

Maranoa Regional Council

# Our performance in focus

Report on the annual review of the implementation of the annual operational plan  
(Section 104 (5) (b)(iv) and Section 104 (7) of the *Local Government Act 2009*)  
End of year report by function



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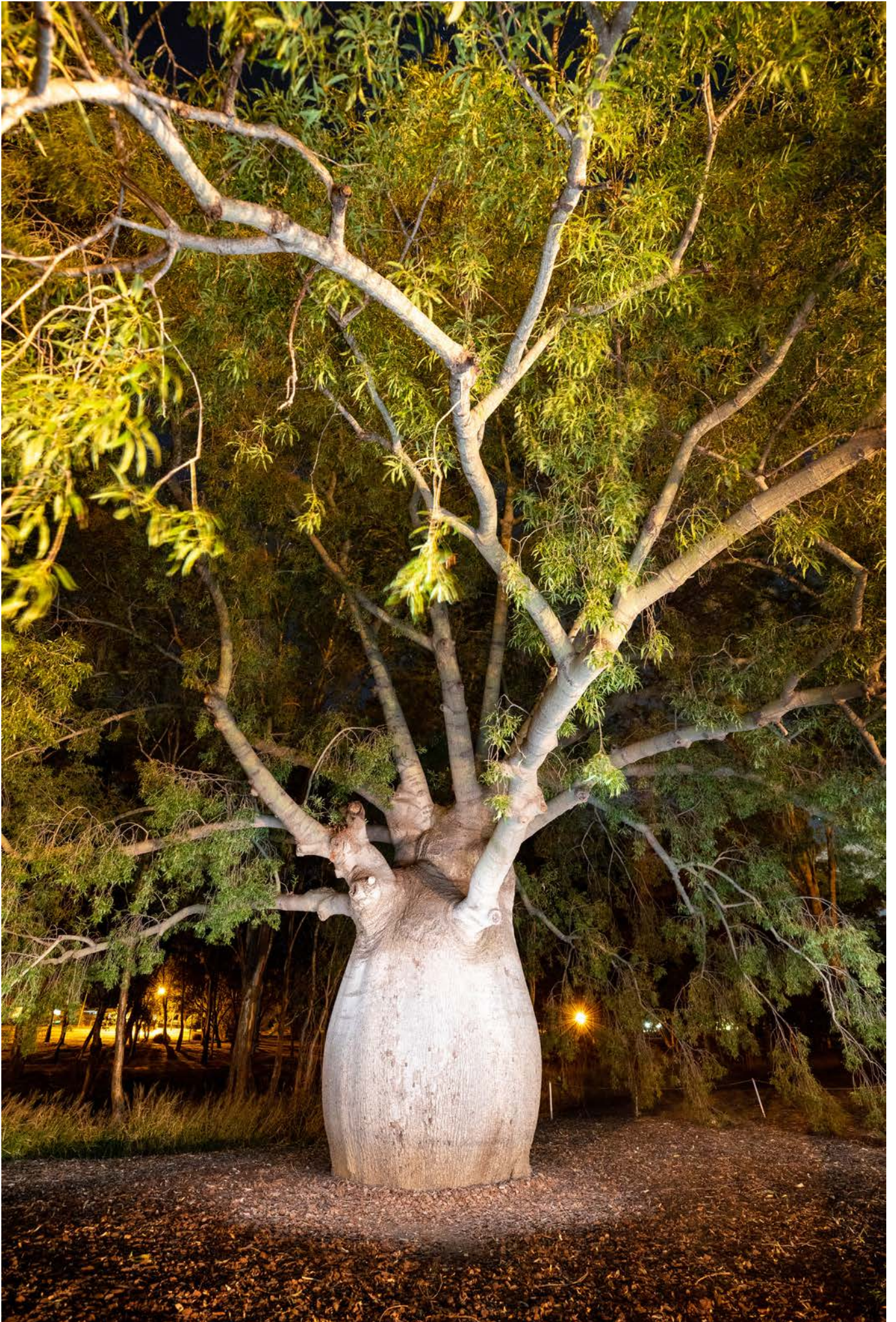
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# GETTING THE BASICS RIGHT

## Strategic priority 1.

We aim to keep focussed on those services that our communities traditionally rely on local government to provide.

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## We aim to:

*Focus our efforts on those services that our communities traditionally rely on local government to provide.*

### WHY IS THIS IMPORTANT?

In preparation for the corporate plan (2018-2023), Council initiated a further community satisfaction survey. Basic services / infrastructure was the only category that scored below both the comparative statewide and rural councils' percentage. Whilst the service category showed a significant improvement since the last survey, dramatically narrowing the gap, the results indicated that there was still some work to be done in this area.

Other key feedback through the survey:

- Both **water supply** and **sewerage** were ranked in the Top 10 areas of importance for our community:
  - Water increased in importance from 6th to 4th place
  - Sewerage jumped in importance from 25th to 7th place.

Of note is that sewerage was previously in the least important category and was now in the Top 10, and also in the highest performance category. Water has dropped in perceived performance (from high to average).

- **Road maintenance** was one of the highest areas of importance for our community (Was 1st place in the 2015 survey, and was equal 4th in the latest survey). It also had the lowest performance relative to importance. Note: **Road construction** dropped in importance (from equal 4th to 13th, out of the Top 10) over the same period of time.
- **Footpaths, kerbing, guttering** were previously in the least important category, and have now been elevated to areas of interest for the community, in the category of lowest performance relative to importance;
- **Waste management** is one of the highest performing services.

Roads, water, sewerage and waste featured strongly in the Connected Futures forums held with the community across the region.

Water supply, sewerage and waste are also 3 of the most highly regulated (by the Queensland Government) services undertaken by Council.



## 1.1 WATER



Supplied the equivalent of **3.5 olympic size swimming pools** of water each day (on average) for domestic, commercial and industrial use.



Managed **\$46.189 million** of water infrastructure, with no non-compliances with the State Government's water quality criteria.



Achieved third party certification for the first time across all 3 areas of Quality, Safety and Environment.



Approved funding for water infrastructure projects from the Queensland Government:

- 2019-21 Works for Queensland program - **\$880,000**

Approved funding from the Australian Government:

- Drought Communities Program – Extension - **\$1,000,000.**

## 1.2 SEWERAGE



Transported and treated the equivalent of **263 olympic sized swimming pools** of sewage.



Managed **\$50.161 million** of sewerage infrastructure.



Achieved third party certification for the first time across all 3 areas of Quality, Safety and Environment.

## 1.3 ROADS & DRAINAGE



Maintained, renewed and upgraded the **3rd largest** (by length) local government road network in Queensland.



Managed **\$461.254 million** of road, drainage and bridge infrastructure

Rural Roads: **5,607.8 kms**  
Urban Roads/Streets: **224.1 kms**



Worked with other tiers of government and industry to secure funding for local roads with the following approved in 2019/20:

- Australian Government: Roads to Recovery Program - **\$3,864,010**; Black Spot Program - **\$100,000**
- Queensland Government: Transport Infrastructure Development Scheme - **\$1,622,556**; Passenger Transport Infrastructure Investment Program (PTIIP) - **\$55,000**; 2019-21 Works for Queensland Program - **\$190,000**
- Industry contributions from coal seam gas companies through Road Infrastructure Agreements - **\$15,245,640**

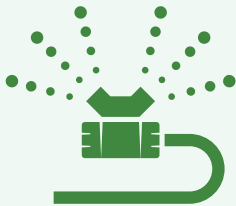
## 1.4 PARKS & OPEN SPACES



We look after **10 towns** including **1,081.78** hectares of parks and other open spaces.



Assistance provided (people and plant) for Council **events** in parks, open space and facilities for residents and visitors.



Water wise initiatives on Council's irrigation systems in parks.

## 1.5 WASTE



**6,053** waste collections (**bin lifts**) per week through Council's local waste collection contractors.



**40,111** patrons through the Roma refuse facility.

**10** waste disposal sites across the region - 6 landfill and 4 transfer facilities, servicing our towns and localities.



**51,965.05 tonnes** across the Roma weighbridge.  
**81%** recycled.



**Containers for Change** recycling scheme – **3,515,034** containers up to 23 January 2020 (11 months). Transitioned from Council to a local business is now partnered with CoEx to deliver the program.



Queensland **Government Waste** Levy implemented from 1 July 2019. Provided monthly detailed data reports to the Queensland Department of Environment and Science – paying **\$1,051,773** for the year.

## 1.6 CEMETERIES



Prepared for **66** burials.



Cared for **16 cemeteries** and **6 historical cemeteries**.



**\$120,000** cemetery projects approved through the Queensland Government's 2019-21 Works for Queensland program.



We provide drinking water for domestic, commercial and industrial use for towns across the region and distribute river water for use in Surat gardens:

- Central Schemes – Roma, Muckadilla
- Eastern Schemes – Wallumbilla, Yuleba, Jackson
- Injune Water Scheme
- Surat Water Scheme
- Western Schemes – Amby, Mitchell, Mungallala.





## Our year at a glance 2019/20



Supplied the equivalent of **3.5 olympic size swimming pools** of water each day (on average) for domestic, commercial and industrial use.



Managed **\$46.189 million** of water infrastructure, with no non-compliances with the State Government's water quality criteria.



Achieved third party certification for the first time across all 3 areas of Quality, Safety and Environment.



Approved funding for water infrastructure projects from the Queensland Government:

- 2019-21 Works for Queensland program - **\$880,000**

Approved funding from the Australian Government:

- Drought Communities Program – Extension - **\$1,000,000.**

## Water highlights

### Project delivery

22 projects were completed and 9 projects are in progress across the region with \$3.596 million spent in 2019/20.

### Project highlights

- The fire fighting capacity project improved the firefighting capacity for parts of Amby, Injune, Muckadilla, Roma and Yuleba
- Upgrade to the main in Duke Street, Queen Street and part of Miscamble Street is the first part of a vital link between the water tower and northern part of Roma.
- Replacement of the pumps for the Surat raw water supply saw a significant improvement in pressure and flow.
- Several water main renewals were completed, reducing the risks for breaks and disruptions.
- A new bore drilled in Roma will provide improved water security, significantly reducing the likelihood of reservoirs running out of water.

### Continual improvement

- The water function achieved third party certification in the following standards (Quality - ISO 9001:2015, Safety - AS NZS 4801:2001, Environment - ISO 14001:2015)
- This was the first year that Maranoa Regional Council's Water team members have worked towards and achieved independently verified standards in all 3 areas (Quality, Safety and Environment).

### Water infrastructure and services

- The value of the region's water infrastructure increased from \$44.758 million (net book value at 30 June 2019) to \$46.189 million at 30 June 2020.
- The network of water mains increased by 7.7 kms.
- There were no non-compliances with state government water quality criteria.

## Water challenges

### Water main breaks

A high number of water main breaks occurred (147) due to the age of the water infrastructure, environmental / drought (soil) conditions and increased water pressure from upgraded equipment. Although down on the number from last year (182) this still utilises significant resources

### Delays to projects

Some project delays were experienced due to:

- Local contractors being very busy at the start of the year;
- Supplies of certain equipment coming from overseas (impacted by COVID-19);
- Heavy rain (significant delays to water main renewal projects in particular)

### Bore failures

There were a number of bores that failed in Roma and had to be urgently repaired before the onset of summer.

### Staffing

There were a number of advertisements for new staff that failed to provide a suitable candidate. In particular the Yuleba Plumber position has been advertised several times.

## 1.1 WATER

### What we do

We supply (on average) 8,910 megalitres of water per day to 10 communities across the region.

Water is sourced (via an approved allocation from the Queensland Government) predominantly from the Great Artesian Basin. The only exception to this is Surat, where water is sourced from the Balonne River (also within a Queensland Government approved allocation).

Depending on where the water is sourced from, there are different requirements for how the water is treated and then ultimately supplied to residents. The region's water supply is managed through 5 separate schemes (Central, Eastern, Injune, Surat and Western)

Depending on the time of year (winter / summer), customer needs and activity in the region, the actual amount will vary from the average.

Council is accountable to the Queensland Government which regulates the supply of water in Queensland - the Regulator is the Office of the Water Supply Regulator, Department of Natural Resources, Mines & Energy.

Each year, we undertake works to:

- Operate and maintain the water infrastructure;
- Upgrade and construct new infrastructure to cater for growth in our region's population and for new or changing needs of our business and industry;
- Undertake scheduled renewal works to ensure the infrastructure keeps providing the required level of service.

### Why we do it

Water is an essential service. Drinking water is needed for domestic, commercial and industrial use in each of our towns across the region.

River water is also used on gardens in Surat through a reticulated network.

### What we must do

#### Legislation & Guidelines

- Water Supply (Safety and Reliability) Act 2008
- Water Supply (Safety and Reliability) Regulation 2011
- Public Health Act 2005
- Public Health Regulation 2018
- Australian Drinking Water Guidelines (current version)
- Drinking Water Quality Management Plan Guideline 2018
- Review and Audit Guideline 2019
- Water Quality and Reporting Guideline
- Planning Guidelines for Water Supply and Sewerage
- Capricorn Municipal Development Guidelines (CMDG).

#### Reporting and Plans

- Customer Service Standards
- Drinking Water Quality Management Plan (DWQMP)
- Quarterly Usage Reporting
- Annual DWQMP Report
- Annual Key Performance Indicator (KPI) Reporting.

### Did you know

The region's water is sourced predominantly from the Great Artesian Basin, but from different aquifers



Aquifers		
Age	Formation	Town
Cretaceous (145 million years ago to 66 million years ago)	Mooga Sandstone	Amby, Jackson, Roma, Wallumbilla, Yuleba
Jurassic (201.3 million years ago to 145 million years ago)	Gubberamunda Sandstone	Roma, Wallumbilla
	Hutton Sandstone	Injune, Mitchell, Muckadilla

The only exception is Surat. The Surat Weir on the Balonne River is supplied by the Condamine-Balonne catchment.

The catchment above the Surat Weir has an area of 41,480 km<sup>2</sup> and contains approximately 118,000 separate land parcels. The entire catchment contains the city of Toowoomba and other significant centres including Warwick, Dalby and Chinchilla.



## How we are trending - Water

	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Information for business planning</b>					
Length of water mains	238.6 kms	238.6 kms	254.9 kms	267.5 kms	275.2 kms
Total water sourced	3,793 ML	3,050 ML	3,344.20 ML	3,220.3 ML	3,276.7 ML
Connected properties:					
- Residential	3,954	3,974	3,972	3,992	4,002
- Non-residential	922	988	1,017	1,025	1,035
Volume of potable (drinking) water supplied					
- Residential	1,499.4 ML	1,404.90 ML	1,535 ML	1,778.4 ML	1,716,138 ML
- Commercial, municipal and industrial	476.4 ML	674.20 ML	689.3 ML	898.3 ML	920,346 ML
<b>Performance (KPIs) / compliance data / external reporting</b>					
Total water main breaks	90	66	289	182	147
Water main breaks (per 100 kms) where service was interrupted <i>Target for water main breaks and leaks - less than or equal to 100 per 100 kms of main.</i>	37.7	27.7	113.4	68	55
Total unplanned interruptions	Not previously recorded			58	29
Incidence of unplanned interruptions (per 1,000 connections) where service was interrupted <i>Target for unplanned interruptions per 1,000 properties - less than or equal to 300.</i>	Not previously recorded			390.5	54
Water quality complaints per 1,000 connections <i>Target for total complaints (water and sewerage) - less than or equal to 20.</i>	9.6	2.2	3.8	0.2	4.2
Compliance with water quality criteria					
- E-coli - samples taken / Non-conformances	1,146 / Nil	1,135 / Nil	1,254 / 1	1,510 / Nil	1,779 / Nil
- Chlorine - samples taken / Non-conformances	535 / Nil	968 / Nil	1,208 / Nil	480 / Nil	390 / Nil

### More about the numbers

Over the past two years there has been a slow decline in the number of water mains breaks. This can be attributed to a significant renewal programme that has targeted the mains with the most breaks. This has also seen a decline in the number of properties affected by unplanned water interruptions.

## 1.1 WATER

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<b>1.1.1</b> Review, audit, report on, and ensure compliance with the Queensland Government approved Drinking Water Quality Management Plan.	(a) Plan review by 1 October 2019.	✓
<b>1.1.2</b> Continue to enhance our long term plans and financial forecasts for our water infrastructure. Further that these plans inform future investment in the water network - with a key focus on asset renewals. <i>"Doing the right things"</i>	(b) Review of the asset management plan and implementation of the works program.	✓
<b>1.1.3</b> Benchmark our operations against best practice standards, including independent (third party) verification of our systems' continual improvement for: - Quality - Safety - Environment <i>"Doing things right"</i>	(c) Independent gap analysis report. (d) Sewerage management system scope expansion to include quality and environment - Third party certification (March 2020).	✓
<b>1.1.4</b> Develop and implement a SCADA system (Supervisory Control and Data Acquisition) to efficiently monitor and control the water assets in real time.	(e) SCADA project external funding Short list contractors from Expression of Interest, tender the works and award contract.	✓
<b>1.1.5</b> Increase security of water for our region's towns, planning for and constructing approved projects: <ul style="list-style-type: none"> <li>• advocating for additional funding where required from other tiers of government.</li> <li>• continuing to build a sound reputation with funding bodies through adherence to project timeframes and reporting deadlines.</li> </ul>	(f) Additional Roma Bore completion. (g) New Mitchell Bore - Planning and specifications. (h) Surat and Yuleba Bores - Secure funding.	✓
<b>1.1.6</b> Review water quality and supply for Amby.	(i) Amby water - options, cost and feedback	✓
<b>1.1.7</b> Improve bore security through regular inspections, purchase of spare parts and programmed replacement of bores and pumps.	(j) Bore inspections - bores 12, 13 & 14 in Roma.	✓
<b>1.1.8</b> Address firefighting capacity issues identified through consultant modelling and Council staff reviews.	(k) Completion of upgrades in Roma, Injune, Yuleba and Amby and Muckadilla.	✓
<b>1.1.9</b> Provide annual services (including programmed and reactive maintenance), monitor compliance with target timeframes and standards (including Customer Service Standards) and contribute to review of associated policy documents.		✓
<b>1.1.10</b> Contribute to the review of, and provide input into, development applications to manage the quality and long term impacts of any expansion to the water network.		✓

## Looking back - what we achieved in 2019/20

### (a) Drinking water quality management plan (DWQMP) review

A review of the Drinking Water Quality Management Plan was due this year in accordance with the requirements of the *Water Supply (Safety and Reliability) Act 2008*.

An application to amend/update the plan was made to the Department of Natural Resources, Mines and Energy, Water Supply Regulation ('the regulator').

The key changes pertained to the following sections:

- Registered service details
- Details of infrastructure for providing the service
- Identify hazards and hazardous events
- Information gathering – water quality and catchment characteristics
- Assessment of risks
- Risk management measures.

The review was completed and was approved by the Regulator by notice on 29 May 2020.

### (b) Review of the asset management plan and implementation of works program

This year saw the third revision of the new format Asset Management Plan which was adopted by Council on 24 January 2020 (Council resolution: GM/01.2020/74)

In this review, the following items were addressed:

- Update of projects to include those from the Mitchell Water Strategy.
- Update of renewals in preparation of budget recommendations for next financial year.
- Adding appendices to address items identified in the previous improvement plan.

The plan was an accurate reflection of the requirements at the time of adoption based on the information to hand. It did however show that the ten year program cannot be achieved without external funding unless the water charges are increased significantly.

The required budgets need to be highlighted in order to work towards the optimum solution.

### (c) Independent gap analysis report

As the first step towards third party certification of our management systems, a specialist company was engaged to review Council's operations

This provided an external (independent) assessment against the requirements of the international standards for Quality, Occupational Health and Safety and Environmental Management Systems.

The work done provided a clear framework that identified any non-conformances and provided recommendations for practical corrective and preventative actions.

### (d) Water management system - Third party certification

External (third party) auditors were engaged to benchmark our water operations against the following best practice standards:

- Quality - ISO 9001:2015
- Safety - AS NZS 4801:2001
- Environment - ISO 14001:2015

This was the first year that Maranoa Regional Council's water team has worked towards and achieved independently verified standards in all 3 areas (Quality, Safety and Environment).

This was successfully achieved, with Maranoa Regional Council's water function now third party certified with registration covering the period 12.03.2020 until 11.08.2023.



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## 1.1 WATER

### Looking back - what we achieved in 2019/20

#### (e) Supervisory control and data acquisition (SCADA) project

This project will facilitate the efficient monitoring of the water system via Council's computer network.

The SCADA project is underway with the System Integrators designing the system and the installation to follow. New switchboards have been purchased and installed as required and most of the equipment has been procured. This project is expected to be completed by the end of September 2020.

*This project is jointly funded by Maranoa Regional Council and the Australian Government.*

#### (f) Additional Roma bore completion

The construction of Roma's new bore now provides additional water supply and security for Roma.

During summer in 2018, multiple bores in Roma failed and had to undergo repairs, resulting in water supply shortages in some pressure zones as the bores could not fill the reservoir quick enough to keep up with demand.

This new bore (Bore 20) now reduces the likelihood of this occurring again. It is a larger bore that provides a more reliable water source for the town of Roma and is located on Jackson Street.

It feeds directly into the main town reservoir with no offtakes on the way and benefits over 50% of the town.



*Drilling on Bore 20 in Roma*

#### (g) New Mitchell bore commenced

A new bore for Mitchell is under construction at a total cost of \$1,000,000 with \$600,000 from the Queensland Government's Local Government Grants and Subsidies Program.

The bore has been drilled and the pump has been purchased with the whole project to be completed in February 2021.

The new bore will become the primary water source for Mitchell residents and businesses, improving water flows, water pressure and fire-fighting capacity.

The placement of the new bore (adjacent to the southern reservoir on Mitchell St George Road) allows water to be fed directly into the southern reservoir which is able to feed water to the town by gravity, reducing energy costs significantly.

The two other bores currently in Mitchell will provide a backup supply for the town, especially during the peak summer period.

*The Mitchell Bore project is a joint initiative of Council and the Queensland Government.*

#### (h) Surat and Yuleba bores

Council received external funding under the Drought Communities Programme to drill bores in Surat and Yuleba. Consultation and application for licences and permits occurred this year with bores to be drilled next year.

#### (i) Amby water

Council sought feedback on water quality and an examination of infrastructure options and cost, with feedback from residents.

The majority of submissions favoured a new bore to address the water quality issues. This was included in the budget deliberations for the capital projects.

#### (j) Bore inspections

Bore inspections were carried out in Roma on bores 12, 13 & 14. This included removing the pumps and inserting equipment in the bore casing to determine the condition. The condition of the bores were found to be good for their ages, however blockages were removed in bores 13 & 14.

#### (k) Completion of upgrades

The water mains in Roma on Queen Street, Duke Street and Miscamble Street were upgraded in the 2019/20 financial year.

The existing water mains were replaced with larger pipes (300mm) which has created better water flow between the northern and southern areas of the town, while replacing old failing mains.

