Maranoa Regional Council Our performance in focus

Report on the annual review of the implementation of the annual operational plan (Section 104 (5) (b)(iv) and Section 104 (7) of the *Local Government Act 2009*).

End of year report by function



CONTENTS

"Our performance in focus" provides an end of year report for each of Council's functions from which the year's performance results have been summarised for the community and other stakeholders.

It comprises the report on the annual review of the implementation of the annual operational plan (Section 104 (5) (b)(iv) and Section 104 (7) of the *Local Government Act 2009*).

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Strategic priority 5 - Managing our

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Strategic priority 1.

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

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1.1 Water..61.2 Sewerage.141.3 Roads and drainage..221.4 Parks, gardens and reserves..381.5 Waste.461.6 Cemeteries..56

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

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



1.1 Water



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



Managed \$44.758 million of water infrastructure.



Received funding for water infrastructure projects from the Queensland Government:

- Building our Regions program \$227,957
- 2017-19 Works for Queensland program **\$282,500**
- 2019-21 Works for Queensland program \$440,000
- Funding from the Queensland Government approved:
 Mitchell Bore 3 installation next year \$600,000

WATER HIGHLIGHTS

Water quality

There were no non-compliances with the State Government's water quality criteria.

Project completion

17 projects were completed across the region with \$1.333 million spent in 2018/19.

Progress was made on a further 10 projects (with expenditure during the year of \$0.67 million).

Project highlights

- Improved water pressure for firefighting at Golf Links Subdivision, Roma
- New water main installed along Northern Road, Roma.
- Upgrade of Roma water tower to improve water treatment.

Water infrastructure network

The value of the region's water infrastructure increased from \$43.104 million (net book value at 30 June 2018) to \$44.758 million at 30 June 2019.

The network of water mains increased by 12.6 kms.

WATER CHALLENGES

Works in progress

10 water projects (2018/19 works program) were in progress but not yet complete at year end.

(Note: Of the 17 projects completed this year, 10 were finishing projects brought forward from the 2017/18 year).

Water supply incident

1 water incident was required to be reported to the Regulator - this involved a 10 day service interruption at Surat.

Water main breaks

A high number of water main breaks occurred (182) due to the age of the water infrastructure, environmental / drought (soil) conditions and increased water pressure from upgraded equipment.

Programmed maintenance was delayed until 2019/20

This was due to the number of capital projects as well as the significant number of water breaks and leaks this year. The Roma maintenance crew (which works across both water and sewerage) also spent considerable time assisting the sewer relining contractor.

What we do

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

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

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

	Number of properties with a water connection	Litres per day to nearest thousand	Value of all water infrastructure 30 June 2019 \$			
	Central v	water scheme				
Roma	3,488	5,700,000	25,209,216			
Muckadilla	13	34,000	463,984			
	Eastern	water scheme				
Wallumbilla	191	269,000	1,874,326			
Yuleba	127	97,000	1,100,708			
Jackson	15	10,000	92,124			
	Injune water scheme					
Injune	260	428,000	4,220,702			
	Surat w	ater scheme				
Surat	262	1,120,000	5,828,099			
	Western scheme					
Amby	42	76,000	365,553			
Mitchell	580	1,080,000	5,141,851			
Mungallala	35	79,000	461,287			
Total			\$44,757,850			

Did you know

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

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

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

The catchment above the Surat Weir has an area of 41,480 km² and contains approximately 118,000 separate land parcels. The entire catchment contains the city of Toowoomba and other significant centres including Warwick, Dalby and Chinchilla.

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

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

Each year, we undertake works to:

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



Deputy Mayor, Cr Jan Chambers, Portfolio Chair Cr David Schefe, Manager (Water) and Mitchell team members at the site of one of this year's water main renewal projects.

Why we do it

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

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

How we are trending - water

	2015/16	2016/17	2017/18	2018/19
Key statistics				
Length of water mains	238.6 kms	238.6 kms	254.9 kms	267.5 kms
Total water sourced	3,793 ML	3,050 ML	3,344.20 ML	3,220.3 ML
Connected properties: - Residential - Non-residential	3,954 922	3,974 988	3,972 1,017	3,992 1,025
Volume of potable (drinking) water supplied				
- Residential	1,499.4 ML	1,404.90 ML	1,535 ML	1,778.4 ML
- Commercial, municipal and industrial	476.4 ML	674.20 ML	689.3 ML	898.3 ML
Key performance measures				
Total water main breaks	90	66	289	182
Water main breaks (per 100 kms) where service was interrupted Target for water main breaks and leaks -	37.7	27.7	113.4	68
less than or equal to 100 per 100 kms of main.	57.7	27.7		
Total unplanned interruptions	N	ot previously recorded	ł	58
Incidence of unplanned interruptions (per 1,000 connections) where service was interrupted Target for unplanned interruptions per 1,000 properties - less than or equal to 300.	Not previously recorded			390.5
Water quality complaints per 1,000 connections Target for total complaints (water and sewerage) - less than or equal to 20.	9.6	2.2	3.8	0.2
Compliance with water quality criteria				
- E-coli - samples taken / Non- conformances	1,146 / Nil	1,135 / Nil	1,254 / 1	1,510 / Nil
- Chlorine - samples taken / Non- conformances	535 / Nil	968 / Nil	1,208 / Nil	480 / Nil

More about the numbers

Over the past two years there has been an increase in the number of water mains breaks. This can be attributed to a number of factors:

- With much of the water infrastructucture installed at a similar time, it means that the mains will reach the end of their useful life at a similar time if not renewed. Given the low population numbers in our towns (and therefore low ratepayer numbers), revenue is not sufficient to keep up with the cost of renewing the infrastructure. Council is continuing to advocate to other tiers of government to assist with funding essential infrastructure. The 2 year trend of high numbers of water main breaks and leaks is expected to continue as the mains continue to age.
- The lack of rain over the past two years has caused the ground to dry up and shrink and this causes mains to break. This is made worse by extended periods of dry weather, with storms in between, causing the soil to shrink and expand.
- Ageing water mains are impacted by increased water pressure. There has been a strong drive to improve pressure to a number of areas, where the pressure has been poor in the past. These pressures, although important for levels of service and firefighting capacity, are often greater than the pipes can handle due to their age and condition.

Projects - what we achieved this year

Completed	In progress	Not started
\bigcirc		\otimes
 Water main poly renewal - Mungallala Railway line. Water main renewal - Adelaide St, Alice to Ann St, Mitchell. Water main renewal - Edinburgh, Alice St to Ann St, Mitchell. Water main renewal - Ann St, Liverpool St to Adelaide St, Mitchell. Reservoir and booster pump, Miscamble Street, Roma. Roma Water Augmentation Project Water main renewal: Quintin St - Chrystal to Raglan Streets, Roma. Duke Street - Raglan Street to Corfe Road, Roma. Arthur Street, Roma. Edwardes Street - Miscamble to Lovell Streets, Roma. Upgrade main - Northern Road to Alexander Ave (310m), Roma. Upgrade connection - 150mm - Alexander Ave, Roma. Upgrade main - Alexander Avenue to Miscamble Street, Roma. Roma Water Augmentation Project - Proudly funded by the Queensland Government in association with Maranoa Regional Council. Reservoir and Booster for Bore 12, Roma - funded by the Queensland Government's \$200 million Works for Queensland program. Metering unmetered connections 2017/18, Roma - funded by the Queensland Government's \$200 million Works for Queensland program. Metering unmetered connections 2017/18, Roma - funded by the Queensland Government's \$200 million Works for Queensland program. Metering unmetered connections 2017/18, Roma - funded by the Queensland government's \$200 million Works for Queensland program. Dipune water supply. Golf Links Subdivision Fire Flow Augmentation, Roma - funded by the Queensland program. Development of a bore strategy. 	 Hydrogeological modelling. Water main renewal - Oxford St, Ann St to Caroline St, Mitchell. Water main renewal - Ann St, Oxford St to Cambridge St, Mitchell. Northern Road booster station renewal, Roma. Lining of Mitchell water tower. Muckadilla water supply renewal. Upgrade chlorination at Roma water tower. Meters for raw water in Surat - Council properties. Surat clarifier and reservoir. Tiffin Street fire flow augmentation, Roma. 	 Funding secured through the Australian Government's Smarter Cities and Suburbs Program for water and sewerage: Supervisory control and data acquisition (SCADA) for regional sites (\$500,000). Funding secured through the Queensland Government's Local Government Grants and Subsidies Program - announced in May 2019 for: Mitchell Bore 3 Installation (\$600,000). Funding allocated to water projects from the Queensland Government's 2019-20 Works for Queensland allocation - Minister announced approval of Council's endorsed projects in May 2019: Regional water project - firefighting capacity upgrade (\$200,000); Delivery main bore 17 to Currey St reservoirs (\$600,000); Meter connections in Roma (\$80,000).

This year's highlights

Improved water pressure for firefighting - Golf Links subdivision

Council undertook works in March 2019 on the Golf Links Subdivision Fire Flow Augmentation Project with works now completed.

The project included the installation of a new water main running from Bore 2 along Corfe Road, turning south onto Charles Street South and ending just beyond Fairway Drive in Roma.

This has improved water pressure for firefighting.

Roma has a very hot and dry climate making it essential to have improved infrastructure for our emergency services.



Golf Links Subdivision Fire Flow Augmentation, Corfe Road, Roma - funded by the Queensland Government's \$200 million Works for Queensland program.

New water main installed along Northern Road, Roma

Council has completed the installation on a new water main on the eastern side of Northern Road from Bassett Lane to Miscamble Street in Roma. The project was part of Council's 10 Year Water Strategy.

In the past, water pressure in the northern part of town had been poor. Since the installation, residents now experience significant improvement in their water pressure, especially during the summer months.

The Roma Water Main Augmentation has been proudly funded by the Queensland Government's Building our Regions program in association with Maranoa Regional Council.

Upgrade of Roma water tower to improve water treatment

Council has completed the upgrade on the Roma water tower which now allows for better and more consistent chlorine dosing before the water distributes into the reticulation network.

Previously, there were three bores feeding directly into the reservoir on Whip Street, with chlorination occurring at each bore site as well as a small chlorination unit at the reservoir to top up the chlorine level if required.

In addition to providing a proper chlorine dosing unit, the upgrade project also included the installation of a mixer in the reservoir providing better chlorine mixing, leading to a more consistent result.

This allowed Council to reduce the number of dosing systems by three, while adding pH control measures making the chlorination more effective and reducing the amount of chlorine used at the reservoir.

By upgrading the system Council has been able to reduce the maintenance requirements of its water infrastructure.

Services - what we achieved this year

What we do	What we aim for	What we achieved		
Water billing process inputs				
Meter reading	2 billing periods with reading dates within 14 days of 30 November and 31 May	Water meters were read on schedule: • December 2018 for billing in Q3 2018/19; • June 2019 for billing in Q1 2019/20.		
Concessions • dialysis patients • major leaks	Administered in accordance with Council's policies.	4 notifications in relation to dialysis. Nil requests for concessions pertaining to major leaks.		
Programmed maintenance				
Water mains (Hydrants, valves, mains)	In accordance with approved program.	Plans for the programmed maintenance have been prepared.		
Water equipment (Dosing equipment, reservoir cleaning, bore pumps, booster pumps, lift pumps)	In accordance with approved program.	Due to the number of capital projects as well as a significant number of water breaks and leaks this year, the programmed maintenance was not commenced. The Roma maintenance crew also spent considerable time assisting the sewer relining contractor.		
Reactive maintenance / custo	omer service			
New connections and other alterations to water services	Upon request. Works completed within 20 working days of receipt of application and fee. If required, a quote will be provided within the 20 day period.	 4 requests for new connections - 2 were completed within the target timeframe. The other 2 were more complex (due to the time to source parts and a road crossing). 1 request to disconnect from raw water 2 requests to change a meter size. All 3 were completed within the target 		
		timeframe.		
Reconnections	Upon request Works completed within 5 days.	Nil requests.		
Response to urgent incidents and complaints (pressure, quality)	Response within Council's adopted Customer Service Standards. Complaint management in accordance with Council's Complaint Management Policy. Data collected on the number of complaints, complaint details and the actions undertaken. Target for response to urgent incidents - Amby, Jackson, Muckadilla, Mungallala - less than or equal to 240 mins. Other areas - less than or equal to 120 mins.	 36 pressure complaints* 16 water quality complaints* *A new customer request system implemented during the year. It will facilitate reporting of accurate response times compared to individual town targets. 		
Notification of planned interruptions	48 hours' notice if not urgent with media release and letter box drop.	19 planned service interruptions. 48 hours' notice period, media release and letter box drop complied with.		
User pays services				
Sale of water from standpipes	Upon request.	Town Number Minutes Litres of uses		
		Injune 483 9,878 9,965,920		
	Fees in accordance with Council's adopted Fees	Mitchell 165 2,260 3,377,360		
	& Charges Register.	Roma 2,375 27,904 23,877,120		
		Surat 11 242 169,270		
		Wallumbilla 21 241 14,940		
		Total 3,055 40,525 37,404,610		
Determination of water meter location and other service infrastructure		Nil requests for water meter location; 1 request for locating the water service and 9 requests for service plans.		
Meter testing / investigation		8 requests		
Replacement of damaged or destroyed meters		21 requests		
Access to water facilities		5 requests		
Inspections for extension to, or alteration of the network	Inspection and quote within 20 working days.	Nil requests for inspection.		

