



Redland
CITY COUNCIL

MINUTES

GENERAL MEETING

Wednesday, 5 March 2014

The Council Chambers
35 Bloomfield Street
CLEVELAND QLD

Table of Contents

Item	Subject	Page No
1	DECLARATION OF OPENING	1
2	RECORD OF ATTENDANCE AND LEAVE OF ABSENCE.....	1
3	DEVOTIONAL SEGMENT.....	2
4	RECOGNITION OF ACHIEVEMENT.....	2
4.1	AUNTY EMMA WEBB	2
5	RECEIPT AND CONFIRMATION OF MINUTES.....	3
5.1	GENERAL MEETING MINUTES 12 FEBRUARY 2014	3
6	MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETING MINUTES.....	3
7	PUBLIC PARTICIPATION.....	3
8	PETITIONS & PRESENTATION	4
8.1	PETITIONS.....	4
8.1.1	PETITION (DIVISION 6) – REQUEST FOR BUSLINE.....	4
8.1.2	PETITION (DIVISION 1) – REQUEST FOR REVIEW OF CAR PARKING AT WELLINGTON POINT RESERVE	4
8.2	PRESENTATIONS.....	4
8.2.1	PRESENTATION – ACKNOWLEDGEMENT OF THE PASSING OF SYLVIA BALFOUR.....	4
9	MOTION TO ALTER THE ORDER OF BUSINESS	5
9.1	MOTION TO WITHDRAW ITEM 11.4.3 (AS LISTED ON AGENDA)	5
9.2	MOTION TO WITHDRAW NOTICE OF MOTION (CR BOGLARY).....	5
9.3	MOTION TO ALTER THE ORDER OF BUSINESS	5
10	DECLARATION OF MATERIAL PERSONAL INTEREST OR CONFLICT OF INTEREST ON ANY ITEMS OF BUSINESS	5
10.1	MATERIAL PERSONAL INTEREST.....	5

11	REPORTS TO COUNCIL	6
11.1	PORTFOLIO 9 (CR PAUL GLEESON) ENVIRONMENT, WATERWAYS AND FORESHORES	6
11.1.1	REQUEST TO RE-OPEN NORFOLK BEACH VEHICLE TRACK TO THROUGH TRAFFIC.....	6
11.2	PORTFOLIO 1 (CR WENDY BOGLARY) COMMUNITY & ENVIRONMENTAL HEALTH & WELLBEING; ANIMAL MANAGEMENT; COMPLIANCE & REGULATORY SERVICES	13
11.2.1	OUTDOOR DINING - REVIEW OF REGULATION	13
11.3	PORTFOLIO 4 (CR KIM-MAREE HARDMAN) COMMERCIAL ENTERPRISES (WATER, WASTE, RPAC ETC).....	18
11.3.1	REDLAND WATER 'WATER NETSERV PLAN'.....	18
11.4	PORTFOLIO 5 (CR LANCE HEWLETT) OPEN SPACE, SPORT AND RECREATION.....	21
11.4.1	NEW LEASE TO DEPARTMENT OF COMMUNITY SAFETY- COOCHIEMUDLO ISLAND FIRE STATION.....	21
11.5	PORTFOLIO 6 (CR MARK EDWARDS) CORPORATE SERVICES.....	24
11.5.1	DISPOSAL OF LAND FOR EASEMENT ACCESS AT 24-46 WRIGHTS PLACE, MOUNT COTTON	24
11.5.2	LOCAL BUY POLICY REVIEW – POL-3043.....	27
11.6	PORTFOLIO 7 (CR JULIE TALTY) PLANNING & DEVELOPMENT.....	30
11.6.1	DECISIONS MADE UNDER DELEGATED AUTHORITY FOR CATEGORY 1, 2 & 3 DEVELOPMENT APPLICATIONS	30
11.6.2	APPEALS LIST - CURRENT AS AT 17 FEBRUARY 2014	32
11.7	PORTFOLIO 8 (CR MURRAY ELLIOTT) INFRASTRUCTURE	35
11.7.1	PROPOSED CLOSURE OF UNFORMED ROAD BISECTING BARRO QUARRY.....	35
12	MAYORAL MINUTES.....	39
13	NOTICE OF MOTION TO REPEAL OR AMEND IN ACCORDANCE WITH S.262 OF <i>LOCAL GOVERNMENT REULATION 2012</i>.....	39
13.1	NOTICE OF MOTION TO REPEAL (MAYOR WILLIAMS)	39
13.1.1	NOTICE OF MOTION TO REPEAL A RESOLUTION OF COUNCIL 20 NOVEMBER 2013 – REVIEW OF LIBRARY OUTREACH SERVICES.....	39

14 NOTICES OF MOTION..... 40

14.1 NOTICE OF MOTION CR OGILVIE (DIVISION 2)40

 14.1.1 DRAFT AMITY POINT FORESHORE EROSION
 MANAGEMENT PLAN.....40

15 URGENT BUSINESS WITHOUT NOTICE 40

16 CLOSED SESSION 40

16.1 INFRASTRUCTURE & OPERATIONS41

 16.1.1 PROPOSED ROAD OPENING AND DRAINAGE EASEMENT,
 RUSSELL ISLAND41

 16.1.2 PROPOSED ROAD OPENING MACLEAY ISLAND43

16.2 COMMUNITY & CUSTOMER SERVICES.....44

 16.2.1 RUNNYMEDE ACTIVATION44

17 MEETING CLOSURE 44

The Mayor is the Chair of the General Meeting. The following Portfolios are included in the General Meeting and Council's nominated spokesperson for that portfolio as follows:

PORTFOLIO	SPOKESPERSON
1. Community & Environmental Health and Wellbeing; Animal Management; Compliance & Regulatory Services	Cr Wendy Boglary
2. Economic Development, Governance, Service Delivery, Regulations and Emergency Management	Mayor Karen Williams supported by the Deputy Mayor Alan Beard
3. Tourism and CBD Activation	Cr Craig Ogilvie
4. Commercial Enterprises (Water, Waste, RPAC, etc)	Cr Kim-Maree Hardman
5. Open Space, Sport and Recreation	Cr Lance Hewlett
6. Corporate Services	Cr Mark Edwards
7. Planning and Development	Cr Julie Talty
8. Infrastructure	Cr Murray Elliott
9. Environment; Waterways and Foreshores	Cr Paul Gleeson
10. Arts, Culture and Innovation	Cr Paul Bishop

1 DECLARATION OF OPENING

The Mayor declared the meeting open at 9.35am and acknowledged the Quandamooka people, who are the traditional custodians of the land on which Council meets.

The Mayor also paid Council's respect to their elders, past and present, and extended that respect to other indigenous Australians who are present.

2 RECORD OF ATTENDANCE AND LEAVE OF ABSENCE

MEMBERS PRESENT:

Cr K Williams	Mayor
Cr A Beard	Deputy Mayor & Councillor Division 8
Cr W Boglary	Councillor Division 1
Cr C Ogilvie	Councillor Division 2
Cr K Hardman	Councillor Division 3
Cr L Hewlett	Councillor Division 4
Cr M Edwards	Councillor Division 5
Cr J Talty	Councillor Division 6
Cr M Elliott	Councillor Division 7 – entered at 9.40am
Cr P Gleeson	Councillor Division 9
Cr P Bishop	Councillor Division 10

EXECUTIVE LEADERSHIP GROUP:

Mr B Lyon	Chief Executive Officer
Mrs T Walker	Acting General Manager Organisational Services
Mr G Soutar	General Manager Infrastructure & Operations
Mrs L Rusan	General Manager Community & Customer Services
Mr G Holdway	Chief Financial Officer
Mr L Wallace	Group Manager Corporate Governance

MINUTES:

Mrs J Parfitt

Team Leader Corporate Meetings & Registers Team

3 DEVOTIONAL SEGMENT

Steve Rothery of Cleveland Uniting Church and member of the Ministers' Fellowship led Council in a brief devotional segment.

4 RECOGNITION OF ACHIEVEMENT**4.1 AUNTY EMMA WEBB**

Today we remember and pay respect to the recent passing of Aunty Emma Webb, a proud Yoolooburrabee woman of Quandamooka Country.

Aunty Emma, a descendant of the Ruska family, was the most senior woman of her family after the passing of Oodgeroo Noonuccal.

She was extremely proud of her culture and her people and rarely missed an opportunity to let you know her bloodline.

She devoted her time to her family, her horses and playing 'softball' where she so passionately represented her community.

Aunty Emma was one of life's true characters whose legacy will live on as people fondly recall stories of her as the original bush mechanic, long before the TV series was conceived.

The stories of her skill and courage attest to her ability and character as a highly competent horsewoman. Nothing compared to her experience of giving birth to her children in the bush at One Mile on North Stradbroke Island.

She will also be remembered as a feisty woman who wasn't afraid to challenge situations and people.

Her life was not an easy one in her early years and having been raised amongst her five brothers equipped her for life's journey.

Those closest to Aunty Emma knew her as a loving woman, mother, aunt, grandmother and dear friend; a relationship shared by so many people. I was honoured to have been among the mourners at her funeral, held last Friday.

Our thoughts and prayers are with Aunty Emma's brothers, her daughters, sons, her many grandchildren, extended family and the Aboriginal community as they grieve her passing.

5 RECEIPT AND CONFIRMATION OF MINUTES**5.1 GENERAL MEETING MINUTES 12 FEBRUARY 2014****COUNCIL RESOLUTION**

Moved by: Cr A Beard
Seconded by: Cr M Edwards

That the minutes of the General Meeting of Council held on 12 February 2014 be confirmed.

CARRIED 11/0

6 MATTERS OUTSTANDING FROM PREVIOUS COUNCIL MEETING MINUTES

There are no matters outstanding.

7 PUBLIC PARTICIPATION**MOTION TO ADJOURN MEETING**

Moved by: Cr P Bishop
Seconded by: Cr J Talty

That Council adjourn the meeting for a 1 hour public participation segment.

CARRIED 11/0

1. Mr T Taranto of Cleveland addressed Council in relation to the proposed Toondah Harbour PDA.
2. Mr S MacDonald of Cleveland addressed Council in relation to the proposed Toondah Harbour PDA.
3. Mrs J Milward of Cleveland addressed Council in relation to the proposed Toondah Harbour PDA.
4. Mr I Ridoutt representing Barro Group at Mt Cotton, addressed Council in relation to Item 11.7.1 *"Response to Proposed Closure of Unformed Road Bisecting Barro Quarry"*.
5. Mr P Wear of Coochiemudlo Island addressed Council in relation to Item 11.1.1 *'Request to Reopen Norfolk Beach Vehicle Track to Through Traffic'*.
6. Mr B Green of Coochiemudlo Island speaking as the Principal Petitioner for the Reopening of Norfolk Beach Road, on behalf of Coochiemudlo Island Progress Association, Coochiemudlo Recreation Club, Coochiemudlo Amateur Fishing Club and Baywaters Realty, addressed Council in relation to Item 11.1.1 *'Request to Reopen Norfolk Beach Vehicle Track to Through Traffic'*.
7. Ms K Murphy of Thornlands addressed Council on the future of Redland City, including the Toondah Harbour and Weinam Creek PDAs.

MOTION TO RESUME MEETING

Moved by: Cr M Elliott
Seconded by: Cr P Bishop

That the meeting proceedings resume.

CARRIED 11/0

8 PETITIONS & PRESENTATION**8.1 PETITIONS****8.1.1 PETITION (DIVISION 6) – REQUEST FOR BUSLINE****COUNCIL RESOLUTION**

Moved by: Cr J Talty
Seconded by: Cr M Edwards

That the petition, which reads as follows, is of an operational nature and be received and referred to the Chief Executive Officer for consideration and forwarding to the appropriate state department.

"Petition requesting a Busline every Thursday night, every hour from 5pm – 10pm, from Capalaba Shopping Centre to German Church Road, Redland Bay".

CARRIED 11/0

8.1.2 PETITION (DIVISION 1) – REQUEST FOR REVIEW OF CAR PARKING AT WELLINGTON POINT RESERVE**COUNCIL RESOLUTION**

Moved by: Cr W Boglary
Seconded by: Cr P Bishop

That the petition, which reads as follows, is of an operational nature and be received and referred to the Chief Executive Officer for consideration.

"Petition requesting Redland City Council review and increase the amount of standard car parks in the Wellington Point Reserve Area".

CARRIED 10/1

Cr Elliott voted against the Council Resolution.

8.2 PRESENTATIONS**8.2.1 PRESENTATION – ACKNOWLEDGEMENT OF THE PASSING OF SYLVIA BALFOUR**

Cr Bishop acknowledged the passing of Sylvia Balfour of Thornlands. Sylvia's commitment to the community was demonstrated with her involvement in various organisations, including RedArts, Queensland Combined Knitters Association, Redlands Orchid Society, the Arts Council, and Redlands Museum. Sylvia was the longest serving female public servant in Queensland which was acknowledged in 1997 with an Australia Day Award.

9 MOTION TO ALTER THE ORDER OF BUSINESS**9.1 MOTION TO WITHDRAW ITEM 11.4.3 (AS LISTED ON AGENDA)****COUNCIL RESOLUTION**

Moved by: Cr A Beard
Seconded by: Cr J Talty

That Item 11.4.3 (as listed on the Agenda) - *Second Quarter Budget Review* - be withdrawn from today's Agenda and listed for General Meeting 19 March 2014.

CARRIED 11/0

9.2 MOTION TO WITHDRAW NOTICE OF MOTION (CR BOGLARY)**COUNCIL RESOLUTION**

Moved by: Cr W Boglary
Seconded by: Cr P Bishop

That the Notice of Motion to Amend a Resolution of Council, proposed by Cr Boglary, be withdrawn.

CARRIED 11/0

9.3 MOTION TO ALTER THE ORDER OF BUSINESS**COUNCIL RESOLUTION**

Moved by: Cr L Hewlett
Seconded by: Cr W Boglary

That the order of business be altered to discuss Item 11.7.1 (as listed on the Agenda) – *Request to Reopen Norfolk Beach Vehicle Track to Through Traffic* - as the first item of business – 11.1.1.

CARRIED 11/0

10 DECLARATION OF MATERIAL PERSONAL INTEREST OR CONFLICT OF INTEREST ON ANY ITEMS OF BUSINESS**10.1 MATERIAL PERSONAL INTEREST**

Cr Bishop declared a Material Personal Interest in Item 16.2.1 – see item for details.

COUNCILLORS ABSENCES DURING MEETING

Cr Elliott entered the meeting at 9.40am.

Cr Beard left the meeting at 10.33am and returned at 10.35am during Item 8.

Cr Elliott left the meeting at 11.42am and returned at 11.43am during Item 14.1.1.

Crs Boglary and Bishop left the meeting at 11.52am and returned at 11.58 after the meeting moving into Closed Session.

Cr Ogilvie left the meeting at 11.54am and returned at 11.55am after the meeting moved into Closed Session.

Cr Talty left the meeting at 11.56am and returned at 11.58am after the meeting moved into Closed Session.

11 REPORTS TO COUNCIL**11.1 PORTFOLIO 9 (CR PAUL GLEESON)****ENVIRONMENT, WATERWAYS AND FORESHORES****11.1.1 REQUEST TO RE-OPEN NORFOLK BEACH VEHICLE TRACK TO THROUGH TRAFFIC**

Datworks Filename: EM-Conservation Foreshore-Coochiemudlo Foreshore East

Attachments: [Attachment 1 Road System and Residential Access](#)
[Attachment 2 RPS Storm Tide and Coastal Hazard Area](#)
[Attachment 3 Option 2 Modify Track Alignment](#)
[Attachment 4 Option 3 Track Alignment](#)

Responsible/Authorising Officer:



Gary Soutar
General Manager Infrastructure and Operations

Author:

Leo Newlands
Advisor Reserve Management

PURPOSE

To advise Council of issues and options associated with a request to reopen Norfolk Beach track to vehicular traffic and to seek endorsement of a position to respond to concerns of petitioners and the Coochiemudlo Island community.

BACKGROUND

At the General Meeting on 5 June 2013, Council resolved that “a petition be received and referred to a Committee or officer for consideration and a report to the local government” and that the principal petitioner be advised in writing accordingly.

The petition requests for Council to “reopen Norfolk Beach roadway to vehicular traffic in accordance with the Coochiemudlo Island Land Management Plan 2004 until the sealed and signposted Victoria Parade East is completed to connect with Victoria Parade South”.

208 Coochiemudlo Island and other Redland residents have signed the petition to Council in response to the closure of the informal track by Council. Approximately 12 residents and the Coastcare organisation have expressed their support of maintaining the road closure.

The Group Manager City Spaces and the Divisional Councillor met with residents and undertook to do a survey of residents.

Officers delayed the survey pending outcomes of a shoreline erosion management plan (SEMP) and advice from the Department of Natural Resources & Mines (DNRM) and the Aboriginal cultural heritage body as to cultural and legislative constraints of maintaining or realigning the track and access.

STORM DAMAGE AND EROSION

In early 2013, significant beach erosion occurred on Norfolk Beach due to the impacts of ex-tropical cyclone Oswald. Portions of the adjacent informal Norfolk Beach track were also eroded in the process.

COUNCIL RESPONSE TO EROSION OF BEACH AND TRACK

Due to the presence of fallen trees, debris and scarps associated with the erosion of the roadway, Council officers closed the track for safety reasons. Given this is not a formal roadway, officers installed bollards to ensure that vehicular traffic could not access the location of the eroded track. This included the installation of removable bollards to allow access by Council and emergency vehicles. All residences can be accessed via other existing formal roadways and dedicated access (Attachment 1) as confirmed by DNRM. All other general recreational activities are not impacted by this closure.

ISSUES

1. COOCHIEMUDLO ISLAND LAND MANAGEMENT PLAN 2004

The Coochiemudlo Island Land Management Plan 2004 mentions the maintenance of the gravel trail for vehicle use. However, the document understandably does not recognise the current erosion issues, recently developed storm tide mapping or changes to corporate risk management. The current closure recognises the need to maintain the ecological integrity of the reserve whilst meeting actions from the plan associated with this reserve by allowing only emergency and Redland City Council (RCC) service vehicle access via removable bollards.

Relevant actions from the plan are detailed below as follows: "The precinct will be managed to facilitate ongoing informal water and beach-based recreation activities while protecting and rehabilitating the environmental/vegetation values within the precinct. These management objectives will be attained through:

- maintaining the existing gravel road as vehicle access through the reserve;
- developing appropriate vehicular access to the precinct which is in keeping with the protection and enhancement of the environmental values within the precinct".

2. TENURE AND THE *LAND ACT 1994*

The tenure of the land associated with the track is 'Reserve for Community Purpose', owned by the State with Council as trustee. Under the *Land Act 1994* the designation is a 'Reserve for Community Purpose – Environmental'. This is in recognition of the environmental values of the area.

In order to protect the environmental values, as identified in the 2004 land management plan, the purpose of the land was changed on 21/5/2009 from road reserve to its current purpose as community use. Since 2009, residents have been allowed continued vehicle access even though this is contrary to the *Land Act*.

The track cannot be re-opened for public use as a road without the State Government gazetting the area as 'road reserve' which as the state describes, "defeats the purpose of the road closure in the first instance which was to make the land a reserve for community use rather than continuing as a road".

3. STATE RESPONSE

Council has approached DNRM regarding a proposed realignment of the track more landward. The state's response is as follows: "The track in the reserve would not be inconsistent with the purpose and use of the reserve unless it was actually being used as a road. The track should service the needs of the reserve rather than being a road connecting the road network on the island".

"As far as DNRM is concerned, the land where the track is located is a reserve not a road. The track should not be considered as a road but the thoroughfare of traffic through the reserve along the track is a matter for the Council to resolve as trustee. Access to the track in this reserve should be dealt with the same as Council would with any other track in a reserve. If the track provides thoroughfare then controls should be in place in the reserve that differentiate the use of the track from that of a road. A low speed single land track would not be opposed by DNRM".

4. STORM TIDE MAPPING/SEA LEVEL RISE AND COASTAL HAZARD AREA

Current Redlands Planning Scheme (RPS) storm tide mapping shows that that location of the track is affected significantly by storm tide erosion as the current situation also illustrates. Further, the coastal hazard area mapping as per the SEMP shows an even greater extent of the beach will be subject to impacts from storm tide and sea level rise into the future. Any actions to introduce formalised roads in this area would come with a range of financial risks in light of probable future erosion impacts. Preserving existing tenure (no designated road) enables more flexibility to realign the track (given potential future erosion issues) to maintain recreational movement outcomes in this area.

5. COOCHIEMUDLO SHORELINE EROSION MANAGEMENT PLAN

A SEMP (report) has been developed and has taken into account coastal erosion processes. This report included recommendations for the management of Norfolk Beach and should be considered prior to any major works occurring in this area. Although the focus of the report is on shoreline erosion issues, it indicates that the track could be moved approximately 20m inland. However, it does not resolve the following:

- presence of significant trees and other vegetation which may have to be removed to facilitate an alignment;
- the presence of a scarp (approximately 5.5m high) between 8-10 metres from the edge of the existing track that would make this untenable; and
- cultural heritage.

6. CULTURAL HERITAGE AND QYAC (QUANDAMOOKA YOOLOOBURRABEE ABORIGINAL CORPORATION)

A representative for QYAC has been contacted regarding their view on potential realignment of the trail and cultural heritage. QYAC have indicated they will not support a realignment of the trail due to potential impacts on Aboriginal Cultural Heritage associated with ground disturbance and trees.

7. REDLANDS PLANNING SCHEME (RPS)

Under the RPS, the site or parts of the site are designated/ mapped as:

- 'Conservation' (RCC zoning);
- 'DERM Wetland Management District' (State);
- 'Environmental Protection Agency (EPA) Coastal Management Area' (State); and
- 'EPA wader bird habitat' (State).

8. ENVIRONMENTAL / VEGETATION VALUES

Parts of the area where the track is located are classified as preclear Regional Ecosystem 12.5.3 under the *Vegetation Management Act 1999*. (VMA). Although not mapped as remnant, the area consists of mature vegetation consistent with this 'endangered' regional ecosystem. The Coochiemudlo management plan also recognises the environmental values of this area. This in part led to the reasons for the original road closure and creation of the reserve for 'Community Purpose-Environmental'. Any actions arising from this report should not impact further on the existing vegetation communities.

9. RECREATIONAL USE

The track is considered an important part of the visitor experience allowing visitors and locals to circumnavigate the island and experience bush and beach vistas. It is recognised that, locals, visitors, cyclists, walkers, picnickers and electric scooters should still have unhindered access to the track regardless of status.

STRATEGIC IMPLICATIONS

There are no strategic implications associated with the closure of the road to traffic due to alternative routes for residential properties. Recognised recreational connections under the Seven C's strategy will not be impacted.

Legislative Requirements

Land Act 1994

Council has obligations to meet the requirements of the *Land Act 1994*. Under the Act, the existing track is located in a reserve for Conservation Purposes. The Act only allows for tracks for reserve maintenance purposes, not through access.

The idea of creating a designated road has been considered but is not tenable due to a range of issues such as being an erosion prone area, cultural heritage, environmental constraints, need to build to formal road design standards and physical limits to placement of the road. Council would also need to change the purpose of the land under the *Land Act 1994* including lodgement of application and survey (\$5000-\$10,000) with the Department of Environment & Heritage Protection (DEH).

Fisheries Act 1994

Any action to move the track may require approvals under the *Fisheries Act 1994* due to potential damage to marine associated vegetation (living or dead).

All marine plants are protected under Queensland law through provisions of the *Fisheries Act 1994*. The destruction, damage or disturbance of marine plants without prior approval from Fisheries Queensland is prohibited.

Heavy penalties apply to any unauthorised disturbances that impact on marine plants. Protection also applies to all marine plants, no matter where they grow (i.e. on all private and public lands).

Marine plants grow on or adjacent to tidal lands. They include mangroves, seagrass, saltcouch, algae, samphire (succulent) vegetation and adjacent plants, such as melaleuca (paper barks) and casuarina (coastal she-oaks).

Sustainable Planning Act 2009 (SPA) and the Vegetation Management Act 1999 (VMA)

Under the SPA, clearing of vegetation recognised under the VMA, that requires approval (a development permit), can only occur for certain 'relevant purposes'. Clearing is considered for a 'relevant purpose' if it is:

- for establishing a necessary fence, firebreak, road or vehicular track, or for constructing necessary built infrastructure, and clearing for the relevant infrastructure cannot reasonably be avoided or minimised.

Coastal Management Act 1995 (CMA)

The land falls within the area designated as coastal management district. Any proposed actions would be assessed against the SPA and consistency with state coastal management policy.

State policy for coastal management

Structures (including all infrastructure) in erosion prone areas are designed, located and managed to ensure that impacts on coastal processes are avoided or minimised. The exposure of buildings and structures to coastal erosion impacts is minimised by locating buildings and structures outside of the erosion prone area where feasible. Buildings and infrastructure in erosion prone areas are to be consistent with the public purpose of the reserve where located on reserved state coastal land.

To ensure that impacts on coastal processes are avoided or minimised, the preferred approach for existing infrastructure such as roads and tracks is for their continued management. However, where roads and tracks become impassable from erosion or storm damage and it is not feasible to reinstate their existing alignment, an alternative alignment should be determined by the relevant management authority that is consistent with the overall policy outcomes of the management policy.

Risk Management

Reopening of the track to all traffic (excluding creation of a road under the Act) will require that Council ensures all safety concerns associated with the use of the track by vehicles are managed.

Council's Risk & Liability (R&L) have provided advice in regards to the use of the track for through traffic as follows:

- Under the circumstances R&L support the track being closed to through traffic.
- It is clearly not legally designated for that use and the State Government does not want it to occur.

- Furthermore, R&L can see where Council would be in a difficult position to defend itself if someone was to be struck by a vehicle while walking on a track in a designated non-vehicular conservation area.
- It would no doubt be argued that the design was not in accordance with standards to accommodate both vehicular and pedestrian traffic.
- Council would most definitely be in a difficult position. If it is possible to close it, close it.

ALIGNMENT OPTIONS

Option 1: Maintain road closure

Works required: Replace temporary signage with permanent signage.

Option 2: Modify existing alignment and allow public vehicle use (Attachment 3)

Works required: To do this the existing post and rail fencing and a Calytris will have to be removed as will another dead tree and a stump. To protect the recently repaired foreshore, it is proposed to continue the existing fencing for approximately 28m. Works will also include removal of existing bollard fencing blocking the road, dump fees, machines and trucks for the excavation work and gravel supply.

Option 3: Realign track as suggested in the SEMP and allow public vehicle use (Attachment 4)

Works required: Survey new alignment, remove excess of 100 mature and semi-mature trees and understory vegetation, offset trees removed, undertake cut of 5m high embankment for approximately 155 metres, install bank stabilisation structures. Prepare and lay road. Install new signage and road markers. Possible changes to toilet block, associated sewer and water services and park infrastructure.

Option 4: Connect Victoria Parade East and Victoria Parade South

Works required: Remove mature trees and understory vegetation, offset trees removed, undertake cut of 5m high embankment, install bank stabilisation structures. Prepare and lay road. Install new signage and road markers.

City Infrastructure advice- option4: City Infrastructure has advised that this option is not optimal as a decision was made that this portion of road was never to be opened and that residents have access via Phillips Street. Advice also identified that this option would be extremely expensive, would have significant impact on vegetation and would require the formation of a 'Road Reserve' through the current reserve for 'Community Purpose'.

Financial

Option 1: Maintain road closure - approximately \$1000

Option 2: Modify existing alignment and allow public vehicle use - approximately \$11,000

Option 3: Realign track as suggested in the SEMP and allow public vehicle use - extremely expensive and would need to be formally costed.

Option 4: Estimated at least \$500,000

Alignment with Council's Policy and Plans

Closure of the road to through traffic does not impact on Council policy and plans.

CONSULTATION

This report has been developed in consultation with Parks & Conservation, Survey Services, Risk & Liability, City Infrastructure, DERM and City Infrastructure- Marine Infrastructure Planning Unit.

OPTIONS

The current options available to Council are:

- 1 Maintain the current 'closed' status for the track ensuring:
 - a) controlled access by Council and emergency vehicles; and
 - b) continued facilitation of pedestrian/ recreational movement.
- 2 Modify existing alignment and allow public vehicle use.
- 3 Realign the current gravel track landward and reopen the track to controlled throughfare (residential traffic) as a 'low speed unsealed single lane track' and accept associated risks in contravening state legislation.
- 4 Connect Victoria Parade East and Victoria Parade South.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr P Gleeson

Seconded by: Cr A Beard

That Council resolve to maintain the current 'closed' status for the track ensuring:

1. Controlled access by Council and emergency vehicles; and
2. Continued facilitation of pedestrian/ recreational movement.

CARRIED 10/1

Cr Gleeson voted against the Council Resolution.

11.2 PORTFOLIO 1 (CR WENDY BOGLARY)**COMMUNITY & ENVIRONMENTAL HEALTH & WELLBEING; ANIMAL MANAGEMENT; COMPLIANCE & REGULATORY SERVICES****11.2.1 OUTDOOR DINING - REVIEW OF REGULATION**

Dataworks Filename: LUP Outdoor Dining Policy

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

Gary Photinos
Group Manager Environment and Regulation

Author:

Jen Gisler
Service Manager Health & Environment

PURPOSE

Presently, outdoor dining activities are regulated through both *Local Law No.20 (Commercial Use of Roads)* and *Redlands Planning Scheme*. This report is seeking Council endorsement for a change to the regulation of outdoor dining activities using Local Laws only. Specific options for the ongoing licensing, compliance and fee structures to manage outdoor dining facilities have been proposed.