## Projects - what we achieved this year

Completed	In progress	Not started
 <ul style="list-style-type: none"> <li>• Conditional assessment tower reservoirs               <ul style="list-style-type: none"> <li>• Roma</li> <li>• Injune</li> <li>• Surat</li> </ul> </li> <li>• Hydro-geological modelling - Regional</li> <li>• Mitchell Tower Reservoir - condition assessment</li> <li>• Bore 1 motor replacement, Mitchell</li> <li>• Booster pump to High Pressure Zone (HPL) Roma</li> <li>• Northern Road booster station renewal, Roma</li> <li>• Chlorination upgrade - Roma tower, Roma</li> <li>• Fire flow augmentation - Golf Links Estate, Roma</li> <li>• Meters for raw water - Council properties, Surat</li> <li>• Condition assessment Yuleba</li> <li>• Replacement of raw water pumps, Surat</li> <li>• Clarifier and reservoir, Surat</li> <li>• Water main renewal/upgrade McDowall Street, Roma</li> <li>• Water main renewal/Oxford Street, Mitchell</li> <li>• Water main renewal/Ann Street, Mitchell</li> <li>• Regional water project - firefighting capacity upgrade (Corfe Rd to Charles St South, Roma) <i>(This project has been funded through the Queensland Government's 2019-20 Works for Queensland)</i></li> <li>• Tiffin St fire flow augmentation, Roma</li> <li>• Water main renewal Bowen Street, Roma</li> <li>• Water main renewal/upgrade Queen Street, Roma</li> <li>• Water supply renewal, Muckadilla</li> <li>• Condition assessment bores 12, 13 &amp; 14 Roma</li> <li>• Bore No.20, McGrath Park, Roma</li> </ul>	 <ul style="list-style-type: none"> <li>• Water main renewals, Wallumbilla</li> <li>• Bore No.3, Mitchell (Multi-year project) <i>(This project has been funded through the Queensland Government's Local Government Grants and Subsidies Program)</i></li> <li>• Water booster system, Yuleba</li> <li>• Delivery main bore 17 to Currey St reservoirs, Roma <i>(This project has been funded from the Queensland Government's 2019-20 Works for Queensland)</i></li> <li>• Meter connections, Roma <i>(This project has been funded from the Queensland Government's 2019-20 Works for Queensland)</i></li> <li>• Supervisory Control and Data Acquisition (SCADA) for water supplies - regional sites <i>(This project has been funded through the Australian Government's Smarter Cities and Suburbs Program)</i></li> <li>• Water main renewal Ivan Street, Surat (materials purchased contractor to be engaged)</li> <li>• Yuleba Water Bore 2 (Multi-year project) <i>(This project has been funded through the Australian Government's Drought Communities Programme)</i></li> <li>• Surat Water Bore 1 (Multi-year project) <i>(This project has been funded through the Australian Government's Drought Communities Programme)</i></li> </ul>	 <p>Nil</p>

## 1.1 WATER

### Our annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20?	Procedure reference (where applicable)
<b>Water billing process inputs</b>				
Meter reading	2.2.2	2 billing periods with reading dates within 14 days of 30 November and 31 May	✓	-
Concessions <ul style="list-style-type: none"> <li>dialysis patients</li> <li>major leaks</li> </ul>	2.2.4	Administered in accordance with Council's policies.	✓	W19
<b>Programmed maintenance</b>				
Water mains (Hydrants, valves, mains)	1.1.9	In accordance with approved program.	✓	WO7, W16
Water equipment (Dosing equipment, reservoir cleaning, bore pumps, booster pumps, lift pumps)		In accordance with approved program.	✓	-
<b>Reactive maintenance / customer service</b>				
New connections and other alterations to water services	1.1.9	Upon request. Works completed within 20 working days of receipt of application and fee. If required, a quote will be provided within the 20 day period.	✓	-
Reconnections		Upon request. Works completed within 5 days.		-
Response to urgent incidents and complaints (pressure, quality)		Response within Council's adopted Customer Service Standards. Complaint management in accordance with Council's Complaint Management Policy. Data collected on the number of complaints, complaint details and the actions undertaken. Target for response to urgent incidents - Amby, Jackson, Muckadilla, Mungallala - less than or equal to 240 mins. Other areas - less than or equal to 120 mins.	✓	AO5 WO6
Notification of planned interruptions		48 hours' notice if not urgent with media release and letter box drop.	✓	W13
<b>User pays services</b>				
Sale of water from standpipes	1.1.9	Upon request.	✓	-
Determination of water meter location and other service infrastructure		Fees in accordance with Council's adopted Fees & Charges Register.	✓	-
Meter testing / investigation			✓	-
Replacement of damaged or destroyed meters			✓	W21
Access to water facilities			✓	-
Inspections for extension to, or alteration of the network		Inspection and quote within 20 working days.	✓	-
Washdown facilities		Maintenance as required. Access and billing through the national Avdata washdown systems.	✓	WO2
<b>Policy development and reviews</b>				
Customer service standards	1.1.9, 2.2.2	No mandatory requirement for review this year. Last reviewed 12 April 2017 (review every 5 years).	✓	-
Fees and charges register	1.1.9, 2.2.2, 2.2.9	Review conducted in accordance with published budget timetable.	✓	-
Asset management plan	1.1.1	Annual review.	✓	-



What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20?	Procedure reference (where applicable)
<b>Advocacy</b>				
Advocate for funding from other tiers of government to assist in addressing ageing water infrastructure.	1.1.5	As opportunities arise.	✓	-
<b>Compliance and reporting</b>				
Drinking Water Quality Management Plan (DWQMP) Annual Report ( <i>Sections 141, 142 Water Supply (Safety and Reliability) Act 2008</i> )	1.1.1 1.1.9	120 business days from 30 June.	✓	-
Notifications to Regulator: - Non-compliance with water quality criteria; or - Non-compliance with the health limits of the Australian Drinking Water Guidelines or other incidents impacting the ability to supply potable water to customers.		Notification to Regulator where required by legislation.  Notification also to the Director Infrastructure Services and Chief Executive Officer of the details reported.	✓	AO5
Reporting to the Department of Natural Resources, Mines and Energy (DNRME) on water usage and availability.		Annually through the DNRME website (Data extracted from the SWIM system). Quarter reporting through the water service provider surveys from DRNME.	✓	-
Water network performance.		Incidence of unplanned interruptions  Water main breaks and leaks recorded and trends monitored.	✓	W15
Performance reporting. ( <i>Section 142A Water Supply (Safety and Reliability) Act 2008</i> )		Report prepared on or before 1 October and provided to Regulator via Queensland's SWIM system. Spreadsheet export published on Council's website.	✓	-
<b>Water quality</b>				
Water testing for E.coli	1.1.1	Number and frequency of samples recorded. Results within targets defined in the operational plan / legislation / Australian Drinking Water Guidelines. Summary extracts of water quality monitoring results included in the DWQMP annual report.	✓	-
Water testing of chlorine levels			✓	-
Water quality verification monitoring program			✓	-
Benchmarking of water quality against health-related and aesthetic guidelines			✓	-
<b>Funding bodies</b>				
Reporting	1.1.5	Due dates met for milestones and monthly reports.	✓	-
<b>Input to development applications (expanding the network)</b>				
• Information requests	1.1.10	6 business days.	✓	-

## 1.1 WATER

	Number of properties with a water connection	Litres per day to nearest thousand	Value of all water infrastructure 30 June 2020 \$
<b>Central water scheme</b>			
<b>Roma</b>	3,502	5,900,000	27,464,464
<b>Muckadilla</b>	12	23,000	408,570
<b>Eastern water scheme</b>			
<b>Wallumbilla</b>	193	338,000	1,936,275
<b>Yuleba</b>	129	115,000	1,037,713
<b>Jackson</b>	15	14,000	85,066
<b>Injune water scheme</b>			
<b>Injune</b>	263	413,000	3,513,540
<b>Surat water scheme</b>			
<b>Surat</b>	262	971,000	5,942,109
<b>Western scheme</b>			
<b>Amby</b>	43	60,000	328,706
<b>Mitchell</b>	582	1,070,000	4,964,554
<b>Mungallala</b>	36	73,000	507,972
<b>Total</b>			<b>\$46,188,969</b>

## Our business partners, stakeholders and customers



### Regulatory / Queensland Government

- State Department of Regional Development, Manufacturing and Water (DRDMW) - in relation to Council's Drinking Water Quality Management Plan / Water Supply Regulation
- State Department of Environment and Science (DES)
- Queensland Health – Public Health Unit (Darling Downs).
- Department of Transport & Main Roads (DTMR)
- Queensland Fire and Rescue Service (QFRS)

### Water Customers (Residential, Commercial, Industrial)

- High Risk Customers (Dialysis, Cardiac Patients)
- Current water consumers - metered
- Current water consumers - unmetered
- Future consumers
- Standpipe users (Water Carters for Camps, Construction Contractors, Drought Relief)
- Potential users of the water service
- Travelling public
- Residents impacted by water service interruptions (planned - e.g. maintenance or construction works)
- Residents impacted by water service interruptions (unplanned)
- Residents who will benefit from upcoming and completed projects
- High water consumers (suspected leak)
- High water consumers

### Business / Industry

- Developers in the region
- Tenderers for Council works
- Contractors for Council works:
  - wet hire, dry hire and other pre-qualified supplier panels
  - principal contractors
- Utility providers (Telstra, Ergon)
- Suppliers of fittings and bedding materials
- Chemical Suppliers
- Building and plumbing contractors (new connections)

### Internal

- Elected Council
  - Customer Service Standards
- Rates and utilities billing
- Customer service team
- Water meter readers
- Construction - Project Management Office (PMO)
- Construction - Contract Management Office (CMO)
- Local Development Officers (LDOs)

## How we are managing the key operational risks - Water

Risk	Actions
<ul style="list-style-type: none"> <li><b>A major incident of E.coli in the drinking water</b></li> </ul> <p>Council must meet the standards prescribed under the <i>Public Health Regulation 2018</i> for E. coli in the reticulation system of the service. There are requirements to:</p> <ul style="list-style-type: none"> <li>monitor for E.coli</li> <li>monitor at the frequency of sampling relevant to the service</li> <li>achieve a nil colony forming units per 100mL (nil cfu/100mL) value per sample</li> <li>achieve a 98 per cent annual value of samples (i.e. 98 per cent of samples for a 12-month period must be nil cfu/100mL)</li> <li>undertake a follow-up sample immediately where E.coli is detected in a sample.</li> </ul>	<ul style="list-style-type: none"> <li>The water supplies are operated in accordance with State Government's Water Supply (Safety and Reliability) Act 2008 and Regulation 2011, and Public Health Act 2005 and Regulation 2018;</li> <li>The water supplies are operated in accordance with the Drinking Water Quality Management Plan;</li> <li>Chlorine dosing has been installed on each water supply;</li> <li>Regular chlorine sampling is taken to check the chlorine levels and ensure that they are appropriate;</li> <li>Action is taken immediately if low chlorine levels are detected;</li> <li>A programmed flushing program has been implemented;</li> <li>Suitably qualified/certified staff are operating the supplies;</li> <li>Personnel are trained and competent for operations and maintenance tasks;</li> <li>Records of training are maintained;</li> <li>Pressures in the reticulation are monitored to ensure they are adequate to prevent ingress of groundwater into the reticulation;</li> <li>A proactive backflow prevention program is in place to prevent contamination from high risk consumers;</li> <li>Procedures are in place to ensure the correct operation of the supply;</li> <li>As far as possible staff are separated that work on water and sewerage to reduce the risk of cross contamination.</li> </ul>
<ul style="list-style-type: none"> <li><b>The disinfection of water requires the storage and handling of corrosive substances, and the storage and handling of liquefied chlorine gas</b></li> </ul> <p>As Maranoa Regional Council is the local authority responsible for the provision of water for the region, facilities across the region comprise a large number of groundwater bores which are chlorinated for disinfection purposes to supply safe drinking water to the community. Most of these use liquefied chlorine gas, while a couple of sites also use sodium hypochlorite dosing for disinfection. Furthermore, a number of these sites also require pH adjustment, using ~35% sulphuric acid, to optimise the chlorine disinfection as the groundwater is alkaline.</p> <p>The bulk chemical and chlorine storage systems are located in the following locations:</p> <ol style="list-style-type: none"> <li>Roma Sewerage Treatment Plant (Sulphuric Acid and Chlorine dosing as well as chemical storage);</li> <li>Roma Sewage Treatment Plant (Gas Chlorine cylinder storage);</li> <li>Roma Water Tower and Bore – 2 Gas Chlorine Dosing Sites;</li> <li>Roma - 10 groundwater bores and Gas Chlorine Dosing and Acid Dosing sites;</li> <li>Injune Ground Reservoir – Sodium Hypochlorite Dosing;</li> <li>Surat Water Supply (Surface Water Treatment System – Gas Chlorine Dosing);</li> <li>Mitchell Water Supply (2 bore dosing sites &amp; Ground Reservoir Bore – Gas Chlorine);</li> <li>Amby, Jackson, Muckadilla, Mungallala, Wallumbilla, Yuleba - Sodium Hypochlorite Dosing.</li> </ol>	<p>A specialist firm has previously been engaged to undertake a Compliance Audit of Maranoa Regional Council Chlorine and Corrosives Chemicals Storage and Dosing Facilities against the Relevant Australian Standards:</p> <p>AS3780:2008 The Storage and Handling of Corrosive Substances</p> <p>AS2827:2001 The Storage and Handling and of Liquefied Chlorine Gas</p> <p>Periodic audits (internal / external) assess progress and compliance.</p>

## 1.1 WATER

### How we are managing the key operational risks - Water continued

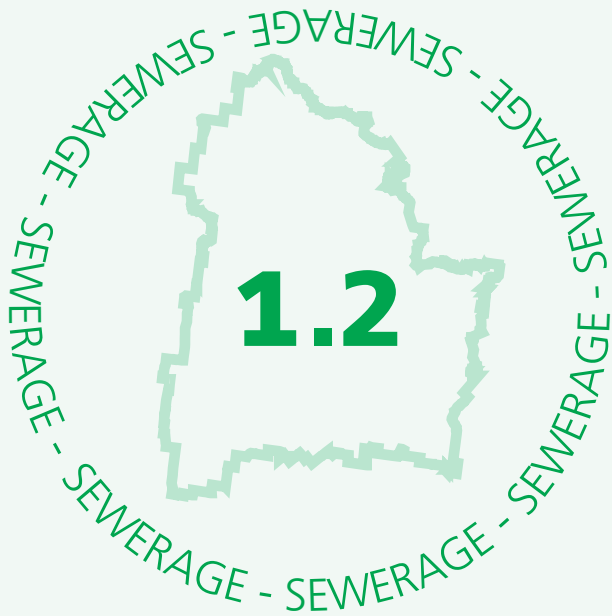
Risk	Actions
<p>• <b>Compliance with legislation</b></p> <p>The supply of water, and its safety and reliability for drinking is highly regulated by the State Government:</p> <p><i>Water Supply (Safety and Reliability) Act 2008 (423 pages)</i>  <i>Water Supply (Safety and Reliability) Regulation 2011</i>  <i>Public Health Act 2005</i>  <i>Public Health Regulation 2018.</i></p> <p>Council must have in place a Drinking Water Quality Management Plan (DWQMP) approved by the State Government and review, audit and report on the plan in accordance with the <i>Water Supply (Safety and Reliability) Act 2008</i> and <i>Regulation 2011</i>.</p> <p>The legislation also includes stringent obligations, for which there are financial penalties for non-compliance.</p>	<p>The controls we have in place:</p> <ul style="list-style-type: none"> <li>• Key due dates are incorporated in both the Corporate &amp; Operational Plans.</li> <li>• External (independent) audits of the Drinking Water Quality Management Plan* are undertaken at Queensland Government specified intervals. Council works with the Darling Downs &amp; Surat Basin (DASB) Regional Water Alliance Program which coordinates the external audits for member councils including Toowoomba, Western Downs, Maranoa, Goondiwindi, Balonne and Southern Downs.</li> <li>• Officers report to Council on the results of the audit and that progress in addressing recommendations for major or minor non-compliances and opportunities for improvement have also been identified.</li> </ul> <p>Water (and Sewerage and Gas) functions have been included in the development of an integrated quality, safety and environment system.</p> <p>Extract from Audit Report:  <i>* The statutory requirements for DWQMP regular audits are detailed in the Act. The relevant provisions in the Act for providing audit reports are:</i></p> <ul style="list-style-type: none"> <li>• <i>section 99(2)(c) - if the regulator approves the plan, the notice of the decision or information notice for the decision, will state that if the regulator requires audits of the approved plan – the intervals at which the audits must be conducted</i></li> <li>• <i>section 99(4) - the interval for regular audits will not be less than two years</i></li> <li>• <i>section 108(1) - the provider must arrange for regular audit reports to be prepared about the provider's plans and compliance with the plans</i></li> <li>• <i>section 108(2) - regular audit reports must be prepared in accordance with the notice given by the regulator under section 99</i></li> <li>• <i>section 108(3) states that the purpose of the regular audit report for this plan is:</i> <ul style="list-style-type: none"> <li>- <i>to verify the accuracy of the monitoring and performance data provided to the regulator under the plan</i></li> <li>- <i>to assess the service provider's compliance with the plan</i></li> <li>- <i>to assess the relevance of the plan in relation to the provider's drinking water service.</i></li> </ul> </li> <li>• <i>section 108(6) outlines that the regular audit report for this plan must be prepared by a person, other than an employee of the service provider or someone employed in operating the service provider's infrastructure, who is certified under the Drinking Water Quality Management System Auditor Certification Scheme to conduct an audit of the type to which the report relates, or has a qualification the regulator is satisfied is at least equivalent to this qualification</i></li> <li>• <i>section 108(6) also states that the regular audit report must be:</i> <ul style="list-style-type: none"> <li>- <i>prepared in accordance with the guidelines made by the regulator about preparing regular audit reports</i></li> <li>- <i>given to the regulator within 30 business days after its completion</i></li> <li>- <i>made available for inspection and purchase.</i></li> </ul> </li> <li>• <i>section 575 states that the provider must keep a copy of the audit report available for inspection by the public during office hours on business days at the office of the service provider.</i></li> </ul>
<p>• <b>Total loss of supply due to source or power failure as potable water is essential and customers cannot be deprived of this for more than a limited time</b></p>	<ul style="list-style-type: none"> <li>• Adequate storage is provided to ensure a source of water while issues are addressed.</li> <li>• Generators are installed to provide backup power in the event of an electrical failure.</li> <li>• The installation of SCADA at each site will provide early warning of issues.</li> </ul>
<p>• <b>Failure of a bore as this would take some time to restore</b></p>	<ul style="list-style-type: none"> <li>• Back up arrangements are provided as far as practical with multiple bores in Roma, Mitchell, Injune and Wallumbilla.</li> <li>• Adequate storage is provided to provide a source of water while issues are addressed.</li> <li>• Fill points are being installed in Jackson and Muckadilla with a single bore supply.</li> <li>• Early intervention where there is a known issue at a bore that is able to be addressed.</li> </ul>

## Our finances - Water

Operations and maintenance	2019/20 \$
<b>Operating revenue</b>	<b>\$6,402,487</b>
Rates and charges - service charges (access/infrastructure)	3,439,879
Rates and charges - usage charges (consumption)	2,477,399
Rates and charges - write-offs / interest	22,591
Fees and charges	430,614
Internal revenue	22,621
Sales of contract and recoverable works	9,383
Contribution from general revenue	-
<b>Operating expenses</b>	<b>\$4,616,253</b>
Employee costs	1,383,889
Materials and services	2,468,760
One-off projects (operating)	225,419
Indirect costs	326,096
Finance costs	
Existing loans	212,089
Loans for new or upgrade works	-
<b>Depreciation expense</b>	<b>\$1,437,290</b>
<b>Operating result / revenue for capital purposes</b>	<b>\$348,944</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20 \$
<b>Capital funding</b>	
Operating result / revenue for capital purposes	348,944
Use of infrastructure charges	-
Grants, subsidies	1,136,809
Other (use of capital grants received in advance)	850,421
Estimated opening balance	2,042,244
Loan proceeds	-
Cash reserve for asset renewal	1,437,290
<b>Total capital funding</b>	<b>\$5,815,708</b>
<b>Capital expenditure</b>	
Asset renewal	635,030
New works	2,165,006
Upgrade works	552,360
Loan repayments	
Existing loans	427,405
Loans for new or upgrade works	-
<b>Total capital expenditure</b>	<b>\$3,779,801</b>
<b>Projected closing funds for future years</b>	<b>\$2,035,907</b>

Financial sustainability ratios	
Operating surplus ratio	5%
Interest coverage ratio	3%
Asset sustainability ratio	44%



We collect, transfer and treat wastewater from domestic, commercial and industrial properties in:

- Roma
- Injune
- Surat
- Amby
- Mitchell
- Mungallala.



## Our year at a glance

2019/20



Transported and treated the equivalent of **263 olympic sized swimming pools** of sewage.



Managed **\$50.161 million** of sewerage infrastructure.



Achieved third party certification for the first time across all 3 areas of Quality, Safety and Environment.

## Sewerage highlights

### Compliance / sewerage incidents

There were no notifications to the Regulator required / no serious sewerage incidents.

### Project completion

- The replacement of pumps at 4 pump stations in Roma provide better security of operation, reducing the likelihood of failure and overflows.
- 8 projects were completed during the year with 4 projects in progress. Total project expenditure during the year was \$2.731 million.
- The sewer relining project in Roma was completed. The project involves upgrading and relining 21kms of Roma's sewer mains, extending the life of the mains to between 50 and 80 years.

### Continual improvement

- The sewerage function achieved third party certification in the following standards (Quality - ISO 9001:2015, Safety - AS NZS 4801:2001, Environment - ISO 14001:2015)
- This was the first year that Maranoa Regional Council's Sewerage team members have worked towards and achieved independently verified standards in all 3 areas (Quality, Safety and Environment).

### Sewerage infrastructure network

The value of the region's sewerage infrastructure increased from \$42.163 million (net book value at 30 June 2019) to \$50.161 million at 30 June 2020.

## Sewerage challenges

### Ageing infrastructure

The number of sewer main breaks and chokes during the year (27) were down on last year (34), however a number were in combined drains, resulting in significant cost to repair.

It is anticipated that as the sewer relining works continue, an improvement in these statistics will be seen.

### Roma pond erosion

The banks of the ponds at Roma sewage treatment plant are eroding rapidly. A consultant was appointed to provide costs for a project for 2020/21 to address this.

### Effects of rain events

The heavy rains in Q3 caused a lot of blockages in Roma as the sewers were filled to capacity. This shows a lot of stormwater still entering the sewers. Some manholes were sealed to address part of the problem.

The heavy rains also caused a lot of trenches from previous sewer works to subside.

## 1.2 SEWERAGE

### What we do

We manage the complete sewerage (wastewater) service for 6 communities – collecting, transferring and treating wastewater from the collection point of the property, via underground mains to a central location in each town, and then treating it to the State Government’s strict environmental requirements (Environmental Authority).

