

Date : 4/05/2021 10:25:47 AM
From : "EMR CLR Registry"
To : "THOMAS Sally" , "JOHNS Allen"
Cc : "SVALBE Helena" , "SHERMAN Kathrin" , "EMR CLR Registry"
Subject : ysRE: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form
Attachment : EDOCS #2658442-v1-RP22122_L21.PDF;image001.png;image005.jpg;image007.jpg;image009.png;image011.jpg;image012.png;image013.png;image014.png;

Hi guys

The files were dropped off this morning and I've gone through them and the only document relating to this site is the one I originally attached. No other information on this site.

Kind regards



Jackie Elia
Customer Service Officer - Registry
Contaminated Land Assessment
Waste Operations Unit | Waste, Development & Southeast Compliance
Department of Environment and Science
P: 07 3330 5644
Level 7, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

From: THOMAS Sally <Sally.Thomas@des.qld.gov.au>
Sent: Wednesday, 28 April 2021 12:36 PM
To: EMR CLR Registry; JOHNS Allen
Cc: SVALBE Helena; SHERMAN Kathrin
Subject: RE: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Hi Jackie,

Thanks for that. Can we please pull the file. As it's a complaint we have limited time and I would rather the files pulled now instead of in a week or two time. We can also use this opportunity to digitise them 😊

Thanks,
Sally

Sally Thomas
Team Leader
Waste Tracking and Contaminated Land Assessment
Waste Operations | Waste, Development & Southeast Compliance
Department of Environment and Science
Level 7, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001



From: EMR CLR Registry <EMR.CLR.Registry@des.qld.gov.au>
Sent: Wednesday, 28 April 2021 11:57 AM
To: THOMAS Sally; JOHNS Allen
Cc: SVALBE Helena; SHERMAN Kathrin; EMR CLR Registry
Subject: RE: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Hi guys

No worries – file number for this site is #900886 (part 6) and attached is the only record we have for this site online.

There's a few volumes for file #900886 if we need to pull them later down the track but no guarantee there will be anything more to document attached.

Historical note below on the EMR for this site which is the document attached.

Registered Site - Show Site

Reg Site	Comments	Amend Log	Categ. Hist	Hist. Repos	Show Docs
Lot: 21	Plan: RP22122	Category: PRO	CSR Cont Site ID: 141-6499		
Local Authority: BUNDABERG CITY	Entry Date: 08/12/1995	MR Alter Date: 21/12/1995			
Site Name: KALUA MOTEL					
Location Street: 4A HINKLER AVE. CNR.					
Location Suburb: BUNDABERG	Post Code: 4670	Prescribed Purpose: SERVICE STATION			
Owner Address: sch4p4(6) Personal information		Contsite File: 0	Officer: NIL		
		Current Use: 2231	Past Use: 42		
		DNR Parcel Status: C	Contaminant: UNK		
		Prev Lot No: 21			
		Prev Plan No: RP22122			
		Zoning:	Area: 981		
		UXO Region:	Cont Grid Water: U		
Comments: PREVIOUSLY USED FOR FUEL STORAGE. UPDATED SITE ADDRESS FROM IVAS, 28/11/95. P.T. //UPDATED OWNERS ADDRESS sch4p4(6) Personal information INFORMATION FROM COUNCIL RATES DEPT.21/12/1995 PAG.//					
Rec Status:	Deleted Reason:				
Deleted Date:					

Kind regards



Jackie Elia
 Customer Service Officer - Registry
 Contaminated Land Assessment
 Waste Operations Unit | Waste, Development & Southeast Compliance
 Department of Environment and Science
 P: 07 3330 5644
 Level 7, 400 George Street, Brisbane QLD 4000
 GPO Box 2454, Brisbane QLD 4001

From: THOMAS Sally <Sally.Thomas@des.qld.gov.au>

Sent: Wednesday, 28 April 2021 11:42 AM

To: EMR CLR Registry

Cc: SVALBE Helena; JOHNS Allen; SHERMAN Kathrin

Subject: RE: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Thanks Jackie – I was about to buzz you to enquire about any correspondence that has already occurred.