1.1 WATER

What we do	What we aim for	What we achieved				
ashdown facilities Maintenance as required. Access and billing through the national		Number of uses Minutes Charges \$ Litres				
	Access and bling through the national Access and bling through the national Injune 1,948		76,279	58,555.66		
		Roma	4,077	314,845	303,040.48	
		Total	6,025	\$391,124	361,596.14	
Policy development and reviews						
Customer service standards	No mandatory requirement for review this year. Last reviewed 12 April 2017 (review every 5 years).	Not required.				
Fees and charges register	Review conducted in accordance with published budget timetable.	The fees and charges for this financial year were adopted by Council Q1. These are provided on Council's website.				
Asset management plan	Annual review.	Update presented to Council at its meeting on 27 March 2019 and adopted (Resolution reference: GM/03.2019/65).				
Advocacy						
Advocate for funding from other tiers of government to assist in addressing ageing water infrastructure.	As opportunities arise.	Water Strategy flyer including Cr Schefe's Funding has been se infrastructure projec Installation next year Works for Queenslar \$282,500 was receiv \$227,957 was receiv	s meeting with cured from th ts. \$600,000 . \$880,000 h nd program w ved from the 2	h the Minister. The Queensland Gov was approved for has been allocated with 50% received b 2017-19 allocation	vernment for wa Mitchell Bore 3 from the 2019- by 30 June 2019	
Compliance and reporting			5	5 .	, ,	
Drinking Water Quality Management Plan (DWQMP) Annual Report (Sections 141, 142 Water Supply (Safety and Reliability) Act 2008)	120 business days from 30 June.	Submitted by the due date (18 December 2018). Receipt acknowledged by the Regulator on 21 December 2018.			mber 2018.	
Notifications to Regulator: - Non-compliance with water quality criteria; or	Notification to Regulator where required by legislation.	There was only 1 notification requiring notification on 22 Januar This was in Surat where the turbidity exceeded set limits. Service restored on 1 February 2019.				
- Non-compliance with the health limits of the Australian Drinking Water Guidelines or other incidents impacting the ability to supply potable water to customers.	Notification also to the Director Infrastructure Services and Chief Executive Officer of the details reported.					
Reporting to the Department of Natural Resources, Mines and Energy (DNRME) on water usage and availability	Annually through the DNRME website (Data extracted from the SWIM system). Quarter reporting through the water service provider surveys from DRNME.	Annual report submitted on 17/9/18 before the due date of 1/10/ All reports submitted on or before the due dates: Report 1 - due 20/7/18; submitted 6/7/18. Report 2 - due 30/11/18; submitted 21/11/18. Report 3 - due 18/3/19; submitted 18/3/19.				
Water network performance	Incidence of unplanned interruptions Water main breaks and leaks recorded and trends monitored.	58 incidents for the year 390.5 properties affected per 1,000 connections Target - less than or equal to 300.				
Performance reporting (Section 142A Water Supply (Safety and Reliability) Act 2008)	Report prepared on or before 1 October and provided to Regulator via Queensland's SWIM system. Spreadsheet export published on Council's website.	Report submitted on 28/9/18. Spreadsheet received from the Regulator on 2/10/18 and uploade the website 3/10/18.		and uploaded		
Water quality						
Nater testing for E.coli	Number and frequency of samples recorded. Results within targets defined in the operational plan /	1,510 samples; Nil n	on-complianc	es.		
Water testing of chlorine levels	legislation / Australian Drinking Water Guidelines. Summary extracts of water quality monitoring results included in the DWQMP annual report.	480 samples; Nil non-compliances.				
Water quality verification monitoring orogram	Annual program conducted. Results published on Council's website as part of the DWQMP annual report.	This was included in	the report sul	bmitted on 18 Dec	ember 2018.	
Benchmarking of water quality against nealth-related and aesthetic guidelines	Annual reporting and publishing where the results do not align with the guidelines.	The results for these samples were received in Quarter 4. There we no health limits exceeded, however it was noted that there were aesthetic parameters exceeded, mainly in some smaller supplies li Amby and Mungallala. These continue to be monitored. The res were reported in our annual DWQMP report which is published o website also.		t there were a f ler supplies like red. The result		
Water conservation initiatives	Preparation and publishing of information as approved by Council.	Tips for monitoring provided on Council		ind reducing consu	imption are	



OUR SERVICES AND PROJECTS

- Manage the water function within a total budget of **\$10,368,765**.
- Deliver annual services with quarterly reporting on progress against targets including:

Water billing process inputs (meter reading program) Programmed and reactive maintenance User pays services Policy development and review Advocacy Compliance and reporting Water quality Water conservation Input into new development (expanding the network)

 Undertake operating and capital projects of \$5,832,724 including investment in new, upgraded and renewed water infrastructure.

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OUR KEY PRIORITIES

Drinking water quality management plan (DWQMP)

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

• Compliance with state government funding agreements

Council is appreciative of funding support through the Queensland Government's Works for Queensland and Local Government Grants and Subsidies programs and the Australian Government's Smart Cities and Suburbs Program. It is important that the applicable reporting obligations are adhered to.

- **SCADA implementation** (Supervisory Control and Data Acquisition) This project will facilitate the efficient monitoring of the water system via Council's computer network. This project is jointly funded by Maranoa Regional Council and the Australian Government.
- Asset management plan improvements and water processes review In 2019/20 our aim is to achieve third party certification to ISO standards for quality, safety and environmental management of the water function.
 - **Key performance indicators** An update is required to Council systems and processes for revised State Government reporting requirements for the water function.
- Amby water

Council will seek feedback on water quality and examine infrastructure options and cost.

For more information: Our Plan for 2019/20 document - Pages 22 to 29.



Delivery main to be installed on Currey Street

A new delivery water main will be installed from Bore 17 to the Currey Street Reservoir to provide a direct feed from the bore to the Avdata Standpipe System.

New water bore for Mitchell

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

Roma to receive further water supply security with new bore

Construction of a new bore in Roma will commence in 2019 to provide additional water supply and security for Roma.



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

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



1.2 Sewerage



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



Managed **\$42.163 million** of sewerage infrastructure

Received funding for a sewerage project from the Queensland Government's Building our Regions program - **\$153,564**.

SEWERAGE HIGHLIGHTS

Compliance / sewerage incidents

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

Project completion

A sewer main diversion, upgrade and renewal project across two financial years was completed in Roma with \$0.43 million spent in 2018/19.

The Roma Sewer Main Upgrade has been proudly funded with \$308,564 from the Queensland Government's Building our Regions program in association with Maranoa Regional Council.

Progress was made on a further 4 projects (with expenditure during the year of \$1.35 million).

Significant progress was made with the sewer relining project in Roma. The project involves upgrading and relining 21kms of Roma's sewer mains, extending the life of the mains to between 50 and 80 years.

Sewerage infrastructure network

The value of the region's sewerage infrastructure increased from \$40.95 million (net book value at 30 June 2018) to \$42.163 million at 30 June 2019.

SEWERAGE CHALLENGES

Ageing infrastructure

The number of sewer main breaks and chokes during the year were almost double that of last year.

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

Asset management plan review

The review has been delayed until major sewer relining works in Roma are complete.

What we do

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

	Number of properties with a sewerage connection	Value of all sewerage infrastructure 30 June 2019
Roma	3,082	29,398,614
Injune	206	2,156,264
Surat	223	2,516,043
Amby	29	384,517
Mitchell	447	7,101,499
Mungallala	25	605,549
Total		\$42,162,486

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

Filtered effluent is then passed to Imhoff tanks (equivalent to advanced septic tanks). These tanks allow for the majority of solids to be removed in the form of sludge which is drained to drying beds before being disposed of onsite (buried). The waste then continues through the process, passing through to primary lagoons where biological processes (microbes) break down additional contaminants within the waste.

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

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

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

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

Each year, we undertake works to:

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

Why we do it

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



Sewage Treatment Plant, Roma.

Did you know

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

How we are trending - sewerage

	2015/16	2016/17	2017/18	2018/19			
Key statistics	Key statistics						
Sewage treatment plants	6	6	6	6			
Length of sewer mains	126.3 kms	126.3 kms	127.9 kms	128.4 kms			
Total wastewater (sewage) treated	745.2 ML	968.6 ML	656.6 ML	Not able to be reported this year*			
Connected residential properties	3,348	3,346	3,351	3,348			
Connected non-residential properties	658	656	655	662			
Charge per sewerage pedestal (toilet)	\$366.64	\$379.48	\$386.08	\$416.96			
Total sewerage charges	\$2,361,123	\$2,458,942	\$2,499,130	\$2,767,615			
Amount of reuse water supplied in Roma (through 0.855 kms of mains)	175 ML	295.7 ML	92.8 ML	138.3 ML			
Key performance measures							
Sewerage mains breaks and chokes (per 100 kms)	20.7	11.5	19	34**			
Sewerage complaints (per 1,000 connections)	44.3	36.1	33.7	20.2			

More about the numbers

* Some faulty meters were identified during the year resulting in incomplete data. The meters are being replaced and a calibration program is being prepared.

** The number of sewer main breaks and chokes are reflective of the ageing infrastructure. Council is currently undertaking a major program of relining its sewer mains. It is anticipated that as the sewer relining works continue, an improvement in these statistics will be seen.



Sewer relining works.

1.2 SEWERAGE

Projects - what we achieved this year

Completed	In progress	Not started
\bigcirc		\bigotimes
• Sewer main diversion, upgrade and renewal (including Gregory Street, Roma) – completion of prior year project (Queensland Government's Building our Regions program).	 2018/19 sewer relining program. Pump Station Taylor Street, Roma (2017/18 project). Replacement of sewer Rugby Street, Mitchell (2017/18 project). Analysis and condition assessment of wastewater (sewer) mains – closed circuit television (CCTV) footage. 	 Funding secured through the Australian Government's Smarter Cities and Suburbs Program for water and sewerage: Supervisory control and data acquisition (SCADA) for regional sites (\$500,000).

This year's highlights

Extended life for Roma sewer mains

Council's Roma sewer relining program has been underway since January 2019 with over \$3 million allocated for vital works that will help ensure the effectiveness, durability and longevity of the sewerage network.

The project involves upgrading and relining 21kms of Roma's sewer mains, extending the life of the mains to between 50 and 80 years.

Relining Roma's sewer mains early allows Council to do more with less as relining is significantly cheaper than replacing sewer mains. The relining works also minimise disruption to residents.



Cr David Schefe, Portfolio Chair for Utilities, viewing the site of the sewer relining works with local contractor worker, Suffcon Pty Ltd.

Sewer main diversion, upgrade and renewal completed

A sewer main diversion and upgrade project from Bungil Street to 55 Gregory Street was completed in December 2018.

Works included the installation of a new 310m sewer pipe and construction of three manholes that have been designed to keep up with demand during peak periods.

By providing additional capacity within the network, the upgrade allows for the sustainability and growth of Roma's sewerage network.

Other works that were part of the project included relining approximately 2kms of mains.

The Roma Sewer Main Upgrade has been proudly funded with \$308,564 from the Queensland Government's Building our Regions program in association with Maranoa Regional Council.

Advocacy continues for increased infrastructure funding

Cr David Schefe (Portfolio Chair for Utilities) participated in a number of forums during the year, as Council's representative, to advocate for much needed infrastructure funding.

Discussions were held around the potential failure of sewerage (and water) assets, across multiple councils where the assets are reaching the end of their design life. Maranoa is not alone as councils in Queensland and New South Wales struggle to keep up with ageing sewerage infrastructure.

Participation in the Local Government Association of Queensland Advisory Committee meetings, for example, provides direct access to Ministers and other councils in similar situations, providing a stronger voice than if Council was to advocate alone.



Cr David Schefe with Minister for Local Government, Multicultural Affairs and Racing, Hon Stirling Hinchliffe and the Local Government Association of Queensland Water & Sewerage Advisory Group.

Services - what we achieved this year

Wh	at we do	What we aim for	What we achieved this year
Env	ironmental authority (EA) compliance		
•	All sewage treatment plants (Injune, Mitchell, Amby, Mungallala, Surat, Roma)	Compliance with general/common conditions (Part 1 of the Environmental Authority) and noise conditions (Part 2).	Testing undertaken in accordance with the Environmental Authority (EA) testing schedules, with samples gathered while undertaking water and pool testing. This data is stored in the Laboratory Information Management System (LIMS) and made available to Department of Environment & Science (DES) upon request. Discharge effluents are currently compliant with the EA.
•	Roma	Compliance with waters, land and waste conditions (Part 3).	
•	Surat	Compliance with land and waste conditions (Part 4).	Ashieved compliance
•	Mitchell, Mungallala and Amby	Compliance with water and waste conditions (Part 5).	Achieved compliance.
•	Injune	Compliance with water and waste conditions (Part 6).	
Pro	grammed maintenance		
•	Programmed works for wastewater (sewer) mains through Closed Circuit Television (CCTV), manhole inspections, cockroach kill and smoke testing	In accordance with approved program.	Plans for the programmed maintenance have been prepared. All of the manholes in Surat have been inspected as well as the portion identified for Roma. Testing and fogging for cockroaches was completed in Mungallala, Injune and Roma and will continue for other areas into the new financial year.
•	Programmed works for pump maintenance, davits, aerators, dosing equipment, imhoff tanks, desludge ponds, green dome	In accordance with approved program.	Maintenance of pumps and dosing equipment was undertaken as per the approved program. Schedules are being prepared for all other sewerage assets and are scheduled for completion in 2019/20.
Rea	ctive maintenance / customer service		
•	New sewerage service connections	Upon receipt of an application form at a Customer Service Centre and associated fee. Works completed within 20 working days of receipt of application and fee. If required, a quote will be provided within the 20 day period.	There was 1 service request for a new sewerage service connection that was received in Q1 with installation completed in Q2 of 2018/19.
•	Response to urgent incidents (sewer blockages, sewer overflow) and complaints	Response within Council's adopted Customer Service Standards. Target for response to urgent incidents (blockages and overflow) - less than or equal to 120 mins. Complaint management in accordance with Council's Complaint Management Policy. Data collected on the number of complaints, complaint details and the actions undertaken. Target for total complaints (water and sewerage) - less than or equal to 20.	 There was a total of 72* urgent sewerage requests: 40 Council sewer requests 9 Council facilities requests 23 resident requests *A new customer request system was implemented during the year. It will facilitate reporting of accurate response times compared to individual town targets. There was a total of 2 customer complaints received about wastewater (sewerage) during 2018/19 as follows: Roma combined drain not recorded in the Council database Surat – issues with a septic tank connected to the sewer network.
•	Caravan dumps points (7 across the region) Roma - 14 Station Street Roma - Bassett Park camping area Wallumbilla - Showgrounds camping area, Warrego Highway Mitchell - Showgrounds, 205 Alice Street Injune - Truck Stop, 131 Carnarvon Highway Surat - Fisherman's Park, Carnarvon Highway Mungallala - Cobb & Co Rest Area, Tryconnel Street	Available free of charge. Wastewater collected as required (usage is highly variable).	Wastewater was collected as required at all 7 caravan dump points in the region. No major issues were experienced; minor maintenance and repairs was carried out as required.