BACKGROUND

Outdoor dining is considered as the commercial supply of food and/or drink on a road. Such an activity is governed by *Local Law No.20 (Commercial Use of Roads)*, where the objects of the local law are to:

- Regulate the soliciting of business on roads and associated public places; and
- Regulate the use of roads and associated public places for the conduct of business.

The purpose behind this local law and its objectives is to control risks particularly relating to the safety of the public.

For a business to conduct an outdoor dining operation, two separate approvals are required. Initially, development approval is required to permit the use of the road for the outdoor dining activity. Secondly, a permit is required under *Local Law No.20 (Commercial Use of Roads)* to authorise a person to carry on business on a road.

The application under the Planning Scheme is lodged as a Material Change of Use assessed by the Planning Assessment Unit. During this assessment Town Planners review the proposed use against the relevant codes and consideration may be given to the *Planning Scheme Use Code Division 19 – Outdoor Dining*, along with *Planning Scheme Policy 10 – Outdoor Dining*. Once this approval is obtained the applicant is required to apply for and maintain an outdoor dining permit under the Council's *Local Law No.20 (Commercial Use of Roads)*. Proactive inspections are conducted to

ensure compliance with the conditions of the outdoor dining permit and annual fees are charged to the permit holders.

ISSUES

Dual Regulation

Presently, Redland City Council regulates outdoor dining activities through both *Redlands Planning Scheme to initially approve the activity*; and then *Local Law No.20 (Commercial Use of Roads) for ongoing compliance through an annual permit issued thereafter*.

Planning Assessment Fees

- Material Change of Use - Outdoor Dining. \$1,125.00 (for outdoor dining applications)
- Permissible Change - Other Uses. \$730.00 (for changes to outdoor dining approvals)

Health and Environment Fees

- Outdoor Dining Annual Licence Fee. \$443.40

There are no application or amendment fees for outdoor dining permits under *Local Law No.20 (Commercial Use of Roads)*.

Legal Implications

According to section 37 of the *Local Government Act 2009*, a local government must not make a local law that establishes an alternative development process. As defined in the act, an alternative development process is a process that is similar to or duplicates all or part of a process in the *Sustainable Planning Act 2009*.

After initial discussions between Council departments a number of questions were raised surrounding *Local Law No.20 (Commercial Use of Roads)* and the implications of section 37 of the *Local Government Act 2009*, it was decided that a review be conducted of outdoor dining regulations.

Proposal

To alleviate the over regulation of outdoor dining, it is proposed that an amendment of the current planning scheme be made, and that the *Use Code Division 19 – Outdoor Dining*, along with *Policy 10 – Outdoor Dining* be deleted and remove the requirement for outdoor dining to be assessed as a Material Change of Use under the planning scheme zone codes. City Planning and Assessment have indicated that the current minor amendment package will be submitted to Council for adoption before 30th June 2014.

Existing Outdoor Dining Uses with Development Approvals

All currently permitted outdoor dining operations hold both development approvals and local law permits. Approval issued under the *Sustainable Planning Act 2009*, remain in force until the use of the property changes or ceases. Should the removal of outdoor dining from the *Redlands Planning Scheme* be progressed, the development approvals regulating outdoor dining activities will continue to be in force and all current *Sustainable Planning Act 2009* enforcement tools are available for the purposes of regulation and compliance.

In this circumstance, the current permit issued for outdoor dining under *Local Law No.20 (Commercial Use of Roads)* would be cancelled to remove any instances of dual regulation.

Future Outdoor Dining Uses

Should outdoor dining be removed from the *Redlands Planning Scheme*, Council can continue to issue permits for the operation of outdoor dining areas under *Local Law No.20 (Commercial Use of Roads)*. These permits, however, will only apply to any new applications lodged, which would then be assessed and decided in accordance with the local law. The fees associated with these licenses will also be removed to provide a level playing field with the activities regulated by current development approvals. It will also reduce the financial burden to local businesses, and support the revitalisation of town centres.

Inspections and Enforcement

Outdoor dining inspections are currently carried out by Environmental Health Officers simultaneously with routine food inspections. As all food inspections are carried out at least once every twelve months, the local law requirements of an annual compliance inspection for outdoor dining businesses are satisfied. By completing outdoor dining inspections at the same time as routine food inspections, the resourcing cost of regulating outdoor dining is greatly reduced.

Health and Environment have the ability and the delegated authority to pursue compliance under both the *Local Government Act 2009* for local law permitted activities and the *Sustainable Planning Act 2009* for uses approved by development permit. In the case that outdoor dining is removed from the *Redlands Planning Scheme*, Health and Environment can continue to effectively ensure the ongoing compliance of outdoor dining throughout Redland City.

STRATEGIC IMPLICATIONS

Legislative Requirements

Council's *Local Law No.20 (Commercial Use of Roads)* states that a permit is not required under the local law for using a road for a particular purpose if the use constitutes development under the *Sustainable Planning Act 2009*.

Risk Management

The public health and safety concerns that Environmental Health Officers monitor in relation to footpath dining can be adequately administered via permits under *Local Law No.20 (Commercial Use of Roads)* or development approvals under the *Sustainable Planning Act 2009*.

Financial

Waiving the fee for outdoor dining permits under *Local Law No.20 (Commercial Use of Roads)* equates to an annual revenue loss of approximately \$10,000 (2013/2014). The annual revenue loss from ceasing the requirement for outdoor dining to seek development approval is likely to be approximately \$2000.

People

No additional staff is required as Environmental Health staff will conduct outdoor dining inspections while they are undertaking food inspections.

Environmental

Regulating outdoor dining provides opportunities for Council to effectively manage the environmental amenity (e.g. air, noise, waste,) for pedestrians, patrons and neighbours.

Social

The provision of safe and healthy outdoor dining areas promotes and protects social and cultural vibrancy.

ALIGNMENT WITH COUNCIL'S POLICY AND PLANS

The Redlands 2030 Community Plan identifies the clearly defined goal to ensure that residential and commercial areas, streets and pathways are designed to be friendly, inclusive, equitable and safe, and promote physical activity, social connections and cultural vitality. The provision of outdoor dining areas promotes and protects the social, cultural and visual amenity of Redland City and should be managed in an effective and efficient manner.

The regulation of outdoor dining ensures the general safety of the public whilst on Council owned land. Furthermore, such regulation ensures that shared use of footpaths is managed without disruption to pedestrians and mobility impaired persons while providing an economic benefit and ambience to the City.

CONSULTATION

Consultation has been undertaken with Development Compliance Unit, General Counsel and the Group Manager Environment and Regulation.

OPTIONS

The following options have been provided for consideration:

Option 1 – Remove Outdoor Dining from Redlands Planning Scheme

Option 1 includes the removal of the *Planning Scheme Use Code Division 19 – Outdoor Dining* along with *Planning Scheme Policy 10 – Outdoor Dining* and the requirement for outdoor dining to be assessed as a Material Change of Use under the planning scheme zone codes. The removal of the requirement to lodge a development application will significantly reduce fees and simplify the application process for an outdoor dining business.

All current outdoor dining businesses will be regulated by the conditions placed on the development approval under the *Sustainable Planning Act 2009* and any new businesses will be regulated under the permit conditions issued under *Local Law No.20 (Commercial Use of Roads)*.

Because Health and Environment can undertake the inspections simultaneously with routine food inspections, the costs associated with the regulation of outdoor dining can be absorbed by Health and Environment. It is recommended that the annual licence fee for outdoor dining permits issued under *Local Law No.20 (Commercial Use of Roads)* is removed from the Fees and Charges.

Option 2 – Cease permitting outdoor dining under Local Law No.20 (Commercial Use of Roads)

Another option to alleviate dual regulation concerns would be to cease permitting outdoor dining under *Local Law No.20 (Commercial Use of Roads)* and not include outdoor dining in the new local laws to be adopted. Without the provision of annual permits, ongoing compliance will be ensured by the enforcement of the conditions of the development approval issued under the *Sustainable Planning Act 2009*. Any new businesses will be required to apply under the Planning Scheme and conditions would be set under the *Sustainable Planning Act 2009*.

In this model, all future planning assessment fees are likely to be maintained.

Option 3 – Discontinue Outdoor Dining Regulation

Remove the *Planning Scheme Use Code Division 19 – Outdoor Dining* along with *Planning Scheme Policy 10 – Outdoor Dining* and the requirement for outdoor dining to be assessed as a Material Change of Use under the planning scheme zone codes and cease permitting of outdoor dining under *Local Law No.20 (Commercial Use of Roads)*.

This option would remove the ability for Council to easily regulate outdoor dining activities, except where there are existing development approval conditions that can be enforced.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr W Boglary

Seconded by: Cr J Talty

That Council resolve to:

1. Endorse the removal of outdoor dining from the *Redland Planning Scheme* as part of the proposed minor amendments package currently being prepared for adoption prior to 30th June 2014; and
2. Amend the Fees and Charges Schedule 2013/2014 by deleting the annual licence fees for outdoor dining permits issued under *Local Law No.20 (Commercial Use of Roads)*.

CARRIED 9/2

Crs Elliott and Bishop voted against the Council Resolution.

11.3 PORTFOLIO 4 (CR KIM-MAREE HARDMAN)**COMMERCIAL ENTERPRISES (WATER, WASTE, RPAC ETC)****11.3.1 REDLAND WATER 'WATER NETSERV PLAN'**

Datworks Filename: WS Planning - Water Netserv Plan
WW Planning – Water Netserv Plan

Attachment: [Water Netserv Plan Part A](#)

Authorising Officer:



Gary Soutar
General Manager Infrastructure & Operations

Responsible Officer: **Bradley Taylor**
Group Manager Water & Waste Infrastructure

Author: **Matthew Ingerman**
Principal Engineer - Water

PURPOSE

The purpose of this report is to seek Council's endorsement of the Redland Water 'Water Netserv Plan Part A' (the Plan) as being consistent with Redland City Council's (RCC') planning assumptions and endorsement for submission of the Plan to the Minister for State Development, Infrastructure & Planning seeking endorsement for consistency with the South East Queensland Regional Plan 2009-2031.

BACKGROUND

The South East Queensland Water (Distribution and Retail) Act 2009 requires Redland Water (RW) to have a Water Netserv Plan in place from 1 March 2014. The Plan comprises 2 separate parts – Part A and Part B. Part A contains public information about RW's water and wastewater services, while Part B is an internal planning document that informs the overall strategic direction of RW.

In December 2012, RW conducted public consultation on Part A of the Plan. Minor alterations were made to Part A following the consultation phase to clarify issues raised by respondents.

Since that time RW has also developed Part B of its Plan.

ISSUES

The purpose of a 'Water Netserv Plan' is to:

- ensure the provision of safe, reliable and secure water and wastewater services;
- provide for strategic planning for the operation of the business (mainly through Part B);

- provide for infrastructure planning for water and wastewater services for at least 20 years;
- integrate land use planning and infrastructure planning for water and wastewater services;
- provide for the management of water and wastewater services in a way that seeks to achieve ecological sustainability.

RW has relied on the topics required for inclusion in the Plan as listed in the *South East Queensland Water (Distribution and Retail) Act 2009* as there have been no guidelines produced by the State Government.

RW is required to seek Council endorsement of the planning assumptions in the Plan as being consistent with RCC's planning assumptions. This consistency is demonstrated by the use of the same planning assumptions and network demands in the Plan that RCC uses in the Priority Infrastructure Plan (PIP).

In order to demonstrate compliance with the requirement to have the plan in place by 1 March 2014 and to confirm its consistency with the SEQ Regional Plan, a copy of the Plan (attachment to this report) has been sent to the Department of State Development, Infrastructure and Planning.

STRATEGIC IMPLICATIONS

RW's Plan sets some of the overarching strategic direction for the water business over the next 5 years. It has to be consistent with other RCC strategic documents such as the Corporate Plan, Redland Water Annual Performance Plan and the Total Water Cycle Management Plan.

Legislative Requirements

RW is currently required to have a Plan in place by 1 March 2014 under the *South East Queensland Water (Distribution and Retail) Act 2009*.

The current *Water Supply Services Legislation Amendment Bill 2014* will result in changes to the detailed requirements for the Plan along with changes to the timelines required for adoption of the Plan. At present it is not expected that these changes in legislation will be made until after 1 March 2014.

Risk Management

The RW Plan incorporates risk management in various aspects – especially in some of the sub-plans of Part B like the Asset and Service Management Plans. The Plan is listed as an existing treatment in the Risk Register against “RWW-4 – Asset Capabilities don't meet the needs of customers”.

Financial

There should be no direct impact on the budget from the adoption of the Plan; however it will be used to develop future budgets.

People

Key RW staff will be tasked with action items out of Part B of the Plan which will be aimed at improving the RW business.

Environmental

The Plan addresses key environmental issues including:

- ecological sustainability;
- Total Water Cycle Management; and
- sewerage overflow management.

Social

The Plan will set a direction for the RW business that aims to support and, in some areas, improve the levels of service that RW currently provides to the Redland community.

ALIGNMENT WITH COUNCIL'S POLICY AND PLANS

The Plan aligns with Council's Corporate Plan in respect to providing essential physical infrastructure that supports community well-being and manages Council's existing infrastructure assets to ensure current service standards are maintained or improved.

CONSULTATION

Consultation included:

- Part A public consultation (from 26 November 2012 to 14 December 2012); and
- Part B internal RCC consultation - briefing with key RCC staff. Other invitees had an opportunity to view the documents.

OPTIONS

- 1 That Council endorse the Redland Water 'Water Netserv Plan Part A' as consistent with its planning assumptions and endorse the submission of the Plan to the Minister for State Development, Infrastructure & Planning seeking his endorsement for consistency with the South East Queensland Regional Plan 2009-2031.
- 2 That Council does not endorse the Redland Water 'Water Netserv Plan Part A' as consistent with its planning assumptions nor endorse the submission of the Plan to the Minister for State Development, Infrastructure and Planning seeking his endorsement for consistency with the South East Queensland Regional Plan 2009-2031

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: Cr K Hardman
Seconded by: Cr P Gleeson

That Council resolve to endorse the Redland Water 'Water Netserv Plan Part A' as consistent with its planning assumptions and endorse the submission of the Plan to the Minister for State Development, Infrastructure and Planning for consistency with the South East Queensland Regional Plan 2009-2031.

CARRIED 9/2

Crs Ogilvie and Bishop voted against the Council Resolution.

11.4 PORTFOLIO 5 (CR LANCE HEWLETT)**OPEN SPACE, SPORT AND RECREATION****11.4.1 NEW LEASE TO DEPARTMENT OF COMMUNITY SAFETY-
COOCHIEMUDLO ISLAND FIRE STATION****Dataworks Filename:** L.308495**Attachment:** [Coochiemudlo Island Fire Station](#)**Authorising Officer:****Gary Soutar
General Manager Infrastructure & Operations****Responsible Officer:****Lex Smith
Group Manager City Spaces****Author:****Lawrence Camilleri
Senior Property Officer****PURPOSE**

The purpose of this report is to recommend that Council grant a new trustee lease to the Department of Community Safety (DCS) for the Coochiemudlo Island fire station.

BACKGROUND

Council hold under trusteeship from the Crown for Recreation & Local Government purposes, Reserve 2117 – Laurie Burns Sportsfield situated at 43-45 Elizabeth Street, Coochiemudlo Island described as Lot 4 SP115493.

Part of the reserve shown on the attached site plan was previously leased by Council to the Commissioner of Fire Services for Fire Brigade purposes however the lease has expired.

Queensland Fire Services (DCS) has requested tenure of the fire station site either by a trustee lease from Council or by term lease directly from the Department of Natural Resources & Mines (DNRM). DNRM has advised its preference is for DCS to enter a trustee lease with Council.

ISSUES

DCS has requested a 30-year lease however DNRM has advised that a trustee lease should have an expiry date no later than 8 September 2022. This date coincides with the life of the Laurie Burns Sportsfield masterplan approved by Council and registered with DNRM in 2012. The masterplan included provision for a further trustee lease to DCS for the Coochiemudlo Island fire station.

The previous lease to DCS covered an area of 750m² and contained the fire station and a vacant area of land between the fire station and Elizabeth Street. This vacant area of land has now been used by Council to erect a public toilet block. It is therefore recommended that the trustee lease to DCS be restricted to the footprint of

the fire station in accordance with Council Policy POL-3071 Leasing of Council Land and Facilities.

STRATEGIC IMPLICATIONS

Legislative Requirements

S.236(1)(b)(ii) of the *Local Government Regulation 2012* allows a local government to lease land to a community organisation without approval from the Minister For Local Government.

Risk Management

The Coochiemudlo Island fire station has been located at 43-45 Elizabeth Street, Coochiemudlo Island since approximately 1988 and is conducive with other facilities within the Laurie Burns Sportsfield.

The proposed trustee lease will require DCS to provide evidence of property and public liability insurance annually.

Council's Facility Services Unit is undertaking a leased premises condition audit program and an audit of the fire station is scheduled to occur within the next 2 to 4 months. In accordance with a permit to occupy currently in place between Council and DCS for the Coochiemudlo Island fire station and in accordance with the proposed trustee lease conditions, all structural / routine maintenance, electrical and fire safety checks etc of the premises are the responsibility of DCS.

Financial

Council will not incur any costs with the preparation and registration of the proposed trustee lease. Rental of \$1 per annum (if demanded) is proposed in line with not-for-profit community and sporting leases over Council land.

People

There are no staff implications.

Environmental

None identified.

Social

None identified. The Laurie Burns Sportsfield masterplan process included a public consultation phase which concluded that the Coochiemudlo Island fire station was appropriate in this location.

ALIGNMENT WITH COUNCIL'S POLICY AND PLANS

The proposed trustee lease complies with Council's Policy POL-3071 Leasing of Council Land and Facilities which supports leases that benefit the wider community including emergency organisations.

CONSULTATION

The Senior Property Officer has consulted with the Service Manager Sports & Community Venues, the Divisional Councillor, Parks & Conservation Services Manager and DCS representatives.

OPTIONS

That Council resolve to:

- 1 Approve a trustee lease to Department of Community Safety within Laurie Burns Sportsfield Reserve described as Lot 4 on SP115493 as shown on the attached site plan for a term ending 8 September 2022 on terms and conditions considered satisfactory to the Chief Executive Officer; and
- 2 Delegate authority to the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary, discharge the agreement and to sign all documents in regard to this matter.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr L Hewlett

Seconded by: Cr A Beard

That Council resolve to:

1. Approve a trustee lease to Department of Community Safety within Laurie Burns Sportsfield Reserve described as Lot 4 on SP115493 as shown on the attached site plan for a term ending 8 September 2022 on terms and conditions considered satisfactory to the Chief Executive Officer; and
2. Delegate authority to the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary and discharge the agreement and to sign all documents in regard to this matter.

CARRIED 11/0

11.5 PORTFOLIO 6 (CR MARK EDWARDS)**CORPORATE SERVICES****11.5.1 DISPOSAL OF LAND FOR EASEMENT ACCESS AT 24-46 WRIGHTS PLACE, MOUNT COTTON**

Dataworks Filename: Property No. 302390

Attachment: [Locality Map 24 46 Wrights Place Mount](#)

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

Gary Photinos
Group Manager Environment and Regulation

Author:

Merv Elliott
Property Services Manager

PURPOSE

Purpose of this report is to obtain authority from Council to grant an easement for access purposes over Council controlled land.

BACKGROUND

Council hold in trust for conservation purposes land described as Lot 907 SP120556. This land was dedicated to the state as a condition of DA approval in respect to adjacent property. The land was subsequently transferred to Council as trustee. The adjoining property owner has made application to DNRM (the owner of the land) for permission to obtain access over part of the property as shown on plan attached. DNRM has requested Council's views on the application.

ISSUES

The adjoining property has legal access to Mt Cotton Road. However this access is considered unsuitable on several grounds including, safety, construction difficulty and more importantly the clearing of approximately 1500m² of native vegetation.

Access as requested will not involve clearing and traffic safety will not be an issue.

It is proposed, with Council approval, to advise DNRM that council would have no objection to the surrender of part of the reserve to allow access from Wrights Place as shown on plan attached, either by way of easement rights or freehold dedication.

STRATEGIC IMPLICATIONS

Legislative Requirements

Local Government Regulation 2012 – Sect 236 sets out various alternatives for disposing of Council land (valuable non - current asset) rather than by auction or tender.

Specifically:-

1. *Subject to subsections (2) to (4), a local government may dispose of a valuable non-current asset other than by tender or auction if –*
 - (c) *for the disposal of land or an interest in land –*
 - (iv) *the land is disposed of to a person who owns adjoining land if –*
 - (A) *the land is not suitable to be offered for disposal by tender or auction for particular reason, including, for example, the size of the land or the existence of particular infrastructure on the land; and*
 - (B) *there is not another person who owns other adjoining land who wishes to acquire the land; and*
 - (C) *it is in the public interest to dispose of the land without a tender or auction; and*
 - (D) *the disposal is otherwise in accordance with sound contracting principles.*

Risk Management

The recommendation supports risk management implications by providing safe access to the property.

Financial

Council will not be involved in any financial expenditure.

People

Not applicable

Environmental

Council's Adviser Environment has no objection to the proposal.

Social

Not Applicable

ALIGNMENT WITH COUNCIL'S POLICY AND PLANS

This proposal is not in conflict with Council's Policy and Plans.

CONSULTATION

Property Services Manager has consulted with Adviser Environment and Senior Conservation Officer.

OPTIONS

1. That Council resolve to authorise the surrender of part of Lot 907 SP120556 as shown on plan attached to the State either by way of easement or freehold.
2. That Council refuse to surrender part of Lot 907 SP120556 and request that the applicant be advised to obtain access from Mt Cotton Road.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr M Edwards
Seconded by: Cr J Talty

That Council resolve to:

1. Authorise the surrender of part of Lot 907 SP120556 as shown on plan attached to the State either by way of easement or freehold; and
2. Delegate authority to the Chief Executive Officer under s.257(1)(b) of the *Local Government Act 2009* to negotiate, make, vary, discharge the agreement and to sign all documents in regard to this matter.

CARRIED 10/1

Cr Gleeson voted against the Council Resolution.

11.5.2 LOCAL BUY POLICY REVIEW – POL-3043

Dataworks Filename: LCM4078
POL-3043 Procurement Policy

Responsible/Authorising Officer:
Bill Lyon
Chief Executive Officer

Author: **Andrew Ross**
Manager Legal Services

PURPOSE

To review Council's Corporate Procurement Policy POL-3043 as resolved at the General Meeting on 12 February 2014, focusing on Council's local buy implementation.

BACKGROUND

Council's current and previous policies on procurement and purchasing have included a commitment to the enhancement of Local Businesses and Social Procurement opportunities within the broader context of obtaining value for money.

ISSUES

Council's operational spend on local businesses within the Redlands City Council boundary shows an increasing spends on local businesses noting:

1. Financial year 2011/2012: Local spend totals 18.08%
2. Financial year 2012/2013: Local spend totals 25%
3. Financial year 2013/2014: Local spend totals 20.26% (to Jan 14)

The Corporate Procurement Policy was last changed by Council on 19 June 2013, and incorporated a 'focus on local businesses within the Redland City boundaries, with the implementation of Primary and Secondary Contractor Status as a main consideration when evaluating tender submissions'. The Policy is made under s198 of the *Local Government Regulation 2012* (LGR) and its implementation must be consistent with the 'sound contracting principles' [s104 LGR] namely:

- (a) value for money; and
- (b) open and effective competition; and
- (c) the development of competitive local business and industry; and
- (d) environmental protection; and
- (e) ethical behaviour and fair dealing.

The Council must consider these principles when contracting for goods and services. The principles are not hierarchical and the tensions and weighting between them need to be managed according to the relevant circumstances in each contracting arrangement. For these reasons there is no single approach or one size fits all to Local Buy strategies.

Council officers are currently undertaking the annual review of the Corporate Procurement Policy to continue to improve broader local buy and economic growth strategies to increase opportunities for local businesses within the area and in a regional and broader context. Three recent examples of this approach include:

1. Panels: proposed Procurement Panel Arrangements will include a provision to allow other Government entities to engage our local panel contractors.
2. Forum: Between 24 to 26 Feb 2014: The 1st South East Queensland Island Forum on 'Tourism, Transport and Local Economies'.
3. Seminar: On 5 March 2014: Tendering for State Government business workshop: Redlands Sporting Club.

Specific Issues: Identified in Council Resolution of 12 February 2014

a) *whether the intent of Council's existing 'local buy' policy is being met;*

Yes; the intent of Council's local buy strategy is being met as identified by the increasing trend in local business spend over the past three financial years. However the intent can be improved by developing a Strategic Procurement Framework to clearly identify how a local preference can be delivered in certain contracting arrangements, which may in some cases use a percentage preference for local business or those employing local residents.

b) *whether the procurement policy should be strengthened to include a "weightage" percentage for Redland City businesses competing for Council business;*

This issue is subject to further review and may in some procurement arrangements include a weighted percentage in favour of local businesses. This approach must be balanced against the other contracting principles in particular value for money.

c) *if guidelines should be amended or any other action taken to encourage more local businesses to be included on preferred supplier panels;*

Yes; the policy, guideline and procurement manual are currently being amended as part of Council's annual policy review. Other action will include developing procurement fact sheets; website information and contractor engagement to assist local businesses. In the interim contractors are encouraged to contact Council procurement officers to discuss any aspect of procurement processes.

d) *whether Council's policy should be broadened or any other action taken to provide other opportunities for businesses to win local government work.*

As per the comments in this report there is a number of procurement and promotional activities that are being pursued to assist local businesses to win local Government and other government work.

STRATEGIC IMPLICATIONS

Legislative Requirements

- *Local Government Act 2009*
- *Local Government Regulation 2012*

Financial

The review involved a desktop analysis and did not incur financial cost. Any further review on a weighted local buy preference would consider financial cost impacts.

Social

Not applicable to the Review but considered as part of the broader strategic policy review and social procurement objectives.

ALIGNMENT WITH COUNCIL'S POLICY AND PLANS

The Review is consistent with Council Policy review.

CONSULTATION

Procurement and Financial Services.

OFFICER'S RECOMMENDATION/

Council resolve to note the report and request quarterly information updates on the development of the Strategic Procurement Framework and broader initiatives to enhance Local Businesses and Social Procurement opportunities.

COUNCIL RESOLUTION

Moved by: Cr M Edwards

Seconded by: Cr W Boglary

Council resolve to:

1. Note the Report;
2. Conduct a local procurement workshop with Councillors to investigate a preference model that strikes a balance between local business incentives and operational budget considerations; and
3. Provide a report to Council for consideration at the General Meeting scheduled for 2nd April 2014.

CARRIED 11/0

11.6 PORTFOLIO 7 (CR JULIE TALTY)**PLANNING & DEVELOPMENT****11.6.1 DECISIONS MADE UNDER DELEGATED AUTHORITY FOR CATEGORY 1, 2 & 3 DEVELOPMENT APPLICATIONS**

Datworks Filename: Reports to Council - Portfolio 7 Planning and Development

Attachment: [Decisions made under Delegated](#)

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

David Jeanes
Group Manager City Planning & Assessment

Author:

Louise Milligan
Group Support Officer

PURPOSE

The purpose of this report is for Council to note that the decisions listed below were made under delegated authority for Category 1, 2 and 3 development applications.

This information is provided for public interest.

BACKGROUND

At the General Meeting of 27 July, 2011, Council resolved that development assessments be classified into the following four Categories:

Category 1 – Minor Complying Code Assessments & associated administrative matters, including correspondence associated with the routine management of all development applications;

Category 2 – Complying Code Assessments & Minor Impact Assessments;

Category 3 – Moderately Complex Code & Impact Assessments; and

Category 4 – Major and Significant Assessments.

The applications detailed in this report have been assessed under:-

- Category 1 criteria - defined as complying code assessable applications, including building works assessable against the planning scheme, and other applications of a minor nature.
- Category 2 criteria - defined as complying code assessable and compliance assessable applications, including operational works, and Impact Assessable applications without submissions of objection. Also includes a number of process related delegations, including issuing planning certificates, approval of works on and off maintenance and the release of bonds, and all other delegations not otherwise listed.

- Category 3 criteria that are defined as applications of a moderately complex nature, generally mainstream impact assessable applications and code assessable applications of a higher level of complexity. Impact applications may involve submissions objecting to the proposal readily addressable by reasonable and relevant conditions. Both may have minor level aspects outside a stated policy position that are subject to discretionary provisions of the Planning Scheme. Applications seeking approval of a plan of survey are included in this category. Applications can be referred to Development and Community Standards Committee for a decision.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr J Talty
Seconded by: Cr M Edwards

That Council resolve to note this Report.

CARRIED 11/0

11.6.2 APPEALS LIST - CURRENT AS AT 17 FEBRUARY 2014

Datworks Filename: GOV Reports to Council - Portfolio 7 Planning and Development

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

David Jeanes
Group Manager City Planning & Assessment

Author:

David Jeanes
Group Manager City Planning & Assessment

PURPOSE

The purpose of this report is for Council to note the current appeals.