In Roma, Mitchell, Injune and Surat, the waste received is initially screened to remove debris and foreign matter.

Filtered effluent is then passed to Imhoff tanks (equivalent to advanced septic tanks). These tanks allow for the majority of solids to be removed in the form of sludge which is drained to drying beds before being disposed of onsite (buried).

The waste then continues through the process, passing through to primary lagoons where biological processes (microbes) break down additional contaminants within the waste.

The waste then continues to final lagoons where it passes through rock acting as a filter (in Surat and Roma) before being treated with chlorine and continuing onto re-use sites.

In the other towns, due to lower effluent volumes, waste is disposed of via evaporation.

Microbial processes are assisted by additional aeration provided by aerators installed in the primary lagoons in Roma.

In addition to household wastewater, wastewater is also received from commercial and industrial premises including trade waste and water that has been through wash-down systems and caravan dump points.

Each year, we undertake works to:

- Operate and maintain sewerage infrastructure;
- Upgrade and construct new infrastructure to cater for growth in our regions population, and for new or changing needs of our communities;
- Undertake scheduled renewal works to ensure the infrastructure keeps providing the required level of service.

### Why we do it

A network of sewer mains and centralised treatment facilities at 6 of our towns provides for efficient handling of wastewater.

### What we must do

#### Queensland Government

Environmental Authority (Department of Environment and Science)  
Planning Guidelines for Water Supply and Sewerage  
Capricorn Municipal Development Guidelines (CMDG)

#### Local Instruments

Maranoa Planning Scheme  
Trade Waste Policy  
Asset Management Policy  
Asset Management Plan - Sewerage  
Customer Service Standards

Whilst not compliance documents, the Sewerage Asset Management Plan draws on the following documents:

- Roma Sewage Treatment Plant Status Report (Widebay Water)
- Roma Sewage Treatment Plant Planning Report (Widebay Water)
- Maranoa Regional Urban Water Management Report (Widebay Water)
- Maranoa Sewage Treatment Plants Strategy Report (Widebay Water).

### Did you know

If Maranoa’s wastewater (sewer) mains were laid out end to end, they would extend about the same distance as travelling from Roma to Mitchell and half way back!



Roma's Sewage Pump Station.



## How we are trending - sewerage

	2015/16	2016/17	2017/18	2018/19	2019/20
<b>Information for business planning</b>					
Sewage treatment plants	6	6	6	6	6
Length of sewer mains	126.3 kms	126.3 kms	127.9 kms	128.4 kms	132.2 kms
Total wastewater (sewage) treated	745.2 ML	968.6 ML	656.6 ML	Not able to be reported this year*	1,279 ML
Connected residential properties	3,348	3,346	3,351	3,348	3,353
Connected non-residential properties	658	656	655	662	665
Charge per sewerage pedestal (toilet)	\$366.64	\$379.48	\$386.08	\$416.96	\$424.48
Total sewerage charges	\$2,361,123	\$2,458,942	\$2,499,130	\$2,767,615	\$2,859,436
Amount of reuse water supplied in Roma (through 0.855 kms of mains)	175 ML	295.7 ML	92.8 ML	138.3 ML	232.1 ML
<b>Performance (KPIs) / Compliance data / external reporting</b>					
Due dates met for reports to regulator	✓	✓	✓	<i>Reports no longer required</i>	
Notifiable incidents	1	0	0	0	0
Sewerage mains breaks and chokes (per 100 kms)	20.7	11.5	19	34	27
Sewerage complaints (per 1,000 connections)	44.3	36.1	33.7	20.2	0

\* In 2018/19 some faulty meters were identified during the year resulting in incomplete data. The meters were replaced and a calibration program was prepared.

## More about the numbers

The length of sewer mains has increased as sewers from subdivisions have been added to the asset register.

There is a significant increase in the fair value of the assets. This is largely reflective of the improvement in sewer main condition through the intensive relining program.

## 1.2 SEWERAGE

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<p><b>1.2.1</b> Continue to enhance our long term plans and financial forecasts for our sewerage infrastructure.</p> <p>Further that these plans inform future investment in the sewerage network - with a focus on asset renewal (e.g. relining is significantly more cost effective than replacement of failed sewers)</p> <p><i>"Doing the right things"</i></p>	<p>(a) Review of the asset management plan.</p> <p>(b) Implementation of renewal works.</p>	✓
	<p>Sewer relining project in Injune and Surat.</p> <p>Finalisation of Mitchell/Roma works.</p>	✓
<p><b>1.2.2</b> Benchmark our operations against best practice standards, including independent (third party) verification of our systems' continual improvement for:</p> <ul style="list-style-type: none"> <li>- Quality</li> <li>- Safety</li> <li>- Environment</li> </ul> <p><i>"Doing things right"</i></p>	<p>(c) Independent gap analysis report.</p> <p>(d) Sewerage management system - Third party certification (Scope expansion to include quality and environment) (March 2020).</p>	✓
		✓
<p><b>1.2.3</b> Develop and implement a SCADA system (Supervisory Control and Data Acquisition) to efficiently monitor and control the sewerage assets in real time.</p>	<p>(e) SCADA project (external funding)</p> <p>Short list contractors from Expression of Interest, tender the works and award contract.</p>	✓
<p><b>1.2.4</b> Reduce the risk over sewer overflows in Roma caused by storm events.</p>	<p>(f) Manhole projects (where risk of inundation) - locate and address.</p> <p>Relined sewers in poor condition (Refer (b)).</p>	■
<p><b>1.2.5</b> Ensure compliance with Environmental Authority requirements, and report compliance and progress of required actions.</p>	<p>(g) Environmental Authority - Injune</p> <p>Monitored parameters as required and addressed issues as they arose.</p>	<p>■</p> <p>✓</p>
<p><b>1.2.6</b> Provide annual services (including programmed and reactive maintenance), monitor compliance with target timeframes (Customer Service Standards) and contribute to review of associated policy documents.</p>		✓
<p><b>1.2.7</b> Contribute to the review of, and provide input into, development applications to manage the quality and long term impacts of any expansion to the sewerage network.</p>		✓

## Looking back - what we achieved in 2019/20

### (a) Review of the asset management plan

This year saw the third revision of the new format asset management plan which was adopted by Council on 24 January 2020 (Council resolution: GM/01.2020/74)

In this review, the following items were addressed:

- Update of projects to include those from the Mitchell Water Strategy.
- Update of renewals in preparation of budget recommendations for next financial year.
- Adding appendices to address items identified in the previous improvement plan.

The plan was an accurate reflection of the requirements at the time of adoption based on the information to hand. It did however show that the ten year program cannot be achieved without external funding unless the water charges are increased significantly.

The required budgets need to be highlighted in order to work towards the optimum solution.

### (b) Sewer renewal works

#### Pumps

Six of Roma's sewer pumps had reached the end of their useful life and were replaced to minimise the risk of pump failures. These upgrades have improved reliability of the pump stations and their performance and efficiency.

Council is committed to maintaining and, where needed, the replacement of sewerage infrastructure which contributes to a reliable sewerage service for the regions residents.

#### Sewer relining projects

Sewer relining was undertaken in Mitchell, Injune, Roma and Surat to renew the towns' ageing sewer infrastructure.

The upgraded sewers will improve performance and reduce the risk of sewer main failures. The likelihood of chokes and overflows will be reduced considerably.

Relining sewer mains is a cost-effective way that ensures the stability of the sewer network and increases the longevity of the mains. Sewer relining extends the life of our sewer mains between 50 and 80 years.

These works will continue in 2020/21 and 2021/22.



Sewer relining works in Roma.

### (c) Independent gap analysis report

As the first step towards third party certification of our management systems, a specialist company was engaged to review Council's operations.

This provided an external (independent) assessment against the requirements of the international standards for Quality, Occupational health and safety and Environmental management systems.

The work done provided a clear framework that identified any non-conformances and provided recommendations for practical corrective and preventative actions.

### (d) Sewerage management system - Third party certification

External (third party) auditors were engaged to benchmark our sewerage operations against the following best practice standards:

- Quality - ISO 9001:2015
- Safety - AS NZS 4801:2001
- Environment - ISO 14001:2015

This was the first year that Maranoa Regional Council's sewerage team has worked towards and achieved independently verified standards in all 3 areas (Quality, Safety and Environment).

This was successfully achieved, with Maranoa Regional Council's sewerage function now third party certified with registration covering the period 12.03.2020 until 11.08.2023.



### (e) Supervisory control and data acquisition (SCADA) project

This project will facilitate the efficient monitoring of the sewerage system via Council's computer network.

The SCADA project is underway with the System Integrators designing the system and the installation to follow. New switchboards have been purchased and installed as required and most of the equipment has been procured. This project is expected to be completed by the end of September 2020.

*This project is jointly funded by Maranoa Regional Council and the Australian Government.*

## 1.2 SEWERAGE

### (f) Manhole projects (Where risk of stormwater inundation)

During storm events, stormwater can enter the sewer network and cause blockages and overflows. This is particularly true of Roma. Manholes were identified that were inundated during storm events and these were sealed. Reviews will be ongoing to locate other manholes requiring sealing.

### (g) Environmental Authority Amendment for Injune Sewerage Treatment Plant

This was required to reflect that disposal of sewage to land is no longer carried out, following construction of extra ponds enabling all sewage to be treated through evaporation.

Approval has been received regarding the change to no longer discharge to land. The limits for 3 new parameters (total nitrogen, total phosphorus and electrical conductivity) are being negotiated.

### Annual service highlights for 2019/20

- No incidents occurred that required reporting to the Regulator.
- Annual cockroach spraying program conducted across the Maranoa.

To combat cockroaches, Council treats cockroaches and insect populations in the region's sewer networks by fogging sewers annually.

The program, where Council staff fumigate into sewer manholes, occurred in all towns that have reticulated sewerage systems including Amby, Injune, Mitchell, Mungallala, Roma and Surat.



Council staff undertake sewer fogging in Roma's sewer network.

### Projects - what we achieved in 2019/20

Completed	In progress	Not started
<p><b>Asset management plan</b></p> <p><b>Asset renewal programmed works</b></p> <p><b>Network upgrade projects</b></p>	<ul style="list-style-type: none"> <li>• Supervisory Control and Data Acquisition (SCADA) equipment – Roma (Multi-year project) <i>(This project has been funded through the Australian Government's Smarter Cities and Suburbs Program).</i></li> </ul>	

## Our annual services

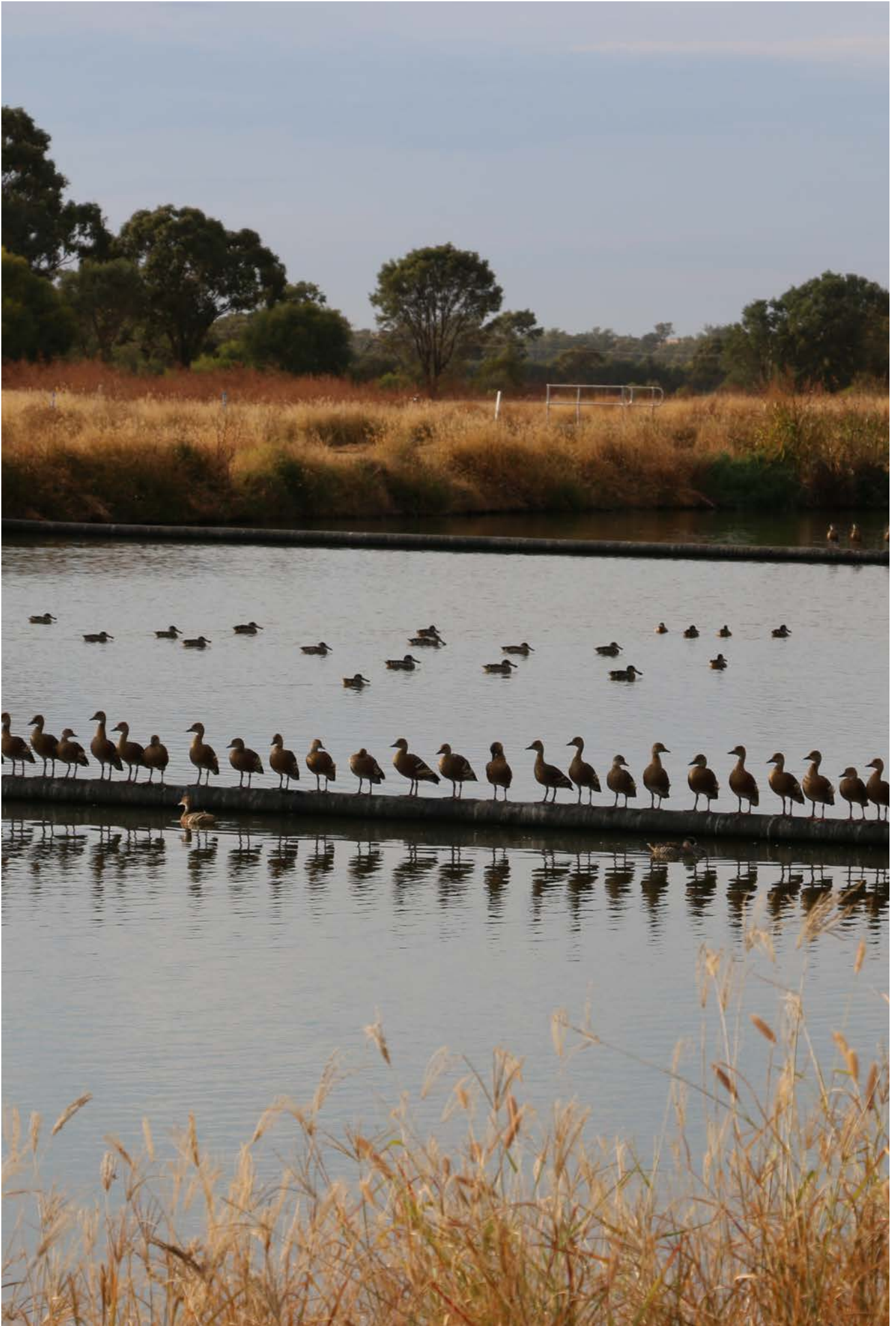
What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/2021	Procedure reference (where applicable)
<b>Environmental authority (EA) compliance</b>				
<ul style="list-style-type: none"> <li>All sewage treatment plants (Injune, Mitchell, Amby, Mungallala, Surat, Roma)</li> </ul>	1.2.5	Compliance with general/common conditions (Part 1 of the Environmental Authority) and noise conditions (Part 2).	✓	SO3
<ul style="list-style-type: none"> <li>Roma</li> </ul>		Compliance with waters, land and waste conditions (Part 3).	✓	SO3
<ul style="list-style-type: none"> <li>Surat</li> </ul>		Compliance with land and waste conditions (Part 4).		
<ul style="list-style-type: none"> <li>Mitchell, Mungallala and Amby</li> </ul>		Compliance with water and waste conditions (Part 5).		
<ul style="list-style-type: none"> <li>Injune</li> </ul>		Compliance with water and waste conditions (Part 6).		
<b>Programmed maintenance</b>				
<ul style="list-style-type: none"> <li>Programmed works for wastewater (sewer) mains through Closed Circuit Television (CCTV), manhole inspections, cockroach kill and smoke testing</li> </ul>	1.2.7	In accordance with approved program.	✓	-
<ul style="list-style-type: none"> <li>Programmed works for pump maintenance, davits, aerators, dosing equipment, imhoff tanks, desludge ponds, green dome</li> </ul>		In accordance with approved program.	✓	-
<b>Reactive maintenance / customer service</b>				
<ul style="list-style-type: none"> <li>New sewerage service connections</li> </ul>	1.2.7	Upon receipt of an application form at a Customer Service Centre and associated fee. Works completed within 20 working days of receipt of application and fee. If required, a quote will be provided within the 20 day period.	✓	-
<ul style="list-style-type: none"> <li>Response to urgent incidents (sewer blockages, sewer overflow) and complaints</li> </ul>		Response within Council's adopted Customer Service Standards. Target for response to urgent incidents (blockages and overflow) - less than or equal to 120 mins. Complaint management in accordance with Council's Complaint Management Policy. Data collected on the number of complaints, complaint details and the actions undertaken. Target for total complaints (water and sewerage) - less than or equal to 20.	✓	AO4
<ul style="list-style-type: none"> <li>Caravan dumps points (7 across the region) <b>Roma</b> - 14 Station Street <b>Roma</b> - Bassett Park camping area <b>Wallumbilla</b> - Showgrounds camping area, Warrego Highway <b>Mitchell</b> - Showgrounds, 205 Alice Street <b>Injune</b> - Truck Stop, 131 Carnarvon Highway <b>Surat</b> - Fisherman's Park, Carnarvon Highway <b>Mungallala</b> - Cobb &amp; Co Rest Area, Tryconnel Street</li> </ul>		Available free of charge.  Wastewater collected as required (usage is highly variable).	✓	-

## 1.2 SEWERAGE

### Our annual services continued

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/2020	Procedure reference (where applicable)
<b>User pays services</b>				
• Assistance with locating sewerage infrastructure	1.2.7	Within 20 working days.	✓	-
• Inspections for extension to, or alteration of, the network		Inspection and quote within 20 working days.	✓	-
• Trade waste	1.2.7	Upon receipt of application - Onsite inspection and if found to be compliant issue of a trade waste certification and fee. Annual inspection.	✓	-
• Regulated waste receipt		As required by commercial activities in the region (workers' camps). <i>Note: Service only available to authorised waste carters.</i>	✓	SO8
• Sewerage plans		Upon request. Fees in accordance with Council's adopted Fees & Charges Register.	✓	-
<b>Policy development and review</b>				
• Customer service standards	1.2.7	No mandatory requirement for review this year. Last reviewed 12 April 2017 (review every 5 years).	✓	-
• Fees and charges register		Review conducted in accordance with published budget timetable.	✓	-
• Asset management plan	1.2.1	Annual review.	✓	-
<b>Compliance and reporting</b>				
• Notifications to Regulator	1.2.6	Notification to Regulator as required. Notification also to the Director Infrastructure Services and Chief Executive Officer of the details reported.	✓	-
• Sewerage network performance		Total number of main breaks and chokes recorded and trends monitored. Target for total number of main breaks and chokes - less than or equal to 40 per 100 kms of sewer main.	✓	SO4
• Performance reporting		Report prepared on or before 1 October and provided to the Regulator via the Statewide Water Information Management (SWIM) system. Spreadsheet export published on Council's website.	✓	-
<b>Input to development applications (expanding the network)</b>				
• Information requests	1.2.8	6 business days	✓	-

	Number of properties with a sewerage connection	Value of all sewerage infrastructure 30 June 2020
Roma	3,084	37,060,871
Injune	208	2,300,600
Surat	223	2,831,757
Ambly	29	424,157
Mitchell	449	6,843,657
Mungallala	25	699,930
<b>Total</b>		<b>\$50,160,972</b>



*Roma's Sewerage Treatment Plant*

### How we are managing the key operational risks - Sewerage

Risk	Actions
<ul style="list-style-type: none"> <li><b>A sewer main collapse</b></li> </ul> <p>Roma's sewerage network consists predominantly of reinforced concrete and asbestos cement with the expected life now exceeded (pipes over 50 years old).</p> <p>The majority of the networks were constructed in the 50s and 60s. Based on the age and material of sewer pipes, over 25kms of Roma's sewer pipes have been classified in a Condition 5 state, meaning the pipes are at the point of failure and need to be addressed urgently.</p> <p>To date, there has been a number of sewer collapses and it is now vital to address these issues. If the sewer deteriorates beyond repair (before relining can occur) pipes will need to be replaced by open excavation. This is estimated to be close to double the cost of relining.</p>	<ul style="list-style-type: none"> <li>The condition of the sewers are closely monitored and documented;</li> <li>Sewers are condition rated from 1-5 with 5 being close to failure;</li> <li>A program is in place to address all sewers with a condition of 5 as soon as possible;</li> <li>Closed circuit television (CCTV) programs are implemented each year to gather data on the condition of sewers;</li> <li>From the CCTV reports the condition of the sewers are updated to provide the most accurate data possible;</li> <li>Sewers are renewed through relining, which is cost effective and less disruptive to customers.</li> </ul> <p>Council previously committed a \$3 million investment financed by a loan to address a large proportion of the relining works. Council also advocated to the Queensland Government for assistance with the balance of the funding needed (\$1.6 million), however was unsuccessful. We aim to carry out \$500,000+ relining works each year.</p>
<ul style="list-style-type: none"> <li><b>Failure of a sewage pump station</b></li> </ul>	<ul style="list-style-type: none"> <li>The condition of the pump stations are closely monitored and documented;</li> <li>Redundancy is built in through the installation of more than one pump at each station;</li> <li>Pumps and pump stations are routinely serviced each year and any deficiencies addressed as soon as practical;</li> <li>The installation of SCADA at each site will provide early warning of issues;</li> <li>Generators are installed to provide backup power in the event of an electrical failure.</li> </ul>
<ul style="list-style-type: none"> <li><b>Treatment failure resulting in breach of conditions can result in environmental damage and fines</b></li> </ul>	<ul style="list-style-type: none"> <li>Suitably qualified/certified staff are operating the systems;</li> <li>Personnel trained and competent for operations and maintenance tasks;</li> <li>Records of training maintained;</li> <li>Procedures are in place to ensure that correct operation of the systems;</li> <li>Regular monitoring of results and acting with urgency when results are not normal;</li> <li>Trade waste arrangements to control quality and volume of industrial wastes;</li> <li>Controls on allowable discharges at the treatment plants;</li> <li>Regular maintenance of the ponds such as de-sludging.</li> </ul>



Sewage treatment, Roma - evaporative ponds

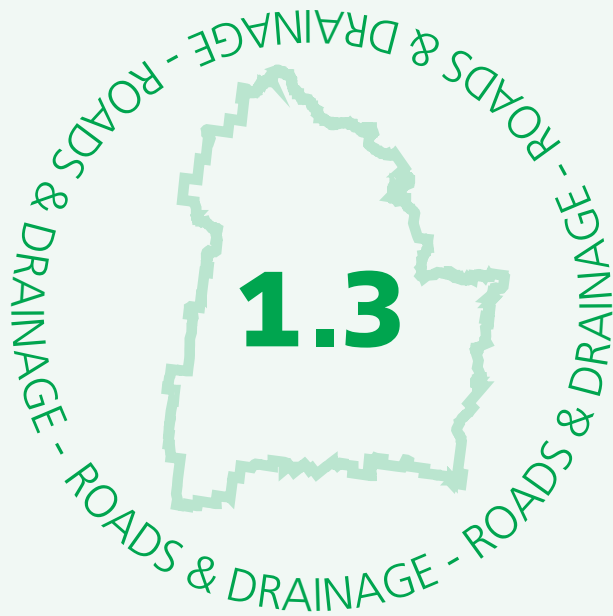


## Our finances - Sewerage

Operations and maintenance	2019/20
	\$
<b>Operating revenue</b>	<b>\$2,865,611</b>
Rates and charges - service charges	2,761,225
Fees and charges	103,810
Sales of contract and recoverable works	576
<b>Operating expenses</b>	<b>\$1,673,800</b>
Employee costs	646,772
Materials and services	711,453
One-off projects (operating)	59,095
Indirect costs	189,655
Finance costs	
Existing loans	66,825
Loans for new or upgrade works	-
<b>Depreciation expense</b>	<b>751,738</b>
<b>Operating result / revenue for capital purposes</b>	<b>\$440,073</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20
	\$
<b>Capital funding</b>	
Operating result / revenue for capital purposes	440,073
Grants, subsidies	-
Other	-
Estimated opening balance	5,177,951
Loan proceeds	-
Cash reserve for asset renewal	751,738
<b>Total capital funding</b>	<b>\$6,369,762</b>
<b>Capital expenditure</b>	
Asset renewal	2,441,715
New works	230,549
Upgrade works	-
Loan repayments	
Existing loans	120,013
Loans for new or upgrade works	-
<b>Total capital expenditure</b>	<b>\$2,792,277</b>
<b>Projected closing funds for future years</b>	<b>\$3,577,485</b>

Financial sustainability ratios	
Operating surplus ratio	15%
Interest coverage ratio	2%
Asset sustainability ratio	325%



We manage our region's urban and rural roads and drainage.



