river filter security flood lighting – completed	MW&W
Nebo Rd Water Treatment Plant	Filter media replacement in progress	MW&W / Water Treatment Australia

Sewerage Construction Projects

Project	Status	Delivery
Willets Road	Flood damage – repair sewer rising main and water main	MW&W
Marryatt Street Sewer Rising Main	Construction completed April	MW&W
Heaths Rd No 1	Upgrade pumps, valves, pipe work and reconstructed valve pit - completed	MW&W
Oak Street SPS	Upgrade pumps, valves and pipe work – parts ordered and job in progress	MW&W
Jane Creek	Flood damage – repair sewer rising main due to wash out	MW&W
McDonalds Pump Station	Refurbishment of pump station (Heaths Road No 1. Sewer Pump)Job Completed	MW&W
Mt Bassett STP	Upgrade poly batching PLC control system – Completed	MW&W
Mt Bassett STP	Upgrade Primary Sludge pumps PLC control system – Completed	MW&W
Mt Bassett STP	Install drying beds dewatering pump station - Completed	MW&W
Bedford Rd No.1 SPS	Install upgraded pump station switchboard – Completed	MW&W
Hodder St SPS	Install upgraded pump station switchboard - Completed	MW&W
Hart St SPS	Replace pump No. 2 pedestal, guide rails & pump - Parts ordered & job in progress	MW&W
Avocado Crt SPS	Replace pump No.2 pedestal, guide rails & pump - Parts ordered & job in progress	MW&W
Goldsmith St SPS	Replace line shaft pump No.1 with dry submersible pump - Parts ordered & job in progress	MW&W
Zammit St SPS	Replace line shaft pump No.1 with dry submersible pump - Parts ordered & job in progress	MW&W
Base Hospital SPS	Replace pumps, pedestals & guide rails - Parts ordered & job in progress	MW&W

Waste Construction Projects

Project	Status	Delivery
Eungella Transfer Station	Construction in progress. Anticipate practical completion end of May 2008.	Diamond Civil

Other Projects

Project	Status	Delivery
Multistorey Car Park	Tender closed 07/02/08 – post tender negotiations in progress Target Outturn Cost Estimate Ongoing	Alliance
Paget Works Depot	Target Outturn Cost Estimate Ongoing	Alliance

Mackay Infrastructure Alliance

A report on the activities of the Mackay Infrastructure Alliance is provided to Council separately as a Confidential Agenda Report.

5. OPERATIONS & MAINTENANCE PLANNING GROUP

Main focus of work activity

- Review Development Approvals
- Developments On & Off Maintenance
- Operation of key Network Assets
- Operation & Maintenance of Rad-Tel telemetry
- Hansen Computerised Maintenance Management System
- Preventative Maintenance Schedules

Donated Assets

Nil during the period.

6. WATER & WASTE WATER SERVICES

Civil

Main focus of work activity

Water

Major works undertaken in the period January 08 to April 08:

- Disconnection of water main and fire line to allow the new Convention Centre in Alfred Street to proceed
- A 450mm water trunk main was repaired in Sologinkins Road after Contractors damaged with excavators
- A bypass fresh water injection point to allow for chlorinated treatment at Mt Bassett to continue during power failures was installed
- Pipeworks were repaired on the alum tank installation at the Water Treatment Plant following damage caused during the February Flood event
- The chlorine lines and injector points were replaced at the Kelsey Creek Transfer Pumping Station
- 2 major repairs were undertaken in River Street
- 3 repairs were undertaken on the 600mm Dumbleton Rising Main
- A 300mm water main and 100mm sewer rising main were removed and later replaced with ductile iron to allow for the installation of the MWRP line at Connors Road

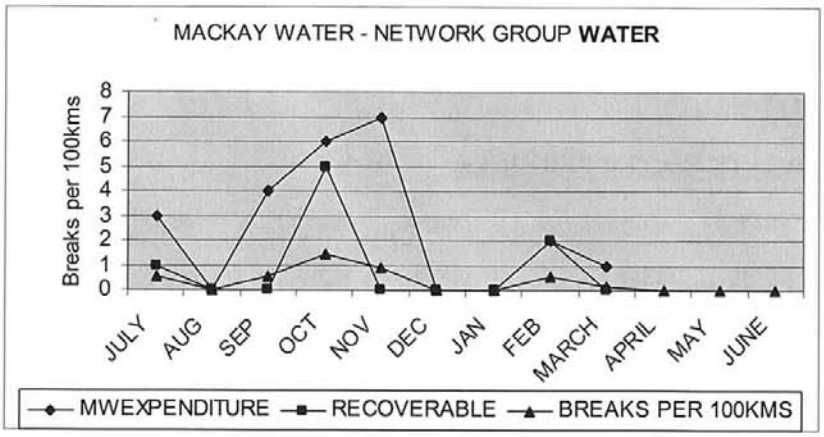
- A visual inspection and repair of defects was undertaken on the 2 x 600mm transfer mains located under Ron Camm Bridge to keep this asset in peak condition
- 250m of water main was replaced in Pinnacle
- Leak repairs were undertaken on the Gargett Reservoir
- Refurbishments were undertaken at public amenities in Broad Street, Sarina and Sarina Beach
- A new mothers room and toilet block was added to the Broad Street, Sarina amenities

Water Meter applications

Water Meter Applications for period ended 30 April 2008 *(Excludes Mirani & Sarina)*

	Applications Lodged				Applications Finalised				Applications Outstanding			
	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	Total	20mm	25mm	>25mm	YTD
Jul-07	39	3	3	45	18	3	3	24	21	0	0	21
Aug-07	58	1	5	64	50	0	3	53	29	1	2	32
Sep-07	47	0	10	57	52	1	5	58	24	0	7	31
Oct-07	37	0	5	42	37	0	8	45	24	0	4	28
Nov-07	33	0	2	35	43	0	6	49	14	0	0	14
Dec-07	19	1	7	27	8	1	2	11	25	0	5	30
Jan-08	46	1	4	51	57	1	7	65	14	0	2	16
Feb-08	35	1	2	38	11	1	1	13	38	0	3	41
Mar-08	44	0	0	44	48	0	2	50	34	0	1	35
Apr-08	49	0	6	55	29	0	1	30	54	0	6	60
Total	407	7	44	458	353	7	38	398				

Water Main breaks



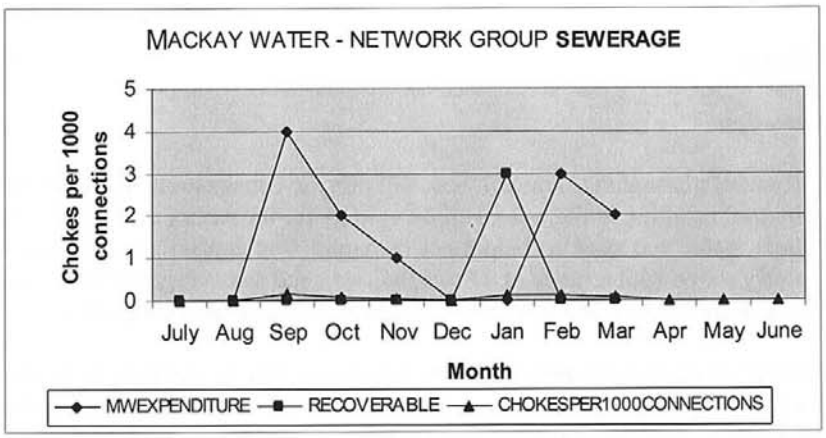
Sewerage

Major works undertaken in the period January 08 to April 08:

- 40m of 150mm AC sewer main and a manhole were removed in Hoey Street, Sarina
- A 150mm sewer main damaged by contractors in Broad Street, Sarina was repaired
- An emergency changeover at No.5 Pump Station Sarina was undertaken
- 26 house connection points and 8 house drains were repaired in an effort to minimise inflow
- 12m of 300mm sewer main were replaced at 68 Investigator Street following a collapse of the pipework. Dewatering was undertaken for 12 days prior to repairs being effected.
- 30m of 150mm dia sewer main was removed and laid at a new grade to allow for a subdivision to proceed in Manzelmanns Estate, Andergrove

- Extensive CCTV camera works have been undertaken for the MWRP project to ensure asset quality of new installations
- The 225mm sewer rising main installed in Marryatt Street was inspected with the CCTV camera to ensure asset quality
- 60m of 150mm sewer main was replaced in Connors Road, Paget after extensive failures due to rising main effluent inflow occurring
- Extensive CCTV investigations were carried out on new subdivisional works to ensure asset quality
- The 100mm sewer rising main was restored under Jane Creek bridge following washouts incurred during February's flood event dislodged the current installation
- Extensive cleaning works were carried out to assist residents affected by sewage overflows during February's flood event
- Ongoing investigations into inflow points were undertaken on the network in an effort to minimise customer disruptions

Sewer Main chokes



Mechanical

- Emergency and corrective mechanical repairs to Waste Water Pump Station infrastructure affected by 15th February flood event
- Mt Bassett Waste Water Treatment Plant - overhauled No.1 gas compressor
- Coles Rd SPS – Overhauled No.2 line shaft bearings & seal assembly

Electrical

- Emergency and corrective repairs to Waste Water Pump Station Switchboards affected by 15th February flood event
- Conducted a condition assessment of former Sarina Shire Council Waste Water Pump Station electrical, mechanical & telemetry infrastructure

7. WATER & WASTE WATER TREATMENT

Management

- Biosolids spill to mangroves from Mt Bassett STP, due to unexpected and unusually high rainfall, managed effectively
- Final Environmental Management Plan delivered to EPA
- First Mt Bassett WWTP Decommissioning Workshop held
- Nebo Road WTP operations manual preparation continues
- Nebo Road WTP experienced dirty water quality event, which was managed effectively
- Manager Treatment attended site visit to Mirani Shire Council to view assets
- Commissioning meeting held
- BWEP media launch held at Windmill Hotel

Conferences / Meetings attended

- Toolbox Meetings – Mt Bassett STP; Nebo Road WTP; Trade Waste
- Treatment Team Meeting

Treatment Plants

Water Consumption

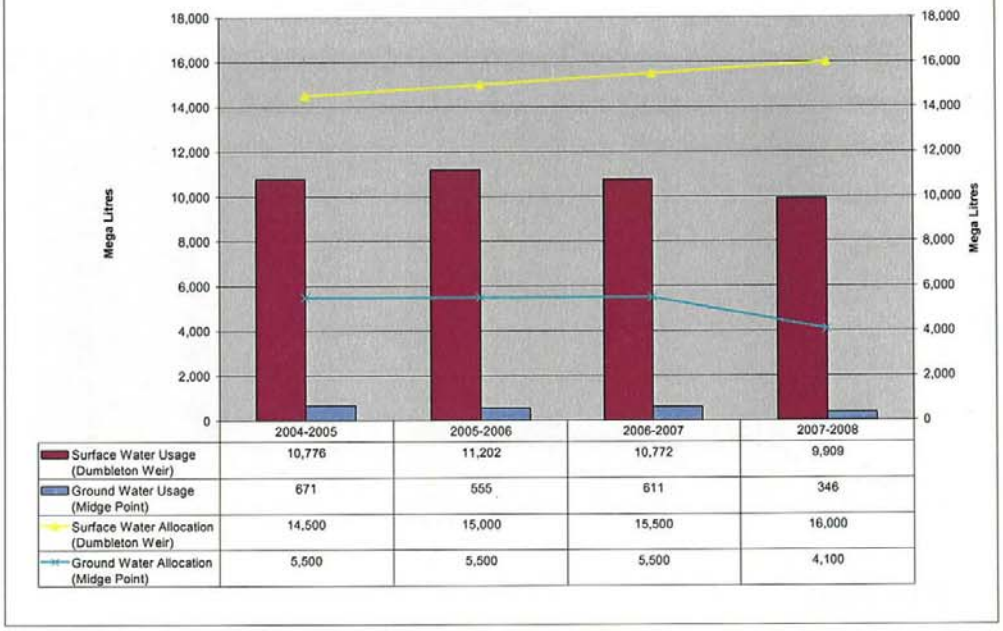
January: Rainfall throughout January was 462mm, a considerable increase from last month, resulting in the water supply volume for the month of 923ML. 30ML of bore water was used to help meet demand. The consumption pattern remains fairly stable with a range of 25 to 33ML/day and an average of 28ML/day which is a decrease from last month but similar to the general average seen.

February: Rainfall throughout February was 1,264mm, largely attributable to the severe rain event experienced between 12 February and 15 February 2008. This was a vast increase from last month, resulting in the water supply volume for the month of 846ML. 34ML of bore water was used to help meet demand. The consumption pattern remains fairly stable with a range of 25 to 33ML/day and an average of 29ML/day which is an increase from last month but similar to the general average seen.

March: Rainfall throughout March was 32mm, resulting in the water supply volume for the month of 953ML. 7ML of bore water was used to help meet demand. The consumption pattern remains fairly stable with a range of 25 to 35ML/day and an average of 30ML/day which is an increase from last month but similar to the general average seen.

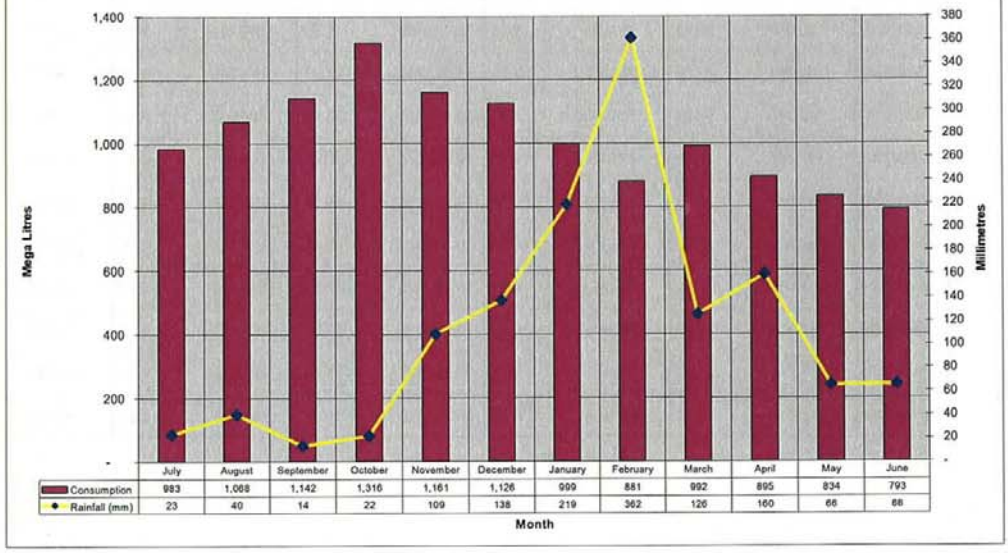
April: Rainfall throughout April was 13mm, a decrease from last month, resulting in the water supply volume for the month of 1,087ML. 0ML of bore water was used to help meet demand. The consumption pattern remains fairly stable with a range of 26 to 35ML/day and an average of 36ML/day which is an increase from last month but similar to the general average seen.

SunWater Allocation vs Usage
1 July 2004 to 30 April 2008

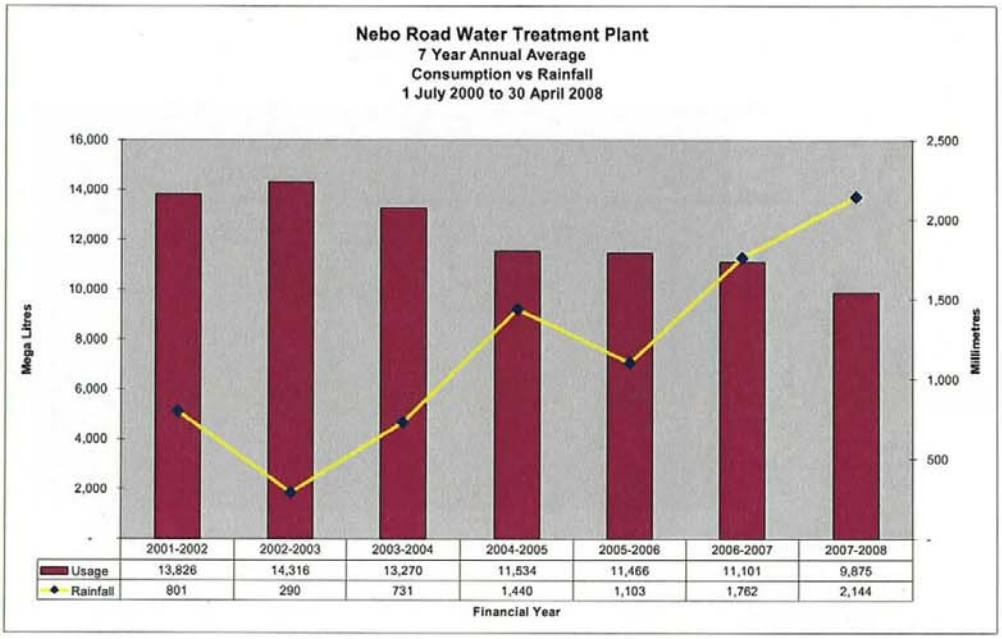


	2004-2005	2005-2006	2006-2007	2007-2008
Surface Water Usage (Dumbleton Weir)	10,776	11,202	10,772	9,909
Ground Water Usage (Midge Point)	671	555	611	346
Surface Water Allocation (Dumbleton Weir)	14,500	15,000	15,500	16,000
Ground Water Allocation (Midge Point)	5,500	5,500	5,500	4,100

Nebo Road Water Treatment Plant
Monthly Consumption vs Rainfall
10 Year Monthly Average
1 July 1998 to 30 April 2008



	July	August	September	October	November	December	January	February	March	April	May	June
Consumption	983	1,068	1,142	1,316	1,161	1,126	999	881	992	895	834	793
Rainfall (mm)	23	40	14	22	109	138	219	362	126	160	66	88

