

Frances Stewart

From: Neil Brennan (6) Personal information@seqwater.com.au>
Sent: Friday, 15 January 2021 4:49 PM
To: Regional Development Office
Cc: David Hamill; Frances Stewart; Michelle Jones; Andrew Churchill
Subject: Lake Macdonald Dam Upgrade Project - public announcement
Attachments: 15 01 21 - Seqwater BRIEF - Hot issues brief LMDU - Final.pdf; 22 01 21 Media Release - Options assessed for high priority dam upgrade - FINAL.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Dear Minister

Please find attached brief and media release.

Regards
Neil

Neil Brennan Chief Executive Officer

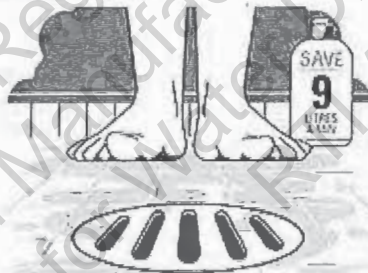


a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information 07 2035 5538 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



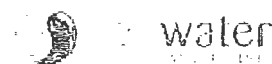
our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Ministerial – HOT ISSUES BRIEF



To The Hon. Glenn Butcher MP
Minister for Regional Development and
Manufacturing, and Minister for Water

From Neil Brennan
Chief Executive Officer,
Seqwater

Date 15 January 2021

Subject Lake Macdonald Dam Upgrade Project – public announcement

☒ URGENT ☐ CONFIDENTIAL ☐ ROUTINE ☐ FOR APPROVAL ☒ FOR INFORMATION

<input type="checkbox"/> Noted <input type="checkbox"/> Further info required	Minister _____ Date ____/____/____ Comments:
DNRME Reference No.	CTS

RECOMMENDATION

1. It is recommended the Minister notes the coordinated and sequenced approach to public communication and stakeholder engagement regarding the options assessment work for the Lake Macdonald Dam Upgrade.

FACTS

2. The upgrade of Noosa's Lake Macdonald Dam is a high priority project under Seqwater's Dam Improvement Program.
3. During the detailed design and Early Tenderer Involvement procurement phases undertaken during 2019 and 2020 respectively, information emerged that the cost of the project would be significantly higher than the Minister-approved budget of \$127 million to in excess of \$200 million.
4. In December 2020, the Seqwater Board made the prudent decision to reconsider the options for the project so that project objectives around dam safety, operations (water security), community and environment considerations are still met but there is also a value for money outcome.
5. To support this decision, a Stakeholder Communication Strategy has been prepared with a coordinated and sequenced approach to briefing stakeholders ahead of a public announcement.
6. Briefings with relevant Departmental stakeholders (State and Federal) will occur on Monday 18 and Tuesday 19 January before elected representatives are briefed on Wednesday 20 January and Thursday 21 January.
7. At this stage, a virtual briefing has been scheduled with the State Member for Noosa on Wednesday 20 January and a virtual briefing is being confirmed with the Member for Nicklin for Thursday 21 January.
8. The Noosa Shire Council will be briefed at a closed meeting on Thursday 21 January.
9. A request will be made to the elected representatives that the contents of the briefing not be disclosed publicly until Seqwater's public announcement on Friday 22 January.
10. The tenderers involved to date will also be advised ahead of the public announcement.

Author
Name: Sophie Walker
Position: Manager Communication Education and Engagement
Seqwater
Date drafted: 14/01/2021

Approval
Name: Neil Brennan
Position: Chief Executive Officer
Seqwater
Date approved: 15/01/2021

COMMUNICATION

11. On Friday 22 January, Seqwater's public announcement regarding the options assessment work will be supported by a media release, e-newsletter, website and social media content, contact with the Community Reference Group and other community stakeholders and internal briefings to Seqwater's project and operational staff.
12. The following key messages will be emphasised in all public materials for consistency:
 - a. The upgrade of Noosa's Lake Macdonald Dam is a high priority project under Seqwater's Dam Improvement Program.
 - b. Seqwater is committed to managing the safety of Lake Macdonald Dam for the benefit of the local community and the regional water security for the whole of South East Queensland.
 - c. During the detailed design and early procurement stage (Early Tenderer Involvement) in 2020, information emerged that the cost of the project would be significantly higher than the projects approved \$127 million budget.
 - d. Seqwater has made the prudent decision to reassess the design options for the project upgrade to meet the project objectives around dam safety, operations (water security), community and environment and also ensure value for money.
 - e. We will continue to update stakeholders and communities on progress and the assessment outcome. Timings will then be determined.

BACKGROUND

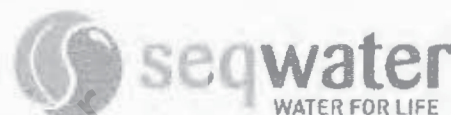
13. In December 2017, the Coordinator-General declared the Lake Macdonald upgrade a coordinated project and nominated an Impact Assessment Report (IAR) as the assessment process.
14. Seqwater received Coordinator-General approval in May 2019 and approval and conditions under the federal Environmental Protection and Biodiversity Conservation Act (EPBC) in November 2019.
15. Seqwater received approval from responsible Ministers in November 2019.
16. The approved Business Case is \$127.2M.
17. The project requires Seqwater to lower the lake to 5 – 10 per cent of its full supply level.
18. Lowering a dam storage to this level for the purpose of dam upgrade work, while salvaging and relocating a significant volume of aquatic life, is unprecedented for a dam upgrade project in Queensland.
19. Shortlisted construction contractors were invited to tender on 17 April 2020. Tender responses were received on 29 May 2020.
20. Early works, including replacing the existing bridge to the Noosa Water Treatment Plant and relocating existing services and utilities, commenced in October 2020. The work has been suspended due to wet weather forecasts and are scheduled to restart in May 2021.

Author
Name: Sophie Walker
Position: Manager Communication Education and Engagement
Seqwater
Date drafted: 14/01/2021

Approval
Name: Neil Brennan
Position: Chief Executive Officer
Seqwater
Date approved: 15/01/2021

Media Release

EMBARGOED UNTIL 22 JANUARY 2021



Delivery of priority dam upgrade reconsidered for value for money

The Noosa's Lake Macdonald Dam Upgrade will be reassessed to make sure it delivers value for money while also meeting dam safety, water security, environmental and community objectives.

Seqwater Chief Executive Officer Neil Brennan said information emerged during procurement stage last year that project costs would be significantly higher than the approved \$127 million budget. The information was based on the detailed design which was completed late 2019.

"We have made the prudent decision to reconsider the options for the project upgrade during the first half of this year," he said.

"The ongoing safety of Lake Macdonald Dam and water security for South East Queensland are key priorities for Seqwater but we must also make sure we deliver value for money outcomes.

"Importantly Lake Macdonald continues to operate safely."

Mr Brennan said Seqwater would keep the Noosa community informed as the assessment progresses in the coming months.

The lowering of the lake will now not proceed in 2021 given strict environmental approval conditions that contain the de-watering between March and August so as to avoid the wet season and aquatic breeding.

Mr Brennan said the upgrade of Noosa's Lake Macdonald Dam was a high priority project under Seqwater's Dam Improvement Program.

"We do recognise that this project has had a long planning phase but it is important Seqwater takes a prudent approach to the project's design and construction.

"While it may be a small dam the upgrade is complex with a range of requirements to consider so we achieve positive safety, operational, cost, environmental, and community outcomes."

Mr Brennan said Seqwater thanked the Noosa community for its support of the project to date.

"I know that this decision may inconvenience those who have been or were expected to be impacted by the project construction.



www.seqwater.com.au



<http://www.facebook.com/Seqwater>



<http://twitter.com/seqwater>

"I ask the Noosa community for their patience as we continue to work towards reaching the best option for this high priority project."

Lake Macdonald Dam is located in the Noosa hinterland near Cooroy and is part of South East Queensland's drinking water supply through the SEQ Water Grid.

The dam was built in 1965 and raised in 1980 to increase its storage capacity to 8,018 megalitres. The dam is currently at 101.9% capacity.

About Seqwater

Seqwater provides a safe, reliable and affordable bulk drinking water supply for 3.2 million people across South East Queensland, and supplies water for irrigation to about 1,200 rural customers. Seqwater also provides essential flood mitigation services and manages popular lake recreational areas visited by almost 2.7 million people last year. The organisation is one of Australia's largest water businesses, with operations extending from the New South Wales border to the base of the Toowoomba ranges and north to Gympie.

For further information telephone (07) 3247 3000 or email media@seqwater.com.au

Frances Stewart

From: Mike Foster (6) Personal information@seqwater.com.au>
Sent: Tuesday, 19 January 2021 10:40 AM
To: Ian Hutcheon; Frances Stewart; Daniel Lato
Cc: 'Michael.glover@drdmw.qld.gov.au'; Sophie Walker; correspondence
Subject: Water Security Status Report for December 2020
Attachments: Water Security Update December 2020.pdf

Follow Up Flag: Follow up
Flag Status: Completed

Morning Ian & Co

Thanks again for the opportunity to tour and present to the Minister yesterday.

Please find attached Dec monthly water supply security update for SEQ. If you have not already received it, I will make sure you are added to distribution list. There will be another update at the end of January.

Please note that the rainfall over summer to date means we are not likely to hit 50% trigger for restrictions until at least June.

Happy to discuss any of the attached.

Cheers
Mike

Mike Foster Manager Strategic Engagement



a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information 07 305 5545 | www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

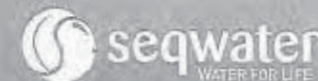
We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

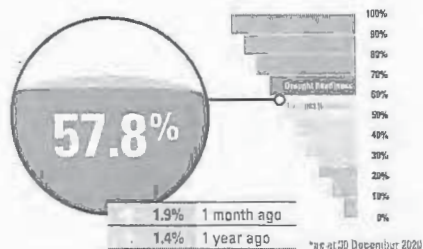
This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

WATER SECURITY STATUS REPORT

December 2020

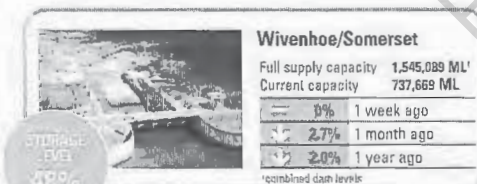
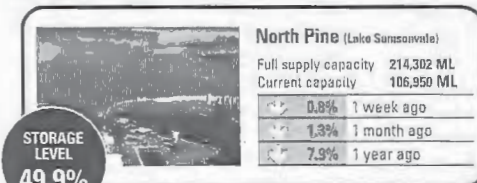
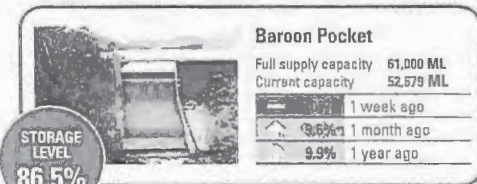


SEQ Water Grid capacity

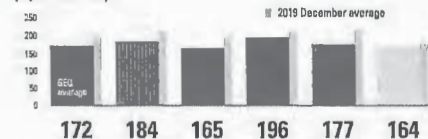


Dam storage levels

*Data correct at 30 December 2020 – Dams selected are largest storages for North, South and Central areas. Visit the Seqwater website for more information.



Average daily residential consumption (L/Person)



*Data range is 03/12/2020 to 30/12/2020 and 05/12/2019 to 01/01/2020
See map below and legend at the bottom of the page for water service provider information



Grid operations and overall water security position

Despite receiving rainfall in parts of the northern and southern areas of South East Queensland (SEQ), the region continues to be in Drought Response conditions with combined Water Grid storages at 57.8%.

Wivenhoe Dam remains below 50% capacity for the seventh consecutive month. There was minimal rainfall in the catchment surrounding Lake Wivenhoe, our largest drinking water storage.

Although the December rain provided welcome relief for many of the region's off-grid communities, Boonah-Kalbar and Dayboro are still under drought response monitoring (see below for additional details).

The Gold Coast Desalination Plant (GCDP) had been maximising production in accordance with the Drought Response Plan. However, significant rainfall in the Gold Coast area in mid December filled Hinze dam to the point of overflowing. In anticipation of this and in the interests of cost efficiency, the GCDP was changed from maximising operation to top up mode. The GCDP continues to supplement water supply for SEQ when required after maximising use of Hinze dam.

The Southern Regional Water Pipeline is still operating in a northerly direction. The Northern Pipeline Interconnectors (NPI 1 and 2) have been operating in a bidirectional mode, with NPI 1 flowing north while NPI 2 flows south. The grid flow operations help to distribute water in SEQ where it is needed most.

The average residential water usage remains high at 172 litres per person, per day (LPD). While this is less than the same period last year (185 LPD), it is still 22 litres above the recommended 150 LPD average according to the SEQ Drought Response Plan.

The Bureau of Meteorology (BOM) outlook for January to March is likely to be wetter than average for much of Australia, particularly in the east. The chance of exceeding median rainfall is greater than 70% for much of Queensland. The El Niño/Southern Oscillation outlook from BOM remains at La Niña with modelling suggesting La Niña will continue until at least February 2021.

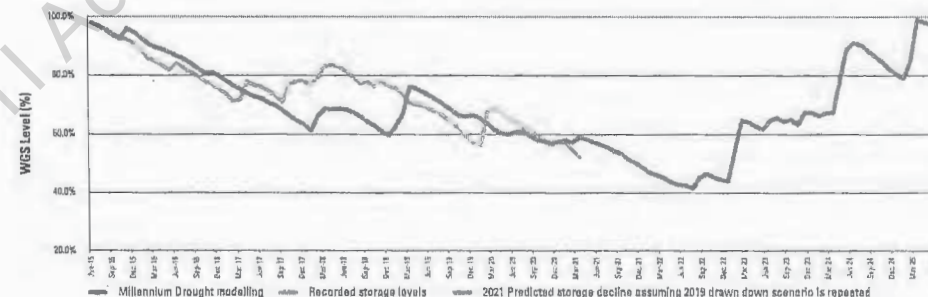
Water Grid storage

Water Grid storage actual drawdown to December 2020, and projected draw down for 2021.

The Water Grid drawdown graph shows historical storage data and a projected draw down if the rate observed during the dry year of 2019 (not including any 2020 data) occurred in the corresponding months from January 2021 until April 2021.¹ The 2019 data is used as it was a particularly dry year, rainfall is usually higher in the summer period than it was in 2019. Recently the storage levels improved due to rainfall in mid December, however levels are still below 60%. The millennium drought is shown to compare drawdowns over an extended drought period (see figure 1).

¹ This projected drawdown does not account for differences in demand and supply conditions, such as continued operation of the Gold Coast Desalination Plant.

Figure 1: Water Grid storage drawdowns.



Soil moisture

The rise in deep soil moisture that occurred during the Feb-March 2020 rainfall continues to slowly decrease and is now is currently at 29.47% full. There still needs to be significant rainfall events to see recovery and inflows into the catchment. (see figure 2)

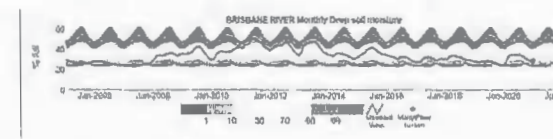


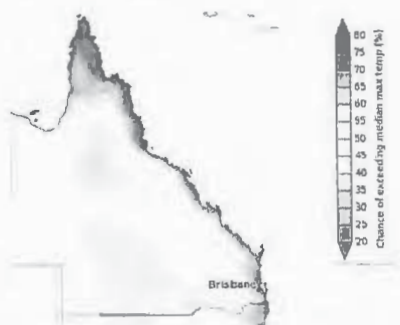
Figure 2: Brisbane River catchment monthly deep soil moisture – modelled estimate to December 2020 (source Bureau of Meteorology AWRA-L)



Weather outlook

Temperature

The BOM outlook is for a 50-75% probability of exceeding the 28.3c temperature for February to April.



<http://www.bom.gov.au/climate/outlook/seasonal/temperature/maximum/median/feb04>

Rainfall

The outlook for February to April is for a wetter than average for Queensland. The outlook for SEQ is for 70-80% above the median for this time of year (324mm).



<http://www.bom.gov.au/climate/outlook/seasonal/rainfall/median/feb04>

Off-grid community drought status

The SEQ Water Grid allows us to move treated drinking water around the region. Off-grid communities are not connected to the SEQ Water Grid.

This table has been updated as at 30 December 2020.

- Low probability of reaching drought trigger in next 3 months
- Medium probability of reaching drought trigger in next 3 months
- High probability of reaching drought trigger in next 3 months

1 Amity Point

Supply: North Stradbroke Island groundwater
Standing water level 16.47 m AHD**
Level 1: drought trigger at 15 m AHD

Beaudesert

Supply: Maroon Dam 49.3%
Level 1: drought response in effect as of 19/10/20
Level 2: drought trigger at 25% dam level

Canungra

Exit Drought response 14 December 2020
Supply: Canungra Creek Stream flow ~84.49 ML/day
Level 1: Preparedness and monitoring; Flow falls to <7ML/day

4 Dayboro

Supply: groundwater/ carting
Well No. 1 standing level >RL 41.00 m AHD
Level 3: drought response in effect as of 6/10/20
Level 4: drought trigger when wells not meeting demand

Dunwich

Supply: North Stradbroke Island groundwater
Standing water level 16.47 m AHD**
Level 1: drought trigger at 15 m AHD

Esk

Supply: Wivenhoe Dam 38.8%
(Regional Water Grid Storages response)
Level 1: drought response in effect as of 15/09/20
Level 2: drought trigger at 50% Water Grid level

7 Jimna

Drought Exit 16 December 2020
Supply: Yabba Creek Plant operating to meet demand
Level 1: Preparedness and monitoring; No water flowing over the weir

8 Kalbar (Boonah, Aratula and Mount Alford)

Supply: Moogerah Dam 15.4%
Level 2: drought response in effect as of 30/8/20
Level 3: drought trigger at 15% dam level

9 Kenilworth

Drought Response Exit 15/12/2020
Supply: Wells near the Mary River
Bellbird Creek flow ~51.80 ML/day

Kilcoy

Supply: Somerset Dam 74.9%
(Regional Water Grid Storages response)
Level 1: drought response in effect as of 15/09/20
Level 2: drought trigger at 50% Water Grid level

Koorabyn

Supply: Maroon Dam 49.3%
Level 1: drought response in effect as of 19/10/20
Level 2: drought trigger at 25% dam level

Linville

Supply: Brisbane River at Linville — 0.57 ML/day
Level 1: drought response in effect as of 15/09/20
Next drought trigger: Cart from Kilcoy when water treatment plan unable to meet demand

Lowood

Supply: Wivenhoe Dam 38.8%
(Regional Water Grid Storages response)
Level 1: drought response in effect as of 15/09/20
Level 2: drought trigger at 50% Water Grid level

14 Point Lookout

Supply: North Stradbroke Island groundwater
Standing water level 16.47 m AHD**
Level 1: Drought trigger at 15m AHD

15 Rathdowney

Supply: Maroon Dam 49.3%
Level 1: drought response in effect as of 19/10/20
Level 2: drought trigger at 25% dam level

Somerset

Supply: Somerset Dam 74.9% (Regional Water Grid Storages response)
Level 1: drought response in effect as of 15/09/20
Level 2: drought trigger at 50% Water Grid level

*Groundwater level in metres Australian Height Datum (AHD)
**The bore chosen has the most reliable and up-to-date data that can be continuously monitored.