Al is going to look into the background info tomorrow, he may need some assistance with recalling files if they are not already digitised.

Sal

Sally Thomas

Team Leader

Waste Tracking and Contaminated Land Assessment

Waste Operations | Waste, Development & Southeast Compliance

Department of Environment and Science

Level 7, 400 George Street, Brisbane QLD 4000

GPO Box 2454, Brisbane QLD 4001



From: EMR CLR Registry <EMR.CLR.Registry@des.qld.gov.au>

Sent: Wednesday, 28 April 2021 11:31 AM

To: SHERMAN Kathrin; THOMAS Sally

Cc: EMR CLR Registry; SVALBE Helena

Subject: RE: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Attached is the email I sent to the client when we received phone message in the EMR mailbox for your info.

Kind regards



Jackie Elia
Customer Service Officer - Registry
Contaminated Land Assessment
Waste Operations Unit | Waste, Development & Southeast Compliance
Department of Environment and Science

P: 07 3330 5644
Level 7, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

From: SHERMAN Kathrin <Kathrin.Sherman@des.qld.gov.au>

Sent: Wednesday, 28 April 2021 10:21 AM

To: THOMAS Sally

Cc: EMR CLR Registry

Subject: FW: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Importance: High

Hey Sal,
Before I allocate, I thought I we would add this to our list for our catchup.

The policy is here - [customer-complaints-management-policy-procedure.pdf](#)

I am thinking that it will be a 'formal complaint – standard' possibly 'complex' but happy to discuss further. In this case you will be the complaint manager and I will be the decision-maker but again happy to discuss and referencing the policy here.

Thanks Sal.

Regards

Kath



Kath Sherman
Director
Waste Operations
Waste, Development and Southeast Compliance
Environmental Services and Regulation
Department of Environment and Science

M: [Section 78](#)
Level 27, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

From: DES Complaints <DES.Complaints@des.qld.gov.au>

Sent: Wednesday, 28 April 2021 10:03 AM

To: SHERMAN Kathrin

Subject: CTS No: 08842/21 for your information/input concerning: ESR // Complaint / EMR/CLR and no service station on L21 RP22122 / Web form

Click on the [Item Link](#) to view the item.

CTS No 08842/21 concerning the above is currently assigned to **Corro DES ESR DDG** for action. It has been decided that you need to be involved so you have been sent a link to this item for your information/input. Refer to comments added (if any): **Hi WDSC, attached Complaint lodged in accordance with DES Customer Complaints Management Policy and Procedure. The procedure requires the business unit to designate a complaint manager who will: - If the complaint deemed simple (informal) resolve/respond to the complaint within 5 working days or if complex (formal), send the complainant an acknowledgement letter (launch attached template) within five business days of the complaint being received by the department. Provide a response to the complainant within a maximum of 20 business days of the receipted complaint (27/5/21) - Record all contact with the complainant in MECS and attach a copy of any signed letters sent to the complainant. Treat all complaints with priority. Thank you, Tonina.**

If you have any queries please contact Corro DES ESR DDG or officers from DES - Client Engagement Unit by emailing to descomplaints@des.qld.gov.au or via the link [Management Team Link](#).

email: EmailInformationOfficerNotification

The information in this email together with any attachments is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. There is no waiver of any confidentiality/privilege by your inadvertent receipt of this material. Any form of review, disclosure, modification, distribution and/or publication of this email message is prohibited, unless as a necessary part of Departmental business.