BACKGROUND

Information on appeals may be found as follows:

1. Planning and Environment Court

- a) Information on current appeals and declarations with the Planning and Environment Court involving Redland City Council can be found at the District Court web site using the "Search civil files (eCourts) Party Search" service: <http://www.courts.qld.gov.au/esearching/party.asp>
- b) Judgements of the Planning and Environment Court can be viewed via the Supreme Court of Queensland Library web site under the Planning and Environment Court link: <http://www.sclqld.org.au/qjudgment/>

2. Department of State Development, Infrastructure and Planning (SDIP)

The DSDIP provides a Database of Appeals (<http://services.dip.qld.gov.au/appeals/>) that may be searched for past appeals and declarations heard by the Planning and Environment Court.

The database contains:

- A consolidated list of all appeals and declarations lodged in the Planning and Environment Courts across Queensland of which the Chief Executive has been notified.
 - Information about the appeal or declaration, including the appeal number, name and year, the site address and local government.
-

ISSUES

1.	File Number:	Appeal 1963 of 2009 (MC010715)
Applicant:		JT George Nominees P/L
Application Details:		Preliminary Approval for MCU for neighbourhood centre, open space and residential uses (concept master plan). Cnr Taylor Rd & Woodlands Dve, Thornlands.
Appeal Details:		Applicant appeal against refusal.
Current Status:		Directions Order 6 November 2013 sets out dates for experts review, mediation and disclosure of documents.
Hearing Date:		Parties to attend without prejudice meeting by 21 March 2014.

2.	File Number:	Appeal 2675 of 2009. (MC010624)
Applicant:		L M Wigan
Application Details:		Material Change of Use for residential development (Res A & Res B) and preliminary approval for operational works 84-122 Taylor Road, Thornlands
Appeal Details:		Applicant appeal against refusal.
Current Status:		Directions Order 6 November 2013 sets out dates for experts review, mediation and disclosure of documents.
Hearing Date:		Parties to attend without prejudice meeting by 21 March 2014.

3.	File Number:	Appeal 246 of 2013 (MCU012617)
Applicant:		Lipoma Pty Ltd
Application Details:		Material Change of Use for extension to Shopping Centre (Shop and Refreshment Establishment) 2-34 Bunker Road, Victoria Point
Appeal Details:		Applicant appeal against negotiated adopted infrastructure charges notice.
Current Status:		Notice of discontinuance received 4 February 2014

4.	File Number:	Appeal 4521 of 2013 (MCU012995)
Applicant:		D Polzi and ML Polzi
Application Details:		Material Change of Use for a Landscape Supply Depot
Appeal Details:		Submitter appeal against development permit approval.
Current Status:		Not yet listed.

5.	File Number:	Appeal 4564 of 2013 (ROL005669)
Applicant:		Ausbuid Projects Pty Ltd
Application Details:		Reconfiguration of Lots (6 into 259) and Material Change of Use (Dwelling Houses)
Appeal Details:		Applicant appeal against refusal.
Current Status:		Not yet listed.

6.	File Number:	Appeal 4753 of 2013 (MCU012971)
Applicant:		G Wood
Application Details:		Material Change of Use for Home Business (seafood cooking) at 31 Drevesen Avenue, Cleveland
Appeal Details:		Originating application seeking approval of home business.
Current Status:		Proceeding be listed for review on 31 January 2014.

7.	File Number:	Appeal 4797 of 2013 (ROL005695)
Applicant:		Ausbuid Projects Pty Ltd
Application Details:		Reconfiguration of Lots (5 into 244) and Material Change of Use (Dwelling Houses)
Appeal Details:		Applicant appeal against condition 49 (infrastructure charges)
Current Status:		Mediation undertaken on 14 January 2014 and reported to Council on 29 January 2014. Agreement reached and appeal to be settled in accordance with mediation agreement. Final Judgement given on 7 February 2014.

OFFICER'S RECOMMENDATION/ COUNCIL RESOLUTION

Moved by: Cr J Talty
Seconded by: Cr M Edwards

That Council resolve to note this Report.

CARRIED 11/0

11.7 PORTFOLIO 8**(CR MURRAY ELLIOTT)****INFRASTRUCTURE****11.7.1 PROPOSED CLOSURE OF UNFORMED ROAD BISECTING BARRO QUARRY****Dataworks Filename:** RTT – Road Closures Permanent**Attachment:** [Attachments 1 - 3 Maps](#)**Authorising Officer:****Louise Rusan
General Manager Community & Customer
Services****Responsible Officer:****David Jeanes
Group Manager City Planning & Assessment****Author:****Chris Vize
Acting Service Manager Planning Assessment****PURPOSE**

To seek Council's determination on a response to the proposed road closure for the unformed road bisecting the Barro quarry site and adjoining land.

BACKGROUND

The Barro Group has applied to the State government to permanently close the existing unformed road reserve bisecting their site at 1513 Mount Cotton Road and 195 Gramzow Road, Mount Cotton. Barro Group identify that the road reserve represents a safety concern, as it facilitates public access to an operating quarry. Concurrent applications have been lodged for the properties at 97 and 99 Hillview Road, Mount Cotton, to close the unformed road reserve that bisects these properties.

The State government is the assessment manager for these applications. However, the State seeks comments from the Council and from the public through a notification period. The public notification period ended on 20 February 2014, with Council having until 10 March 2014 to supply its comments.

ISSUES

Council officer's assessment of the proposed closure focuses on four main items:

1. Future vehicular use of the road reserve.
2. Existing and future pedestrian use of the road reserve.
3. Provision of road access to private lots.
4. Bushfire management.

Each item is discussed in turn.

Future Vehicular Use

Representatives from City Infrastructure Group (CIG) visited the site and walked the road corridor. CIG has provided the following comments:

The road reserve has no strategic value to the Councils road network. It is unformed and does not provide property access. A road could not be built in the surveyed road reserve due to the quarry and the level difference that the quarry face creates. Any road works that were undertaken would be cost prohibitive, requiring major earthworks and vegetation removal. Even without the quarry, the northern portion of the road reserve is subject to extreme grades that also make any road construction cost prohibitive.

The development of the surveyed road corridor from a network and infrastructure need is not justified.

Pedestrian Use

Surrounding land owners have indicated to Council that they currently use the road reserve for recreation purposes (i.e. bushwalking).

It must be noted that the pre-existing quarry pit is located over the road reserve. Sheer cliff faces are located within the road reserve and cut the reserve into two sections – the northern section, accessible from 97 and 99 Hillview Road, and the southern section, accessible from Gramzow Road. Council officers have walked both sections of the road reserve.

The northern section is not accessible from a public place. This means that, without significant changes to the quarry pit, this section is not accessible to the general public. This is only accessible to the owners of 97 and 99 Hillview Road and 130 Seaview Road. As discussed, the two former properties have applied concurrently to close the road. The owners of the latter property have the opportunity to lodge a submission in relation to the road closures, and this will need to be assessed on its merits by the State government.

The southern section is accessible from Gramzow Road, and therefore currently accessible to the public. There is a defined gravel track for most of this portion. This track would have been used to access the original quarry located on Lot 162 S31962 (though predominantly within the road reserve). Evidence indicates that this previous quarry was used by the Main Roads department in the construction of Mount Cotton Road.

Use of part of the road reserve continues. The southern section of the road reserve (not within the Barro quarry land) is used to access the “hill climb” course on Lots 6 and 7 RP104645. Four-wheel drive and motorcycle tracks indicate that other parts of the road reserve are used intermittently by vehicles. It is noted that the tracks do not follow the surveyed road alignment and do enter the Barro Group’s private property in numerous locations.

Council and ultimately the State Government, needs to consider whether the use of this road reserve for pedestrian access is appropriate and desirable. The road

reserve itself does not appear to gain significant views and vistas, does not lead to a public outlook and does not connect to another external movement network.

There are safety concerns with directing the public to a quarry face. While this can be managed through security fencing in the vicinity of the quarry face, there still needs to be consideration of whether closure of the road is a preferable alternative.

The current misalignment of the access track and the surveyed road does result in trespass concerns. To enable a clear pedestrian track located on the road alignment would require significant earthworks in the vicinity of the old Main Roads quarry, as it currently represents a physical barrier. This would be cost prohibitive.

Access to Private Lots

It does not appear that the road reserve is currently physically used to access any private lots. The properties at 97 and 99 Hillview Road have sealed driveway access from Hillview Road. There is an easement that provides lawful access to both 97 and 99 Hillview Road. It is noted that the owners of both of these properties have concurrently applied to close the road through their properties.

Number 130 Seaview Road is serviced by an easement providing lawful access from Seaview Road. The quarry site at 1513 Mount Cotton Road has lawful access to Mount Cotton Road via an access easement. The southern portion of the quarry site at 195 Gramzow Road is currently accessible from the unformed road reserve that bisects it. As the proposal maintains the unformed road reserve to the southern boundary of this lot, it will maintain lawful access. Other lots that form the quarry site have lawful access to Gramzow Road to the south.

Bushfire Management

The approval for the extension to the Barro Group quarry included a Bushfire Management Plan, outlining how bushfire hazards are managed on the site. This plan does rely on the unformed road reserve as a fire trail/ two-way evacuation route. An alternative bushfire management plan that addresses alternative access arrangements has not been received. The applicant has also not provided Council with any written consideration from the Queensland Fire and Rescue Service outlining their views on the proposed road closure.

STRATEGIC IMPLICATIONS

Legislative Requirements

Nil

Financial

The applicant is seeking to purchase the road reserve from the State. The only financial implication for Council is the removal of any requirement to maintain this land as trustee in the future.

As discussed, the use of this road reserve for a future constructed road is not strategically necessary and is overly cost prohibitive.

People

The implications for private owners that have access to this road are discussed in the Issues section.

Environmental

The implications for bushfire management are discussed in the Issues section.

Social

The implications for the broader public are discussed in the Issues section.

Alignment with Council's Policy and Plans

N/A

CONSULTATION

Consultation has occurred between officers from City Planning and Assessment (CP&A), City Infrastructure Group (CIG) and General Counsel. A joint site inspection was conducted by representatives from CP&A and CIG. Council's General Counsel has discussed the matter with the Divisional Councillor.

OPTIONS

1. Adopt the Officer's Recommendation.
2. Object to the proposed road closure on the following grounds:
 - a) The proposed road closure results in landlocked lots that are only accessible via easements. It is preferable that lots have direct access to a road reserve where possible, and to remove existing direct accesses is not desirable.
 - b) The proposed road closure closes a potential fire trail through the site. The applicant has not demonstrated that the road reserve is not required for bushfire management purposes and that alternative arrangements can be put in place to deal with bushfire hazards.
 - c) The original 1968 approval to extend the quarry included a condition "that the vertical alignment of the road is left in such a condition as to be trafficable at a later date". Therefore Council has always intended that the road be re-instated at cessation of the quarry use in the vicinity of the road reserve to facilitate future public access and use.
 - d) Closure of the road reserve will remove any rights of the public to access this portion of the Mount Cotton ridgeline and escarpment. The northern portion of the road reserve contains views across the area that may have a public value into the future.
3. Provide no submission to the State with regard to the proposed road closure.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr M Elliott
Seconded by: Cr A Beard

That Council resolve to issue a submission to the State government outlining the following information:

1. **Identify the factual circumstances and information relevant to the proposed road closure, including necessary background to the quarry development and its interface with the road reserve; and**

2. That Council does not object to the proposed road closure, provided the applicant demonstrates that the road reserve is not required for bushfire management purposes and that alternative arrangements can be put in place to deal with bushfire hazards.

CARRIED 6/5

Crs Boglary, Ogilvie, Hardman, Talty and Bishop voted against the Council Resolution.

12 MAYORAL MINUTES

Nil

13 NOTICE OF MOTION TO REPEAL OR AMEND IN ACCORDANCE WITH S.262 OF LOCAL GOVERNMENT REULATION 2012

13.1 NOTICE OF MOTION TO REPEAL (MAYOR WILLIAMS)

13.1.1 NOTICE OF MOTION TO REPEAL A RESOLUTION OF COUNCIL 20 NOVEMBER 2013 – REVIEW OF LIBRARY OUTREACH SERVICES

COUNCIL RESOLUTION

Moved by: Cr W Boglary

Seconded by: Cr P Bishop

That Council resolve as follows:

1. To RESCIND its decision of the General Meeting 20 November 2013 relating to Closed Session Item 10.1.1 Review of Library Outreach Service;
2. Continue to monitor and report usage of the services of the Mobile Library annually;
3. Conduct a feasibility study in 14/15 for consolidating three North Stradbroke Island libraries into one facility that meets current State Library standards;
4. Engage with Macleay Island Progress association to assist with transition to a sustainable model of providing library service to SMBI; and
5. Review all of these services prior to any further capital expenditure on Mobile Library Services.

CARRIED 9/2

Crs Ogilvie and Elliott voted against the Council Resolution.

14 NOTICES OF MOTION**14.1 NOTICE OF MOTION CR OGILVIE (DIVISION 2)****14.1.1 DRAFT AMITY POINT FORESHORE EROSION MANAGEMENT PLAN**

In accordance with notice given on 25 February 2014, Cr Ogilvie moved as follows:

COUNCIL RESOLUTION

Moved by: Cr C Ogilvie

Seconded by: Cr P Bishop

That Council resolve to:

1. Delay the presentation of a report to Council on the Draft Amity Point Foreshore Erosion Management Plan until at least end of June 2014;
2. Establish an Advisory Committee with Amity Point community representation to oversee further development of the plan; and
3. Engage with the State Government in order to achieve reasonable policy and legislative amendments to allow Amity Point property owners to be able to defend their properties without unnecessary red tape.

CARRIED 11/0

15 URGENT BUSINESS WITHOUT NOTICE

Nil

16 CLOSED SESSION**MOTION TO CLOSE THE MEETING AT 11.51AM**

Moved by: Cr M Elliott

Seconded by: Cr W Boglary

That the meeting be closed to the public pursuant to Section 275(1) of the *Local Government Regulation 2012*, to discuss the following item:

16.2.1 Runnymede Activation

The reason that this is applicable in this instance is as follows:

(e) contracts proposed to be made by it (Council)

CARRIED 8/3

Crs Gleeson, Bishop and Ogilvie voted against the motion.

DECLARATION OF MATERIAL PERSONAL INTEREST

Cr Bishop declared a material personal interest in Item 16.2.1 – *Runnymede Activation* – as he runs a ‘hall for hire’ called ‘The Red Place’ and charged a hire fee for a discussion group on the Runnymede project.

Cr Bishop left the meeting at 12.01pm.

MOTION TO REOPEN MEETING AT 12.04PM

Moved by: Cr M Elliott
Seconded by: Cr M Edwards

That the meeting be again opened to the public.

CARRIED 10/1

Cr Bishop was not present when this motion was put.

16.1 INFRASTRUCTURE & OPERATIONS**16.1.1 PROPOSED ROAD OPENING AND DRAINAGE EASEMENT, RUSSELL ISLAND**

Dataworks Filename: PDG-40209 Survey Phase

Authorising Officer:



Gary Soutar
General Manager Infrastructure & Operations

Responsible Officer:

Jason Masters
Survey Services Manager

Author:

Michelle Gill
Project Coordinator Survey

EXECUTIVE SUMMARY

A confidential report from General Manager Infrastructure & Operations was presented to Council for consideration.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION**

Moved by: Cr M Elliott
Seconded by: Cr M Edwards

That Council resolve as follows:

1. To acquire part of Lot 119 on RP137228 by negotiation in accordance with *Section 5 of the Acquisition of Land Act 1967* and dedicate as road pursuant to *Section 51(2) of the Land Title Act 1994* and *Section 94(4) of the Land Act 1994*;
2. To acquire an easement over part of Lot 91 on RP133531 for drainage purposes pursuant to *Section 6 of the Acquisition of Land Act 1967*;
3. That the Chief Executive Officer be delegated authority under section 257(1)(b) of the *Local Government Act 2009* to negotiate the purchase price pursuant to Division 3 of the *Acquisition of Land Act 1967*; and
4. If negotiations with the owner are unsuccessful as per item 1, that Council proceed with resumption action under Division 2 of the *Acquisition of Land Act 1967* and the acquired land is then dedicated as road pursuant to *Section 51 of the Land Title Act 1994*;

5. If negotiations with the owner are unsuccessful as per item 2, that Council, in accordance with Division 2 of the *Acquisition of Land Act 1967* proceed with resumption action and the land is then dedicated as an easement for drainage purposes;
6. That the Chief Executive Officer be delegated authority (under s.257(1)(b) of the *Local Government Act 2009*) to negotiate, make, vary, discharge and sign all necessary documentation; and
7. That the report and attachments remain confidential.

CARRIED 10/1

Cr Talty voted against the Council Resolution.

16.1.2 PROPOSED ROAD OPENING MACLEAY ISLAND**Dataworks Filename: PDG-40424; P.136972****Authorising Officer:****Gary Soutar
General Manager Infrastructure & Operations****Responsible Officer:****Jason Masters
Survey Services Manager****Author:****Michelle Gill
Project Coordinator Survey****EXECUTIVE SUMMARY**

A confidential report from General Manager Infrastructure & Operations was presented to Council for consideration.

**OFFICER'S RECOMMENDATION/
COUNCIL RESOLUTION****Moved by: Cr P Gleeson
Seconded by: Cr M Edwards****That Council resolve as follows:**

- 1. That the Chief Executive Officer be delegated authority under section 257(1)(b) of the *Local Government Act 2009* to negotiate the purchase and price for the land required for the turnaround facility pursuant to Division 3 of the *Acquisition of Land Act 1967*;**
- 2. If negotiations with the owner are unsuccessful as per item 1, that Council, in accordance with Division 2 of the *Acquisition of Land Act 1967* proceed with resumption action over part of Lot 162 on RP31214 and the land is then dedicated as an easement as shown on drawing AK95-1-2 Rev.A;**
- 3. That the Chief Executive Officer be delegated authority (under s.257(1)(b) of the *Local Government Act 2009*) to negotiate, make, vary, discharge and sign all necessary documentation; and**
- 4. That the report and attachments remain confidential.**

CARRIED 11/0

16.2 COMMUNITY & CUSTOMER SERVICES

16.2.1 RUNNYMEDE ACTIVATION

Datworks Filename: The Runnymede Project

Authorising Officer:



Louise Rusan
General Manager Community & Customer Services

Responsible Officer:

Greg Jensen
Group Manager Community & Cultural Services

Author:

Frank Pearce
Principal Adviser Strong Communities

EXECUTIVE SUMMARY

A confidential report from General Manager Community & Customer Services was discussed in closed session pursuant to s.275(1) of the *Local Government Regulation 2012*.

COUNCIL RESOLUTION

Moved by: Cr M Elliott

Seconded by: Cr A Beard

That Council resolve as follows:

- 1. To note the progress of the Runnymede activation process;**
- 2. To endorse Option 1 of the report;**
- 3. To investigate a business case as soon as possible for other ancillary uses that compliment Indigiscapes and the environmental significance of this area; and**
- 4. That this report remain confidential.**

CARRIED 8/2

Crs Talty and Gleeson voted against the Council Resolution.

Cr Bishop was not present when the motion was put.

Cr Bishop returned to the meeting at 12.04pm.

17 MEETING CLOSURE

There being no further business, the Mayor declared the meeting closed at 12.05pm.

Signature of Chairperson: _____

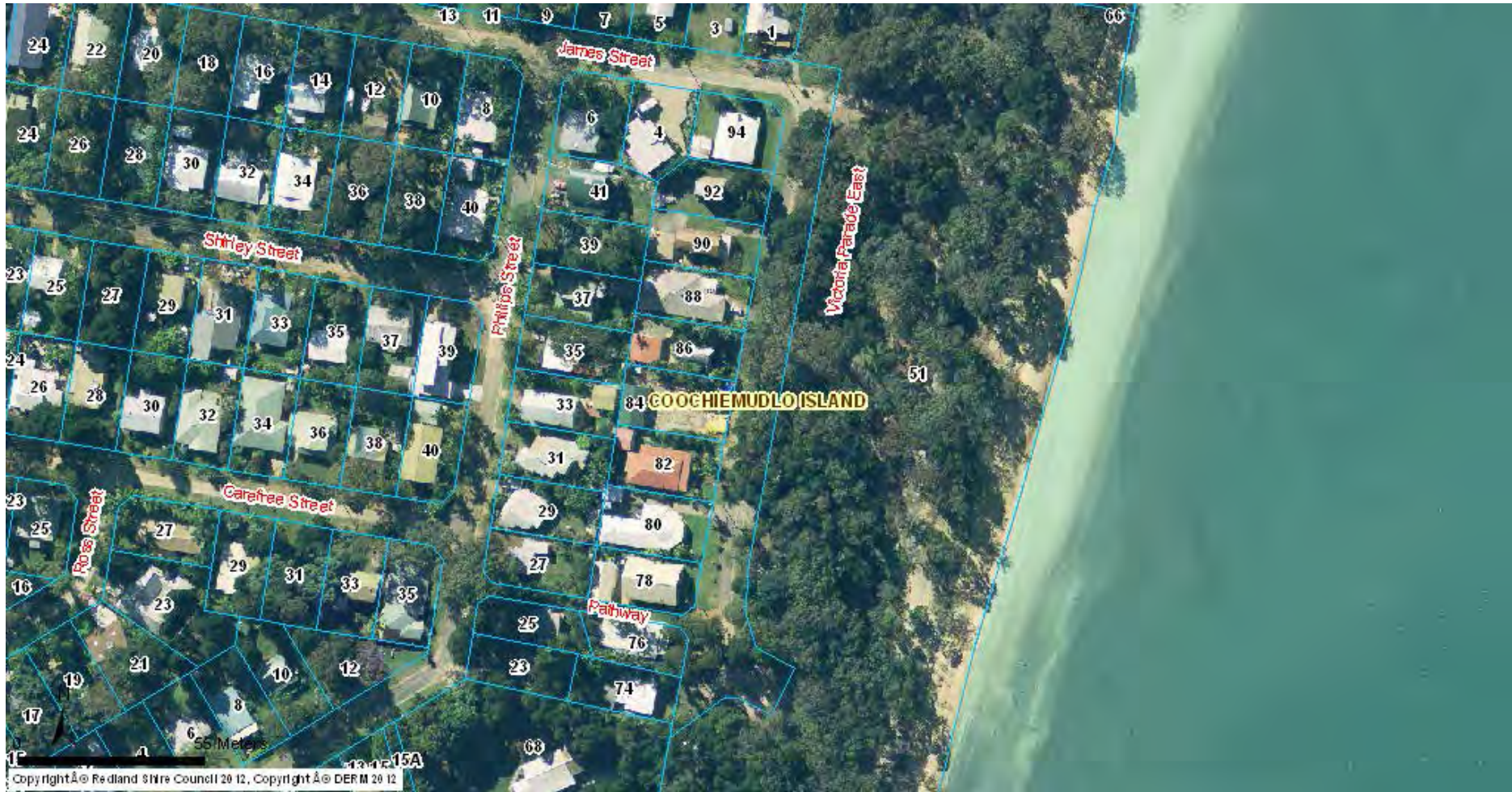
Confirmation date: _____

Attachment 1

Coochiemudlo road layout



Victoria parade east residential access



Streetview of residential access



Attachment 2

RPS V6 Floodprone, storm tide and drainage constrained land overlay



Coastal Hazard Area



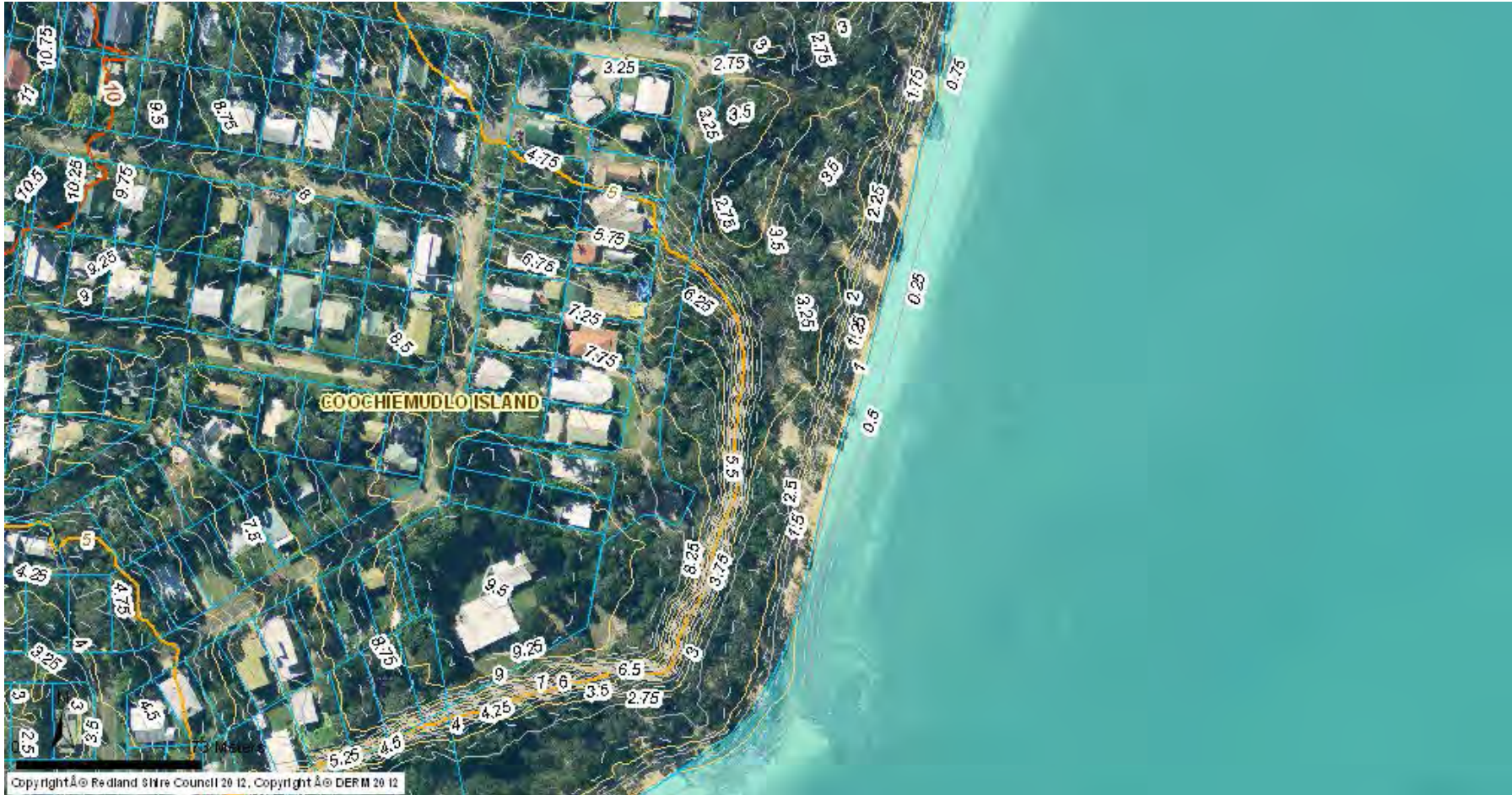
Attachment 3- Option 2. Modify existing alignment



Attachment 4. Option 3 alignment



Contours



Redland Water

Water Netserv Plan

PART A



Version Control

Version Number	Description of Change	Author	Date	Approval
Rev 0	First draft – for public consultation	Matthew Ingerman	September 2012	Bradley Taylor Gary Soutar
Rev 1	Revisions following public consultation	Matthew Ingerman	April 2013	Bradley Taylor
Rev 2	Issue for Council adoption & State endorsement	Matthew Ingerman	February 2014	Bradley Taylor Gary Soutar

Redland City Council

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Table of contents

Executive summary	6
1. Redland Water	7
2. Redland Water's products and services	12
Water Netserv Plan	15
3. Purpose (statement of intent)	15
4. Form and content	15
Redland Water's planning – supporting growth and sustainability	17
5. Redland Water's role in land use and infrastructure planning	17
6. South-east Queensland Regional Plan	17
7. Redlands Planning Scheme	22
8. Redland Water's network planning	26
9. Planning assumptions	27
Redland Water's networks	30
10. Existing water supply network	30
11. Existing wastewater network	30
Desired standards of service	32
12. Water supply DSS	32
13. Wastewater DSS	33
Redland Water's network upgrades	34
14. Future water supply infrastructure	34
15. Future wastewater infrastructure	34
Demand management	35
16. Community relationships	35
17. Residential programs	36
18. Commercial programs	36
19. Compliance	36
20. Wastewater source management	37
Connections policy	38
21. Redland Water's connection areas	38
22. Obtaining approvals for development	39
23. Making an application for a service connection	40
24. Conditions of use	44
Redland Water's charges	48
25. Residential charges	48
26. Non-residential charges	49
27. Rebates/remissions	50

28. Connection charges	51
29. Infrastructure charges	51
Redland Water’s performance reporting.....	52
30. Annual performance plan	52
31. Key performance indicators.....	52
32. Customer contact standards	52
33. Customer complaints.....	52
Redland Water’s bills.....	54
34. Services.....	54
35. Trade waste.....	56
36. Metered standpipes and filling stations	56
37. Connections	56
38. Infrastructure charges	56
Development assessment	57
Appendices	58
Appendix A – Water Supply Connection area maps	59
Appendix B – Wastewater Connection area maps	65
Appendix C – Water Supply Trunk network plans	71
Appendix D – Wastewater Trunk network plans.....	72

List of Figures

FIGURE 1-1 – SEQ WATER GRID.....	11
FIGURE 6-1 - EXISTING AND PLANNED DWELLING DISTRIBUTION TO 2031.....	18
FIGURE 7-1 KEY DEVELOPMENT AREAS.....	24
FIGURE 9-1 - ALIGNMENT OF DEMAND PROJECTIONS.....	29

List of Tables

TABLE 1-1 – KEY STAKEHOLDERS AND THEIR REQUIREMENTS.....	10
TABLE 2-1 – ALLOWABLE AND NON-ALLOWABLE USES FOR NON-CLASS A+ RECYCLED WATER.....	13
TABLE 4-1 - <i>WATER NETSERV PLAN</i> CONTENTS.....	15
TABLE 4-2 - LEGISLATION REFERENCES.....	16
TABLE 6-1 - PROJECTED POPULATION AND DWELLING FORECASTS.....	17
TABLE 6-2 – POPULATION AND EMPLOYMENT GROWTH AREAS – REDLAND.....	18
TABLE 6-3 – SEQ REGIONAL PLAN – WATER MANAGEMENT PROGRAMS.....	20
TABLE 7-1 – KEY DEVELOPMENT AREAS.....	22
TABLE 8-1 – TYPICAL TRUNK INFRASTRUCTURE ITEMS.....	26
TABLE 9-1 – PLANNING ASSUMPTIONS SUMMARY.....	27
TABLE 9-2 – PROJECTED WATER DEMAND.....	28
TABLE 9-3 – PROJECTED WASTEWATER DEMAND.....	28
TABLE 10-1 – SUMMARY OF EXISTING WATER NETWORK.....	30
TABLE 11-1 – SUMMARY OF EXISTING WASTEWATER NETWORK.....	30
TABLE 11-2 – SUMMARY OF EXISTING WASTEWATER TREATMENT PLANTS.....	30
TABLE 12-1 – KEY DESIRED STANDARDS OF SERVICE FOR THE WATER SUPPLY NETWORK.....	32
TABLE 13-1 – KEY DESIRED STANDARDS OF SERVICE FOR THE WASTEWATER NETWORK.....	33
TABLE 16-1 – COMMUNITY EDUCATION ACTIVITIES.....	35
TABLE 23-1 – REDLAND WATER APPLICATION FORMS.....	40
TABLE 25-1 – RESIDENTIAL CHARGES.....	48
TABLE 26-1 – NON-RESIDENTIAL CHARGES.....	49
TABLE 34-1 – KEY BILL COMPONENTS.....	54

Executive summary

Redland Water (RW) recommenced operations on 1 July 2012 as a commercial business unit of Redland City Council (RCC). As a south-east Queensland (SEQ) service provider, the *South-east Queensland Water (Distribution and Retail Restructuring) Act 2009* requires RW to have a *Water Netserv Plan* from 1 March 2014. The *Water Netserv Plan* must be consistent with the SEQ Regional Plan 2009-2031 and with the planning assumptions for RCC. The *Water Netserv Plan* will be the key strategic document outlining the services RW provides and will guide the delivery and operation of its infrastructure. The *Water Netserv Plan* comprises the following two parts:

- **Part A** – contains public information concerning RW's water and wastewater services;
- **Part B** – comprises an internal planning document to inform RW's overall strategic direction.