Water Supply Scheme status

Seqwater supplies water to rural landholders and businesses that are licensed to take water from dams and waterways via Water Supply Schemes. The amount of water that can be extracted by licensed irrigators varies according to local water conditions. In times of drought or low flows, irrigation entitlements may be restricted or suspended.

This table has been updated as at 30 December 2020

Full allocation Restricted Suspended



Cedar Pocket Water Supply Scheme

Cedar Pocket Dam currently 59.8% (down 2.7% from last month)
Announced allocations Medium Priority 100%



Mary Valley Water Supply Scheme

Borumba Dam currently 78.4% (down 2.9% from last month)
Announced allocations Medium Priority 100%
(also supplies high priority)

Central Brisbane Water Supply Scheme

Wivenhoe Dam/Somerset Dam currently 48%
(down 2.7% from last month)
Announced allocations Medium Priority 70%
(also supplies high priority)
*Proposed amendments to water sharing rules in progress



Lower Lockyer Water Supply Scheme

Atkinson Dam currently 5.4% (no change from last month)
Announced allocations Medium Priority 0%

Warril Valley Water Supply Scheme

Moogerah Dam currently 15.4% (down 1.6% from last month)
Announced allocations Medium Priority 31%
(also supplies high priority)
*Proposed amendments to water sharing rules in progress



Logan River Water Supply Scheme

Maroon Dam currently 49.4% (up 4% from last month)
Announced allocations Medium Priority 100%
(also supplies high priority)

Central Lockyer Water Supply Scheme

Clarendon Dam & Bill Gunn Dam currently 3.1%
(up 0.2% from last month)
Announced allocation (surface water) Morton Vale 0%,
Medium Priority 0% (all zones)
Announced allocation (ground water) Medium Priority 80%,
Low Priority 80%

Frances Stewart

From: correspondence <correspondence@seqwater.com.au>
Sent: Tuesday, 19 January 2021 2:26 PM
To: Frances Stewart; Michelle Jones; Andrew Churchill
Cc: Daniel Lato; correspondence; Sophie Walker
Subject: Seqwater Hot Issues Brief
Attachments: 19 01 2021 - Seqwater Ministerial Hot Issues Brief - Seqwater Remuneration & Meeting with Unions.pdf

Good afternoon,

Please see attached a Hot Issues brief from Seqwater.

Please let us know if you have any questions.

Thank you, (b) (6) Personal information

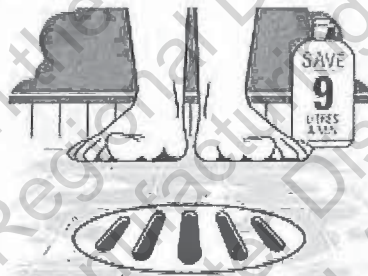
correspondence



a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305
p 1800 771 497 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

Frances Stewart

From: correspondence <correspondence@seqwater.com.au>
Sent: Monday, 11 January 2021 2:14 PM
To: Daniel Lato; Frances Stewart; Michelle Jones; 'zhan.patterson@dnrme.qld.gov.au'
Cc: Sophie Walker; correspondence; Seqwater Media
Subject: Seqwater update: Karragarra Island pipeline replacement project
Attachments: 12 01 21 - Seqwater media release - Karragarra pipeline replacement - FINAL.pdf

Hi all,

Hope everyone found something to keep themselves busy during lockdown on the weekend.

Please see the media release for the Karragarra pipeline replacement project commencing next week, 18 January. The story will be sent to local publications, the Friendly Bay Islander and Bay FM.

Also confirming that door knocking was completed last week.

Please let us know if you have any questions.

Thank you for your personal information

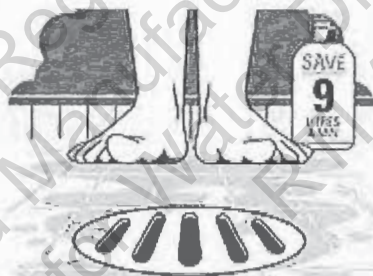
correspondence



a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305
p 1800 771 497 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

From: correspondence

Sent: Thursday, 7 January 2021 3:58 PM

To: Daniel.Lato@ministerial.qld.gov.au; Frances.Stewart@ministerial.qld.gov.au;
Michelle.Jones@ministerial.qld.gov.au

Cc: Sophie Walker; correspondence <correspondence@seqwater.com.au>; correspondence <correspondence@seqwater.com.au>

Subject: Seqwater update: Karragarra Island pipeline replacement project

Good afternoon Daniel, Frances and Michelle,

Hope you all had a lovely Christmas break.

Please see below a short update regarding upcoming Seqwater activity on Karragarra Island.

You may be aware that in September 2020, Seqwater responded (alongside Redland City Council) to a pipe burst on Karragarra Island which shut off water supply to the community and neighbouring islands, Macleay and Lamb

Islands. Our teams worked extremely well together to get water restored to the islands overnight. More info can be found here: <https://www.seqwater.com.au/news/water-supply-restored-karragarra-island>

Unfortunately, similar incidents had occurred on the island in the past few years. Following the burst, Seqwater committed to assessing the impacted pipeline and determining the best options to further improve water supply resilience for the Southern Moreton Bay Islands.

Since September, Seqwater and RCC have been working together and are now ready to deliver a replacement project of a section of pipe and work will begin next week.

A short brief and neighbour letter (which was sent in late 2020) are also attached. Door knocking on the island is also occurring this week.

We are also finalising a media release which we will share with you early next week.

Please let us know if you have any questions.

sch4p4 (b) (6) Personal information

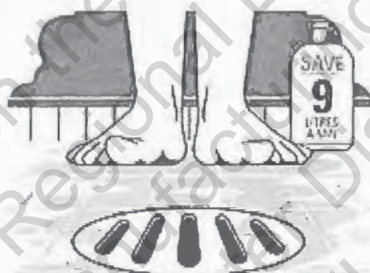
sch4p4 (b) (6) Personal information

correspondence

1800 771 497

—SEQ DAM LEVELS ARE DROPPING—
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

Media Release

FOR IMMEDIATE RELEASE

12 January 2021



Island water supply pipeline replacement begins

Work to replace an 80 metre section of water pipeline on Karragarra Island will soon be underway, with Seqwater contractors mobilising on the island next week.

Seqwater has prioritised work to improve reliability of supply for the Southern Moreton Bay Islands, after a series of pipeline bursts in the same section of pipe.

Acting Seqwater Chief Executive Officer Lee Bruce said this work was brought forward following the most recent burst in September 2020.

"Seqwater has worked to assess the impacted pipeline and determine the best options to further improve water supply resilience for the Southern Moreton Bay Islands," Ms Bruce said.

"Even though the recent burst was identified to have occurred in a different section of the original pipeline, they were close enough to justify replacing the whole section."

Work at the site will include laying a new section of pipeline near to the existing main, in preparation for testing and connection of the new pipeline.

"Seqwater is mindful to keep disruptions to nearby residents and businesses to a minimum and we thank Redland City Council along with the local community for their support and cooperation during this work," she said.

To complete the project, and in order to test the new pipeline, there will be an overnight water supply disruption to Karragarra, Lamb and Macleay Islands.

More information about the supply interruption, which is expected to take up to 12 hours, will be available closer to the date, currently expected for March 2021.

Work to replace this section of pipeline is considered less complex than previous repairs for leaks and will be carried out by experienced contractors.

END

Media Release



About Seqwater

Seqwater ensures a safe, reliable and affordable bulk drinking water supply for 3.2 million people across South East Queensland, and supplies water for irrigation to about 1,200 rural customers. Seqwater also provides essential flood mitigation services and manages popular lake recreational areas visited by almost 2.7 million people last year. The organisation is one of Australia's largest water businesses, with operations extending from the New South Wales border to the base of the Toowoomba ranges and north to Gympie.

For further information telephone (07) 3247 3000 or email media@seqwater.com.au

Published on the Office of the Minister
for Regional Development and Manufacturing and
for Water Disclosure Log
RTI Act 2009

Frances Stewart

From: correspondence <correspondence@seqwater.com.au>
Sent: Friday, 8 January 2021 4:29 PM
To: Daniel Lato; 'PATTERSON Zhan'; Frances Stewart; Michelle Jones
Cc: correspondence; Sophie Walker; 'DSD DLO'
Subject: Ministerial Hot Issues Brief: Seqwater Recreation Area Closures - COVID Lockdown
Attachments: D21 6534 08 01 2021 - Seqwater Ministerial Hot Issues Brief - Recreation closures due to Greater Brisbane lockdown.pdf

Good afternoon all,

Following Sophie's earlier email, please see attached a Ministerial brief for noting.

Seqwater is moving back to Phase 0 of our COVID-19 management plan and some of our recreation areas are closed until further notice.

Please don't hesitate to get in contact with any questions.

Thank you. (6) Personal information

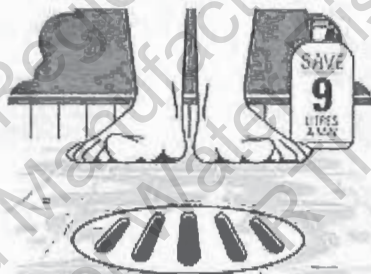
correspondence



a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305
p 1800 771 497 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

From: Sophie Walker
Sent: Friday, 8 January 2021 12:17 PM
To: 'Daniel Lato' <Daniel.Lato@ministerial.qld.gov.au>; 'PATTERSON Zhan' <Zhan.Patterson@dnrme.qld.gov.au>
Cc: correspondence <correspondence@seqwater.com.au>
Subject: FOR INFORMATION: Seqwater Recreation Area Closures - COVID Lockdown
Importance: High

Good morning Dan and Zhan,

As a result of the Premier's announcement this morning, our operational team has made the decision to close recreation facilities and areas in the Greater Brisbane lockdown area as follows and public communication will be going out shortly to recreation groups via email and on our social media channels.

Please call me if you have any further questions. We will continue to monitor developments over the weekend and respond accordingly to government direction.

Due to the Greater Brisbane lockdown this weekend, all recreation facilities and areas at the following sites will be closed to the public from 6.00pm today until 6.00pm Monday 11/01 (or further notice):

- Lake Manchester Dam
- Gold Creek Dam
- Enoggera Dam
- Lake Kurwongbah
- North Pine Dam

This includes all areas of public access (including walking /riding trails, etc.).

For Gold Creek and Enoggera, gates will not physically be closed (as these are normally left open).

For North Pine, Lake Manchester and Lake Kurwongbah, the security company will be advised not to reopen the gates (until further notice) following normal closure this evening.

No signage notifying of the closure will be displayed.

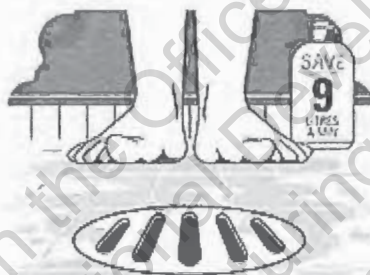
No recreation staff will be patrolling sites in the Greater Brisbane area during the lockdown period. **To ensure the safety of our staff, they are not to get involved in enforcement around closures. Concerns around people attending recreation areas during a lockdown period should be referred to the relevant authorities.**

Sophie Walker Manager Communication, Education and Engagement



sch4p4(16) Personal information 07 3479 2929

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**



FOR MORE TIPS, VISIT SEQWATER.COM.AU

our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Ministerial – HOT ISSUES BRIEF



To	The Hon. Mr Glenn Butcher MP Minister for Regional Development and Manufacturing and Minister for Water	From	Lee Bruce Acting Chief Executive Officer Seqwater
Date	8 January 2021		
Subject	Seqwater recreation closures due to Greater Brisbane lockdown		

☒ URGENT ☐ CONFIDENTIAL ☐ ROUTINE ☐ FOR APPROVAL ☒ FOR INFORMATION

<input type="checkbox"/> Noted <input type="checkbox"/> Further info required	Minister _____ Date ____/____/____ Comments:
DNRME Reference No.	CTS

RECOMMENDATION

1. It is recommended the Minister notes the following update regarding Seqwater recreation closures, in line with the recently announced three-day lockdown for the Greater Brisbane area.

FACTS

2. The Queensland Premier has announced a lockdown for Greater Brisbane from 6pm Friday 8 January until 6pm Monday 11 January, to help mitigate the spread of the highly-infectious UK strain of COVID-19.
3. Residents of Brisbane, Ipswich, Redlands, Logan and Moreton Bay council areas are to stay at home unless it is for essential purposes.
4. In line with the announcement, Seqwater will return to Phase 0 of our COVID-19 management plan, with the addition of mandatory masks for all employees.
5. Seqwater frontline workers (e.g. Water Treatment Plant operators) will continue to work as usual, however masks will now be worn at all times. Masks will be made available at site/offices.
6. Non-frontline workers are required to work from home until further notice. Non-frontline workers will also require General Manager approval to attend an office or Seqwater site until further notice.
7. Seqwater has distributed an all-staff email and SMS, and developed internal FAQs with the latest information.
8. As a result of the announcement, some Seqwater-managed lakes and parks will be closed from 6pm Friday 8 January until further notice.
9. This includes all land and water-based recreation, including boating, walking trails, skiing and fishing at the following locations:
 - Lake Manchester Dam
 - Gold Creek Dam
 - Enoggera Dam
 - Lake Kurwongbah
 - North Pine Dam
10. Due to the quick response required, no signage notifying of the closures will be displayed.

Author Name: Sophie Walker Position: Manager Communication, Education and Engagement, Seqwater Date drafted: 08/01/21	Approval Name: Lee Bruce Position: Acting Chief Executive Officer, Seqwater Date approved: 08/02/2021
---	---

Ministerial – HOT ISSUES BRIEF



11. No recreation staff will be patrolling sites in the Greater Brisbane area during the lockdown period.
12. To ensure the safety of our staff during the lockdown, they have been directed not to get involved in enforcement around closures.
13. Concerns around people attending recreation areas during a lockdown period will be referred to the relevant authorities.
14. Seqwater-managed lakes and parks in the Somerset, Scenic Rim, Sunshine and Gold Coast council areas remain open and operate as normal.
15. Seqwater has advised the community of the recreation closures via our recreation app and through our website and social media channels.
16. Seqwater will continue to monitor developments and respond accordingly to government direction.

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Author
Name: Sophie Walker
Position: Manager Communication, Education and Engagement, Seqwater
Date drafted: 08/01/21

Approval
Name: Lee Bruce
Position: Acting Chief Executive Officer, Seqwater
Date approved: 08/02/2021

Daniel Campbell

From: sch4p4(6) Personal information@seqwater.com.au>
Sent: Thursday, 17 December 2020 12:11 PM
To: Regional Development Office
Subject: RE: Water for Growth and Post Covid-19 Economic Recovery
Attachments:

sch3(2)(1)(b) Cabinet matter - Would reveal consideration of Cabinet/prejudice confidentiality

Good afternoon

Please find corrected address for this letter to Mr Butcher.

Regards

sch4p4(6) Personal information

sch4p4(6) Personal information Executive Assistant to Chief Executive Officer



a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information t 07 3035 5533 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

From: Lori Beeton
Sent: Thursday, 17 December 2020 8:27 AM
To: 'regionaldevelopment@ministerial.qld.gov.au' <regionaldevelopment@ministerial.qld.gov.au>
Cc: David Hamill <David.Hamill@seqwater.com.au>; Neil Brennan <Neil.Brennan@seqwater.com.au>
Subject: Water for Growth and Post Covid-19 Economic Recovery

Dear Minister

Please find attached letter from our Chairman, Mr David Hamill.

Should you have any questions or concerns, please do not hesitate to contact Mr Hamill on his mobile, sch4p4(6) Personal information or Mr Neil Brennan, Chief Executive Officer, sch4p4(6) Personal information

The original will be posted in this afternoon's mail.

Yours sincerely

sch4p4 (6) Personal information

Executive Assistant on behalf of
The Hon Dr David Hamill AM
Chairman

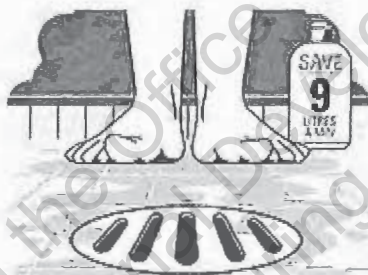
sch4p4 (6) Personal information Executive Assistant to Chief Executive Officer



sch4p4 (6) Personal information 07 3035 5533

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Daniel Campbell

From: sch4p4(6) Personal information@seqwater.com.au>
Sent: Thursday, 17 December 2020 8:27 AM
To: Regional Development Office
Cc: David Hamill; Neil Brennan
Subject:
Attachments: sch3(2)(1)(b) Cabinet matter - Would reveal consideration of Cabinet/prejudice confidentiality

Dear Minister

Please find attached letter from our Chairman, Mr David Hamill.

