

**Water and Sewerage Implementation Joint Steering  
Committee  
Meeting No. 10**

**Agenda Item 6(c): North-Western Regional Update**

<p><b>Recommendation:</b> That the Implementation Joint Steering Committee note the attached North-Western Regional Update.</p>
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**Attachments:**

- **Minutes of Meeting No 8 – Water and Sewerage Project Control Group & Mayors – North-Western Region**
- **Minutes of Meeting No 3 – North-Western Regional Operational Readiness Coordination Group**

9 April 2009 at 11.15am to 2:00pm  
(including lunch)



**MINUTES OF MEETING NO. 8**

**Water and Sewerage Project Control Group & Mayors  
North-Western Region**

REF: 60/600/01

<b>Venue:</b>	<b>Waratah-Wynyard Council, Council Chambers</b>	
<b>Attendees:</b>	Kevin Hyland, Mayor, Waratah-Wynyard Council(CHAIR)	Paul Arnold, General Manager, Burnie City Council
	Ian McCallum, General Manager, Devonport City Council	Gerald Monson, General Manager, Latrobe Council
	Mike Paine, CEO Water & Sewerage North-Western Region-CMW	Greg Winton, General Manager, Waratah-Wynyard Council & Circular Head Council
	Sandra Ayton, General Manager Central Coast Council	Risden Knightley, General Manager Kentish Council
	Peter Harder, General Manager West Coast Council	Bevin Eberhardt, Project Manager WST (NWR)/Director Assets & Engineering, Central Coast Council
	Mike Downie, Mayor Central Coast Council	Darryl Gerrity, Mayor West Coast Council
	Mike Gaffney, Mayor Latrobe Council	Lynn Laycock, Mayor Devonport City Council
	Alwyn Boyd, Mayor Burnie City Council	Darrell Quilliam, Mayor Circular Head Council
	Mel Woodhouse Youth/Project Officer Central Coast Council	
<b>Apologies:</b>	Andrew Wardlaw, General Manager King Island Council	Geoff Willis, Chair-Tasmanian Water & Sewerage Board
	Charles Mayor King Island Council	Don Thwaites, Mayor Kentish Council
	Casey van Eysden, Chief Executive Officer, Cradle Coast Water	

No.	DESCRIPTION	SUGGESTED ACTION	WHO
8.1	<b>MIKE PAINE</b> Mike discussed issues around billing, property files and GIS. Amount of cooperation from the NW region is leading the state. Received Interim Licence - issues with licence.		Mike

	<p>Timeframes are relatively short. Two year agreement with the licence, annual review of how the corporation will go forward.</p> <p>Work going on with the transfer orders, no issues outstanding. Signing a letter of intent to ASU. Some employees to be transferred prior to July 1.</p> <p>Board had a tour of the region last Friday, impressed with the facilities and level of skills within the staff.</p> <p>Community awareness is key in the process. Media event held yesterday. Lots of Media to be held throughout June.</p> <p>Shareholders Letter of Expectation – North West is ahead of the rest of the State.</p> <p>AGM of the Board to be held the first week in October.</p> <p>Mayor Gerrity asked about rebates for pensioners. To be passed on. DPIWE – lagoons and water quality. Methodology of rating – been discussed. Asset revaluations to occur by 30 September.</p> <p>Shop fronts – one in Devonport and Burnie. Suggestion to have a roving office in smaller Councils on a weekly basis.</p>		
8.2	<p><b>IJSC –ORCG &amp; GM’S</b> Holistic approach. Everything is moving ahead quite fast and dramatically. All timelines have been met, apart from Interim Price Order, is still with Treasurer.</p> <p>Boards are all in place, CEO’s are appointed. Executive management team is in progress.</p> <p>Some key decisions have already taken place. Major process is the billing as the CSC wants Councils to handle the rates on behalf of Cradle Mountain Water.</p>		Paul