1.2 SEWERAGE

Services - what we achieved this year

Wh	nat we do	What we aim for	What we achieved this year
Use	er pays services		
•	Assistance with locating sewerage infrastructure	Within 20 working days.	There was 1 request received to locate Council infrastructure. This was for the manholes outside the Post Office in McDowall Street in relation to the works occurring at Office Choice.
•	Inspections for extension to, or alteration of, the network	Inspection and quote within 20 working days.	There was 1 request received for an inspection to extend the network for a new connection.
•	Trade waste	Upon receipt of application - Onsite inspection and if found to be compliant issue of a trade waste certification and fee. Annual inspection.	There were 21 trade waste enquiries. Annual inspections were undertaken for all trade waste permits.
•	Regulated waste receival	As required by commercial activities in the region (workers' camps). Note: Service only available to authorised waste carters.	There were 2 requests for regulated waste receival.
•	Sewerage plans	Upon request. Fees in accordance with Council's adopted Fees & Charges Register.	There were 20 requests for sewerage plans.
Poli	icy development and review		
•	Customer service standards	No mandatory requirement for review this year. Last reviewed 12 April 2017 (review every 5 years).	Not required in 2018/19.
•	Fees and charges register	Review conducted in accordance with published budget timetable.	The fees and charges were reviewed and set during the first quarter in accordance with the published budget timetable.
•	Asset management plan	Annual review.	The review has been delayed until major sewer relining works in Roma are complete.
Con	npliance and reporting		
•	Preparation of return to the Department of Environment and Science and participation in inspection	Annual return - typically in May for return in July. Inspection when required (inspection notice issued by the Department).	An annual return was not required for this period due to changes in the reporting requirements.
		Audit findings reported together with progress on actions taken / closed out.	An inspection was carried out for the Injune Sewerage Treatment Plant in March 2019.
			No non-compliances were noted however vegetation growing around two of the outlets was required to be removed.
•	Notifications to Regulator	Notification to Regulator as required. Notification also to the Director Infrastructure Services and Chief Executive Officer of the details reported.	Nil notifications to the regulator relating to sewerage were required.
•	Sewerage network performance	Total number of main breaks and chokes recorded and trends monitored. Target for total number of main breaks and chokes - less than or equal to 40 per 100 kms of sewer main.	There was a total of 40 main breaks and chokes:38 blockages2 main breaks
			Total of 31 per 100 kms of sewer main, therefore within target range.
•	Performance reporting	Report prepared on or before 1 October and provided to the Regulator via the Statewide Water Information Management (SWIM) system. Spreadsheet export published on Council's website.	Report submitted on 28 September 2018. Spreadsheet received from the Regulator on 2 October 2018 and uploaded to the website on 3 October 2018.
Inp	ut to development applicatio	ns (expanding the network)	
•	Information requests	6 business days	There were 40 requests for a review of a new development application.
			All 40 requests were reviewed and a decision provided within the target of 6 business days.



OUR SERVICES AND PROJECTS

- Manage the sewerage function within a total budget of **\$5,809,920**.
- Deliver annual services with quarterly reporting on progress including:
 - Environmental authority compliance
 - Programmed and reactive maintenance
 - User pays services
 - Policy development and review
 - Compliance and reporting
 - Input to development applications (expanding the network).
- Undertake operating and capital projects of **\$3,717,154** including investment in new, upgraded and renewed sewerage infrastructure.



OUR KEY PRIORITIES

- **SCADA implementation** (Supervisory Control and Data Acquisition) This project will facilitate the efficient monitoring of the sewerage system via Council's computer network. This project is jointly funded by Maranoa Regional Council and the Australian Government.
- Asset management plan improvements and sewerage processes review
 In 2019/20 our aim is to achieve third party certification to ISO standards for guality, safety and environmental management of the sewerage function.
 - **Key performance indicators** An update is required to Council systems and processes for revised State Government reporting requirements for the sewerage function.
- State Government Environmental Authority (EA) amendment Injune Sewage Treatment Plant

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

For more information: Our Plan for 2019/20 document - Pages 30 to 37.



Sewer relining in Mitchell, Injune, Roma & Surat

The project that commenced in 2018/19 (left) will continue in Roma. Sewer relining will also commence in Mitchell, Injune and Surat to renew the towns' ageing sewer infrastructure.

Pumps to be replaced in Roma

Six of Roma's sewer pumps have reached the end of their useful life and will be replaced. The new equipment will increase reliability of the sewerage function, minimising the risk of pump failures.

Cockroach spraying program across the Maranoa set to continue

Council treats cockroaches and insect populations in the region's sewer networks by fogging sewers annually. The program will occur in all towns that have reticulated sewerage systems (Amby, Injune, Mitchell, Mungallala, Roma and Surat).



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



1.3 Roads and drainage



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

Managed **\$461.254 million** of road, drainage and bridge infrastructure Rural Roads: **5,607.8 kms** Urban Roads/Streets: **224.1 kms**

Urban Roads/Streets: **224.1 kms** Worked with other tiers of government and industry to secure funding for local roads with the

- 3
- following received in 2018/19: • Australian Government: Roads to Recovery Program - **\$1,565,721**; Black Spot Program - **\$170,500**
- Queensland Government: Transport Infrastructure Development Scheme \$2,752,694;
 2017-19 Works for Queensland Program \$207,500; 2019-21 Works for Queensland Program \$170,000
- Industry contributions from coal seam gas companies through Road Infrastructure Agreements -\$14,067,303

ROADS & DRAINAGE HIGHLIGHTS

Ivy and Arthur Street intersection works improve stormwater drainage

The newly sealed road allows residents to access Ivy Street from Charles Street South, Quintin Street and Arthur Street.

With the underground stormwater drainage system installed, the impact of water flowing past houses on Ivy Street (between Arthur Street and Charles Street) will now be reduced during rain events.

Bitumen reseal program underway on Maranoa roads

The program, which commenced in the west of the region in April 2019, saw sections on almost 50 roads receive a new coat of bitumen. The program includes both rural roads and urban streets, with approximately 900,000 litres of bitumen being sprayed.

Duke Street South upgrade project

Duke Street South (Roma Southern Road) in Roma was upgraded between Raglan Street (Warrego Highway) and Corfe Road as part of the 2018/19 Capital Upgrade Program. Pre-construction works kicked off in March 2019 with works completed by 30 June.

The project, with a total cost of \$2,810,692, is a joint initiative between Maranoa Regional Council, the Department of Transport and Main Roads and the Australian Government's Roads to Recovery Program which provided \$281,408.

Wyndham Street footpath works completed

Council has completed works on the Wyndham Street footpath (80 – 82 Wyndham Street, in front of Australian Red Cross and Amor Motors).

Maintenance works

- 2,780.97 kms of minor maintenance grading (patrol grading) on unsealed roads
- 935.15 kms of major maintenance grading on unsealed roads
- 8,748.60 kms of network inspections on unsealed roads

ROADS & DRAINAGE CHALLENGES

Asset management plan update

The first annual review was commenced but not yet completed at year end.

A detailed condition assessment of the sealed road network has been completed to inform the 2018/19 and 2019/20 bitumen reseal and bitumen rehabilitation programs and budget allocation.

A condition assessment commenced in Q4 of Council's underground stormwater network. This assessment is planned for completion in late 2019. A condition analysis will be completed to refine the Asset Management Plan and future renewal funding requirements.

1.3 ROADS & DRAINAGE

What we do

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

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

Rural roads

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

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

Our roads are a mix of:

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

These roads connect a rural area of 58,802.8 km2 (equivalent to 91% of the size of mainland Tasmania).

To put this in further context, whilst Tasmania services a population of more than 500,000, the Maranoa region has a population of 12,791¹, with approximately 30% of our residents living in the rural parts of our region.

Urban roads

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

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

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

Why we do it

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

Resource sector roads

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

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

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

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

Did you know

In undertaking the 2018/19 Bitumen reseal program, Council recycled 12,500 tyres that would have otherwise gone to landfill. These tyres were blended up into a rubber crumb (after steel and fibre were removed) and added into the stone mix that was rolled onto roads.

The rubber 'crumb' extends the life of the road seal and strengthens the roads under heavy traffic. The flexibility of the bitumen also increases, preventing cracking and minimising the risk of the bitumen "bleeding" during extreme hot weather conditions.



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

Road funding received in 2018/19	Australian Government	Queensland Government	Industry contributions from coal seam gas companies through Road Infrastructure Agreements	Total
	R2R	TIDS		
The following projects have been proudly funded by the Queensland Government through the Transport Infrastructure Development Scheme (TIDS), Maranoa Regional Council and/or the Australian Government's Roads to Recovery Program				
Mt Moffatt Gravel Resheet - Ch 96.9 to 121.90		478,858		
Duke St South (Roma Southern Road) widen, seal and provide kerb and channel - Ch 0.00 to Ch 0.61	281,408	1,687,694		
Redford Road - Ch 54.97 to Ch 76.37	20,071			
Redford Road Gravel Resheet - Ch 84 to 91.7	234,679	245,000		
Bollon Road Gravel Resheet - Ch 128.82 to 129.88 km	341,193	341,142		
and Ch 155.94 to 167.16				
Gunnewin West Road Gravel Resheet - Ch 0.00 to Ch 10.00	231,327	2,752,694		
Gunnewin West Road Gravel Resheet - Ch 21.82 to Ch 30.80	233,407			
Mt Moffatt Road Rehabilitation 2018/2019 - Various sections Ch 0.06 to Ch 26. (GM/11.2018/41)	559,314			
Thomby Road - Ch 59.36 to Ch 70.76	450,405			
Womblebank Gap - Ch 45.00 to Ch 49.80	111,809			
Total funding applied	2,463,613			
Funding received in a prior year	(897,892)			
Funding received in 2018/19	1,565,721			
These projects have been funded by the Queensland Government's \$200 million Works for Queensland (W4Q) program.		W4Q		
2017-19 Program				
Surat - Litani Road - Moondaby Creek Floodway Upgrade		10,000		
Surat - Retreat Road - Moondaby Creek Floodway Upgrade		10,000		
Injune - Gunnewin East Road - Highland Plains Creek Floodway Upgrade		10,000		
Injune - Komine East Road - 9 Mile Gully Floodway Upgrade		15,000		
Myall Downs Floodway Ch 4.02		32,500		
Orallo Road Floodways Ch 40.58 Ch 40.60 Ch 40.22		97,500		
Glenearn Floodway Ch 18.04		32,500 207,500		
2019-21 Program				
Footpath Upgrade Ivan Street Surat		11,000		
Internal Road Upgrade Roma Touch Fields		75,000		
Footpath Upgrade Mt Hutton Retirement Village to Third Avenue Injune		84,000		
		170,000		
These projects have been funded through the Australian Governments's Black Spot Program.	Black Spot Program			
Arcadia Valley Road - Lonesome Range Jump Up Section	26,250			
Arthur Street / Bungil Street - Improve Intersection	144,250 170,500			
Total	\$1,736,221	\$3,130,194	\$14,067,303	\$18,933,718

Projects - what we achieved this year

Urban roads

Completed	In progress	Not started
\bigcirc		\bigotimes
 80-82 Wyndham Street, Roma (Red Cross) footpath upgrade. Noel Kerr Oval Bungil Street Roma - external parking design include design for kerb and channel on Bungil Street. Ivy Street Roma - stormwater remediation stage 1 and 2. Spencer Street Roma kerb and channel Warrego Highway to Twine Street. Corner of Charles and McDowall Streets Roma footpath upgrade. Quintin Street Roma - Warrego Highway to Alfred Street (exc. McDowall St Intersection) asphalt overlay. Duke St South (Roma Southern Road) widen, seal and kerb and channel ch 0.00 - 0.61km - The project, with a total cost of \$2,810,692, is a joint initiative between Maranoa Regional Council, the Department of Transport and Main Roads and the Australian Government's Roads to Recovery Program which provided \$281,408. 	 Urban streets bitumen 2018/19 reseal program. Lot 2 on RP 3123 Hawthorne Street Roma footpath upgrade. Stormwater infrastructure upgrade design project. The design for Roma Stormwater project is supported by the Queensland Government. 	 Ronald Street Injune - kerb renewal from Third to Fourth. Fourth Avenue Injune - kerb renewal from Hutton to Ronald. Stormwater pit and lintel renewal program One-off project - Regional stormwater condition assessment and renewal strategy Project funded by the Australian Government's Black Spot Program: Improve intersection Arthur/Bungil Street, Roma. Works for Queensland 2019-21 projects (approved May 2019) Footpath Upgrade Mt Hutton Retirement Village to Third Avenue Injune. Footpath Upgrade Ivan Street Surat. Internal Road Upgrade Roma Touch Fields. Not progressing: Charles Street Roma - kerb renewal from Bowen to Station. Raglan Street/Warrego Highway Roma kerd renewal Vanderfield to Vause.

Resource sector roads

Completed	In progress	Not started
\bigcirc		\bigotimes
 Wallumbilla North Road Rehabilitation. Injune Taroom Road upgrade ch. 23.46 - 29.56km (IT3A). Cottage Creek Road upgrade Ch 0.00 - 6.00km. Cleland Road - Gravel Resheet - Ch 0.0 to 3.1km. Mount Everdale Road - Gravel Resheet - Ch 0.0 to 1.5km. Kangaroo Ck Road - Gravel Resheet - Ch 0.0 to 11.8km. Angry Jungle Road - Gravel Resheet - Ch 0.0 to 11.8km. Box Gully A Road - Heavy Formation Grade - Ch 0.0 to 4.4km. Box Gully B Road - Heavy Formation Grade - Ch 4.4 to 11.2km. Howards Road - Heavy Formation Grade/Gravel Resheet - Ch 0.0 to 2.8km. Berrima Road - Heavy Formation Grade/Dust Seal - Ch 0.0 to 6.9km. Arcadia Valley Road - Road Safety Upgrades 0 - 23.365km. 	 Injune Taroom Road Upgrade ch. 29.56 - 38.30km (IT3B) incorporating intersection with Duck Creek Road. Combabula Road upgrade and gravel resheet Ch 0 to 1.825 km. Crossroads Road bitumen upgrade - design. Mascotte / Raslie Road - Formation and Gravel Resheet. 	 Bonnydoon Road (BD1) Construct to 8.0m Bitumen Seal Ch. 0.00 - 5.80km. Project funded by the Australian Government's Black Spot Program: Install barriers Arcadia valley Road - Lonesome Range jump up section. Not progressing: Torroweap Road Gravel Resheet - Ch 0.00 to Ch 1.76 plus Dust Seal (Works no longer required).