Should you have any questions or concerns, please do not hesitate to contact Mr Hamill on his mobile sch4p4(6) Personal information or Mr Neil Brennan, Chief Executive Officer sch4p4(6) Personal information

The original will be posted in this afternoon's mail.

Yours sincerely

sch4p4(6) Personal information
Executive Assistant on behalf of
The Hon Dr David Hamill AM
Chairman

sch4p4(6) Personal information Executive Assistant to Chief Executive Officer

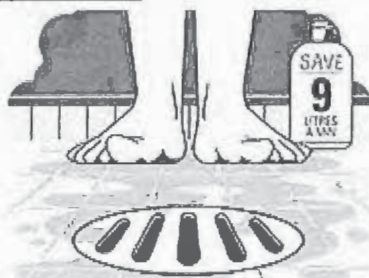


a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information p 07 3035 5533 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay

our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Daniel Campbell

From: sch4p4(6) Personal information@seqwater.com.au>
Sent: Tuesday, 22 December 2020 10:55 AM
To: Regional Development Office
Cc: Ross Muir; Neil Brennan; David Hamill
Subject: Joint Working Group Annual Report 2020
Attachments: Letter from Seqwater chairman David Hamill to Minister Butcher - Joint Working Group Annual report 2020 - Final.pdf; 2020 Water for SEQ annual report.PDF

Dear Minister

Please find attached letter and report from our Chairman, Mr David Hamill.

Should you have any questions or concerns, please do not hesitate to contact Mr Hamill on his mobile sch4p4(6) Personal information or Mr Neil Brennan, Chief Executive Officer sch4p4(6) Personal information

The original will be posted in this afternoon's mail.

Yours sincerely

sch4p4(6) Personal information
Executive Assistant on behalf of
The Hon Dr David Hamill AM
Chairman

sch4p4(6) Personal information
Executive Assistant to Chief Executive Officer

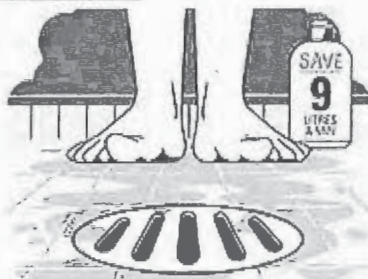


a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information
t 07 3035 5533 | w www.seqwater.com.au

— SEQ DAM LEVELS ARE DROPPING —
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Our Ref:DL:LAB:D20/170990

22 December 2020

Hon Glenn Butcher MP
Minister for Regional Development, Manufacturing and Water
PO Box 15009
City East Qld 4002

Email: regionaldevelopment@ministerial.qld.gov.au

Dear Minister

Ref: Joint Working Group Annual Report 2020

I am pleased to provide the Water for South East Queensland: Planning for our future – Annual Report 2020, which is the Joint Working Group annual report prepared by South East Queensland (SEQ) Water Service Providers. This report meets the requirements of the Bulk Water Supply Code and highlights the collaborative planning work being completed by the SEQ Water Service Providers.

The COVID-19 pandemic has impacted communities, businesses, and services throughout the SEQ region this year. As the SEQ Water Service Provider industry we have been able to maintain water supply and sewerage services throughout the year. In addition to this, as an industry we have been focused this year on:

- the development of Water for SEQ vision and strategic direction statements. This work focusses the SEQ Water Service Provider industry on the achievement of better value outcomes for the SEQ Region through collaboration, sustainable and total water cycle management of water, sewerage and stormwater services.
- responding to drought and increasing our collaboration and preparedness as the drought continued.
- working together on ways to improve our service and processes through water quality service standards and sharing water demand data.

The completion of the annual report, and further progression of the Water for SEQ Plan document, has demonstrated the great benefits of collaboration, the maturity of the SEQ water service provider industry and how working together provides enhanced outcomes for the SEQ community.

SOURCE



SUPPLY



For further information on the future Water for SEQ Plan or this annual report (Joint Working Group Annual Report), please do not hesitate to contact Seqwater Chief Executive Officer Mr Neil Brennan snp4(6) Personal information

Yours sincerely



The Hon Dr David Hamill AM
Chairman

encl: Water for South East Queensland: Planning for our Future - Annual Report 2020 (Joint Working Group Annual Report 2020)
cc: CEOs/GMs - SEQ Water Service Providers

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009



Published on the Office of the Minister
for Regional Development and Minister
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Water for South East Queensland: Planning for our future

ANNUAL REPORT 2020

This report is a collaborative effort by the following partners:

CITY OF
GOLD COAST


LOGAN
CITY COUNCIL

 **Urban Utilities**


Redland
CITY COUNCIL

 **seqwater**
WATER FOR LIFE


Unitywater

The SEQ Water Service Provider Partners work together to
provide essential water and sewerage services now
and into the future.

FOREWORD

Water for SEQ – a simple statement that represents a major milestone for the region. This represents a mind shift for the Water Service Providers of South East Queensland from meeting regulatory reporting requirements to developing a strategic vision that puts water issues front and centre from a regional planning perspective.

In 2018, the SEQ Water Service Providers made a strategic and ambitious decision to set out on a five-year journey to prepare a holistic and integrated plan for water cycle management in South East Queensland (SEQ) titled “Water Plan for South East Queensland: Planning for our future”. Each of the agencies had a plan for their component of the region but there was no holistic plan or framework for bringing them together or for guiding and supporting other levels of government when putting together the vision for the Region.

The SEQ Regional Plan provides vision and perspective on where population growth will occur and the transport, social infrastructure and other services that will support this growth. There was always an underlying assumption the Water Service Providers of SEQ will provide the water cycle management solutions to meet community needs. However, there was no real mechanism for this to occur. This is the gap the Water for SEQ Plan is aiming to fill. It is proposed the Water for SEQ Plan will be a key pillar of future regional plans to support the growth and lifestyle of South East Queensland through provision of sustainable, adaptable and integrated water and sewerage services to meet the community's needs.

The Water Service Providers Regional Partnership has emerged over the past six years from the Institutional and Legislative Reform Agenda dictated by the Bulk Water Supply Code and regulated reporting framework into a more collaborative and holistic partnership with a strategic regional vision and objectives.

There have been some very significant policy shifts over recent years particularly in relation to the whole-of-catchment health perspective and the role the Water Service Providers can play in improving catchment and waterway health as well as providing the core water and sewerage infrastructure to support the community's growing needs.

The Water Service Providers of SEQ are very proud of the role they play as trusted custodians of the region's precious water resources and as the water cycle manager. We draw water from the natural sources of the region and responsibly and sustainably manage the use of that resource for community benefit through the cycle to return water to the catchments and waterways of the region.

As the increasing urban growth in SEQ puts pressure on the water cycle, the Water Service Providers must rise to the challenge of sustainable management of the region's water and sewerage services. It is to this effect that the Water Service Providers have progressed the Water for SEQ Plan this year.

This year's Annual Report demonstrates the achievements of 2020 along this journey. While there have been the challenges of the COVID-19 Global Pandemic to overcome, the Water Service Providers Regional Partnership has delivered some significant milestone achievements including the establishment of a strategic vision and a delivery model for achieving the vision. These are described in detail in the report as demonstration of the commitment of the Water Service Providers Regional Partnership to deliver on the vision of the Water for SEQ Plan.

Foreword provided by Daryl Ross, former Acting Director of Road and Water Infrastructure at Logan City Council. Daryl was the Australian Water Association's 2020 Australian Water Professional of the Year and active in the Queensland Water Industry for more than 40 years.





INTRODUCTION

Water supply and sewerage services are critical for a healthy, prosperous and liveable region. South East Queensland's Water Service Providers (Seqwater, the bulk water supplier; and the SEQ Service Providers Unitywater, Urban Utilities and the council-owned water businesses of Logan, Redland and City of Gold Coast) work together to deliver the best possible outcomes for communities and effectively inform the region's future through the SEQ Regional Plan.

The purpose of this annual report is to demonstrate how the SEQ Water Service Providers are working together to provide better value outcomes for the SEQ community. This report will summarise the SEQ Water Service Providers' efforts and projects for 2020, and how we are progressing these initiatives in the industry to achieve our vision and strategic directions.

Building on this Annual Report, a new strategic Water for SEQ Plan, created by the SEQ Water Service Providers, will be delivered around 2023 and reviewed every five years. The Water for SEQ Plan will inform the SEQ Regional Plan and other key planning instruments, providing better outcomes for the SEQ region. Once the strategic Water for SEQ Plan has been produced, this annual report will evolve further to report on the outcomes of that plan.

Seqwater and the SEQ Service Providers work together on specific projects called Key Possible Projects (KPPs) to formally drive collaboration to address requirements in the Bulk Water Supply Code. The current KPPs are:


- Water for SEQ Plan
- Water Future Program
- SEQ Water Supply System Regional Secondary Disinfection Optimisation Project (RSDOP) and
- Co-ordinated catchment management activities.

These KPPs and other collaborative projects are detailed in this Annual Report demonstrating better outcomes for SEQ communities.





**YOUR SEQ WATER
SERVICE PROVIDERS
HOW WE INTERACT
AND WORK TOGETHER**



DELIVERING WATER AND SEWERAGE SERVICES AND A RANGE OF OTHER BENEFITS TO SEQ

The delivery of water and treatment of sewage promotes health, prosperity and liveability in alignment with the SEQ Regional Plan.

The delivery of water and treatment of sewage promotes health, prosperity and liveability in alignment with the SEQ Regional Plan.

We supply water and sewerage services to more than three million people across SEQ. Over the next five years, we expect to spend almost \$5 billion to meet the water supply and sewerage needs of communities as outlined in the SEQ Regional Plan and the Water Service Providers customer service charters. We will invest in:

- Supporting a growing SEQ by delivering new pipes, pumps and other infrastructure to serve the growing population. SEQ is a rapidly growing region and this is reflected in the significant expenditure in this area
- Keeping our assets safe and reliable by maintaining and renewing infrastructure
- Improving the efficiency of distribution of water and collection and treatment of sewage
- Protecting people, the environment and assets by upgrading dams to meet improved safety guidelines; reducing the amount of nutrients entering waterways and upgrading sewage treatment plants.

Whilst we all budget separately to meet these needs in our own areas of responsibility, we are planning more closely together to deliver consistent and reliable services across SEQ.

SEQ WATER SERVICE PROVIDER CAPITAL EXPENDITURE FROM 2020/21 - 2024/25



We will also spend more than \$4 billion over the next five years operating and maintaining the water supply and sewerage systems.

This \$4 billion includes paying our staff who work across the region and purchasing the energy and chemicals we need to operate the assets.

In addition to meeting the growing needs of the SEQ community, the delivery of water and sewerage services to SEQ provides many other benefits including:

- Health and sanitation to protect the SEQ community.
- Supporting economic growth through provision of services to approved developments and industrial, commercial and retail businesses.
- Protecting the environment through capture and treatment of sewage, reducing greenhouse gas emissions through efficient use of energy, and recycling water and other materials. We continue to identify ways to use technology and engage all levels of government and private industry in a regional approach to improve environmental outcomes.

Providing quality water and sewerage services is essential and can't be done for free. As an industry we are focused on affordability of the service and the impact of the cost of essential water and sewerage services on the communities of SEQ.

We are also working together to manage drought and reduce the economic impact on South East Queenslanders. To reduce the risk of adverse economic impacts we work together on communication and education programs,

demand management initiatives and network operations.

The COVID-19 pandemic has had a significant impact on the SEQ water service provider industry, as it has with all sectors. The SEQ water service providers have continued to provide our high-quality water and sewerage services to the community throughout this time. The provision of these services during the pandemic has been critical, enabling the use of soap and water precisely when sanitation was paramount. This essential service continues to be provided to the SEQ Region. We have also:

- Rapidly developed hardship packages that have been welcomed by customers, such as extending payment periods
- Changed working practices for example, crews have learned to work in socially distanced ways whilst maintaining our high-quality water and sewerage services
- Adjusted to working remotely and continued to deliver outcomes in addition to the pandemic response
- Improved our supplier payment turnaround times to support the cash flow of local businesses.
- Provided packages to support other business sectors, enabling continued economic activity
- Contributed to the development and use of sewage testing for COVID-19, supporting health tracking and tracing.

HOW WE INTERACT AND WORK TOGETHER

The SEQ Water Service Providers discuss common challenges and find opportunities across the region to work together. The figure below depicts some of these forums.



KEY DECISION MAKERS

- ▶ Water Service Providers CEO Partnership
- ▶ Strategy and Planning Committee
- ▶ Joint Operations Committee



SUBJECT MATTER EXPERTS

(Technical Working Groups)

- ▶ Demand Management Technology
- ▶ Research and Innovation



WORKING TOGETHER

Planning for future resilience

- ▶ Water Security
- ▶ Regional Safety
- ▶ Asset Planning



EMERGENCY RESPONSE

Meeting and collaboration, frequency increases

- ▶ Major Outage
- ▶ Flood
- ▶ Drought

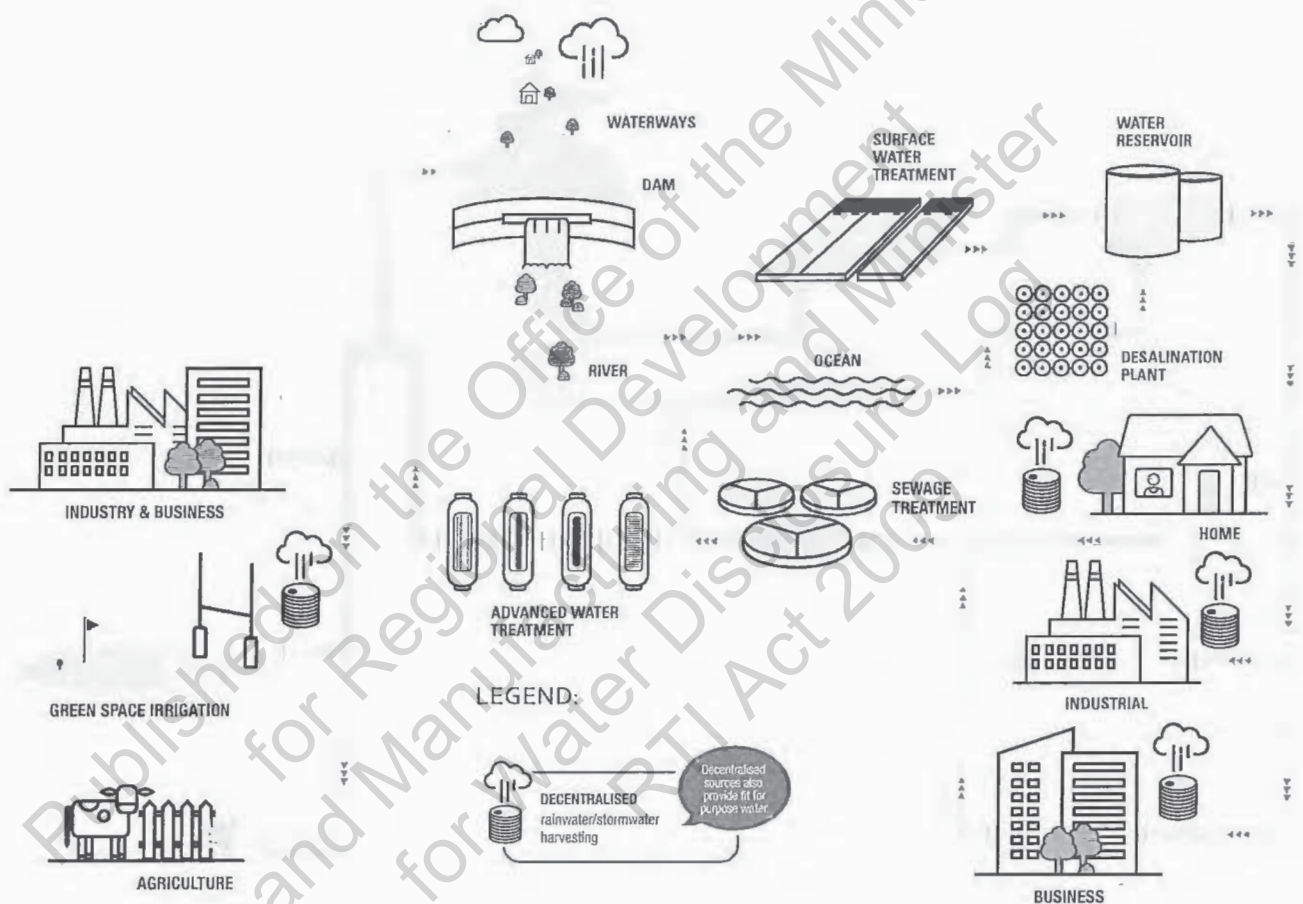
OUR WATER CYCLE

Water is sourced from dams, surface water from rivers, the sea and underground aquifers, and requires significant treatment to meet Australian Drinking Water Guidelines.

The diagram below shows the urban water cycle from the collection of raw water, through treatment and distribution to the customer, then collection from the customer as sewage where it is treated and either returned to the natural environment or reused.

The Water for SEQ Plan focuses on effective planning within this water cycle.

We recognise stormwater also plays an important role in this water cycle. Whilst the first Water for SEQ Plan will focus largely on water supply and sewerage, the longer-term intention as indicated in the vision and strategic directions, is to also integrate stormwater into this decision-making.