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BUNDABERG CITY COUNCIL
CONTAMINATED LAND REGISTER

LOCAL AUTHORITY: BUNDABERG CITY

SITE NAME : KALUA MOTEL

STREET NUMBER : 92

STREET NAME : STEUART STREET

SUBURB : BUNDABERG

POSTCODE : 4670

LOT NUMBER : 21

PLAN NUMBER : RP22122

OWNERS NAME : sch4p4(6) Personal information

OWNERS ADDRESS :

OWNERS SUBURB :

OWNER POSTCODE :

AREA OF LAND : 981

CURRENT USE : 2231

PAST USE : 042

COMMENTS : PREVIOUSLY USED FOR FUEL STORAGE

→ 4A Hinkler Av Cnr.

correct L&P diff address

10AS A7

22/11/95

Date : 29/04/2021 1:59:33 PM

From : "JOHNS Allen"

To : "THOMAS Sally" , "EMR CLR Registry"

Subject : FW: Lot: 21 Plan: RP22122 4A Hinkler Avenue, Bundaberg North

Attachment : EDOCS-#2658442-v1-RP22122_L21.PDF;Title Seach Lot 21.pdf;Tilte Search Lot

22.pdf;image002.png;image004.jpg;image007.jpg;image008.jpg;image013.jpg;image014.png;image018.jpg;

Hi Sal,

BACKGROUND:

Attached is Bundaberg Council Contaminated Land records, however, it is noted the address is 4A Hinkler Ave is Lot 22 on SP259494 and Lot 21 on RP22122 is 92 Steuart St (figure 1 and 2). Double check with the registry to do a QVAS search on Lot 21 to make sure of the address. I checked with Council and they have confirmed Lot 21 on RP22122 is known as 92 Steuart St.

A title search shows a BART-JANE INVESTMENTS PTY LTD currently owns Lot 21 since 1996 and 4 Hinkler Ave (Lot 22 on SP259494) is owned by sch4p4(6) Personal information since 2013 (see land titles attached). Lot 22 is not listed on the EMR. Figures 3 and 4 below is an image taken in May 1996 of Lot 21, which appear to have two driveways and separate building compared to today's image where the building has changed.

FIGURE 1

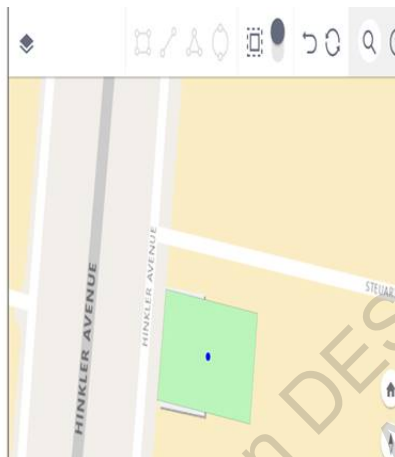
FIGURE 2

Spatial Search Results for Lot 21 on Plan RP22122

[Go to QImagery to view Historical Aerial Photography](#)
[Survey Search on selected plan\(s\)](#)

Lot/Plan: 21/RP22122
Segment/Parcel: 2214/41
Tenure: FH - FREEHOLD
Area: 981.00 m²
Excluded Area: 0.00 m²
Surveyed: Yes
Coverage: Base
Accuracy: B&D PLOT CONTROLLED - 0.25M
Locality: BUNDABERG NORTH
Local Government: BUNDABERG REGIONAL
Primary Address: 92 STEUART ST BUNDABERG NORTH QLD

[Retrieve Plan Image](#)
[Display additional data](#)
[Current Title Search](#)
[Build Map](#)



Spatial Search Results

[Go to QImagery to view Historical Aerial Photography](#)
[Survey Search on selected plan\(s\)](#)

Lot/Plan: 22/SP259494
Segment/Parcel: 2214/585
Tenure: FH - FREEHOLD
Area: 1574.00 m²
Excluded Area: 0.00 m²
Surveyed: Yes
Coverage: Base
Accuracy: B&D PLOT CONTROLLED - 0.25M
Locality: BUNDABERG NORTH
Local Government: BUNDABERG REGIONAL
Primary Address: 4 HINKLER AV BUNDABERG NORTH QLD