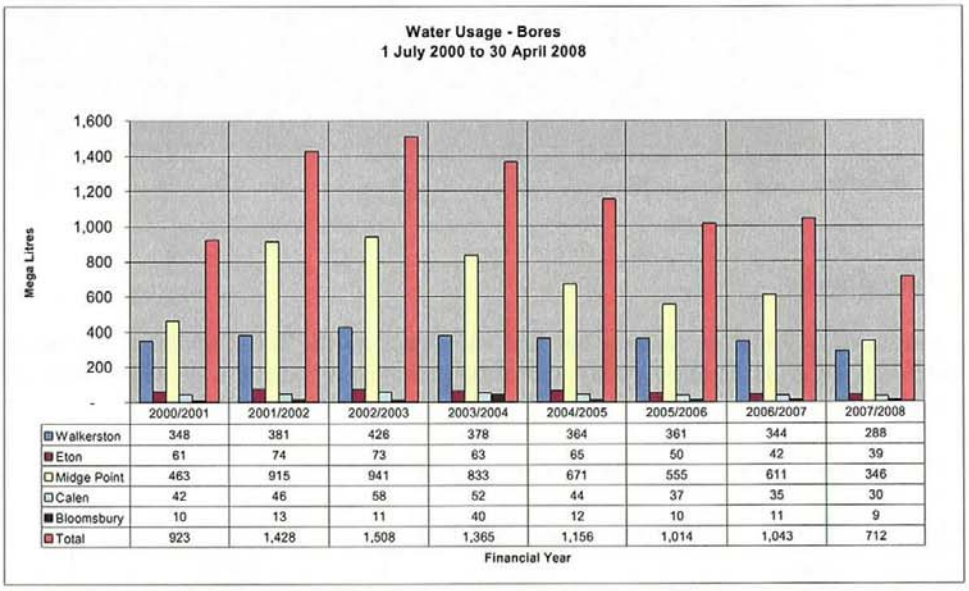


Water Usage

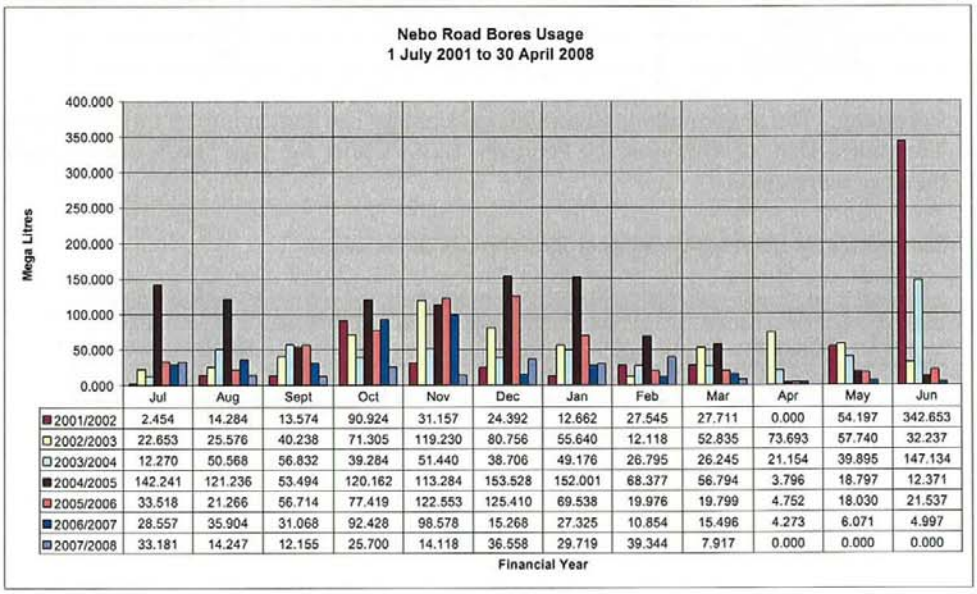
WATER SCHEMES CONSUMPTION FIGURES										
2007/2008	(59) WALKERSTON		(60) ETON		(66A) MIDGE POINT		(68A) CALEN		(69) BLOOMSBURY	
30/06/2007	28,175		728,767		9,938,236		597,756		97,154	
31/07/2007	53,570	25.40	730,908	2.14	9,955,168	16.93	600,287	2.53	97,902	0.75
31/08/2007	86,660	33.09	733,560	2.65	9,982,748	27.58	603,249	2.96	98,785	0.88
30/09/2007	116,397	29.74	736,040	2.48	10,006,565	23.82	606,240	2.99	99,514	0.73
31/10/2007	147,287	30.89	739,204	3.16	10,033,178	26.61	609,411	3.17	100,404	0.89
30/11/2007	183,614	36.33	743,990	4.79	10,117,967	84.79	613,316	3.91	101,514	1.11
31/12/2007	208,518	24.90	747,173	3.18	10,198,371	80.40	616,373	3.06	102,206	0.69
31/01/2008	235,881	27.36	752,259	5.09	10,226,320	27.95	618,559	2.19	102,947	0.74
29/02/2008	262,314	26.43	757,709	5.45	10,246,340	20.02	621,931	3.37	103,973	1.03
31/03/2008	287,112	24.80	762,457	4.75	10,264,537	18.20	624,679	2.75	104,767	0.79
30/04/2008	316,190	29.08	767,800	5.34	10,284,116	19.58	627,898	3.22	105,992	1.23

NEBO ROAD WATER TREATMENT PLANT USAGE

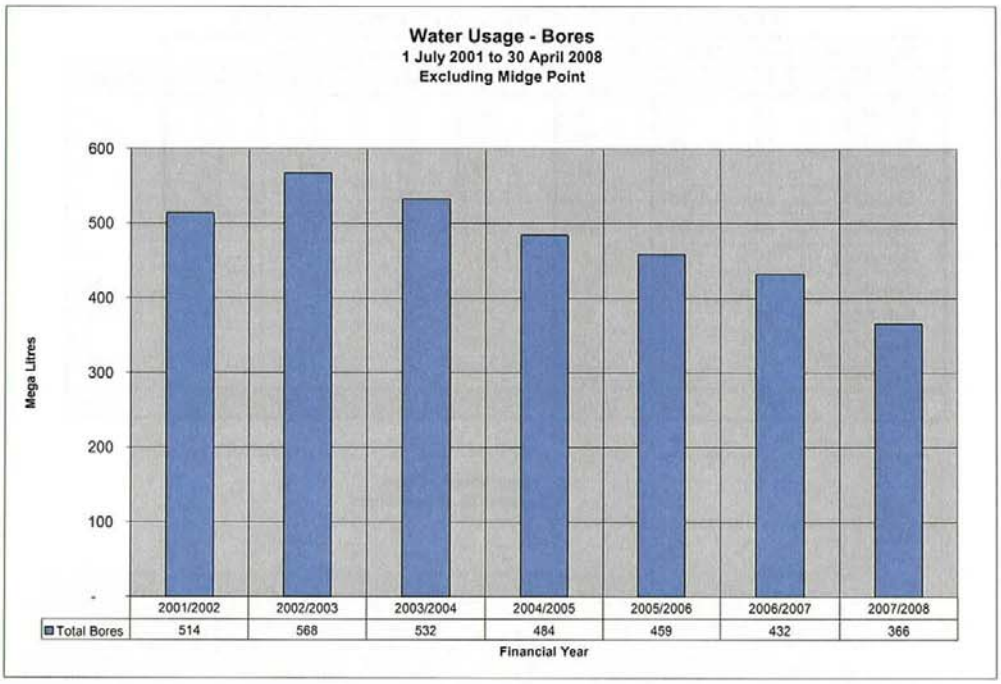
Raw Water Inflow 2007/2008 ML				Consumption ML				
Month	Bore	River	Total	Total	Ave	Max	Min	Rain mm
July 07	33	875	908	901	29	34	24	0
Aug 07	14	985	999	1,000	32	37	29	1
Sept 07	12	990	1,002	992	33	43	25	30
Oct 07	26	1,158	1,184	1,124	36	45	28	5
Nov-07	14	1,037	1,051	1,027	34	47	25	91
Dec-07	37	1,096	1,133	1,098	35	45	23	246
Jan-08	30	894	924	881	28	33	25	462
Feb-08	34	812	846	843	29	33	25	1,264
Mar-08	7	946	953	939	30	35	25	32
Apr-08	0	1,087	1,087	1,070	36	39	26	13
TOTAL	**207**	**9,880**	**10,087**	**9,876**	**32**	**47**	**23**	**2,144**



	2000/2001	2001/2002	2002/2003	2003/2004	2004/2005	2005/2006	2006/2007	2007/2008
Walkerston	348	381	426	378	364	361	344	288
Eton	61	74	73	63	65	50	42	39
Midge Point	463	915	941	833	671	555	611	346
Calen	42	46	58	52	44	37	35	30
Bloomsbury	10	13	11	40	12	10	11	9
Total	923	1,428	1,508	1,365	1,156	1,014	1,043	712



	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2001/2002	2.454	14.284	13.574	90.924	31.157	24.392	12.662	27.545	27.711	0.000	54.197	342.653
2002/2003	22.653	25.576	40.238	71.305	119.230	80.756	55.640	12.118	52.835	73.693	57.740	32.237
2003/2004	12.270	50.568	56.832	39.284	51.440	38.706	49.176	26.795	26.245	21.154	39.895	147.134
2004/2005	142.241	121.236	53.494	120.162	113.284	153.528	152.001	68.377	56.794	3.796	18.797	12.371
2005/2006	33.518	21.266	56.714	77.419	122.553	125.410	69.538	19.976	19.799	4.752	18.030	21.537
2006/2007	28.557	35.904	31.068	92.428	98.578	15.268	27.325	10.854	15.496	4.273	6.071	4.997
2007/2008	33.181	14.247	12.155	25.700	14.118	36.558	29.719	39.344	7.917	0.000	0.000	0.000



Water Storage

January: Rainfall in January has had an impact on the water levels in Teemburra Dam (85.32% as at 31 January 2008) whilst the weir levels remain well within their operating ranges.

Storage levels for river weirs as at 31 January 2008 were:

Weir	Volume / ML	%age
Mirani	3252	69.79
Marian	3985	100
Dumbleton	6726	76

February: The abnormally high rainfall in February has had an impact on the water levels in Teemburra Dam (100% as at 29 February 2008) whilst the weir levels remain well within their operating ranges.

Storage levels for river weirs as at 29 February 2008 were:

Weir	Volume / ML	%age
Mirani	3639	78.09
Marian	3985	100
Dumbleton	7056	79.73

March: Rainfall in March continued to have an impact on the water levels in Teemburra Dam (100% as at 31 March 2008) whilst the weir levels remain well within their operating ranges.

Storage levels for river weirs as at 31 March 2008 were:

Weir	Volume / ML	%age
Mirani	4660	100
Marian	3985	100
Dumbleton	6304	71.23

April: Rainfall in April continued to have an impact on the water levels in Teemburra Dam (100% as at 30 April 2008) whilst the weir levels remain well within their operating ranges.

Storage levels for river weirs as at 30 April 2008 were:

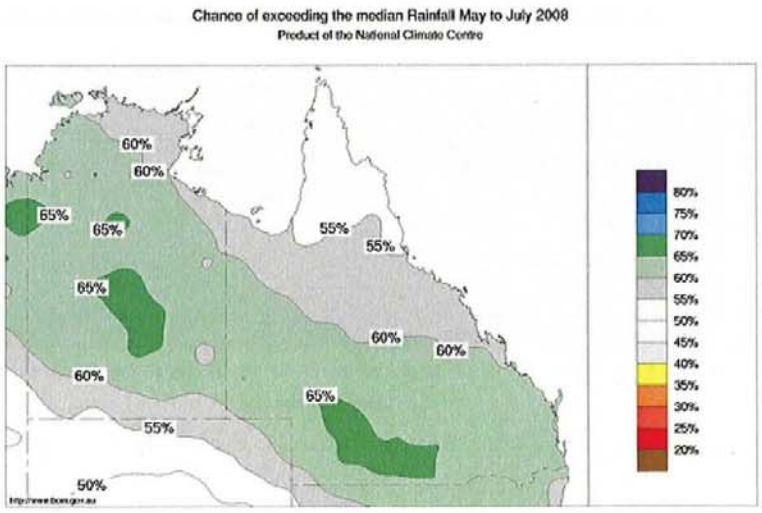
Weir	Volume / ML	%age
Mirani	4660	100
Marian	3985	100
Dumbleton	6168	69.69

Climate Predictions (Period May to July 2008)

The outlook for the period May to July once again shows a moderate shift in the odds favouring a wetter than normal season with Mackay having a 55% chance of exceeding the median rainfall.

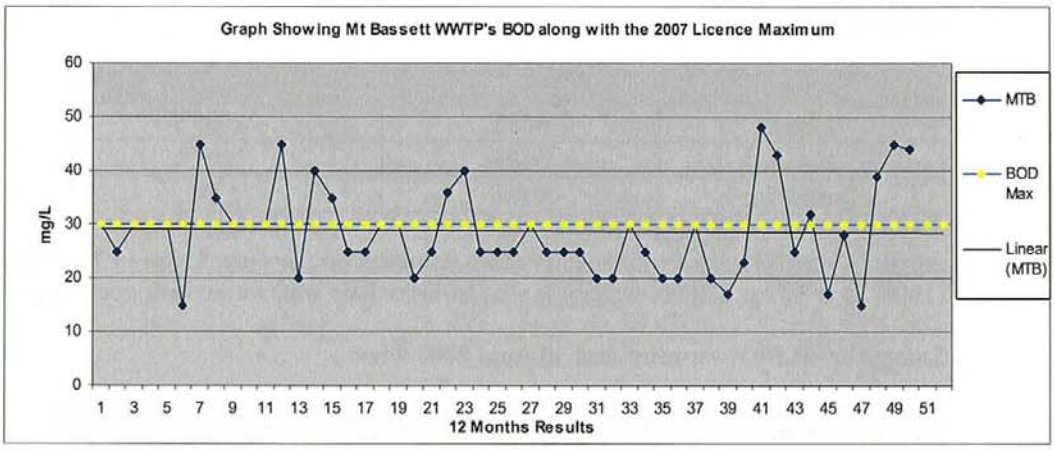
The pattern of seasonal rainfall odds across Australia is largely the result of higher than average temperatures in the Indian Ocean, with some influence from the cooler than average waters across the equatorial Pacific in association with La Niña

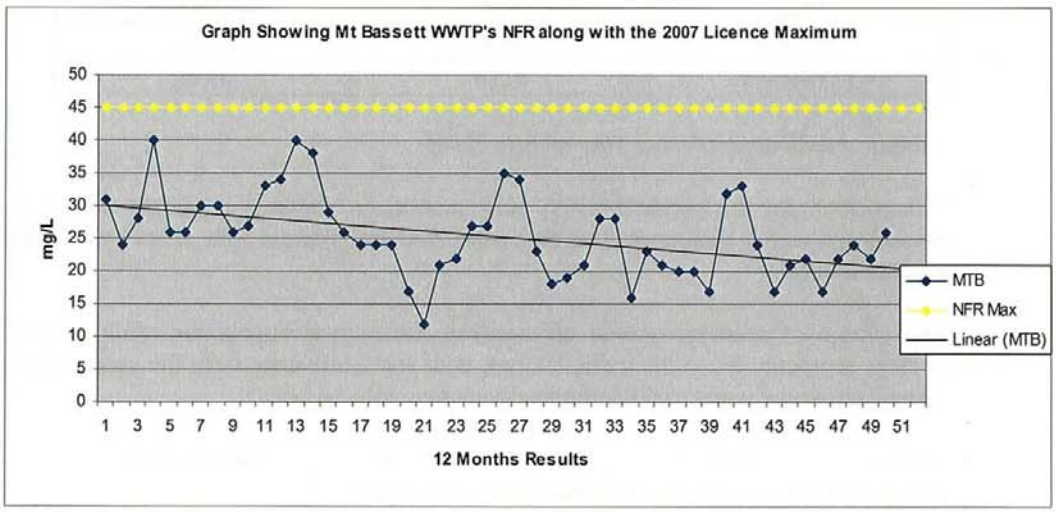
Source Ref: Bureau of Meteorology website http://www.bom.gov.au/climate/ahead/rain.naus.shtml