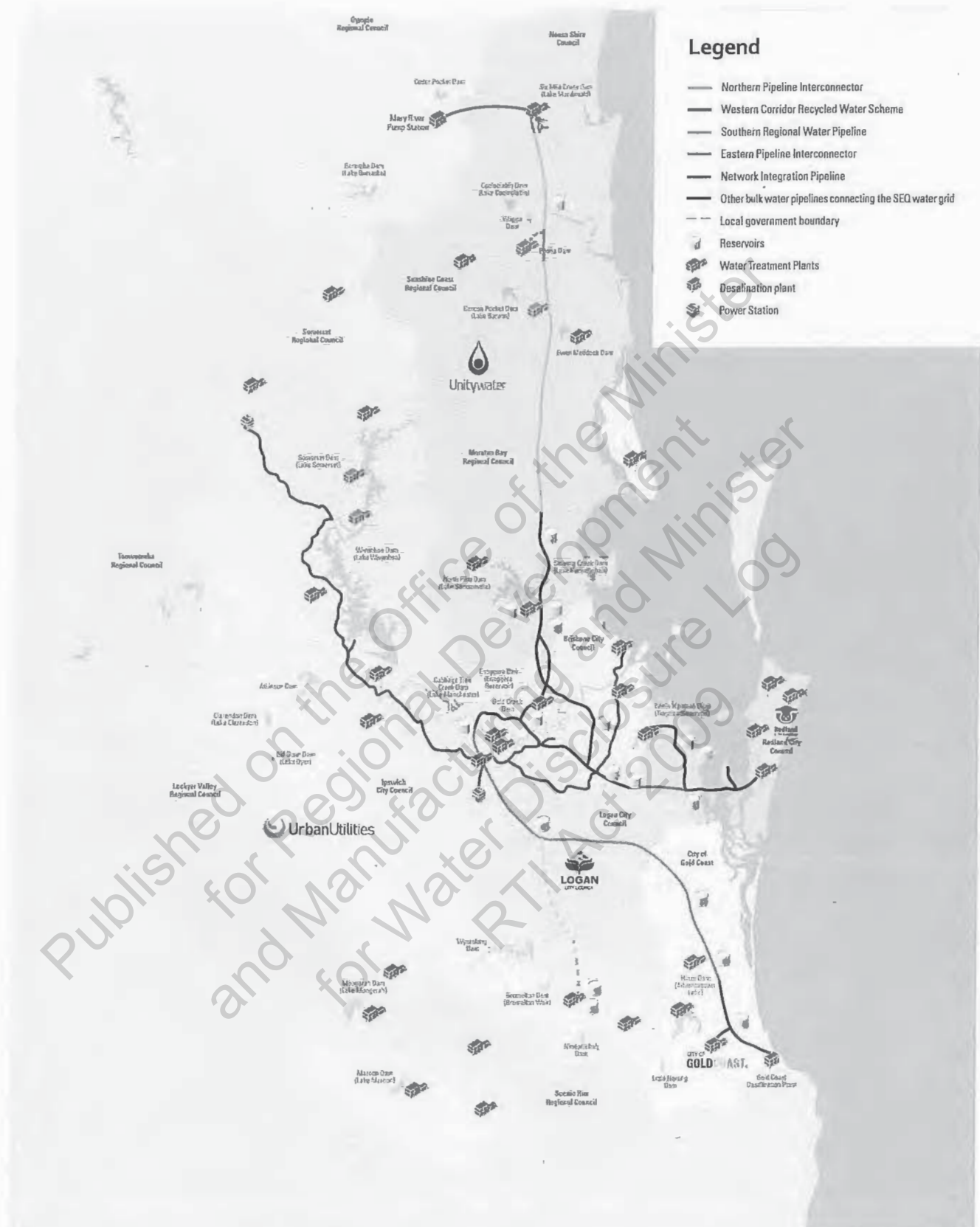


30 WATER TREATMENT PLANTS

23,350 km OF WATER MAINS

22,531 km OF SEWER MAINS

61 SEWAGE TREATMENT PLANTS



Across SEQ there are multiple water storages, water and sewerage treatment plants, pumps and pipes. The map above provides an insight into the size and complexity of the bulk water supply network across SEQ. Beyond this network, the SEQ Service Providers draw water to supply homes and business through their distribution networks. In addition

the SEQ service providers collect sewage from homes and business through their sewerage networks and transport the sewage to their sewage treatment plants for treatment. There are 61 sewage treatment plants across SEQ.

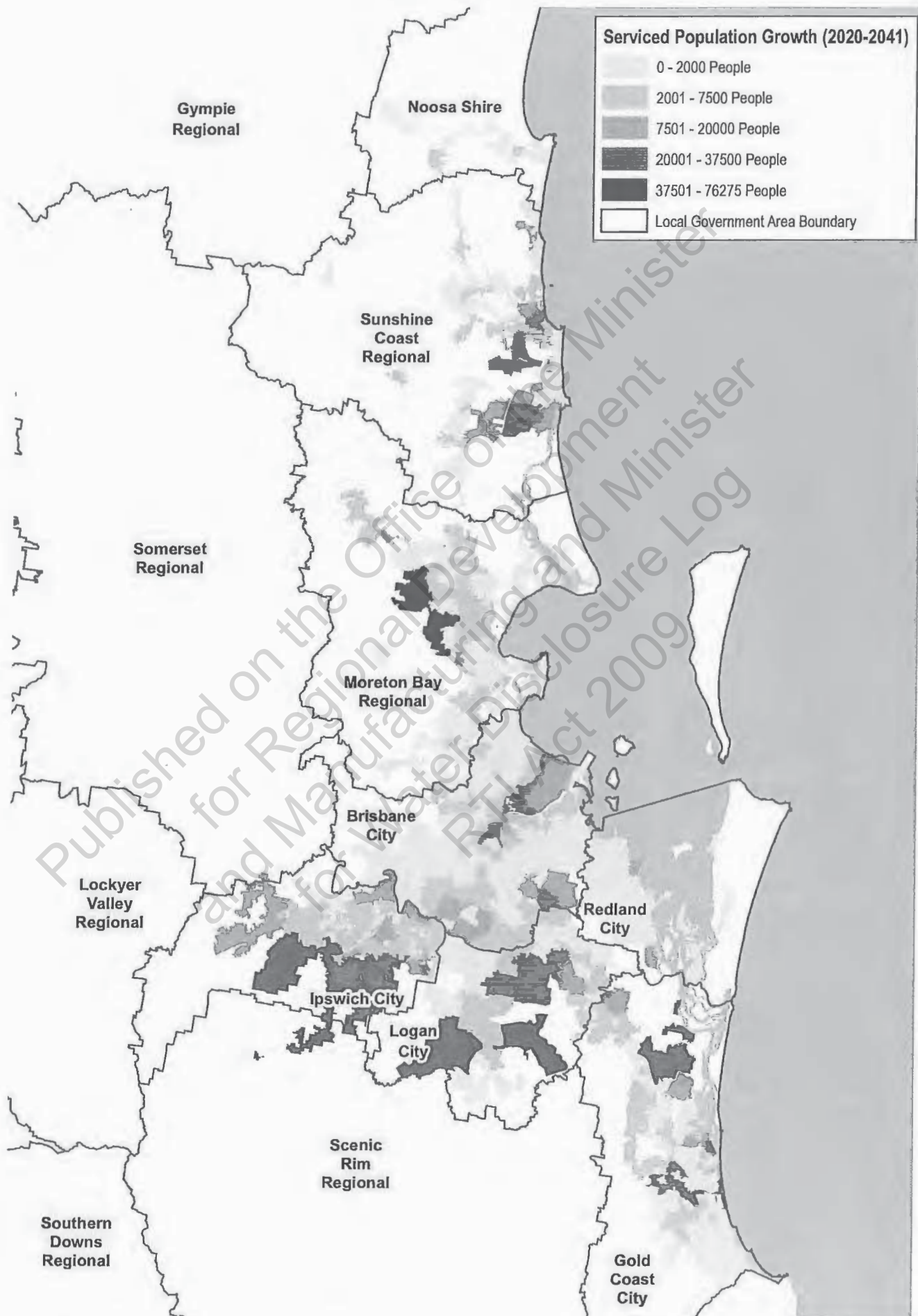
OUR GROWING COMMUNITY

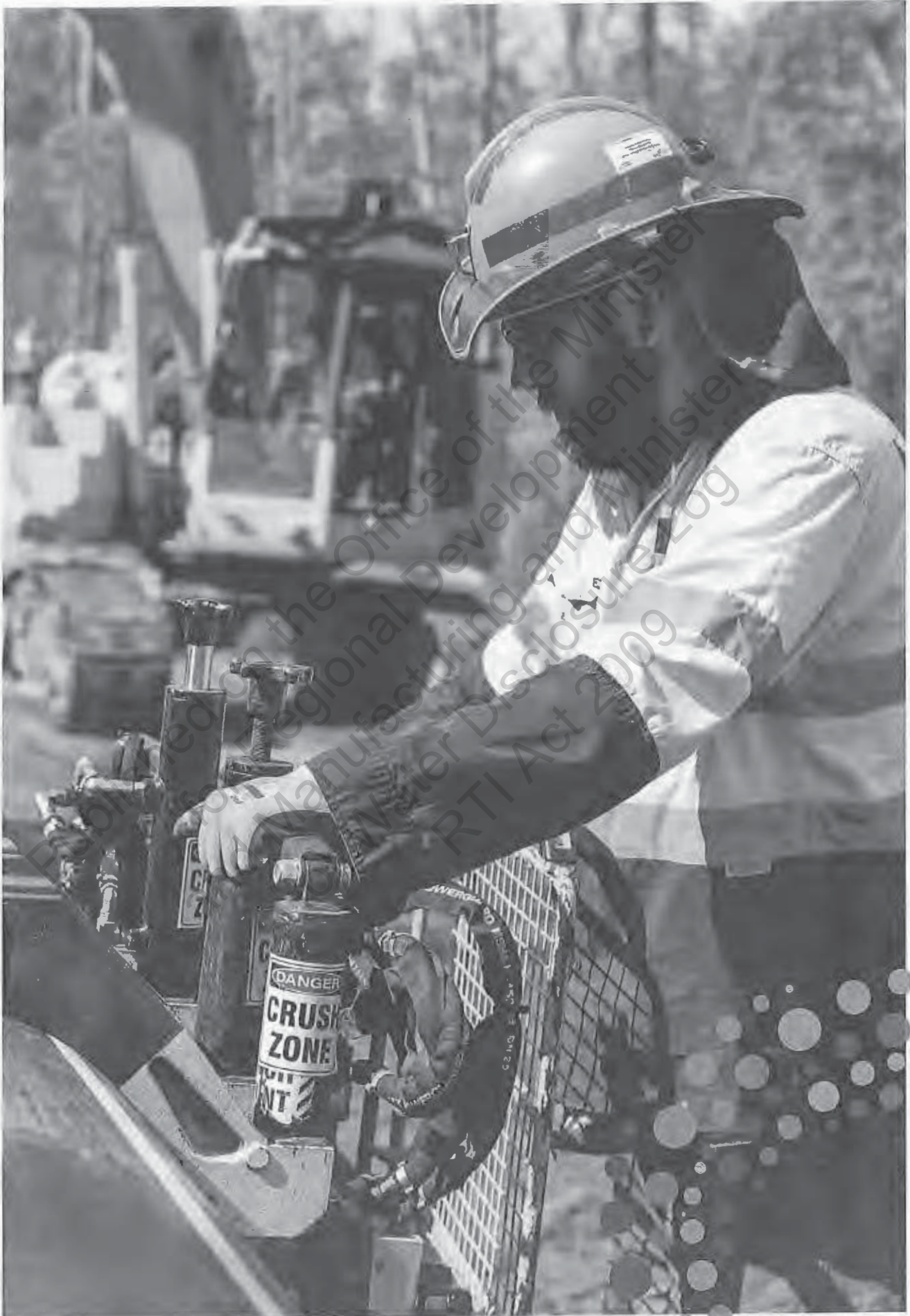
The population of SEQ is expected to grow by two million people over the next 25 years. The identified significant growth areas are shown on the map on page 14. The Water Service Providers are working together to provide safe, low cost and sustainable services to the growth areas that contribute to the lifestyle and sustainability of the region.

The SEQ Water Service Providers contribute to this economic activity through significant investment of capital and economic returns to their communities.

We have a critical role in supporting and enabling regional growth in South East Queensland. This occurs by proactively providing innovative service and asset solutions in partnership with the private sector developers. We are further progressing this collaboration with better outcomes for the community through development of the Water for SEQ Plan which will support the growth targets underpinned by the SEQ Regional Plan.









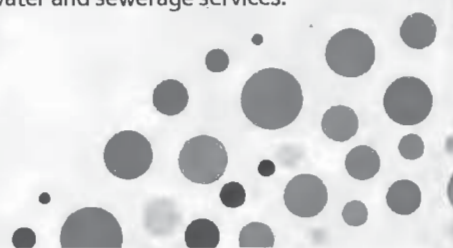
CHALLENGES AND OPPORTUNITIES

Water and sewerage services are critical now and in the future. It is essential we consider our future challenges and opportunities to continue to provide quality and best value services.

We recognise there are many challenges to consider, including climate change and population growth. We are working together to better understand these challenges, and find opportunities to further secure and enhance services, providing better outcomes for SEQ communities.

Our research has shown the following trends and challenges (see page 17) have the potential to impact how water and sewerage services are managed into the future. While developing our strategic directions the following opportunities to improve our approach to addressing these challenges have been identified:

- Continually improving our collective understanding of potential future scenarios such as increasing water scarcity and the resilience of our services so that we have confidence in continuity of safe and reliable services.
- Continuing to work with stakeholders to improve catchment and ecosystem health, and influence land use planning and development to achieve a sustainable water cycle.
- Use advances in technology to improve water and sewerage services. For example, using real-time water quality monitoring equipment to alert network operators to a problem so action can be taken before customers are affected.
- Build on collaborative processes and improve cross-sector integration, enabling more effective planning across the water cycle.
- Develop fit-for-purpose solutions and increase focus on water-energy-carbon nexus, resulting in more sustainable water and sewerage services.



IDENTIFIED TRENDS AND CHALLENGES

CLIMATE VARIABILITY AND CHANGE



The SEQ climate is highly variable and it is expected to become more so with climate change impacts including increased frequency and severity of floods, droughts and heatwaves. This will impact water demands. Increased evaporation could bring forward the need to build new water sources.

CHANGING COMMUNITY EXPECTATIONS

The community has increasing expectations for lower cost essential services, convenient flexible billing, ready access to information, expert service 24 hours a day and seven days per week, sustainable development including beneficial reuse of water, resilience to climate change, enhancing liveability and urban amenity, and involvement and transparency in decision making.

INFRASTRUCTURE RENEWALS AND UPGRADES

Across SEQ, water and sewerage assets require upgrades due to population growth, infrastructure that is reaching the end of its economic service life and changing standards.



CHANGING LAND USE AND SOURCE WATER QUALITY

Land use activities within the source water catchments can negatively impact catchment health and raw water quality and increase the cost of water and sewage treatment, and health risks.

GROWING POPULATION AND DEMAND

The SEQ population is expected to grow by more than 2 million people over the next 25 years, increasing the demand for water. Current water sources are not sufficient to serve future populations. Hence, new water sources must be delivered sustainably and affordably. Drought, higher temperatures, and changes to urban amenity and food production can also increase water demand.

RESOURCE COMPETITION

As the population grows, there will be increasing challenges to balance water requirements for drinking water, agriculture, industry, energy, environment, recreation and flood protection. Trade-offs will be needed to try and achieve best value outcomes for the community.

GLOBAL SHOCKS

Key threats to global security, including escalating impacts from climate change, increasing cybercrime, socio-political volatility and pandemics, can affect water supply security locally. Impacts on water and sewerage services from global disruptions can include interruptions to supply chains, changes in population growth and demand, and risks to built assets, and source water quality from extreme weather events, requiring utilities to plan for the unexpected.

COMPLEX WATER GOVERNANCE

Current institutional arrangements have water, sewerage and stormwater managed across three sectors, making total water cycle management initiatives challenging.

WORKING TOGETHER WITH ONE VISION...

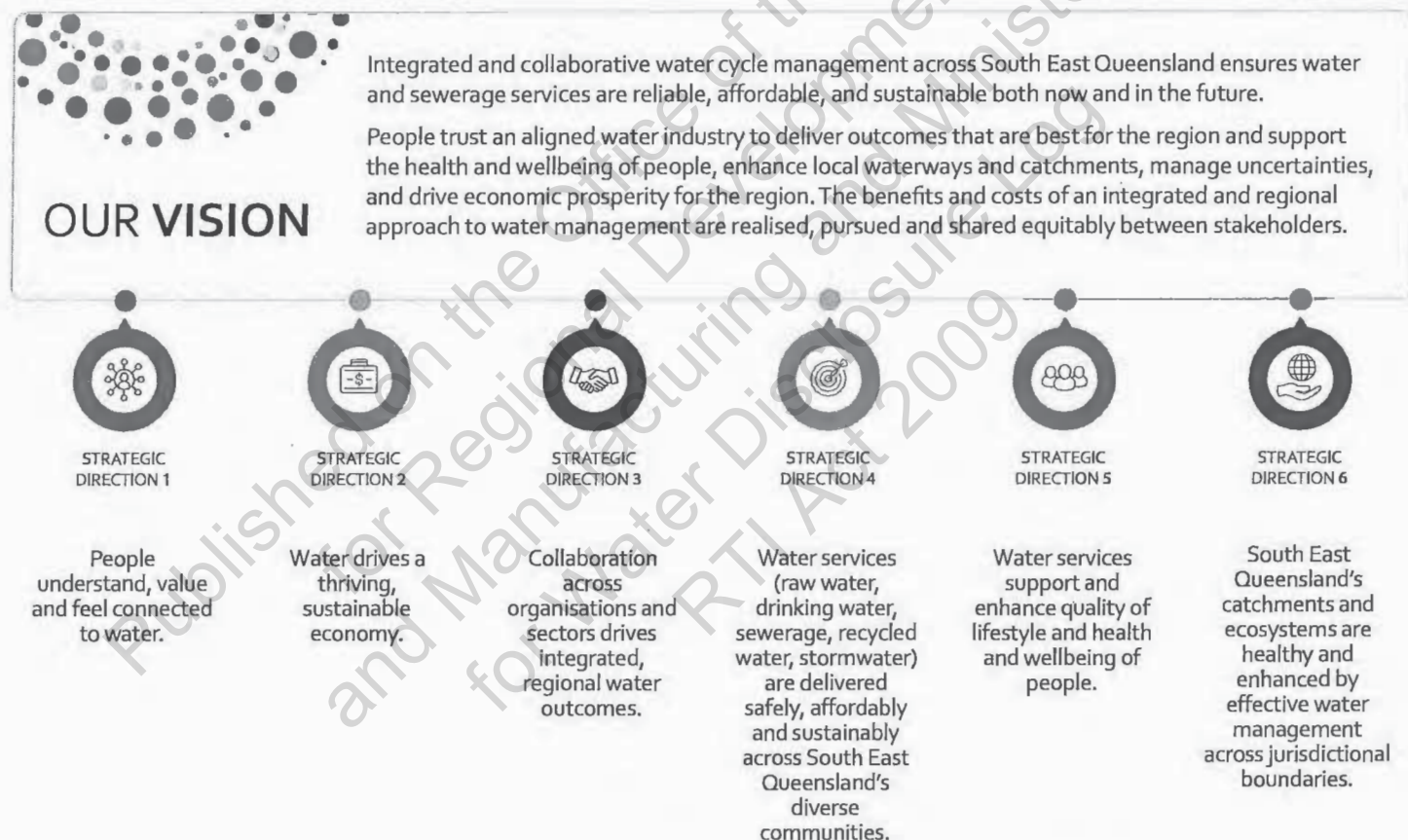
Our vision and strategic directions to achieve better outcomes for the SEQ community

During 2020, our energy was focused on preparing our collaborative vision and strategic direction statements. For the first time there is now a region wide Water for SEQ vision developed by the SEQ Water Service Providers who collectively have responsibility for all water and sewerage services across the region.