	Work streams are working through all the issues of how practicably they can work.		
8.3	<b>OWNER REPRESENTATIVES</b> Reporting process to be sorted out. Mayors & GM's to meet every 6 months. Structured meeting every quarter with the board and the Owner reps.	<i>Draft guidelines to be sent out to the Owner reps.</i>	Kevin
8.4	<b>TAS. WATER &amp; SEWERAGE BOARD</b>	Discussed previously	Mike
8.5	<b>CEO'S &amp; TRANSITION TO CMW</b>	Discussed previously	Mike
8.6	<b>SHAREHOLDERS LETTER OF EXPECTATION</b>	Letter signed by all Mayors.	Mayors
8.7	<b>NEXT MEETING</b>	<b>Time and venue to be confirmed</b>	



Monday 30<sup>th</sup> March 2009 – 1.40pm – 4.00pm

**MINUTES OF MEETING No 3.**

**North–Western Regional Operational Readiness  
Coordination Group**

**REF: 60/600/01**

<b>Venue:</b>	Gawler Room, Civic Centre , Patrick Street, Ulverstone	
<b>Attendees:</b>	Mike Paine, CEO Water & Sewerage North–Western Region (CHAIR)	Paul Arnold, General Manager, Burnie City Council
	Casey van Eysden, Chief Executive Officer, Cradle Coast Water	Gerald Monson, General Manager, Latrobe Council
	Doug Doherty–Employees RGPL: Manager Infrastructure & Development Services Circular Head Council	Peter Williamson–Assets RGPL Manager Engineering Services Cradle Coast Water
	Shane Crawford–Employees RGPL Governance Manager Devonport City Council	Andrew Beswick–Finance RGPL Corporate Secretary Burnie City Council
	Bevin Eberhardt, Project Manager WST (NWR)/Director Assets & Engineering, Central Coast Council	Mel Woodhouse Youth/Project Officer
	Jack Hendriks Manager Corporate Services Cradle Coast Water	Jim Martin & staff from North East Water
<b>Apologies:</b>		

No.	DESCRIPTION	ACTION	WHO
3.0	North Easter Water discussions	<p><b>North East water staff profiles:</b></p> <p><b>Lexie Grady</b>, Manager Customer Services. Lexie has held many positions during her time at NEW, from Senior Administration Officer with involvement in a wide variety of areas, to her current position of Manager Customer Services;</p> <p><b>Mike Hardman</b>, Systems Administrator. Mike started at Deniliquin Council in 1993 and currently heads the GIS and Systems Management areas at North East Water;</p>	Mike/GM's