[Retrieve Plan Image](#)
[Display additional data](#)
[Current Title Search](#)
[Build Map](#)

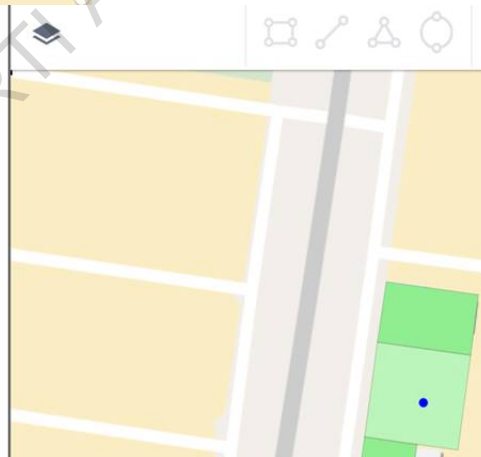


FIGURE 3: May 1996 Image

FIGURE 4: QLD Globe Image 2015.





I really would like to know the following:

- **How it was notified;** I would say council as we have a copy of their contaminated land report (see attached). Files are being called back no notices in the system as well.
- **When it was listed;** Date of Entry 8/12/95 for service station under the *Contaminated Land Act 1991* now repealed under the EP Act .
- **Why it was listed;** service station noted only in registry no other details such as file notes.
- **Any subdivisions that may have occurred;** No ROL's
- **When the site last changed hands.** I'd say a new building has taken place on the land, which I have make a request to council for records of any servo's/fuel storage and when the hotel was built? Also the past and current images about appears to be different. It is noted in the current land titles for lot 21 being BART-JANE INVESTMENTS PTY LTD has owned the site since 1996 and may have redeveloped the site based on the business name which is the time of the above images taken just a hunch?



Allen Johns
Team Leader
Contaminated Land Assessment
Waste Operations Unit | Waste, Development & Southeast Compliance
Department of Environment and Science

P: 07 3330 5694
Level 7, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

From: THOMAS Sally <Sally.Thomas@des.qld.gov.au>
Sent: Wednesday, 28 April 2021 11:39 AM
To: JOHNS Allen
Subject: Lot: 21 Plan: RP22122 4A Hinkler Avenue, Bundaberg North

Hey AI,

Thanks for the chat on the phone. As discussed, can you please pull out the background information for the following site:

The land Lot: 21 Plan: RP22122 4A Hinkler Avenue, Bundaberg North

If the info is in hard copy files, can you please recall them from iron mountain this week.

I really would like to know the following:

- How it was notified;
- When it was listed;
- Why it was listed;
- Any subdivisions that may have occurred;
- When the site last changed hands.

Tomorrow is fine as I know you have a few things already on the list today. We will touch base to further discuss next week. It is from a formal complaint so I will send out the acknowledgment letter to the complainant.

Thank you 😊
Sally

Sally Thomas

Team Leader

Waste Tracking and Contaminated Land Assessment

Waste Operations | Waste, Development & Southeast Compliance

Department of Environment and Science

Level 7, 400 George Street, Brisbane QLD 4000

GPO Box 2454, Brisbane QLD 4001



BUNDABERG CITY COUNCIL
CONTAMINATED LAND REGISTER

LOCAL AUTHORITY: BUNDABERG CITY

SITE NAME : KALUA MOTEL

STREET NUMBER : 92

STREET NAME : STEUART STREET

SUBURB : BUNDABERG

POSTCODE : 4670

LOT NUMBER : 21

PLAN NUMBER : RP22122

OWNERS NAME : sch4p4(6) Personal information

OWNERS ADDRESS : sch4p4(6) Personal information

OWNERS SUBURB :

OWNER POSTCODE :

AREA OF LAND : 981

CURRENT USE : 2231

PAST USE : 042

COMMENTS : PREVIOUSLY USED FOR FUEL STORAGE

→ 4A Hinkler Av Cnr.