This work has established the roadmap for our collaborative actions moving forward, with the resulting actions being monitored through this annual report.

We see water and sewerage services as a vital pillar in support of the economy, lifestyle and health of SEQ and we must work together through our vision and strategic directions to strengthen our work to provide better outcomes for SEQ.

We are committed to working towards the vision and will engage with other key stakeholders enabling broader outcomes to be met. To support this, we have already engaged with State and Local governments and other key stakeholders and will continue to do so. The diagram below details our vision and strategic direction statements.



PROGRESSING OUR STRATEGIC INITIATIVES

To support achieving the vision and strategic directions we have developed strategic initiatives. These strategic initiatives are the new Key Possible Projects (KPPs) and we will map our progress of each of these in future annual reports.



STRATEGIC INITIATIVE 1

Take a leadership role and communicate to State and Local Government the value of integrated water management in achieving sustainable development and broad regional outcomes.



STRATEGIC INITIATIVE 2

Utilise existing Water Security Provider platforms and establish new inter-agency forums to improve collaboration and to support solutions across geographic and institutional boundaries.



STRATEGIC INITIATIVE 3

Develop a collaborative and strategic approach to community engagement, education and messaging around regional water issues and outcomes.



STRATEGIC INITIATIVE 4

Capture and share information, experiences and learnings across the water sector to ensure a growing body of knowledge that includes lessons from the past.



STRATEGIC INITIATIVE 5

Foster innovation in the water sector and develop pathways to translate innovation into practical outcomes.



STRATEGIC INITIATIVE 6

Maximise opportunities for delivering broad, regional benefits in the short, medium and long-term through coordinated project evaluation and decision-making supported by innovative cost benefit analysis and options assessment tools.



STRATEGIC INITIATIVE 7

Review the service standards for environmental, economic, social and cultural outcomes, to provide the best value for the SEQ community.



STRATEGIC INITIATIVE 8

Review and update project decision-making frameworks to consider updated service standards.



STRATEGIC INITIATIVE 9

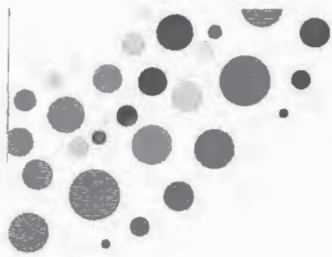
Influence SEQ regional planning so integrated water outcomes are embedded in land-use and other planning, policy and regulation.





CASE STUDIES

Our 2020 case studies provide a snapshot of four projects where we have progressed towards our vision and strategic direction statements.



RESPONDING TO DROUGHT

SEQ is currently experiencing extended dry conditions, including during 2019-2020, with Water Grid storage levels reaching as low as 55.3%.

When we respond to drought, it is critical that we all work together to provide a coordinated and collaborative regional approach. This allows us to provide consistent and clear messages to the community and ensure we respond to drought effectively.

During this drought we worked together on educating the community about reducing water consumption, outlining water restriction schedules, establishing source water agreements, and planning ahead for the next drought trigger.

WHO'S INVOLVED

- City of Gold Coast
- Logan City Council
- Redland City Council
- Seqwater
- Unitywater
- Urban Utilities
- State Government



BENEFITS INCLUDE:

- By working together, and with the help of our community, we can now respond more effectively, reducing the risk of severe drought water restrictions, which will have a significant impact on the SEQ economy and our lifestyle.
- Drought preparedness planning is significantly advanced to increase resilience within the water supply system and community at large, and the region is ready to respond to continuing drought conditions
- We have a better understanding of the whole system and administrative drought response challenges and have a pathway to resolve these issues.

NEXT STEPS

- Continue collaborative planning to further increase readiness and align drought response approaches across the SEQ Water Service Providers.
- Monitor the drought situation and act in accordance with the drought response approach.
- Work closely to progress water restrictions and how to enforce the restrictions should we need to.
- Further develop communication and engagement activities for climate-independent water sources such as purified recycled water and the use of the Western Corridor Recycled Water Scheme as drought severity increases.



SERVICING THE OFF-GRID COMMUNITIES

Urban communities supplied from a water source that is not connected to the treated water grid are referred to as 'off-grid'. This includes 16 communities across South East Queensland (e.g. Canungra, Dayboro, Kenilworth, Boonah-Kalbar, Point Lookout) that range in population from 70 to more than 34,000 residents. These communities are supplied with water from sources including run-of-river, bores and local dams. These water sources can be impacted during drought. We are working together to plan for water security and growth to support off-grid communities, and the SEQ region.

BENEFITS INCLUDE:

- By working together there is a greater shared understanding of the off-grid communities' water needs, potential population growth, water source limitations and ability to provide water by other means during a drought situation.
- This increased shared understanding enables more effective planning and greater water security outcomes for off-grid communities.

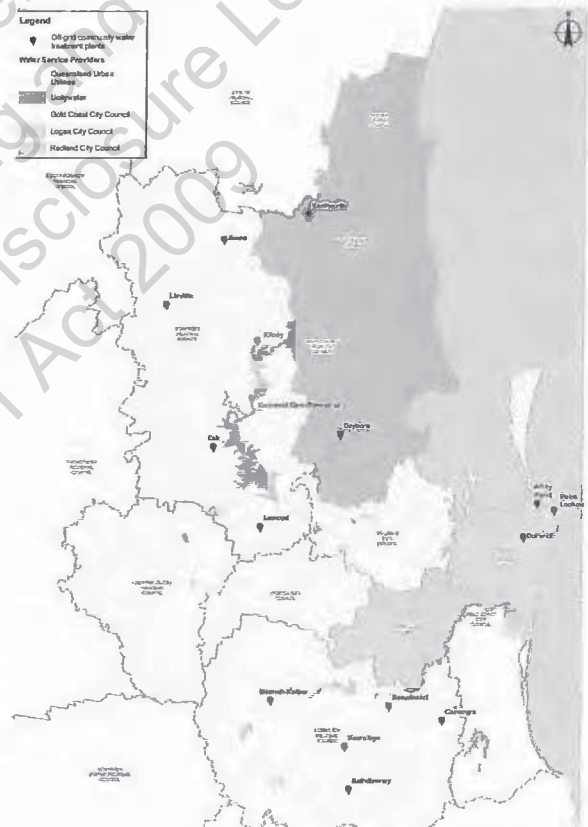


WHO'S INVOLVED

Seqwater provides bulk water supply services to these communities.

Urban Utilities, Unitywater and Redland City Council own and operate reticulated networks to distribute the water to the end-use customer.

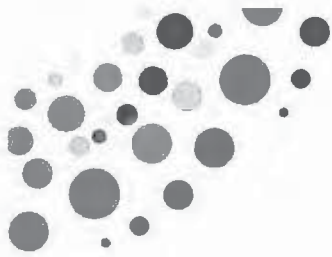
We work together to plan and maintain service for these communities now and in the future.



Off-grid communities supplied by Seqwater

NEXT STEPS

- Finalise the overarching off-grid drought response framework and actions for across the region.
- Continue the current collaborative planning work for inclusion in the Water Security Program (2022) including:
 - new drought response plans for each off-grid community
 - long-term water security plans for each community.



WATER QUALITY SERVICE STANDARDS

Seqwater and Unitywater collaborated to define both the current and desired water quality service standards for the provision of bulk drinking water from Seqwater. There were existing stringent water quality requirements, such as the Australian Drinking Water Quality Guidelines. We wanted to do more to better define the quality required at the point of handover, and to include additional water quality parameters.

The current service standard includes water quality parameters and monitoring points not previously part of any regulatory or contractual requirement. The desired service standard represents a judgement on the water quality consumers desire and are willing to pay for and requires some additional investment and/or operational changes to achieve. Where there is a gap between the current service standard and desired service standard, an improvement plan describes how the gap will be addressed.

Seqwater is now working with the other SEQ Service Providers to progress this work.

WHO'S INVOLVED

- Seqwater
- Unitywater (complete)
- Urban Utilities (near complete)
- Redland City Council (started)
- Logan City Council (started)
- City of Gold Coast (yet to start)

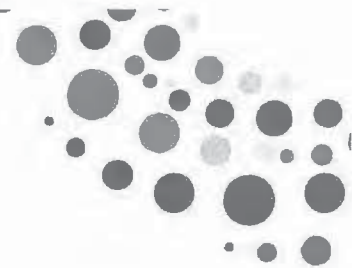
BENEFITS INCLUDE:

- The water quality service standards will be used to drive towards the optimal balance of water quality and cost for consumers.
- The desired service standard provides Seqwater with a basis for operational and capital investment justification.



NEXT STEPS

- Complete water quality service standards between Seqwater and the SEQ Service Providers.
- Progress improvement action plans to drive towards the desired service standard.



DEMAND FORECASTING AND DATA SHARING – WATERHUB

Waterhub is a critical system for regulatory compliance in bulk metering management and reporting. It was established in 2009 under the bulk authority's obligation to create, maintain and administer a Metering Database to facilitate water supply and demand functions applicable to it under the water legislation. Waterhub has evolved over the last 11 years to include advanced water consumption analytics, behaviour-based demand modelling and a dynamic reporting platform.

Waterhub continues to play a vital role in encouraging coordinated and collaborated water security planning between the bulk and the distribution sectors to achieve a best value for money outcomes for South East Queenslanders.

WHO'S INVOLVED

- City of Gold Coast
- Logan City Council
- Redland City Council
- Seqwater
- Unitywater
- Urban Utilities

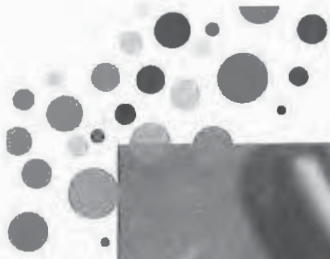
BENEFITS INCLUDE:

- Centralised bulk production information management providing quality assurance in bulk supply settlement and regulatory reporting.
- Cultivated water information sharing, consumption analytic capability development and demand forecast alignment between Seqwater and the SEQ Service Providers. This was achieved through improved accessibility and transparency to underpin water information and sharing of data analytic and reporting capabilities.
- Improved SEQ Service Provider commitment in data quality improvement collaboration and timeliness of data submission by delivering data analytic and reporting capability benefits back to the SEQ Service Providers.
- Increased collaboration has improved water consumption reporting and demand forecasting.



NEXT STEPS

- Improved sub-regional water security planning through greatly improved sub-regional water consumption analytics, reporting and demand projection.
- Implementation of an End-User Reporting Solution to support on-demand data-driven decisions.
- Incorporation of SEQ Service Providers' network metering data to improve short-term water consumption behaviour monitoring and assessment of effectiveness of demand management initiatives.




REFLECTING ON 2019 CASE STUDIES

In 2019, we developed case studies to demonstrate the benefits of working together. Many of these projects are ongoing. The table below summarises these case studies, the benefits they achieved and the current status, and how they link as actions under the new strategic initiatives. Detail on the strategic initiatives can be found in the next section.

Initiative	Benefits	Status
Water for SEQ Plan (Key Possible Project) 	<ul style="list-style-type: none"> • Provide our community with long-term security for water and sewerage services. • Deliver on the intent of the SEQ Regional Plan. • Demonstrate how we are working together to provide value to SEQ communities through collaboration and mature strategic decision-making processes. 	<p>Plan under development with key activities including the development of the vision and strategic directions completed in 2020.</p> <p>This project will be ongoing.</p>
Scenario planning for an unpredictable future 	<ul style="list-style-type: none"> • Develop an understanding of individual SEQ water industry organisation needs and how decisions impact upon them. • An understanding of possible future risks and opportunities to guide long-term planning. • A basis for commonality in scenario testing for long-term water security in South East Queensland. 	<p>This work will be used in the Water Security Program (due 2022) to improve resilience of the water supply to changes in climate and other planning assumptions.</p>
Water Future Program (Key Possible Project) 	<ul style="list-style-type: none"> • Partnerships: At the core of the Program's approach is working in partnership as a water sector and with government, community and industry partners. • Opportunities to work together include the H2O Kids educational program (prep to Year 12), community events, social research and engagement 	<p>Obtaining and applying the insights gained from listening to and understanding how SEQ communities value water and what considerations are important for water management now and in the future. These insights will also inform how we continue to effectively engage with SEQ communities in a meaningful way.</p> <p>This program is ongoing.</p>
Drought simulation event 	<ul style="list-style-type: none"> • Enhance our level of preparedness and support the resilience of our communities in times of drought. • Continual improvement of our collaborative drought response 	<p>Additional events occurred in 2020 including participation from State and Local Government. Simulation events will occur on an ongoing basis.</p>
SEQ water supply system secondary disinfection optimisation (Key Possible Project) 	<ul style="list-style-type: none"> • Improved disinfectant stability, allowing more efficient and effective management of residuals. Create cost efficiencies for Water Service Providers with respect to maintaining secondary disinfection 	<p>Currently progressing through recommendations of the 'Secondary Disinfection Improvement Plan':</p> <ul style="list-style-type: none"> • Several minor projects completed • 'Kimberley Park Pipework Modifications' underway • 'Central Region pH Increase Impact Assessment' will be complete 2020. Early engagement with key customers has commenced • 'North Pine and Mt Crosby Water Treatment Plants pH Correction Projects' progressing with delivery forecast for 2022/23.

Initiative	Benefits	Status
<p>Improvement of water quality in the South Pine Water Supply Scheme</p> 	<ul style="list-style-type: none"> Improved disinfection levels throughout the network. Improved public health outcome. 	<p>Planning is underway by Seqwater to raise the pH of treated water from Mount Crosby and North Pine Dam Water Treatment Plants (linked to the secondary disinfection optimisation project). In addition, a chloramination dosing facility recently constructed at the Aspley Reservoir by Seqwater, is now operational.</p> <p>Analysis of options to improve water quality is completed. The water quality improvements offered by each option have been assessed. The selected solution involves construction of new water mains and isolation of an existing reservoir. The cost of this option is \$10M. The reservoir will be maintained to service future populations. Construction will occur over the next three to four years.</p>
<p>Co-ordinated catchment management activities (Key Possible Project)</p> 	<ul style="list-style-type: none"> A robust framework that provides cost-effective management of sediment and nutrient pollution in SEQ. Catalyse development of a long-term cost-effective roadmap for achieving environmental values and water quality objectives of Moreton Bay. Provision of wider community benefits, such as biodiversity or urban cooling, through delivery of environmental improvement projects such as establishment of riparian vegetation. 	<p>The project is ongoing. The project team facilitated a successful workshop at the 2019 Riversymposium in Brisbane to challenge whether nutrient trading can deliver better water quality outcomes for SEQ beyond offset deals. The two key research and development projects on catchment resilience and nutrient equivalency progressed well and on schedule but were temporarily suspended due to Covid-19 business impacts but are now recommencing.</p>
<p>Stapylton sewerage catchment servicing</p> 	<ul style="list-style-type: none"> Community benefits from the delay or elimination of the need to construct significant new assets. Potentially significant regional cost savings from mitigated upgrades and bring forward costs at Pimpama Sewage Treatment Plant, and the City of Gold Coast Recycled Water Release System. Reduced energy costs through localised treatment and discharge. Breaking down administrative boundary silos and sharing the benefits of effects-based planning. Better environmental outcomes through dilution of hard-to-treat trade waste by combining with a larger municipal catchment. 	<p>Final negotiations underway between Councils. Detailed design for key infrastructure underway. Construction works to be completed by June 2022.</p>

Initiative	Benefits	Status
<p>Water system planning to provide better outcomes for the community</p> 	<ul style="list-style-type: none"> • We are working together to ensure the most prudent and cost-efficient Water Grid and distribution network solutions are identified and implemented. • Being involved in recent joint planning, we have a better understanding of future bulk water supply challenges and opportunities to effectively plan the wider network. • Clarity has been achieved on the servicing of major development areas considered in the local area planning. • The benefit of working together is that the lowest-cost solution frequently entails working within both the bulk (Seqwater) and distribution (SEQ Service Provider) networks. • This type of planning is a collaborative approach which allows the most prudent and cost-effective solution to be identified and implemented for the community. 	<p>Local area plans continue to be developed across the region</p>
<p>Continuous improvement in Emergency Management (Building operational emergency management capability)</p> 	<ul style="list-style-type: none"> • Review of the validity of current plans and familiarisation of these arrangements within the water sector. • Exploring and enhancing the understanding of the roles of other agencies in major water sector emergencies in Queensland. • Improved shared capability across all SEQ Water Service Providers in managing an event of this nature should it occur. 	<p>SEQ Water Service Providers continued to enhance the emergency management capability by conducting Exercise Hydra. The annual exercise supports practise and validation of the arrangements under Bulk Authority Emergency Response Plan (ERP), and how the sector works collaboratively to support delivery of water services to SEQ customers during emergencies. The exercises engage a range of key organisations outside the sector like Queensland Health, Department of Natural Resources, Mines and Energy and representatives under Queensland Disaster Management Arrangements.</p>
<p>Total water cycle planning for Sunshine Coast and Noosa</p> 	<ul style="list-style-type: none"> • The Sunshine Coast and Noosa local government areas are rapidly growing coastal communities. • Large greenfield development areas exist at the southern end of the Sunshine Coast and the development of these areas provides an opportunity to think carefully about the provision of efficient and environmentally responsible water and sewerage services. • Representatives of Seqwater, Unitywater and the Sunshine Coast Regional Council and Noosa Shire Council are collaborating to guide the plan. • The group are focused on delivering a plan which will contribute to the sustainable growth of the two local government areas by reducing demand on drinking water, improving the health of natural waterways and reducing the amount of energy used in the urban water cycle. • Achieving of these outcomes will protect the environment from the impacts of growth, urban amenity is improved and the local economy will be boosted by using recycled water and the nutrients in this water to irrigate and fertilise commercial crops that generate new jobs. 	<p>Unitywater will deliver the first draft of the Total Water Cycle Management plan in 2021. The draft will include outcomes of targeted consultation with 28 stakeholder groups, including local and state government, and environment and community groups. Consultation has covered a wide range of issues for each river catchment, such as growing sediment loads due to poor land management to a low level of use of recycled water. Consultation has also revealed opportunities to add value to the local economy by using recycled water to support local horticulture and create new jobs.</p>