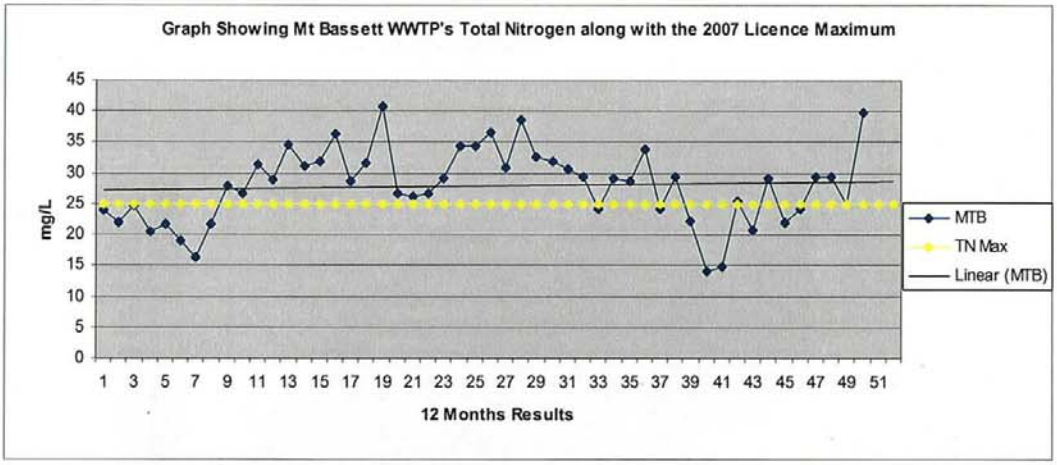


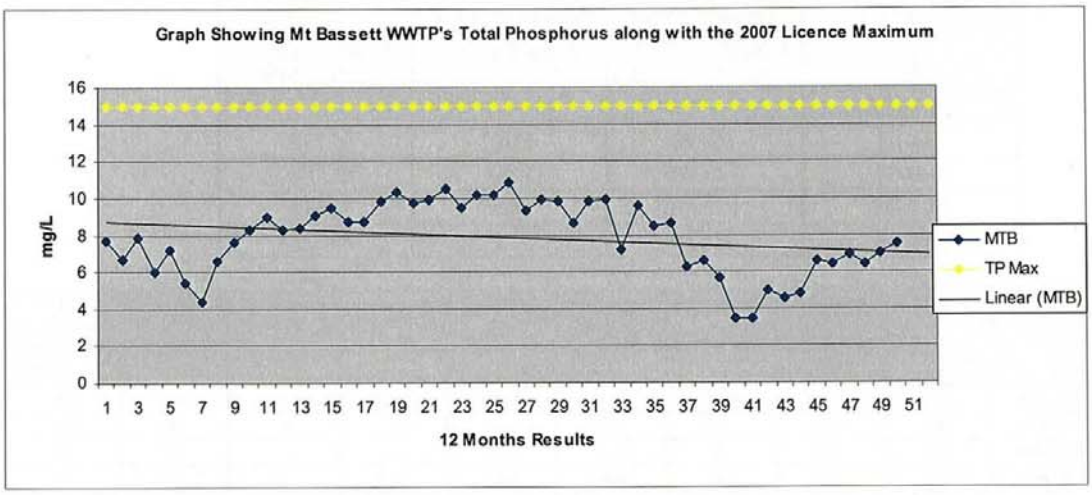
Mt Bassett

Licence Conditions – Mt Bassett









Plant	Date	Current Licence Conditions 2007				
		BOD Maximum 30mg/L	NFR Maximum 45mg/L	Faecal Coliforms 4000 org/100ml	Total Nitrogen Maximum 25mg/l	Phosphorus Maximum 15mg/l
Mt Bassett	02-Apr-08	15	22	3	29.5	6.9
	09-Apr-08	39	24	<1	29.4	6.4
	17-Apr-08	45	22	6	24.9	7
	22-Apr-08	44	26	2	39.9	7.5
Monthly 80th percentile		44	25			
Total 80th percentile		30	27			

Key
TNTC Too Numerous to Count
Licence Maximum Exceeded

Bucasia

January: The plant received a total of 88,678kL of influent this month equating to an average flow of 2,861kL/d. The maximum flow for the month was 4,935kL. Total rainfall for the month was 436.2mm.

February: The plant received a total of 128,320kL of influent this month equating to an average flow of 4,425kL/d. The maximum flow for the month was 4,425kL. Total rainfall for the month was 1,333mm.

March: The plant received a total of 102,536kL of influent this month equating to an average flow of 3,308kL/d. The maximum flow for the month was 4,648kL. Total rainfall for the month was 46mm.

April: The plant received a total of 76,839kL of influent this month equating to an average flow of 2,561kL/d. The maximum flow for the month was 2,925kL. Total rainfall for the month was 15mm.

STP	Influent This Month (KL)	Rain fall This Month (mm)	YTD (Year starts 7th July 2007)
Bucasia			
Jan-08	88678	436.2	537527
Feb-08	128320	1333	665847
Mar-08	102536	46	768383
Apr-08	76839	15	845222

Month	Influent BOD (mg/l)	Influent COD (mg/l)	Influent TSS (mg/l)	Influent Total Nitrogen-N (mg/l)	Influent Kjeldahl Nitrogen (mg/l)	Influent Ammonia - N (mg/l)	Influent NOx-N (mg/l)	Influent Total Phosphorus - P (mg/l)	Influent Ortho-Phosphorus-P
December	230.5	622.67	311.67	72.43	72.43	59.13	0	14.17	9.57
January	127	468	244	56.8	56.2	43.2	0.5	10.2	6.7
February	137	358	211	46.9	46.8	36.3	0.1	7.5	5.1
March	165	423	233	60.4	60.3	48.2	0	11	7.8
April	175	449	230	67.2	67.2	50	0	10.6	8.1
May	173	452	256	66.13	66.1	55.4	0.1	11.5	8.4
June	131	359	211	52.7	52.7	42.3	0	12.2	7.5
July	188	477	258	61.3	61.3	46.9	0	11.1	7.4
August	238	505	278	71.6	71.5	53.3	0.1	12.2	8.9
September	193	488	271	77.8	77.8	55.7	0	12.6	9.2
October	234	540	294	73.7	73.7	57	0	13.7	9.3
November	206	527	296	73.1	73.1	58	0	12.7	9.3
December	190	447	275	67.7	67.7	54	0	11.8	10.2
January	166	354	254	61	61	45.7	0	10.6	7.8
February	130	311	209	48.8	48.8	34.4	0	7.7	5.3
March	189	421	249	61.6	61.6	47	0	10.6	7.5
April	242	473	289	68.6	68.6	52.3	0.1	11.5	8.3

January:

		MONTHLY LICENCE READINGS				
Date	Licence Effluent pH (mg/l)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence EffluentTotal Nitrogen-N (mg/l)	Licence Effluent Total Phosphorus - P (mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits	**6.5 to 8.5**	**20-30**	**30-45**	**25**	**15**	**4000**
3-1-08	7.1	10	5	8.5	10	87
10-1-08	7.0	<5	17	9.9	11.9	<1
16-1-08	7.0	<5	6	10.9	12.4	<1
24-1-08	7.1	<5	4	7.7	9.7	<1
30-1-08	No Results	No Results	No Results	No Results	No Results	No Results

Effluent quality remains good with no failures in the month. There has been some variation in the results but all within an acceptable operating range.

February:

		MONTHLY LICENCE READINGS				
Date	Licence Effluent pH (mg/l)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence EffluentTotal Nitrogen-N (mg/l)	Licence Effluent Total Phosphorus - P (mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits	**6.5 to 8.5**	**20-30**	**30-45**	**25**	**15**	**4000**
7-2-08	7.0	<5	5	6.3	8.9	<1
14-2-08	6.7	<5	3	6.0	4.7	<1
21-2-08	6.7	5	5	6.0	3.9	1800
27-2-08	No Results	No Results	No Results	No Results	No Results	No Results

March:

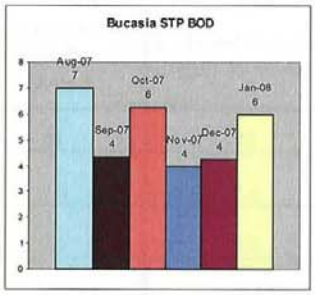
		MONTHLY LICENCE READINGS				
Date	Licence Effluent pH (mg/l)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence EffluentTotal Nitrogen-N (mg/l)	Licence Effluent Total Phosphorus - P (mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits	**6.5 to 8.5**	**20-30**	**30-45**	**25**	**15**	**4000**
6-3-08	7.0	<5	3	9.4	9.0	7
12-3-08	7.1	<5	2	12.7	7.3	4
18-3-08	6.9	<5	7	12.6	9.1	4
26-3-08	6.8	10	5	9.9	7.7	9

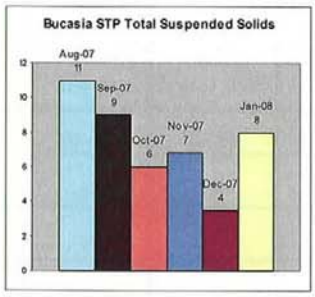
April:

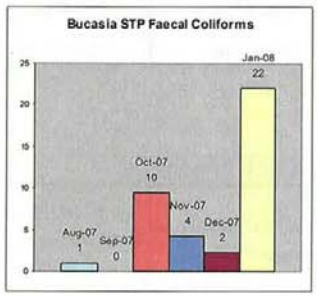
		MONTHLY LICENCE READINGS				
Date	Licence Effluent pH (mg/l)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence EffluentTotal Nitrogen-N (mg/l)	Licence Effluent Total Phosphorus - P (mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits	**6.5 to 8.5**	**20-30**	**30-45**	**25**	**15**	**4000**
3-4-08	6.8	<5	4	8.6	9.3	2
9-4-08	6.9	<5	3	10.0	7.6	4
17-4-08	7.3	<5	3	9.8	8.9	<1
23-4-08	7.0	5	6	13.8	10.2	<1

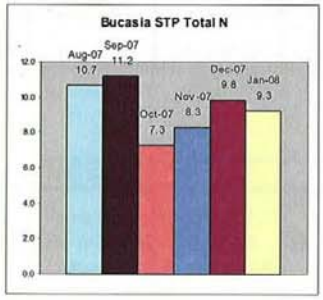
Contaminant Trends

January:

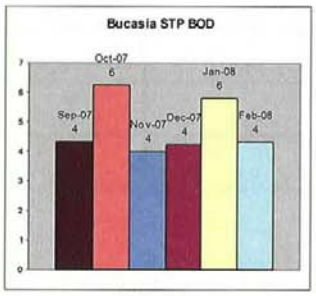


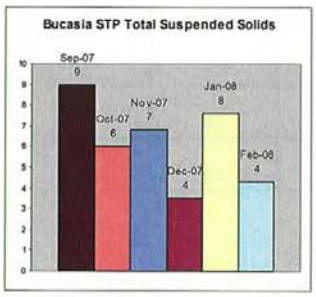


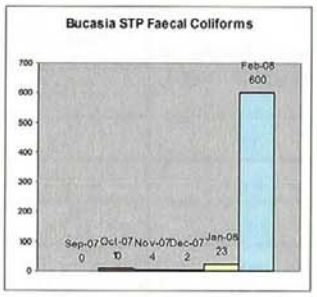


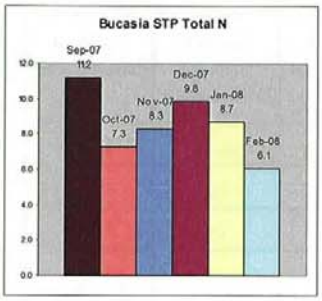


February:

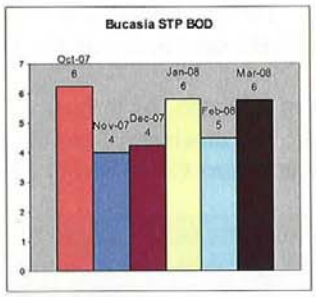


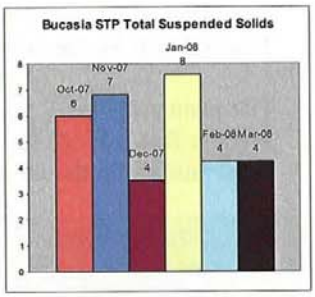


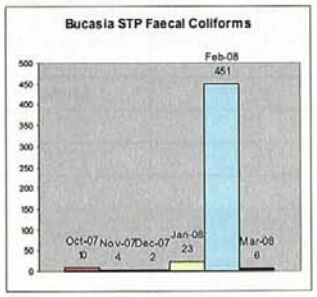


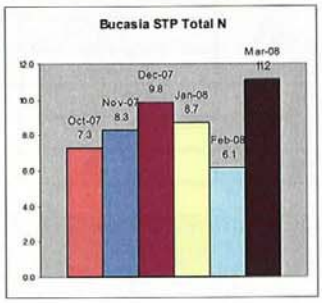


March:

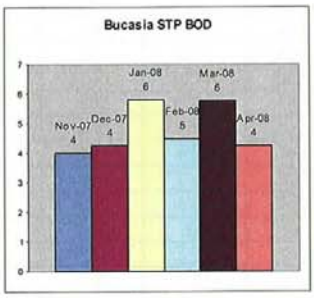


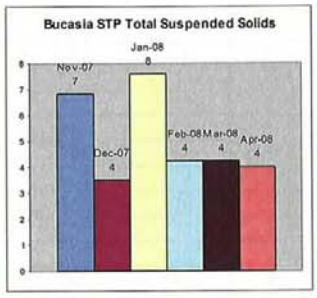


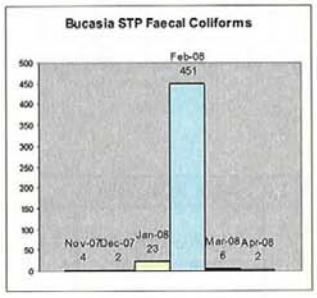


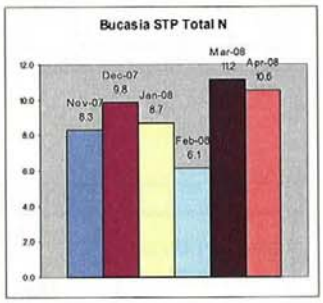


April:









Bakers Creek

January: The plant received a total of 61,066kL of influent this month equating to an average flow of 1,970kL/d. The maximum flow for the month was 4,383kL. Total rainfall for the month at Bakers Creek was 631.5mm.

February: The plant received a total of 97,748kL of influent this month equating to an average flow of 3,371kL/d. The maximum flow for the month was 7,790kL. Total rainfall for the month at Bakers Creek was 1,217mm.

March: The plant received a total of 57,676kL of influent this month equating to an average flow of 1,861kL/d. The maximum flow for the month was 2,690kL. Total rainfall for the month at Bakers Creek was 27mm.

April: The plant received a total of 48,710kL of influent this month equating to an average flow of 1,624kL/d. The maximum flow for the month was 1,727kL. Total rainfall for the month at Bakers Creek was 11.25mm.

STP	Influent This Month (KL)	Rain fall This Month (mm)	YTD (Year starts 7th July 2007)
Bakers Creek			
Jan-08	61066	631.5	371699
Feb-08	97748	1217	469447
Mar-08	57676	27	527123
Apr-08	48710	11.25	575833

Month	Influent BOD (mg/l)	Influent COD (mg/l)	Influent TSS (mg/l)	Influent Total Nitrogen-N (mg/l)	Influent Kjeldahl Nitrogen (mg/l)	Influent Ammonia - N (mg/l)	Influent NOx-N (mg/l)	Influent Total Phosphorus - P (mg/l)	Influent Ortho-Phosphorus-P
December	245	483	276.3	59	59	49	0	14.2	10.4
January	175	500	242	56.2	55.8	46	0.4	11.3	8.2
February	127	389.6	216.4	41.2	39.2	30.2	1.3	7.2	5.9
March	179	649	252	54.3	54	40.6	0.28	10.7	7.6
April	215	536	291	60.5	60.5	44	0	11.9	9.3
May	165	512.75	245.75	51.85	48.23	39.58	3.65	11.63	8.7
June	213	531	155	60.7	60.6	50.4	0.2	11.6	7.8
July	204	474	244	52.4	52.4	42.9	0.1	11.5	7.9
August	243	544	307	60.4	60.4	39.9	0.8	13.7	10.2
September	200	557	280	56.7	56.7	40	0.1	12.1	9
October	251	610	333	65.4	65.4	50.1	0.3	12.7	10.2
November	173	541	303	63	63	48.3	0.6	12.2	8.9
December	192	514	262	55.2	55.2	43.6	0.1	10.4	9.9
January	154	343	243	39.7	39.7	29.7	0	9	6.3
February	92	293	130	24.3	24.2	16.9	0.1	6.4	4.6
March	119	264	141	31	31	22.7	0.1	7	4.7
April	214	454	213	49.3	49.3	36.7	0	9.4	7.3

January:

MONTHLY LICENCE READINGS					
Date	Licence Effluent pH (mg/l)	Licence Effluent Dissolved Oxygen (mgL)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence Effluent Faecal Coliforms
Limits	**6.5 to 8.5**	**Min 2.0**	**15**	**30**	**600**
3-1-08	6.7	2.5	<5	9	34
10-1-08	6.8	2.3	5	13	300
16-1-08	6.7	3.8	<5	11	46
24-1-08	6.9	4.2	<5	10	6
30-1-08	No Results	No Results	No Results	No Results	No Results

Effluent quality continues to be good with no failures at all this month.

February:

MONTHLY LICENCE READINGS					
Date	Licence Effluent pH (mg/l)	Licence Effluent Dissolved Oxygen (mgL)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence Effluent Faecal Coliforms
Limits	**6.5 to 8.5**	**Min 2.0**	**15**	**30**	**600**
7-2-08	6.8	4.8	10	12	200
14-2-08	6.6	2.5	**20**	20	<1
21-2-08	6.7	3.0	15	18	**3100**
27-2-08	No Results	No Results	No Results	No Results	No Results

Please note the increase in Faecal Coliforms is due to high flows through the plant caused by storms

March:

MONTHLY LICENCE READINGS					
Date	Licence Effluent pH (mg/l)	Licence Effluent Dissolved Oxygen (mgL)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence Effluent Faecal Coliforms
Limits	6.5 to 8.5	Min 2.0	15	30	600
6-3-08	6.9	5.6	5	10	2
12-3-08	7.0	2.4	<5	9	10
18-3-08	6.8	5.2	<5	10	13
26-3-08	6.7	3.0	5	10	27

Effluent quality continues to be good with no failures at all this month.