Rural roads

Completed	In progress	Not started
\bigcirc		\otimes
 Orallo Road shoulder resheet ch 5.66 - 7.90km. Gunnewin West Road gravel resheet ch 0.00 - 10.00km. Womblebank Gap Road bitumen seal rehabilitation ch 45.00 - 49.80km. Works for Queensland floodway upgrade program - Regional rural roads: Litani Road Retreat Road Gunnewin East Road Komine East Road Myall Downs Road Orallo Road (x 3) Glenearn Road Kooragan Road Gravel Resheet Ch 17.40 to Ch 22.60km. Gunnawarra Road Gravel Resheet Ch 5.90 to Ch 17.50km. Tomoo Road (a) Gravel Resheet Ch 42.20 to Ch 53.50km. Ashmount Road Gravel Resheet Ch 38.63 to Ch 47.70km. Seventeen Mile Lane (a) Gravel Resheet Ch 10.95 to Ch 22.45km. River Road Gravel Resheet Ch 16.50 to Ch 26.50km. Seventeen Mile Lane (b) Gravel Resheet Ch 10.03 to Ch 3.00km. Seventeen Mile Lane (b) Gravel Resheet Ch 0.00 to Ch 3.00km. Seventeen Mile Lane (b) Gravel Resheet Ch 10.95 to Ch 22.45km. River Road Gravel Resheet Ch 16.50 to Ch 26.50km. Oberina Road Gravel Resheet Ch 0.00 to Ch 3.00km. Bindango Road Rehabilitation Ch 0 - Ch 0.34km. Hodgson Lane North Road Rehabilitation Ch 0.03 - Ch 1.60km. Tomoo Road Rehabilitation various sections. Westgrove Road shoulder resheet. Projects funded by the Australian Government's Roads to Recovery Program: Gunnewin West Road Gravel Resheet Ch 21.82 to Ch 30.80km. Thomby Road Gravel Resheet Ch 59.36 to Ch 70.76km. Mt Moffatt Road Rehabilitation various sections. 	 Rural roads bitumen reseal program 2018-2019. Projects funded by the Queensland Government's Transport Infrastructure Development Scheme (TIDS): Mt Moffatt Road Gravel Resheet - Ch 96.9 to 121.90km. 	 Westgrove Road Ch 47.38 to Ch 53.40km. Warrong Road (b) Gravel Resheet Ch 38.82 Ch 31 - 38.82km. Donnybrook Road Gravel Resheet Ch 29.30 to Ch 35.10km. Glen Arden Road Gravel Resheet Ch 4.10 to Ch 17.74km. Binya Lane Gravel Resheet. Minor projects (<\$50,000). Not progressing: Warrong Road (a) Gravel Resheet Ch 21.51 to Ch 23.52km. Injune Taroom Rd - Design and install Culvert. Orallo Road Gravel Resheet Ch 33.92 to Ch 39.10 (Heavy formation grade undertaken - a full resheet was not required).
167.16km.		
Jpgrades completed on Maranoa's rural road floodways		
Jpgrade works with a total budget of \$585,000 were undertake on a selection of rural road floodways as part of Council's Region Floodway Program funded by the Works for Queensland program	al Mission and Andrew	
The projects will improve safety on the rural roads, reduce ongoir maintenance and increase the resilience of our road network duri seasonal rain events. Concrete inverts, signage, guide posts and depth markers were installed at each site.		

orks for Queensland

Cr Janelle Stanford views the works being undertaken on Gunnewin East Road - part of the Regional Floodway Program.

- Gunnewin East Road Highway Plain Creek
- Komine East Road 9 Mile Gully
- Retreat Road Moondaby Creek
- Litani Road Moondaby Creek
- Myall Downs Road
- Orallo Road (3)
- Glenearn Road

The Regional Floodway Program has been funded by the Queensland Government's \$200 million Works for Queensland program.

Our performance in focus

This year's highlights

Bitumen reseal program underway on Maranoa roads

Residents can expect to see a number of bitumen roads across the Maranoa looking a whole lot newer with Council rolling out the 2018-19 Bitumen Reseal Program.

The program, which commenced in the west of the region in April 2019, saw sections on almost 50 roads receive a new coat of bitumen. The program includes both rural roads and urban streets, with approximately 900,000 litres of bitumen being sprayed.

Bitumen resealing of our roads is critical for Council to reduce maintenance and extend the life of roads. Resealing is a proactive measure to ensure the road will perform its function for as long as possible. The roads in this financial year's program were selected after road inspections took place across the region, taking into account the age and current condition, traffic counts and upcoming capital works programs.

Ivy and Arthur Street intersection works improves stormwater drainage

Ivy Street Stormwater Remediation Works (from Charles Street to Arthur Street) in Roma are now complete.

The newly sealed road allows residents to access Ivy Street from Charles Street South, Quintin Street and Arthur Street.

With the underground stormwater drainage system installed, the impact of water flowing past houses on Ivy Street (between Arthur Street and Charles Street) will now be reduced during rain events.

The project included:

- Construction of a stormwater diversion channel through the adjacent property on the south side of Ivy Street;
- An extension of the existing underground stormwater system in Arthur Street to connect to the new diversion channel;
- Upgrade of Ivy Street, between Charles Street and Arthur Street, to a 8m wide bitumen sealed pavement;
- Reconstruction of the table drain and property driveways north of Ivy Street (where required for drainage).



Works underway on Ivy Street.

Duke Street South upgrade project

Duke Street South (Roma Southern Road) in Roma was upgraded between Raglan Street (Warrego Highway) and Corfe Road as part of the 2018/19 Capital Upgrade Program. Pre-construction works kicked off in March 2019 with works completed by 30 June.

The project included replacement of the existing water main, upgrades of the stormwater drainage system, installation of concrete kerbing and widening of the road pavement.

The project, with a total cost of \$2,810,692, is a joint initiative between Maranoa Regional Council, the Department of Transport and Main Roads and the Australian Government's Roads to Recovery Program which provided \$281,408.



Newly upgraded Duke Street South open to traffic.

Wyndham Street footpath works completed

Council has completed works on the Wyndham Street footpath (80 – 82 Wyndham Street, in front of Australian Red Cross and Amor Motors).

Including a new paved and concrete path that extends from the existing footpath on Wyndham Street, pedestrians can now enjoy a safer, smoother and straighter path when walking in this vicinity.



Cr Geoff McMullen and Cr David Schefe inspecting the new footpath.

Services - what we achieved this year

What we do	What we aim for	W	hat we ach	ieved this y	ear	
Special Initiatives – All Roads						
First annual review of the Asset Management Plan (Urban and Rural)	By 31 December 2018	 The first annual review of the Asset Management Plan commence and continued to be refined during 2018/19. This review remains progress. A detailed condition assessment of the sealed road network has be completed to inform the 2018/19 and 2019/20 bitumen reseal an bitumen rehabilitation programs and budget allocation. A condition assessment commenced in Q4 of Council's undergrout stormwater network. This assessment is planned for completion it late 2019. A condition analysis will be completed to refine the Ass Management Plan and future renewal funding requirements. 				hains in has been eal and rground tion in he Asset
A review of roads policies will be undertaken to ensure that they are sustainable (Corporate Plan 1.3.7) - including Community Engagement	By 31 December 2018	 Policy reviews commenced at the end of Q4 and include the: Road Register Grids and Gates Policy A draft Roma CBD Parking Study was completed in 2018/19 and preliminary results presented to Council in Q4. Additional investigation will be completed and re-presented to Council in 2019/20. Amendments to Council's process regarding utilities providers working in road reserves is now 85% complete with new permit documents now in use. A flowchart will be finalised in 2019/20. Factsheets have been drafted and are undergoing internal review prior to release. These include: Street Lighting Gravel Resheeting Gravel for Council Roads Bitumen Rehabilitation Residential Rural and Urban Driveways The factsheets are anticipated to have final issues for release completed by 31 December 2019. 				and restigation s working
Prepare a brochure for the community on how the road network is managed	By 31 December 2018					·
Rural Roads						
Programmed (planned) maintenance, and prioritise	d ad-hoc / reactive ma	intenance based on offi	cer inspection	is and report	5	
Vegetation management – Slashing / vegetation management of roads > average 250 vehicles / day	287 kms	Slashing and vegetatio Council teams and cor program. Due to the re weather conditions, th	n manageme atractors in ac eduction in sl ere was a foc	ent was unde cordance wi ashing opera cus on tree m	rtaken in 20 th the mainte tions from th aintenance.	enance ne dry This
Vegetation management of roads > average between 40 and 249 vehicles per day	2,496 kms	maintenance included lifting of lower branches for traffic vision pedestrian safety along with sucker control. This will allow Cou to increase hectare delivery efficiencies in 2019/20 by having ar uninterrupted working path. The slashing program on rural roa been dependent upon seasonal weather conditions throughout i.e. wet, dry conditions. The teams completed rural roads veget management activities in preparation and prior to the 2018/19 Program.				ouncil an oads has out the year getation
		Slashing/vegetation	Q1	Q2	Q3	Q4
		management	s	s	s	s
		Rural Roads North/ Central (Roma, Injune, Muckadilla)	36,635.89	2,483.78	28,382.85	13,535.67
		Rural Roads South/ East (Surat, Jackson, Wallumbilla, Yuleba)	11,750.03	11,750.03	19,828.50	4,165.14
		Rural Roads West (Mitchell, Amby, Mungallala)	7,666.73	5,015.56	2,121.77	12,381.80
		Total by quarter	56,052.65	19,249.37	50,333.12	30,082.61

1.3 ROADS & DRAINAGE

What we do	What we aim for	What	we achiev	ed this ye	ear	
Vegetation management - Herbicide spraying	Spraying follows the slashing program.	Herbicide spraying for rural roads followed the slashing pro and was completed by contractors (only) throughout 2018/ due to the breakdown of Council's spray unit equipment. A spray unit has been arranged and will be delivered prior to commencement of the 2019/20 vegetation maintenance p		8/19 A new to the		
Unsealed roads maintenance - Minor maintenance grading ('patrol grading')	1,229 kms	Council has undertaken 2,780.97 kms of minor maintenance grading (patrol grading) on unsealed roads in 2018/19.				
		Minor maintenance grading (kms)	Q1	Q2	Q3	Q4
		Rural Roads North/ Central (Roma, Injune, Muckadilla)	87	365.5	109.76	273.51
		Rural Roads South/ East (Surat, Jackson, Wallumbilla, Yuleba)	213.1	340.85	318.99	158.2
		Rural Roads West (Mitchell, Amby, Mungallala)	442.23	211.86	184.53	75.44
		Total by quarter	742.33	918.21	613.28	507.15
Unsealed roads maintenance - Major maintenance grading	874 kms	Council has undertaken grading on unsealed roa			maintenan	ce
		Minor maintenance grading (kms)	Q1	Q2	Q3	Q4
		Rural Roads North/ Central (Roma, Injune, Muckadilla)	46.1	152.7	17.67	32.5
		Rural Roads South/East (Surat, Jackson, Wallumbilla, Yuleba)	131.8	95.08	134.97	55 (13.7kms CSG works)
		Rural Roads West (Mitchell, Amby, Mungallala)	224.12	12.5	0	32.7
		Total by quarter	402.02	260.28	152.64	120.2
Unsealed roads maintenance - Shoulder maintenance grading	110 kms (Rural Roads)	Target exceeded for the delivery of the major for *Unable to extract data this time.	mation grad	les.		
Unsealed roads maintenance - Network inspections by Council officers by local area	5,536 kms	Council has undertaken 8,748.60 kms of network inspections of unsealed roads in 2018/19.				
(South/East, North/Central, West)		Network inspections (kms)	Q1	Q2	Q3	Q4
		Rural Roads North/ Central (Roma, Injune, Muckadilla)	605.03	711.68	1,152.25	1,003.03
		Rural Roads South/ East (Surat, Jackson, Wallumbilla, Yuleba)	1,411.43	533.46	333.35	593.02
		Rural Roads West (Mitchell, Amby, Mungallala)	725.04	677.38	101.33	901.60
		Total by quarter	2,741.50	1,922.52	1,586.93	2,497.65
Sealed roads maintenance – Sealed network shoulder grading	82kms	Council teams assisted ir for 2018/19 by undertak *Unable to extract data track this delivery.	ing shoulde	er grading p	prior to the	ese works.

What we do	What we aim for	What we achieved this year
 Sealed roads maintenance - Reactive maintenance Sealed surface defect repair program Replacement or repair of signs or posts that 	As required and within budget.	Sealed road maintenance was undertaken throughout the year in accordance with the Defect Repair Program and ongoing road inspections.
 are damaged or deteriorated Reinstatement of line marking on sealed surfaces where existing markings have deteriorated Surface repair (pothole patching) 		The repair of isolated potholes to the road surface was undertaken across the network with the use of a jet-patcher with surface preparation works and tack coating applied. The repair of the minor road failures on the sealed network was undertaken by incorporating profiling, cement stabilisation and replacement of the seal. These works have been carried out within the 2018/19 budget target.
		Support was provided to both the Department of Transport and Main Roads Reseal Program and the Council Reseal Program in 2018/19.
		Traffic counters have been installed across the network to provide road usage data for asset management purposes for future network maintenance requirements.
		Additional works has included the sealing of floodways, which were upgrade works approved under the Works for Queensland funding program.
		Reinstatement of line marking has taken place across the region with focus on higher order roads. Upgrade works to line marking and delineation at regional school crossings was undertaken in collaboration with the Department of Transport and Main Roads.
		Council undertook the replacement/repair of signs and posts on the sealed network in 2018/19, as required through a backlog defect management system.
Drainage maintenance - Clearing of debris and silt through culverts, pipes and pits and undertake minor repairs to head-walls	\$137,298 (Rural Roads)	Drainage maintenance was carried out by Council's drainage team with a focus on preparing the region's rural roads for any possible future heavy rain events in the wet season. The team continued to work across the region opening up drainage to allow free flow from road shoulders at culvert points.
		All drainage works carried out within budget target for 2018/19.
Flood damage restoration - Administration in accordance with the Australian Government's new Disaster Recovery Funding Arrangements model (effective 1 July 2018)	Make safe for the public after an event. Completion of works after approval is received from the State Government.	Event 9 – Flood Damage Restoration – Council delivered rectification works and approved betterment works throughout the region. This work included replacement of bed level floodway culvert works, drainage, shoulder repairs, re-sheeting of running surfaces and rock pitching to floodways, culvert crossings and major formation grading. Event 10 – Flood Damage Emergency & Restoration – Council teams have undertaken emergency works across the region to make safe and re-open the affected roads. Both Emergent and Restoration applications have been submitted to the Queensland Reconstruction
		Authority for approval. If the submissions are approved, Council will deliver in excess of \$900,000 of restoration works to the road network.
Rural signs and lines	As identified through inspections and reports and within budget.	Council has undertaken signage replacement across the region as identified through inspections. This included the replacement of damaged, faded or missing signage.
		There was also a focus to address faded and deteriorated line marking on the rural road network throughout 2018/19.
		The line marking and signage replacement works was completed within the allocated budget.
Ad-hoc maintenance	Additional works as required and within the allocated budget.	Ad-hoc maintenance was undertaken as required within the allocated budget.
Urban Roads		

Urban Roads

Delivery of the following services:

Programmed (planned) maintenance, and prioritised ad-hoc / reactive maintenance based on officer inspections and reports

Vegetation management – Slashing program	As required and within maintenance budget.	Vegetation management activities carried out in the urban areas throughout the region including mowing, slashing, weed spraying and tree maintenance. Due to the continued dry weather for most of the year, the slashing and spraying delivery was minimal.
		The teams undertook ongoing maintenance activities along the Bungil Creek in Roma with weed and sucker control completed. The Long Drain, culverts and urban inlets were cleaned of debris in preparation for the wet season.