Initiative	Benefits	Status
Improvement in water quality for the Caloundra, Redcliffe and Caboolture water supply scheme	<ul style="list-style-type: none"> Improved disinfection levels throughout the network. Reduced water age resulting in better taste and odour outcomes. 	<p>Caloundra Unitywater has completed investigation of options to improve water quality using the same methodology as for the investigation of the South Pine Water Supply Scheme. This investigation identified improvements that would be realised by installing a disinfectant dosing facility at water supply reservoirs in Sugar Bag Road, Caloundra and other potential options for improvement which require further investigation.</p> <p>Unitywater has delivered the new disinfectant dosing facility which has improved water quality outcomes for Unitywater's customers.</p> <p>Redcliffe Investigation of water quality improvements is planned to commence in the first quarter of 2021/22.</p> <p>Caboolture Work has commenced on an investigation of water quality improvements. This work is expected to be completed in February 2021.</p>

Catchment activities - Caboolture River



- Unitywater's customers benefit from this project because it is a low-cost approach to management of nutrients which contributes to keeping the cost of sewage treatment services low.
- The broader community and the environment benefit because this project combined with other nutrient management projects, including the proposed Wamuran Irrigation Scheme and Unitywater's sewage treatment plant upgrade program, will enable planned development to occur while protecting the Caboolture River from the load of sediment and nutrients in treated sewage effluent that is generated by population growth.
- The improved health of the river will contribute to the lifestyle of existing and future populations through improved recreational amenity and biodiversity.

Bellmere

Under its nutrient management program, Unitywater has completed rehabilitation of an eroded section of bank of the Caboolture River located in Bellmere. This included planting and establishment of approximately 500 trees and shrubs. This has contributed to improvement of water quality by preventing sediments and nutrients entering the river and biodiversity by restoring riparian vegetation.

Lower Caboolture River

Unitywater is preparing designs for rehabilitation of eroding and collapsing banks of the Caboolture River (between the Caboolture River Weir and Bakers Flat). Unitywater plans to commence construction of the rehabilitation works early in 2021 which will involve rehabilitation of approximately 4.3 km of river bank and prevent approximately 3.5 tonne per annum of nitrogen entering the river.

STRATEGIC INITIATIVES





IMPLEMENTING THE WATER FOR SEQ STRATEGIC INITIATIVES

As we progress towards achieving our vision and strategic directions, we are implementing a range of actions. In 2020, the implementation has largely been on Water for SEQ foundational pieces of work. This work has resulted in greater collaboration across the SEQ Water Service

Providers, increased regional knowledge, provided collaborative focus on best value outcomes for the SEQ community and over time will result in financial savings and economic benefit for SEQ. The table below highlights the actions completed for each strategic initiative this year.

STRATEGIC INITIATIVE 1



Take a leadership role and communicate to State and Local Government the value of integrated water management in achieving sustainable development and broad regional outcomes.

Actions completed this year

Developed Water for SEQ vision and strategic directions to provide clear strategic pathway for the SEQ region.

Commenced engagement with State and Local Government to encourage involvement in Water for SEQ.

STRATEGIC INITIATIVE 2



Utilise existing Water Security Provider platforms and establish new inter-agency forums to improve collaboration and to support solutions across geographic and institutional boundaries.

Actions completed this year

Completed foundational work to establish networks and governance to support the progression of Water for SEQ.

Progressed local area planning to increase efficiencies in planning and operation between Seqwater and SEQ Service Providers.

STRATEGIC INITIATIVE 3



Develop a collaborative and strategic approach to community engagement, education and messaging around regional water issues and outcomes.

Actions completed this year

United approach to drought communications.

Ongoing collaborative work around community education through the Water Future program (KPP) (see case study update).

STRATEGIC INITIATIVE 4



Capture and share information, experiences and learnings across the water sector to ensure a growing body of knowledge that includes lessons from the past.

Actions completed this year

Building operational emergency management capability (see case study update).

Increased information sharing between the water service providers through networks, workshops and other platforms.

Presentations at professional conferences to promote Water for SEQ and collaborative planning.

Collaborative work to improve planning for external shocks and influences.

Actively sharing updates on relevant research projects and technology innovations and on projects where we are partners.

Actively sharing outcomes of research and assessment with interstate and international water service providers.

STRATEGIC INITIATIVE 5



Foster innovation in the water sector and develop pathways to translate innovation into practical outcomes.

Actions completed this year

Jointly supported the Clean Australia and Water Security Co-operative Research Centre (CRC) bids.

Jointly supported an ARC Linkage Project bid and a Water Research Australia project bid (Seqwater and Urban Utilities) both of which were successful in attaining funding and should deliver benefits to both organisations.

STRATEGIC INITIATIVE 6



Maximise opportunities for delivering broad, regional benefits in the short, medium and long-term through coordinated project evaluation and decision-making supported by innovative cost benefit analysis and options assessment tools.

Actions completed this year

Scenario planning for an unpredictable future (see case study update).

Drought simulation event (see case study update).

SEQ water supply system secondary disinfection optimisation (KPP) (see case study update).

Improvement of water quality in the South Pine Water Supply Scheme (see case study update).

Co-ordinated catchment management activities (KPP) (see case study update).

Ripley / Bundamba change in servicing strategy (see case study update).

Stapylton sewerage catchment servicing (see case study update).

Water system planning to provide better outcomes for the community (see case study update).

Established a regional demand forecast for consistent planning.

Established systems and platforms to better share demand data (see case study).

Established regionally consistent drought water restriction schedules and agreement to implement at drought triggers as detailed in the Water Security Program.

Participating in the Adaptive Planning Community of Practice which will provide an enhanced decision-making tool.

STRATEGIC INITIATIVE 7



Review the service standards for environmental, economic, social and cultural outcomes, to provide the best value for the SEQ community.

Actions completed this year

Commenced work on drought risk appetite principles and appetite for the region.

Commenced work on increased demand management considerations and setting of long-term demand targets.

Developed water quality service standards for the region (see case study).

STRATEGIC INITIATIVE 8



Review and update project decision making frameworks to consider updated service standards.

Actions completed this year

This work will progress following actions from strategic initiative 7 above.

STRATEGIC INITIATIVE 9



Influence SEQ regional planning so integrated water outcomes are embedded in land use and other planning, policy and regulation.

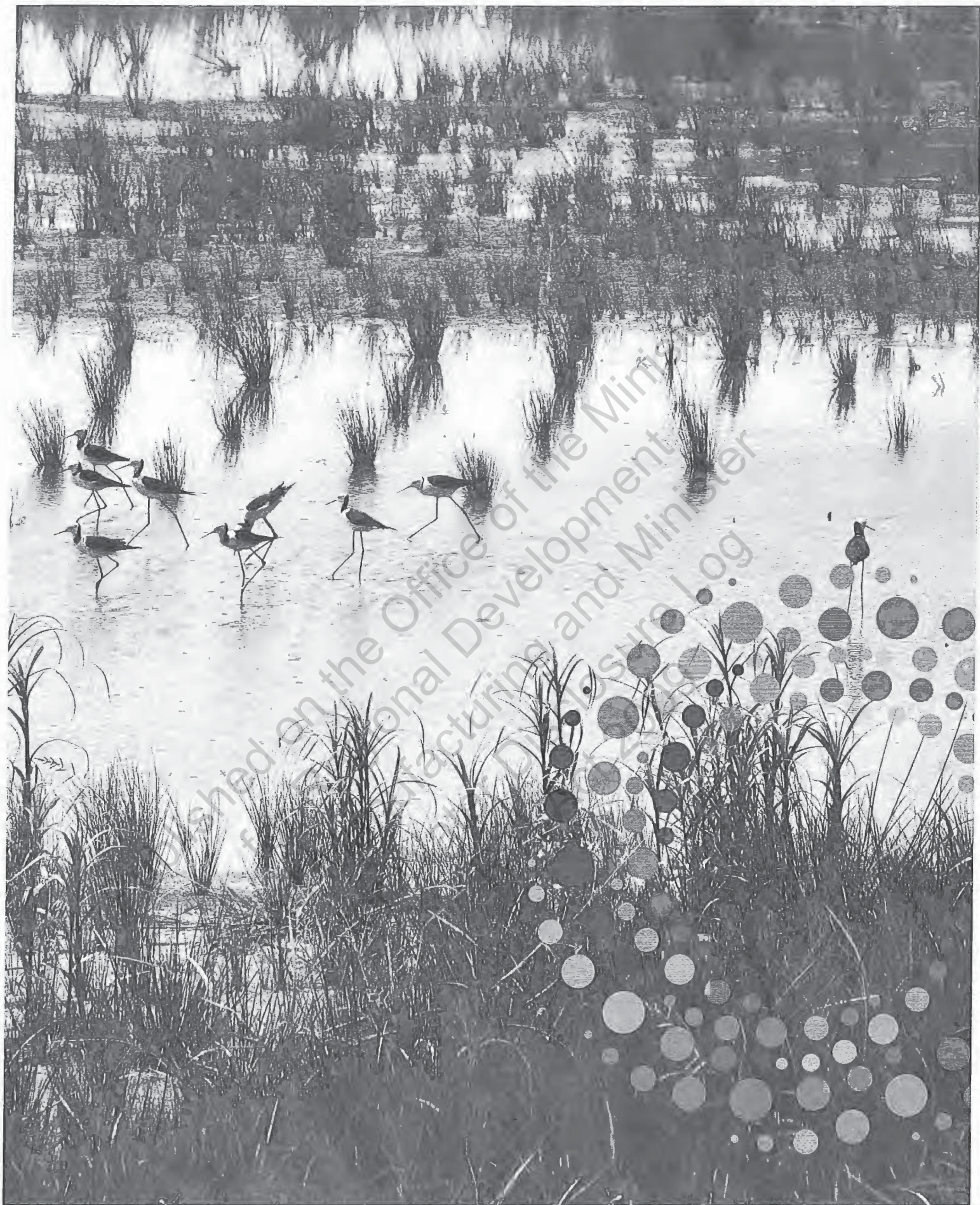
Actions completed this year

Commenced development of the Water for SEQ Plan (KPP) (see case study update).

Gained a greater understanding of the impact of decentralised schemes and their impact on water security.









Daniel Campbell

From: sch4p4(6) Personal information@seqwater.com.au>
Sent: Friday, 22 January 2021 5:06 PM
To: Regional Development Office
Cc: Neil Brennan; Melissa Williams; Will Harpham; David Hamill
Subject: Key performance Indicator | Lost Time Injuries
Attachments: Letter from Seqwater chairman David Hamill to Minister Butcher - Key performance Indicator – Lost Time Injuries.PDF

Dear Minister

Please find attached a letter from our Chairman, Mr David Hamill.

Should you have any questions or concerns, please do not hesitate to contact Mr Hamill on his mobile sch4p4(6) Personal information or Mr Neil Brennan, Chief Executive Officer sch4p4(6) Personal information

The original will be posted in this afternoon's mail.

Yours sincerely

sch4p4(6) Personal information
Executive Assistant on behalf of
The Hon Dr David Hamill AM
Chairman

Seqwater

a |
p 1800 771 497
w

https://linkprotect.cudasvc.com/url?a=http%3a%2f%2fwww.seqwater.com.au&c=E,1,1ZQFO1fkWltlx4j7KtFzQQ_Q8eON3xnFy7dJMLTeee1t9JaT7WNxMTW6oJDnsJBX7I5W7-x2WwOF92H0h9uujs0u1pVmft08GYsD-e0p8wwAkFfwqg0_jNI-&typo=1

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater).

If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Our Ref:DL:LAB:D21/12620

22 January 2021

Hon Glenn Butcher MP
Minister for Regional Development, Manufacturing and Water
PO Box 15009
CITY EAST QLD 4002

Email: regionaldevelopment@ministerial.qld.gov.au

Dear Minister

Re: Key performance Indicator – Lost Time Injuries

Thank you for interest in the safety of our people and your query about Seqwater's strategy for managing and improving workplace safety, in particular reducing the incidence of Lost Time Injuries.

Seqwater is committed to improving safety and organisational culture and enabling improved health, safety and wellbeing outcomes for its' workforce.

I am pleased to advise that since 2018, Seqwater has implemented a range of strategies and initiatives to improve workplace safety with the introduction of the Safe for Life program, a key driver of improved focus, discipline and alignment.

Safety leadership and culture training has been provided to all employees and leaders and a comprehensive review of the processes, tools and controls used to manage and mitigate safety risks has been undertaken.

Seqwater has also strengthened Health, Safety and Wellbeing (HSW) governance and oversight with the streamlining of the safety management system, the introduction of an Executive HSW Steering Committee and the inclusion of health, safety and wellbeing as a key area of focus for the Board and through its People and Culture Committee.

In addition to internal assurance activities, Seqwater also implements external assurance with the Health, Safety and Wellbeing Management System certified against AS/NZS 4801: *Occupational health and safety management systems - Specification with guidance for use*. I am pleased to advise that there were no non-conformances identified during the 2020 external audit.

SOURCE



SUPPLY



Seqwater's safety performance has significantly improved since the commencement of the Safe for Life Program with a reduction in Lost Time Injury Frequency Rate (LTIFR) from 8.4 in December 2018, to an LTIFR of 3.7 in December 2020, with Seqwater on track to achieve its KPI of an LTIFR ≤ 3.5 (**Appendix A**).


Whilst significant improvement has been made, Seqwater recognises that further progress is required. It is disappointing to note that in the past six months, the organisation has recorded two incidents which resulted in five people being injured. Whilst all reported injuries were minor, requiring a single day off work, full investigations were undertaken to identify corrective actions and learnings to ensure these incidents do not occur again.

The Seqwater Executive Leadership Team, along with the Board, will continue to monitor safety performance ensuring that the organisation delivers on its Safe for Life promise.

Your ongoing support and interest in Seqwater's commitment to health, safety and wellbeing is appreciated.

For further information please do not hesitate to contact Seqwater Chief Executive Officer Mr Neil Brennan on (6) Personal information

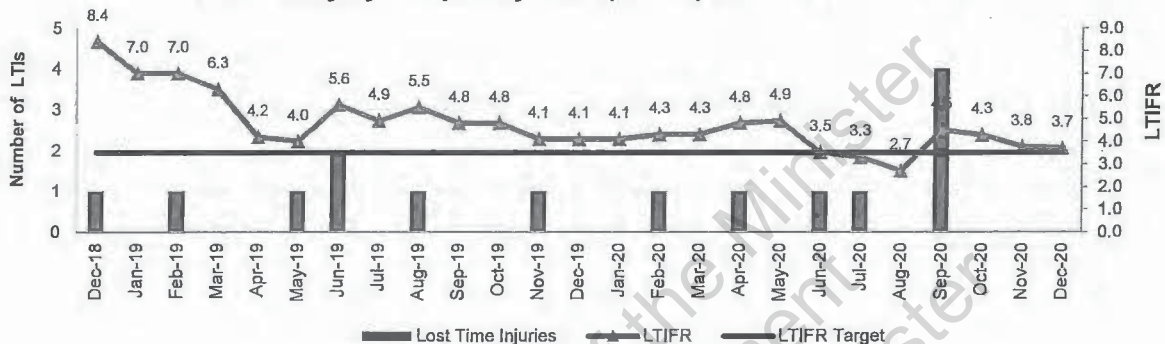
Yours sincerely



The Hon Dr David Hamill AM
Chairman

Appendix A

Lost Time Injury Frequency Rate (LTIFR) – Dec 18 to Dec 20



Daniel Campbell

From: sch4p4(6) Personal information@seqwater.com.au>
Sent: Friday, 29 January 2021 10:59 AM
To: Regional Development Office
Cc: Neil Brennan; Will Harpham; David Hamill; Ross Muir
Subject: Seqwater - Quarterly Performance Report - October to December 2020
Attachments: Letter from Chairman David Hamill to Minister G Butcher re Quarterly Performance Report October To December 2020 - FINAL.pdf; Seqwater - Quarterly Performance Report - October to December 2020.PDF

Dear Minister

Please find attached a letter and report from our Chairman, Mr David Hamill.

Should you have any questions or concerns, please do not hesitate to contact Mr Hamill on his mobile sch4p4(6) Personal information or Mr Neil Brennan, Chief Executive Officer sch4p4(6) Personal information

The original will be posted in this afternoon's mail.