## Our year at a glance

2019/20



Maintained, renewed and upgraded the **3rd largest** (by length) local government road network in Queensland.



Managed **\$461.254 million** of road, drainage and bridge infrastructure

Rural Roads: **5,607.8 kms**  
Urban Roads/Streets: **224.1 kms**



Worked with other tiers of government and industry to secure funding for local roads with the following approved in 2019/20:

- Australian Government: Roads to Recovery Program - **\$3,864,010**; Black Spot Program - **\$100,000**
- Queensland Government: Transport Infrastructure Development Scheme - **\$1,622,556**; Passenger Transport Infrastructure Investment Program (PTIIP) - **\$55,000**; 2019-21 Works for Queensland Program - **\$190,000**
- Industry contributions from coal seam gas companies through Road Infrastructure Agreements - **\$15,245,640**

## Roads & drainage highlights

### Completion of Arthur/Bungil intersection upgrade

With funding secured under the Federal Government's Black Spot Program, the second half of 2019/20 saw the delivery of an upgrade to Arthur/Bungil intersection – a notorious crash location in Roma.

Council's Urban Construction Team, with the support of a team of local contractors and suppliers, delivered the upgrade which saw the installation of new raised islands and medians, upgraded stormwater, new road surfacing and line marking and improvements to signage and lighting.

Council has received positive feedback following the upgrade.

### Local contractors engaged to help with roadside vegetation management

Council issued seven (7) tender packages through its procurement process which saw a number of local contractors engaged to complete vegetation management (i.e. roadside slashing). The contractors were able to supplement Council's slashing crews to help manage a spike in growth as a result of the February 2020 rain event, which also coincided with the peak growing season.

### Substantive completion of the rural roads capital works program

The 2019/20 capital works program for roads and drainage was again a major component of the overall 2019/20 Council budget. Over \$21 million of new road funding was approved for capital upgrades on Council roads and drainage assets. Despite this, a large percentage of the program was either completed, or had commenced, at the end of 2019/20 including 100 per cent expenditure of the Transport Infrastructure Development Scheme (TIDS) and Roads to Recovery program. The exception to this included works on Saunders Street, Westgrove Road and two gravel resheet project in the south eastern area of the region.

### Road upgrade projects around the region

The 2019/20 financial year included the delivery of a number of road upgrade projects around the region. Unlike resheeting and rehabilitation works – which focus on maintaining our existing assets – upgrades allow for new benefits to be provided to the community through the expansion and improvement of Council's roads and drainage networks. A number of notable upgrades that have either commenced or been completed at the end of 2019/20 include:

- Bitumen Widening and Extension of Dargal Road, Roma
- Upgrade of East and Russell Streets, Wallumbilla
- Bitumen Widening of Emerys Road, Wallumbilla
- Upgrade of Crossroads Road (Stage 1) to a 8m Bitumen Standard
- Upgrade of Injune – Taroom Road (Stage 3) to an 8m Bitumen Standard
- Widening and kerb and channelling Fourth Avenue, Injune.

## Roads & drainage challenges

### Extremes weather conditions – Drought, fires and flood

From a roads and drainage perspective, 2019/20 could easily be described as a year of two halves – each half presenting its own set of challenges. The first half of 2019/20 saw a continuation of dry conditions. Coupled with this, the spring and early summer of 2019/20 was a considerably severe bushfire season which impacted Council's roadside slashing program.

The second half of 2019/20 was influenced by the major regional rainfall event in February 2020. Whilst the rainfall helped address some of the challenges associated with the extended dry period, the February event presented a different set of challenges. The large amount of rainfall in February resulted in extensive damage across our rural road network.

### COVID-19 pandemic

Like many areas of Council, and businesses alike, the unprecedented disruption of the COVID-19 pandemic introduced a unique, and somewhat unpredictable, set of challenges for all to deal with in the second half of 2019/20. Whilst Council services such as libraries and swimming pools were required to close, the roads and drainage function was able to continue operations - however not without its own unique set of challenges. A summary of these included:

- changes to travel to and from site due to social distances in a confined space.
- additional cleaning and sanitation requirements for plant that was "shared" between operators.
- crews working in the urban areas being redeployed to assist the parks and gardens team with the additional cleaning and sanitisation requirements in public areas.
- contractors providing specialised services (i.e. asphalt and bitumen) and materials were difficult to secure, and in some instances, unable to travel from the south eastern parts of Queensland.

## 1.3 ROADS & DRAINAGE

### What we do

We manage the region's road and drainage network including:

- Rural roads;
- Urban roads (Streets);
- Roads impacted by major industry (including forestry and coal seam gas);
- State-controlled roads where Council delivers works via a Road Maintenance Performance Contract (RMPC);
- Flood restoration.

### Rural roads

We manage 5,607.563 kms of rural roads, with the Maranoa Region ranking 3rd in the State (out of 77 Councils) for the length of our road network.

Our rural roads provide an important transport link for residents, visitors, primary producers, other businesses and major industries.

Our roads are a mix of:

- sealed/bitumen roads (20%); and
- unsealed roads (51% gravel and 29% formation/'dirt').

These roads connect a rural area of 58,802.8 km<sup>2</sup> (equivalent to 91% of the size of mainland Tasmania).

To put this in further context, whilst Tasmania services a population of more than 500,000, the Maranoa region has a population of 12,791<sup>1</sup>, with approximately 30% of our residents living in the rural parts of our region.

### Urban roads

Council delivers road services to ten regional townships (Roma, Wallumbilla, Yuleba, Jackson, Surat, Injune, Muckadilla, Amby, Mitchell and Mungallala).

Our teams undertake the approved level of service for its urban street networks with the aim of delivering the services in the most cost effective manner while considering associated risks. The elected Council considers the service levels to be provided for the region and what funds are allocated each year to provide those services. The Maranoa region has:

- 224.707 kilometres of urban streets (77% - sealed, 16% - gravel pavement, 6% - formed)
- 28.762 kilometres of footpath
- 168.456 kilometres of kerb and channel.

### Why we do it

We connect those who live and work within our region (our residents, visitors, primary producers, other businesses and industry) who use the road network for economic, social and educational purposes.

### Resource sector roads

With the Maranoa region being located within the Surat Basin, several major Coal Seam Gas (CSG) developments within the region have added another major user group to Council's urban and rural road network. Use of our road network by project traffic raises additional challenges, such as:

- greater traffic volumes on roads – some of which may have only provided a service to a small number of rural properties in the past;
- larger percentage of heavy vehicles operating on Council's road network;
- increased maintenance requirements due to the traffic volume and compositions (i.e. the types of traffic); and
- accelerated damage to, and deterioration of, Council's road network asset.

These challenges make it vitally important for Council to have systems and processes in place to ensure the additional costs associated with the industry development is not borne by Council's already limited funding base.

Sustainably managing this process is not easy. Whilst focus is on ensuring roads are suitable for the current need, it is also important to ensure that Council and the region's ratepayers can afford to fund the renewal and maintenance of our road network over the long term.

*1. Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0). Compiled and presented in economy.id by .id the population experts*

### What we must do

#### Australian Government

Electricity Supply Act 1995  
Telecommunications Act 1997

#### Queensland Government

Aboriginal Cultural Heritage Act 2003  
Environmental Protection Act 1994  
Heavy Vehicle National Law Act 2012  
Land Act 1994  
Local Government Act 2009  
Local Government Regulation 2012  
Mineral and Energy Resources (Common Provisions) Act 2014  
Manual of Uniform Traffic Control Devices (MUTCD)  
Petroleum and Gas (Production and Safety) Act 2004

#### Local Laws and Subordinate Local Laws

Local Law No. 4 (Local Government Controlled Areas, Facilities and Roads) 2011  
1.14 Undertaking Regulated Activities on Local Government Controlled Areas and Roads 2011  
1.15 Carrying out Works on a Road or Interfering with a Road or its Operation 2011  
4 Local Government Controlled Area Facilities and Roads 2011  
1.2 Commercial Use of Local Government Controlled Areas and Roads 2011  
1.1 Alteration or Improvement to Local Government Controlled Areas and Roads 2011

#### Other documents

Capricorn Municipal Development Guidelines (CMDG)  
Any relevant Coordinator General Reports  
Road Infrastructure Agreements

### Did you know?

The term bitumen is often mistakenly used to describe asphalt. Bitumen is actually the liquid binder that holds asphalt together.

A bitumen-sealed road has a layer of bitumen sprayed and then covered with stone (normally produced at a quarry). This is then repeated to give a two-coat bitumen seal.

Asphalt however is produced at a batch plant (not too dissimilar to a concrete batch plant) that heats, dries and mixes aggregate, bitumen and sand into a complete mix. It is then applied through a paving machine on site as a solid material at a required thickness, relative to the end use.



Asphalt



Bitumen

New road funding approved in 2019/20	Australian Government	Queensland Government	Industry contributions from coal seam gas companies through Road Infrastructure Agreements	Total
	<b>R2R</b>	<b>TIDS/PTIIP</b>		
<i>The following projects have been proudly funded by the Queensland Government through the Transport Infrastructure Development Scheme (TIDS), Passenger Transport Infrastructure Investment Program (PTIIP), Maranoa Regional Council and/or the Australian Government's Roads to Recovery Program.</i>				
Raslie Road floodway Chainage 10.86 to 11.26km	86,000			
Mt Moffatt Gravel Resheet - Ch 96.9 to 121.90	542,227	715,000		
Glen Arden Road Gravel Resheet Ch 4.10 to Ch 17.74	111,316			
Arthur/Bungil Street Roma Intersection Upgrade - Asphalt	125,000			
Creek Street Roma - design and upgrade to bitumen seal	195,000			
East Street Wallumbilla Widen and seal and provide kerb and channel - Ch 0.00 to Ch 0.435		302,556		
Russel Street Wallumbilla Widen and seal and provide kerb and channel - Ch 0.00 to Ch 0.475		21,190		
Orallo Road Bitumen Seal shoulders - various sections	100,000	100,000		
Mt Saltbush Road Gravel Resheet - Ch 0.20 to Ch 7.50	98,302			
Seventeen Mile Lane Gravel Resheet - Ch 3.00 to Ch 11.00	325,473			
Dargal Road Gravel Resheet (including widening) Ch 11.70 to Ch 14.20	350,000			
Warrong Road Gravel Resheet - Ch 48.39 to Ch 58.4	331,216			
Yuleba Surat Road (B) Gravel Resheet - Ch 54.38 to Ch 62.60				
Long Distance Coach Stop Program (PWD compliance) - Mungallala and Mitchell		110,000		
Six Mile Lane Gravel Resheet - Ch 0.00 to Ch 9.10	199,936			
Kimblar Road bitumen seal extension	283,680			
Hawthorne Street - between Bungil and McDowall Street pavement rehabilitation (asphalt surfacing)	225,000			
Mt Moffatt Road Sealed Pavement Rehabilitation (Bitumen) - Ch 26.96 to Ch 34.00	509,946	428,810		
<b>Total</b>	<b>3,864,010</b>	<b>1,677,556</b>		
<i>These projects have been funded by the Queensland Government's \$600 million Works for Queensland (W4Q) program.</i>		<b>W4Q 2019-21</b>		
<b>2019-21 Program</b>				
Footpath Upgrade Ivan Street Surat		22,000		
Footpath Upgrade Mt Hutton Retirement Village to Third Avenue Injune		168,000		
		190,000		
<i>These projects have been funded through the Australian Governments's Black Spot Program.</i>	<b>Black Spot Program</b>			
LRRS rural roadside hazard and curve delineation program	100,000			
	100,000			
<b>Total</b>	<b>3,964,010</b>	<b>1,867,556</b>	<b>15,245,640</b>	<b>21,077,206</b>

## 1.3 ROADS & DRAINAGE

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<p><b>1.3.1</b> Undertake the restoration of roads following a flood event in accordance with the Australian Government's Disaster Recovery Funding Arrangements (DRFA) which are administered by the State Government (Queensland Reconstruction Authority 'QRA').</p> <p>* The 2021/22 works differs from a normal year:</p> <ul style="list-style-type: none"> <li>• Size - 2.5 times the normal resheeting program value</li> <li>• Area - Dispersed across the region for approximately 250+ sites (compared to around 20 sites per annum)</li> <li>• Length of work - Largest project 3.8kms compared to 10 to 15 kms.</li> </ul>	Finalisation of Event 10 works.	✓
<p><b>1.3.2</b> Administer the Road Infrastructure Agreements including:</p> <ul style="list-style-type: none"> <li>• consideration of the long term sustainable outcomes for the region;</li> </ul> <p>* These include agreed segments of impacted roads and negotiated works. ** Gas field development program</p>	<p><b>Santos road use funded projects*</b></p> <p>(a) Injune Taroom Rd Raslie Rd Mountain Rd</p> <p><b>Santos road use funded projects*</b></p> <p>Bonnydoon Rd Emerys Rd Mascotte/Raslie Rd Roma East** including the following roads: - Cottage Creek</p> <p>SD20 ** Program including the following roads: - Howards - Box Gully - Fernleigh</p>	<p>✓</p> <p>■</p> <p>■</p> <p>✓</p>
<ul style="list-style-type: none"> <li>• validating actual vs forecast road use with a Council administered traffic counter program.</li> </ul>	<p><b>APLNG road use funded projects*</b></p> <p>Crossroads Rd and Horse Ck intersection</p>	✓
	Annual subscription, counter deployment and hardware renewal as required.	✓
<p><b>1.3.3</b> Undertake an annual program of resheet, reseal and rehabilitation works based on:</p> <ul style="list-style-type: none"> <li>• expected life of the seal;</li> <li>• current level of service based on roughness measures;</li> <li>• condition determined by inspection;</li> <li>• priority within the road network;</li> <li>• available funding.</li> </ul>	<p>(b) Resheet, reseal and rehabilitation works</p> <p>-Unsealed road resheet (\$4.68m)</p> <p>- Urban reseal (\$0.68m)</p> <p>- Urban bitumen rehabilitation (\$0.827m)</p> <p>- Rural reseals (\$2.217m)</p> <p>- Rural bitumen rehabilitation (\$1.816m)</p>	✓

What we aim to do	2019/20	2019/20 Progress
<b>1.3.4</b> Identify and undertake a program each year for minor works on lower order roads where a solution is economically viable for the longer term.		
<b>1.3.5</b> Partner with the Queensland Government to deliver the Transport Infrastructure Development Scheme which is focussed on renewal and upgrade investment on Council's Local Roads of Regional Significance (LRRS).  <i>* These include agreed segments of Local Roads of Regional Significance and approved works.</i>	East and Russell St Wallumbilla Orallo Rd Mt Moffatt Rd Long Distance Coach Stop  Completed within the approved year  Annual review of 4 year program (including confirmation of LRRS) completed	■ ✓ ■ ✓  ✓  ✓
<b>1.3.6</b> Undertake for roads and drainage network assets: <ul style="list-style-type: none"> <li>• data collection and condition assessment;</li> </ul>	Stormwater	✓
<ul style="list-style-type: none"> <li>• analysis and long term planning (update to asset management plan).</li> </ul>		-
<b>1.3.7</b> Implement the prioritised other transport network asset renewal and special maintenance program based on the asset management plan for: <ul style="list-style-type: none"> <li>• Footpaths</li> </ul>	Hawthorne St Roma	✓
<ul style="list-style-type: none"> <li>• Kerb and channel</li> </ul>	(e) Kerb and channel: - Ronald St Injune - Fourth Ave Injune	✓
<b>1.3.8</b> Annually review funding available for extensions or upgrade works having regard to priorities, practical safety improvements, economies of scale and mobilisation costs: <ul style="list-style-type: none"> <li>• Bitumen</li> </ul>	Extension and upgrade works: - Arcadia Valley Guardrail - (d) Dargal Rd - (d) Arthur Bungil Street Intersection Roma Upgrade - Creek St / Cities Rd Access Roma - Orallo Rd - Duck Crk - Kimbler Rd Roma	✓
<ul style="list-style-type: none"> <li>• Footpaths</li> </ul>	(d) Ivan St Surat (d) Hutton St Injune McDowall St Roma	✓
<ul style="list-style-type: none"> <li>• Kerb and channel</li> </ul>	-	
<ul style="list-style-type: none"> <li>• Stormwater.</li> </ul>	-	

## 1.3 ROADS & DRAINAGE




### Our progress with implementing our 5 year plan continued

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<b>1.3.9</b> Undertake works to increase flood immunity, manage stormwater and reduce maintenance costs.	Ivy St Roma	✓
<b>1.3.10</b> Identify and annually consider instances where entire levels of service have been affected due to asset failure.	-	
<b>1.3.11</b> Develop a 'taxi rank' of shovel ready projects so that Council is ready for funding opportunities as they arise - with work to include design, construction estimating and other pre-construction activities.	Miscamble / Queen St Roma intersection upgrade	■
	Muggins Lane Yuleba design	✓
	Maturing the Infrastructure Pipeline projects Round 2	■
<b>1.3.12</b> Undertake programmed (planned) maintenance within approved service levels and budget. Undertake adhoc/reactive maintenance prioritised through officer inspections and reports.	Annual	✓
<b>1.3.13</b> Undertake ongoing condition monitoring of the road network by Council's road officers to identify defects and maintenance priorities.	Annual	✓
	Network inspector training - to help identify network preparation works required prior to the reseal program.	
<b>1.3.14</b> Advocate to other tiers of government in relation to regional issues impacting the management of the road network (e.g. heavy vehicles) and for additional funding.	Briefing notes prepared in relation to Black Spot funding for meeting hosted by the Deputy Prime Minister.	✓
<b>1.3.15</b> Continue to administer the National Heavy Vehicle laws within the region.	Annual	✓
<b>1.3.16</b> Undertake a review of Council's road policies to ensure they are financially sustainable.	Grids and Gates Policy review February 2020	✓
<b>1.3.17</b> Provide information to the community to raise awareness of key network management practices.	-	
<b>1.3.18</b> Continual improvement of work practices through development of an integrated management system (for Quality, Safety & Environment).	(e) Continual improvement for maintenance, construction and contract management.	✓
	Recertification audit - Third Party Certification	
	(f) Review and standardisation of permitting processes for energy and telecommunication entities.	



## Projects - what we achieved in 2019/20




Urban roads		
Completed	In progress	Not started
		
<ul style="list-style-type: none"> <li>Quintin Street, Roma – Asphalt overlay – shoulders</li> <li>Bitumen rehabilitation program, Roma               <ul style="list-style-type: none"> <li>- Barnard Rd (Carnarvon to Kimber)</li> <li>- Edwardes Street North (McPhie to Madison)</li> </ul> </li> <li>Arthur Street carpark (north) Roma, Replacement of shade sail on southern side</li> <li>Ronald Street Injune - between Third and Fourth Avenue, Kerb and channel</li> <li>Fourth Avenue Injune – between Hutton and Ronald Streets, Kerb and channel</li> <li>Fourth Avenue, Injune – Hutton Street to School Boundary, school side only, Kerb and channel</li> <li>Hawthorne Street footpath, Roma – Upgrade near Tasting Co</li> <li>McDowall Street footpath, Roma – Upgrade near Betta Electrical</li> <li>Ivy Street, Roma - stormwater remediation</li> <li>Bitumen reseal Urban program 2019-20, Regional</li> <li>Muggins Lane culvert – Detailed design</li> <li>Stormwater condition assessment and renewal strategy, Regional</li> </ul> <p>Project funded by Queensland Government's Passenger Transport and Infrastructure Program Transport Infrastructure Development Scheme:</p> <ul style="list-style-type: none"> <li>Long distance coach stops at Mungallala and Mitchell</li> </ul> <p>Project funded by the Australian Government's Black Spot and Roads to Recovery Programs:</p> <ul style="list-style-type: none"> <li>Arthur Street / Bungil Street, Roma – Improve linemarking upgrade intersection signing, install kerb extensions, relocate pedestrian crossing, construct central medians, relocate bottle tree.</li> </ul> <p>Projects funded by the Australian Government's Roads to Recovery Program:</p> <ul style="list-style-type: none"> <li>Hawthorne Street, Roma – pavement rehabilitation (asphalt resurfacing between Bungil and McDowall Street)</li> <li>Creek Street, Roma, upgrade to bitumen standard</li> <li>Kimbley Road, Roma – Bitumen seal extension</li> </ul> <p>Projects funded by Queensland Government's \$600m Works for Queensland 2019-21 program</p> <ul style="list-style-type: none"> <li>Ivan Street, Surat between Warroona Retirement Village and Surat Multipurpose Health Centre – Footpath</li> <li>Injune footpath – Mt Hutton Retirement Village to Third Avenue/Henricks Park.</li> </ul>	<ul style="list-style-type: none"> <li>Primaries Road – development of business case</li> <li>Stormwater pit and lintel renewal program – Regional (various locations)</li> <li>Stormwater drainage and hydrological modelling, Regional</li> <li>Golf Links Estate, Roma – Stormwater drainage (design of remedial works)</li> <li>Chadford Street, Wallumbilla Kerb and channel (between College and High Streets) &amp; (between Warrego Highway and College Street)</li> <li>Stormwater Infrastructure Upgrade Design Project, Roma (various locations) MIIP2 (the design for Roma Stormwater project is supported by the Queensland Government)</li> </ul> <p>Project funded from the Queensland Government's Cycle Network Local Government Grants Program</p> <ul style="list-style-type: none"> <li>Cycle network, Roma – Priority treatment design for Miscamble and Queen Street intersection</li> </ul> <p>Project funded from the Queensland Government Transport Infrastructure Development Scheme and the resource sector.</p> <ul style="list-style-type: none"> <li>East Street / Russell Street Wallumbilla upgrade.</li> </ul>	<ul style="list-style-type: none"> <li>Pathways master plan, Roma, Development of a master plan with a key focus on Adungadoo pathway to determine missing links.</li> <li>Saunders Street, Roma – Rectification works (Funding received from Economic Development Qld).</li> </ul>