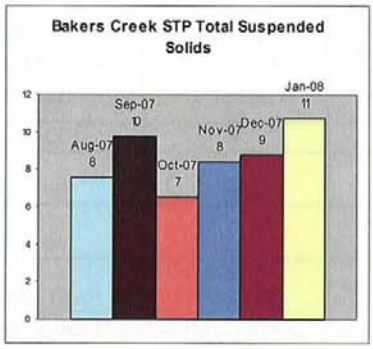
April:

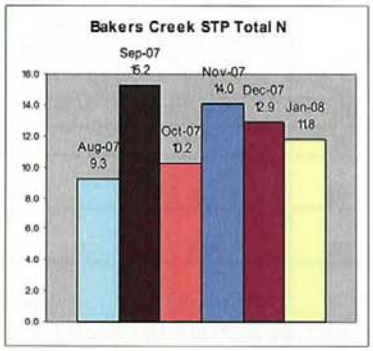
MONTHLY LICENCE READINGS					
Date	Licence Effluent pH (mg/l)	Licence Effluent Dissolved Oxygen (mgL)	Licence Effluent BOD (mg/l)	Licence Effluent TSS (mg/l)	Licence Effluent Faecal Coliforms
Limits	6.5 to 8.5	Min 2.0	15	30	600
3-4-08	6.7	6.7	<5	9	2
9-4-08	6.7	3.2	<5	7	4
17-4-08	6.8	4.6	<5	10	5
23-4-08	6.7	4.6	5	16	16

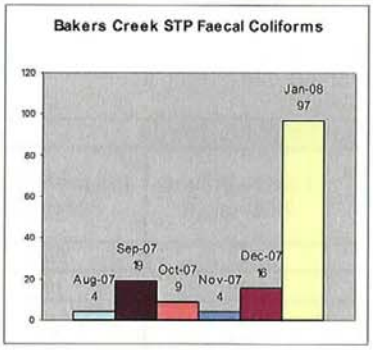
Effluent quality continues to be good with no failures at all this month.

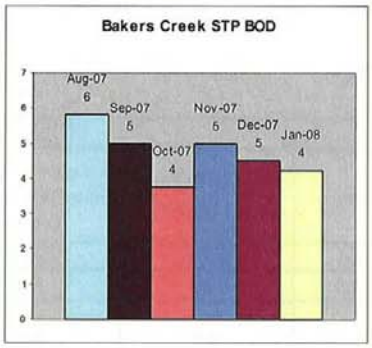
Contaminant Trends

January:

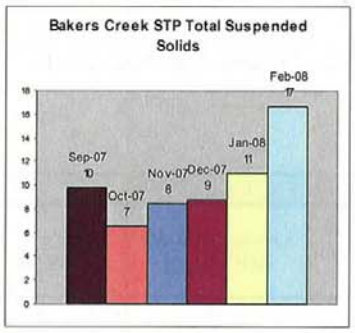


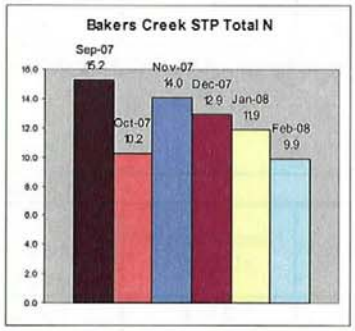


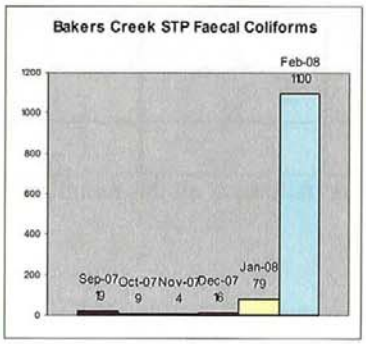


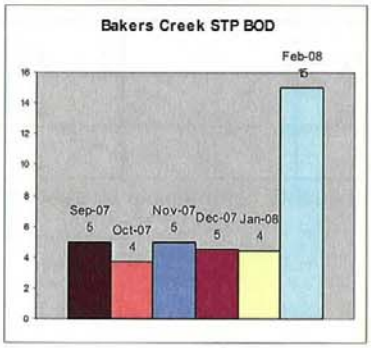


February:

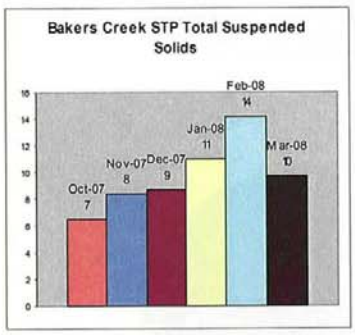


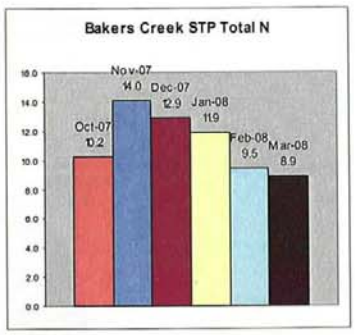


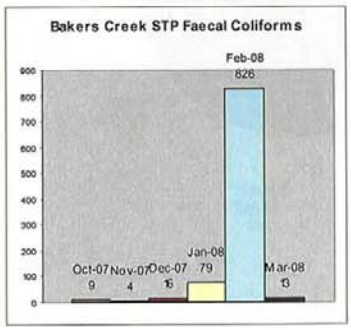


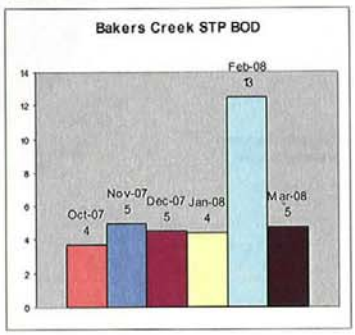


March:

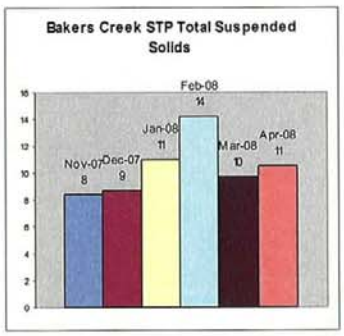

Bakers Creek STP Total Suspended Solids
Oct-07 7
Nov-07 8
Dec-07 9
Jan-08 11
Feb-08 14
Mar-08 10

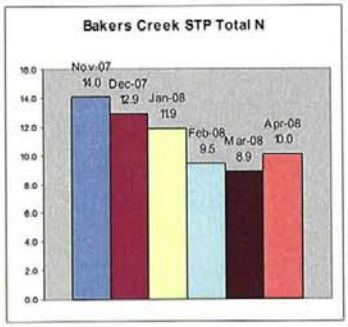

Bakers Creek STP Total N
Oct-07 10.2
Nov-07 14.0
Dec-07 12.9
Jan-08 11.9
Feb-08 9.5
Mar-08 8.9

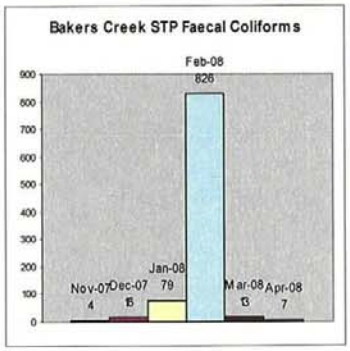

Bakers Creek STP Faecal Coliforms
Oct-07 9
Nov-07 4
Dec-07 16
Jan-08 79
Feb-08 826
Mar-08 13

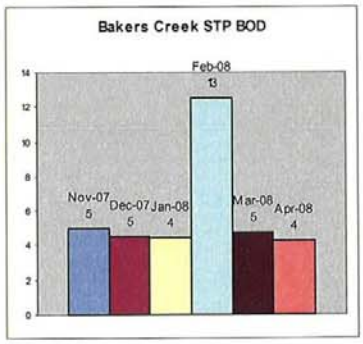

Bakers Creek STP BOD
Oct-07 4
Nov-07 5
Dec-07 5
Jan-08 4
Feb-08 13
Mar-08 5

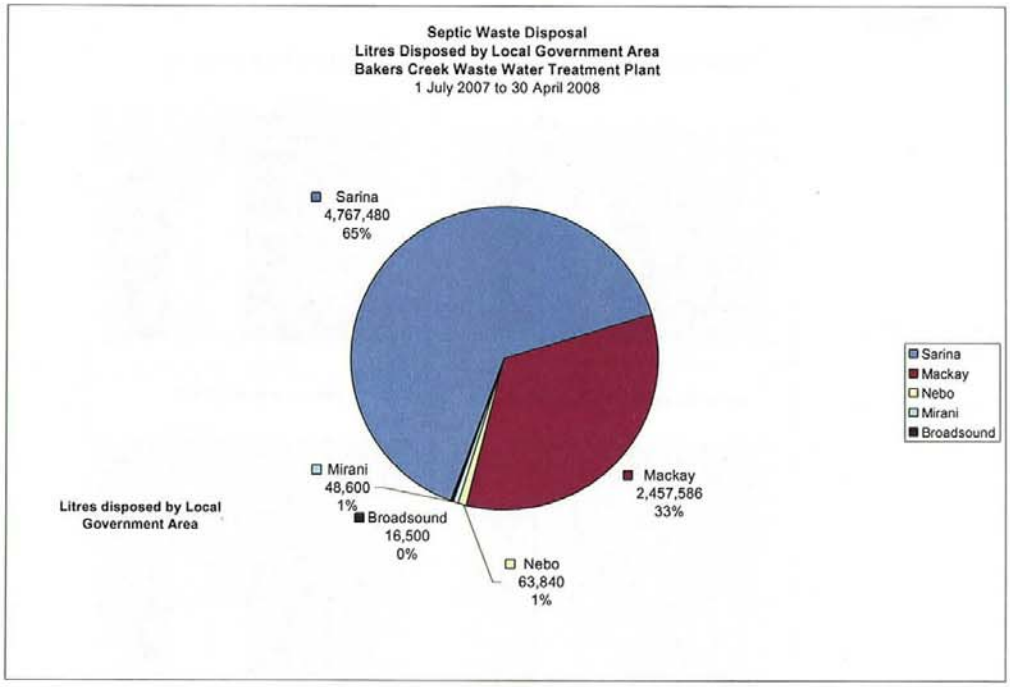
April:


Bakers Creek STP Total Suspended Solids
Nov-07 8
Dec-07 9
Jan-08 11
Feb-08 14
Mar-08 10
Apr-08 11


Bakers Creek STP Total N
Nov-07 14.0
Dec-07 12.9
Jan-08 11.9
Feb-08 9.5
Mar-08 8.9
Apr-08 10.0


Bakers Creek STP Faecal Coliforms
Nov-07 4
Dec-07 16
Jan-08 79
Feb-08 826
Mar-08 13
Apr-08 7


Bakers Creek STP BOD
Nov-07 5
Dec-07 5
Jan-08 4
Feb-08 13
Mar-08 5
Apr-08 4


Septic Waste Disposal
Litres Disposed by Local Government Area
Bakers Creek Waste Water Treatment Plant
1 July 2007 to 30 April 2008
Sarina
4,767,480
65%
Mackay
2,457,586
33%
Nebo
63,840
1%
Broadsound
16,500
0%
Mirani
48,600
1%
Litres disposed by Local Government Area
Sarina
Mackay
Nebo
Mirani
Broadsound

Trade Waste

	Mt Bassett WWTP	Bucasia WWTP	Bakers Creek WWTP
Total approvals issued @ 30 April 2008	**122**	**14**	**48**
Current approvals issued @ 30 April 2008:	**112**	**14**	**43**
• **Category 1**	**23**	**3**	**6**
• **Category 2**	**9**	**2**	**8**
• **Category 3**	**80**	**9**	**29**
Applications under assessment @ 30 April 2008	**22**	**9**	**16**
Temporary approvals awaiting formal approval @ 30 April 2008	**7**	**1**	**2**
Number of non-generator assessments		**22**	
January 2008	**Mt Bassett WWTP**	**Bucasia WWTP**	**Bakers Creek WWTP**
Approvals issued for month:	**6**	**4**	**6**
• Category 1	0	1	1
• Category 2	1	0	0
• Category 3	5	3	5
Identified approvals required	1	1	1
Non-Conformance Issues:			
• Generator test results not supplied	N/A	N/A	N/A
Mackay Water and Waste compliance tests	1	1	0
• Within set limits	0	1	0
• Exceeding set limits	1	0	0
• Exceeding maximum limits	1	0	0
Outstanding test results @ 31 January 2008	0	0	0
Laboratory services tests performed		30	
February 2008	**Mt Bassett WWTP**	**Bucasia WWTP**	**Bakers Creek WWTP**
Approvals issued for month:	**1**	**1**	**1**
• Category 1	1	0	1
• Category 2	0	0	0
• Category 3	0	1	0
Identified approvals required	4	0	0
Non-Conformance Issues:			
• Generator test results not supplied	N/A	N/A	N/A
Mackay Water and Waste compliance tests	34	2	10
• Within set limits	12	1	5
• Exceeding set limits	22	1	5
• Exceeding maximum limits	22	1	5
Outstanding test results @ 29 February 2008	0	0	0
Laboratory services tests performed		1	

March 2008	Mt Bassett WWTP	Bucasia WWTP	Bakers Creek WWTP
Approvals issued for month:	**0**	**0**	**0**
• Category 1	0	0	0
• Category 2	0	0	0
• Category 3	0	0	0
Identified approvals required	1	0	1
Non-Conformance Issues:			
• Generator test results not supplied	N/A	N/A	N/A
Mackay Water and Waste compliance tests	23	8	16
• Within set limits	10	1	7
• Exceeding set limits	13	7	9
• Exceeding maximum limits	13	7	9
Outstanding test results @ 31 March 2008		24	
Laboratory services tests performed		1	
April 2008	**Mt Bassett WWTP**	**Bucasia WWTP**	**Bakers Creek WWTP**
Approvals issued for month:	**4**	**2**	**1**
• Category 1	1	1	1
• Category 2	2	0	0
• Category 3	1	1	0
Identified approvals required	5	1	7
Non-Conformance Issues:			
• Generator test results not supplied	15	6	8
Mackay Water and Waste compliance tests	11	5	0
• Within set limits	3	2	0
• Exceeding set limits		2	0
• Exceeding maximum limits		2	0
Outstanding test results @ 30 April 2008	4	1	0
Laboratory services tests performed		23	

** **February 08 and March 08 –** A marked decrease in the number of approvals issued; a marked increase in both the number of compliance tests performed (46 & 47 respectively) and the number of compliance tests which exceeded Council's sewer admission limits (28 & 29 failed tests). Each failed test requires:

(i) a site visit by either a trade waste inspector or inspector's assistant who provides verbal advice that discharge of trade waste to sewer must cease immediately and the action required before discharge to sewer can re-commence; and
(ii) confirmation of the action required via a letter to the property owner (copied to the trade waste generator); and
(iii) follow-up to ensure required action has been taken (i.e. servicing of pre-treatment apparatus); and
(iv) if the business is of a mechanical nature, a further site visit to remove any tags from "tagged out" pre-treatment apparatus/equipment.

Unfortunately, non-compliance issues require immediate attention and as such, greatly reduce the time available to Trade Waste staff to focus on processing of existing trade waste applications.

In addition, during March 2008, the Trade Waste Information Pack was finalised and mailed to all owners of commercial property located within the previous Mackay City Council. Generating and mailing of the information pack required assistance from all Trade Waste staff and proved time consuming, however, the number of positive responses received from

the mail out was rewarding. The Trade Waste Team received approximately 100 telephone enquiries in response to the mail out, resulting in a further 10 to 20 information packs being posted to other parties (e.g. tenants of commercial property). In addition, approximately 30 letters were posted in response to written enquiries received by the Trade Waste Team in relation to the information pack.

In general, if issue of trade waste approvals continues at the rate indicated in statistics to date, the approval rate will not be sufficient to capture all relevant businesses within the timeframe required.

It is believed with the current level of resourcing that the Trade Waste Inspectors would be able to achieve two approval assessments a day or approximately 36 per month, but this would require the smooth processing of all applications and a marked improvement in the compliance of existing generators. There are a number of factors identified as having an effect on the approval rate, of which the following three factors contribute significant at present:

(a) **Implementation of effective and efficient procedures**
Much time and effort has been expended over the last two to three months creating and documenting procedures to streamline the approval process. The new procedure for the application and assessment process was approved by the General Manager Mackay Water and Waste at the end of April and is now being utilised. The implementation of this procedure will result in a fixed time frame for approvals with definite resolution at the end of 14 weeks from first contact, either approval or refusal of access to sewer.

(b) **Delays in the approvals process.**
Clarifying the approvals process will certainly improve the processing time for the issue of trade waste approvals. Historically some of these applications have taken significantly longer than 14 weeks. The worse case has been ongoing since 2005 due to inaccurate or incorrect information, changes of process and generator delays. Probably the single most disruptive influence to the licensing process is the provision of accurate information from generators as part of their application especially as constructed plans.

(c) **Continued difficulties with the quality and accuracy of "as constructed" trade waste plumbing and drainage plans being submitted with trade waste applications**
During the past two to three months, this factor has become critical and has a direct affect on the Trade Waste Team's ability to issue trade waste approvals. One incorrect application may take 20% of an Inspectors time until resolved which (see b) can take an extended period of time.

These issues are progressively being resolved but have to be tackled whilst maintaining the regulatory and compliance functions of the team and delivering billing and approvals as well. This financial year significant progress has been made:

- The information pack has been created and mailed to 2,000 businesses.
- The number of generators issued with approvals has gone from 85 to 184 (approximately 10 per month) with another 57 within the approvals process.
- In addition 22 businesses have been confirmed as not generating trade waste and informed accordingly.

- Procedural development has moved forward substantially with the introduction of the approval procedure and a removal of access to sewer procedure.
- Customer concerns are also being addressed regarding categorisation of businesses with the creating of a new COD testing regime, acquisition of new analytical equipment and development of yet another standard procedure.
- Compliance although still far from good, has markedly improved to a failure rate of about 60% which require follow up action.
- Instances of removal of access to sewer have dropped virtually to zero and business understanding of trade waste is much improved.