RW is committed to providing its customers with highly efficient water and wastewater services. This *Water Netserv Plan – Part A* establishes the background and context for RW's business, together with the infrastructure planning and development activities which are critical to meeting its customer commitments. It provides an overview of the following:

- RW's vision, mission, role within the SEQ water grid and key stakeholders;
- the alignment between the *Water Netserv Plan* and RW's corporate strategies and goals;
- RW's core products and services, connection areas and service standards;
- the types of connections available and associated conditions of use;
- the demand management activities used to manage water consumption by the community;
- the charges to RW's customers in order to provide the products, services and infrastructure;
- planning activities employed to support growth and sustainability across the region;
- existing infrastructure, together with related key performance indicators; and
- the capital works program and major projects planned over the near future.

1. Redland Water

Redland Water is a commercial business unit of RCC and recommenced operations on 1 July 2012. Its primary functions are to provide its customers with safe, reliable and high quality water services, as well as to collect and treat wastewater. RW is also responsible for charging customers for water and wastewater services.

RW owns, operates and maintains assets currently valued at around \$432 million. This will grow to approximately \$460 million by 2015-16. This continued investment in water and wastewater infrastructure reflects the need to meet the requirements of a growing population, which is projected to be in excess of 180,000 people by 2031.

1.1 Redland City Council

RCC in SEQ consists of 537 square kilometres comprising mainland and island communities (with approximately 9,769 hectares of bushland under conservation). It is located on Moreton Bay and borders Brisbane City, Logan City and Gold Coast City Councils. Its economy consists of retail, health and community, education, manufacturing and tourism.

1.2 Redland City Council vision, mission, values and objectives

As a business unit of RCC, RW aligns with RCC's vision, mission and value statements as set out in the *Redland City Council Corporate Plan 2010-2015*¹ which provides the following vision, mission and value statements:

Vision

Enhancing community spirit, lifestyle and the natural environment

Mission

To be a sustainable and effective, organisation with clever and caring people

Values

- Strive to achieve sustainability in our organisation and our community
- Support community engagement and leadership
- Continuously improve our services
- Carefully manage our finances and deliver value for money
- Deliver excellent customer service
- Be an ethical and transparent organisation
- Treat people with respect and value diversity
- Listen to our community and engage effectively with them.

¹ Redland City Council Corporate Plan 2010-2015 –

http://www.redland.qld.gov.au/SiteCollectionDocuments/Plans_Reports/Corporate/Corporate_Plan/CorporatePlan2010-15.pdf

RCC's objectives are:

Objectives

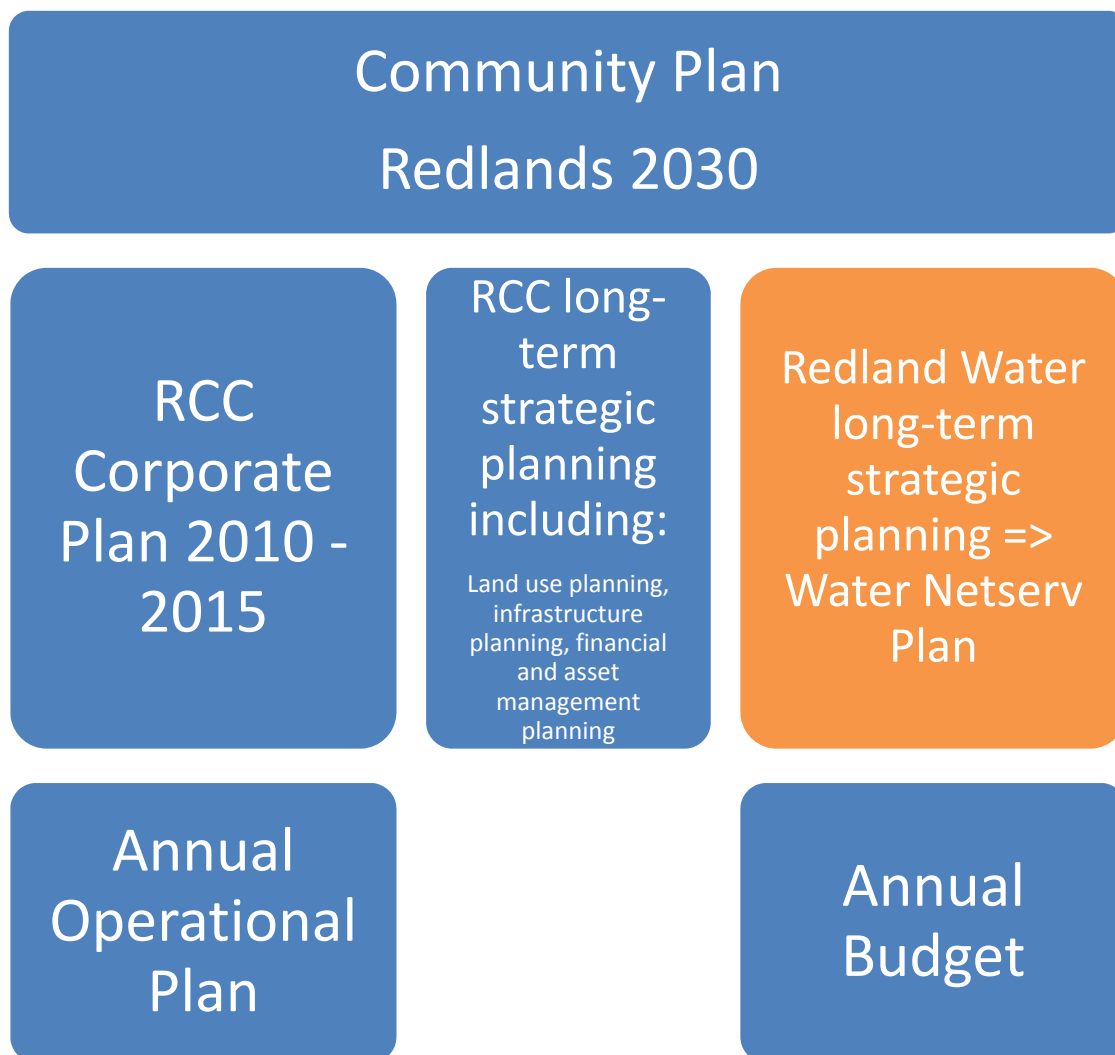
- Healthy natural environment
- Green living
- Embracing the bay
- Quandamooka country
- Wise planning and design
- Supportive and vibrant economy
- Strong and connected communities
- Inclusive and ethical governance
- An efficient and effective organisation

1.3 Redland Water – strategic alignment

The RCC corporate plan is directly linked to all council's long-term, strategic planning documents. This ensures a clear link exists between community needs and expectations, corporate strategic direction and priorities, policy and day-to-day activities. The link is described in the corporate plan by the following diagram:



The re-establishment of RW will see the relationship between the RCC long-term strategic planning documents expand to include the *Water Netserv Plan* as indicated in the following diagram:



Although not shown above, the RW *Water Netserv Plan* will also be cognisant of RCC's *Total Water Cycle Management Plan (TWCM Plan)*.

In order to address key result areas within RCC's 9 corporate plan objectives, RW will strive to achieve the following goals:

- supply healthy water in an ecologically sustainable manner by planning, designing, constructing, operating and maintaining a high quality water distribution system; and
- process wastewater in an ecologically sustainable manner by planning, designing, constructing, operating and maintaining a system for the collection, treatment and disposal of wastewater and biosolids.

RCC strategies such as the *Asset Management Strategy*, (draft) *Local Growth Management Strategy/ future Redland Town Plan*, *TWCM Plan* and *Financial Strategy 2012-2022* will be key documents to drive RW towards achieving its goals.

1.4 Redland Water's stakeholders

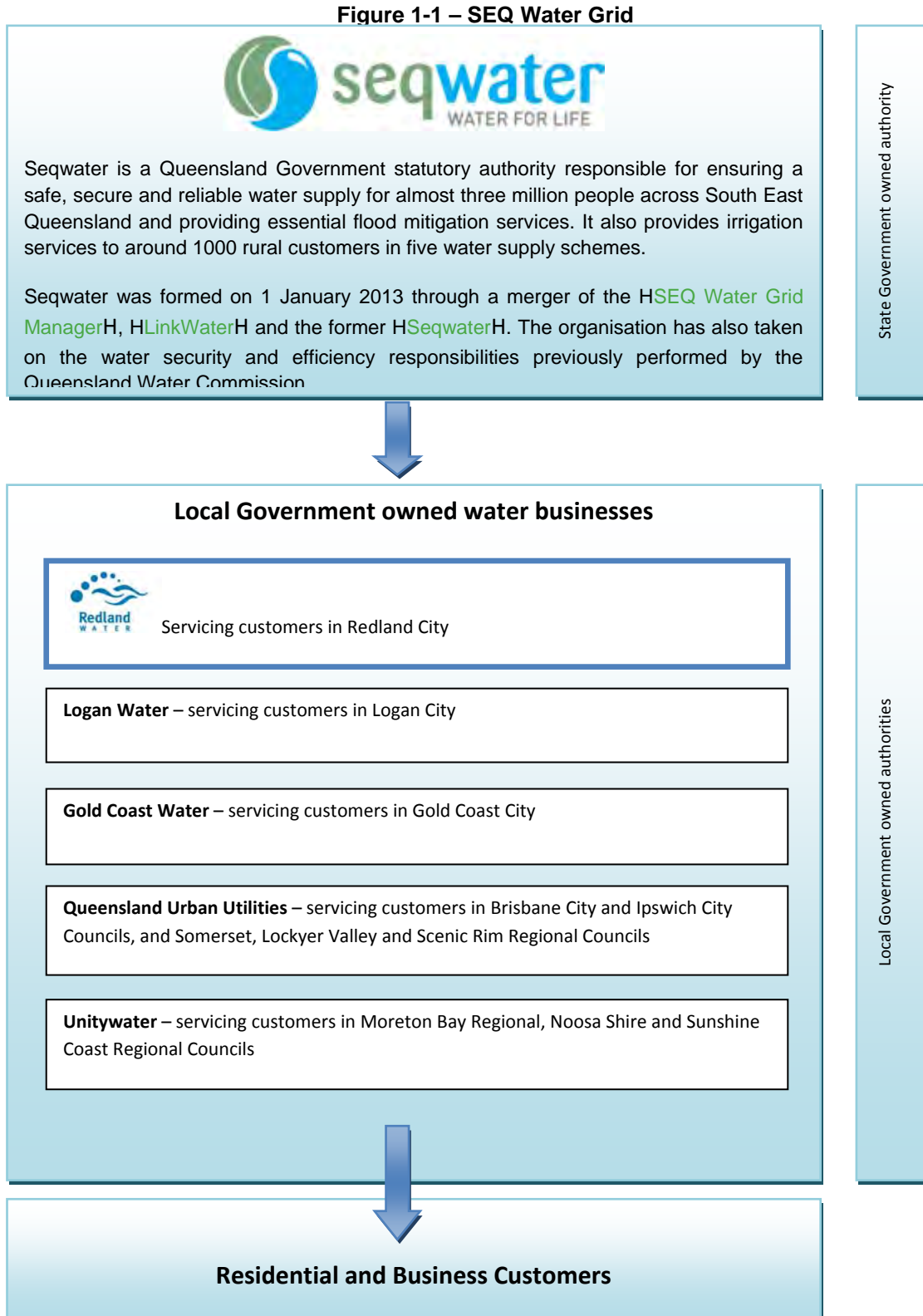
RW places great importance on engaging with stakeholders, as well as maintaining and strengthening current relationships to improve the way it operates. Table 1-1 outlines a number of its key stakeholders and the associated requirements.

Table 1-1 – Key stakeholders and their requirements

STAKEHOLDERS	REQUIREMENTS
Redland City Council	Satisfying RCC's needs for returns on investment support for local economic development and growth, as well as providing safe, quality water and wastewater products and services.
Customers	The customer is at the core of everything RW does and delivering high standards of customer care is critical. This is reinforced through its decision-making and actions which focus on outstanding commitment to customer service through connectivity with the community.
State government	The Queensland government is looking for investments based on commercially sound decisions which will deliver infrastructure more efficiently, compliance with legislative and regulatory requirements and a balanced approach between meeting funding requirements for future investment and socially and economically sustainable price increases.
Industry	<p>At a strategic level, RW's affiliation with local and state government departments will allow it to understand legislative and regulatory requirements to ensure it continually meets its responsibility to protect the environment and support sustainable practices.</p> <p>Within the industry, its relationship with participants of the SEQ water grid, fellow water businesses (Queensland Urban Utilities and Unitywater, Gold Coast Water and Logan Water), developers, suppliers, industry associations and community reference groups will allow it to collaborate to work towards achieving common goals.</p>

1.5 Redland Water's role in the SEQ water grid

RW is one part of an extensive water grid operating in SEQ. Figure 1-1 shows its relationship with the other participants, in their roles, as they currently exist.



² Sourced: <http://www.seqwater.com.au/> accessed 15/01/13 at 10:09am.

2. Redland Water's products and services

RW is responsible for the provision of water and wastewater services to consumers throughout the Redland local government area. Its core products and services include:

- drinking water supply;
- non-Class A+ recycled water supply;
- wastewater collection and treatment; and
- trade waste management.

2.1 Drinking water

RW distributes drinking water to around 60,000 properties via a network of reservoirs, pump stations and mains. This water is sourced from Seqwater, which owns dams, water treatment plants and the Gold Coast desalination plant and bulk transport mains. Seqwater determines the applicable source to be used based on the overall water security requirements for the region.

To ensure water quality meets applicable standards and guidelines, all drinking water service providers, including Seqwater and RW are required to have an approved Drinking Water Quality Management Plan (DWQMP) in place. These plans are reviewed and approved by the regulator administering the *Water Supply Safety and Reliability Act*.

2.2 Special health needs

Customers have a right to register with RW if there is a need for water to maintain life support, such as a dialysis machine. Customers may also register other special medical needs.

RW maintains a register of residential properties and hospitals that operate dialysis machines. This information is available to our Operations personnel to ensure a continuous supply of drinking water is maintained (if necessary) at these locations. The water meter is coloured blue to denote these properties in the event of a burst water main or a planned shutdown of the water supply for maintenance purposes. Temporary alternative water supply may be provided from a drinking water tanker or by connecting the property to water supply from a nearby water main. If the situation becomes life threatening, emergency services should be called immediately on 000. To obtain a copy of RW's policy and guidelines³ concerning the management of dialysis remissions or to register any special health needs, customers should contact Council's Customer Service team.

2.3 Recycled water

Recycled water is wastewater that has been filtered and disinfected. Capalaba and Victoria Point wastewater treatment plants (WWTPs) both have Class A.

Class B recycled water is supplied to the Redland Bay golf course from the Victoria Point WWTP. Cleveland and Capalaba WWTPs have the facilities to supply recycled water to customers via tanker filling stations.

Excess recycled water that is not re-used by RW's recycled water customers is released to the environment in accordance with development approval and release limits.

³Water Charge Remissions for Home Dialysis Machine Users

<http://rcc/PGP/PGP/POL-0027%20Water%20Charge%20Remissions%20for%20Home%20Dialysis%20Machine%20Users.pdf>

Table 2-1 – Allowable and non-allowable uses for non-Class A+ recycled water

ALLOWABLE USES	NON-ALLOWABLE USES
Irrigation of parks, gardens and ovals Irrigation of playing fields and golf courses Irrigation of roadside plants Dust suppression on construction sites and roadworks	Drinking Cooking and kitchen purposes Toilet flushing Fire fighting Personal washing (baths, showers, bidets, basins) Washing clothes Washing cars Swimming pools and spas Recreation (playing under sprinklers / water toys) Water source for pets and livestock Commercial or industrial food processing Filling ponds, lakes, water bodies and tanks

2.4 Wastewater collection and treatment

RW owns and operates 7 WWTPs which treat incoming wastewater collected from almost 50,000 properties across the existing wastewater connection area via a network of pump stations and mains. Each year, these treatment plants collectively process around 11,250 megalitres of wastewater. The majority of the treated wastewater is released to the environment in accordance with relevant development permit conditions. However, approximately 2.5% of the treated water is recycled and provided to customers as Class B recycled water.

RW operates its WWTPs in accordance with conditions of approval, relevant guidelines and policies and its general environmental obligations under the *Environmental Protection Act 1994*. Substantial equipment, systems and processes are used at each of the WWTPs to minimise the risk of wastewater overflows and to control odour. Comprehensive testing and analysis of wastewater is regularly undertaken to monitor quality. A stringent reporting regime is in place for identified non-compliances with quality requirements. Extensive incident management plans have also been established should an event occur which may impact on the environment and/or public health and safety.

2.5 Trade waste management

Trade waste is liquid waste generated from any business (commercial and industrial) other than normal domestic wastewater from toilets, hand basins and showers.

Wastes like cooking oil, grease and food solids are produced by thousands of food outlets within the RW connection area every day. Should this waste be illegally dumped or discharged directly into the wastewater network, it can block the system and cause overflows that have a negative impact on public health and the environment. To prevent this from happening, all businesses that discharge greasy wastewater must have a grease trap installed.

Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease, explosive substances, gross solids and chlorinated organic compounds. Municipal WWTPs are not designed to treat these substances, which may also pose a health and safety risk to our staff working at the treatment plants. Businesses may only discharge waste to the wastewater network that complies with RW's wastewater admission standards. These

standards set limits on the allowable concentration of many potentially harmful substances and completely prohibit discharge of other substances.

Water Netserv Plan

The *South-east Queensland Water (Distribution and Retail) Act 2009* requires RW to have a *Water Netserv Plan* in place from 1 March 2014. The *Water Netserv Plan* must be consistent with the *South-east Queensland Regional Plan 2009-2031* and with the planning assumptions for RCC. It will be the key strategic document guiding the delivery and operation of RW's infrastructure and services.

3. Purpose (statement of intent)

The purpose of the *Water Netserv Plan* is to:

- ensure the provision of safe, reliable and secure water and wastewater services;
- provide for strategic planning for the operation of the business;
- provide infrastructure planning for water and wastewater services for at least 20 years;
- integrate land use planning and infrastructure planning for water and wastewater services;
- provide for the management of water and wastewater services in a way that seeks to achieve ecological sustainability.

4. Form and content

To meet legislative requirements, the *Water Netserv Plan* comprises the following 2 separate parts. The content of each part is outlined in Table 4-1.

- **Part A** – contains public information concerning RW's water and wastewater services
- **Part B** – comprises an internal planning document to inform its overall strategic direction.

Table 4-1 - Water Netserv Plan contents

PART A	PART B
Product and services	Mechanisms used to meet performance targets and service standards for the operation, maintenance and replacement of existing infrastructure
Customer service standards	
Connections policy	Planning of new infrastructure to meet expected future development and future growth
Demand management strategy	Measures used to minimise system water leakage
Charges schedule relating to: <ul style="list-style-type: none"> • service usage; • connections; • infrastructure provision 	Measures used to minimise sewerage overflows
Assumptions about future development and infrastructure demand	Drinking water quality management measures undertaken to protect public health
Desired standards of service	Total water cycle management information
Trunk network plans identifying existing and future trunk infrastructure	Mechanisms used to achieve ecological sustainability
Timeframes for the provision of future trunk infrastructure	Trade waste management information
Mechanisms used to achieve effective outcomes	Recycled water management information
Other matters prescribed under a regulation	Other matters prescribed under a regulation

To assist with navigating this *Water Netserv Plan* relative to the requirements of the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, the following lookup (Table 4-2) is provided.

Table 4-2 - Legislation references

SECTION 99BO – Requirements of a Water Netserv plan	INCLUDED	WATER NETSERV PLAN LINK
(a) state the relevant planning assumptions on which the plan is based	✓	Planning assumptions
(b) include information outlining the SEQ service provider's infrastructure networks for its water service and wastewater service, including information about the capacity of each network to service existing and proposed customers	✓	Redland Water's networks Redland Water's network planning
(c) include information outlining any proposed increases in the capacity of the infrastructure networks, including information about the areas into which the networks are to be extended and timeframes for increasing the capacity	✓	Redland Water's network upgrades
(d) state the desired standard of service for infrastructure used to provide the SEQ service provider's water service and wastewater service	✓	Desired standards of service
(e) include information outlining the SEQ service provider's strategy for demand management for water	✓	Demand management
(f) state the SEQ service provider's policy for connections to its infrastructure networks for its water service and wastewater service (connections policy), including: <ul style="list-style-type: none"> (i) the areas (each a connection area) in which the SEQ service provider guarantees to provide connection to its water service or wastewater service; and (ii) the circumstances in which the SEQ service provider may approve connection outside a connection area; and (iii) the SEQ service provider's criteria for providing connection, with or without conditions, to its water service or wastewater service 	✓	Connections policy Redland Water's connection areas Premises outside the existing connection area Conditions of use
(g) include a schedule (a charges schedule) containing details of: <ul style="list-style-type: none"> (i) charges to connect customers to the SEQ service provider's water service and wastewater service; and (ii) charges for a customer's use of the services; and (iii) charges relating to providing infrastructure for the services 	✓	Redland Water's charges
(h) indicate how the SEQ service provider proposes to achieve effective outcomes for the provision of water services and wastewater services in: <ul style="list-style-type: none"> (i) the SEQ service provider's relevant area; and (ii) the SEQ region 	✓	Redland Water's performance reporting
(i) include any other matters prescribed under a regulation	✓	Development assessment

Redland Water's planning – supporting growth and sustainability

5. Redland Water's role in land use and infrastructure planning

Land use planning for the Redland local government area is performed by RCC, in conjunction with the state government. Infrastructure planning is undertaken by RCC's City Infrastructure group for the transport, stormwater and community facilities networks, whilst RW plans the water supply and wastewater networks. As a major infrastructure provider, RW plays an important role in achieving sustainable water and wastewater outcomes for the region. The *Sustainable Planning Act 2009* details the powers, processes, roles and responsibilities of the various parties involved in land use planning and for councils when undertaking infrastructure planning. The *South East Queensland Water (Distribution and Retail Restructuring) Act 2009* sets out the requirements for water businesses when undertaking infrastructure planning.

Prior to 1 July 2010, SEQ water businesses were subject to the same land use and infrastructure planning framework as councils. This framework has changed for water businesses following reform of the water industry. Acknowledging that it will take some time to establish new plans, systems and procedures, under the new framework, transitional arrangements have been implemented. This will mean that existing planning documents and council processes will form the basis of land use and infrastructure decision-making concerning water and wastewater infrastructure until Netserv plans come into operation.

6. South-east Queensland Regional Plan

The *South-east Queensland Regional Plan 2009-2031* is the state government's blueprint for managing regional growth, population change, economic development and for protecting the environment and infrastructure provision. The plan operates in conjunction with other statutory planning tools, including state planning policies, local government planning schemes, state regulatory provisions and development assessment processes.

6.1 SEQ Regional Plan – Redland 2009–2031

Table 6-1 - Projected population and dwelling forecasts

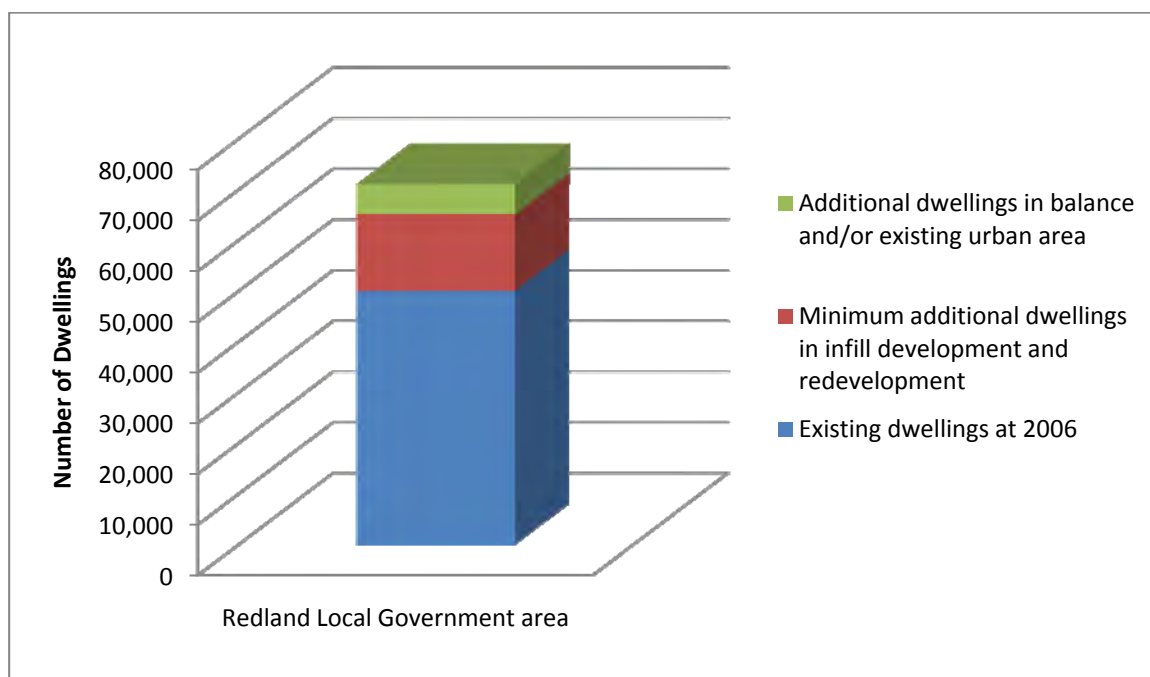
YEAR	POPULATION	ADDITIONAL DWELLINGS
2006	131,000	-
2031	169,000	21,000

The purpose of the *SEQ Regional Plan* is to manage regional growth and change in the most sustainable way to protect and enhance the quality of life in the region. The primary means for achieving this is through the identification of an urban footprint, as a means to control unplanned urban expansion. The *SEQ Regional Plan* is the pre-eminent plan for the SEQ region and reflects and informs state planning policy and priorities.