correct L&P diff address

10AS A7

22/11/95

INTERNAL CURRENT TITLE SEARCH
DEPARTMENT OF RESOURCES, QUEENSLAND

Search Date: 28/04/2021 13:53

Title Reference: 15016037
Date Created: 18/09/1973

Previous Title: 10751114

REGISTERED OWNER

Dealing No: 701694301 05/12/1996

BART-JANE INVESTMENTS PTY LTD A.C.N. 076 111 067

ESTATE AND LAND

Estate in Fee Simple

LOT 21 REGISTERED PLAN 22122
Local Government: BUNDABERG

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 10192235 (POR 1)

ADMINISTRATIVE ADVICES - NIL
UNREGISTERED DEALINGS - NIL

** End of Current Title Search **

INTERNAL CURRENT TITLE SEARCH
DEPARTMENT OF RESOURCES, QUEENSLAND

Search Date: 28/04/2021 13:58

Title Reference: 50918523
Date Created: 10/07/2013

Previous Title: 10563173
12671020

REGISTERED OWNER

Dealing No: 715072327 08/05/2013

sch4p4(6) Personal informati

TRUSTEE

UNDER INSTRUMENTS 714535202 AND 714618489

ESTATE AND LAND

Estate in Fee Simple

LOT 22 SURVEY PLAN 259494
Local Government: BUNDABERG

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 10192235 (POR 1)
2. EASEMENT IN GROSS No 715072363 08/05/2013 at 11:19
burdening the land
BUNDABERG REGIONAL COUNCIL
over
EASEMENT A ON SP259494
Lodged at 11:19 on 08/05/2013 Recorded at 13:50 on 10/07/2013

ADMINISTRATIVE ADVICES - NIL

UNREGISTERED DEALINGS - NIL

Caution - Charges do not necessarily appear in order of priority

** End of Current Title Search **

Date : 4/05/2021 11:08:54 AM

From : "JOHNS Allen"

To : "EMR CLR Registry"

Subject : FW: Lot 21 RP22122 "Past Land Use Details Regarding Fuel Storage"

Attachment : Title Seach Lot 21.pdf;image001.png;image002.png;image003.jpg;image005.jpg;image008.png;

fyi



Allen Johns

Team Leader

Contaminated Land Assessment

Waste Operations Unit | Waste, Development & Southeast Compliance

Department of Environment and Science

P: 07 3330 5694

Level 7, 400 George Street, Brisbane QLD 4000

GPO Box 2454, Brisbane QLD 4001

From: JOHNS Allen

Sent: Thursday, 29 April 2021 3:33 PM

To: ceo@bundaberg.qld.gov.au

Cc: THOMAS Sally

Subject: Lot 21 RP22122 "Past Land Use Details Regarding Fuel Storage"

To Whom It May Concern,

The Department of Environmental and Science is responsible for maintaining a register for contaminated land sites in Queensland and is seeking Councils assistance regarding any details of fuel storage being located on Lot 21 RP22122 "the site". Originally Bundaberg Regional Council made a notification of the site to be listed around 95/96 for service station/fuel storage. We have received a complaint that the site should not be listed on the Environmental Management Register as the activity had not occurred and we would like your assistance for following information:

- Copy of council notification 95/96 or any correspondence related.
- Records of any approvals (ERA's)/ building approvals of a service station/fuel storage facility on the site.
- Any records of when the Kalua Motel was built and past building on the site prior to the building of the Motel.

Below is past and current photos of the site, which appears the land use has changed due the buildings. Your assistance is greatly appreciated on any information you may be able to provide and if you have any question please call thanks Allen.

Photo May 1996.