Yours sincerely

sch4p4(6) Personal information
Executive Assistant on behalf of
The Hon Dr David Hamill AM
Chairman

sch4p4(6) Personal information Executive Assistant to Chief Executive Officer

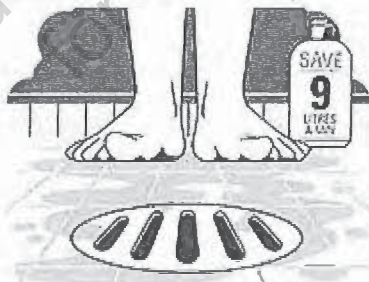


a 117 Brisbane Street | PO Box 328 | Ipswich QLD 4305

sch4p4(6) Personal information 07 3065 5533 | w www.seqwater.com.au

—SEQ DAM LEVELS ARE DROPPING—
**EVERYONE & EVERY
DROP COUNTS**

FOR MORE TIPS, VISIT SEQWATER.COM.AU



our vision WATER FOR LIFE | our promise SAFE FOR LIFE | our values INTEGRITY RESPECT CARE COURAGE

We acknowledge the Traditional Owners of the land, catchments and waterways on which we work. We pay our respects to Elders past, present and emerging.

This email, including any attachments, may contain confidential or legally privileged information for the sole use of the intended recipient. Any review, use, distribution, or disclosure by others is strictly prohibited. Receipt of this email by anyone other than the intended recipient is not intended to, and does not, waive legal privilege or confidentiality.

This email and any attachments are also subject to copyright. No part of them is to be reproduced, adapted or transmitted without the written permission of Queensland Bulk Water Supply Authority (trading as Seqwater). If you are not the intended recipient, please contact the sender by reply e-mail and delete all copies of this message from your system.

Our Ref:TL:LAB:D20/675

29 January 2021

Hon Glenn Butcher MP
Minister for Regional Development and
Manufacturing and Minister for Water
PO Box 15009
CITY EAST QLD 4002
regionaldevelopment@ministerial.qld.gov.au

Hon Cameron Dick MP
Treasurer and Minister for Investment
GPO Box 611
BRISBANE QLD 4001
treasurer@ministerial.qld.gov.au

Dear Ministers

QUARTERLY PERFORMANCE REPORT OCTOBER TO DECEMBER 2020

I am pleased to enclose the Seqwater Quarterly Performance Report for October to December 2020. The report highlights our achievements for the quarter.

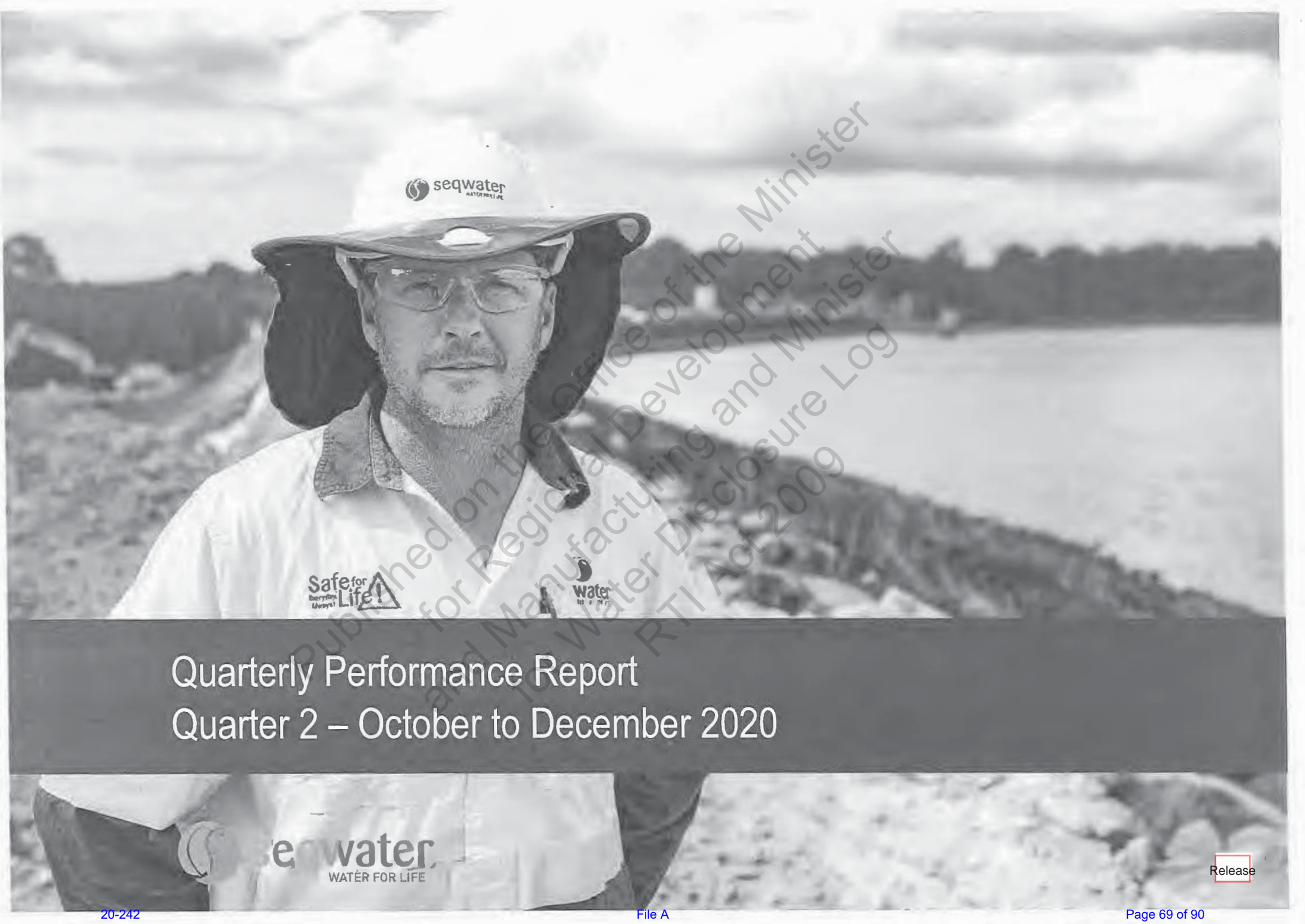
Should you have any questions, please contact me on 4 (6) Personal information or Mr Neil Brennan, Chief Executive Officer on (07) 3035 5533.

Yours sincerely



The Hon Dr David Hamill AM
Chairman





Quarterly Performance Report Quarter 2 – October to December 2020

seqwater
WATER FOR LIFE

Release

Introduction

Seqwater is pleased to provide the responsible Ministers with a report on its operations for the quarter ending December 2020. This report details the Authority's achievements against its Operational Plan 2020-21.

Contents

1.	Financial key performance indicators	3
2.	Non-financial key performance indicators	5
3.	Key undertakings for 2020-21	6
4.	Key issues and highlights	10
5.	Capital projects / program	13
Attachment 1 - Outstanding issues		16
Attachment 2 - Financial statements		17
Attachment 3 – Sponsorships, advertising, corporate entertainment and donations		20
Attachment 4 - Notes		22

1. Financial key performance indicators



Key performance indicator	Year-to-date				Year-end forecast			Comments	
	Actual	Budget	Variance	Status	Forecast (estimated actual)	Budget	Variance		Status
Financial									
Operating revenue \$000	546,925	541,769	5,156	✓	1,069,856	1,070,610	-754	✓	Water consumption for Q2 was above forecast due to a warm and dry October and November resulting in higher than budgeted revenue.
Operating expenditure \$000	140,301	141,971	1,670	✓	298,275	286,692	-11,583	✓	Forecasts have increased largely due to drought response activities.
EBITDA \$000	406,624	399,798	6,826	✓	771,581	783,918	-12,337	✓	Variance is largely due to increased operating expenditure related to drought response.
EBIT \$000	273,648	263,630	10,018	✓	504,751	512,924	-8,173	✓	Variance is due to a reduction in EBITDA offset by a reduction of forecast depreciation.
NPAT \$000	32,523	25,541	6,982	✓	35,325	41,046	-5,721	✓	Variance is due to a reduction in EBIT adjusted for tax.
EBITDA margin	74.3%	73.8%	0.5%	✓	72.1%	73.2%	-1.1%	✓	Variance is due to a reduction in EBITDA.
Total assets \$000	11,750,668	11,768,218	-17,550	✓	11,782,127	11,782,127	0	✓	Year to date variance is largely due to cash timing differences.

1. Financial key performance indicators



Capital expenditure \$000	57,543	55,866	-1,677	✓	175,611	175,611	0	✓	Variance is due to accelerated capital programs to date. Full year forecast is not expected to exceed budget.
Gearing ratio (debt to [debt + equity ratio])	0.84	0.84	0	✓	0.84	0.84	0	✓	
FFO Interest coverage	1.20	1.16	0.04	✓	1.11	1.13	-0.02		Additional drought related expenditure has resulted in a decrease in the FFO ratio.
Capital replenishment ratio	0.43	0.41	0.02	✓	0.66	0.65	0.01	✓	
Operating expenditure ratio	25.7%	26.2%	0.5%	✓	27.9%	26.8%	-1.1%	✓	Variance is due to increased operating expenditure related to drought response.

✓ KPI achieved / on track	⚠ KPI at risk of not being achieved	✗ KPI not achieved / not achievable
---------------------------	-------------------------------------	-------------------------------------

2. Non-Financial key performance indicators

Key performance indicator	Year-to-date			Year-end forecast			Comments
	Actual	Target	Status	Forecast	Target	Status	
Non-Financial							
Forecast water production (ML) (excluding power stations) ^{1,2}	165,542	164,529	✓	326,663	326,663	✓	Year to date demand is tracking 0.6% above forecast.
Lost time injury frequency rate (LTIFR) ³	3.7	≤3.5	✗	2.1	≤3.5	✓	There were no lost time injuries reported in Q2. Minister Butcher wrote to Seqwater on 20 January, 2020 seeking advice on Seqwater's strategy for improving workplace safety and reducing lost time injuries. Seqwater will provide this advice during Quarter 3.
Statutory notifications for environmental harm	0	0	✓	0	0	✓	There were no statutory notifications for environmental harm in Q2.
Zones compliant with Australian Drinking Water Guidelines	100%	100%	✓	100%	100%	✓	All zones were compliant with Australian Drinking Water Guidelines during Q2.
Dam safety inspection program – legislative compliance	100%	100%	✓	100%	100%	✓	All inspections are up to date and reports were submitted to the regulator on time.
<div>✓ KPI achieved / on track ⚠ KPI at risk of not being achieved ✗ KPI not achieved / not achievable</div>							

¹ These figures represent Seqwater's retailer customer demand only.

² Seqwater's target is for the variance between actual and forecast production to be within 5% annually.

³ Seqwater's target for injuries of any type is always zero with an upper maximum LTIFR of ≤3.5 for 2020-21.

3. Key undertakings for 2020-21

Increase customer, community and stakeholder support and satisfaction		
Seqwater will:	Status	Achievements this quarter
3.1 engage impacted communities about water infrastructure projects to build awareness and understanding, and to foster positive relationships with the communities it serves	Achievable	<ul style="list-style-type: none"> Continued engagement with the local community about the South West Pipeline project, including briefing two newly elected Logan City Councillors. The Somerset Economic Development and Tourism Advisory Committee was updated on the Somerset Dam upgrade project. Ongoing engagement with impacted residents and stakeholders of the Lake MacDonald Dam upgrade project. Engagement with local residents and stakeholders about the construction to upgrade the Noosa Water Treatment Plant bridge. Six virtual tours of the Gold Coast Desalination Plant were conducted with 70 attendees as part of the Water Futures program. Project communications to support delivery of the Ewen Maddock Dam upgrade, Sideling Creek Dam upgrade, East Bank Filter upgrade and Northern Capacity upgrade continue.
3.2 publish information about purified recycled water and increase awareness through targeted promotional campaigns	Achievable	<ul style="list-style-type: none"> Infographics and videos were finalised and are ready for release in 2021.
3.3 partner to identify opportunities and deliver whole-of-supply system improvements and improve catchment health and source water quality.	Achievable	<ul style="list-style-type: none"> Ongoing involvement with Council of Mayors, including leading the development of the Upper Brisbane and Stanley River Catchment Action Plan in collaboration with other regional stakeholders. The final draft action plan has been distributed to lead agencies for final review. Continuing to work with catchment partners with approximately \$4.8 million of catchment improvement works planned to be delivered through partnership in 2020-21. Delivery of this work and budget remains on track. Continuing to work collaboratively with Healthy Land and Water as they seek to review their South East Queensland report card and establish a pilot in the Logan Catchment. Working collaboratively with retailer customers to implement the South East Queensland Drought Response Plan (including water saving campaigns, maintaining supply to off-grid communities and the potential implementation of water restrictions if required). A working group was established with Urban Utilities to identify opportunities across the supply system to ensure ongoing water security for the community supplied from the Lowood Water Treatment Plant.

3. Key undertakings for 2020-21

Increase water supply certainty		
Seqwater will:	Status	Achievements this quarter
3.4 continue to develop the Water Security Program version 3	Achievable	<p>Significant progress made on:</p> <ul style="list-style-type: none"> establishing modelling inputs and assumptions development of the strategic assessment for the next water supply and drought contingency project stakeholder engagement with State Government, the retailer customers and the community through group forum discussions.
3.5 implement the Drought Response Plan as required.	Achievable	<ul style="list-style-type: none"> Seqwater has optimised grid operations to ensure maximum efficiency, with the Gold Coast Desalination Plant continuing to operate to supplement water supply as required. Review of off-grid drought response plans continues with final sign off due in early 2021. An updated region-wide water saving campaign was launched in December 2020 and will continue into early 2021. Some 499ML of purified recycled water was supplied to Swanbank and Tarong Power Stations for the month of December offsetting demand from Wivenhoe Dam, following wet commissioning of the pipeline and assets to supply purified recycled water to the power stations in Q2.
Strengthen financial sustainability		
Seqwater will:	Status	Achievements this quarter
3.6 deliver an optimised capital program, meeting water security and program efficiency requirements	Achievable	<ul style="list-style-type: none"> The overall capital program continues to be managed within budget parameters, with emerging projects managed through Seqwater's capital prioritisation process.
3.7 undertake planning for the next bulk water price path review and submission to the Queensland Competition Authority (QCA).	Achievable	<ul style="list-style-type: none"> Seqwater provided support to Treasury, the Department of Regional Development, Manufacturing and Water and Queensland Treasury Corporation as part of the development of pricing policy for the upcoming bulk water price review. Seqwater held a Customer Regulatory Forum in December 2020 with the aim of confirming customer priorities and identifying opportunities for collaboration ahead of the expected commencement of the bulk water price review in 2021.

3. Key undertakings for 2020-21

Improve processes, systems and planning		
Seqwater will:	Status	Achievements this quarter
3.8 Commence improvements in work health and safety, finance, human resource and asset management systems	Achievable	<ul style="list-style-type: none"> An eProcurement project commenced to support core processes and uplift system functionality. The Enterprise Information Management project continues with launch of enterprise glossary in December 2020. Cyber security controls and practices were standardised across corporate and operational technology environments.
3.9 ensure resilience and emergency preparedness, by continuing to undertake the following activities:		
3.9.1 Annual statement of preparedness by September 2020	Achieved	<ul style="list-style-type: none"> Completed in Q1.
3.9.2 Undertake flood scenarios by November 2020	Achieved	<ul style="list-style-type: none"> Flood exercises completed in November 2020.
3.9.3 South East Queensland water supply system emergency response exercise by November 2020	Achieved	<ul style="list-style-type: none"> Exercise Hydra was conducted on 4 November 2020.
3.9.4 Selected emergency management team annual update training by December 2020	Achieved	<ul style="list-style-type: none"> Emergency training has been updated and delivered through learner-led online training and on-the-job training (on-call duties).
3.9.5 Selected incident controllers annual update training by December 2020	Achieved	<ul style="list-style-type: none"> Emergency training has been updated and delivered through learner-led online training and on-the-job training (on-call duties).
3.9.6 Seqwater emergency management desktop exercise by December 2020	Achieved	<ul style="list-style-type: none"> Exercise Typhoon was conducted on 22 October 2020.
3.9.7 Seqwater Emergency Management Manual by June 2021.	Achieved	<ul style="list-style-type: none"> Seqwater Emergency Management Manual version 6 was published on 23 December 2020.

3. Key undertakings for 2020-21

Improve safety and organisational culture		
Seqwater will:	Status	Achievements this quarter
3.10 implement the long-term safety culture strategy	Achievable	<ul style="list-style-type: none"> A pilot of the new task-based risk management templates, including templates for Safe Work Method Statements and Job Hazard Analysis was completed. Work to identify and verify all in-field critical controls and associated performance standards was completed. A gap analysis to inform the transition of Seqwater's certified Health, Safety and Wellbeing Management System from AS4801 to ISO45001 was undertaken. All activities assigned to the Safe for Life Program's Leadership Capability Focus Group were completed, with approval given to finalise this project.
3.11 drive cultural change through targeted initiatives	Achievable	<ul style="list-style-type: none"> Seqwater's annual Excellence Awards were held via a virtual event. Boost, an employee benefits and wellbeing platform was launched. Seqwater's recognition framework was launched, this included eCards to encourage regular recognition and drive positive culture change. NAIDOC week was celebrated and promoted virtually. CEO approval was received to commence work towards a Reflect Reconciliation Action Plan. Over 400 CEO letters were distributed to critical workers to recognise their commitment and efforts as a result of COVID-19.
3.12 drive improved performance through leadership development and reporting capability.	Achievable	<ul style="list-style-type: none"> Virtual redesign of <i>The way we lead</i>, Seqwater's leadership development program, module three commenced to support virtual delivery of the program. The delivery of <i>Switch on</i>, Seqwater's safety training program recommenced.