1.3 ROADS & DRAINAGE

What we do	What we aim for	Wł	nat we ach	ieved this y	/ear		
Vegetation management – Mowing program (urban streets)	Mowing performed by zone and according to the service level that has been set for streets.	Slashing and vegetation management was undertaken in 2018/19 by Council teams and contractors in accordance with the mowing program. Tree maintenance has been a focus this year, which has included lifting for traffic vision and pedestrian safety along with sucker control. Slashing occurrence on urban roads has depended upon seasonal weather conditions throughout the year i.e. wet, dry conditions.					
	Priority 1: Mowing of urban streets in Roma CBD zone 12 times	Vegetation management (\$)	Q1	Q2	Q3	Q4	
	a year – on average each street is mowed once a month.	Rural Roads North/ Central (Roma, Injune, Muckadilla)	\$ 4,173.39	\$ 14,412.92	\$ 11,528.66	\$ 17,191.53	
	Priority 2: Mowing of urban street Roma all zones – on average each street is mowed once every 4 to 6	Rural Roads South/East (Surat, Jackson, Wallumbilla, Yuleba)	1,409.71	3,982.79	1,460.87	6,239.83	
	weeks. Priority 3: Mowing of urban streets Roma	Rural Roads West (Mitchell, Amby, Mungallala)	4,054.81	6,293.46	4,624.73	1,475.21	
	all zones – on average each street is mowed once every 6-8 weeks.	Total by quarter	9,637.91	24,689.19	17,614.26	24,906.57	
 Unsealed roads maintenance: Minor maintenance grading Major maintenance grading Shoulder maintenance grading 	33% of the network. Maintenance grading was u as per the grading program sucker control, minor gravel			as delivered i	n conjunctic	on with	
Sealed roads maintenance – Sealed network shoulder grading	Repair of potholes as required and within maintenance budget.	hin became available. The township of Surat was the focus in Q3 with				3 with urban area.	
 Reactive maintenance: Sealed surface defect repair program Replacement or repair of signs or posts that are damaged or deteriorated Reinstatement of line marking on sealed surfaces where existing markings have deteriorated Surface repair (pothole patching) 	As required and within budget.	Pothole patching and pavement repairs was undertaken as per defects identified through inspection programs and within maintenance budget limits. Additional works were carried out in urban areas where burst water mains affected the bitumen seal. Minor flood restoration was delivered in Surat and Roma in Q3. Minor flood emergent works was delivered in Surat, Mitchell and Injune areas, post the April rain event during Q4.					
Urban drainage maintenance - Clearing of debris and silt that may be impeding the free flow of water through culverts, pipes and pits and undertake minor repairs to head-walls	As identified through inspections and reports and within budget.	Cleaning and repairs to o identified through inspec in conjunction with cons Reconstruction Authority	ctions. Upg truction wo	rades to floo orks through	d ways was the Queens	was delivered eensland	
Flood damage restoration - Administration in accordance with the Australian Government's new Disaster Recovery Funding Arrangements model (effective 1 July 2018)	Make safe for the public after an event. Completion of works after approval is	Event 9 Betterment and Restoration – Flood damage works were undertaken in urban areas. Betterment works were completed to replace the flood ways on Ashburn's Crossing and Conroy's Lane.					
model (encetive + July 2010)	received from the State Government.	Council's teams commenced delivery of Event 10 restoration and emergent works upon activation of the April 2019 flood event.					
Urban signs and lines	As identified through inspections and reports and within	Reactive and programmed works was undertaken in all urban areas in 2018/19. The focus was on non-compliant and faded signage this year and was delivered within budget limits.					
	budget.	Significant line marking was undertaken on major streets in Roma throughout Q2. Damaged regulatory signage was replaced as needed in all urban areas. A new parking bay, loading zone and bus stop signage was delivered in Injune in Q3. In addition, a new bus zone and signage was delivered near the Surat State School to address safety concerns in Q4.					
		The replacement of damaged directional blades, street blades and advisory signage was complete in Roma and Mitchell in Q4.					
Kerb and channel		Kerb and channel cleanin undertaken as identified			ly with repa	airs	
Pathways / footpaths		Pathways and footpaths inspection and within bu		ce was unde	rtaken as ide	entified by	
Ad-hoc maintenance		Additional works was carried out as required and delivered within the allocated maintenance budget including garden beautification across regional townships. Support was provided to the Waste team in Injune for the delivery of new fencing and signage.					

What we do	What we aim for	What we achieved this year
Street sweeping	Streets in Roma CBD zone 120 times a year – on average each street is swept twice a week. Streets classified as commercial outside the Roma CBD zone 12 times a year – on average each street is swept every four weeks. All other streets 10 times a year – on average each street is swept every five weeks.	The street sweeper cleans the Roma CBD four times a week with the streets in the other zones in Roma cleaned on a zone basis within budget allocation. Each regional town was cleaned monthly as per the weekly regional town rotation. Street sweeping was also undertaken on the Mitchell and Injune Airport runways.
Miscellaneous activities	Activities in the urban network including: removal of illegal dumping, toilet cleaning, BBQ cleaning, rubbish bin cleaning, sharps collection, sanitary bins, tree maintenance and removal, noxious weeds control.	Litter collection was completed on a weekly basis. Council's focus in 2018/19 was on priority urban streets and the main entrance ways to all townships in the region.
Inter-departmental service agreements	As required, to meet legislative compliance and Departmental needs in conjunction with the relevant Department Managers. Assistance is provided to: Airports, Water, Sewerage and Gas, Waste, Flood Mitigation/Levee, Cemeteries, Bassett Park, Disaster Management, State Road Maintenance Performance Contract (RMPC), Coal Seam Gas works' delivery.	 Assistance provided as required in 2018/19 including: Waste team in Injune for delivery of new fencing and signage Ongoing vegetation management to Water, Sewerage and Gas to mow the pump stations Ongoing replacement of the seal network due to water main bursts Bassett Park garden beautification assistance Airports garden beautification assistance Cemetery operations Gardening of the Roma and regional cenotaphs and parade routes Stage 1 levee maintenance.
Resource sector roads		
Delivery of the following services:	Administration in accordance	with the Road Infrastructure Agreements and relevant legislation.
Traffic monitoring	Roads included in traffic counter program as developed throughout the region progresses.	Traffic monitoring was ongoing throughout 2018/19 with traffic counters deployed across approximately 36 roads within the Maranoa to record resource sector traffic use. The data was collected and analysed on a monthly basis. Where roads have since been upgraded, traffic counters were redeployed to other roads during the last quarter of 2018/19 with data collection planned for quarter 1 in 2019/20.
Regular network defect inspections	Ongoing	Council's road network inspectors undertook regular network defect inspections as part of Council's defect inspection program.
Joint network inspections (with Coal Seam Gas representative)	6 monthly.	 The joint network inspections were undertaken in Q3 on the following dates: Santos GLNG – 21 February 2019 Origin – 18 February 2019 Program of inspections realigned to better suit budget preparation. This has affected the frequency of inspections during 2018/19. Six monthly inspections will recommence at that frequency from February 2019.
Steering committee meetings (with Coal Seam Gas and Council representatives)	Quarterly	 Steering committee meetings were held with Santos GLNG on the following dates: 14 September 2018 13 December 2018 15 February 2019 13 June 2019

1.3 ROADS & DRAINAGE

What we do	What we aim for	What we achieved this year
Technical working group meetings (Engineering representatives)	Monthly	Technical working group meetings were held with Santos GLNG on the following dates: 26 July 2018 2 & 24 August 2018 2 & 24 August 2018 2 & 22 November 2018 12 December 2018 8 & 21 February 2019 23 May 2019 13 June 2019 Technical working group meetings were held with APLNG on the following dates: 20 August 2018 17 September 2018 15 October 2018 19 November 2018 10 December 2018 21 January 2019 18 February 2019 18 March 2019 15 April 2019 20 May 2019 17 June 2019 Technical working group meetings were held with Other LNG Proponents include: Senex: 24 August 2018 16 November 2018
		 10 December 2018 29 March 2019 30 May 2019 Armour Energy: 15 August 2018 21 September 2018 9 October 2018 9 November 2018
		Northstar Energy: • 5 July 2018.
Road maintenance	As required, based on defect intervention levels.	Road maintenance for resource sector roads was linked to Council's network defect inspections. Work orders were issued based on defect intervention levels. The technical working groups monitored expenditure throughout the year.
Capital renewals and upgrades	Negotiation of renewals (return to new) or upgrade of the roads based on traffic use by the Coal Seam Gas industry.	Negotiations were held throughout 2018/19 for renewals and upgrades as required.
Coal seam gas activities within road reserves – e.g. pipeline crossings, new accesses.	Application reviews and relevant conditions imposed.	 Road access, seismic investigations and pipeline crossing permits issued to resource sector proponents during 2018/19. There was a significant increase in permit activity during the last quarter of 2018/19. Number of permits* issued: July 2018 – 4 August 2018 – 18 September 2018 - 10 October 2018 – 2 November 2018 – 2 December 2018 – 4 January 2019 – 12 February 2019 – 15 March 2019 – 14 April 2019 – 2 May 2019 – 25 June 2019 – 60 *Data taken from date of permit issue.
Compliance inspections	As required – based on number of permits issued and type of activity being undertaken.	Council's network inspectors, as required, undertook compliance inspections during 2018/19. In addition, a joint inspection of the impacted network was held with Santos GLNG and APLNG (refer joint network inspections).
Auditing and acquittal	Annually	Annual financial statement were submitted on 20 November 2018.



Our performance in focus

Highlights for the coming year - roads and drainage



Bungil Street and Arthur Street intersection upgrade

As a result of a review of intersection safety and a successful application for Australian Government Blackspot funding, the intersection on Arthur Street and Bungil Street will be receiving a major upgrade in the 2019/20 financial year.

Footpath upgrades to be delivered in Surat and Injune

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

Kerb and channel renewal to happen in Wallumbilla and Injune

Residents will see a number of projects completed on Council's kerb and channel network. These works will improve the ability to convey stormwater and the overall presentation of our towns.


OUR SERVICES AND PROJECTS

- Manage the **roads and drainage** function within a total budget of **\$63,079,217**.
 - Deliver annual services with quarterly reporting on progress including: - Rural roads;
 - Urban roads;
 - Resource sector impacted roads;
 - Roads management and support for maintenance and construction and Main Roads contracts.
- Undertake capital projects of:
 - Rural roads \$12,209,802
 - Urban roads \$4,851,355
 - Resource sector impacted roads \$28,203,114.



KEY PRIORITIES

- Integrated Maranoa Management System (IMMS) development Additional work across Maintenance, Construction and Contract Management teams:
 - **Maintenance** including routine maintenance standards and review and update of the Road Maintenance Performance Contract (RMPC) integrated management plan;
 - **Construction** including integrated project management plan, reducing and tailoring documentation for minor and major projects and associated standards;
 - **Contract management** development of a contract selection matix and template documentation.
- **Advocacy** Preparation of briefings for Ministers and other government representatives on funding needs for the Maranoa road network.
- **Asset Management Plan** A multi-phase project including development of a condition assessment schedule, training aide and collection tool for the Rural Road network inspectors, review and update of the plan and data collection for stormwater.
- **Footpaths and kerb and channel** Development of a strategy including validating asset mapping, condition assessment and review and update of the renewal and upgrade plans.
- **Transport network resources** Finalisation of quick guides on Council's transport network processes for the community, development and/or review of key policies and action plans to achieve safety and asset management improvements.
- **Energy and telecommunication entities** Review of the current permitting processes for working in road reserves and implementation of an online register for use within Council.

For more information: Our Plan for 2019/20 document - Pages 38 to 53.



Works continue on Mt Moffatt Road upgrade

Council will continue works in 2019/20 on the upgrade of 23kms of Mt Moffatt Road, with a budget of \$1.43 million. The project, which extends from the Westgrove Road intersection to the Carnarvon National Park entrance, started in May 2019 and is scheduled to be completed in December 2019.

Rural road bitumen reseal program happening across the Maranoa

The Rural Road Bitumen Reseal Program is set to kick off in the warmer months of the 2019/20 financial year. This \$1.9 million project is solely funded by Council and is part of Council's ongoing commitment to preserving and enhancing our current bitumen road network.

\$6.244 million towards gravel resheeting of Maranoa roads

Gravel resheeting will again be a key focus of the capital works program, aiming to ensure that the rural road network is sustainable and provides reliable access for residents and industry.



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



1.4 Parks, gardens and reserves



Looked after **10 towns** including **1,081.78** hectares of parks, gardens and other open space.



Assisted with Council **events** in parks, gardens, reserves and facilities for residents and visitors.