The *SEQ Regional Plan* was established in 2005 in response to rapid population growth and is reviewed every 5 years. The latest *SEQ Regional Plan* was published in 2009. Over the last 20

years, the population of SEQ has increased from 1.5 million to 2.8 million people. It is expected to reach 4.4 million people by 2031. To accommodate the additional 1.6 million people, it is estimated that an additional 754,000 dwellings will need to be constructed. The *SEQ Regional Plan* forecasts that almost 3% of this growth will occur in the Redland local government area. The following figure shows the existing and planned dwelling forecasts for the Redland local government area in graphical format.

Figure 6-1 - Existing and planned dwelling distribution to 2031



For more detailed and locally focussed population and dwelling projections, refer to the section titled **Redlands Planning Scheme**. That section also identifies reasons behind variations in the projections provided by different authorities.

6.2 Population and employment key growth areas

The following table provides a snapshot of key elements contained in the *SEQ Regional Plan* with regards to population and employment growth areas in the Redland local government area.

Table 6-2 – Population and employment growth areas – Redland

RESIDENTIAL AREAS	
Broadhectare	Kinross Road (Thornlands), south-east Thornlands and Victoria Point
Existing urban areas	Cleveland, Capalaba, Victoria Point, Redland Bay, Thorneside, Thornlands, Birkdale, Wellington Point, Alexandra Hills and Ormiston
REGIONAL ACTIVITY CENTRES	
Principal	Capalaba and Cleveland
Major	Victoria Point
EMPLOYMENT AREAS	
Enterprise	Cleveland Enterprise Area and Redlands Business Park

EMPLOYMENT AREAS	
Health, education & technology	Department of Employment, Economic Development and Innovation – Redland Research Station and Cleveland Hospital Precinct
IDENTIFIED GROWTH AREAS	
None	
<p>By 2031 an additional 21,000 dwellings will be required to house Redland’s expected regional growth.</p> <p>Infill and redevelopment in existing urban areas will accommodate approximately 15,000 additional dwellings.</p> <p>Infill development will be located around the regional activity centres of Cleveland, Capalaba, Victoria Point and other activity nodes on the public transport network stations and major bus routes. These centres could accommodate residential dwelling units through multi-storey, mixed-use development.</p> <p>The development of the remaining supply of broadhectare land within the urban footprint will accommodate the remaining dwellings. Broadhectare land availability in Redland is restricted so that existing non-urban land can be enhanced to accommodate koala habitat.</p> <p>Kinross Road and south-east Thornlands are in proximity to existing urban areas and infrastructure, and capable of accommodating urban development in the short-term. Kinross Road has capacity for a residential community in combination with additional employment opportunities, local retail and commercial functions, and community services. South-east Thornlands will accommodate a residential community with local retail and service functions.</p> <p>The suburbs of Thorneside, Birkdale, Wellington Point and Ormiston are close to public transport and present opportunities for further development in the longer term, subject to detailed local planning.</p> <p>Future development opportunities also exist at Cleveland and Redland Bay, and in the Weinam Creek marine area and environs, subject to detailed local planning and infrastructure upgrades.</p> <p>Employment growth will be focused within Redland City’s network of multi-purpose activity centres and in an integrated enterprise precinct at Redland Bay.</p> <p>The principal regional activity centres of Cleveland and Capalaba will accommodate most of the expected centre-based employment growth. They will become locations for major retail, commercial, community, administrative and recreational activities. Victoria Point and other centres will accommodate the remaining centre-based employment growth.</p>	

As well as being consistent with the population projections of the *SEQ Regional Plan*, the *Water Netserv Plan* is also aligned with a number of key programs that are identified under the Desired regional outcome 11 – Water management (DRO 11). Table 6-3 below details the linkages between some of these key programs under DRO11 and this *Water Netserv Plan*.

Table 6-3 – SEQ Regional Plan – Water Management Programs

Desired regional outcome 11 – water management	SEQ Regional Plan Program	How does RW address this desired outcome
<p>11.1 Total water cycle management</p> <p>Principle: Plan and manage water as a valuable and finite regional resource on a total water cycle basis.</p>	<p>11.1.3 Undertake sub-regional total water cycle planning for key development areas and where major water infrastructure is planned, to establish objectives, design parameters and a framework for works delivery.</p> <p>11.1.4 Develop and implement local total water cycle plans to integrate water cycle management issues not addressed by regional and sub-regional planning.</p>	<p>We have actively participated in sub-regional total water cycle planning for Victoria Point and Redland Bay areas, in partnership with former Queensland Water Commission (QWC). RW is part of the internal stakeholder group for development of the RCC TWCM Plan.</p> <p><i>Water Netserv Plan Part B contains RW's TWCM Plan.</i></p>
<p>11.2 Water supply planning</p> <p>Principle: Supply sufficient water to support a comfortable, sustainable and prosperous lifestyle, while meeting the needs of urban, industrial and rural growth, and the environment.</p>	<p>11.2.6 Undertake detailed planning and assessment to meet the local water and sewage distribution needs for the region, within the context of regional, sub-regional, local land use and total water cycle plans.</p> <p>11.2.8 Complete detailed investigations of potential sources of water supply, including centralised and decentralised sources.</p>	<p>Detailed planning and assessment of local water and sewage distribution needs is part of RW's core business. In-line with 11.1.3 above and detailed planning studies regarding the water cycle completed for development areas like south-east Thornlands.</p> <p><i>Refer to section: Redland Water's network planning in this document.</i></p>
<p>11.3 Efficient water use</p> <p>Principle: Achieve targeted reductions in water consumption to decrease pressure on water supplies and the environment.</p>	<p>11.3.4 Implement programs that facilitate non-residential users, including businesses, to move to best practice water use.</p> <p>11.3.5 Implement demand management programs to meet the water use targets in the draft SEQ Water Strategy.</p> <p>11.3.6 Design and manage water distribution infrastructure to meet efficiency and loss-reduction targets.</p>	<p>RW provides notifications for residential high users.</p> <p><i>Refer to section: Demand management in this document.</i></p> <p>RW completed a pressure and leakage management project (PLMP) in line with the <i>Water Act 2000 (Water Amendment Regulation (No. 6) 2006)</i>.</p> <p><i>Water Netserv Plan Part B contains RW's System Leakage Management Plan.</i></p>
<p>11.4 Waterway health</p> <p>Principle: Protect and enhance the ecological health, environmental values and water quality of surface and groundwater, including waterways, wetlands, estuaries and Moreton Bay.</p>	<p>11.4.9 Monitor environmental values and the achievement of water quality objectives to assess the health of waterways and the effectiveness of management actions.</p> <p>11.4.10 Implement actions to achieve the targets in the SEQ Natural Resource Management Plan, including actions in the SEQ Healthy Waterways Strategy.</p>	<p>RW works in conjunction with RCC for regular monitoring of waterways in the local area.</p> <p>RW participates and supports the SEQ Healthy Waterways Strategy.</p> <p><i>Water Netserv Plan Part B contains RW's Recycled Water Reuse and Release Management Plan.</i></p>

Desired regional outcome 11 – water management	SEQ Regional Plan Program	How does RW address this desired outcome
<p>11.5 Drinking water catchment protection</p> <p>Principle: Manage risks in drinking water catchments to achieve acceptable water quality.</p>	<p>11.5.2 Manage risks to water quality from existing land uses in drinking water catchments.</p> <p>11.5.3 Address management of catchment risks in drinking water quality management plans.</p>	<p>RW participates with its SEQ water grid colleagues in the preparation of risk-based DWQMPs.</p> <p>Bulk water supplier Seqwater has DWQMPs for their components of the supply network, as does RW. Risks from upstream suppliers are incorporated into RW's risk profile for assessment and determination of mitigation actions.</p> <p><i>Water Netserv Plan Part B contains RW's DWQMP.</i></p>

7. Redlands Planning Scheme

Local planning is both informed by and must reflect the *SEQ Regional Plan*. Local governments must ensure that the vision, strategic directions and land use pattern specified in the regional plan for the region's future development are furthered by local planning. In this context, planning schemes must integrate these regional requirements whilst balancing the economic, social and environmental needs and aspirations of the local community to provide an orderly approach to land use and change. Overall, a planning scheme:

- outlines the desired outcomes sought for the local government area as a whole;
- allocates land for different uses (e.g. residential, commercial, open spaces etc.);
- coordinates and integrates community, state and regional needs and wants;
- coordinates and integrates infrastructure and land use planning;
- indicates the location of existing and proposed infrastructure;
- includes a priority infrastructure plan;
- includes a structure plan for any master planned areas within the local council area;
- identifies areas or places that constrain the use of land;
- identifies the kind of development that requires approval;
- specifies the standards or criteria for assessing the suitability of a development proposal.

By establishing the future land use pattern for an area, the *Redlands Planning Scheme* provides important input into the development of plans for the provision of water and wastewater infrastructure. In this regard, land use planning allows estimates of future demand for infrastructure to be made. Infrastructure is then planned and provided in response to this demand. Key areas of future development and their accompanying land use planning are elaborated upon as follows.

7.1 Key development areas

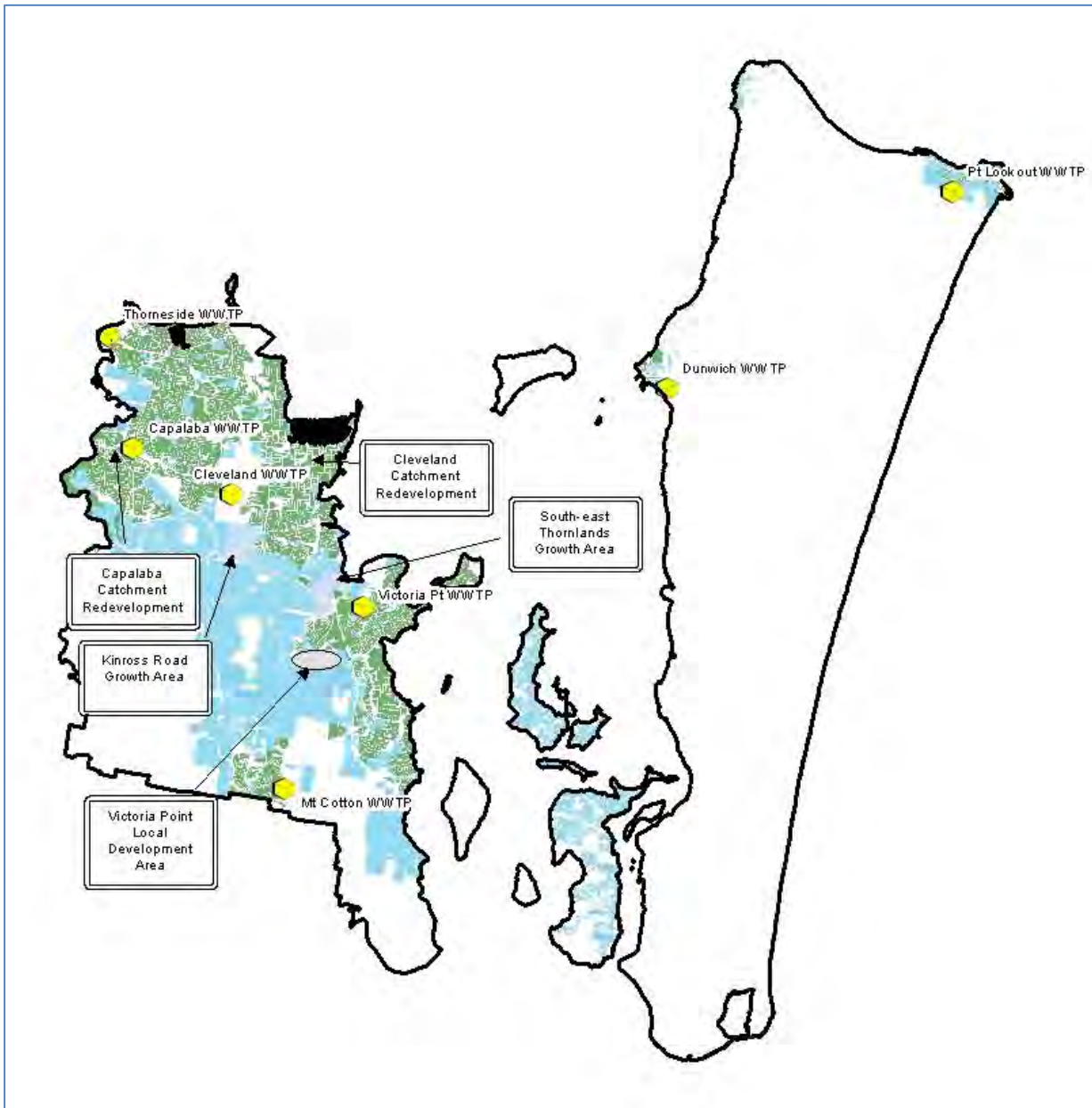
The following table outlines key areas of future development within the Redland local government area and the land use and infrastructure planning being undertaken in those areas. A map of these areas is provided below.

Table 7-1 – Key development areas

KEY DEVELOPMENT AREAS	LAND USE AND INFRASTRUCTURE PLANNING
South-east Thornlands growth area	A structure plan for this area has recently been approved which will see growth of approximately 1,458 dwellings. Development in the area will use spare capacity in the water supply network. Two trunk mains pass the frontage of the development, and developers in this area will be required to construct the reticulation utilising the mains. Wastewater from this area will be treated at the Cleveland WWTP. Trunk infrastructure leading to the Cleveland WWTP has sufficient capacity to service the development, however all pump stations and rising mains as well as any trunk gravity sewers will form part of an infrastructure agreement (IA) for this area.

KEY DEVELOPMENT AREAS	LAND USE AND INFRASTRUCTURE PLANNING
Kinross Road growth area	<p>The state government declared this a master planned area in December 2010. RCC has now developed a structure plan for this area.</p> <p>RW has plans for the proposed networks required to service the area which have been captured in an IA with 2 developers signed in December 2010. The interaction of development in this area with Seqwater's operations between the Alexandra Hills reservoir complex and the Mount Cotton reservoir will require ongoing management, including revision of operating protocols and potentially some additional pipework inter-connection by Seqwater.</p>
Capalaba & Cleveland catchment redevelopment	<p>Areas of Capalaba and Cleveland have undergone significant redevelopment in recent years, mainly through the construction of residential unit blocks. There is scope in the <i>Redlands Planning Scheme</i> for this to continue. RCC has prepared master plans for this redevelopment.</p>
Victoria Point	<p>The Victoria Point local development area is contiguous with local services and can accommodate additional residential development subject to further investigation and amendments to the planning scheme.</p>

Figure 7-1 Key development areas



7.2 Emerging land use planning issues

While the sections above detail growth areas where ultimate development extent, form and servicing strategy are relatively well understood, there are other issues in Redland City where RW is expecting to have input into decisions about future development extents, form and servicing strategy.

Two key issues are:

- wastewater collection and treatment for the Southern Moreton Bay Islands (SMBI); and
- North Stradbroke Island (NSI) land use planning investigations.

Wastewater collection and treatment for SMBIs

The SMBIs of Macleay, Perulpa, Lamb, Karragarra and Russell Islands have a costly infrastructure backlog for roads, sewerage and accessible transport services following their subdivision into small residential lots in the 1960s. Wastewater from these lots is treated through on-site systems such as septic tanks or on-site (on-lot) wastewater treatment plants. Regulation and compliance management of these systems is undertaken by RCC.

RCC has set down an action plan in its community plan for SMBI (December, 2011), in which goal 9.4 is to “investigate wastewater management options through: an economic and environmental feasibility investigation into providing an on-islands sewer network group systems for shared wastewater management across the islands as an interim or long term alternative to an on-islands sewer network”.

Previous detailed planning studies into the provision of on-islands wastewater networks have determined that an on-islands wastewater network is not economically viable or prudent. RW will advocate for continued improvement of the management of septic tanks and on-site wastewater management systems as part of the long-term solution for wastewater management on the SMBIs.

NSI land use planning investigations

The Queensland Government has recently committed funding over 3 years to address land use planning issues on NSI arising from an Indigenous Land Use Agreement (ILUA) between the State and the Quandamooka People. The outcomes of these investigations may have implications for future service provision requirements on the island. When this work commences, RW will be an active stakeholder aligned with RCC desired outcomes at that time.

8. Redland Water’s network planning

RW has undertaken master planning for its water supply and wastewater networks. These plans identify trunk and non-trunk infrastructure. Trunk infrastructure is higher order or shared infrastructure, which services a number of users. Table 8-1 identifies typical trunk infrastructure items within each of the RW networks.

Table 8-1 – Typical trunk infrastructure items

TRUNK NETWORK	ASSET CONFIGURATION
Water	<p>Distribution mains:</p> <ul style="list-style-type: none"> ● <u>Mainland and SMI scheme</u>: All mains $\geq 300\text{mm}$ diameter and specific mains of smaller diameter required to complete the interconnection of the trunk network; ● <u>NSI township schemes</u>: Mains connecting water treatment plants to reservoir complexes or township boundaries, and mains connecting reservoir complexes and high level zones (either pump boosted zones or elevated reservoir zones). <p>Reservoirs</p> <p>Associated pump stations and fittings</p> <p>Associated pressure reducing and sustaining valves</p> <p>Associated monitoring systems</p> <p>Associated disinfection systems</p> <p>Fire fighting devices</p>
Wastewater	<p>WWTPs</p> <p>Storage facilities</p> <p>Release systems</p> <p>Rising mains</p> <p>Gravity sewers generally $\geq 300\text{mm}$ diameter on the mainland and generally $\geq 225\text{mm}$ diameter on NSI</p> <p>Associated pump stations, manholes and fittings</p> <p>Odour and corrosion control systems</p> <p>Associated monitoring systems</p>

RW has prepared trunk network plans that identify the existing and future trunk infrastructure required to service forecast growth. These trunk network plans have been prepared for its infrastructure networks based on a number of key inputs including:

- the demand for water and wastewater infrastructure generated by projected development in response to the land use provisions of the *Redlands Planning Scheme*; and
- the desired standard of service to be addressed by the network.

These inputs are elaborated upon as follows.

9. Planning assumptions

One of the key inputs to the planning of the RW networks is the demand for water and wastewater infrastructure generated by projected residential and non-residential development.

The projections of residential and non-residential development are referred to as the planning assumptions and have been prepared by RCC to provide a consistent basis for the planning of the following infrastructure networks:

- water;
- wastewater;
- stormwater;
- transport;
- parks and land for community facilities.

The planning assumptions prepared by RCC describe the type, scale, location and timing of future development and are based on the land use planning provisions of its planning scheme and the population and dwelling forecasts provided by the now Office of Economic and Statistical Research (OESR). In doing so, the outcomes desired by the *SEQ Regional Plan* and which are reflected in the planning scheme are given effect. To ensure this is the case, the planning assumptions must also be approved by the Minister as being compliant with the desired outcomes of the *SEQ Regional Plan*.

In terms of actual numbers in the forecasts, there are variations between ones used in the *SEQ Regional Plan* and OESR numbers used in the RCC priority infrastructure plan (PIP), which are due to the different parameters used and the level of detail in each agency in their analysis.

Use of the RCC planning assumptions for planning the water and wastewater networks will help to ensure that sufficient water is supplied to meet the needs of urban growth in accordance with the requirements of the regional plan.

The detailed planning assumptions are shown in RCC's PIP. The planning assumptions are also summarised in Table 9-1.

Table 9-1 – Planning assumptions summary

DESCRIPTION	DEVELOPMENT PROJECTIONS				
	2006	2011	2016	2021	ULTIMATE DEVELOPMENT
Population	132,972	148,878	164,772	172,166	180,851
Dwellings	49,797	56,850	63,894	67,330	71,454
Employees	32,095	36,394	40,335	43,918	50,009
Non-residential floor space (m ² GFA)	1,423,560	1,614,240	1,789,042	1,947,964	2,209,074

9.1 Infrastructure demand

RW has converted the planning assumptions into demand for water and wastewater infrastructure where a premise is inside the area into which it is intended to extend the network. This typically

includes premises intended for urban development under the relevant local government's planning scheme.

The area into which RW plans to extend its networks is shown on the following maps:

- Appendix C – Water Supply Trunk network plans; and
- Appendix D – Wastewater Trunk network plans

Demand for water and wastewater infrastructure is expressed in equivalent persons (EPs). An EP is defined as the average day (AD) water demand per person living in an average detached dwelling or the wastewater discharge per person living in an average detached dwelling. By definition – the relationship to average water consumption and/or average wastewater discharged, an EP is therefore not necessarily equal to a 'person' as defined in population projections.

The water demand projected for the area into which it is intended to extend the water network is summarised in **Table 9-2**. The wastewater demand projected for the area into which it is intended to extend the wastewater network is summarised in **Table 9-3**. Note that there is a lower total number of wastewater demand (EPs) as not all areas serviced with water are provided a wastewater service.

Table 9-2 – Projected water demand

WATER SUPPLY ZONE	PROJECTED WATER DEMAND (EP)			
	2008	2013	2018	ULTIMATE DEVELOPMENT
Alexandra Hills	85,569	97,585	101,679	104,817
Heinemann Road	41,395	55,909	62,602	68,638
Mt Cotton	7,346	11,316	12,668	15,364
SMBI	7,865	15,730	21,180	21,573
Point Lookout	2,475	3,293	3,777	4,984
Amity Point	1,082	1,212	1,268	1,378
Dunwich	1,206	1,727	1,850	2,114
Total⁴	146,938	186,772	205,024	218,869

Table 9-3 – Projected wastewater demand

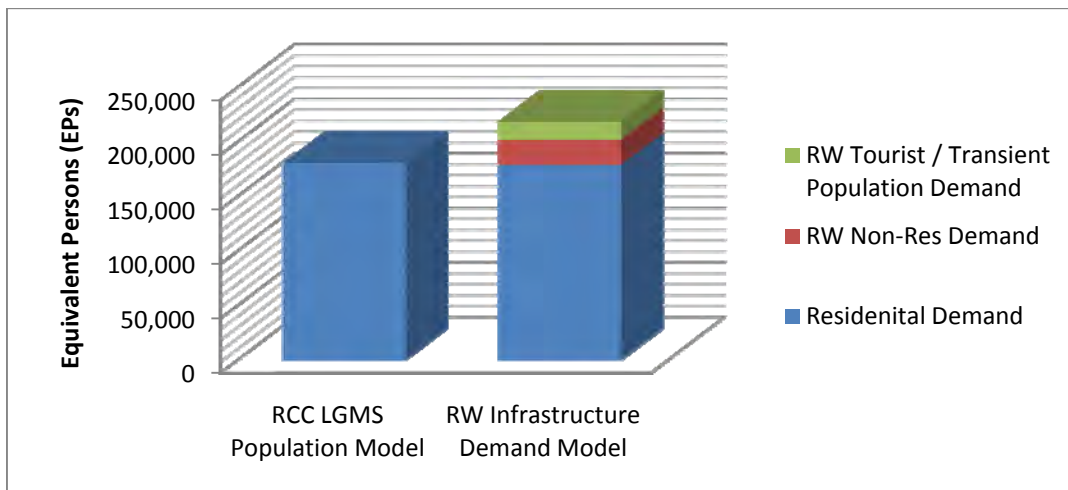
CATCHMENT	PROJECTED WASTEWATER DEMAND (EP)			
	2008	2013	2018	ULTIMATE DEVELOPMENT
Capalaba WWTP	26,652	27,350	28,114	29,662
Cleveland WWTP	32,063	36,272	39,787	46,644
Thorneside WWTP	40,930	43,347	45,452	47,572
Victoria Point WWTP	26,551	32,922	37,031	40,592

⁴ Demand estimates include an allowance for tourist or transient population, especially on the islands of Redland City.

CATCHMENT	PROJECTED WASTEWATER DEMAND (EP)			
	2008	2013	2018	ULTIMATE DEVELOPMENT
Mt Cotton WWTP	3,029	3,703	4,600	5,520
Dunwich WWTP	641	1,425	1,574	1,864
Point Lookout WWTP	2,768	3,039	3,266	3,710
Total⁵	132,634	148,058	159,824	175,564

RW's alignment with the RCC population estimates is demonstrated in **Figure 9-1** which shows the ultimate population capacity as detailed in the RCC PIP, against the residential demand component of RW's infrastructure demand model. Note the inclusion of the non-residential demand and tourist of transient population demand contribution to the total demand for which RW caters.

Figure 9-1 - Alignment of demand projections



⁵ Demand estimates include an allowance for tourist or transient population, especially on the islands of Redland City.

Redland Water's networks

RW operates 2 networks in Redland City as detailed in the following sections.

10. Existing water supply network

RW's existing water supply network comprises both trunk and non-trunk infrastructure extending from the connection points with the SEQ water grid through to the service connection and meter at each premise. Table 10-1 provides a summary of the water network as at 30 June 2012.

Table 10-1 – Summary of existing water network

INFRASTRUCTURE DESCRIPTION	AMOUNT
Water mains (km)	1,203
Water reservoirs (No.)	6
Water pump stations (No.)	7

The existing trunk water infrastructure is shown on Maps W2 to W8 in the RCC PIP, which can be found on the RCC website at:

<http://www.redland.qld.gov.au/PlanningandBuilding/RPS/Pages/PIP-mapping.aspx>

11. Existing wastewater network

RW's existing wastewater network includes both trunk and non-trunk infrastructure and includes WWTPs, pipes and wastewater pump stations. Table 11-1 provides a summary of the wastewater network as at 30 June 2012.

Table 11-1 – Summary of existing wastewater network

INFRASTRUCTURE DESCRIPTION	AMOUNT
Mains (km)	1,081
Pump stations (No.)	137
WWTPs (No.)	7

Table 11-2 provides a high-level overview of the WWTPs currently operating in the Redland local government area.

Table 11-2 – Summary of existing wastewater treatment plants

WASTEWATER TREATMENT PLANT	NOMINAL CAPACITY (EP)
Capalaba	30,000
Cleveland	38,000
Mt Cotton	6,400

WASTEWATER TREATMENT PLANT	NOMINAL CAPACITY (EP)
Thorneside	30,000
Victoria Point	34,000
Dunwich	1,000
Point Lookout	1,750
Total	141,150

The existing trunk wastewater infrastructure is shown on Maps S2 to S8 in the RCC PIP, which can be found on the RCC website at:

<http://www.redland.qld.gov.au/PlanningandBuilding/RPS/Pages/PIP-mapping.aspx>

Desired standards of service

The desired standard of service (DSS) is the standard of performance for an RW network stated in:

- for the water supply network, the *Water Supply Network Master Plan 2011* report (Redland Water, 2011);
- for the wastewater network, the *Desired Standards of Service Review - Sewerage* report (MWH, 2006).

The DSS are the technical criteria behind the design of RW's assets that allows RW to meet its customer service standards (CSS). In this respect, the DSS are not publicly reported in the same manner as our CSS are reported in our annual performance report.

This section summarises the key design criteria for the DSS for each of the RW networks.

The *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009* requires all SEQ water service providers to develop a uniform code, the *SEQ Design and Construction Code*, for the planning, design and construction of new water and wastewater infrastructure. This code is currently being prepared and once adopted, will replace the existing DSS. The review of RW DSS and subsequent network modelling will be undertaken in line the creation of the new Redland City Council town plan (expected in 2015).

12. Water supply DSS

Table 12-1 states the key DSS for RW's water supply network.

Table 12-1 – Key desired standards of service for the water supply network

DESCRIPTION OF STANDARD	STANDARD
Average day demand	(for ultimate demand): 300 L/EP/day
Minimum operating pressure	22m at the property boundary
Maximum operating pressure	60m at the property boundary
Fire flow	<p><u>General urban category</u></p> <p>a) Residential (3 storeys and below): 15L/s (2hrs)</p> <p>b) Residential (>3 storey buildings): 30L/s (4hrs)</p> <p>c) Commercial / Industrial: 30L/s (4hrs)</p> <p><u>Small community category:</u></p> <p>a) Residential (up to 2 storeys): 7.5L/s (2hrs)</p> <p>b) Commercial / Industrial (up to 2 storeys): 15L/s (4hrs)</p> <p>c) All other buildings: refer to the General Urban category.</p> <p><u>Background demands:</u></p> <p>a) Predominately residential areas: 2/3 peak hour</p> <p>b) Predominately commercial / industrial: localised peak hour plus check of 2/3 peak hour</p>

DESCRIPTION OF STANDARD	STANDARD
Maximum velocity pipeline design	2.5m/s
Drinking water quality	Comply with National Health and Medical Research Council's <i>Australian Drinking Water Guidelines – 2004</i> .

13. Wastewater DSS

Table 13-1 identifies the key DSS for RW's wastewater network.

Table 13-1 – Key desired standards of service for the wastewater network

DESCRIPTION OF STANDARD	STANDARD
Average dry weather flow (ADWF)	250L/EP/day
Peak dry weather flow (PDWF)	2 x ADWF
Peak wet weather flow (PWWF)	5 x ADWF
Gravity main flow equation and friction factor	Mannings, 'n' 0.013
Rising main flow equation and friction factor	Hazen-Williams, main diameter ≤ 300 mm, C =110 main diameter > 300 mm, C =130
Minimum velocity at PDWF	<u>Gravity main:</u> 0.7m/s <u>Rising main:</u> 0.75m/s
Maximum velocity at PWWF	<u>Gravity and rising mains:</u> 2.5m/s

Redland Water's network upgrades

14. Future water supply infrastructure

RW has identified future trunk infrastructure required to supply the projected water demand at the DSS. This future trunk infrastructure is consistent with regional and strategic planning undertaken by Seqwater.