## 1.3 ROADS & DRAINAGE

### Projects - what we achieved in 2019/20

Rural roads		
Completed	In progress	Not started
		
<ul style="list-style-type: none"> <li>Binya Lane resheet Ch 0.00 to Ch 1</li> <li>Dargal Road shoulder widening and seal (to 7m) Ch 10.60 to Ch 11.70</li> <li>Donnybrook Road resheet Ch 29.30 to Ch 35.10 resheet</li> <li>Duck Creek Road resheet Ch 42.50 to Ch 48.30</li> <li>Hodgson Lane North resheet Ch 10.00 to Ch 13.10</li> <li>Middle Road resheet Ch 60.00 to Ch 70.00</li> <li>Warrong Road (b) resheet Ch 31 to 38.82</li> <li>Bitumen reseal program 2018-19 &amp; 2019-20, Regional</li> <li>Bitumen rehabilitation program, Regional:               <ul style="list-style-type: none"> <li>Springfield Road</li> <li>Amby North Road</li> <li>Kooragan Road (various chainages)</li> <li>Six Mile Road (Ch 0.030 to Ch 3.089)</li> </ul> </li> <li>Orallo Road, Road safety upgrade curve widening Ch 15</li> <li>Bungewogorai Road resheet Ch 3.50 to Ch 4.50</li> <li>Springfield Road resheet Ch 30 to Ch 36</li> </ul> <p>Projects funded by the Australian Government's Roads to Recovery Program:</p> <ul style="list-style-type: none"> <li>Glen Arden Road resheet Ch 4.10 to Ch 12.10</li> <li>Mt Saltbush Road resheet Ch 0.20 to Ch 7.50</li> <li>Seventeen Mile Lane resheet Ch 3.00 to Ch 11.00</li> <li>Dargal Road resheet and seal Ch 11.70 to Ch 14.20</li> <li>Warrong Road resheet Ch 48.39 to Ch 58.40</li> <li>Yuleba Surat Road (B) resheet Ch 54.38 to Ch 62.60 (excluding bitumen sections)</li> </ul> <p>Projects funded by the Australian Government's Roads to Recovery Program and Queensland Government's Transport Infrastructure Development Scheme:</p> <ul style="list-style-type: none"> <li>Mt Moffatt Road - resheet and upgrade, Ch 103.90 to Ch 121.90</li> <li>Orallo Road bitumen seal shoulders – various sections</li> </ul>	<p>Projects funded by the Australian Government's Roads to Recovery Program:</p> <ul style="list-style-type: none"> <li>Six Mile Lane resheet Ch 0.00 to Ch 9.10</li> </ul> <p>Projects funded by the Australian Government's Roads to Recovery Program and Queensland Government's Transport Infrastructure Development Scheme:</p> <ul style="list-style-type: none"> <li>Mt Moffatt Road Sealed Pavement Rehabilitation (Bitumen) - Ch 26.96 to Ch 34.00.</li> </ul>	<ul style="list-style-type: none"> <li>Glenearn Road resheet Ch 21.32 to Ch 22.30 and Ch 24.48 to Ch 32.20</li> <li>Thomby Road resheet Ch 26.85 to Ch 38.00</li> <li>Westgrove Road Crest and curve widening Ch 6.65 to Ch 7.52</li> <li>Westgrove Road Visibility clearing on the approaches into the Hutton Creek Crossing. Ch 14.52 to Ch 17.56.</li> </ul>

## Projects - what we achieved in 2019/20

Resource sector roads		
Completed	In progress	Not started
		
<ul style="list-style-type: none"> <li>Bonnydoon Road – Construct to 8m bitumen seal Ch 0.00 to 5.80</li> <li>Injune Taroom Road, – Construct to 8m bitumen seal Ch 29.56 to Ch 38.30</li> <li>Mascotte Lane/Raslie Road – Formation and gravel resheet</li> <li>Combabula Road, – gravel resheet Ch 0.00 to Ch 1.825</li> </ul> <p>Project funded by the Australian Government's Black Spot Program</p> <ul style="list-style-type: none"> <li>Install barriers Arcadia Valley Roma – Lonesome Range jump up section.</li> </ul>	<ul style="list-style-type: none"> <li>Crossroads Road - Construct to 8m bitumen seal – Horse Creek intersection 0.00 to 6.20 and 0.00 to 0.536 (Multi-year project)</li> <li>Raslie Road - Gravel resheet</li> <li>Emerys Road – Bitumen widening Ch 0.00 to Ch 1.825</li> <li>Emerys Road - Gravel resheet Ch 5.755 to Ch 11.344.</li> </ul>	Nil

## Looking back - what we achieved in 2019/20

### (a) Santos road use funded projects - highlights

#### Injune Taroom Road and Bonnydoon Road Upgrades

In partnership with Santos GLNG, during 2019/20, Council completed the upgrade of a 14.4km section of the Injune-Taroom Road between Highlands Plain Creek and the Bonnydoon Road intersection.

Council also completed the upgrade of Boonydoon Road (5.7km) for access into the Santos GLNG development.

Both of these upgrades involved extensive earthworks to improve the road alignment, installation of new culverts and floodways to improve drainage and construction of widened road pavements and bitumen sealing to 8m wide.

With Santos GLNG's development expected to generate high volumes of traffic along these networks in years to come, these newly construction sections will help improve the safety of motorists into the future.

*The Bonnydoon Road Upgrade Project and the Injune Taroom Road Upgrade Project have been funded by Santos GLNG.*



*Injune Taroom Road upgrade.*

### (b) Resheet, reseal and rehabilitation works - highlights

#### Rural roads in focus

With a focus on sustaining Council's road network, as part of the 2019/20 Capital Works Program, Council again undertook extensive gravel resheeting and bitumen resealing projects across the Maranoa Region.

Both gravel resheeting and bitumen resealing are proactive measures to ensure that the road network performs its function for as long as possible, reduces ongoing maintenance and extends the life of roads.

Roads included in the program were selected by age, current condition, current and anticipated traffic volumes and recent maintenance expenditure.

146.15kms of rural roads formed part of the 2019/20 gravel resheeting program and 67.14kms of rural roads formed the bitumen reseal program.

*The \$6.244 million gravel resheeting commitment was funded by Council with the assistance of both the Australian and Queensland Governments as a strategic measure to preserve our current rural road network.*



*Bitumen reseal of West Street, Wallumbilla*

## 1.3 ROADS & DRAINAGE

### Road upgrade works completed on Kimbler Road & Creek Street in Roma

The completion of the Kimbler Road and Creek Street upgrades was a big win for the sporting communities in Roma.

The extension of the bitumen seal and upgraded drainage on Kimbler Road, east of Roma, has improved access and parking for motorsport fans and race goers attending Roma's Ironbark Raceway and Roma District Motorcycle Club.

Furthermore, the works on Creek Street focused on improving access for local residents, players and supporters to the Roma Cities Rugby League Football Club Grounds. These works also aim to reduce dust generated by the increased traffic entering and exiting the Football Club Facilities.

*The \$300,000 Kimbler Road Upgrade Project is proudly funded by the Australian Government's Roads to Recovery Program.*

*The \$260,000 Creek Street Project is proudly funded by the Australian Government's Roads to Recovery Program (\$195,000) in association with Maranoa Regional Council (\$65,000).*



Completed works on Kimbler Road, Roma.



Completed works on Creek Street, Roma.

### Mt Moffatt Road upgrade

Council continued the \$1.43 million upgrade of 23kms of Mt Moffatt Road in 2019/20.

The project upgraded Mt Moffatt Road from the Westgrove Road intersection to the Carnarvon National Park entrance with this section of the network now providing a 6 metre wide gravel surface.

Approximately 56kms of Mt Moffatt Road originally consisted of a mixture of natural material and gravel. This upgrade delivered the first stage of the overall aim to improve the access to the Mt Moffatt section of the Carnarvon National Park.

The project included improvements to the alignment (crest and curves), visibility and drainage of the road. The upgrade helped support local residents and industry, and allow more tourists to access the remote park which contributes to tourism growth within the Maranoa region. The works also aim to reduce the ongoing maintenance cost for this section of road.

*This project was a joint initiative between Australian Government's Roads to Recovery program, the Queensland Government's Transport Infrastructure Development Scheme (TIDS) and Maranoa Regional Council.*



Mt Moffatt Road upgrade.

### (c) Kerb and channel - highlights

In late 2019, Council delivered a number of kerb and channel upgrade projects within Injune's urban streets. These upgrades were necessary to ensure the ongoing operation of the urban stormwater network and also improve the overall presentation of the town.

As part of the 2019/20 Capital Works Program, a total of 490m of kerb and channel was upgraded in Injune along the following streets:

- Injune - Ronald Street (between Third and Fourth Avenue)
- Injune - Fourth Avenue (between Hutton Street and Ronald Street).
- Injune - Fourth Avenue (between the School boundary and Hutton Street).

## (d) Extension and upgrade works - highlights

### Bitumen upgrade - Dargal Road

With Council continuing to focus on supporting the local economy and local businesses, as part of the 2019/20 Capital Works Program, Council chose to invest additional funding received from the Australian Government, towards extending the bitumen sealed network on Dargal Road, to the west of Roma.

The project included the widening of the existing narrow bitumen road (1km) to a width of 7m and upgrading a further 2km of previously gravel road to a 7m wide sealed road to help accommodate the addition traffic being generated by local businesses in the area.

This section of Dargal Road also forms part of a local school bus route and therefore helps ensure the safety of the bus whilst travelling the network each day.

*The bitumen seal extension of Dargal Road is funded by the Australian Government's Roads to Recovery Program in association with Maranoa Regional Council.*

*The bitumen widening of Dargal Road was funded by Maranoa Regional Council.*



Works completed on Dargal Road, Roma

### Footpath upgrades - Surat and Injune

With footpaths critical to the safety of cyclists and pedestrians, Council was committed to the continual review and upgrade of the footpath network across the Maranoa.

Throughout the year, footpaths were upgraded in Ivan Street, Surat, and Hutton Street, Injune.

These newly constructed concrete paths focused on improving network connectivity and creating a safer and smoother path for cyclists and pedestrians.

*These projects were fully funded through the Queensland Government's \$600 million Works for Queensland program.*

### Bungil and Arthur Street intersection upgrade

A key project in the 2019/20 Capital Works Program, the vital road safety improvements at the intersection of Arthur Street and Bungil Street in Roma were completed.

Council's Urban Construction Team, with the support of a team of local contractors and suppliers, delivered the upgrade on schedule.

The key focus of the Project was improving safety for motorists, cyclists and pedestrians. The upgrades to the intersection included:

- Installation of raised concrete traffic islands around the intersection and existing pedestrian crossing;
- Construction of central medians on Bungil Street to better guide motorists;
- New asphalt road surfacing;
- Upgraded line marking;
- Additional road signage; and
- Improved street lighting throughout the intersection.

*The \$413,500 Arthur Street and Bungil Street Intersection Project is fully funded by the Australian Government with \$288,500 through the Australian Government's Black Spot Program and \$125,000 from the Australian Government's Roads to Recovery Program.*



Arthur Street, Bungil Street intersection upgrade.



Footpath now complete in Surat

## 1.3 ROADS & DRAINAGE

### (e) Continual improvement of work practices

#### Maintenance

Council has continued to develop an integrated system of work that documents and standardised work practices (where practical) within the Maintenance teams.

This has included the Works Pre-Start Meeting Form, Major Formation Grading Activity, Minor Formation Grading Activity, Clean Culvert Pipes & Pits, Herbicide Spraying, Install or Replace Signage, Pothole Patching and Tractor Slashing.

All forms incorporate sections for work details, work standards, work planning, required resources and any other forms required.

#### Construction

The final template was completed for an Integrated Project Management Plan (IPMP) for internally delivered road/civil construction works and was trialed on a number of projects. It was subsequently rolled out to all projects delivered by Council's internal construction teams.

In March 2020, the Third Party Certification auditor reviewed the Integrated Project Management Plan (IPMP) and its current implementation and continued certification was achieved.

#### Contract Management

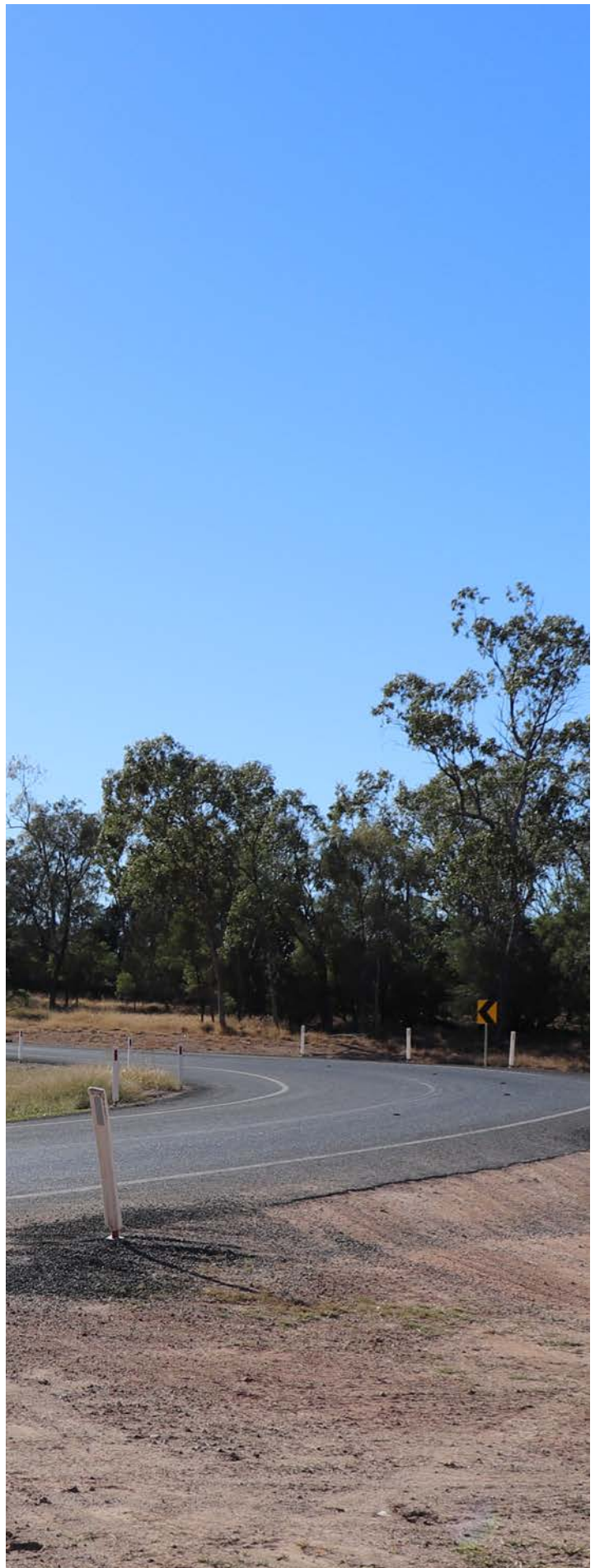
Council specific documentation (including contract template) has been developed based on AS 4122-2010 General Conditions of Contract for Consultants. This includes general conditions of contract, applicable contract annexures and instrument of agreement. These documents complement the other suite of standard contract documentation drafted last year (AS 2124, AS 4906).

Work is continuing in the development of a contract selection matrix to assist officers determine the most appropriate form of contract (dependent on the type of project being delivered).

### (f) Review and standardisation of permitting processes for energy and telecommunication entities

The review pertained to energy and telecommunication entities undertaking works within road reserves for which Council has control.

The project involved development of standard documents, legal review and rollout within Council.



Cottage Creek, Wallumbilla

## Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20		
<b>Rural Roads</b>					
Programmed (planned) maintenance, and prioritised ad-hoc / reactive maintenance based on officer inspections and reports					
Vegetation management – Slashing / vegetation management of roads > average 250 vehicles / day	1.3.12	Within budget.  Higher order roads are slashed as the priority when resources are limited.	✓		
Vegetation management of roads > average between 40 and 249 vehicles per day	1.3.12	Programmed during peak growing season, supplemented by contract resources.  Slashing operations are restricted when fire rating conditions are unfavourable.	✓		
Vegetation management - Herbicide spraying on all roads	1.3.12	Within budget. Programmed following the roadside slashing delivery and at optimum times (peak growing season).	✓		
Unsealed roads maintenance - Minor maintenance grading ('patrol grading')	1.3.12	Within budget.	✓		
Unsealed roads maintenance - Major maintenance grading			✓		
Unsealed roads maintenance - Shoulder maintenance grading			✓		
Unsealed roads maintenance - Network inspections by Council officers by local area			✓		
Sealed roads maintenance – Sealed network shoulder grading			✓		
Sealed roads maintenance - Reactive maintenance			1.3.12	Within budget.  Programming based on: - inspections - timing of other planned works in the area - notifications of asset failures - severity of defect	✓
<ul style="list-style-type: none"> <li>Sealed surface defect repair program</li> <li>Replacement or repair of signs or posts that are damaged or deteriorated</li> <li>Reinstatement of line marking on sealed surfaces where existing markings have deteriorated</li> <li>Surface repair (pothole patching)</li> </ul>					
Drainage maintenance - Clearing of debris and silt through culverts, pipes and pits and undertake minor repairs to head-walls	1.3.12, 1.3.9	Within budget.	✓		
Flood damage restoration - Administration in accordance with the Australian Government's new Disaster Recovery Funding Arrangements model (effective 1 July 2018)	1.3.1	Resources prioritised based on emergent works (i.e. make safe after an event).  Completion of works within approved timeframes after approval is received from the Queensland Government.	✓		
Rural signs and lines	1.3.12	As identified through inspections and reports and within budget.	✓		
Ad-hoc maintenance	1.3.12	Additional works as required and within the allocated budget.	✓		

## 1.3 ROADS & DRAINAGE

### Our annual services

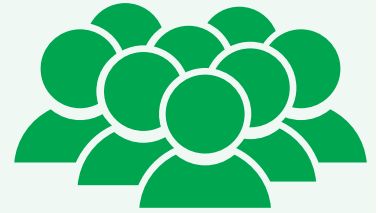
What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Urban Roads</b>			
Programmed (planned) maintenance, and prioritised ad-hoc / reactive maintenance based on officer inspections and reports			
Vegetation management – Slashing program	1.3.12	As required and within maintenance budget. Programmed during peak growing season, supplemented by contract resources.	✓
Vegetation management – Mowing program (urban streets)	1.3.12	Mowing performed by zone and according to the service level that has been set for streets. <b>Priority 1:</b> Mowing of urban streets in Roma CBD zone 12 times a year – on average each street is mowed once a month. <b>Priority 2:</b> Mowing of urban street Roma all zones – on average each street is mowed once every 4 to 6 weeks. <b>Priority 3:</b> Mowing of urban streets Roma all zones – on average each street is mowed once every 6-8 weeks. All other regional towns are mowed by priority; 1. main entrance ways 2. higher order roads 3. lower order roads.  Programmed during peak growing season, supplemented by contract resources.	✓
Unsealed roads maintenance: • Minor maintenance grading • Major maintenance grading • Shoulder maintenance grading	1.3.12	Within budget.	✓
Sealed roads maintenance – Sealed network shoulder grading	1.3.12	Repair of potholes as required and within maintenance budget.	✓
Reactive maintenance: • Sealed surface defect repair program • Replacement or repair of signs or posts that are damaged or deteriorated • Reinstatement of line marking on sealed surfaces where existing markings have deteriorated • Surface repair (pothole patching)	1.3.12, 1.3.3	As required and within budget.	✓
Urban drainage maintenance - Clearing of debris and silt that may be impeding the free flow of water through culverts, pipes and pits and undertake minor repairs to head-walls	1.3.12, 1.3.9	As identified through inspections and reports and within budget.	✓
Flood damage restoration - Administration in accordance with the Australian Government's new Disaster Recovery Funding Arrangements model (effective 1 July 2018)	1.3.1	Resources prioritised based on emergent works (i.e. make safe after an event).  Completion of works within approved timeframes after approval is received from the Queensland Government.	✓
Urban signs and lines	1.3.12	As identified through inspections and reports and within budget.	✓
Kerb and channel			✓
Pathways / footpaths			✓
Ad-hoc maintenance			✓
Street sweeping	1.3.12	Streets in Roma CBD zone 120 times a year – on average each street is swept twice a week. Streets classified as commercial outside the Roma CBD zone 12 times a year – on average each street is swept every four weeks. All other streets 10 times a year – on average each street is swept every five weeks.	✓
Miscellaneous activities	1.3.12	Activities in the urban network including: removal of illegal dumping, toilet cleaning, BBQ cleaning, rubbish bin cleaning, sharps collection, sanitary bins, tree maintenance and removal, noxious weeds control.	✓
Inter-departmental service agreements	1.3.12	As required, to meet legislative compliance and Departmental needs in conjunction with the relevant Department Managers.  Assistance is provided to: Airports, Water, Sewerage and Gas, Waste, Flood Mitigation/Levee, Cemeteries, Bassett Park, Disaster Management, State Road Maintenance Performance Contract (RMPC), Coal Seam Gas works' delivery.	✓



What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Resource sector roads</b>			
Delivery of the following services:		Administration in accordance with the Road Infrastructure Agreements and relevant legislation.	
Traffic monitoring	1.3.2	Roads included in traffic counter program as developed throughout the region progresses.	✓
Regular network defect inspections	1.3.2	Ongoing	✓
Joint network inspections (with Coal Seam Gas representative)	1.3.2	6 monthly	✗
Steering committee meetings (with Coal Seam Gas and Council representatives)	1.3.2	Quarterly	✓
Technical working group meetings (Engineering representatives)	1.3.2	Monthly	✓
Road maintenance	1.3.2, 1.3.12	As required, based on defect intervention levels.	✓
Capital renewals and upgrades	1.3.2, 1.3.3	Negotiation of renewals (return to new) or upgrade of the roads based on traffic use by the Coal Seam Gas industry.	✓
Coal seam gas activities within road reserves – e.g. pipeline crossings, new accesses.	1.3.2	Application reviews and relevant conditions imposed.	✓
<b>Resource sector roads</b>			
Compliance inspections	1.3.2	As required – based on number of permits issued and type of activity being undertaken.	✓
Auditing and acquittal	1.3.2	Annually	✓

Due to the travel and social distances restrictions, as a result of the COVID-19 pandemic, the 6-monthly joint network inspections were not undertaken in the second half of the 2019/20 financial year. This was due to a number of representatives (who typically attend these meetings) needing to come from south east Queensland. Inspections were still undertaken during the period, however the formal joint inspection was not able to be completed.