Laboratory

In the last two years there have been significant advances in the capability and capacity in the Scientific and Analytical Services Team. Key improvements include an increase in the number of staff from two to six, a relocation of the laboratory services to a new facility at Nebo Rd WTP, expansion of the analytical methods available and good progress towards NATA accreditation.

This year the focus has been primarily on the provision of services to Council with an increased level of scientific support provided to other Council departments. This provides fast and reliable results at a more reasonable cost. To date this year over $83,000 worth of work has been provided to Council departments outside water and waste primarily for Strategic Planning and Parks and Gardens. This is money which would have otherwise left Council. The rates charged by the Laboratory are competitive with the open market as recently evidenced by the award of the recent contract to provide analysis for the Blue Water Lagoon, this was an open tender won on merit by Scientific and Analytical services.

External work this year to date has generated $35,000 and is forecast to increase next financial year as NATA accreditation is achieved and focus shifts towards growth of commercial activities. This strategy will be further enhanced by the introduction of new analytical equipment and a broader spectrum of available techniques. By the end of this financial year four new pieces of equipment will be in place:

- Total Organic Carbon Analyser – enabling the introduction of more precise trade waste control, and better water treatment quality control
- Inductively Coupled Plasma Spectrophotometer – to increase the efficiency and reduce turnaround time for metals analysis allowing for reduced costs and greater capacity.
- New microbiological techniques - Introducing Enterococci for better environmental microbiological monitoring, and Pseudomonas for the blue water lagoon project
- Time of flight GC-MS (TOF GC-MS) – which will improve accuracy of analysis and allow for new herbicides and pesticides to be analysed. The TOF GC-MS is the first one in Australia to be installed into a water laboratory, with the methods being developed in the USA to suit the range of pesticides and herbicides found in the region.

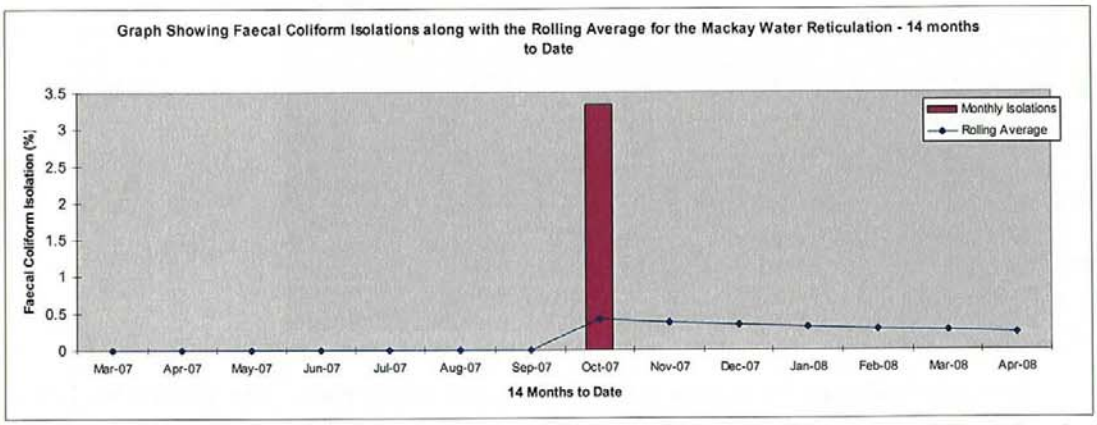
So far this year (since 1/1/08) levels of throughput are:

Total number of samples	763
Number of Commercial samples	360

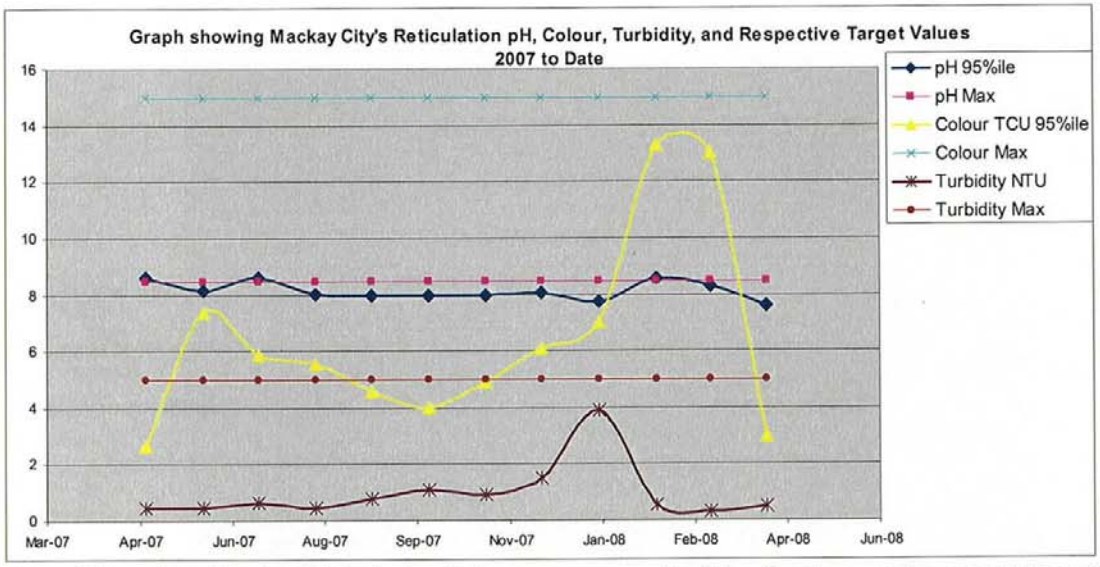
From April to date there has been 100 job registrations, giving a total of 232 samples with 2504 individual tests carried out.

The introduction of these new techniques and the recruitment of quality staff has made the lab into a strong regional market presence and an invaluable scientific resource for Council and the wider community.

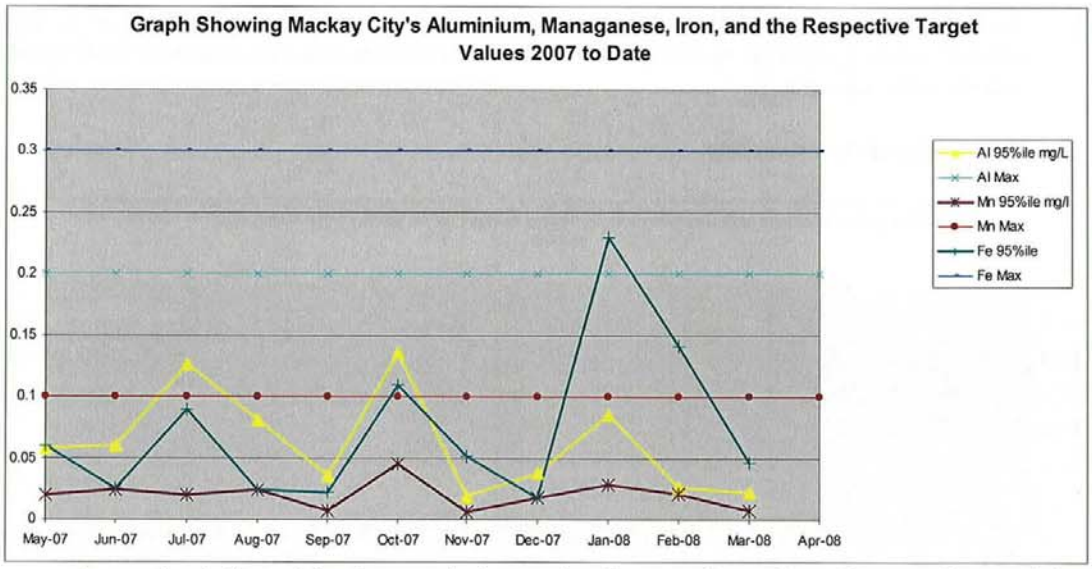
Water Reticulation sampling



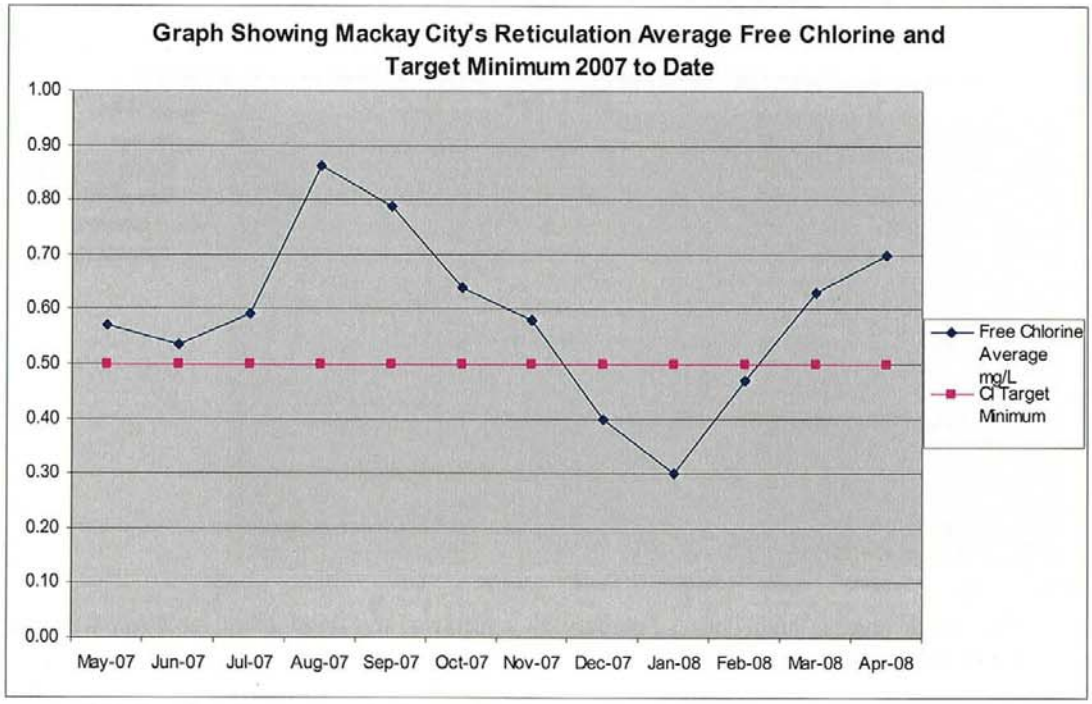
Monthly isolation in October 2007 due to Eton malfunction which, while solved, has had follow on effect to the graph for the following months.



The colour level is high during February as a result of the flood event, however it is still within parameters.



Iron spike indicated for January is the result of one testing point. The samples are below maximum levels.



Chlorine drop in January is the result of temperature increases and low water usage during wet season, which results in chlorine degradation.

8. WASTE SERVICES

Management

Waste Enquiries

	This Month	Last Month	6 Months ago (Nov 07)
Waste collection	9		6
Waste disposal	124		20

Approvals Issued

	This Month	Year To Date	2006-2007
Waste Collection Approvals (S369)	0		
Disposal Accounts	0		
Charity Accounts	0		

Active Waste Disposal Sites

	This Month		Last Month		6 Months ago (Nov	
	Inspections	Actions required	Inspections	Actions required	Inspections	Actions required
Hogans Pocket L/F	7	1	0	0	3	0
Paget T/S	23	10	6	2	24	11
Bloomsbury T/S	3	0	1	0	5	0
Kolijo T/S	5	0	2	0	6	1
Kuttabul I/B	16	21	8	8	15	32
Seaforth T/S	11	3	7	2	10	64
Palm Tree Creek	3	0	1	0	6	0
Sarina L/F	7	5	3	3		
Hay Point L/F	1	0	1	0		
Koumala T/S	1	0	1	0		
Colston I/B	2	7	1	2		
Otterburn L/F	4	2	3	0		
Gargett L/F	3	6	3	0		
Finch Hatton T/S	3	1	1	0		
Eungella L/F	2	0	1	0		

Greenwaste Sites

	This Month		Last Month		6 Months ago (Nov 07)	
	Inspections	Actions required	Inspections	Actions required	Inspections	Actions required
Bayersville	5	0	0	0	6	0
Walkerston	6	1	3	0	3	0
Bucasia	1	0	1	1	3	0

Closed Waste Sites

	This Month		Last Month		6 Months ago (Nov 07)	
	Inspections	Actions required	Inspections	Actions required	Inspections	Actions required
Illawong (Far Beach)	15	15	13	4	3	16
Bakers Creek	8	4	5	1	3	4
Eton	5	8	0	0	2	0
Habana	1	0	0	0	0	0
St Helens	2	0	0	0	1	0
Midge Point	2	15	1	11	5	1
Rural Bin Sites	2	0	0	0	2	0
Seaforth L/F	6	1	2	1		

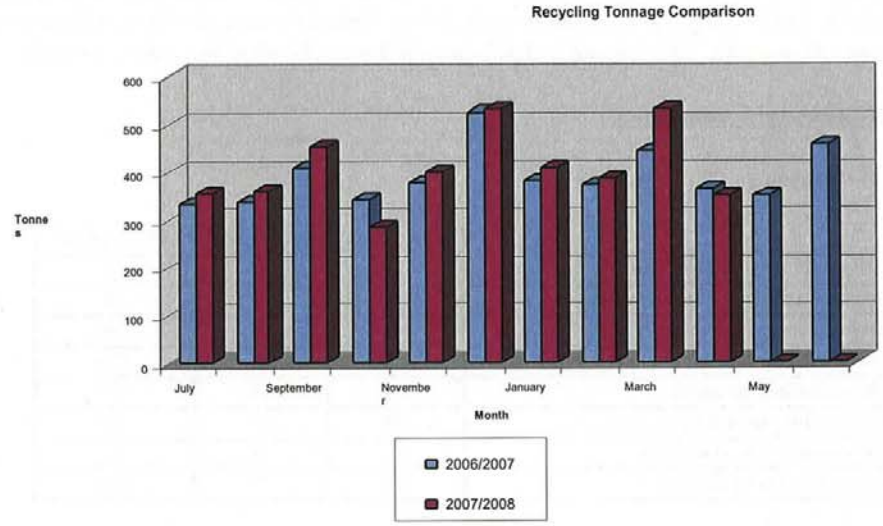
Ground Water Monitoring

	Current Quarter	Year To Date	2006-2007
Hogans Pocket			
Bayersville			
Illawong (Far Beach)			
Kolijo			
Boundary Road			
Bedford Road			
Seaforth			

Collection Services

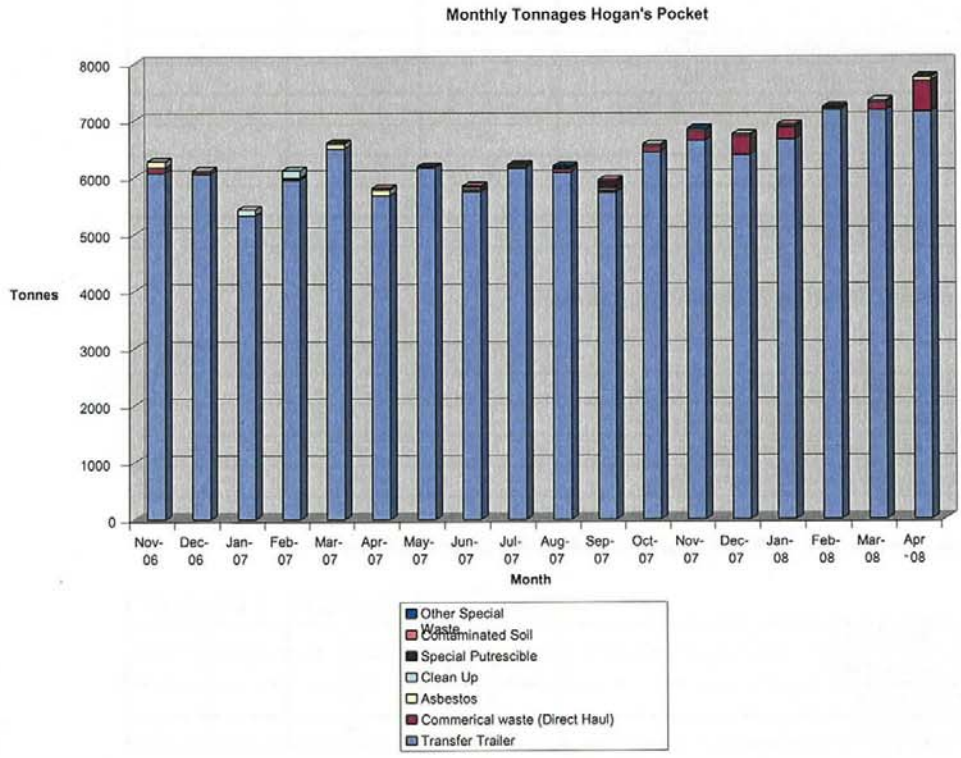
	This Month	Last Month	6 Months ago (Nov 07)
Waste collection complaints	0	0	3
Waste disposal complaints	0	0	3
Waste collection inspections	0	0	0
Waste bin inspections	0	0	0
Recycling contamination complaints	1	4	0
Recycling contamination inspections	0	4	0

Recycling Collection



Comments
Recyclables are slightly down for April 2008 compared to April 2007. In terms of year to date, more recyclables have been collected and sorted compared to the previous year.

Waste Disposal Monthly



Comments
Since February 2008, there has been a larger amount of waste being landfilled at Hogan's Pocket. In April a larger proportion is waste being hauled directly to Hogan's Pocket from commercial sources. This is mainly flood damaged material requiring special burial.