Tables and maps detailing the future trunk water supply infrastructure can be found in the RCC PIP, which can be found on the RCC website at:

- PIP document including schedule of works:
 - http://www.redland.qld.gov.au/SiteCollectionDocuments/_Planning_Building/RPS/PIP/RPIP_2011.pdf
- PIP maps showing plans for trunk infrastructure, on Maps W2 to W8:
 - <http://www.redland.qld.gov.au/PlanningandBuilding/RPS/Pages/PIP-mapping.aspx>

15. Future wastewater infrastructure

RW has identified the future trunk wastewater infrastructure required to service the projected wastewater demand at the desired standard of service.

Tables and maps detailing the future trunk wastewater infrastructure can be found in the RCC PIP, which can be found on the RCC website at:

- PIP document including schedule of works:
 - http://www.redland.qld.gov.au/SiteCollectionDocuments/_Planning_Building/RPS/PIP/RPIP_2011.pdf
- PIP maps showing plans for trunk infrastructure, on Maps S2 to S8:
 - <http://www.redland.qld.gov.au/PlanningandBuilding/RPS/Pages/PIP-mapping.aspx>

Demand management

Demand management involves behavioural and technological approaches and techniques that reduce water consumption and manage wastewater sources. Key areas include the following:

- **Economic** – user pays pricing structures provide financial incentives for residents and businesses to save water;
- **Education** – community, industry and school education programs raise awareness about the need to conserve water;
- **Enforcement** – use of regulatory mechanisms and water use restrictions combined with appropriate compliance and enforcement regime to target water misuse;
- **Encouragement** – incentive schemes and targeted marketing persuade the public to increase the uptake of water-saving products;
- **Engineering** – new ways of planning and managing water and wastewater infrastructure.

16. Community relationships

Education and awareness is essential to achieve the change in attitudes and behaviours needed to reach and maintain sustainability. By creating interesting and engaging programs to empower students, teachers, residents and local businesses, the community will discover and appreciate the importance of living sustainably with water. The following table outlines a number of community education activities being undertaken by RW.

Table 16-1 – Community education activities

EDUCATION ACTIVITIES	DESCRIPTION
Linking water locally education program	<p>This program aims to influence long-term sustainable behavioural change regarding water use through education programs that address the following aspects of water and water usage:</p> <ul style="list-style-type: none"> • local water as a valuable resource; • local sources of water; • using water wisely (urban demand management). <p>Water education curriculum for early childhood, primary schools, and middle and secondary schools.</p> <p>The program offers all early childhood centres and primary schools in RW's region the opportunity for a classroom presentation.</p>
Business education program	<p>The purpose of this program is to educate the non-residential sector on how they can save water in the workplace, meet industry standards and current legislation requirements, as well as encourage staff and visitors to engage in sustainable water use practices in their place of business.</p> <p>The program highlights local industries demonstrating innovation and eco-efficient water management practices via the website and at industry seminars enabling them to share ideas with others in their industry sector. The program has developed a range of brochures, stickers and fact sheets to assist businesses with water efficiency.</p>

EDUCATION ACTIVITIES	DESCRIPTION
Community education program	<p>The purpose of this program is to deliver messages, to raise awareness throughout the community and identify the water-saving activities that can be easily undertaken by Redlands' residents.</p> <p><i>National Water Week</i> is an excellent opportunity for increasing water awareness and is a key event. Redlands' Redfest/ Indigi (world environment day) and national water week are national events to distribute RW's key messages.</p> <p>Another education initiative is the recycled water training program. This program provides RW staff, recycled water private irrigators and tanker drivers with training on all aspects of workplace health & safety (WHS) practices when working with recycled water.</p>

17. Residential programs

Residential programs are aimed at assisting residential customers to become aware of their consumption and provide awareness of acceptable wastewater disposal practices. Programs are designed to provide both short and long term benefits. Key initiatives and programs include:

- residential high water users program (refer to **Residential high water users program**);
- leak awareness program;
- advisory field service program;
- providing additional educational information for residential customers.

These programs are subject to the water security situation in SEQ.

18. Commercial programs

Commercial programs are aimed at supporting mandatory and voluntary campaigns that influence the behaviour and technology practiced by non-residential customers in delivering best practices in water conservation and sustainability in commercial and industrial environments. Programs are designed to provide both short and long term benefits. Key initiatives and programs include:

- in-house capabilities for providing water conservation audit and consulting services;
- enhanced customer relationship management for non-residential customers;
- research and identification of industry based 'best practice' and technology;
- ongoing contribution and collaboration with the State Government in policy decisions.

These programs are subject to the water security situation in SEQ.

19. Compliance

RW works closely with regulatory bodies to protect its infrastructure and ensure the community is aware of the current water-saving initiatives and regulations in the region. RW carries out investigations and audits around the following matters:

- permanent water conservation measures;
- theft of water;
- misuse of fire services;

- illegal water connections;
- damage to service providers' infrastructure;
- auditing of recycled water carriers;
- auditing of potable water carriers;
- illegal discharge to wastewater.

20. Wastewater source management

Wastewater source management concerns the quality of influent entering the WWTPs. Such influent includes sources from trade waste generators, illegal discharges, seawater infiltration, stormwater infiltration, domestic contributions, tankering operations and any other sources that may pose a risk to infrastructure and the environment.

RW's wastewater source management is based on the Water Services Association of Australia (WSAA) *National Wastewater Source Management Guidelines (WSMG) 2008* and RW's existing environmental management plan.

Connections policy

RW is responsible for the provision of water and wastewater services to customers throughout the Redland local government area. This connections policy outlines the process of connecting to, disconnecting from, or changing a connection to an RW network.

Connecting to, or changing a connection to an RW network typically involves the following processes:

- obtaining all necessary approvals for development from Council;
- making an application to RW for a service connection.

It is recommended that prior to making an application for development, early discussion with RW be initiated to determine the feasibility and cost of providing a service connection. Costs may include infrastructure charges, network contributions and network connection charges. This is particularly relevant where the development to be connected is located outside of the network's existing connection area.

Subsets of this connection policy are:

- POL-3054 Water Main Extensions Request from Resident;
- POL-3055 Provision of Wastewater House Connection;
- POL-3058 Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout;
- POL-3059 Wastewater Main Extensions Request from Resident.

These policies can be found at the RCC website:

<http://www.redland.qld.gov.au/AboutCouncil/Policies/Pages/Policies.aspx>

21. Redland Water's connection areas

RW is responsible for the provision of water and wastewater services to consumers throughout the Redland local government area via the following infrastructure networks:

- water supply network;
- wastewater network.

RW guarantees a connection to premises located in the existing connection area for a particular network, where it is technically feasible. The existing connection area for a network includes all premises which are levied a network service charge. Under the *South-East Queensland Water (Distribution and Retail Restructuring) Act 2009*, RW must review the existing connection area for each of its networks on an annual basis.

As well as the connection areas expanding as new properties are connected to RW's networks, the connection areas will expand as planning progresses which identifies areas of the city that are able to connect to the wastewater network using a low pressure sewerage system – refer to **Application for low pressure sewer system connections and disconnections**.

The following sections outline the existing connection area for each RW network.

21.1 Water network

The existing connection area for the water network is identified on the following maps in Appendix A – Water Supply Connection area maps:

Maps 1 to 5 inclusive – Existing water connection area:

Within the existing water connection area most premises are provided with the standard level of service.

21.2 Wastewater network

The existing connection area for the wastewater network is shown on the following maps in Appendix B – Wastewater Connection area maps:

Maps 1 to 5 inclusive – existing wastewater connection area:

Within the existing wastewater connection area most premises are provided with a connection to the RW gravity collection system. For some areas within the connection area, a low pressure sewer connection will be permitted. For more information regarding the policy for connection to the low pressure sewer system, please refer to Section 23.6 below.

22. Obtaining approvals for development

22.1 Development requiring approval

Where a development to be connected is not an existing lawful use, self-assessable or exempt development, necessary development, building and plumbing approvals will need to be obtained from RCC prior to making an application to RW for a service connection.

The following types of development require approval:

- reconfiguring a lot;
- material change of use;
- carrying out operational work;
- carrying out of building work;
- regulated plumbing or drainage works.

22.2 Typical development conditions imposed by Redland Water

RCC will coordinate with RW to obtain its written consent for the development as part of the assessment process. RW will assess the application having regard to potential impacts on the water and wastewater networks. This may result in RW requesting conditions be included on the development approval or compliance permit. These conditions may require infrastructure to be provided at the applicant's cost to enable the development to be connected to the network. Typical conditions include the following:

- applicant to provide new and upgraded infrastructure for the purpose of connecting the development to an RW network. This may include the provision of infrastructure external to the premises;
- applicant to pay all costs associated with providing infrastructure required to connect development to an RW network – subject to the requirements of the subset policies referred

to above. This includes additional costs associated with extending, upgrading or re-aligning an RW network;

- applicant to pay the cost of RW connecting the new and upgraded infrastructure to the live network;
- applicant to pay the cost of RW installing new service connections and meters to the premises;
- applicant to design and construct any water and wastewater infrastructure in accordance with RW's DSS and *SEQ Design and Construction Code*, and its design and construction standards;
- applicant to seek further approvals from RW such as trade waste approval where relevant.

In order to fulfil these conditions of approval, the applicant will, in most instances, need to make a subsequent application for a service connection(s).

23. Making an application for a service connection

Application can be made to RW to connect to or change a connection to an RW network for development that is:

- an existing lawful use;
- an exempt development; or
- a development having the necessary development, building and plumbing approvals.

Where an application to connect or change an existing connection to an RW network does not require the extension or upgrading of network infrastructure, the applicant will only be required to make application for a service connection. Most minor development within the relevant existing connection area will only require this type of application.

However, where an application to connect requires the applicant to extend or upgrade network infrastructure, an application will also need to be made to connect this extended or upgraded infrastructure to the live network. This is necessary to ensure the infrastructure complies with RW specifications.

Table 23-1 provides a summary of the application forms to connect development to the water and wastewater networks.

Table 23-1 – Redland Water application forms

SERVICE TYPE	APPLICATION FORM LINK
Water supply	http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/FCSRW004%20Water-Connect%20Reloc%20DisCon.pdf
Wastewater	http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/CSRW005%20Waste%20Water%20connection.pdf
Discharge of trade waste	http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/CSRW003%20Trade%20Waste.pdf

23.1 General considerations

When considering an application for a service connection, regard will be had to any infrastructure agreement or conditions of development approval concerning infrastructure and whether that

agreement or conditions of approval have been fulfilled. Regard will also be had to any outstanding infrastructure charges applicable to the premises.

A further important consideration for RW will be whether the premise is located inside or outside the existing connection area for that network. This concept is explained in the following subsections. The existing connection area for each network is identified in Section 21 of this *Water Netserv Plan*.

23.2 Premises inside the existing connection area

RW guarantees a service connection for premises within the existing connection area of that RW network, where it is technically feasible to be served. The process for making application for a service connection to each of the RW networks is discussed in sections 23.4 to 23.9.

Subject to the provisions of RCC policies POL-3054, POL-3055, POL-3058 or POL-3059, the applicant will be required to pay all costs associated with the connection as part of the connection agreement.

For premises inside the wastewater network low pressure sewerage connection area, RW will allow a premise to connect a low pressure sewerage system to the existing gravity collection system.

23.3 Premises outside the existing connection area

RW may agree to a service connection for a premise located outside an RW network's existing connection area. The process for making an application is the same as that outlined in sections 23.4 to 23.9, however in considering the application, RW will have regard to the following additional matters:

- the proximity of the premise to the RW network;
- the technical feasibility of providing a connection;
- the capacity of the RW network infrastructure to service the premise;
- any future RW infrastructure planned to be provided in that area and the timeframe for its provision.

If RW agrees to a service connection for the premises, and subject to the provisions of RCC policies POL-3054 (Water Main Extensions Request from Resident), POL-3055 (Provision of Wastewater House Connection), POL-3058 (Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout) or POL-3059 (Wastewater Main Extensions Request from Resident), the applicant will be required to pay all costs associated with the connection. This may include additional costs for the extension, upgrading and/or re-aligning of the RW network. Other matters may also be negotiated between the applicant and RW.

Where the premise is an existing lawful use outside the existing connection area and has not previously paid infrastructure charges or made an infrastructure contribution, RW may require a network contribution (infrastructure charge) to be made for the premise as part of the service connection charge.

23.4 Application for water connections and disconnections

Where a proposal does not involve the applicant extending, upgrading or re-aligning the water network, applications for connecting to, disconnecting from, or changing a connection to the water network can be made by lodging the relevant forms with RW – refer to **Table 23-1**. These forms are also available from Council's Customer Service team.

The applicant will be required to pay the cost of the connection upon lodgement of the application form. Information concerning the cost of the connection is provided in the “Redland Water’s charges” section of this *Water Netserv Plan*. If RW agrees to a new service connection or a change to an existing service connection for the premise, the connection will be installed by RW in accordance with its DSS and the *SEQ Design and Construction Code*.

If a premise no longer requires a water connection, RW may agree to disconnect the existing service and remove the meter from the premise. Fixed water supply charges will still apply. A quotation for the disconnection may be obtained from RW by checking its fees and charges schedule or contacting Council’s Customer Service team.

Where a proposal also involves the applicant extending, upgrading or re-aligning the water network, an application to RW for a connection of those works to the live network may also be required. The applicant will be required to pay the quoted costs for the connection upon lodgement of the application form (refer to **Table 23-1**). All infrastructure is to be constructed in accordance with RW’s DSS and the *SEQ Design and Construction Code*.

23.5 Application for wastewater connections and disconnections

Where a proposal does not involve the applicant extending, upgrading or re-aligning the wastewater network, applications for connecting to, disconnecting from, or changing a connection to the wastewater network can be made by lodging a wastewater connection form with RW – refer **Table 23-1**. These forms are also available from Council’s Customer Service team.

The applicant will be required to pay the cost of the connection upon lodgement of the application form. Information concerning the cost of the connection is provided in the “**Redland Water’s** charges” section of this *Water Netserv Plan*. If RW agrees to a new service connection or a change to an existing service connection for the premise, the connection will be installed by RW in accordance with its DSS and the *SEQ Design and Construction Code*.

If a premise no longer requires a wastewater connection, the pipe connecting to RW’s wastewater main must be disconnected. Property owners can request a quotation for RW to carry out this work by contacting RCC’s Customer Service team. Fixed wastewater charges will still apply to the premise.

Where an application also involves the applicant extending or upgrading the wastewater network, an application for a connection of those works to the live network may also be required. The applicant will be required to pay the quoted costs for the connection upon lodgement of the application form.

23.6 Application for low pressure sewer system connections and disconnections

Where an application also involves the applicant extending or upgrading the wastewater network by connection of a property to the wastewater network by a low pressure sewer system, an application for a connection of those works to the live network including the provision of an approved discharge manhole plus the proposed low pressure sewer system extension will be required. The applicant will be required to pay the quoted costs (subject to the provisions of RCC policies POL-3055 (Provision of Wastewater House Connection), POL-3058 (Wastewater Main Extensions for Commercial Properties and Multi-Unit Dwellings at Point Lookout) or POL-3059 (Wastewater Main Extensions Request from Resident), for the connection upon lodgement of the application form.

All infrastructure is to be constructed in accordance with RW’s DSS and the *SEQ Design and Construction Code* – with particular reference to the low pressure sewer code Appendix G.

As part of the approval of the system, the applicant will need to gain RCC approval for the internal (inside property boundary) plumbing work. This approval will require submission of a 12-monthly audit program of the on-site infrastructure plus an annual call-out maintenance agreement.

If a premise no longer requires a wastewater connection, the pipe connecting to RW's wastewater main must be disconnected. Property owners can request a quotation for RW to carry out this work by contacting Council's Customer Service team. Fixed wastewater charges will still apply to the premise.

23.7 Filling stations

A permit to draw water in bulk from RW's water mains may be obtained by:

- *domestic water carriers* that operate potable water tankers for the delivery of water for domestic purposes. Domestic water carriers must be a registered business and hold a current permit to draw water under the *Food Act 2000* as well as a backflow certificate before they can obtain a permit. Domestic drinking water can only be obtained from an approved potable water filling location.

Permits will comprise a pre-paid swipe card for access to the authorised filling station locations. More details can be found on RCC's website or by contacting RCC's Customer Service team.

23.8 Metered standpipes

Under exceptional circumstances, metered standpipes may be hired to draw water in bulk directly from RW's water mains under the following conditions:

- *water users* use potable water directly from RW's water mains;
- *water users* must be a registered business;
- *water users* hold an approved RW permit;
- *water users* will require a backflow certificate for backflow protection.

Prior to applying for a metered standpipe, it is recommended that the applicant read RW's conditions which can be found at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/CSRW006%20Permit%20to%20draw%20water%20conditions.pdf

This document is also available from RCC's Customer Service team.

Applications to hire a metered standpipe can be made by lodging a permit to draw water form with RW.

http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/CSRW007%20Permit%20to%20draw%20water.pdf

This form is also available from RCC's Customer Service team.

If the application is successful, RW will issue a permit to the applicant upon payment of the relevant hire rates and charges (see the "**Redland Water's charges**" section this *Water Netserv Plan*). RW shall approve and control the access to customers for this purpose as well as ensuring its use will not have any detrimental effect on the water network or disadvantage other customers in any way.

23.9 Trade waste approvals

All businesses that generate trade waste and discharge it to the wastewater network must have a current trade waste approval from RW. Discharging waste to RW's wastewater network without approval is illegal and can incur penalties. The trade waste approval stipulates the conditions for discharging trade waste into the wastewater network. The approval is issued to the waste generator and property owner and is not transferable.

RW also operates a waste tracking program to monitor the regular removal and disposal of waste from grease traps and other industrial holding tanks. The trade waste approval granted by RW stipulates how often the grease trap must be cleaned out. Trade waste approval holders are issued with a docket book that must be given to the licensed liquid waste disposal contractor when the grease trap is emptied. These provide information back to RW to verify that the grease trap has been emptied and record the volume of waste that was disposed. All businesses that generate trade waste and discharge it to the wastewater network must have a current RW trade waste approval. Discharging waste to RW's wastewater network without approval is illegal and can incur penalties.

An application for a trade waste discharge approval can be made by lodging a discharge of trade waste form. Applicants must ensure that all development approvals (e.g. development application, plumbing and drainage approval etc.) have been obtained from RCC prior to lodging the application for approval to discharge trade waste with RW. The application form can be found at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/RCC_Forms/Water/CSRW003%20Trade%20Waste.pdf

This form is also available from RCC's Customer Service team.

24. Conditions of use

Connection to the RW network is subject to a number of conditions concerning the conservation of water and the protection of RW's infrastructure. Customers are required to comply with these conditions. Penalties may be incurred if the conditions of use are not met.

24.1 Infrastructure construction standards

All infrastructure to be connected to RW networks is to be constructed in accordance with RW's DSS and the *SEQ Design and Construction Code*. The *SEQ Design and Construction Code*, is a uniform code for the planning, design and construction of new water and wastewater infrastructure across SEQ.

24.2 Water restrictions

In times of drought, water restrictions may be imposed across SEQ. RW residents and businesses are required to comply with any such restrictions that may come into force from time to time.

24.3 Permanent water conservation measures

The former QWC introduced permanent water conservation measures as of December 2009 for all SEQ council areas. Permanent water conservation guidelines for residents are as follows:

- existing gardens and lawns cannot be watered on Mondays or between 10am and 4pm on any other day as this is the hottest part of the day and the highest evaporation period;

- outside these hours, gardens and lawns can be watered using a bucket, watering can, hand-held trigger nozzle hose or an efficient sprinkler or efficient irrigation system;
- new gardens and lawns can be watered at any time on the day they are established;
- cleaning vehicles, buildings and equipment must be undertaken efficiently using a bucket, hand held trigger nozzle hose or a high pressure cleaner;
- town water cannot be used to clean paths and driveways, except where they are significantly dirty, or it poses a risk to health, safety or the environment;
- new swimming pools and spas can be filled with town water, but efficiency measures will continue to apply when topping up pools and spas;
- pets can be washed with a hand-held hose and town water can be used for drinking water;
- a hand-held hose, bucket or high pressure water cleaning unit can be used on residential construction sites;
- rainwater tanks cannot be filled or topped up with water from the tap or from a water tanker which has been filled using the town water supply (some exceptions apply).

These restrictions were lifted on 1 January 2013.

24.4 Residential high water users program⁶

RCC monitors high usage to help control domestic water consumption by issuing high consumption alert letters to Redland residents to help them monitor their consumption and alert households of leaks.

24.5 Water efficiency management plans

WEMPs assist businesses to:

- account for water use in a business or other non-residential premises;
- identify water-saving measures that can be readily applied to a business or other non-residential premises;
- prepare a plan for implementing the water-saving measures including timelines for their completion.

The requirement for a WEMP for large water using businesses was also lifted by the Queensland government on 1 January 2013.

24.7 Building near or over services

Protecting the integrity of the water and wastewater network, as well as being able to undertake repair and maintenance activities, is critical to our business operations. The *Queensland Development Code* called 'MP1.4 - Build Over or near relevant infrastructure' came into force on 1 November 2013 and is intended to reduce the potential for adverse affects on our infrastructure.

In general RW requires:

- building work near or over a water or wastewater main to not interfere with or adversely affect the function of the service or place any additional load on the service;
- adequate access must be provided to the mains for future maintenance;

⁶ Information in Sections titled **Residential high water users program** and **Water efficiency management plans** is subject to change.

- adequate access must be provided and maintained to access covers;
- adequate access must be provided and maintained to wastewater connection points.

24.8 Discharge of stormwater into the wastewater network

It is the property owner's responsibility to ensure that stormwater is not discharged into the wastewater network. This can cause flooding of the system during periods of rainfall leading to overflows of wastewater into properties further downstream. Possible sources of stormwater inflow can include:

- illegal connection of roof downpipes into the wastewater network (especially carports, patio covers and extensions added after the house was originally constructed);
- illegal connection of garden drains and "agi" pipes from behind retaining walls into the wastewater network;
- concreting, paving or turfing up to the level of the overflow relief gully (ORG) that allows stormwater runoff to enter the wastewater network;
- inadequate allotment drainage that leads to flooding of the allotment and inundation of the ORG during heavy rain.

RW regularly conducts smoke and dye testing in areas known to suffer from wet weather wastewater overflows.

24.9 Overflow relief gullies

An ORG is a drain-like fitting located outside the home, designed to release any wastewater overflow outside of the home in the event of a blockage in the wastewater main. If a blockage does occur, the ORG fitting should pop off to release the pressure and direct any wastewater away from the home.

The ORG must be installed at a level that is at least 150mm lower than the lowest drain inside the home, particularly the shower, toilet and any laundry or bathroom floor drains. The ORG must also be installed at least 75mm above the surrounding ground level to ensure stormwater does not flow into the wastewater network via the ORG. It is the property owner's responsibility to ensure that their home is fitted with a properly installed and operational ORG.

24.10 Wastewater reflux valves

A reflux valve is a one-way flap valve that is fitted to a property's private wastewater drainpipe to prevent any backflow from the wastewater mains due to overloading. RW's wastewater network is designed to cater for predicted normal wastewater flows, plus a margin for additional flow during wet weather conditions caused by stormwater finding its way into the system. Stormwater can enter the wastewater network via illegal connections, stormwater flooding over the top of manholes or infiltration of groundwater through cracks in the pipes.

RW installs reflux valves in properties that have experienced, or may experience problems with wastewater backing up from the mains and overflowing within the property during periods of heavy rain. If the wastewater main starts to back up, the flap valve will be pushed closed by the flow coming up the pipe to protect the property from an overflow.

It is important to note, however, that when the flap valve is pushed closed it cannot release any wastewater from the property until the back pressure has subsided. Occupiers of properties with reflux valves fitted must therefore avoid running showers, washing clothes or dishes, and flushing toilets during this period to prevent an overflow within the property. The installation of reflux valves is

therefore a temporary measure to protect properties from wastewater overflows until RW can implement a long term solution.

Redland Water's charges

To provide its products and services, as well as to fund the development, operation, maintenance and replacement of infrastructure, RW collects the following charges from its customers:

- **residential and non-residential charges** are collected from customers within the existing connection areas (see the **Redland Water's connection areas** section of this *Water Netserv Plan*) regardless of whether they are physically connected to the network. These charges relate to the costs of providing the products and services, and for maintaining the networks;
- **connection charges** are collected from customers seeking a connection to, disconnection from, or a change to a connection to an RW network. These charges relate to the costs of constructing connection infrastructure between the existing network and the customer's property boundary. A connection charge may include a network contribution charge. This charge is collected from customers that seek connection of an existing lawful use located outside the existing connection area to either the water or wastewater network, and where no infrastructure charges have previously been collected for that development for the network;
- **infrastructure charges** are collected from customers undertaking development that creates an additional demand for water and wastewater infrastructure.

25. Residential charges

The following table outlines the charges to RW's residential customers.

Table 25-1 – Residential charges

COMPONENT	DESCRIPTION
Fixed water access charge	The fixed water access charge is levied on premises within the existing water connection area regardless of whether there is a physical connection to the water network. The charge is levied in advance and is a fixed price regardless of the volume of water consumed.
Water consumption charge	The water consumption charge is calculated on the number of kilolitres (1,000 litres) of water consumed and is based on a reading from the premise's water meter. Unlike the fixed water access charge, this charge is levied after the water is used, not in advance. The water consumption charge includes the cost of purchasing bulk water from the State Government's Seqwater and then delivering this water to customers.
Fixed wastewater access charge	The fixed wastewater service charge is levied on premises within the existing wastewater connection area regardless of whether there is a physical connection to the wastewater network. The charge is levied in advance and is a fixed price regardless of the volume of wastewater discharged.

The current service charges for residential customers, which apply until the end of the financial year, are detailed in RW's pricing fact sheets available from Council's Customer Service team or on the RCC website at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/Fact_Sheets/Water/FS500%20Water%20Charges%202013-2014.pdf; and

<http://www.redland.qld.gov.au/SiteCollectionDocuments/Budget/Schedule-of-Fees-and-Charges-2013-2014-as-at-18Dec13.pdf>

RW will publish details of proposed charges for the next financial year in relevant newspapers and on the RCC website by 30 June. Fees and charges will be available on this page:

<http://www.redland.qld.gov.au/EnvironmentWaste/Water/Pages/Redland-Water.aspx>

26. Non-residential charges

The following table outlines the charges to RW's non-residential customers.

Table 26-1 – Non-residential charges

COMPONENT	DESCRIPTION
Fixed water access charge	The fixed water access charge is levied on premises within the existing water connection area regardless of whether there is a physical connection to the water network. The charge is levied in advance and is based on the size of the water meter (mm).
Water consumption charge	The water consumption charge is calculated on the number of kilolitres (1,000 litres) of water consumed and is based on a reading from the premise's water meter. Unlike the fixed water access charge, this charge is levied after the water is used, not in advance. The water consumption charge includes the cost of purchasing bulk water from the State Government's Seqwater and then delivering this water to customers.
Fixed wastewater access charge	The wastewater service charge is levied on premises within the existing wastewater connection area regardless of whether there is a physical connection to the wastewater network. The charge is levied in advance and is a fixed price regardless of the volume of wastewater discharged.
Wastewater pedestal charge	This charge is calculated based on the number of pedestals installed in each property.
Trade waste charge	This charge applies to customers that operate commercial premises, industry, trade or manufacturing businesses that discharge liquid waste to the wastewater network other than domestic wastewater. The charge will be calculated based on access, volume, strength and quantity considerations.
Metered standpipes	This charge applies to customers hiring metered standpipes. The metered standpipe charge comprises the following components: <ul style="list-style-type: none"> ● monthly hire charge and security deposit; ● water consumption charge.
Filling stations	This charge applies to customers using RW's designated filling stations. The charge comprises the following components: <ul style="list-style-type: none"> ● annual permit fee; ● regular top-up arrangement (similar to go-card).

The current service charges for non-residential customers are stated in RW's pricing fact sheets available from Council's Customer Service team or RCC website at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/Fact_Sheets/Water/FS500%20Water%20Charges%202013-2014.pdf

RW will publish details of proposed charges for the next financial year in relevant newspapers and on the RCC website by 30 June. Fees and charges will be available on this page:

<http://www.redland.qld.gov.au/EnvironmentWaste/Water/Pages/Redland-Water.aspx>

27. Rebates/remissions

RCC offers remissions in some situations as detailed below:

27.1 Remission for water leakage (concealed leaks)

RW is responsible for repairing leaks to the water mains up to and including the water meter which, in most cases, is located just inside the front boundary of the property. The property owner is responsible for repairing water leaks past the meter.

In cases where a concealed water leak has been found past the meter (within the property) and has been subsequently repaired by a licensed plumber, the property owner can lodge an application to RW to claim relief from the water consumption charges. The leakage relief is in the form of a partial refund of the charges. In all cases, the property owner is responsible for paying for the repairs.

Applications for leakage relief may only be lodged for leaks in the main supply pipe from the water meter to the building. Leaks found in internal plumbing, toilets, showers, hot water systems and swimming pools, in some cases, may be assessed on a case-by-case basis for water leakage rebates.