# Our business partners, stakeholders and customers



### Quality

- Department of Transport & Main Roads (DTMR) – Road Maintenance Performance Contract and other works
- Developers in the region
- Tenderers for Council works
- Contractors for Council works (Wet hire, dry hire, minor and major works)
- Community
- Utility providers (Telstra, Ergon)
- Suppliers of road materials (including Council's quarry and quarry pits)
- Road users temporarily impacted by roadworks
- Entities undertaking work on Council roads
- Department of Resources (roads off alignment, mapping)
- APA (Gas pipelines crossing Council roads)
- National Heavy Vehicle Regulator (Australian Government).

### Safety

- Rural property owners and residents
- School bus operators
- Travelling public, including visitors to the region
- Heavy vehicle users of Council roads
- Feedlot owners and other commercial and industrial users of the road network.

### Environment

- Cultural heritage organisations (Mandandanji, Bidjara)
- Department of Resources \*
- Department of Environment and Science \*
- Department of Agriculture and Fisheries \*.

\*Refer also compliance obligations (ISO 14001:2015, 4.2 c)

### Affordability

#### Internal

- Elected Council (efficiency of works and compliance with policies and service levels)
- Plant, Fleet and Workshops team (scheduling of plant repairs and maintenance)
- Strategic finance (accuracy of annual budgets and long-term financial forecasts).

#### External

- South West Regional Road and Transport Group (SWRRTG) including:
  - Balonne Shire
  - Bulloo Shire
  - Murweh Shire Council
  - Paroo Shire Council
  - Quilpie Shire Council
  - Queensland Department of Transport and Main Roads (Downs South West Region)

*(This includes administration of the Transport Infrastructure Development Scheme (TIDS) funding for local roads of regional significance).*
- South West Regional Roads Technical Working Group
- Major industry including:
  - Petroleum leases
  - Other oil and gas operations
  - Refineries
  - Workers camps
  - Extractive industries
  - Electricity providers (transformers)
- Queensland Audit Office (Road Valuations, Depreciation, Asset Management Plans)
- Local Government Grants Commission (Identified Road Grant data)
- Coal Seam Gas industry (Road Infrastructure Agreements) – Santos, Origin/APLNG, Senex, QGC, Armour Energy
- Funding bodies
  - Australian Government - Department of Infrastructure, Regional Development and Cities (Roads to Recovery funding program) State Government
    - Department of State Development, Infrastructure, Local Government and Planning
    - Queensland Reconstruction Authority (QRA) - Restoration of public assets.
    - Department of Transport and Main Roads
- Advocacy
  - Local Government Association of Queensland (LGAQ)

# How we are managing the key operational risks - Roads

Risk	Actions
<ul style="list-style-type: none"> <li><b>Funding cuts to critical renewal works (bitumen resealing) increase the cost of maintenance and rehabilitation</b></li> </ul>	<ul style="list-style-type: none"> <li>Detailed assessment of the full network and current condition using specialised equipment and software - to review road roughness, rutting and cracking to determine the optimal reseal program.</li> <li>Programming reseal intervention prior to complete failure.</li> <li>Annual review prior to operational plan and budget preparation.</li> <li>Undertaking reseal preparation works to maximise the life of the new seal.</li> <li>Implementation of a program of proactive maintenance for crack sealing.</li> </ul>
<ul style="list-style-type: none"> <li><b>The need for road expenditure exceeds funds available</b></li> </ul> <p>(Note: This has been identified in Council's Corporate Plan as a strategic risk, and is also an operational risk, given that our roads officers have the difficult task of managing expectations on a daily basis, with limited funding).</p> <p>The Maranoa region has the third highest length of roads in Queensland (out of 77 Councils). However, we have a population of less than 13,000 which provide a very small ratebase compared to the two Councils that rank first (Western Downs region) and second (Toowoomba region) in the State.</p> <p>It is shorter to drive from Cairns to Perth than it is to drive our rural road network.</p> <p>Our rural roads connect a rural area of 58,802.8km<sup>2</sup> (equivalent to 91% of the size of mainland Tasmania).</p> <p>To put this in further context, whilst Tasmania services a population of more than 500,000, the Maranoa region has an estimated resident population of 12,843, with approximately 30% of our residents living in the rural parts of our region.</p> <p>With a relatively small rural population, we have very few ratepayers to fund the upkeep of our large network of roads.</p> <ul style="list-style-type: none"> <li>25.8% of the rural road network has an average daily traffic volume of less than 10 vehicles per day.</li> <li>49.2% of the rural road network has an average daily traffic volume of less than 40 vehicles per day.</li> </ul>	<ul style="list-style-type: none"> <li>Local focus for roads and drainage - delivery of local services, as well as regional planning of investment priorities.</li> <li>Planned review of service levels for maintenance.</li> <li>Continuing commitment to a local road network monitoring officer for each of the local areas to inspect the network and prioritise defects (both programmed and requested inspections).</li> <li>A long term asset management plan has been adopted for both Urban and Rural Roads to plan for works on existing roads across the whole network. A detailed condition review has recently been completed to inform an update to the plan.</li> <li>Continuing to incorporate in the Organisational Structure dedicated resources for infrastructure funding.</li> <li>Ensures that all funding opportunities are pursued, and successful funding agreements are acquitted by the due dates with the reports required. This also aims to ensure that Council has a positive reputation in the eyes of funding bodies, which positions Maranoa well with advocacy for future funding.</li> </ul>
<ul style="list-style-type: none"> <li><b>Sourcing sufficient funding to retain our existing construction teams</b></li> </ul>	<ul style="list-style-type: none"> <li>Maintaining third party certification for Council's road maintenance and construction - this positions Council well to secure additional works for our teams, and also ensures that we continue to improve all parts of our operations (stretching the dollars that we do have further).</li> <li>Advocacy to Australian and Queensland Governments is undertaken to maintain and grow funding for road works.</li> <li>Teams are mobile within the region, to follow the funded works on local roads of regional significance.</li> </ul>
<ul style="list-style-type: none"> <li><b>Customer expectations are increasing over time</b></li> </ul> <p>Customer and community expectations to provide road services are frequently beyond the resourcing and budget available (e.g. all weather low traffic volume roads, change in development, commercial/industrial use and resident profile over time).</p>	<ul style="list-style-type: none"> <li>Preparation of fact sheets for the community on how the road network is managed.</li> <li>Community engagement will be undertaken both regionally and locally when the new road policies are developed, and information provided when requests are being managed to raise awareness of Council policies.</li> <li>A policy review is planned for capital upgrade requests.</li> </ul>



*Bonnydoon Road, Injune*

## Our finances - Roads & drainage

Operations and maintenance	2019/20
	\$
<b>Operating revenue</b>	<b>\$13,542,372</b>
Fees and charges	202,103
Grants, subsidies and contributions - operating	
Identified Roads Grant	3,769,406
Disaster Recovery Funding Arrangements	207,791
Energy sector	330,768
Black Spot Funding	-
Sales revenue (including recoverable works e.g. Road Maintenance Performance Contract (RMPC))	7,915,802
Other revenue (Energy sector)	1,116,502
<b>Operating expenses</b>	<b>\$17,355,105</b>
Employee costs	5,999,139
Materials and services - operations and maintenance	9,374,248
Materials and services - flood damage restoration	1,820,405
One-off projects (operating) (i)	161,313
Finance costs	-
<b>Depreciation expense</b>	<b>\$11,061,787</b>
<b>Operating result / (deficit) - Contribution required from general revenue</b>	<b>(\$14,874,520)</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20
	\$
<b>Capital funding</b>	
Queensland Disaster Resilience Funding	-
Transport Infrastructure Development Scheme	1,622,556
Works for Queensland	276,974
Disaster Recovery Funding Arrangements	-
Roads to Recovery	3,864,010
Local roads and community infrastructure	-
Heavy Vehicle Safety Productivity Program	-
Bridge Renewal Program	-
Grants, subsidies - other	623,374
Contributions	14,522,389
Loan proceeds	-
Cash reserve for capital	8,569,278
<b>Total capital funding</b>	<b>\$29,478,581</b>
<b>Capital expenditure</b>	
Asset renewal - annual program	11,856,092
Asset renewal - flood damage restoration	-
New works	1,066,999
Upgrade works	16,555,490
Loan repayments	-
<b>Total capital expenditure</b>	<b>\$29,478,581</b>



We help keep our towns and surrounds tidy and clean including management of vegetation, park structures, equipment, irrigation and cleaning.



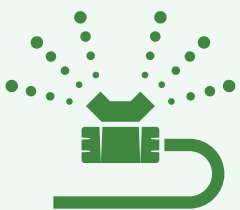
## Our year at a glance 2019/20



We look after **10 towns** including **1,081.78** hectares of parks and other open spaces.



Assistance provided (people and plant) for Council **events** in parks, open space and facilities for residents and visitors.



Water wise initiatives on Council's irrigation systems in parks.

## Parks and open space highlights

### Bungil creek clearing

Ongoing Bungil creek sucker/regrowth control, weed spraying and rubbish removal was undertaken during the year to maintain the free flow of water during periods of flooding. This high profile project has now been undertaken in three consecutive years and is complementing the flood mitigation infrastructure works (Stage 2A).

### Irrigation

There was a significant effort on maintenance of ageing irrigation systems in parks. This included replacement of sprinkler heads and new piping allowing Council to be more water wise. Upgrades were completed at Apex Park Roma and the Mitchell RSL Sporting Complex.

The programmed watering timeframes was changed in Quarter 4 to cater for the change in seasons. Systems were reprogrammed from night time to day time irrigating.

### Projects

A number of projects were delivered across the region including,

- Installation of handrails from the Injune Retirement Village to the Hospital corner.
- Tree maintenance/stump grinding across the region including the replacement of dead or dying trees.
- Regional delivery of yearly fire break grading works in conjunction with Maranoa Regional Council's/Queensland Emergency Services (Operation Cool Burn) burn offs and grading.
- Upgrade of synthetic softfall for the park at the Roma Hospital precinct.
- Replacement of the shade sail at the Injune Visitor Information Centre (due to weathering of the current shade sail).

## Parks and open spaces challenges

### Illegal dumping

Illegal dumping has increased across the region mainly at the truck stops / rest areas. The Town and Surrounds and Waste teams are working together to respond to this issue.

### COVID-19 pandemic response

The team implemented a program of disinfectant spraying for all parks and open space infrastructure to minimise risk to the community including park seating areas, playground equipment and exercise equipment.

## 1.4 PARKS & OPEN SPACES

### What we do

We maintain the regions parks and open space for ten regional towns (Roma, Wallumbilla, Yuleba, Jackson, Surat, Injune, Muckadilla, Amby, Mitchell and Mungallala).

Our services include:

- management of vegetation, including mowing;
- park inspections and maintenance (park structures and equipment);
- park irrigation and turf management;
- open space and horticultural maintenance.

### Why we do it

The Town & Surrounds initiative for our local areas was introduced in July 2015 to ensure that local town services are delivered by local teams.

There are teams in each of our key centres:

- Mitchell & Surrounds - servicing Mitchell, Amby, Mungallala;
- Roma & Surrounds - servicing Roma and Muckadilla;
- Yuleba & Surrounds - servicing Yuleba, Wallumbilla and Jackson;
- Surat & Surrounds - servicing Surat;
- Injune & Surrounds - servicing Injune.

### What we must do

#### Australian Standard

AS/NZS 4685.0:2017 Playground equipment and surfacing  
- Development, installation, inspection, maintenance, and operation.

### Did you know

Our Town and Surrounds teams maintain 1,081.78 hectares of parks and open space.

This is the equivalent of 1,590.85 rugby league fields.





## How we are trending - Parks and open spaces

Annual expenditure	2014/15 \$	2015/16 \$	2016/17 \$	2017/18 \$	2018/19 \$	2019/20 \$
Roma, Muckadilla	923,937	938,774	1,147,910	1,183,702	1,063,674	1,140,645
Injune	110,672	236,555	175,029	171,471	183,140	140,214
Mitchell, Amby, Mungallala	315,689	409,095	467,814	404,104	347,951	304,723
Surat	196,956	280,225	291,498	302,315	313,428	228,115
Yuleba, Wallumbilla, Jackson	241,150	363,061	430,733	405,141	324,628	295,771
<b>Total</b>	<b>\$1,788,404</b>	<b>\$2,227,711</b>	<b>\$2,512,984</b>	<b>\$2,466,734</b>	<b>\$2,232,821</b>	<b>\$2,109,468</b>



Yuleba Garth Cox Park Precinct



“

### SHARE-A-THANKS

#### **Thank you to Manager Stephen and his team**

*The following e-mail was received from a customer...*

*Just a quick note to thank you and your team for the prompt, efficient and obviously perfect outcome [for his request]. He advised it had been "a pleasure to deal with you and your team and you have made my Christmas with the outcome.....Please feel free to consult with Brisbane City Council at anytime to assist them in improving their customer service!"*

”

## 1.4 PARKS & OPEN SPACES

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<b>1.4.1</b> Undertake the following programs according to the service level priorities and budget approved by Council: <ul style="list-style-type: none"> <li>• Mowing</li> <li>• Park inspections and maintenance</li> <li>• Open space (including horticultural) maintenance</li> <li>• Park irrigation and turf management</li> </ul>	Annual service	✓
<b>1.4.2</b> Undertake renewal and upgrade works according to Council's annual operational plan and budget.	(a) Renewal and upgrade works  <i>Roma's Bicentennial Park</i>	✓
<b>1.4.3</b> Undertake a range of activities to keep public spaces in our urban areas tidy and clean.	Annual service Regions Garden beds and entrance way	✓
<b>1.4.4</b> Investigate options to reduce energy, water and other costs, while still enhancing the amenity of our towns.	Integrated desktop parks / open spaces irrigation management system - commencement of 3-phase project	■
	Water use - explore reduction in the use of drinking (treated) water for parks, open spaces and streetscapes while still retaining the amenity of our towns.	■
<b>1.4.5</b> Development of activity-based work instructions for Parks and Open Spaces under the Integrated Maranoa Management System (IMMS) on how we do business that helps to ensure: <ul style="list-style-type: none"> <li>- Quality in our services and projects</li> <li>- Safety of our teams and community</li> <li>- Consistency in work practices across the region</li> </ul>	-	-
<b>1.4.6</b> Development of a standardised inspection process for Council's Parks & Open Spaces to ensure consistency across the region.	-	-



Mitchell

## Looking back - what we achieved in 2019/20

### (a) Renewal and upgrade works

#### Red Bench Seat installed to help 'Change the Ending' to domestic violence

Council installed a Red Bench Seat at the Big Rig Parklands to help start conversations around domestic violence.

The Red Bench Project is an initiative that the Red Rose Foundation launched to build a permanent reminder that domestic violence occurs within all of our communities. The presence of a Red Bench in a public location aims to raise public awareness and provide an opportunity for this important issue to remain visible.

Our community can 'take a stand by taking a seat' and support this important initiative to start the conversation and change the ending of domestic violence.

The new bench is a permanent reminder of Council's commitment to helping raise awareness of domestic violence in the community.

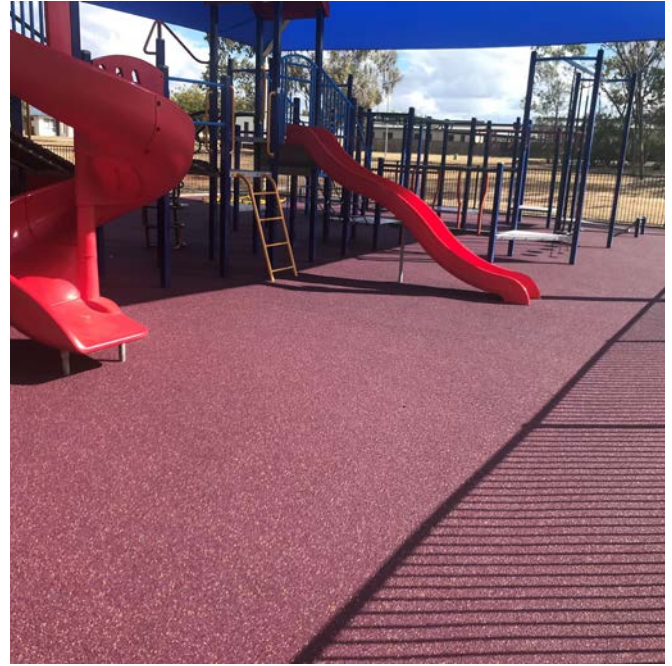


Red Bench Seat in Roma located at the Big Rig Parklands.

#### Hospital playground receives a facelift

Council completed upgrades at the playground located in Bicentennial Park (opposite the Roma Hospital).

The upgrades include a new rubberised softfall, which replaced the existing bark. The softfall is a durable, low maintenance and environmentally friendly solution to playground surfacing. The new surface significantly lowers the risk of injury if children take a tumble.



Upgraded playground in Roma's Bicentennial Park.

## Projects - what we achieved in 2019/20

Completed	In progress	Not started
<ul style="list-style-type: none"> <li>Memorial Park, Mitchell – Concept Master Plan</li> <li>Mitchell RSL Complex – Sprinkler replacements</li> <li>Red Rose bench Roma</li> <li>Park Run shade and furniture, Roma</li> <li>Hospital Park, Roma – Replace softfall</li> </ul>	<ul style="list-style-type: none"> <li>Apex Park, Roma – Soil and irrigation upgrade</li> <li>Tree management program – Regional – Annual program of works for dead limb removal, stump and tree removal and ongoing maintenance works</li> <li>Cobb and Co Park Yuleba – Redevelopment – Stage 1</li> <li>Roma PCYC, Bungil Street office and Cultural Centre precinct – Landscape and master plan</li> </ul>	<ul style="list-style-type: none"> <li>Big Rig Parklands, Roma – Irrigation extension</li> <li>Biggest Bottle Tree preservation, Roma</li> <li>Big Rig tourist train bridge – Rehabilitation and refurbishment of existing steel bridge (Immediate repairs completed)</li> <li>Upgrade irrigation controllers to WIFI ready – central based irrigation controllers to WIFI ready</li> </ul>

## 1.4 PARKS & OPEN SPACES

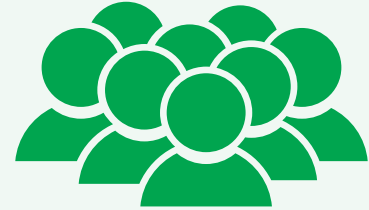
### Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Programmed (planned) maintenance and prioritised ad-hoc / reactive maintenance based on officer inspections and reports</b>			
Vegetation management, including mowing	1.4.1 & 1.4.3	<p>Mowing on a zone basis according to the service level that has been set for streets. Critical locations, such as town entrance ways, are mowed more frequently.</p> <ul style="list-style-type: none"> <li>Priority 1: Mowing of urban streets in Roma CBD zone 12 times a year - on average each street is mowed once a month.</li> <li>Priority 1: Mowing of town entrance ways 12 times a year - on average each street is mowed once a month.</li> <li>Priority 2: Mowing of urban streets in Roma all zones and regional towns 3 times a year - on average each street is mowed once every 4 to 6 weeks.</li> <li>Priority 3: Mowing of urban streets in Roma all zones and regional towns 2 times a year - on average – each street is mowed once every 6 to 8 weeks.</li> </ul> <p>As required and within maintenance budget. Programmed during peak growing season, supplemented by contract resources.</p>	✓
Park inspections and development	1.4.2, 1.4.4, 1.4.5, 1.4.6	<p>All playground equipment in parkland is required to be maintained in a safe and serviceable condition and fit for public use.</p> <p>Standard for playgrounds: AS/NZS 4685.0:2017 Playground equipment and surfacing- Development, installation, inspection, maintenance, and operation</p> <p>Inspection of playgrounds and play equipment for safety hazards, damaged equipment and fittings, vandalism, and graffiti.</p> <p>Removal of dangerous items at the time of inspection if possible or installation of temporary barricades or appropriate signage to restrict access to sites or facilities that are deemed unsafe or unserviceable.</p> <p>Note, make safe and report within 2hrs and report any unserviceable playground items to the nominated officer.</p>	✓
Open space / park maintenance - including horticulture maintenance	1.4.4	<p>Delivered according to agreed service level.</p> <p>Priority 1 - Regionally significant, generally with playground equipment; Approximately every 10 days during the growing season and within budget.</p> <p>Priority 2 - Major open spaces - generally with playground equipment or sporting fields, irrigation, gardens / manicured areas; Approximately every 3-6 weeks during the growing season or more often if inspections trigger it and within budget.</p> <p>Priority 3 - Local parks and reserves within a residential neighbourhood with play equipment, seating and landscaping; Approximately every 8 weeks or more often if inspections trigger it and within budget.</p> <p>As required and within maintenance budget. Programmed during peak growing season, supplemented by contract resources.</p>	✓
Park irrigation and turf management	1.4.4	Weekly and within the allocated maintenance budget.	✓
Miscellaneous activities - activities in the urban network including removal of illegal dumping, toilet cleaning, BBQ cleaning, rubbish bin cleaning, sharps collection, sanitary bins, tree maintenance and removal, noxious weeds control.	1.4.1	Completed in conjunction with the above service categories.	✓

Restoration works required for parks and open spaces are currently being captured and a submission for funding will be lodged with the Queensland Reconstruction Authority in the 2020/21 financial year.

The emergent works already undertaken included debris removal, walkway cleaning to remove sludge and cleaning of affected playgrounds, exercise equipment and associated park facilities.

## Our business partners, stakeholders and customers



- Commercial and not-for-profit entities holding events in parks and council controlled open space
- Community members
- Sporting organisations (Under leases or other user agreements)
- Progress associations
- Returned Services League (RSL) - Cenotaphs

### Internal

- Local development and events
- Waste
- Cemeteries
- Airports
- Water, Sewerage and Gas

## How we are managing the key operational risks

Risk	Actions
<p>COVID-19 cross infection</p> <p><i>Community should not attend parks and open spaces who have travelled overseas, been in contact with persons diagnosed with COVID-19 or are demonstrating any COVID-19 symptoms. (Queensland Government advice)</i></p>	<p>Risk management:</p> <ul style="list-style-type: none"> <li>• Park infrastructure areas cleaned with disinfectant / alcohol-based wipes/sprays where an approved program is in place.</li> </ul>
<p>Event management in parks and open spaces</p>	<p>A risk assessment should consider:</p> <ul style="list-style-type: none"> <li>• Existing risks of the site;</li> <li>• Risks the event creates;</li> <li>• External risks that the event organiser has little control over but may need to be managed at the event.</li> <li>• Will there be moving vehicles near the event site and could this pose a risk to pedestrians?</li> <li>• Is there anything on the site that could become dangerous if there is inclement weather?</li> <li>• Is there a body of water on or near the event site?</li> <li>• Is there infrastructure being brought onto the event site? Who will ensure it is safely secured?</li> <li>• Are vehicles being brought on site and if so how will the safety of people who are setting up near vehicles be managed?</li> <li>• In the event that an evacuation of the event site is required who is responsible for ensuring all people are calmly and safely moved?</li> <li>• Are the likely guests at the event at a higher risk of requiring emergency services? If so have local emergency services been advised?</li> </ul> <p>Risk management:</p> <ul style="list-style-type: none"> <li>• The initial risk assessment</li> <li>• The developed Risk Control Plan</li> <li>• An Emergency Management Plan</li> <li>• Traffic Management Plan – where applicable</li> <li>• Waste Management Plan – where applicable</li> <li>• Site safety induction checklists – for staff working on the event or site</li> </ul>



Surat Riverwalk

## Our finances - Parks and open spaces

Operations and maintenance	2019/20
	\$
<b>Operating revenue</b>	-
Fees and charges	-
<b>Operating expenses</b>	<b>\$1,795,987</b>
Employee costs	1,174,475
Materials and services	620,236
One-off projects (operating)	1,276
<b>Depreciation expense</b>	139,402
<b>Operating result / (deficit) - Contribution required from general revenue</b>	<b>(\$1,935,389)</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20
	\$
<b>Capital funding</b>	
Grants, subsidies	-
<b>Total capital funding</b>	<b>-</b>
<b>Capital expenditure</b>	
Asset renewal	156,933
New works	53,410
Upgrade works	-
<b>Total capital expenditure</b>	<b>\$210,343</b>



We manage the waste generated and delivered to our towns by households, businesses and industry.