PARKS, GARDENS & RESERVES HIGHLIGHTS

Bungil creek clearing

Bungil creek vegetation and rubbish removal was completed during the year which will allow improved water flows during peak rain periods.

This high profile project has now been undertaken in two consecutive years and is complementing the flood mitigation infrastructure works completed in 2018/19 (Stage 2A).

Irrigation

There was a significant effort on maintenance of ageing irrigation systems in parks. This included replacement of sprinkler heads and new piping allowing Council to be more water wise.

Events support

\$73,207 in support (people and plant) was contributed to the hosting of events in the region's parks, gardens, reserves and facilities for residents and visitors.

Works commence on Yuleba Cobb & Co Park redevelopment

Following the Yuleba Cobb & Co Park Master Plan adoption by Council in April 2019, works on Stage 1 of the project commenced in June.

Mitchell Park locomotive on the move

Council received and approved a proposal from the Queensland Pioneer Steam Railway Co-operative Ltd (QPRSC) to relocate the locomotive currently sitting in the Mitchell Memorial Park. Items to be provided in exchange were discussed with the community, and Council resolved to commence planning and consultation for an upgrade to the Mitchell Memorial Park along a train theme.

Section 1.4 cover image - The Roma Parks and Gardens team maintaining the gardens along McDowall Street Roma.

PARKS, GARDENS & RESERVES CHALLENGES

Technology

Early in the new calendar year, there were concurrent breakdowns of water equipment during the peak of the summer period.

This highlighted the importance of being able to respond quickly to manage Council's irrigation systems (for nonhousehold purposes).

The many individual irrigation systems are extremely labour intensive to operate. The coming year's priorities will include a 3 phase project with the aim of progressively implementing an integrated desktop parks / open spaces irrigation management system.

What we do

We maintain the region's parks, gardens and open space for ten regional townships (Roma, Wallumbilla, Yuleba, Jackson, Surat, Injune, Muckadilla, Amby, Mitchell and Mungallala).

Our services include:

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

Why we do it

The Town & Surrounds initiative was introduced in July 2015 to ensure that local town services are delivered by local teams. There are teams in each of our key centres:

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

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

How we are trending - parks, gardens and reserves

Projects - what we achieved this year

Completed	In progress	Not started
\bigcirc		\bigotimes
• Dog off leash park (refer to this year's highlights in Animal control and community safety).	 Cobb & Co Park redevelopment, Yuleba. Mitchell Memorial Park Master Plan (Survey developed). 	• Refurbishment of the Big Rig Train Bridge.



This year's highlights

Works commence on Yuleba Cobb & Co Park redevelopment

Following the Yuleba Cobb & Co Park Master Plan adoption by Council in April 2019, works on Stage 1 of the project commenced in June.

The Master Plan provides a long-term vision for the Cobb & Co Park, identifying the look and functionality into the future. The project includes the park's transformation into a space for tourists and locals to enjoy.

Stage 1 will focus on the land directly adjacent to Perry Street and will replace the existing infrastructure. This will include new park furniture featuring a picnic table and shelter, water fountain and banner poles.

The park furniture has been kindly donated by the Yuleba Development Group, through funding received from Santos and MPC Kinetic as part of their community grant programs.

Future developments of the Master Plan will allow for short stay camping, formal car parking, picnic shelters and footpaths.



Works commencing on Yuleba Cobb & Co Park Stage 1 Redevelopment.

Mitchell Park locomotive on the move

Council received and approved a proposal from the Queensland Pioneer Steam Railway Co-operative Ltd (QPRSC) to relocate the locomotive currently sitting in the Mitchell Memorial Park.

The locomotive is the only restorable type in its class and the group expressed its interest in restoring the locomotive to working order for use on the Ipswich Heritage Railway line.

Councillors invited the local community to meet with group representatives to discuss their proposal.

The two week community consultation period, which took place in November 2018, saw the majority of returned surveys overwhelmingly in favour of seeing the train restored for operation.

Council accepted in principle the offer of items from QPRSC in exchange for the locomotive (cab, sleeping car and miniature train).

It was also resolved that planning and consultation commence with residents for an upgrade to the Mitchell Memorial Park along a train theme.

Bungil creek clearing

Bungil creek vegetation and rubbish removal was completed during the year which will allow improved water flows during peak rain periods.

This high profile project has now been undertaken in two consecutive years and is complementing the flood mitigation infrastructure works completed in 2018/19 (Stage 2A).

Progressing two of Council's strategic priorities (maintenance of parks, gardens and reserves and emergency management) Council teams undertook clearing works along 7.2kms of the Creek.

Activities included removal and reduction of fallen trees, buildup of wooden debris that was obstructing the water flow, rubbish removal and de-silting.

Working with Mandandanji officers, further works were then undertaken to eradicate invasive and noxious weeds species and juvenile regrowth.

The works aim to provide for conveyance of floodwaters, reducing the potential for blockages and minimising the impacts during flood events while also maintaining the integrity of the creek bank and habitat.

Importantly, the works will also reduce fire loads within the riparian area.



Creek precinct prior to clearing works.



Creek precinct after clearing works (above).

Mitchell Park Locomotive (below).



1.4 PARKS, GARDENS & RESERVES

Services - what we achieved this year

What we do	What we aim for	What we achiev	ved this year
Programmed (reports	(planned) maintenance and prioritised a	d-hoc / reactive maintenance base	ed on officer inspections and
Vegetation management,	Mowing on a zone basis according to the service level that has been set for streets.	Vegetation management, including a zone basis in Roma - generally as p	
including mowing	Critical locations, such as town entrance ways, are mowed more frequently.Priority 1: Mowing of urban streets	The footpath mowing was altered, in as needed depending on the growth conditions i.e. dry or wet conditions	n due to seasonal weather
	in Roma CBD zone 12 times a year - on average each street is mowed once a month.	The critical locations including parks ways were maintained across the reg	
	• Priority 1: Mowing of town entrance	Local area	Vegetation management \$
	ways 12 times a year - on average each street is mowed once a month.	Injune	3,614
	 Priority 2: Mowing of urban streets 	Mitchell, Amby, Mungallala	33,602
	in Roma all zones and regional	Roma, Muckadilla	85,142
	towns 3 times a year - on average	Surat	16,351
	each street is mowed once every 4 to 6 weeks.	Yuleba, Wallumbilla, Jackson	54,765
	 Priority 3: Mowing of urban streets 	Total	\$193,474
	in Roma all zones and regional towns 2 times a year - on average – each street is mowed once every 6 to 8 weeks.		
Park inspections	Inspections prior to budget deliberations and submissions to Council.	Inspections were carried out during prepared for upcoming budget delib • Big Rig Parklands, Roma - irriga	perations. The proposal included:
and development		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root 	ion upgrade; to Wi-Fi ready; oftfall; n works including signage,
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. 	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection;
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. 	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. 	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111 13,442
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. Local area Injune Mitchell, Amby, Mungallala Roma, Muckadilla	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111 13,442 4,175
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. Local area Injune Mitchell, Amby, Mungallala Roma, Muckadilla Surat	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111 13,442 4,175 256
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. Local area Injune Mitchell, Amby, Mungallala Roma, Muckadilla Surat Yuleba, Wallumbilla, Jackson	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111 13,442 4,175 256 498
and		 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. Local area Injune Mitchell, Amby, Mungallala Roma, Muckadilla Surat	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections \$ 111 13,442 4,175 256
and	Delivered according to agreed service level. Priority 1 - Regionally significant, generally with playground equipment; Approximately every 10 days during the growing season and within budget. Priority 2 - Major open spaces - generally with playground equipment or sporting fields, irrigation, gardens / manicured areas; Approximately every 3-6 weeks	 Apex Park, Roma - soil & irrigat Irrigation controllers - upgrade Hospital Park, Roma - replace so Roma's biggest tree preservation parking improvements and root Mitchell Returned and Services replacements. Local area Injune Mitchell, Amby, Mungallala Roma, Muckadilla Surat Yuleba, Wallumbilla, Jackson	ion upgrade; to Wi-Fi ready; oftfall; n works including signage, t protection; League (RSL) - grounds' sprinkler Park inspections S 1111 13,442 4,175 256 498 \$18,482 s undertaken during the year e focus was on the regionally aces. bk park maintenance that g, planting, fertilising and minor ance was undertaken on park arbeques and footpaths as
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What we do	What we aim for	What we achieved this year		
Park irrigation and turf management	Weekly and within the allocated maintenance budget.	region. There was a focus on the wa part of the year to assist Council in b replaced and new piping was installe carried out only as required - in parti	management was carried out weekly across the us on the watering and irrigation program in the later t Council in being water wise. Sprinkler heads were g was installed. Watering was kept to a minimum and ired - in particular while there were water equipment ummer period. All irrigation systems were inspected for maintenance if required.	
		Local area	Park irrigation and turf management \$	
		Injune	21,250	
		Mitchell, Amby, Mungallala	28,996	
		Roma, Muckadilla	166,948	
		Surat	38,249	
		Yuleba, Wallumbilla, Jackson	73,801	
		Total	\$329,244	
Flood damage restoration - emergent and restoration works Miscellaneous	Make safe after an event and complete the works after approval by the State Government.	complement Council's flood migitation	vas undertaken for vegetation and nent areas i.e. Bungil Creek. This will	
activities - activities	Completed in conjunction wtih	maintenance program which include		
in the urban network including: removal	the above service categories.	• tree removal and replacements;		
of illegal dumping,	categories.	• falling limbs in parks and open s		
toilet cleaning, BBQ		lifting of urban street trees for v	ision purposes.	
cleaning, rubbish bin cleaning, sharps		Other miscellaneous activities include Avenue, Roma to preserve the life of	ed the removal of mistletoe in Heroes the memorial bottle trees.	
collection, sanitary bins, tree maintenance and removal, noxious weeds		General maintenance activities in all an as required basis which included:	urban environments were undertaken on	
control		 removal of illegal dumping; 		
		 cleaning of barbeques and rubbish bins. 		
(Note: some of these activities are contracted to other service providers).		Council teams provided support to e delivery of local events. This includes chairs and tables and the provision o required. These events included:	ach township in the region for the transportation/set up/pull down of f Council staff to support the events as	
			es across the region with the support of Department of Transport and Main Roads;	
		Roma Easter in the Country with	n support from Queensland Police Service;	
		 In-kind assistance support as adopted by Council fo including Fun Runs/triathlons, Rodeos, Masters Golf regional shows and Roma/Injune/Surat/Mitchell Cup 		
		Australia Day celebrations across		
		Christmas tree set up and remov		
			Festival of Small Halls and the Tourism	
		Local area	Events / Local Development Support \$	
		Injune	2,673	
		Mitchell, Amby, Mungallala	5,693	
		Roma, Muckadilla	42,257	
		Surat	20,371	
		Yuleba, Wallumbilla, Jackson	2,213	
		Total	\$73,207	
		Local area	Other activities \$	
		Injune	55,917	
		Mitchell, Amby, Mungallala	85,107	
		Roma, Muckadilla	264,462 136,592	
		Surat Yuleba, Wallumbilla, Jackson	50,845	
		Total	\$592,923	
			C25,255	

Our performance in focus

1.4 PARKS, GARDENS & RESERVES



Mitchell's flowering gardens.



SHARE-A-THANKS

Thank-you Mitchell Town & Surrounds Team

Well done to John T. and the Mitchell Town & Surrounds team - the office forecourt and main street is looking beautiful. The flowers were so pretty I couldn't help but take some photos. Thank-you to John also for the special entrance to our Council office - the beautiful blue pot with flowers brightened my day as I am sure it does for everyone who walks through our Council office doors.

CEO Julie

"



SERVICES AND PROJECTS

- Manage the parks, gardens and reserves function within a budget of **\$3,120,268**.
- Deliver annual services with quarterly reporting on progress including both programmed (planned) maintenance and prioritised ad-hoc / reactive maintenance based on officer inspections and reports:
 - Vegetation management, including mowing;
 - Park inspections and development;
 - Open space / park maintenance including horticulture maintenance;
 - Park irrigation and turf management;
 - Flood damage restoration emergent and restoration works;
 - Miscellaneous activities activities in the urban network including:
 - » removal of illegal dumping;
 - » toilet cleaning;
 - » BBQ cleaning;
 - » rubbish bin cleaning;
 - » sharps collection;
 - » sanitary bins;
 - tree maintenance and removal;
 - noxious weeds control;
 - Support to events.
- Undertake operating and capital projects within a budget of **\$825,326**.



KEY PRIORITIES

- Integrated desktop parks / open spaces irrigation management system Commencement of a 3 phase project including:
 - A feasibility study that provides comprehensive, professional irrigation and water control;
 - systems for parks, open spaces and streetscapes;
 - Data collection in relation to existing services;
 - Development of a design and Council report including budget requirements.
- Water use Work across departments to explore reduction in the use of drinking (treated) water for parks, open spaces and streetscapes while still retaining the amenity of our towns.

For more information: Our Plan for 2019/20 document - Pages 54 to 59.



The Cobb & Co Park Redevelopment Project - Stage 1

Works on the Cobb & Co Park Redevelopment project have been progressing in the lead up to the Cobb & Co Festival happening in August 2019. This redevelopment is the first stage of the Yuleba Cobb & Co Park Master Plan which was adopted in April 2019 and approximately \$35,000 remains to be spent early in next financial year.



We manage the waste generated by and delivered to our towns.



Our year at a glance

1.5 Waste



Undertook **5,847** waste collections (**bin lifts**) per week through Council's local waste collection contractors (5 Star Local Businesses).



36,170 patrons through the Roma refuse facility.



11 waste disposal sites across the region - servicing our towns and localities.

29,257.84 tonnes across the Roma weighbridge.

42% recycled.



Delivered the **Containers for Change** recycling scheme - pending potential private sector operators.

Prepared for the new **State Government Waste Levy** from 1 July 2019. **\$144,908** received from the Queensland Government through the Local Government Levy Ready Grant Program for Roma and Mitchell.

WASTE HIGHLIGHTS

Project completion

5 projects were completed to a total value of **\$257,814**. These included the Injune waste facility ring road and drop off points, security initiatives in Roma and Mitchell, and upgrade of the Roma weighbridge data system.

Containers for Change recycling scheme

The Maranoa drop-off points received a remarkable one million eligible containers by 21 June 2019 since commencing the container refund scheme in the region on Saturday, 23 February 2019.