Please refer to RCC's policy on remissions for water leaks which can be found at:

<http://www.redland.qld.gov.au/SiteCollectionDocuments/Policies/POL-2592%20Water%20Charge%20Remissions%20for%20Concealed%20Leaks.pdf>

27.2 Rebate for fire-fighting

The *Water Supply (Safety and Reliability) Act 2009* states that RW cannot charge for water used for fire-fighting purposes. In the event that water from a premise is used for fire-fighting purposes, the property owner can lodge an application in the form of a letter to RW for a rebate stating:

- name/s of the property owner/s;
- address of property owner/s;
- telephone numbers, home and work;
- real property description of the property for which the rebate is being claimed;
- address of property for which the rebate is being claimed;
- type of property, i.e. residential, commercial, industrial;
- details of the fire and its location;
- proof in accordance with RW's policy that a fire occurred such as:
 - written confirmation from the Fire Brigade;
 - a statutory declaration from the owner;
 - confirmation from an RW officer following a visual inspection;
- the type of installation from which the water was drawn, i.e. hose, fire hose, hydrant;
- the actual or estimated quantity of water that was used.

28. Connection charges

The section **Making an application for a service connection**, of this *Water Netserv Plan* outlines the process of connecting to, disconnecting from, or changing a connection to an RW network. For standard works such as short-side water connections, customers can refer to the following fees and charges schedule to determine the applicable cost.

http://www.redland.qld.gov.au/SiteCollectionDocuments/Fact_Sheets/Water/FS500%20Water%20Charges%202013-2014.pdf

Alternatively, a quotation for these works may be obtained from RW by contacting Council's Customer Service team.

Where a customer seeks connection of an existing lawful use located outside an existing connection area to either the water or wastewater network, and no infrastructure charges or infrastructure contributions have previously been collected for that development for the network, the connection charge may also include a network contribution charge. A network contribution charge will be calculated having regard to the relevant adopted infrastructure charges resolution.

29. Infrastructure charges

RW may levy an infrastructure charge on any development that places additional demand on its water and wastewater networks. The amount of the charge levied must be in accordance with the relevant adopted infrastructure charges resolution. An adopted infrastructure charges resolution has been prepared for the Redland local government area. Further information regarding the adopted infrastructure charges resolution can be obtained from RCC's Customer Service team or RCC's website.

<http://www.redland.qld.gov.au/PlanningandBuilding/RPS/Pages/Infrastructure-charges-2011.aspx>

Redland Water's performance reporting

In order to achieve effective outcomes for the provision of water and wastewater services, RW sets high service standards that are consistent with RCC's corporate vision and commitment to its community.

30. Annual performance plan

RW's RCC-approved annual performance plan details how we plan to meet our customers' needs. It covers issues such as:

- customer service standards (including maintenance and service level goals);
- customer advice; and
- stakeholder feedback.

31. Key performance indicators

Key performance indicators (KPIs) in RW's performance plan are directly related to the quality and capacity of its network. Actual performance against these standards is presented in RW's annual report and is regulated by the appropriate authority. The 2013/14 performance plan is located at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/Plans_Reports/Environment_plans/Item6.1.2-Redland-Water-Annual-Performance-Plan2013-2014.pdf

32. Customer contact standards

RW has developed a Customer Service Charter which outlines its commitments to its customers, community and environment. A copy of the Customer Service Charter can be found at:

http://www.redland.qld.gov.au/SiteCollectionDocuments/_Environment_Waste/Water/8206-rw-customer-charter.pdf

RCC operates a specialised Customer Service team for handling enquiries, faults and complaints in a prompt, knowledgeable, consistent and friendly manner. Customers can contact them via phone, email and in writing. The Customer Service team operates between 8:30am and 5.00pm on normal business days.

Customers are able to report service faults or concerns in relation to the water and wastewater networks (water quality, wastewater odours, system leakages, environmental overflows etc.) to Council's Customer Service team at any time 24 hours per day, 7 days per week. Calls made after normal business hours on weekdays, as well as those made on weekends and public holidays, are automatically routed to RCC's 24-hour after hours service.

RW also maintains a website which contains comprehensive information in relation to all facets of the business, as well as various forms required to be completed by customers.

33. Customer complaints

Customer complaints may include the provision of negative feedback or an expression of dissatisfaction in relation to business dealings, policy decisions, actions undertaken or the failure to perform certain actions. A complaint is not the same as a request for service, a request for

information or an enquiry seeking clarification of an issue. Examples of matters that are not classified as complaints include:

- a request for service or assistance with clarification on a matter;
- an enquiry into the progress of a water meter connection;
- a request to take action on a leaking water pipe or any other service fault;
- an inquiry to seek clarification or further information about a bill.

When customers contact RW with a complaint, they can expect to:

- be treated with courtesy and respect;
- receive appropriate support where special needs are identified, e.g. interpreters etc;
- be provided with a reference number for any future enquiry or follow-up;
- be kept informed of the process and outcome;
- have their complaint and personal details kept confidential;
- have the matter investigated thoroughly and objectively;
- receive an outcome for resolution within 10 to 20 working days, depending on the complexity of the complaint.

RW's approach when dealing with complaints allows for fair and detailed consideration. RW handles complaints based on the seriousness/complexity of the complaint. This allows a review process to occur should a complainant not be satisfied with the result. Performance targets require > 90% of complaints to be resolved by RW within 20 days.

Redland Water's bills

This section of the *Water Netserv Plan* outlines the billing arrangements in relation to service charges, connection charges and infrastructure charges.

34. Services

The following table outlines the key components in relation to bills issued for service charges for residential and non-residential customers.

Table 34-1 – Key bill components

COMPONENT	DESCRIPTION
Meter reading	<p>Meter readings are used to calculate consumption charges that appear on the RW bill. Water meters are read quarterly. This is undertaken on a rolling basis across the city.</p> <p>In most cases the water meter is located inside the property and RW's meter reader will enter the property to take the reading.</p> <p>If their officers cannot read the meter (e.g. locked gates, a dog, etc.), RW will contact the customer via a self-read card to obtain a reading. Where a reading cannot be obtained, an estimate of the property's water consumption will be applied. Estimates are based on the property's historical water consumption.</p> <p>Meter accuracy reduces with age or usage. If the water meter is found to have stopped or is damaged, an estimate of the property's water consumption may be applied based on historical consumption. RW runs a program of meter replacement that accounts for the age of the meters they own and operate. When a water meter is replaced, the final reading is recorded for billing prior to the new meter being installed.</p>
Water summary details	<p>The following details will appear on an RW summary that accompanies the RCC rates notice:</p> <ul style="list-style-type: none"> • the date of issue; • the customer's postal address, account number and the address of the property to which the charges apply; • the date the water meter was read, or if an estimate was made, a clear statement that an estimate was made; • the amount the customer is required to pay; • the date by which the customer is required to pay; • RW's telephone contact details; • the daily rate of drinking water usage at an individually metered property for the current reading period, including a graph showing current drinking water usage, as well as usage over each period of the previous 12 months and a comparison of usage for the same period for the previous year; • state government bulk water kilolitre usage.
Bill frequency	<p>RW's billing occurs on a quarterly basis. Redland customers receive their water and wastewater bill as part of their rates notice.</p>
Bill payment	<p>There are many methods for accepting payment, including by mail, direct debit, BPAY and by telephone. The specific payment options can be viewed on the RCC website.</p>

COMPONENT	DESCRIPTION
Late bill payment	RW will apply 11% interest per annum to all bills that have not been paid within 30 days of the date of issue. Interest is compounded daily.
Payment arrangements	<p>RW recognises some customers may experience financial hardship (often due to circumstances beyond their control) which could affect their ability to meet the payment terms for their water and wastewater accounts.</p> <p>RCC provides assistance to customers experiencing difficulty in paying their account by way of a payment arrangement. A customer's eligibility to receive assistance under these provisions is contained within the current RCC hardship policies:</p> <p>http://www.redland.qld.gov.au/SiteCollectionDocuments/Policies/POL-2801_Collection_of_Rates_and_Charges_and_other_Revenues.pdf</p> <p>http://www.redland.qld.gov.au/SiteCollectionDocuments/Policies/POL-2557.pdf</p> <p>http://www.redland.qld.gov.au/SiteCollectionDocuments/Policies/POL-3114.pdf</p> <p>http://www.redland.qld.gov.au/SiteCollectionDocuments/Policies/POL-2556%20Pensioner%20General%20Rate%20Deferral%20Policy.pdf</p>
Restriction of service	<p>As a last resort, RW may restrict the water supply to a property when the property owner refuses to pay the required charges. By law, the water supply may be reduced to the minimum level required for the health and sanitation of the occupier but not completely shut off. We will not restrict your water supply:</p> <ul style="list-style-type: none"> • without explaining alternative payment options; • without giving the chance to get benefit or concessions; • if there is a dispute about the amount owing; • if the customer is a tenant and the landlord is responsible for the debt; • if the customer has proven financial hardship; • if the customer needs water for a life support machine or other special needs; • if the restriction will cause a health hazard having taken into consideration any customer concerns. <p>Resumption of unrestricted supply will be prompt when the reason for the restriction no longer applies.</p>

Additional information concerning the following items can be obtained by contacting RCC's Customer Service team or can be downloaded from RCC's website:

- special meter readings;
- sub-metering of multi-unit developments;
- meter accuracy testing;
- water consumption advice notices;
- fee for service items, such as:
 - water and wastewater laboratory testing services;
 - private works (installation and maintenance services).

35. Trade waste

Trade waste accounts are issued quarterly and include the base charge for the current financial year together with conveyance and treatment charges.

36. Metered standpipes and filling stations

A bond is required to be paid for short or long-term hire of a metered standpipe. Quarterly readings are obtained from the hirer. Metered standpipe hire and consumption charges are invoiced quarterly.

An annual permit fee is required for a filling station application. Potable water and recycled water consumption volumes are billed up front in order to issue an access card to tanker drivers. Potable water filling stations are located in 2 separate areas across the city and recycled water from a designated WWTP.

37. Connections

RW will provide a written quotation for connections to, disconnections from, or changes to a connection to an RW network. The applicant will be required to pay all charges associated with the connection including any network contribution charge prior to RW scheduling the works.

38. Infrastructure charges

Infrastructure charges may only be levied by giving a person an adopted infrastructure charges notice. RCC issues the infrastructure charges notice to the person with a development approval or compliance permit, inclusive of the charges for water and wastewater infrastructure.

Development assessment

Development assessment (DA) refers to the way RW receives, manages and decides development applications made under the *Sustainable Planning Act 2009*. This section of the *Water Netserv Plan* outlines how RW handles DA.

When this *Water Netserv Plan* comes into force, RW will maintain its delegation of DA functions to RCC's City Planning & Assessment Group. Close interaction between the assessment officers in the assessment teams and RW staff in both the planning and operational areas will be maintained through weekly application review meetings and constant involvement from RW staff in complex and large development applications.

This option provides better end results for the development applicants as legislated timeframes are more easily met and better coordination of essential service provision is maintained in developments approved in the RCC area.

The delegation of assessment tasks to RCC also extends to the calculating of infrastructure charges associated with trunk water and wastewater infrastructure provision. This enables efficient and accurate processing of all development responses under a "one-stop-shop" philosophy.

To summarise, the functions that RW as a water service provider delegates to RCC are:

- DA receipting;
- information requests;
- DA decision making;
- negotiated decision requests;
- infrastructure charge notice preparation, collection and receipting;
- compliance inspections.

Appendices

Appendix A – Water supply connection area maps

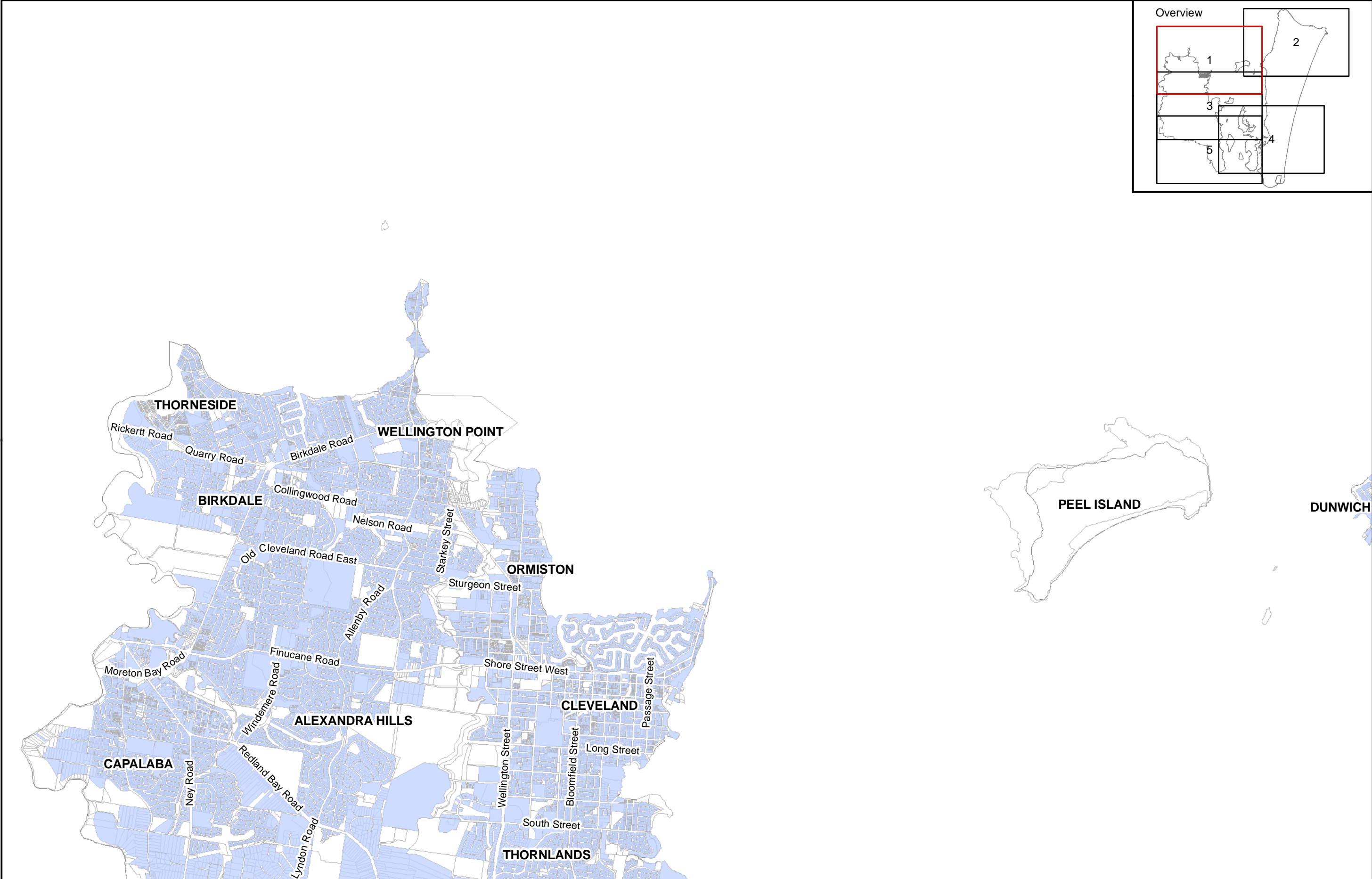
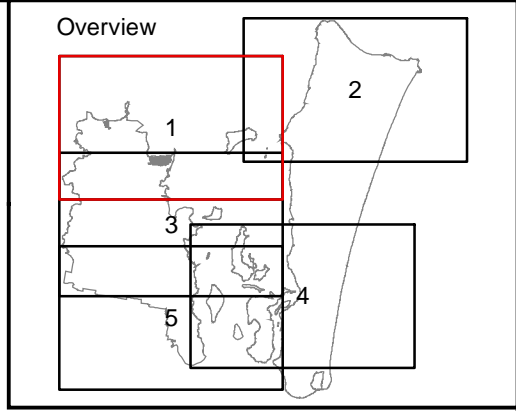
Appendix B – Wastewater connection area maps

Appendix C – Water supply trunk network plans

Appendix D – Wastewater trunk network plans

Appendix A – Water supply connection area maps

Water supply

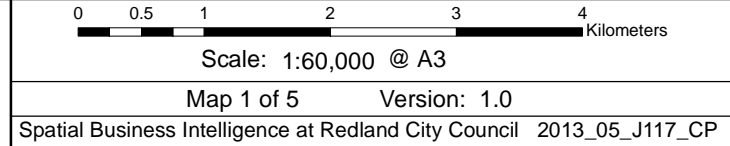


This map is approximate only and is intended to provide an indication of those premises included within the connection area. No warranty of any kind, express or implied including in relation to accuracy, completeness, correctness, currency or fitness for purpose is provided. Redland City Council takes no responsibility and accepts no liability for any loss, damage, costs or liability that may be incurred by any person acting in reliance on the information provided on the map.

The map should be used as a guide only for determining whether a premises is located within the connection area and should be confirmed with Redland City Council.

Legend

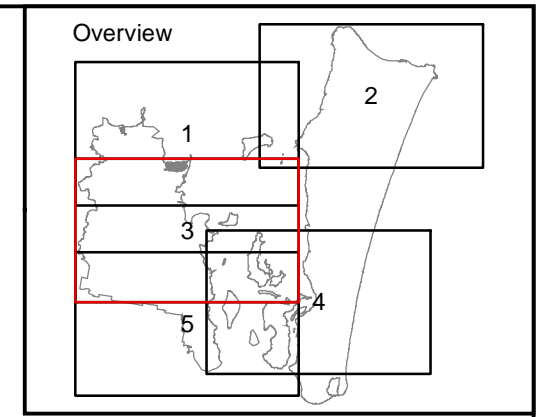
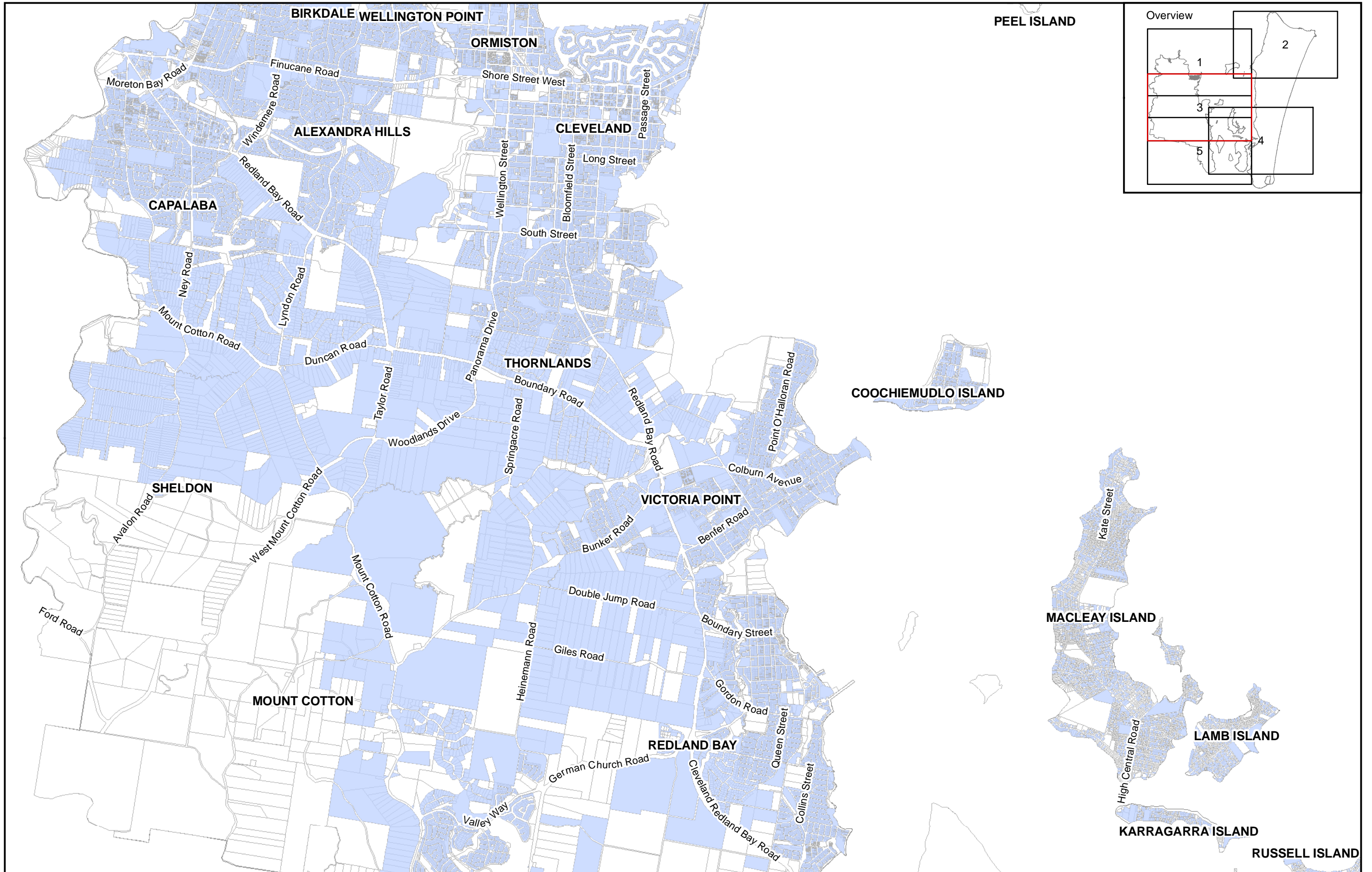
	Water Connection Area
	Property Boundaries



Redland WATER Water Netserv Plan

Existing Water Supply Connection Area





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Legend	
	Water Connection Area
	Property Boundaries

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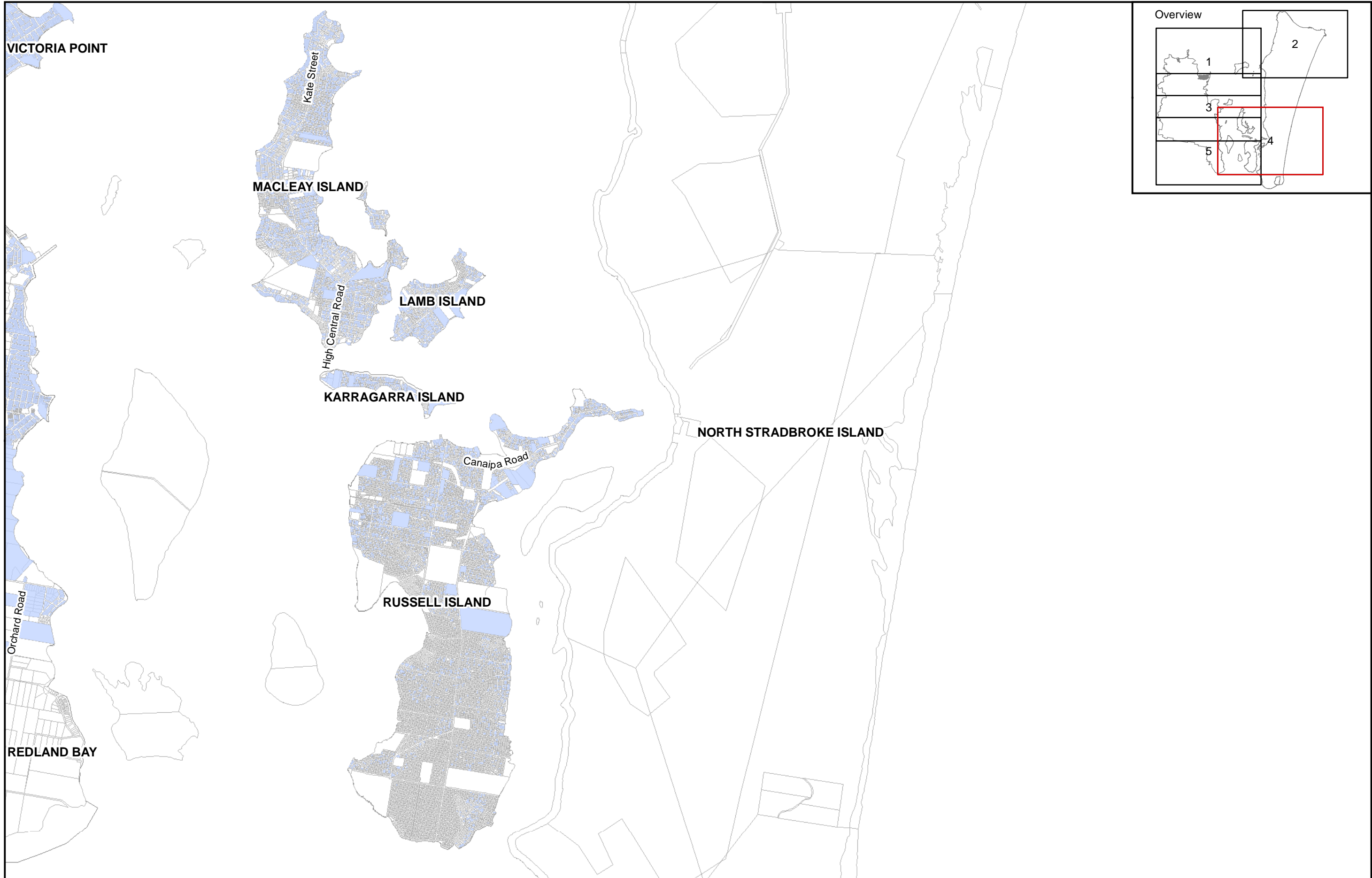
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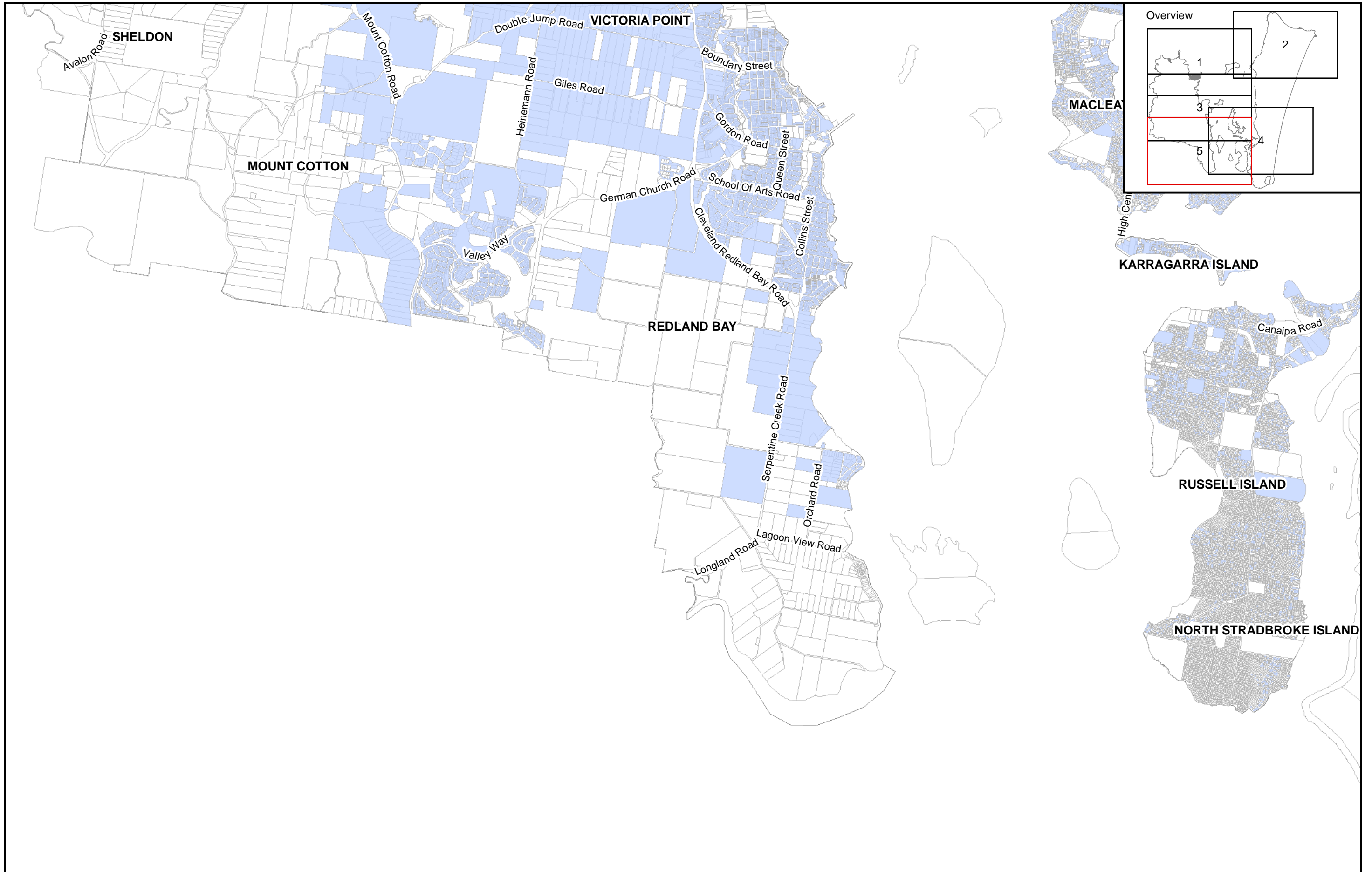
Map 3 of 5 Version: 1.0