4. Key issues / highlights

Key issues	Comment / update
Lake Macdonald Dam Upgrade	During the Early Tenderer Involvement procurement phases undertaken in 2020, information emerged that the cost of the project would be significantly higher than the Minister-approved budget of \$127 million to in excess of \$200 million. In December 2020, the Seqwater Board made the prudent decision to reconsider the options for the project so that project objectives around dam safety, operations (water security), community and environment considerations are still met but there is also a value for money outcome.
Coronavirus (COVID-19)	To ensure the safety and wellbeing of the workforce, non-frontline workers are being transitioned back into the office progressively. All employees continue to have access to relevant COVID-19 support options including specialised health services and leave provisions. On 3 November 2020, Seqwater commenced phase two of return to the office. All employees were invited to commence a gradual return to the workplace under the guidance of their leader. In line with physical distancing requirements, all employees are not able to return to every office, every day. COVID-safe floor plans were developed. Seqwater continues to monitor the COVID-19 environment and respond accordingly.
Water Security	<p>The SEQ Water Grid combined storage level was at 57.5% on 31 December 2020. South East Queensland's drought response plan provides for restart of the Western Corridor Recycled Water Scheme (WCRWS) when the SEQ Water Grid combined storage levels fall below 60%. The cost of restart has been estimated at \$180 million over 2 years. Seqwater has written to responsible Ministers to advise restart of the WCRWS can wait until after the wet season and the impact of La Nina is known. Further water security advice will be given in March 2021.</p> <p>Canungra, Dayboro, Jimna and Kenilworth off-grid communities entered various levels of drought response monitoring during Q2. Dayboro and Canungra entered level 3 drought response on 6 October and 27 November 2020 respectively. Periodic carting was required to maintain supply at Dayboro.</p> <p>Due to rain in mid-December Canungra, Jimna and Kenilworth are no longer within drought response levels. Longer term water security assessments for Canungra and Dayboro are underway as part of the next version of the Water Security Program (version 3), due to be completed in 2022.</p>
Remuneration review	<p>sch4p4(3)(d) Substantial adverse effect on industrial relations</p>

4. Key issues / highlights



	sch4p4(3)(d) Substantial adverse effect on industrial relations
--	--

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

4. Key issues / highlights



Highlights	Comment / update
Play it safe campaign launch	Seqwater launched its annual <i>Play it safe</i> educational campaign in December 2020 which will run until Easter. Seqwater delivered a series of <i>Play it safe</i> virtual sessions to more than 15 schools across the region to engage more than 1,400 students.
Kenilworth Water Treatment Plant	Upgrades were completed at the Kenilworth Water Treatment Plant to improve water security in October 2020. The project included upgrades to improve the treatment process and treated water quality.
Enterprise Bargaining Agreement	On 24 December 2020, the Fair Work Commission approved the Seqwater Enterprise Agreement 2019-2023. The terms and conditions of the new Agreement came into effect on 31 December 2020.
Ewen Maddock Dam upgrade stage 2A	Completion of the embankment strengthening earthworks was completed in December 2020 and restricted full supply level was lifted prior to the wet season. Works are currently ahead of schedule.
Mt Crosby East Bank Flood Resilience Program	The development application associated with the Mt Crosby East Bank Flood Resilience Program received preliminary approval from Brisbane City Council in December 2020. The conditions associated with the approval will inform the design and delivery of the suite of projects at the East Bank site.
Ewen Maddock Dam upgrade recreation arrangements	Seqwater's funding agreement with Mooloolah State School Parents and Citizens Association to provide free access to swimmers impacted by the recreation closure during the Ewen Maddock Dam upgrade came into effect on 13 December 2020.

5. Capital projects / program

Project	Status	Year-to-date		Year-end forecast			Budget variance comment	Key issues/ risks	
		Actual \$'000	Budget \$'000	Forecast \$'000	Budget \$'000 ⁴	Variance \$'000			Total project cost \$'000 ⁵
Projects over \$10 million									
Lake Macdonald Dam upgrade	Project approved	2,815	8,489	24,850	24,850	0	127,278	<p>Year to date variance is due to non-award of the construction contract which had been originally forecast for late 2020.</p> <p>A reforecast will be undertaken in 2021 as part of the reconsideration of options.</p>	During the Early Tenderer Involvement and procurement phases, information emerged that the cost of the project would be significantly higher than the Minister-approved budget of \$127 million. As a result, in December 2020 the Seqwater Board made the prudent decision to reconsider the options for the project. This will impact previously communicated expenditure and timing forecasts.
South West Pipeline	Project approved	1,217	3,154	11,496	11,496	0	95,200	Year to date variance is due to the delay in awarding contract (contract awarded December 2020), leading to delays in mobilisation. The expenditure for 2020-21 will be reviewed with the contractor early in 2021.	
Ewen Maddock Dam Upgrade Stage 2	Contract awarded	8,582	900	11,000	11,000	0	24,500	This project is ahead of schedule, there is no foreseen risk to budget.	

⁴ Operational Plan 2020-21 (August 2020 version).

⁵ Operational Plan 2020-21 (August 2020 version) unless otherwise stated.

5. Capital projects / program

Project	Status	Year-to-date		Year-end forecast			Total project cost \$'000 ²	Budget variance comment	Key issues/ risks
		Actual \$'000	Budget \$'000	Forecast \$'000	Budget \$'000 ⁴	Variance \$'000			
Mt Crosby East Bank Water Treatment Plant filtration upgrade	Construction proceeding on track	4,666	3,000	8,431	6,268	2,153	34,948	This project is ahead of schedule due to works undertaken with latent conditions encountered. The full year forecast reflects these circumstances. The project budget is being reviewed to assess the impact of these changes.	
Mt Crosby Weir Bridge Structure upgrade	Business Case approved	90	197	567	567	0	22,660	Major procurement and construction activities are not scheduled until 2021-22. Expenditure this financial year will be on key planning activities.	
Western Corridor Recycled Water Scheme (WCRWS) mobilization	Business Case approved Pending responsible Minister approval	0	0	0	0	0	180,000	Project commencement and expenditure are contingent on water security status.	
Gold Coast Desalination Plant - Reverse Osmosis Membranes replacements	Board approved	310	0	2,889	6,637	-3,748	16,086	Due to re-prioritisation of capital program, minor pre-works have commenced. Installation of membranes is scheduled to commence in April 2021 and to be completed in 2021-22.	
Somerset Dam upgrade	Preliminary Business Case Board approved	3,624	5,431	11,030	11,030	0	325,660	The year to date variance is due to a delay in awarding the design contract. Expenditure is now accelerating following award of this contract and the Increased Benefit Assessment (IBA).	Early indications of work undertaken as part of the Increased Benefit Assessment points to a potential increase in total project costs compared to the Preliminary Business Case.

5. Capital projects / program



Project	Status	Year-to-date		Year-end forecast			Total project cost \$'000 ⁵	Budget variance comment	Key issues/ risks
		Actual \$'000	Budget \$'000	Forecast \$'000	Budget \$'000 ⁴	Variance \$'000			
Mt Crosby Substation Upgrade to 11kV	Business Case approved	583	918	4,909	4,909	0	35,600	Due to the impact of the delay of the approval of the Development Application the contract award for the construction works has been rescheduled to late Q4.	
Total capital expenditure									
Total capital expenditure	NA	57,543	55,866	175,611	175,611	0	NA		

Attachment 1 – Outstanding issues



Outstanding issue / action	Type	Date submitted	Status
Operational Plan 2020-21 and Strategic Plan 2020-21 - 2023-24	Agreement	28 August 2020	Awaiting responsible Ministers' agreement.

Published on the Office of the Minister
for Regional Development
and Manufacturing and Minister
for Water Disclosure Log
RTI Act 2009

Attachment 2 – Financial statements



Statement of comprehensive income

	2020-21				
	Actual quarter	Budget quarter	Actual YTD	Budget YTD	Budget year
	\$'000	\$'000	\$'000	\$'000	\$'000
Operating revenue					
Water services	279,570	269,798	537,089	532,740	1,052,128
Interest income	689	747	1,249	1,384	3,184
Other revenue	4,252	3,823	8,587	7,645	15,298
TOTAL OPERATING REVENUE	284,511	274,368	546,925	541,769	1,070,610
Operating expenses					
Employee expenses	29,603	29,198	54,574	54,174	108,037
Supplies and services	45,309	42,163	85,727	87,797	178,655
TOTAL OPERATING EXPENSES	74,912	71,361	140,301	141,971	286,692
EBITDA	209,599	203,007	406,624	399,798	783,918
Depreciation and amortisation	66,686	68,506	133,048	136,168	270,994
Other asset revaluations, losses and write downs	5	0	-72	0	0
EBIT	142,908	134,501	273,648	263,630	512,924
Finance/borrowing costs	113,612	113,572	227,187	227,143	454,287
PROFIT (LOSS) BEFORE INCOME TAX	29,296	20,929	46,461	36,487	58,637
Taxation (expense) benefit	-8,789	-6,279	-13,938	-10,946	-17,591
Net profit (loss) after income tax	20,507	14,650	32,523	25,541	41,046

Attachment 2 – Financial statements



Statement of financial position

	2020-21				
	Actual quarter	Budget quarter	Actual YTD	Budget YTD	Budget year
	\$'000	\$'000	\$'000	\$'000	\$'000
Current assets					
Cash and cash equivalent	419,387	411,884	419,387	411,884	450,000
Trade and other receivables	143,891	179,097	143,891	179,097	169,674
Inventories	9,068	9,374	9,068	9,374	9,374
Other current assets	11,291	5,803	11,291	5,803	5,803
Total current assets	583,637	606,158	583,637	606,158	634,851
Non-current assets					
Property, plant and equipment	11,016,642	11,009,343	11,016,642	11,009,343	10,989,290
Other non-current assets	150,389	152,717	150,389	152,717	157,986
Total non-current assets	11,167,031	11,162,060	11,167,031	11,162,060	11,147,276
TOTAL ASSETS	11,750,668	11,768,218	11,750,668	11,768,218	11,782,127
Current liabilities					
Trade and other payables	21,837	47,353	21,837	47,353	45,137
Employee benefits	26,891	25,009	26,891	25,009	25,009
Interest payable	36,612	37,832	36,612	37,832	37,832
Other current liabilities	11,932	9,038	11,932	9,038	14,780
Total current liabilities	97,272	119,232	97,272	119,232	122,758
Non-current liabilities					
Employee benefits	3,599	3,600	3,599	3,600	3,600
Interest bearing liabilities	9,384,583	9,384,583	9,384,583	9,384,583	9,384,583
Deferred tax liabilities	186,853	197,799	186,853	197,799	204,444
Other non-current liabilities	282,145	287,708	282,145	287,708	275,941
Total non-current liabilities	9,857,180	9,873,690	9,857,180	9,873,690	9,868,568
TOTAL LIABILITIES	9,954,452	9,992,922	9,954,452	9,992,922	9,991,326
NET ASSETS	1,796,216	1,775,296	1,796,216	1,775,296	1,790,801
Equity					
Contributed equity	-715,888	-715,888	-715,888	-715,888	-715,888
Asset revaluation reserve	2,755,889	2,755,888	2,755,889	2,755,888	2,755,888
Accumulated profit (loss)	-243,785	-264,704	-243,785	-264,704	-249,199
TOTAL EQUITY (DEFICIENCY)	1,796,216	1,775,296	1,796,216	1,775,296	1,790,801

Attachment 2 – Financial statements



Statement of cash flows

	2020-21				
	Actual quarter	Budget quarter	Actual YTD	Budget YTD	Budget year
	\$'000	\$'000	\$'000	\$'000	\$'000
Cash flows from operating activities					
<i>Inflows:</i>					
Receipts from water services	273,594	265,999	540,777	505,995	1,029,635
Receipts from leases, rentals and other	1,669	981	3,476	3,959	6,117
Interest received	576	747	1,148	1,384	3,184
<i>Outflows:</i>					
Payments to suppliers and employees	-82,089	-71,644	-155,275	-131,425	-273,827
Interest paid	-113,572	-113,496	-227,233	-225,817	-452,809
Net operating cash flows	80,178	82,587	162,893	154,096	312,300
Cash flows from investing activities					
<i>Inflows:</i>					
Proceeds from sale of plant and equipment	8	0	199	0	0
<i>Outflows:</i>					
Payments for acquisition of property, plant and equipment	-30,247	-31,291	-57,360	-55,866	-175,611
Net investing cash flows	-30,239	-31,291	-57,161	-55,866	-175,611
Cash flows from financing activities					
<i>Inflows:</i>					
QTC borrowings / capitalised interest	0	0	0	0	0
<i>Outflows:</i>					
Lease Payments	-171	-172	-342	-343	-686
QTC borrowings – redemption	0	0	0	0	0
Net financing cash flows	-171	-172	-342	-343	-686
Net increase (decrease) in cash held	49,768	51,124	105,390	97,887	136,003
Cash at the beginning of the financial period	369,619	360,760	313,997	313,997	313,997
Cash at the end of the financial period	419,387	411,884	419,387	411,884	450,000

Attachment 3 – Sponsorships, advertising, corporate entertainment and donations



Sponsorships, advertising, corporate entertainment and donations

		2020-21			
		Actual quarter	Actual YTD	Budget YTD	Budget year
Benefit		\$'000	\$'000	\$'000	\$'000
Sponsorship					
Bunya to the Bay Ambassadors	a.	0	0	0	30.0
Brisbane Exhibition (Ekka) – Ekka Online	b.	0	30.0	30.0	30.0
Noosa Festival of Water	c.	0	0	0	5.0
World Science Festival – Force Majeure Fee	b.	0	0	45.0	45.0
The Queensland Beer Awards.	d.	0	0	70.0	70.0
WaterAid	e.	5.0	5.0	11.0	11.0
Total over \$5,000		5.0	35.0	156.0	191.0
Other (total) below \$5,000		2.8	2.8	0	5.0
TOTAL		7.8	37.8	156.0	196.0
Advertising					
Public education - <i>Play it safe</i> campaign	f.	0	0	90.0	190.0
Water Future Program (excluding Drought Response campaign advertising)	b.	1.5	1.5	170.0	250.0
Dam release notification service	g.	0	0	23.0	23.0
Drought Response	h.	437.0	442.0	0	0
Total over \$5,000		438.5	443.5	283.0	463.0
Other (total) below \$5,000	i.	1.0	1.7	5.0	5.0
TOTAL		439.5	445.2	288.0	468.0
Corporate entertainment					
Total over \$5,000		0	0	0	0
Other (total) below \$5,000		0	0	2.0	4.0
TOTAL		0	0	2.0	4.0
Donations					
Total over \$5,000		0	0	0	0
Other (total) below \$5,000		0	0	0	0
TOTAL		0	0	0	0

Attachment 3 – Sponsorships, advertising, corporate entertainment and donations



Benefit notes:

- a. Bunya to Bay is an immersive education program over 20 days developed by Stanley River Environmental Education Centre. Since 2006, Seqwater has provided both financial and in-kind support to this event. The biannual program, written for secondary state school students from years 10 – 12, has been designed to connect students to the traditional owners that span the Brisbane River, enhance their careers in land management or outdoor recreation and generate curiosity in sustainability and environmental science. This program aligns with Seqwater's education and community partnership initiatives under the Water Future program.
- b. The Water Future program of initiatives, activities and actions will contribute to achieving Seqwater's *Water for Life* vision by building a water wise community. Water Future is a sustainable, long-term program of informing, educating, engaging and working with South East Queenslanders to explore how water is managed now, its value to a liveable and healthy region and the choices needed to be made to have a sustainable water future. This includes a public education campaign on the 'realities of rain' which includes advertising. Supporting the 'realities of rain' campaign and the Water Future program. As part of supporting the Water Future program, Seqwater has had a presence at the annual Brisbane Exhibition (Ekka) which enables significant awareness, engagement and education on water management to Ekka visitors over 10 days. Due to COVID-19 impacts there was a smaller 'online Ekka' this year that Seqwater was involved in. Seqwater's sponsorship of the 'Green Thumb' gardening segment with horticulturalist Claire Biddle encouraged ways to be water wise in the garden, with Seqwater research showing through its annual Water Attitudes survey that outdoor water use is where there are more opportunities to reduce consumption. The Green Thumb segments were re-run on Seqwater's social media channels during October 2020.
- c. Seqwater will provide financial support to the annual Noosa Festival of Water as part of the Lake Macdonald Dam upgrade project as a key event to engage the local community.
- d. Seqwater supported the first Queensland Beer Awards in 2019 with an Australian-first involving 12 SEQ breweries given the opportunity to brew beers using desalinated water from the Gold Coast Desalination Plant. The 2020 Beer Awards sponsorship involved working with RNA to grow the competition to include a public event targeting 2,000 attendees at the end of the Awards judging. Beer competitions/brewing was a successful tactic in the United States using purified recycled water and therefore will continue in 2021 to be a tactic to engage with South East Queenslanders on climate-resilient water source options. The RNA's Queensland Beer Awards also align with the Craft Brewing Strategy under the Advance Queensland Strategy.
- e. Seqwater will provide financial support to a range of water industry events, such as the Australian Water Association's QWater Conference, the Water Industry Operators Association of Australia Awards, the Australian National Committee on Large Dams forums and conferences, and WaterAid Australia events. These events provide learning and development opportunities for employees, to recognise outstanding achievement in the water industry and enable the Australian water industry to support improvements in water and sanitation in developing countries.
- f. The *Play it safe* public education campaign will promote visitor safety at Seqwater dams and recreation assets. Research shows many people do not have the same level of awareness about safety around lakes as they do in pools or at the beach. More than a third of all drowning deaths (35%) in Australia are on inland waterways – rivers, creeks and dams; that is more than beaches and pools combined (31%). Public education includes radio, online and outdoor advertising to remind the more than 2.5 million people who visit Seqwater's lakes, dams and parks each year to plan ahead and follow safety rules.
- g. The dam release notification service public education campaign will encourage the community to register for Seqwater's dam release notification service to be advised when gated dams are releasing water and un-gated dams are spilling. This advertising to raise public awareness of the service supports the recommendations from the 2015 Inspector-General of Emergency Management's dam communication review.
- h. The Water Future program of initiatives, activities and actions will contribute to achieving Seqwater's *Water for Life* vision by building a water wise community.
- i. Other advertising includes public notices to advise the community of events.

Attachment 4 – Notes



Drought Response:

Year-to-date Actual \$'000	Year-end Forecast (estimated actual) \$'000	Comments
5,949	13,079	Year to date expenditure primarily consists of manufactured water costs. The estimates for drought costs for this financial year assumes that the drought continues until 28 February 2021. If drought conditions continue beyond this date further funds will be requested. Please note that the drought response actuals and forecast include drought advertising costs, which have been listed separately.

Published on the Office of the Minister
for Regional Development and
Manufacturing and Water Disclosure Log
RTI Act 2009