Environmental Compliance

Illegal dumping

	This Month	Last Month	6 Months ago
New complaints received from public	13	17	25
New complaints received from Council staff	6	1	20
New illegal dumping issues identified by Officer	179	69	181
Total complaints received	198	87	226
Complaints finalised (actioned)	222	71	209
Complaints subject to ongoing enquires	20	15	14
Clean ups conducted by contractors	6	0	0
Clean ups conducted by Officers	20	4	20

Illegal dumping – formal actions

	This Month	Last Month	6 Months ago
Infringements (unlawful disposal greater than 200L - $1237.50)	0	0	0
Infringements (unlawful disposal greater than 20L less than 200L - $300.00)	1	1	0
Infringements (unlawful disposal - $150.00)	0	0	0
Infringements (load compliance - $150.00)	0	0	0
Infringements (disposal from vehicle - $225.00)	0	0	0
Warnings – load compliance	8	0	7
Warnings – scavenging	2	0	2
Warnings – illegal dumping	1	2	3
Warnings – disposal from vehicle	9	0	0

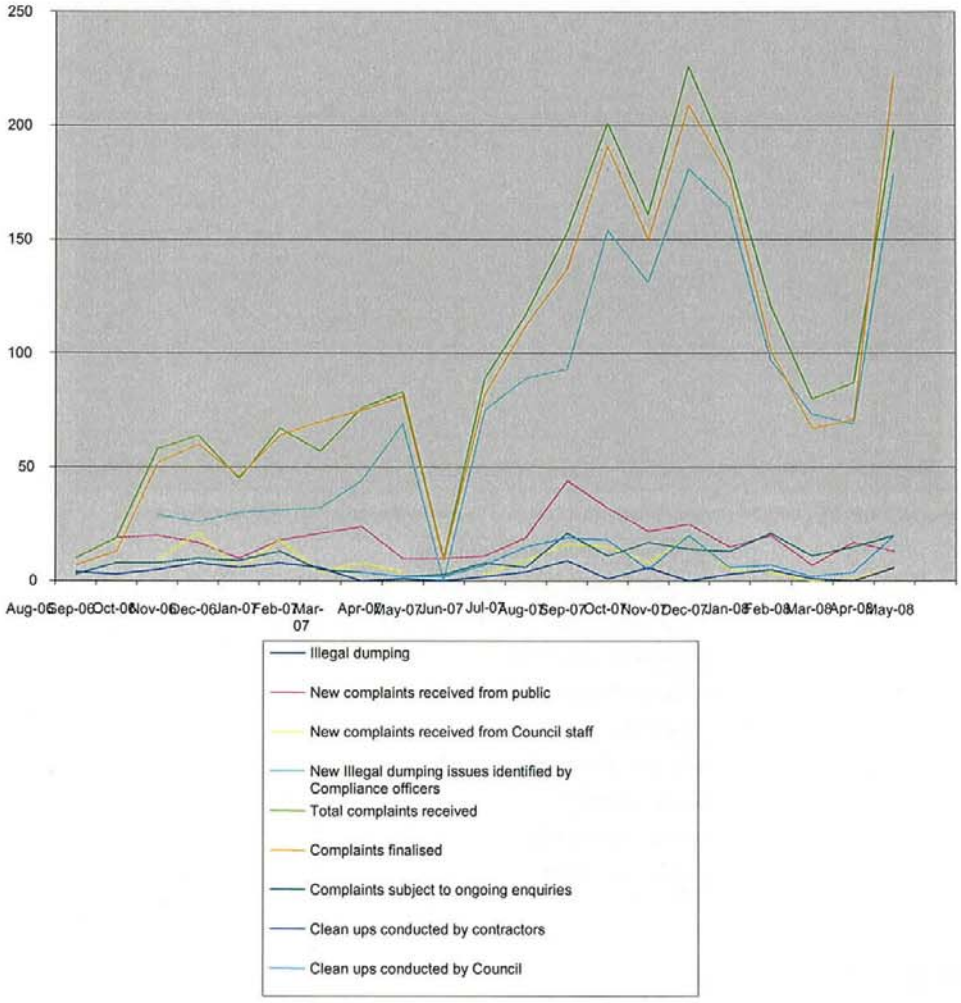
Stormwater / Erosion & Sediment Control

	This Month	Last Month	6 Months ago
Erosion & sediment control complaints received	3	0	2
Erosion & sediment control compliance inspections	0	0	19
Stormwater pollution complaints received	0	0	3
Stormwater pollution compliance inspections	0	0	1

Stormwater / Erosion & Sediment Control – formal actions

	This Month	Last Month	6 Months ago
S31 EPP – Infringements	0	0	0
S32 EPP – Infringements	0	0	12
S31 EPP – Warnings	0	0	1
S32 EPP – Warnings	0	0	1

Illegal dumping – statistics

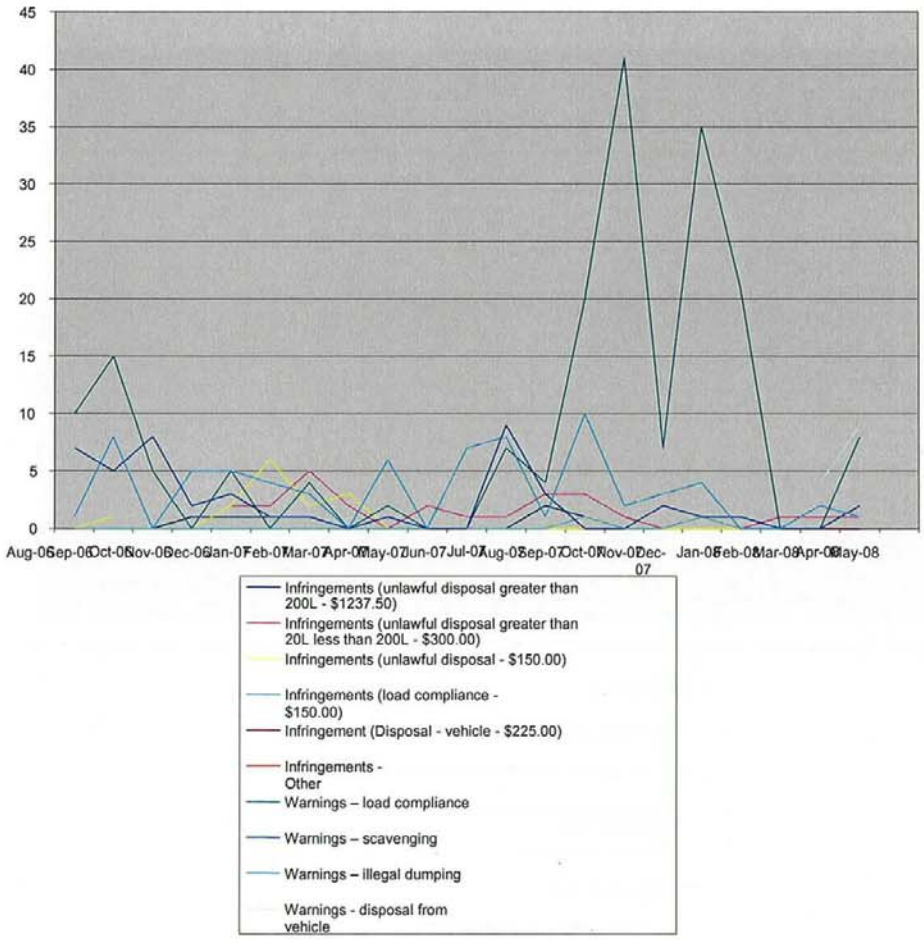


Comments:

The above data indicates illegal dumping only and does not indicate littering or cover load statistics. There has been an increase in disposals due to the following factors:

- Now recording disposals in Sarina and Mirani areas
- Significant time has passed since free disposal period
- During January the compliance officer was on two weeks leave resulting in less reporting, this was followed by the flooding disaster where the compliance officer co-ordinated kerbside clean up and then returned compliance work which has caused a spike in the April data

Infringement & warnings data



Comments:

- Apprehension of offender for this month has been purely on evidence at scene
- Nil persons apprehended in the act of disposal
- Large number of disposal sites in former MCC area and were unable to maintain proactive compliance at that stage
- Larger number of disposal locations in MRC and still discovering disposal sites
- Envisage large number of disposals when fees introduced in former Mirani shire but do not have resource to cover that area
- New disposal from vehicle legislation being applied when observed. Higher level of detection would be achieved with more staff and also more fines would be issued

9. MWRP PROJECT

A report on the activities of the Mackay Water Recycling Project is provided to Council as a Confidential Agenda Report.

MACKAY ENTERTAINMENT CENTRE PERFORMANCE MANAGEMENT REPORT

Mackay Entertainment Centre

Performance/Management Report

February 2008 to April 2008

SUMMARY

1. Introduction
2. Customer Charter
3. Capital Program
4. Development/Other Issues
5. Performance
6. Conclusion

1. INTRODUCTION

The Centre has hosted 20 performances attracting 8,333 patrons and 24 non-ticketed events during the February to April period.

2. CUSTOMER CHARTER

The Mackay Entertainment Centre is to provide activities/services in a manner that meets accepted social, health, economic and environmental standards.

The following standards have been developed to evaluate customer service and quality standards.

HIRER'S COMMENTS

None were received during this period.

PATRON'S SURVEY

Some of the comments received included:

- several on the quality and diversity of the Pure Platinum Series
- excellent service provided by staff
- enjoy the wide variety of shows
- pleased to see some quality drama booked for 2008
- would have liked San Lazaro to play for longer
- MEC is a top class venue
- prefer theatre to cabaret
- the Brunch was excellent
- the air conditioning is too cold
- have never had a problem with anything at the MEC
- won the tickets to Pugsley Buzzard and thoroughly enjoyed the show
- love the theatre, the programming is wonderful, the staff helpful and courteous – not many other places in Mackay have the trained and pleasant staff like the MEC has.

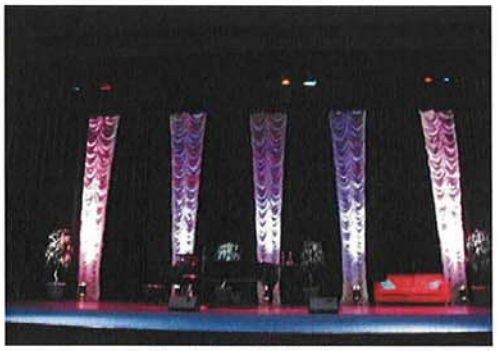
3. CAPITAL PROGRAM

New vinyl floor covering was laid in dressing rooms 6 & 7 during shut down.

4. DEVELOPMENTS/OTHER ISSUES

Entrepreneurial:
Attendances at each of the entrepreneurial shows held to date have been pleasing with several achieving higher audience numbers than expected.

The first Morning Melodies for the year featuring Danielle Everett, one of the original stars of Phantom of the Opera attracted more than 500 patrons. There has been an unprecedented amount of positive feedback from this show.



Morning Melodies

The Latin Funk band, San Lazaro attracted a sell out in Soundlounge format. Patrons were on the dance floor from the first number and thoroughly enjoyed the evening

San Lazaro

Blues singer Pugsley Buzzard has one of the best blues voices heard at the Centre. An appreciative audience gave him two "curtain calls".

Just under 600 people attended Bangarra Dance Theatre's True Stories. The reception from the audience was appreciative, especially for the first piece that was adapted from the stories of the Torres Straits.

The Lipman Harp Duo provided one of the most beautiful concerts seen at the Centre. The quality of the music, the charm of the performers and the atmosphere in the foyer created by the technical staff combined to provide "a delightful night at the theatre".

The Jazz Brunch was an outstanding success with many requests for another one to be held later in the year. The high quality and quantity of the buffet plus the great jazz of Caxton Street contributed to an enjoyable morning/afternoon.

Jazz lovers were treated to some of the best exponents of traditional jazz at the concert featuring The Harry Lynn Quartet with Melissa Western. Harry is recognized as being one of the best jazz pianists in the business. The drum solo by Warren Whittaker brought the audience to its feet.

Harry Lynn

Staffing:

Mark Fawcett have been appointed to the position of Manager Mackay Civic Precinct and commences on 19 May 2008.

Bar staff:

With the steady growth in both the number of performances held and large, catered functions, the capacity of the Friend's organization to provide staff for all events has been severely tested. Staffing the functions involves long hours and considerable physical demands (providing wait and bar service, restocking fridges, removing bags of bottles and rubbish, collecting and washing glasses etc) was proving to be extremely difficult with only a small number of volunteers willing to assist.

In late 2007, it reached the stage where the volunteers were unable to supply sufficient staff for functions.

With the Convention Centre due to open in 2009, it was important to continue to provide services at the highest level to retain previous clients and to attract new ones. The decision was reached, in consultation with the Friend's organization, to employ casual bar staff to service the large functions.

Twelve casual staff have now been employed.

Trainees:

Two new trainees commenced at the Centre in February. One trainee is completing a traineeship in administration, undertaking a certificate 3, while the other is undertaking a certificate 3 in Live Production Theatre & Events, specializing in audio.

Professional Development:

A member of the technical team attended the annual Technical Manager's Conference held in Sydney this year to coincide with Entech. Discussions on issues of concern to venues included:-

- W H & S in relation to facility management
- the shortage of skilled labour within the industry and the need to develop skilled staff in-house
- training requirements for the industry
- strategies for replacing equipment
- future technologies
- energy management

Other technical team members attended the Entech Conference to source equipment for the Convention Centre.

Denise Holley attended the Ticketing Professional Conference. Issues discussed included:
- attracting, hiring and retaining staff
- latest trends in ticketing technology
- customer relation management
- marketing of one night stands
- ticketing and website integration
- ticketing code of practice

Director Operations was a speaker at this conference, speaking on Presenting and Marketing One Night Stands.

Work experience students:
An agreement has been negotiated with Mirani State High School for the Mackay Entertainment Centre to provide work experience for students in their hospitality stream. The students will gain experience in the provision of wait/table service, serving drinks and responsible service of alcohol for functions and foyer performances. The students will be assessed on their performance.

A student from Mirani State High School and a student from North Mackay State High School will be gaining work experience in the technical department, one day a week for ten weeks.

Friends of the Theatre:
Annual General Meeting
The Friends of the Theatre held their Annual General Meeting in March. The 2008 committee includes:

President – Brian Hull
Vice President – Elspit Mulherin
Secretary – Eileen Finch
Treasurer – Pam Armstrong
Committee members: –
Chris Armstrong
Fiona Fleming
Ken McKerihan
Ken Porter
Kathy Cant
Liz Youngberry
Rosemary Haines

Donations:

In 2007, the Friends donated equipment equating to $43,000. At their first meeting for 2008, they agreed to purchase audio visual equipment valued at $4,500.

Rain Event - February 15, 2008:

The Centre suffered minimal damage, with the only areas affected being the Director's office, where the carpet had to be replaced and the water garden where the exterior pump had to be replaced.

The greatest impact from the event was the cancellation of five performances and two functions booked to be held between February 15 and February 25.

The event has had a noticeable impact on ticket sales to several shows held since February 15. This is especially evident for major touring shows.

Tickets sold to both the XXXX Gold Qld Bulls Vs Australian Country cricket match and the North Qld Toyota Cowboys Vs CFMEU Canberra Raiders had to be refunded when both games were cancelled. This equated to some 7,200 tickets.

Thermal Imaging:

Thermal imaging of air conditioning panels and all distribution boards was conducted in early February. Four minor problems were found, all of which have been repaired/replaced.

New Ticketing System:

The Centre has negotiated the purchase of a new, technologically advanced ticketing system to be launched in June.

Some of the features of the new system include:-
- patrons will be able to choose seats on-line from a seating plan
- patrons will be able to see what the view of the stage is like from their chosen seat/s
- there will be no additional cost for booking on-line
- patrons will be able to print their tickets out at home
- there will be the capacity to purchase group, package and family tickets on-line
- door attendants will have wireless hand held scanners to check the bar codes on tickets
- promoters will be given a code, enabling them to access their show at any time to check ticket sales
- tickets can be sold "off site" (eg at the football, cricket etc) using a laptop and a Next G network card
- the system will be integrated with the Centre's merchant services provider giving direct and immediate transactions
- 24/7 support

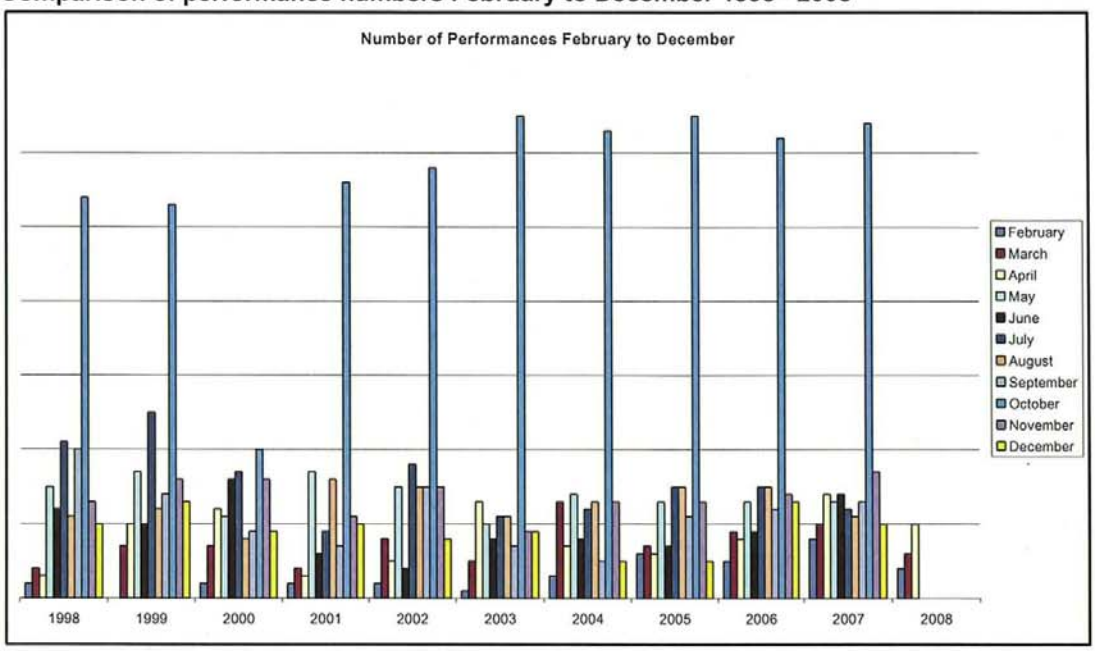
Air Conditioning System:

One of the two compressors in the air condition plant experienced a critical failure and had to be replaced. Due to the age of the plant, purchasing a reconditioned unit with a twelve month warranty was the only alternative. The plant is now fully operational again.