## Our year at a glance

2019/20



**6,053** waste collections (bin lifts) per week through Council's local waste collection contractors.



**40,111** patrons through the Roma refuse facility.

**10** waste disposal sites across the region - 6 landfill and 4 transfer facilities, servicing our towns and localities.



**51,965.05 tonnes** across the Roma weighbridge.

**81%** recycled.



**Containers for Change** recycling scheme – **3,515,034** containers up to 23 January 2020 (11 months). Transitioned from Council to a local business is now partnered with CoEx to deliver the program.



Queensland **Government Waste** Levy implemented from 1 July 2019. Provided monthly detailed data reports to the Queensland Department of Environment and Science – paying **\$1,051,773** for the year.

## Waste highlights

### Project completion

Gates have been installed at four waste sites (Wallumbilla, Mungallala, Amby and Yuleba). A new cell and transfer facility has been constructed at Mitchell.

Further funding was secured for the Roma Road Ring project. The project, once complete, will accommodate a change in legislation which means that all vehicles entering and leaving the site must do so via the weighbridge.

### Containers for Change recycling scheme

Council's agreement with CoEx finished on 23 January 2020, with a remarkable 3,515,034 containers received in 11 months, diverting 285 tonne of waste from landfill. This resulted in a financial return of \$351,503.40 directly back to residents.

The above results are evidence of the community's willingness to embrace recycling, which is also reflected in the overall waste recycled within the region.

### Tender for scrap metal

Removal of scrap metal for recycling purposes was completed in the first quarter of the financial year. A new tender was called in the last quarter for removal in the first quarter of the new financial year.

**8,828.27 tonnes - \$88,282.67 revenue**

### Green waste tender

Council called for mulching of its green waste located at the Roma site, however the cost exceeded the budget, and has been included in the next year's budget deliberations.

### Implementation of the Queensland Government waste levy

The change to monthly reporting in accordance with the Queensland Government's waste levy proved to be a challenge both in collecting data and implementing operational resource recovery areas, however was actioned smoothly by the end of the year.

A total of \$1,051,773.00 of waste levy was collected and paid to Department of Environment and Science.

## Waste challenges

### Changes to the waste industry

To meet the requirements of the Queensland Government's waste legislation, Council will be transitioning away from landfills to transfer waste facilities. With this change will come a change in waste operations as well as requiring residents to change the way they deliver waste to sites.

It is time to review what we purchase and how we produce waste, as much of the matter taken to a refuse site can be reused, reduced, recycled or avoided.

Think before you buy – this simple philosophy can lead to better choices

- Buy quality goods that will have a longer life span
- Choose products with little or no packaging eg. Loose fruit & vegetables (less packing that goes into your waste bin)
- Choose goods made from recycled materials

*Section 1.5 cover image - Council provides and funds a kerbside waste collection service delivered through local contractors.*

## 1.5 WASTE

### What we do

We collect waste weekly via a contract with 4 local businesses and the waste is disposed of to Council owned and operated facilities:

Council owned and operated facilities			Opening times	Bin collections per week (as at 30 June 2020)
Waste collection only	Hodgson			27
6 waste disposal facilities	Injune	Womblebank Gap Road	24 hours a day / 7 days a week	395
	Mitchell	St George Road	8am - 4.30pm / 7 days a week	713
	Roma	269 Short Street	7.30am - 5.30pm (last vehicle in at 5.20pm) 7 days a week (closed Good Friday & Christmas Day)	4,145
	Surat	Thomby Road / Silver Springs	24 hours a day / 7 days a week	320
	Wallumbilla	Tip Road	Will be moving to a locked facility with key access for local residents only.	199
	Yuleba	Perry Street		142
4 waste transfer stations	Jackson	Pei Road	Locked facility with key access for local residents only.	20
	Muckadilla	Rose Smith Lane		8
	Amby	Springfield Road	Will be moving to a locked facility with key access for local residents only.	40
	Mungallala	Redford Road		44
<b>Total</b>				<b>6,053 per week</b>
2 industrial bin sites	Dunkeld	Located at Dunkeld State School		1 industrial bin once a fortnight
	Begonia	Located at Begonia State School		2 industrial bins once a fortnight

### Why we do it

Waste is generated by households, business and industry and must be disposed of in a way that does not impact the environment and must be consistent with the State Government's Environmental Authority - an approval for Council to receive different types of waste at each of its waste facilities. Each of the current landfill sites, do not accept every type of waste that is produced.

How waste is managed is rapidly changing, with regulatory and community expectations requiring waste streams to be reused, minimising waste going into landfill. As well as reducing our environmental footprint, the aim is also to reduce operational costs to the ratepayer in the longer term.

### What we must do

#### Queensland Government

Environmental Protection Act 1994  
 Environmental Protection Regulation 2008  
 Waste Reduction and Recycling Act 2011  
 Local Government Act 2009  
 Local Government Regulation 2012  
 Work Health and Safety Act 2011  
 Work Health and Safety Regulation 2011  
 Planning Act 2016  
 Planning Regulation 2017  
 Building Act 1975  
 Building Regulation 2006

#### Local Laws and Subordinate Local Laws

Local Law No. 8

### Did you know

The most significant change in how Council and the region manages waste is occurring on and from 1 July 2019 with the introduction of the State Government's waste levy. The waste levy applies to 39 of the 77 local government areas in Queensland, including the Maranoa region.

The 39 local government areas (referred to as the waste levy zone) cover around 90 per cent of Queensland's population and is where the majority of waste is generated and disposed. Unless exemptions apply, waste going to landfill in Queensland will incur a levy fee, except if the waste is both generated and disposed of in a non-levy zone.



## How are we trending - Waste

	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Kerbside collections per week across the region	4,984	5,014	5,301	5,539	5,993	5,847	6,024
Roma landfill patrons	28,957	37,140	31,947	30,276	34,240	36,170	40,111*
<b>Roma weighbridge (tonnage)</b>							
- Roma kerbside waste	1,764.97	2,292.06	2,027.69	1,923.5	1,899.84	1,838.88	1,822.18
- Commercial and industrial waste	8,905.58	8,294.25	4,622.24	2,319.75	5,810.88	5,732.37	5,638.83
- Construction and demolition waste	12,905.58	21,876.54	8,213.05	10,312.45	5,891.45	15,476.27	38,072.70
- Municipal solid waste	5,706.45	8,786.30	8,006.45	7,798.67	8,876.93	6,210.32	6,431.33
<b>Weighbridge total</b>	<b>29,282.58</b>	<b>41,249.15</b>	<b>22,869.43</b>	<b>22,354.37</b>	<b>22,479.10</b>	<b>29,257.84</b>	<b>51,965.04</b>
<i>Included in the above totals are the following amounts that were recycled (tonnage):</i>							
Drums collected (DrumMUSTER program)	N/a	1,845	15,114	16,098	956	345 Community groups implementing within region	6,946
Greenwaste	251.41	435.51	1,820.98	1,942.00	2,159.00	953.78	1,925.20
Tree root balls, stumps and large trunks	63.86	27.26	597.29	99.00	111.00	523.46	11.72
Concrete	4,445.21	11,603.53	4,219.56	4,174.00	3,833.00	1,552.76	1,403
<b>Recycled waste (tonnage)</b>	<b>4,760.48</b>	<b>12,066.30</b>	<b>6,637.83</b>	<b>6,215.00</b>	<b>6,103.00</b>	<b>12,174.79</b>	<b>42,107.49</b>

* Quarter (Q)	Waste over weighbridge (tonnes)	Patron count
Q1	4,010.28	8,805
Q2	6,354.05	10,675
Q3	6,974.97	10,279
Q4	34,625.74	10,352
<b>Total</b>	<b>51,965.04</b>	<b>40,111</b>

## More about the numbers

- Overall tonnage of waste has increased this financial year by 77.6% (29,257.84 to 51,965.04) compared to the previous year.
- Approximately 81% of waste has been recycled (42,107.49 to 51,965.04), This can be compared to an increase of 30.15% reported last year. This is a great achievement and exceeds the State's goal of a 75% recycling rate across all waste types.
- Clean soil formed 80% of the recycled waste stream (part of Construction and demolition waste).
- Patron numbers increased by 3,941 which equates to approximately 11 per day.
- Each month, waste over the Roma weighbridge has increased, however in the outlying towns, deemed waste has remained static.

## 1.5 WASTE

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<b>1.5.1</b> Collect waste from towns and identified localities (Hodgson, Dunkeld, Begonia), via Council contractors on the approved days and frequency.  <i>Waste collection</i>	Annual services <ul style="list-style-type: none"> <li>Waste collection contract administration</li> <li>Waste collection service monitoring:               <ul style="list-style-type: none"> <li>Domestic waste</li> <li>Wheel-out, wheel-back service</li> <li>Industrial / skip bins from businesses and specific road stops.</li> <li>Skip bins from waste transfer facilities.</li> </ul> </li> </ul>	✓
	Annual service <ul style="list-style-type: none"> <li>Communication with contractor - New and / or removed services.</li> </ul>	✓
	Desk top audit and implement physical wheelie bin collection inspection.	✓
<b>1.5.2</b> Extract recyclable materials where it is economical to do so, to minimise waste going to landfill.  <i>Waste recycling</i>	Annual services <ul style="list-style-type: none"> <li>Green waste (domestic / commercial)</li> <li>Tree root balls</li> <li>Scrap metal (clean)</li> <li>Old batteries</li> <li>DrumMuster</li> <li>Clean soil</li> <li>Concrete</li> <li>Electronic / e-water</li> </ul>	✓
	Annual services (where possible) <ul style="list-style-type: none"> <li>Contaminated soils</li> <li>Old tyres</li> <li>Oil waste</li> <li>Construction and demolition</li> </ul>	✓
	Extract recyclable materials - Continue 'Container for Change' Program.	✓
	Transition of composting arrangements at Roma Waste Facility. (Lead agency - Department of Environment and Science).	■
	Specification and evaluation documents for the sale and collection from site recyclable material. Upon assessment, a preferred suppliers list developed for a five year period.	✓
<b>1.5.3</b> Comply with the Queensland Government's Environmental Authority and brief Council on compliance and progress of required actions.  <i>Compliance</i>	Attend compliance inspections of waste facilities with Department of Environment Science (DES) officers.	✓
<b>1.5.4</b> Maintain and upgrade waste sites having regard to environmental legislative requirements, appearance considerations and funding constraints.  <i>Waste facilities</i>	(a) Roma waste facility ring road project - second funding application (Submitted 2/12/19)	✓
	Roma waste facility ring road construction	Deferred (Increased budget for resource recovery shed)
	(b) Development of new landfill cell in Mitchell	✓
	(c) Installation of monitoring cameras at remote waste facilities  Injune Landfill Entrance	✓

What we aim to do	2019/20	2019/20 Progress
<p><b>1.5.5</b> Undertake a review of the accounting for rehabilitation of our landfills including:</p> <ul style="list-style-type: none"> <li>• assessing open and closed landfill sites; and</li> <li>• ensuring all future costs associated with our obligations under our environmental authority are included in the provision.</li> </ul> <p><i>Landfill rehabilitation</i></p>	<p>Data collection for economic contract specialist:</p> <ul style="list-style-type: none"> <li>- number of landfill sites</li> <li>- lot/plan</li> <li>- address</li> <li>- number of landfill sites closed.</li> </ul>	<p>■</p> <p>(COVID impact on contractor delivery)</p>
<p><b>1.5.6</b> Implement the Queensland Government's waste levy.</p>	<p>(d) New Queensland Government Waste Levy implementation</p> <p>Annual service</p> <ul style="list-style-type: none"> <li>• Waste levy administration</li> </ul> <p>Update of iWeigh computer system at Roma to meet legislative requirements.</p> <p>Training for Roma Weighbridge operators.</p> <p>Baseline volumetric survey of all matter stored at each landfill (legislative requirement) submit to Department of Environment and Science.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
<p><b>1.5.7</b> Implement Council's legislative obligations under the <i>Waste Reduction and Recycling Act 2011</i></p>	<p>Waste levy go live</p> <p>1st July</p> <p>Operators of levyable waste disposal sites required to measure waste that enters the site and correctly remit waste levy to the Queensland Government (Department Environment and Science) -</p> <p>Mitchell, Roma, Wallumbilla, Yuleba, Jackson, Surat, Mungallala, Amby, Muckadilla, Dunkeld, Injune.</p> <p>Queensland Government reimbursement to local government for household waste levy – July 2019.</p>	<p>✓</p> <p>✓</p>
<p><b>1.5.8</b> Implement actions to progress the <i>Queensland Waste Management &amp; Resource Recovery Strategy</i>.</p>		<p>✓</p> <p>42,107.49 tonne recycled</p>



## Waste Reduction and Recycling Act 2011

All levyable waste disposal sites in the levy zone will need to install a weighbridge by particular dates except for very small sites, which may apply to the department for an exemption for up to 10 years under a transitional arrangement.

Weighbridges are required to be installed at a waste disposal site by:

- 1 July 2019 – if site is required to hold an Environmental Authority (EA) for the disposal of more than 10,000 tonnes of waste in a year.
- 1 July 2021 – if the site is required to hold an EA for the disposal of between 5,000 and 10,000 tonnes of waste in a year.
- 1 July 2024 – for any other operator
- Sites disposing of less than 2,000 tonnes of waste a year, may apply for a further exemption from the requirement to install a weighbridge until 30 June 2029.

## Queensland Waste Management & Resource Recovery Strategy

Queensland will become a zero-waste society, where waste is avoided, reused and recycled to the greatest extent possible. Strategic investment in diverse and innovative resource recovery technologies and markets will produce high-value products and generate economic benefits for the State.

### Targets for 2050

- 25% reduction in household waste
- 90% of waste is recovered and does not go to landfill
- 75% recycling rates across all waste types

## Projects - what we achieved in 2019/20

Completed	In progress	Not started
		
<ul style="list-style-type: none"> <li>• Kerbside Clean up 2020 – Regional</li> <li>• Roma Refuse Facility – concrete slab</li> <li>• Develop new landfill cell and transfer station Mitchell</li> <li>• Camera monitoring system – Regional</li> <li>• Injune Refuse Facility – update fencing</li> </ul>	<ul style="list-style-type: none"> <li>• Waste Management Roma Refuse – Ring Road Drop Off Points <i>(This project has received funding through the Queensland Government's Resource Recovery Industry Development Program and Santos GLNG)</i></li> </ul>	<p>Nil</p>

## 1.5 WASTE

### Looking back - what we achieved in 2019/20

#### (a) Development of new landfill cell in Mitchell

Council completed improvements at Mitchell's landfill which included the construction of a new landfill cell, reconfiguration of the internal access road and a leachate dam.

The original Mitchell landfill cell had exceeded its design capacity and this waste management project was an essential upgrade for the community.

A domestic waste transfer station has been installed that will increase public safety by isolating them from the waste cell. This site is expected to become operational in the new financial year.



Mitchell Landfill

#### (b) Roma waste facility ring road project

Council was able to secure \$380,000 in funding from the Queensland Government through the Resource Recovery Industry Development Program (RRIDP), with further financial support from Santos of \$700,000 in recognition of a project that benefits the regional community in which they operate.

Council has been moving towards the community's goal to develop a 'ring road to resource recovery' within the current Roma refuse site.

This project will streamline and provide easy access to specific waste stream drop off points under one roof.

The new development will eliminate residents' access from the tip face, provide specific waste drop off points along the circular trafficked area.

Large trucks will be directed away from domestic waste points, reducing known risks. The easy flow access ring road will improve the efficiency and effectiveness of resource recovery allowing only residual waste to go to landfill.

*The Roma Ring Road to Recovery Project is funded by the Queensland Government's Resource Recovery Industry Development Program in association with Santos.*

#### (c) Installation of monitoring cameras at remote waste facilities

To improve waste management practices, Council has installed two monitoring cameras at each of its waste facilities across the region being Injune, Wallumbilla, Yuleba, Surat and Mitchell (total of ten cameras installed).

The purpose of the cameras is to allow waste officers to view the types of waste being delivered to its facilities, and for the initial stage of the program, advise clients of matter that should not be delivered to a particular site.

Across a three month period, there was 100 tonne of illegal dumping of tyres at one unmanned waste facility under Council's jurisdiction.

The cameras will assist with improved waste practices and monthly reporting to the Department of Environment and Science in line with the Queensland Government's waste levy legislation

Each camera is connected via the 4G network to a central server and data is downloaded each day.



Waste facility monitoring in place.

#### (d) New Queensland Government Waste Levy implementation






The roll out of the new levy for the Maranoa region was a significant undertaking. It included:

- Training for weighbridge operators.
- Set up of processes for levy administration.
- Volumetric survey for the six (6) landfills sites.

The completion of the survey was delayed by 30 days as a registered surveyor for this type of work was not available.

On site operations and client acceptance of levy fees, overall, ran smoothly.

## Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Environmental authority (EA) compliance</b>			
<ul style="list-style-type: none"> <li>Annual return and fee to the Department of Environment &amp; Science (DES) for Environmental Authority (EA) - Waste</li> </ul>	1.5.3	Completed. By due date. Change in annual notice and annual return process for EA holders. Annual return due 1 March (for previous calendar year) Annual fee to be paid by 1 March each annum.	  Our ref: D20/21236 Initial return incomplete D20/28105
<ul style="list-style-type: none"> <li>Waste processes to be compliant with Department of Environment &amp; Science (DES) issued Environmental Authority (EA)</li> </ul>	1.5.3	Compliance with general/common conditions (Part 1 of the Environmental Authority). (i)	 Our ref: Post inspection 23 April 2020 D20/35734 Actions communicated 28 May 2020 D20/50190
<ul style="list-style-type: none"> <li>Roma, Surat, Mitchell and Injune waste facilities</li> </ul>	1.5.3	Compliance with noise conditions (Part 2 of the Environmental Authority).	Rectified
<ul style="list-style-type: none"> <li>Roma waste facility</li> </ul>	1.5.3	Compliance with waste conditions (Part 3 of the Environmental Authority).	Rectified
<ul style="list-style-type: none"> <li>Surat waste facility</li> </ul>	1.5.3	Compliance with waste conditions (Part 4 of the Environmental Authority).	
<ul style="list-style-type: none"> <li>Mitchell waste facility</li> </ul>	1.5.3	Compliance with waste conditions (Part 5 of the Environmental Authority).	Rectified (ii)
<ul style="list-style-type: none"> <li>Injune waste facility</li> </ul>	1.5.3	Compliance with land and waste conditions (Part 6 of the Environmental Authority).	Rectified (iii)
<ul style="list-style-type: none"> <li>Yuleba, Jackson and Wallumbilla waste facilities</li> </ul>	1.5.3	Compliance with noise conditions (Part 7 of the Environmental Authority).	

(i) CA56785-internal waste movement from Resource Recovery Area to other site must be weighed using the installed weighbridge.

(ii) Written procedures - Work Method Statements, Environmental Policy and Position Description have been submitted to Department of Environment and Science (DES). Upon next compliance inspections, work will be shown to departmental officers.

(iii) Stockpile of tyres - Regional Recycling Transport Assistance Program implemented removing 300 tonne of tyres stockpiled at refuse sites under Council's jurisdiction. Further 'end of life tyre' project is pending.



## 1.5 WASTE








### Annual services

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Waste collection contract administration</b>			
A.L Cherry & M.G Pearce • Mungallala, Mitchell, Amby, Muckadilla, Dunkeld, Begonia	1.5.1	Weekly (exception of Begonia & Dunkeld - fortnightly) collection and disposal to landfill.  Compliance with contract terms and conditions.	✓
Braca Pty Ltd • Roma, Hodgson, Wallumbilla, Yuleba, Jackson	1.5.1		✓
G.E Grams • Surat	1.5.1		✓
Julie Gray • Injune	1.5.1		✓
<b>Waste collection service monitoring</b>			
Communication with contractors.	1.5.1	Processing of new and / or removed services	✓
Domestic waste - 240 litre wheelie bin collection from the kerbside.	1.5.1	Weekly collection by zone.  Zone maps available online - <a href="http://www.maranoa.qld.gov.au/waste-collection">www.maranoa.qld.gov.au/waste-collection</a> :  <ul style="list-style-type: none"> <li>Monday - Roma 'Blue' zone, Mitchell 'South' zone;</li> <li>Tuesday - Roma 'Green' zone, Mitchell 'North' zone;</li> <li>Wednesday - Amby, Hodgson, Roma 'Yellow' zone, Mungallala;</li> <li>Thursday - Roma 'Pink' zone, Jackson, Yuleba, Surat, Wallumbilla, Injune.</li> </ul>	✓
Wheel-out, wheel-back service  (A service for residents who require assistance to place their bin on the kerb).	1.5.1	Requests approved by Council resolution; weekly service thereafter.	✓
Industrial / skip bins from businesses and specific road stops.  Industrial bins from the following sites: <ul style="list-style-type: none"> <li>• Mungallala</li> <li>• Amby</li> <li>• Muckadilla</li> <li>• Jackson</li> <li>• Mitchell</li> <li>• Dunkeld</li> <li>• Begonia</li> </ul>	1.5.1	Collection and disposal to registered landfill (Roma or Mitchell).  <ul style="list-style-type: none"> <li>Weekly</li> <li>Weekly</li> <li>Weekly</li> <li>Weekly</li> <li>Weekly</li> <li>Fortnightly</li> <li>Fortnightly</li> </ul>	✓

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
<b>Waste recycling (Reducing the amount of waste going to landfill)</b>			
Container refund scheme	1.5.2	Service offered in Roma and Mitchell (new).	Ceased operation on 23 January 2020. Private contractors Roma and Mitchell
Green waste - domestic / commercial	1.5.2	Accepted at all locations.	✓
Green waste - tree root balls	1.5.2	By appointment.	✓
Scrap metal (clean)	1.5.2	Annual tender from suppliers for recycle purposes from all sites.	In process for this year.
Old batteries	1.5.2	Annual tender from suppliers for recycle purposes from all sites.	✓
DrumMUSTER (Recycling of chemical plastic drums)	1.5.2	By appointment at Roma, Mitchell and Injune waste facilities. This is a joint initiative of: <ul style="list-style-type: none"> <li>• National Farmers Federation;</li> <li>• CropLife Australia;</li> <li>• Agsafe;</li> <li>• Animal Health Alliance;</li> <li>• VMDA Inc;</li> <li>• Australian Local Government Association.</li> </ul>	✓
Clean soil	1.5.2	By appointment for Roma and Mitchell.	✓ Roma  ✗ Mitchell Soil dumped illegally / Council cleanup
Concrete	1.5.2	Accepted daily at Roma waste facility. By appointment - Injune, Mitchell and Surat.	✓ (Roma)
Electronic waste / e-waste	1.5.2	Designated area in Roma only.	✓ (Roma)  Private operators in Roma and Mitchell.
<b>Waste recycling (where possible)</b>			
Contaminated soils	1.5.2	By appointment at Roma only.	✓ (Roma)
Grease trap waste	1.5.2	Service discontinued during 2019/20 - no longer approved under the Environmental Authority.	
Old tyres	1.5.2	Accepted daily at Roma waste facility. By appointment - Injune, Mitchell, Wallumbilla, Yuleba and Surat.	✓ (Roma)  ✗ Injune, Mitchell, Wallumbilla, Yuleba and Surat - tyres dropped off to site illegally. Tyres cleaned up and recycled through grant program.