Photo 2015





Allen Johns
Team Leader

Contaminated Land Assessment

Waste Operations Unit | Waste, Development & Southeast Compliance
Department of Environment and Science

P: 07 3330 5694

Level 7, 400 George Street, Brisbane QLD 4000

GPO Box 2454, Brisbane QLD 4001

INTERNAL CURRENT TITLE SEARCH
DEPARTMENT OF RESOURCES, QUEENSLAND

Search Date: 28/04/2021 13:53

Title Reference: 15016037
Date Created: 18/09/1973

Previous Title: 10751114

REGISTERED OWNER

Dealing No: 701694301 05/12/1996

BART-JANE INVESTMENTS PTY LTD A.C.N. 076 111 067

ESTATE AND LAND

Estate in Fee Simple

LOT 21 REGISTERED PLAN 22122
Local Government: BUNDABERG

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 10192235 (POR 1)

ADMINISTRATIVE ADVICES - NIL
UNREGISTERED DEALINGS - NIL

** End of Current Title Search **

Date : 29/04/2021 3:46:10 PM
From : "JOHNS Allen"
To : "THOMAS Sally"
Subject : FW: Lot 21 RP22122 "Past Land Use Details Regarding Fuel Storage"
Attachment : image001.png;image002.png;
fyi



Allen Johns
Team Leader
Contaminated Land Assessment
Waste Operations Unit | Waste, Development & Southeast Compliance
Department of Environment and Science

P: 07 3330 5694
Level 7, 400 George Street, Brisbane QLD 4000
GPO Box 2454, Brisbane QLD 4001

From: BRC CEO Incoming <ceo@bundaberg.qld.gov.au>
Sent: Thursday, 29 April 2021 3:40 PM
To: JOHNS Allen
Subject: RE: Lot 21 RP22122 "Past Land Use Details Regarding Fuel Storage"
Importance: Low

Thank you for contacting Bundaberg Regional Council

Your email has been received and will be responded to within the next 10 working days.

If the matter is urgent or in relation to the Coronavirus, please telephone **1300 883 699** and inform the operator that your call relates to an email that you have already sent.

To see the latest update from council regarding Coronavirus visit www.bundaberg.qld.gov.au/coronavirus

This is an automatic response, please do not reply to this email.

BUNDABERG REGIONAL COUNCIL
T 1300 883 699 F 07 4150 5410
E ceo@bundaberg.qld.gov.au

This email and/or associated attachments and links may contain confidential, privileged or personal information. If you are not an intended recipient, you must not deal with or rely on any information herein and please advise the sender or call Council on 1300 883 699. Council undertakes virus protection but excludes all liability for transmission any potential viruses (or similar). Council may collect your personal information which will be used for the purposes outlined in this communication. This information will only be accessed by authorised Council officers and will be handled in accordance with Council's Privacy Statement governed by the Information Privacy Act 2009. Visit <https://www.bundaberg.qld.gov.au/privacy> for further information.

Date : 29/04/2021 3:33:22 PM

From : "JOHNS Allen"

To : "ceo@bundaberg.qld.gov.au"

Cc : "THOMAS Sally"

Subject : Lot 21 RP22122 "Past Land Use Details Regarding Fuel Storage"

Attachment : Title Seach Lot 21.pdf;image001.png;image004.jpg;image006.jpg;image007.png;

To Whom It May Concern,

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Photo May 1996.

Photo 2015





Allen Johns
Team Leader
Contaminated Land Assessment
Waste Operations Unit | Waste, Development & Southeast Compliance
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DEPARTMENT OF RESOURCES, QUEENSLAND

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Title Reference: 15016037
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BART-JANE INVESTMENTS PTY LTD A.C.N. 076 111 067

ESTATE AND LAND

Estate in Fee Simple

LOT 21 REGISTERED PLAN 22122
Local Government: BUNDABERG

EASEMENTS, ENCUMBRANCES AND INTERESTS

1. Rights and interests reserved to the Crown by
Deed of Grant No. 10192235 (POR 1)

ADMINISTRATIVE ADVICES - NIL
UNREGISTERED DEALINGS - NIL

** End of Current Title Search **