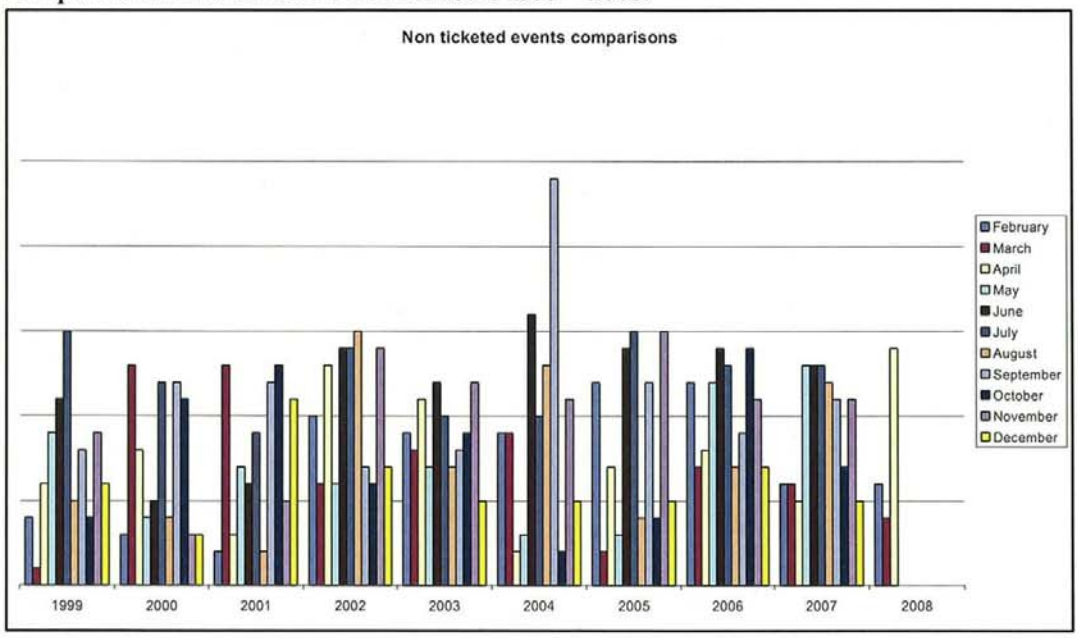
Three Year Statistical Comparisons:

	Three year comparisons											
	2007 - 2008				2006 - 2007				2005 - 2006			
	No. of Performances	No. of Patrons	Ticket sales - external events	No.of Functions	No. of Performances	No. of Patrons	Ticket sales - external events	No.of Functions	No. of Performances	No. of Patrons	Ticket sales - external events	No. of Functions
JULY	12	4035	1154	8	15	4924	485	13	15	5692	238	15
AUGUST	11	6048	448	12	15	9781	1978	3	15	7204	43	4
SEPTEMBER	13	7783	0	11	12	5477	1760	9	11	5789	362	12
OCTOBER	64	32395	1932	7	62	30793	1634	14	65	31755	0	4
NOVEMBER	17	11521	1312	11	14	7963	424	11	15	8101	43	15
DECEMBER	10	5205	0	5	13	8644	500	7	8	4316	1105	5
FEBRUARY	4	1404	3234	6	9	2353	7541	6	5	1603	9476	13
MARCH	6	2163	141	4	10	3924	0	6	9	2799	0	7
APRIL	10	4676	1194	14	14	4509	558	5	8	2423	1179	8
MAY					13	5723	1916	13	13	7436	460	16
JUNE					14	5279	321	14	9	5381	0	14
TOTAL	147	75230	9415	78	191	89370	17117	101	173	82499	12906	113

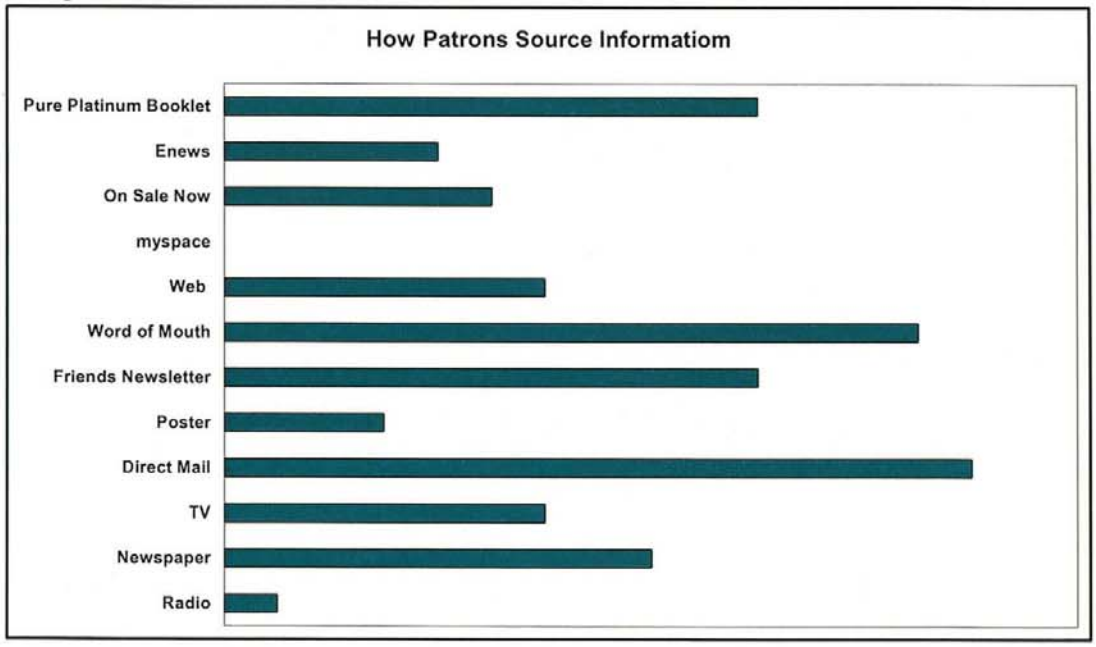
Comparison of performance numbers February to December 1998 - 2008



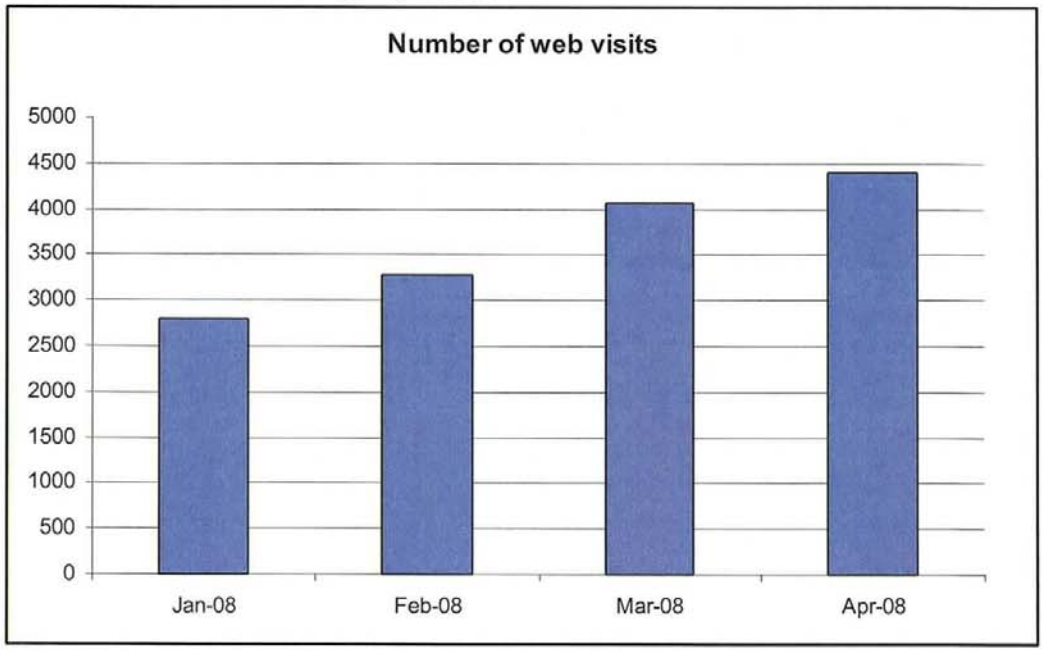
Comparison of non ticketed event numbers 1999 – 2008.



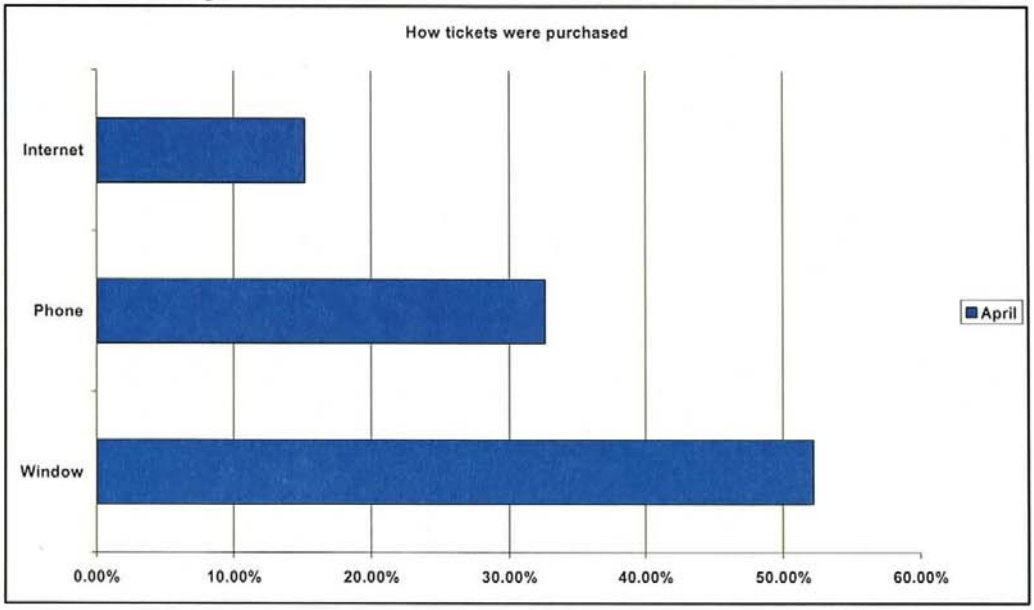
How patrons source information



Number of web visits January – April 2008



How tickets were purchased:



5. PERFORMANCE

Financial Performance Indicators

Financial Performance Report period ended 30 April 2008.

Mackay Entertainment Centre - Financial Performance Report	Budget 2007/2008	Actual 2007/2008
Operating Revenue		
Rates & Utility Charges	-	-
Less: Discounts and Remissions	-	-
Fees & Charges	827,000	689,611
Sales - Contract & Recoverable Work	-	-
Operating Grants & Subsidies	-	-
Operating Contributions	-	-
Interest Earned	-	-
Other Revenue	423,000	404,310
Community Services Obligations	550,278	458,565
Internal Transfers	-	28,084
Internal Revenue Distribution	815,903	621,449
	2,616,181	2,202,019
Less: Operating Expenses		
Employee Cost	964,425	740,474
Goods, Services & Other Operational Costs	948,294	871,483
Transfer from Capital re Loss on Disposal of Assets	-	(3,636)
Finance Costs (incl Interest Expense)	-	-
Other Expenses	38,000	19,919
Depreciation	298,345	248,621
Corporate Overheads & Competitive Neutrality Costs	216,241	180,201
Inter-Function Expenditure for Services Provided	17,738	16,059
	2,483,043	2,073,120
Less: Transfers		
Transfer from Capital re Loss on Disposal of Assets	-	3,636
Retained Surplus (Deficit) Brought Forward from Prior Year	-	-
Transfer from Capital for Unfunded Depreciation	-	-
Transfer (to) Capital General Revenue Expended	- 143,845	- 105,556
Inter-Function Dividends & Return on Capital	276,983	230,819
Other Transfers Between Functions	-	-
Net Transfers from Capital Reserves	-	-
Net Transfers to Capital Reserves	-	-
	133,137	128,899

Financial Performance Report period ended 30 April 2008 continued.

Operating Surplus	0	(0)
Capital Summary		
Capital Funding		
General Revenue Used for Capital Purposes	(143,845)	(105,556)
Capital Grants	-	-
Capital Contributions	1,103	7,064
Capital Contributions - Non Cash Developer	-	-
Capital Internal Transfers - Revenue	-	-
Transfers from Capital Reserves	-	-
Transfers To Capital Reserves	-	-
New Loans	-	-
Proceeds from Sale of Assets	-	3,636
Funded Depreciation	298,345	248,621
Capital Funding Brought Forward	-	-
Capital Funding Carried Forward	-	-
	155,603	153,765
Capital Expenditure		
Capital Expenditure (refer Schedules)	155,603	153,765
Capital Internal Transfers - Expense		
Capital Expenditure (Carried Over)		
Capital - Non Cash Developer Contributions	-	-
Loan Repayments	-	-
	155,603	153,765

The financial performance targets for the Mackay Entertainment Centre for the period ending 2008 are: -

Description	Budget 07/08	Rev Budget 07/08	YTD Budget	YTD Actual
Operating Income (Excluding Internal Transfer)*	$1,250,000	$1,250,000	$1,041,667	$1,122,005
Operating Expenses	($2,184,698)	($2,483,043)	($2,069,203)	($2,073,120)
Operating Contribution Required by Council (before tax and return on equity)	($934,698)	($1,233,043)	($1,027,536)	($951,115)
Operating contribution per rate payer	$25.89	$33.94	$28.28	$25.97

* Excluding CSO's and Internal Revenue Distribution

Comments

Operating Income and Operating Expenditure are both above budget for the first quarter.

Non-Financial Performance Indicators

The non-financial performance targets for the Mackay Entertainment Centre for the period ending ...2008 are: -

Description	2006/07	% Achieved
Number of Performances fully cost recovered	7	6
Minimum number of Functions	70	80
Average attendance at shows	Auditorium 550 Foyer/Space 150	Auditorium 650 Foyer/Space 234
Yearly occupancy of facility	75,000	75,230
Average Response time for Patrons enquiries	<24 hours	Achieved
Customer Hire Satisfaction	95%	100%
Ratio of Complaints to a sample of Patron Usage	5%	.05%
Are adequate range of facilities being provided	70%	n/a
Would you use the Centre again	70%	n/a

6. CONCLUSION

The rainfall event in February has had a significant impact on anticipated revenue and attendance numbers at the Centre for the three month period February to April.

AQUATIC FACILITIES PERFORMANCE MANAGEMENT REPORT

Aquatic Facilities

Performance/Management Report

February 2008 to April 2008

SUMMARY

1 Introduction

2 Customer Charter

3 Capital Works Program

4. Development/Other Issues

5. Performance

6. Conclusion

1. INTRODUCTION

Memorial Pool

Memorial Swim Centre celebrated National Youth Week by organising a range of activities during April.

Further capital improvements were delivered in response to customer feedback.

The Centre closed on 14 April for annual maintenance and is scheduled to reopen early June for the start of the 2008/2009 swimming season.

Pioneer Pool

Sixteen (16) Pool Hire events were held at Pioneer Swim Centre during the February – April period, including (School) Carnivals, Waterpolo Championships and Fun Days (School break-up activities). Training activities were organised to maintain and further enhance the skills of Lifeguards, Swimming Teachers, Trainees, Duty Supervisors and coordinating staff.

Sarina and Mirani Pools

Operational staff established new lines of communication with Sarina and Mirani Pools and assisted Lessees in the preparation of maintenance periods and procedure development.

2. CUSTOMER CHARTER

Activities/services are to be provided in a manner that meets accepted social, health, economic and environmental standards. The following standards have been developed to evaluate customer service and quality standards.

Encouragements and complaints received for the period February to April 2008 are as follows: -

Memorial Pool

Description of Encouragements	Type of Activity
Positive feedback was received from customers regarding the National Youth Week activities (Refer to Appendix A).	National Youth Week activities.

Description of Complaints	Type of Complaint	Resolution
N/A	N/A	N/A

Pioneer Pool

Description of Encouragements	Type of Activity
Swimming Teachers and other program staff received positive comments regarding the season's Learn-to-Swim Program.	Council's Learn-to-Swim / Activities Program.
Significant positive feedback in regards to a new activity.	"Adult Swim 4 Fitness".