## 1.5 WASTE

### Annual services continued

What we do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
Oil waste - commercial and industrial	1.5.2	Accepted daily at Roma and Injune waste oil facility only.	 Roma and Injune  Queensland Department of Environment and Science has requested increased monitoring of facility to reduce environmental impact.
Construction and demolition waste	1.5.2	Accepted daily at Roma, and by appointment at other landfill sites. (Note: If the waste is coming from a business activity, it is requested that it be brought to Roma).	
<b>Waste to landfill</b>			
Commercial and industrial waste	1.5.1	Accepted daily at Roma waste facility.  By appointment - Injune, Mitchell, Wallumbilla, Yuleba, Surat.	 Roma   Injune, Mitchell, Wallumbilla, Yuleba and Surat - Material dropped off without approval and or payment of Queensland Government's waste levy.
<b>Waste levy</b>			
Data collection and remittance	1.5.6	Collection of waste data (monthly) from iWeigh system, provide detailed data to Department of Environment and Science for approval – once approved, implement monthly waste levy payment by due date.	
Volumetric survey	1.5.6	Volumetric surveys at Mitchell and Roma by 30 June.	Applicable from 2020/21 onwards
Asbestos	1.5.1	Waste producer must have approval from Council to deliver asbestos to site. 48 hours notice prior to delivery to registered site.	
Dead animals	1.5.1	Approval by Council waste officers prior to disposal at any waste facility.	

## Our business partners, stakeholders and customers



Department of Environment and Science (Licences, Compliance) (DES)  
 Office of Resource Recovery  
 Department of Resources (Land use services)  
 Queensland Health  
 Queensland Fire and Emergency Services (QFES)  
 Workplace Health and Safety Queensland (WHSQ)  
 Local Government Association of Queensland (LGAQ)  
 Community members - urban (with bins) and rural residents close to town who use our facilities  
 Business owners  
 Commercial waste business owners - Cleanaway, WestRex, Garlos and Outback Contracting Group (OCG).  
 Appointed waste contractors - Cherry/Pearce, Braca Pty Ltd, GE Grams, JA Gray  
 Environmental Health Australia  
 Darling Downs and South West Queensland Health  
 Tenderers for Council works

Contractors for Council works  
 Event organisers (e.g. Show committees, Race committees, Campdraft committees, Motor vehicle/cycle race committees, Pony club committees, Maranoa netball committee)  
 Travelling public, including visitors to the region  
 South West and Darling Downs Regional Waste Group  
 South West Regional Waste Group  
 Other regional waste groups.

### Internal

- Roma Saleyards
- Libraries
- Customer Service Centres
- Infrastructure Services
- Community Safety.

## How we are managing the key operational risks

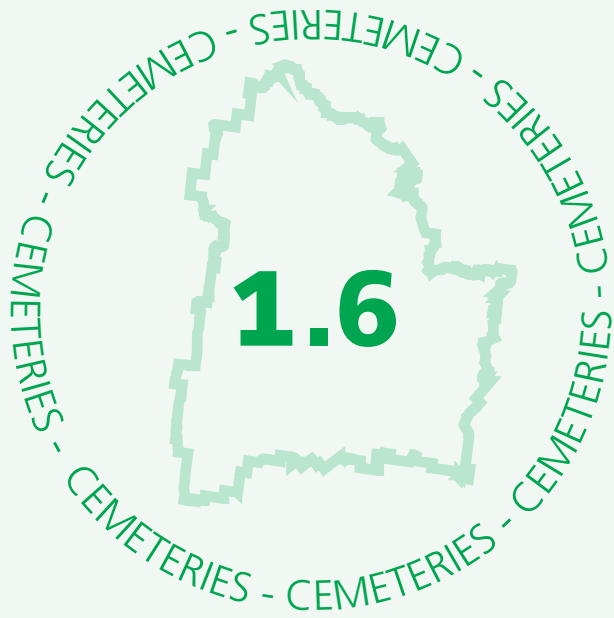
Risk	Actions
<ul style="list-style-type: none"> <li>• <b>Fire at landfill</b></li> </ul> <p>The risk ranges from high to low, depending on the size of fire, where it is located.</p>	<ul style="list-style-type: none"> <li>• A fire management plan is being developed and implemented for waste facility sites.</li> <li>• Fencing of smaller facilities - key access for residents only.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Compliance with legislation pertaining to the rehabilitation of landfills (operational and financial risk)</b></li> </ul> <p>Each council that operates a landfill or has closed a landfill site has an obligation to rehabilitate those sites under environmental legislation:</p> <ul style="list-style-type: none"> <li>• The Environmental Authority issued by the Department of Environment and Science (DES) contains the conditions with which councils must comply.</li> <li>• Rehabilitation, post closure monitoring and aftercare are obligations of each DES licence holder.</li> <li>• When that expenditure can be reliably estimated and is material, a provision in Council's accounts is to be recognised.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify all landfill cells (open / closed) that Council operates;</li> <li>• Identify if a liability has been recognised;</li> <li>• Ensure all future costs associated with Council's obligation under its environmental authority are included in the provision;</li> <li>• Even if Council progressively rehabilitates, there will still be an obligation for future costs in relation to post closure monitoring and aftercare.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Illegal dumping</b></li> </ul>	<ul style="list-style-type: none"> <li>• Regular monitoring of problem areas where waste has been dumped by staff inspections and use of security cameras.</li> <li>• Increasing awareness through a community education program on illegal dumping.</li> <li>• Pursuit of external funding.</li> </ul>

## Our finances - Waste

Operations and maintenance	2019/20 \$
<b>Operating revenue</b>	<b>\$3,943,609</b>
Rates and charges - service charges	1,569,056
Fees and charges	795,844
Fees and charges - Waste Levy Contribution non household waste	709,313
Grants, subsidies and contributions	710,829
Other revenue	152,591
Internal revenue	5,976
<b>Operating expenses</b>	<b>\$3,686,516</b>
Employee costs	641,929
Materials and services	2,892,202
One-off projects (operating)	-
Indirect costs	152,385
<b>Depreciation expense</b>	<b>\$55,752</b>
<b>Operating result / Surplus - revenue available for capital purposes</b>	<b>\$201,341</b>

Capital funding and expenditure (Renewal, new, upgrade works)	2019/20 \$
<b>Capital funding</b>	
Operating result / revenue for capital purposes	201,341
Grants, subsidies	-
Estimated opening balance	921,658
Loan proceeds	-
Cash reserve for asset renewal	55,752
<b>Total capital funding</b>	<b>\$1,178,751</b>
<b>Capital expenditure</b>	
Asset renewal	-
New works	478,504
Upgrade works	103,655
<b>Total capital expenditure</b>	<b>\$582,159</b>
<b>Projected closing funds for future years</b>	<b>\$596,592</b>

Financial sustainability ratios	
Operating surplus ratio	5%
Interest coverage ratio	-
Asset sustainability ratio	0%



We provide a final resting place for our region's residents and a place for loved ones and others to visit and share our region's history.



## Our year at a glance

2019/20



Prepared for **66** burials.



Cared for **16 cemeteries** and **6 historical cemeteries**.



**\$120,000** cemetery projects approved through the Queensland Government's 2019-21 Works for Queensland program.

## Cemeteries highlights

### Project completion

Stage 2 and 3 of the Roma Cemetery fencing replacement was completed this year.

### Funding

With the assistance of Queensland Government's Works for Queensland funding two projects were completed. The Injune and Yuleba communities now have a Wall of Remembrance and Wall of Memory which were completed in December. The names were selected by the community.

The walls hold the ashes of those who have been cremated.

## Cemeteries challenges

### Works in progress

Council is keen to bring the cemeteries' information into an online mapping tool that can be accessible via Council's website, however the project remained in its early stages at year end.

To proceed to the next stage the spatial mapping software provider has been engaged with the project to commence in the 2020/21 financial year, subject to budget approval.

In the interim, a new feature was implemented for Council's website which enables our current cemeteries register to be viewed online.

## 1.6 CEMETERIES

### What we do

We provide and maintain the region's cemeteries.

The provision of cemetery services is truly a team effort. Whilst the initial applications are handled through Customer Service, Council has a senior officer (Manager) who looks after the process from beginning to end.

We are the service in Council that looks after our residents forever.

#### **Amby Monumental Cemetery**

Springhill Access Road, Amby

#### **Hodgson Monumental Cemetery**

Hopewell Lane, Hodgson

#### **Injune Lawn Cemetery**

Cemetery Road, off Carnarvon Highway, Injune South

#### **Injune Wall of Remembrance**

Cemetery Road, Off Carnarvon Highway, Injune South

#### **Jackson Monumental Cemetery**

Cemetery Road, off Warrego Highway, Jackson

#### **Mitchell Monumental Cemetery**

42 Alice Street, Mitchell

#### **Mungallala Monumental Cemetery**

Torwood Road, Mungallala South

#### **Roma Monumental Cemetery**

Lewis Street, Roma

#### **Roma Lawn Cemetery and Ash Wall**

Lewis Street, Roma

#### **Surat Monumental Cemetery**

Ivan Street, Surat

#### **Surat Ash Wall**

Ivan Street, Surat

#### **Wallumbilla Monumental Cemetery**

Wallumbilla North Road, Wallumbilla

#### **Wallumbilla Lawn Cemetery and Wall of Memory**

Wallumbilla North Road, Wallumbilla

#### **Yuleba Lawn Cemetery**

Cemetery Road, off Warrego Highway, Yuleba East.

#### **Yuleba Monumental Cemetery**

Cemetery Road, off Warrego Highway, Yuleba East.

#### **Yuleba Wall of Memory**

Cemetery Road, off Warrego Highway, Yuleba East.

#### **Historical Cemeteries** (closed for internments)

- Bindango Historical Cemetery
- Dulbydilla Historical Cemetery
- Euthella Historical Cemetery
- Injune Monumental Cemetery (Old Injune Cemetery)
- Muckadilla Historical Cemetery
- Yingerbay Historical Cemetery

### Why we do it

We know that cemeteries provide a practical purpose, but they are also a special place for grieving family and friends, whether residents or visitors to our region.

Our cemeteries' records are of interest to those researching family history and others who want to know more about our region.

Our team members therefore take great care in the grave preparations, the maintenance of our cemeteries (current and historical) and their records.

### What we must do

#### **Queensland Government**

Registry of Births, Deaths & Marriages

#### **Local Laws and Subordinate Local Laws**

Local Law No. 1 (Administration)

Subordinate Local Law No. 1.13 (Undertaking Regulated Activities regarding Human Remains) 2011

Subordinate Local Law No. 1.9 (Operation of Cemeteries) 2011

#### **Council policies**

Cemeteries Operations Policy

Burials on Private Property Policy

#### **Internal procedures**

Procedures for Burial Bookings and Applications

Cemetery Procedure Manual

### Did you know

**Amby Monumental Cemetery** has grave sites dating back to the **early 1900s**

**Injune Monumental Cemetery** has records dating back to the **1930s**

**Jackson Monumental Cemetery** has grave sites dating back to the **early 1900s**

**Mitchell Monumental Cemetery** has grave sites dating back to **1881**

**Roma Lawn Cemetery** commenced operating in **November 1999**

**Roma Monumental Cemetery** has grave sites dating back to **1881**

**Surat Monumental Cemetery** has grave sites dating back to **1872**

**Wallumbilla Lawn Cemetery** commenced operating in **August 2009**

**Wallumbilla Monumental Cemetery** has grave sites dating back to **1896**

**Yuleba Lawn Cemetery** commenced operating in **November 2003**

**Yuleba Monumental Cemetery** has grave sites dating back to **1863**





By region	2016/17	2017/18	2018/19	2019/20
Funerals/burials	74	68	75	66
Customer requests (e.g. families, funeral directors)	69	312	235	211
Reservations		New data		50
Enquiries		New data		224
Plaque orders / enquiries	35	49	35	28
Headstone applications / enquiries	44	53	43	30

By local area and type of request 2019/20	Injune	Mitchell / Amby / Mungallala	Roma / Hodgson / Muckadilla / Wallumbilla / Yuleba / Jackson	Surat	Total
Funerals/burials	4	13	45	4	<b>66</b>
Customer requests (e.g. families, funeral directors)	10	14	182	5	<b>211</b>
Reservations	2	5	40	3	<b>50</b>
Enquiries	22	16	184	2	<b>224</b>
Plaque orders / enquiries	2	0	26	0	<b>28</b>
Headstone applications / enquiries	7	9	12	2	<b>30</b>



## 1.6 CEMETERIES

### Our progress with implementing our 5 year plan

✓ Undertaken / completed ■ In progress

What we aim to do	2019/20	2019/20 Progress
<b>1.6.1</b> Administer burials and reservations and maintain accurate records for each of our cemeteries, including mapping and information requests for family history.	Annual service	✓
<b>1.6.2</b> Maintain the grounds for family, friends and other visitors.	Annual service	✓
<b>1.6.3</b> Facilitate approvals for burials on private property where provided for within Council's approved policy.	Annual service Upon application.	✓
<b>1.6.4</b> Develop and implement an on-line cemetery search platform (mapping and website)	(a) Investigate the option of implementing "Cemeteries online"  (b) Review and enhancement of cemetery information on Council's website.	■
<b>1.6.5</b> Preserve historical cemeteries (Bindango, Dulbydilla, Euthella, Injune (old), Muckadilla and Yingerbay).	Annual service	✓
<b>1.6.6</b> Consider fencing as an important feature of most cemeteries.	(c) Stages 2 and 3 of Roma Cemetery fencing.	✓
<b>1.6.7</b> Undertake initiatives to enhance our cemeteries.	(d) Construction of columbariums in the Injune and Yuleba cemeteries.	✓
<b>1.6.8</b> Undertake initiatives to communicate matters of interest for the community (e.g. Funeral Board).	Construction of community noticeboard	✓
<b>1.6.9</b> Periodically review cemetery policy and procedures.	(e) Review of the Cemetery Operations Policy.	■
<b>1.6.10</b> Submit applications to the Queensland Government's Registry of Births, Deaths and Marriages after each funeral date.	Annual service	✓

## Looking back - what we achieved in 2019/20

### (a) Investigate the option of implementing "Cemeteries online"

A scope of works was prepared and discussions held with Council's provider of Geographical Information Systems (GIS). The project has been put forward for consideration in next year's budget.

### (b) Review and enhancement of cemetery information on Council's website

Cemetery website information was updated with a new feature allowing the viewing of our current cemeteries' register.

### (c) Stage 2 and 3 of Roma Cemetery fencing

The second and third stage of replacing the Lewis Street and partial Chrystal street fencing of the Roma Cemetery, which includes the Roma Monumental, Lawn and Ash Walls was completed.

The final stages were completed in August 2019 and included 238 metres of new PVC fencing along Lewis Street South to the Newbon Street intersection. The project was jointly funded, with contributions from Council and the Queensland Government's \$600 million Works for Queensland Program.



Roma cemetery fencing project.

### (d) Construction of Columbariums in the Injune and Yuleba cemeteries

Local builder WAH Construction constructed a Wall of Remembrance in Injune and a Wall of Memory in Yuleba (names selected by the community). Both were fully funded through the Queensland Government's Works for Queensland Program. The Walls hold the ashes of those who have been cremated, providing a place for family and other members of the community to visit and pay their respects.



Injune Wall of Remembrance






Yuleba Wall of Memory

### (e) Review of the Cemetery Operations Policy

The policy has been reviewed and is ready for consideration by the new term of Council.

## 1.6 CEMETERIES

### Projects - what we achieved in 2019/20

Completed	In progress	Not started
		
<ul style="list-style-type: none"> <li>• Roma Cemetery Fencing Stage 2 &amp; 3</li> <li>• Wall of Remembrance, Yuleba</li> <li>• Wall of Remembrance, Injune</li> </ul> <p><i>(These projects received funding through the Queensland Government Works for Queensland Program)</i></p>	<p>Nil</p>	<p>Nil</p>



Roma Cemetery.

## Annual services

We do	Corporate plan reference	What we aim for	Did we achieve it in 2019/20
Burial applications' processing	1.6.1	Upon receipt of application. Maintenance of register.	✓
Reservations (booking plots in advance)	1.6.1	Upon receipt of application. Maintenance of register (electronic and book), and issue of a reservation certificate.	✓
Private property burials	1.6.3	Upon receipt of application.	✓
Headstone applications	1.6.1	Upon receipt of application. Maintenance of register.	✓
Family history research requests	1.6.1	Upon request.	✓
Burial preparation and cemetery maintenance	1.6.1, 1.6.2	Upon request (Note: A burial application must be received 48 hours before the day of the funeral).	✓
Lawn cemetery and ashwall plaques	1.6.1, 1.6.2	Upon request from family members of the deceased.	✓
Historical cemeteries inspections	1.6.5	In accordance with a planned inspection program.	✓
State records	1.6.10	Submission of applications to the Queensland Government's Registry of Births, Deaths and Marriages after each funeral date.	✓



### SHARE-A-THANKS

#### Historical Cemetery Search

*A gentleman from Victoria wrote to Council expressing his appreciation to the staff members that assisted him with photographs and taking him out to the Historical Yingerbay Cemetery when he visited in August 2019.*

*He was impressed by the way these staff members went out of their way to help him find the Cemetery as the area had changed so much from when he visited many years ago.*

*Thank you to Michelle Scott, Grant Wedlake and Joel Pettiford!*



Wallumbilla Cemetery

### Our business partners, stakeholders and customers



- Community
- Grieving families
- Family history enthusiasts
- Funeral directors
- Monumentalists
- Internal - Town and surrounds
- Internal - Information and Communications Technology (ICT)

### How we are managing the key operational risks

Risk	Actions
<ul style="list-style-type: none"> <li>• <b>Multiple departments involved in the operation of the cemeteries</b></li> </ul> <p>Clarity of roles, responsibilities and accountability is therefore important to ensure that service delivery is consistent and without error.</p>	<p>This risk is managed through the initial development and operation of a Service Level Agreement between the Communication, Information &amp; Administration Services Department (who takes the lead in the management of Cemeteries) and the Town &amp; Surrounds team who are involved in specific steps.</p>
<ul style="list-style-type: none"> <li>• <b>Workplace health and safety risks associated with burials</b></li> </ul> <p>Under the <i>Work Health and Safety Act 2011</i> and the <i>Work Health and Safety Regulation 2011</i>, anyone who can affect the health and safety in the workplace has a legal responsibility to protect it. As an employer, Council must provide:</p> <ol style="list-style-type: none"> <li>1. A safe workplace and methods of working</li> <li>2. Equipment, tools and machinery in a safe condition</li> <li>3. Information, training and supervision to all workers</li> <li>4. A process of consultation with workers to keep them informed and involved in decisions that may affect their health and safety</li> <li>5. Processes for identifying hazards and assessing and controlling risks.</li> </ol>	<p>Council has developed several procedures for work within cemeteries. These include Toolbox talks, Risk Assessments, Job Safety Analysis (JSA), Codes of Practice, Trained staff, processes and procedures.</p> <ol style="list-style-type: none"> <li>1. JSA – Cemetery Operations</li> <li>2. JSA – Excavations</li> <li>3. JSA – Manual Handling</li> <li>4. JSA – Digging Graves</li> <li>5. JSA – Backhoe Operations</li> <li>6. JSA – Personal Protective Equipment (PPE)</li> <li>7. JSA – Incident Reporting</li> </ol>
<ul style="list-style-type: none"> <li>• <b>Maintaining compliance with applicable legislation and standards</b></li> </ul> <p>All activities undertaken within the cemetery grounds must comply with the following:</p> <ol style="list-style-type: none"> <li>1. AS 4204-1194 Headstones and Cemetery Monuments</li> <li>2. AS 4425-1996 Above Ground Burial Structures</li> <li>3. AS 1470-1986 Health &amp; Safety at Work</li> <li>4. AS 2865-2009 Safe Work in Confined Spaces</li> <li>5. National Standards of Manual Handling also apply.</li> </ol> <p>(AS = Australian Standards)</p>	<ul style="list-style-type: none"> <li>• When excavating a grave, two people must be in attendance; Council staff will locate the required plot via row number and plot number as per the customer's application.</li> <li>• The Town &amp; Surrounds team program the excavation of site to a maximum depth of 2.4 metres for a double interment laying shoring boards, bars and certified aluminium ground cover.</li> <li>• Site preparation is completed by 8:30am on the day of the funeral.</li> <li>• Council staff backfill the plot as soon as possible after the departure of the family and the removal of the funeral director's equipment to ensure the safety of those on site.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Consistency of service levels</b></li> </ul>	<ul style="list-style-type: none"> <li>• Council has developed a policy as the overarching framework for cemetery operations (Adopted as per Council Resolution GM/05.2014/49).</li> <li>• A Burial Procedure has also been prepared.</li> </ul>

## Our finances - Cemeteries

	2019/20
<b>Operations and maintenance</b>	<b>\$</b>
<b>Operating revenue</b>	<b>\$124,997</b>
Fees and charges	124,997
<b>Operating expenses</b>	<b>\$246,329</b>
Employee costs	131,671
Materials and services	113,761
One-off projects (operating)	897
<b>Depreciation expense</b>	<b>14,865</b>
<b>Operating result / (deficit) - Contribution required from general revenue</b>	<b>(\$136,197)</b>

	2019/20
<b>Capital funding and expenditure (Renewal, new, upgrade works)</b>	<b>\$</b>
<b>Capital funding</b>	
Grants, subsidies	67,958
<b>Total capital funding</b>	<b>\$67,958</b>
<b>Capital expenditure</b>	
Asset renewal	30,746
New works	40,847
Upgrade works	-
<b>Total capital expenditure</b>	<b>\$71,593</b>