The Maranoa community has embraced the scheme. Through strong participation it has meant 54.96 tonnes of material was diverted from the landfill. By 30 June 2019, \$184,052 has gone to Maranoa residents - a nice boost for the local economy as well!

Tender for scrap metal

The tender evaluation was presented to the Council meeting on 22 May 2019, with the successful tenderer being Liberty Recycling Pty Ltd T/A Liberty Recycling (Council resolution - GM/05.2019/46).

The first payment under the contract was received on 22 June 2019 (for collections from 10-21 June 2019) resulting in additional revenue for the waste function of \$70,608.37.

Council continues to remove various types of waste and store these for recycling where there is a market to do so.

Section 1.5 cover image - Council officers busy helping out with the new Containers for Change recycling scheme.

WASTE CHALLENGES

Changes to the waste industry

There were two major changes (and resultant challenges) during 2018/19:

- The Maranoa Region's inclusion in the waste levy zone (1 of 39 local governments in Queensland captured by State Government legislation).
- Commencement of the Containers for Change recycling scheme. Maranoa Regional Council stepped in to deliver the scheme to enable residents to drop off containers in Roma and Mitchell. The efforts of the waste team in going above and beyond to manage this extra service out of hours has been very much appreciated.

Works in progress

The Roma Ring Road Drop Off Point Project will construct a waste transfer station - effectively a separating facility to ensure that different types of waste end up in the correct areas.

The design has been completed and is out for project pricing.

The Mitchell Waste Management Project will help prepare the town for the future by building a new landfill cell operation. The waste site is currently being developed for this project.

Composting

During the first half of the financial year, all grease trap waste was recycled through a composting operation at the Roma waste facility. However, on 9 October 2018 the operator advised of their intention to cease activities on site.

What we do

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

Council owned and operated facilities		Opening times	Bin collections per week	
Waste collection only	Hodgson			27
6 waste disposal	Injune	Womblebank Gap Road	24 hours a day / 7 days a week	358
facilities	Mitchell	St George Road	8am - 5pm / 7 days a week	785
Roma		269 Short Street	7.30am - 5.30pm (last vehicle in at 5.20pm) 7 days a week (closed Good Friday & Christmas Day)	3,929
	Surat	Silver Springs Road	24 hours a day / 7 days a week	320
	Wallumbilla	Tip Road	Will be moving to a locked facility with	182
	Yuleba	Perry Street	key access for local residents only in 2019/20	127
4 waste transfer stations			Locked facility with key access for local residents only from 2018/19 onwards.	20
	Muckadilla	Short Street		8
	Amby	Springfield Road	Will be moving to a locked facility with key access for local residents only in	47
	Mungallala	Redford Road	2019/20	44
Total				5,847 per week
2 industrial bin sites	Dunkeld			1 skip bin once a fortnight
	Begonia			2 skip bins once a fortnight

An annual report is completed for the State Government Department of Environment and Science which covers all of the waste facilities managed by Council and the amount of matter recycled through a variety of processes. It also provides details of any incidents and issues that have the ability to impact the environment and/or Council's environmental authority (licence).

Why we do it

Waste is generated by households, business and industry and must be disposed of in a way that is consistent with the State Government's Environmental Authority.

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

7

Did you know

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

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

How are we trending - waste

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

* Quarter (Q)	Waste over weighbridge (tonnes)	Patron count
Q1	6,714.95	8,339
Q2	8,016.18	9,652
Q3	7,580.42	9,203
Q4	6,946.29	8,976
Total	29,257.84	36,170

More about the numbers

- Overall recycling of waste by Council has significantly increased from last year. The major waste stream that accounts for this high percentage is clean soil received and recycled.
- The DrumMUSTER collection was down by 611 drums. The dry weather conditions may be a contributing factor very few crops are being planted, with little weed problems for farmers. The use of larger pod containers that can be returned to the supplier may be contributing. There are also three community groups now undertaking the drumMuster collection service across the region.
- Although the amount of concrete recycled decreased (by 59.5%), some material is being recycled within the construction industry. Council also recycles as much concrete as possible (all clean concrete is recycled).
- There was a 55.8% reduction in green waste compared to last year potentially due to the weather conditions not being conducive for plant growth.
- Waste related to construction and demolition increased during the year (e.g. asbestos increased by 21%, and tree root balls/ stumps/large trunks received increased by 371%, the latter generally from construction sites).
- Municipal solid waste decreased by 30.04% across the region. This in part was assisted by the Container Exchange (Refund) Scheme which saw 54.96 tonnes of material diverted from the landfill.

Projects - what we achieved this year

Completed	In progress	Not started
\bigcirc		\otimes
 Injune waste facility ring road drop off points. Mitchell waste facility - Installation of PTP Wireless Link Standalone Camera Solution, System and Four Cameras. Mitchell waste facility - Security Six Foot Chain Wire Boundary Fence and Lockable Gates. The Mitchell Refuse Site is a joint initiative of Maranoa Regional Council and the Queensland Government Roma waste facility - Installation of PTP Wireless Link, HikCentral Software and Eight Cameras. Roma waste facility - Upgrade of Weighbridge Data System. The Roma Weighbridge and Data System is a joint initiative of Maranoa Regional Council and the Queensland Government. Yuleba - clean up, fencing and installation of gates. Amby - clean up and installation of gates. Mungallala - clean up. 	 Mitchell waste facility - Development of new waste cell and fencing of the new land. Roma waste facility - Construction of a ring road that will have designated drop off points for specific resource recovery - e.g. glass, cardboard, green waste, metal (different types), batteries. Mungallala - fencing and installation of gates. 	

This year's highlights

Container exchange reaches \$1 million

The Maranoa drop-off points received a remarkable one million eligible containers by 21 June 2019 since commencing the Container Refund Scheme in the region on Saturday, 23 February 2019.

The Maranoa community has embraced the program. Through strong participation it has meant 54.96 tonnes of material was diverted from the landfill. By 30 June 2019, \$184,052 has gone to Maranoa residents - a nice boost for the local economy as well!

Jackson waste facility converted to transfer station

After successfully being converted from a landfill to a transfer station, the Jackson waste facility was locked from Monday, 3 December 2018.

Jackson residents are able to access the transfer station with a key provided by Council:

- Any resident that currently receives a wheelie bin service is only required to pay a key bond of \$56.80 to access the transfer station.
- Any resident that does not receive a wheelie bin service, but wishes to have access to the transfer station, is required to pay the fees for both the key bond (\$56.80) and 50% of the annual wheelie bin waste collection service charge (\$123.40). Following the initial fee in 2018/19, the annual invoice will be sent each June/July.

It is anticipated that this new and improved facility will reduce wind scattered litter, contain the waste to the bins that will be regularly emptied and reduce impacts to the local environment.



Cr Geoff McMullen and Council staff celebrate reaching 1 million containers!



New gate and fencing at Jackson waste facility.

Services - what we achieved this year

What we do	What we aim for	What we achieved this year	
Environmental authority (EA) co	ompliance		
Annual return and fee to the Department of Environment and Science	Completed by the due date.	The Department of Environment and Science has changed the annual notice and annual return process for environmental authority holders. The annual notice (including invoice) and annual return is now sent separately with a transition period in place to align the reporting periods for all environmental authority holders. The changes are aimed at providing more transparency to the community of the regulation and performance of environmentally relevant activities.	
		The due date for this year was 1 March 2019, covering the previous calendar year. The report was submitted and the invoice was paid on 13 June 2019 - \$24,127.90. Licence dates are from 17 June 2019 to 16 June 2020.	
• All waste facilities (Yuleba, Roma, Surat, Mitchell, Jackson, Wallumbilla, Injune)	Compliance with general/ common conditions (Part 1 of the Environmental Authority).	The Department of Environment and Science conducted an inspection of the refuse sites within the region. Council were not required to implement any action from	
• Roma, Surat, Mitchell and Injune waste facilities	Compliance with noise conditions (Part 2 of the Environmental	these inspections. Injune Waste Facility:	
Roma waste facility	Authority). Compliance with waste conditions	The Department received a complaint regarding an oil spill. This incident was caused by the oil recycle container	
	(Part 3 of the Environmental Authority).	overflowing onto the ground. The contaminated soil was removed and replaced with clean soil. The Department then carried out an inspection on 28 March 2019.	
Surat waste facility	Compliance with waste conditions (Part 4 of the Environmental Authority).	There were also issues identified with general waste not being pushed up and compacted within the pit exposing users of the landfill to odours and enabling waste to	
Mitchell waste facility	Compliance with waste conditions (Part 5 of the Environmental Authority).	 be dispersed by wind and animals. To rectify this, the following changes have been implemented: Site pushed twice per week – Monday & Friday 	
Injune waste facility	Compliance with land and waste conditions (Part 6 of the Environmental Authority).	 Site compacted once per week – Thursday Yuleba and Jackson waste facilities have been fenced, and gates installed at Wallumbilla and Amby. 	
• Yuleba, Jackson and Wallumbilla waste facilities	Compliance with noise conditions (Part 7 of the Environmental Authority).	Jackson waste facility has key access only enabling improved management practices on site. Industrial bins are collected weekly.	
Waste contract administration			
 Waste collection contract administration for: Mungallala, Mitchell, Amby, Muckadilla, Dunkeld, Begonia 	Weekly waste collection and disposal to landfill (fortnightly in Begonia & Dunkeld).	Urban waste collection has been completed in a timely manner. The Injune contractor has had two minor vehicle breakdowns, however clients were advised in advance of their urban collection which was done the following day.	
 A.L Cherry & M.G Pearce Roma, Hodgson, Wallumbilla, Yuleba, Jackson - Braca Pty Ltd Surat - G.E Grams Injune - Julie Gray 	Compliance with contract terms and conditions.	A media release was issued on 20 May 2019 encouraging residents to place their waste wheelie bin kerbside the night before the designated collection day to avoid missing the early morning collection time. The release included a Quick Guide to raise awareness of how to increase the efficiency of the region's waste collection.	
Waste collection			
Domestic waste - 240 litre wheelie bin collection from the kerbside.	Weekly collection by zone. Zone maps available online - http://	The region's domestic waste was collected across the region with the following outcomes.	
	www.maranoa.qld.gov.au/waste- collection: • Monday - Roma 'Blue' zone,	QuarterWheelie binDomestic waste(Q)collections(tonnes)	
	Mitchell 'South' zone;	Q1 72,011 2,112.25	
	 Tuesday - Roma 'Green' zone, Mitchell 'North' zone; 	Q2 78,950 488.12	
	• Wednesday - Amby, Hodgson,	Q3 75,852 443.60	
	Roma 'Yellow' zone, Mungallala;Thursday - Roma 'Pink'	Q4 73,627 1,557.00	
	zone, Jackson, Yuleba, Surat,	Total 300,440 4,600.97	
	Wallumbilla, Injune.	Residents have reported 52 missed urban bin collections.	
Wheel-out, wheel-back service - A service for residents who require assistance to place their bin on the kerb.	Requests approved by Council resolution; weekly service thereafter.	There was only one resident that used this service during the first quarter of the year.	

1.5 WASTE

Services - what we achieved this year

What we do	What we aim for	What we achieved this year
Waste collection	continued	
Industrial bins - Collection of industrial and/ or skip bins from businesses and specific roadside stops. Pick up	Collection and disposal to landfill.	The below industrial bins are collected in accordance with the general waste collection contract only. Q1 737 Q2 630 Q3 820 Q4 606
from transfer station facilities at: • Mungallala • Amby • Muckadilla • Jackson And industrial bin	Weekly Weekly Weekly Weekly	The below industrial bins are collected by Cleanaway: Roadside Q1 15 Q2 22 Q3 25 Q4 23 Council commercial Q1 219 Q2 216
facilities at: Mitchell Dunkeld Begonia	On request. Fortnightly Fortnightly	Q3 192 Q4 199 Jackson transfer station Q1 32 Q2 26 Q3 24
		Q4 25 Other commercial Q1 2 Q2 nil Q3 nil Q4 nil
Waste recycling (Reducing the amount of wast	e going to landfill)
Container refund scheme	Service offered in Roma and Mitchell (new).	Council became a Container Refund Point on 23 February 2019. This enabled the community to participate in the refund scheme. It has been a great success for local residents, Council and the environment. The Maranoa drop-off points received an impressive 73,710 containers in the first week, and had exceeded \$1 million containers by 21 June 2019. A total of 54.96 tonnes of waste was diverted from landfill, injecting \$184,052 into the community.
Green waste - domestic / commercial	Accepted at all locations.	The Roma Refuse Site received 953.78 tonnes of green waste into its resource recovery area. With the ceasing of commercial composting operations in February 2019, Council is reviewing alternate methods to recycle green waste, and is working with other commercial operators to resolve the matter.
Green waste - tree root balls	By appointment.	 This resulted in 574.7 tonnes of waste. As mentioned above, green waste mulching ceased in February 2019. Council is reviewing alternate methods to recycle green waste, and is working with other commercial operators to resolve the matter. 70 tonnes of tree root balls have been recycled, with the remaining 504.7 tonnes relating to large tree trunks, clean pallets and poles delivered to site. This material is waiting to be mulched.
Scrap metal (clean)	Quotes sourced when there is sufficient tonnage accumulated to make it economical to transport / sell.	Council publicly invited tenders for the purchase and removal of scrap metal and car batteries from regional waste management facilities. 1,218.74 tonnes of scrap steel were received. 258.86 tonnes of metal/steel was reused within the region by Council and the community.
Old batteries	Accepted at any time in the designated areas at Surat, Injune, Mitchell and Roma waste facilities.	The tender period opened on 5 April 2019 with a closing date of 29 April 2019. The evaluation was presented to the Council meeting on 22 May 2019, with the successful tenderer being Liberty Recycling Pty Ltd T/A Liberty Recycling (Council resolution - GM/05.2019/46). The first payment under the contract was received on 22 June 2019 (for collections from 10-21 June 2019) resulting in additional revenue for the waste function of \$70,608.37. Scrap metal accounts for the largest part of the tender. During the year, 10.3 tonnes of batteries were recycled.
		saming the year, rolo tormes of butteries were recycled.