Spatial Business Intelligence at Redland City Council 2013_05_J117_CP

Redland WATER Water Netserv Plan

Existing Water Supply Connection Area



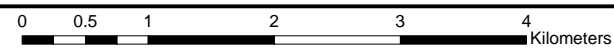


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Legend

- Water Connection Area
- Property Boundaries



Scale: 1:60,000 @ A3

Map 5 of 5 Version: 1.0

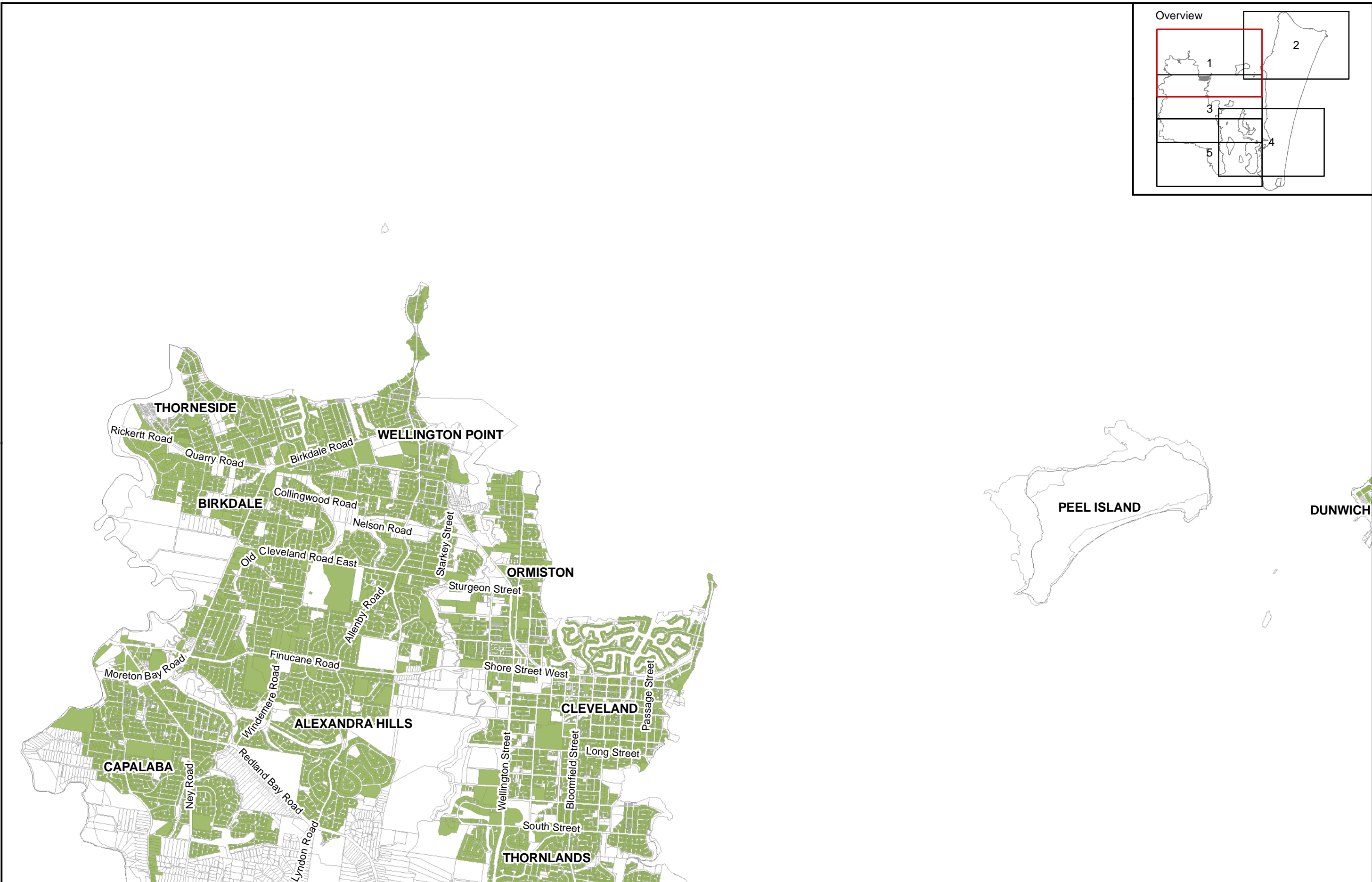
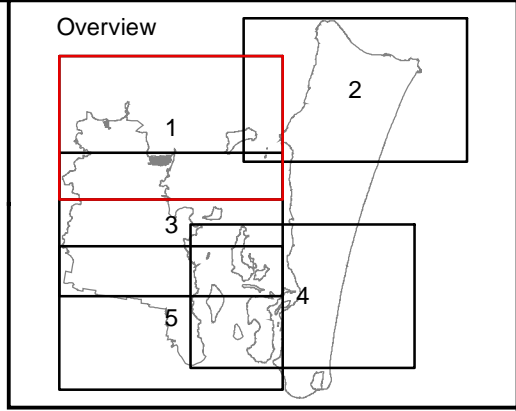
Spatial Business Intelligence at Redland City Council 2013_05_J117_CP



Existing Water Supply
Connection Area

Appendix B – Wastewater Connection area maps

Wastewater



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Legend

- Wastewater Connection Area
- Property Boundaries

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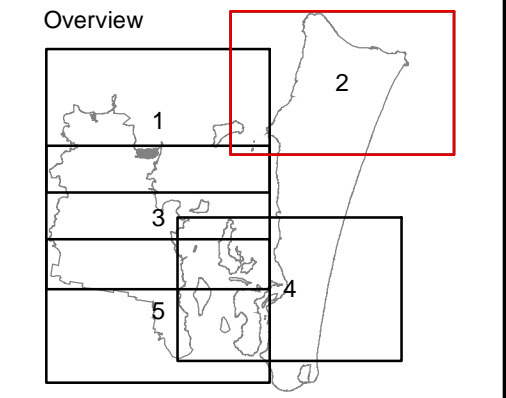
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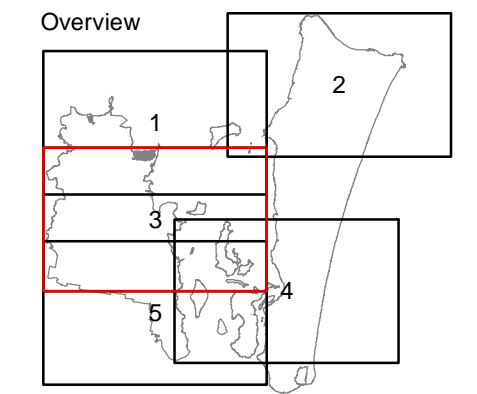
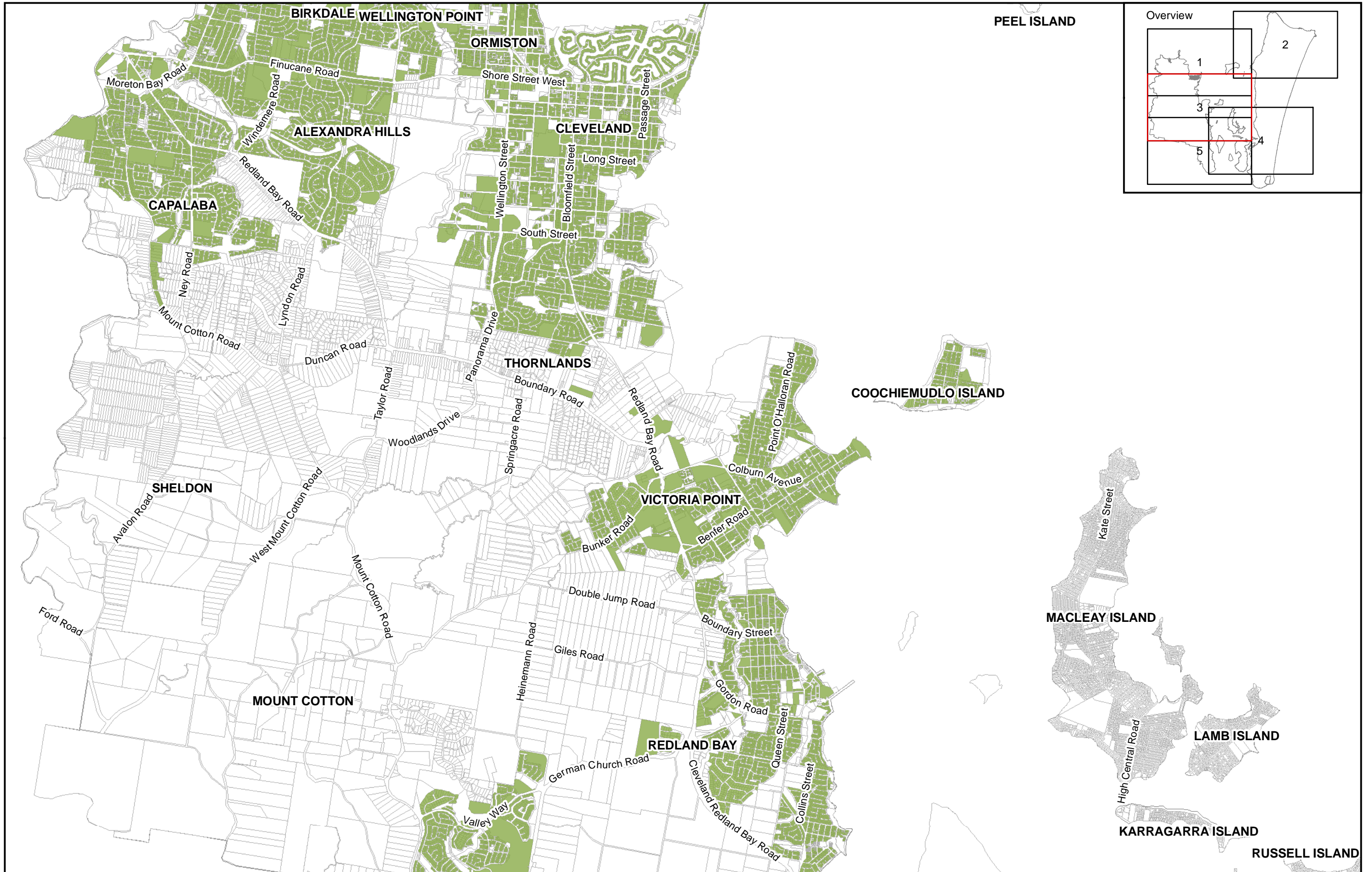
Map 1 of 5 Version: 1.0

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Redland WATER Water Netserv Plan

Existing Wastewater Connection Area





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Legend

- Wastewater Connection Area
- Property Boundaries

0 0.5 1 2 3 4 Kilometers

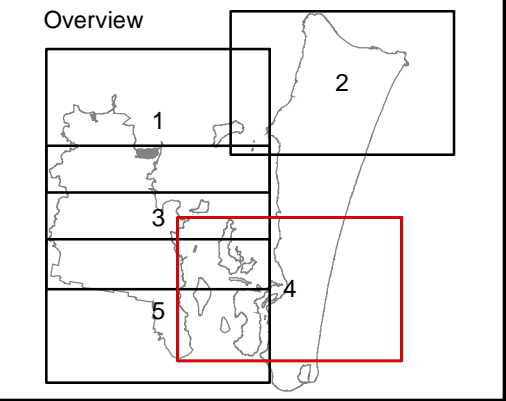
Scale: 1:60,000 @ A3

Map 3 of 5 Version: 1.0

Spatial Business Intelligence at Redland City Council 2013_05_J117_CP

Redland WATER Water Netserv Plan

Existing Wastewater Connection Area



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The map should be used as a guide only for determining whether a premises is located within the connection area and should be confirmed with Redland City Council.

- Legend**
- Wastewater Connection Area
 - Property Boundaries

0 0.5 1 2 3 4 Kilometers

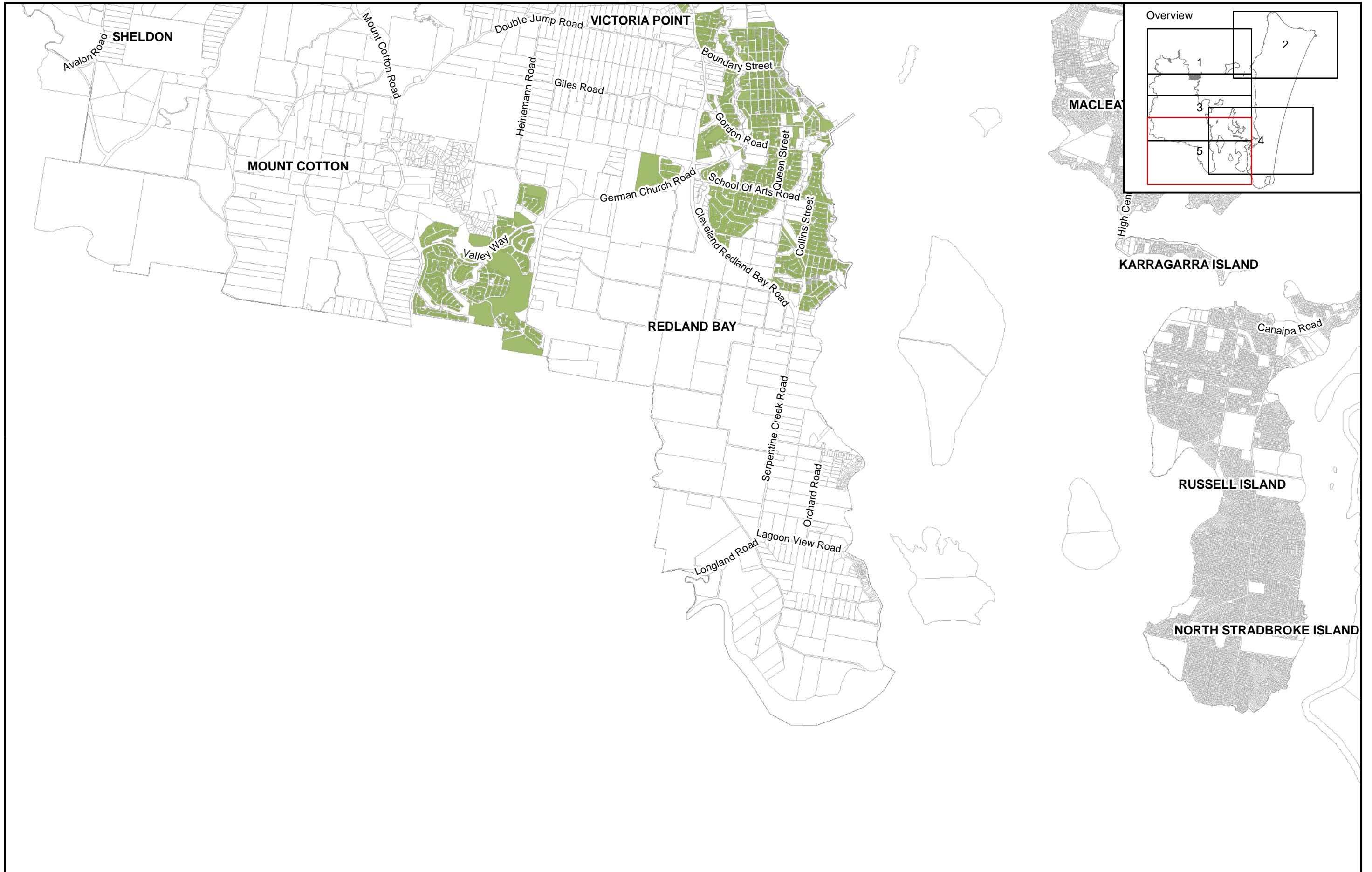
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Map 4 of 5 Version: 1.0

Spatial Business Intelligence at Redland City Council 2013_05_J117_CP

Redland WATER Water Netserv Plan

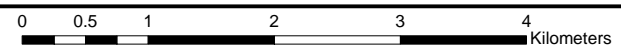
Existing Wastewater Connection Area



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- Legend**
- Wastewater Connection Area
 - Property Boundaries



Scale: 1:60,000 @ A3

Map 5 of 5 Version: 1.0

Spatial Business Intelligence at Redland City Council 2013_05_J117_CP



Existing Wastewater Connection Area



Appendix C – Water supply trunk network plans

Water supply

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W2-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W2-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W3-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W3-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W4-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W4-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W5-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W5-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W6-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W6-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W7-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W7-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/WaterNetwork-W8-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/WaterNetwork-W8-12.pdf)

Appendix D – Wastewater trunk network plans

Wastewater

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S2-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S2-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S3-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S3-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S4-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S4-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S5-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S5-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S6-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S6-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S7-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S7-12.pdf)

[http://www.redland.qld.gov.au/SiteCollectionDocuments/ Planning_Building/RPS/PIP/SewerNetwork-S8-12.pdf](http://www.redland.qld.gov.au/SiteCollectionDocuments/Planning_Building/RPS/PIP/SewerNetwork-S8-12.pdf)



Disposal of Land for Easement Access at 24-46 Wrights Place, Mount Cotton



	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
<p>The purpose of this report is for Council to note that the following decisions were made under delegated authority – Category 1 – Minor Complying Code Assessments and associated administrative matters, including correspondence associated with the routine management of all development applications.</p>									
1	MCU013196	Dwelling House	Category1	Begbie Bentham Pty Ltd	5 Sorrento Close Wellington Point QLD 4160	Code Assessment	06/02/2014	Development Permit	1
2	BWP002141	Design & Siting - Dwelling House	Category1	Metricon Homes Qld	121 Spurs Drive Wellington Point QLD 4160	Concurrence Agency Response	03/02/2014	Approved	1
3	BWP002148	Design & Siting - Dwelling House	Category1	Bartley Burns Certifiers & Planners	133-135 Spurs Drive Wellington Point QLD 4160	Concurrence Agency Response	04/02/2014	Approved	1
4	MCU013159	Dwelling House	Category1	Munro Project Builders Pty Ltd	56 Main Road Wellington Point QLD 4160	Code Assessment	31/01/2014	Development Permit	1
5	OPW001587	Advertising Device	Category1	The Corporation Of The Synod Of The Diocese Of Brisbane	Killara Place Respite Centre 71 Wynyard Street Cleveland QLD 4163	Code Assessment	06/02/2014	Development Permit	2
6	BWP001604	Domestic Additions	Category1	Halyna Tkacz	99 Tramican Street Point Lookout QLD 4183	Code Assessment	30/01/2014	Permissible Change - Development Permit	2

	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
7	BWP002137	Design & Siting - Shed	Category1	DBR Building Certification	6 Brett Road Victoria Point QLD 4165	Concurrence Agency Response	31/01/2014	Approved	4
8	BWP002132	Design & Siting - Dwelling House	Category1	Platinum Building Approvals	22 Macadamia Street Victoria Point QLD 4165	Concurrence Agency Response	29/01/2014	Approved	4
9	BWP002142	Design & Siting - Dwelling House	Category1	Javica Pty Ltd	12 Marjoram Street Thornlands QLD 4164	Concurrence Agency Response	29/01/2014	Approved	4
10	BWP002138	Design & Siting - Domestic Outbuilding	Category1	Adept Building Approvals	3 Driftwood Street Victoria Point QLD 4165	Concurrence Agency Response	29/01/2014	Approved	4
11	BWP002128	Design & Siting - Dwelling House	Category1	Building Code Approval Group Pty Ltd	23 Fiddlewood Street Victoria Point QLD 4165	Concurrence Agency Response	30/01/2014	Approved	5
12	BWP002149	Design and Siting - Dwelling House	Category1	Suncoast Building Approvals	6 Bellamy Close Redland Bay QLD 4165	Concurrence Agency Response	05/02/2014	Approved	5
13	BWP002161	Design & Siting - Dwelling House	Category1	The Certifier Pty Ltd	108 Brookvale Drive Victoria Point QLD 4165	Concurrence Agency Response	06/02/2014	Approved	5
14	MCU013198	ADA - Dwelling House	Category1	Bay Island Designs	52 Lagoon Road Russell Island QLD 4184	Code Assessment	07/02/2014	Development Permit	5

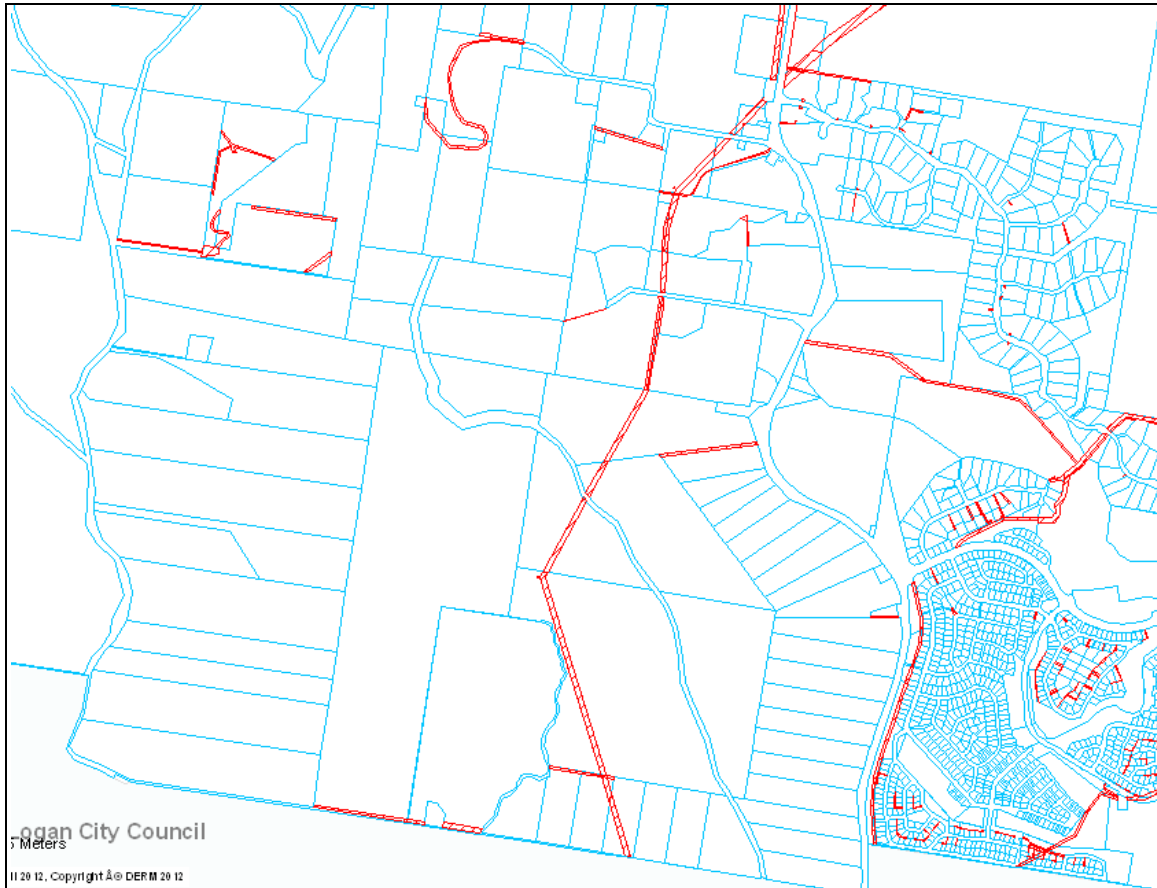
	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
15	BWP002143	Design & Siting - Dwelling	Category1	Bartley Burns Certifiers & Planners	32 Wilson Esplanade Redland Bay QLD 4165	Concurrence Agency Response	05/02/2014	Approved	5
16	BWP002152	Design & Siting - Domestic Outbuilding	Category1	DBR Building Certification	20-22 Main Street Redland Bay QLD 4165	Concurrence Agency Response	06/02/2014	Approved	5
17	BWP002158	Design & Siting - Dwelling House	Category1	Building Code Approval Group Pty Ltd	4 Willis Close Redland Bay QLD 4165	Concurrence Agency Response	07/02/2014	Approved	5
18	MCU013148	Dwelling House	Category1	Gail Maree Robison	195 Kate Street Macleay Island QLD 4184	Code Assessment	07/02/2014	Development Permit	5
19	BWP002147	Referral Agency - Dwelling House	Category1	DTS Group Pty Ltd	38 Sunrise Court Mount Cotton QLD 4165	Concurrence Agency Response	05/02/2014	Approved	6
20	BWP002140	Design & Siting - Dwelling House	Category1	Metricon Homes Qld	13 Alepine Place Mount Cotton QLD 4165	Concurrence Agency Response	29/01/2014	Approved	6
21	BWP002146	Design & Siting - Dwelling House	Category1	BA Group Australia Pty Ltd	19 Alepine Place Mount Cotton QLD 4165	Concurrence Agency Response	31/01/2014	Approved	6
22	OPW001591	Excavation and Fill - Dam Wall Repair Works	Category1	Sheehy & Partners Pty Ltd	The Scout Association Karingal Camp Ground 36 Karingal Road Mount Cotton QLD 4165	Code Assessment	30/01/2014	Development Permit	6

	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
23	BWP002136	Design & Siting - Retaining Wall	Category1	Stephen James Menzies	22 Cornwall Crescent Alexandra Hills QLD 4161	Concurrence Agency Response	04/02/2014	Approved	7
24	SB004897.3	Era" (Stage 3) - Standard Format Reconfiguration - 24 lots (ASG FILE) (old name - The Crossing)	Category1	Place Planning And Design (Brisbane)	401-451 Redland Bay Road Capalaba QLD 4157	Code Assessment	05/02/2014	Permissible Change - Development Permit	7
25	OPW001589	Landscaping Works - Multiple Dwelling x 10 units	Category1	Home Town Villas Pty Ltd	156 Finucane Road Alexandra Hills QLD 4161	Compliance Assessment	07/02/2014	Compliance Certificate	8
26	ROL005697	Standard Format 1 into 2 Lots	Category1	Gold Coast Building Approvals	71-73 Valantine Road Alexandra Hills QLD 4161	Code Assessment	31/01/2014	Development Permit	8
27	BWP002150	Design and Siting - Carport	Category1	Zoe Christina Lewis Rochelle Holly Lewis	22 Gerbera Street Alexandra Hills QLD	Concurrence Agency	07/02/2014	Approved	8
28	BWP002134	Design & Siting - Secondary Dwelling	Category1	Suzanne Kate Hembrow	121 Finucane Road Alexandra Hills QLD 4161	Concurrence Agency Response	04/02/2014	Approved	9
29	BWP002145	Design & Siting - Garage & Carport	Category1	The Certifier Pty Ltd	28 Andrew Street Capalaba QLD 4157	Concurrence Agency Response	30/01/2014	Approved	9
30	ROL005727	Standard Format: 1 into 2 lots	Category1	East Coast Surveys Pty Ltd	15 Beenwerrin Crescent Capalaba QLD 4157	Code Assessment	31/01/2014	Development Permit	9
31	BWP002151	Design & Siting - Domestic Additions	Category1	Building Certification Consultants Pty Ltd Robyn F Fry	8 Bates Drive Birkdale QLD 4159	Concurrence Agency Response	31/01/2014	Approved	10

	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
32	ROL005663	Standard Format 1 into 4 lots	Category1	Harvest Property Pty Ltd As Trustee	Redlands Mobile Village 22-34 Collingwood Road Birkdale QLD 4159	Code Assessment	06/02/2014	Development Permit	10
The purpose of this report is for Council to note that the following decisions were made under delegated authority – Category 2 – Complying Code Assessments and Minor Impact Assessments.									
1	MC011871	Car Wash Facility	Category2	Goodwin Midson	Cleveland Harbourside Centre (Coles) 100 Middle Street Cleveland QLD 4163	Impact Assessment	05/02/2014	Permissible Change - Development Permit	2
2	OPW001386. 3	Operational Works - Villaworld Stage 3 & Stage 4	Category2	Sheehy & Partners Pty Ltd	56-90 Goddard Road Thornlands QLD 4164	Code Assessment	05/02/2014	Development Permit	3
3	MC012030	Place of Worship	Category2	The Certifier Pty Ltd	21-29 Beveridge Road Thornlands QLD 4164	Code Assessment	06/02/2014	Permissible Change - Development Permit	4
4	OPW001601	Operational Works - ROL 1 into 2	Category2	Structerre Consulting Engineers	66 Lancaster Circuit Redland Bay QLD 4165	Code Assessment	30/01/2014	Development Permit	5
5	OPW001577	Combined Operational and Landscaping Works - Multiple Dwelling x 5	Category2	South Moreton Developments Pty Ltd As Trustee	72 Keith Street Capalaba QLD 4157	Compliance Assessment	03/02/2014	Compliance Certificate	9

	Application	Description	Category	Applicant	Property Address	Application Type	Decision Date	Decision	Division Number
<p align="center">The purpose of this report is for Council to note that the following decisions were made under delegated authority - Category 3 – Moderately Complex Code & Impact Assessments. (Category 3 Report)</p>									
1	MC009874	Child Care Centre	Category3	Jones Flint & Pike Pty Ltd - Engineers (JF&P)	188 South Street Thornlands QLD 4164	Impact Assessment	31/01/2014	Permissible Change - Development Permit	3
2	MC009874	Child Care Centre	Category3	Jones Flint & Pike Pty Ltd - Engineers (JF&P)	188 South Street Thornlands QLD 4164	Impact Assessment	31/01/2014	Extension to Relevant Period - Approved	3

Attachment 1 – Cadastral Map



Attachment 2 – Aerial Map



Attachment 3 – Proposed Road Closure