		<p><b>Peter Tolsher</b>, Plant Operations Manager for all Environmental Group Limited Plants in Qld, NSW &amp; Vic.</p> <p>5 years ago North East Water contracted out their major waste water treatment plant to EGL(Environmental Group Limited) and Peter was poached from NEW to be their operations manager. He is responsible for managing staff at all the plants, budgets, tendering for contracts, quality control etc;</p> <p><b>Jeff Roscoe</b>, Treatment Team Leader in the Wangaratta area for North East Water. This role sees Jeff supervising a small group of operators who directly operate and maintain Wangaratta's Wastewater Treatment and Reuse Facility, the Wangaratta Water Treatment plant, five satellite package water treatment plants, several bores, reservoirs and storage facilities;</p> <p><b>Chris Maher</b>, Development Coordinator – coordinating all aspects of subdivisions including referrals from councils and installation of water and/or sewer services. Chris has previously worked as a project manager in the Capital Works area and as a supervisor looking after Capital Works and Subdivisions. Transferred to NEW from Wodonga Council.</p> <p>Queries over lunch about GIS system – know process of change. Data transfer is a lengthy process. Integrated service at North East Water.</p> <p>Key concern is location where the facilities are going to be.</p> <p>Christine needs to clarify what the CSC is and what it is all about.</p> <p>Concerned with resources.</p> <p>Need clarity around positions, where each person fits into the business.</p> <p>Way Councils are going to refer planning applications to the water authority.</p>	
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3.1	Transfer Orders Any issues	Nothing to report	ALL
3.2	Transitional Plan Reports		
3.2.1	Operating Model	Make sure that the call centre is regional	Mike
3.2.2	Customer Services	Focusing on who is responsible for what. What the CEO, CSC and corporation is going to deliver. Customer to suffer no decrease in service. IPO awaiting the outcome. Trying to get together some network maps for the regions. Current service and intervention standards.	Doug
3.2.3	Change & Communications	Group is putting together a website for each region. Split up with internal/external customers. Lack of resources, require a communications officer. Mike to organise a communications officer. Message to be a statewide message. Require some footage of water and sewerage. Paul to organise for Roundhill. Resources clarification required as to who is paying what.	Bevin
3.2.4	People & Culture	Tania McCulloch from Cradle Coast Water attended meeting on Shane's behalf. She mentioned that she was out numbered on all items. Lyn Hallam has been around to each Council to get information on payroll systems. Looking at induction process.	Shane
3.2.5	Assets	Identified whole list of documents that need to be transferred. Broad description of equipment to be used. Plant to be identified. Spares inventory. Transfer of properties and facilities. Capital expenditure - have adopted the spreadsheet that Josh came up with. Looks to be adopting WASA standards.	Peter

3.2.6	IT Systems	Set up a hardware model. Back up to happen at the CSC. Firewall needs to be set up. Websites to be hosted at CSC. Navision, TRIM, Cris 21 and email to be set up by July 1. Casey suggestions that Office be up and running by 1 July. Cradle Coast has spare servers. While Casey is on leave Merrilyn and Chris will be handling the IT Systems workstreams together with Andrew.	Casey
3.2.7	Finance	Josh Luttrell has agreed to send the model to the region. KPMG model to be used for loan funding for applications due up to April. What happens with multi-purpose loans, to go to TasCorp. 4 bank accounts, sub committee set up for a single charge account.	Jack
3.2.8	Regulatory & Legal	Expect to get an update on contract systems in the due diligence. Working on a governance model. Development and assessment process is being mapped by Doug. Insurance process is being organised. Standard template to be done for DFA. Will agree on single process for development referral. Look at licensing.	Mike
3.2.9	Billing	Councils to do the billing in the first year. Billing period could continue for some time. Feasible for Councils to manage debtors. Problem is no IPO. Discussion took place about consolidation. Andrew is drafting a letter up to all GM's to do a service agreement for doing initial billing.	Andrew
3.2.10	Knowledge Management	Weekly meetings occurring. Merrilyn from Cradle Coast Water also on workstream. Mike to organise access to E-Room. GIS system - regional approach initially. Issue with property files. Regional approach operational systems/response systems. List together of	Bevin

		all files and documents to be transferred. Service level agreement to be done for access to all records. Intranet with all systems, policies etc.	
3.3	Milestones & Separation Plan	Been split up into sections. Milestones added.	Mike/Bevin
3.4	Service Agreements Consider potential service agreements so we can progress a template for NWR.	No reply received to the initial list. Proceeding to draft standard template for consideration.	All Bevin
3.5	Interim Pricing Orders	Already discussed	Mike
3.6	Operating Licences	Is out for comment. Need to clarify about trade waste.	Mike
3.7	Grant Funding	Received communication from Jim. Submission to be done close of business Friday. State money – 10–20 million per year.	Peter/Mike
3.8	Maintenance funding	Andrew to collate estimates Is now on Finance list. To be crossed off next meeting agenda.	Andrew/Jack
3.10	General Business	Andrew – IT meeting, 5 hubs (2 in Hobart, 2 in Launceston and one in North West).	All
3.11	Next meeting and meeting schedules	15 April at 2.00pm, Ulverstone	