What we do	What we aim for	What we achieved this year	
DrumMUSTER (Recycling of chemical plastic drums)	 By appointment at Roma, Mitchell and Injune waste facilities. This is a joint initiative of: National Farmers Federation; CropLife Australia; Agsafe; Animal Health Alliance; VMDA Inc; Australian Local Government Association. 	On 26 February 2019, 6 waste officers participated in and successfully completed the drumMUSTER Inspector Training Refresher Course. This was required to remain eligible to continue to inspect and accept or reject containers as appropriate for the drumMUSTER program. By year end there were 345 plastic containers for which the paperwork had been processed for collection in July. There are three community groups now undertaking drumMuster collection service across the region.	
Clean soil	Accepted at any time at the Roma and Mitchell facility by approval of a delegated Council officer.	This service was well used by both do waste facilities. This resulted in the re- tonnes of soil that went across the we dropped off by households. The soil is	use by Council of no less than 10,342.52 ighbridge as well as soil carted and
Concrete	Accepted daily at Roma waste facility - by appointment at Injune, Mitchell and Surat.		ed the highest tonnages, with the June the year's concrete recycling (1,552.76 nly used as roadwork material.
Electronic waste / e-waste	Designated area maintained in Roma all year round. Advertisement for collection annually from other areas.	and Roma. Mitchell was not activated	month of August 2018 in Injune, Surat as the local electrician has a collection ted in 42 pallets of e-waste being recycled
Waste recycling (where possible)		
Contaminated soils	By appointment at Roma only.	The waste team assisted in the managed soil. The single largest need for the se redevelopment.	ement of 129.48 tonnes of contaminated rvice resulted from the Roma Hospital
Grease trap waste	By appointment at Roma only.	During the first half of the financial ye through a composting operation at th advised of their intention to cease act plan was underway.	
Old tyres	Accepted at Roma (tyres are recycled where possible or buried on site). Commercial operator tyres not accepted.	During the year a mix of tractor, truck	and car tyres were received (750 in total).
Oil waste - commercial and industrial	Accepted daily at Roma and Injune waste oil facility.	Domestic, commercial and industrial c	il was received (5,119 litres) in total.
Construction and demolition waste	Accepted daily at Roma, and by appointment at other landfill sites. (Note: If the waste is coming from a business activity, it is requested that it be brought to Roma).	The Roma Hospital construction has been a contributing factor for the increase in the total for this waste stream, however clean soil is recycled and does not go into landfill.Quarter (Q)TonnesQ1916.06Q21,071.62Q31,221.08Q41,961.40Total5,116.16	
Waste to landfill			
Commercial and	Accepted daily at Roma waste	Quarter (Q)	Tonnes
industrial waste	facility.	Q1	1,243.49
		Q2	1,659.28
		Q3	1,091.00

Q4

Total

2,003.00 5,996.77

1.5 WASTE

What we do	What we aim for	What we achieved this year		
Asbestos	The waste producer must have approval from Council	Quarter (Q)	Tonnes	
	to deliver asbestos to site. 48	Q1	13.6	
	hours notice to Council prior to asbestos delivery.	Q2	1,659.28	
		Q3	2.86	
		Q4	78.46	
		Total	1,754.22	
Dead animals	Approval by Council waste		-	

Approval by Council waste officers prior to disposal at any waste facility.	Quarter (Q)	Tonnes
	Q1	83
	Q2	25
	Q3	78
	Q4	86
	Total	272



Cr Geoff McMullen holding eligible containers for the new Containers for Change recycling scheme.



OUR SERVICES AND PROJECTS

- Manage the **waste** function within a total budget of **\$3,822,025**.
- Deliver annual services with quarterly reporting on progress including:
 - Environmental authority compliance
 - Waste contract administration
 - Waste collection
 - Waste recycling (reducing the amount of waste going to landfill)
 - Waste to landfill (where it is not economical or possible to recycle).
- Undertake projects of **\$469,523** including finalisation of the ring road and drop off points at the Roma Refuse Facility, development of a new landfill cell and transfer station at Michell, redesign of Injune landfill entrance and installation of a camera monitoring system for regional facilities.

OUR KEY PRIORITIES

- Introduction of the State Waste Levy Provision of information for our communities, increase in recycling through partnerships and on-line reporting to the State Government's Department of Environment and Science.
- **Training for Roma Refuse Facility's weighbridge operators** Inhouse training in relation to the new legislative requirements (e.g. waste stream descriptions and waste levy implementation).
- **Composting at the Roma Refuse Facility** Completion of transition from one contractor to new composting arrangements.
- **Volumetric survey** Completion of surveys (by a registered surveyor) of all matter stored at each landfill site in accordance with the legislative requirements, and submission of the report to the State Government's Department of Environment and Science.

For more information: Our Plan for 2019/20 document - Pages 60 to 67.



Roma ring road drop off points to be constructed

The Roma Refuse Site will be revamped with the help of the Ring Road drop off point construction project which will create a waste transfer station to ensure that different types of waste end up in the correct areas.



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



Our year at a glance

1.6 Cemeteries



Cared for 14 cemeteries and 6 historical cemeteries.

Prepared for 75 burials.



Received **\$60,000** for cemetery projects through the Queensland Government's 2019-21 Works for Queensland program.

CEMETERIES HIGHLIGHTS

Project completion

The first stage of the Roma cemetery fencing project was completed at a cost of \$30,074.

Progress was made on the second stage with expenditure during the year of \$25,389.

Funding

Council resolved at its meeting on 27 February 2019 to seek approval to allocate some of the Queensland Government's Works for Queensland funding (\$120,000) to cemetery projects (Council resolution: GM/02.2019/114). This was subsequently approved by the Queensland Government in May 2019, with 50% received by 30 June 2019.

CEMETERIES CHALLENGES

Works in progress

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

To proceed to the next stage the spatial mapping software provider will need to be engaged to help develop and integrate Council's cemetery records.

What we do

We provide and maintain the region's cemeteries.

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

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

Amby Monumental Cemetery Springhill Access Road, Amby

Hodgson Monumental Cemetery Hopewell Lane, Hodgson

Injune Lawn Cemetery Cemetery Road, off Carnarvon Highway, Injune South

Jackson Monumental Cemetery Cemetery Road, off Warrego Highway, Jackson

Mitchell Monumental Cemetery 42 Alice Street, Mitchell

Mungallala Monumental Cemetery Torwood Road, Mungallala South

Roma Monumental Cemetery Lewis Street, Roma

Roma Lawn Cemetery and Ash Wall Lewis Street, Roma

Surat Monumental Cemetery Ivan Street, Surat

Surat Ash Wall Ivan Street, Surat

Wallumbilla Monumental Cemetery Wallumbilla North Road, Wallumbilla

Wallumbilla Lawn Cemetery and Ash Wall (Wall of Memory) Wallumbilla North Road, Wallumbilla

Yuleba Lawn Cemetery Cemetery Road, off Warrego Highway, Yuleba East

Yuleba Monumental Cemetery Cemetery Road, off Warrego Highway, Yuleba East.

Historical Cemeteries (closed for internments)

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

Why we do it

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

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

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



Injune Monumental Cemetery (Old Injune Cemetery)

Did you know

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

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

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

Mitchell Monumental Cemetery has grave sites dating back to 1881

Roma Lawn Cemetery commenced operating in November 1999

Roma Monumental Cemetery has grave sites dating back to 1881

Surat Monumental Cemetery has grave sites dating back to 1872

Wallumbilla Lawn Cemetery commenced operating in August 2009

Wallumbilla Monumental Cemetery has grave sites dating back to 1896

Yuleba Lawn Cemetery commenced operating in November 2003

Yuleba Monumental Cemetery has grave sites dating back to 1863

How we are trending - cemeteries

	2016/17	2017/18	2018/19	
Funerals/burials				
Roma/Wallumbilla/Yuleba/Jackson	45	49	47	
Amby/Mitchell/Mungallala	17	9	12	
Injune/Hodgson	5	6	7	
Surat	7	4	9	
Total	74	68	75	
Customer requests (e.g. families, funeral directors)	69	312	235	
Plaque request/enquiries	35	49	35	
Headstone enquiries	44	53	43	

SHARE-A-THANKS

Thank-you to Michelle

A customer has emailed to commend one of our employees, Michelle S.

Hi. I wish to wholeheartedly commend one of your employees. Michelle in the "Cemeteries" section was extremely helpful when I rang requesting information on my family graves.

Having retired after 39 years managing a retail store I fully understand what "Customer Service" is all about. I cannot commend Michelle enough as she expertly dealt with my queries professionally and in a timely manner. She is a credit to you.

I now look forward to visiting the Maranoa to visit the Wallumbilla and Yuleba cemeteries to clean up 16 family graves and enjoy the hospitality in your area. Thanks again Michelle.

Paul M.

"

Presentation of the Mitchell Cemetery

Council received a letter of thanks from a lady who had attended the Mitchell Cemetery

I have come home grateful for how the cemetery looks. The graves all looked lovely - my whole family are buried there. Thank you to the people involved who look after it.



Projects - what we achieved this year

Completed	In progress	Not started
\bigcirc		\bigotimes
• Replacement of cemetery fencing, Roma - Stage 1.	• Replacement of cemetery fencing, Roma - Stage 2.	• Funeral board for community information.
	• Cemetery mapping enhancements.	
	• Roma cemetery expansion planning.	

This year's highlights

Cemetery to benefit from Works for Queensland funding approval

Council received confirmation from the Department of Local Government, Multicultural Affairs and Racing advising that Works for Queensland funding was approved.

Council nominates projects for use of the funding, with a number pertaining to cemeteries across the region:

- Roma Cemetery Fencing Stage 3 \$35,000
- Wall of Remembrance Yuleba \$25,000
- Wall of Remembrance Injune \$25,000
- Cemetery amenities block, Mitchell \$35,000.

Facelift for Roma Cemetery

The Roma Cemetery received a makeover with the installation of a new poly picket fence (Stage 1).

The project included a 135m section of new PVC fencing along Chrystal Street and continues along Lewis Street South to the cemetery's main entrance.

Following confirmation from the Queensland Government's Works for Queensland program in May 2019, Council will able to complete the final stage of the Roma Cemetery fencing which will include 238m of new PVC fencing along Lewis Street South to the Newbon Street intersection. Works are planned to be delivered during the months of July and August 2019.



Queensland Government funding secured to construct Walls of Remembrance at Yuleba and Injune similar to that at Wallumbilla (above).



Roma cemetery fencing project. A final stage will now be possible with \$35,000 allocated through the Queensland Government's 2019-21 Works for Queensland program.



Jackson cemetery fencing project.

New fence installed for Jackson cemetery

This year the Jackson Cemetery perimeter fence was replaced, with the works undertaken by Council's Rural Land Services team.

This project was completed in conjunction with fencing around the region.

Our performance in focus

Services - what we achieved this year

We do	What we aim for	What we achieved
Burial applications' processing	Upon receipt of application. Maintenance of register.	Interments / ashes processed: Injune - 7 Mitchell - 12 Roma / Wallumbilla / Yuleba - 47 Surat - 9
Reservations (booking plots in advance)	Upon receipt of application. Maintenance of register (electronic and book), and issue of a reservation certificate.	Reservations processed: Injune - 4 Mitchell - 5 Roma / Wallumbilla / Yuleba - 24 Surat - 25 Register maintenance and reservation certificates issued.
Private property burials	Upon receipt of application.	Nil for 2018/19.
Headstone applications	Upon receipt of application. Maintenance of register.	Headstone applications processed: Injune - 2 Mitchell - 4 Roma / Wallumbilla / Yuleba - 20 Surat - 17 The register was maintained throughout the year.
Online mapping	Regular reviews to ensure maintenance of data integrity.	The development of this service remains in its early stages. The officer responsible for Cemeteries is working with Council's Information and Communications (ICT) team to develop a platform to bring cemetery mapping online.
Family history research requests	Upon request.	132 search requests were received and processed during the year.
Burial preparation and cemetery maintenance	Upon request (Note: A burial application must be received 48 hours before the day of the funeral).	Preparation and maintenance was undertaken during the year.
		All applications were received 48 hours in advance and processed in accordance with the families' requirements. No complaints were received although 2 compliments were received.
Lawn cemetery and ashwall plaques	Upon request from family members of the deceased.	Provision of lawn cemetery ashwall plaques: Roma - 29 plaques Surat Ashwall - 8 plaques
Historical cemeteries inspections	In accordance with a planned inspection program.	Maintenance is currently done on an as needs basis. This is dependent on the season and required service levels.
State records	Submission of applications to the State Government's Registry of Births, Deaths and Marriages after each funeral date.	 53 applications were submitted to the Registry of Births, Deaths and Marriages. All were applications were lodged within 5 days from the date of burial. Note: The different between funerals (74) and the updates to State records (53) pertains to cremations. These are processed by the crematorium.

1.6 CEMETERIES



Cr McMullen viewing the new fencing at Roma Cemetery.
 Our performance in focus | Review of the implementation of the annual operational plan | End of year report by function 2018/19



OUR SERVICES AND PROJECTS

- Manage the cemeteries function with an operations and capital works budget of **\$216,611***.
- Deliver annual services with quarterly reporting on progress including:
 Burials applications' processing;
 - Reservations (booking plots in advance);
 - Private property burials;
 - Headstone applications;
 - Online mapping;
 - Family history research requests;
 - Burial preparation and cemetery maintenance;
 - Lawn cemetery and ashwall plaques;
 - Historical cemeteries inspections;
 - State government records (Applications to the State Government's Registry of Births, Deaths and Marriages after each funeral date).
- Undertake projects of **\$94,611** (Roma, Yuleba, Injune cemeteries) The Facilities team will also construct a new amenities block in Mitchell (\$35,000).

*In addition, \$208,168 is included in Parks, Gardens and Reserves for cemeteries grounds maintenance.



OUR KEY PRIORITIES

- Policy Review of the cemetery operations policy.
- **On-line information** This will include:
 - Progressing the "Cemeteries online" project.
 - Reviewing and enhancing cemetery information on Council's website.

For more information: Our Plan for 2019/20 document - Pages 68 to 73.



Final stages of Roma's cemetery fencing to be completed

After receiving funding from the Queensland Government through the Works for Queensland program, Council is able to complete the final stage of the Roma cemetery fencing. The final stages include 238m of new PVC fencing along Lewis Street South to the Newbon Street intersection.⁷

Wall of Remembrance projects in Injune and Yuleba

A Wall of Remembrance in Injune and Yuleba will be constructed this year with \$50,000 received through the Queensland Government's Works for Queensland program.