Description of Complaints	Type of Complaint	Resolution
N/A	N/A	N/A

The following customers have attended the Aquatic Facilities from February to April *2008:*

Memorial Pool*

Type of Customer	Memorial Pool - February 2008
Persons 15 years or older	1,376
Children from 3 years to persons under 15 years	722
Pensioner	88
TOTAL	2,186
Multi Visit Pass (persons 15 years or older)	82
Total Kiosk Revenue	$8,038.81

Type of Customer	Memorial Pool - March 2008
Persons 15 years or older	952
Children from 3 years to persons under 15 years	700
Pensioner	43
TOTAL	1,695
Multi Visit Pass (persons 15 years or older)	80
Total Kiosk Revenue	$9,198.81

Type of Customer	Memorial Pool - April 2008
Persons 15 years or older	1744
Children from 3 years to persons under 15 years	363
Pensioner	19
TOTAL	2126
Multi Visit Pass (persons 15 years or older)	19
Total Kiosk Revenue	$1,358.90

Pioneer Pool*

Type of Customer	Pioneer Pool – February 2008
Persons 15 years or older	1,251
Children from 3 years to persons under 15 years	1,194
Pensioner	52
TOTAL	2,497
Multi Visit Pass (persons 15 years or older)	71
Total Kiosk Revenue	$10,084.30

Type of Customer	Pioneer Pool – March 2008
Persons 15 years or older	551
Children from 3 years to persons under 15 years	594
Pensioner	10
TOTAL	1,155
Multi Visit Pass (persons 15 years or older)	37
Total Kiosk Revenue	$7,982.50

Type of Customer	Pioneer Pool – April 2008
Persons 15 years or older	477
Children from 3 years to persons under 15 years	427
Pensioner	26
TOTAL	930
Multi Visit Pass (persons 15 years or older)	40
Total Kiosk Revenue	$3,634.37

* Source: Monthly Reconciliation Spreadsheet (Microsoft Excel)

Revenue Received

Type of Customer	Pioneer Pool		Memorial Pool	
	February 2007	**February 2008****	February 2007	**February 2008****
Actual Gate	$11,751.55	$11,255.00	$9,150.70	$10,523.50
Season Tickets	$219.00	$740.00	$393.00	$660.00
Miscellaneous	$10,593.75	$11,499.85	$7,611.65	$8,126.96
TOTAL	$22,564.30	**$23,494.85**	$17,155.35	**$19,310.46**

** Facilities closed from 15 – 17 February due to extensive rainfall event.

Type of Customer	Pioneer Pool		Memorial Pool	
	March 2007	**March 2008**	March 2007	**March 2008**
Actual Gate	$9,608.00	$5,441.50	$9,439.50	$8,604.40
Season Tickets	$0.00	$137.00	$393.00	$0.00
Miscellaneous	$9,395.05	$8,532.25	$5,416.30	$9,605.51
TOTAL	$19,003.05	**$14,110.75**	$15,248.80	**$18,209.91**

Type of Customer	Pioneer Pool		Memorial Pool	
	April 2007	**April 2008**	April 2007	**April 2008**
Actual Gate	$6,997.50	$4,863.50	$2,999.50	$3,629.80
Season Tickets	$0.00	$274.00	$0.00	$179.00
Miscellaneous	$3,468.80	$3,718.47	$792.45	$1,375.65
TOTAL	$10,466.30	**$8,855.97**	$3,791.95	**$5,184.45**

* Closure Memorial Swim Centre and start of annual maintenance period 2008: Monday 14 April.
* Closure Memorial Swim Centre and start of annual maintenance period 2007: Saturday 14 April.

3. CAPITAL WORKS PROGRAM

Memorial Pool

- Painting of concrete area on the western side of the 50m pool.
- Installation of new tables and benches, as part of the development of additional shade and seating areas (Refer to Appendix B).
- Pioneer River Trust commenced with the work associated with the levy bank on the western side of Memorial Swim Centre.

Pioneer Pool

- Replacement of the main circulating pump.
- Installation of a footpath on the southern end of the facility.

4. DEVELOPMENTS/OTHER ISSUES

General

- Staff and facilities were involved in the development of a promotional campaign.
- Meetings were held with Lessees of the Sarina and Mirani pools to discuss the new lines of communications in accordance with the new organisational structure of Mackay Regional Council.
- Operational staff assisted the Lessee of the Sarina Pool with the winterisation of the pool and developed operational procedures.
- Commencement of a new activity targeting the adult market: "Adult Swim 4 Fitness" and associated promotional activities.
- Development of new Customer Information brochure titled "Safety, Health & Hygiene", endorsed by Queensland Health. Purpose: To inform customers of Giardia and Cryptosporidium prevention and general safety matters.
- Closure of both facilities from 15 – 17 February, as a result of the extensive rainfall event February. The facilities reopened on Monday 18 February.
- Mail-out of the second edition of the Aquatic Facilities quarterly external newsletter to existing user groups.
- Training & development: selected staff successfully completed the following training activities from February to April: Building Warden training, Cultural Change Management workshop, oxygen resuscitation training, internal AUSTSWIM assessment, internal Swimming Teacher Workshops, first aid (refresher) training and refresher courses, MRC visual standards Workshop, Anti-Harassment & Anti-Discrimination training, Traineeship sign-on, Finance One training, Pool Plant Operation Course, Time Management Training, Disability Discrimination Act workshop and AUSTSWIM certificate.

Memorial Pool

- Total Pool Hire activities:
  - 6x School Swimming Carnival events
  - 2x Fun Day (School break-up events)
  - 1x Aquathon event
  - 1x Women's Day Triathlon
- Memorial Swim Centre celebrated National Youth Week from 5 – 13 April by organising the following activities (Refer to Appendix A):
  - Learn-to-Swim Intensive lessons: 7 – 11 April.
  - Splash Out activities: 8 and 10 April
  - Obstacle Course activities: 8 – 10 April
  - Learn-to-Swim Carnival: 11 April
- Memorial Swim Centre closed on 14 April for annual maintenance. The Centre is scheduled to re-open on 2 June (7-week maintenance period). Maintenance activities completed during April include:
  - Removal of unnecessary items and carpet from the building previously used by the Mackay Swimming Academy Inc.
  - Repair of the Automatic Pool Cleaner.
  - Servicing and repair of the Pool Heating Pump and Boiler Room.
  - Restrengthening of the rollers of the thermal blankets.
  - Cleaning of building (high pressure water blasting).
  - Installation of a new gate as part of revised emergency procedures.
  - Winterisation of 50m pool and Toddler Pool.
  - Servicing of hydrochloric acid and chlorine pumps.
  - Servicing of oxy-viva and oxy-socks.

Pioneer Pool

- Total Pool Hire activities:
  - 11x School Swimming Carnival events
  - 4x Fun Day (School break-up events)
  - 1x Waterpolo Competition event
- Repair and reinstallation of the steel post and shade sail covering the shallow end of the 50m pool.
- Repair of the door of the disabled toilet.
- Purchase of a new spinal board.
- Replacement of motherboard of Nemo Automatic Pool Cleaner.

5. PERFORMANCE

The evaluation of performance for Aquatic Facilities is based on both financial and non-financial indicators.

Financial Performance Indicators

Financial Performance Report period ended 30 April 2008.

Mackay Aquatic Facilities - Financial Performance Report

	Memorial Pool		Pioneer Pool		Mackay Aquatic Facilities	
	Budget 2007/2008	Actual 2007/2008	Budget 2007/2008	Actual 2007/2008	Budget 2007/2008	Actual 2007/2008
Operating Revenue						
Rates & Utility Charges	-	-	-	-	-	-
Less: Discounts and Remissions	-	-	-	-	-	-
Fees & Charges	137,250	147,862	130,000	129,923	267,250	277,785
Sales - Contract & Recoverable Work	-	-	-	-	-	-
Operating Grants & Subsidies	-	-	-	-	-	-
Operating Contributions	-	-	-	-	-	-
Interest Earned	-	-	-	-	-	-
Other Revenue	49,125	53,360	119,000	124,289	168,125	177,650
Community Services Obligations	448,448	373,706	330,088	275,073	778,536	648,780
Internal Transfers	-	-	-	-	-	-
Internal Revenue Distribution	-	-	-	-	1,169,238	117,951
	$634,823	$574,929	$579,088	$529,286	$2,383,149	$1,222,166
Less: Operating Expenses						
Employee Cost	399,016	306,749	438,981	326,092	837,997	632,841
Goods, Services & Other Operational Costs	248,944	167,107	154,947	122,541	403,890	289,648
Transfer from Capital re Loss on Disposal of Assets	-	-	-	-	-	-
Finance Costs (incl Interest Expense)	-	-	-	-	-	-
Other Expenses	-	-	-	556	-	556
Depreciation	43,069	35,890	43,069	35,890	86,137	71,781
Corporate Overheads & Competitive Neutrality Costs	43,735	36,446	47,896	39,914	91,631	76,359
Inter-Function Expenditure for Services Provided	16,706	15,498	15,326	13,893	32,032	29,391
	$751,469	$561,691	$700,217	$538,885	$1,451,686	$1,100,576
Less: Transfers						
Transfer from Capital re Loss on Disposal of Assets	-	-	-	-	-	-
Retained Surplus (Deficit) Brought Forward from Prior Year	-	-	-	-	-	-
Transfer from Capital for Unfunded Depreciation	-	-	-	-	-	-
Transfer (to) Capital General Revenue Expended	- 1,249,732	0	2,049,942	12,212	800,210	12,212
Inter-Function Dividends & Return on Capital	73,414	61,178	57,840	48,200	131,253	109,378
Other Transfers Between Functions	-	-	-	-	-	-
Net Transfers from Capital Reserves	-	-	-	-	-	-
Net Transfers to Capital Reserves	-	-	-	-	-	-
	($1,176,318)	$61,178	$2,107,781	$60,412	$931,463	$121,590
Operating Surplus	$1,059,672	($47,940)	($2,228,910)	($70,011)	($0)	($0)

Financial Performance Report period ended 30 April 2008 continued.

Capital Summary						
Capital Funding						
General Revenue Used for Capital Purposes	- 1,249,732	0	2,049,942	12,212	800,210	12,212
Capital Grants	8,800,000	7,250,000	-	-	8,800,000	7,250,000
Capital Contributions	45,455	45,455	-	-	45,455	45,455
Capital Contributions - Non Cash Developer	-	-	-	-	-	-
Capital Internal Transfers - Revenue	-	-	-	-	-	-
Transfers from Capital Reserves	1,297,407	700,742	-	-	1,297,407	700,742
Transfers to Capital Reserves	-	-	-	-	-	-
New Loans	2,800,000	2,800,000	-	-	2,800,000	2,800,000
Proceeds from Sale of Assets	-	-	-	-	-	-
Funded Depreciation	43,069	35,890	43,069	35,890	86,137	71,781
Capital Funding Brought Forward	-	-	-	-	-	-
Capital Funding Carried Forward	-	- 7,061,878	-	-	-	- 7,061,878
	$11,736,199	$3,770,209	$2,093,010	$48,103	$13,829,209	$3,818,312
Capital Expenditure						
Capital Expenditure (refer Schedules)	11,736,199	3,770,209	2,093,010	48,103	13,829,209	3,818,312
Capital Internal Transfers - Expense	-	-	-	-	-	-
Capital - Non Cash Developer Contributions	-	-	-	-	-	-
Loan Repayments	-	-	-	-	-	-
	$11,736,199	$3,770,209	$2,093,010	$48,103	$13,829,209	$3,818,312

The financial performance targets for the Aquatic Facilities for the period ended 30 April 2008 are: -

Memorial Pool

Description	Budget 2007/08	Rev Budget 2007/08	YTD Budget end of month date	YTD end of month date
Operating Income*	$186,375	$186,375	$155,313	$201,223
Operating Costs	($751,250)	($751,469)	($626,224)	($561,691)
Operating Contribution Required by Council (before tax and Return on Equity)	($564,875)	($565,094)	($470,911)	($360,468)
Operating Contribution per rate payer	$15.65	$15.55	$12.96	$9.84

*Excluding CSO's and Internal Revenue Distribution

Comments
Lower than budget Operating Contribution due to lower than budget expenses and above budget income.

Pioneer Pool

Description	Budget 2007/08	Rev Budget 2007/08	YTD Budget end of month date	YTD end of month date
Operating Income*	$249,000	$249,000	$207,500	$254,213
Operating Costs	($700,436)	($700,217)	($583,514)	($538,885)
Operating Contribution Required by Council (before tax and Return on Equity)	($451,436)	($451,217)	($376,014)	($284,673)
Operating Contribution per rate payer	$12.51	$12.42	$10.35	$7.77

*Excluding CSO's and Internal Revenue Distribution

Comments
Operating expenses are below budget due to seasonal impacts.

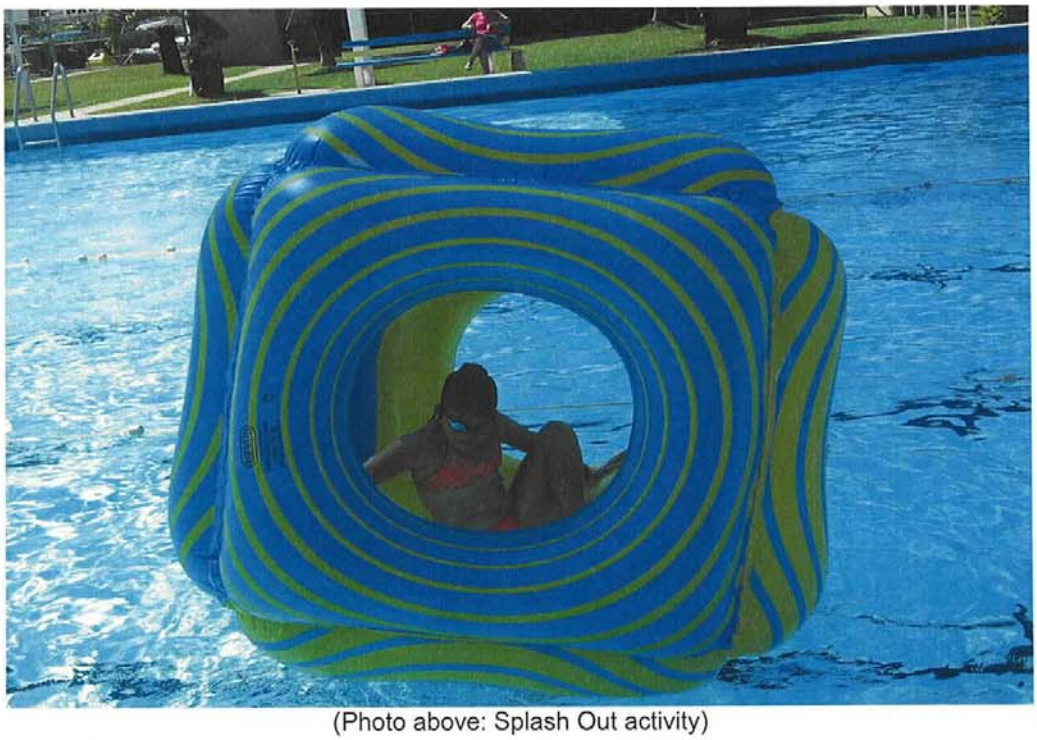
6. CONCLUSION

Memorial Swim Centre's involvement in National Youth Week proved to be successful and had a positive affect on the Centre's overall revenue. Pioneer Swim centre will close for annual maintenance on the day Memorial Swim Centre re-opens to ensure public in Mackay has access to at least one Swim Centre at any time of the year.

A record-breaking number of Pool Hire events were conducted at Pioneer Swim Centre and operational staff assisted to Sarina and Mirani Pools in accordance with the new organisational structure.

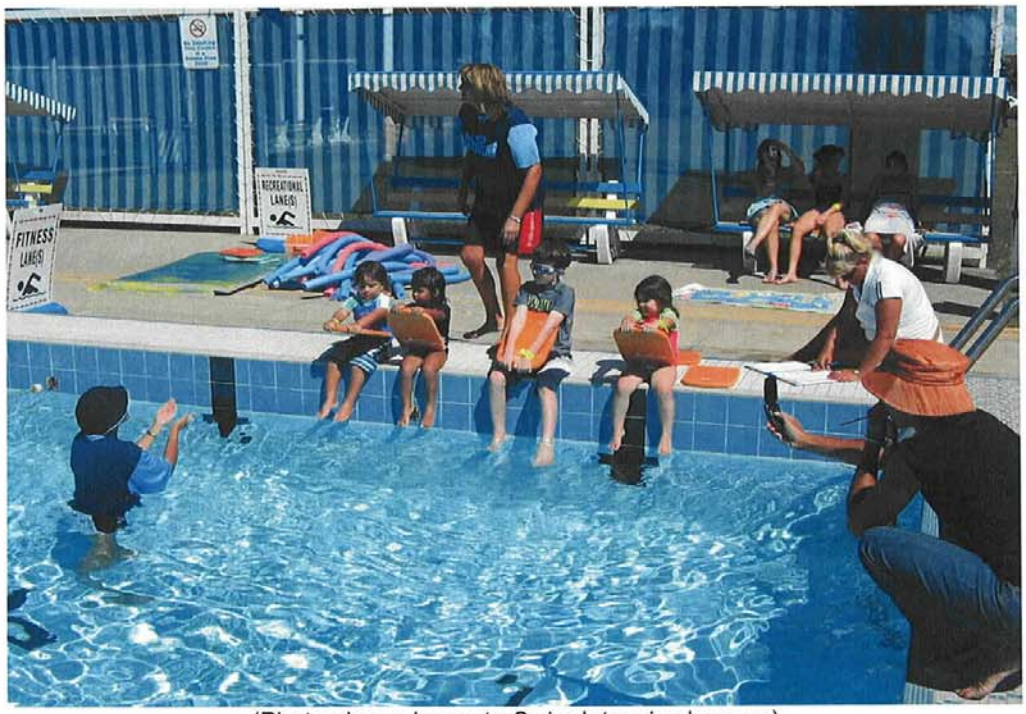
APPENDIX A – NATIONAL YOUTH WEEK ACTIVITIES (5 – 13 APRIL 2008)

(Photo above: Obstacle Course activity)



(Photo above: Splash Out activity)

APPENDIX A – NATIONAL YOUTH WEEK ACTIVITIES (continued)



(Photo above: Learn-to-Swim Intensive lessons)

(Photo above: Learn-to-Swim Carnival)

APPENDIX B – INSTALLATION OF NEW TABLES/BENCHES AT MEMORIAL SWIM CENTRE

(Photo above: Before painting concrete / installation of tables)

(Photo above: After painting concrete / installation of tables)